



# ***PowerScribe<sup>®</sup> 360 Critical Results Bridge***

## ***Installation Manual***



The latest version of this manual is available on the Nuance Healthcare Community.



PN 889648

Printed in U. S. A.

October 1, 2018

### **Trademarks**

Nuance®, the Nuance logo, Dictaphone®, Dragon® NaturallySpeaking®, PowerScribe®, RadPort™, and RadWhere™ are trademarks or registered trademarks of Nuance Communications, Inc. or its affiliates in the United States and/or other countries. All other trademarks referenced herein are trademarks or registered trademarks of their respective owners.

### **Copyright Notice**

This manual is copyrighted and all rights are reserved by Nuance Communications, Inc. No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language or computer language, in any form or by any means, electronic, mechanical, magnetic, optical, chemical, manual, or otherwise, without the prior written permission of Dictaphone Healthcare Solutions, Nuance Communications, Inc., 1 Wayside Rd., Burlington, MA 01803.

Copyright © 2018 Nuance Communications, Inc. All rights reserved.

### **Disclaimer**

This document is provided "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. Nuance shall not under any circumstances be liable to any person for any special, incidental, indirect or consequential damages, including, without limitation, damages resulting from use of OR RELIANCE ON the INFORMATION presented, loss of profits or revenues or costs of replacement goods, even if informed in advance of the possibility of such damages.

Every effort has been made to ensure the accuracy of the information presented. However, Nuance assumes no responsibility for the accuracy of the information. Product information is subject to change without notice. Changes, if any, will be incorporated in new editions of this publication. Nuance may make improvements and/or changes in the products and/or the programs described in this publication at any time without notice. Mention of non-Nuance products or services is for information purposes only and constitutes neither an endorsement nor a recommendation.





# Table of Contents

<b>Table of Contents</b> .....	<b>iv</b>
<b>Front Matter</b> .....	<b>1-1</b>
<b>Best Practices</b> .....	1-2
<b>Windows 2012 Server Setup</b> .....	<b>2-1</b>
<b>Important Configuration Notes</b> .....	2-1
<b>Install / Configure Roles and Services - Windows Server 2012</b> .....	2-1
Verify Server Configuration .....	2-1
<b>Microsoft SQL Server Express 2012</b> .....	<b>3-1</b>
<b>Microsoft SQL Server 2012 Express Installation</b> .....	3-1
Important Installation Notes .....	3-1
SQL Server Installation Procedure .....	3-2
<b>CR Bridge Database Installation</b> .....	<b>4-1</b>
<b>Software Installation</b> .....	4-1
Database Installation/Upgrade .....	4-1
CR Bridge Database Installation/Upgrade .....	4-5
<b>Manual Revision History</b> .....	<b>History-1</b>

# FRONT MATTER

# 1

This section defines notations that may appear throughout the document.

<p><b>Best Practice</b></p> 	<p>This <b>Best Practice</b> icon indicates the recommended Nuance procedure to follow when installing or configuring the Nuance PowerScribe 360 application.</p> <p>For example:</p> <ul style="list-style-type: none"><li>● PowerScribe 360 Reporting supports Lightweight Directory Access Protocol (LDAP). Nuance recommends the use of LDAP for end-user PS360 access.</li><li>● During the PowerScribe 360 Reporting installation process several system level users and passwords need to be created. The Customer's site administer should provide system level passwords consistent with the customer's internal password policies. Passwords should only be communicated over secure encrypted channels and/or stored in secure encrypted locations.</li><li>● Microsoft General Security Advice and Best Practices.</li><li>● Client workstations rebooting recommendations.</li><li>● Nuance Anti-Virus recommendations.</li><li>● Nuance recommends the use of LDAP for end-user PS360 access.</li></ul>
 <p><b>IMPORTANT</b></p>	<p>The <b>IMPORTANT</b> icon indicates to the reader's attention to important information you don't want them to miss.</p>
	<p>The <b>NOTE</b> icon provides auxiliary information or further explanation to the adjacent paragraph(s).</p>
	<p>This <b>STOP</b> icon is an indication that a necessary requirement is to be met before you proceed to the next step.</p>

---

## Best Practices

- Nuance recommends following Microsoft best practices as outlined in [Microsoft TechNet General Security Advice and Best Practices](#)
- **PowerScribe 360 Critical Results Bridge** is compatible with several currently supported versions of Microsoft Windows Server operating systems, Nuance recommends using the latest compatible version listed in the **PowerScribe 360 Critical Results Bridge** System Specifications, currently *Windows Server 2012*.
- **PowerScribe 360 Critical Results Bridge** is compatible with several currently supported versions of Microsoft SQL Server, Nuance recommends using the latest compatible version listed in the **PowerScribe 360 Critical Results Bridge** System Specifications, currently *SQL Server Express 2012*.
- Nuance fully supports all third-party hardware and software updates related to critical security fixes immediately upon release. Nuance recommends that customers apply third party updates consistent with their internal security policies.
- During the **PowerScribe 360 Critical Results Bridge** installation process several system level users and associated passwords need to be created. Nuance recommends that the Customer's site administrator provides the system level passwords consistent with the customer's internal password policies. Nuance recommends the use of strong/complex passwords consistent with the customer's password management policies.
- Nuance recommends that any Passwords created during **PowerScribe 360 Critical Results Bridge** installation and configuration only be communicated over secure encrypted channels and/or stored in secure encrypted locations.
- Nuance recommends that customers protect **PowerScribe 360 Critical Results Bridge** from viruses, malware, data loss, etc. consistent with their internal policies. To prevent performance degradation Nuance recommends excluding **PowerScribe 360 Critical Results Bridge** processes from antivirus (AV), data loss prevention (DLP), or similar applications to prevent interference with application operations resulting in latency and or file manipulation. Process exclusion will protect application performance while allowing AV, DLP, etc. to monitor file operations initiated by other processes. Specific locations and file types are available for AV applications that do not allow process exclusion, see Article 6870: *Files and Folders Acted Upon by the PS360 Client and Servers* for details.
- Nuance does not recommend exposing network services to untrusted networks unless otherwise advised by Nuance documentation or Support.

# WINDOWS 2012 SERVER SETUP 2

---

## Important Configuration Notes

The IIS must be installed and configured on the C drive for PowerScribe 360 Reporting and for the Mobile server.

---

## Install / Configure Roles and Services - Windows Server 2012

---

### Verify Server Configuration

Prior to installation, verify that the server the Client provided is properly configured.

1. Download the PowerShell [script, Support.PS360.Server.Roles.zip](#) from SharePoint.
2. Unzip the file.
3. Right-click the Run.cmd file and choose run as administrator.
4. Review the output to ensure all required roles are installed as specified below: Run the Windows 2012 PowerShell Command, Get-WindowsFeature, and then compare the list with the features and options listed below.
5. If the roles are incorrect, install the appropriate role or feature.

Windows 2012	
Display Name	Name
[X] Application Server	Application-Server
[X] .NET Framework 4.5	AS-NET-Framework
[X] TCP Port Sharing	AS-TCP-Port-Sharing
[ ] Web Server (IIS) Support	AS-Web-Support
[X] Windows Process Activation Service Support	AS-WAS-Support
[X] HTTP Activation	AS-HTTP-Activation
[X] Named Pipes Activation	AS-Named-Pipes

