



# Pacific Knowledge Systems

## RippleDown User Guide: Administrator V8.2

This document focuses on the options and tasks available to RippleDown administrators and how to utilize these tools.

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## Intended Use

The RippleDown Software is a decision support system intended to support staff of healthcare organisations in the auditing and/or interpretation of patient data and in the generation of patient reports and/or workflow actions. The criteria it applies is determined by subject matter experts employed by individual clients and is specific to each client site. The software does not contain any pre-programmed clinical information or any inherent diagnostic functionality.

The RippleDown Expert module is intended to be used purely as a decision support system that provides complementary reports for patient data to qualified individuals based upon established rules set up by relevant trained customer domain experts. It is intended that the clinicians receiving reports based on patient results will consider the report in conjunction with all current and previous patient history, and apply their own judgement when determining patient management. It is intended that the clinician does not rely solely on the existence of a report from RippleDown for the management of a patient.



It is the responsibility of the licensee to use the product in accordance with its intended use. In support of this, it is recommended domain experts include a statement consistent with the following on all reports.

“This report has been generated using clinical decision support software. This report is intended to provide adjunctive information only and should not replace clinical judgement.

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## Administrator Client

The Administrator is a component of RippleDown used to:

1. Manage users and user groups
2. Managing projects.
3. Sending and searching the logs.
4. Editing the server security settings.

### Managing Users and User Groups

The administrator client is used to manage users and user groups for the RippleDown applications.

A user is the login name for each RippleDown user.

A user group is a named set of user permissions that can be defined to allow permissions to the applications, projects and queues for each user.

It is best to first set up the user groups and associated permissions and then add the users to the relevant User Group/s.

### Create a new user group

1. Use the menu **Users | Manage user groups...**
2. Click the Add button. The Add user group dialog will appear.
3. Enter a descriptive name for the user group.
4. Click the appropriate permissions check box against the required options as follows:

**Login Permissions** allow a user to login to the corresponding RippleDown application. The following application permissions are possible:

- Report Validator
- Knowledge Builder
- Data Entry Auditor
- Administrator
- Translator

**Project Permissions** allows a user to access a specific project and its associated validation queues or translations. The following project permissions are possible:

- Knowledge Builder - this allows a user to open the specific project using the Knowledge Builder.
- Original queues - this allows a user to validate the default queue for the project, or a queue defined by rules.
- Copy queues - this allows a user to review a copy queue for the project. (All copy queues are defined by rules).
- Translations - this allows a user to open a specific translation for the project using the Translator.
- Report sections (only applicable to the Data Entry Auditor) - when a report is viewed in the Auditor, only those report sections for which a user has privileges will be shown.

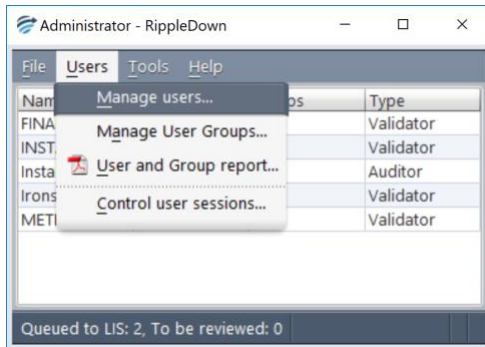
5. You can now add users to this group by modifying their user accounts.

## To modify an existing user group

1. Use the menu **Users | Manage user groups...**
2. Select the group that requires modification
3. Click the Modify button.
4. Click the appropriate check box against the required options.

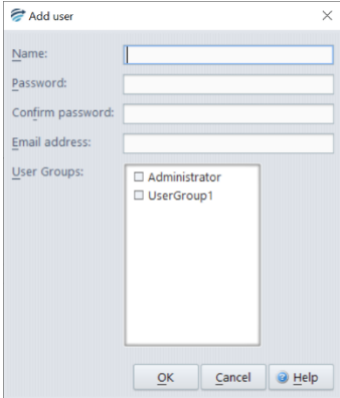
## Managing Users

From the Users menu select Manage users...



