



PowerScribe[®] 360 Reporting

V4.0 Client Installation Configuration Manual



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Table of Contents

Table of Contents	iv
Best Practices	1-1
Notations	1-2
Introduction	1
Installing the Client Software	2-1
Client Workstation Configuration	2-1
Hardware/Software Requirements	2-1
Rights	2-2
Antivirus Exclusions / Data Loss Prevention (DLP)	2-3
eScription and Transcription Client on One Machine	2-3
Make Internet Explorer the Default Web Browser	2-3
Internet Explorer Options Settings	2-4
Install the Client Application	2-4
DVD Image Install/Upgrade Procedure	2-13
Guidelines for Creating an Automated Installation Package	2-13
Manual Revision History	History-1

Best Practices

- Nuance recommends following Microsoft best practices as outlined in [Microsoft TechNet General Security Advice and Best Practices](#)
- **PowerScribe 360 Reporting** is compatible with several currently supported versions of Microsoft Windows Client operating systems, Nuance recommends using the latest compatible version listed in the **PowerScribe 360 Reporting** System Specifications, currently *Windows 10*.
- Nuance recommend that all **PowerScribe 360 Reporting** network communication be secured and encrypted using Hypertext Transfer Protocol Secure (HTTPS). Nuance also recommends that the customer obtain a certificate from a trusted Certificate Authority consistent with the customer security policies.
- Nuance fully supports all third-party hardware and software updates related to critical security fixes immediately upon release. Nuance recommends that customers apply third party updates consistent with their internal security policies.
- **PowerScribe 360 Reporting** supports Lightweight Directory Access Protocol (LDAP). Nuance recommends the use of LDAP for end-user authentication to **PowerScribe 360 Reporting** to ensure consistency with the customer's authentication and password management policies.
- Nuance does not recommend exposing network services to untrusted networks unless otherwise advised by Nuance documentation or Support.

Notations

This section defines notations that may appear throughout the document.

<p>Best Practice</p> 	<p>This Best Practice icon indicates the recommended Nuance procedure to follow when installing or configuring the Nuance PowerScribe 360 application.</p> <p>For example:</p> <ul style="list-style-type: none"> ● PowerScribe 360 Reporting supports Lightweight Directory Access Protocol (LDAP). Nuance recommends the use of LDAP for end-user PS360 access. ● During the PowerScribe 360 Reporting installation process several system level users and passwords need to be created. The Customer's site administrator should provide system level passwords consistent with the customer's internal password policies. Passwords should only be communicated over secure encrypted channels and/or stored in secure encrypted locations. ● Microsoft General Security Advice and Best Practices. ● Client workstations rebooting recommendations. ● Nuance Anti-Virus recommendations.
 <p>IMPORTANT</p>	<p>The IMPORTANT icon indicates to the reader's attention to important information you don't want them to miss.</p>
	<p>The NOTE icon provides auxiliary information or further explanation to the adjacent paragraph(s).</p>
	<p>This TIP icon is an indication that useful information is being provided regarding the steps.</p>
	<p>This STOP icon is an indication that a necessary requirement is to be met before you proceed to the next step.</p>

Introduction

The information in this document explains how to install the *PowerScribe 360 Reporting* client software.

Users who have an older version of *PowerScribe 360 Reporting* client software already installed will be upgraded automatically when they run the new client installation. (See [Installing the Client Software](#) below.)

Installing the Client Software

Installing the *PowerScribe 360 Reporting* client application is a two step process. **Be sure to perform the steps in Client Workstation Requirements before installing the client application.**

- [Client Workstation Configuration](#): Before you install the client, review and/or perform all of the steps in the workstation requirements section of this document.
 - [Install the Client Application](#): After verifying that the workstation meets the requirements, install the client using the steps in the client installation section of this document.
-

Client Workstation Configuration



Be sure to validate and configure workstations to meet the published requirements and settings before installing the client application software.

Hardware/Software Requirements

- Ensure that all Microsoft updates have been applied to each workstation.
- *PowerScribe 360 Reporting* version 4.0.1 (SP1) requires Microsoft .NET Framework version 4.6.2 or higher.
- *PowerScribe 360 Reporting* version 4.0 requires Microsoft .NET Framework version 4.6.1 or higher.
- *PowerScribe 360 Reporting* version 4.0 requires Microsoft Internet Explorer version 11.
- Apply the latest Microsoft root certificates on each workstation.