Windows 2012	
Display Name	Name
<input checked="" type="checkbox"/> TCP Activation	AS-TCP-Activation
<input checked="" type="checkbox"/> Fax Server	Fax
<input checked="" type="checkbox"/> File and Storage Services	FileAndStorage-Services
<input checked="" type="checkbox"/> File and iSCSI Services	File-Services
<input checked="" type="checkbox"/> File Server	FS-FileServer
<input checked="" type="checkbox"/> Storage Services	Storage-Services
<input checked="" type="checkbox"/> Web Server (IIS)	Web-Server
<input checked="" type="checkbox"/> Web Server	Web-WebServer
<input checked="" type="checkbox"/> Common HTTP Features	Web-Common-Http
<input checked="" type="checkbox"/> Default Document	Web-Default-Doc
<input checked="" type="checkbox"/> Directory Browsing	Web-Dir-Browsing
<input checked="" type="checkbox"/> HTTP Errors	Web-Http-Errors
<input checked="" type="checkbox"/> Static Content	Web-Static-Content
<input checked="" type="checkbox"/> HTTP Redirection	Web-Http-Redirect
<input checked="" type="checkbox"/> WebDAV Publishing	Web-DAV-Publishing
<input checked="" type="checkbox"/> Health and Diagnostics	Web-Health
<input checked="" type="checkbox"/> HTTP Logging	Web-Http-Logging
<input checked="" type="checkbox"/> Logging Tools	Web-Log-Libraries
<input checked="" type="checkbox"/> Request Monitor	Web-Request-Monitor
<input checked="" type="checkbox"/> Tracing	Web-Http-Tracing
<input checked="" type="checkbox"/> Performance	Web-Performance
<input checked="" type="checkbox"/> Static Content Compression	Web-Stat-Compression
<input type="checkbox"/> Dynamic Content Compression	Web-Dyn-Compression
<input checked="" type="checkbox"/> Security	Web-Security
<input checked="" type="checkbox"/> Request Filtering	Web-Filtering
<input checked="" type="checkbox"/> Basic Authentication	Web-Basic-Auth
<input type="checkbox"/> Centralized SSL Certificate Support	Web-CertProvider
<input type="checkbox"/> Client Certificate Mapping Authentic..	Web-Client-Auth
<input type="checkbox"/> Digest Authentication	Web-Digest-Auth
<input type="checkbox"/> IIS Client Certificate Mapping Authe...	Web-Cert-Auth
<input type="checkbox"/> IP and Domain Restrictions	Web-IP-Security
<input type="checkbox"/> URL Authorization	Web-Url-Auth
<input checked="" type="checkbox"/> Windows Authentication	Web-Windows-Auth
<input checked="" type="checkbox"/> Application Development	Web-App-Dev



Windows 2012	
Display Name	Name
[X] .NET Extensibility 3.5	Web-Net-Ext
[X] .NET Extensibility 4.5	Web-Net-Ext45
[X] ASP.NET 4.5	Web-Asp-Net45
[X] ISAPI Extensions	Web-ISAPI-Ext
[X] ISAPI Filters	Web-ISAPI-Filter
[X] Management Tools	Web-Mgmt-Tools
[X] IIS Management Console	Web-Mgmt-Console
[X] IIS 6 Management Compatibility	Web-Mgmt-Compat
[X] IIS 6 Metabase Compatibility	Web-Metabase
[X] IIS 6 WMI Compatibility	Web-WMI
[ ] IIS Management Scripts and Tools	Web-Scripting-Tools
[X] .NET Framework 4.5 Features	NET-Framework-45-Fea...
[X] .NET Framework 4.5	NET-Framework-45-Core
[X] ASP.NET 4.5	NET-Framework-45-ASPNET
[X] WCF Services	NET-WCF-Services45
[X] Message Queuing	MSMQ
[X] Message Queuing Services	MSMQ-Services
[X] Message Queuing Server	MSMQ-Server
[X] Message Queuing Triggers	MSMQ-Triggers
[X] User Interfaces and Infrastructure	User-Interfaces-Infra
[X] Graphical Management Tools and Infrastructure	Server-Gui-Mgmt-Infra
[X] Server Graphical Shell	Server-Gui-Shell
[X] Windows PowerShell	PowerShellRoot
[X] Windows PowerShell 4.0	PowerShell
[ ] Windows PowerShell 2.0 Engine	PowerShell-V2
[X] Windows PowerShell ISE	PowerShell-ISE
[X] Windows Process Activation Service	WAS
[X] Process Model	WAS-Process-Model
[X] .NET Environment 3.5	WAS-NET-Environment
[X] Configuration APIs	WAS-Config-APIs
[X] WoW64 Support	WoW64-Support

# MICROSOFT SQL SERVER EXPRESS 2012

# 3

---

## Microsoft SQL Server 2012 Express Installation



**IMPORTANT**

*The version of Microsoft SQL Server must be Microsoft SQL Server 2012 Express and the instance must be .\SQLEXPRESS. This is the only version/instance that is supported..*

---

### Important Installation Notes

During the installation:

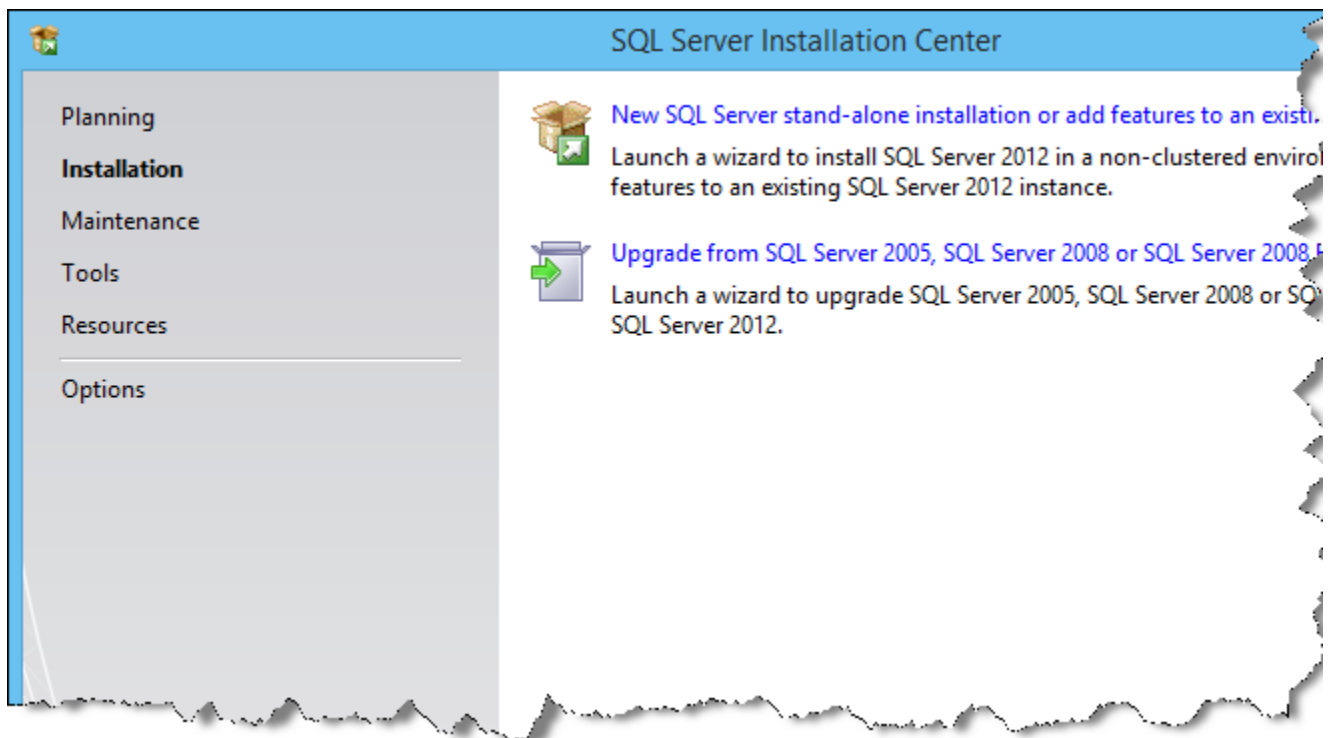
- Install using the **SQL Server 2012 Express with Tools** (SQLEXPRT\_x64\_ENU.exe) option so that you download the Management application.
- The installation will download other software applications, such as .NET 3.5 SP1, PowerShell, and Windows Installer if they do not already exist on the machine. Reboot as required by the installation for these items. You will be returned to the installation process after the reboot.
- Server Configuration:
  - ◆ Accept the instance **.\SQLEXPRESS**, which is the default setting for the installer (**do not use default instance**).
  - ◆ Choose the **Mixed Mode (SQL Server authentication and Windows authentication)** option.
- Accounts:
  - ◆ SQL Server Database Engine account: NT Authority\System, Startup Type set to Automatic
  - ◆ Use the same account for all SQL Server services.
  - ◆ Add the Administrators Group to SQL access with **sa** rights.
- Database Engine Configuration - you must install the following options:
  - ◆ Database Engine Services (do not check SQL Server Replication)
  - ◆ Client Tools Connectivity