The Users window opens and shows the list of users currently active in RippleDown

There are three options available:

<p><b>1.Add</b></p>	<ol style="list-style-type: none"> <li>1. Click Add to show the following:   </li> <li>2. Enter the name and password.</li> <li>3. Confirm the password. The user will be prompted to change their password on first login.</li> <li>4. Enter the optional email address. This can be used if cases are to be referred to this user from the Auditor or Validator.</li> <li>5. Select the user group that this user should belong to. If the list of user groups is empty, it will be necessary to add a user group first and then modify the user you have created.</li> <li>6. Click OK.</li> </ol>
<p><b>2. Modify</b></p>	<ol style="list-style-type: none"> <li>1. Click on the user</li> <li>2. Click on Modify</li> <li>3. Edit as required and click OK</li> </ol>
<p><b>3.Remove</b></p>	<ol style="list-style-type: none"> <li>1. Click on the username</li> <li>2. Click on Remove and you will be asked to confirm the action</li> <li>3. Click on Yes if this is correct</li> </ol>

## Generating a User and Group report

To generate a HTML report of the users and user groups that have been defined:

1. Use the Administrator menu **Users | User and Group report...**
2. A dialog will appear prompting you for the name and location for the report. Enter the file name and folder name you require.
3. Click the User and Group report button.
4. After a few seconds, a dialog will appear indicating that the report has been exported.
5. You can open the file using any web browser and print if required.

The report comprises of two sections:

**Users:** The first section of the report lists each user, the groups that user is a member of, and the complete list of permissions these groups confer on that user.

**Groups:** The second section of the report lists each user group, the users in that group, and the permissions associated with that group.

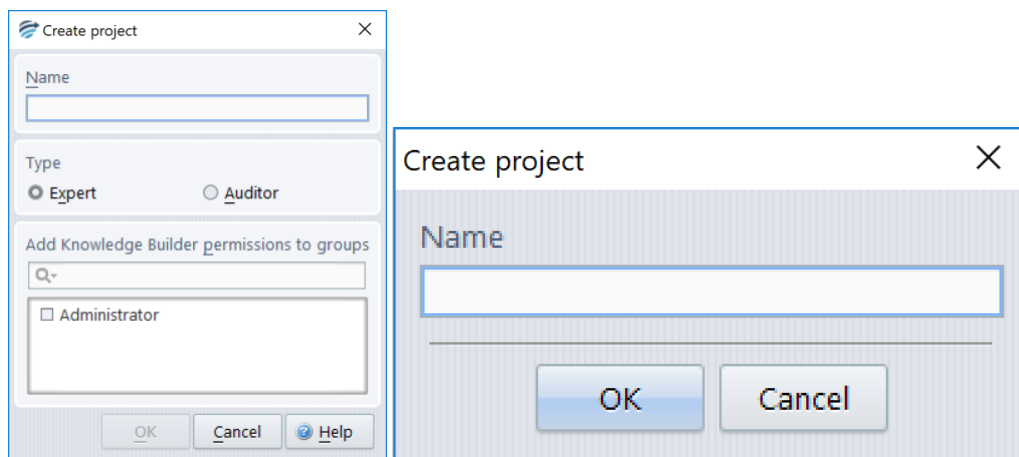
## Managing Projects

The administrator client is used to create and manage projects.

### Setting Up a New Project

To setup a new project:

1. Use the menu **File | Create project**

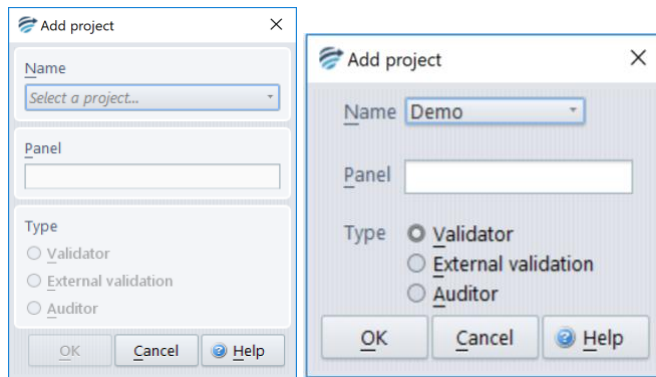


2. Enter the name and type of the project.
3. Tick the required user group to have permission to the new project.
4. Select OK.

