

Product: PowerScribe® 360 | Reporting
Version: 2.x - 3.0.1
Subject: Client Application Installation

Doc. Num: 889710
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Client Installation Overview

Installing the *PowerScribe 360 | Reporting* client application is a two step process. **Be sure to perform the steps in Client Workstation Requirements before installing the client application.**

- *Client Workstation Requirements*: Before you install the client, review and/or perform all of the steps in the workstation requirements section of this document.
- *Client Installation*: After verifying that the workstation meets the requirements, install the client using the steps in the client installation section of this document.

Client Workstation Requirements



Note: Be sure to validate and configure these requirements and settings before installing the client application software. For all of the system technical specifications, [click here](#).

Hardware, Operating System, Network, and Browser Specifications

	Client	Integrated Client	Portal
Application	<i>PowerScribe 360 / Reporting</i>	<i>PowerScribe 360 / Reporting</i> and third-party software	Administrator
Processor Intel Xeon or equivalent	2.4 GHz	Dual-Core or Dual-CPU 2.4 GHz - Quad-Core or above 1.8 GHz	2.4 GHz
Minimum RAM	2 GB	4 GB	2 GB
Operating Systems*	Windows 7 SP1 Windows 8 or 8.1	Windows 7 SP1 Windows 8 or 8.1	Windows 7 SP1 Windows 8 or 8.1
Minimum HD free space	5 GB	5 GB	5 GB
DVD-ROM	Optional	Optional	Optional
Minimum network access	100 Mbps	100 Mbps	100 Mbps
Minimum display	1024 x 728	1024 x 728	1024 x 728
Browser	Internet Explorer versions 7, 8, 9, 10, or 11	Internet Explorer versions 7, 8, 9, 10, or 11	Internet Explorer versions 7, 8, 9, 10, or 11

 *The PowerScribe 360 / Reporting client natively supports 32-bit operating systems, and 64-bit operating systems in 32-bit emulation.

Notes on Hardware/Software Requirements

- Ensure that all Microsoft updates have been applied to each workstation.
- Apply the latest root certificate update to each workstation.
- Nuance strongly recommends that dictation workstations be rebooted daily to maintain best performance.

- The specifications above are minimum requirements. For optimal performance the workstations should exceed the specifications shown above.

Links to Certificate Validation

Make sure that each workstation can access and resolve each of these URLs to validate the client certificate:

- <http://certificates.godaddy.com/repository/gdroot.crl>
- <http://crl.godaddy.com/gds5-16.crl>

Antivirus Exclusions



Running antivirus software in the real-time mode can compromise the operation of *PowerScribe 360 | Reporting*. Antivirus software should be run on *PowerScribe 360 | Reporting* workstations, but with the following restrictions:

Note: All exclusions can be accomplished with either folder or extension exclusions in the antivirus software configuration, depending on the site preference and capabilities of the specific antivirus solution.

- You must refer to the iSupport Solution 16989: Server Installation and Management for [v1.x - 3.0.1 System Maintenance and Antivirus Requirements](#) — 889760 that provides the current exclusions for *PowerScribe 360 | Reporting* client workstations and apply them on all machines.
- This solution is updated when exclusions are added. Download the latest copy and delete any older copies frequently to make sure that the Servers and client workstations are always up to date.
- You will be instructed to disable the antivirus application before installing the *PowerScribe 360 | Reporting* software and to re-enable it after a successful installation.

Failure to Launch PowerScribe 360 from Philips iSite - Antivirus Conflict

If *PowerScribe 360 | Reporting* fails to launch from Philips iSite on a client workstation, there may be a conflict with the antivirus software. This was concluded at a site running ESET NOD32 V4.2.40.0 antivirus software. It might not apply to all antivirus software, or all PACS integrations, but is presented here as a possible troubleshooting solution.