- ♦ Management Tools - Basic
- ♦ Management Tools – Complete

## SQL Server Installation Procedure

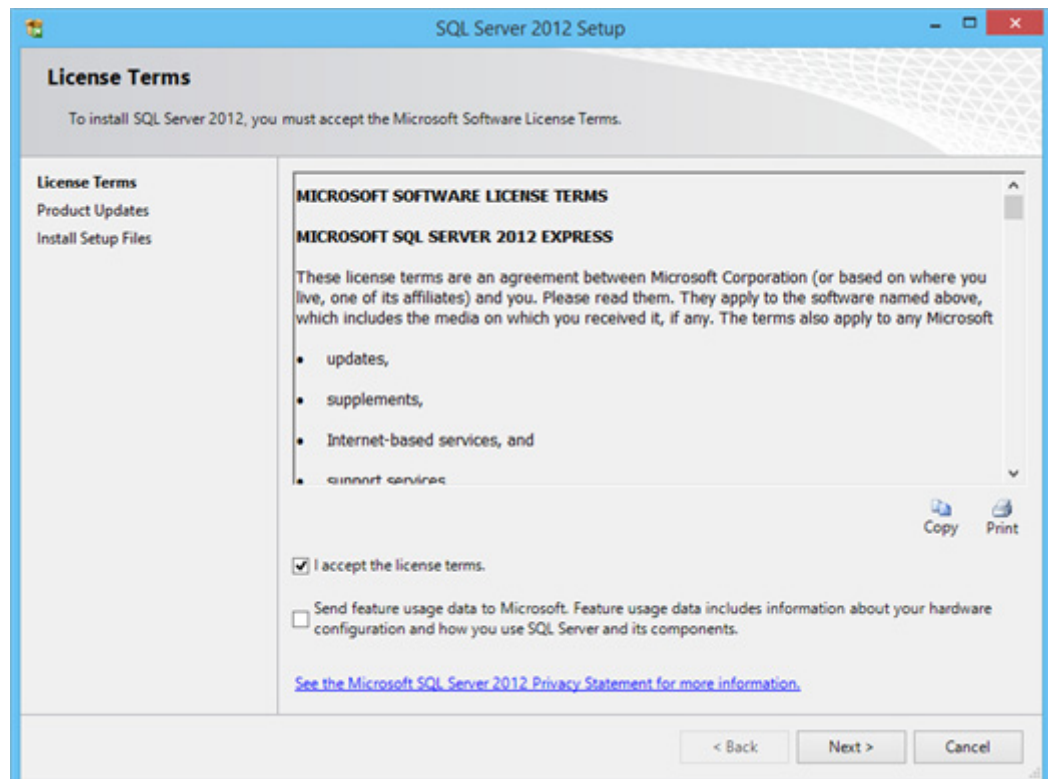
You may not be presented with all the steps listed below, depending on the third-party Microsoft applications that may already exist on the machine.

1. When performing the installation, log on to Windows as an Administrator or as a domain user who has local administrative rights. It is easiest if you log on as the same user that will perform any required administrative duties on the SUS Server.
2. You must have Microsoft XML6 on the machine. Run Windows Update to get the latest secure service pack for that application.
3. Allow the installation program to install any prerequisite programs, such as .NET 4, etc., rebooting as required.
4. Download the Microsoft SQL 2012 Express installation from <http://www.microsoft.com/en-us/download/details.aspx?id=43351>.
5. Launch the installation program. The SQL Server Installation Center dialog displays.



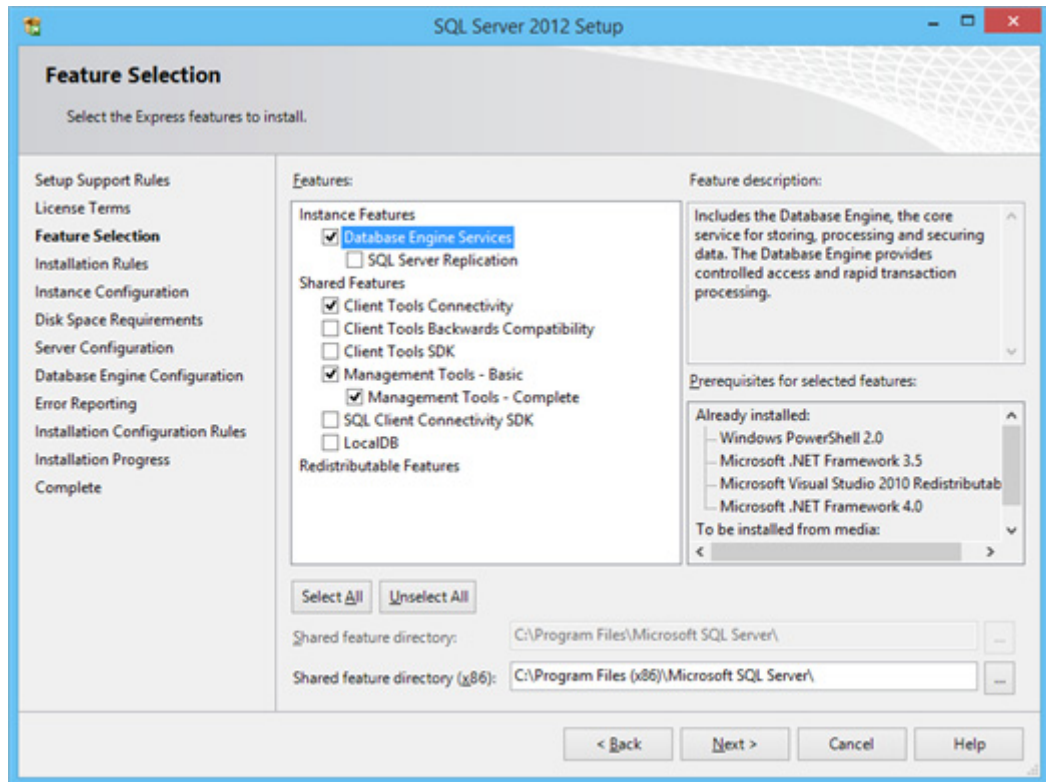
6. Click the **New SQL Server stand-alone installation** option.

The SQL Server 2012 Setup dialog displays.



7. Check **I accept the license terms**, and then click **Next**.

The SQL Server 2012 Setup - Feature Selection dialog displays.



8. Check the following Features, and then click **Next**:

- ◆ Database Engine Services
- ◆ Client Tools Connectivity
- ◆ Management Tools – Basic
- ◆ Management Tools – Complete

The SQL Server 2012 Setup - Instance Configuration dialog displays.

**Instance Configuration**

Specify the name and instance ID for the instance of SQL Server. Instance ID becomes part of the installation path.

Setup Support Rules  
License Terms  
Feature Selection  
Installation Rules  
**Instance Configuration**  
Disk Space Requirements  
Server Configuration  
Database Engine Configuration  
Error Reporting  
Installation Configuration Rules  
Installation Progress  
Complete

☐ Default instance  
☒ Named instance:

Instance ID:

Instance root directory:  ...

