PowerScribe® 360 | Reporting

Client Troubleshooting Guide

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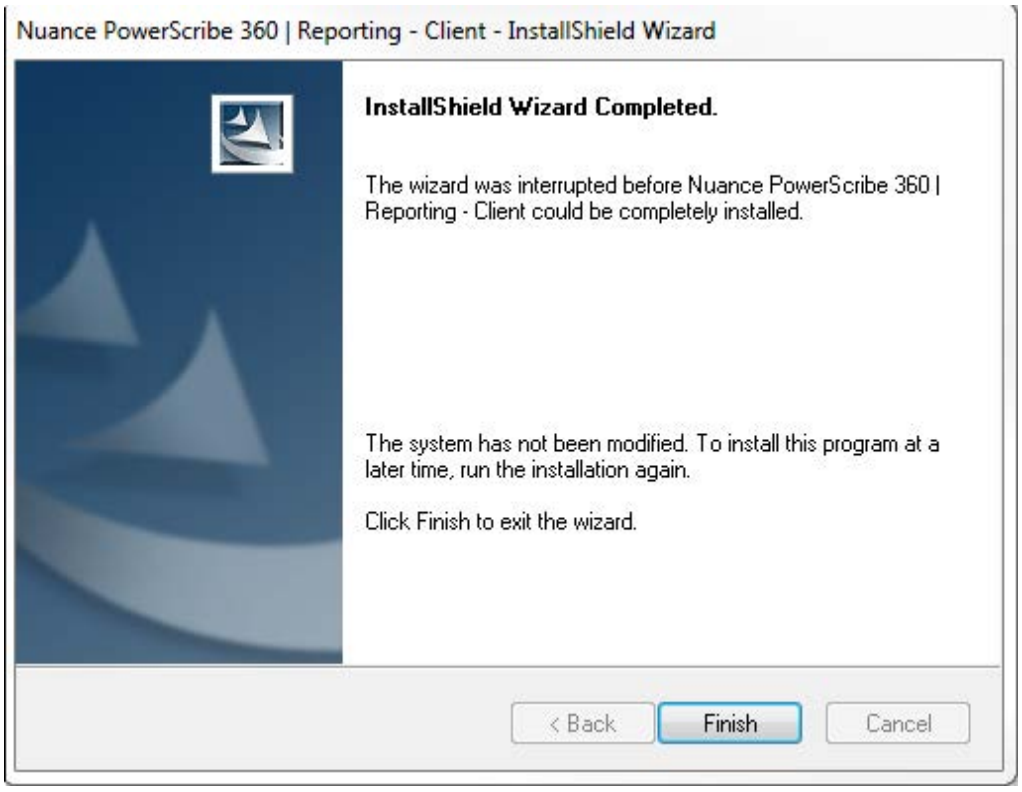
Install Failures

Install Wizard Interrupted

The following error displays:



To troubleshoot:

1. Check to make sure the Philips Speech Mike software is not running on the workstation.

   If it is running, exit the Speech Mike application from Task bar (PDCC.exe from the Task Manager) and run the Client install again.

2. Check to make sure there are no **Microsoft Office** applications open on the workstation.

   Close any Word documents, Outlook, Excel, etc. that are open and run the Client install again.

Restart to Delete Registry Key

The following message displays:

"Your system must be restarted due to another program install/uninstall" and you have already restarted your system, that is because the system registry has a key that needs to be deleted.

1. Launch the Registry editor.
2. Navigate to the following destination.
   Computer\HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Session Manager
3. Locate and delete the string named: PendingFileRenameOperations.

   HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\RunOnce.
4. Locate and delete the string named RunOnce.

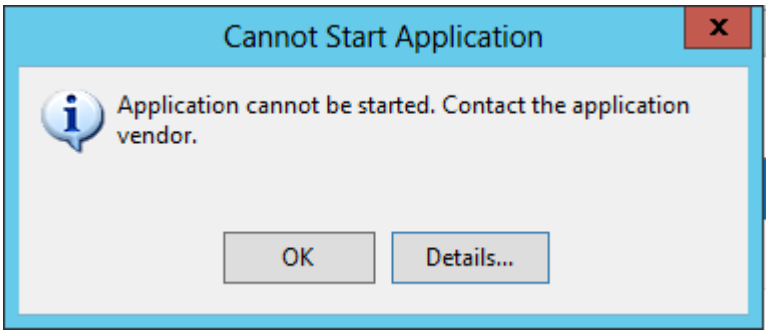
   HKLM\Software\Microsoft\Windows\CurrentVersion\WindowsUpdate\Auto Update\
5. Locate and delete the string named: RebootRequired.

