RAVEN User Guide

Updated 04/3/2018

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2 Introduction

The **Raven** product line consists of three parts: **Raven Server**, the **Raven Mobile App**, and **Connectors** that use the **Raven Server API** to send **Notifications** bundled in **Notification Classes** to **Raven Mobile App** users.

3 Setup

Cochrane Supply provides Raven customers with their initial **Raven Server IP address,** and **admin username** and **password**. You can navigate to <ip address>/admin to get to the **Admin Panel**. Here you can view what Connectors are talking to your server, create mobile app users that can login and use the server, and manage User Groups and Roles that determine what those mobile app users have access to.

1. Login to the admin panel and **change your admin password from the default value** by highlighting your username in the top right of the panel, and hitting the **Change Password** link.

Cochrane Supply also gives you an **API username** and **key**. Your given API key is unique and does not need to be changed.

Before you can create new Roles, User Groups, and Users, you will need a **Connector** talking to your server with some **Notification Classes** registered. Cochrane Supply provides a free **Niagara Connector** that currently supports Niagara 4.2+.

2. Install the raven .jar files into your Niagara 4 installation
3. From the **raven** palette, add the **RavenService** to your Services in your Niagara 4 station
4. On the **RavenService Property Sheet**, configure the following properties:
    a. **Raven Server Address** should point to your given Raven Server
        i. Example: https://svr.ctsraven.com:443
    b. **Niagara Connection Name** is how your Niagara station will appear to mobile app users. This would be, for example, your Station name.
    c. **URL Home** is a way for you to override the first part of your Niagara alarm hyperlinks. For example, if your hyperlinks were pointing to an internal IP address (like 192.168.1.40) that can't be reached from the public internet, but you have a different static IP address (like "11.22.33.44") you'd like to use instead, you could set it up as such:

       i. https://11.22.33.44/ord?

      ii. If you do not have a different IP address to use, just put your station's default IP address

   d. **Api Username** is your API username provided by Cochrane Supply

   e. **Api Key** is your API key provided by Cochrane Supply

5. To send an Alarm Class from Niagara up to your Raven Server, open the **raven** palette, and drag a **RavenAlarmRecipient** into your **AlarmService Wire Sheet**.

   a. Link as many Alarm Classes as you'd like into your **RavenAlarmRecipient's Route Alarm** slot, and they will be made available to view as **Notification Classes** from connected Raven Mobile App users.

6. To send custom Notifications from your Niagara station, add a **RavenNotificationClass** underneath your **RavenService**.

   a. Rename your **RavenNotificationClass** object to however you'd like it to display to your connected Raven Mobile App users (example: "Announcements")

   b. On the **Raven Notification Manager** view of your **RavenNotificationClass**, you can use the **Send Now** button to send a Notification now, **Send Later** to schedule a notification to send at a later time, or **Send Recurring** to setup a recurring notification.

   c. Once created, the properties of **Send Later** and **Send Recurring** notifications can be manually edited from the **Property Sheet**. You can even link into the slots to use Niagara string logic to build smart message strings using data from your station. Keep in mind that **Send Later** notifications will be deleted once sent.

7. Once you have one or more Notification Classes setup, either through an AlarmRecipient or NotificationClass object, **right click** on your **RavenService** and go to **Actions > Update Raven Server**.

8. Connect to your **Raven Server Admin Panel**, and go to **Manage Connections**. You should see your Connection added.

   a. If you do not see your Connection, enable the **Debug** property on your **RavenService**, try to **Update Raven Server** again, and then check Application Director for an error output and contact Cochrane Tech Support.

   b. Your Raven Server license includes a limited number of Connections. If an old Connection is taking up one of your slots, you can delete it from this screen.

9. Go to **Manage Roles & Groups**. Hit **Add Role**, give your role a name, and then select what **Notification Classes** the role has access to. If you pick **Select All**, that role will have access to all current and future added Notification Classes.

10. Hit **Add Group** and create a User Group that has one or more roles selected.

11. Go to **Manage Users**, and hit **Add User**.

12. Create a new user and select a User Group for them to be a part of.

13. You now have a user that **Raven Mobile App** users can login with.
14. Download the latest **Raven - Smart Building** app from the iOS App Store or Google Play Store.
    a. If you're having trouble finding it, search "raven cochrane"
15. On the initial **Add New Server** screen, enter your **Raven Server's** address
16. Then enter your mobile username and password
17. On the **Setup Notifications** screen, they can pick and choose which Notification Classes they'd like to receive Push Notifications for, and then hit the check button at the bottom to Save.
    a. Note: if you perform a new **Update Raven Server** action from a Niagara station, all users will be notified that the list of Notification Classes has changed, and will be prompted to open their app and configure any changes to their classes.

4 Support

For further support on any of the **Raven Product Line**, open up a ticket at https://support.cochranetechservices.com, or send an email to support@cochranetechservices.com.