PowerScribe® 360 Reporting

Windows Server 2008 R2
Installation and Configuration Manual

The latest version of this manual is available from the Nuance Healthcare Support Platform on Article 5648.

PN 889675 ***June 6, 2016***

PN 889675

Printed in U. S. A. June 6, 2016

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 © 2016 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

Table of Contents iv

Introduction 1-1

Considerations for Successful Implementations of VMware Environments 2-1
Virtual Environment Recommendations 2-1
Considerations for Successful Implementations of Cluster Server Environments 2-3

Server Setup 2-5

Validate Hardware 2-5

Install Windows 2-5
Microsoft Windows Updates 2-5

WebDAV Install for IIS 7.0-Microsoft Windows Server 2008 Standard or Enterprise Only . . . 2-6

Install/Configure Server Roles and Services 2-8
Install Message Queuing Features for Remote Diagnostics Support 2-24
Performance Setting - Windows Server 2008 2-28
Network Configuration - Windows Server 2008 2-29
Setup Purge Process to Delete Old IIS Log Files 2-31

Fax Server Configuration 3-1

Overview 3-1

Create the Fax Drop Box/Outgoing Folder 3-1

Application Pool Identity Overview 3-2
Application Pool Identify Settings 3-2

Install Fax Service Role 3-5

Configure Windows Fax and Scan to Send a Fax 3-19
Fax on the RAS Server 3-19

Configure the Portal to Allow Fax 3-23

Fax Sign On 3-23

Create a Fax Cover Sheet and Template 3-24

Test Fax on the Portal 3-24

Introduction

This manual provides instruction and setup information for Sites to install the Windows 2008 Server operating system for the Diagnostics PowerScribe 360 | Reporting solution.

Considerations for Successful Implementations of VMware Environments

The following is a list of best practices to ensure that the PowerScribe software remains stable in a virtual environment.

It is the site's responsibility to set up and properly configure the VM environment. Failure to follow the recommendations may cause performance issues and end-user dissatisfaction.

Each site is also responsible for maintaining the VM environment including patches and firmware updates.

Virtual Environment Recommendations

- Turn off VMware snapshots. Automated snapshots as part of a backup strategy, via the VMware Consolidated Backup or VMware Data Recovery applications can impact performance.
- Turn off VMotion. This is used as part of a load balancing option to make sure that all servers are running optimally. The problem with this is that on the final switchover, connections will be unavailable to the server, and this can cause the application servers to lose connection with the database.
- Make sure that all firmware and driver updates are installed and kept up to date on the host platform. Patches are constantly being released to address the issue of virtualized connection issues with MSSQL systems by both hardware and software vendors.
- Ensure all Windows updates are appropriately applied within each guess platform Operating System.
- Move the virtual SQL server to the same host as the Web, Interface and SUS.
- Make sure that the VMware Tools are up to date on guest operating systems.
- Make sure that the ESX/VSphere hosts are up to date with a regular patch schedule.
- NIC settings - by default in WIN 2003 & 2008, NICs are configured to hibernate - which enables device to be powered down - this feature needs to be turned off.
- Anti-Virus settings: Exclusions will need to be set, as they can cause extra delays
- If firewall zoning is setup on the network, the app servers and the SQL servers need to be in the same zone.
- Ensure that the SAN is not overloaded when nightly backups run, so that it can still handle normal operational traffic.
- If utilizing memory overcommit in VSphere, calculate any server running SQL at 1:1 as well as the Web server, and the Recognition server if running a separate SQL server.

- Ensure that the SAN is not overloaded when nightly backups run, so that it can still handle normal operational traffic.
- If utilizing memory overcommit in VSphere, calculate any server running SQL at 1:1 as well as the Web server, and the Recognition server if running a separate SQL server.
- Any SQL server, Web server, and Recognition server will need a minimum of 320MB/s disk speed on the SAN connection. Anything less will cause latency issues, and cause server instability.
- Configure backup schedule for database dumps to not occur while the databases are running a full backup.
- Failover on the NICs - needs to be turned off. When random failovers between NICs occur, it can cause a SQL disconnect. NIC settings – with a teamed NIC, make sure that the team is only set to Fault Tolerance Only, instead of Load Balancing.
- NIC vs. Switch settings - need to match properly. If the speeds are not set correctly for physical servers that connect to a virtual environment, it can cause unnecessary latency and packet loss.
- If the SQL server is running on a SAN, the SAN will need a minimum of 320Mb/s bandwidth, and the logical drives for the Data and Dump drives should be on separate connections.

References

Configuring NIC Speed in ESX:
http://kb.vmware.com/selfservice/microsites/search.do?language=en_US&cmd=displayKC&externalId=1004089

Considerations for Successful Implementations of Cluster Server Environments

PowerScribe 360 | Reporting has been qualified in a clustered server environment. Both the application server software and the Microsoft SQL Server software can be clustered in an active/passive configuration.

It is the customer's responsibility to acquire, install, configure, and maintain the clustered environment. This document outlines the basic requirements that need to be installed / configured in the clusters in Microsoft Windows and Microsoft SQL Server prior to Nuance installing the PowerScribe 360 | Reporting software.

Important Considerations

- Virtual machine clusters are supported on VMware ESX, versions 4 and 5 only.
- Virtual machine clusters (VMware) are not supported for Microsoft 2012 or 2012 R2 (ESX Limitation).
- All operating system and SQL installations must confirm to the Specifications for your version of PowerScribe 360 | Reporting.
- GeoCluster setup is not supported.
- The cluster should be installed using the same accounts for each node of the cluster.
- There must be a separate iSCI Drive (Disk) for each of the following:
  - Operating system
  - Witness
  - DTC
  - RadBridge
  - Data
- In addition when SQL is on the same Cluster as the application Server, you need a separate disk for:
  - Backups
  - Databases
  - Transaction logs

- For SQL on a Cluster by itself, there must be a separate disk for:
  - Operating system
  - Witness
  - DTC
  - Backups
  - Databases
  - Transaction log
- The Quorum disk for each cluster should be 1GB.
- The Microsoft DTC disk for the SQL cluster should be 1GB. Do not use the same disk as the Quorum disk.
- The **X:\Nuance** (Data) folder must be on a different drive than the SQL DB, or it can cause failure during failover.
- If using SSL, the SSL certificate must be installed before Nuance installs the *PowerScribe 360 | Reporting* software.
- The customer must provide Host names and static IP addresses for the Virtual Cluster, Virtual SQL, RadBridge, DTC, and File Service.
- PowerExpress, Mobile Bridge Server, and SUS cannot be installed to a cluster.
- Objects must be created in the domain in the proper Organizational Unit active directory prior to installing the PowerScribe 360 software.
- High Performance Must be set up for Clusters.
- Network Discovery must be enabled.

Configuration

- The cluster must have the resources installed and configured below.
- The Cluster must have separate Quorum Disk that is at least 1 GB. It cannot share other disk devices.
- The Cluster must have separate Witness Disk that is at least 1 GB. It cannot share other disk devices.
- The Cluster File Service must be installed and configured.
- The Cluster IIS service must be installed and configured.
- A disk must be configured and available to the PS360 Reporting installer to use for the RadBridge Service (configured during application installation). This cannot be a shared disk. This disk should be at least 5 GB
- If the cluster will host the SQL database, the SQL Cluster Service / Role should be installed.

Server Setup

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

If you are setting up a server for SQL only or Mobile server, WebDAV is not required. WebDAV is only used by the Application server.

Application, SQL, and Mobile servers must have IIS installed and configured as indicated in this chapter.

Validate Hardware

Validate that your servers meet the hardware requirements for your version of the PowerScribe 360 | Reporting system.

The PowerScribe 360 | Reporting system specification available on iSupport Solution 14686 provide server hardware requirements.

Install Windows

Install Windows or create your Virtual Machine (VM), using your normal internal processes.

Once the Windows install completes, follow the guidelines below to configure the server and to prepare it for installation of PowerScribe 360 | Reporting.

Microsoft Windows Updates

Using the Internet Explorer method, run the Microsoft Windows Update application, and let the application apply all Nuance-supported updates.

For more information on Nuance-supported updates, see PN 889700 - PowerScribe® 360 | Reporting - Support for Microsoft and Third Party Software Updates.

WebDAV Install for IIS 7.0-Microsoft Windows Server 2008 Standard or Enterprise *Only*

DECISION

The following procedure is only for Microsoft Windows Server 2008 Standard or Enterprise. Perform the steps to install WebDAV for IIS 7.0. A new WebDAV 7.5 Version has been issued for IIS 7.0 to correct issues in the old WebDAV 7.0.

If Microsoft Windows Server 2008 R2 is installed, skip this step.

WebDAV Publishing is not included in IIS 7.0 that comes with Windows Server 2008 Standard or Enterprise and you must install it AFTER installing IIS and BEFORE installing the PowerScribe 360 software for the application to properly function.

1. Log on to Windows as an Administrator or as a domain user who has local administrative rights.
2. Download the file from the following link:

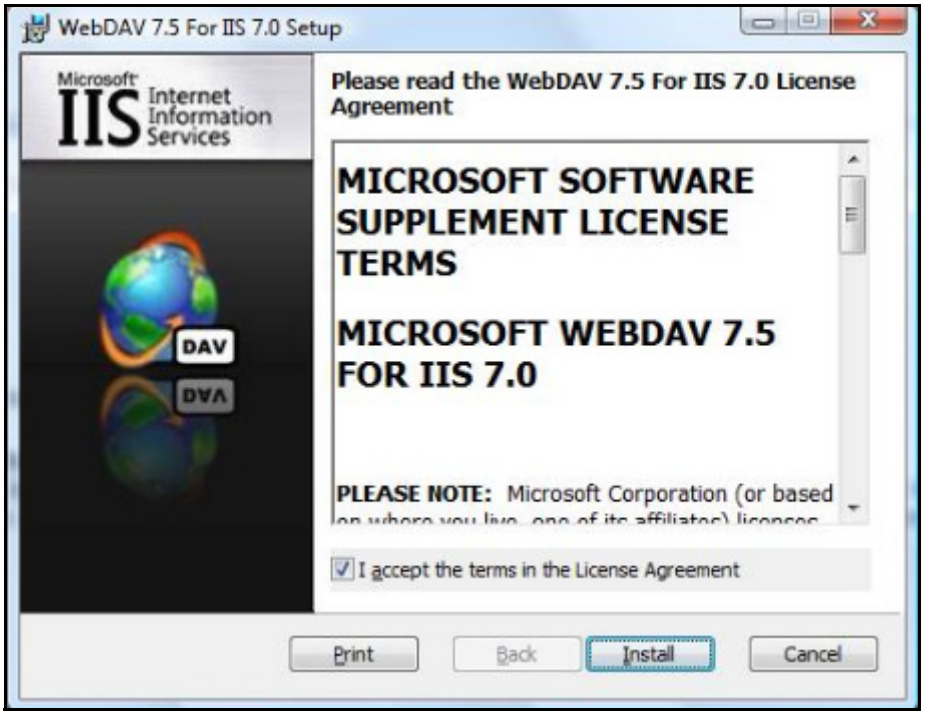
   http://www.iis.net/download/webdav

You will have to choose the proper file for the server.

- For 32-bit, use the x86 download
- For 64-bit, use the x64 download

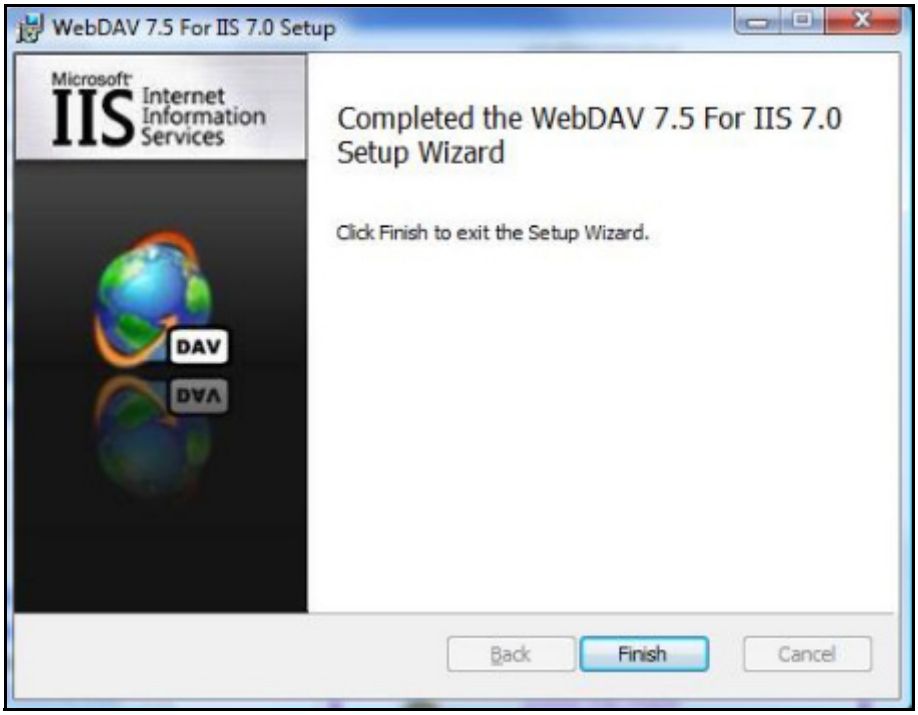
3. On the server, double-click the correct file.

   The WebDAV 7.5 For IIS 7.0 Setup Wizard starts.



4. Check **I accept the terms in the License Agreement** and click **Install**.

5. Wait for the installation to complete. When finished, the following dialog displays.



6. Click **Finish** to finish installation and close any windows.

Install/Configure Server Roles and Services

IMPORTANT

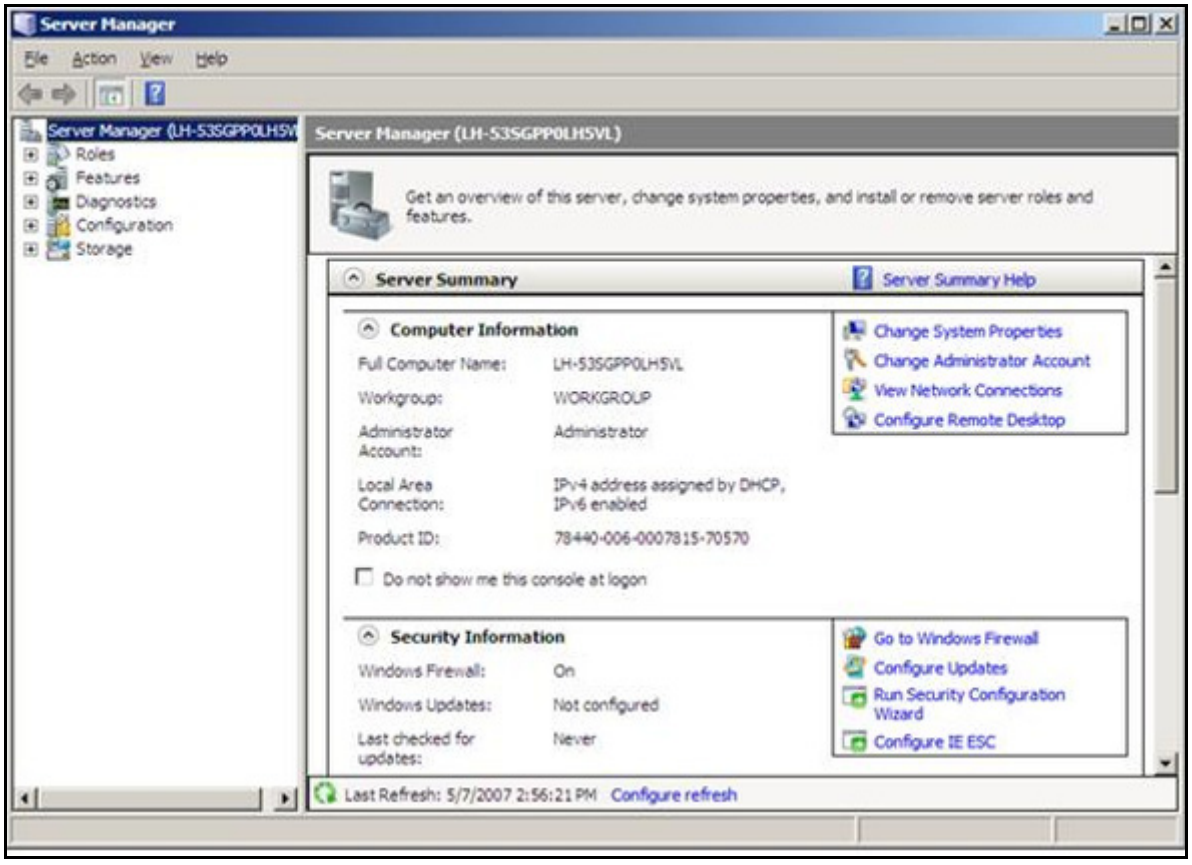
In the following installation steps, you will install roles and features. The list below contains the correct roles and features that must be installed.

```
Display Name                                            Name
------------                                            ----

[X] Application Server                                  Application-Server
    [X] .NET Framework 3.5.1                            AS-NET-Framework
    [X] Web Server (IIS) Support                        AS-Web-Support
    [X] TCP Port Sharing                                AS-TCP-Port-Sharing
    [X] Windows Process Activation Service Support      AS-WAS-Support
        [X] HTTP Activation                             AS-HTTP-Activation
        [X] Message Queuing Activation                  AS-MSMQ-Activation
        [X] TCP Activation                              AS-TCP-Activation
        [X] Named Pipes Activation                      AS-Named-Pipes
[ ] Fax Server                                          Fax                          Optional
[X] File Services                                       File-Services
    [X] File Server                                     FS-FileServer
[X] Web Server (IIS)                                    Web-Server
    [X] Web Server                                      Web-WebServer
        [X] Common HTTP Features                        Web-Common-Http
            [X] Static Content                          Web-Static-Content
            [X] Default Document                        Web-Default-Doc
            [X] Directory Browsing                      Web-Dir-Browsing
            [X] HTTP Errors                             Web-Http-Errors
            [X] HTTP Redirection                        Web-Http-Redirect
            [X] WebDAV Publishing                       Web-DAV-Publishing
        [X] Application Development                     Web-App-Dev
            [X] ASP.NET                                 Web-Asp-Net
            [X] .NET Extensibility                      Web-Net-Ext
            [X] ASP                                     Web-ASP
            [X] CGI                                     Web-CGI
            [X] ISAPI Extensions                        Web-ISAPI-Ext
            [X] ISAPI Filters                           Web-ISAPI-Filter
        [X] Health and Diagnostics                      Web-Health
            [X] HTTP Logging                            Web-Http-Logging
            [X] Logging Tools                           Web-Log-Libraries
            [X] Request Monitor                         Web-Request-Monitor
            [X] Tracing                                 Web-Http-Tracing
        [X] Security                                    Web-Security
            [X] Basic Authentication                    Web-Basic-Auth
            [X] Windows Authentication                  Web-Windows-Auth
            [X] Digest Authentication                   Web-Digest-Auth
            [X] Client Certificate Mapping Authentic... Web-Client-Auth
            [X] IIS Client Certificate Mapping Authe... Web-Cert-Auth
            [X] URL Authorization                       Web-Url-Auth
            [X] Request Filtering                       Web-Filtering
            [X] IP and Domain Restrictions              Web-IP-Security
        [X] Performance                                 Web-Performance
            [X] Static Content Compression              Web-Stat-Compression
            [X] Dynamic Content Compression             Web-Dyn-Compression
    [X] Management Tools                                Web-Mgmt-Tools
        [X] IIS Management Console                      Web-Mgmt-Console
        [X] IIS Management Scripts and Tools            Web-Scripting-Tools
        [X] Management Service                          Web-Mgmt-Service
        [X] IIS 6 Management Compatibility              Web-Mgmt-Compat
            [X] IIS 6 Metabase Compatibility            Web-Metabase
            [X] IIS 6 WMI Compatibility                 Web-WMI
[X] .NET Framework 3.5.1 Features                       NET-Framework
    [X] .NET Framework 3.5.1                            NET-Framework-Core
    [X] WCF Activation                                  NET-Win-CFAC
        [X] HTTP Activation                             NET-HTTP-Activation
        [X] Non-HTTP Activation                         NET-Non-HTTP-Activ
[X] Message Queuing                                     MSMQ
    [X] Message Queuing Services                        MSMQ-Services
        [X] Message Queuing Server                      MSMQ-Server
        [X] Message Queuing Triggers                    MSMQ-Triggers

[X] Remote Server Administration Tools                  RSAT
    [X] Role Administration Tools                       RSAT-Role-Tools
        [X] Web Server (IIS) Tools                      RSAT-Web-Server
[X] SNMP Services                                       SNMP-Services
    [X] SNMP Service                                    SNMP-Service
[X] Windows Process Activation Service                  WAS
    [X] Process Model                                   WAS-Process-Model
    [X] .NET Environment                                WAS-NET-Environment
    [X] Configuration APIs                              WAS-Config-APIs
```

