PowerScribe® 360 Reporting

Fax Server Configuration Manual

The latest version of this manual is available from the Oracle iSupport Library.

PN 889799 ***February 13, 2017***

PN 889799

Printed in U. S. A. February 13, 2017

Trademarks

Nuance®, the Nuance logo, Dictaphone®, Dragon® NaturallySpeaking®, PowerScribe®, RadPort™, and RadWhere™ are trademarks or registered trademarks of Nuance Communications, Inc. or its affiliates in the United States and/or other countries. All other trademarks referenced herein are trademarks or registered trademarks of their respective owners.

Copyright Notice

This manual is copyrighted and all rights are reserved by Nuance Communications, Inc. No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language or computer language, in any form or by any means, electronic, mechanical, magnetic, optical, chemical, manual, or otherwise, without the prior written permission of Dictaphone Healthcare Solutions, Nuance Communications, Inc., 1 Wayside Rd., Burlington, MA 01803.

Copyright © 2017 Nuance Communications, Inc. All rights reserved.

Disclaimer

This document is provided "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. Nuance shall not under any circumstances be liable to any person for any special, incidental, indirect or consequential damages, including, without limitation, damages resulting from use of OR RELIANCE ON the INFORMATION presented, loss of profits or revenues or costs of replacement goods, even if informed in advance of the possibility of such damages.

Every effort has been made to ensure the accuracy of the information presented. However, Nuance assumes no responsibility for the accuracy of the information. Product information is subject to change without notice. Changes, if any, will be incorporated in new editions of this publication. Nuance may make improvements and/or changes in the products and/or the programs described in this publication at any time without notice. Mention of non-Nuance products or services is for information purposes only and constitutes neither an endorsement nor a recommendation.

Table of Contents

Table of Contents iv

Fax Server Configuration 1-1

Overview 1-1

Create the Fax Drop Box/Outgoing Folder 1-1

Application Pool Identity Overview 1-2

Application Pool Identify Settings 1-2

Install Fax Service Role 1-5

Configure Windows Fax and Scan to Send a Fax 1-19

Fax on the RAS Server 1-19

Configure the Portal to Allow Fax 1-23

Fax Sign On 1-23

Create a Fax Cover Sheet and Template 1-24

Test Fax on the Portal 1-24

Fax Server Configuration

Overview

IMPORTANT

Fax Services is required to be installed on the IIS Application server.

If the customer asks that faxing be set up on a different server, consult with Service Management.

Before beginning this section, the customer must have already installed and tested a subtable fax card to be used for faxing.

Perform the Fax Server setup after you have installed the PowerScribe 360 application software and completed the post-installation procedures.

Create the Fax Drop Box/Outgoing Folder

There must be a Fax Drop box for PowerScribe 360 for the reports that Microsoft Word will convert from an .RTF file to a .TIF file, which in turn will be passed to Fax.

1. Create a folder under the C:\Nuance folder on the server where the RAS application resides.
2. Name the folder **PS360_outgoingfax** (i.e., **X:\Nuance\PS360_outgoingfax**).

   If you do not create this folder, the Faxes will be dumped to the C:\Windows\Temp folder.

Application Pool Identity Overview

For Sites that use Microsoft Word, the application requires a User profile to be loaded. IIS no longer does this by default. The RAS installer will create one during the installation of RAS. The user profile can be manually changed in IIS using the Application Pool Identity. If the Fax Modem is installed on the RAS Server, and you must configure the Application Pool Identity to point to Network Service account.

For a system with a separate Fax Server, the Application Pool Identity needs to be set to a Domain User with Local Administrative rights on both the RAS Server and the Fax Server.

For the PowerScribe 360 support of Fax, we use the PS360AppPool Identity. The **PS360AppPool** Identity should already be set up on the RAS Server.

To configure the PS360AppPool Identity, perform the steps in the following sections.

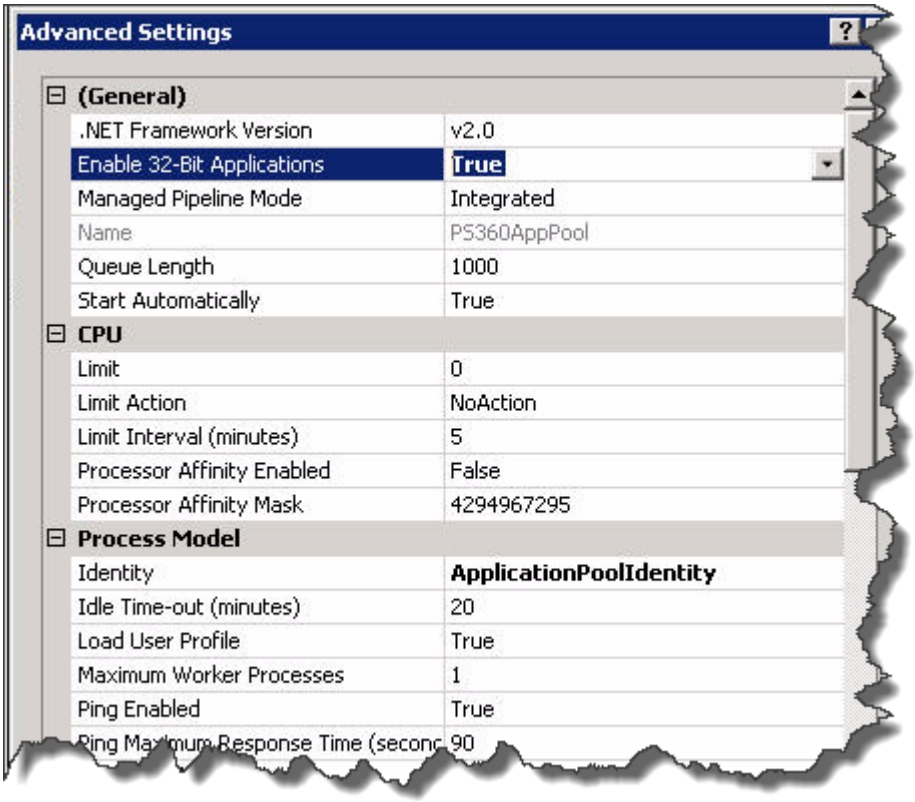
Application Pool Identify Settings

To set up the fax Application Pool Identity when it resides on the same server as the RAS application.

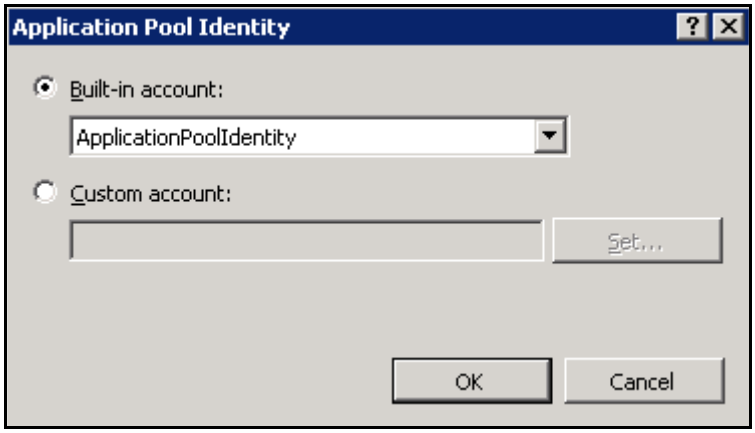
1. Open IIS Manager in Administrative Tools.
2. In the Connections pane, expand the server node and right-click **Application Pools**.

3. Right-click the new **PS360AppPool,** and click **Advanced Settings**.

   The Advanced Settings dialog displays.

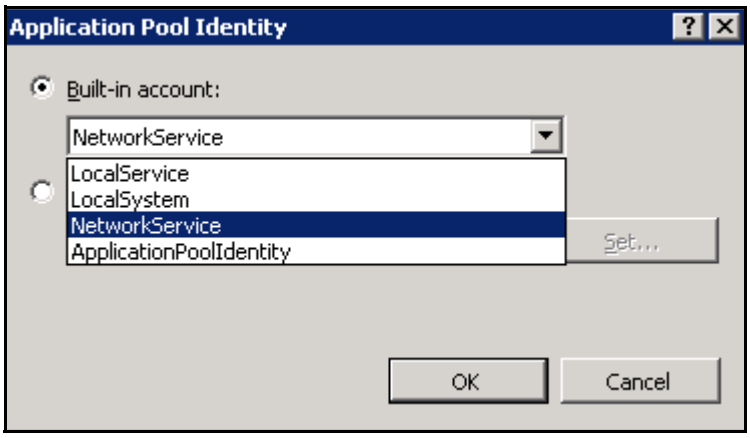


4. Verify that the Identity is **ApplicationPoolIdentity** at this point. You will change it in the next steps.
5. Verify that the Load User Profile is set to **True**. If not, set it.
6. Under Process Model, right-click **ApplicationPoolIdentity** and open the Application Pool Identity dialog.



7. Click the drop-down box under Built-in account.

The following displays.