		Admin / Editor Client/Standalone Dictation Client	Integrated Client
Processor	Optimal	Dual-Core or Dual-CPU 2.4 GHz or above	Quad-Core 2.7 GHz
	Minimum	Single-Core 2.4 GHz	Dual-Core or Dual-CPU 2.4 GHz or QuadCore 1.8 GHz or above
RAM	Optimal	4GB	8GB
	Minimum	4GB	4GB
Operating System ³	Optimal (64 Bit O/S)	Windows 7 Windows 8.1 Window 10 Pro/Ent ^{11,12}	Windows 7 Windows 8.1 Windows 10 Pro/Ent ^{11,12}
	Minimum (32 Bit O/S)	Windows 7 Windows 8.1	Windows 7 Windows 8.1
# NIC / Speed	Optimal	1GB	1GB
	Minimal	100MB	100MB
Minimum Display		1024 x 768	1024 x 768
C: Drive (O/S) Size		25GB Available Space after install of Client	25GB Available Space after install of Client
Browser		Internet Explorer 11	Internet Explorer 11



For PowerScribe 360 Reporting integrated clients, Nuance recommends verifying the integrated client specifications with the Client's PACs or Desktop Integration Vendor.

Notes:

1. For PowerScribe 360 Reporting integrated clients, Nuance recommends verifying the integrated client specifications with the Client's PACs or Desktop Integration Vendor.
2. Microsoft has ended support for all IE versions below IE 11.
3. The client must be able to update the registry.
 - a. The following are the keys that the client must be able to access (Read and Write):
 - i. HKEY_LOCAL_MACHINE\SOFTWARE\Nuance
 - ii. HKEY_CURRENT_USER\SOFTWARE\Nuance
4. All users must have Full control permissions on the C:\ProgramData\Nuance Folder, as well all subfolders.

Rights

The person installing the *PowerScribe 360 Reporting* software must use a Local Administrator account.

Best Practice**Daily Client Workstation Reboot**

Reboot all client workstations on a daily basis. This is a recommendation by Nuance and Microsoft due to the large amount of memory reads and writes that the applications and PACS systems perform. Rebooting allows the operating system and applications to run optimally for best performance.

Antivirus Exclusions / Data Loss Prevention (DLP)

Best Practice

- Nuance recommends that the following **PowerScribe 360 Reporting** processes be excluded from antivirus (AV), data loss prevention (DLP), or similar applications to prevent interference with application operations resulting in latency and or file manipulation.
 - ◆ Natspeak.exe
 - ◆ Nuance.PowerScribe360.exe



If you require a list of folders and file extensions, please refer to Nuance Healthcare Support Platform Article 6870: Files and Folders Acted Upon by the PS360 Client and Servers.

eScript and Transcription Client on One Machine



The following are the mandatory requirements if you wish to run eScript and the PowerScribe 360 Reporting Transcription Client on the same machine.

- ◆ You must have sufficient room on the machine for both applications.
- ◆ You must have sufficient RAM for each application.
- ◆ You do not run both applications at the same time.

Make Internet Explorer the Default Web Browser

1. Open Internet Explorer.
2. Click **Tools > Internet Options > Programs**.
3. In the **Default web browser** area, click the **Make default** button. If Internet Explorer is already the default web browser, this button is unavailable (grayed out).

4. Select the **Tell me if Internet Explorer is not the default web browser** check box.
 5. Click **Apply**.
-

Internet Explorer Options Settings

Open Links from Other Programs Item:

1. Open Internet Explorer.
 2. Click **Tools > Internet Options > General**.
 3. In the **Tabs** area, click **Settings**.
 4. In the **Open links from other programs in** area, select the **A new window** option.
 5. Click **Apply**.
-

Install the Client Application



UPGRADE NOTE:

If you are upgrading the client, post server upgrade (patch or version), and one of the following occurred, you will need to run the RemoveNSUser.bat script on the workstation before running the installation procedure.

1. Converted the system to SSL.
2. The system was migrated to a new application server.
3. The Application server was renamed.



The above does not have to be performed when a standard in place upgrade takes place.