IIS Role Installation

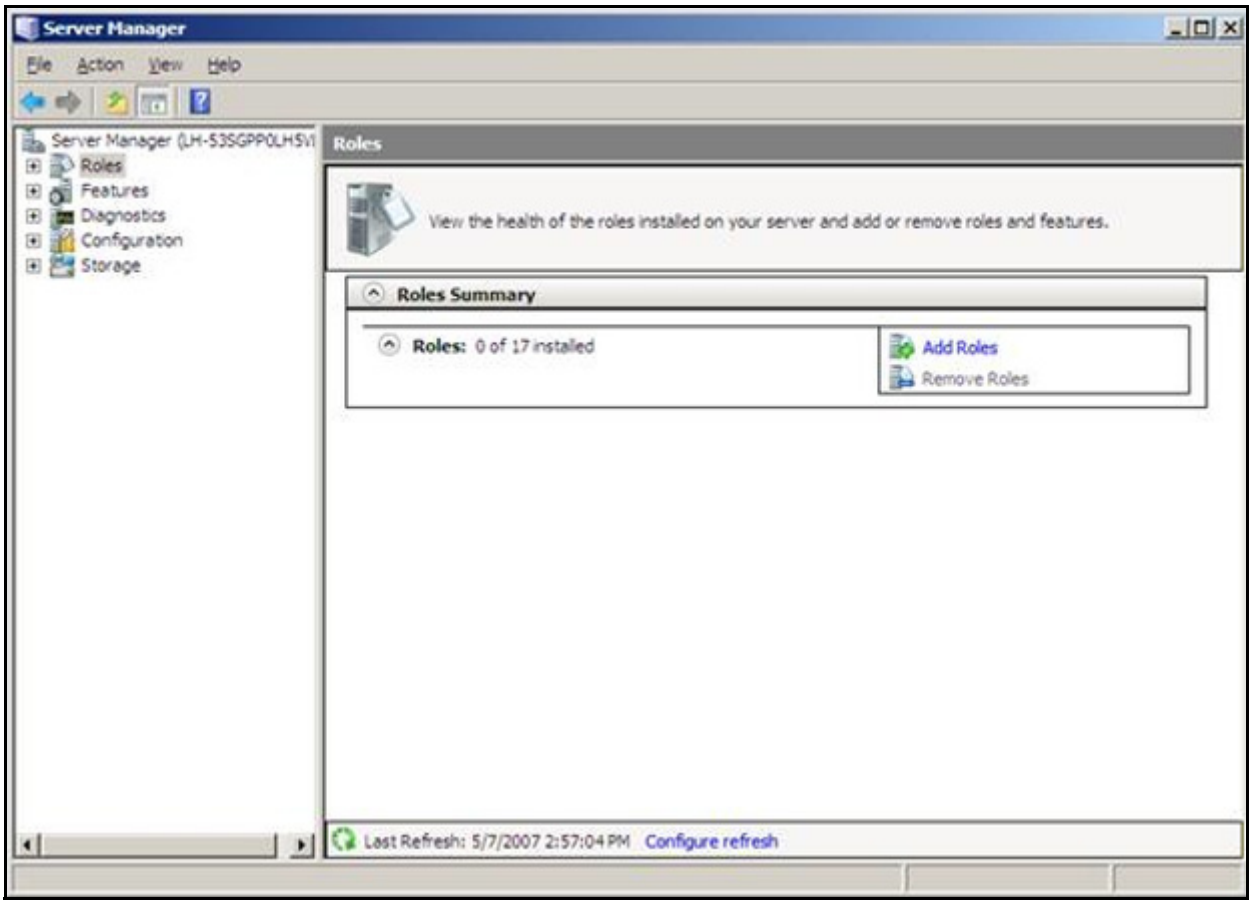
1. From the Control Panel, click **Programs and Features**.
2. Click **Turn Windows features on**.

   The Server Manager dialog displays.



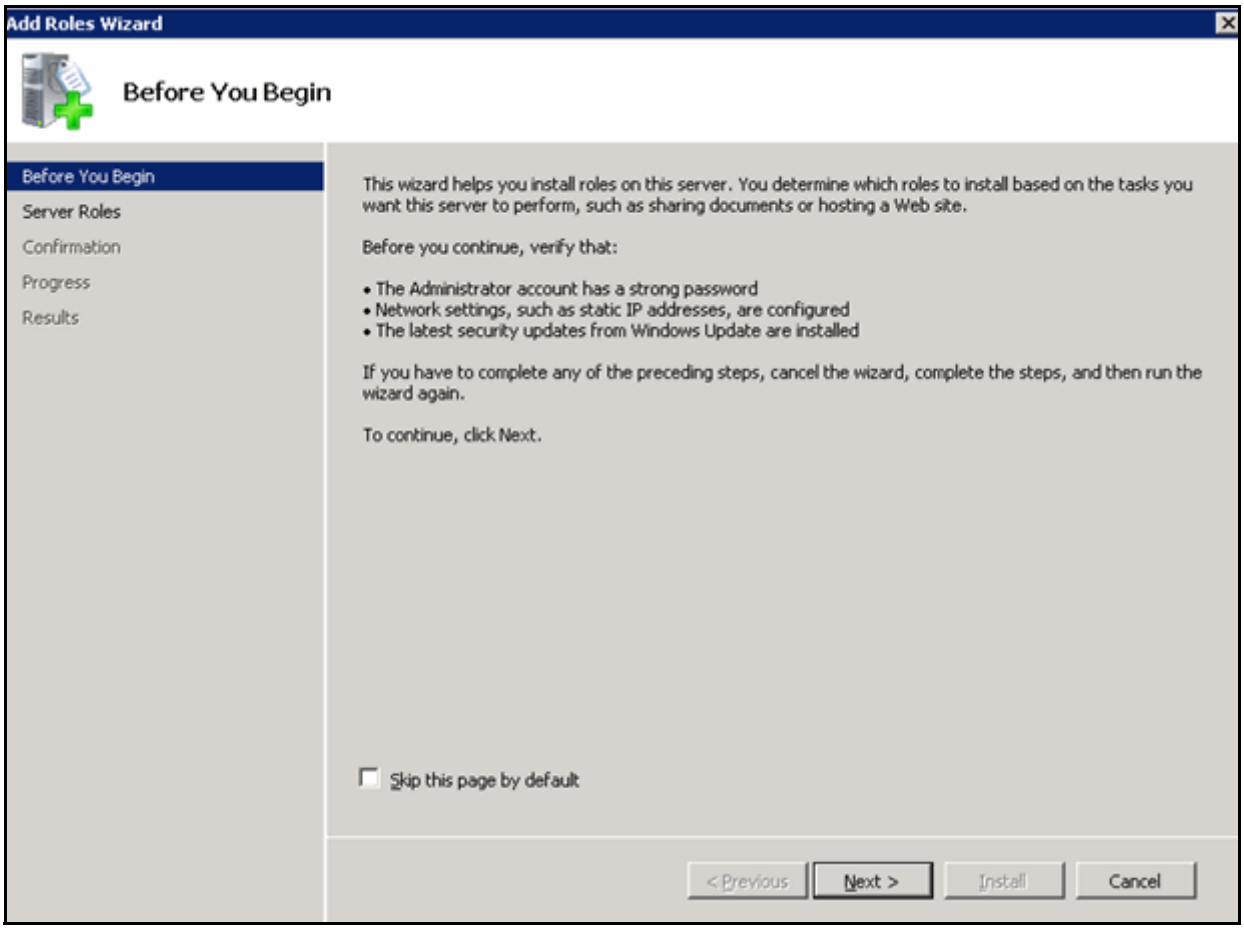
3. From Server Manager, click **Roles**.

   The Role Summary View dialog displays.



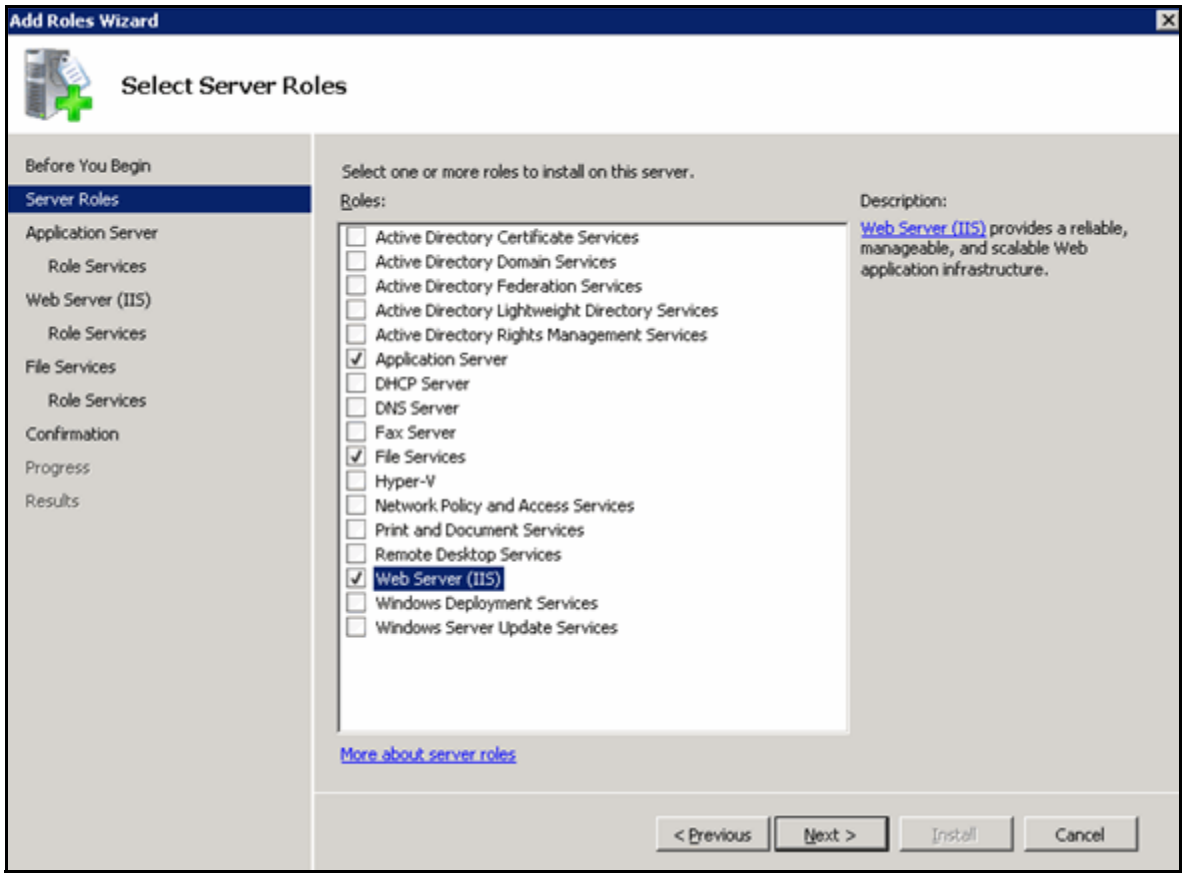
4. Click **Add Roles**.

The Add Roles Wizard dialog displays.



5. Click **Next** to select roles to install.

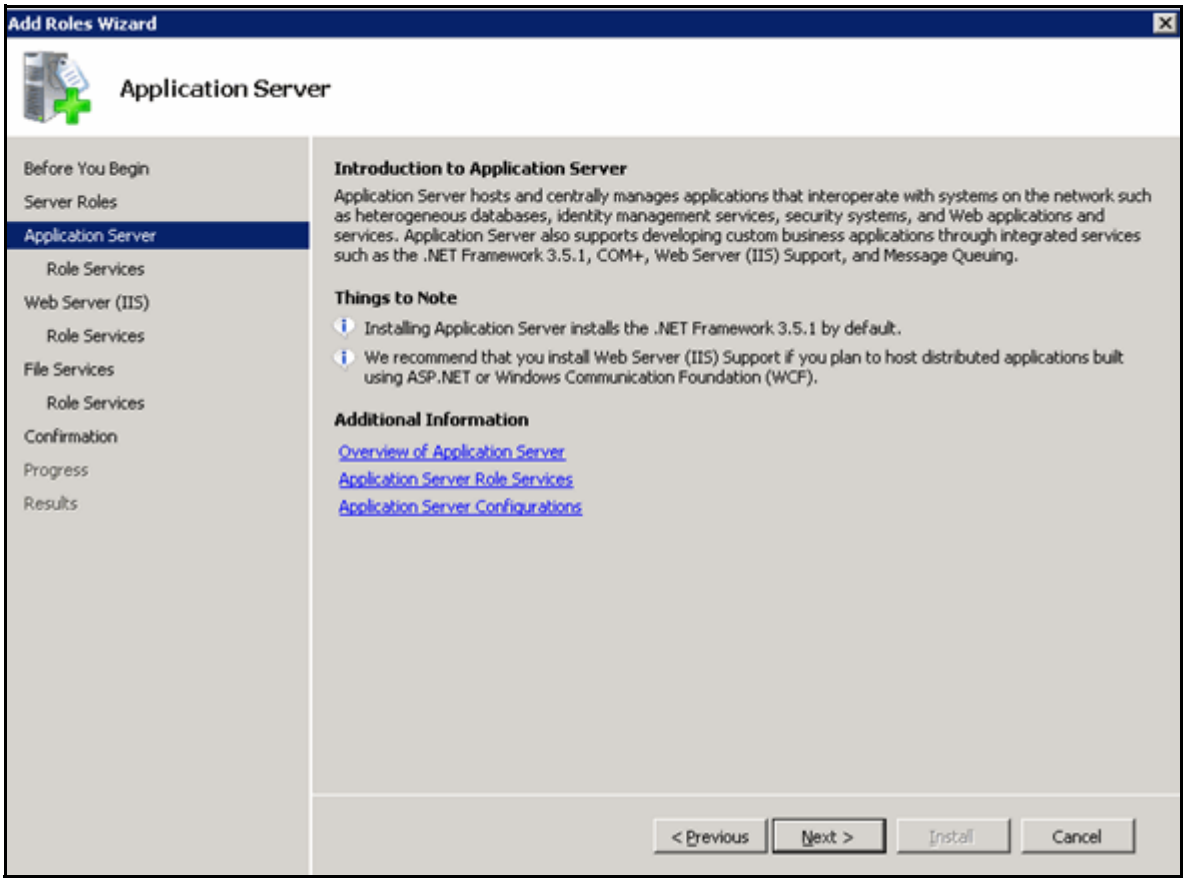
The Select Server Roles dialog displays.



6. Check the following options:
   - **Application Server**
   - **File Services**
   - **Web Server (IIS)**
   - **Fax Server** - optional, check if Customer uses Fax

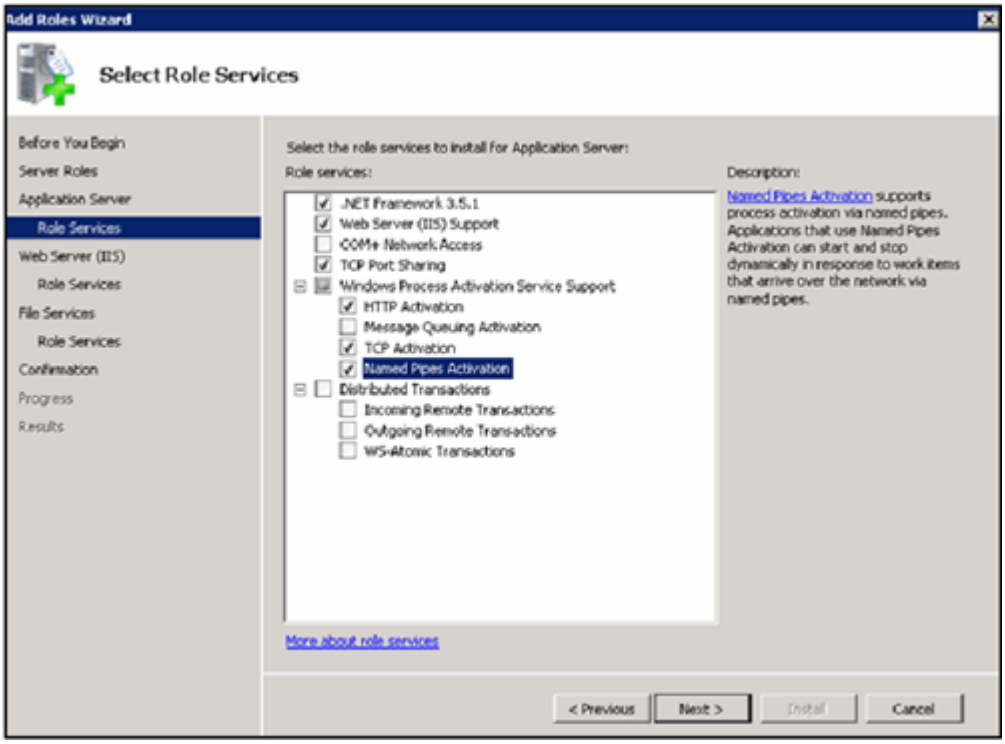
   For any Wizard popup statements that appear requesting you to Add Features for any new Role being installed, click **Add Required Features** to add them.
7. Click **Next** to continue.

The Application Server dialog displays.



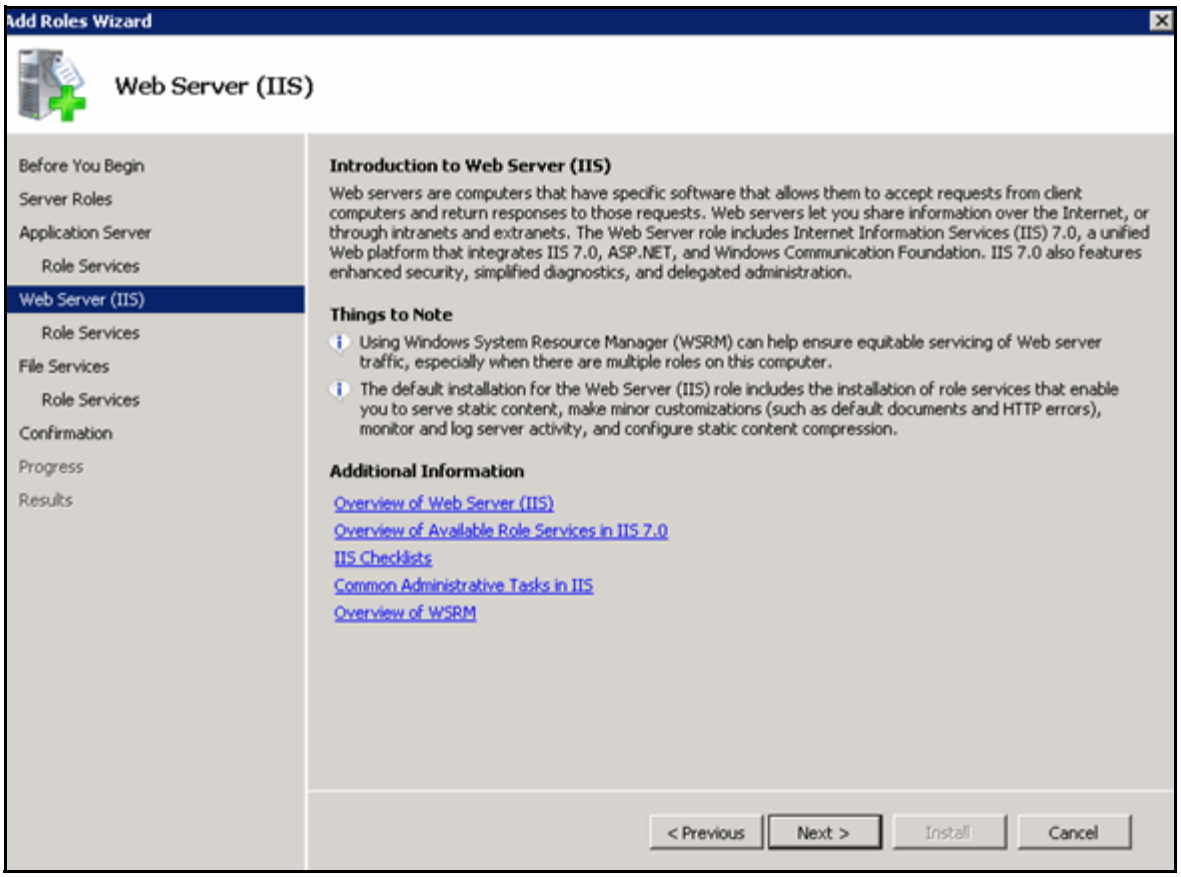
8. Click **Next** to continue.