### Adding a project Online

To place a project Online (ready to receive cases):

1. Use the menu **File | Add project**



2. Select the name of the project from the drop-down menu. The Type of project should be selected.
3. Enter the Panel code. The panel code is the code(s) the LIS uses to refer to a project. Note that there may be multiple panel codes per project, however a panel code can belong to only 1 project.
4. Select OK.

## Log files

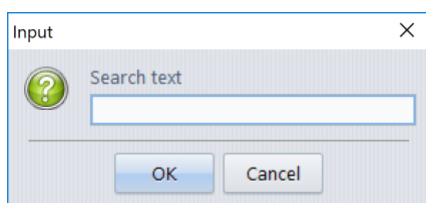
The administrator client is used to search and email the log files for diagnostic purposes.

### Emailing the log files

Use the menu **Tools | Email log file**. The log will be emailed to the email address as defined in the `rippledown/properties/AESender.properties` file.

### Searching the log files

Use the menu **Tools | Search the log**.



Enter the case number into the Search text field. All log items related to that case number over the last 28 days will be displayed.

## Server security settings

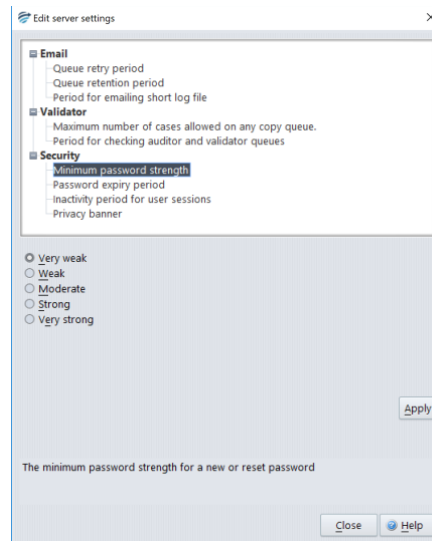
The administrator client is used to set the Inactivity period for users and the Privacy banner to be displayed at log in.

### Minimum password strength

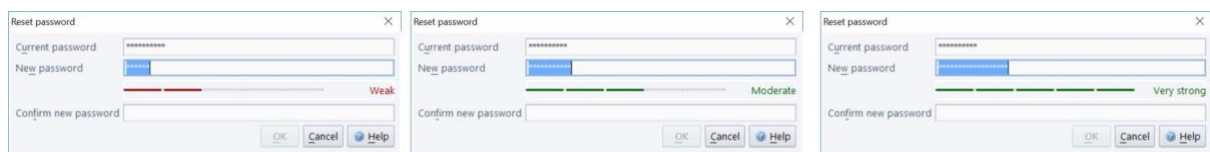
The minimum password strength will be set to moderate by default. The administrator will have the role of adjusting this to one of five levels as necessary to align with the organisational security protocols. Users are able create strong passwords by including letters in both upper and lower case, numbers and/or symbols.



To change this setting, use the menu **Tools | Edit server settings | Security | Minimum password strength**.



During password setting or resetting, a strength indicator will alert the user of the strength of their password (see fig 3).



Upon confirmation of the new password the OK button becomes enabled only if the strength and match criteria are met.