The RemoveNSUser.bat can be downloaded [HERE](#). After you download the file, RemoveNSUser.renametobat, rename the file to RemoveNSUser.bat.



Before beginning the installation, be sure the following is addressed.

1. Ensure all available MS updates for your OS have been applied. This includes root certificate updates.
2. Lower UAC to its lowest setting.
3. Ensure the correct Microsoft .NET Framework version is installed.
4. Reboot the workstation.
5. Close all open programs. This includes all MS Office applications.
6. Exit any Philips software running in the system tray. This can usually be seen on the task manager as pdcc.exe.

To install the client application on a workstation:

1. Open Internet Explorer and enter the *PowerScribe 360 Reporting Client* site using the web address shown below:

http://<servername>/PS360ReportingClient/

where <servername> is the name of your *PowerScribe 360 Reporting* web server (do not include the surrounding brackets < > when you type in the server name).

2. Click the **Download** link.



To install the Nuance PowerScribe® 360 | Reporting Client please download the installation package using the link below and then run it on your machine.

Nuance PowerScribe® 360 | Reporting Client Installation

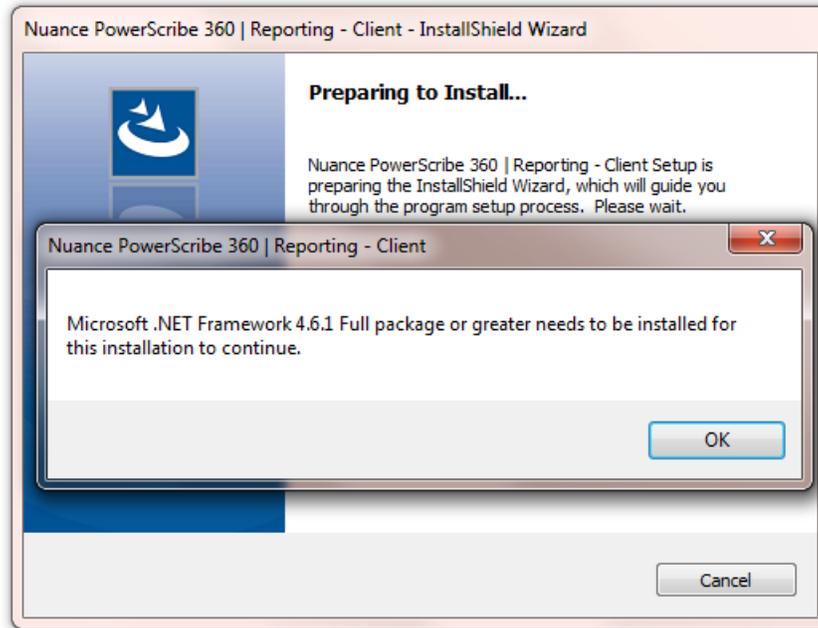


The Internet Security Warning displays.



3. Click **Install**.

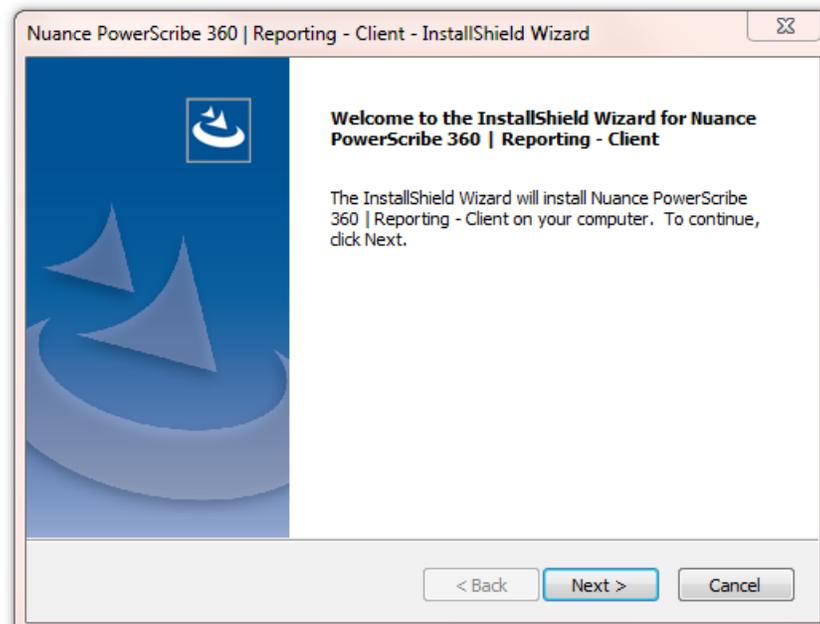
The following message appears, the workstation must meet the minimum Microsoft .NET Framework installation requirements.



