Nuance®
Dragon
Medical
One

Desktop
Application

Installation and Administration Guide

NUANCE

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Getting started

Welcome to the Dragon Medical One Desktop Application and Installation and Administration Guide.

Setting up a working system

The following steps are required to set up a working Dragon Medical One system:

1. Make sure you fulfill all software and hardware requirements. For more information, see: Software and hardware requirements and Deploying in a virtual environment.

2. Dragon Medical One requires access to Dragon Medical Server (nsa.nuancehdp.com) via port 443; make sure your firewall does not block this port.

3. DM Direct requires access to the Nuance Management Server (nms.nuancehdp.com) via port 443; make sure your firewall does not block this port.

4. If your system is set up to use the PowerMic Mobile feature, Dragon Medical One requires access to the PowerMic Mobile Hub (https://pmm.nuancehdp.com) via port 443; make sure your firewall does not block this port.

5. Deploy Dragon Medical One. The following options are available:
   Deploy Dragon Medical One using the Windows Installer (MSI package).
   Deploy Dragon Medical One via XCOPY deployment (manually copy the package to the destination path).

6. Configure the organization token in the SoD.exe.config file.

Customizing the system to your needs

Dragon Medical One offers a wide range of options to customize the system to your users' needs. The following customization options are available:

- Configuring the speech recognition topic

- Providing different configurations for a single stand-alone deployment

- Configuring microphones

- Configuring Dragon Medical Advisor

- Disabling the crash dump notification to end users

- Disabling registration of the Microsoft Word add-in

- Disabling PowerMic Mobile support

- Configuring the user authentication

- Customizing the splash screen

- Starting Dragon Medical One from the command line

- Configuring logging

- Defining auto-texts and configuring auto-text filters

- Configuring step-by-step commands

Software and hardware requirements

Dragon Medical One supports the following hardware and software.

Be aware that not all configurations have been tested. For more information, contact Nuance Healthcare technical support.

Operating systems

- 32-bit: Microsoft Windows 7, Windows 8.1 and Windows 10. Make sure that the latest service pack is always applied.
- 64-bit: Microsoft Windows 7, Windows 8.1, Windows 10, Windows Server 2008 R2, Windows Server 2012 R2 and Windows Server 2016. Make sure that the latest service pack is always applied.

Microsoft .NET Framework 4.5 (or higher) is required.

In Microsoft Windows 8.1 and 10, you can only use Dragon Medical One in the desktop environment, the Microsoft design language-based user interface (Start screen) is not supported.

If you are working with Microsoft Server 2008 R2, make sure you have the following hotfix applied: http://support.microsoft.com/kb/2538047

Processor speed

- Minimum: 1.7 Ghz
- Recommended: 2.8 Ghz

RAM

- Minimum: 512 MB
- Recommended: 2 GB

Web browsers

For the personalization and help window:

- Microsoft Internet Explorer 11. In the **Internet Options**, make sure that cookies are enabled.

Text editors

- TX Text Control 12 to 25, .NET
- Microsoft Word 2007, 2010, 2013 and 2016
- Microsoft Rich Text controls (including .NET Forms)
- Ter32, Ter13-Ter17 and Ter21-Ter23
- Dragon Medical One Dictation Box
- WPF standard text controls
  Restrictions: Speech focus anchoring is not supported.
- TX Text Control .NET for WPF 25 supported via Microsoft UI Automation
  Restrictions: Speech focus anchoring is not supported; text formatting can only be applied via standard keyboard shortcuts (for example, **Ctrl + B**).

Microphones

Any microphone that can record audio data in 16 kHz, 16 bit mono format.

To work with Dragon Medical One in hands-free mode, using a foot pedal in combination with a microphone, you must make changes to the Registry on your workstation. If you are working in a virtual environment, you must modify the registry settings on the virtual server for every Windows user that will be used to run Dragon Medical One. For more information, contact Nuance Technical Support.

Virtual environments

For information on supported virtualization environments, see: Deploying Dragon Medical One Desktop Application in a virtual desktop/application environment.

End-of-life: Third-party environments

Support for third-party environments is only valid as long as they are supported by the corresponding vendor and might be subject to other restrictions. Contact Nuance Technical Support for details. For more information, see the documentation delivered with the third-party product and supporting Nuance documentation.

When standard support by the vendor has stopped, Nuance will continue support if an issue is specific to the Nuance solution, within the limitations of the vendor's standard end-of-life and Nuance's policy. This means that issues that are a combination of the vendor's component and the Nuance solution cannot be supported.

Deploying Dragon Medical One

The following options are available to deploy Dragon Medical One:

■ Deploy Dragon Medical One using the Windows Installer (MSI package).

■ Deploy Dragon Medical One via XCOPY deployment (manually copy the package to the destination path).

We recommend deploying Dragon Medical One to a local folder. During runtime, Dragon Medical One frequently accesses files that are part of the deployment; loading those files from a network share would have a severe impact on performance.

For information on how to deploy Dragon Medical One in a virtual desktop/application environment, see: Deploying in a virtual environment.

The Windows Installer

The MSI package provided is command line-only; no installation wizard is available.

To customize the installation, set all mandatory parameters and any optional parameters you want, or use the CONFIGTEMPLATE parameter to deploy a configuration file containing all relevant settings (this is the recommended option). Values for parameters must be in double quotes.

Application binaries are by default installed to the following location: **C:\Program Files (x86)\Nuance\Dragon Medical One**

To support uninstallation, an entry is created in the **Control Panel**, **Programs and Features** window.

Mandatory parameters

■ SERVERURL

The full URL of the Nuance-hosted Dragon Medical Server: `"https://nsa.nuancehdp.com/basic"`

■ ORGANIZATIONTOKEN

The organization token assigned to the organization you are deploying to.

■ SUPPORTEDLANGUAGES

Currently only English (IETF language tag: `en-US`) is supported. For more information, see: Supported languages.

■ SUPPORTEDTOPICS

A list of speech recognition topics that the end user can select from on the startup screen. Separate values with the pipe character: |
For more information, see: Configuring the speech recognition topic.

Optional parameters

■ CONFIGTEMPLATE

The full path to the configuration file containing all relevant settings. If this parameter is specified, all other command line parameters provided by Dragon Medical One are ignored (you can still use OEMSPLASHSCREEN and INSTALLDIR).
For more information, see Configuring Dragon Medical One.

■ INSTALLDIR

The deployment location. If this parameter is not set, the default location is used.

- OEMSPLASHSCREEN

  The custom splash screen overlay. The specified file is copied to the deployment location. Required size: 320x130 pixels; required format: PNG.

- AUTHENTICATION

  The user authentication type; for more information, see: User authentication.

- LOGFILEPATH

  The location of the log file. To prevent environment variables from being expanded when the setup is executed, the percent sign must be escaped by the ^ character and no quotes must be used; for example, ^%APPDATA^%.
  For more information, see: Logging.

- LOGLEVEL

  The log level; for more information, see: Logging.

- ALLOWEDMICS

  A list of microphones the end user is allowed to use. Separate values with the pipe character: |
  For more information, see: Configuring Dragon Medical One.

- POWERMICMOBILE

  Enables/disables the PowerMic Mobile feature. Possible values: Yes, No. If this parameter is not set, the feature is enabled by default.

- WPFSUPPORT

  Enables/disables support for standard WPF text controls. Possible values: Yes, No. If this parameter is not set, the feature is disabled by default.
  For more information, see: Enabling and disabling WPF support from the command line.

Examples

```
msiexec /i Standalone.msi SERVERURL="https://nsa.nuancehdp.com/basic"
ORGANIZATIONTOKEN="your_organization_token" SUPPORTEDLANGUAGES="en-US"
SUPPORTEDTOPICS="GeneralMedicine|ClinicalAdministration|Cardiology|Emergency|InternalMedi
cine|MentalHealth|Neurology|Orthopaedics|ObstetricsAndGynecology|Oncology|Pathology|Pedia
trics|Surgery"

msiexec /i Standalone.msi CONFIGTEMPLATE="C:\<path>\SoD.exe.config"
OEMSPLASHSCREEN=".\SoD.OEM.png"
```

XCOPY deployment

To deploy Dragon Medical One using XCOPY, do the following:

1. Download the installation package.

2. Depending on your Group Policy security settings, Microsoft Windows marks downloaded files as unsafe. Unblock the downloaded ZIP file, if necessary, to allow .NET to execute properly when the application is started: Right-click the ZIP file and select **Properties**; on the **General** tab, click **Unblock** and **Apply**.

3. Extract all files.

4. Customize the SoD.exe.config file template to configure the Dragon Medical One application. For more information, see: Configuring Dragon Medical One.

5. Make the **Standalone** folder available to your end users.

Upgrading using XCOPY

When an upgrade package is available, be sure to make it available to your end users.

Make sure you save the existing application configuration file before the upgrade to keep your customized settings.

Configuring Dragon Medical One

Configuring the organization token

To set the organization token for Dragon Medical One, do the following:

1. Open the SoD.exe.config file.

2. In the **SoD.Settings**, **OrganizationToken** setting, specify the organization token.

Providing different configurations for a single stand-alone deployment

To provide a single stand-alone package of Dragon Medical One to different user groups using different configuration settings, do the following:

1. Deploy Dragon Medical One using the Windows Installer (MSI package) or via XCOPY deployment.

2. Create a new XML file containing only the configuration settings that are different from the settings in the SoD.exe.config file.

3. Start Dragon Medical One from the command line and use the `config` parameter to specify the path to this XML file. The settings in this file will override the settings specified in the SoD.exe.config file.

Remarks

- For a list of **setting** elements you can specify, see the **SoD.Settings** section in the SoD.exe.config file. The elements must be stated exactly as they are in the SoD.exe.config file.
  The **setting** elements that you add to the **SoD.DefaultOptions** section will override the default settings.

  For example (mandatory XML elements and structure in bold):
  ```
  <?xml version="1.0" encoding="utf-8" ?>
  <applicationSettings>
     <SoD.Settings>
        <setting name="Authentication" serializeAs="String">
           <value>native</value>
        </setting>
     </SoD.Settings>
     <SoD.DefaultOptions>
        <setting name="Microphone.Record" serializeAs="String" isLocked="True">
           <value>Toggle</value>
        </setting>
     </SoD.DefaultOptions>
  </applicationSettings>
  ```

- Dragon Medical One will access the XML file during startup; hosting the file on a network share can impact startup performance.