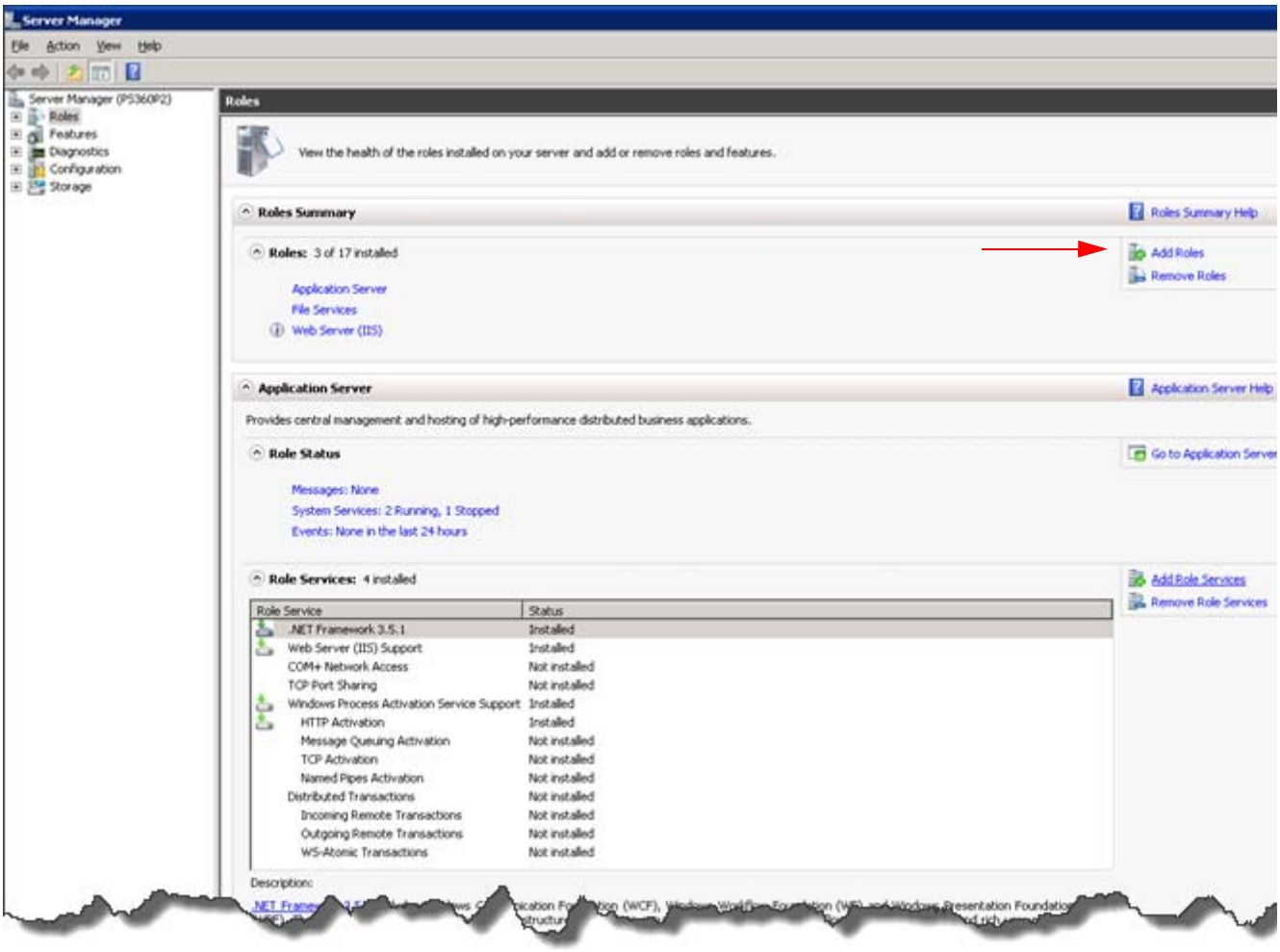
8. Select **NetworkService**.
9. Click **OK**.
10. Click **OK** to close the Advanced Settings.
11. Reboot the machine to effect the changes.

Install Fax Service Role

You must install the Fax Service Role on the RAS Server and also on the Fax Server for systems with a separate Fax Server.

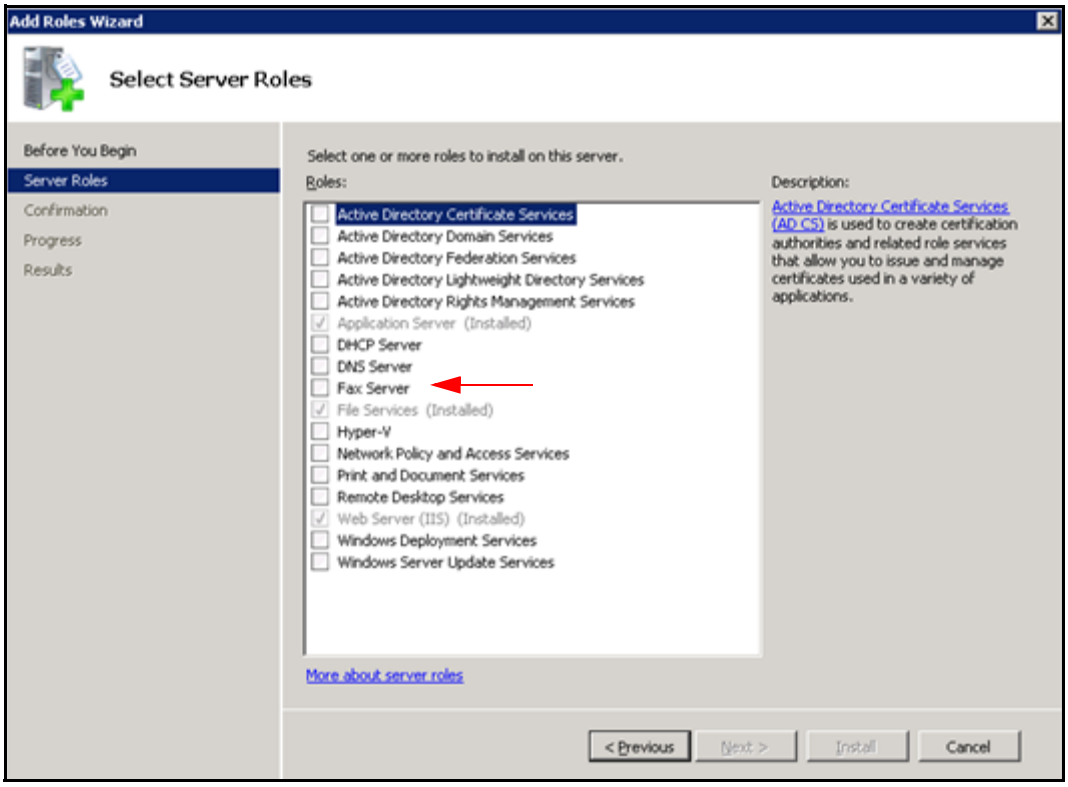
1. Choose **Start/All Programs/Administrative Tools/Server Manager.**

   The Server Manager displays. The following is only an example.



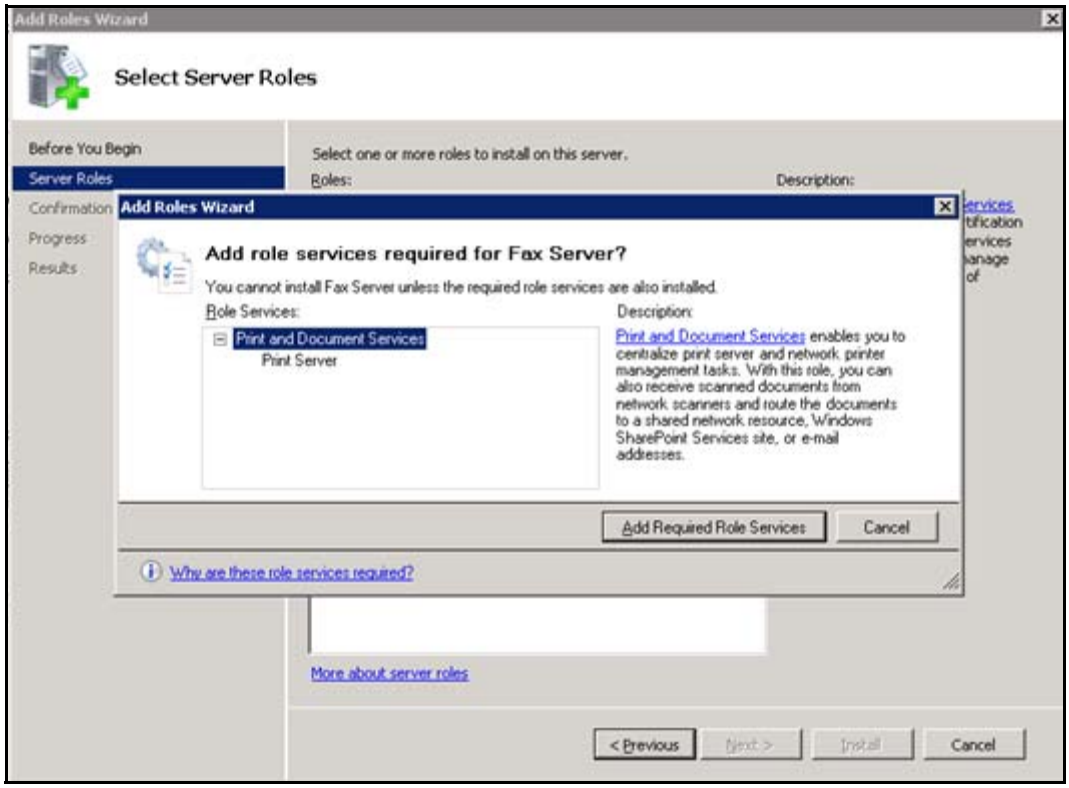
2. Click **Add Roles**.