9. Select the options as shown below for the Application Server. If any Wizard popup statements appear requesting you to Add Roles for the new applications being installed, click **Add Required Features** and add them.



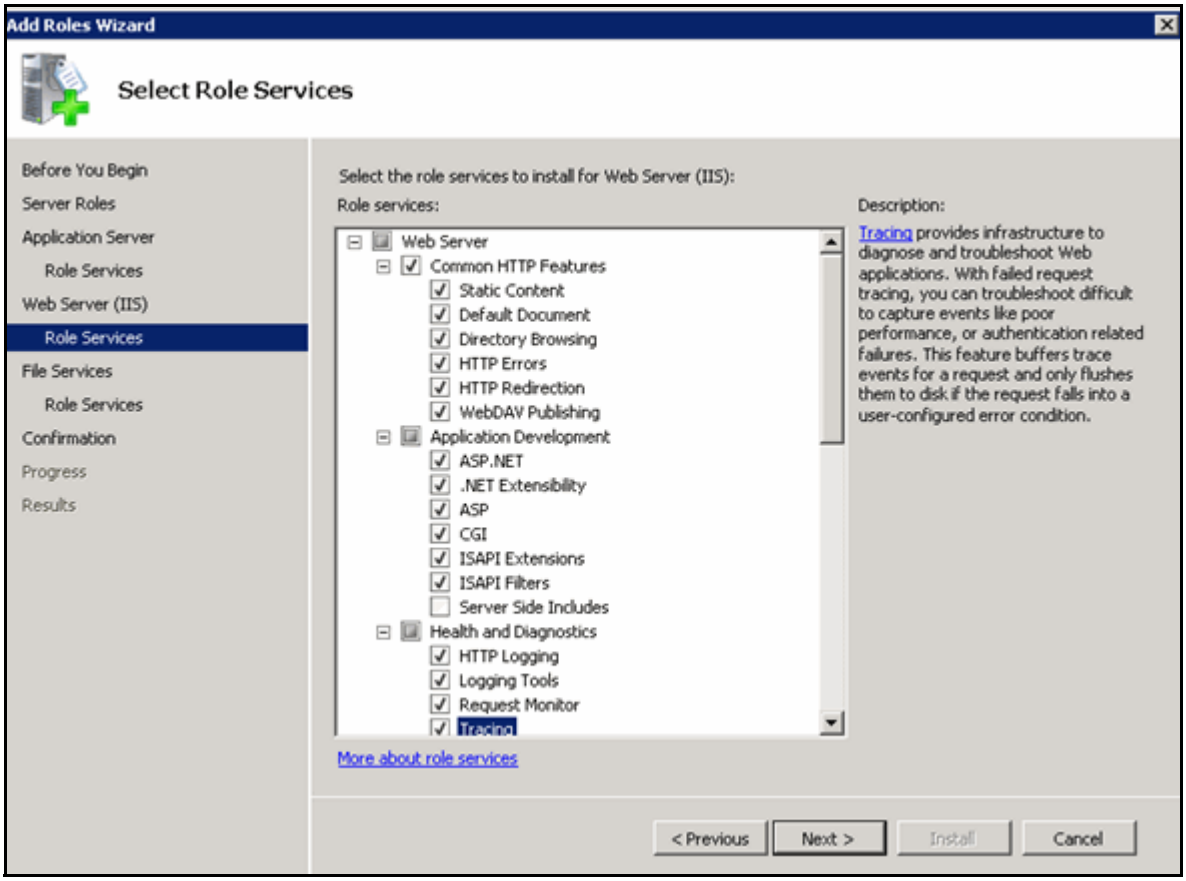
10. Click **Next** to continue.

The Web Server (IIS) dialog displays.

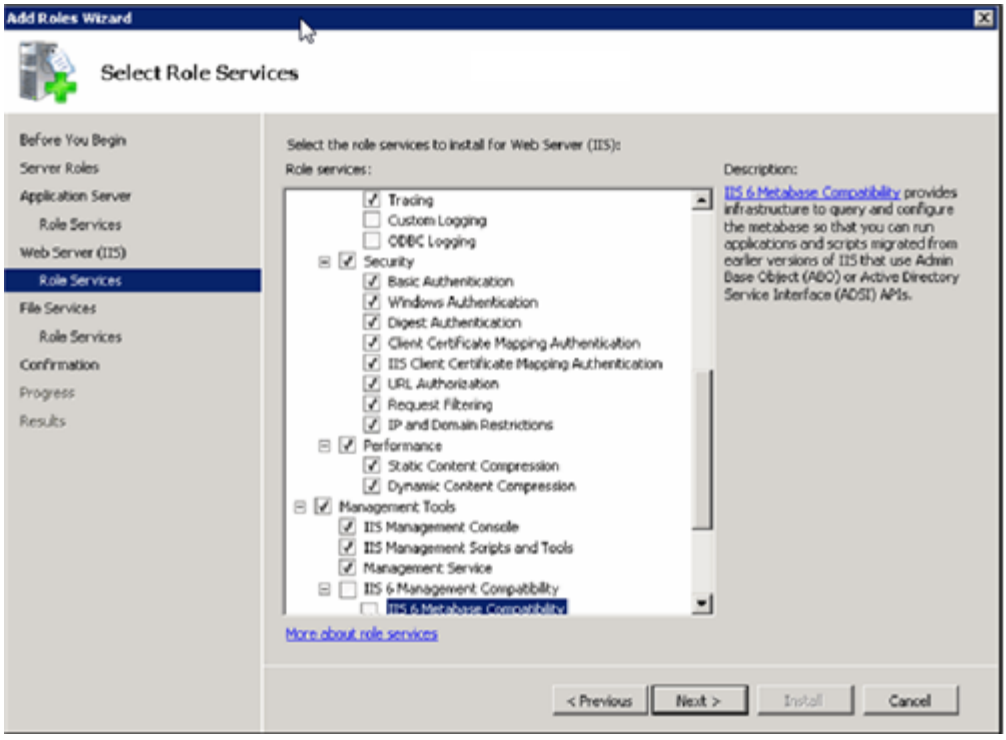


11. Click **Next** to continue.

12. Select the options as shown below for the Web Server. If any Wizard popup statements appear requesting you to add Features or Roles for any new application being installed, click **Add Required Features** and add them.

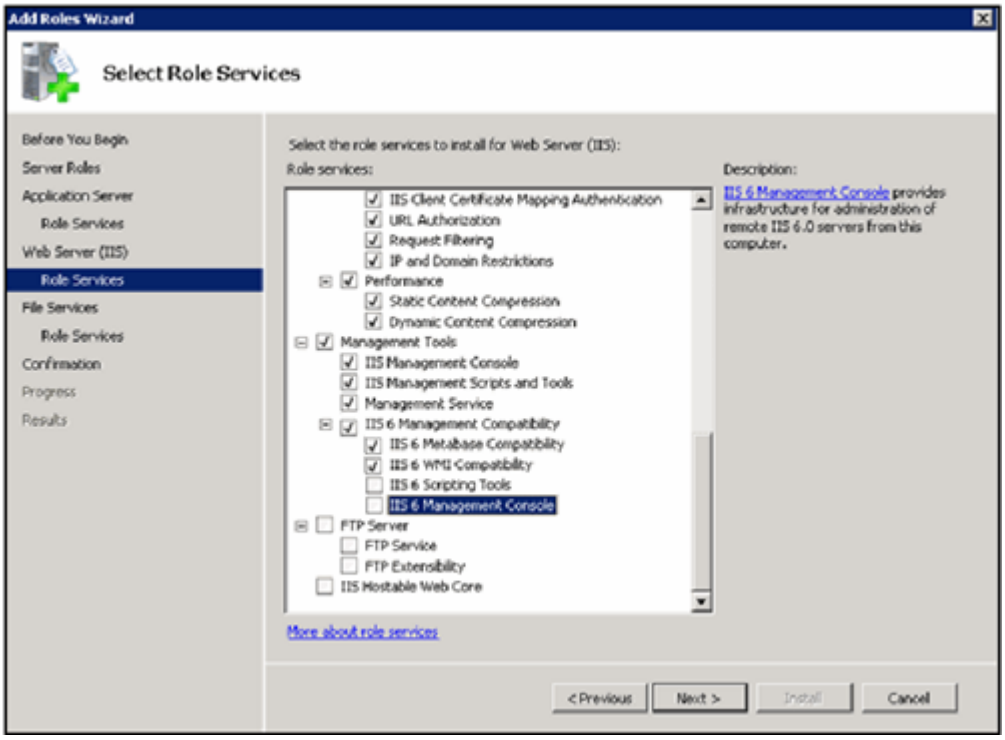


13. Scroll the Role services list.



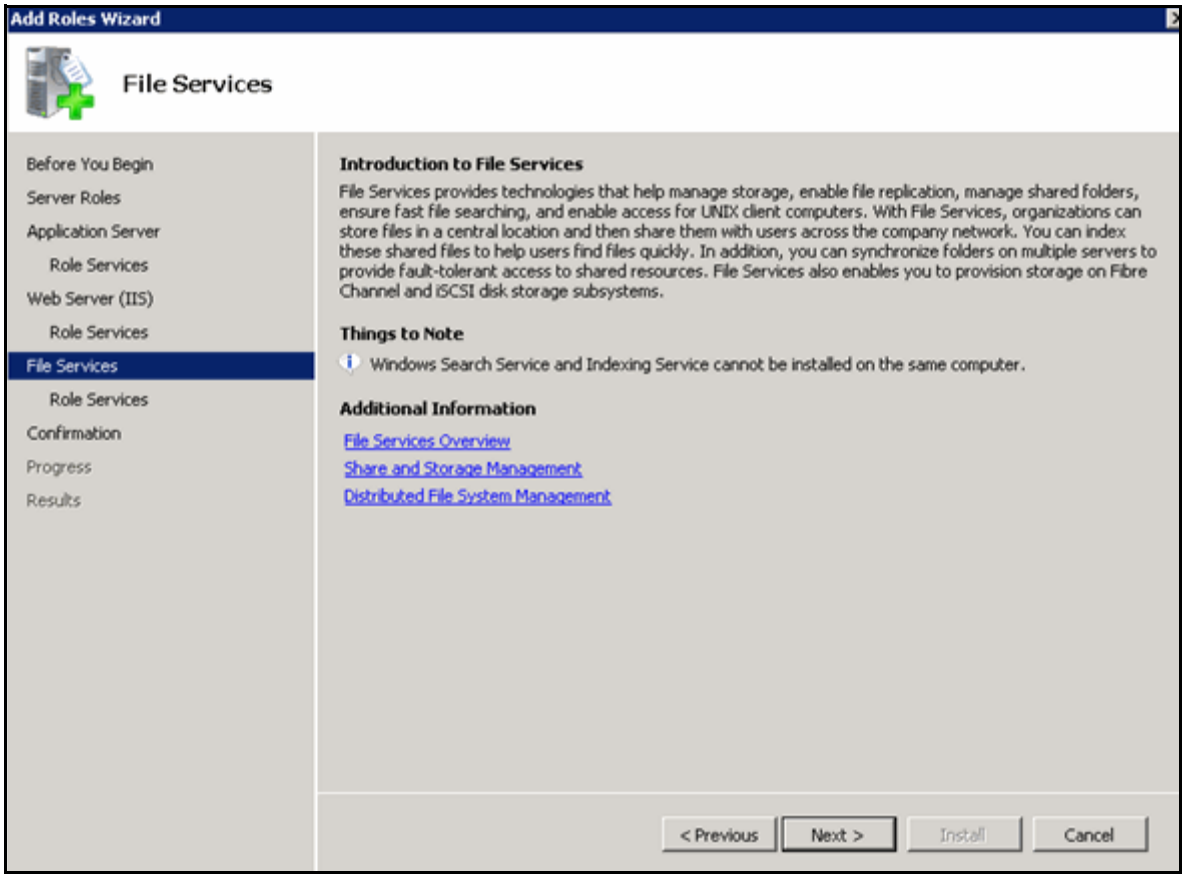
14. Select **Security**, which selects all the security options.

15. Select the options shown below.

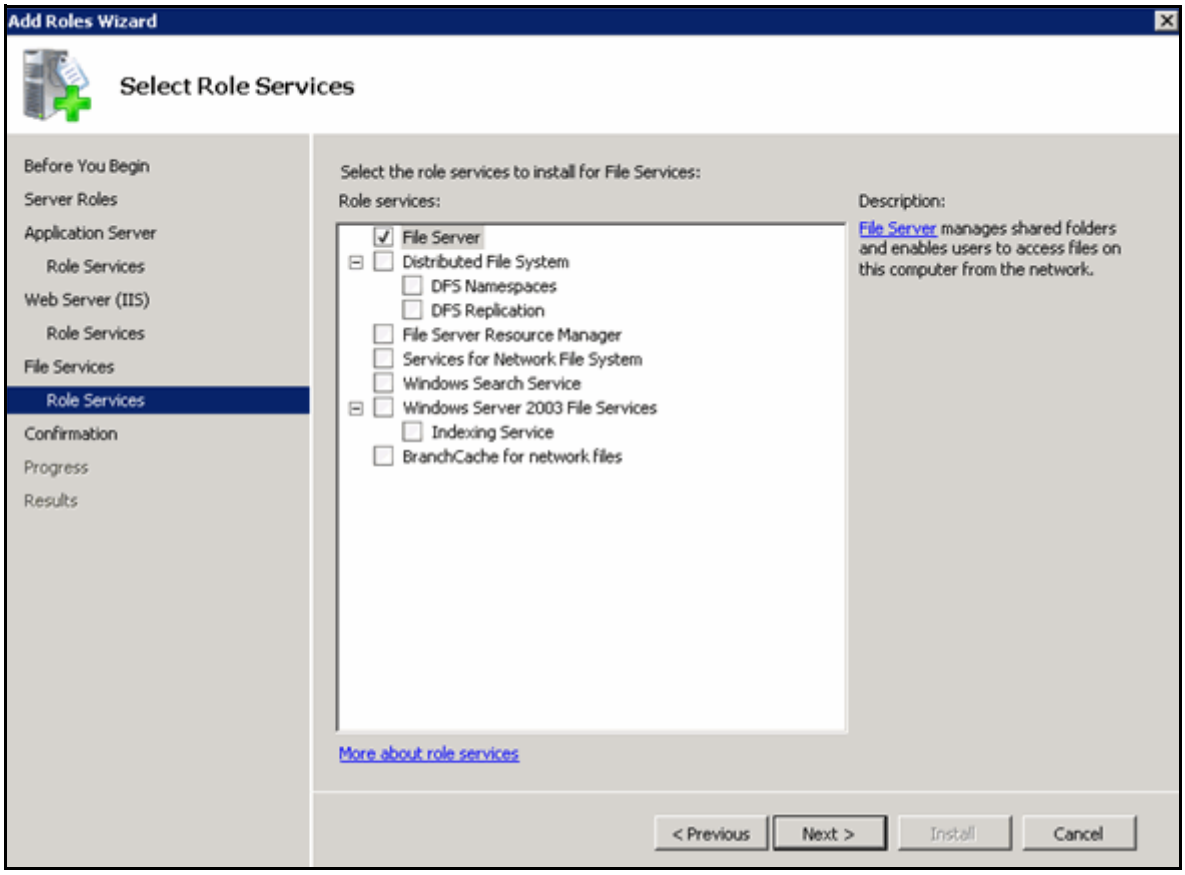


16. Click **Next** to continue.

The File Services dialog displays.

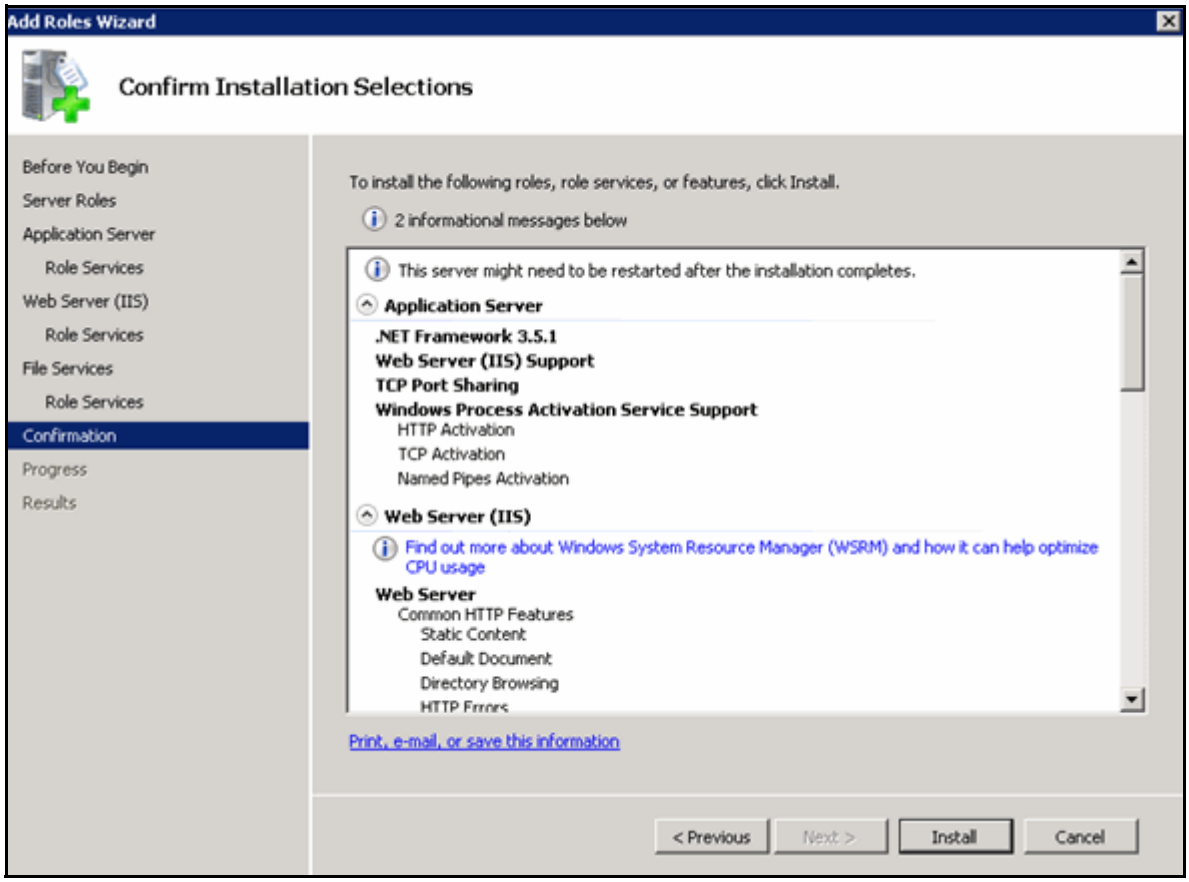


17. Click **Next** to continue.



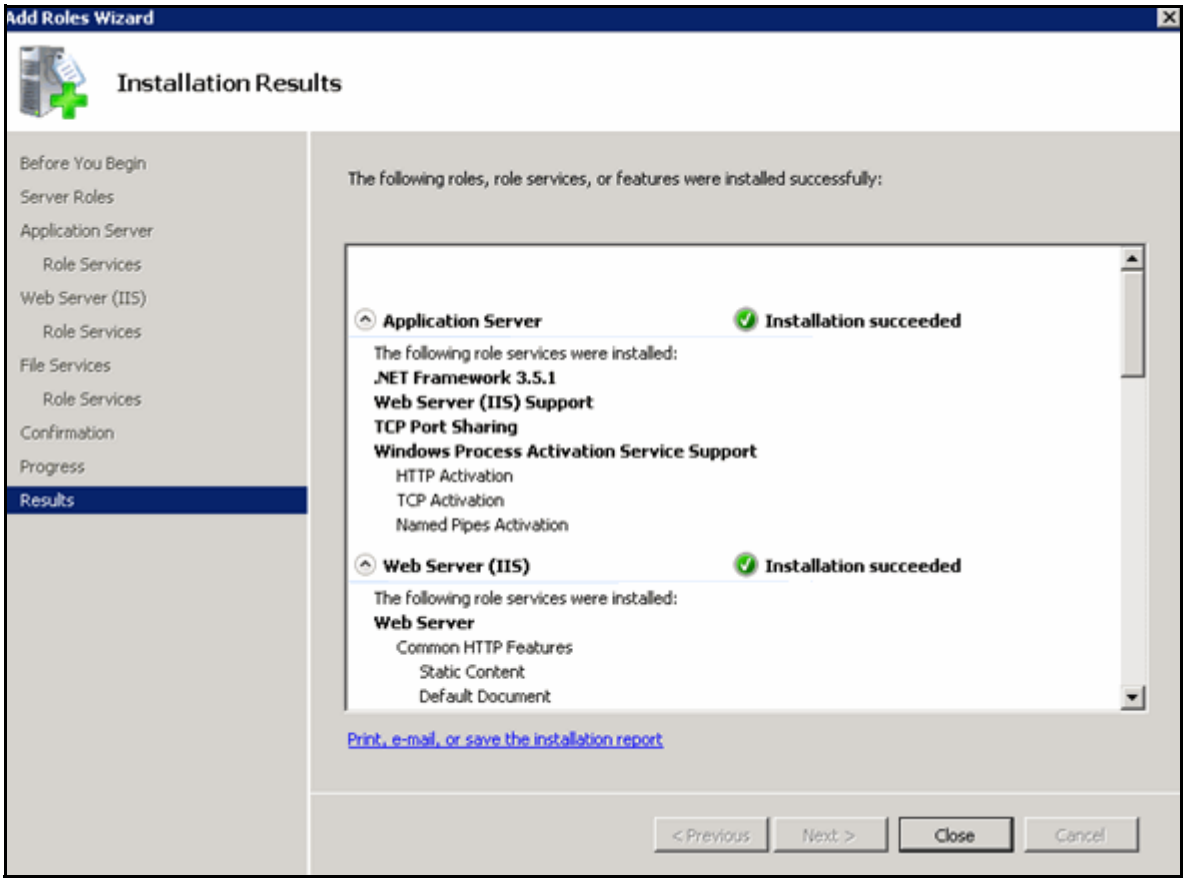
18. Select **File Server**.
19. Click **Next** to continue.

