



PowerScribe[®] 360 Reporting

Fax Server Configuration Manual



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the Oracle iSupport Library.**

PN 889799

Printed in U. S. A.

February 13, 2017

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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.

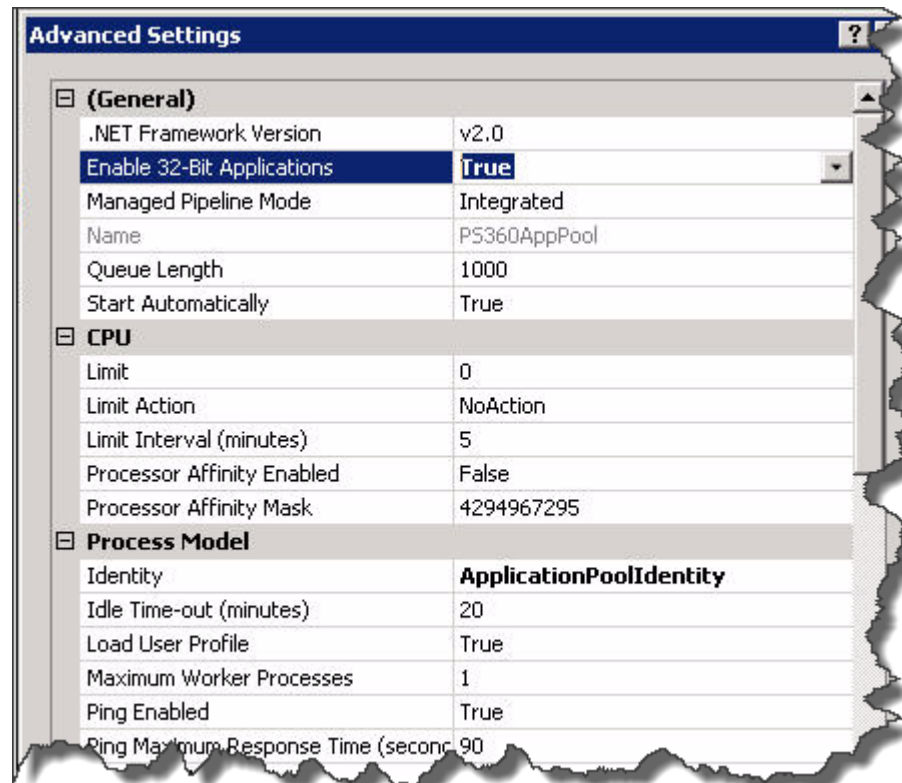
To configure the PS360AppPool Identity, perform the steps in the following sections.

Application Pool Identify Settings

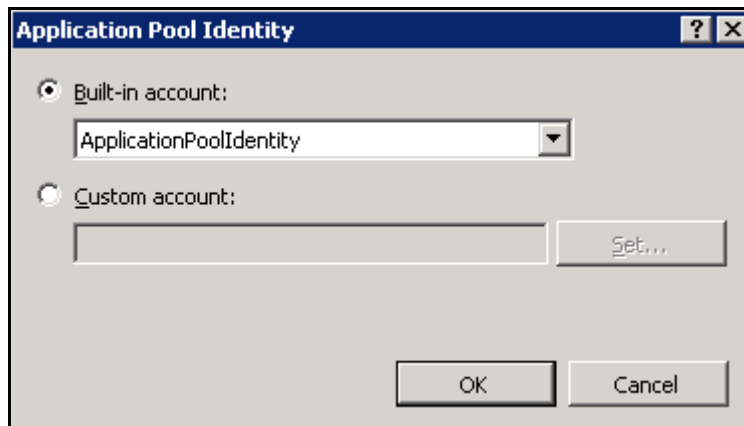
To set up the fax Application Pool Identity when it resides on the same server as the RAS application.

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.

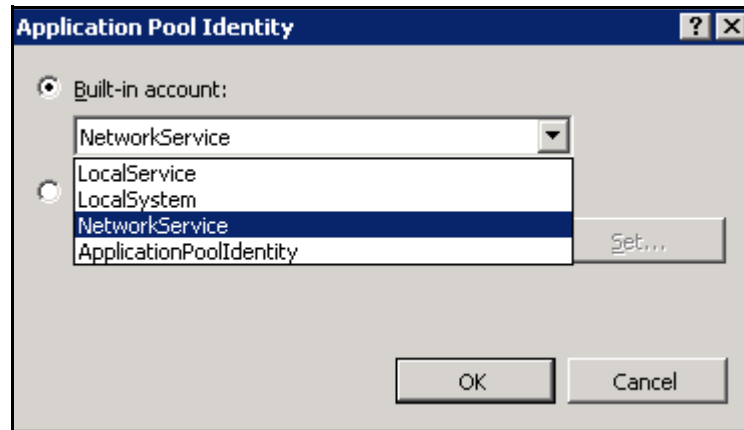


4. Verify that the Identity is **ApplicationPoolIdentity** at this point. You will change it in the next steps.
5. Verify that the Load User Profile is set to **True**. If not, set it.
6. Under Process Model, right-click **ApplicationPoolIdentity** and open the Application Pool Identity dialog.



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

The following displays.



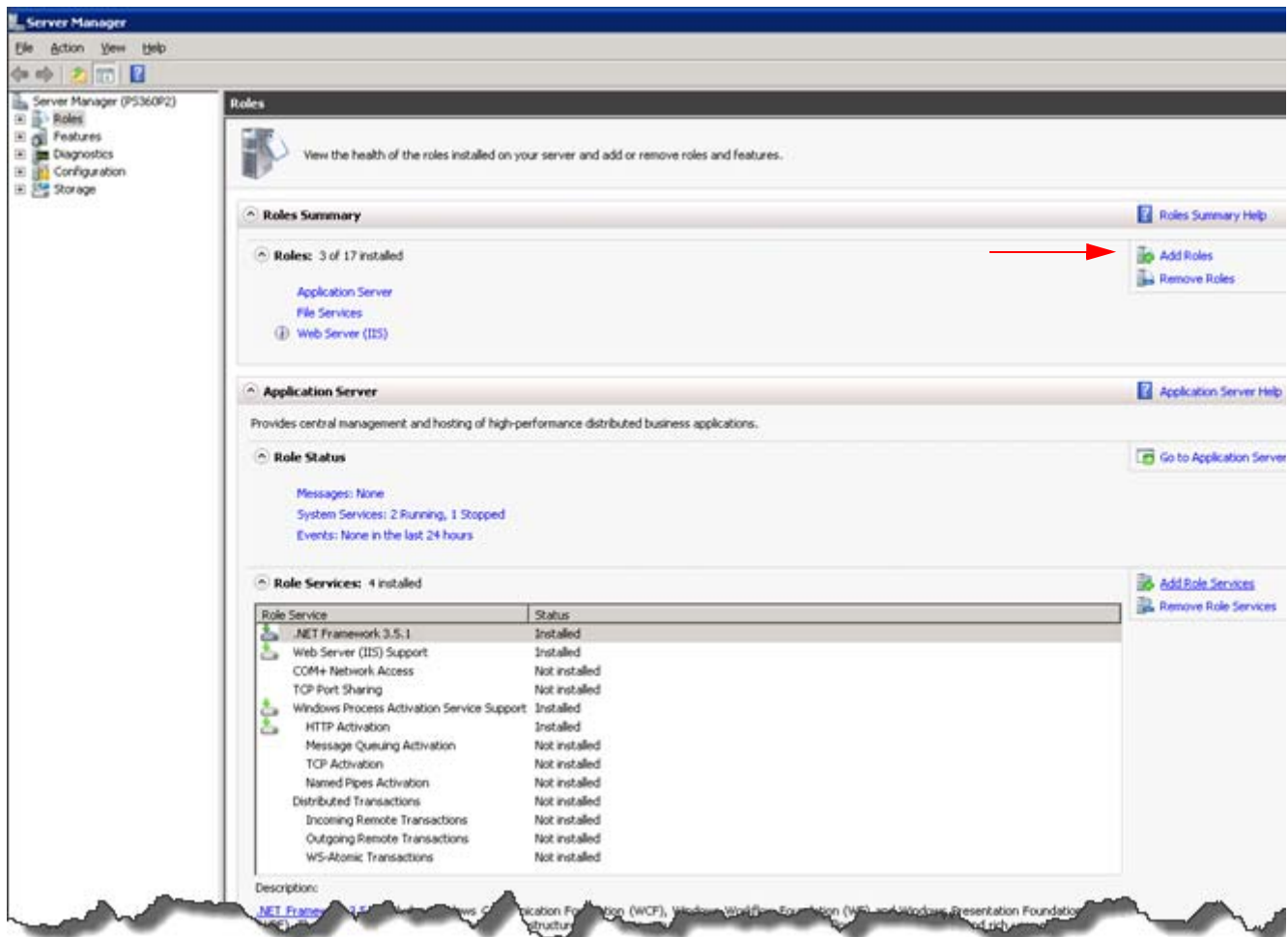
8. Select **NetworkService**.
9. Click **OK**.
10. Click **OK** to close the Advanced Settings.
11. Reboot the machine to effect the changes.