To resolve the conflict:

1. Under Web Access Protection, open HTTP, HTTPS followed by Web Browsers.
2. Clear (remove the check mark from) the following:
C:\Program Files\Nuance\Dragon SDK Client Edition10\Program\natspeak.exe
C:\Program Files\Philips\iSiteRadiology\4.1\iSiteRadiology.exe

eScription and Transcription Client on One Machine



Note: The following are the mandatory requirements if you wish to run eScription and the PowerScribe 360 / Reporting Transcription Client on the same machine.

- You must have sufficient room on the machine for both applications.
- You must have sufficient RAM for each application.
- You do not run both applications at the same time.

Rights

The person installing the *PowerScribe 360 / Reporting* software must use a Local Administrator account and User Account Control (UAC) must be off during installation. After installation, UAC can be re-enabled.

Turn Off Control Panel/Power Options

The Power Options will vary depending on the exact hardware configuration and operating system of the workstation.

To disable the options, open the Power Options applet in the Control Panel.

Disable the following:

- Turn off hard disks
- System standby
- System hibernate
- Hibernate (on the Hibernate tab)
- Any Power Options, on any tab, that may freeze an application or disk drive when the computer is left idle

PowerMic II Firmware Updates

Make sure that each PowerMic II is updated with the latest version of the PowerMic II firmware. As of the date on this document, the current version is 2.04 (and 2.03 for the scanner portion if you have a scanning PMII).

To download and use the PowerMic II Firmware Upgrade Tool, log in to the Nuance iSupport web site and search for solution 13102. When the solution opens, click the **PowerMic Firmware Update Utility** link. Download and install the utility, reboot the computer, and then run the utility from the Windows Start menu. The utility shows you the current version for your PowerMic II and tells you whether an update occurred.



Tip: You don't have to install the utility on all of the workstations. Install the utility on only one workstation, and then check each PowerMic II, one at a time, from that one workstation.

Disable USB Root Hub Power Management

Verify that the Power Management is disabled for the USB Root Hubs. This will prevent disconnects in the application. You can use Device Manager to change the power management settings for the USB Root Hub. To disable this setting in Device Manager:

1. Expand **Universal Serial Bus Controllers**.
2. Right-click the **USB Root Hub**.
3. Click **Properties**.
4. Click the **Power Management** tab.
5. Clear the **Allow the computer to turn off this device to save power** check box.
6. Repeat for all hubs.

Disable NIC Card Power Management

Verify that the Power Management is disabled for the NIC Card. This will prevent disconnects in the application. You can use Device Manager to change the power management settings for a network adapter. To disable this setting in Device Manager:

1. Expand **Network Adapters**.
2. Right-click the adapter.
3. Click **Properties**.
4. Click the **Power Management** tab.
5. Clear the **Allow the computer to turn off this device to save power** check box

Disable CTFMon on Client

Disable the CTFMon application. For information on how to do this, see the following Microsoft Knowledge Base article: <https://support.microsoft.com/en-us/kb/823586>

Make Internet Explorer the Default Web Browser

1. Open Internet Explorer.
2. Click **Tools > Internet Options > Programs**.
3. In the **Default web browser** area, click the **Make default** button. If Internet Explorer is already the default web browser, this button is unavailable (grayed out).
4. Select the **Tell me if Internet Explorer is not the default web browser** check box.
5. Click **Apply**.

Internet Explorer Options Settings

Open Links from Other Programs Item

1. Open Internet Explorer.
2. Click **Tools > Internet Options > General**.
3. In the **Tabs** area, click **Settings**.
4. In the **Open links from other programs in** area, select the **A new window** option.
5. Click **Apply**.

Trusted Sites

1. Click **Tools > Internet Options > Security > Trusted Sites > Sites**.
2. Enter the URL of the *PowerScribe 360 / Reporting* server and click **Add**.
3. Click **Close**.
4. **Recommended:** Set the trusted site security level slider to **Low**.

Disable UAC on Windows Clients


For machines running Microsoft Windows, you should disable the User Account Control (UAC) prior to installing the *PowerScribe 360 / Reporting* software. After installing the software, you may change the settings back so that the client workstation is secure.

