Product:	PowerScribe® 360	Reporting	**Doc. Num:** P36A034g
Version:	All versions		**Date:** 27 May 2015
Subject:	System Health Checks and Customer Support		

Overview

Nuance provides the *PowerScribe 360 | Reporting* System Health Check information to its customers for record keeping and troubleshooting purposes. Customers are responsible for performing the items listed and are strongly recommended to use this tool to keep their systems up to date on a daily and monthly basis. To begin, the first section of this document contains customer support information.

Customer Support

Microphone Replacement

For Microphone/Foot Pedal replacement, call 800-339-7683. You must have your microphone serial number and Customer account number on hand when you call.

iSupport Documentation and Assistance

iSupport is an Internet-based support site where you can search Nuance's dynamic knowledge base for answers to your questions, access the library of operational manuals and quick reference guides, view the latest product enhancements and fixes, and submit online requests for service.

In order to use the full feature of iSupport and/or contact Technical Support, you must be a registered iSupport User. Complete instructions for registering can be found by going to the following link:

https://isupportcontent.nuance.com/healthcare/documents/info/Getting-Started-With-iSupport-PowerScribe.pdf

This link opens a document which provides step-by-step instructions on how to register, configure, and use iSupport. It also includes a link to access an online recorded training session which demonstrates every learning objective included in the document. You may have to paste the link in your IE to access this document.

For help with iSupport, send an email to isupport.admin@nuance.com.

Note: You must be a registered iSupport User to access the iSupport Knowledge Base Solution and documentation references in this manual.

eTIPS

Nuance also has Customer Support in the form of eTIPS Newsletters. The link for the eTIPS registration, where you can sign up for Newsletters, is:

https://isupportcontent.nuance.com/healthcare/etips/eTIPsRegistration/eTIPSsubscriptionSignup.html

In addition, refer to solution #**14415** in iSupport to search for and view archived eTIPS.

Technical Support Center

PowerScribe 360 | Reporting customers who have an active maintenance contract with Nuance are serviced by a dedicated Healthcare Support team available 24x7x365.

This organization can offer assistance via remote on-line connectivity to your systems. It is available toll-free at 800-833-7776 via our **Say Anything** menu. Say **"PowerScribe 360 Support"** at the prompt. Alternately, you can save the call and access the Technical Support Center through Nuance's iSupport, Internet-based website at https://isupport.nuance.com.

Nuance provides remote Technical Services in order to service customers in the most efficient and timely manner possible. Nuance's preferred method is a **direct site-to-site tunnel** which will provide the highest level of responsiveness to issues. Alternate methods include:

- CISCO VPN with PC Anywhere (IP) or Microsoft Remote Desktop

  *Note: Remote Desktop Protocol (RDP) is supported only when using the /**Admin** or /**console** commands to attach to the servers, specifically the Interface Server.*

- SSL VPNs that do not require any client side software to access a Customer network (i.e., the Citrix Web Connections VPN)
- Juniper Network Secure application Manager (Web VPN)
- DTS (Desktop Streaming) through the Nuance Web site
- CheckPoint SecuRemote

Remote Support Requirements

- Customer firewalls cannot block Nuance's access to the machine. Nuance will need to be granted access through the firewall to the servers requiring support.
- The machine's Internet address must be static.
- You must have bandwidth equivalent or greater than a single channel ISDN connection.
- Nuance must test and approve your remote support configuration.

SSL Certificates

SSL Certificates are the responsibility of the Customer to obtain and install. Only SSL Certificates from valid vendors (e.g., Veritas, GoDaddy, Symantec, etc.) are supported.

Self-signed certificates are supported and will function properly with *PowerScribe 360 | Reporting* software. However, it is the customer's responsibility to manage these certificates and install them on the client workstations and servers.

Daily Health Check

Client Workstation Reboot

Reboot all client workstations on a daily basis. This is a recommendation by Nuance and Microsoft due to the large amount of memory reads and writes that the applications and PACS systems perform. Rebooting allows the operating system and applications to run optimally for best performance.

Application/SQL Server

Verify Database Backups Completed

On a daily basis, make sure that the database and transaction log backups are being performed by checking the backup dates.

