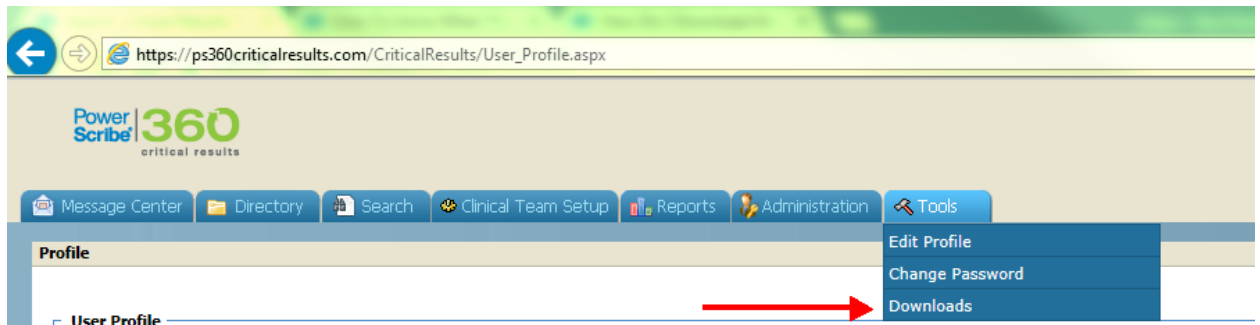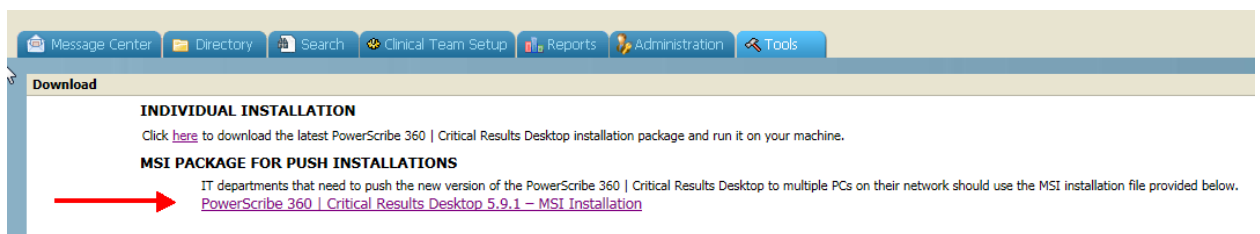# Nuance®
PowerScribe® 360
Critical Results

Critical Results Desktop Installation Using MSI Package

1. Login to https://ps360criticalresults.com as an administrator and click on Tools – Downloads.
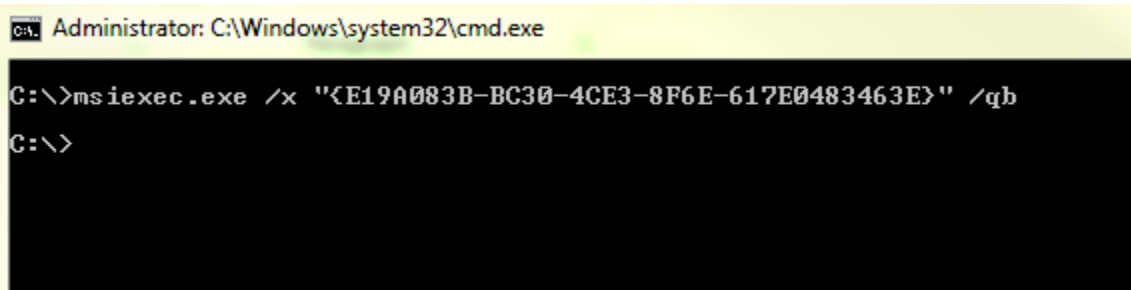

2. Click and download the **MSI PACKAGE FOR PUSH INSTALLATIONS**, which downloads the PS360CRDesktop.msi file.

3. If you have a previous version of CR Desktop application installed on the workstations, first run the following command from command prompt, to uninstall the application in quiet mode:

   msiexec.exe /x "{E19A083B-BC30-4CE3-8F6E-617E0483463E}" /qb

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4. The generic command to install CR Desktop using MSI file:

   msiexec.exe /passive /log "<LOGFILEPATH>" /i "<PS360CrDesktop MSI PATH>" SiteType=<SITETYPE>

   where SiteType=1 for Production and SiteType=2 for Test (Staging)

5. In the example below, the MSI file is located under D:\Software and D: drive is where the Desktopinstall.log will be written. Change the path as required. You can also use a shared drive path for the MSI package, depending on the permissions to access it.

   msiexec.exe /passive /log "D:\DesktopInstall.log" /i "D:\Software\PS360CRDesktop.msi" SiteType=1

6. To use a Proxy Server, following parameters can be added:
   PROXYIP
   PROXYPORT
   PROXYUSERNAME
   PROXYPASSWORD

   Example:
   msiexec.exe /passive /log "D:\DesktopInstall.log" /i "D:\Software\PS360CRDesktop.msi" SiteType=1 PROXYIP=192.168.1.1 PROXYPORT=5075 PROXYUSERNAME=admin PROXYPASSWORD=admin123

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7. The application should be installed under C:\Program Files (x86)\Nuance\Critical Results Desktop on a Windows 64 bit workstation and C:\Program Files\Nuance\Critical Results Desktop on Windows 32 bit workstation.