1. Open the Control Panel and enter UAC in the start menu or search box.
2. Click the **Change User Account control settings** link.
3. Note the setting. You will change this back after installing the *PowerScribe 360 / Reporting* software.
4. Drag the settings button all the way to the bottom to disable UAC.
5. Reboot the computer.

Disable the Windows Firewall

Nuance recommends that you disable the Windows Firewall on all work stations and servers. Not disabling the firewall could cause the firewall to block communications to the application server and other integrated applications.

Client Installation

 **Note:** Before installing the client application, be sure to validate that the client workstation requirements have all been met. (See [Client Workstation Requirements](#), beginning on page 2.)

Note on Microsoft Office Applications

Before beginning the installation, be sure to close **all Microsoft Office applications** on the workstation on which you are installing the client software.

Install the Client Application

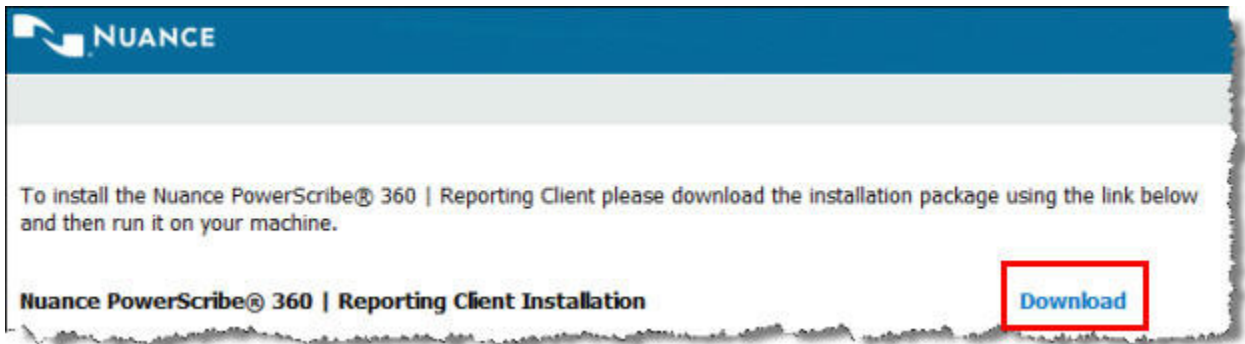
To install the client application on a provider's computer:

1. Open Internet Explorer and enter the *PowerScribe 360 | Reporting Client* site using the web address shown below:

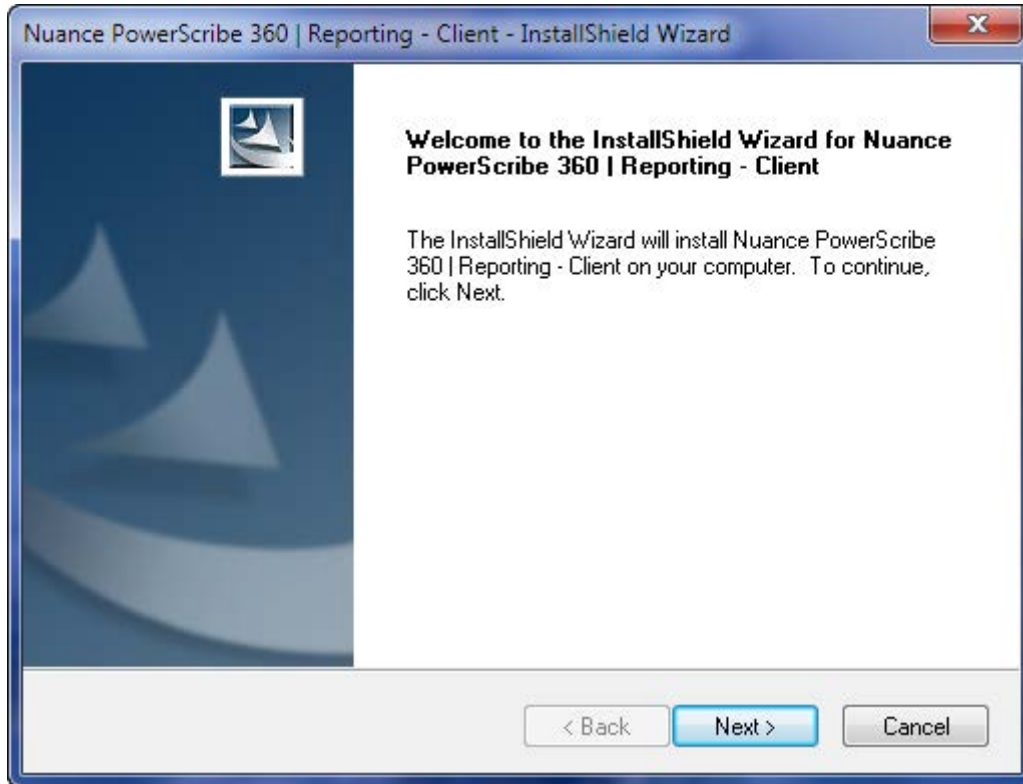
http://<servername>/PS360ReportingClient/