To verify the database backups:

1. Connect to the SQL server, launch SQL Server Management Studio and connect to your local server.
2. In the **Object Explorer** panel to the left, expand your server, expand SQL Agent, and expand **Jobs**.
3. Find the jobs labeled **Comm4Backup.Hourly Transaction Log Backup** and **Comm4Backup.Full Backup**.
4. Right click and select **View History** on each.
5. Confirm that there are no error messages under either.

Verify Folder Backups Completed

On a daily basis, back the directories listed below from the Nuance directory. Nuance recommends that backups occur immediately after the database backups have completed.

• X:\Nuance\Database Backups
• X:\Nuance\BridgeLogs (HL7 History)
• X:\Nuance\DragonUsers (Required)
• X:\Nuance\Wave (Audit History)

Verify Services Running

To verify that the Services are running, select **Start > Settings > Control Panel > Administrative Tools > Services**. (The path may differ slightly, depending on the operating system.)

Verify that the following services are running:

- SQL Server
- SQL Server Agent
- World Wide Web
- Nuance RadBridge

SUS Server

Go to **Start > Settings > Control Panel > Administrative Tools > Services**. (The path may differ slightly, depending on the operating system.)

Verify that the following services are running:

- SQL Service
- SPARK Host Manager Service
- SPARK Speech Node Manager
- SPEECH Utility Server
- SPARK Core Services

Interface Server

Verify that the following services are running:

- PX2008
- Accelarad Gateway (if using PowerShare)

Hot Spare

Verify that the following services are running:

- SQL Server
- SQL Server Agent
- World Wide Web
- Nuance RadBridge (This service needs to be disabled unless making the hot spare system the active system.)
- PX2008 (This is typically on a separate interface server and should be disabled unless making the hot spare system the active system.)

Verify the Scheduled Tasks

Check the Robocopy job:

1. Click **Control Panel > Administrative Tools > Task Scheduler**.
2. Verify that the **Data Move** task exists, that the task status is **Enabled**, and that the task has been running successfully.
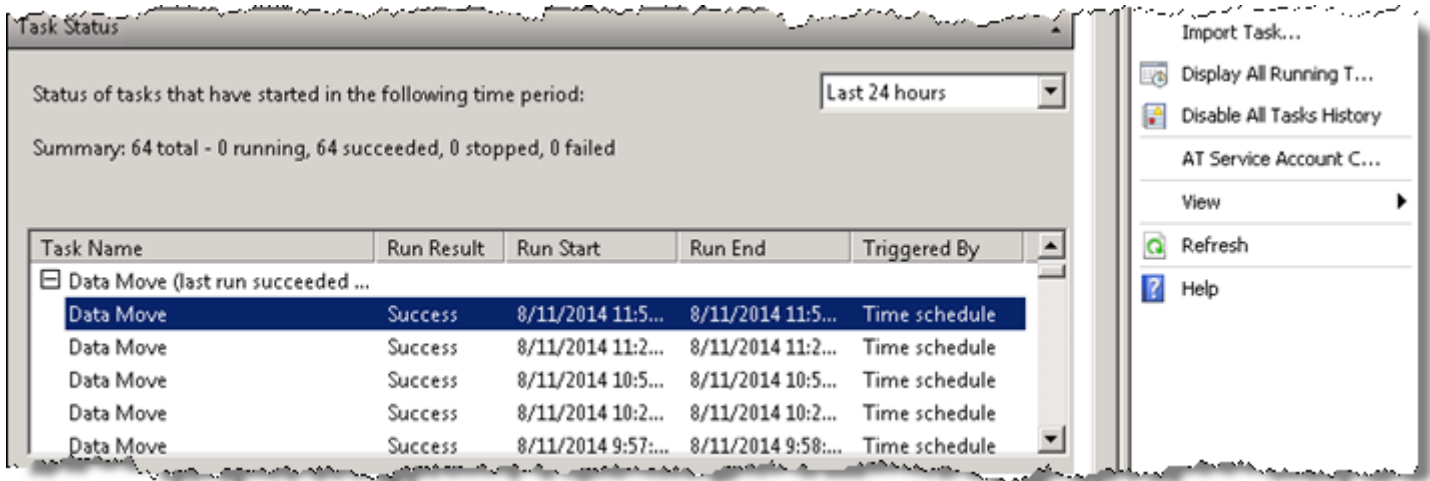
Verify SQL Mirroring

You should verify that the mirror you created is functioning and the mirroring data exists.