The Select Server Roles dialog displays.



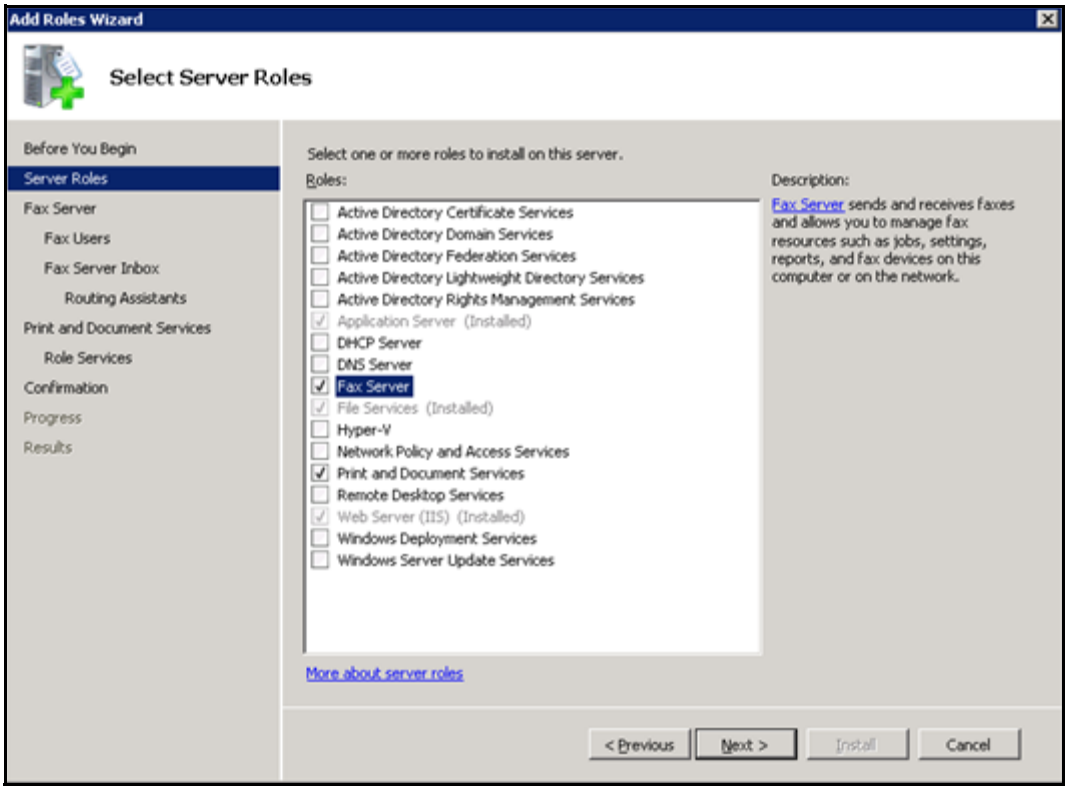
3. Check the **Fax Server** check box.

The Add Roles Wizard dialog displays.



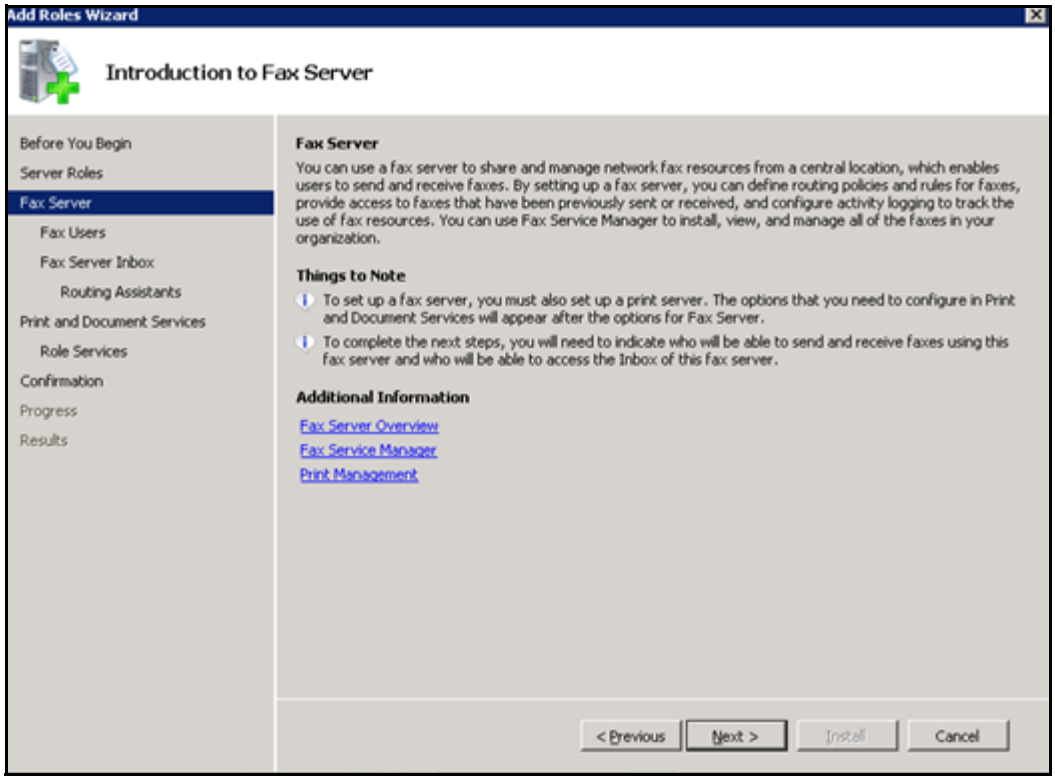
4. If Print and Document Services is not installed, click **Add Required role Services**.

You are returned to the Select Server Roles dialog.



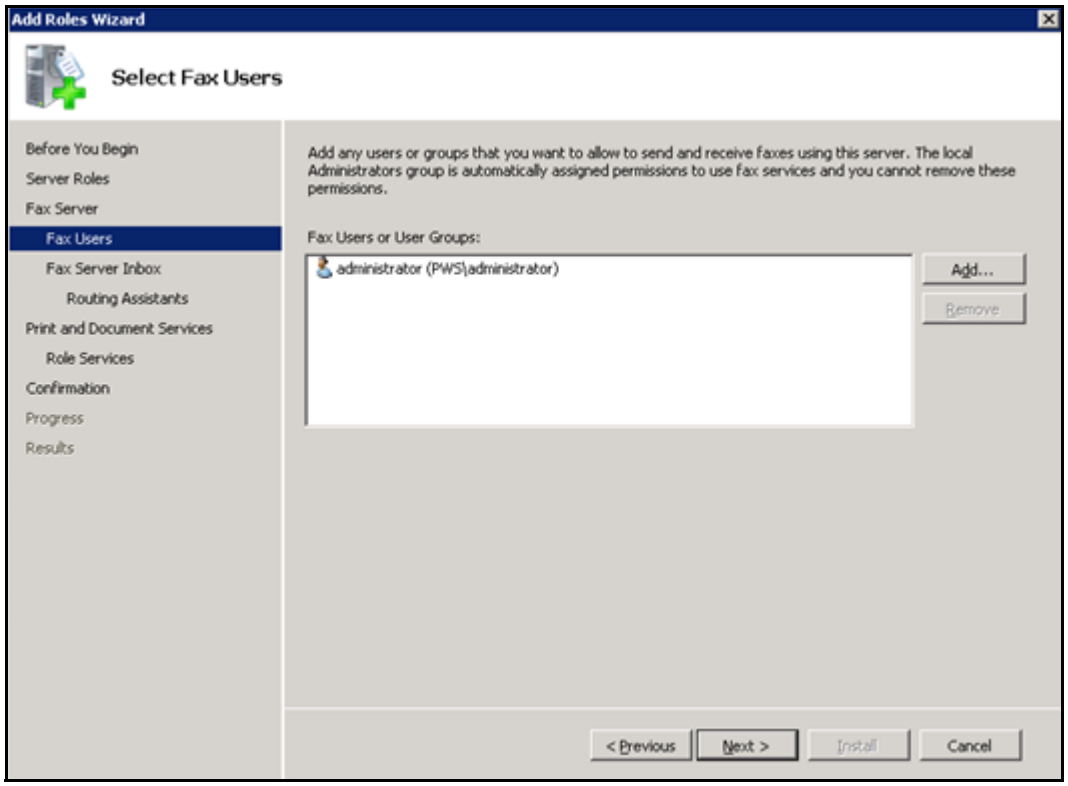
5. Click **Next**.

The Introduction to Fax Server dialog displays.