where <servername> is the name of your *PowerScribe 360 | Reporting* web server (do not include the surrounding brackets < > when you type in the server name).

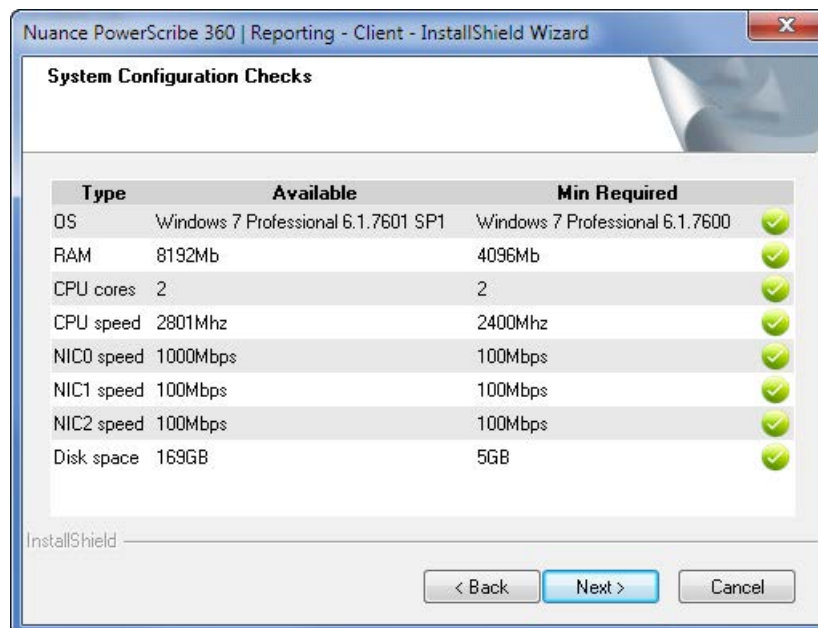
2. Click the **Download** link.



