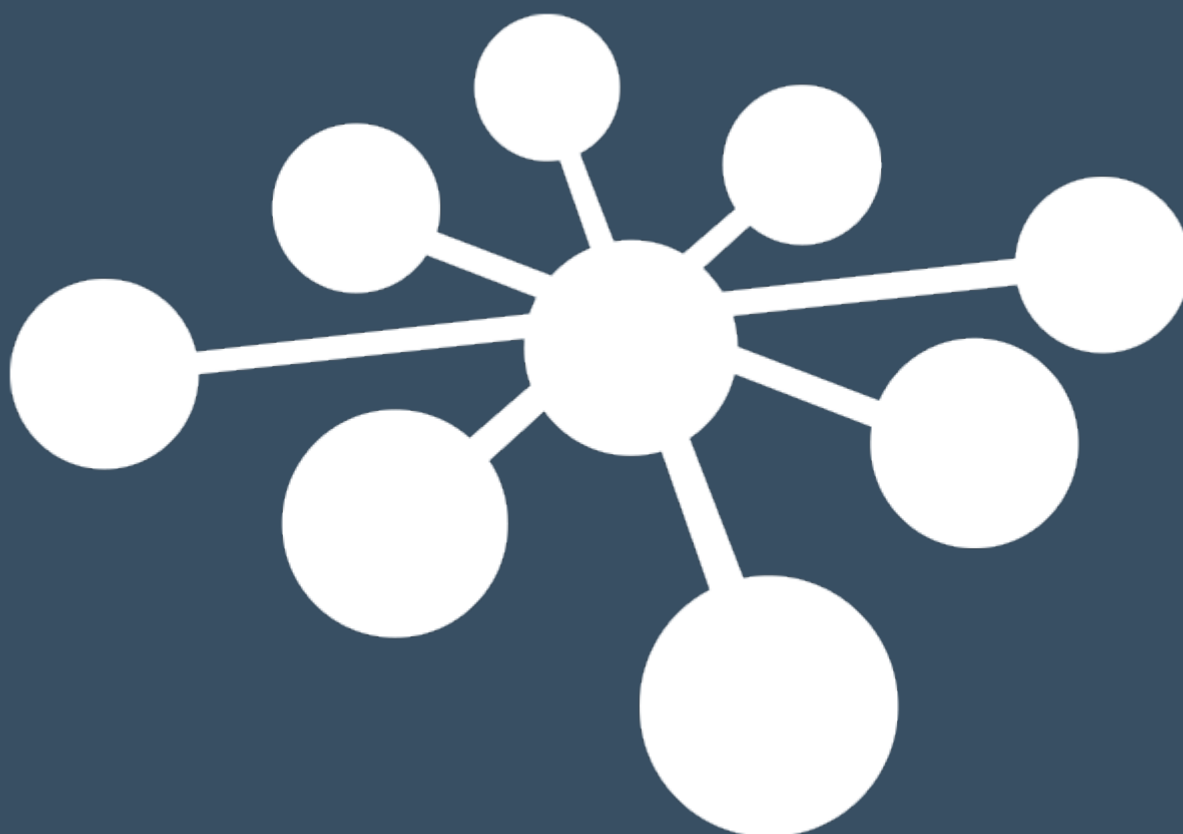


Instructions for Use  
**OtoAccess<sup>®</sup>**

Database



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# 1 Introduction

## 1.1 About this Manual

This manual is valid for the OtoAccess® Database. The product is manufactured by:

OtoAccess A/S  
Audiometer Allé 1  
5500 Middelfart  
Denmark

Thank you for purchasing the OtoAccess® Database PC application. The OtoAccess® Database is an application for easy management of client information and test evaluation. The OtoAccess® Database is a unique interface, which integrates audiological modules from different manufacturers.

OtoAccess® Database can be set up in the following three ways:

- OtoAccess® Database Server and Network Client
- OtoAccess® Database Network Client
- OtoAccess® Database Standalone

*Disclaimer: All data used in this manual is randomly generated demo data.*

## 1.2 Intended use of OtoAccess® Database



The OtoAccess® Database provides a comprehensive data management tool for patient demographics and evaluation data.

The OtoAccess® Database offers a seamless and fast way of adding a client, launching a measurement module and then, following the client evaluation, storing the data securely in the database.



## 2 Precautions

Follow these precautions to handle patient data correctly.

	<b>WARNING</b> indicates a hazardous situation which, if not avoided, could result in death or serious injury.
	<b>CAUTION</b> , used with the safety alert symbol, indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.
NOTICE	<b>NOTICE</b> is used to address practices not related to personal injury.



To avoid client information being captured during network transmission, the communication to the SQL database must be secure (encrypted).

Store backup of client data in a safe manner.

Create backup of patient's data regularly (for example once a week).

To avoid data from being misused, if stolen, the data must be encrypted.

To avoid unwanted data transfer from PC to the network, make sure that an appropriate Virus & Spyware scanner is installed, updated and effective; please contact your local administrator for help and guidance.

All users must have their own login to the database to ensure traceability and identification of data updated or deleted from the database.

### 2.1 Secure communication

The OtoAccess® Database can be installed as a client server environment where the data to and from the database is transmitted on a network.

To ensure the patient information is not captured during transmission, the communication to the SQL database must be secure (encrypted).

### 2.2 Store backup safely

The OtoAccess® Database automatically creates a backup of each database – the schedule and retention of the backups can be customized according to clinician need and preference.

To ensure that the data is not lost, as may occur, for example, in the event of hardware failure, the backups must be copied to a second secure location.

To ensure that the data is not misused, we recommend that the backups are stored on encrypted volumes or password protected.



## 2.3 Security and access to data

All users must have their own login by default. All sessions are stored in relation to each individual user and all the actions of each individual user are logged by the system.

It will significantly degrade security and logging efficiency if logins are shared or if the use of passwords is disabled.

It is possible to provide easier/quicker access to the database by relying solely on the Windows Logon to provide the security. This requires a system administrator to associate the user's security credentials.

Following three unsuccessful login attempts, the system default is to logout the user for a period of 10 minutes.

The system allows the user to change the password and to enforce password strength.

The system does not expire passwords by default.

## 2.4 Default credentials

The first time you launch OtoAccess®, you will be prompted to enter the default username and password.

**Username: admin**

**Password: password**

Please make sure to change the password for the admin account if you need to restrict access to the application.



## 3 Hardware and software requirements

### 3.1 .NET Framework

.NET 4.5 is required for the application to run.

### 3.2 Windows PowerShell

Windows PowerShell is required to run the Microsoft SQL Server 2014 Express.

### 3.3 Hard-disc

Disc space requirements will vary with the installation option.

The product requires around 70 - 2700 Mb of available hard-disc space.

### 3.4 Monitor

The minimum resolution supported is WXGA (1280x768).

OtoAccess® is recommended to run on a full HD 1080 or higher resolution monitor.

### 3.5 Memory

Minimum 512 MB of memory, recommended 4 GB.

### 3.6 Processor speed

Minimum x86 Processor 1.0 GHz, recommended Intel i5 or AMD A8 or greater.

Minimum x64 Processor 1.4 GHz, recommended Intel i5 or AMD A8 or greater.

Processor Type x64: AMD Opteron, AMD Athlon 64, Intel Xeon with Intel EM64T support, Intel Pentium IV with EM64T support (or newer).

*Processor Type x86: Pentium III-Compatible processor or faster.*

### 3.7 Operating system support

Windows 7 SP1 or newer.

Windows Server 2008 R2 SP1 or newer.

### 3.8 SQL server support

OtoAccess® Database will run on the following versions of Microsoft SQL Server:

SQL Server 2012 (SP1 - SP3) (Express – Enterprise).

SQL Server 2014 (SP1 – SP2) (Express – Enterprise).

SQL Server 2016 (Express – Enterprise).

NB: OtoAccess® Database requires Service Broker to be enabled and corresponding Firewall Rules to allow access.



### 3.9 Using secure connections

Utilizing a secure network connection requires a certificate installed on the SQL Server.

For more information see: [https://technet.microsoft.com/en-us/library/ms189067\(v=sql.105\).aspx](https://technet.microsoft.com/en-us/library/ms189067(v=sql.105).aspx)

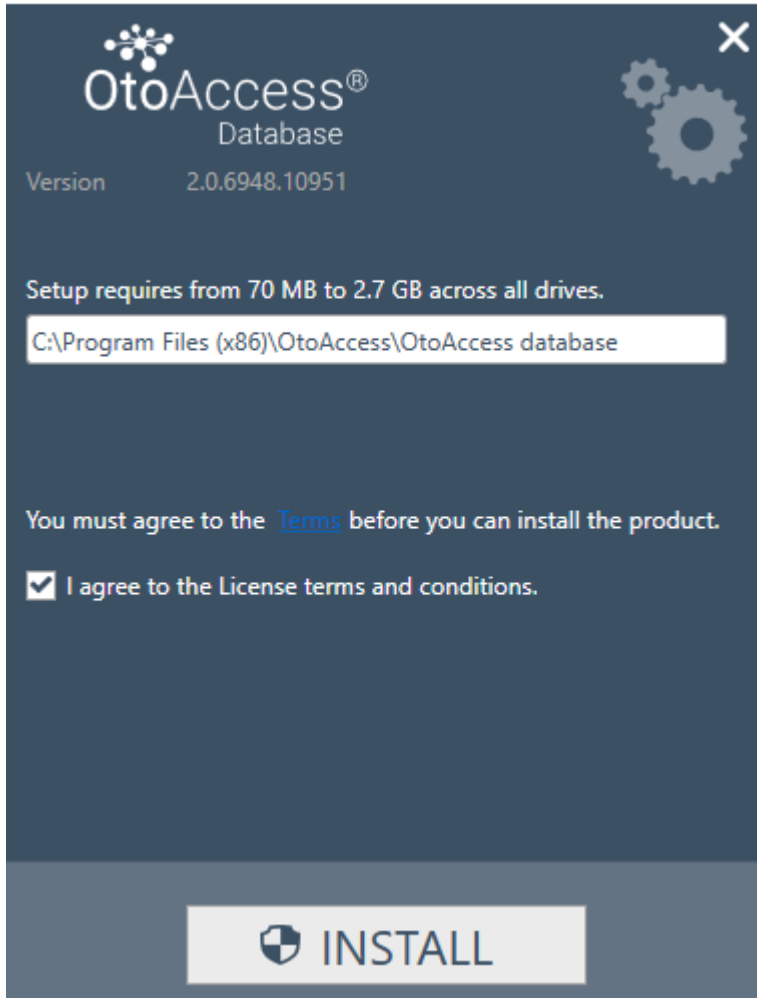
And: <https://msdn.microsoft.com/en-us/library/ms191192.aspx>