To verify SQL mirroring:

1. Remote Desktop to the Mirror Server and open SQL Server Management Studio.
2. Right-click **Comm4** and select **Tasks**, then select **Launch Database Mirroring Monitor**. The Database Mirroring Monitor dialogs opens.
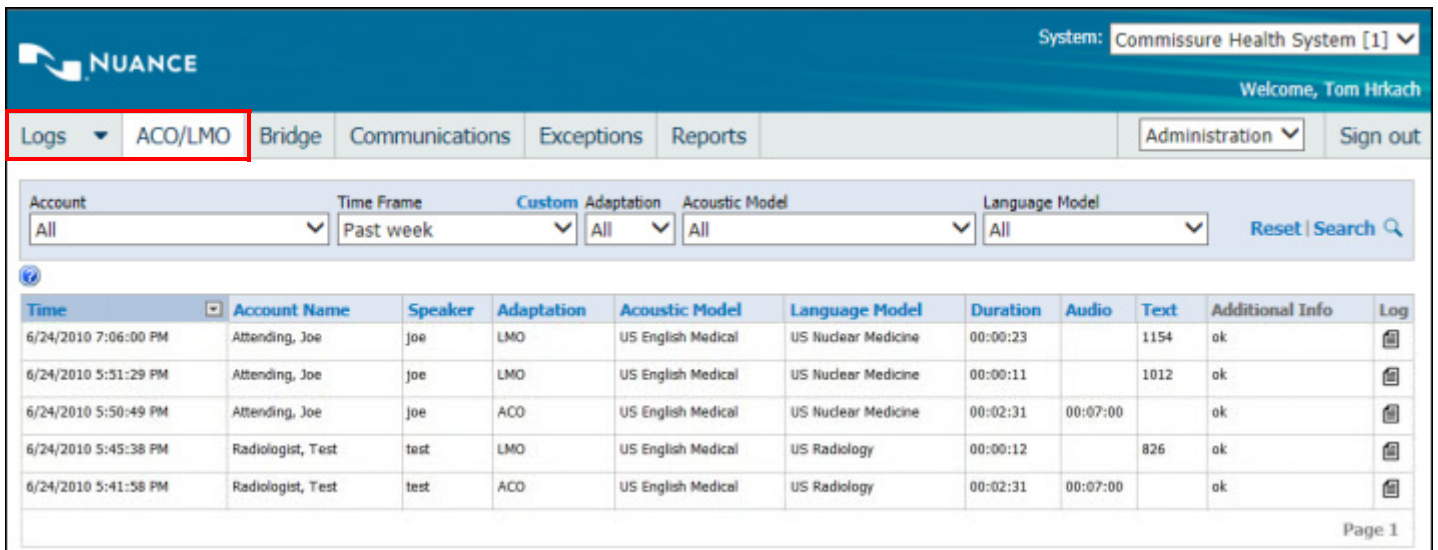3. Verify that the **Mirroring State** of both the Principal and Mirror servers is **Synchronized**.
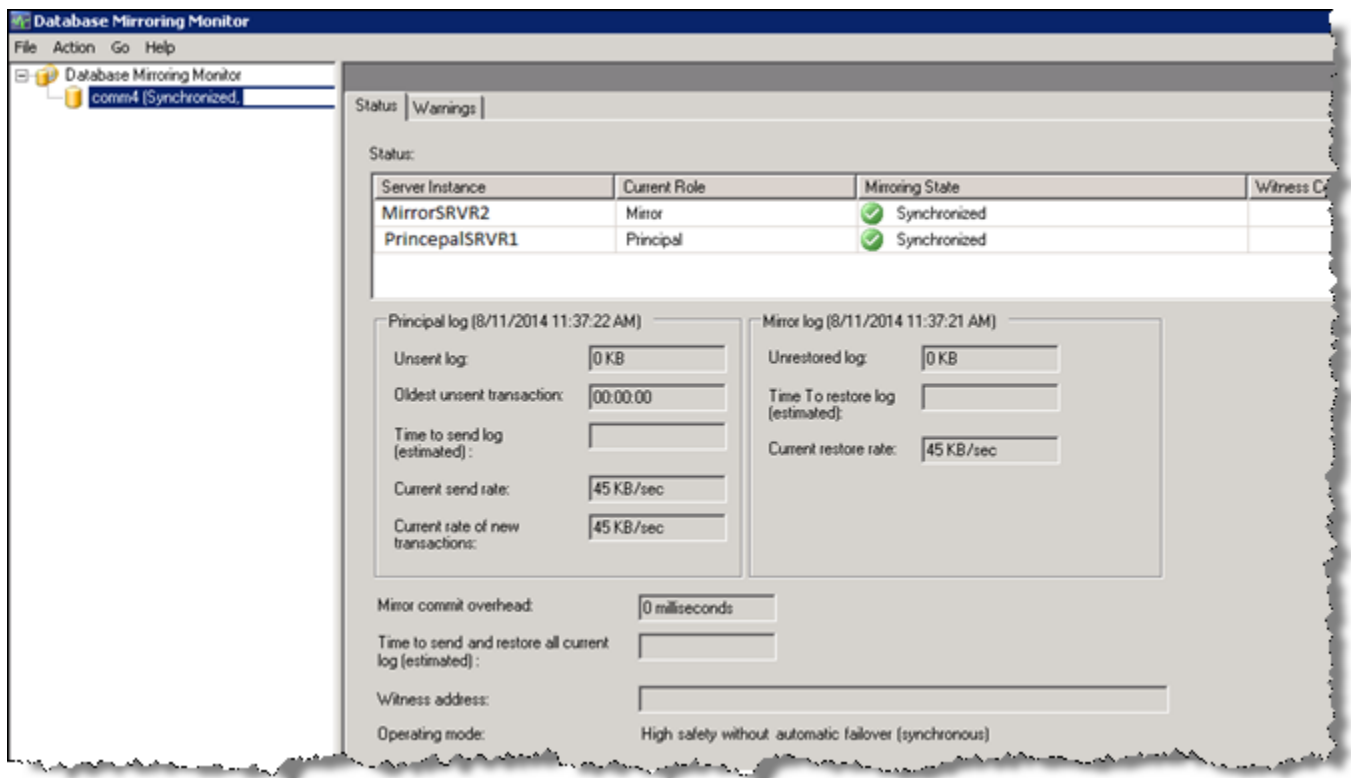
Check ACO/LMO