- a. If the workstation does not meet the .Microsoft .NET Framework software requirements, click **OK**, and **Cancel**.
- b. Install the required Microsoft .NET Framework software on the workstation.
- c. Install the client software.

OR

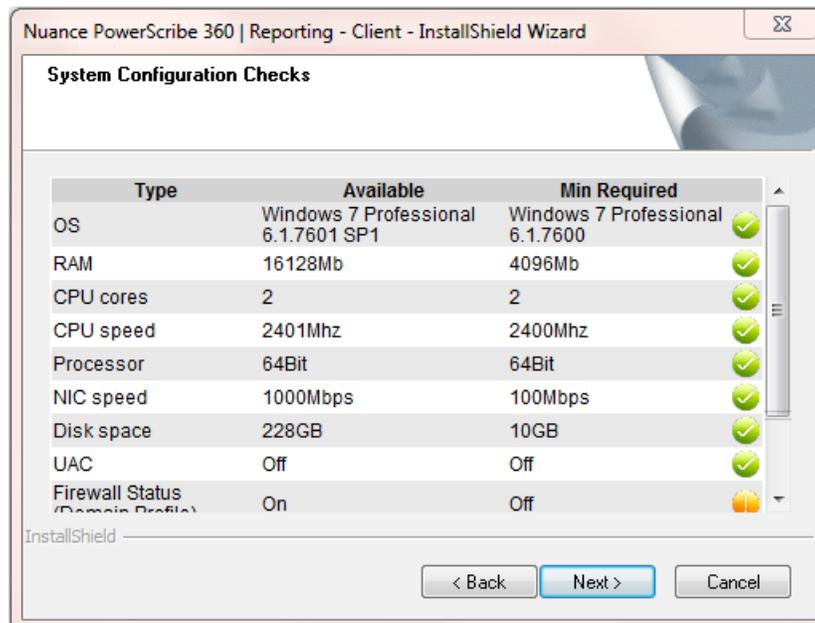
- a. If the workstation meets the requirements, click **OK**
The Welcome dialog displays.



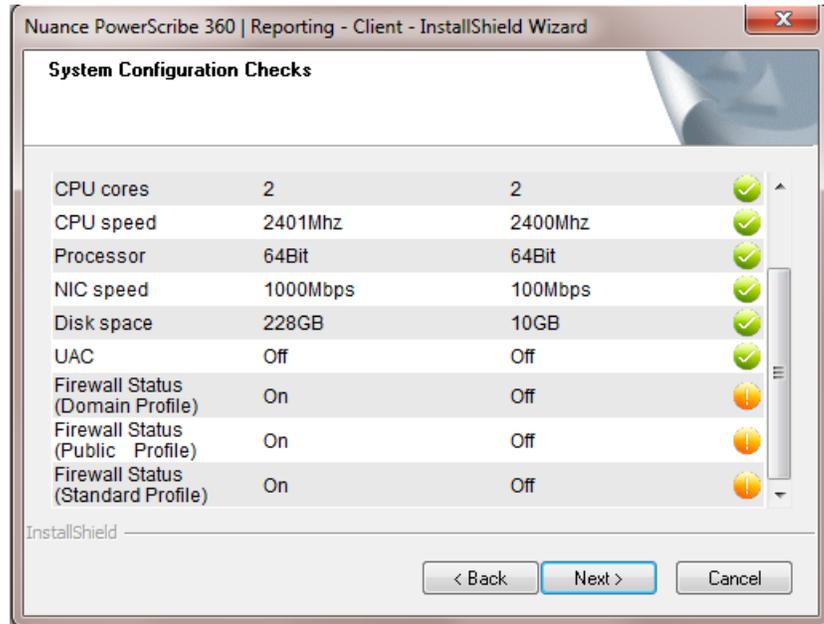
4. Click **Next**.

The installer checks the workstation environment to verify that it meets the minimum system requirements.