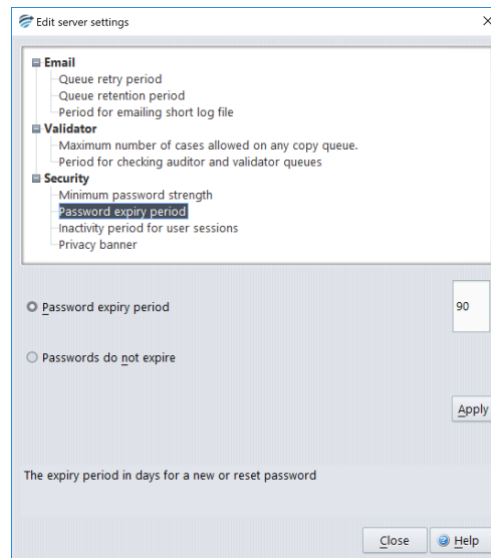
Please note: Passwords cannot be reused within the installation.

### Password expiry period

The default password expiry period for users is set to 90 days. When the user attempts to log in after not having reset their password within this period, they will be prompted to change their password. There is the option, if required to disable this feature by selecting the Passwords do not expire button.

To change this setting, use the menu **Tools | Edit server settings | Security | Password expiry period**.

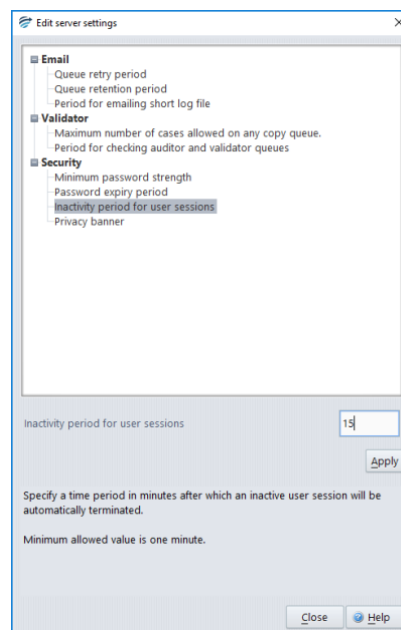
It is useful to also note, that users are able to reset their password at any time via the menu **Help | Reset password** available in all RippleDown modules.



### Inactivity period

The default inactivity period for users is set to 15 minutes. The application will log the user out of the current module and display the module selector. The user will need to reapply their username and password to regain access to the application.

To change this setting, use the menu **Tools | Edit server settings | Security | Inactivity period for user sessions**.



Enter the required number of minutes in the text field and click apply- the maximum value is 1500

## Server email settings

The administrator client is used to set email retry and retention time periods.

### Queue retry period

The default queue retry period is set to 900 seconds. The application will retry to send workflow emails that have failed to send when this time period has lapsed until the email is successful, or the queue retention period has lapsed.

To change this setting, use the menu **Tools | Edit server settings | Email | Queue retry period**.

### Queue retention period

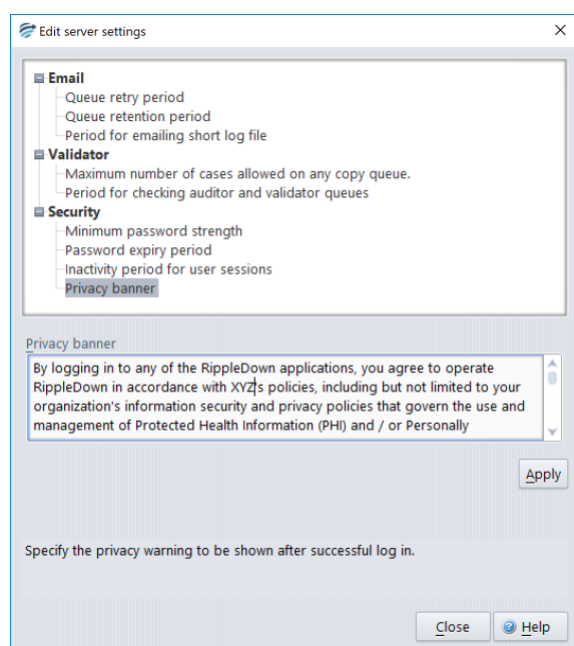
The default queue retention period is set to 86400 seconds. The application will retry to send workflow emails that have failed to send until the email is successful, or the queue retention period has lapsed.