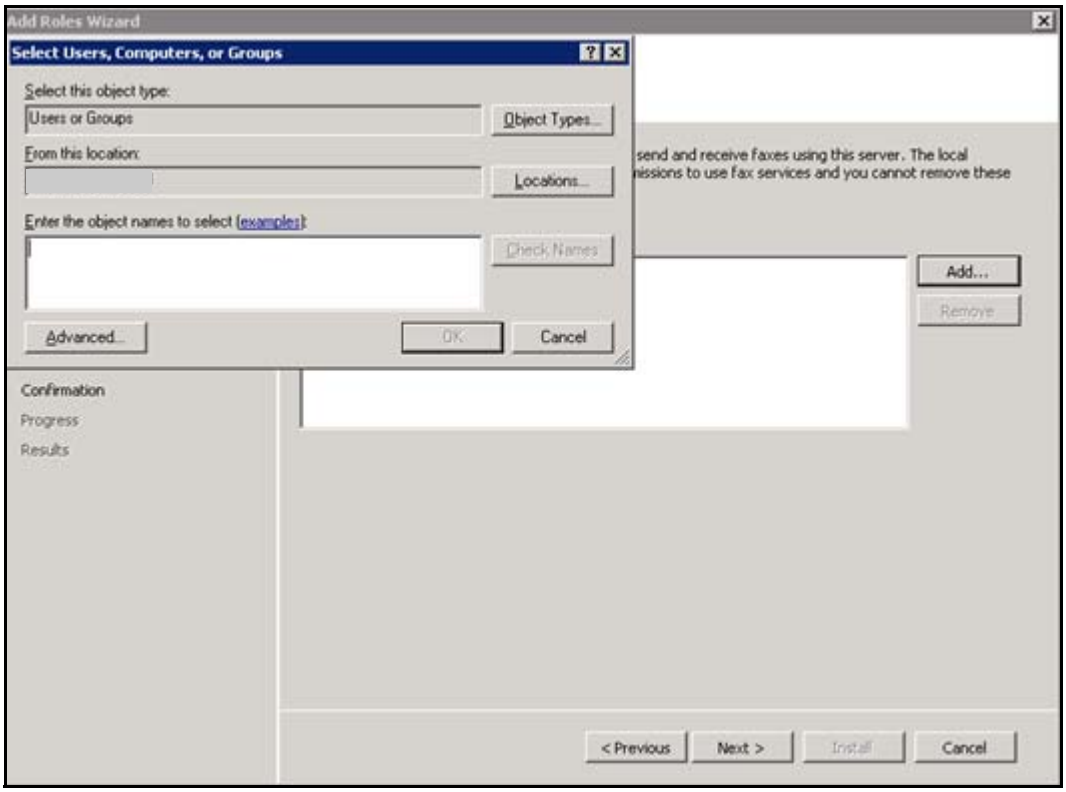
6. Review the information and click **Next**.

The Select Fax Users dialog displays. ***The following is only an example.*** If Fax is being set up only on the RAS Server, there may not be a user listed in this dialog when you launch it. You will select that entry if it is not here in a step below.



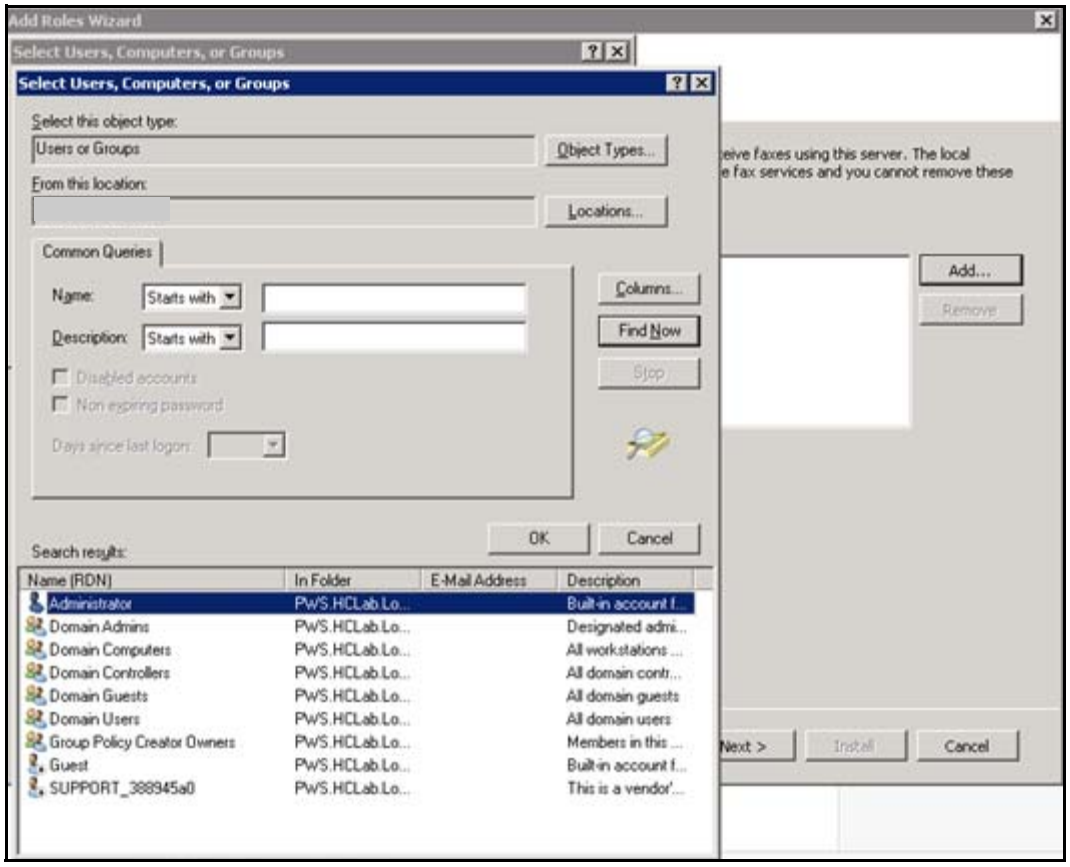
7. Click **Add**.

The Select Users, Computers, or Groups dialog displays. The location will be filled in but may not be correct.



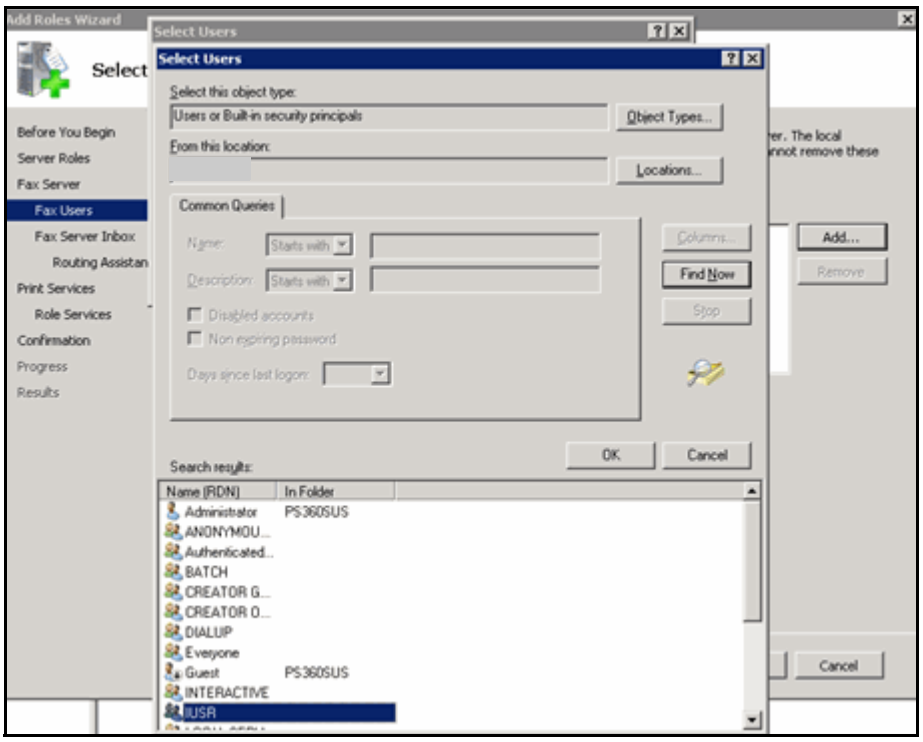
8. Click **Advanced**.

The following displays. The location will be filled in but may not be correct.



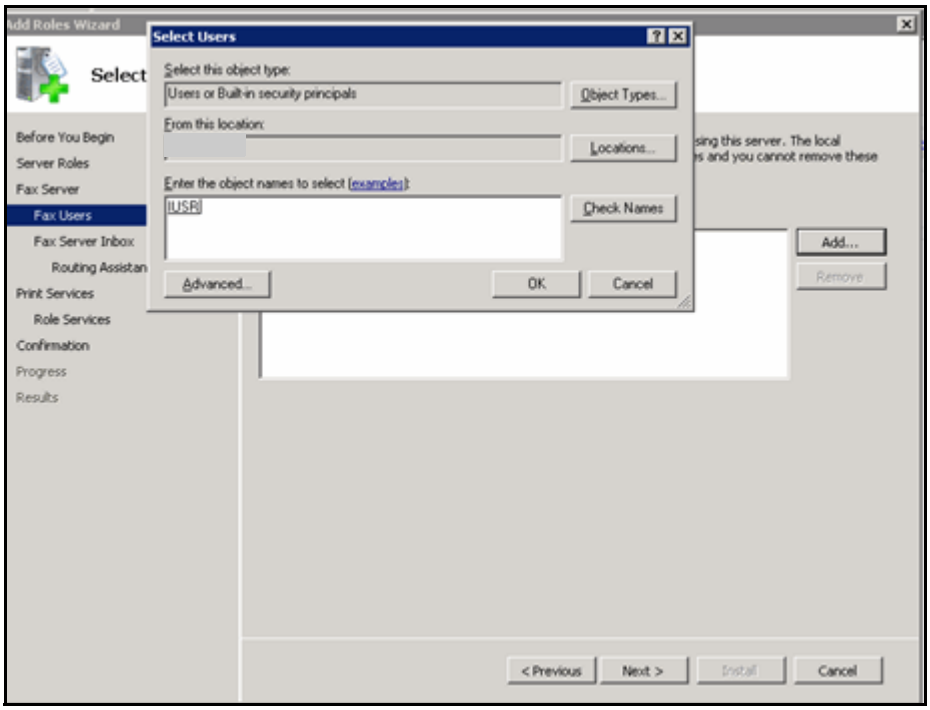
9. Change the **From this location** entry to the Local Machine Name.
10. Click **Find Now**.