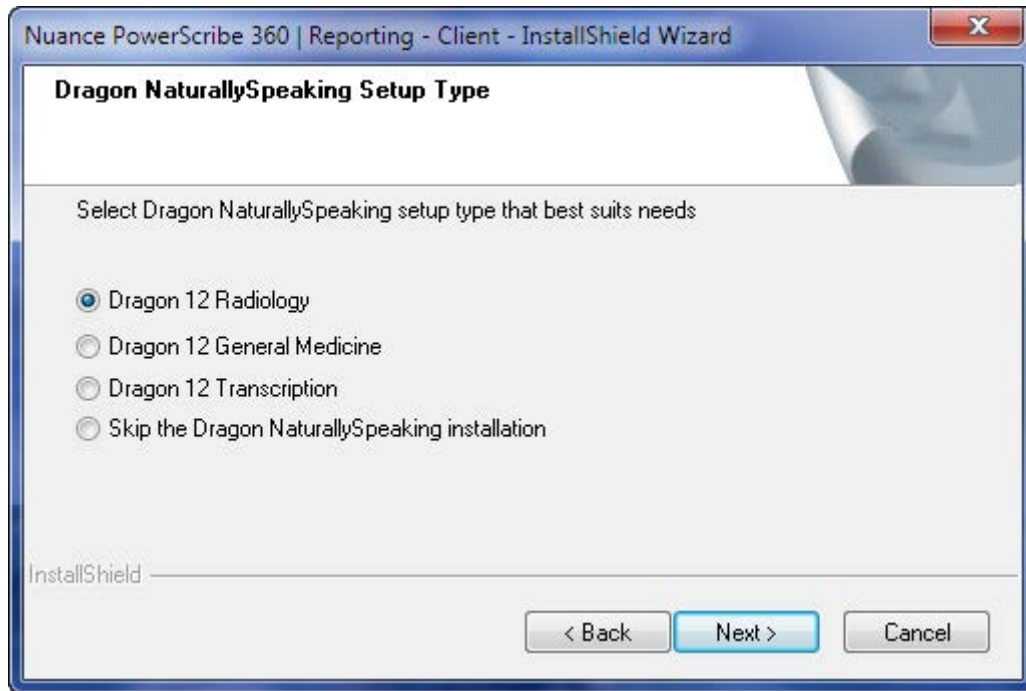
3. At the **Welcome** dialog box that opens, click **Next**.



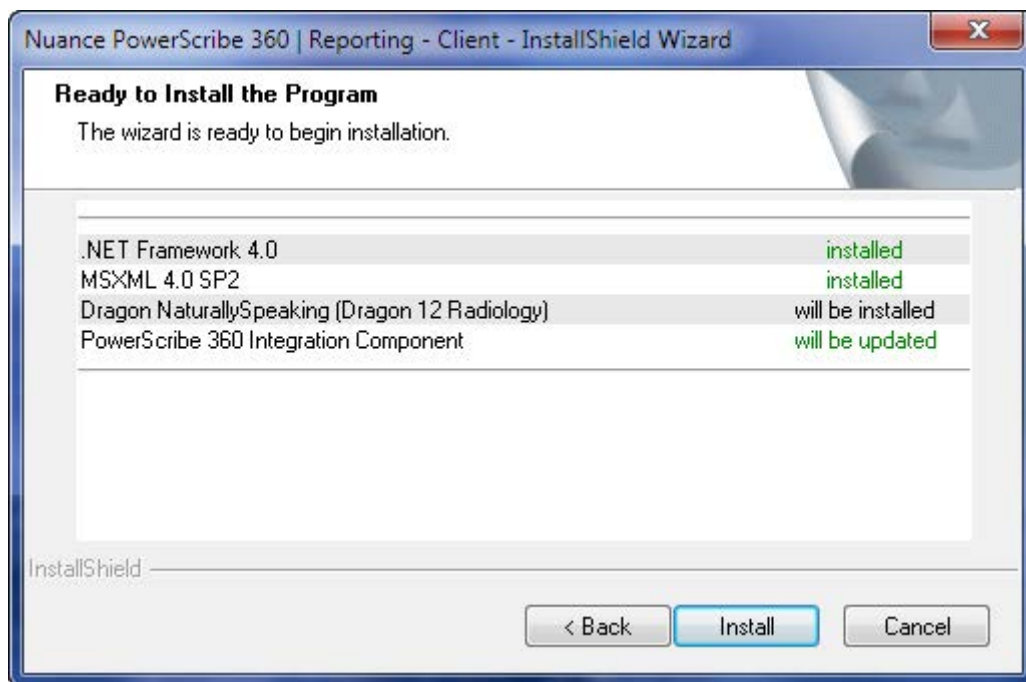
4. At the **System Configuration Checks** dialog box, verify that the system meets the minimum requirements and click **Next**. (The **Available** column will vary from system to system.)



