

# Nuance Management Center

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Version 5.7

## Release Notes



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# What is new in the Nuance Management Center

## What is new in NMC 5.7

Feature	Description
The NMC console only displays account licenses that have been granted to a user when displaying user account license information.	<p>In the Manage organization screen and the user accounts screen, the <b>License Type/Partner</b> column displays licenses for users that have a granted account license.</p> <p>If a user has not logged into the client application, and the organization has an enterprise license, the <b>License Type/Partner</b> column does not display a license for the user.</p>
Search for a National Provider Identifier by state	<p>(For Dragon Medical customers that use Cloud NMS)</p> <p>On the NPI Search window, an administrator can search for an NPI by entering a state and a name.</p> <p>For more details, view 'Search for a National Provider Identifier using the name of a user or site' in the Nuance Management Center Help.</p>
Changes to the information displayed in NPI search results	<p>(For Dragon Medical customers that use Cloud NMS)</p> <p>When an administrator searches for an NPI, the search results include two new fields:</p> <ul style="list-style-type: none"><li>-<b>Primary Taxonomy</b>: The main provider taxonomy associated with the NPI.</li><li>-<b>Exists in NMS</b>: The field displays "Yes" if the site or user with the NPI number exists in the NMC server. Otherwise, the field displays "No".</li></ul> <p>The search results no longer display the following two fields:</p> <ul style="list-style-type: none"><li>-<b>Address 2</b></li><li>-<b>Country</b></li></ul> <p>For more details, view 'Search for a National Provider Identifier using the name of a user or site' in the NMC Console Help.</p>
Display reports using UTC	<p>By default, all NMC console reports display information using local time. To view Audit Events in UTC, in the NMC console, under <b>Utilities &gt; Audit Events</b>, select the <b>Display results in UTC</b> option.</p>
Windows Server 2016 support.	<p>You can install and run the NMC server on Windows Server 2016.</p>

Feature	Description
Microsoft SQL 2016 support.	You can install and run the NMC server on Microsoft SQL 2016.

## What is new in NMC 5.6

Feature	Description
Grant or revoke licenses for multiple users at once	<p>In the NMC console, an administrator can grant or revoke licenses for multiple users at the same time. This feature applies to all license types.</p> <p>To select all users, on the keyboard, press CTRL+A.</p> <p>To select specific users, on the keyboard, press Shift+Up or Down.</p> <p>For more details, view 'Granting Licenses' or 'Revoking Licenses' in the NMC Help.</p>
Importing a user - Support token credentials for a new user or an existing user	<p>In the NMC console, when an administrator imports a new user or existing user information, the NMC console includes or updates the user token credential information. This feature is only supported when importing user data from an xml file.</p> <p>For more details, view 'Import multiple users into the NMC server' in the NMC Help.</p>
Display all available licenses in the license pop-up when creating a new user	<p>The NMC console displays all licenses for an organization and the licenses an administrator can see (based on product management rights). This includes partner-related licenses. Enterprise licenses do not display.</p>
Updates to the Cloud Migration tool	<p>Administrators can now migrate users by site or group.</p> <p>Administrators can also migrate missing users in the cloud and specific users such as new users added to an on-premise system. These changes provide alternatives to migrating all organization users at once.</p> <p>An administrator can select auto-texts and words and export them to a file. An administrator can then import the file to the on premise system to use for consolidation.</p>