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.

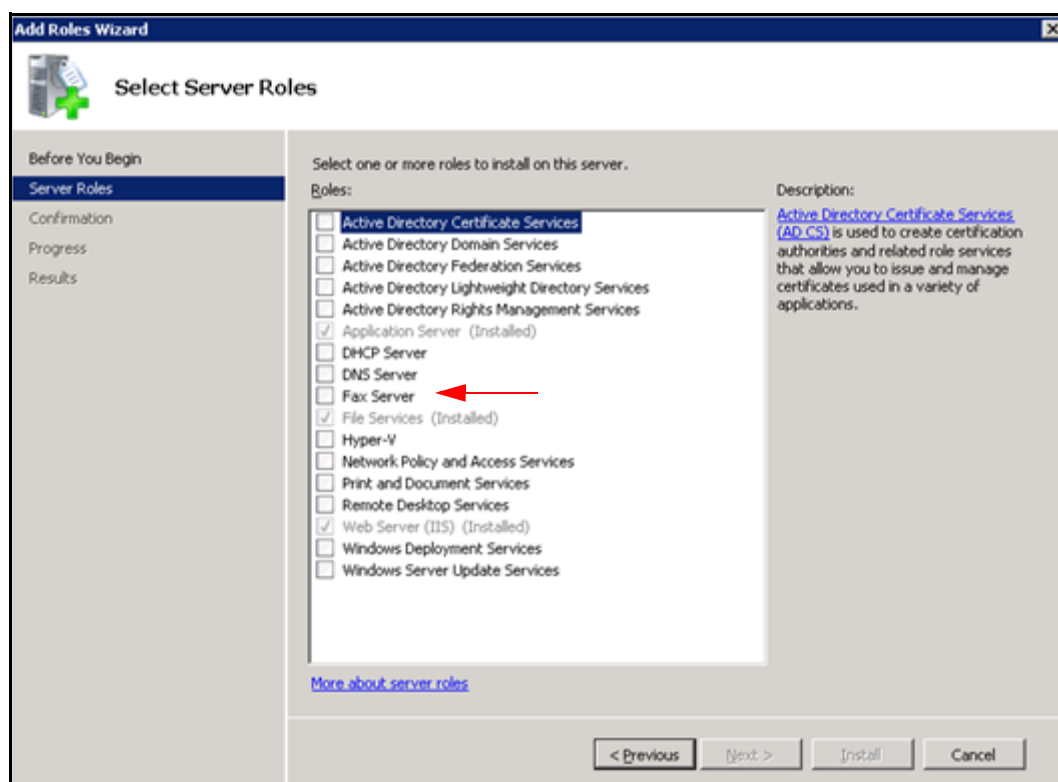
1. Choose **Start/All Programs/Administrative Tools/Server Manager**.

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



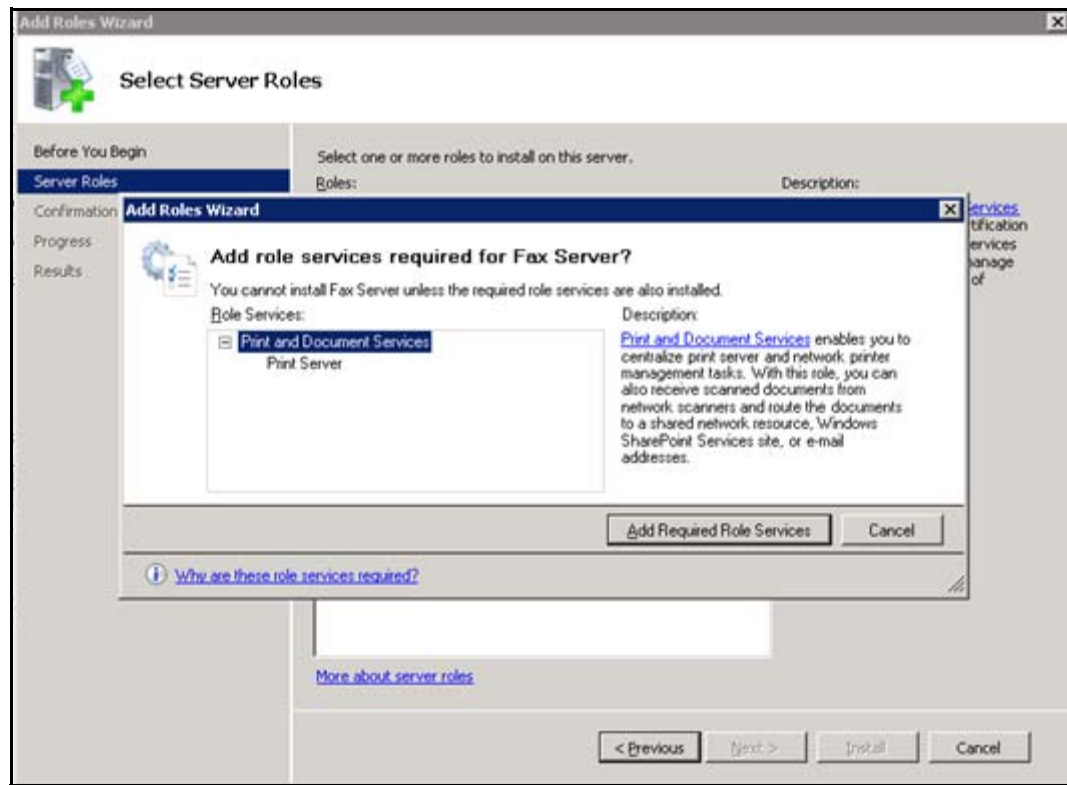
2. Click **Add Roles**.

The Select Server Roles dialog displays.



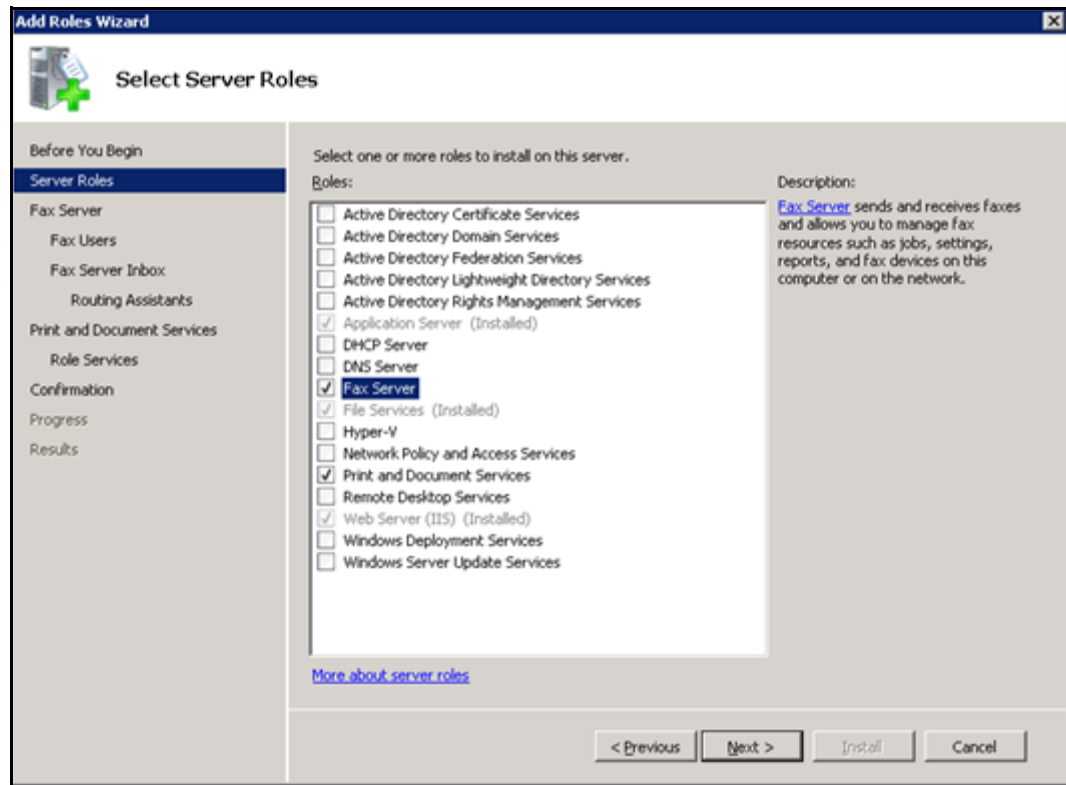
3. Check the **Fax Server** check box.