The Confirm Installation Selections dialog displays.



20. Verify the list and click **Install**.

After completion, the Installation Results dialog displays.

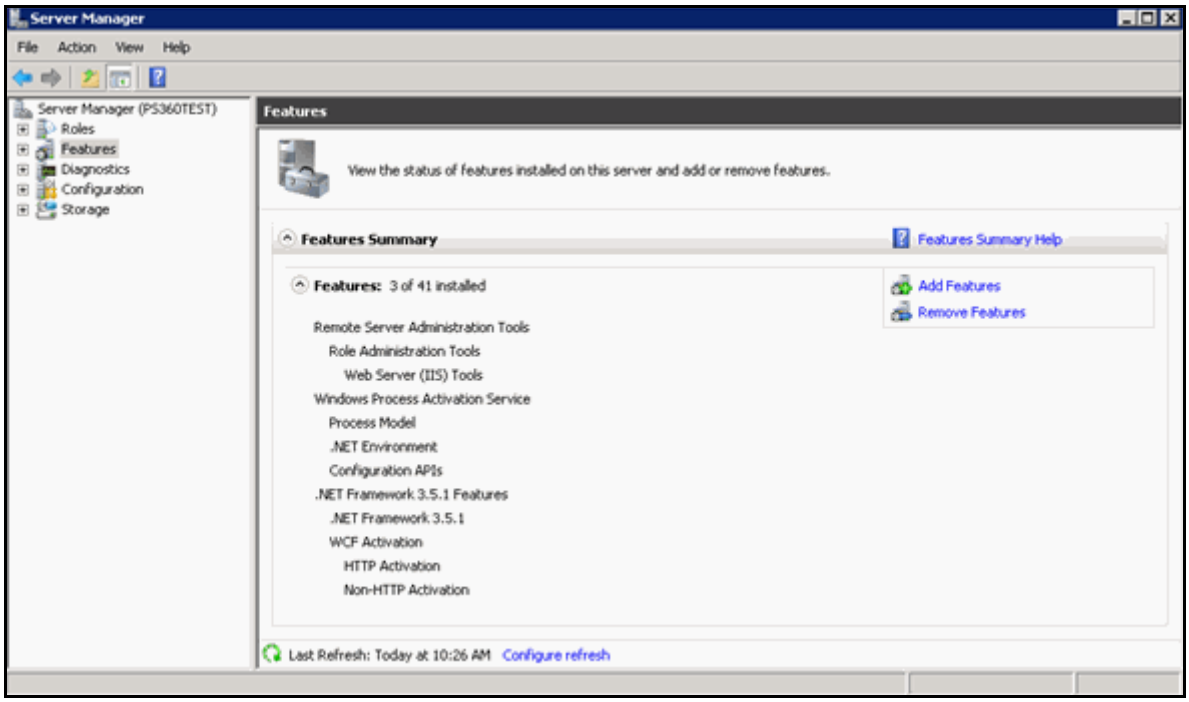


21. Click **Close**.

Install Message Queuing Features for Remote Diagnostics Support

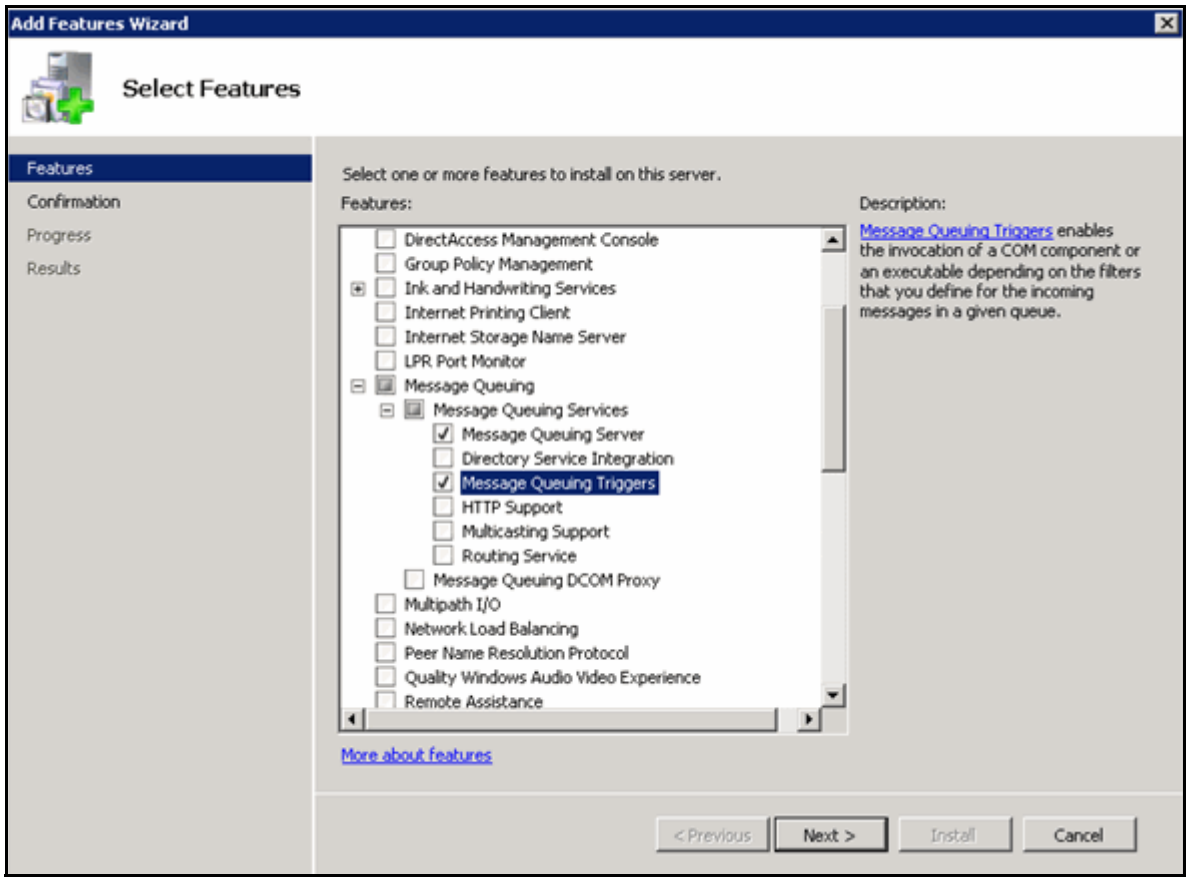
1. From the Control Panel, click **Programs and Features**.
2. Click **Turn Windows features on or off**.

   The Server Manager dialog displays.



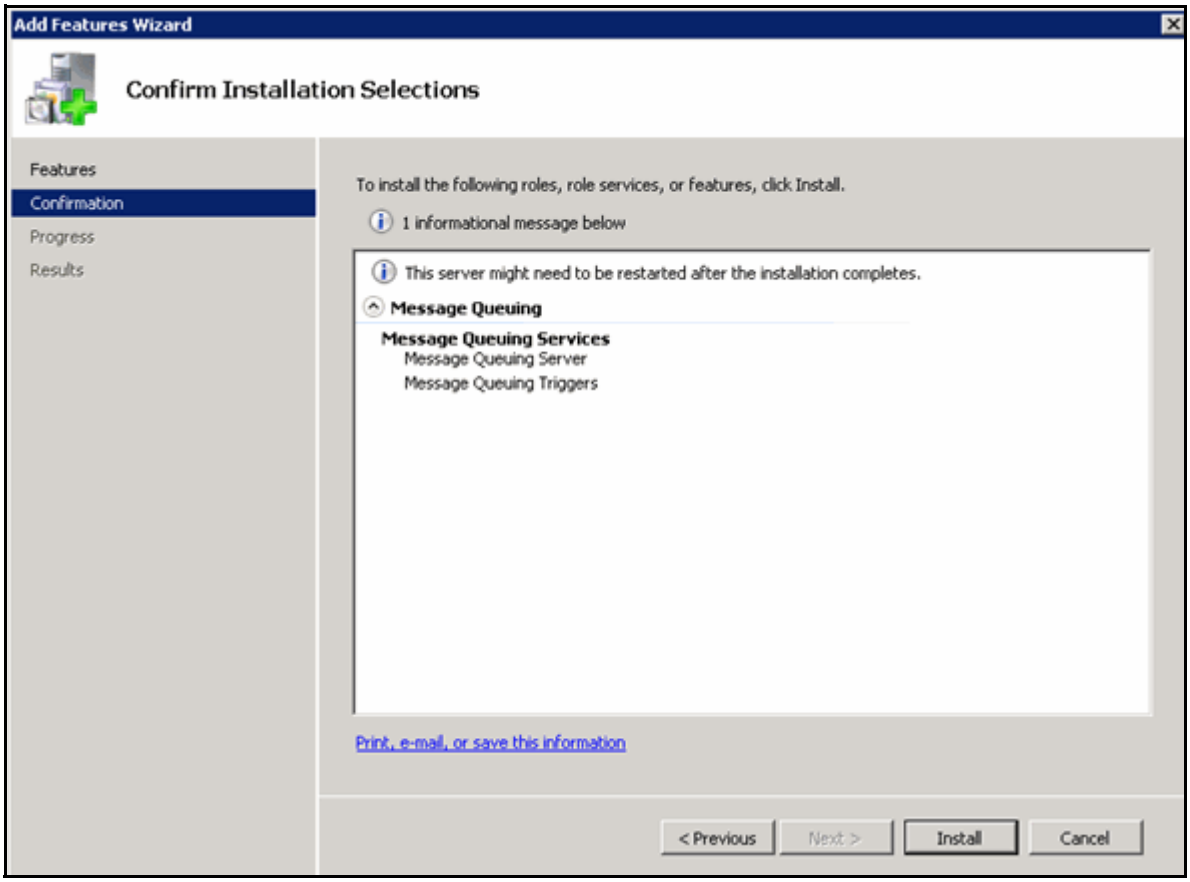
3. From the Server Manager list, click **Features**.
4. Click **Add Features**.

The Select Features dialog displays.



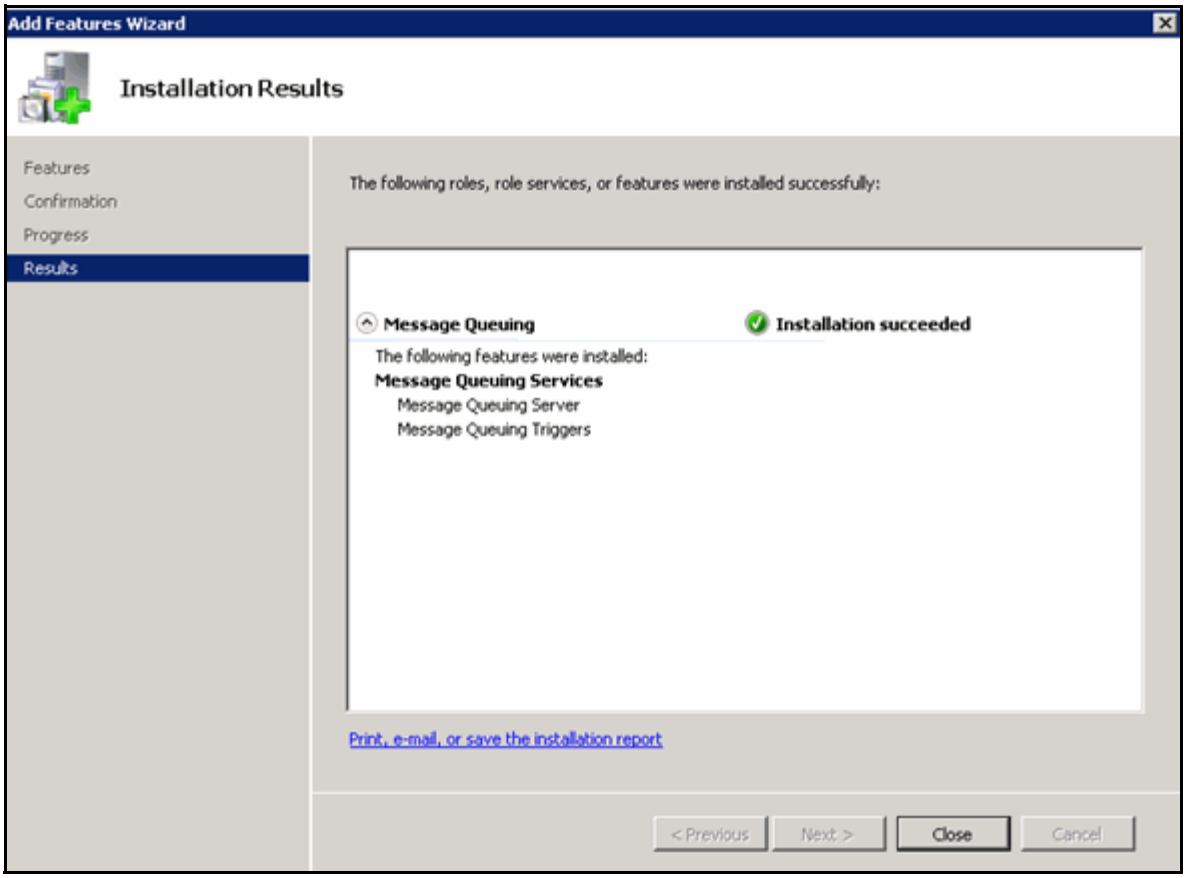
5. Expand **Message Queuing**.
6. Expand **Message Queuing Services**.
7. Select **Message Queuing Server** and **Message Queuing Triggers** as shown above.
8. Click **Next** to continue.

The Confirm Installation Selections dialog displays.



9. Verify Feature selections.
10. Click **Install**.

The Installation Results are displayed.



11. Click **Close**.
12. Close the Server Manager.
13. List the installed features and roles.
    a. From the command prompt, run either of the following commands to get a list of installed features and roles:

       ServerManagerCmd.exe –query

       OR

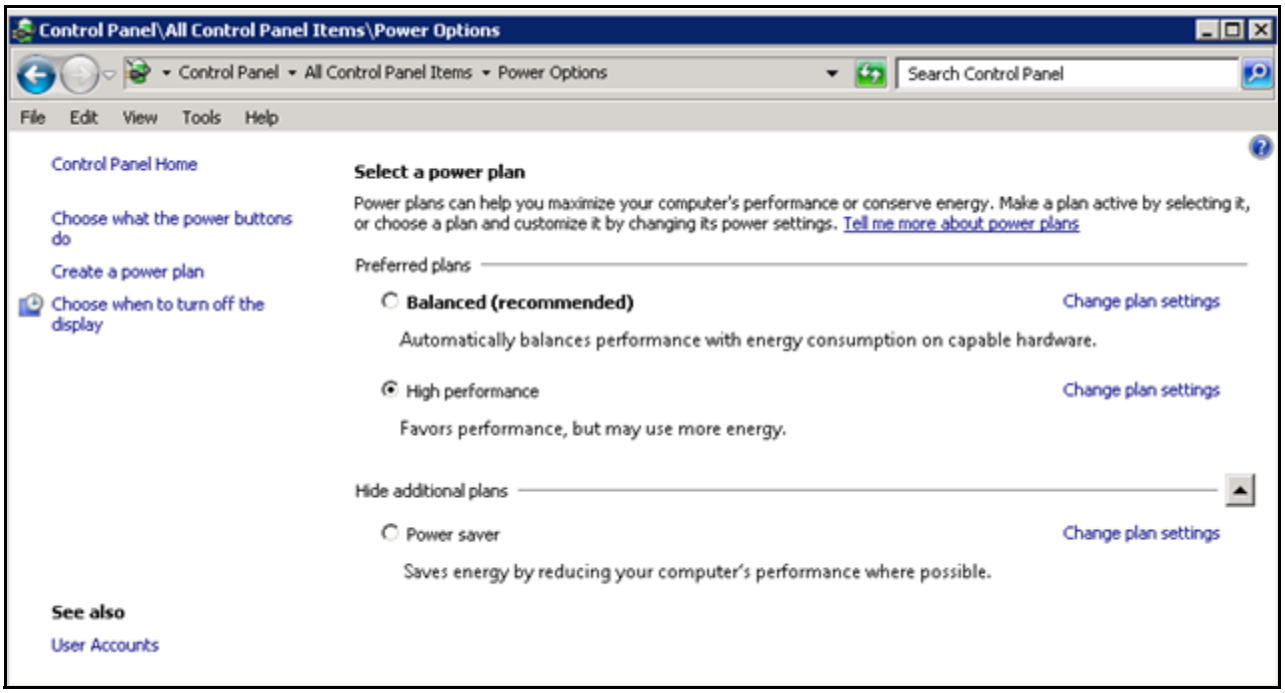
       Import-module servermanager ; Get-WindowsFeature

    b. Compare the list with the features and options listed starting on 9.

Performance Setting - Windows Server 2008

For better server performance on all Windows 2008 servers, set the Power Plan to High Performance.

From **Control Panel | All Control Panel Items |Power Options**, select **High performance** to enable this option.