Configuring the default settings

Dragon Medical One enables you to configure the default settings that the user logs on with. By default, the user can change all settings in the **Options** dialog box; you can lock specific settings to prevent the user from changing them.

Proceed as follows:

1. Open the SoD.exe.config file.

2. In the **SoD.DefaultOptions** section, configure the default options:

     Specify the **setting** elements that you want to customize. For a list of setting identifiers and their corresponding values, see the table below.

     In the **setting** elements that you want to lock, add the `isLocked` attribute and set the value to `True`.

Example:

```
<setting name="Hotkeys.NextField" serializeAs="String">
   <value>CtrlALTW</value>
</setting>

<setting name="Hotkeys.PreviousField" serializeAs="String">
   <value>CtrlALTQ</value>
</setting>

<setting name="Microphone.Record" serializeAs="String" isLocked="True">
   <value>PressAndHold</value>
</setting>
```

The following table lists the setting identifiers, their descriptions, possible values and the default values the application is delivered with (the setting identifier has the following format: `OptionCategory.IdentifierName`):

Setting identifier	Setting description
General.AnchorSpeechFocusRecStarted	Decides if the speech focus should be anchored when recording is started. Values: True, False (default)
General.VisualFeedbackVoiceCommandsRecognized	Decides if visual feedback should be provided when a voice command is recognized and specifies where the voice command bubble should be anchored. Values: None, DragonBar (default), Mouse, Text, SystemTray
General.AudioFeedbackVoiceCommandsRecognized	Decides if audio feedback should be provided when a voice command is recognized. Values: True, False (default)
General.LeftFieldDelimiters	Configures the left embedded field delimiter. Values: [(default)
General.RightFieldDelimiters	Configures the right embedded field delimiter. Values:] (default)
General.OptimizeForRapidNavigation	Decides if the text should be inserted at the current cursor position when the position of the cursor is changed manually during recording. Values: True, False (default)
DictationBox.TransferMethod	Configures the text transfer method. Values: ShiftInsert (default), CtrlV, WindowsPaste, SimulateKeystrokes
DictationBox.TransferRecStopped	Decides if the text should be transferred from the Dictation Box when recording is stopped. Values: True, False (default)
DictationBox.ClearAfterTransfer	Decides if the transferred text should be cleared from the Dictation Box. Values: True (default), False
DictationBox.KeepTextClipboardAfterTransfer	Decides if the transferred text should be kept on the clipboard. Values: True, False (default)
DictationBox.AddTextFromTargetApp	Decides if the text selected in the target application should be added to the Dictation Box. Values: True, False (default)

Setting identifier	Setting description
DictationBox.ShowWhenDragonMinimized	Decides if the Dictation Box should be shown when the DragonBar is minimized. Values: True (default), False
DictationBox.AudioAlertWhenOpens	Decides if an audio alert should be played when the Dictation Box opens automatically. Values: True, False (default)
DictationBox.TextAppearance	Configures the text appearance. Values: Plain (default), Formatted
DictationBox.FontType	Configures the font type. Default value: Arial
DictationBox.FontSize	Configures the font size. Default value: 10
Hotkeys.ShowHideDragonBar	Configures the hotkeys used to show/hide the DragonBar. Default value: CtrlALTH
Hotkeys.StartStopRecording	Configures the hotkeys used to start/stop recording. Default value: NUM-Add
Hotkeys.AnchorReleaseSpeechFocus	Configures the hotkeys used to anchor/release the speech focus. Default value: CtrlALTA
Hotkeys.ShowHideDictationBox	Configures the hotkeys used to show/hide the Dictation Box. Default value: CtrlALTD
Hotkeys.TransferText	Configures the hotkeys used to transfer the text from the Dictation Box. Default value: CtrlALTT
Hotkeys.ClearDictationBox	Configures the hotkeys used to clear the Dictation Box. Default value: none
Hotkeys.RecallText	Configures the hotkeys used to recall the text. Default value: none
Hotkeys.PreviousField	Configures the hotkeys used to navigate to the previous field in an auto-text. Default value: none

Setting identifier	Setting description
Hotkeys.NextField	Configures the hotkeys used to navigate to the next field in an auto-text.
	Default value: none
Hotkeys.FieldComplete	Configures the hotkeys used to accept a field's default text.
	Default value: none
Hotkeys.AcceptDefaults	Configures the hotkeys used to accept the default text in all fields.
	Default value: none
Hotkeys.OpenDMA	Configures the hotkeys used to open Dragon Medical Advisor.
	Default value: none
Hotkeys.CloseDMA	Configures the hotkeys used to close Dragon Medical Advisor.
	Default value: none
Microphone.Record	Configures the Record button's behavior.
	Values: Toggle, PressAndHold (default)
Microphone.Transcribe	Configures the Transcribe button's behavior.
	Values: none, ClearDictationBox, RecallText, TransferText (default), AnchorReleaseSpeechFocus, ShowHideDragonBar, ShowHideDictationBox, NextField, PreviousField, AcceptDefaults, FieldComplete, PressHotkey, OpenDMAWindow, CloseDMAWindow
Microphone.EnterSelect	Configures the Enter/Select button's behavior.
	Values: none, ClearDictationBox, RecallText, TransferText, AnchorReleaseSpeechFocus, ShowHideDragonBar, ShowHideDragonBar (default), NextField, PreviousField, AcceptDefaults, FieldComplete, PressHotkey, OpenDMAWindow, CloseDMAWindow
Microphone.CustomRight	Configures the Custom Right button's behavior.
	Values: none, ClearDictationBox, RecallText, TransferText, AnchorReleaseSpeechFocus, ShowHideDragonBar, ShowHideDictationBox (default), NextField, PreviousField, AcceptDefaults, FieldComplete, PressHotkey, OpenDMAWindow, CloseDMAWindow

Setting identifier	Setting description
`Microphone.TabBackward`	Configures the Tab Backward button's behavior. Values: `none`, `ClearDictationBox`, `RecallText`, `TransferText`, `AnchorReleaseSpeechFocus`, `ShowHideDragonBar`, `ShowHideDictationBox`, `NextField`, `PreviousField` (default), `AcceptDefaults`, `FieldComplete`, `PressHotkey`, `OpenDMAWindow`, `CloseDMAWindow`
`Microphone.TabForward`	Configures the Tab Forward button's behavior. Values: `none`, `ClearDictationBox`, `RecallText`, `TransferText`, `AnchorReleaseSpeechFocus`, `ShowHideDragonBar`, `ShowHideDictationBox`, `NextField` (default), `PreviousField`, `AcceptDefaults`, `FieldComplete`, `PressHotkey`, `OpenDMAWindow`, `CloseDMAWindow`

> **Note:** A hotkey value can be specified as a sequence of keys, either separated by spaces and/or plus signs or joined; for example, `Ctrl + ALT + H`, `Ctrl ALT H` or `CtrlALTH`.

Enabling basic text controls

Basic text controls are applications and text editors which are not fully supported by Dragon Medical One. By default, if a user is working with a text control that Dragon Medical One cannot directly write the text in, the Dictation Box opens automatically and the text is written there. To enable dictation at the cursor in basic text controls, do the following:

1. Open the SoD.exe.config file.

2. In the **SoD.Settings**, **BasicTextControls** setting, specify all basic text controls the user can work with.

A basic text control is defined as a **WindowClass** element specific to a process. If you don't define **WindowClass** elements for a process, all window classes of that process are used as basic text controls. If you define a wildcard character (*) for a process, all specified **WindowClass** elements are used as basic text controls, independent of the process.

Example (by default, the **BasicTextControls** setting is empty):

```
<setting name="BasicTextControls" serializeAs="String"
<value>
    <BasicTextControls>

        <ProcessName name="Process_1">
            <WindowClass>Sample_class_1</WindowClass>
        </ProcessName>

        <ProcessName name="Process_2">
        </ProcessName>

        <ProcessName name="*">
            <WindowClass>Sample_class_2</WindowClass>
            <WindowClass>Sample_class_3</WindowClass>
```

```
        </ProcessName>

    </BasicTextControls>
</value>
</setting>
```

Configuring the text transfer method for basic text controls

By default, the text is inserted in the basic text controls via `SimulateKeystrokes`; other possible text transfer methods are `ShiftInsert`, `CtrlV` and `WindowsPaste`. Dragon Medical One enables you to configure the text transfer method for all the basic text controls of a process or for specific basic text controls.

Proceed as follows:

1. Open the SoD.exe.config file.

2. In the **SoD.Settings**, **BasicTextControls** setting, configure the text transfer method:
      To apply the setting to all window classes of the process, add the `textTransferMethod` attribute in the **ProcessName** element and set the value.
      To apply the setting on a window class level, add the `textTransferMethod` attribute in the **WindowClass** element and set the value. The attribute that you set in the **WindowClass** element will override the **ProcessName** text transfer method.

Example:

```
<setting name="BasicTextControls" serializeAs="String"
<value>
    <BasicTextControls>

        <ProcessName name="*" textTransferMethod="ShiftInsert">
            <WindowClass textTransferMethod="SimulateKeystrokes">Sample_class_
            2</WindowClass>
            <WindowClass>Sample_class_3</WindowClass>
        </ProcessName>

        <ProcessName name="Process_1">
            <WindowClass textTransferMethod="CtrlV">Sample_class_1</WindowClass>
        </ProcessName>

    </BasicTextControls>
</value>
</setting>
```

Configuring timeout for end users

You can configure Dragon Medical One to automatically log a user off, if they have not worked with the application for the specified period of time. When a user is logged off automatically any unsaved changes are lost.

By default, this setting is empty and a user is never logged off automatically, no matter how long they do not use Dragon Medical One.

Proceed as follows:

1. Open the SoD.exe.config file.

2. In the **SoD.Settings**, **AutoLogOffTimeout** setting, set the time period in minutes. Range: 5-120 minutes.

Example:
```
<setting name="AutoLogOffTimeout" serializeAs="String"
<value>10</value>
</setting>
```
If the user does not work with Dragon Medical One for more than 10 minutes, they are logged off.

Configuring Dragon Medical Advisor

Dragon Medical Advisor automatically analyzes Dragon Medical One users' text and suggests additional detail. These recommendations help improve the completeness and ICD-10 coding compliance of your documentation.