The dialog displays the search results. The location is the Local Machine Name you chose.



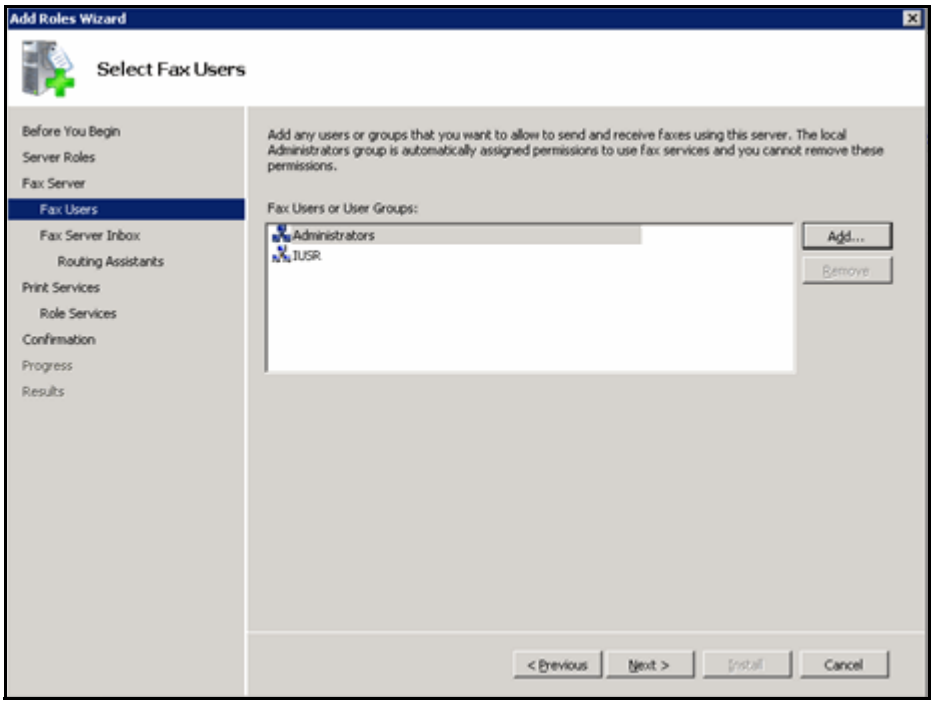
11. If the **Administrator** did not display in the Select Fax Users dialog above, select that entry. In addition, select the entry in the next step.
12. Select **IUSR** and click **OK**.

The Select Users dialog with the IUSR choice displays. ***The following is only an example.*** The location is the Local Machine Name you chose.



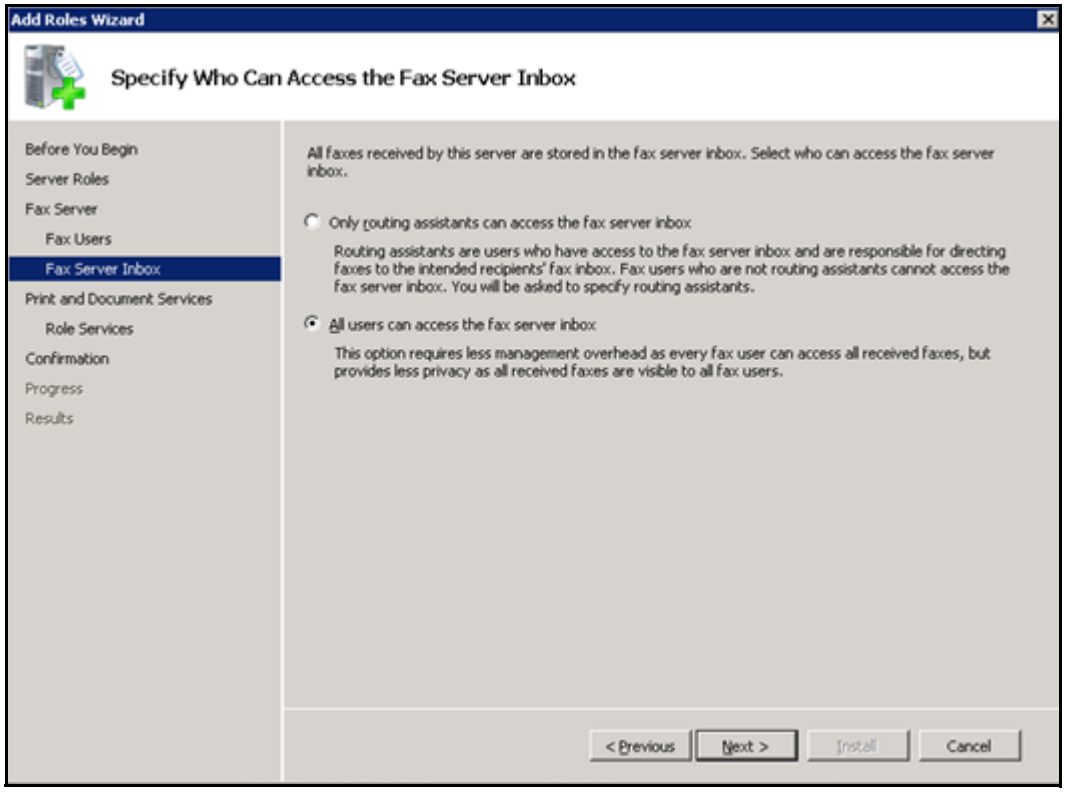
13. Click **OK**.

    You are returned to the Select Fax Users dialog.



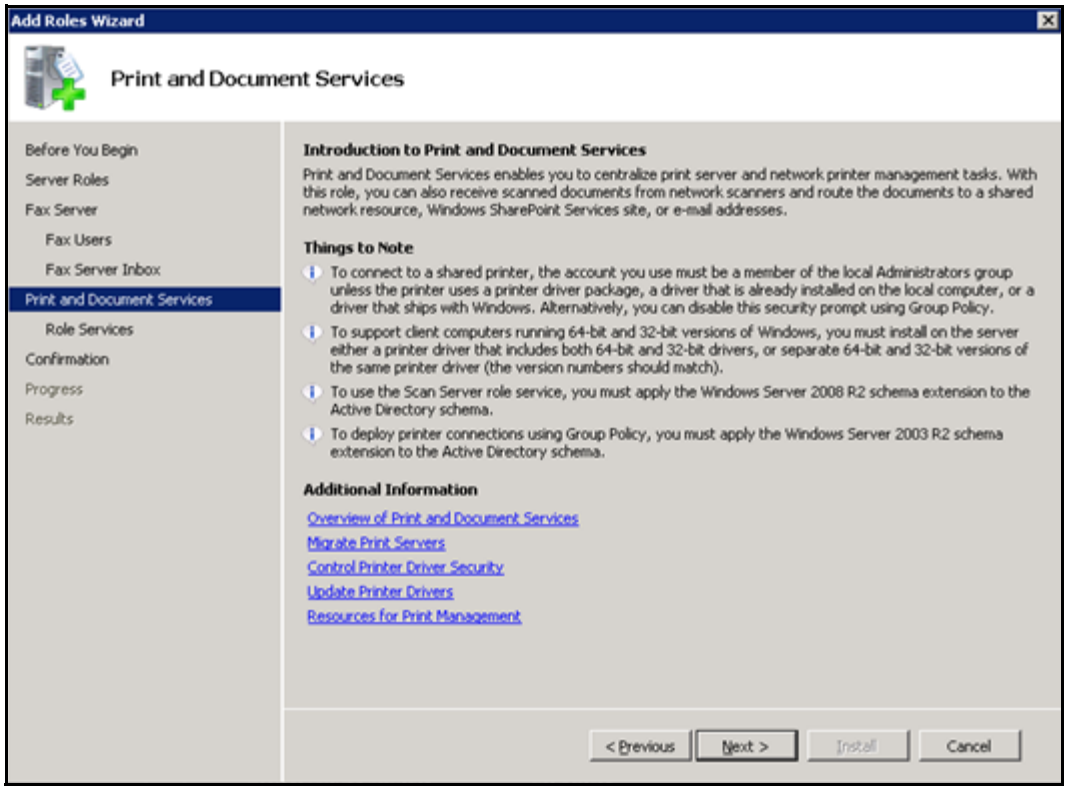
14. Click **Next**.

The following dialog displays.