## 4 Installation instructions

### 4.1 Setup

From the installation media run OtoAccess.exe



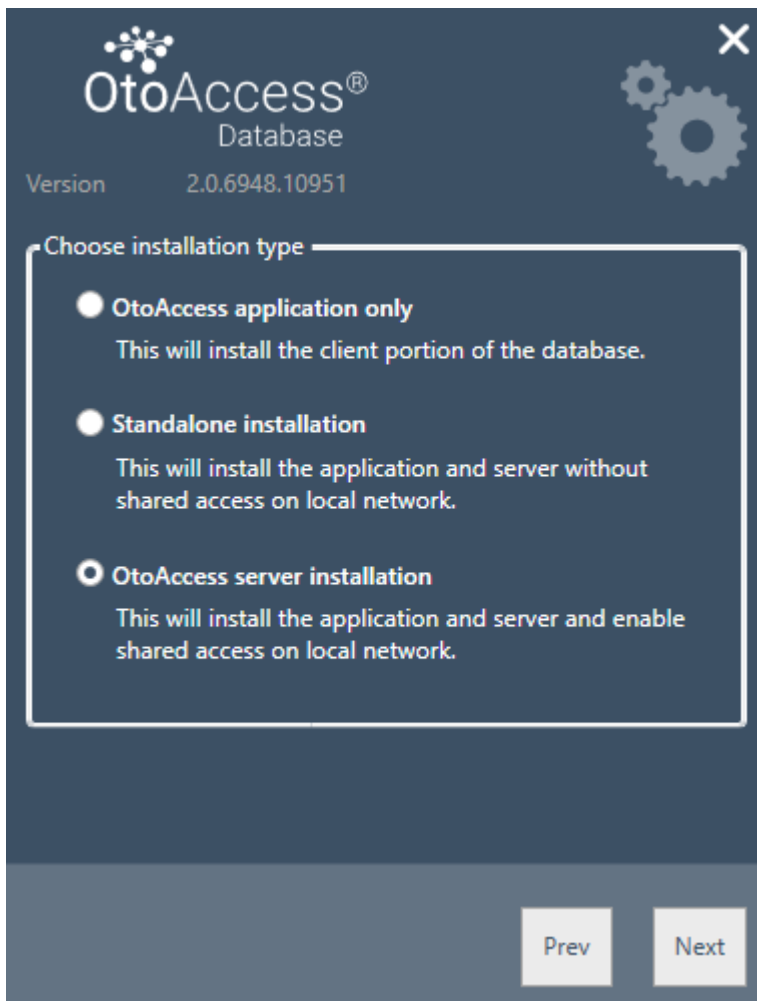
Carefully read the license agreement and tick off the “I agree” before continuing.

NB: If you do not agree to the license terms press the “X” in the top right corner, this will exit the application.



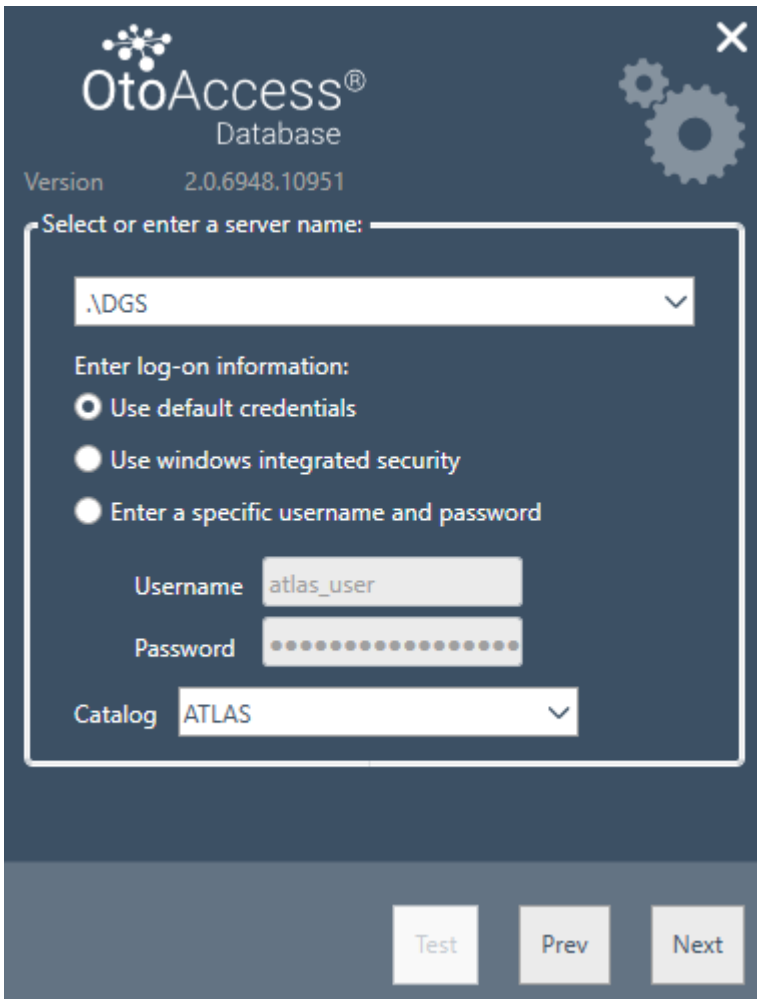
### 4.1.1 Installation type

OtoAccess® can be installed as a standalone installation or in a network environment with many clients accessing the same database.



#### 4.1.1.1 Client only

Choose this type if you already have a server running and plan to use the same database between multiple clients.



The client installation allows the user to set up the connection to a server on the network.

Enter the server name followed by the instance name in the following format:  
[Server name] \ [Instance name]

Choose to use default OtoAccess® credentials or specify Windows or other specific credentials.

The catalog/database name ATLAS is default but can be chosen from the server given the supplied credentials.

#### 4.1.1.2 Standalone installation

Choose this installation type if you plan on using the application on a local machine and do not want to share access to the database.

NB: If a SQL server 2014 is already present on the system, the installation will reuse it and inherit the settings from the previously installed instance, i.e. selecting Server or Standalone will not have any effect on the existing server configuration.



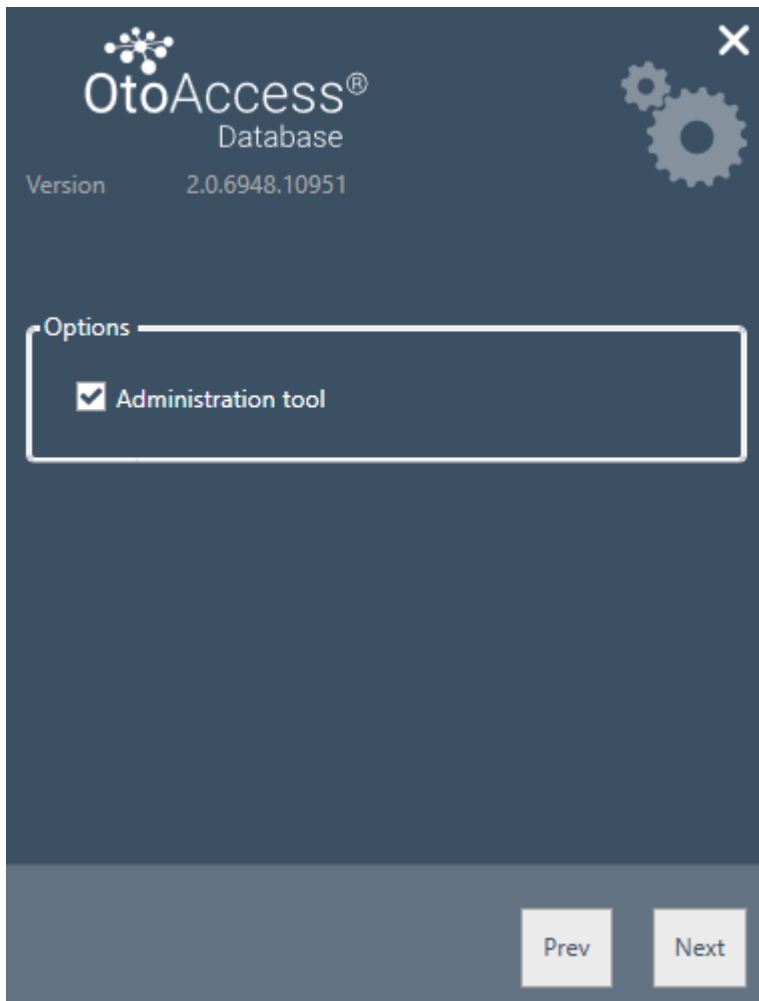
### 4.1.1.3 Server installation

Choose this installation type if you plan to setup a database that is shared with other clients.

NB: If a SQL server 2014 is already present on the system, the installation will reuse it and inherit the settings from the previously installed instance, i.e. selecting Server or Standalone will not have any effect on the existing server configuration.

### 4.1.2 Administration

The administration tool is optional but is required when doing system administration like, adding users checking logs, doing backup etc.



### 4.1.3 UAC (User Account Control)

When pressing Next after choosing the administration option the installer will prompt to let the user allow access to the system.

Saying "NO" will abort the installation.



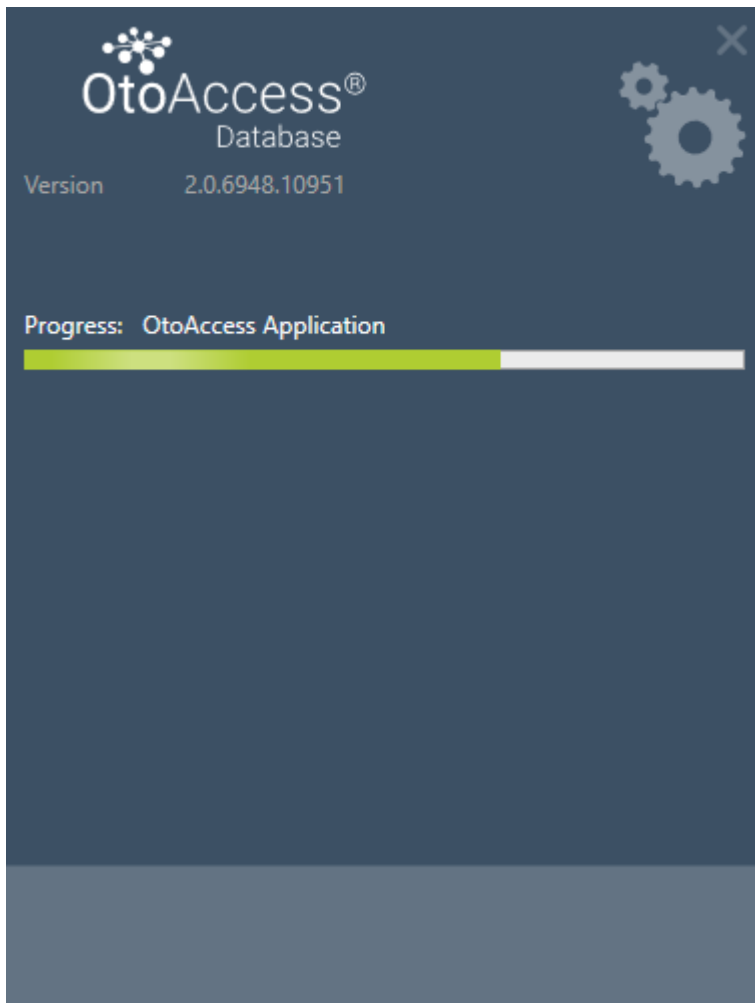
#### 4.1.4 Progress

During the installation the installer will install .NET Framework, SQL Server and the application.