The Add Roles Wizard dialog displays.



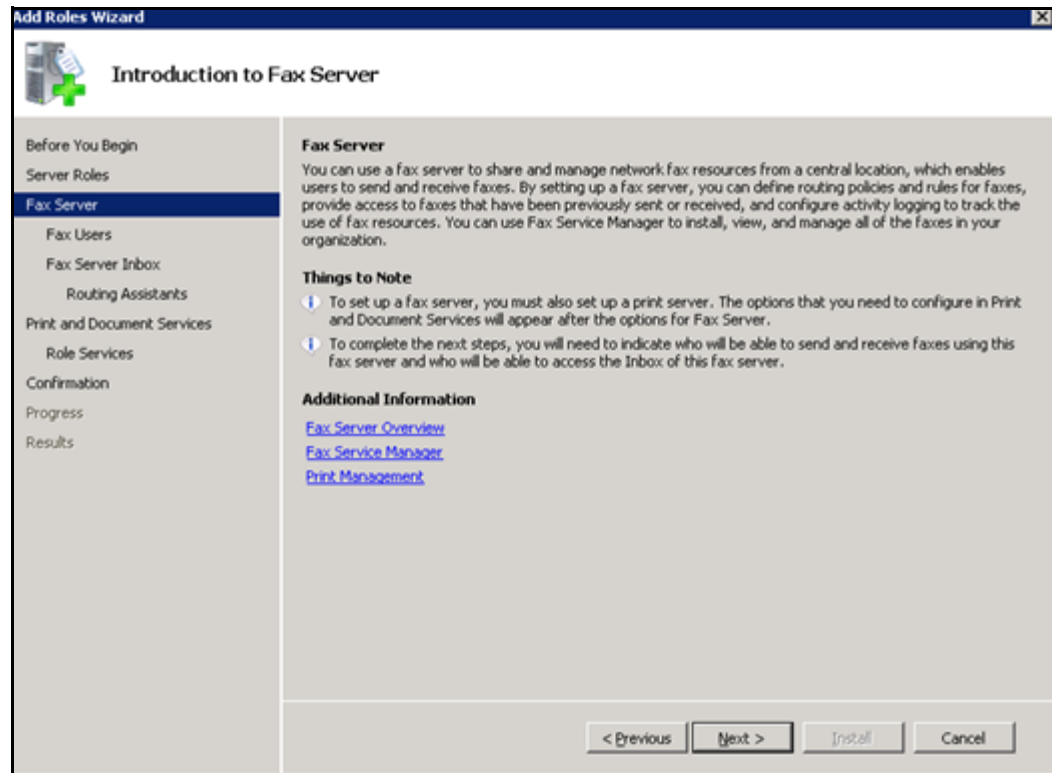
4. If Print and Document Services is not installed, click **Add Required role Services**.

You are returned to the Select Server Roles dialog.



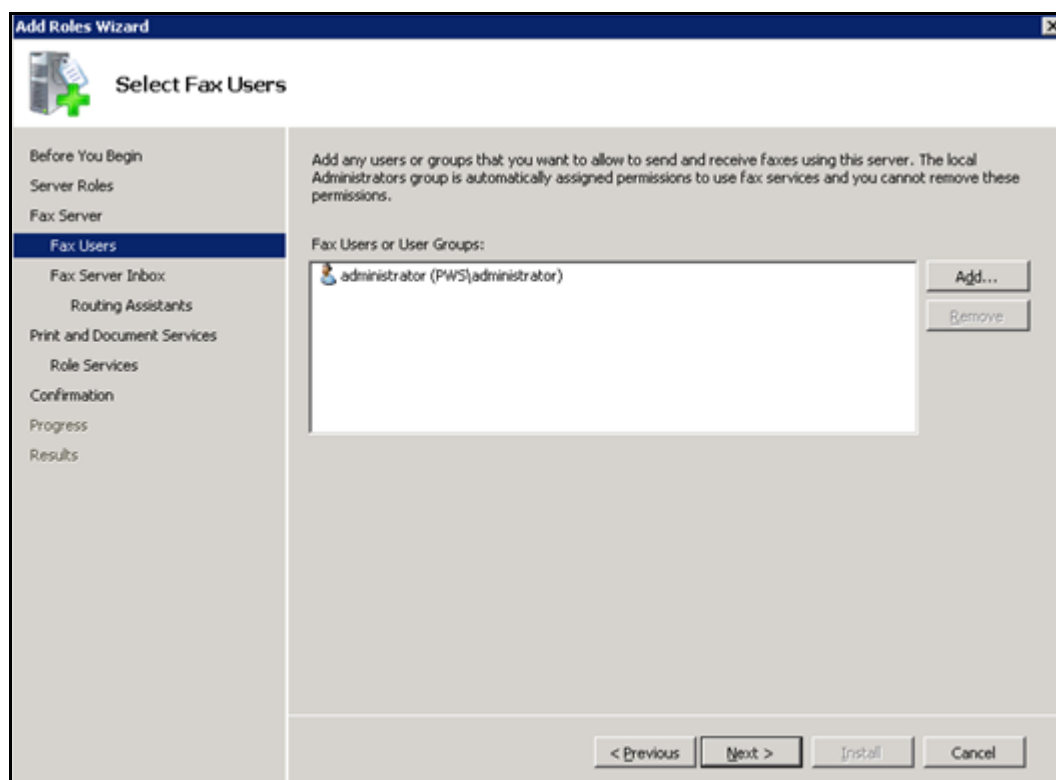
5. Click **Next**.

The Introduction to Fax Server dialog displays.



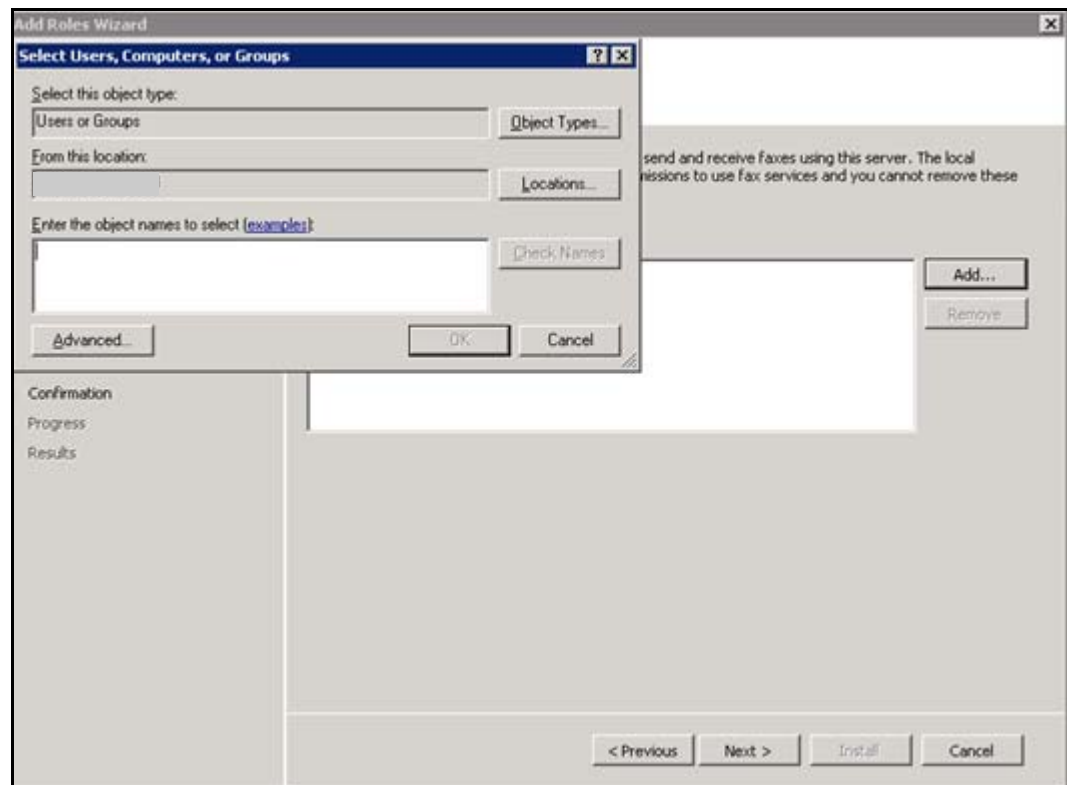
6. Review the information and click **Next**.