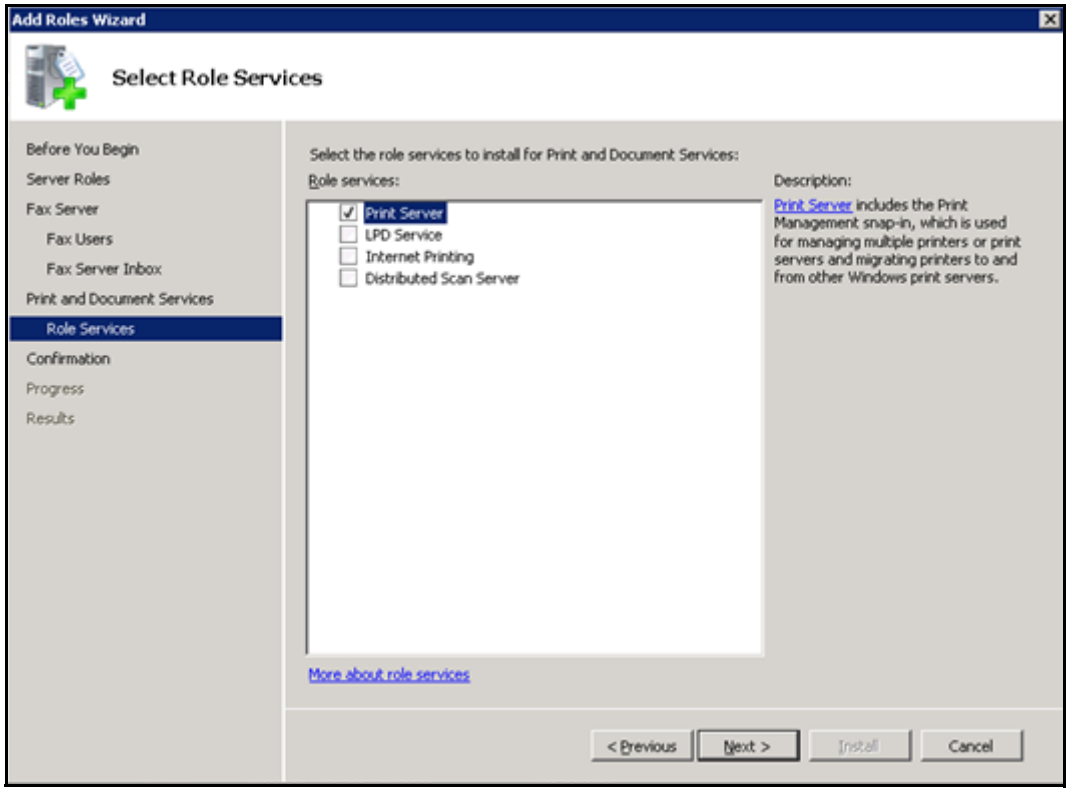
15. Select the **All users can access the fax server inbox** option.
16. Click **Next**.

The Print and Document Services dialog displays.



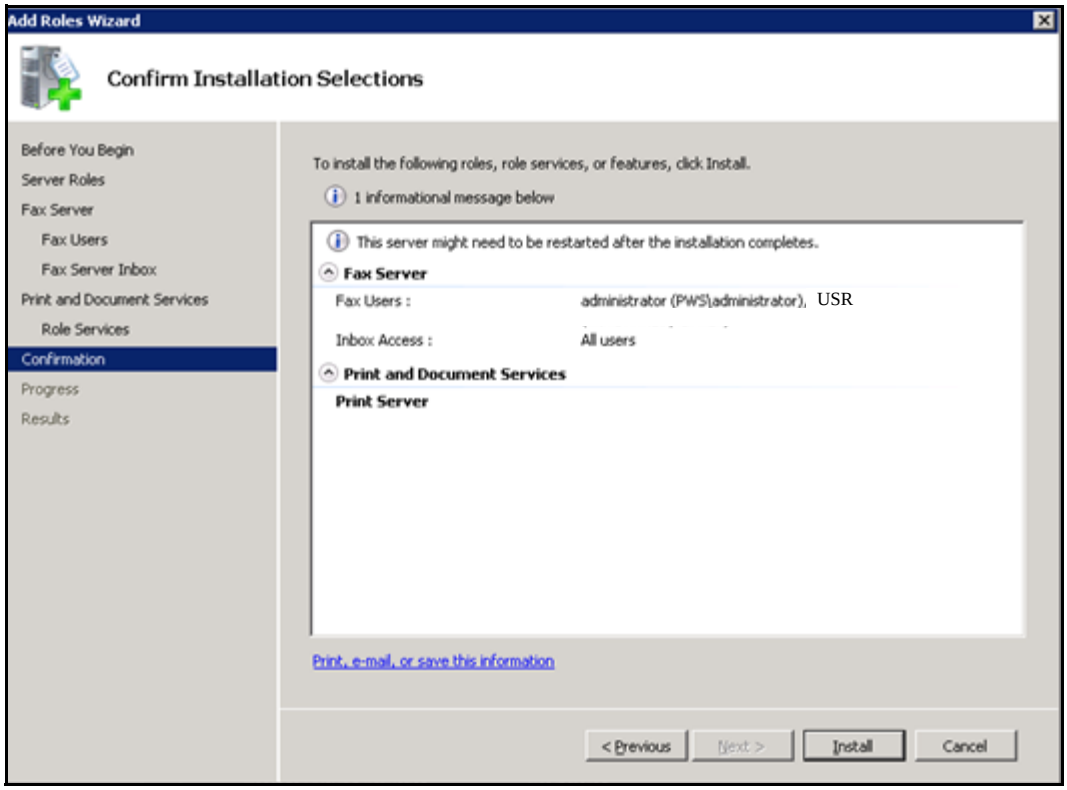
17. Click **Next**.

The Select Role Services dialog displays.



18. Check the **Print Server** check box.
19. Click **Next**.

The Confirm Installation Selections dialog displays.

