



Product: PowerScribe® 360 Reporting
Version: 1.x through 4.x
Subject: Installation Accounts and Passwords

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In order to meet most clients' security requirements, create two (2) separate Windows accounts for software installation: a Network and Server Access account, and an Application Services account.

Nuance recommends that you create both of these accounts as Domain accounts. Local accounts can be used if necessary, but they must be exactly the same on each server.

Password Recommendations
<ul style="list-style-type: none">• Password Length: 16 characters• Include Symbols: (e.g. @#\$%)• Include Numbers: (e.g. 123456)• Include Lowercase Characters: (e.g. abcdefgh)• Include Uppercase Characters: (e.g. ABCDEFGH)• Exclude Similar Characters: (e.g. i, l, 1, L, o, 0, O)• Exclude Ambiguous Characters: ({ } [] () / \ ' " ` ~ , ; : . < >)
Windows Account for Network and Server Access
<ul style="list-style-type: none">• Ask the client to create a Windows Domain account consistent with their organization's policies and practices, (e.g. NuWinLan). If the site has an existing account named Nuance or another previously used name, the client should rename it to something consistent with their organization's policies and practices.• Nuance recommends that the account be set so that the password never expires.• Put the account in each PS360 Server's Local Administrators Group.• Remove any accounts that were created or used in prior versions (Nuance, Dictaphone, Pscribe, PowerScribe, etc.).
Windows Account for Application Services (Distributed Management Framework: Agency/RadBridge/SQL Server, and so on)
<ul style="list-style-type: none">• Ask the client to create a Windows Domain account consistent with their organization's policies and practices (e.g. Nu360Support). If the site has an existing account named Nuance or another previously used name, the client should rename it to something consistent with their organizations policies and practices.• Nuance recommends that the account be set so that the password never expires.• Put the account in each PS360 Server's Local Administrators Group.• Remove any accounts that were created or used in prior versions (Nuance, Dictaphone, Pscribe, PowerScribe, etc.).
MSSQL SA Account
<ul style="list-style-type: none">• The SQL SA account is only needed when installing or upgrading a system. Nuance does not need to know the account password, but it is advisable that we do.• The site should provide the password to the installing engineer.• Once the installation or upgrade is complete, the site can change the SA password.• Support engineers will use the Services account to access SQL management tools.