Launch Failures

Application Not Starting - Contact Vendor

The following message displays:

Application cannot be started. Contact the application vendor on client launch.



1. Start task manager. Go to processes and kill the DFSVC.exe process.
2. While logged in as the user, go to Start>Run>%localappdata%\Apps (C:\Users\Username\AppData\Local\Apps)
3. Rename the 2.0 to 2.0.old.
4. Relaunch the client. If the issue occurs again, please open a ticket with Support for additional review.

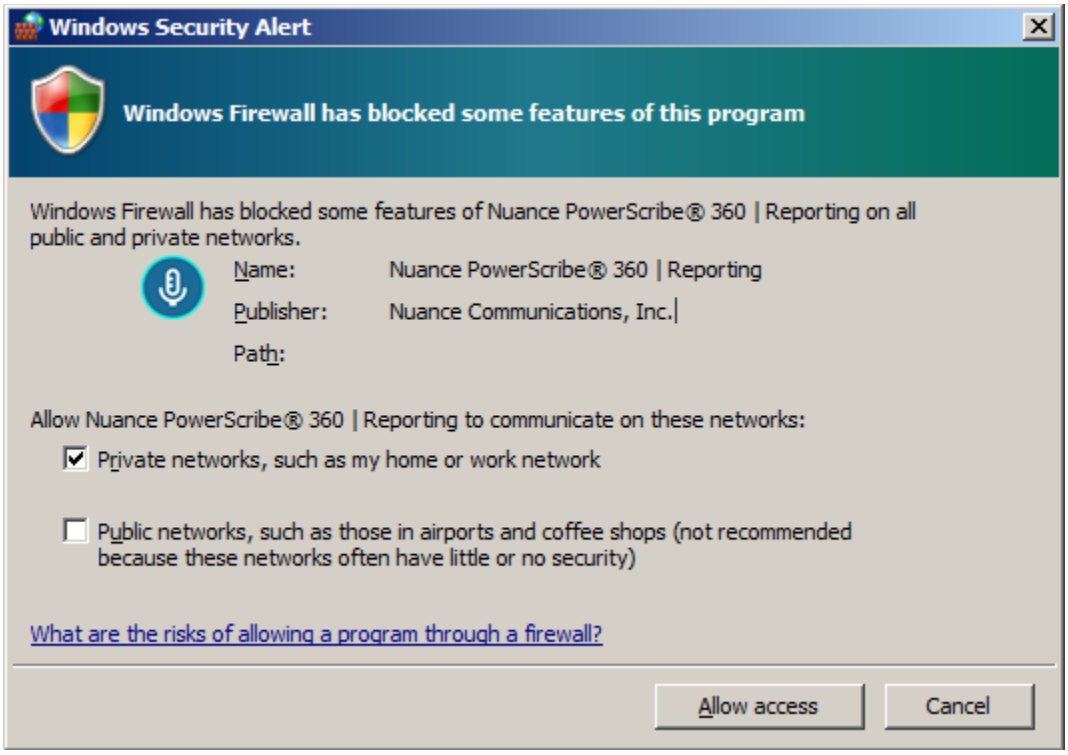
Client Starts but not Seen on Desktop

When attempting to launch the PowerScribe 360|Reporting Client, the Client does not display, but appears on the task bar. Even when clicking the taskbar, the Client will not display.

1. Go to Start>Run, and type in regedit. Hit enter.
2. Rename the HKCU\Software\Nuance\PowerScribe360 folder. This will regenerate automatically.

Windows Security Alert after Launching the Client

When launching the client, users may be presented with the following message:



This can happen if your Windows Firewall is turned on. Your users MUST select "Allow access" for PS360 to work properly.

The PS360 client relies on .NET ClickOnce technology to manage client updates. Because of the dynamic nature of ClickOnce, the path to the launched executable of PS360 is not static and will vary between workstation/Windows user. Since the path is not static, there is not a path that can be provided to the Windows Firewall rules to automatically allow launching of the PS360 client WITHOUT the prompt when the Windows Firewall is enabled. If you've chosen to allow Windows Firewall to run on your workstations, then you must train your users to allow access whenever presented with this prompt.