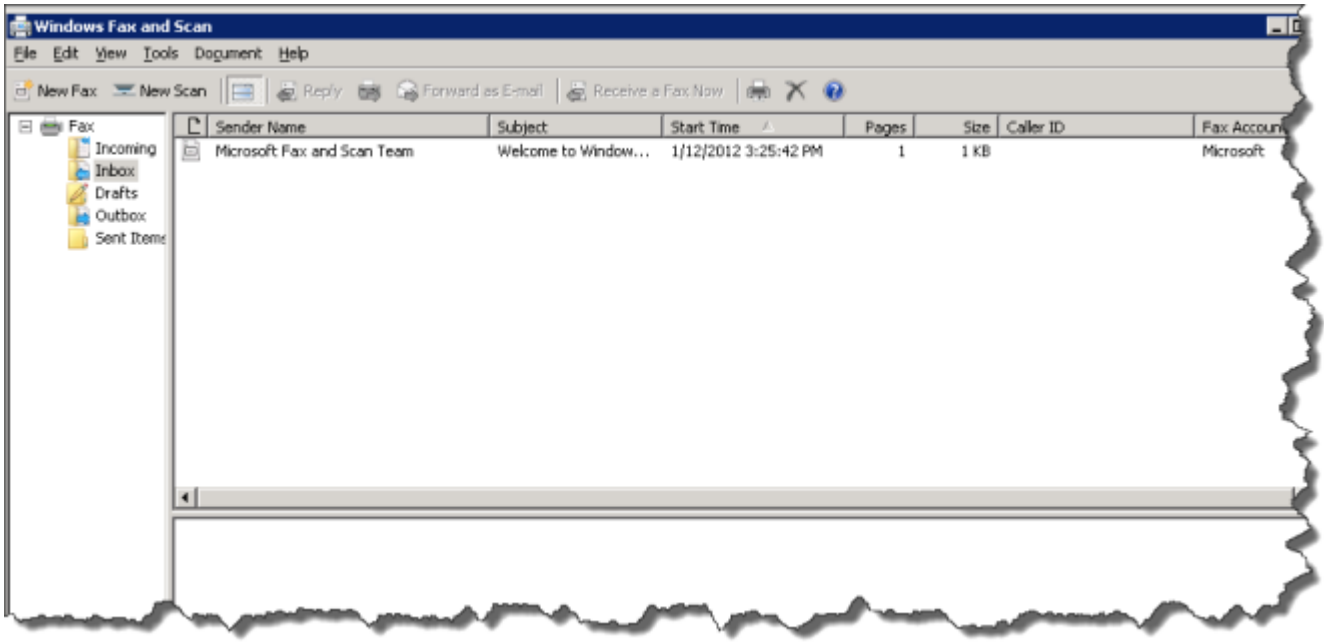


20. Click **Install**.
21. Click **Close** when the installation is complete.

Configure Windows Fax and Scan to Send a Fax

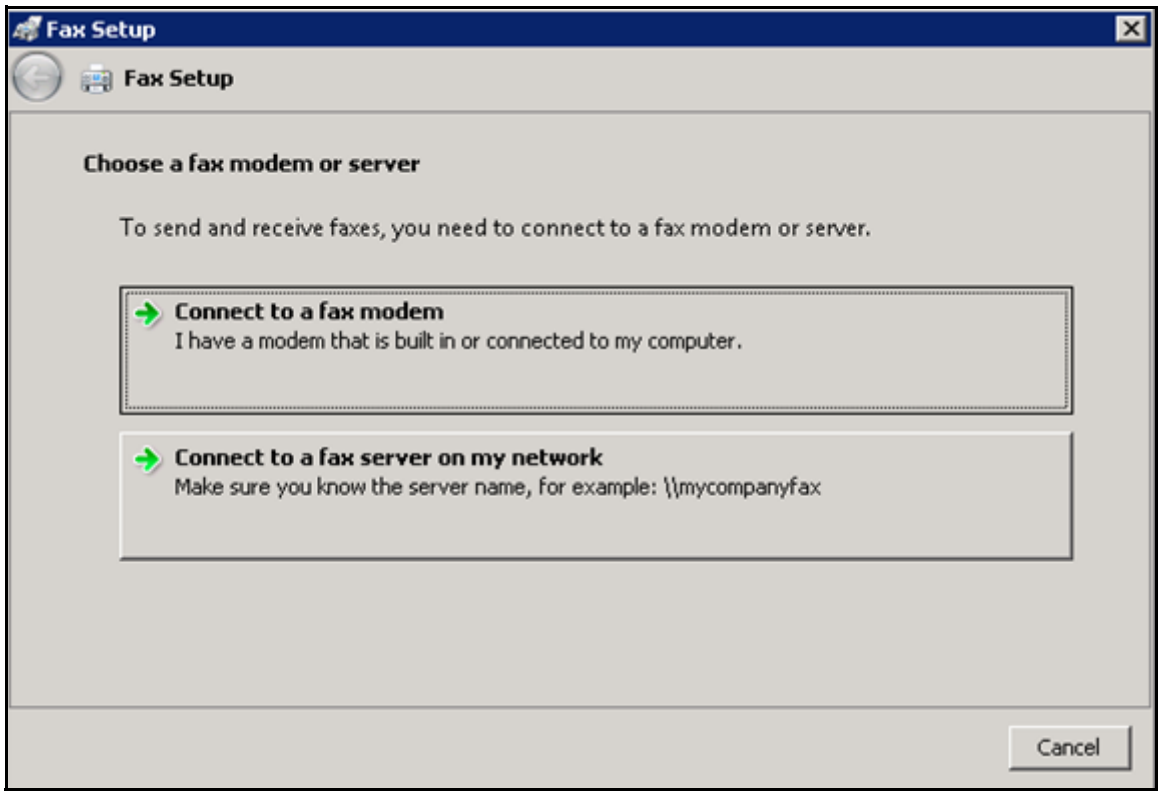
Fax on the RAS Server

1. Select **Start/All Programs/Windows Fax and Scan**.



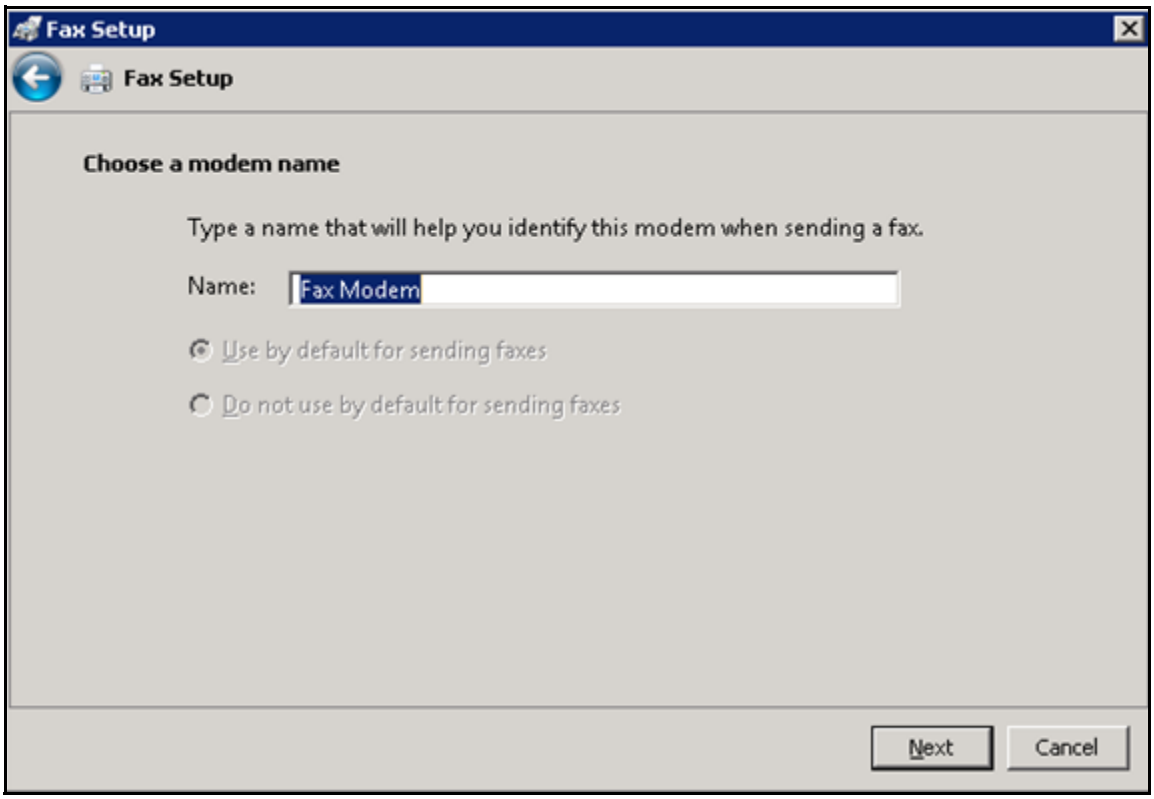
2. Go to **Tools/Fax Accounts**.
3. Click **Add**.

The following dialog displays.



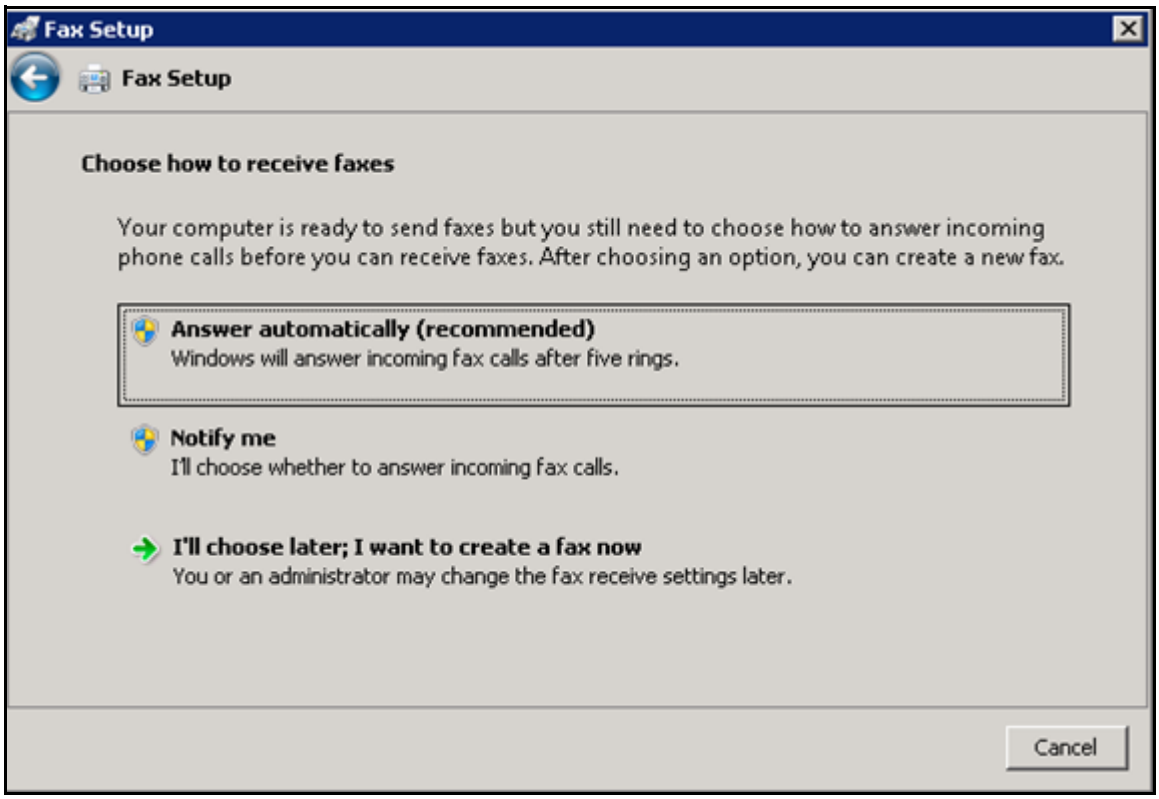
4. Click on the **Connect to a fax modem** box.

Now you must choose a modem name.