SQL Server directory:

Installed instances:

Instance Name	Instance ID	Features	Edition	Version
---------------	-------------	----------	---------	---------

< Back   Next >   Cancel   Help

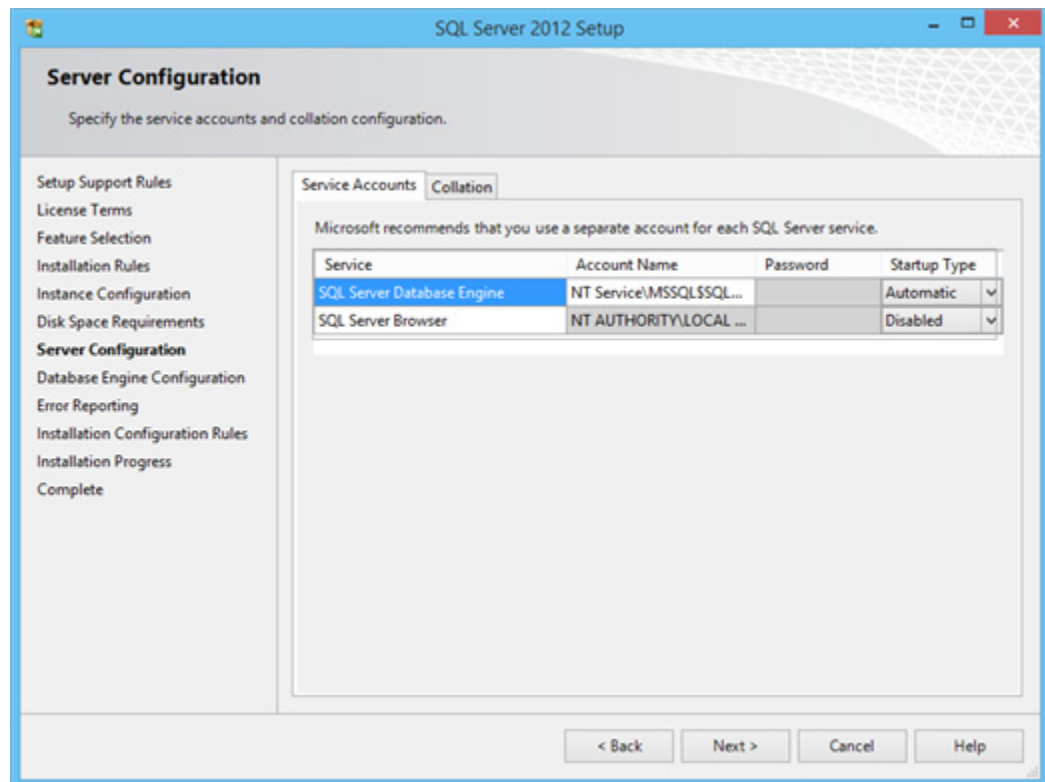
9. On the Instance Configuration dialog, check **Named instance** option and click **Next**.



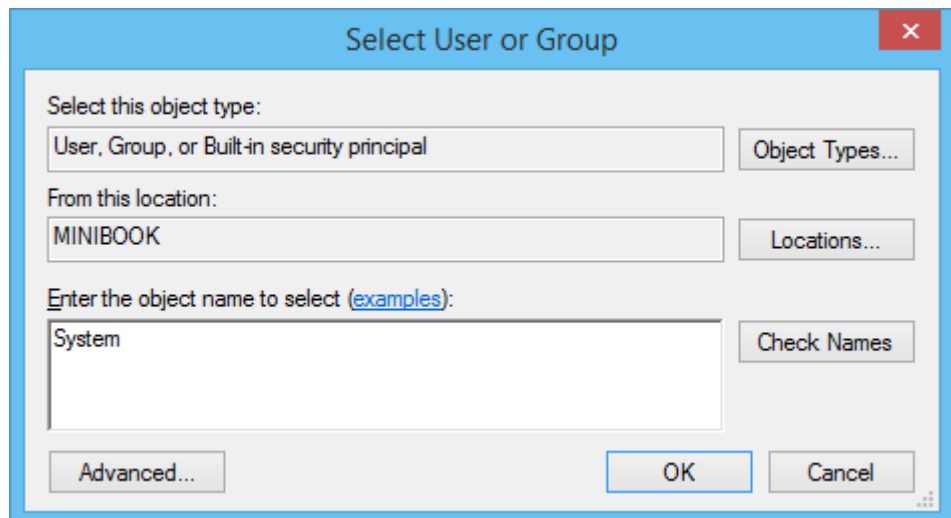
**IMPORTANT**

*The Instance ID **SQLEXPRESS** is the default setting for the installer. DO NOT check the Default instance.*

The SQL Server 2012 Setup - Server Configuration dialog displays.

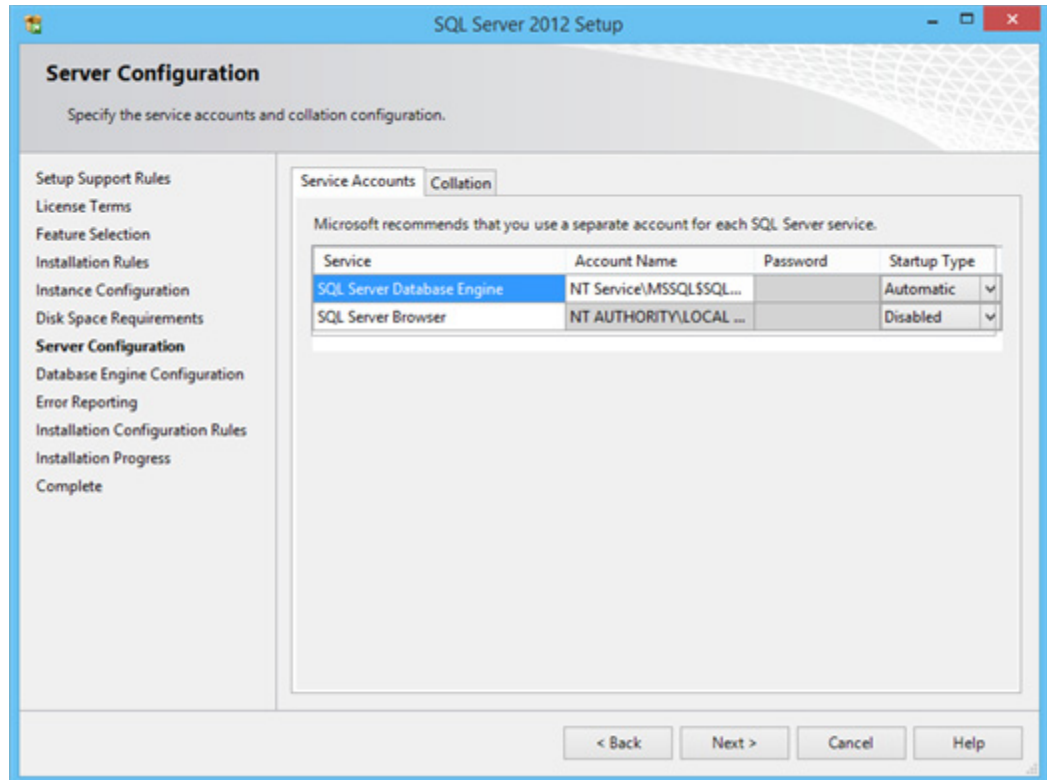


10. Select the SQL Server Database Engine Account Name and click to browse.  
The Select User or Group Dialog displays.



11. Click **Locations**, and then set the From this Location to the local server.
12. Click **Check Names**, and type **System**.
13. Click **OK**.

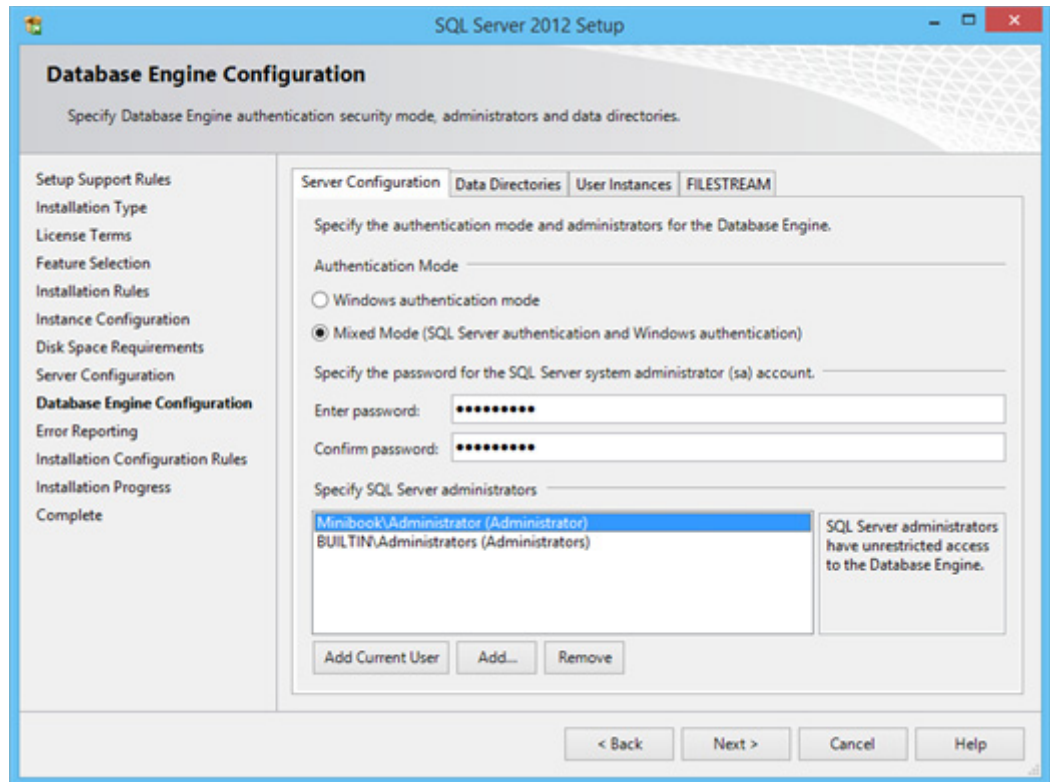
The Server Configuration dialog displays.