Dragon Medical Advisor works for all ambulatory and inpatient EHRs.

Make sure Dragon Medical One has access to the server running the Advisor Service (https://<your_ prefix>.nuanceunderstanding.com) via port 443; your firewall must not block this port.

Disabling auto-processing

Dragon Medical Advisor regularly analyzes the dictated text and informs the user when advice is available. When auto-processing is disabled, users must manually refresh Dragon Medical Advisor to display new advice. To disable auto-processing for your organization, do the following:

1. In NMC, open the **Organizations** ribbon.

2. In the **Organizations** group, click **Search** and search for your organization.

3. Select your organization in the list of search results and click **Manage**.

4. In the **Organizations** group, click **Details**.

5. Open the **Products** tab and click **Dragon Medical Advisor**.

6. Clear the **Auto-processing enabled** check box.

7. Click **Save**.

Disabling Dragon Medical Advisor

To disable Dragon Medical Advisor completely, do the following:

1. Open the SoD.exe.config file.

2. In the **SoD.Settings**, add the setting **EnableAdvisor** and specify as follows:

```
<setting name="EnableAdvisor" serializeAs="String">
<value>False</value>
</setting>
```

Configuring Dragon Medical Advisor to open automatically

You can configure Dragon Medical One to automatically open the Dragon Medical Advisor window once per day or once per logon session, the first time advice is generated via auto-processing. You can also specify the number of days this behavior is applied for.

Proceed as follows:

1. Open the SoD.exe.config file.

2. In the **SoD.DefaultOptions** section, configure the behavior of the Dragon Medical Advisor window:

Add the setting **DMA.AutoOpen** and specify if the Dragon Medical Advisor window will automatically open once per day (value: `1`) or once per logon session (value: `2`). To disable the automatic opening of the Dragon Medical Advisor window, set the value to `0`.

Add the setting **DMA.AutoOpenDays** and specify for how many days the Dragon Medical Advisor window will automatically open.

Example:

```
<SoD.DefaultOptions>
    <setting name="DMA.AutoOpen" serializeAs="String" isLocked="True">
    <value>1</value>
    </setting>

    <setting name="DMA.AutoOpenDays" serializeAs="String" isLocked="True">
    <value>3</value>
    </setting>
</SoD.DefaultOptions>
```

> **Note:** When the number of days set via **DMA.AutoOpenDays** is reached, the Dragon Medical Advisor window must be opened manually or via voice command.

Disabling PowerMic Mobile support

The PowerMic Mobile feature enables users to use their mobile devices as a microphone. If your system is set up to use this feature, users can select PowerMic Mobile from the list of available microphones during logon. To hide PowerMic Mobile from the list, do the following:

1. Open the SoD.exe.config file.

2. In the **SoD.Settings**, **EnablePowerMicMobile** setting, set the value to `False`.

> **Note:** This setting will only disable the installation-free PowerMic Mobile feature. If a user has installed the corresponding components of PowerMic Mobile on their mobile device and on the desktop, their device will still be available in the list.

Configuring the speech recognition topic/specialty

To configure the speech recognition topic for Dragon Medical One, do the following:

1. Open the SoD.exe.config file.

2. In the **SoD.Settings**, **SupportedTopics** setting, specify the speech recognition topic.

If you want to present a list of available speech recognition topics to the end user, specify all supported speech recognition topics in the setting and separate them with the pipe (|) character (for example, `GeneralMedicine|Surgery`). The end user is then able to choose a topic when they start the application.

Supported speech recognition topics

The following topics are available:

`GeneralMedicine`, `ClinicalAdministration`, `Cardiology`, `Emergency`, `InternalMedicine`, `MentalHealth`, `Neurology`, `ObstetricsAndGynecology`, `Oncology`, `Orthopaedics`, `Pathology`, `Pediatrics`, `Surgery`.

Configuring microphones

To configure the microphones the end user is allowed to use in Dragon Medical One, do the following:

1. Open the SoD.exe.config file.

2. In the **SoD.Settings**, **AllowedMicrophones** setting, specify all microphones the end user is allowed to use and separate them with the pipe (|) character.

When the end user starts the application, the list of connected microphones is filtered based on this setting. If you do not configure this setting, the end user can choose from all connected microphones.

> **Note:** Unless PowerMic Mobile support has been disabled, PowerMic Mobile devices are always available regardless of this setting.

Disabling the crash dump notification to end users

When Dragon Medical One shuts down unexpectedly, crash dump information is saved. The next time the user starts the application, they are informed that log files containing information about the crash are available and can be sent to their system administrator for analysis.

We recommend that you ask your users to send crash dump files to you; send the files, along with an error report if possible, to Nuance Technical Support for further analysis.

If you do not want your users to receive this crash dump notification, do the following:

1. Open the SoD.exe.config file.

2. In the **SoD.Settings**, **EnableCrashNotification** setting, set the value to `False`.

Disabling registration of the Microsoft Word add-in

When starting Dragon Medical One calls the regsvr32.exe executable to register the Microsoft Word add-in. To disable registration of the Microsoft Word add-in, do the following:

1. Open the SoD.exe.config file.

2. In the **SoD.Settings**, add the setting **RegisterWordAddIn** and specify as follows:

```
<setting name="RegisterWordAddIn" serializeAs="String">
<value>False</value>
</setting>
```

> **Note:** This configuration setting is optional.

Registering the Microsoft Word add-in for individual users

If registration of the Microsoft Word add-in is disabled, you can enable it for an individual user. Log on to the corresponding user account and run the following command:

```
regsvr32.exe /s SoD.WordAddin.dll
```

If a user works with a 64-bit version of Microsoft Word, run the following command:

```
regsvr32.exe /s SoD.WordAddin_x64.dll
```

> **Note:** If you update Dragon Medical One, you must run the corresponding command again.

Customizing the splash screen

You can lay a custom image over the Dragon Medical One splash screen; the overlay image will be placed in the lower left corner of the splash screen.

    Requirements:
        Size: 320x130 pixels
        Format: PNG
        File name: SoD.OEM.png
    Location:
        ClickOnce: The deployment location (same location as the application package)
        Stand-alone: The application directory (same location as the configuration file)

Configuring the user interface color theme

By default this setting is empty and the `Blue` (default theme) is used. To configure the color theme for Dragon Medical One, do the following:

1. Open the SoD.exe.config file.

2. In the **SoD.Settings**, **DefaultTheme** setting, specify the theme identifier (`Blue`, `Light`, `Dark`):

```
<setting name="DefaultTheme" serializeAs="String">
<value><theme_identifier></value>
</setting>
```

Deploying Dragon Medical One in a virtualized environment

Dragon Medical One can be deployed as a virtualized application or on a virtual desktop. The speech recognition is performed in secure Nuance data centers; Dragon Medical One has a small resource footprint on the application/desktop virtualization server.
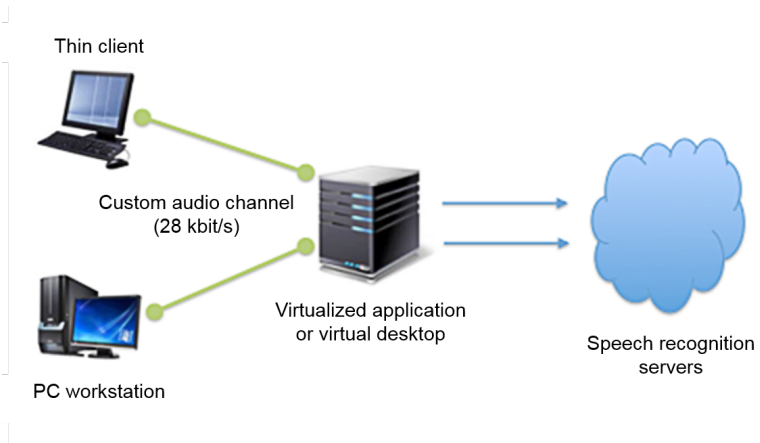
Supported virtualized environments

Citrix XenApp/XenDesktop

Citrix server

- One of the following operating systems:
  Microsoft Windows Server 2008 R2
  Microsoft Windows Server 2012 R2
  Microsoft Windows Server 2016

- One of the following Citrix virtualization environments:
  Citrix XenApp 6.5 and 7.x
  Citrix XenDesktop 7.x (latest version tested: Citrix XenDesktop 7.15)

Client PC

- One of the following operating systems:
  Microsoft Windows 7
  Microsoft Windows Embedded Standard 7
  Microsoft Windows 8.1
  Microsoft Windows 10
  For information on supported Linux operating systems, see: Thin clients.

- Citrix Receiver 4.3 or higher (latest version tested: Citrix Receiver 4.9)

Microsoft Remote Desktop Services (RDS)

Terminal Server

- One of the following operating systems:
  Microsoft Windows Server 2008 R2
  Microsoft Windows Server 2012 R2
  Microsoft Windows Server 2016

Client PC

- One of the following operating systems:
  Microsoft Windows 7
  Microsoft Windows Embedded Standard 7
  Microsoft Windows 8.1
  Microsoft Windows 10

- Microsoft Remote Desktop Client using Remote Desktop Protocol (RDP) 7.x or higher
  For Nuance RDS Audio Extension and Nuance PowerMic RDS Client Extension the User Datagram Protocol (UDP) transport must be disabled on RDP 8.1 and RDP 10 clients. RDP 8.1 is preinstalled on Windows 8.1 and installed by Microsoft Update on Windows 7 and 8. RDP 10 is preinstalled on Windows 10.

  To disable UDP transport, add the following registry value to the Microsoft Remote Desktop Client, then restart the PC:

  Key: HKEY_LOCAL_MACHINE\Software\Microsoft\Terminal Server Client
  DWORD Value: DisableUDPTransport = 1

VMware Horizon View/RDSH

VMware Horizon View/RDSH server

- VMware Horizon View/RDSH 6

Client PC

- One of the following operating systems:
  Microsoft Windows 7
  Microsoft Windows Embedded Standard 7
  Microsoft Windows 8.1
  Microsoft Windows 10

- VMware Horizon Client 3.5.2 for Windows

Edit control visibility

To write recognized text directly in the target application (instead of the Dictation Box), Dragon Medical One must be able to directly access the application's edit controls. To enable this, Dragon Medical One must be co-installed and published with the target application.