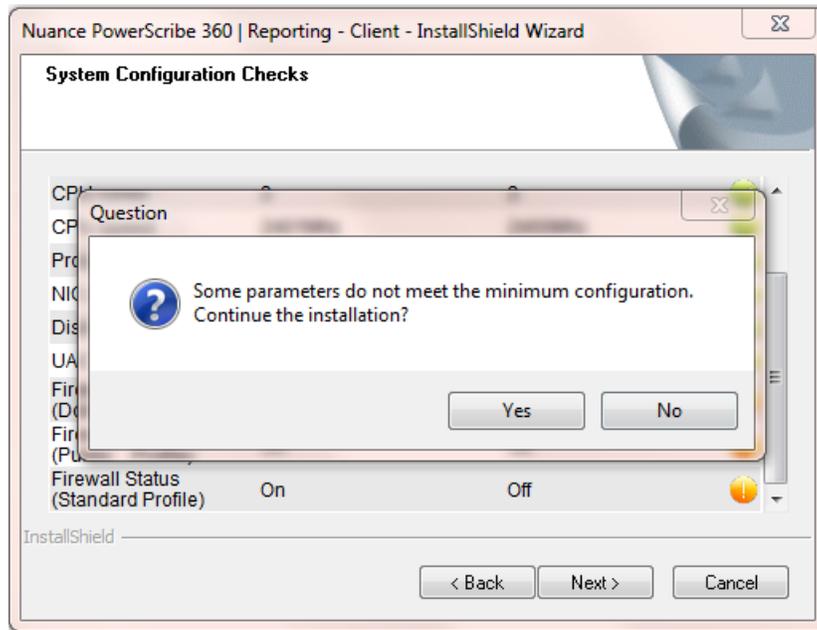
The System Configuration Checks dialog displays. (The **Available** column will vary by workstation.)



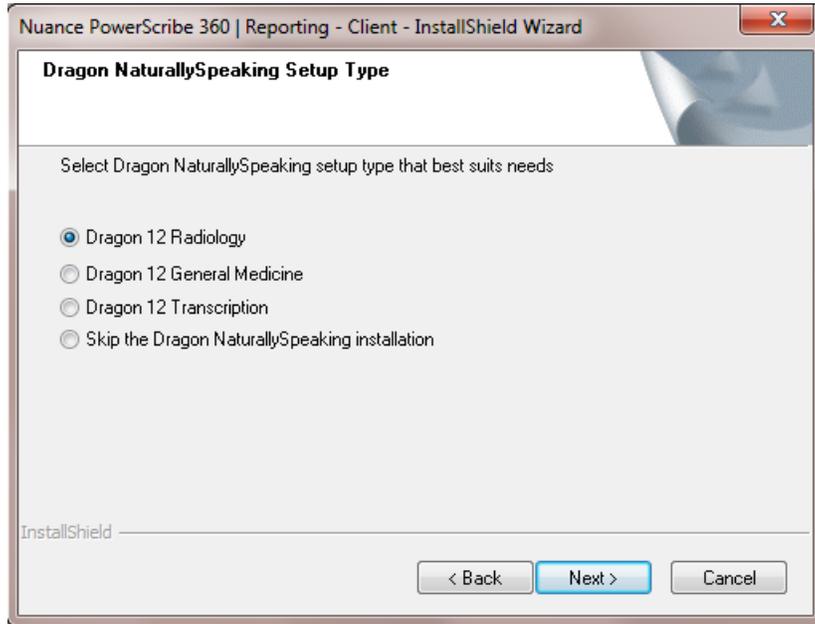
5. Scroll down to view all of the configuration checks.