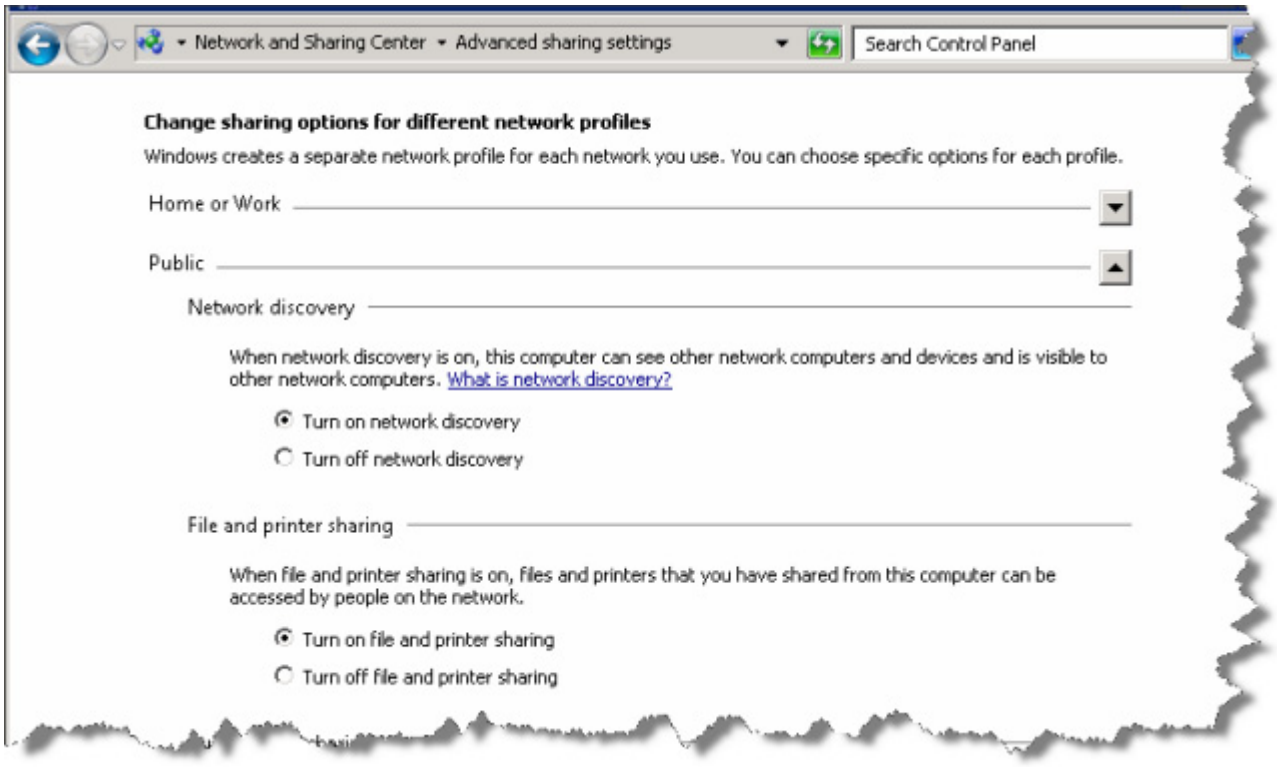
Network Configuration - Windows Server 2008

To configure the Windows Server network, login to the server with a Domain User Account with Admin privileges, then:

1. Select **Start | Administrative Tools | Services** and enable the following services:
   - Function Discovery Resource Publication
   - SSDP Discovery
   - UPnP Device Host
2. Double-click **each** service listed above to display the **Properties** dialog, make sure that the Startup type is set to **Automatic**, and click **Start**.
3. Close the application.
4. Select **Start | Control Panel | Network and Sharing Center**.
5. From Network and Sharing Center, click **Change advanced sharing settings**.

   The Advanced sharing settings folder opens.
6. From the Advanced sharing settings dialog, click the **Public** arrow in the **Change sharing options for different network profiles** area.

The following displays.



7. Enable the **Turn on network discovery** option.
8. Click **Save changes**.

Setup Purge Process to Delete Old IIS Log Files

IIS Log Files are produced daily, and accumulate without any maintenance procedure available by default. A Scheduled Task can be created to perform a purge of older log files as defined by the task. A Batch file performs the purge according to settings entered as part of the command.

Download the .bat file here.

Preparation

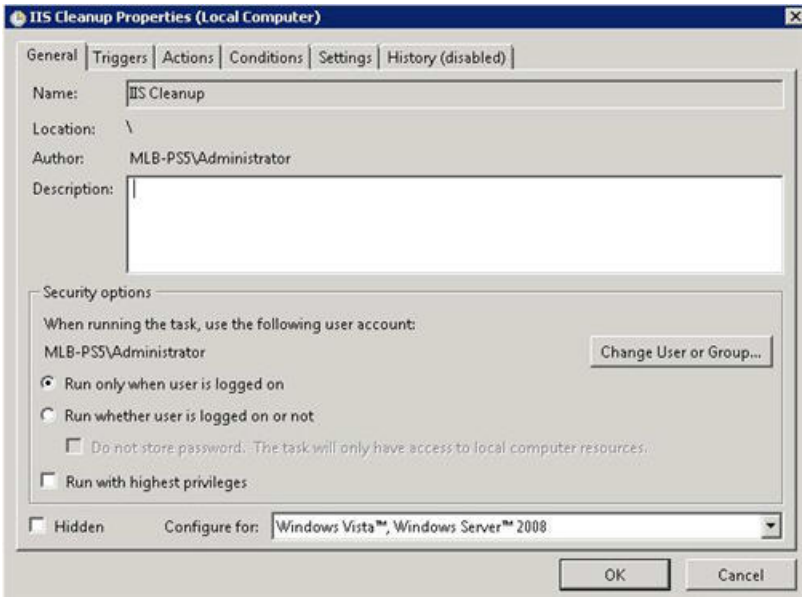
1. Download the deleteoldfiles.zip and copy to the <DataDrive>:\Nuance folder.
2. Extract the zip.
3. Edit the deleteoldfiles.txt file extension to .bat file.

Create Windows Tasks

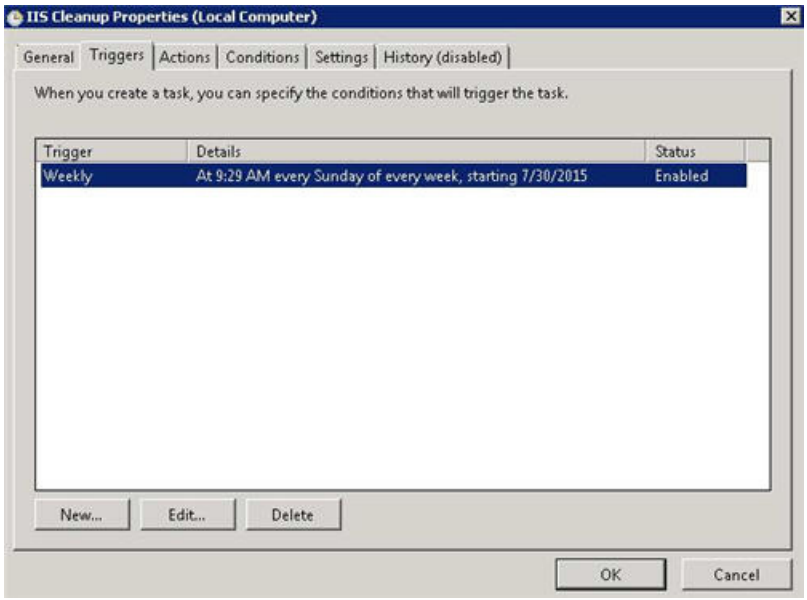
1. Select **Start/Programs/Administrative tools/Task Scheduler**.
2. Choose **Create Basic Task** in the right pane. The Create Basic Task wizard opens.
3. Name the task, “IIS Cleanup”.
4. Click **Next** to schedule the Task Trigger. The Task Trigger window displays.
5. Set the task to run **weekly**.
6. Click **Next**.
7. Set a **Start** date and time for the Task to run.
8. Set the task to reoccur every 1 week on Sunday.
9. Click **Next** to set the Task Action.
10. Select the **Start a program** option.
11. Click **Next** to select the program to start.
12. Using the Browse button, browse to the program to the **deleteoldfiles.bat** file.
13. In the Argument window, add the path to the IIS log file folder followed by *.log 7

    Example: C:\Nuance\IIS_Logs\W3SVC1 *.log 7
14. Click **Next**. The Summary window displays.
15. Confirm that the options are correct in the Summary window for the task and click **Finish**. You are returned to the Task Scheduler window.
16. Click the **Refresh** button for the window.
17. Browse the list of Tasks for the IIS Cleanup Task, and double-click it to see the particulars for this Task in the lower center pane. From this location, you can further select to Run, End, Disable, Properties, etc., for the Task using the options in the lower half of the right pane.

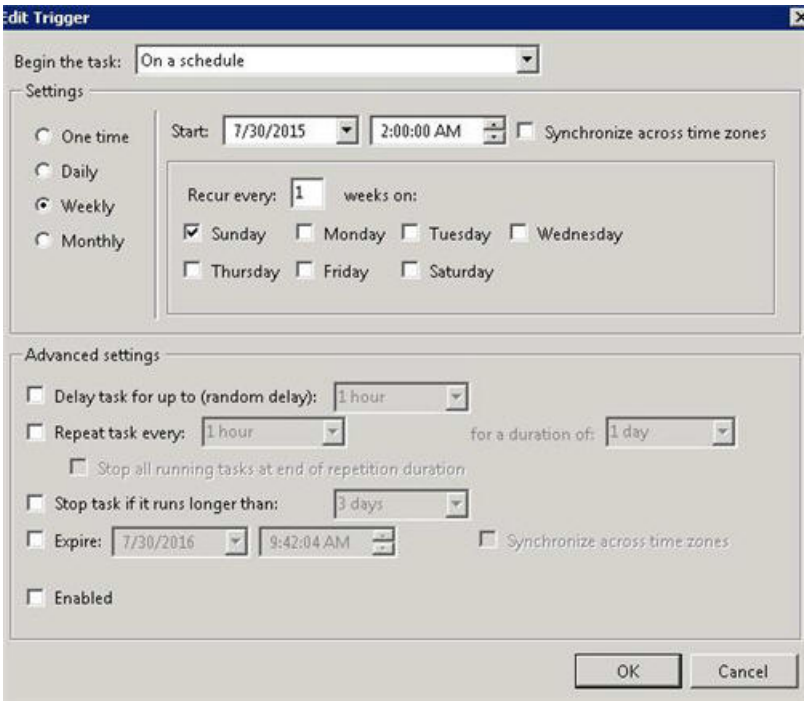
18. Make sure that the IIS Cleanup task is highlighted in the Scheduler window and select **Properties** in the lower right pane.
19. On the Data Move Properties dialog General tab, select Security option to **Run whether user is logged on or not**, and click **OK**.



20. A prompt displays for the account to run, use the Nuance Service Account.
21. Next click the **Triggers** tab.



22. Click **Edit**. The Edit Trigger dialog displays.



23. In the Advanced settings pane, check the **Enabled** option.
24. Click **OK** to close the Edit Trigger dialog.
25. Click **OK** to close the Properties dialog.
26. Execute the task and verify the log files are deleted.
27. Close the Task Scheduler application.

Fax Server Configuration

Overview

IMPORTANT

Fax Services is required to be installed on the IIS Application server.

If the customer asks that faxing be set up on a different server, consult with Service Management.

Before beginning this section, the customer must have already installed and tested a subtable fax card to be used for faxing.

Perform the Fax Server setup after you have installed the PowerScribe 360 application software and completed the post-installation procedures.

The Fax Server setup described below supports the Windows 2008 R2 Operating System.

Create the Fax Drop Box/Outgoing Folder

There must be a Fax Drop box for PowerScribe 360 for the reports that Microsoft Word will convert from an .RTF file to a .TIF file, which in turn will be passed to Fax.

1. Create a folder under the C:\Nuance folder on the server where the RAS application resides.
2. Name the folder **PS360_outgoingfax** (i.e., **X:\Nuance\PS360_outgoingfax**).

   If you do not create this folder, the Faxes will be dumped to the C:\Windows\Temp folder.

Application Pool Identity Overview

For Sites that use Microsoft Word, the application requires a User profile to be loaded. IIS no longer does this by default. The RAS installer will create one during the installation of RAS. The user profile can be manually changed in IIS using the Application Pool Identity. If the Fax Modem is installed on the RAS Server, and you must configure the Application Pool Identity to point to Network Service account.

For a system with a separate Fax Server, the Application Pool Identity needs to be set to a Domain User with Local Administrative rights on both the RAS Server and the Fax Server.

For the PowerScribe 360 support of Fax, we use the PS360AppPool Identity. The **PS360AppPool** Identity should already be set up on the RAS Server.

To configure the PS360AppPool Identity, perform the steps in the following sections.

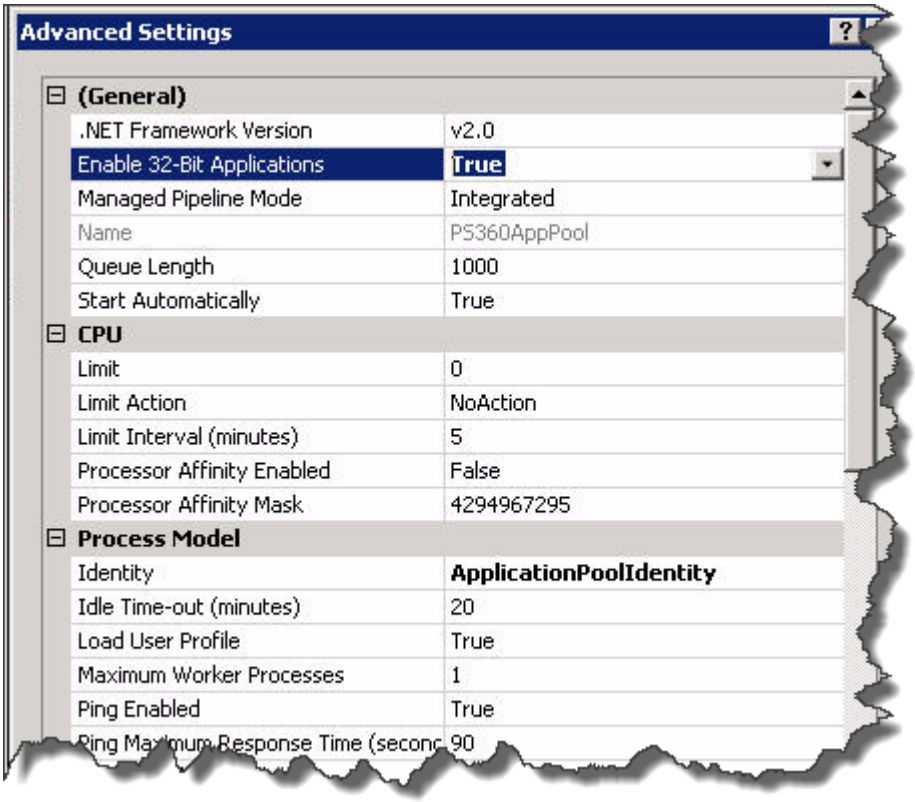
Application Pool Identify Settings

To set up the fax Application Pool Identity when it resides on the same server as the RAS application.

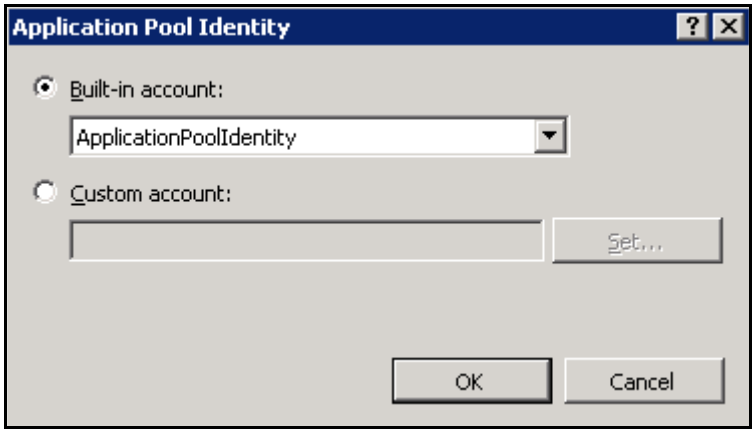
1. Open IIS Manager in Administrative Tools.
2. In the Connections pane, expand the server node and right-click **Application Pools**.

3. Right-click the new **PS360AppPool,** and click **Advanced Settings**.

   The Advanced Settings dialog displays.

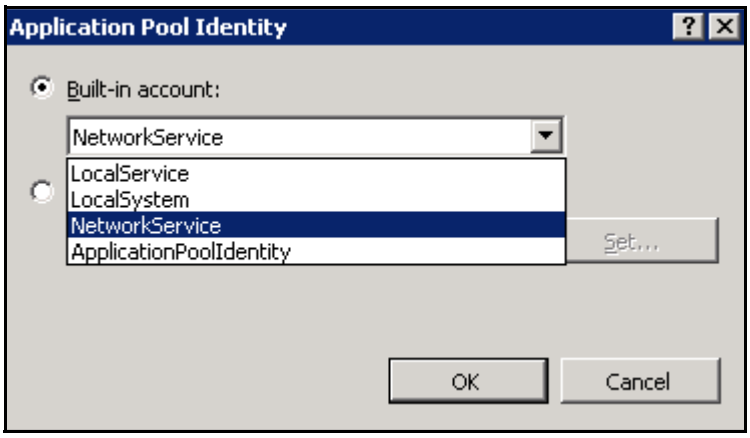


4. Verify that the Identity is **ApplicationPoolIdentity** at this point. You will change it in the next steps.
5. Verify that the Load User Profile is set to **True**. If not, set it.
6. Under Process Model, right-click **ApplicationPoolIdentity** and open the Application Pool Identity dialog.



7. Click the drop-down box under Built-in account.

The following displays.



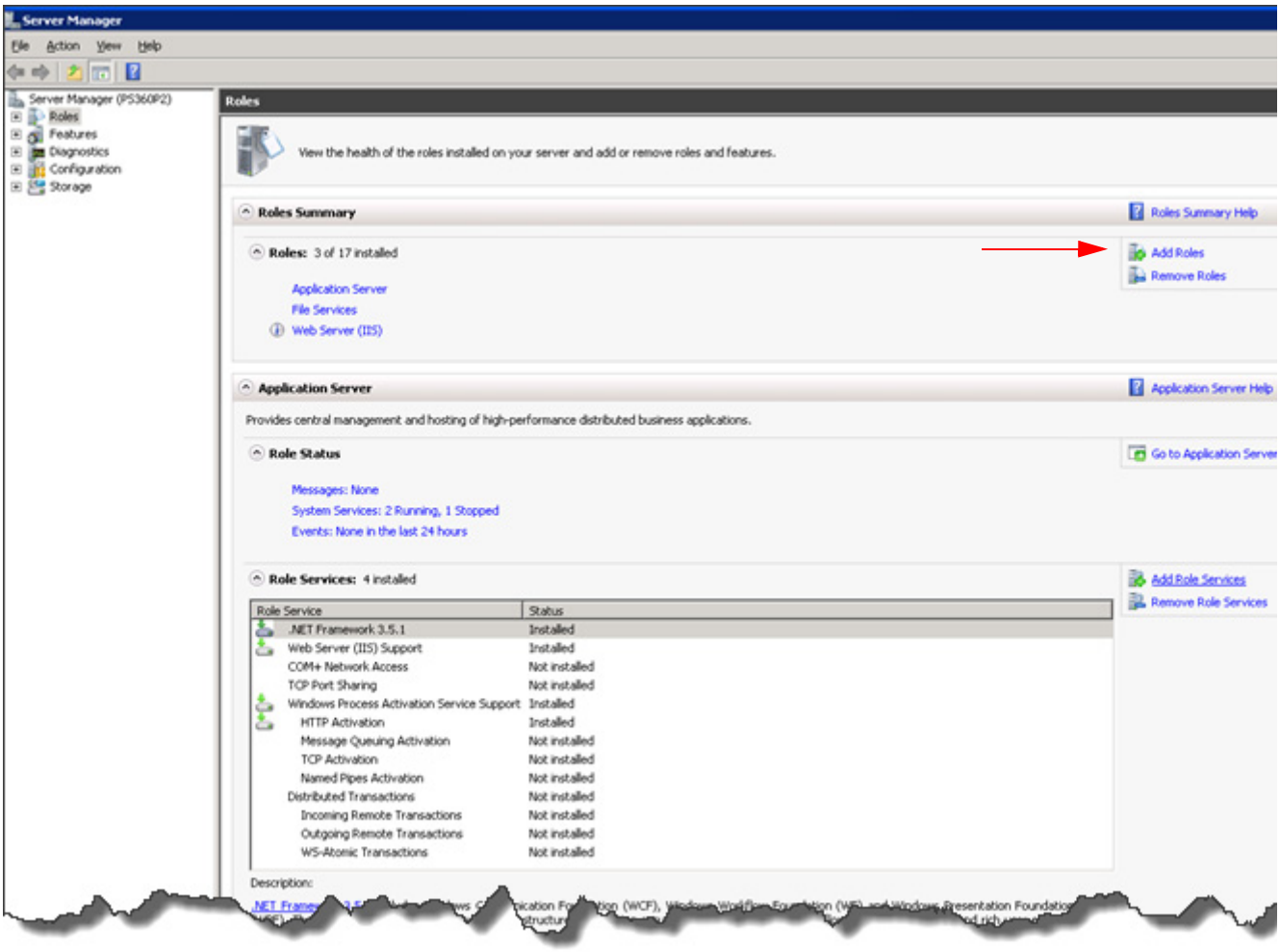
8. Select **NetworkService**.
9. Click **OK**.
10. Click **OK** to close the Advanced Settings.
11. Reboot the machine to effect the changes.