This means the following:

- If you are using a virtual desktop solution, where all target applications are installed and run locally in the virtual desktop, Dragon Medical One must be installed in the virtual desktop image.

- If you are virtualizing applications that are accessed by a viewer or remote desktop application on a local workstation, make sure that Dragon Medical One and the virtualized applications will be launched in the same remote session.

Nuance virtual extensions

High quality audio is required for accurate speech recognition. Regardless of the virtualization technology and architecture, you must be able to deliver audio from the client workstation/terminal to the Dragon Medical One application in the virtual environment.

The Nuance virtual extensions package provides custom audio channels to reduce the audio bandwidth requirements between the client end point and the virtualized application. The custom audio channels require 28 kbit/s for each user while they are dictating (native audio channels often require up to 1.4 Mbit/s).

VMware environments: Install the server/virtual desktop component of the Nuance VMware Audio Extension on the server/virtual desktop hosting the application. Install the client component on the client PC.

Microsoft RDS environments: Install the server/virtual desktop component of the Nuance RDS Audio Extension on the server/virtual desktop hosting the application. Install the client component on the client PC.

Citrix environments: Dragon Medical One already integrates the server/virtual desktop component of the Citrix audio channel. Install only the Nuance Citrix Client Audio Extension on the client PC.

For more information, see the Docs & Guidelines folder of the Nuance virtual extensions package.

Thin clients

To use the custom audio channel in a thin client environment, the client component of the corresponding Nuance virtual extension must be installed on the thin client. The following thin clients are supported:

Virtualization infrastructure	Model/manufacturer	Operating system/firmware requirements
Citrix	Various	Microsoft Windows Embedded Standard 7
Citrix	IGEL UD2 LX	LX 5.08.100
Citrix	IGEL UD3 LX	LX 5.08.100
Citrix	IGEL UD5 LX	LX 5.08.100
Citrix	Fujitsu Futro S450	eLux RP 4.9.0
Citrix	Fujitsu Futro S520/S700/S720	eLux RP 5.1.x (Philips SpeechMike button controls have not been tested - Philips Speech Drivers for Citrix are not included in this firmware version.)
Citrix	HP t610	eLux RP 4.4.0

Backward compatibility

The Nuance virtual extensions are designed to be backward compatible from the server/virtual desktop component to the client end point. This means that you can run newer versions of the server/virtual desktop component in your virtual environment and they will work with older versions of the corresponding client end point extension with the following restrictions:

- New server virtual extensions are backward compatible with the corresponding end point virtual extensions for up to one year.

- RDS and VMware environments: When upgrading Dragon Medical One, you must also upgrade the server/virtual desktop extension to the latest version.

- It is recommended to upgrade the client end point extension to the latest version.

Note: For Citrix environments, the server/virtual desktop component of the Nuance Citrix Audio extension is integrated in Dragon Medical One.

Microphone controls

The Nuance virtual extensions package provides custom PowerMic control channels to redirect PowerMic button presses to the virtualized Dragon Medical One instance.

Citrix environments: Install the server/virtual desktop component of the Nuance PowerMic Citrix Extension on the server/virtual desktop hosting the application. Install the client component on the client PC.

RDS and VMware environments: Dragon Medical One already integrates the server/virtual desktop component of the PowerMic button channel. Install only the corresponding client component on the client PC.

Redistributable packages for Philips, Grundig and Olympus devices are also available.

For more information, see the Docs & Guidelines folder of the Nuance virtual extensions package.

Server runtime requirements

Bandwidth

Audio transmission between the end point and the virtualized application/virtual desktop: If the Nuance custom audio channel is used, expect 28 kbit/s per active user; if the native virtual audio channel is used, expect up to 1.4 Mbit/s per active user.

Audio transmission between the virtualized application/virtual desktop and the Dragon Medical system: Expect 80 kbit/s per active user.

Latency

Network latency between the client PC and the virtualized application/virtual desktop must not exceed 50 ms.

Network latency between the virtualized application/virtual desktop and the Dragon Medical system must not exceed 200 ms.

Network latency requirements
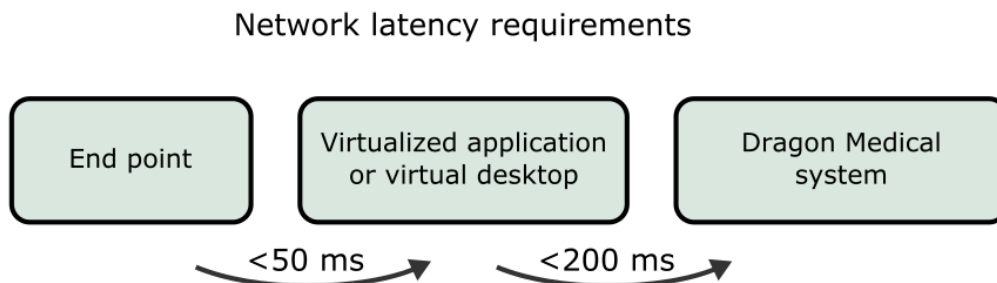
Memory

The Dragon application's memory usage, when in use, will fluctuate (increase and decrease based on user behavior and Microsoft Windows memory management behavior). For sizing and planning purposes we estimate memory utilization of 220 MB (full working set), of which approximately 70 MB (shared working set) are shared between all instances of the SoD.exe process on the same machine - the real physical memory impact therefore is approximately 150 MB per instance.

CPU

Due to the many factors that can have an impact on CPU usage (processor speed, number of cores assigned to a given virtual instance, etc.), exact guidelines cannot be given. In general, the CPU requirements for the virtualized sod.exe executable are very low. As Dragon Medical One leverages Nuance's cloud-based speech recognition services, the local client performs very light-weight duties such as streaming speech and inserting recognition results.

With modern multi-core CPU architecture and provided that a given virtual session has been assigned at least one core, Dragon Medical One consumes between 1% and 3% of the available CPU per user session while the user is dictating.

Deployment options

The following options are available to deploy Dragon Medical One in a virtual desktop/application environment:

- Deploy Dragon Medical One using the Windows Installer (MSI package).
- Deploy Dragon Medical One via XCOPY deployment (manually copy the package to the destination path).

Logging

In a virtual desktop/application environment, we recommend configuring a user-specific folder as the log file location; for example, %APPDATA%.

If you deploy Dragon Medical One using the Windows Installer, you can specify the location of the log file via the LOGFILEPATH parameter. For more information, see: Windows Installer.

If you deploy Dragon Medical One via XCOPY deployment, you can specify the location of the log file in the log4net section of the SoD.exe.config file (use the following syntax to specify environment variables: ${APPDATA}):

```
<appender name="TheSoDAppender" type="log4net.Appender.RollingFileAppender">
    <param name="File" value="${APPDATA}\SoD.log"/>
```

For more information, see: Logging.

Dragon Medical One command line

Starting Dragon Medical One from the command line

You can configure the stand-alone Dragon Medical One package so that your users do not need to log on separately to the application. By starting Dragon Medical One with the mandatory parameters specified, the logon dialog box will not be shown and any logged on user will be automatically logged off.

> **Note:** Make sure you specify the full path to the application; using the short 8.3 form of the path will cause problems.

Example

Dr. Chris Smith speaks with an American English accent, works in the field of general medicine and records using a SpeechMike III.

```
SoD.exe -user "chrissmith" -lang "en-US" -topic "GeneralMedicine" -mic "SpeechMike III"
```

When Dr. Smith logs on to a PC, Dragon Medical One is available, in the notification area, with their preferred settings applied.

Parameters

`user`

> The speech recognition user profile name.
> This parameter is mandatory; you must specify the user before any of the other parameters are applied.
> If trusted authentication is enabled, Dragon Medical One will ignore this parameter.

`lang`

> The speech recognition language.
> This parameter is mandatory; you must specify the language as an IETF language tag. For more information, see: Supported languages. Currently only English (IETF language tag: `en-US`) is supported.

`topic`

> The speech recognition topic (medical specialty). For a list of available topic names, see: Configuring the speech recognition topic.
> If only one topic is specified in the configuration file and this parameter is not set, this topic will be selected automatically and Dragon Medical One will start without displaying the logon dialog box.
> If more than one topic is specified in the configuration file and this parameter is not set, Dragon Medical One will start without displaying the logon dialog box and will use the topic the user last logged on with. If the user has not logged on successfully before, or if the topic the user last logged on with is no longer available, the logon dialog box is opened and the user must select a topic manually.

`mic`

> The microphone identifier.
> This parameter is mandatory. If you do not know the exact microphone identifier, you can specify part of the name, for example, "SpeechMike". If only one connected microphone contains the specified string in its name, this microphone will be used. If no connected microphone or more than one connected microphone contains the specified string in its name, the logon dialog box is opened and the user must select a microphone.

If you have configured a list of allowed microphones, the `mic` parameter is optional. Dragon Medical One will go through the allowed microphones, in the order that you listed them, and use the first specified microphone it finds that is connected. If you specify the `mic` parameter, this microphone must be included in the list of allowed microphones.

`password`

The user's password.

If trusted authentication is enabled, Dragon Medical One will ignore this parameter.

`nologo`

Disables the splash screen.

`config`

The path to the XML file containing custom configuration settings. For more information, see: Configuring Dragon Medical One.

Logging off and closing Dragon Medical One from the command line

You can configure the stand-alone Dragon Medical One package so that your users do not need to log off or close the application manually.

Parameters

`logoff`

Logs off the currently logged on user. This parameter is exclusive and cannot be used together with other parameters.

If trusted authentication is enabled, this parameter is ignored by Dragon Medical One.

`shutdown`

Shuts down the currently running instance of Dragon Medical One. This parameter is exclusive and cannot be used together with other parameters.

Enabling and disabling WPF support from the command line

Dragon Medical One provides built-in support for applications based on Windows Presentation Foundation (WPF) TextBox class text controls. You need to enable WPF only if your users cannot dictate at the cursor in these applications.

You can enable/disable WPF support, for a specific machine, in the stand-alone Dragon Medical One package. By enabling/disabling WPF support, you will register/deregister a Microsoft Text Services Framework plugin on the machine that you have deployed to. This operation requires administration rights on that machine. To perform the registration, Dragon Medical One will attempt to elevate rights; if the rights cannot be elevated you cannot proceed.

> **Note:** regsvr32.exe will be invoked for this operation.