14. Make sure that the Startup Type is set to **Automatic**, and then click **Next**.



The Database Engine Configuration dialog displays.

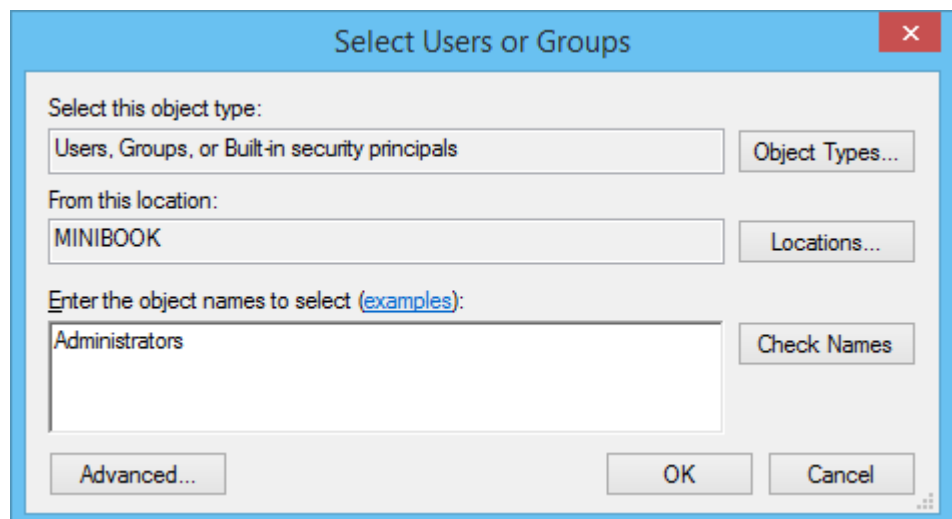


15. Select the **Mixed Mode (SQL Server authentication and Windows authentication)** option.
16. Enter the SA password and confirm.

The current user is automatically added to the Specify SQL Server administrators.

17. Click **Add**.

The Select Users or Groups dialog displays.



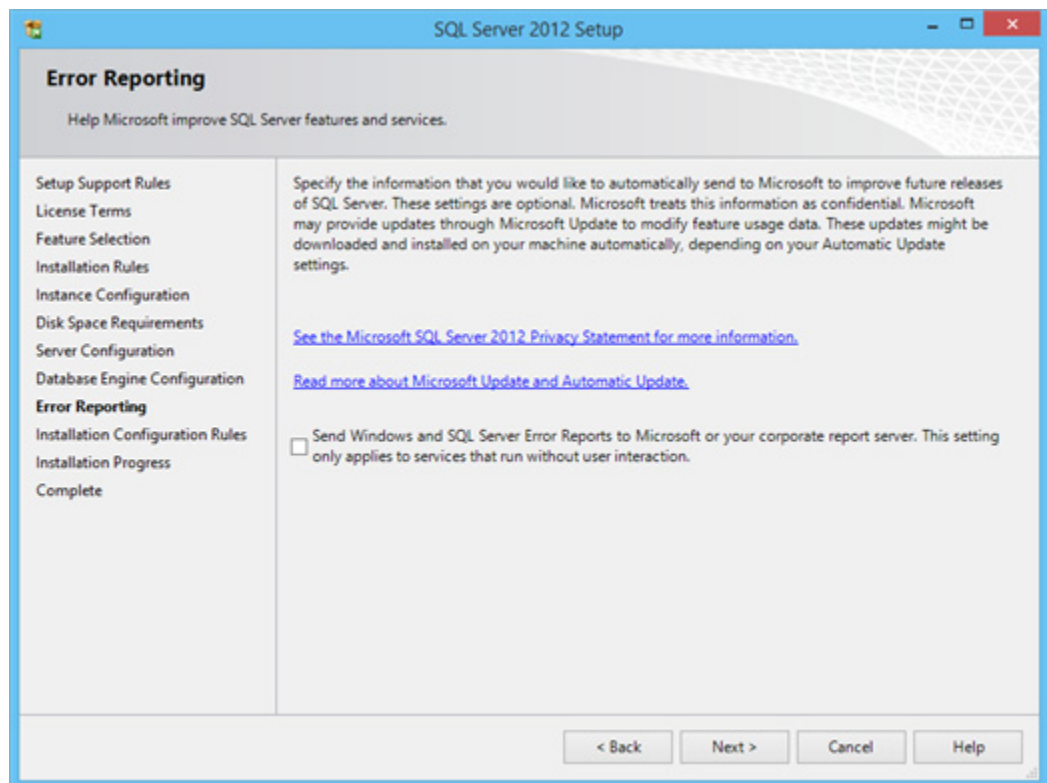
18. If From this location is **not** set to the local server, click **Locations** and browse to the local sever location.
19. Add Administrators to the object names box. You can either:  
Type **Administrators** and then click **Check Names** to add it to the object names selection box;

OR

Click **Advanced**, click **Find Now**, and then double-click the **Administrators** group.

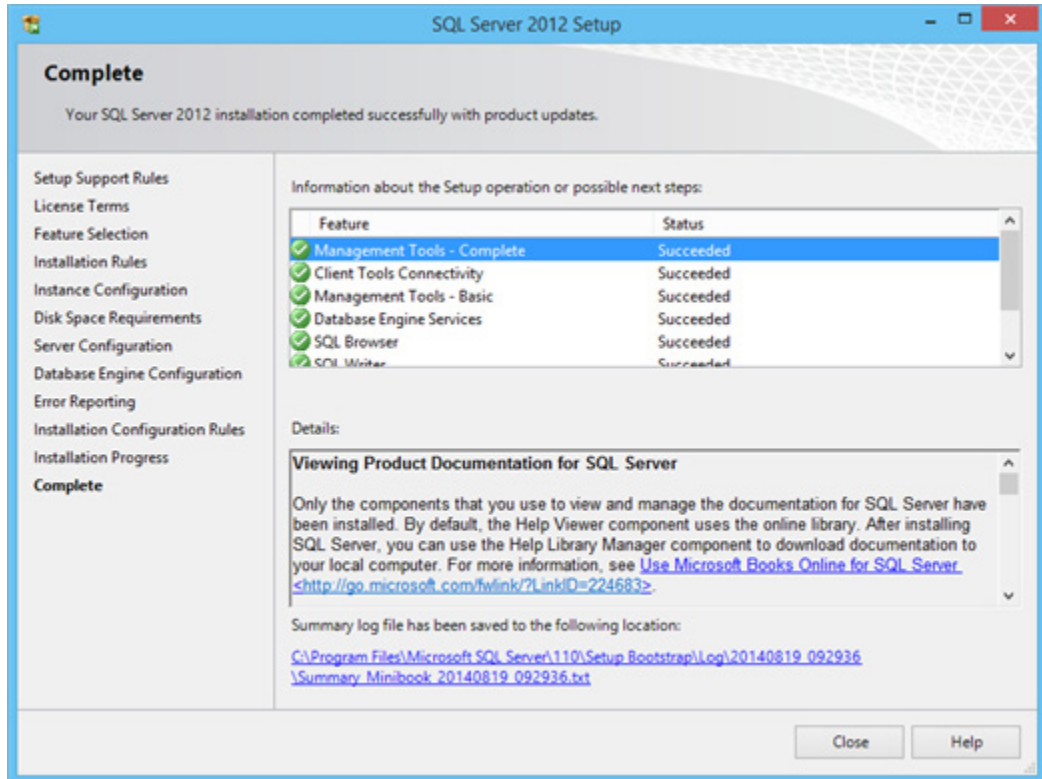
20. Click **OK**.