To change this setting, use the menu **Tools | Edit server settings | Email | Queue retention period**.

## Privacy banner

The application has a default privacy banner which is displayed to the user and must be agreed to before a user can log into a RippleDown module.

To change this setting, use the menu **Tools | Edit server settings | Security | Privacy banner**.



To change the privacy statement, enter the required statement into the Privacy banner field and click apply.

The privacy statement can be deactivated by removing all text from the privacy banner field and clicking apply.

## Log files

The administrator client is used to search and email the log files for diagnostic purposes.

### Emailing the log files

Use the menu **Tools | Email log file**. The log will be emailed to the email address as defined in the Rippledwn/properties/AESender.properties file.

## Administrator Log Search

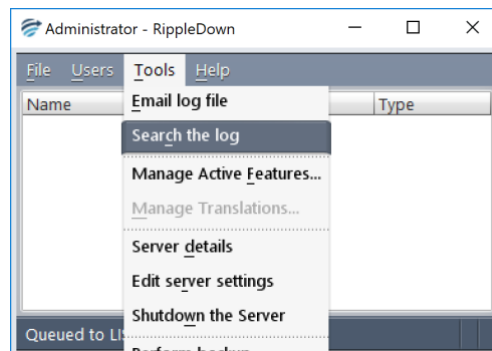
If a user reports an issue, there are a few ways you can investigate the issue to gather the required information:

1. Search the Administrator log to find the history of the case within RippleDown.
2. Search for the case in RippleDown
3. Search for the message sent to RippleDown
4. Search for the message sent back from RippleDown

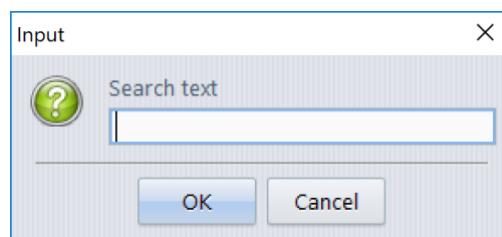
### Searching the Administrator Log

To find the history of a case in RippleDown, as an administrator, you can search the Administrator logs. This will show all log entries containing the search text. To perform this search:

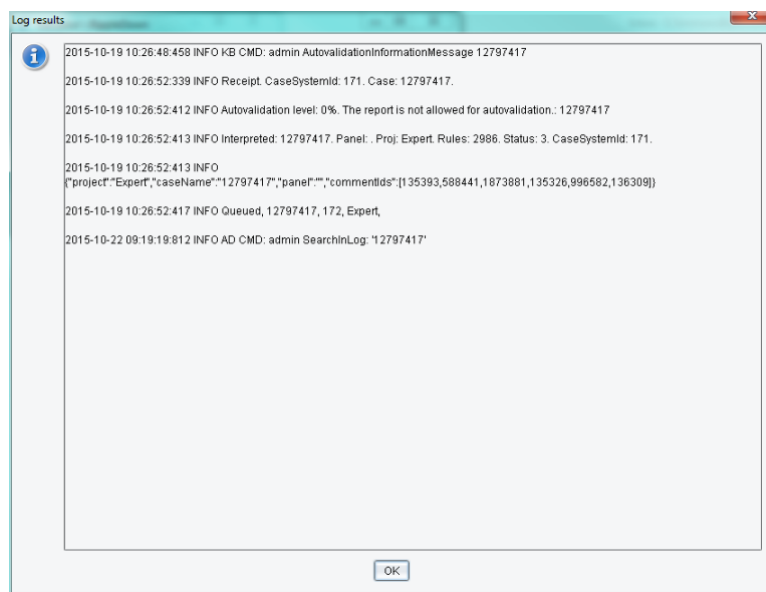
1. Log in to the Administrator module using your username and password.
2. From the Tools menu, select "Search the log"



3. Enter the string/text you want to search for



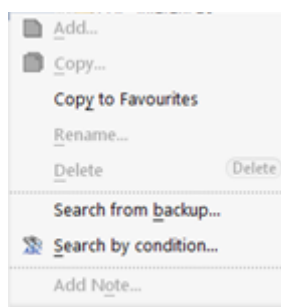
4. After the search is complete, the log entries for the case will be displayed.