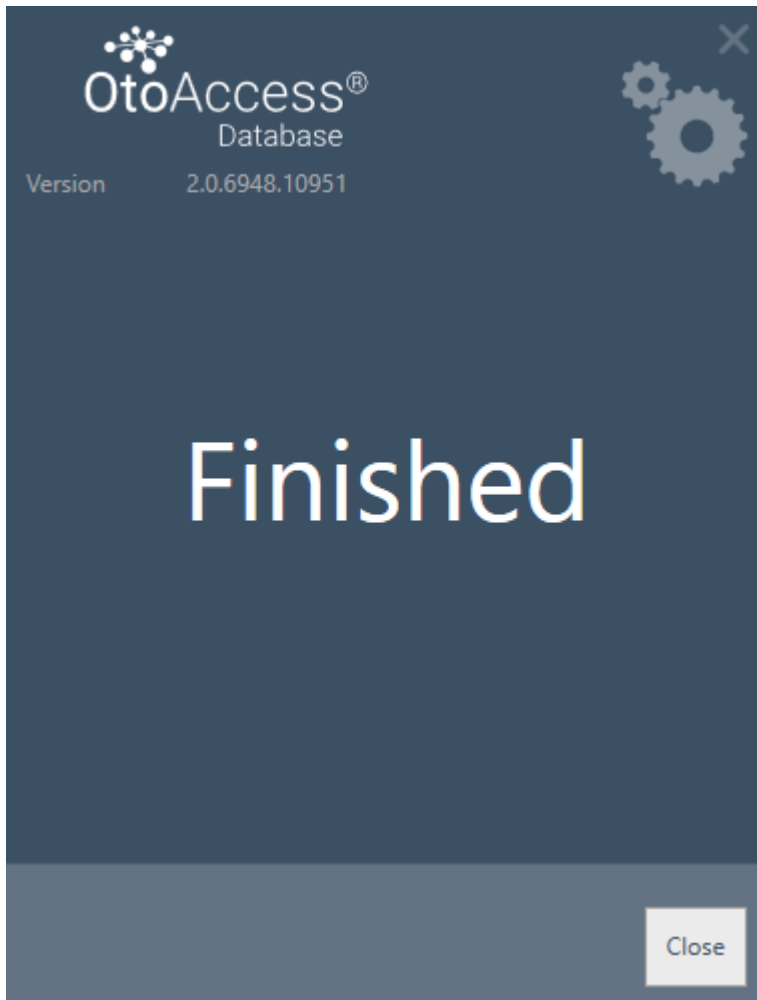
The duration of the installation will depend on existing components and to which degree the machine has been updated.

The expected duration for each component is listed below:

- 1) .NET 4.5 Framework approx. 4 min. (a reboot may be required)  
.NET Framework is preinstalled on Windows 8 and newer OS.
- 2) SQL Server approx. 12 min. (a reboot may be required)
- 3) OtoAccess® application approx. 2 min.



#### 4.1.5 Finish



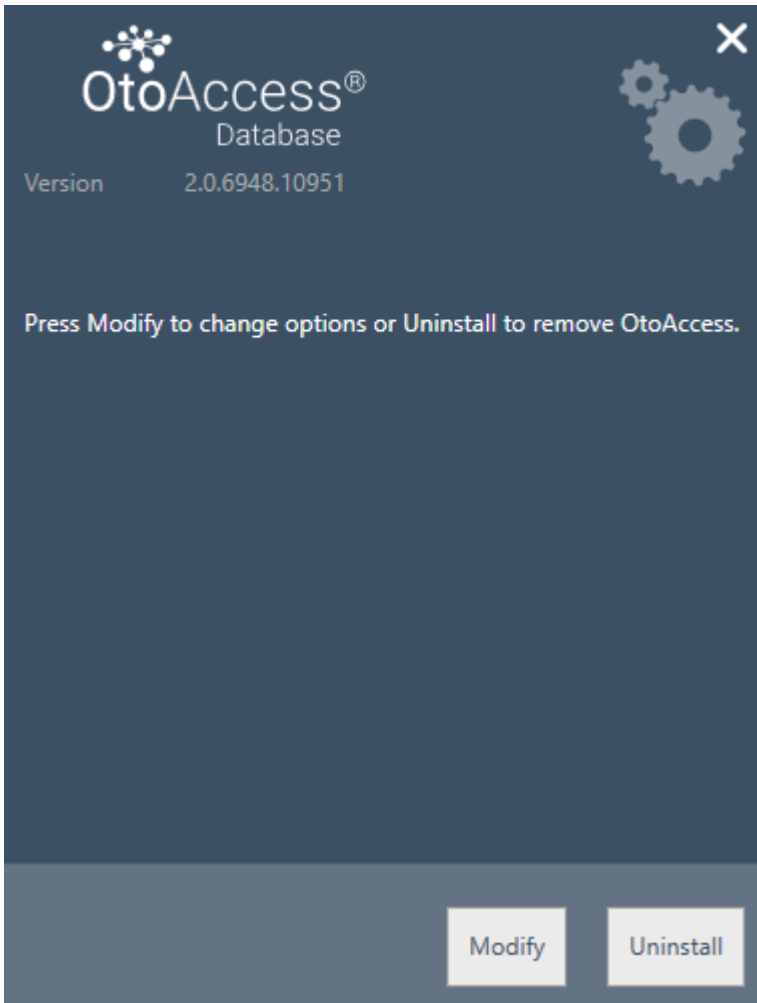
#### 4.2 Removing the product

To remove the product, find OtoAccess® database from Program and Features and choose Uninstall.

Removing the product will uninstall the OtoAccess® application but leave the shared components like the SQL Server and the .NET framework including the database and all user generated files.

To remove the SQL server uninstall it from Program and Features.





#### 4.2.1 Modify

To modify the installation, press Modify. This will allow the user to add or remove the administration from the installation.

#### 4.2.2 Re-install the product

To re-install the product launch OtoAccess.exe from the installation media. If the product is still present, the installer will abort.

(Standalone or Server). The installer will detect any existing SQL database and perform a backup before creating a new blank database.

#### 4.3 Network access

By default, the server installation will announce itself on the network and let other clients connect to the machine.

To diagnose and troubleshoot a problem on the server the following tips might be used:

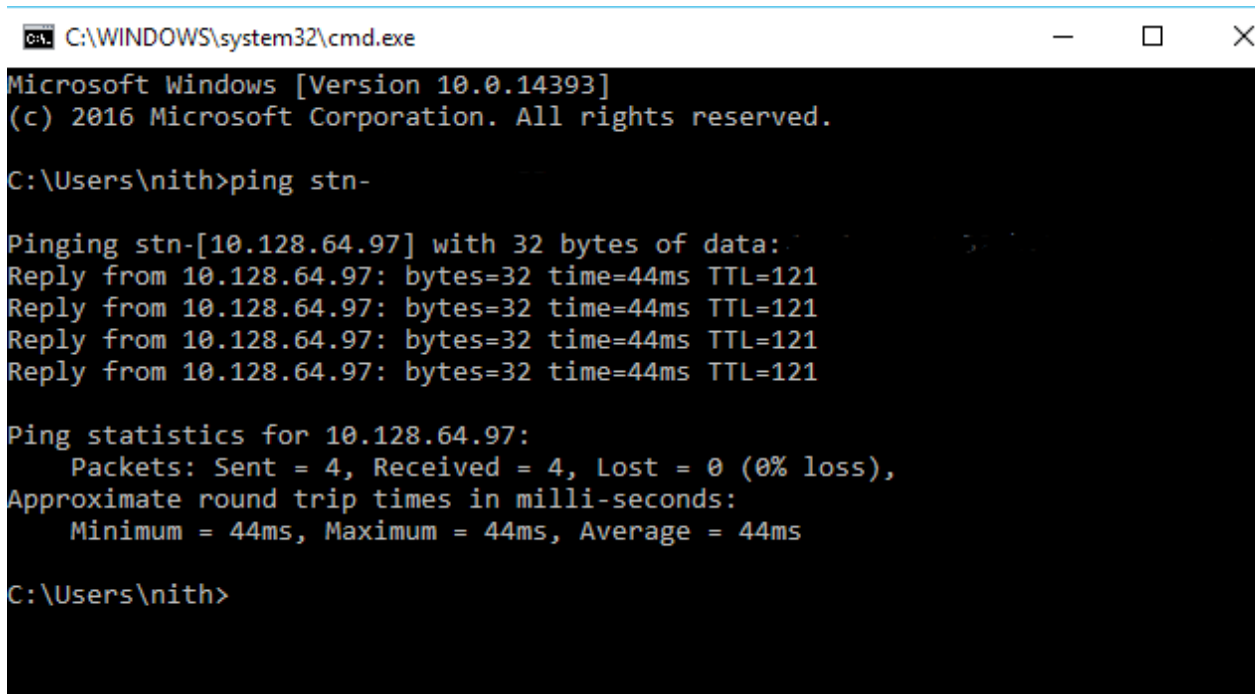


### 4.3.1 Basic connection

Please ensure basic connectivity between client and server.

Press Windows + R, type CMD

In the command prompt type ping [name of machine]



```
C:\WINDOWS\system32\cmd.exe
Microsoft Windows [Version 10.0.14393]
(c) 2016 Microsoft Corporation. All rights reserved.

C:\Users\nith>ping stn-

Pinging stn-[10.128.64.97] with 32 bytes of data:
Reply from 10.128.64.97: bytes=32 time=44ms TTL=121
Reply from 10.128.64.97: bytes=32 time=44ms TTL=121
Reply from 10.128.64.97: bytes=32 time=44ms TTL=121
Reply from 10.128.64.97: bytes=32 time=44ms TTL=121

Ping statistics for 10.128.64.97:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 44ms, Maximum = 44ms, Average = 44ms

C:\Users\nith>
```

### 4.3.2 Check firewall exceptions

Ensure that the firewall is allowing access through to the SQL server:

Press Windows + R, type firewall.cpl

Select Allow App or feature through Windows Firewall.

Select Allow another app...

Browse to the location of the instance of SQL Server that you want to allow through the firewall, for example C:\Program Files\Microsoft SQL Server\MSSQL13.<instance\_name>\MSSQL\Binn, select sqlservr.exe and click open.

Click Ok.

Do the same for the SQL Browser service at this location:

C:\Program Files (x86)\Microsoft SQL Server\90\Shared\sqlbrowser.exe

The list of ports and protocols:

UDP 1434 (SQL Browser Services)

TCP 1433 (SQL Default Instance)

TCP \* (SQL Server named instances – port is determined at start of service)

TCP 4022 (Service Broker)

For more information, see: <https://msdn.microsoft.com/en-us/library/cc646023.aspx>



### 4.3.3 Check Services

Ensure that all relevant services are running.