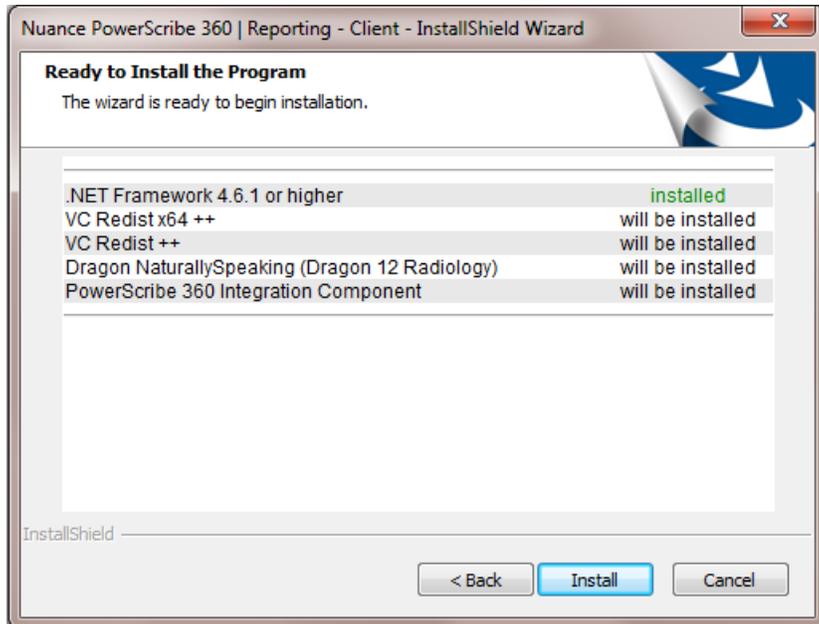
6. If the following message displays, click **No** to exit the installation and address the configuration concerns, or click **Yes** to continue.