Feature	Description
UI text changes for DMNE Citrix options	The "Use clipboard for Citrix basic dictation" setting is now "Use clipboard for Citrix basic dictation in v2.5.x client or older". The "For Citrix basic dictation use:" setting is now "For Citrix basic dictation in v2.6 or newer client, use:".
Duplicate domain names on the Nuance hosted NMC server	Duplicate domain names can exist on the Nuance hosted NMC server as long as they belong to different organizations. For more information about configuring domain names for the NMC server, see the Nuance Management Console Help.
On the Organizations screen, 'Systems' is now 'HIM Systems'.	The following list shows renamed UI items in italics: <ul style="list-style-type: none"> <li>-On the NMC Ribbon, Organizations &gt; <i>HIM Systems</i> section</li> <li>-Dictation Client Organization Summary screen &gt; <i>HIM System Version</i> column</li> <li>-Dictation Report screen &gt; <i>HIM System Login</i> column</li> <li>-Dictation Status screen &gt; <i>HIM System Retrieved Job</i> column and the <i>Exists On HIM System</i> column</li> <li>-<i>HIM System Configuration Details</i> screen &gt; Description field: now contains the 'New HIM System' selectable item.</li> <li>-<i>Delete HIM System</i> screen</li> <li>-<i>HIM System Configuration Details</i></li> <li>-<i>HIM Systems</i> screen</li> <li>-User Account Details &gt; Credentials &gt; <i>HIM System</i> &gt; <i>HIM System Name</i> column</li> <li>-<i>New HIM Credentials</i> screen &gt; <i>HIM System</i> drop-down list</li> <li>-<i>Reset next dictation ID for HIM system</i></li> </ul>
Control when the NMS server purges Audit Events	You can set when the NMC server purges Audit Event data. <ul style="list-style-type: none"> <li>-The default value is 13 months.</li> <li>-The minimum value is 90 days.</li> <li>-The maximum value is 7 years.</li> </ul> <p>For more information, see the 'Control when the NMS server purges Audit Events' section in the NMC Help.</p>

## What is new in NMC 5.5

Feature	Description
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Feature	Description
DMNE 2.x - Upload dictation session data while using a profile	To improve the time it takes to save a profile and log out of Dragon, you can enable the <b>Save profile with background process</b> option. The <b>Save profile with background process</b> option allows dictation session data to upload separately from the main profile data 'in the background' while the user profile is open in the Dragon client.
DMNE 2.x - Send custom words and auto-text to the NMC server	Under <b>Site &gt; Dragon Medical Network Edition &gt; Miscellaneous</b> , set the <b>Upload custom words and auto-text</b> option to control the sharing of custom words and auto-text, created in the Dragon client, with the NMC server.
DMNE 2.x - Set group options for Citrix basic dictation	Set the group level <b>Citrix basic dictation</b> option to determine how Dragon inserts Citrix Basic dictation for a group of users: "Keystrokes" - Insert basic dictation through keystrokes. "Clipboard" - Insert basic dictation through the clipboard. "Compatibility Module" - Insert basic dictation through vSync. (For customers running DM Network Edition 2.6 or newer and connecting to NMC server 5.5 or newer.)
DMNE 2.x - Set user options for Citrix basic dictation	Set the user level <b>Citrix basic dictation</b> option to determine how Dragon inserts Citrix Basic dictation for a specific user: "Keystrokes" - Insert basic dictation through keystrokes. "Clipboard" - Insert basic dictation through the clipboard. "Compatibility Module" - Insert basic dictation through vSync. (For customers running DM Network Edition 2.6 or newer and connecting to NMC server 5.5 or newer.)
DMNE 2.x - Turn on the smart phone server	Set the <b>Enable Smart Phone Server</b> option to enable or disable the Smart Phone server. The server allows the use of the Dragon iPhone as a microphone application.
New UI location for product auto-provisioning settings	For an NMC Administrator that configures auto-provisioning for user and license management, the auto-provisioning settings are now in the <b>User Auto-provisioning</b> tab, on the <b>Organization Details</b> screen. The settings are no longer on the <b>Products</b> tab.
NMC console UI changes	On the NMC console ribbon: The <b>Reports</b> section is now the <b>HIM Reports</b> .  The <b>Trends</b> section is now the <b>Reports</b> section. Within this section: <b>Speech Usage</b> is now <b>Cloud Usage</b> . <b>Dragon Speech Usage</b> is now either <b>Network Edition Usage</b> Or <b>Professional Usage</b> (depending on the product license of the administrator).

Feature	Description
SpeechAnywhere license name change	The SpeechAnywhere license is now called 'Dragon Medical Speech Kit (embedded)'.
Port AccessTest Tool	The Port AccessTest Tool is now accessible from the NMC console UI. To launch the tool, navigate to <b>Utilities &gt; Tools</b> and click <b>Launch Port Access Test Tool</b> .
CAPD auto-provisioning is not enabled by default	By default, CAPD auto-provisioning settings are not enabled. An administrator can enable CAPD auto-provisioning in the NMC console.
View partner information for a user account	When an administrator searches for user accounts, the NMC console displays the name of the partner that is associated with each license type for each user account.
View partner information for an organization	When an administrator searches for organizations, the NMC console displays the name of the partner that is associated with each organization.
View partner information for a license type in an organization	The <b>Licenses Summary</b> screen displays the name of the partner that is associated with an organization.
Filter search results by partner name when viewing license grant and expiration dates	On the <b>Licensed User Accounts</b> screen, use the Partner Name field to refine the search results that the NMC console displays.