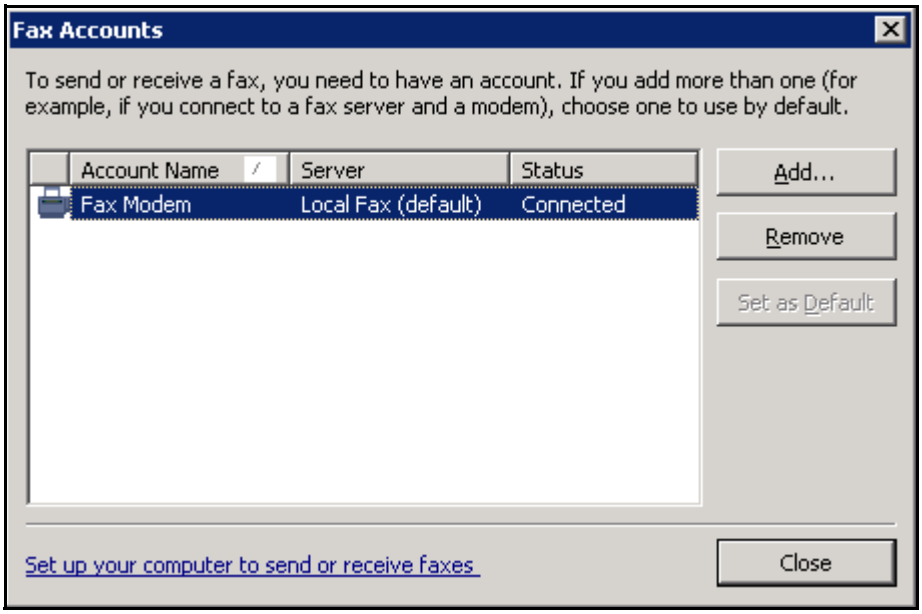
5. Enter a modem a name (for example, Fax Modem) and click **Next**.

The following dialog displays.



6. Click the **Answer automatically (recommended)** option.

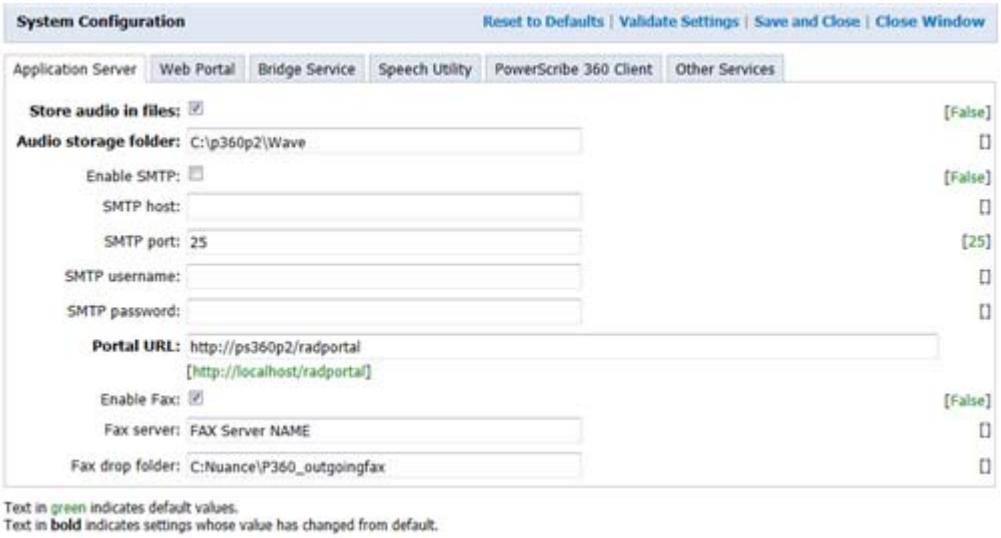
   The Fax Accounts dialog displays.



7. When finished, click **Close**.
8. Close the Windows Fax and Scan screen.

Configure the Portal to Allow Fax

1. To enable Fax, log on to the Portal and select the Setup tab.
2. Click **System Configuration**.



3. Check **Enable Fax**.
4. Enter the **Fax Server name** for the site (RAS or separate Fax Server, if there is one).
5. Enter the Fax drop folder name that you created in the Create the Fax Drop Box/Outgoing Folder section on page -1. *If you do not enter this correctly, Faxes will be dropped into the C:\Windows\Temp directory.*

Fax Sign On

If the site wants to invoke Fax via a Fax prompt window when a Users signs off a report in Dictation Client, you can configure the system to execute this process.

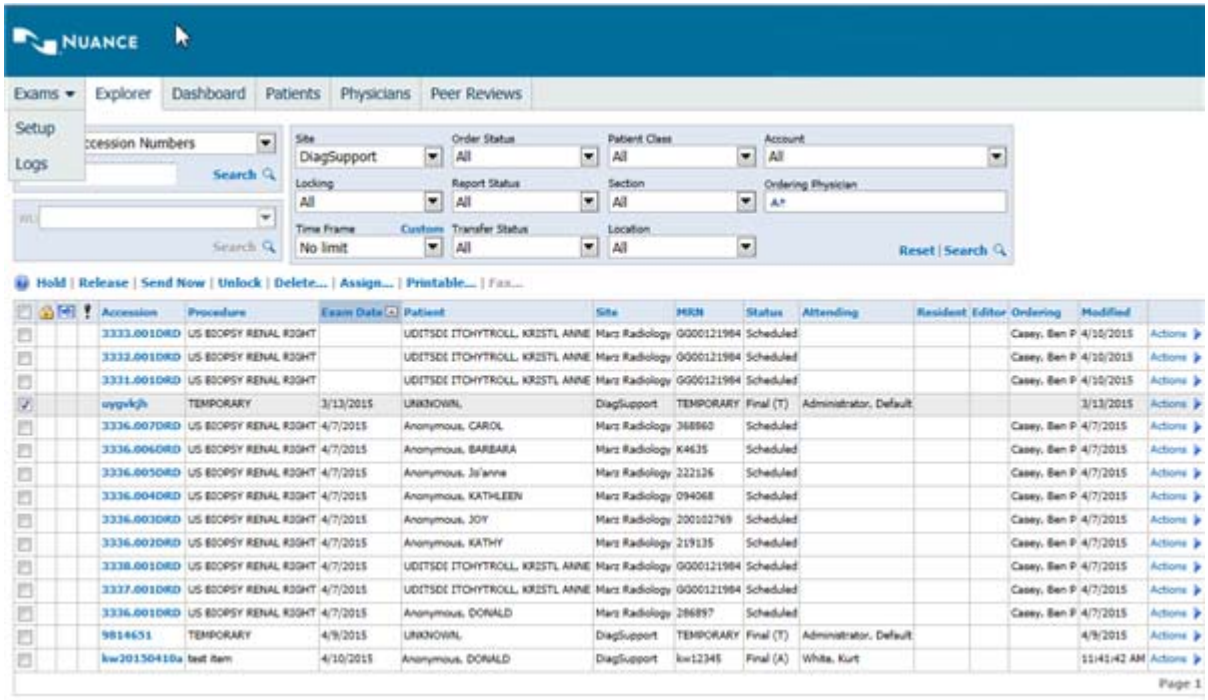
1. Log in to the Portal go to the Setup tab.
2. For user-wide Fax prompting, choose System/ Preferences and check the on **Invoke Fax on Signoff** check box. This is a system-wide activation that will prompt all users at sign off.
3. Alternately, if the Customer does not want the Fax prompt to be system-wide, you can set it up in each User profile to have that specific User receive the Fax prompt. Configuring the User profile under Preferences/Workflow and check the **Invoke Fax on Signoff** check box.

Create a Fax Cover Sheet and Template

Refer to the Administrator Guide. You must have a Fax template installed in RadPortal in order to send a successful Fax.

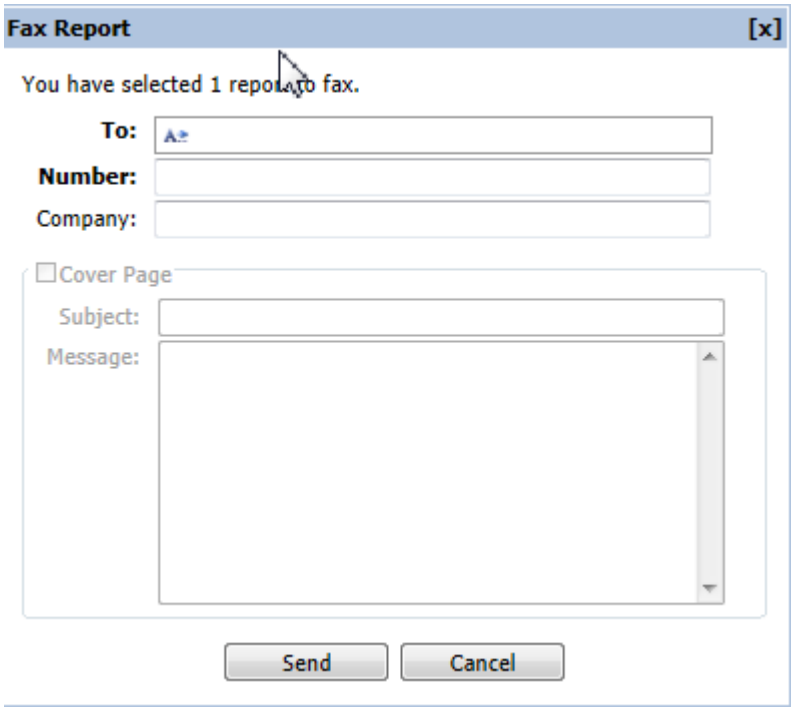
Test Fax on the Portal

1. Log on to the Portal.
2. Go to **Exams**.



3. Bring up a prior report (if none exists, you will have to create one).
4. Select the report by placing a check in the check box to the left of the report.
5. Click **Fax** in the actions line.

The Fax dialog displays.



6. In the Fax dialog, fill in the **To** and the **Number** (phone number) fields.
7. Check Cover Page if you want to send a cover page (make sure that one has been set up for this purpose).
8. Press **Send**.

   The Fax dialog closes and the Fax is placed in the Fax queue.