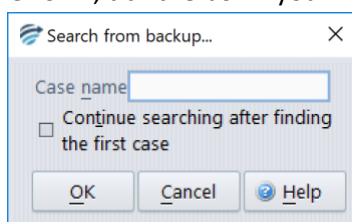
### Search for a case in RippleDown

To find the case within RippleDown, you can search within the Knowledge Builder in two ways depending on how recent the case is.

1. Log into the Knowledge Builder using your username and password.
2. From the File menu, open the relevant project.
  - a) If the case is within the archive retention period then simply click on the archive case list and type the case number in which will bring the case in to view.
  - b) If the case is outside the archive retention period then right click anywhere within the Archive case list window and select "Search from backup..."



3. Enter the case name you want to search for. As there may be more than one version of the case that has been sent to RippleDown, tick the box if you would like all versions.















4. The application will then search all archived files. A progress bar will be shown in the bottom left hand side of the screen.
5. Once the case has been found, the case will appear at the bottom of the Search case list.

### Search for the messages sent to and from RippleDown

To find the messages sent to and from RippleDown:

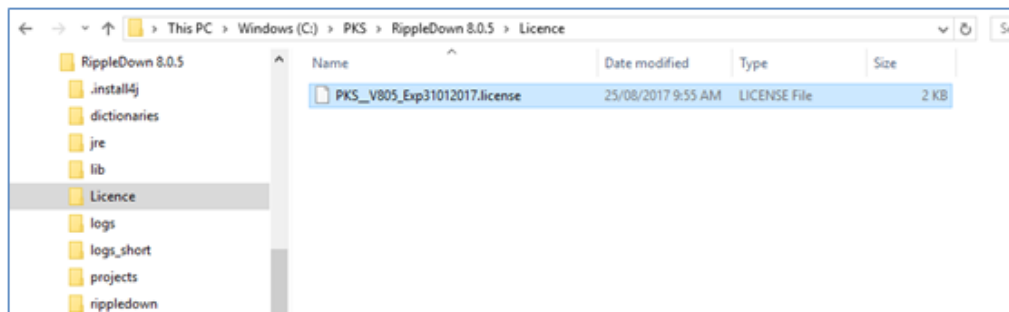
- Go to the Installation folder/projects/backup/archive
- The in messages will end in panel name.in
- The out messages will end in panel name.out

The current days messages will be within this location. Any previous messages will be held in the “zips” folder in this location.

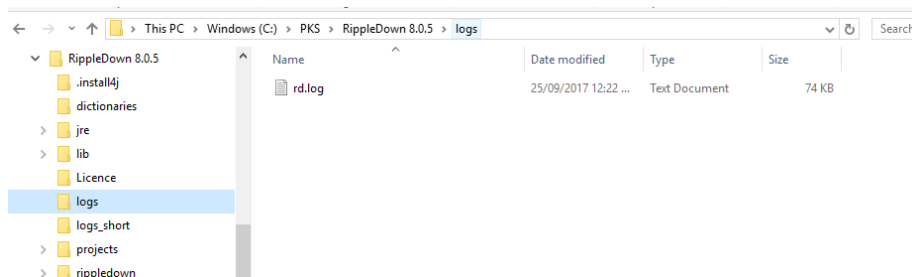
Name	Type	Date modified	Size
 000000023.INSTALLTEST.in	IN File	19/09/2017 2:44 PM	4 KB
 000000023.INSTALLTEST.out	OUT File	19/09/2017 2:44 PM	1 KB
 000000024.INSTALLTEST.in	IN File	19/09/2017 2:46 PM	5 KB
 000000024.INSTALLTEST.out	OUT File	19/09/2017 2:46 PM	1 KB
 000000025.INSTALLTEST.in	IN File	19/09/2017 2:49 PM	5 KB
 000000025.INSTALLTEST.out	OUT File	19/09/2017 2:49 PM	1 KB
 000000026.INSTALLTEST.in	IN File	19/09/2017 3:01 PM	6 KB
 000000026.INSTALLTEST.out	OUT File	19/09/2017 3:01 PM	1 KB
 000000027.INSTALLTEST.in	IN File	19/09/2017 3:12 PM	1 KB
 000000027.INSTALLTEST.out	OUT File	19/09/2017 3:12 PM	1 KB
 000000028.INSTALLTEST.in	IN File	19/09/2017 3:16 PM	2 KB
 000000028.INSTALLTEST.out	OUT File	19/09/2017 3:16 PM	1 KB