## What is new in NMC 5.4

Feature	Description
Dragon Medical Advisor reports	In the NMC console, you can select and run several Dragon Medical Advisor reports. For details, see the View Dragon Medical Advisor reports section in the NMC console Help.
Unlock a user when searching for user accounts	An administrator uses the 'Unlock user' button on the user accounts search results grid to allow a locked out user to log into the NMC server. Select the user and click the 'Unlock user' button.
Unlock a user when viewing user account details	An administrator uses the 'Unlock user' button on the user account details screen to allow a locked out user to log into the NMC server. The button only appears if the user is locked out of the system.
Support for work types and templates	<p><b>Note:</b> Work types and templates are only for the Nuance Clinician product.</p> <p>A template defines the overall structure of a document that a physician dictates.</p> <p>A work type can be associated with more than one template.</p> <p>An Administrator creates a work type at the site level.</p>
View medical specialty information in user account search results	When searching for user accounts, the search results on the <b>User Accounts</b> screen now include the <b>Specialty</b> column. This column displays the user medical specialty.
SpeechAnywhere Services: Control auto-provisioning of licenses	<p><b>Note:</b> If you are an existing SpeechAnywhere Services customer, no change is required. You can ignore this new feature.</p> <p>You can control automatic license assignment for SpeechAnywhere Services applications based on license type and partner.</p> <p>In the NMC console, navigate to <b>Organizations Details &gt; Auto-provisioning &gt; Dragon Medical Server</b>, and select <b>Restrict automatic license assignment to specific license types (recommended for expert users only)</b>.</p> <p>Use the UI components beneath the checkbox option to enable or disable automatic license assignment for specific License type and partner combinations.</p>

Feature	Description
Improved efficiency when granting or revoking a license	<p>You now have greater control over the licenses that appear when you grant or revoke a license.</p> <p>On the <b>Grant License</b> screen and the <b>Revoke License</b> screen, use the Last name, group name, or site name fields to control the licenses that the NMC console retrieves and displays on the screen.</p>

## What is new in NMC 5.3

Feature	Description
Administrators can track and report on license usage for newly granted enterprise licenses	When you import a new or renewal enterprise license key, the NMS assigns all user licenses the expiration date of the enterprise license. This allows administrators to report on license usage for newly granted enterprise licenses.
Local installation of the local authenticator or call forwarder	In the Nuance Management Console, under <b>Utilities &gt; Tools</b> , you can click a link to download the local authenticator or call forwarder installation.
Updates to the Nuance Management Server Installer	You can now run the NMS installer on a Windows 10 machine.
Updates to license types	There are six new Dragon NaturallySpeaking license types.
Updates to the "Licensed User Accounts" screen	<p>On the <b>Licensed User Accounts</b> screen, you can filter the data by Site or Group.</p> <p>The <b>Licensed User Accounts</b> screen now contains a <b>Site</b> column and a <b>Group</b> column; allowing you to view the site or group that each user is associated with.</p>

