Note: *The information presented represents what was provided to Nuance by the Vendor. Nuance does not perform qualifications on Integrations. It is up to the Client to confirm with the Vendor that their specific version of the vendor product is supported with their version of PowerScribe 360 | Reporting.*

Note: *Nuance employees are not authorized to adjust or configure the settings on a customer's PACS. The customer, or the customer's PACS representative, must make any necessary changes to the PACS configuration or settings.*

Master Integration *indicates that the user works from a worklist in PowerScribe 360 | Reporting.*

Slave Integration *indicates that the user is working from a worklist outside of PowerScribe 360 | Reporting, such as the PACs application.*

Broadcast iRadWhere Setting	Enabled 9090	**Cerner RadNet**			V1.x	V2.x	V3.x
Supports Interrupt Workflow	Yes	**PS360 Versions Approved**			Yes	Yes	Yes
Supports Send to Editor	Yes	**SSO**	Yes	**Connection Strings**			
Supports Resident Workflow	Yes	**Master**		N/A			
Supports Draft Workflow	Yes	**Slave**		N/A			

Master Integration Type	N/A	**Slave Integration Type**	iRadWhere
PS360 Launches PACS/RIS	N/A	**PACS/RIS Launches PS360**	Yes
PS360 Closes PACS/RIS	N/A	**PACS/RIS Closes PS360**	Yes
Auto-Open PACS images	N/A	**Auto-open 360 Report when images open in PACS**	Yes
Auto-Close PACS images when report is closed in 360	N/A	**Auto-Close PACS images when report closed in 360**	Yes
Mark Exam Dictated / Read	N/A	**Mark Exam Dictated/Read**	Yes
Allows Multiple Accession #s	N/A	**Allows Multiple Accession #s**	Yes

Multiple Sites and Multiple Integrations

If the system has multiple sites and the integration type is master, duplicate the master mode integration under each site. If the integration type is slave, do not set up duplicate integrations under each site. Set up all slave integrations under the primary site (first site created). When a user logs in, no matter what site they are working under, the system will read the slave integrations created under the primary site and confirm the workstation is set up with the correct directory structures.

If there are multiple integrations on a system, and more than one uses file drop integration such as XML, you will need to ensure that each file drop integration drops files into, or reads files from, separate sub folders under c:\Nuance on the client workstation.

For example, an organization using both GE and Hologic might consider using the following paths:

C:\Nuance\GE\
C:\Nuance\Hologic\

Cerner Citrix Driver

Server Installation

1. Make sure the Citrix Server software has been setup according to Citrix installation manual.

2. Be sure that all Citrix users are not logged into the PowerScribe client via Cerner RadNet.

3. Before running the CernerCOMVirtualChannelServer.exe server side installer, uninstall the previous version of CernerCOM Virtual Channel Server Driver using Add/Remove Program from the Control Panel.

4. On the Citrix Server machine, run the CernerCOMVirtualChannelServer.exe until it is installed.

5. Start the client-side installation on the client machine.

Client Installation

1. Before installing the PowerScribe CernerCOM citrix driver on the client machine, the client machine should already have PowerScribe 360 or 5.x client application installed. If not, start installing PowerScribe 360 or 5.x client application first.

2. Verify that the Citrix Client software is installed on the client machine according to the Citrix installation manual.

3. Before running the CernerCOMVirtualChannelClient.exe client side installer, make sure to uninstall the previous version of CernerCOM Virtual Channel Client Driver using Add/Remove Program from the Control Panel.

4. Install the CernerCOMVirtualChannelClient.exe as "Run As Administrator" option.

5. Log into the Citrix Client and use your PACS application with PowerScribe client.

Note: For the PowerScribe 360 client, you need to enable the "Allow null password via automation" option in Portal on System Preference.

6. Added a new Registry entry "ReportClosedEventChoice" string in the "HKEY_LOCAL_MACHINE\SOFTWARE\Citrix\ICA Client\Engine\Configuration\Advanced\Modules\CernCOM"

   This allows Cerner RDT to dictate which ReportClosed event they want for the 360 Client integration.

   ◆ ReportClosedEventChoice (REG_SZ) 0 - indicate both ReportClosed and ReportClosed2 events will be sent.

- ◆ ReportClosedEventChoice (REG_SZ) 1 – indicate only ReportClosed event will be sent.
- ◆ ReportClosedEventChoice (REG_SZ) 2 – indicate only ReportClosed2 event will be sent.