Press Windows + R, type services.msc

The following services must be running:

OtoAccess® Service

SQL Server (DGS)

SQL Server Browser

Using SQL Management Studio, check the following services:

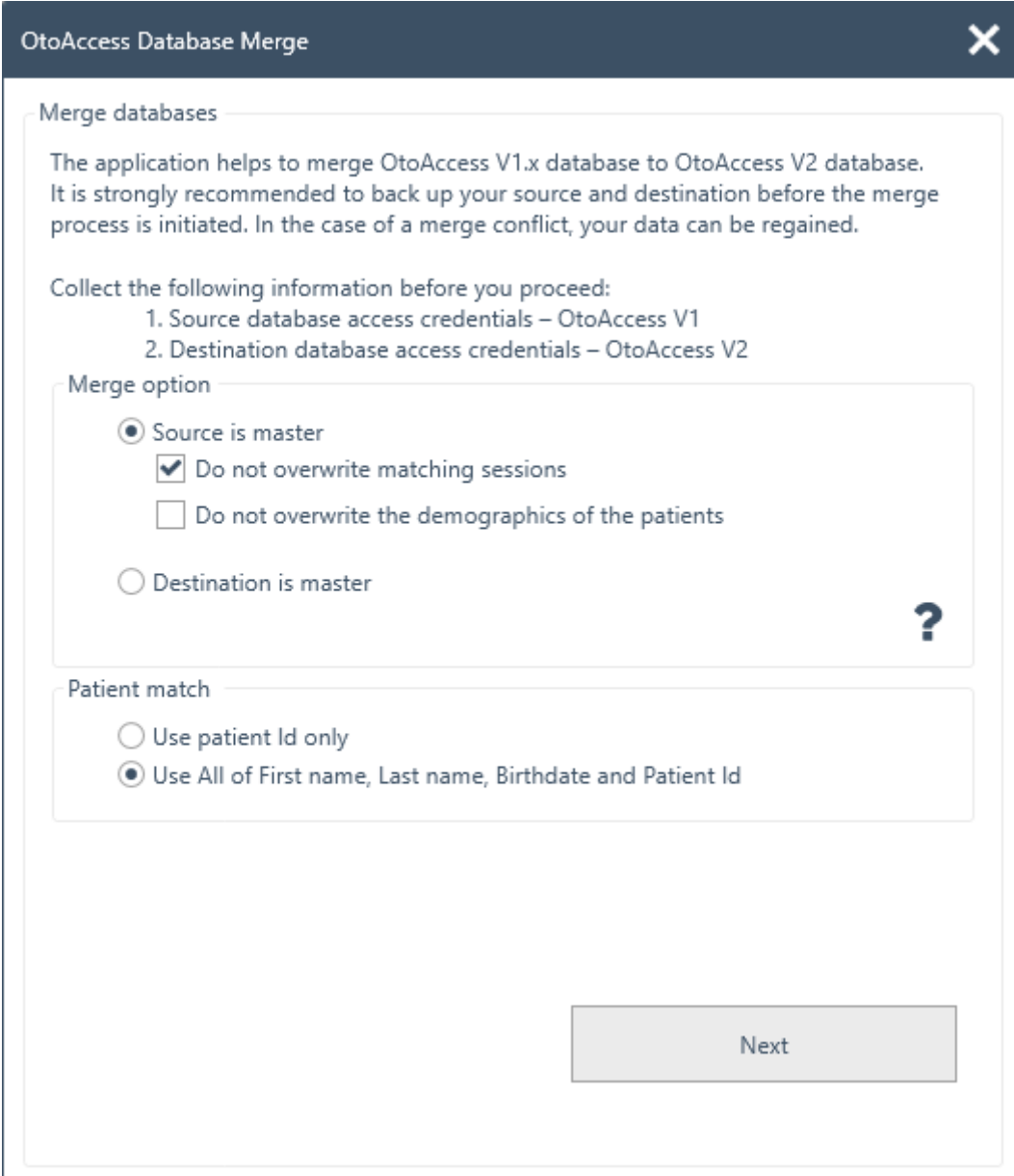
*SELECT is\_broker\_enabled FROM sys.databases WHERE name = 'ATLAS';*



## 5 Data migration From OtoAccess® V1.x to OtoAccess® Database

This is the first step after the installation of the OtoAccess® Database if existing OtoAccess® V1.x data needs to be used with the OtoAccess® Database. (OtoAccess® Database is the replacement for OtoAccess® V1.x)

1. Navigate to the OtoAccess® Database installation folder and run the Merge.exe  
(For e.g. Default installation folder on X64 machine C:\Program Files (x86)\OtoAccess\Atlas)
2. The OtoAccess® Database Merge software will be prompted.



The screenshot shows a dialog box titled "OtoAccess Database Merge" with a close button (X) in the top right corner. The dialog contains the following text and options:

**Merge databases**

The application helps to merge OtoAccess V1.x database to OtoAccess V2 database. It is strongly recommended to back up your source and destination before the merge process is initiated. In the case of a merge conflict, your data can be regained.

Collect the following information before you proceed:

1. Source database access credentials – OtoAccess V1
2. Destination database access credentials – OtoAccess V2

**Merge option**

Source is master

Do not overwrite matching sessions

Do not overwrite the demographics of the patients

Destination is master

**Patient match**

Use patient Id only

Use All of First name, Last name, Birthdate and Patient Id

A "Next" button is located at the bottom right of the dialog.



3. The merge application will guide steps to proceed. Read each step carefully and choose the right merge options for the merge operation.
  - Source is master – OtoAccess® V1.x is master of the merge operation
    - Copies new patients and sessions to destination
    - Overwrites the existing patient and sessions in destination
    - If you do not want to overwrite sessions, which belong to a patient in destination, choose the option “Do not overwrite matching sessions”
    - If you do not want to overwrite patient demographics, which belong to a patient in destination, choose the option “Do not overwrite the demographics of patients”
  - Destination is master – OtoAccess® Database is the master of the merge operation
    - Skip copying new patients and sessions to destination
    - Skip overwriting existing patients and sessions in destination
    - Only copies new patient sessions if patient match found
4. What will happen to the other data?
  - Facility (Clinic)
    - If the destination facility has the default installation data, it is overwritten by source facility data
    - If the destination facility name matches the source facility name, it is overwritten by source facility data. (when source is master)
  - Users/Examiners
    - All new users/examiners copy to destination. Skips overwriting existing user/examiner data. Combination of First Name, Last Name and Initials identifies the user/examiner
5. Patient match.  
Choose whether the patient should be identified as source or destination.
6. Click Next.
7. Provide source database (OtoAccess® V1.x) access credentials. Make sure connection is tested and connected. Connection status is visible at the top of the window. Default values provide access credentials to local OtoAccess® V1.x.



OtoAccess Database Merge

Source database (Disconnected)

Select or enter a server name:

.\IA

Enter logon information:

Use default credentials

Use Windows integrated security

Enter a specific username and password

Username: sa

Password: .....

Select the name of the database:

Back Test connection

8. Click Test connection and then Next.
9. Provide destination database (OtoAccess® Database) access credentials. Make sure connection is tested and connected. Connection status is visible at the top of the window. Default values provide access credentials to local OtoAccess® Database.



OtoAccess Database Merge

Destination database (Connected)

Select or enter a server name:

.\DGS

Enter logon information:

Use default credentials

Use Windows integrated security

Enter a specific username and password

Username: atlas\_user

Password: .....

Select the name of the database:

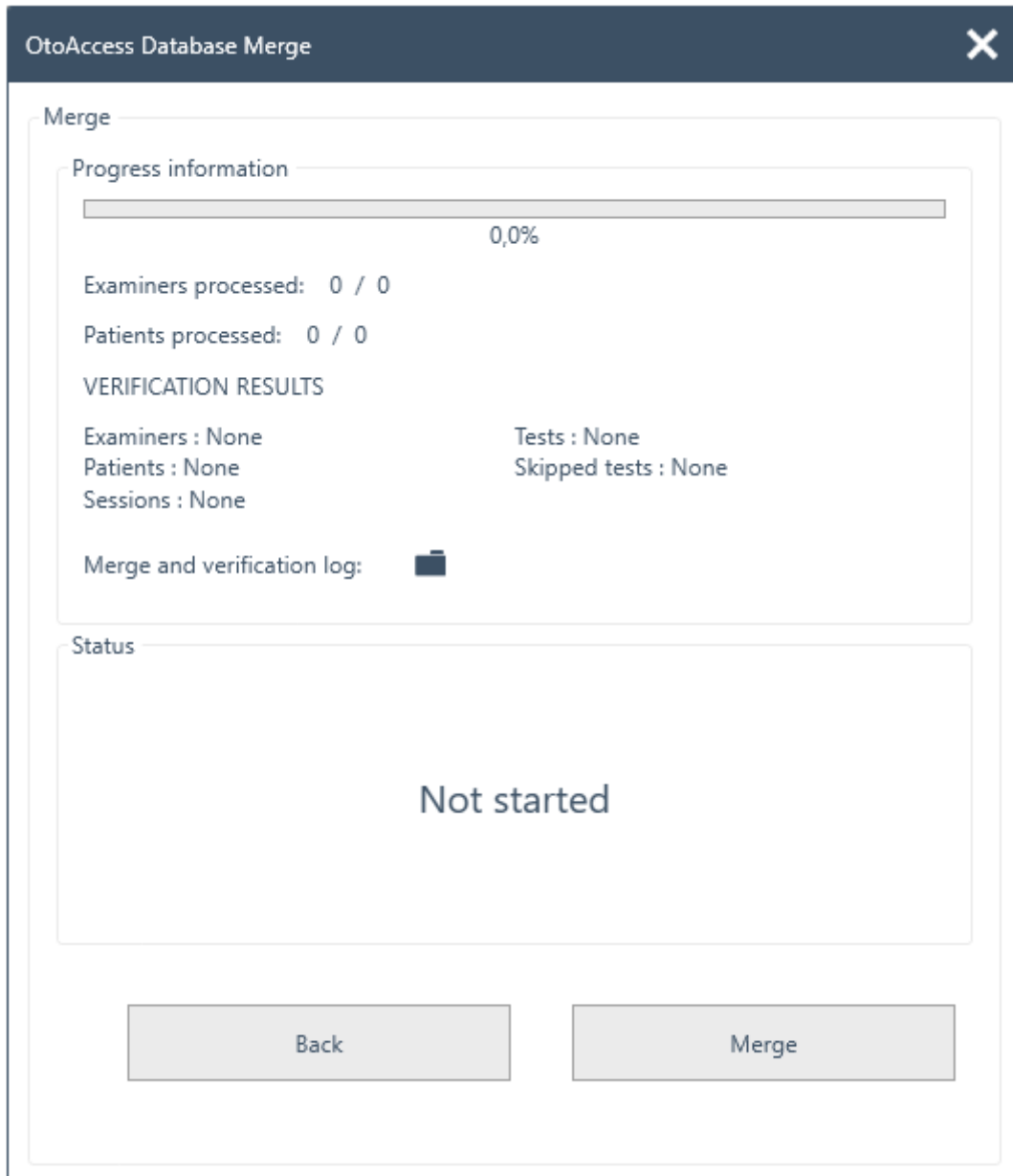
ATLAS

Back Next

10. Click Test connection and then Next.

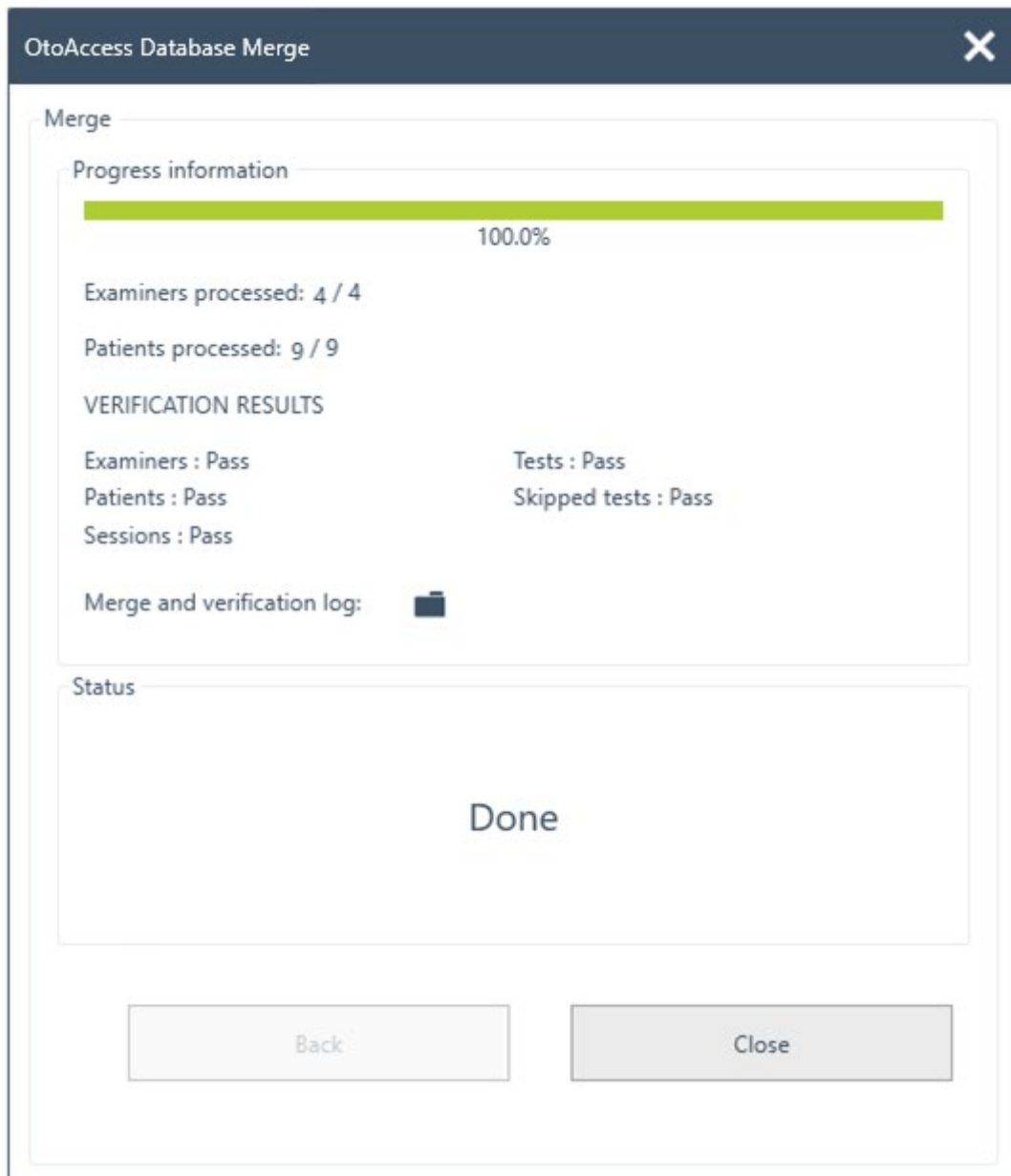
11. Now the state is ready for merge operation. Click Merge button. Please be patient until the database merge operation finishes. Progress bar indicates the progress state. Merge process state will pass through "Not Started", "Started" and then "Done".





12. When progress state is 100% and the merge process state is "Done", this is end of the merge operation.
13. Carefully analyze Examiners processed, Patients processed and VERIFICATION RESULTS displayed in the window above. If you find any "Fail", status is imported to analyze the merge log details. Merge log can be opened by clicking the folder icon.





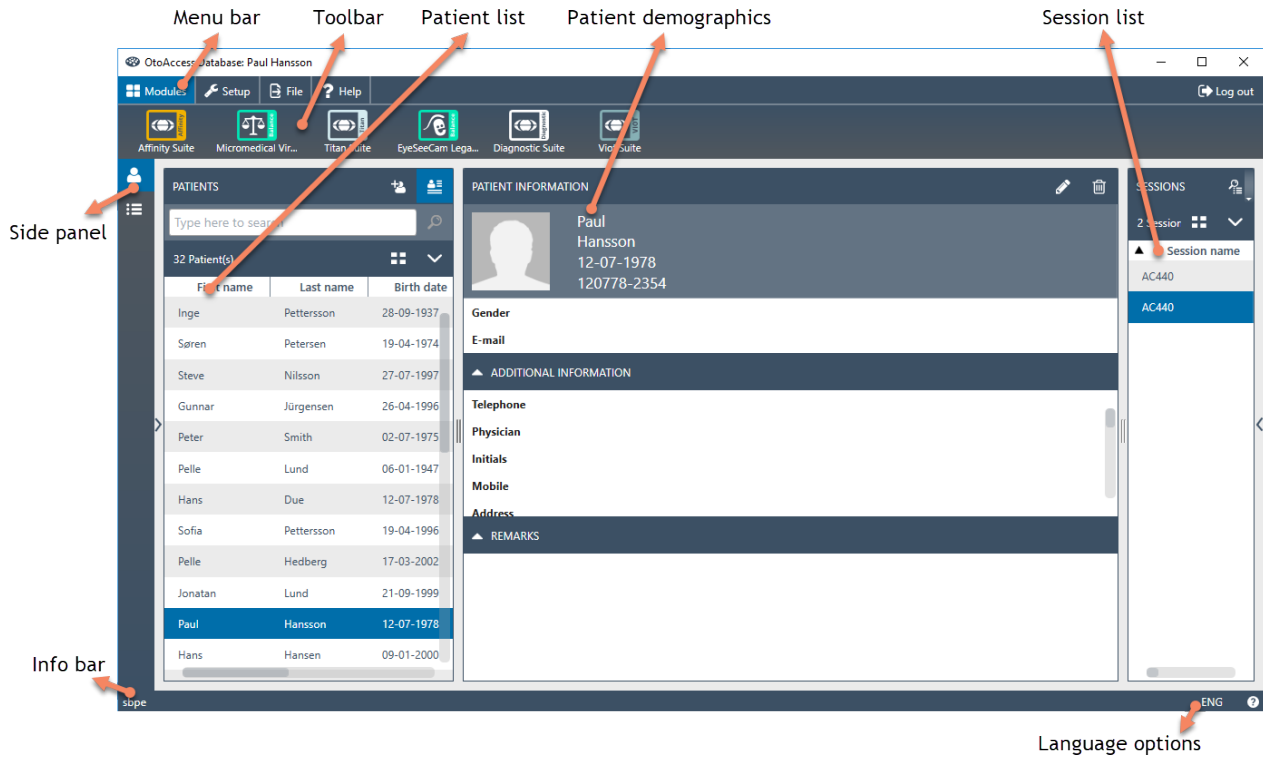
If the status shows 'stopped' at the end – please examine the merge and verification log for further information.




## 6 OtoAccess® Database user manual

### 6.1 User interface

The main screen consists of a menu bar, toolbar, side panel, patient list, patient demographics, session list and info bar.



In the menu bar, a help icon  can be found. Select this button to open the manual.

In the far-right corner of the info bar, you can change the language. Select the abbreviation  to display a dropdown list of options. If you select a new language, you will then need to restart the OtoAccess® Database to allow the language change to take effect.



### 6.1.1 The menu bar and toolbar

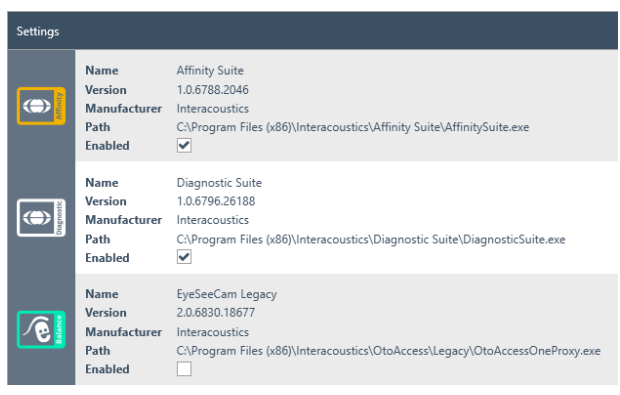
The menu bar consists of the following items: Modules, Setup, File and Help. The toolbar items change according to the selected menu item. You can then select the desired function from these toolbar options.

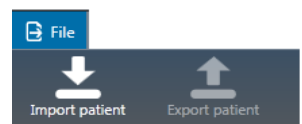
Modules	
	<p>Under the Modules menu, the toolbar shows the installed modules. Launch a module by selecting it.</p>


Setup	
	<p>The Setup menu options are to: change the current user's password; view/update the license; show/hide the modules.</p> <p>To create a new password, select <b>Change password</b>. The following pop-up then appears:</p>
	<p>Firstly, enter your old password. Then enter your new password and confirm the password change by re-entering this new password in the third text field. Select <b>OK</b> to confirm the change and <b>Cancel</b> to discontinue.</p>

	<p>Select <b>License</b> to display the License manager where you can see which license is currently active and/or activate a new license key. After entering a new key, select <b>Verify</b> to verify the key and activate the license.</p>
--	---





 <p>The screenshot shows a 'Settings' window with three module entries:</p> <ul style="list-style-type: none"> <li><b>Affinity Suite:</b> Version 1.0.6788.2046, Manufacturer Interacoustics, Path C:\Program Files (x86)\Interacoustics\Affinity Suite\AffinitySuite.exe, Enabled <input checked="" type="checkbox"/></li> <li><b>Diagnostic Suite:</b> Version 1.0.6796.26188, Manufacturer Interacoustics, Path C:\Program Files (x86)\Interacoustics\Diagnostic Suite\DiagnosticSuite.exe, Enabled <input checked="" type="checkbox"/></li> <li><b>EyeSeeCam Legacy:</b> Version 2.0.6830.18677, Manufacturer Interacoustics, Path C:\Program Files (x86)\Interacoustics\OtoAccess\Legacy\OtoAccessOneProxy.exe, Enabled <input type="checkbox"/></li> </ul>	<p>Select <b>Module settings</b> to access some useful information about the modules installed such as version number, the manufacturer's name and the location from which the file was installed.</p> <p>Additionally, you can select whether each module is active or visible.</p>
---	--

<h3>File</h3>	
 <p>The screenshot shows a 'File' menu with two options: 'Import patient' (with a downward arrow icon) and 'Export patient' (with an upward arrow icon).</p>	<p>Select <b>File</b> to display the following two options in the toolbar:</p> <ul style="list-style-type: none"> <li>• <i>Import patient</i>: imports a patient file</li> <li>• <i>Export patient</i>: exports the patient data and session(s) to a file. Please note that the patient must be selected first, before the export button becomes available</li> </ul> <p>When the export function is selected, a popup will appear to choose the filename and location.</p> <ul style="list-style-type: none"> <li>• Select <b>*.Oto</b> if you want to export the patient into an encrypted file. This file can only be used in an OtoAccess® application</li> <li>• Select <b>*.xml</b> or <b>.json</b>, if a public file is needed</li> </ul>

<h3>Help</h3>	
 <p>The screenshot shows a 'Help' menu with two options: 'User guide' (with an open book icon) and 'About' (with an information icon).</p>	<p>In the help menu you can find the user guide and version information about the OtoAccess® Database.</p>

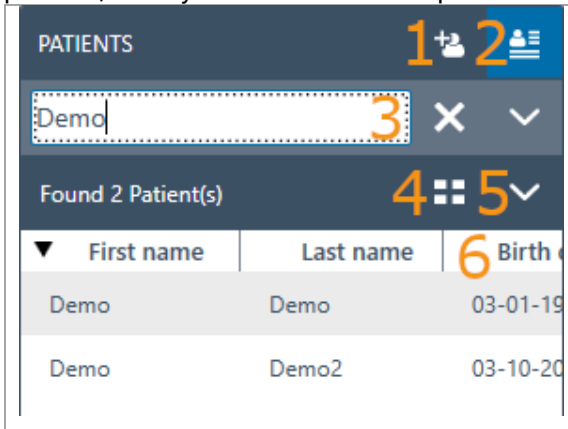
## 6.1.2 Side panel

In the side panel, it is possible to select the patient  or session  category. The patient view shows the patient list and the sessions for each patient. The session view shows the entire session list for all patients in the database.




### 6.1.3 Create patient and patient list


The patient list shows the patient as created in the OtoAccess® Database. From here it is possible to add new patients, modify data and search for patients.