## Licence Update Steps

1. Identify the licence folder. The name of this folder is 'licence', and it is located under the RippleDown installation root folder:



2. Open the folder
3. Stop the RippleDown service
4. Move the existing license into a temporary folder, in case the new license is not configured correctly (e.g., wrong MAC address)
5. Make sure the <RippleDown installation root folder >\licence directory is empty
6. Copy the new license file to this folder
7. Restart the RippleDown Service
8. Open the RippleDown log file named log.txt.0 (under <RippleDown installation root folder >\logs directory)



9. Check that the license check passed, by looking for a current datetime entry similar to the below:

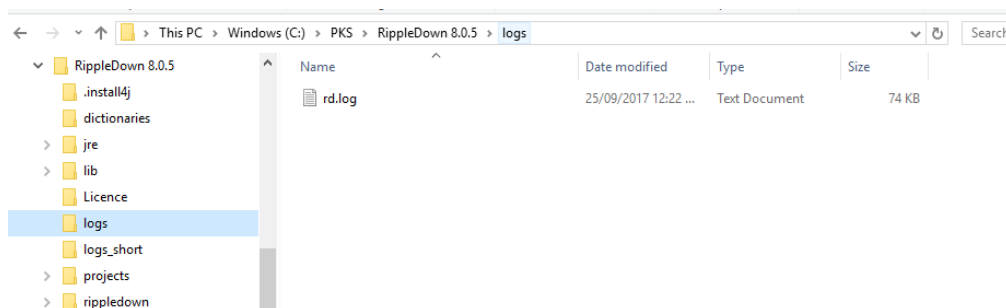
```
2020-11-07 08:43:57:217 INFO About to check the licence.
```

```
2020-11-07 08:43:57:271 INFO Licence status: Licence OK. Expiry Date:
31 Jan 2021 Grace Period End Date: 28 Feb 2021
```

## Rollback of licence

If the licence does not register successfully as per step 9 above, the following steps should be taken:

1. Stop the RippleDown service
2. Delete the new licence from the \ <RippleDown installation root folder >\licence directory so that this directory is again empty
3. Restore the original licence from 4 above back to \ <RippleDown installation root folder >\licence directory.
4. Restart the RippleDown Service
5. Open the RippleDown log file named log.txt.0 (under \ <RippleDown installation root folder >\logs directory)



6. Check that the original license check passed, by looking for a current datetime entry similar to the below:

```
2020-11-07 08:43:57:217 INFO About to check the licence.
```

```
2020-11-07 08:43:57:271 INFO Licence status: Licence OK. Expiry Date:
31 Jan 2021 Grace Period End Date: 28 Feb 2021
```

7. Contact PKS support on support@pks.com.au for re-issue of replacement licence if required.



## Housekeeping

Housekeeping of the system is performed automatically once per day and typically takes roughly 15 minutes to complete. The default time for housekeeping to begin is 2am local time, however this can be modified if needed. When housekeeping begins, all users will be logged off automatically and will not be able to log back on until housekeeping is complete.