Use the steps below to check the ACO/LMO:

1. Login to the *PowerScribe 360 | Reporting* Administrator Portal.
2. Click the **Logs** group and select the **ACO/LMO** tab.
3. If you do not see any jobs in a successful state during last two weeks, open a Support ticket.
4. If you do see that some jobs succeeded in this interval, you can continue to use the methods provided to in your Admin training to check the periodic ACO/LMO activity.

   The following illustration provides an example of ACO/LMO activity.

Check Server Drive Space

Check the drive space for all servers in the system on a monthly basis and make sure that there is ample free space according to the specifications below.

Application/SQL Server

- Operating System Drive (C): 10 GB free space minimum
- Data Drive (D or E): 20 GB free space minimum

SUS Server

- Operating System Drive (C): 10 GB free space minimum
- Data Drive (D or E): 20 GB free space minimum

Monthly Update/Reboot

Microsoft Updates

Sites should apply Microsoft updates to their servers (web server, SQL server, interface server, and so on) and the client workstations on a regular basis.

To determine if a new Microsoft service pack/patch/hotfix is not recommended, please refer to Nuance iSupport Solution **14686** and view *PowerScribe 360 | Reporting Support for Third-Party Software Updates*.

Note: Make sure you reboot each server and workstation after you complete the updates.