Note: By default, if there is no "ReportClosedEventChoice" entry in the registry, then only the ReportClosed event will be sent.

Troubleshooting

Issue: In the case when Cerner RadNet failed to launch PowerScribe, check the followings for diagnosis:

1. Make sure the correct version of the server and client side CernerCOM Virtual Channel Driver Plug-in is installed. On the server machine, you should have Nuance.CernerCOM.dll created in "C:\Program Files\Dictaphone\CitrixVirtualDriver" directory and this dll should be register as a regular COM object on your system. On the client machine, you should have vdCernerCOM.dll created in "C:\Program Files\Citrix\ICA Client" directory and this is a regular dll need used by Citrix Virtual Channel.

2. If everything is installed correctly, try to run Cerner RadNet and start PowerScribe. If PowerScribe start, there should be a log file created both on the client and server machine. On the client side the log file is located at "C:\ProgramData\Nuance\PowerScribe\Logs" the same place as the PowerScribe client log, also this log file can also be upload using the PowerScribe client Upload log option from the UI. On the server the log file is located at "C:\Temp\Nuance\PowerScribe\Logs". The log files by default will be purged after 7 days from the day of the logging.

3. To do further diagnosis when PowerScribe does not work properly with Cerner RadNet via Citrix, get all the client logs with <date>_vdCernerCOM.log and the server logs with <date>_ctxCernerCOM.log and also PowerScribe client logs for development to analyze.

Note: In the case of Cerner RadNet exit out (or forced quit) unexpectedly on Citrix server, user need to exit PowerScribe client on the client machine and from the Windows Task Manager make sure the "Nuance.PowerScribe360.exe" process is not running for PS360 client and "PowerScribeApi.exe" process is not running for PS5.x client and then you can re-start Cerner RadNet again.

Issue: Unable to Connect to Remote Server

If a user is receiving errors that indicate that the system is unable to connect to remote server, and the logs in Web portal show the following error:

A connection attempt failed because the connection party did not properly respond after a period of time, or establish connection failed because connected host has failed to respond 142.239.212.194:80

Error in Logs:

[2012-09-25 14:21:00,475] [BackgroundExecutor] [ERROR] [Invoke] [PowerscribeHessianServer] [EXCEPTION in PowerscribeHessianServer.GetClientReportCounts(Nuance.Powerscribe.Client.ServerApi.Interfaces.ClientReportsInResidentQueue[])]

System.Net.WebException: Unable to connect to the remote server ---> System.Net.Sockets.SocketException: A connection attempt failed because the connected party did not properly respond after a period of time, or established connection failed because connected host has failed to respond 142.239.212.194:80

Resolution: Check the following registry key. The Value should be 2 (Default Value). If it is not, set value to 2.

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Tcpip\Parameters]

"TcpMaxConnectRetransmissions"

Issue: Cerner RadNet failed to launch PowerScribe

When Cerner RadNet fails to launch PowerScribe, check the followings for diagnosis:

1. Make sure the correct version of the server and client side CernerCOM Virtual Channel Driver Plug-in is installed.

   On the server, verify that the Nuance.CernerCOM.dll exists in "C:\Program Files\Dictaphone\CitrixVirtualDriver" directory.

   This dll should be registered as a regular COM object on the server.

   On the client, verify that vdCernerCOM.dll exists in "C:\Program Files\Citrix\ICA Client" directory.

   The Citrix Virtual Channel uses this dll.

2. If everything is installed correctly, try to run Cerner RadNet, and start PowerScribe. If PowerScribe starts, a log file is created on both the client and server.

   On the client, verify that the log file exists in: "C:\ProgramData\Nuance\PowerScribe\Logs"

   This is the same location as the PowerScribe client log. This log file can also be uploaded using the PowerScribe client Upload log option from the UI.

   On the server, verify that the log file exists in: "C:\Temp\Nuance\PowerScribe\Logs".

   The log files by default will be purged after 7 days from the day of the logging.

3. To do further diagnosis when PowerScribe does not work properly with Cerner RadNet via Citrix, get or send? all the client logs with <date>_vdCernerCOM.log , the server logs with <date>_ctxCernerCOM.log, and PowerScribe client logs for or to development to analyze.

Know Issues

If Cerner RadNet exits out (forced quit) unexpectedly on Citrix server, users need to exit the PowerScribe client from the Windows Task Manager.   Make sure the "Nuance.PowerScribe360.exe" process is not running for PS360 client and "PowerScribeApi.exe" process is not running for PS5.x client, and then restart Cerner RadNet.