The Error Reporting dialog displays.



21. Click **Next**.

The installation starts and is completed when the Complete dialog displays.



22. Click **Close**.

# CR BRIDGE DATABASE INSTALLATION

# 4

---

## Software Installation

*This will be performed by the Implementation Team.*

---

### Database Installation/Upgrade



*The IIS must be installed and configured on the C drive.*

#### IMPORTANT

- 1) Double-click DatabaseSetup.exe. The Database Setup dialog displays.

23. On the Database Setup dialog, enter the following, and then click **Next**:
  - ♦ **Server name** - Select the name of SQL Server Name from the list or enter a Server name.
  - ♦ **Database name** – Name of existing Database. New Database can be updated/created during deployment process.

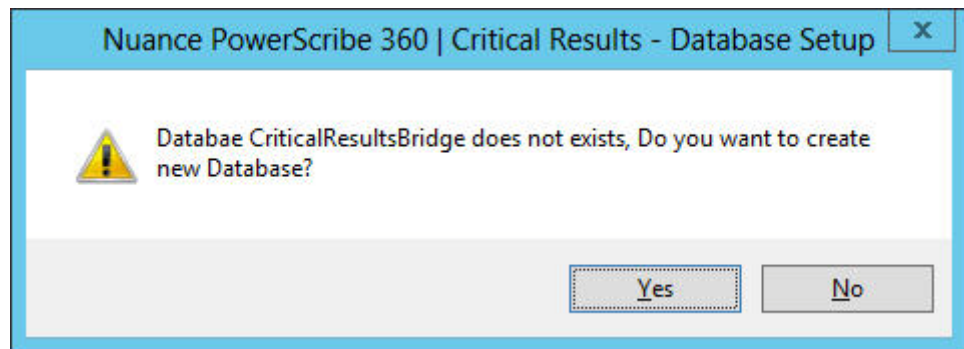
- ♦ Authentication – Windows or SQL Server.

**Windows user account**, SQL Server validates the account name and password using the Windows principal token in the operating system.

**SQL Server Authentication**, logins are created in SQL Server that are not based on Windows user accounts and should have Administrator permission.

- ♦ **Username** - This must be an SQL Admin account.
- ♦ **Password**

If the database does not exist, the Database Setup dialog displays.



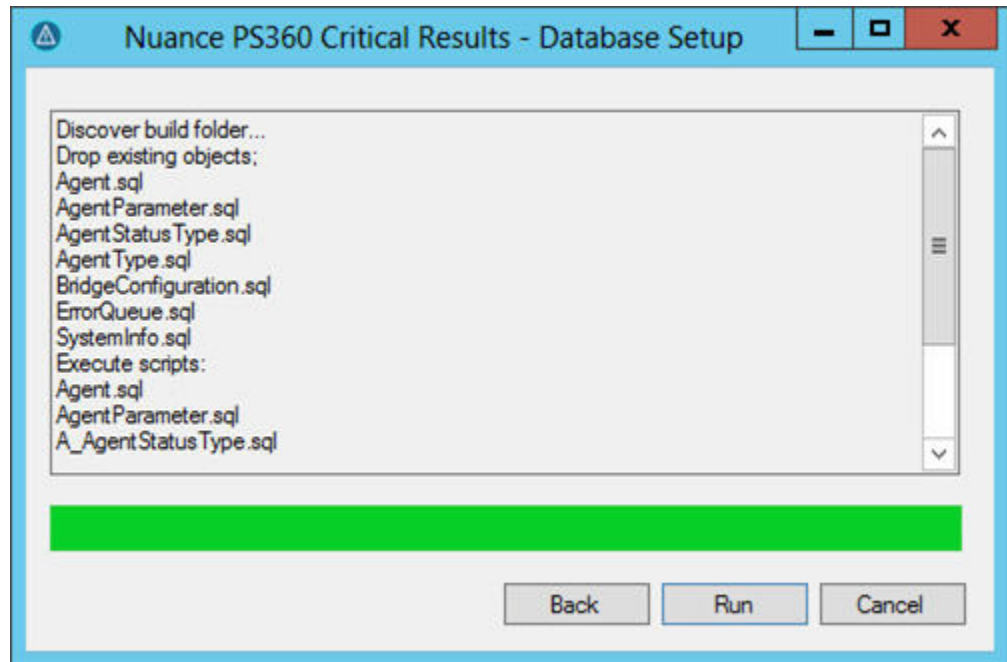
- Click **Yes** to create a new database, and enter the following database information.

**DB Username** – Select an existing DB Login from the list, or enter a new DB username. This username will have access to the Database as db owner.

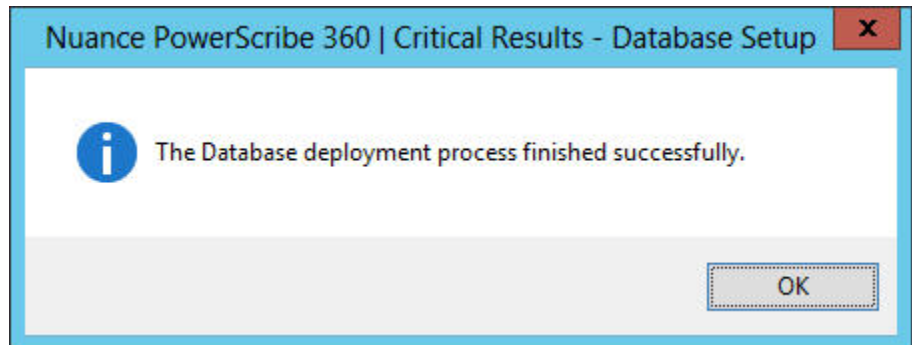
- If an existing username is selected, the Password field is disabled.
- If a new username is entered, the Password field is enabled.

**Password** – Set strong passwords for all SQL Server accounts. (Some characteristics for strong password: Is at least 8 characters long; Combine letters, numbers, and symbol characters within the password; Use passwords not found in a dictionary.)

- b. Click **Next**. The following diagram displays.



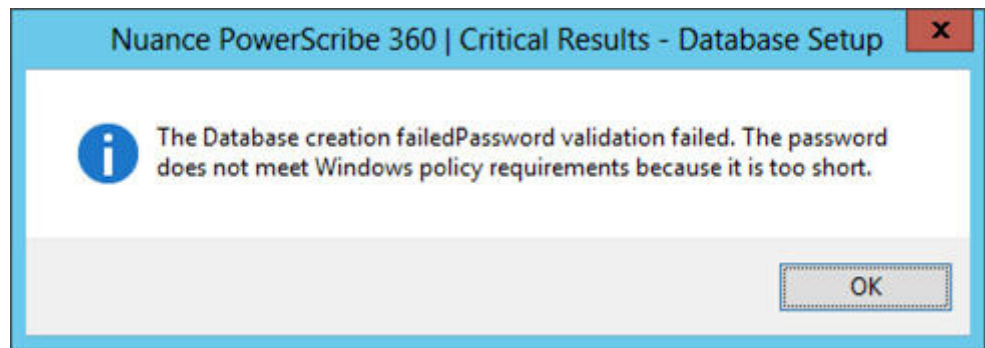
- c. Click **Run**. The deployment process finishes successfully.



- d. Click **OK**.

If errors dialogs appear, see the CRDBSsetup.log file in the Logs subfolder for details.