Rebooting Your Production System

Monthly reboots are recommended by both Nuance and Microsoft due to the large number of memory reads and writes that the systems perform. Rebooting allows the operating system and applications to run optimally for best performance.

Note: It is the customer's/site personnel's responsibility to schedule and reboot the servers at each site. Remote Nuance support cannot perform monthly reboots, but Nuance support is available in case an issue arises.

Reboot the servers each month using the following steps:

1. Log all users off of the system.
2. Stop the following service on the **Interface Server** (HL7 server), if used:
   - PX2008
3. Stop following service on the **SUS Speech Node Server**(s):
   - SPARK speech node manager
4. Stop following services on the **SUS Server**(s):
   - SPARK core services
   - SPARK host manager service
   - SPARK speech node manager
   - Speech utility server
5. Stop the following services on the **Application (Web) Server**:
   - Nuance RadBridge
   - IIS Admin Service
6. Stop the following services on the **MSSQL Server**:
   - SQL Server

7. Reboot the **MSSQL Server** (if separate from the Application server).

8. Reboot the **Application (Web) Server**.

9. Reboot the **Interface Server** (HL7 server), if used.

10. Reboot the **SUS Server(s)**.

11. Reboot the **SUS Speech Node Server(s)**.

12. Select **Start > Settings > Control Panel > Administrative Tools > Services** (the path may differ slightly, depending on the operating system) and verify that the following services are running on each of the servers:

- On the Application/SQL Server:
    - SQL Server
    - SQL Server Agent
    - World Wide Web
    - Nuance RadBridge

- On the SUS Server:
    - SQL Service
    - SPARK Host Manager Service
    - SPARK Speech Node Manager
    - SPEECH Utility Server
    - SPARK Core Services

- On the Interface Server:
    - PX2008
    - Accelarad Gateway (if using PowerShare)

- On the Hot Spare Server (if you have a hot spare):
    - SQL Server
    - SQL Server Agent
    - World Wide Web
    - Nuance RadBridge (This service needs to be disabled unless making the hot spare system the active system.)
    - PX2008 (This is typically on a separate interface server and should be disabled unless making the hot spare system the active system.)

13. Have a user log in and verify that the system is operating as expected.

14. **If you have a hot spare and will *not* be restarting it**, verify that the database mirroring is operational:

    a. Log into the production SQL server and open SQL Server Management Studio.

    b. Right-click **Comm4** and select **Tasks**, then select **Launch Database Mirroring Monitor**.

The Database Mirroring Monitor dialogs opens.