7. On the System Configuration Checks dialog, click **Next**
The Dragon Naturally Speaking Setup Type dialog displays.

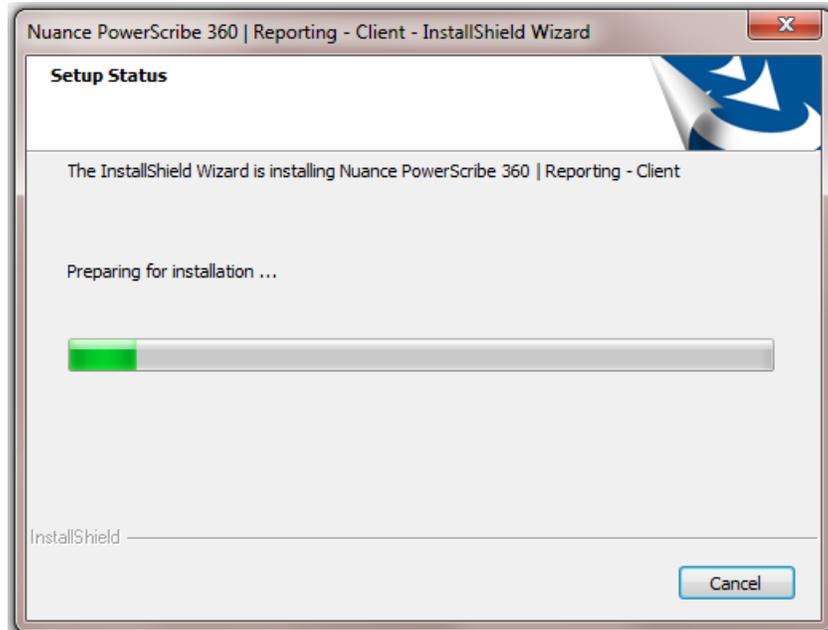


8. Select the appropriate version of Dragon, and click **Next**.
The Ready to Install the Program dialog displays.

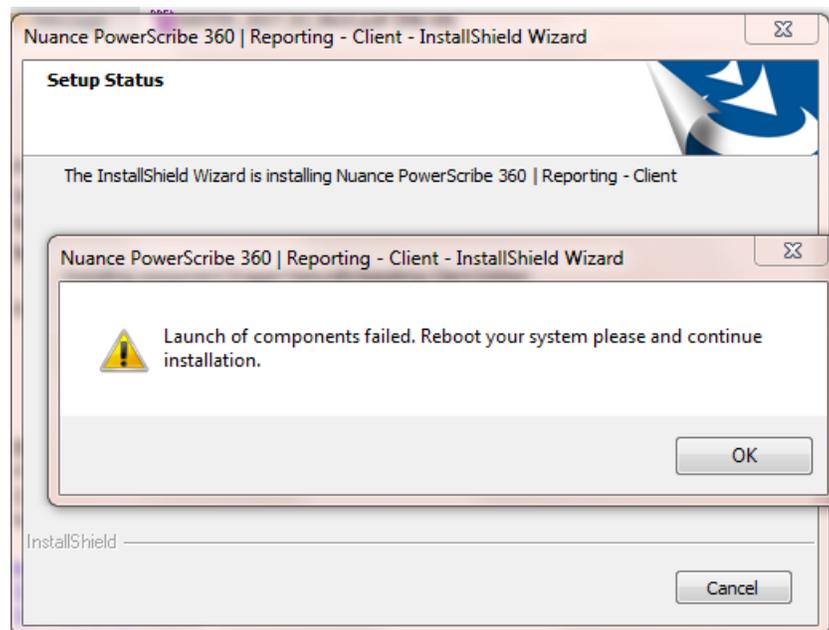


9. Verify the items that will be installed, and click **Install**.

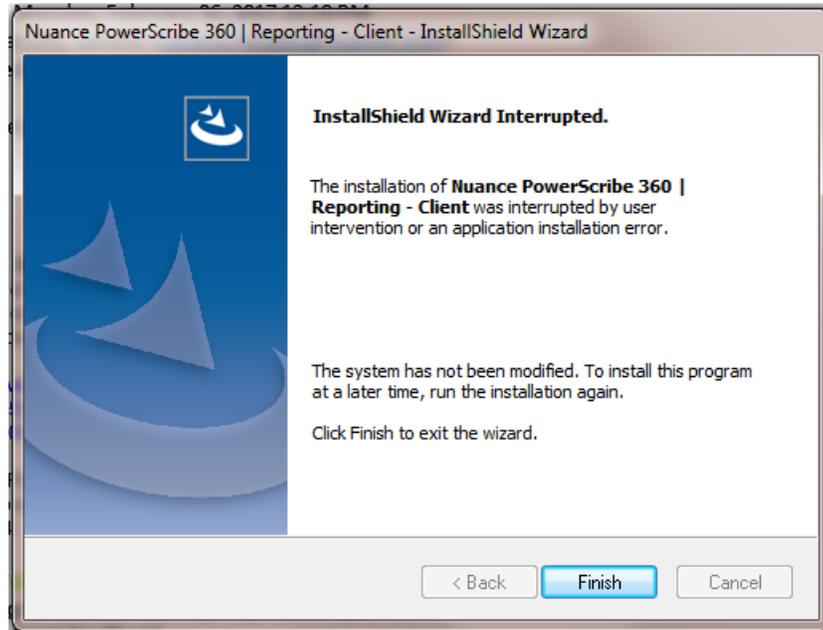
The software begins to install the necessary components. Note that this can take several minutes to complete.



The Launch components failed message displays only if the install detects it is necessary to perform a reboot of the workstation.



10. Click **OK**, and reboot the workstations.
Otherwise, the Completed dialog displays.

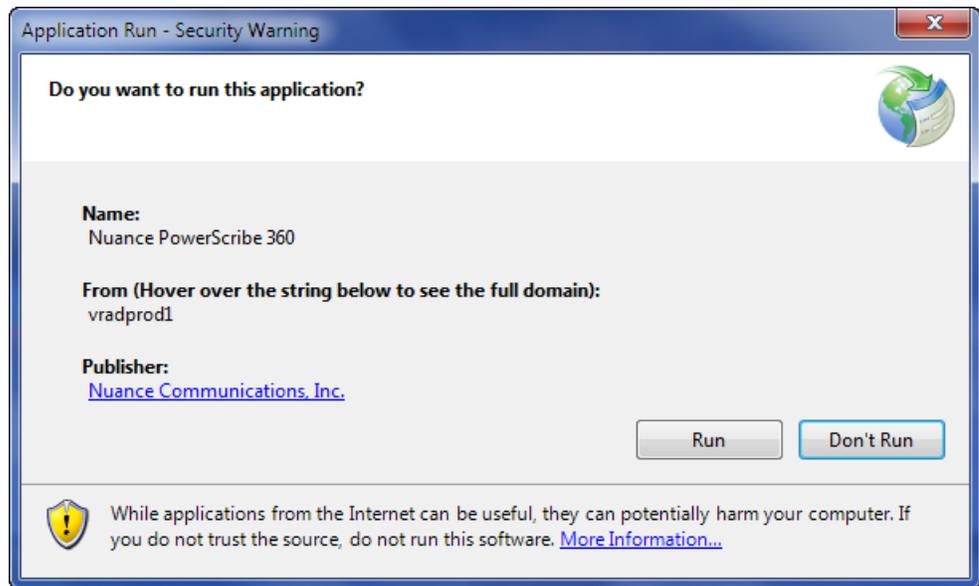


11. Click **Finish**.
12. Reboot the workstation if necessary.

13. Once logged in to the workstation, double-click the **Nuance PowerScribe 360** icon on the desktop.



14. At the **Application Run** dialog box, click **Run**.



15. When the application has finished installing, ask the provider to log in and have him/her perform the microphone wizard and training dictations.