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.



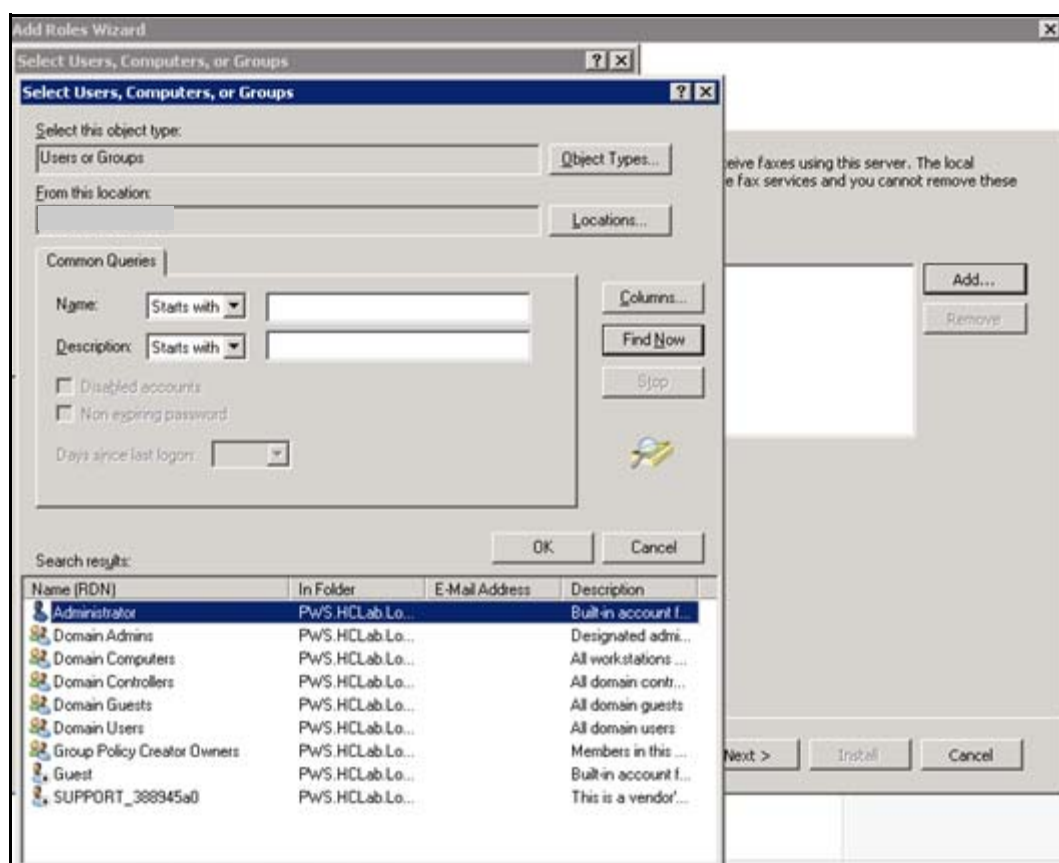
7. Click **Add**.

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



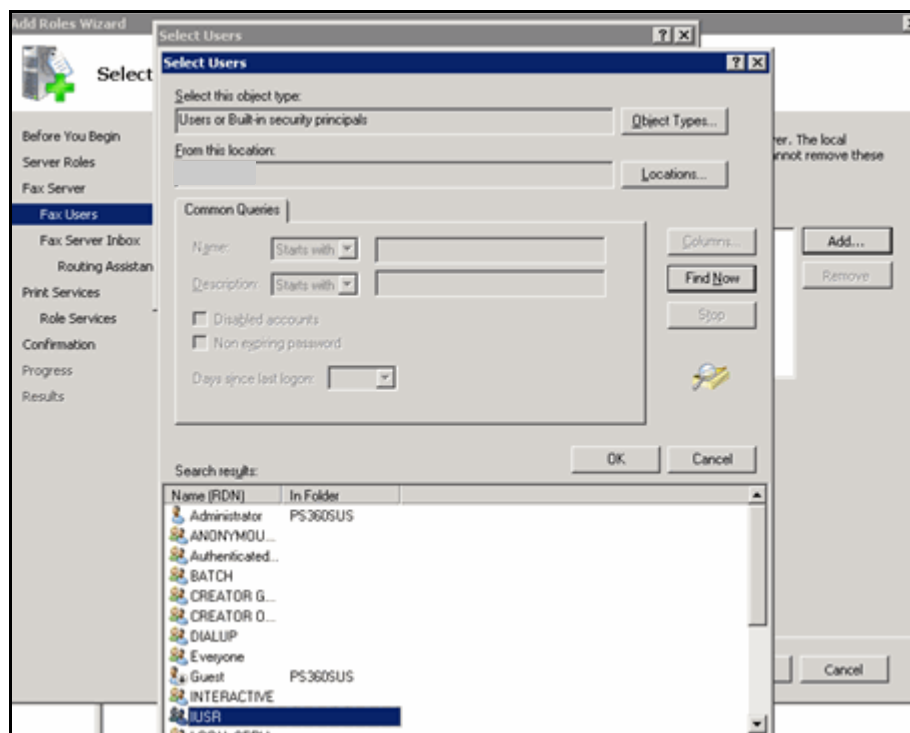
8. Click **Advanced**.

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



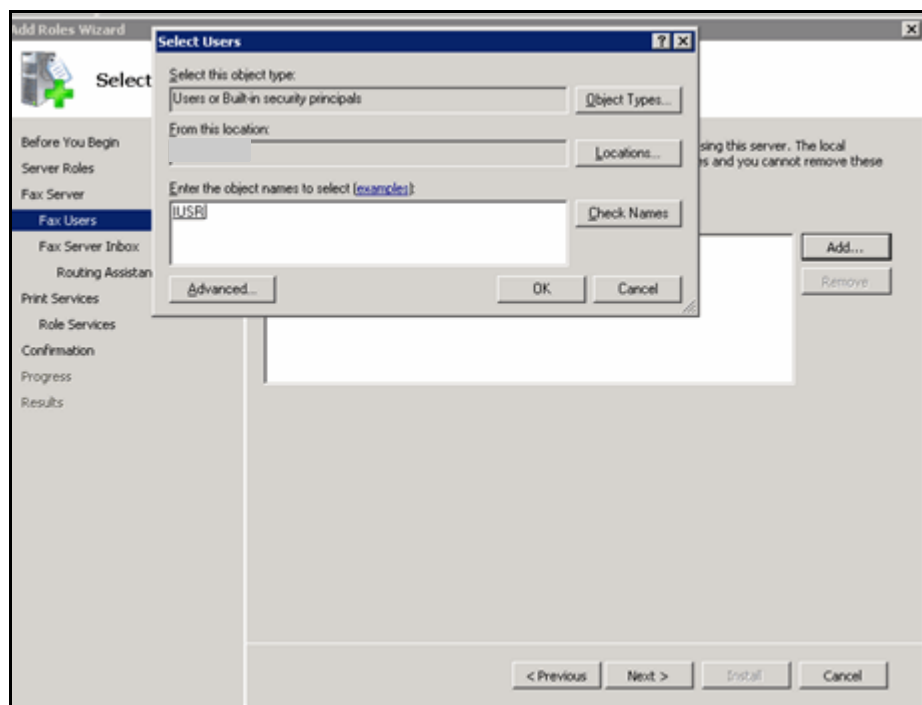
9. Change the **From this location** entry to the Local Machine Name.
10. Click **Find Now**.