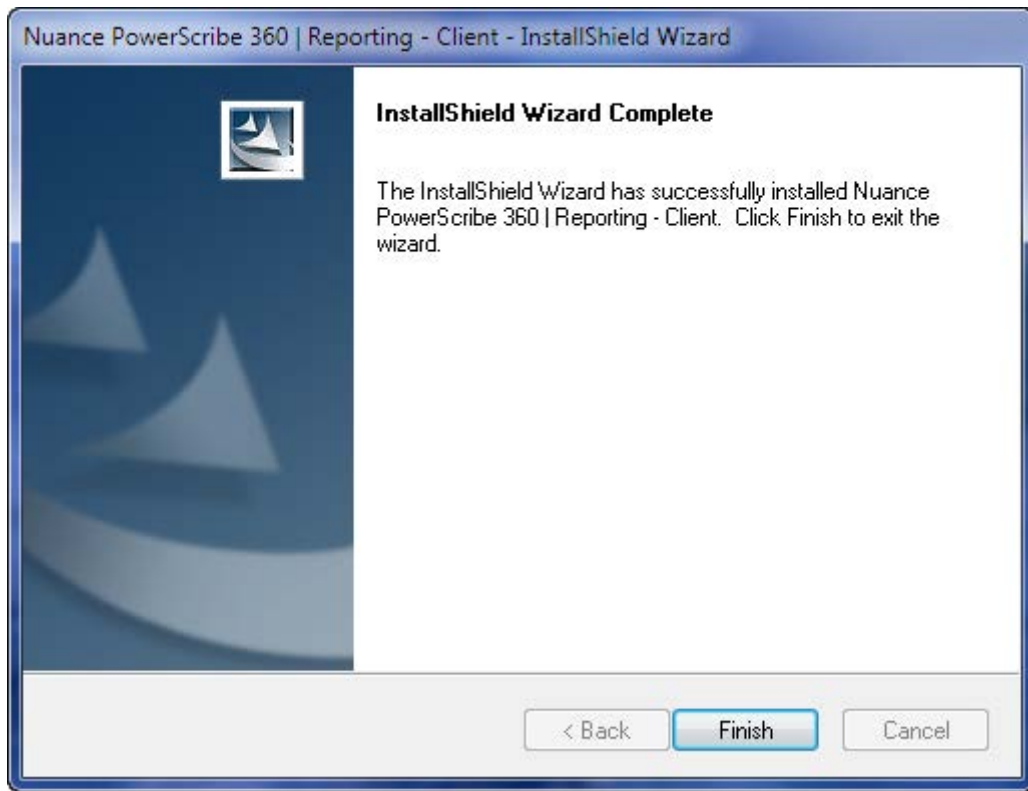
- At the **Dragon Naturally Speaking Setup Type** dialog box, select the appropriate version of Dragon and click **Next**.



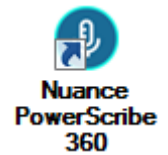
- At the **Ready to Install the Program** dialog box, verify the items to be installed and click **Install**. The system begins to install the necessary components. Note that this can take several minutes to complete.