These parameters are mutually exclusive and will override any other parameters passed to the `SoD.exe` process during start-up. For example, passing the parameters during standard logon procedure is not supported and will cause Dragon Medical One to shut down after registration/deregistration.

Parameters

`enableWPF`

Registers the Text Services Framework (TSF) plugin. To perform the registration, the `SoD.exe` process will be started, and once this operation is performed, it will shut down.

You only need to enable WPF support once per deployment or if you change the deployment location.

`disableWPF`

Deregisters the Text Services Framework (TSF) plugin. To perform the deregistration, the `SoD.exe` process will be started, and once this operation is performed, it will shut down.

Nuance Management Center

The Nuance Management Center (NMC) is the central administration component for Dragon Medical One. NMC enables you to perform a variety of administration tasks, such as licensing and managing auto-texts, users, groups and organizations.

For information on how to define auto-texts and set auto-text filters in NMC, see: Auto-texts.

For more information on NMC, see the documentation delivered with the product and the Dragon Medical Server documentation.

> **Note:** NMC requires HTTPS access to https://nms.nuancehdp.com/NMCHTML/Home/Main (port 443); make sure your firewall does not block this port. This port must be accessible from the workstations used to access NMC.

Prerequisites for running NMC

- Microsoft Internet Explorer, Microsoft Edge, Google Chrome, Apple Safari

Launching NMC

1. To access NMC, browse for *https://nms.nuancehdp.com/NMCHTML/Home/Main*.

2. To log on for the first time, use the credentials in your welcome kit.

> **Note:** To change your password, click ▤ and select **Change password**.

Licensing

To monitor licenses, open the **Licensing** ribbon, click **View Licenses** and search for the license type. You can see a summary of license information.

If you need to free licenses, select a row, click **Revoke** and select user accounts.

Groups

When you first log on to NMC the following groups are available:

- **NMC Administration**: For users performing administration tasks in NMC.
- **Speech Recognition**: For users accessing speech recognition.

> **Note:** The **Speech Recognition** group does not exist until the first end user connects via a Dragon Medical One client; the group is then automatically created.

Groups are useful for the following:

- Groups can be used to assign the rights to create auto-texts and custom commands to specific users.
- Groups can be used to make certain auto-texts and custom commands available to specific users. To assign an auto-text or custom command to a group make sure that the **Group** level is selected when you create an auto-text or create a custom command.

Working with groups

To group users who have rights to create auto-texts/custom commands, do the following:

1. Log on to NMC with your administration credentials.

2. Open the **Groups** ribbon and click **Add**.

3. Select the new group's organization.

4. In the **Role** field, select **NMC Administrator**.

5. Base the new group on the existing **NMC Administration** group and click **OK**.

6. Enter a **Group name** and make sure the correct **Site** is selected.

7. In the **Privileges** list, select **Product Manage Dragon Medical Server**.

8. Click **Save**.

9. Open the **Groups** ribbon and click **Search**.

10. Enter the name of the group you just created and select it in the list of search results.

11. Click **Add User Account to Group** in the **Membership** ribbon.

12. To add a user account to the group, enable the check box in the **Member** column in the corresponding row.

13. Click **Save**.

To group users of auto-texts/custom commands, do the following:

1. Log on to NMC with your administration credentials.

2. Open the **Groups** ribbon and click **Add**.

3. Select the new group's organization.

4. In the **Role** field, select **Speech Recognition User** and click **OK**.

5. Enter a **Group name** and make sure the correct **Site** is selected.

6. Click **Save**.

7. Open the **Groups** ribbon and click **Search**.

8. Enter the name of the group you just created and select it in the list of search results.

9. Click **Add User Account to Group** in the **Membership** ribbon.

10. To add a user account to the group, enable the check box in the **Member** column in the corresponding row.

11. Click **Save**.

Logging

Dragon Medical One creates log files that can help Nuance to analyze issues reported by end users or administrators. Log files are uploaded to Dragon Medical Server, and a limited amount of information is written to the local file system of the client PC. The information written to the local file system does not contain any sensitive data; the amount of data kept on the local PC can be configured and usually spans data for the last few days.

Log file location

Dragon Medical Server

Dragon Medical Server log file: \\<server_name>\<share>\Logs\<year_month>\<day>\

Dragon Medical SpeechKit log file: \\<server_name>\<share>\Logs\<year_month>\<day>\

Local PC

Local log file (does not contain sensitive data):
Dragon Medical One ClickOnce directory (C:\Users\<User_Name>\AppData\Local\Apps\…)
    or
Dragon Medical One stand-alone directory

Crash dump:
%APPDATA%\Nuance\SoD\

Virtual desktop/application environment

For information on logging in a virtual desktop/application environment, see: Logging in a virtual environment.

Setting the logging level

The log level is set in the `log4net` section of the SoD.exe.config file. The log level should be set for both logger names specified in the configuration section:

```
<logger name="Nuance.SoD.Generic">
<logger name="Nuance.SoD.Text">
```

The default log level is `ERROR` which creates the least amount of data. You can change the logging level to one of the following (amount of data collected in descending order):

```
DEBUG
INFO
WARN
ERROR
```

User authentication

There are four options for user authentication when Dragon Medical One is started:

- No authentication: The user enters a unique user name to log on and must always use this name.

- Native authentication: The user must enter a user name and password provided by the administrator when logging on. The credentials are checked via the Nuance Management Server (NMS).

- LDAP authentication: The user must enter a user name and password to log on. The credentials are checked via an LDAP server.

- Trusted authentication: The user, logged on to Microsoft Windows with the Active Directory user name and password, is automatically logged on to the application. The credentials are checked via the Nuance Management Server (NMS).

No authentication

This is the default configuration for authentication. When this type is used, the application prompts the user to enter a new user name when logging on. A password is not required and it is not possible to use one. NMS loads the user settings associated with the user name or automatically creates a user profile if a profile for the user name does not yet exist. The user is granted access to Dragon Medical One and a license is assigned.

Procedure

In the SoD.exe.config file, **SoD.Settings**, **Authentication** setting, specify: `<value>none</value>`.

When a user logs on to Dragon Medical One, they must enter a new user name and always use this name.

Native authentication

Native authentication sends the user credentials to NMS to authenticate and grant or deny access to Dragon Medical One. You must create a user account in NMC before the user can log on to Dragon Medical One. This means that users cannot specify their own user names and passwords.

Procedure

In the SoD.exe.config file, **SoD.Settings**, **Authentication** setting, specify: `<value>native</value>`.

When a user logs on to Dragon Medical One, they must enter a user name and password that correspond to an existing user account in NMS.

Configuring password settings

You can define password expiration and complexity criteria via NMC for users of an organization logging on to Dragon Medical One via native authentication.

Proceed as follows:

1. Search for the organization, right-click it and select **Organization details**.
2. On the **Products** tab, open the **General** tab and expand **Password Settings**.
3. Define the criteria.
4. Select **Password must meet complexity requirements** and click **Save**.

LDAP authentication

LDAP authentication sends the user credentials to NMS to authenticate the user against an LDAP server hosted in your organization and grant or deny access to Dragon Medical One. To successfully authenticate against an LDAP server, NMS must be hosted in the same organization domain. You can host a full NMS instance or facilitate an NMS call forwarder or local authenticator to connect Dragon Medical One to NMS.

Using the local authenticator instead of the call forwarder improves performance. All calls from Dragon Medical One to NMS go through the call forwarder; the local authenticator enables local clients to authenticate against an LDAP server while all other calls go directly to NMS.

NMS call forwarder/local authenticator

Deploying an NMS call forwarder/local authenticator

To deploy the NMS call forwarder/local authenticator, you must create an organization token connecting the call forwarder/local authenticator to your NMS organization. Proceed as follows:

1. Browse for the organization details of your organization.

2. Open the **Organization Tokens** tab and add a new token.

To deploy the on-premise NMS call forwarder/local authenticator (providing this organization token), do the following:

1. Install the call forwarder/local authenticator using the organization token generated above.

2. In the SoD.exe.config file, check that the NMS organization token and the NMS URL are correct.

Configuring Dragon Medical One

In the SoD.exe.config file, **SoD.Settings**, **Authentication** setting, specify `<value>ldap</value>` if you use the NMS call forwarder, or `<value>ldaplocal</value>` if you use the NMS local authenticator.

Configuring your NMS organization (in the Nuance-hosted NMC)

To connect Dragon Medical One with your on-premise call forwarder/local authenticator, do the following:

1. Browse for the organization details of your organization.

2. Open the **Products** tab and expand **Dragon Medical Server**.

3. In the **NMS on-premise server URL** field, enter the URL of the on-premise NMS call forwarder/local authenticator including the port that hosts the authentication interface on the call forwarder/local authenticator: <http://nms.organization.com:8731>, and click **Save**.

4. Open the **Domains** tab, click **Add** and enter the name and the LDAP Active Directory connection string, and click **Save**.

To configure a user account, do the following:

1. Search for the user account, right-click it and select **User Account Details**.

2. Open the **Credentials** tab.

3. On the **NTLM** tab, click **Add**; the **User name** and **Organization Name** already filled out.

4. From the **Domain** list, select the domain added above.

5. In the **Login** field, enter the LDAP login ID.

6. Click **Save**.

> **Note:** If users already exist in NMS with a different NMS login ID, the Active Directory login ID and NMS login ID need to be connected: **User Account Details**, **Credentials** tab, **Token** tab, **Add** button - enter the Active Directory login ID.

On-premise NMS

This procedure assumes that you have set up a full NMS instance in your organization. It guides you through connecting the NMS instance to your LDAP server.

Configuring your NMS organization (in your on-premise NMC)

To connect your on-premise NMS instance to the LDAP server, do the following:

1. Search for the organization, right-click it and select **Organization details**.

2. Open the **Domains** tab and click **Add**.

3. Enter the domain name and the Active Directory connection string.

4. Click **Save**.

To configure a user account, do the following:

1. Search for the user account, right-click it and select **User Account Details**.

2. Open the **Credentials** tab.

3. On the **NTLM** tab, click **Add**; the **User name** and **Organization Name** already filled out.

4. From the **Domain** list, select the user's domain.

5. In the **Login** field, enter the LDAP login ID.

6. Click **Save**.

> **Note:** If users already exist in NMS with a different NMS login ID, the Active Directory login ID and NMS login ID need to be connected: **User Account Details**, **Credentials** tab, **Token** tab, **Add** button- enter the Active Directory login ID.