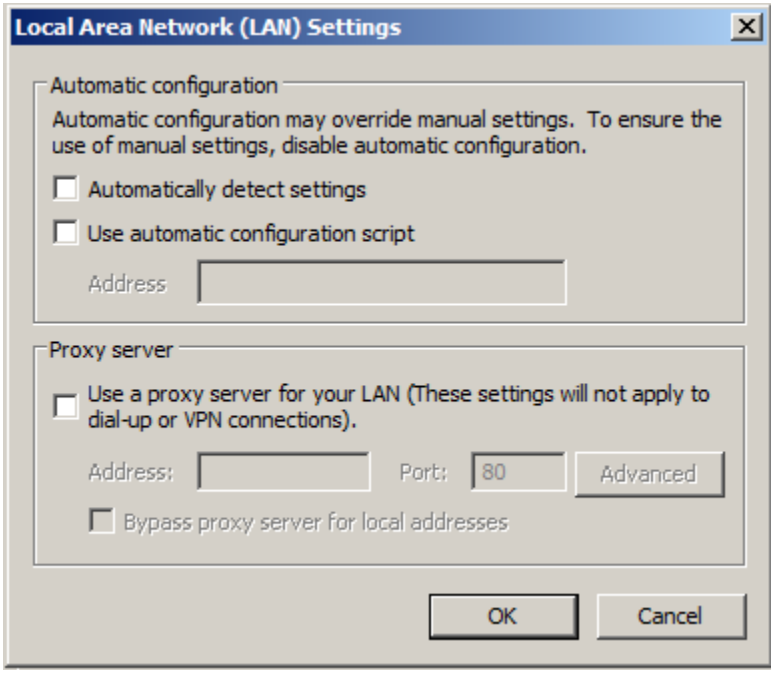
Latency

Environmental Considerations

The PS360 |Reporting Client communicates with the Application server via HTTP(S). This means that certain products that monitor and filter HTTP traffic, such as antivirus, firewalls, network optimizers, and proxy servers, can have an adverse effect on client performance.

For system or site wide performance issues, these are things to consider. Some of these considerations, we will require your assistance in digging into further. For considerations like antivirus and proxy servers, we can try testing the following to help identify where the issue is coming from:

1. Temporarily disabling antivirus to see if performance/stability improves.
2. Temporarily disabling the workstation level proxy settings to see if performance improves:
   a. Open Internet Explorer while logged in as the user in Windows.
   b. Go to Tools > Internet Options > Connections > LAN Settings
   c. Uncheck **ALL** of the boxes:



Preference Considerations

There are a few COMMON preferences within PS360|R that can have an effect on the performance of PS360|R, which should be checked for users complaining of latency:

1. Prompt to Save Speech Files.
2. Save Audio with Report.

Saving speech files is an important step to take to ensure files on the workstation are being managed properly. If your user has their preference for Prompt to Save Speech Files set to either Never Save or Prompt, please try switching them to **Always Save**.

Saving audio with report is another setting that can affect client side performance, on both report open and report close, since it means more data is being moved to and from the client.

Save Audio with Report to False Setting

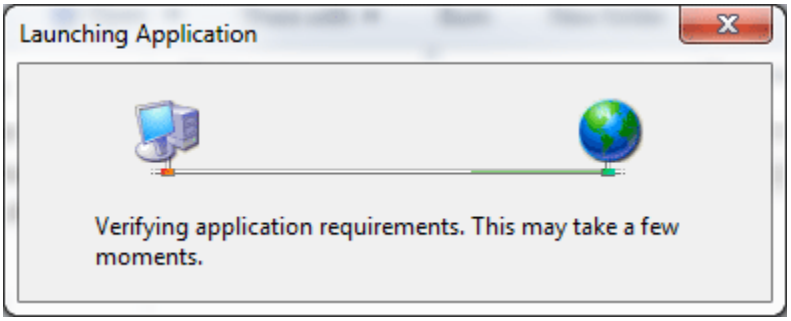
This setting only needs to be On (is this true or false) if:

- The dictators would save reports as draft and want to open them later on to finish, and they want to be able to hear the report audio. IF the Save Audio setting was off (False) the wave would not have been kept.
- If they have residents, and the attending wants to listen to the audio the resident recorded, when approving the report.
- If the editors would be sending a note back to the doctor for clarification on a report, and the doctor wants to be able to listen to the audio. If the audio setting was off, the audio would be deleted when the editor clicks on Finish.
- The admins want to be able to listen to the audio through the portal, i.e. Quality Checking edits.

Save Audio does not have to be on for editor workflow. The system will audio save the audio to send to the editor, but the system will delete the audio when the editor clicks Finish.