Install Fax Service Role

You must install the Fax Service Role on the RAS Server and also on the Fax Server for systems with a separate Fax Server.

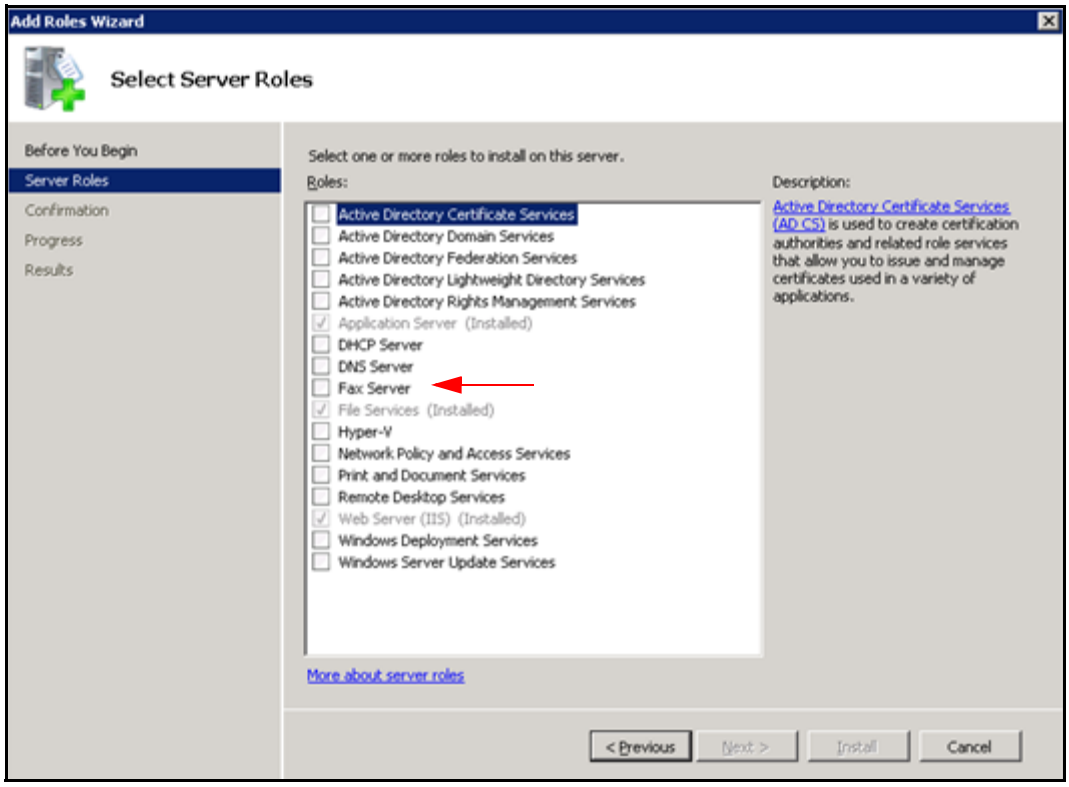
1. Choose **Start/All Programs/Administrative Tools/Server Manager.**

   The Server Manager displays. The following is only an example.



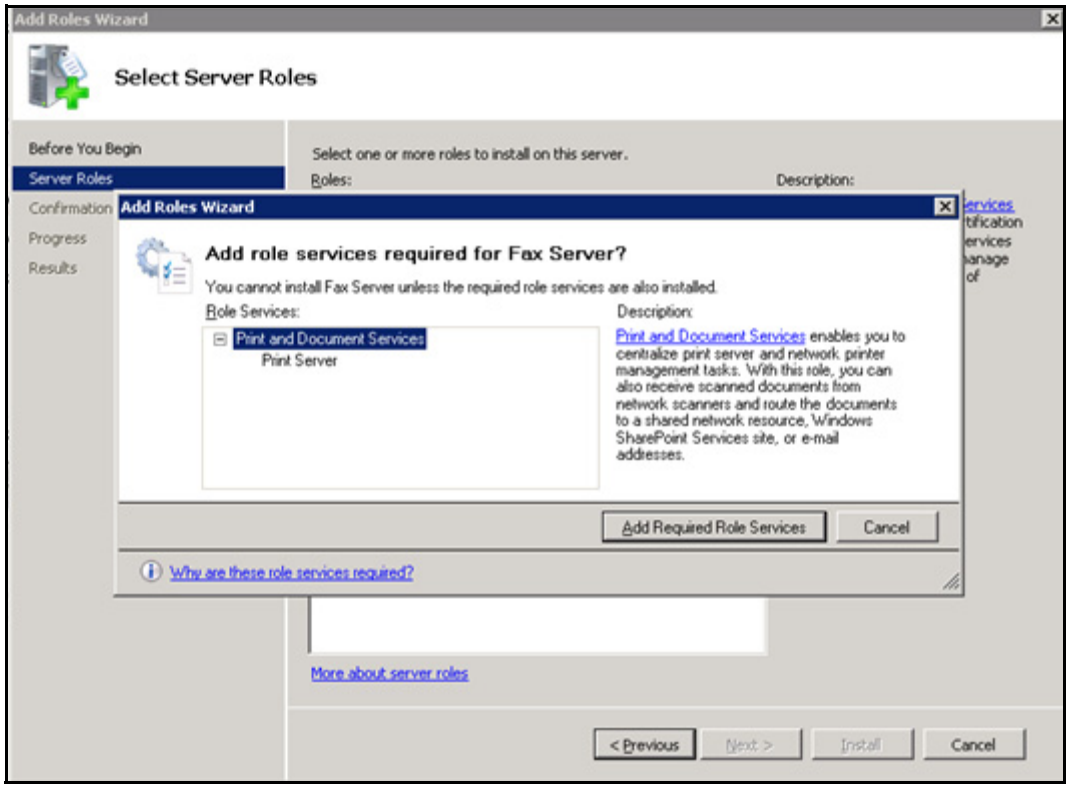
2. Click **Add Roles**.

The Select Server Roles dialog displays.



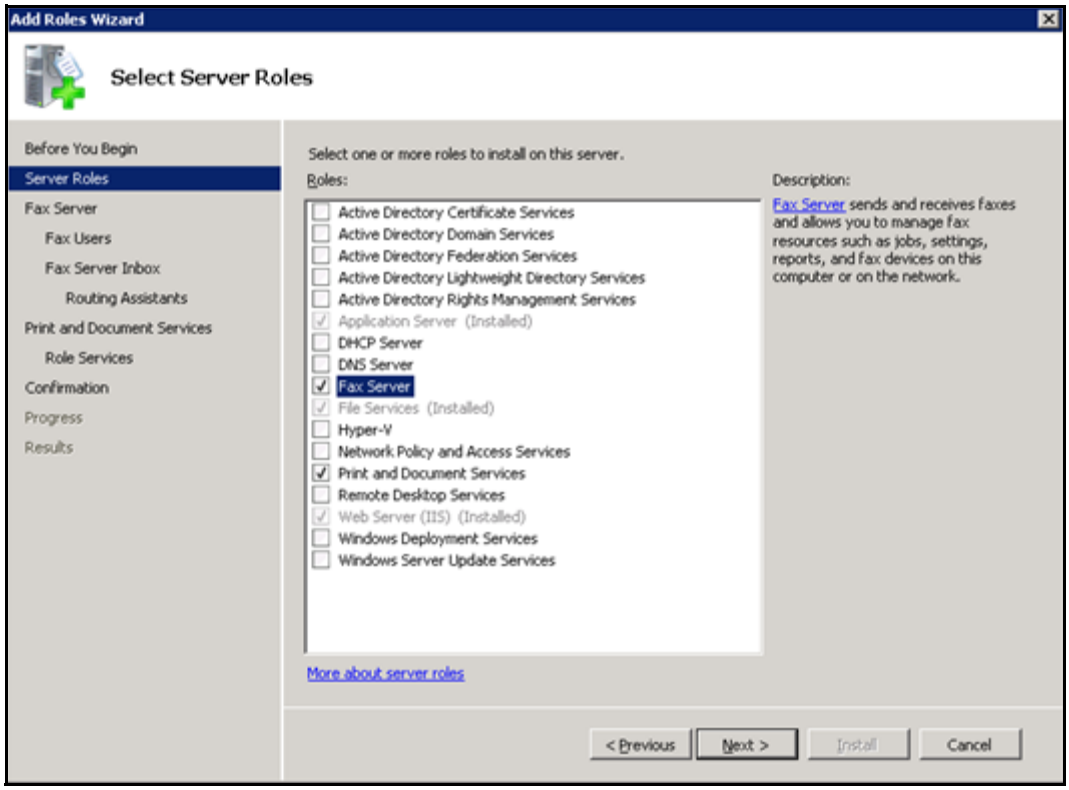
3. Check the **Fax Server** check box.

The Add Roles Wizard dialog displays.



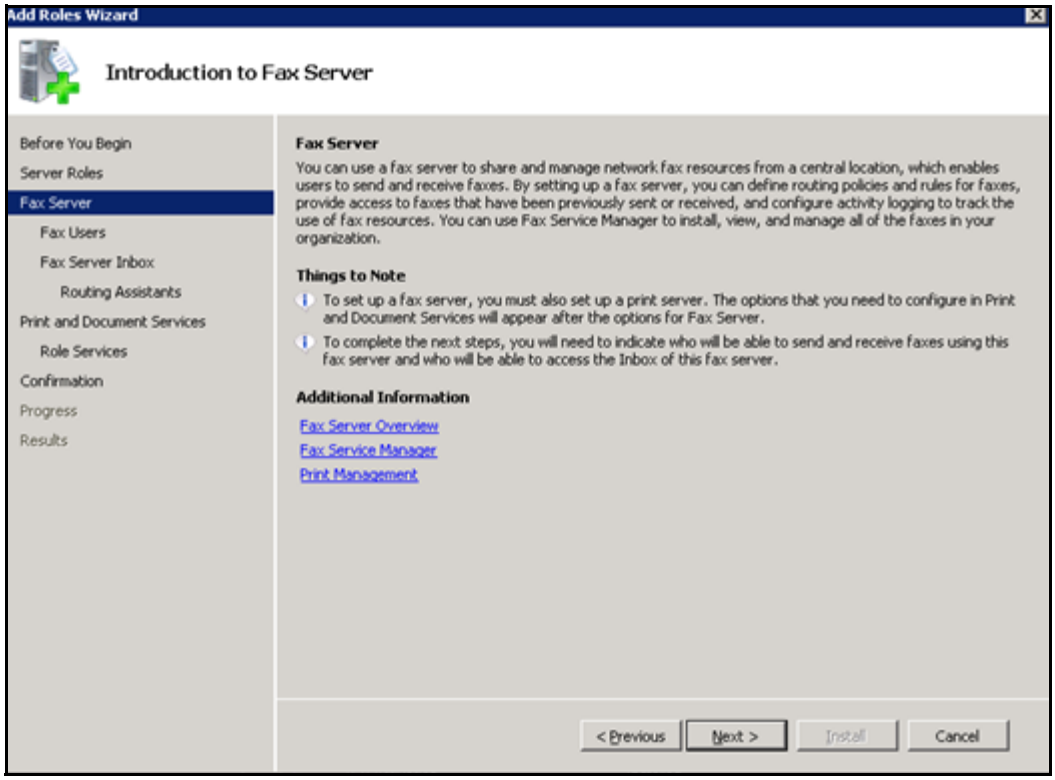
4. If Print and Document Services is not installed, click **Add Required role Services**.

You are returned to the Select Server Roles dialog.



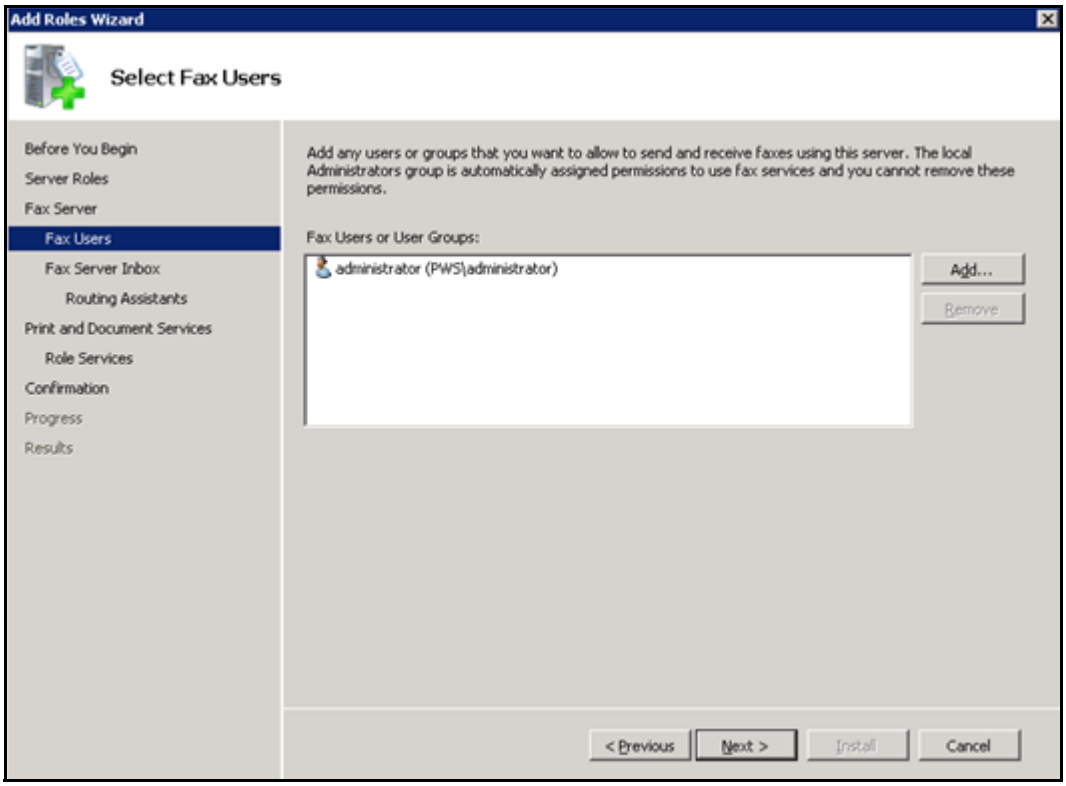
5. Click **Next**.

The Introduction to Fax Server dialog displays.



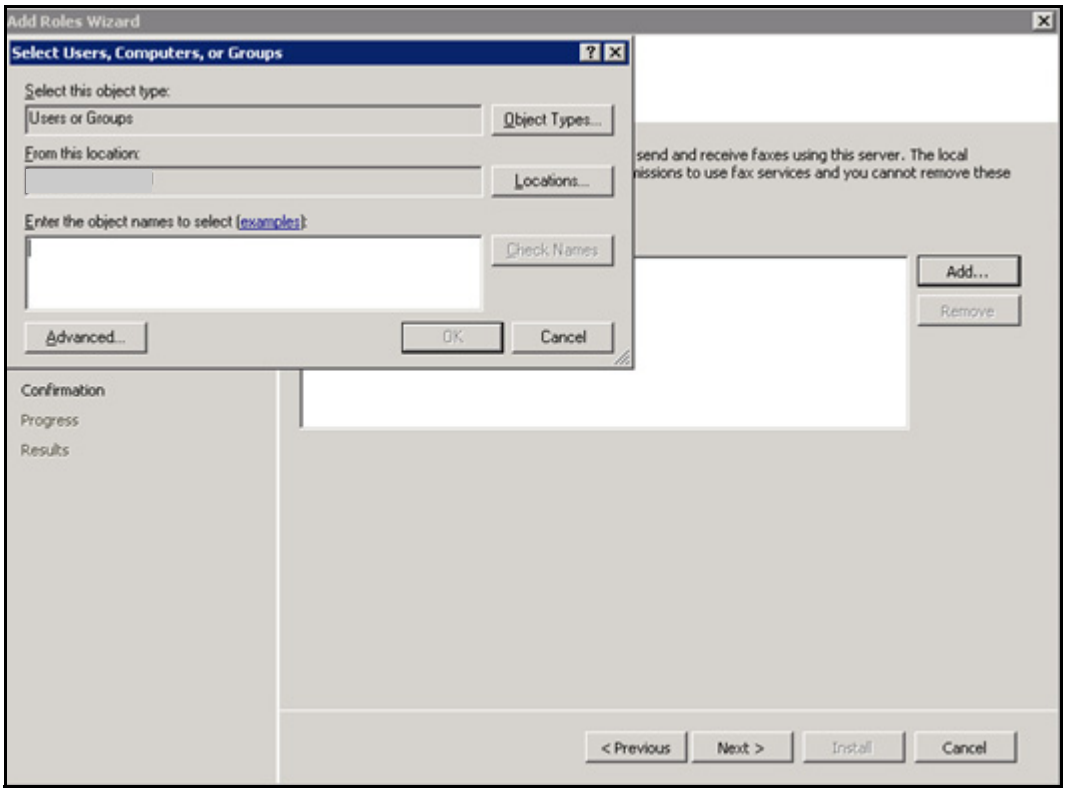
6. Review the information and click **Next**.

The Select Fax Users dialog displays. ***The following is only an example.*** If Fax is being set up only on the RAS Server, there may not be a user listed in this dialog when you launch it. You will select that entry if it is not here in a step below.



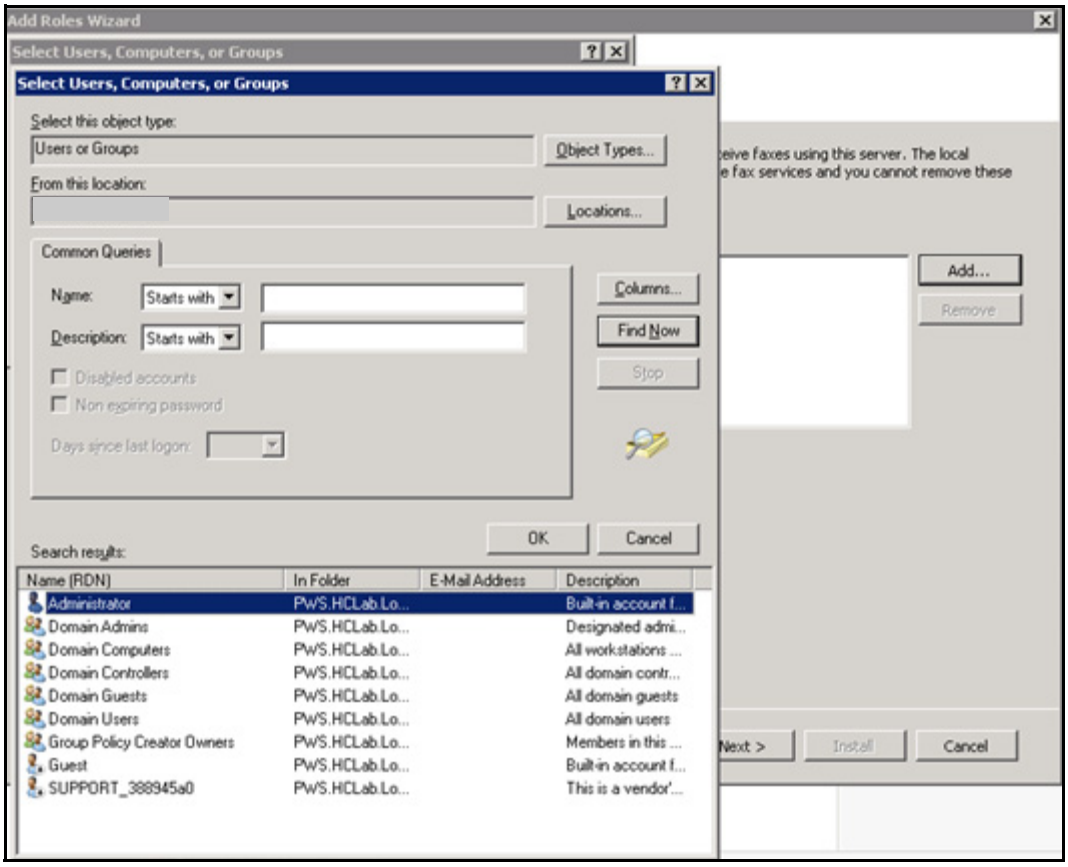
7. Click **Add**.