Configuring your Nuance organization (in the Nuance-hosted NMC)

To connect Dragon Medical One with your on-premise NMS instance, do the following:

1. Browse for the organization details of your organization.

2. Open the **Products** tab and expand **Dragon Medical Server**.

3. Enter the URL of the on-premise NMS instance including the port that hosts the authentication interface, for example, <http://nms.organization.com> and click **OK**.

Configuring Dragon Medical One

In the SoD.exe.config file, **SoD.Settings**, **Authentication** setting, specify: `<value>ldap</value>`.

Trusted authentication

Trusted authentication sends the Active Directory credentials of the currently logged on user to NMS to authenticate and grant/deny access to Dragon Medical One. The user can work with Dragon Medical One without entering a user name and password; the logon dialog box is not displayed.

The local authenticator is required to enable local clients to authenticate against an LDAP server. The authentication calls from Dragon Medical One to NMS go through the local authenticator. For information on how to deploy the NMS local authenticator and configure your NMS organization, see LDAP authentication.

Configuring Dragon Medical One

In the SoD.exe.config file, **SoD.Settings**, **Authentication** setting, specify: `<value>trusted</value>`.

NMC

You must configure the user account in NMC to authenticate the user in the Active Directory.

Proceed as follows:

1. Search for the user account, right-click it and select **User Account Details**.
2. Open the **Credentials** tab.
3. On the **NTLM** tab, click **Add**; the **User name** and **Organization Name** already filled out.
4. From the **Domain** list, select the user's domain.
5. In the **Login** field, enter the Active Directory login ID.
6. Click **Save**.

Auto-texts

The auto-text feature enables you to define standard blocks of text (also called 'normals' or 'canned text') that Dragon Medical One users can insert into their document with a short voice command. Using auto-texts reduces the time the user needs to dictate and improves the consistency of documentation. Available auto-texts are displayed to end users on the **What You Can Say** page. You define auto-texts in the Nuance Management Center (NMC). Users can create their own auto-texts in Dragon Medical One in the **Manage Auto-texts** dialog box.

Defining an auto-text in NMC

Scenario

- Your users often speak to their patients about the dangers of smoking. In the report, they will say **The patient was advised to quit smoking and counseled on effective smoking cessation strategies**.

- You define an auto-text called 'quit smoking' that contains this information.

- A doctor says the voice command **insert quit smoking** to insert the information.

Procedure

1. Open the **Speech Recognition** tab on the ribbon.

2. Click **Manage**.

3. Select your **Organization**.

4. In the **Auto-texts** tree view, select the level you want to create the auto-text for (site, group or user).

5. In the **Auto-text** group on the ribbon, click **Add**.

6. Enter a **Name** (*Quit smoking*), a **Description** (optional) and select a **Language**.

7. Optional: change the **Spoken Phrase**.

8. In the contents section, enter *The patient was advised to quit smoking and counseled on effective smoking cessation strategies.*

9. Click **Save**.

Remarks

- To make the auto-text available for all users, make sure to select the corresponding site or group in the tree view.

- A keyword is what the user says to tell the system that an auto-text is to be processed. The default keyword is **insert**; you can change it in NMC. For more information, see the *Dragon Medical Server Administration Guide*.

- The **Name** field contains the title of the auto-text (this is generally what users must say to insert the auto-text); make sure it is unambiguous and easy to pronounce. It is strongly recommended that you give the auto-text a distinctive name that cannot be misinterpreted as speech to be recognized. This helps to ensure that it is correctly inserted.

- By default, the **Spoken Phrase** is the same as the **Name**. If how the auto-text name is written and how it is pronounced are very different, change the **Spoken Phrase** (how it is pronounced). You can only use

alphabetic characters in spoken phrases. For acronyms that are spelled out use capital letters, separated by spaces.

For spoken phrases do not use:
>   Very short phrases (such as one syllable only)
>   Capital letters (except for acronyms, for example, C I A)
>   Abbreviations
>   Digits (use 'twelve' and not '12')
>   Punctuation marks (for example, ", !, ?, etc.)
>   Symbols (for example, +, -, &, $, etc.)

- If you want to give your users more than one way to insert an auto-text, click ➕ and enter another **Spoken Phrase**.

- Activate **Display all levels** to list the auto-texts for the level selected in the tree view and its higher levels.

- Auto-texts can contain fields. Fields are gaps in the auto-text where users can enter specific text, for example, patient data. To add a field to an auto-text, enter **[ ]** in the relevant place of the auto-text's contents; you can enter any text between the field delimiters as default content, for example, **CBC results [within normal limits], vital signs [within normal limits]**. When users insert the auto-text, they can decide whether they want to replace the default values with specific text or use the default values.

- By default, fields are indicated by square brackets. Users can change the characters used as field delimiters in Dragon Medical One on the **General** pane of the **Options** dialog box; any previously defined fields using different delimiters will then no longer work.

Configuring the auto-text filter

A system with many auto-texts can be complex for users; they might have difficulty remembering all the names and which ones are relevant for them.

Filtering is set up in the SoD.exe.config file and then set in NMC.

In the configuration file, enter the filter key/value pairs you need. For example:

```
<filterSettings>
    <filter>
        <add key="department" value="radiology" />
        <add key="modality" value="X-ray|CT|MRI" />
    </filter>
</filterSettings>
```

Remarks

- You can configure as many key/value filter pairs as you want.

- Use the **|** character to separate multiple values for a key.

Setting an auto-text filter in NMC

You can filter specific auto-texts to be active for specific forms.

Scenario

- Dragon Medical One supports an auto-text filter with the key 'modality' and values 'X-ray', 'CT' and 'MRI' and it will set this filter for all radiology reports.

- You want to set the 'normal chest' auto-text to be active for x-rays only.

Procedure

1. Search for the 'Normal chest' auto-text.

2. Open the **Meta Data** tab.

3. In the **Name** field enter *modality* and in the **Value** field enter *X-ray*.

4. Click **OK** and then **Save**.

Remarks

- By default, auto-texts are always active. Be aware that:

  If no auto-text filter has been set for a document or form, all auto-texts that have been defined in the system will be active.

  All auto-texts that you do not define meta data entries for will always be active.

  If an auto-text filter with a specific name has been set for a document or form but no corresponding meta data entry with this name has been applied to an auto-text, then this auto-text will always be active.

- An auto-text is deactivated (filtered out) for a specific document or form only if:

  The application has defined an auto-text filter with a specific name and value for the document or form.

  You have set a meta data entry for the auto-text with this name but with a different value.

Voice commands

Voice commands enable Dragon Medical One users to say a word or phrase that initiates an action and control the application without using the mouse or the keyboard. This reduces the time the user needs to complete their work.

The custom command feature in Dragon Medical One was extended to enable users to create more feature-rich commands and are now called step-by-step commands. Users define step-by-step commands in the **Manage Step-by-step Commands** dialog box and they are displayed on the **What You Can Say** page; for more information, see the end user help.

Existing user-level custom commands created in the Nuance Management Center will be automatically migrated to step-by-step commands.

Managing the Vocabulary

Managing the vocabulary your users are using enables you to improve speech recognition by explicitly tailoring the system to your requirements. This might be necessary if words or phrases are repeatedly misrecognized.

In the Nuance Management Center (NMC), you can add words and phrases to the vocabulary and delete words from it.

Adding a word in NMC

Scenario

Your users frequently prescribe the drug *Xanax* and recognition has been problematic.

Procedure

1. Open the **Speech Recognition** tab on the ribbon.

2. In the **Word** group, click **Manage**.

3. In the **Words** tree view, select the level you want to associate the word with (site, group or user).

4. In the **Word** group on the ribbon, click **Add**.

5. Enter a **Written form** (*Xanax*) and, if necessary, a **Spoken form** (*zanacks*).

6. Select the **Language** you want to associate the word with.

7. Click **Save**.

Remarks

■ To make the word available for all Dragon Medical One users, make sure to select the corresponding site or group in the tree view.

■ The spoken form is optional. If how the word is written and how it is pronounced are very different, enter a spoken form (how it is pronounced) and define a **Written form** (how it is inserted into the document). You can only use alphabetic characters in spoken form; special characters are not allowed. For acronyms that are spelled out use capital letters, separated by spaces.

   For spoken phrases do not use:
   Very short phrases (such as one syllable only)
   Capital letters (except for acronyms, for example, C I A)
   Abbreviations
   Digits (use 'twelve' and not '12')
   Punctuation marks (for example, ", !, ?, etc.)
   Symbols (for example, +, -, &, $, etc.)

■ Activate **Display all levels** to list the words that have been added for the level selected in the tree view and its higher levels.
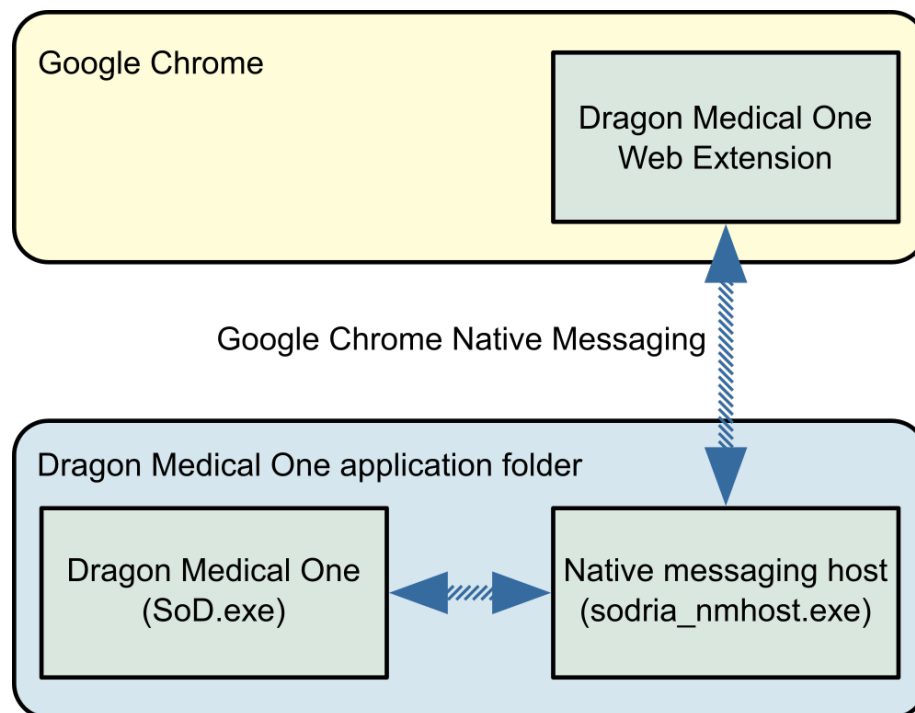
Google Chrome

Dragon Medical One supports dictation at the cursor in standard text controls (these include text input, text area and standard content-editable controls) hosted in the Google Chrome browser.