c. Verify that the **Mirroring State** of both the Principal and Mirror servers is **Synchronized**.
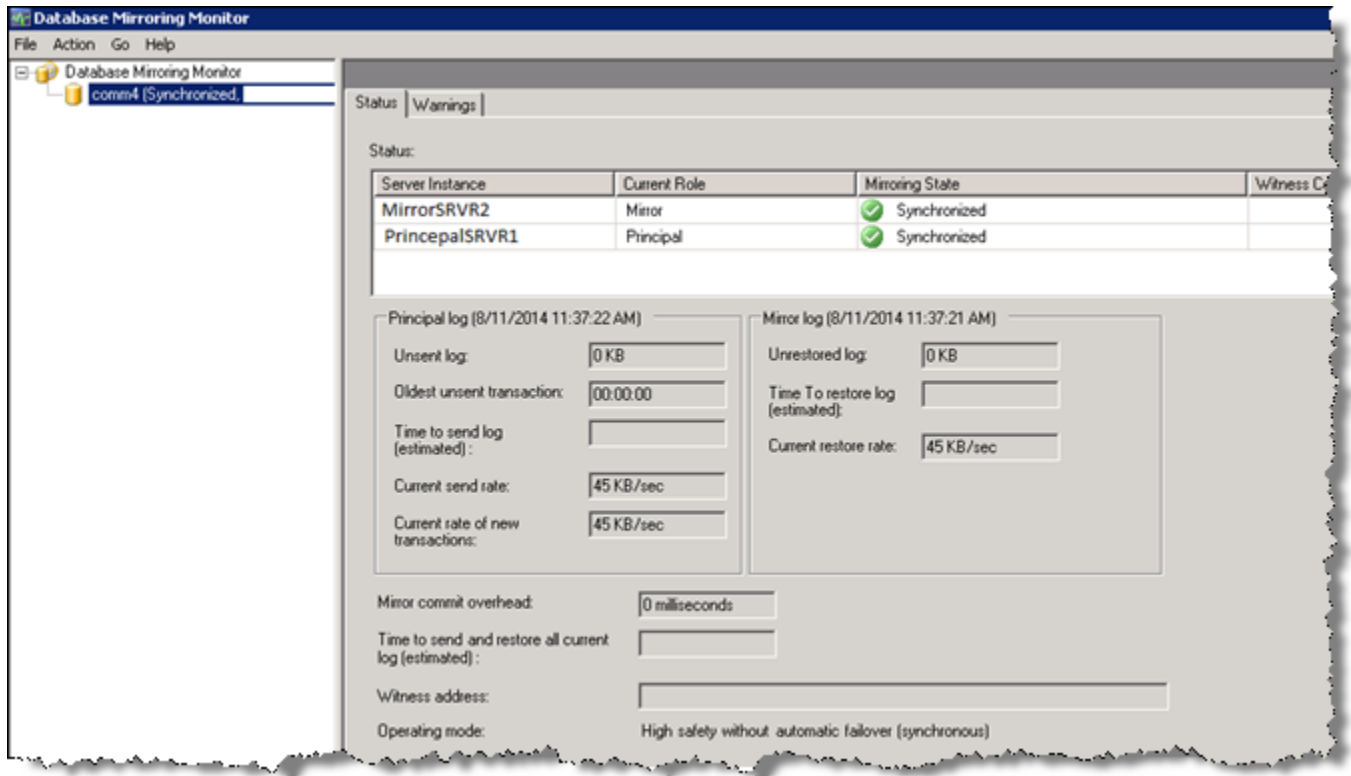
d. The **Status** panel should display the status of the database mirroring session. It should show either **Synchronizing** or **Synchronized**.

- **Synchronizing**: The contents of the mirror database are lagging behind the contents of the principal data-base. The principal server instance is sending log records to the mirror server instance, which is applying the changes to the mirror database to roll it forward.

- **Synchronized**: The mirror database contains the same data as the principal database. Manual and automatic failover are possible only in the synchronized state.

Rebooting Your Hot Spare (If You Have a Hot Spare)

1. Reboot the production system as indicated above.

2. Once the production system is back up and operating, follow the same process for the hot spare solution.

3. Select **Start > Settings > Control Panel > Administrative Tools > Services** (the path may differ slightly, depending on the operating system) and verify that the following services are running on each of the Hot Spare servers:

   - On the Application/SQL Server:
     - SQL Server
     - SQL Server Agent
     - World Wide Web
     - Nuance RadBridge
   - On the SUS Server:
     - All services should be disabled and stopped
   - On the Interface Server:
     - All services should be disabled and stopped

4. Once the hot spare system has been rebooted, your DBA should log into the ***production*** SQL server to verify the mirror status.

   To view the status of a database mirroring session:

   a. Log into the SQL management Studio (on the production SQL Server).

   b. After connecting to the principal server instance, in Object Explorer, click the server name to expand the server tree.

   c. Expand Databases, and select the COMM4 database.