DVD Image Install/Upgrade Procedure

This installation method can be used for remote workstations that cannot easily download the Dragon Components of the PowerScribe 360 Client software installation, due to internet bandwidth restrictions.

The DVD files are created during the installation of the system and are stored on the Application (IIS) server.

This method installs the Dragon components and the integration components, and places a shortcut on the desktop for the application. When this shortcut is executed, the Microsoft .NET Framework components will be updated on the workstation and the application will launch.

To install or upgrade the client software from the DVD image:

1. Download the DVD installation folder and burn to a DVD for distribution.
2. Place the DVD into the DVD drive on the workstation.
3. Browse to the DVD and double-click the setup.exe.

The rest of the steps are the same as in the standard installation.



*You might find it easier to copy the DVD image directly from the application server to your workstations over the network. The **Data** drive on the application server contains a copy of the DVD image. The image is located in **D:\Nuance\DVDImage**. Copy the entire contents of the **DVDImage** folder to the workstation and run the **setup.exe** file.*

Guidelines for Creating an Automated Installation Package



This process is not supported by Nuance, and is the sole responsibility of the customer to configure and maintain.

- ◆ The source files for the automated installation package are contained in the PowerScribe 360 Client DVD installer package. This package is created by Field Service using the server application ClientAdmin during the configuration of the PowerScribe Client Installer on the Application Server.
- ◆ The DVD installer is located in **x:\Nuance\DVDImage**, where **x** is the data drive of the Application Server. (Normally this path is **D:\Nuance\DVDImage**.)
- ◆ The automated client installer will need to push all files from the DVD installer except the Dragon installations that are not required. Most installations will use the DSC_Rad package for Radiology only [DRAGON_INSTALL=1].

- ◆ The following is an example of the command line used for a silent install with the Radiology version of Dragon NaturallySpeaking:

```
setup.exe /s/v" /qn+ ISSETUPDRIVEN=1 ALLUSERS=1  
DRAGON_INSTALL=1"
```



There is a space character after the v" item in this command line.

The table below describes the **setup.exe** command line switches:

Parameter	Description	Required
/s	Indicates that the switch is silent on InstallShield.	Yes
/v	Passes the switches to the MSI installer.	Yes
/qn	Quiet mode; no user interaction, no user interface.	Yes
ISSETUPDRIVEN=1	Enable installation using the client installer.	Yes
ALLUSERS=1	An ALLUSERS property value of 1 specifies the per-machine installation context.	Yes
DRAGON_INSTALL	Type of Dragon installation: 0 = Skip 1 = Radiology 2 = General medicine 3 = Transcription	Yes

Using the Test Server DVD to Create Clients

If the Production system is not yet upgraded, the site IT department can edit a file on the Test system DVD so that it can be used to install Production clients pointing to the production system.

1. Copy the files from the Test server DVD to a location on the computer from which you want to create the push installation.
2. From the root folder of the files you just copied, locate the file called **PS360ReportingClientConfig.xml**.
3. Open the file in Notepad and edit the last line as follows:
4. Replace the word **TESTSERVER**:

```
Location="http://TESTSERVER/PS360ReportingClient/Client/Nuance.PowerScribe  
360.application" /><!--other options...--></configuration>
```

with the name of your production server:

```
Location="http://PRODUCTIONSERVERNAME/PS360ReportingClient/Client/Nu  
ance.PowerScribe360.application" /><!--other options...--></configuration>
```

5. Test the push on several workstations to make sure that it installs the client properly.

Manual Revision History

Note: In this table the most recent changes are first by date.

Date	Page	Change (Paragraph, Sentence, Figure, Table, etc.)	Initials
9/28/18	All	Added Best Practices	BW