To support text controls and dictation at the cursor, in Google Chrome-based applications, you must install the Dragon Medical One Web Extension.

Architecture

Dragon Medical One and the Dragon Medical One Web Extension use a dedicated process (sodria_nmhost.exe) for communication between Dragon Medical One and Google Chrome. This process is delivered with Dragon Medical One and is started by Google Chrome. Google Chrome and Dragon Medical One rely on a registry key (HKEY_CURRENT_USER\Software\Google\Chrome\NativeMesssagingHosts\com.nuance.sodria) to connect the two applications. Dragon Medical One automatically creates and updates the registry key to connect the two processes while starting; this is usually only needed once per deployment and operating system user.

```
Google Chrome

                              Dragon Medical One
                              Web Extension


          Google Chrome Native Messaging


Dragon Medical One application folder

   Dragon Medical One              Native messaging host
      (SoD.exe)                     (sodria_nmhost.exe)
```

Installation

Dragon Medical One Web Extension must be installed for each machine and operating system user using Google Chrome. Once the extension is installed, the browser must be restarted (or tabs reloaded). The user is informed if the browser needs to be restarted.

Installing Dragon Medical One Web Extension via Google Chrome web store

To install manually, do the following:

1. Browse for the Dragon Medical One Web Extension web store link:
   https://chrome.google.com/webstore/detail/dragon-medical-one-web-ex/feolagkacappiaieohahjkeaikhjjcfa

2. Click **Add to Chrome**.

3. In Google Chrome settings, make sure that the Dragon Medical One Web Extension is enabled.

4. Restart the Google Chrome browser.

Installing Dragon Medical One Web Extension via Google Chrome policies

To install automatically, do the following:

1. Open the LOCAL_MACHINE registry hive.

2. Add the following to the registry:
   Key: HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Google\Chrome\ExtensionInstallForcelist\1
   Value: feolagkacappiaieohahjkeaikhjjcfa;https://clients2.google.com/service/update2/crx

3. Restart the Google Chrome browser.

For more information on automatic installation, see Google Chrome policy documentation.

Enabling dictation at the cursor in local HTML pages

To enable dictation at the cursor in HTML pages stored in the local file system, do the following:

1. In the Google Chrome menu, expand **More tools** and click **Extensions**.
2. Search for Dragon Medical One Web Extension and select **Allow access to file URLs**.

Documentation

Dragon Medical One is delivered with documentation for system administrators and end users.

System administrators

The *Dragon Medical One Installation and Administration Guide* describes the installation and system configuration procedures. This guide also covers information on the Nuance Management Center.

End users

Users access the end user help by saying **launch help** or by clicking **Help** on the DragonBar menu. The **Dragon Help** tab of the personalization and help window contains information on how to use the application features (for example, anchoring the speech focus); the **Speech Recognition Help** tab contains information on speech recognition features and how to use them.

The **What You Can Say** page contains a list of all available voice commands and auto-texts. Users can open it by saying **what can I say** or clicking **What You Can Say** on the DragonBar menu.

Nuance Healthcare ID

The Nuance Healthcare ID is a unique identifier that enables clinicians to personalize their Dragon Medical One experience and access their personal speech profile and speech-enabled products in a selection of mobile apps.

Registering the Nuance Healthcare ID

Your users can register their Nuance Healthcare ID when they first log on to Dragon Medical One Desktop Application or later via the **Nuance Healthcare ID** option on the DragonBar menu.

Procedure for the end user

1. Start Dragon Medical One Desktop Application.

2. On the DragonBar menu, select **Nuance Healthcare ID**.

3. Complete the registration form and click **Submit**.

4. You will receive a confirmation email; click the link in this email to complete the registration.

Remarks

- Nuance Healthcare ID registration is optional. Users register once.

- Registration can only be done individually by each Dragon Medical One Desktop Application user; batch registration is not possible.

- During registration, the user specifies their Nuance Healthcare ID user name (a personal email address) and password; these are needed to activate it.

- After registration, the user activates the Nuance Healthcare ID separately for each app to speech-enable that app.

- The *My Nuance Healthcare ID* website lists all available mobile apps where users can activate their Dragon Medical speech recognition profile and access speech-enabled products.

- There is no additional cost for Dragon Medical in the mobile apps listed on the *My Nuance Healthcare ID* website but you must have an app installed on your mobile device, and have a license/rights to access it, before you activate your Nuance Healthcare ID.

Activating the Nuance Healthcare ID for an app

Once a user has registered for their Nuance Healthcare ID, they can access the *My Nuance Healthcare ID* website via Dragon Medical One Desktop Application or via a web browser.

Procedure for the end user

Via Dragon Medical One Desktop Application

1. On your desktop/laptop, start Dragon Medical One Desktop Application.

2. On the DragonBar menu, select **Nuance Healthcare ID**; the *My Nuance Healthcare ID* website opens.

3. Browse for the available mobile apps.

4. For the app you want, click **Activate NHID**; you will receive an activation link via email.

5. On your mobile device, make sure the app is installed.

6. On your mobile device, open the email you received and click the activation link; Dragon Medical is activated for this app.

Via web browser on your mobile device

1. Open your web browser and go to healthcareid.nuance.com.

2. Log on using your Nuance Healthcare ID user name and password.

3. Browse for the available mobile apps.

4. On your mobile device, make sure the app is installed.

5. On the *My Nuance Healthcare ID* website, select the app and tap **Activate NHID**; Dragon Medical is activated for this app.

Via web browser on your desktop/laptop

1. Open your web browser and go to healthcareid.nuance.com.

2. Log on using your Nuance Healthcare ID user name and password.

3. Browse for the available mobile apps.

4. For the app you want, click **Activate NHID**; you will receive an activation link via email.

5. On your mobile device, make sure the app is installed.

6. On your mobile device, open the email you received and click the activation link; Dragon Medical is activated for this app.

Remarks

- When users access the *My Nuance Healthcare ID* website via Dragon Medical One Desktop Application they do not need to log on.

- When users access the *My Nuance Healthcare ID* website via healthcareid.nuance.com, they must log on with their Nuance Healthcare ID user name and password.

Dragon Medical Connect

Dragon Medical Connect is a powerful feature that allows all speech-enabled, cloud-based applications - (Nuance-branded and third-party partner applications) - to share a single cloud-based user profile. The single-profile architecture means that any changes a user makes to custom words, auto-texts or commands are immediately available, to that user, in any application, on any device - anytime and anywhere. From a user's perspective, this feature provides a consistently superior experience when using Dragon Medical One Desktop Application, Dragon Medical Network Edition or any one of the speech-enabled, third-party applications that leverage Nuance's cloud-based platform.

Dragon Medical Connect is built into all Nuance and partner cloud-enabled products and does not require additional licensing or configuration. However, given the breadth and depth of the Nuance partner ecosystem, it is important to understand how this feature works in the context of the applications you use.

Dragon Medical One Desktop Application

When using Dragon Medical One the following profile sharing features and functions are available:

- Dragon Medical One: Users can add their own custom words, auto-texts and commands via the application menu. Words and auto-texts are shared with any other cloud connected product including third-party applications. Step-by-step commands are proprietary to and can only be shared with the Nuance products Dragon Medical One and Dragon Medical Network Edition.

- Dragon Medical Network Edition (with Nuance-hosted Nuance Management Server): Users can add their own custom words, auto-texts and commands via Dragon command and vocabulary editors. Words and auto-texts are shared with any other cloud-connected products including third-party applications. Step-by-step commands are proprietary to and can only be shared with the Nuance products Dragon Medical One and Dragon Medical Network Edition.

- Third-party applications: Users can add their own custom words and auto-texts via the Nuance personalization and help window. To create auto-texts in mobile applications the user must have a Dragon Medical One license. Words and auto-texts are shared with any cloud-connected product including other third-party applications.

- Nuance Management Center (NMC): Administrators can add words or auto-texts at the site, group or user level. Words and auto-texts defined in NMC are shared with any cloud-connected product, including third-party applications.

Dragon Medical Network Edition

Nuance-hosted Nuance Management Server

If your facility is using Dragon Medical Network Edition with a Nuance-hosted NMS, and Dragon Medical One is not yet licensed, the following profile sharing features and functions are available:

- Dragon Medical Network Edition: Users can add their own custom words, auto-texts and commands via Dragon command and vocabulary editors. Words and auto-texts are shared with other cloud-connected products including third-party applications. Step-by-step commands are proprietary to and can only be shared with the Nuance products Dragon Medical One and Dragon Medical Network Edition.

- Third-party applications: Users can add their own custom words and auto-texts via the Nuance personalization and help window. To create auto-texts in mobile applications the user must have a Dragon Medical One license. Words and auto-texts are shared with any cloud-connected product including other third-party applications.

- Nuance Management Center (NMC): Administrators can add words or auto-texts at the site, group or user level. Words and auto-texts defined in NMC are shared with any cloud-connected product include third-party applications.

On-premise Nuance Management Server

All cloud enabled offerings, including third-party applications, use a Nuance-hosted instance of NMS for a transparent single profile experience. If you are using Dragon Medical Network Edition but have not yet migrated your NMS instance to the Nuance cloud, your profile sharing options are limited. The only option available is to periodically export custom words and auto-texts from your on-premise NMS instance and import them into the Nuance-hosted NMS instance. Be aware that this approach is labor intensive and does not deliver a true single user profile experience.

You are strongly encouraged to migrate your on-premise NMS instance to the Nuance cloud or consider moving to Dragon Medical One.

Third-party applications only

If you are using one or more cloud-enabled third-party applications, but not a Nuance solution, you can still benefit from a single user profile.

- Third-party applications: Users can add their own custom words and auto-texts via the Nuance personalization and help window. To create auto-texts in mobile applications the user must have a Dragon Medical One license. Words and auto-texts are shared with any cloud-connected product including other third-party applications.