d. Right-click the database, select **Tasks**, and then click **Mirror**. This opens the **Mirroring Monitor** page of the Database Properties dialog box.
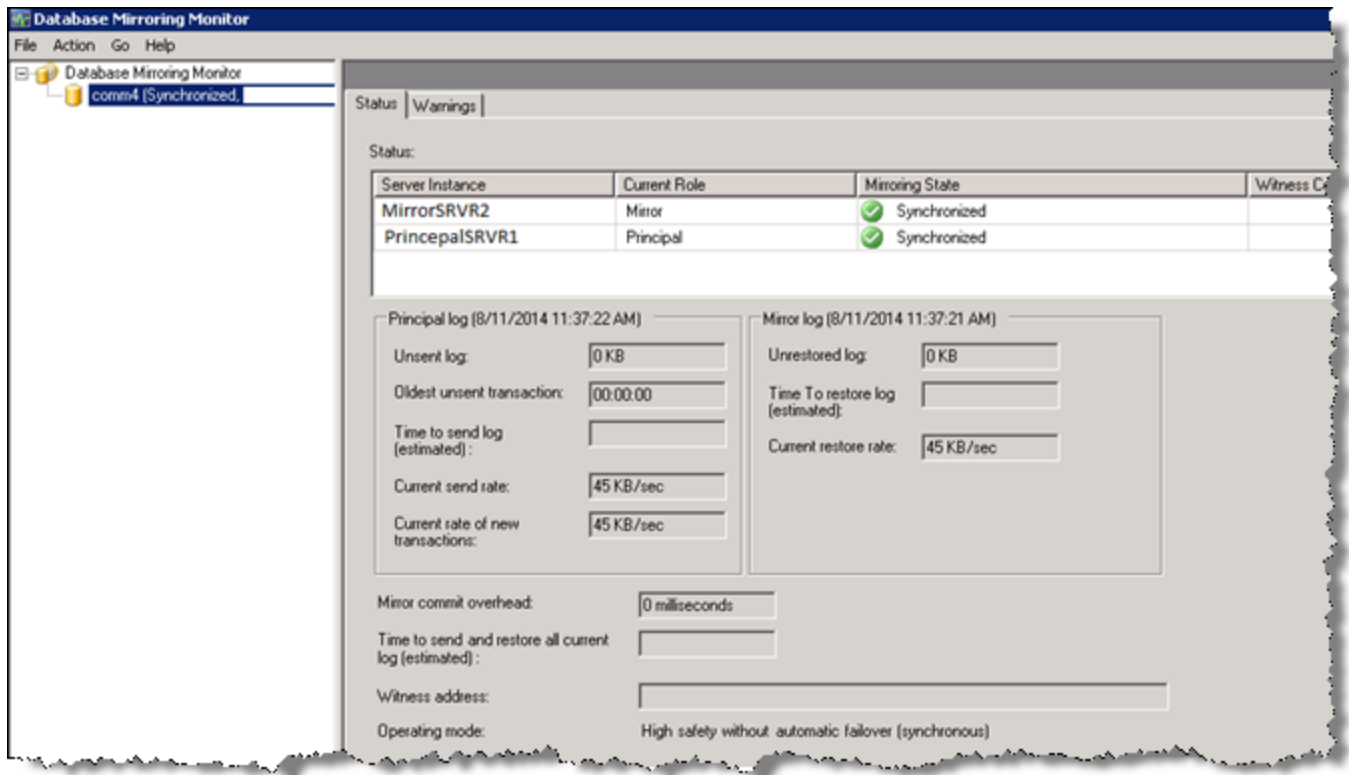
e. The **Status** panel should display the status of the database mirroring session. It should show either **Synchronizing** or **Synchronized**.

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– **Synchronized**: The mirror database contains the same data as the principal database. Manual and automatic failover are possible only in the synchronized state.

5. Check the Robocopy job:

    a. Click **Control Panel > Administrative Tools > Task Scheduler**.

    b. Verify that the **Data Move** task exists, that the task status is **Enabled**, and that the task has been running successfully.

Task Status						Import Task...
						Display All Running T...
Status of tasks that have started in the following time period:			Last 24 hours	▼		Disable All Tasks History
						AT Service Account C...
Summary: 64 total - 0 running, 64 succeeded, 0 stopped, 0 failed						View ▶
						Refresh
Task Name	Run Result	Run Start	Run End	Triggered By	▲	Help
⊟ Data Move (last run succeeded ...						
Data Move	Success	8/11/2014 11:5...	8/11/2014 11:5...	Time schedule		
Data Move	Success	8/11/2014 11:2...	8/11/2014 11:2...	Time schedule		
Data Move	Success	8/11/2014 10:5...	8/11/2014 10:5...	Time schedule		
Data Move	Success	8/11/2014 10:2...	8/11/2014 10:2...	Time schedule		
Data Move	Success	8/11/2014 9:57:...	8/11/2014 9:58:...	Time schedule	▼	