Feature	Description
Update an expired password	<p>If a user logs into the Nuance Management Console, and their password is expired, the user cannot log in. On the <b>User Account Details</b> screen, the Nuance Management Console displays the date and time that the user was locked out of the system.</p> <p>An administrator can login to the Nuance Management Console to change the user's password. Afterwards, the administrator must alert the user about the new password.</p> <p>The administrator can also force the user to change their password the next time they log in. In this case, the Nuance Management Console displays the <b>Change Password</b> dialog box; allowing the user to enter a new password.</p>
Displaying password rules to a user	The <b>Change Password</b> dialog box displays the password rules that are set in the <b>Organization Details &gt; Product tab &gt; General section &gt; Password Settings</b> section.
Configuring Password Settings	The <b>Organization Details &gt; Product tab &gt; General</b> section contains a section called <b>Password Settings</b> section. In the <b>Password Settings</b> section, an administrator configures password rules, including the minimum and maximum password age and the minimum password length.
Managing a user that is locked out of the Nuance Management Server	An administrator uses the 'Unlock user' option, located under the <b>User Accounts Details &gt; Details</b> tab, to allow a locked out user to log into the Nuance Management Server through the Nuance Management Console. You must have the "Modify User" or the "Modify Users in All Groups" grant to set the 'Unlock user' option.
New name for CLU product settings	On the <b>Organizations Details</b> screen, on the <b>Products</b> tab, the <b>CLU</b> section has a new name: <b>MUSE</b> .
Set the Nuance Management Console display language	<p>The Nuance Management Console (NMC) login page no longer displays the language drop-down field. The browser language settings determine the NMC display language.</p> <p>In Internet Explorer and Google Chrome, setting the browser language to French causes the NMC to display in French. Otherwise, the NMC displays in English.</p> <p>To view information about how to set the browser language in Internet Explorer or Google Chrome, see the help documentation for Internet Explorer or Google Chrome.</p>

Feature	Description
Browser support	You can use the Nuance Management Console with the Windows 10 Edge browser and the Apple Safari browser.
License renewal	Importing an enterprise license renews all licenses that are associated with the enterprise license.
Assigning a medical specialty and user type to a user	<p>On the <b>Specialty</b> tab on the <b>User Account Details</b> page, you can set the following medical specialties for a user:</p> <ul style="list-style-type: none"> <li>• <b>Primary specialty</b></li> <li>• <b>Primary sub-specialty</b></li> <li>• <b>Secondary specialty</b></li> <li>• <b>Secondary sub-specialty</b></li> </ul> <p>The <b>User type</b> field is now on the <b>Specialty</b> tab.</p>

## What is new in NMC 5.2

Feature	Description
Reset your password on the NMC Login screen (end user initiated)	<p>You can reset your password on the NMC login screen. To do this:</p> <ul style="list-style-type: none"> <li>▪ You must have an email address in your user account. An administrator sets your email address in the <b>Email</b> field in the <b>User Account Details &gt; Messaging &gt; Email</b> section.</li> </ul> <p>For details, see 'Reset your password on the NMC Login screen' in the Nuance Management Console Help.</p>
Reset the password for an NMC user (Administrator initiated)	<p>You can reset a password for an NMC user. To do this:</p> <ul style="list-style-type: none"> <li>▪ The user must have an email address in their user account. You set the email address in the <b>Email</b> field in the <b>User Account Details &gt; Messaging &gt; Email</b> section.</li> <li>▪ You must have the "Create Organization" grant.</li> </ul> <p>For details, see 'Reset the password for an NMC user screen' in the Nuance Management Console Help.</p>
Setting the template for the forgot password email	<p>You can set the template content that appears in the "forgot password" email that the NMS sends to a user.</p> <p>For details, see 'Set the format of the forgot password email that users receive' in the Nuance Management Console Help.</p>

Feature	Description
Nuance Healthcare ID	Nuance Healthcare ID (NHID) is a Nuance Program that enables licensed Dragon medical Direct users to use their SpeechAnywhere license with participating OEM development partners. NHID activates speech recognition in mobile applications from OEM development partners.
Updates to the Product tab on the Organization Details screen	<p>The Product tab contains the following new items:</p> <ul style="list-style-type: none"> <li>• <b>CAPD</b>: Requires the Product Manage – CLU privilege.</li> <li>• <b>CAC</b>: Requires the Product Manage – CLU privilege.</li> <li>• <b>PowerMic Mobile</b>: Product – Manage PowerMic Mobile privilege.</li> </ul> <p>For more information about the <b>Products</b> tab settings, see 'Configure product settings for an organization' in the Nuance Management Console Help.</p>

## What is new in NMC 5.1 and NMC 5.0

Feature	Description
Browser support and NMC deployment	<p>Web browsers that NMC version 5 supports</p> <p>The NMC now supports the following web browsers:</p> <ul style="list-style-type: none"> <li>• Internet Explorer (version 10 or greater)</li> <li>• Chrome (version 44.X )</li> <li>• Safari</li> </ul> <p>Testing of additional browsers is ongoing. We will announce support for other browsers as test results become available.</p>

Feature	Description
Ease of deploying NMC version 5	<p>The NMC version 4 and earlier, developed using the .xbap technology, allows for a rich web experience. An administrator downloaded NMC 4 to a computer and installed the application.</p> <p>Migrating the NMC to HTML 5 allows simplifies deployment of the NMS:</p> <ul style="list-style-type: none"> <li>• You do not need to download NMC VERSION 5: NMC version 4 is an xbap application (<a href="http://www.xbap.org/">http://www.xbap.org/</a>) that someone must download from server and run inside Internet Explorer. You do not need to download NMC version 5.</li> <li>• You do not need to register NMC version 5 as a trusted site: NMC version 4.x required an entry in the browsers trusted site.</li> <li>• NMC version 5 does not require .NET: NMC version 5 does not require you to install .NET locally on a computer.</li> <li>• NMC version 5 does not use non-standard ports: NMC version 5 uses port 443 for all communications. Prior versions of the NMC required several non-standard ports to be open for outbound communications.</li> </ul>
Grant a license and view license expiration dates	Administrators can view additional information on the <b>License Grant</b> and <b>Expire Dates</b> screen. Specifically, administrators can view the date when an administrator granted a license to a user and when a license expires.
NMC enhancements for partner organizations	<p>Speech Anywhere Services Partners can easily create customer organizations in the NMC.</p> <ul style="list-style-type: none"> <li>• When Speech Anywhere Services Partners create and search for Organizations, the NMC now allows the partner to lookup an organization by NPI (National Provider Identifier).</li> <li>• In NMS version 5.0, when a Partner Administrator logs into the NMC, the partner can view speech usage trends for all customer organizations that have its licenses.</li> </ul>
Adding a group in the NMC	In NMS version 5, an administrator can select a role and base the new group on a previously created group. This assists in creating new groups that may be similar to an existing group and shorten the time required to set up NMS Security.

Feature	Description
Classifying NMS users based on a user type	<p>In NMS version 5, a user account identifier allows an administrator to classify NMS users based on user type. Future versions of the NMS will leverage these fields for reporting and analytics.</p> <p>NMS version 5 supports the following user types:</p> <ul style="list-style-type: none"><li>• User</li><li>• Physician</li><li>• Nurse</li><li>• Resident</li><li>• Physician Assistant</li><li>• NMC Administrator</li></ul>

Feature	Description
NMS Security – Grants & Privileges replace Access Rules and Rights	<p>NMS version 5 includes changes to NMS Access Rules and Rights. The Administrator can grant and maintain tighter control over what items a group can modify, see and delete.</p> <p>Upgrading to NMS version 5 automatically converts your NMS settings to the correct and new rules and rights. The administrator does not need to perform any special actions.</p> <p>In NMS 4, Access Rules control what a user could “see” and Rights control what a user could “do” to the objects they could see. In NMS version 5, Grants replace Access Rules. Rights are now “Privileges”.</p> <p>Grants give an administrator the ability to View, Modify, and Delete Objects in the NMC. Grants also prevent an administrator from seeing certain objects. An administrator applies Grants at the Group level (similar to Access Rules).</p> <p>Privileges control the NMC user experience – the portions of the NMC application that a particular administrator can see and use.</p> <p>The “Manage Product Dragon Medical” privilege displays the functionality that an administrator requires to administer a product in the NMC. An administrator applies privileges at the Group level (similar to Rights).</p> <p>Privileges enable an administrator to manage the following NMC items:</p> <ul style="list-style-type: none"><li>• Organizations</li><li>• Sites</li><li>• Groups</li><li>• Licenses</li><li>• Product Updates</li><li>• Profile Optimizer</li><li>• Product specific features</li><li>• Reporting</li><li>• Messaging</li><li>• Audit Entries</li><li>• Trends</li></ul>



Feature	Description
Enhancements to the Trends – Dragon Speech Usage report	<p>Administrators can report on additional data in the Dragon Speech Usage report. DMNE version 2.5 will include the additional fields.</p> <p>The following fields are now part of the Dragon Speech Usage report:</p> <ul style="list-style-type: none"> <li>• Custom Commands</li> <li>• Dictation Commands</li> <li>• Navigation/Action Commands</li> <li>• System and Web Commands</li> <li>• Dictation Select/Format Commands</li> </ul>
Enhancements to the Trends - Speech Usage report	NMS version 5 displays search criteria for SAS Speech Usage trends in a clearer way. This version is consistent with Dragon Speech Usage, making it easier for an NMC administrator to use both reports.
Enhancements to the Trends - Speech Usage and Dragon Speech Usage report	<p>Both SAS and Dragon Speech Usage trend reports now support a 90-day online reporting window.</p> <p>By default, the NMC server retains system data for 90 days. This data includes audit data, raw usage data, client version data, license usage data, client logs, server logs, and password reset keys. The NMC server purges system data that is older than 90 days. However, the NMC server does not purge data required by SAS and Dragon speech usage trend reports.</p>
Changes to the Speech Recognition UI	The NMC version 5 UI supports a tree view for easier viewing and management of speech recognition objects (Words, Auto-texts, and Commands).
A new location for adding Keywords	The UI for specifying a keyword for Auto-text insertion, previously on the Products screen under <b>Organization Details &gt; General</b> tab, is now on the <b>Speech Recognition</b> menu.
New site limits for Auto-text fields	The <b>Spoken Phrase</b> field and the <b>Display String</b> field now have a maximum length of 150 characters. This increased field size also applies when importing Auto-texts and Command Sets.
Changes to how you add an image to an Auto-text	<p>NMC version 5 introduces changes to the workflow for adding an image to an Auto-text. In NMC version 4 and earlier, adding an image to an Auto-text was a one-step process that consisted of adding an image that resided on the administrator's local computer.</p> <p>In NMC version 5, due to the security limitations of using a web application, an administrator must first upload an image to the NMC Web Server. Afterwards, the administrator can add the image to an Auto-text.</p>

Feature	Description
A new client versions report for Dragon Medical Mobile Recorder and Desktop Recorder	The new Client Versions report allows an administrator to view the versions of Dragon Desktop and Mobile Recorders that are in use in an organization.
A new speech analytics report for SpeechAnywhere or Dragon Direct	<p>A new Speech Analytics report provides more insight into end-user behavior. The report is the first step of a broader Analytics offering that Nuance plans to expand in future versions of the NMC and NMS.</p> <p>The Speech Analytics report provides end-user usage data for SpeechAnywhere and Dragon Direct client applications. The report does not yet support Dragon Medical Network Edition client applications.</p> <ol style="list-style-type: none"> <li>1. Access the reporting module: <a href="https://nsa.nuancehdp.com/speechanalytics">https://nsa.nuancehdp.com/speechanalytics</a></li> <li>2. Use your existing NMC administrator credentials to access the Analytics portal.</li> <li>3. To drill down and view individual user metrics, click on <b>Usage Details</b>.</li> </ol>
Using the Local Authenticator to upgrade end-users	<p>The Local Authenticator replaces the Call forwarder. The Authenticator provides performance improvements over the Call forwarder when upgrading client end-users.</p> <p>When a DMNE NMS-cloud customer that uses LDAP or Active Directory upgrades the Dragon client to DMENE version 2.5, the customer only needs to use the Local Authenticator to upgrade Dragon client users. No action needs to happen prior to the DMNE version 2.5 client upgrade.</p> <p>When a Dragon client user logs into DMENE, the Local Authenticator authenticates the user and sends the user login information to the cloud NMS for authentication.</p>
Support for deployment on Standard Ports	NMS version 5 supports the use of Standard ports (443). The NMC communicates with the NMS over port 443. In future versions of the NMS and NMC, other client applications will support standard ports.

Feature	Description
New Audit Events	<p>NMC version 5 includes new Audits events that provide an administrator with more insight in to the events that occur in an organization.</p> <ul style="list-style-type: none"><li>• Successful creation, updating or deleting of an organization, site, group, user, or settings</li><li>• The granting or revoking of a license</li><li>• The changing of a user password</li><li>• A request to reset a DMNE profile to LKG</li><li>• A DMNE profile status message</li><li>• Authentication success</li><li>• Authentication failure</li><li>• Session closing</li><li>• Session expiring</li></ul>