1. Add new patient.
2. Toggle between the detailed patient demographics and detailed session information.
3. Search field.
4. Toggle between patient details on grid view and combined view.
5. Select the patient fields to be viewed.
6. Sorting order.

Selecting the grid view button  changes the list view to display all patients in a grid format.

Patient Id	First name	Last name	Birth date	Gender
------------	------------	-----------	------------	--------

Selecting the combined view button  will display all demographic data in one field instead of columns. This view disables the function to sort according to a specific field such as Last name or First name.

Patient Id	270997-1219
First name	Steve
Last name	Nilsson
Birth date	27-07-1997
Gender	Male
E-mail	

Select the down arrow  next to the list view icon to change the fields that are displayed in the list. A dropdown will appear listing all items. The items with a tick in front are included in the patient list.

First name	<input checked="" type="checkbox"/>
Last name	<input checked="" type="checkbox"/>
Session name	<input checked="" type="checkbox"/>
Create date	<input checked="" type="checkbox"/>
Update date	<input checked="" type="checkbox"/>
Examiner	<input checked="" type="checkbox"/>
Module	<input checked="" type="checkbox"/>


To search for a patient, use the search box above the patient list. Search items can be Person ID, Last name, First name and Birth date.

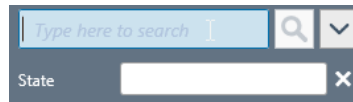
Enter the characters for your search into the search field and press either the **Enter** key or the **Search** icon.


When you wish to enter some new information on a patient, the patient list will search for the patient that matches the new entry information and then update the information stored on the chosen patient accordingly. If you are presented with more than one patient to apply this new information to, make sure to select the correct person. The updated information will then appear in the Patient Information section.


To view the complete patient list again, hit the cross  that appears in the position of the search icon.

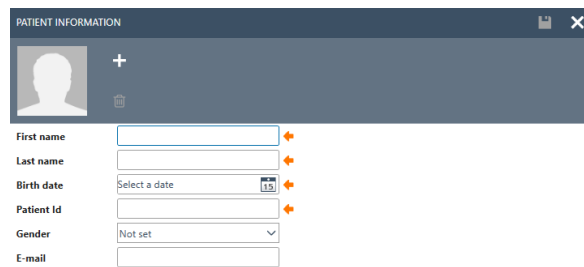


To perform an advanced search for a patient, click in the search field and a dropdown arrow  will appear. Press this arrow button to display a list from which you can select your advanced search criteria.




When you select an item, a tick appears next to it in the list and this search item is then displayed below the search field. The field can now be edited or deselected by selecting the cross  next to it.


To create a new patient hit the add button  above the patient list to open a blank patient information screen.





This new patient screen consists of a picture of the patient, general demographic data of the patient, along with some additional fields. The area below the picture contains additional information, which can be added to the patient.

Both areas (general and additional demographic data) can be customized in the settings. Please refer to the Administration Tool document for a description of setting up these fields.

To add a picture of your patient, select the add button . A popup file selection box then opens from which you can choose the picture you wish to upload. Alternatively, you can drag and drop a picture into this area. The size and quality of the picture is adjusted automatically.

To delete a picture, select the trash can button .

As soon as all data are entered successfully, the save button  becomes enabled and the entered data can be stored in the database. To discard any of the changes, select the cancel button .

Depending on the settings (please refer to the Administration document), it may be necessary for the patient ID to be unique.



For instances where the newly entered ID already exists in the system, a magenta cross will appear instead of the arrow as well as a magenta frame around the ID field.



### 6.1.4 Patient demographics

Patient demographics display patient details. From this view, you can edit (1), delete (2) or add remarks (3) about the patient. To add remarks, you must first select the edit icon.

PATIENT INFORMATION
✎ ✖

Steve  
Nilsson  
27-07-1997  
270997-1219

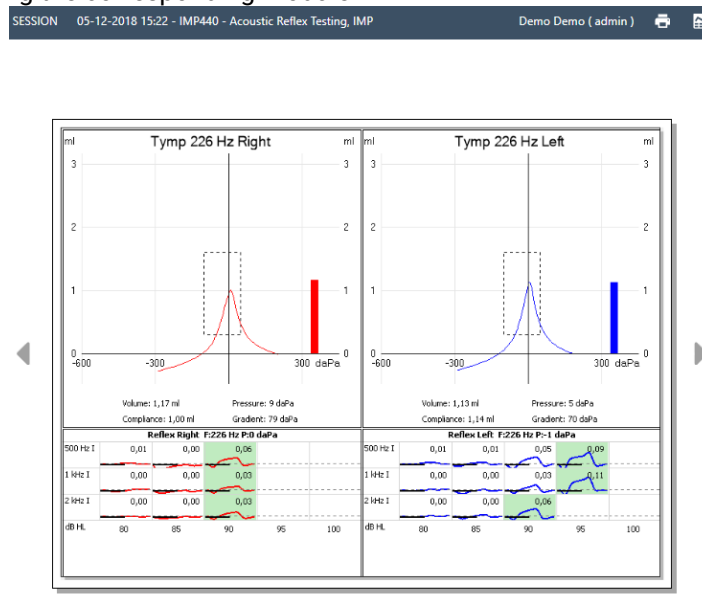
**Gender** Male **E-mail** support@otoaccess.com

▲ ADDITIONAL INFORMATION

<b>Telephone</b> +4563713636	<b>Country</b> Denmark
<b>Physician</b> Dr. Demant	<b>Create date</b> 14-01-2019 09:59
<b>Zip code</b> 5500	<b>Update date</b> 05-02-2019 08:50
<b>City</b> Middelfart	

### 6.1.5 Session preview

From the patient list, click the toggle button to toggle between patient demographics and session preview. The session preview shows a preview and information about the session directly in the OtoAccess® Database, without opening the corresponding module.




---

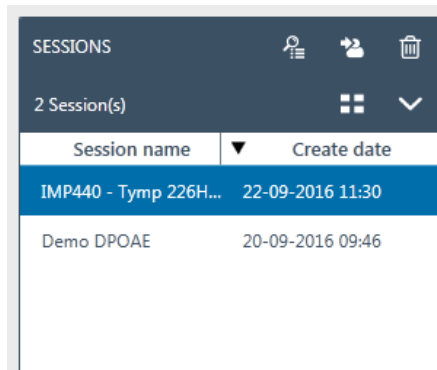
**Information:** Depending on the manufacturer of the module, some modules may not support the preview function.

---



### 6.1.6 Session list

On the right of both the patient demographics and the preview of test results, there is a session list with all available tests for the selected patient.




From here, single click to present a preview of the selected session in the OtoAccess® Database. Double-click to open the session in the measurement module.



	<p>The list view displays all sessions in a list format.</p> <p><b>Session name</b>   ▼ <b>Create date</b></p>
	<p>The combined view displays all items in one field instead of in a column.</p> <p style="text-align: center;">Combined view</p> <div style="background-color: #0070c0; color: white; padding: 5px;"> <p><b>Session name</b> IMP440 - Acoustic Reflex Testing</p> <p><b>Create date</b> 05-12-2018 15:22</p> <p><b>First name</b> Demo</p> <p><b>Last name</b> Demo</p> <p><b>Update date</b> 03-01-2019 13:48</p> <p><b>Examiner</b> Admin</p> <p><b>Module</b> IMP</p> </div>
	<p>To review measurements in a measurement module, select the relevant sessions and then the review icon to open the corresponding module.</p>
	<p>The move icon assigns the selected measurement(s) to another patient. Multiple selection of sessions (max. 5) is possible. As soon as the move button is pressed, the session list changes to the patient list to select the destination patient. Search can be applied to find the destination patient. Select the destination patient and hit the move icon again  or select the cancel button  to stop the process.</p>
	<p>To delete the current selected measurement(s) (max. 5), hit the delete button.</p>






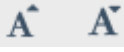



### 6.1.7 Description

In the description box, you can add a comment about the measurement. Select the edit button  to start entering a description. Selecting the edit button brings forward a toolbox.



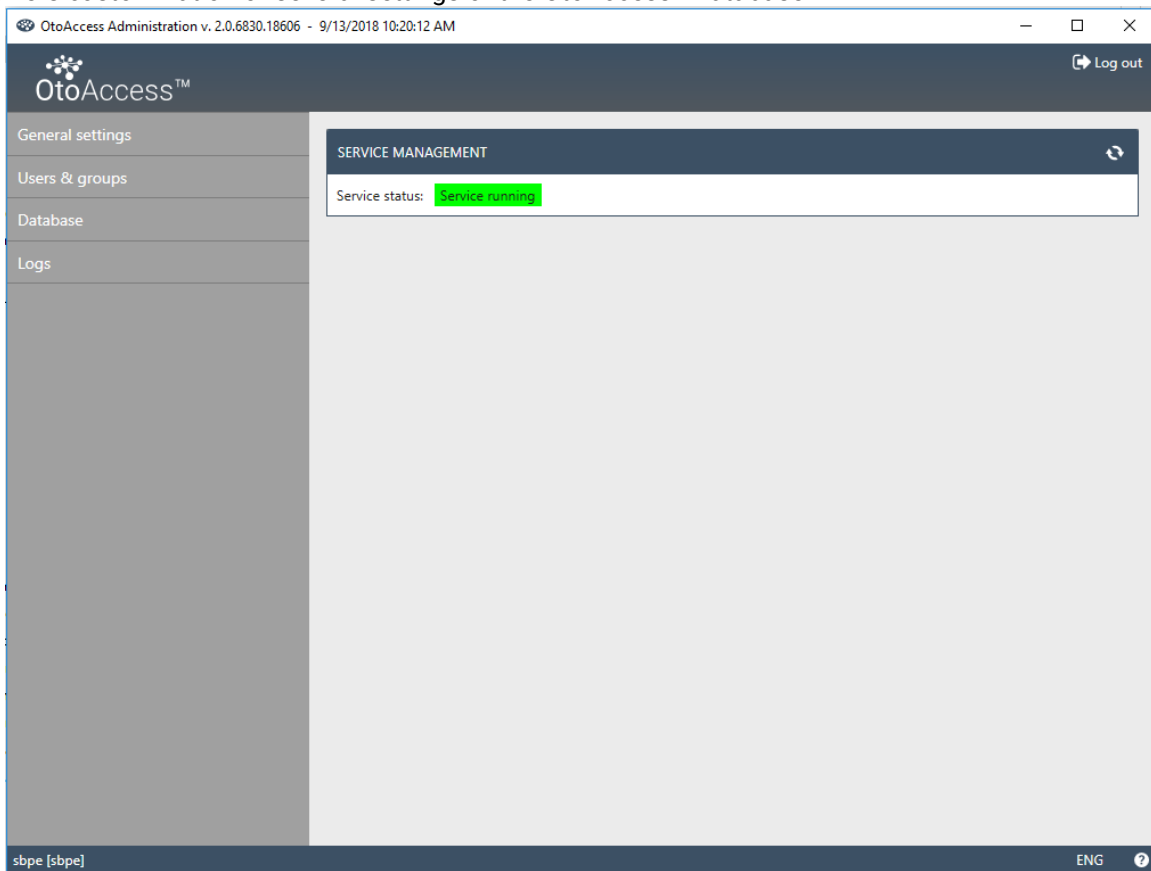
The table below describes the different functions available for modifying the text. Edits and changes can be stored by selecting the save icon  or be discarded by selecting the cancel icon .