The Select Users, Computers, or Groups dialog displays. The location will be filled in but may not be correct.



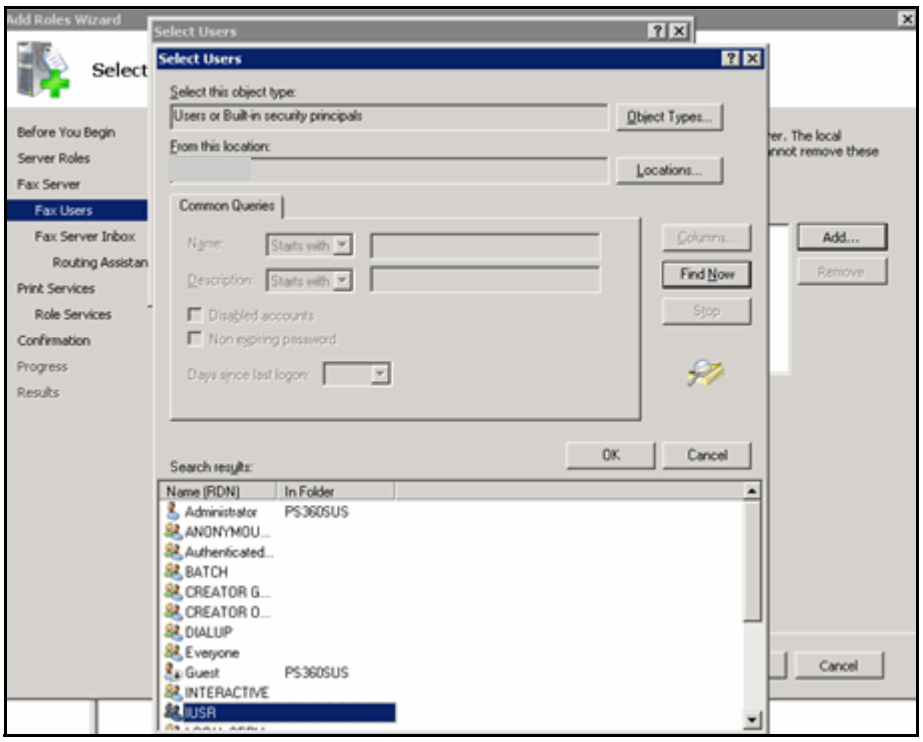
8. Click **Advanced**.

The following displays. The location will be filled in but may not be correct.



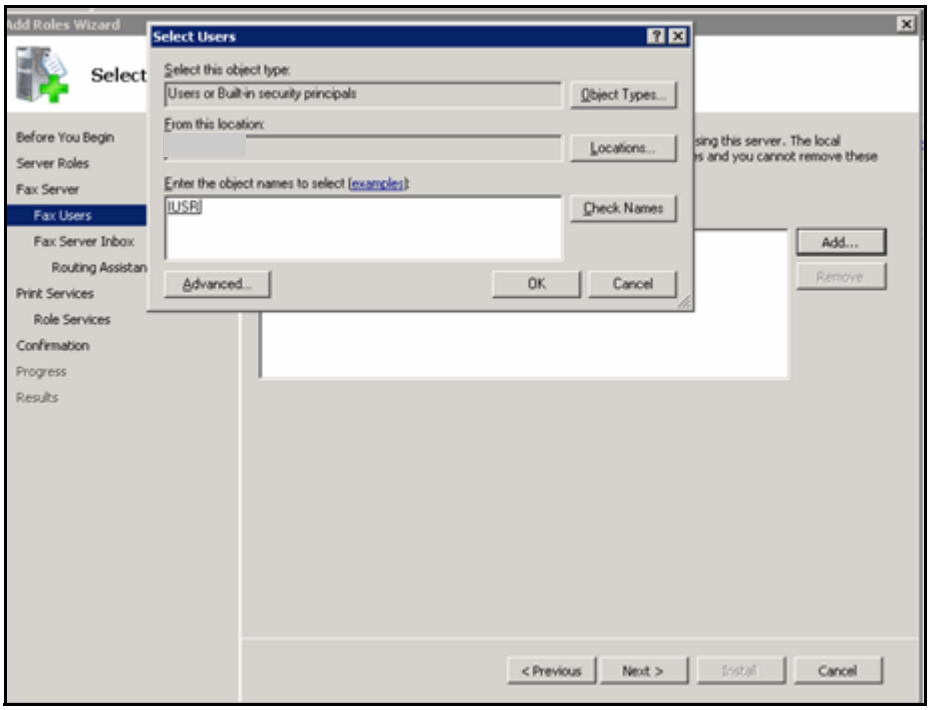
9. Change the **From this location** entry to the Local Machine Name.
10. Click **Find Now**.

The dialog displays the search results. The location is the Local Machine Name you chose.



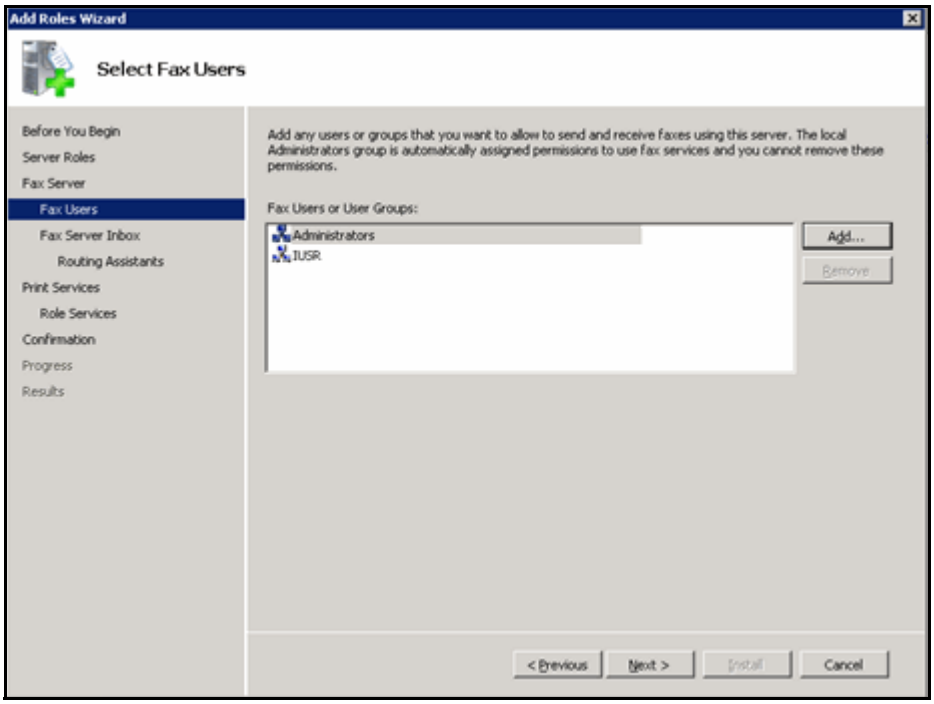
11. If the **Administrator** did not display in the Select Fax Users dialog above, select that entry. In addition, select the entry in the next step.
12. Select **IUSR** and click **OK**.

The Select Users dialog with the IUSR choice displays. ***The following is only an example.*** The location is the Local Machine Name you chose.



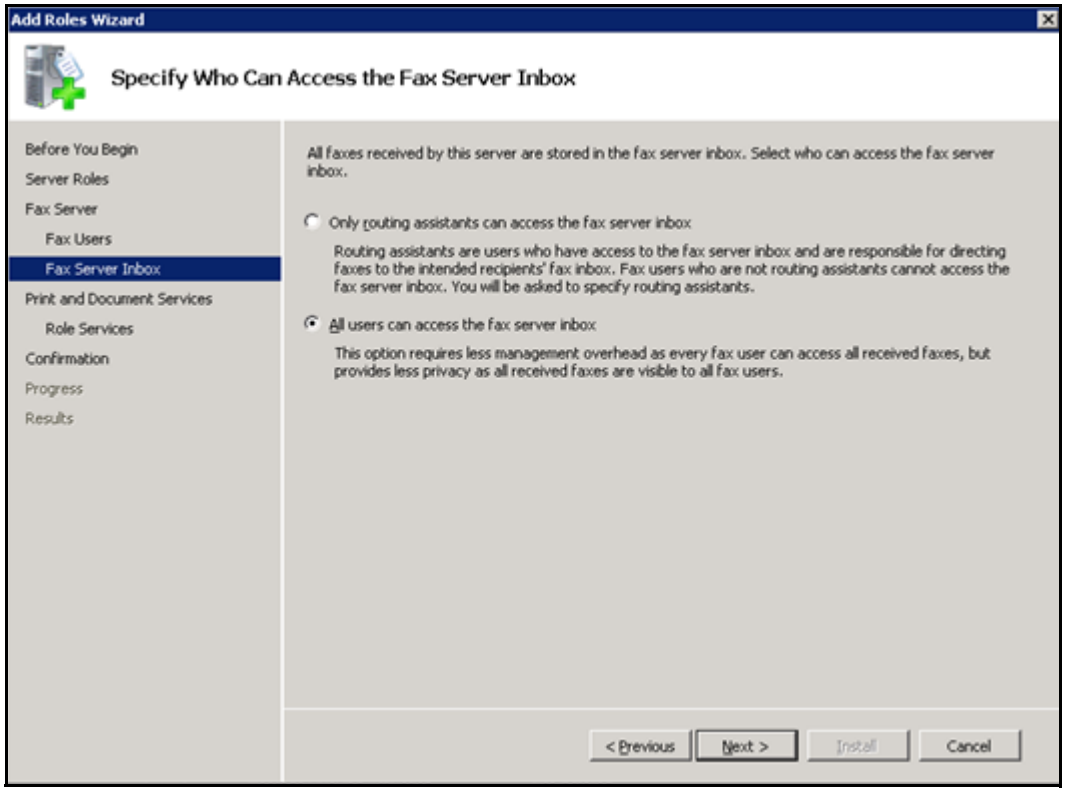
13. Click **OK**.

    You are returned to the Select Fax Users dialog.



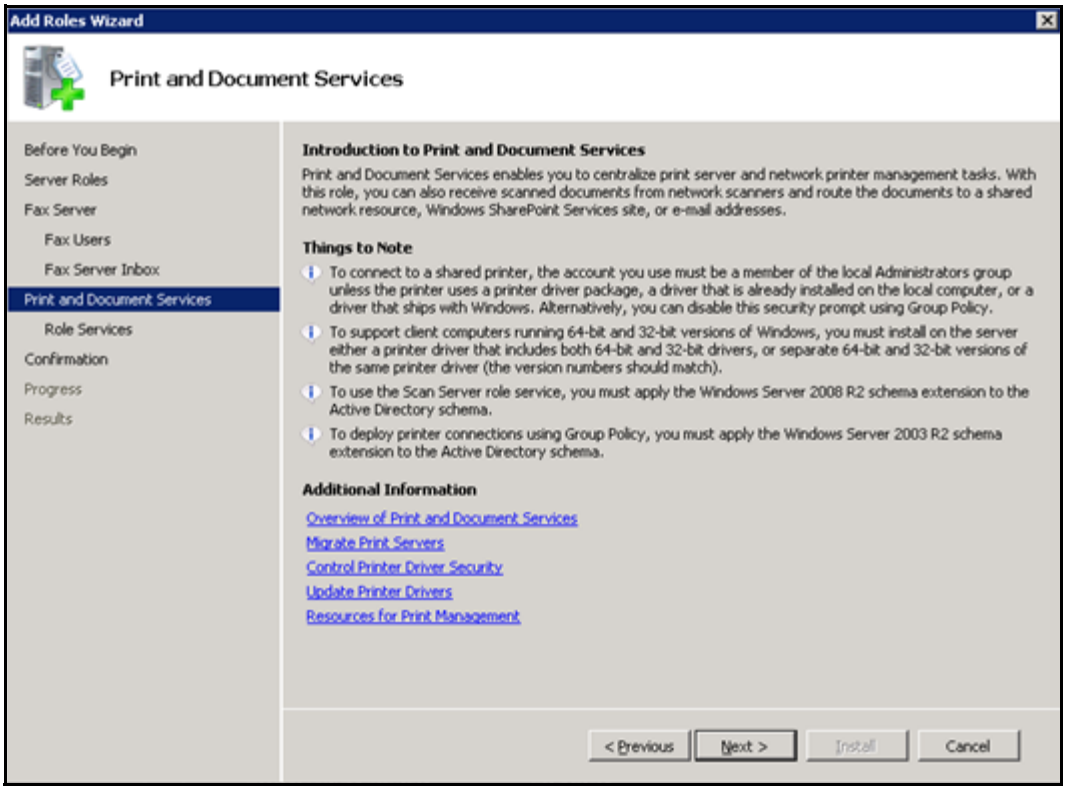
14. Click **Next**.

The following dialog displays.



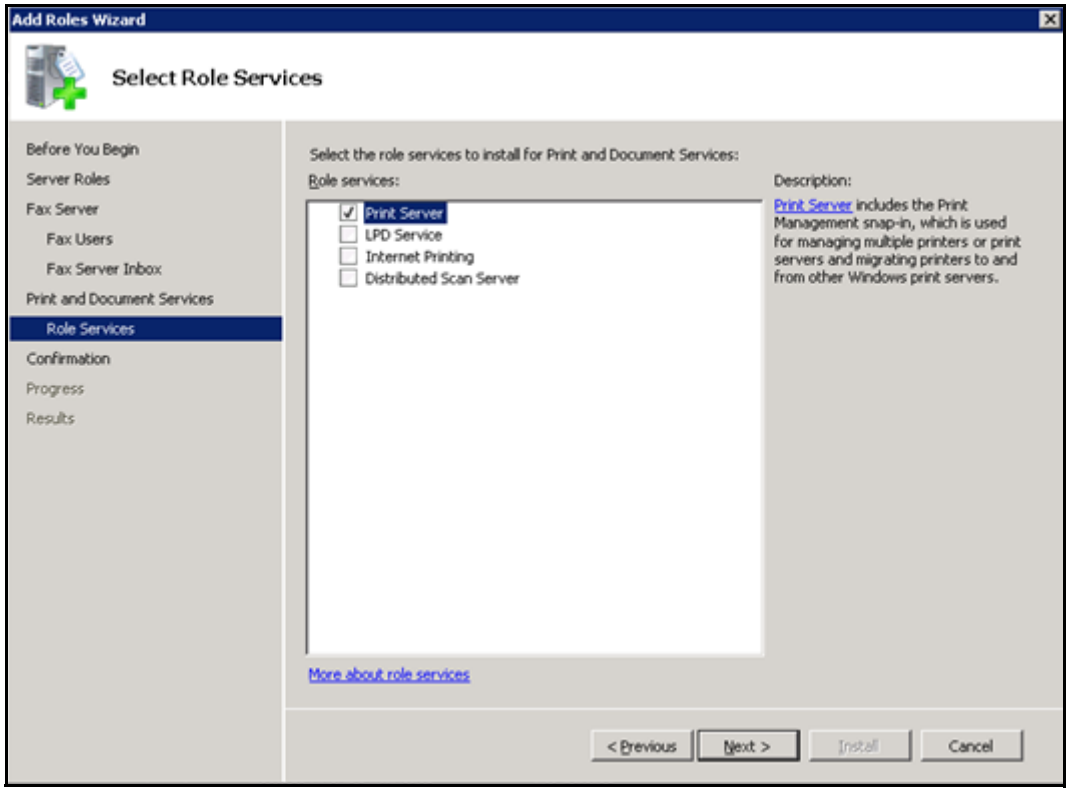
15. Select the **All users can access the fax server inbox** option.
16. Click **Next**.

The Print and Document Services dialog displays.



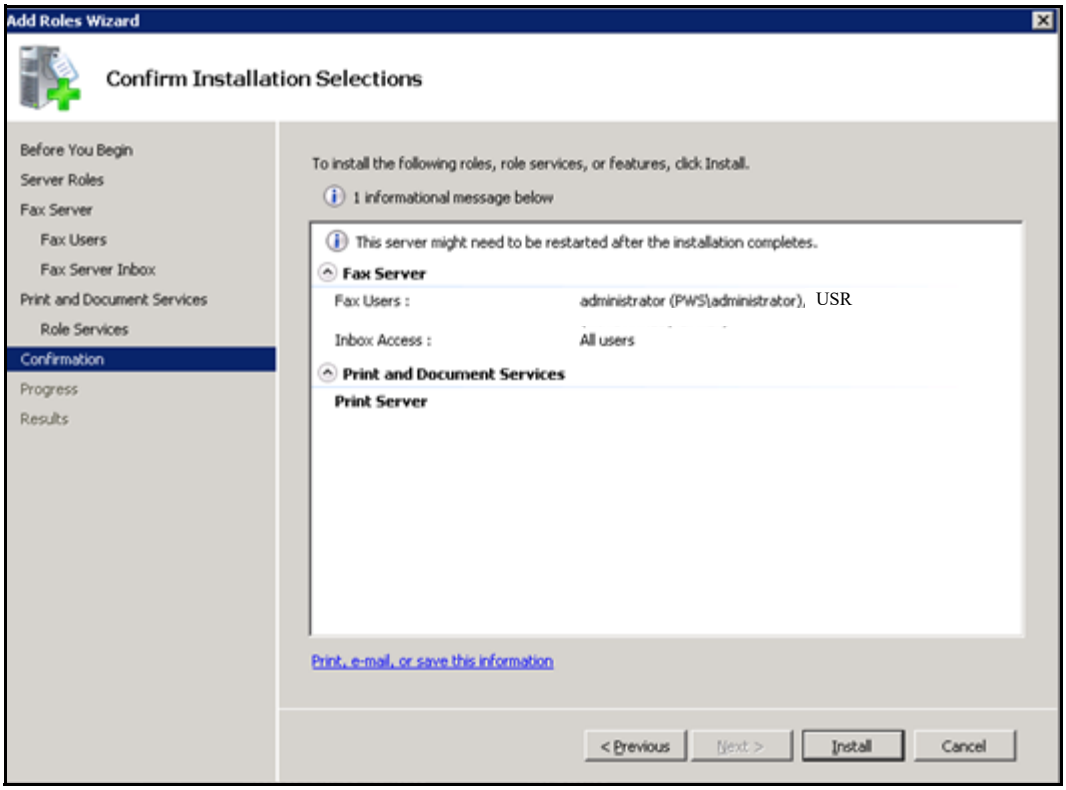
17. Click **Next**.

The Select Role Services dialog displays.



18. Check the **Print Server** check box.
19. Click **Next**.

The Confirm Installation Selections dialog displays.