Latency on Client Launch

Client hangs for a long period of time on the following dialog: "*Verifying application requirements. This may take a few moments.*"



The PS360 | Reporting Client Application is a signed application, which allows the .NET ClickOnce technology to determine how to handle the application.

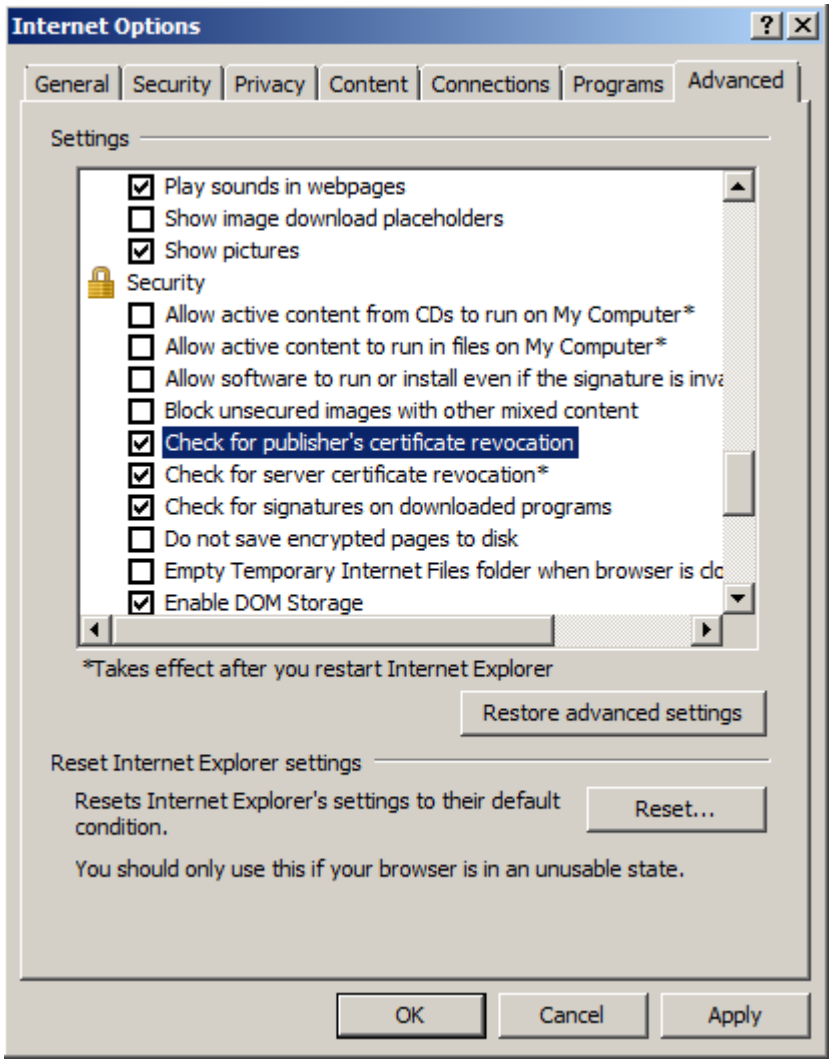
When launching a ClickOnce application, .NET will check if the certificate that was used to sign the application has been revoked. It does so by reaching out to the internet and pulling down an updated list of expired SSL certificates. This can be problematic on workstations that do NOT have access to the internet, leading to long delays when launching the Client Application.

For workstations that DO NOT have access to the internet, Nuance suggests installing an automatic updater of revoked certificates, available from Microsoft:

http://support.microsoft.com/kb/2677070

Alternatively, disabling the certificate revocation check in IE can also accomplish this, but doing this in production environments is not recommended. Certificate revocation checking protects your Clients against the use of invalid server authentication certificates either because they have expired or because they were revoked (e.g., when a server certificate was compromised).