The following are error dialog examples:

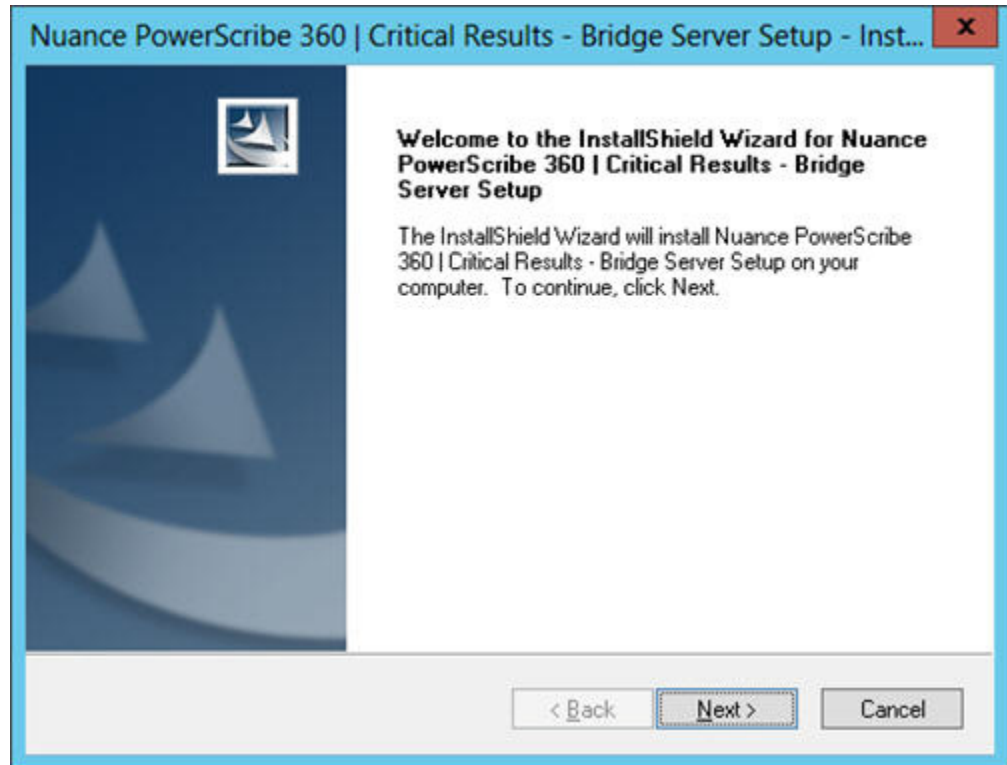


- e. Click **No** to change the input data for an existing database.

## CR Bridge Database Installation/Upgrade

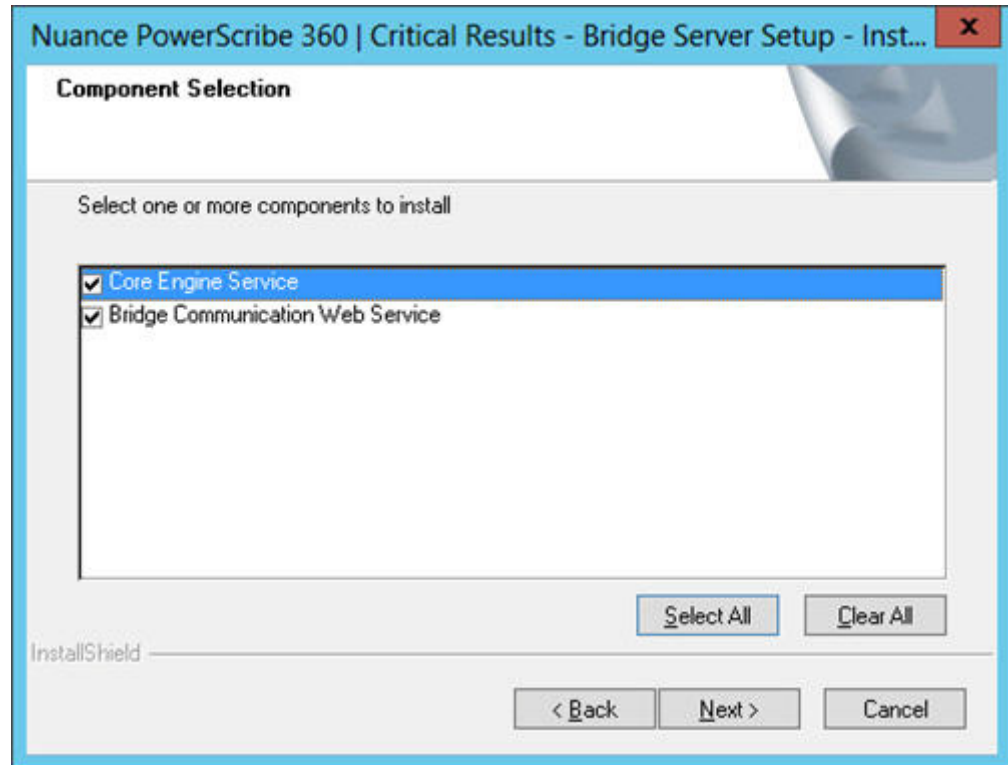
1. Double-click **CRBridgeSetup.exe**.

The Welcome dialog displays.





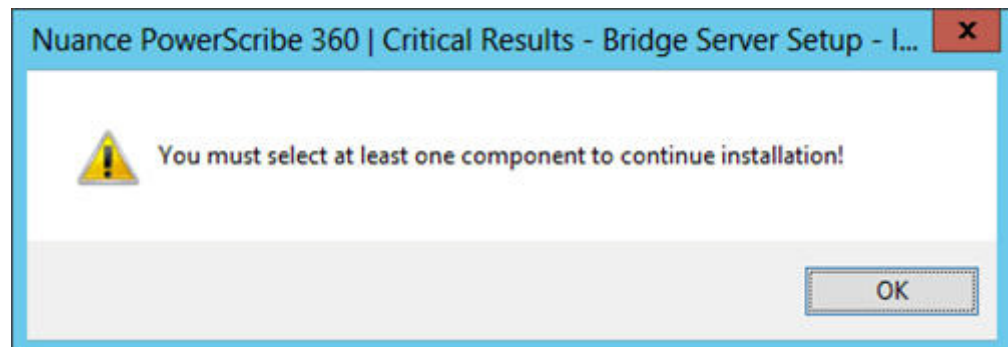
2. Click **Next**. The Component Selection dialog displays. The components available for installation using Application Server Installer:
  - ♦ Core Engine Service
  - ♦ Bridge Communication Web Service



3. Select all required components, and click **Next**.



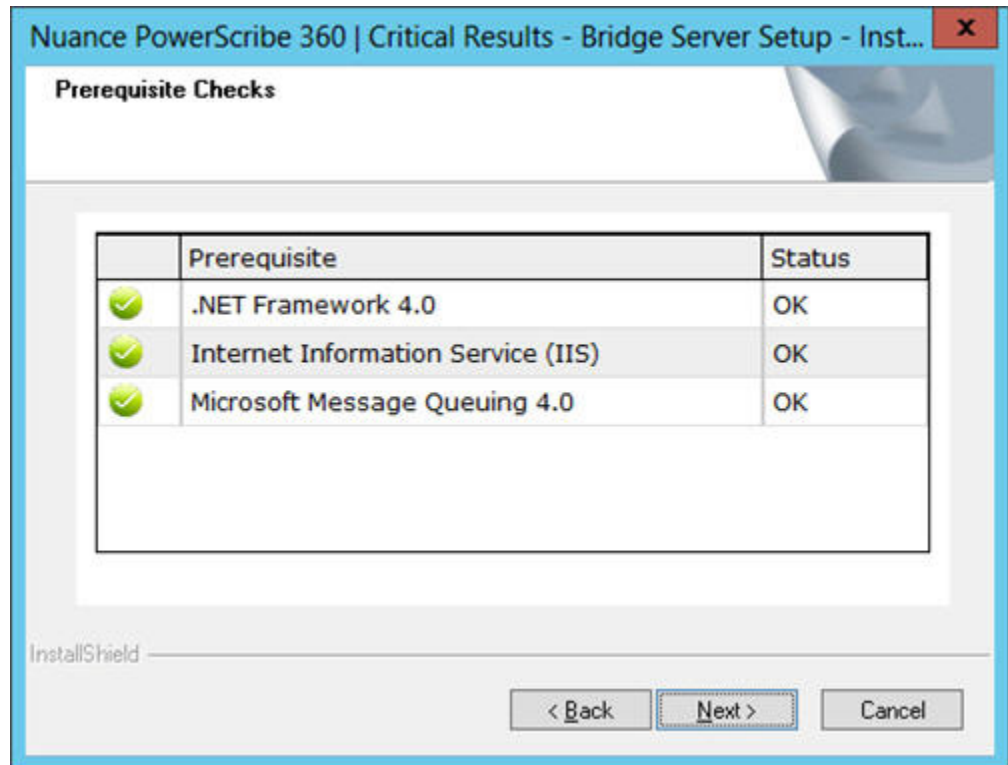
*At least one component must be selected, otherwise the following error displays:*



**IMPORTANT**

*Each component can be configured on its special configuration dialog. If some component was not selected or it was already installed, the configuration dialog for this component should not appear.*

The Prerequisites Checks dialog displays.