### Housekeeping tasks:

- The archive case lists will be purged of the oldest cases and the number of days selected per project to keep archived cases will be retained.
- New reports that have been approved will be removed from the New reports case list.
- Rejected case list will be purged of the oldest cases and the number of days selected per project to keep rejected cases will be retained.
- Backups of all projects including the RippleDownServer and InterpStore projects will be created and replace the oldest backups.
- The log file will be sent for evaluation to a specified monitoring address.
- The licence file will be validated
- All statistics will be updated

**Note:** If a user attempts to log into the application while housekeeping is being performed, when the OK button is selected, the application will not open and the application selector will remain on the screen.

## Ability to meet the GDPR requirements for “Right to Erasure”

See Article 17, General Data Protection Regulation (GDPR) Right to erasure (‘right to be forgotten’)

When the right to erasure is successfully invoked, to remove a record from within the software the user should complete Parts 1- 4 below.

### Part 1: The Knowledge Builder

**Note: the following must be performed for each knowledge base by a user with appropriate privileges.**

1. Log into the Knowledge Builder and search each case list for the individual.
2. Record any case name/s, associated queues and date received, as this/these will be required in Part 2 and 4 below.
3. Delete the case from the following lists, by right clicking on the case and selecting Delete from the menu:
  - Rejected
  - New Reports
  - Favourites
  - Search
4. The Archive case list is regularly purged by the system using a “Days to Keep” configuration option.

If the case is in the Archive case list and requires deletion more urgently than that defined in the “Days to Keep”, adjust to have the case removed at the next housekeeping (housekeeping can be invoked via the Administrator module if desired).

This menu option can be found here:

- Options -> Settings -> Days to keep archived cases

**Note** – this setting will need to be readjusted after housekeeping to resume the normal case storage length retained by the Archive case list.

5. The interface case list is rarely used and is most likely not set up in your configuration. If used and the case is in the Interface case list, review the seconds to keep interface cases and adjust if appropriate to have the case removed at the next housekeeping (housekeeping can be invoked via the Administrator module if desired). This menu option can be found here:

- Options -> Settings -> Seconds to keep interface cases

**Note** - This setting will need to be readjusted after housekeeping to resume the normal case storage length retained by the Interface case list.

6. If the case is in the Cornerstones case list, contact support@pks.com.au for assistance.

## Part 2: The Validator and Auditor modules

1. Log in to the Validator and/or Auditor and open any Queues identified in Part 1 above and find the case.

This menu option can be found here:

- File -> Find Case

2. In Auditor, process this case as usual. This removes the case from the Auditor queue.

3. In Validator, process the report as usual. If changes are made to the interpretation, ensure to deselect the check box “Also send to the Knowledge Builder”. This removes the case from the Validator queue and prevents the case going to the Rejected case list.

## Part 3: Administrator module

1. Log in to the Administrator module, and using the case name identified in Part 1, search the Logs for all remaining entries referring to the case. Record the date and timestamp associated with this log entry.

This menu option can be found here:

- Administrator -> Tools -> Search the log
2. Where a log entry is identified, the administrator will open the associated log, identified based on the date and timestamp, and will manually delete this entry

The log files are found in the <installation directory>\logs\

## Part 4: Clean-up of .IN and .OUT files

RippleDown maintains a copy of the message file received (the .IN file) and sent (the .OUT file) in the case archive directory. These are zipped daily during housekeeping, and by default only the last 30 days are maintained.

There is an optional setting in server.properties with key CLEANUP\_CASE\_ARCHIVE. If this is not in the file, 30 days are maintained. If the case is in the Archive directory and requires deletion more urgently than that defined in that defined in CLEANUP\_CASE\_ARCHIVE then the following should be done.

1. Log on to the RippleDown server and locate any Archive/s identified by the processing date/s recorded in Part 1 above. The archive will be found here:

- <RippleDown Installation directory>\Projects\backup\archive\

2. The administrator will open the archive/s and search for the case based on the case name. Any instances, i.e. .IN and .OUT should be manually deleted, and the archive closed.