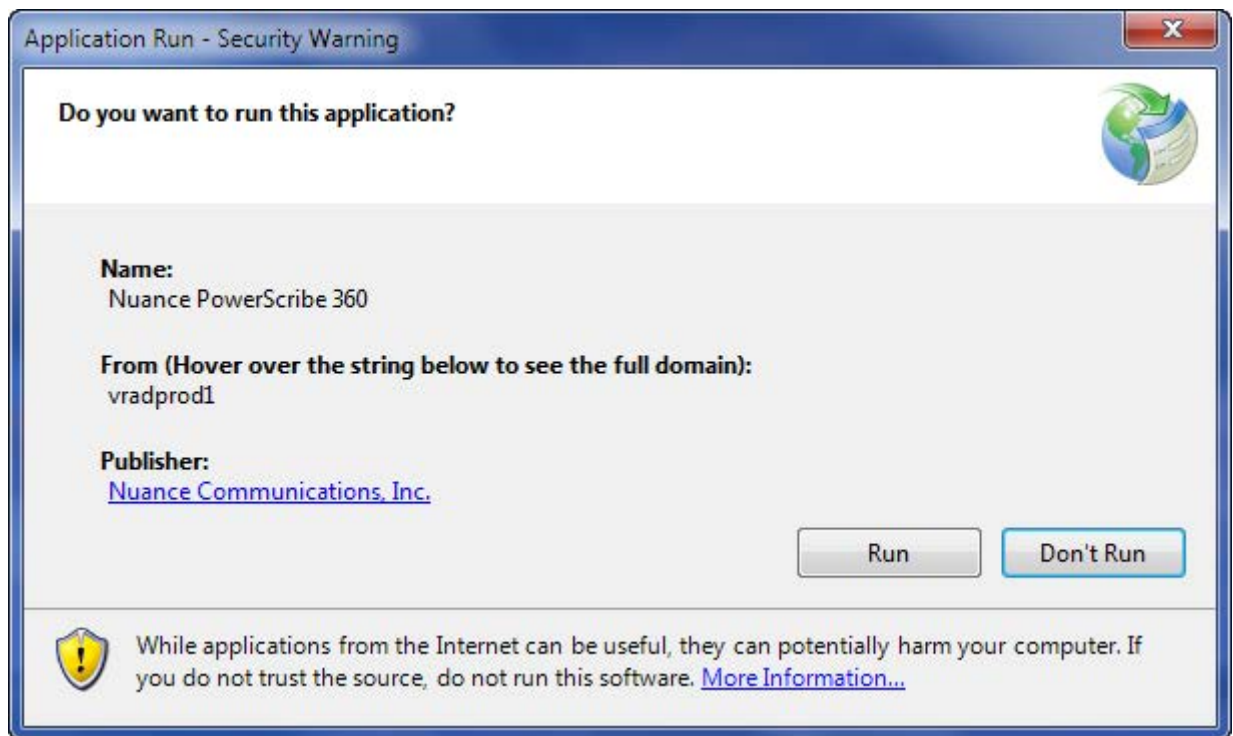
7. At the **Completed** dialog box, click **Finish**.



8. Reboot the provider's computer.
9. Once logged in to the provider's computer, double-click the **Nuance PowerScribe 360** icon on the desktop.



10. At the **Application Run** dialog box, click **Run**.



11. Set the following required permissions on the client workstation:

Windows

- C:\ProgramData\Nuance Folder and all subfolders: All users must have read, write and modify permissions.

PACS Integration using XML (e.g., C:\Nuance\<>PACS/RIS drop folder<>)

- All users must have read, write, and modify permissions.

12. Set and verify the following required rights on the client workstation:

- The client must be able to update the registry.
- The client must have **Read** and **Write** access to the following keys:
 - HKEY_LOCAL_MACHINE\SOFTWARE\Nuance
 - HKEY_CURRENT_USER\SOFTWARE\Nuance

13. When the application installation and the configuration is complete, ask the client to log in and have him/her perform the microphone wizard and training dictations.

DVD Image Install/Upgrade Procedure

This installation method can be used for remote workstations that cannot easily download the Dragon Components of the PowerScribe 360 Client software installation, due to internet bandwidth restrictions.

The DVD files are created during the installation of the system and are stored on the Application (IIS) server.

This method will install the Dragon and the integration components, and place a shortcut on the desktop for the application. When this shortcut is executed, the .net components will be updated on the workstation and the application will launch.

Steps:

1. Contact your Field Service Engineer for the location of the DVD installation folder.
2. Download the DVD installation folder and burn to a DVD for distribution.
3. Place the DVD into the DVD drive on the workstation.
4. Browse to the DVD and double-click the setup.exe.
5. The rest of the steps are the same as in the standard installation.