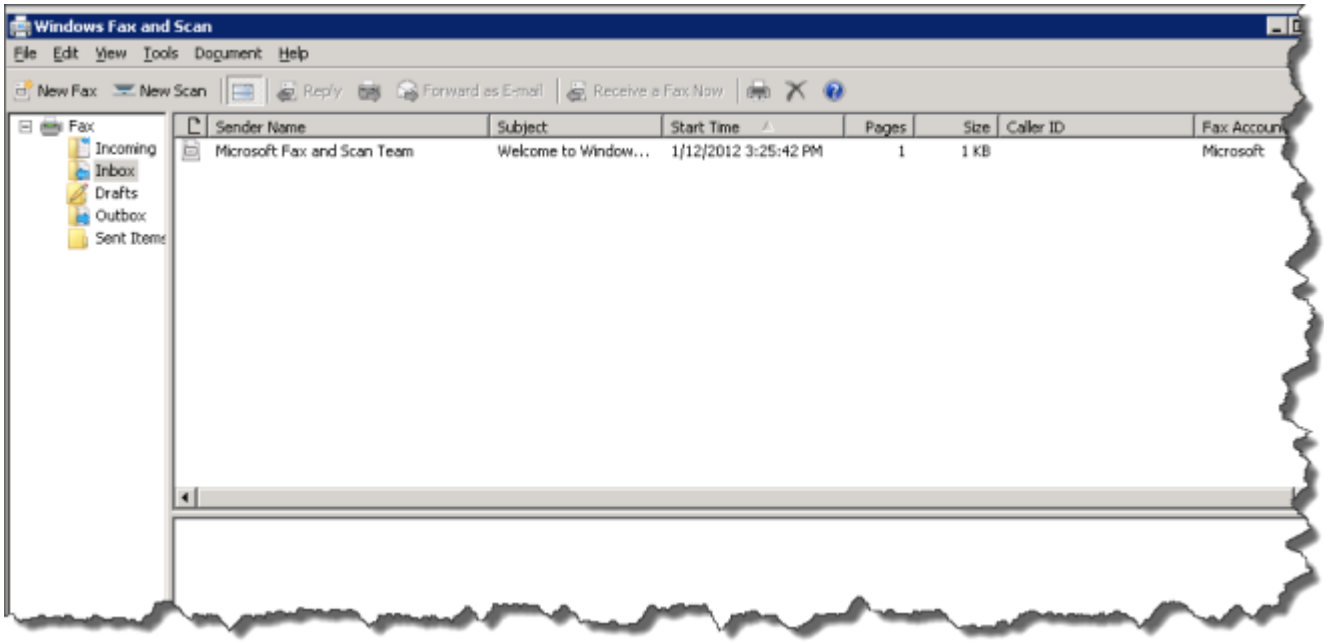


20. Click **Install**.
21. Click **Close** when the installation is complete.

Configure Windows Fax and Scan to Send a Fax

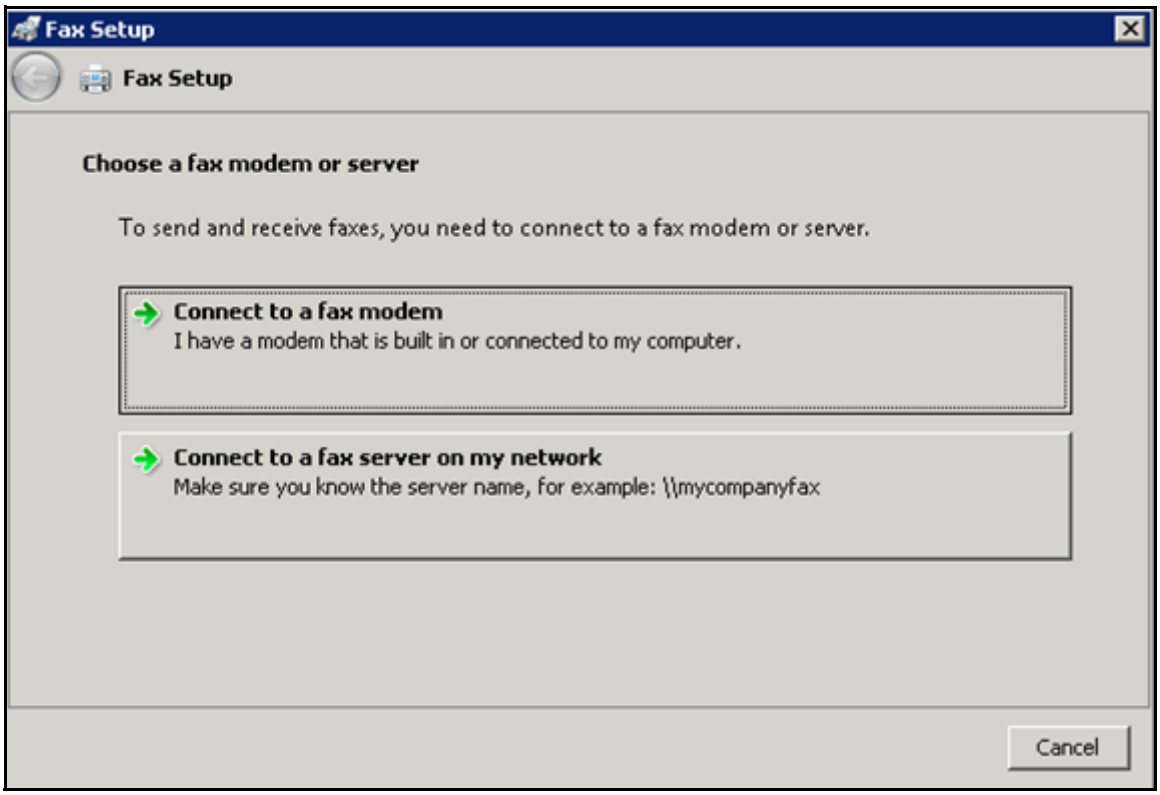
Fax on the RAS Server

1. Select **Start/All Programs/Windows Fax and Scan**.



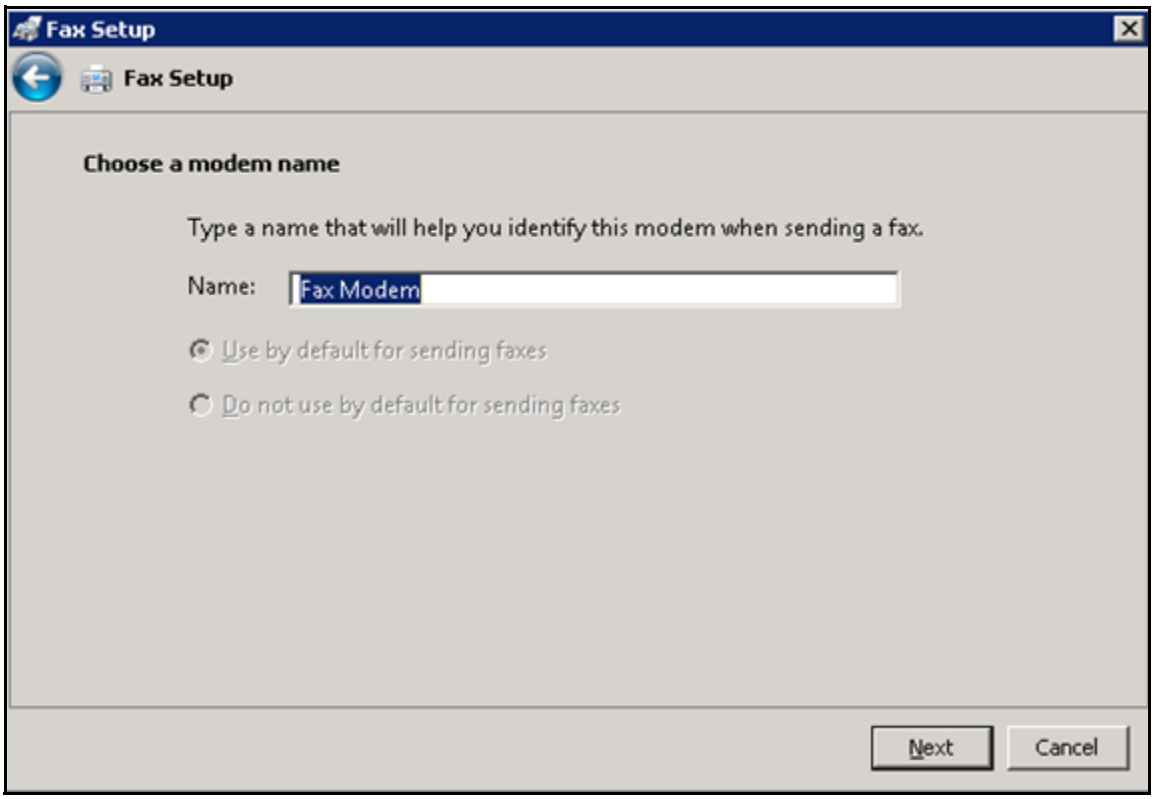
2. Go to **Tools/Fax Accounts**.
3. Click **Add**.

The following dialog displays.



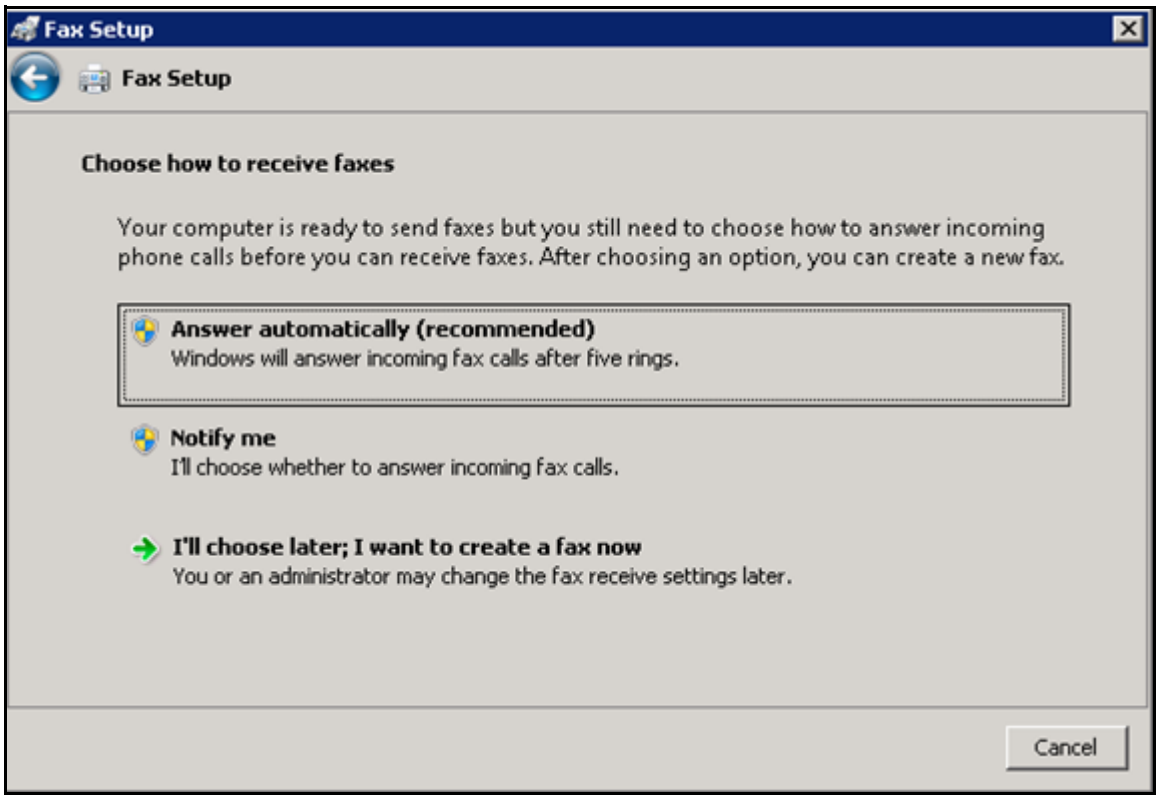
4. Click on the **Connect to a fax modem** box.

Now you must choose a modem name.



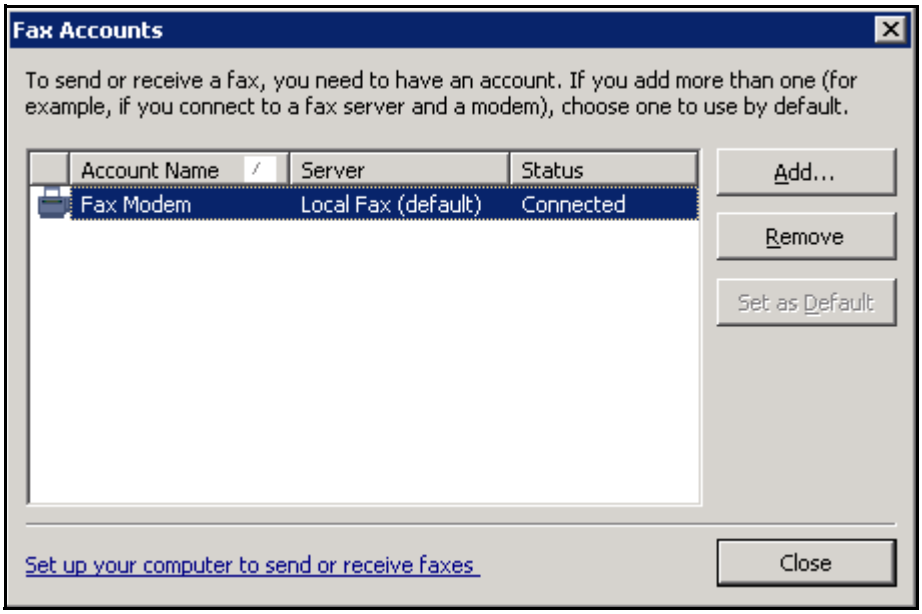
5. Enter a modem a name (for example, Fax Modem) and click **Next**.

The following dialog displays.



6. Click the **Answer automatically (recommended)** option.

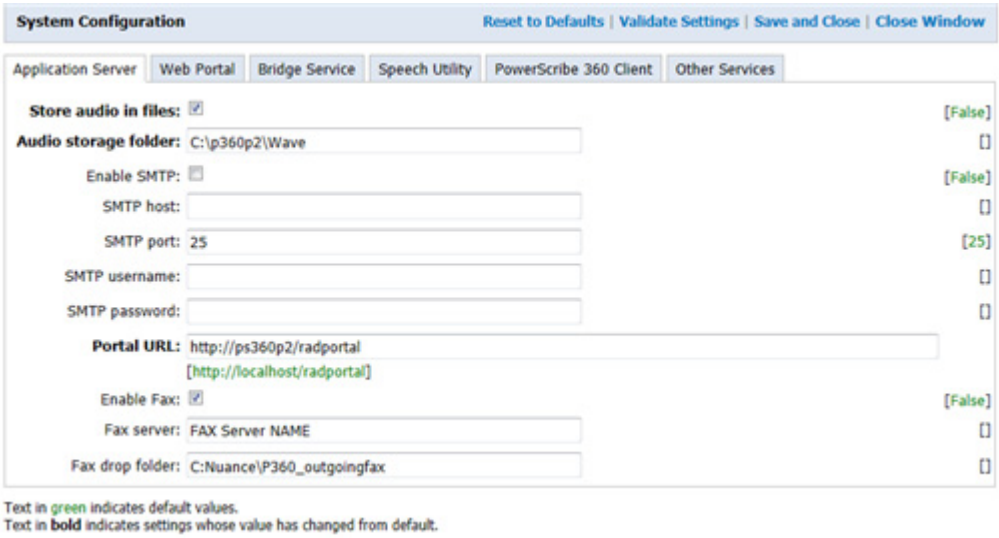
   The Fax Accounts dialog displays.



7. When finished, click **Close**.
8. Close the Windows Fax and Scan screen.

Configure the Portal to Allow Fax

1. To enable Fax, log on to the Portal and select the Setup tab.
2. Click **System Configuration**.



3. Check **Enable Fax**.
4. Enter the **Fax Server name** for the site (RAS or separate Fax Server, if there is one).
5. Enter the Fax drop folder name that you created in the Create the Fax Drop Box/Outgoing Folder section on . *If you do not enter this correctly, Faxes will be dropped into the C:\Windows\Temp directory.*

Fax Sign On

If the site wants to invoke Fax via a Fax prompt window when a Users signs off a report in Dictation Client, you can configure the system to execute this process.

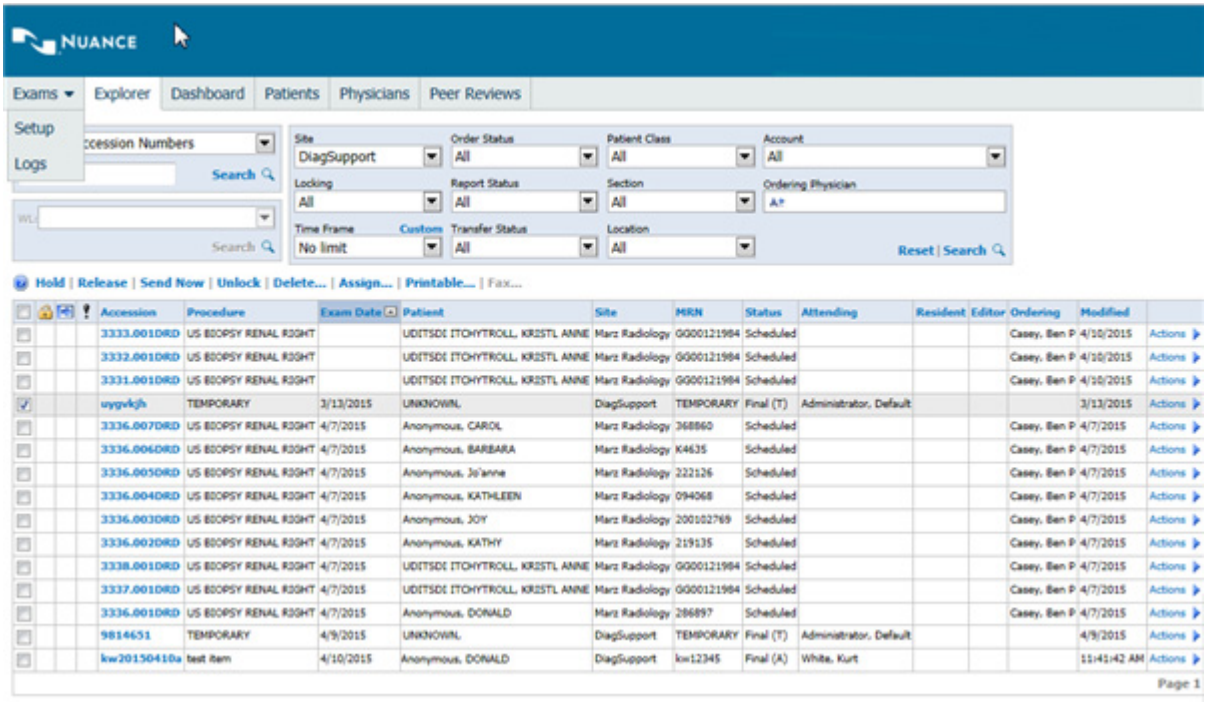
1. Log in to the Portal go to the Setup tab.
2. For user-wide Fax prompting, choose System/ Preferences and check the on **Invoke Fax on Signoff** check box. This is a system-wide activation that will prompt all users at sign off.
3. Alternately, if the Customer does not want the Fax prompt to be system-wide, you can set it up in each User profile to have that specific User receive the Fax prompt. Configuring the User profile under Preferences/Workflow and check the **Invoke Fax on Signoff** check box.

Create a Fax Cover Sheet and Template

Refer to the Administrator Guide. You must have a Fax template installed in RadPortal in order to send a successful Fax.

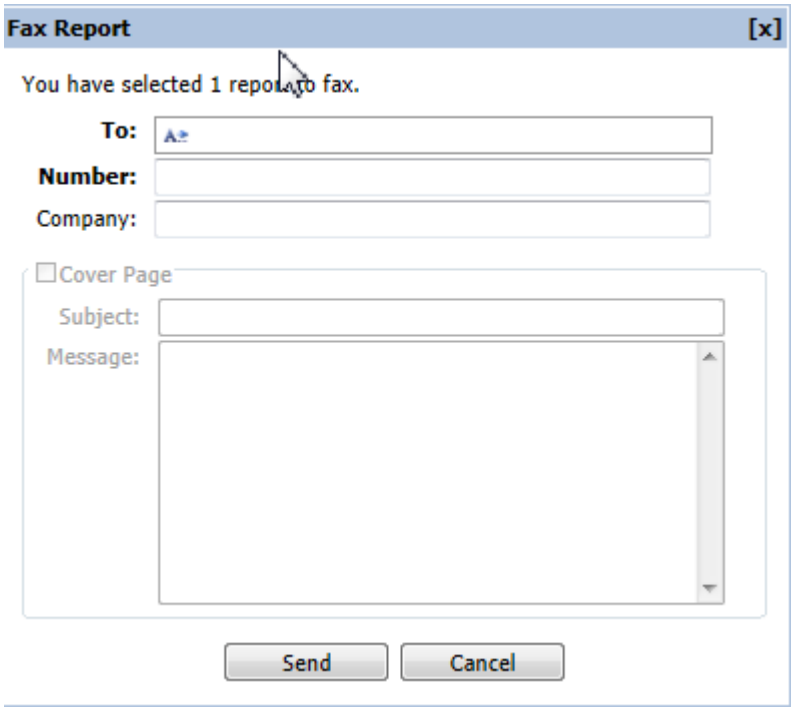
Test Fax on the Portal

1. Log on to the Portal.
2. Go to **Exams**.



3. Bring up a prior report (if none exists, you will have to create one).
4. Select the report by placing a check in the check box to the left of the report.
5. Click **Fax** in the actions line.

The Fax dialog displays.



6. In the Fax dialog, fill in the **To** and the **Number** (phone number) fields.
7. Check Cover Page if you want to send a cover page (make sure that one has been set up for this purpose).
8. Press **Send**.

   The Fax dialog closes and the Fax is placed in the Fax queue.