	Cut
	Copy
	Paste
	Undo and Redo
	Bold, Italic and Underline
	Increase and Decrease font size
	Paragraph Alignment



## 6.2 OtoAccess® Database administration


Installation of the OtoAccess® Database also installs the OtoAccess® Database Administration Tool. The tool offers customization of several settings of the OtoAccess® Database.




The adjustable settings include general settings regarding user preferences in the patient database, user management and the option to view and manage log files.

General settings	<b>General settings:</b> All settings regarding user preferences in the patient database and your facility.
Users & groups	<b>Users &amp; groups:</b> All settings regarding user management and user authentication.
Database	<b>Database:</b> General information and settings regarding the database and backup function.
Logs	<b>Logs:</b> Settings and review of all available log files.



The help icon  is situated in the menu bar. Select this button to open the manual.

In the far-right corner of the info bar, you can change the language. Select the abbreviation  to display a dropdown list of options. If you select a new language, you will then need to restart OtoAccess® to allow the language change to take effect.

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**Information:** If the language is changed in the OtoAccess® Database Administration Tool, the language will automatically change in the OtoAccess® Database.

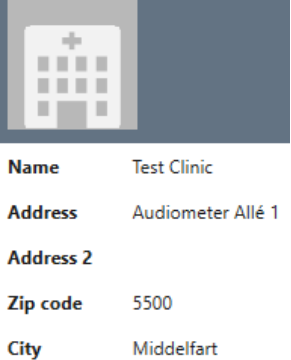



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### 6.2.1 General settings

The general settings give you the option to customize your ATLAS database.

General settings	<b>Facility information:</b> To enter data regarding your facility.
Facility information	<b>Service management:</b> To check the state of the service connecting to the database, and possibly to restart the service if there are connection problems.
Service management	
Default preferences	<b>Default preferences:</b> To set defaults for the patient database.
Patient fields	<b>Patient fields:</b> To define the order preferences of primary and secondary fields in the database.
User-defined patient fields	<b>User-defined patient fields:</b> To add up to seven customized user-defined fields.

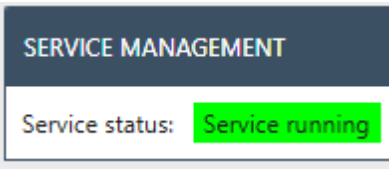

#### 6.2.1.1 Facility information

<div style="background-color: #444; color: white; padding: 2px 5px; font-weight: bold;">FACILITY INFORMATION</div> 	<p>Use the edit button to edit the facility data.</p> <p>Select the header picture or the add icon  to add a logo. Select the trash can icon , to remove a logo.</p> <p>After entering all the required data for your facility, select the save icon  in the upper right corner to store your edits.</p>
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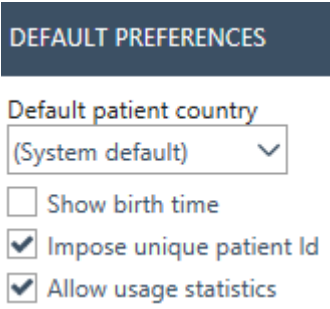
### 6.2.1.2 Service management

Indicates the OtoAccess® service status.

		<p><b>Service status:</b> This displays <i>Service running</i>, <i>Start pending</i> or <i>Service stopped</i></p> <p>The restart button  stops and restarts the service.</p> <p>The <i>Service running</i> state is essential for normal OtoAccess® Database operation.</p>
---	--	---

### 6.2.1.3 Default preferences

The patient settings allow you to set some general settings for the patient database. Changes to settings are saved automatically.

	<p><b>Default patient country:</b> Sets the default country value for newly created patients.</p> <p><b>Show birth time:</b> Shows the time of birth. You can select whether the time of birth is displayed in the patient view (only relevant for infants).</p> <p><b>Impose unique patient Id:</b> Imposes a unique patient Id. It is then not possible to have two patients with the same Id.</p>
	<p><b>Allow usage statistics:</b> Enables you to log the usage of the software. This logging helps to improve the usability and workflow of the software. Please note that patient and facility information is not logged.</p>



### 6.2.1.4 Patient fields



Select the tab **Patient fields** to define the information that is displayed in the OtoAccess® patient database. There are two preference lists: the left one represents the Patient Information and the right one the Additional Information.

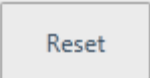
#### Patient settings (OtoAccess® database administration)

The screenshot shows the 'Patient settings' interface. On the left, there are two preference lists: 'PRIMARY INFORMATION' and 'ADDITIONAL INFORMATION'. The 'PRIMARY INFORMATION' list includes 'First name', 'Last name', 'Birth date', 'Patient id', and 'Gender', each with a checkbox. The 'ADDITIONAL INFORMATION' list includes 'Telephone', 'Adjusted age', 'Physician', 'Alternate id', and 'Initials', each with an eye icon. On the right, there is a 'PATIENT INFORMATION' card for 'Steve Nilsson' with fields for 'Gender' (Male), 'E-mail' (support@otoaccess.com), 'Telephone' (+4563713636), 'Physician' (Dr. Demant), 'Zip code' (5500), 'City' (Middelfart), 'Country' (Denmark), 'Create date' (14-01-2019 09:59), and 'Update date' (05-02-2019 08:50). Red arrows point from the preference lists to the patient card.





Use the left and right arrows to move items from one preference list to the other. You can arrange the order of the items in the list with the up and down arrows.

The Patient Information table must always contain at least one item, up to a maximum of 10. Use the checkboxes beside each item to determine which fields are mandatory.

The eye icon indicates if the information is visible to the user  or hidden .

	Select the reset button to return the primary and secondary fields back to factory default settings.
---	--

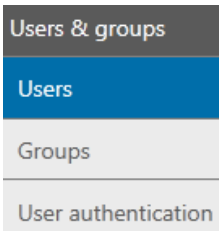
### 6.2.1.5 User-defined patient fields

<div style="background-color: #334d5d; color: white; padding: 5px; font-weight: bold;">USER-DEFINED FIELDS</div> <div style="margin-top: 10px;"> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">Category1  </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px; background-color: #f0f0f0;">Category2 </div> <div style="border: 1px solid #ccc; padding: 5px; background-color: #f0f0f0;">Category3 </div> </div>	<p>You can create up to seven User-Defined Fields for use in the database. Select the edit button to start editing a field. Changes can be stored by selecting the save icon or discarded by selecting the cancel button.</p> <hr style="border: 1px solid black;"/> <p><b>Information:</b> The User-Defined Fields are text fields only.</p>
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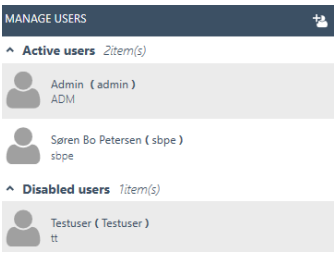
## 6.2.2 Users & groups

The User Management is controlled from the Users & groups tab.

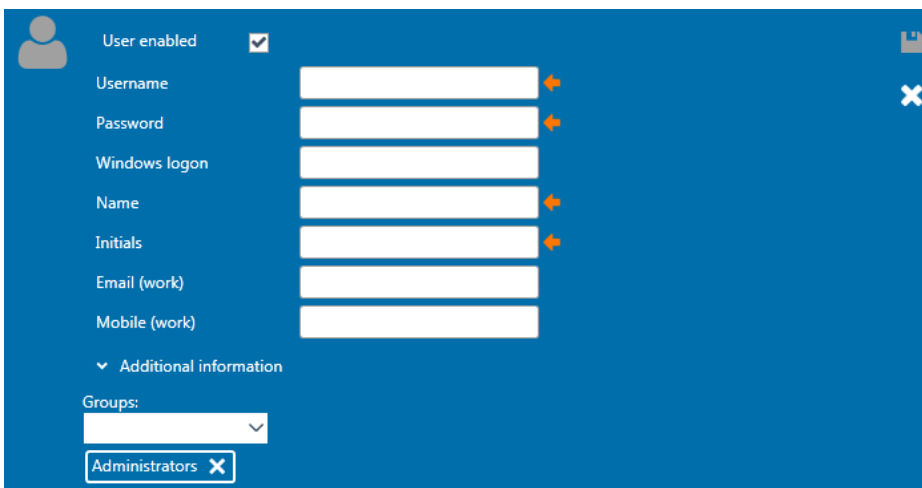
	<p><b>Users:</b> To manage your current users and add new if required.</p>
	<p><b>Groups:</b> To manage your user groups and the different group permissions.</p>
	<p><b>User authentication:</b> To manage the settings related to login.</p>

### 6.2.2.1 Users

The Manage Users tab provides a list of all available users.

	<p>The list contains both the active and the disabled users. When you select a user from the list, any additional information regarding the user will then be displayed. Selecting a patient also reveals the edit? icon and delete? icon buttons.</p>
--	--

To add a new user, select add  in the upper right corner. A new user screen will appear.



The screenshot shows a blue-themed form for adding a new user. At the top left is a user icon. The form includes a 'User enabled' checkbox which is checked. Below it are input fields for 'Username', 'Password', 'Windows logon', 'Name', 'Initials', 'Email (work)', and 'Mobile (work)'. The 'Name' and 'Initials' fields have orange arrows pointing to them, indicating they are mandatory. At the bottom, there is a 'Groups' section with a dropdown menu and a button labeled 'Administrators' with a close icon.



You can now add the new user details. Username, Password, Name, and Initials are all mandatory fields and are highlighted with an orange arrow. You must complete each of these fields before the data can be stored.

Enable the checkmark **User enabled** to activate the user. This field is enabled by default. Select

**Additional information** to add more demographic data about your user.




You can add a user to any number of groups. It is important to assign the user to at least one group to apply the permission level.




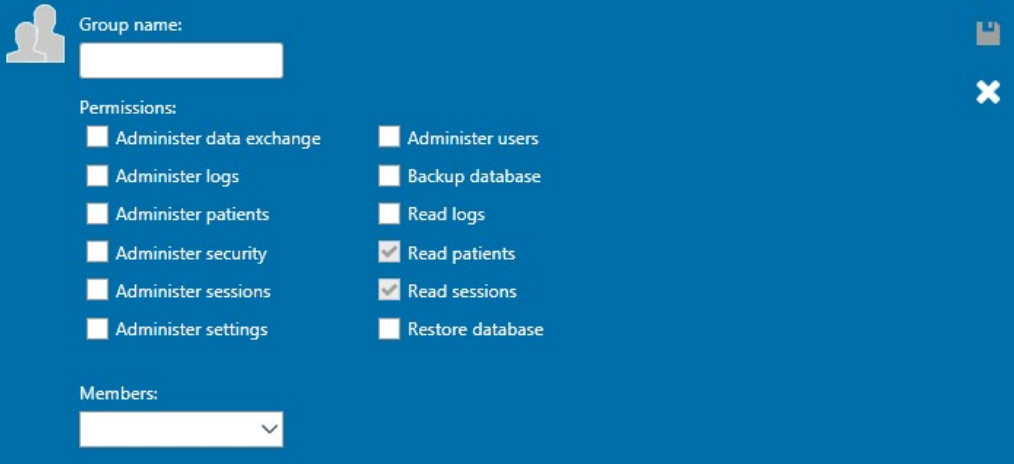
When you have entered all the data successfully, the save button  becomes enabled and the entered data can be stored in the database. To discard any changes, select the cancel button .

### 6.2.2.2 Groups

The Manage Groups tab provides a list of all the available groups.

	<p><b>When you select a group from the list, any additional information regarding the group will then be displayed.</b> Selecting a group also reveals the edit  and delete  buttons.</p> <p>There are 3 system-defined groups: Administrators, Examiners and Observers</p>
---	---



To add a new group, select add  in the upper right corner. A new? group screen will appear



Firstly, name your group. Then you can allocate permissions to this group regarding how the group members can operate the OtoAccess® Database. The only mandatory field (Group name) is highlighted with an orange arrow. You must complete this field before the data can be stored.

You then select the permissions for allocation to the group by enabling the checkmark in front of the required list item. *Read Patients* and *Read sessions* are always active.

In addition, you can assign users to the group via the Members dropdown box. This is also possible via the Users Settings (please refer to chapter Users 6.2.2.1 for further information).

When you have entered all the data successfully, the save button  becomes enabled and the entered data can be stored in the database. To discard any changes, select the cancel button .



### 6.2.2.3 User authentication

The user authentication sets the settings for User login.

T	
<div style="background-color: #2c3e50; color: white; padding: 5px; text-align: center; font-weight: bold;">USER AUTHENTICATION</div> <p><input type="checkbox"/> Use Windows logon if available</p> <p><input checked="" type="checkbox"/> Show list of users at logon</p> <p><input checked="" type="checkbox"/> Password authentication required at logon</p> <p>Number of logon attempts before account is locked:  <input type="text" value="3"/></p> <p>Time to lock account:  <input type="text" value="10 minutes"/></p> <p><input checked="" type="checkbox"/> Allow users to change password</p> <p style="padding-left: 20px;"><input type="checkbox"/> Enforce password strength</p> <p>Expiration time:  <input type="text" value="Never"/></p>	<p><b>Allow users to change password:</b> Enable this checkmark to allow the user to change his/her password.</p> <p>The password strength can be enforced. The new password must then have a minimum of six characters and include capital letters and numbers. Setting an expiration time for the password will require the user to change password at a predetermined interval.</p> <hr/> <p><b>Number of logon attempts before account is locked:</b> Set the number of attempts the user has to enter a valid password. Any further attempts will lock the account.</p> <hr/> <p><b>Time to unlock account:</b> When an account has been locked, you can set the time that the user must wait before being able to make another login attempt.</p> <hr/> <p><b>Show list of users at logon:</b> Enable this checkmark to show a list of all available users in the login screen. You can then select from this list. If unchecked, you must then enter the username manually.</p> <hr/> <p><b>Password authentication required at logon:</b> When the option to show a list of users is enabled, the option to allow login without setting a password is enabled.</p> <hr/> <p><b>Use Windows logon if available:</b> Enables users to automatically be logged in based on their Windows logon. The Windows logon field for users in the Users section should be properly set for this to work.</p>



### 6.2.3 Database

In the database settings, general information such as server name, product name, etc. can be viewed. Backups can also be managed from this section.

<b>Database</b>	<b>Information:</b> Contains general database and backup information.
Information	<b>Connection:</b> Connection settings for the server.
Connection	<b>Backup &amp; scheduling:</b> To define backup location and time range when backup is performed.
Backup & scheduling	
Restore	<b>Restore:</b> To restore database from backup data.

#### 6.2.3.1 Information



In this tab you can find general information such as the server name, the product name, the edition of the database, language and used space.



### 6.2.3.2 Connection

The connection settings:

<div style="background-color: #2c3e50; color: white; padding: 5px; font-weight: bold;">DATABASE CONNECTION</div> <p>Select or enter a server name:</p> <div style="border: 1px solid #ccc; padding: 2px; display: flex; align-items: center;"> <span style="flex-grow: 1;">.\DGS</span> <span style="font-size: 0.8em;">▼</span> <span style="margin-left: 10px; font-size: 0.8em;">↻</span> </div> <p>Enter logon information:</p> <p><input checked="" type="radio"/> Use default credentials</p> <p><input type="radio"/> Use Windows integrated security</p> <p><input type="radio"/> Enter a specific username and password</p> <p>Username: <input style="width: 150px;" type="text" value="atlas_user"/></p> <p>Password: <input style="width: 150px;" type="password" value="....."/></p> <p>Select the name of the database:</p> <div style="border: 1px solid #ccc; padding: 2px; display: flex; align-items: center;"> <span style="flex-grow: 1;">ATLAS</span> <span style="font-size: 0.8em;">▼</span> </div>	<p><b>Server Name:</b></p> <p>Type in the name of the server or select from the dropdown. Hit the refresh button to load a list of available servers.</p> <p>The format is [DNS name or IP]\[Instance name] Default is: “.\DGS”.</p>
	<p><b>Log on information:</b></p> <p>Setting default credentials uses the native SQL credentials created when installing the system.</p> <p>Employing windows credentials uses the domain and windows user credentials of each individual user to log on to the SQL server. This option requires Windows users to be mapped to the SQL server.</p> <p>Enter a specific username and password if special credentials are needed to access the server.</p>
	<p><b>Name of database:</b></p> <p>Select the name of the database. Default is “ATLAS”.</p>

To test the connection settings, select the test connection button in the upper right corner . To save all the changes, hit the save icon .



### 6.2.3.3 Backup and scheduling

The OtoAccess® Database Administration Tool allows you to perform regular backups.

---

**Information:** The backup file always includes the patient database **and** the settings.

---

BACKUP AND SCHEDULING
⊕ 📁

Backup location:

📁

Remove files older than:

▼
months
▼

Automatic backup

Schedule

Daily  
 Weekly  
 Monthly

Start time:

📅


:

:



⬆️
⬇️

Recur every:  days

Firstly, select the location for storing the backup. You can then set a timescale for the deletion of older backups by enabling *Remove files older than*:

To store backups automatically, enable the checkbox *Automatic backup*. You can also set the timeframe for these backups to be carried out. To perform a manual backup, select the Backup now icon . Confirmation of successful backup is displayed in the lower left corner, next to the help icon.

### 6.2.3.4 Restore

To restore the database, select the location of the backup file with the open icon . The location is written behind the open icon. To start the restore function, hit the restore icon in the upper right corner .

RESTORE
🕒

IMPORTANT: Restoring the database will delete the current database and restore it with data from the selected backup.

📁
C:\Program Files\Microsoft SQL Server\MSSQL11.DGS\MSSQL\Backup\atlas\_20150731134258.bak

---

**Information:** Restoring the database will delete the current database and restore it with data from the selected backup.

---






### 6.2.3.5 Logs

In the log settings you can find all available log entries.

<ul style="list-style-type: none"> <li>Logs</li> <li style="background-color: #0070C0; color: white;">Security log</li> <li>System log</li> <li>Log retention policy</li> </ul>	<p><b>Security log:</b> Provides information about changes in the patient database.</p>
	<p><b>System log:</b> Provides insight relevant to debugging any bugs/issues with the OtoAccess® Database.</p>
	<p><b>Log retention policy:</b> Defines the timescale for keeping the logs and when to run the script for cleaning up the logs.</p>

### 6.2.3.6 Security log




The security log indicates which user performed a operation and when.

<div style="background-color: #2C4E64; color: white; padding: 5px; font-weight: bold;">SECURITY LOG</div> <p>Showing 20 of 1148 log entries.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">Id</th> <th style="width: 30%;">Date and Time</th> <th style="width: 15%;">User</th> <th style="width: 45%;">Action</th> </tr> </thead> <tbody> <tr> <td>13156</td> <td>10-12-2018 12:42</td> <td></td> <td>Upda</td> </tr> <tr> <td>13157</td> <td>10-12-2018 12:42</td> <td></td> <td>Upda</td> </tr> <tr> <td>13155</td> <td>10-12-2018 12:00</td> <td></td> <td>Creat</td> </tr> </tbody> </table>	Id	Date and Time	User	Action	13156	10-12-2018 12:42		Upda	13157	10-12-2018 12:42		Upda	13155	10-12-2018 12:00		Creat	<p><b>Refresh</b> : To refresh the log information.</p>
Id	Date and Time	User	Action														
13156	10-12-2018 12:42		Upda														
13157	10-12-2018 12:42		Upda														
13155	10-12-2018 12:00		Creat														
	<p><b>Save log</b> : To export the log.</p>																
	<p><b>Clear the log</b> : To erase all log entries.</p>																




### 6.2.3.7 System log

The system log shows events that are logged by OtoAccess® Database related applications. This information can also be viewed through the windows event viewer under the name of ATLAS.

<b>SYSTEM LOG</b>	<b>Refresh</b>  : To refresh the log information.												
Number of log entries: 2514 of 2514.	<b>Save log</b>  : To export the log.												
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">Id</th> <th style="width: 40%;">Source</th> <th style="width: 50%;">Date and Time</th> </tr> </thead> <tbody> <tr> <td>2514</td> <td>OtoAccess Administration</td> <td>12/10/2018 12:30</td> </tr> <tr> <td>2513</td> <td>OtoAccess Administration</td> <td>12/10/2018 12:30</td> </tr> <tr> <td>2512</td> <td>OtoAccess Login</td> <td>12/10/2018 12:30</td> </tr> </tbody> </table>	Id	Source	Date and Time	2514	OtoAccess Administration	12/10/2018 12:30	2513	OtoAccess Administration	12/10/2018 12:30	2512	OtoAccess Login	12/10/2018 12:30	<b>Clear the log</b>  : To erase all log entries.
Id	Source	Date and Time											
2514	OtoAccess Administration	12/10/2018 12:30											
2513	OtoAccess Administration	12/10/2018 12:30											
2512	OtoAccess Login	12/10/2018 12:30											

### 6.2.3.8 Log retention policy

The log retention policy keeps logs for a set period, as selected by the user. This defaults to one month.

<b>LOG RETENTION POLICY</b>	<b>Save</b>  : To save the policy.
<input checked="" type="checkbox"/> Remove entries older than:	<b>Remove entries older than:</b> Removes files older than a pre-selected time. This is used to save hard drive space.
<input type="text" value="1"/> <input type="text" value="months"/>	
Schedule <div style="display: flex; align-items: flex-start;"> <div style="margin-right: 20px;"> <input checked="" type="radio"/> Daily  <input type="radio"/> Weekly  <input type="radio"/> Monthly                 </div> <div>                     Start time:                     <div style="display: flex; align-items: center; margin-top: 5px;"> <span style="border: 1px solid #ccc; padding: 2px 5px;">10-12-2018</span> <span style="border: 1px solid #ccc; padding: 2px 5px; margin: 0 5px;">15</span> <span style="border: 1px solid #ccc; padding: 2px 5px; margin: 0 5px;">12</span> :                              <span style="border: 1px solid #ccc; padding: 2px 5px; margin: 0 5px;">40</span> :                              <span style="border: 1px solid #ccc; padding: 2px 5px; margin: 0 5px;">04</span> <span style="margin: 0 5px;">^</span> <span style="margin: 0 5px;">v</span> </div>                     Recur every: <input type="text" value="1"/> days                 </div> </div>	



## 7 Troubleshooting

### 7.1 Network connection problems

In the event of any problems arising during the use of the OtoAccess® Database, the following checklist may help to indicate initial areas to consider/initial steps to take:

- Check the internet connection and verify a proper connection
- Verify that the Site Code and the Manufacturer Id are correct
- Verify that the Server URL is correct
- Check that security programs (Firewall, Anti spyware software, Antivirus, etc.) are running and may be blocking the connection to OtoAccess® server.
  - If you are uncertain whether any security programs are running on your computer, please contact your local IT support
- Verify that the server connection is stable and responding. If not, please get in touch with your service contact