- NMC: Administrators can add words or auto-texts at the site, group or user level. Words and auto-texts defined in NMC are shared with any cloud-connected product.

Coherence mode

Dragon Medical One Desktop Application is designed to work in a virtualized environment; which significantly lowers administration overhead for installation and maintenance. Additionally, virtual deployments increase the availability of the application as users can access Dragon Medical One from any secure end point (office, clinic or home).

Dragon Medical One can also be installed locally on a Windows desktop using either an XCOPY installer or a traditional MSI. This is necessary when users need to record into locally installed applications such as Microsoft Word, Microsoft Outlook or an EMR that is deployed as a "fat" client.

Occasionally, users want to work both locally and virtually. They use a published version of Dragon Medical One to record into a published EMR and a local version of Dragon Medical One to dictate into local applications.

This chapter describes how to set up this workflow.

> **Note:** Coherence mode is only supported in Citrix virtualization environments.

Scenario

The user wants to record into the primary virtual EMR application and into applications that are published locally.

Prerequisites

- The primary EMR is hosted as a virtual application or published as a virtual application.

- Dragon Medical One is published in the same way as the primary EMR (as a virtual application or as part of the virtual desktop image).

- The end point used to access the virtual applications is a desktop machine running a supported Microsoft Windows operating system (for information on supported operating systems, see: Software and hardware requirements).

Procedure

1. Install Dragon Medical One on the server.

2. Install the technology-specific custom audio and microphone channels on the server.

3. Install the corresponding technology-specific custom audio and microphone channels on all client end points.

4. Install Dragon Medical One on the local workstation, using either the XCOPY or MSI installation package.

Remarks

- We do not recommend using the ClickOnce package; it could result in the local installation being newer than the virtual instance. Using the XCOPY or MSI installation method enables you to keep both versions of the application synchronized.

- Local installations do not use the custom audio or microphone drivers, therefore there is no conflict.

Results

Dragon Medical Connect ensures users have an identical speech experience, regardless of whether they are using the local application or the published instance. All the auto-texts, commands, custom words and application configuration parameters will be consistent across both instances.

> **Note:** For performance reasons, each instance of Dragon Medical One maintains a cache of auto-texts, custom words and commands. If a user adds a word, auto-text or command in one instance, it will be available in the second instance when that cache is refreshed (by closing and running that instance).

When a user only has one instance of Dragon Medical One running at a particular moment, a local instance or a virtual instance, but not both at the same time, there are no usability concerns.

Running both instances

If a user is running both the local and published instances concurrently and wants to dictate into local and published applications, consider the following good practice:

- To visually differentiate the local and virtual instances of Dragon Medical One, we recommend setting a different color theme for each instance.

- To switch the audio and device button focus between instances, users must click the 🎤 icon on the corresponding DragonBar. Once an instance has the audio focus, users can continue to use their hardware microphone to control the application as normal.

> **Note:** When using Nuance PowerMic II or PowerMic III as an input device, users can automatically switch the audio and device button focus from a local instance to a published one by placing the cursor in the corresponding local or published application.

PowerMic Mobile

When using PowerMic Mobile as an input device, users need to switch audio focus by pairing the mobile app with their preferred instance of Dragon Medical One.

We recommend enabling the following PowerMic Mobile features:

- **Targets**: The user can browse a list of available targets and switch the pairing from one instance to another without exiting the mobile app or logging out of Dragon Medical One.

- **Favorites**: The user can save a personal list of pairing targets that they use regularly.

> **Note:** These features are disabled by default in PowerMic Mobile; contact Nuance support if you would like these features enabled.

Using Dragon Medical One with Mac

Dragon Medical One Desktop Application is a native Windows application; it cannot be installed and used directly on a macOS-based computer. Dragon Medical One can be configured for use with macOS.

Accessing Dragon Medical One as a published virtual application

Dragon Medical One can be published as a server-based virtual application using virtualization technology such as Citrix XenApp. A macOS-based computer can be used as an end point to access the published virtual instance of Dragon Medical One. A virtualization client such as Citrix Receiver must be installed on the macOS-based computer to view and interact with Dragon Medical One and other published applications.

Audio input devices

- Supported: PowerMic Mobile. For more information, see the documentation delivered with the product.

- Not supported: Nuance PowerMic II, Nuance PowerMic III and third-party microphones and headsets.

Running Windows on macOS

A user can run a full instance of a Windows operating system on a macOS-based computer via virtual machine solutions such as Parallels Desktops for Mac or VMware Fusion. These solutions allow using Windows and macOS applications side-by-side.

Dragon Medical One must be installed on a Windows virtual machine. This configuration is identical to Dragon Medical One installed on a native Windows machine and provides full functionality with the following conditions:

- Dictation at the cursor is not supported in native macOS applications. To fully support this functionality, Dragon Medical One requires a deep integration with target applications; this level of integration is not possible with native macOS applications. Dictating into the Dictation Box and then transferring text in target macOS applications might be possible; however, this configuration is not officially supported by Nuance.

- Hardware microphone "pass-through" must be supported by the virtualization solution. This allows the hardware device to be recognized by the Windows operating system and made available to Dragon Medical One.

- Nuance will officially test and support PowerMic II and PowerMic III hardware microphones. For issues specific to third-party microphones, contact the device vendor.

- PowerMic Mobile is fully supported. For more information, see the documentation delivered with the product.

Running Windows in native mode on Mac hardware

A user can run a Windows operating system on a macOS-based computer via Boot Camp. Boot Camp eliminates the virtual machine layer introduced by virtual machine solutions such as Parallels. If a user is running Windows in native mode on a macOS-based computer, there are no additional requirements or restrictions in using PowerMic Mobile with this configuration.

Supported languages

The speech recognition language is the language the user records in and that Dragon Medical One recognizes. Currently only English (IETF language tag: en-US) is supported.

The user interface language is the language in which Dragon Medical One displays menus, help files, error messages and dialog boxes. Currently only English (IETF language tag: en-US) is supported.

Troubleshooting

- A client cache error is displayed after installing the ClickOnce package, and the application won't run.

  Delete the ClickOnce application cache in the user's **AppData** directory (Windows 7: "C:\Users\<user name>\AppData\Local\Apps\2.0").

- After Dragon Medical One has been deployed via XCOPY deployment, the application does not start and an exception is thrown: "System.Configuration.ConfigurationErrorsException: Insufficient permissions for setting the configuration section 'defaultProxy'. ---> System.Security.SecurityException: Request for the permission of type 'System.Net.WebPermission, System, Version=4.0.0.0, Culture=neutral, PublicKeyToken=b77a5c561934e089' failed."

  Depending on your Group Policy security settings, Microsoft Windows marks downloaded files as unsafe. This prevents .NET from executing properly, which causes the exception.
  Unblock the downloaded ZIP file before you extract it; for more information, see: XCOPY deployment.

- Dragon Medical One crashes when the application is started.

  Check the configuration file and the log file for configuration-related issues.
  Make sure that your system conforms to the software and hardware requirements.
  Make sure you followed all steps required to set up a working system.

- An error occurs when Dragon Medical One is started: **An error has occurred, it is not possible to use the application. Please contact your administrator. The specified server URL cannot be reached, check your network connection.**

  Check the network connection to Dragon Medical Server.

- The automatic gain control (AGC) of the recording device or the device driver/sound card driver interferes with the automatic audio adjustment feature of Dragon Medical One.

  Disable the interfering AGC.

- An error occurs when the user starts recording: **Speech recognition is temporarily not available in this application because there are no licenses available.**

  If auto-provisioning of users is not enabled for your organization in NMC, make sure that the user exists in NMC and the user name is spelled correctly (user names are case sensitive), and that the user's token credentials (**User Account Details** dialog box, **Credentials** tab, **Token** tab) are the same as the user name or empty.
  In NMC, check if your organization has run out of licenses. For more information, see Licensing.

- Dragon Medical One inserts text in the wrong place in a Microsoft Word document.

  This might be caused by a version incompatibility. Make sure you use a Microsoft Word version officially supported by Dragon Medical One. For more information, see: Software and hardware requirements.

- The text cursor and/or elements of the document flicker when the user dictates in a Microsoft Word 2013 document.

  Follow the instructions in the Microsoft Knowledge Base article: https://support.microsoft.com/en-us/kb/2768648.

- The user changed their settings in the **Options** dialog box, but the changes are not saved.

  Make sure that Dragon Medical One can communicate with the Nuance Management Server; for information on the ports Dragon Medical One requires access to, see: Setting up a working system.

- An error occurs when Dragon Medical One is started: **No supported audio device is available. To start Dragon, connect a device and click Refresh.**

  Connect a microphone the end user is allowed to use, and click **Refresh**.

  In a virtual desktop/application environment, make sure the connected microphone is set as the default device in Microsoft Windows on the end point.

  In a virtual desktop/application environment, make sure the Nuance custom audio channel has been deployed on the client end point and on the virtual server hosting the application.

- Dragon Medical One shuts down unexpectedly; no error message is displayed.

  Collect the crash dump (location: %APPDATA%\Nuance\SoD\) and send it, along with an error report if possible, to Nuance Technical Support for analysis.

- The ClickOnce deployment of Dragon Medical One does not update automatically when pinned to and launched from the task bar.

  Launch the ClickOnce Dragon Medical One application from the Windows **Start** menu.

  Make sure you do not start the ClickOnce Dragon Medical One application by running SoD.exe.

- A message is displayed when the user opens the personalization and help window: **The help needs to be refreshed. Please close and open it again.**

  In the **Internet Options**, make sure that cookies are enabled for the corresponding users/machines. If your organization works in virtualized environments, this setting must be applied to the virtual server.

- The user cannot dictate at the cursor in applications based on Windows Presentation Foundation (WPF) TextBox class text controls.

  Make sure to enable WPF support from the command line. For more information, see: Enabling and disabling WPF support from the command line.

- The user cannot switch the speech focus between applications running at the same time in a Citrix environment.

  Launch the FarmTWIHelper - Seamless Configuration Helper Tool on the Citrix server where the issue occurs and make sure to deselect all the settings (do not change the **Disable Active Accessibility Hook (0x4)** setting). Restart the server before starting Dragon Medical One. For more information on how to use the helper tool, see https://support.citrix.com/article/CTX115146