To set this, open Internet Explorer > Tools > Options > Advanced and set the following setting to false:



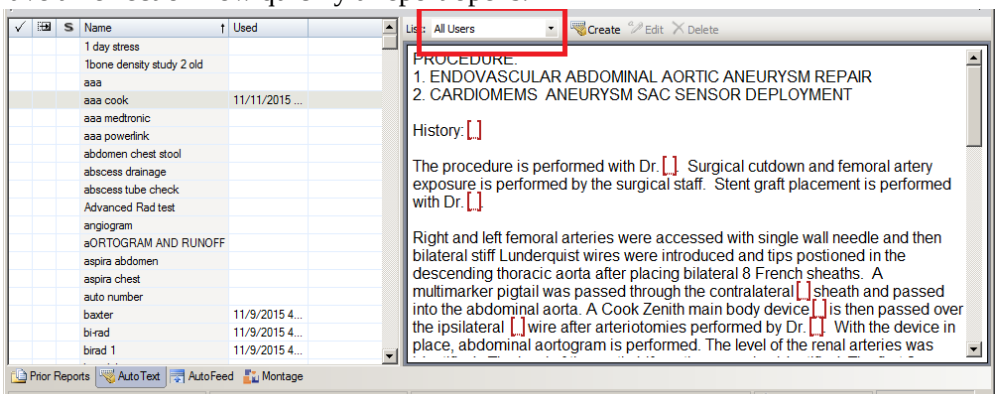
Latency on Initial Report Open

Experiencing a longer than normal delay on the first report open of a login session is typically expected behavior. The PS360 | Reporting Client does a multitude of things when opening the first report of the session, including downloading AutoTexts and loading the names of all uncategorized AutoTexts into Dragon, so they can be inserted via voice command. This means that users with more AutoTexts may experience longer initial report opens.

If one or all of your users experiences a delay that you deem as abnormal, please open a ticket with Support to be investigated further.

Latency on All Report Opens

Depending on the system and user volume, a single system can have thousands of AutoText templates. The AutoText filter within the client, when set for All Users, can have an effect on how quickly a report opens.



If you have select users experiencing latency on report open, ensure your users do NOT have this set for All Users.

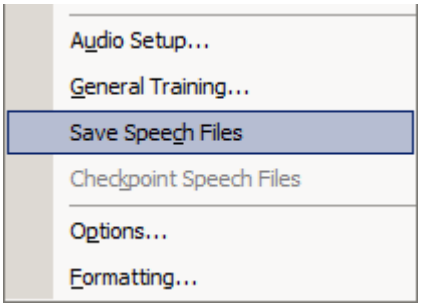
Latency When Transcribing/Editing Text

The PS360|R client is very dependent on reading and writing files to the disk as text is recognized/transcribed and edited. If the user is complaining of latency transcribing or editing text, it typically means that there is a delay with the reading/writing of these files. There are a few potential causes:

- Antivirus exclusions have not been configured correctly.
- Windows profiles are set to use Windows profile redirection (where the Windows profiles are not stored locally on the machine, but on a remote server).
- Disk encryption software.
- Slow disk I/O due to poorly performing hard drive.

Latency When Signing

If the user is complaining of latency on report sign, within the client, have the user go to Speech>Save Speech Files



If this does not resolve the issue, you should also review the last time the user ran through ACO/LMO in RadPortal>Logs>ACO/LMO.

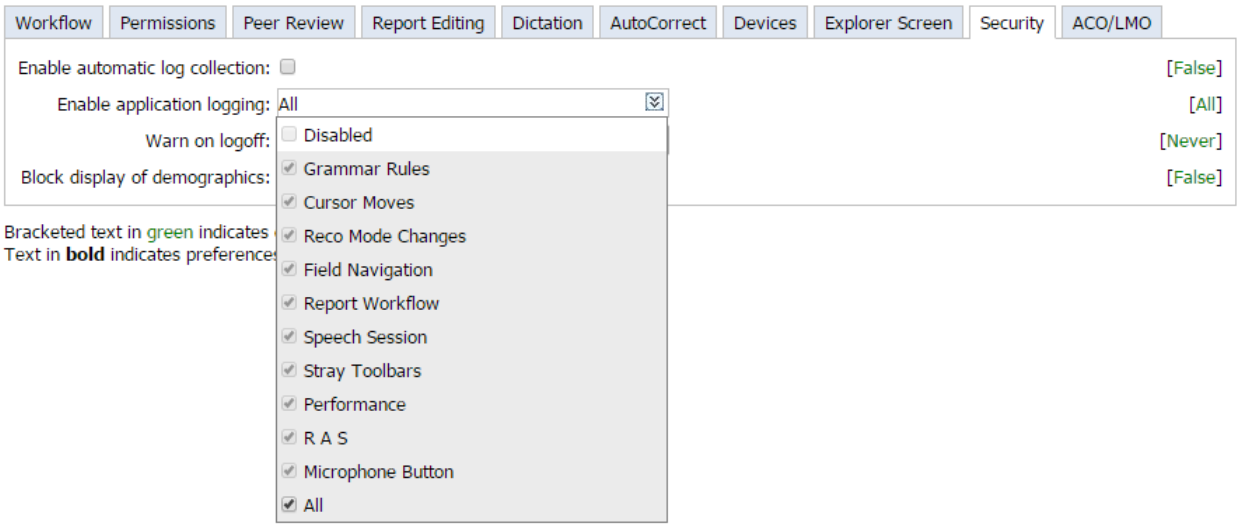
If the user is NOT running regularly through ACO and LMO, please open a ticket with Support to have this investigated further, as this can contribute to latency at report sign.