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



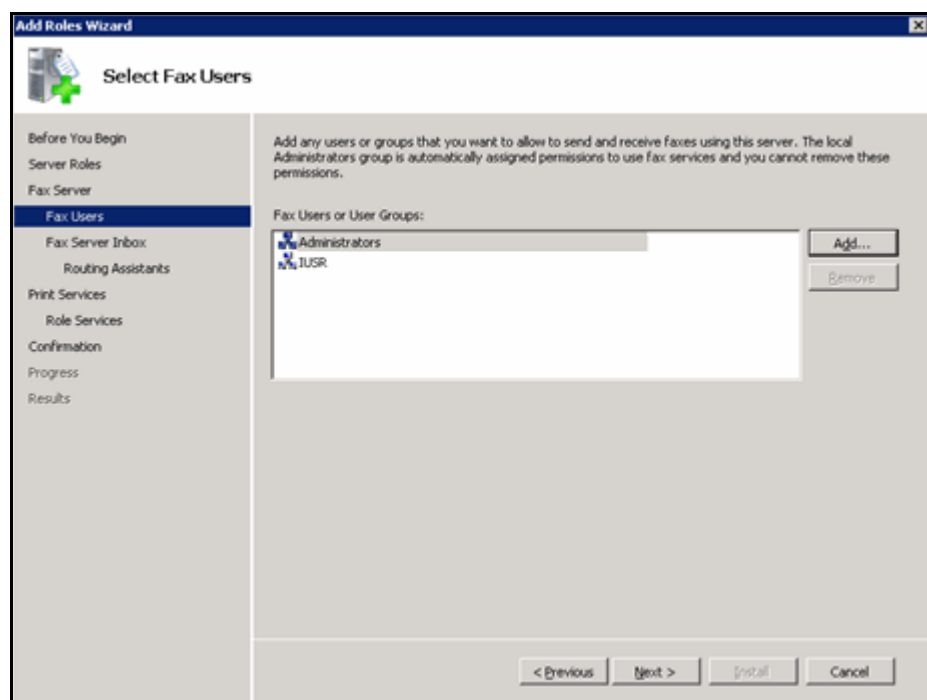
11. If the **Administrator** did not display in the Select Fax Users dialog above, select that entry. In addition, select the entry in the next step.
12. Select **IUSR** and click **OK**.

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



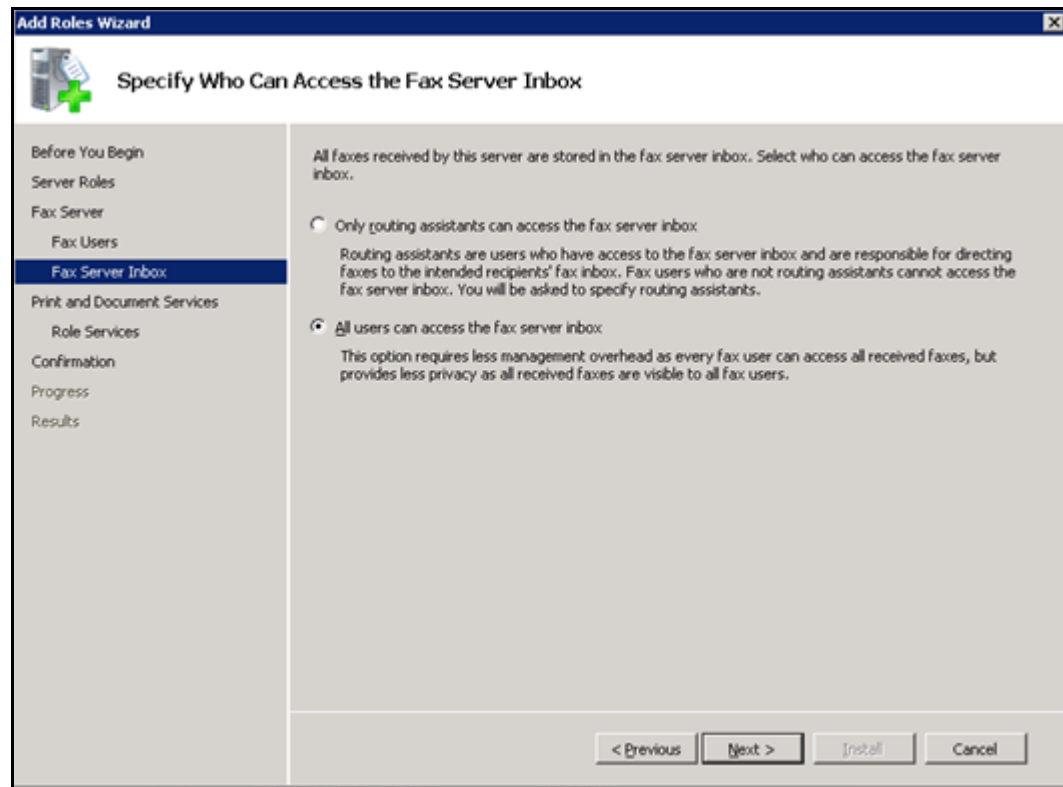
13. Click **OK**.

You are returned to the Select Fax Users dialog.



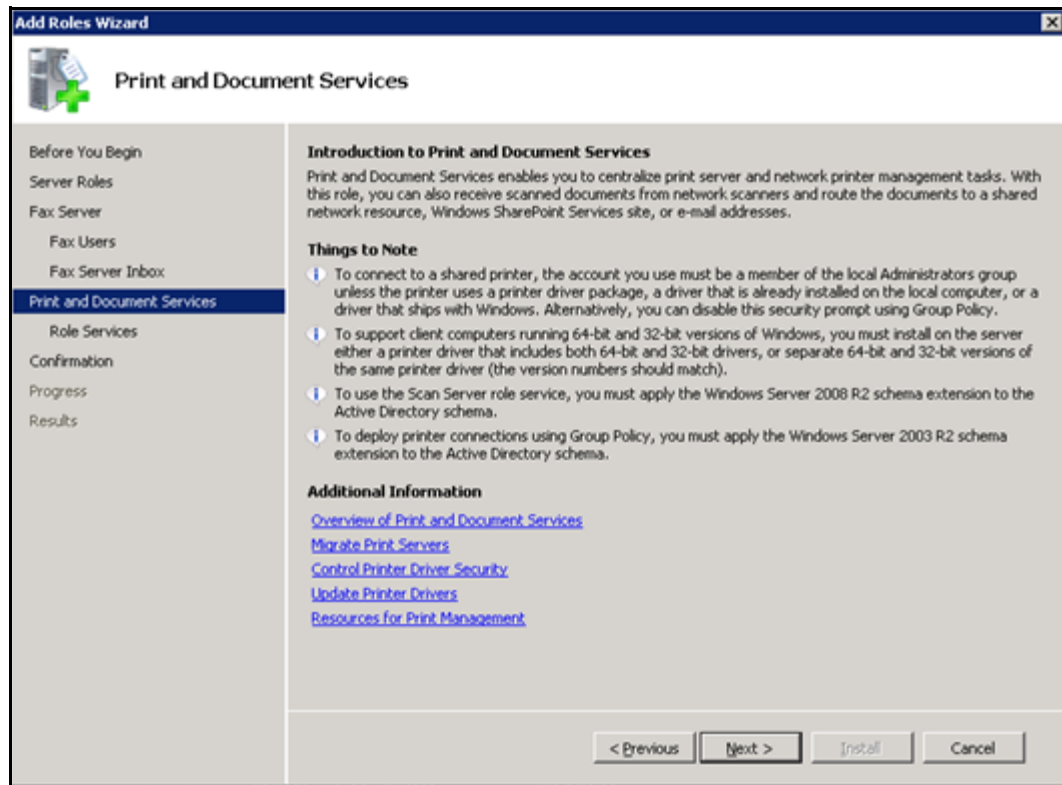
14. Click **Next**.

The following dialog displays.



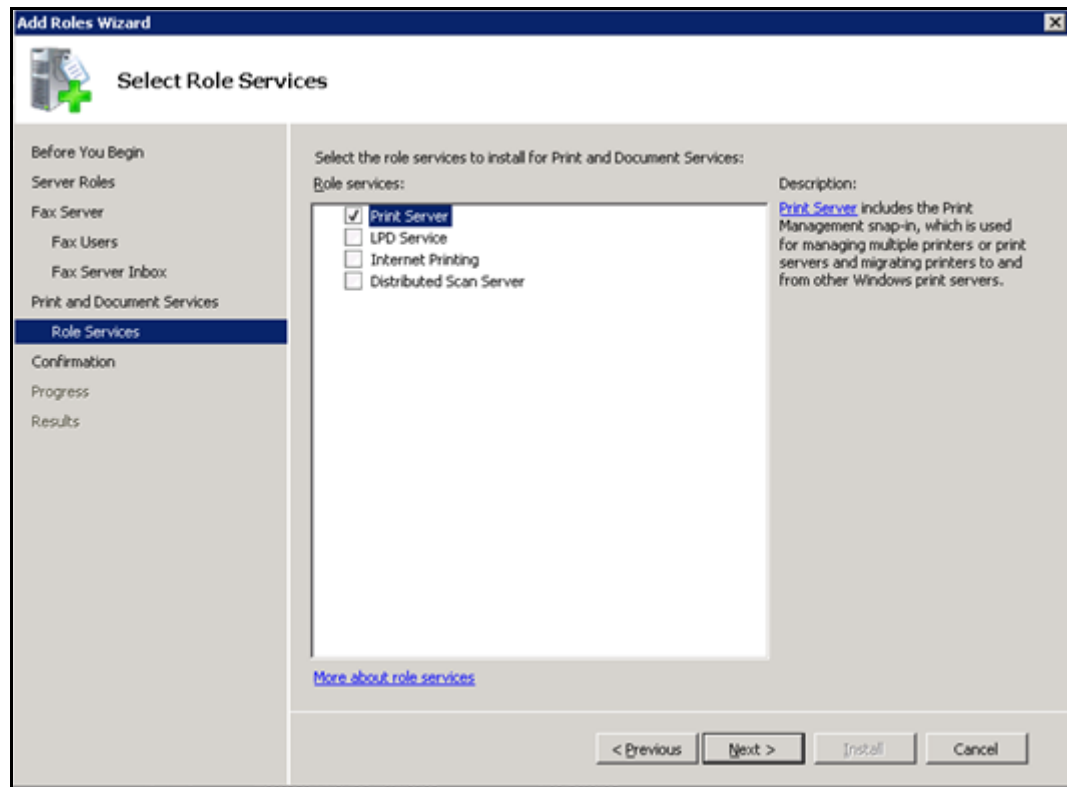
15. Select the **All users can access the fax server inbox** option.
16. Click **Next**.

The Print and Document Services dialog displays.



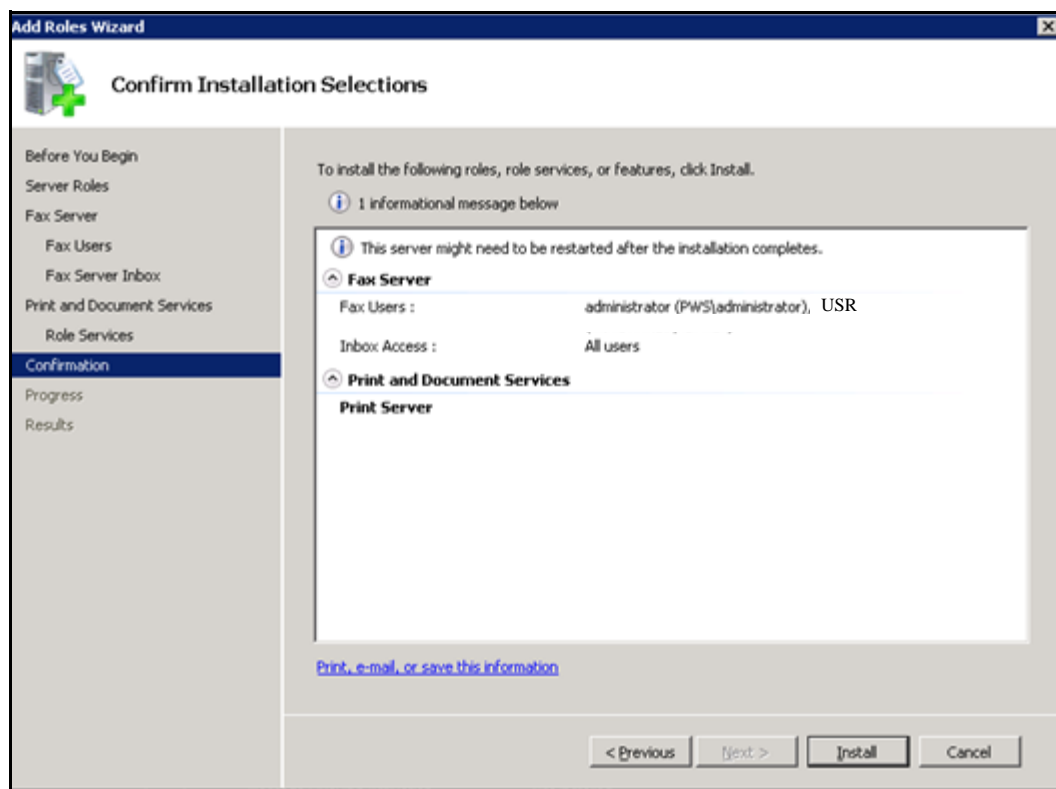
17. Click **Next**.

The Select Role Services dialog displays.



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

The Confirm Installation Selections dialog displays.

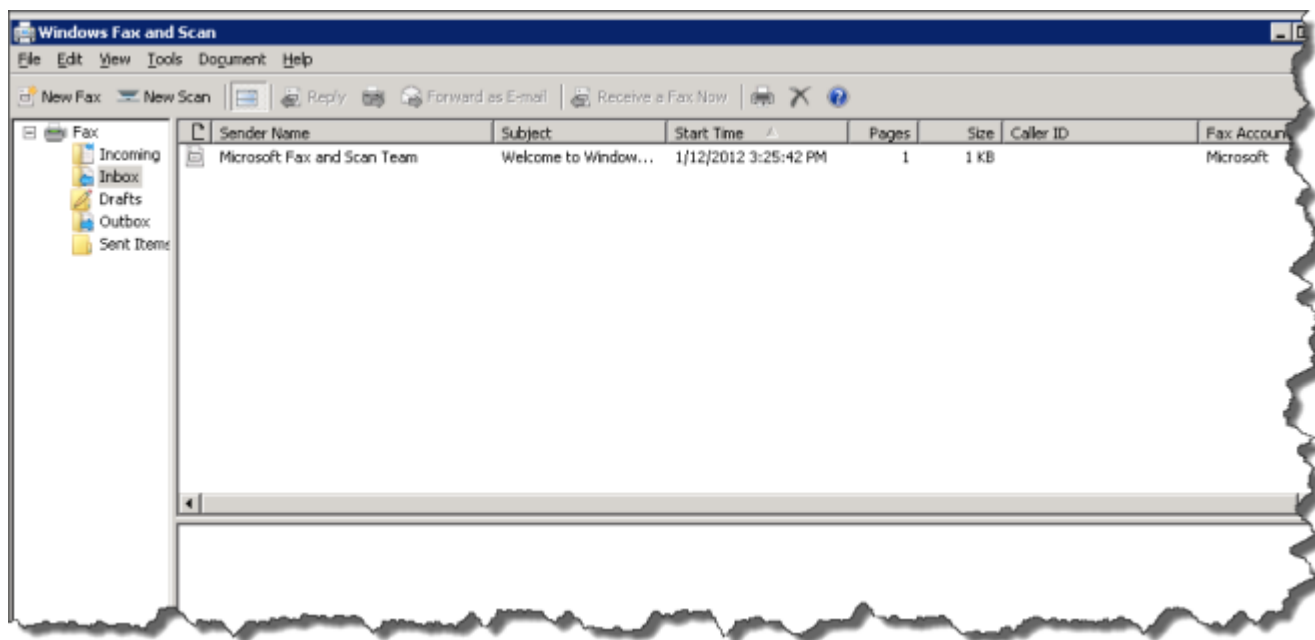


20. Click **Install**.
21. Click **Close** when the installation is complete.

Configure Windows Fax and Scan to Send a Fax

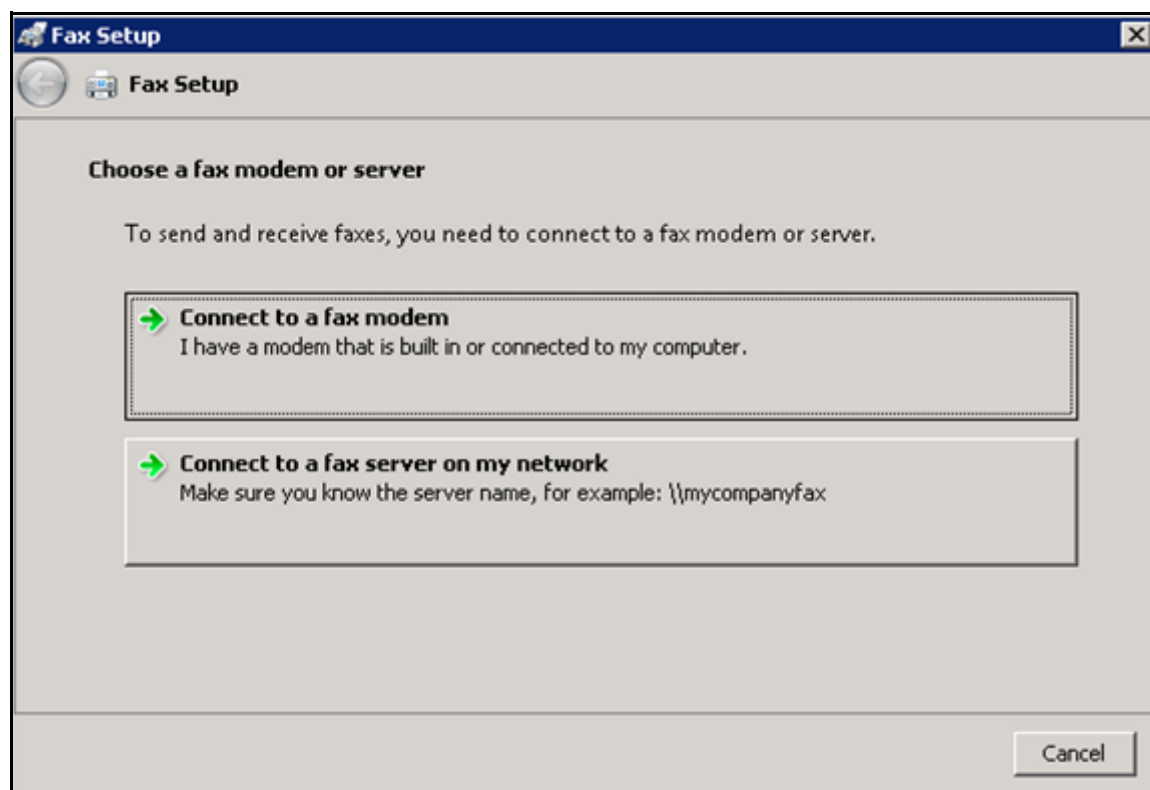
Fax on the RAS Server

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



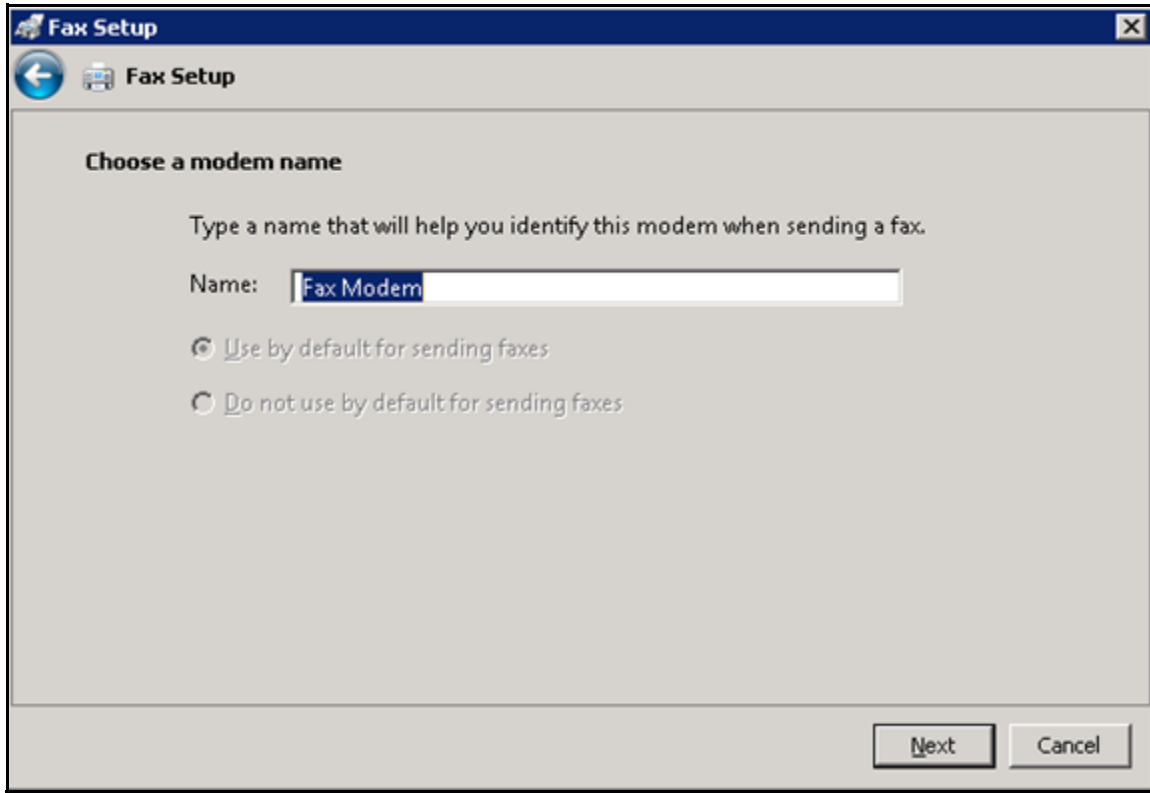
2. Go to **Tools/Fax Accounts**.
3. Click **Add**.

The following dialog displays.



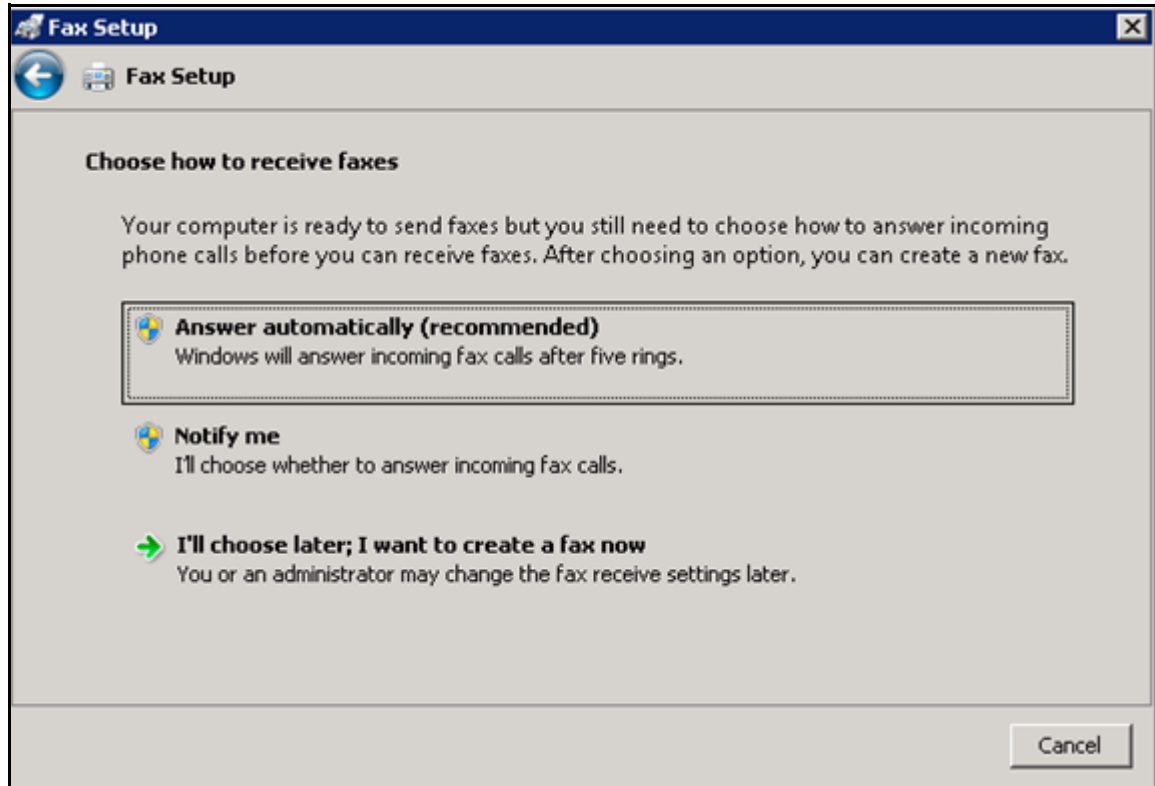
4. Click on the **Connect to a fax modem** box.

Now you must choose a modem name.



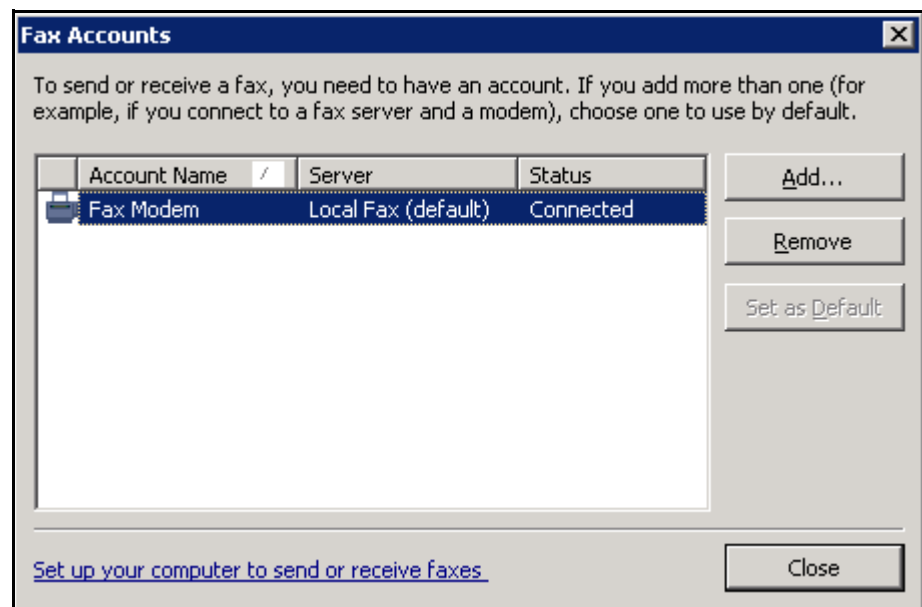
5. Enter a modem a name (for example, Fax Modem) and click **Next**.

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**.

System Configuration

Reset to Defaults | Validate Settings | Save and Close | Close Window

Application Server | Web Portal | Bridge Service | Speech Utility | PowerScribe 360 Client | Other Services

Store audio in files: ☒ [False]

Audio storage folder: C:\p360p2\Wave []

Enable SMTP: ☐ [False]

SMTP host: []

SMTP port: 25 [25]

SMTP username: []

SMTP password: []

Portal URL: http://ps360p2/radportal [http://localhost/radportal]

Enable Fax: ☒ [False]

Fax server: FAX Server NAME []

Fax drop folder: C:\Nuance\P360_outgoingfax []

Text in green indicates default values.
Text in bold indicates settings whose value has changed from default.

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**.

The screenshot shows the NUANCE Exams portal interface. At the top, there is a navigation bar with tabs: Exams, Explorer, Dashboard, Patients, Physicians, and Peer Reviews. Below this is a search and filter section with various dropdown menus and text input fields. The main area displays a table of exams with columns for Accession, Procedure, Exam Date, Patient, Site, MSN, Status, Attending, Resident, Editor, Ordering, and Modified. The table contains several rows of exam data, including accession numbers, procedures (e.g., US BIOPSY RENAL RIGHT), exam dates, patient names, and sites. At the bottom right of the table, it says 'Page 1'.

Accession	Procedure	Exam Date	Patient	Site	MSN	Status	Attending	Resident	Editor	Ordering	Modified
3333.001DRD	US BIOPSY RENAL RIGHT		UDITSDE ITOHYTROLL, KRISTL ANNE	Marz Radiology	G000121984	Scheduled				Casey, Ben P	4/10/2015
3333.001DRD	US BIOPSY RENAL RIGHT		UDITSDE ITOHYTROLL, KRISTL ANNE	Marz Radiology	G000121984	Scheduled				Casey, Ben P	4/10/2015
3331.001DRD	US BIOPSY RENAL RIGHT		UDITSDE ITOHYTROLL, KRISTL ANNE	Marz Radiology	G000121984	Scheduled				Casey, Ben P	4/10/2015
uyyqkqk	TEMPORARY	3/13/2015	UNKNOWN	DiagSupport	TEMPORARY	Final (T)	Administrator, Default				3/13/2015
3336.007DRD	US BIOPSY RENAL RIGHT	4/7/2015	Anonymous, CAROL	Marz Radiology	368960	Scheduled				Casey, Ben P	4/7/2015
3336.006DRD	US BIOPSY RENAL RIGHT	4/7/2015	Anonymous, BARBARA	Marz Radiology	K4635	Scheduled				Casey, Ben P	4/7/2015
3336.005DRD	US BIOPSY RENAL RIGHT	4/7/2015	Anonymous, JoAnne	Marz Radiology	222135	Scheduled				Casey, Ben P	4/7/2015
3336.004DRD	US BIOPSY RENAL RIGHT	4/7/2015	Anonymous, KATHLEEN	Marz Radiology	094068	Scheduled				Casey, Ben P	4/7/2015
3336.003DRD	US BIOPSY RENAL RIGHT	4/7/2015	Anonymous, JOY	Marz Radiology	200102769	Scheduled				Casey, Ben P	4/7/2015
3336.002DRD	US BIOPSY RENAL RIGHT	4/7/2015	Anonymous, KATHY	Marz Radiology	219135	Scheduled				Casey, Ben P	4/7/2015
3338.001DRD	US BIOPSY RENAL RIGHT	4/7/2015	UDITSDE ITOHYTROLL, KRISTL ANNE	Marz Radiology	G000121984	Scheduled				Casey, Ben P	4/7/2015
3337.001DRD	US BIOPSY RENAL RIGHT	4/7/2015	UDITSDE ITOHYTROLL, KRISTL ANNE	Marz Radiology	G000121984	Scheduled				Casey, Ben P	4/7/2015
3336.001DRD	US BIOPSY RENAL RIGHT	4/7/2015	Anonymous, DONALD	Marz Radiology	286897	Scheduled				Casey, Ben P	4/7/2015
9814651	TEMPORARY	4/9/2015	UNKNOWN	DiagSupport	TEMPORARY	Final (T)	Administrator, Default				4/9/2015
kw20130410a	test Rem	4/10/2015	Anonymous, DONALD	DiagSupport	kw12345	Final (A)	White, Kurt				11:41:42 AM

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.

The screenshot shows a Windows-style dialog box titled "Fax Report" with a close button "[x]" in the top right corner. The main text inside the dialog reads "You have selected 1 report to fax." Below this text are three input fields: "To:" with a small address book icon, "Number:", and "Company:". Below these fields is a section titled "Cover Page" with a checkbox. Inside the "Cover Page" section, there is a "Subject:" label followed by a text input field, and a "Message:" label followed by a large text area with a vertical scrollbar. At the bottom of the dialog are two buttons: "Send" and "Cancel".

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.