The prerequisites list and status generates according to requirements of the selected prerequisite components.

4. Click **Next**. The Core Engine Service dialog displays.

5. On the Core Engine Service dialog, enter the following:
- ♦ **Install Location** – This is the folder location where CoreEngine Win Service’s binaries will be located.
  - ♦ **Windows Credential** – This is the credentials which will be used when creating the CoreEngine Win Service.
  - ♦ **Web Site** - This is the IIS Web Site Name where the Core Engine Web application will be created.
  - ♦ **Portal Web Folder and Service API Folder** – This is the folders (web apps) which will be created in IIS Web Site directory.

#### Best Practice



- The “*password name*” password entered should be provided by the customer’s site administrator consistent with the customer’s internal password policies. Nuance recommends the use of strong/complex passwords.
- Passwords should only be communicated over secure encrypted channels and/or stored in secure encrypted locations.

6. Click **Next**. The Bridge Communication Service Configuration dialog displays.



*If you chose only Bridge Communication Service installation, Database Configuration and Windows Credential areas will be enabled.*

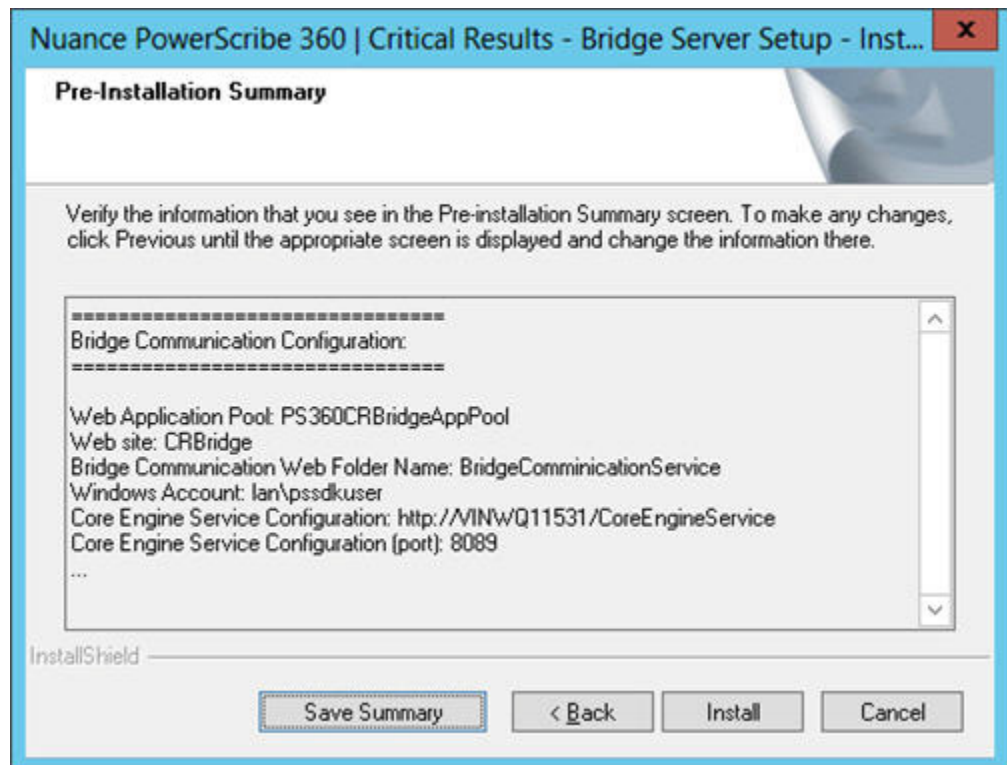
7. On the Bridge Communication Service Configuration dialog, enter the following:
- ♦ **Web Site** - IIS Web Site Name where the Bridge Communication Web application will be created.
  - ♦ **Folder** – The folder (web app) which will be created in IIS Web Site directory.
  - ♦ **Core Engine Service Configuration** - This is the Core Engine Service URL. This information updates automatically according to user input data from 'Core Engine Service' configuration dialog.

#### Best Practice

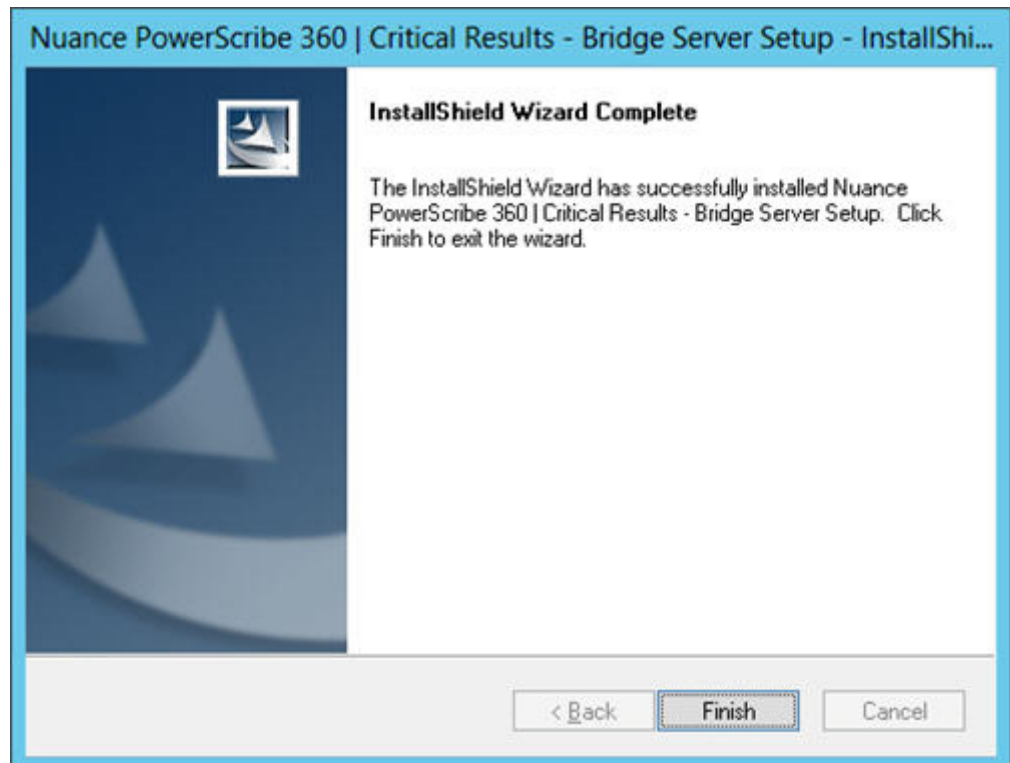


If an SSL certificate is installed on the server / system, set the connection type to HTTPS.

8. Click **Next**. The Pre-Installation Summary dialog displays.



9. Click **Save Summary**. By Default the summary is saved to the desktop.
10. Click **Install**. The Setup Status dialog displays.



11. Click **Finish**.

# Manual Revision History

**Note:** In this table the most recent changes are first by date.

Date	Sec	Page	Change (Paragraph, Sentence, Figure, Table, etc.)	Initials
10/1/18	All	All	Added Best Practices	BW