Enabling Performance Logging

If the previous steps have NOT remediated the client side latency issue, support will need to have additional logging enabled to help identify the issue:

Enable Performance Logging for V3.0.x and Higher

Application logging can be enabled on a user or system level in RadPortal. To enable application logging:



1. Log in to the RadPortal>Setup>Account>Preferences> Security
2. Set Enable automatic log collection to **True**.
3. Under Enable Application Logging, uncheck Disabled and check the ALL option:

Enabling Performance Logging for V2.5.x and Lower

Enabling Performance logging requires editing the Windows Registry. To do so, you must log in with administrative privileges on the client workstation.Paths and values are case-sensitive!

1. Create the following folder: C:\Nuance\PowerScribe360\PerfLogs.
2. Create a Windows Registry Script File for Performance Logging:
   - Open a new Notepad file on the desktop.
   - Copy the following script, including the header into the Notepad file.

   Windows Registry Editor Version 5.00
   [HKEY_LOCAL_MACHINE\SOFTWARE\Nuance\PowerScribe360Perf]

   "EnablePerformance"="True"

   "DaysToKeepPerformanceLogs"="10"

   "PerformanceLog"="C:\\Nuance\\PowerScribe360\\PerfLogs"

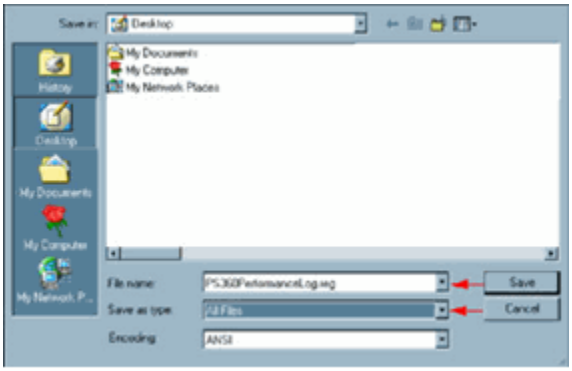
   If enabling on a 64-bit workstation, replace the first line of registry key above with:

   - [HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Nuance\PowerScribe360Perf]

a. From File, select Save As and enter PS360PerformanceLog.reg as the file name, and select All Files as the Save as type.

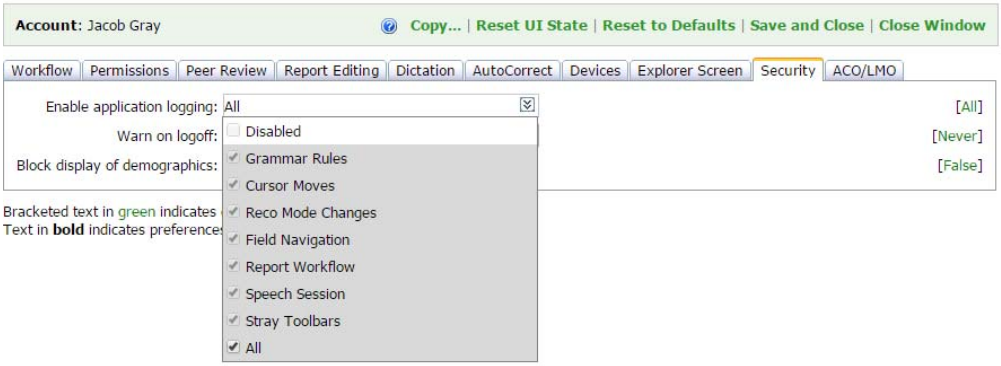
b. Click Save to save the file on the desktop. A PS360PerformanceLog icon displays on the desktop.

c. Double-click the PS360PerformanceLog icon on the Desktop.



d. Click **YES** when the Registry Editor prompts to add the information to the Registry.

Enabling Additional Client Logging

Additional application logging can be enabled for a user or at the system level. To enable additional Client logging for V2.5.x and most older versions:

1. From RadPortal, select Preferences and Security.
2. Uncheck Disabled and then select the All option: