Dragon Medical 360 | Network Edition

2.4.1

Release Notes

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Contents

What's new in Dragon Medical 360 | Network Edition 2.4.1

This section covers the newest release of Dragon Medical 360 | Network Edition, Nuance's leading speech-recognition and reporting solution for medical professionals. This release provides new features, updates, and enhancements for providers and administrators.

Dragon Medical 360 | Network Edition 2.4.1 is available on DVD and from the iSupport site. For details, visit https://isupport.nuance.com and view article 14274.

Overview of system requirements for DM360 | Network Edition, version 2.4.1

Item	Description
Software provided:	• DM360 | Network Edition version 2.4.1 Client (including vSync/MiniTracker), build number12.51.204.108 • Update Installer build number 12.51.204.108 (An abbreviated client including : - The Update Installer - vSync MiniTracker - vSync Restorer - Dragon Client for Remote Desktop - Citrix Extension (previously known as the Citrix Client Update) The Update Installer version of the software does not include updates for language or acoustic models.) See *Upgrade Installer updates* on page 3 for more information. For additional software versions, see the Build Number Table at the end of this document.
Supported versions of the Nuance Management Server:	The version 2.4.1 Dragon Client supports Nuance Management Server 4.3.116 (SP4) or Nunace Management Server 4.3.108 (SP3). To obtain a copy of the supported version of the NMS software, contact Nuance.
Where to download:	iSupport Solution 14274
Supported upgrade paths:	On-premise and cloud-based installations and upgrades: **Upgrade Installer and Full Install** • Client upgrade from DM360 | Network Edition 2.0 and newer **Full Install Only** • Server and Client upgrade from DM360 | Network Edition 1.0 SP5 (build number 10.50.660.018) and newer • Upgrade from Dragon Medical Enterprise Edition version 10.x • Upgrade from Dragon Medical Practice Edition version 11
Profile upgrade to version 2.x required:	If you are upgrading from the following versions of Dragon Medical, you must upgrade your user profiles to version 2.x as described in the DM360 Network Edition Installation Guide: • Server and Client upgrade from DM360 | Network Edition 1.0 SP3 (build number 10.50.654.263) and newer • Upgrade from Dragon Medical Enterprise Edition 10.x • Upgrade from Dragon Medical Practice Edition version 11

Item	Description
Minimum version of the Dragon client supported by Nuance Management Server 4.3:	DM360 | Network Edition 1.0 SP5 (build number 10.50.660.018)
DM360 | Network Edition vSync in this release supports Dragon clients from:	DM360 | Network Edition 1.0 SP5 (build number 10.50.660.018) and newer. Note that generally the vSync Mini-Tracker component on all Citrix servers must be equal to or greater than the highest version of the vSync client component installed on the Dragon workstations.

Installing or Upgrading DM360 Network Edition

When you install or upgrade DM360 Network Edition, be sure to install or upgrade the server components (Nuance Management Server and Console, Profile Optimizer Server and Speech Nodes, and the SDK) *before* installing or upgrading the Dragon client. See the DM360 Network Edition Installation Guide for details on how to install the server and client components of DM360 Network Edition.

About DM360 Network Edition Logging and Protected Health Information

The default logging settings in Dragon Medical products produce log data that complies with privacy standards. Dragon Support may instruct you to change these logging settings to produce logs that provide more information. In this case, the log data may include patient relevant data , for example, patient name. To remain compliant to local privacy standards, you should only use these logging settings in a test environment, or with test patient data.

The Protected Health Information Warning Dialogs

If you have changed your logging settings so that the logs may include PHI, warning dialogs will appear when you load a user profile, giving you the option to cancel these changes. If you click **OK**, PHI may appear in the logs. If you click **Cancel**, Dragon will shut down if you are in the Dragon Client, or will disable logging if you are in the EHR Synchronizer/MiniTracker.

Nuance Upgrade Training

If you are upgrading from a version of Dragon software other than DM 360 | Network Edition Version 2.x, DM360 Network Edition version 2.4.1 upgrade is complex. You will need to plan your upgrade carefully, taking your specific needs and environment into account.

Nuance strongly recommends our Upgrade Training Package to help your IT team to transition to DM360 Network Edition version 2.4.1 with minimal disruption. This package provides web-based training for the IT personnel responsible for upgrading your system. It includes a 3-day engagement which ensures that all of the upgrade steps are performed correctly and in the right sequence.

Please contact your Account Executive for more information about this offering, or call 866-748-9537. If you do not know your Account Executive, Nuance can put you in contact with that person.

See [DM 360 | Network Edition Upgrade Training](#) to view the class agenda.

If you are upgrading from DM 360 | Network Edition Version 2.0 or newer, upgrade is much simpler, and you may not require upgrade training.

What's new for providers

[What's New in DM 360 | Network Edition for Providers](#)

Known issues and bug fixes

[Issues fixed in DM360 Network Edition](#)

Upgrade Installer updates

The Upgrade Installer installs product updates as a software patch. These updates do not include updates for language or acoustic models.

You use the Upgrade Installer provided with DM360 Network Edition 2.4.1 to upgrade the entire Dragon client at one time, including the vSync components on the client machine. You can also use the Upgrade Installer to upgrade many Dragon clients quickly and simultaneously.

The Upgrade Installer upgrades Dragon clients to DM360 Network Edition 2.4.1 from version 2.x. You can obtain the Upgrade Installer zip file from the iSupport site. For details, visit https://isupport.nuance.com and view article 14274.

The Upgrade Installer zip file, **DMNE2DOT4DOT1.zip**, contains the following files and directories:

- **DMNE2DOT4DOT1.exe**: the Upgrade Installer
- **MiniTracker.exe** : vSync for the Citrix server
- **vSyncRestorer.exe** : for restoring vSync support after updating a Citrix client
- **Citrix Extension (previously known as the Citrix Client Update)**: Contains the Citrix Client update (vddnspatch2.exe or vddnspatch2.msi), as well as PowerMic extensions for the Citrix Client and Server. See the Citrix Administrator Guide for more information.
- **Dragon Client for Remote Desktop**: Contains software that allows you to use a PowerMic over remote desktop.

You can view messages about Upgrade Installer updates for Dragon and vSync on a client computer. In the Nuance Management Server Administrator Guide, see:

- 'Receiving notifications from the Update Server'
- 'Purging messages.'

When to use the Upgrade Installer

If Dragon is installed:

- on a workstation
- on a Citrix server

Use the Upgrade Installer or the full Dragon installer to upgrade Dragon (and if applicable, vSync client component) to DM360 Network Edition 2.4.1.

Repair vSync after installing or upgrading the Citrix client

To repair vSync on workstations where the Citrix client has either been updated or re-installed, use the vSync Restoration Patch, vSyncRestorer.exe, included in the Upgrade Installer zip file.

Update vSync on a Citrix server

To update the vSync component on a Citrix server that publishes applications, use MiniTracker.exe, included in the Upgrade Installer zip file. In this configuration, Dragon is installed on a workstation and not on the Citrix server.

Going from the DM 360 | Network Edition 2.x to DM 360 | Network Edition 2.4.1 version of the Citrix Client Extension

If you are going from a 2.x version of the Citrix Extension (formerly known as Citrix Client Update) to the 2.4.1 version, take the following steps to upgrade:

1. On each machine where the Citrix XenApp client is installed, keep your current version of vddnspatch.exe or vddnspatch.msi installed. Install the new vddnspatch2.exe file on the XenApp client machine.

2. If you will be using a PowerMic, install the Citrix Client Extension. Navigate to the Citrix Client Extension directory in your installation files and double-click the PowerMic Citrix Extension Client.msi file.

3. Repeat steps 1 and 2 until vddnspatch2.exe and the Citrix Client Extension are installed on all of the XenApp client machines.

4. On the XenApp Server, upgrade DM 360 | Network Edition to version 2.4.1. If you will be using a PowerMic, install the Citrix Server Extension. Navigate to the Citrix Server Extension directory in your installation files and double-click the PowerMic Citrix Extension Server.msi file.

5. (Optional) Uninstall the old version of vddnspatch.exe or vddnspatch.msi from the XenApp client machines.

New in Dragon Medical 360 | Network Edition, 2.4.1 for Providers

New in Dragon Client 2.4, Carried Over Into Dragon Client 2.4.1	
Description	Feature
EpicTer82Class support	Dragon sends a notification whenever the text is changed by Dragon in the SmartTextBox so that Hyperspace can be aware of the change.

New in Dragon Client 2.3.3, Carried Over Into Dragon Client 2.4.1	
Description	Feature
XenApp and XenDesktop 7.6 support	DM 360 | Network Edition now supports XenApp 7.6 and XenDesktop 7.6.
`/save` command line option	You can now save user profiles at the command line with the `/save` parameter.

Timeout settings for the `/save` and `/saveandshutdown` command line options	You can specify a time out value for the `/save` and `/saveandshutdown` commands with `natspeak.exe` and `natspeaksso.exe`.
	
	If you call `natspeak.exe /save <timeout>` or `natspeaksso.exe /saveandshutdown <timeout>` using a script, the script will not continue processing until the `save` command is completed, or the timeout value elapses, whichever comes first.
	
	Valid values for the timeout parameter are between 30 and 120 seconds and use the following syntax:
	
	`natspeak.exe /save <timeout>`
	 or
	`natspeak.exe /saveandshutdown <timeout>`
	where `<timeout>` is the time out in seconds.
	
	The default timeout—which Dragon uses when given a value less than 30 or greater than 120—is 60 seconds.
	
	If you supply a non-numeric value or a value of zero, the time out feature is disabled for the current run.

`/trusted` and `/login` command line options	The `/trusted` and `/login` command line options now work on the server as well as the client.
`natspeak.exe` and `natspeaksso.exe`	Both `natspeak.exe` and `natspeaksso.exe` can be used for EHR single sign on regardless of whether you are running natspeak.exe locally or on a Citrix server.
`/logout` and `/login` command line options	If a user is logging out of Dragon, any command line `/login` request received during that log out goes into a queue and is executed once the log out is complete.

Windows XP Support

The 2.x versions of DM360 Network Edition will be the last versions of the product to support Windows XP. DM360 Network Edition 2.4.1 continues to support Windows XP.

Known Issues and fixes in Dragon Medical 360 | Network Edition Client 2.4.1

Issues and Fixes in Dragon Client and Minitracker 2.4.1

Issue	In-Depth Description
Issues 29354 - Intermittent issues using vSync in Cerner Dynamic Docs.	**Issue** Using vSync with Cerner Dynamic Docs may cause issues such as: green check-mark not working, extra characters in words, loss of next field functionality. **New behavior** vSync with Cerner Dynamic Docs works as expected.
Issue 29860 – eClinicalWorks, version 10 does not accept text and graphics commands.	**Issue** When using Dragon with eClinicalWorks, version 10, eClinicalWorks does not process text and graphics commands correctly. Text is not placed into the target application window. **New behavior** Text and graphics commands work as expected in eClinicalWorks, version 10.
Issue 29591 - "Failed to launch 64 bit server" error.	**Issue** Dragon fails to launch the 64 bit server with the following error message: `ERROR (VBar): Unable to spawn 64 bit UIA server (0x80070102).` **New behavior** The Dragon launches correctly when the client is started, and the error does not appear.
Issue 29106 - The cursor jumps down one line after completing recognition in Cerner Mpages fields.	**Issue** The cursor jumps down one line after completing recognition in Cerner Mpages fields. **New behavior** Issue 29106 has been resolved; the cursor no longer jumps down one line after completing recognition in Cerner Mpages fields.
Issues 29253, 29250 - Cursor jumps after pasting text into HPI edit control when using Cerner Dynamic Doc.	**Issue** Cursor jumps after pasting text into HPI edit control when using Cerner Dynamic Doc. **New behavior** Issues 29253 and 29259 have been resolved; the issue was fixed via a Cerner exception package.
Issue 29760 - Cerner Dynamic Doc -	**Issue**

Issues and Fixes in Dragon Client and Minitracker 2.4.1

Issue	In-Depth Description
The cursor jumps back into the middle of text during dictation.	The cursor jumps back into the middle of text during dictation. 1. Open Cerner Dynamic Doc. 2. Copy text into one field. 3. Move to the next field. 4. Insert an autotext. 5. Start dictation. Result: After a few minutes, the cursor moves back in the middle of word. **New behavior** Issue 29760 has been resolved; the cursor no longer jumps back into the middle of text during dictation.
Issue 29938 - The end of dictation is dropped after copying and pasting text.	**Issue** The end of dictation is dropped after copying and pasting text. **New behavior** Issue 29938 has been resolved; dictation now appears as expected after cutting and pasting text.
Issue 30392 - Jumping cursor when dictating a large note in Cerner Dynamic Doc.	**Issue** Jumping cursor when dictating a large note (150 lines) in Cerner Dynamic Doc. **New behavior** Issue 30392 has been resolved; dictating a large note in Cerner Dynamic Doc functions as expected.
Issue 31033 - Unable to dictate into Cerner message center when replying to messages or reminders.	**Issue** Unable to dictate into Cerner message center when replying to message or reminders. **New behavior** Issue 31033 has been resolved; users can now dictate into Cerner message center when replying to messages or reminders.

Issues and Fixes From the 2.4 Dragon Client Release Included in 2.4.1

Issue	In-Depth Description
Issues 26474, 28106, 29468, 29559, 29439, 29782 - Dragon Client crashes in Epic with the following call: `EPICD81: subclsedit.cpp.: InternalUnregisterSubclsMsgProc`, or where an Epic thick client in installed locally.	**Issue** Dragon Client crashes in Epic with the following call: `EPICD81: subclsedit.cpp.: InternalUnregisterSubclsMsgProc` or when an Epic thick client is installed locally. **New behavior** Dragon no longer crashes when `EPICD81: subclsedit.cpp.: InternalUnregisterSubclsMsgProc` is called or when an Epic thick client is installed locally.
Issue 31294 - Citrix Session freezes	**Issue** Citrix Session freezes. **New behavior** Citrix sessions now work as expected.
Issues 29892, 31169, 31289, 31418 - Roaming user profile error following SDAPI errors.	**Issue** Users receive a roaming user profile error when they try to log in to Dragon following SDAPI errors. **New behavior** Issues 29892, 31169, 31289, 31418 have been resolved; users no longer receive a roaming user profile error when they try to log in to Dragon following SDAPI errors.

Issues and Fixes From the 2.3.3 Dragon Client Release Included in 2.4.1

Issue	In-Depth Description
Issues 29395, 28816,, 29646 - "Failed to launch 64 bit server" error.	**Issue** Dragon fails to launch the 64 bit server with the following error message: `ERROR (VBar): Unable to spawn 64 bit UIA server (0x80070102).` **New behavior** The Dragon launches correctly when the client is started, and the error does not appear.
Issue 30039 – Dragon client freezes.	**Issue** The Dragon client appears to freeze when it is processing too

Issues and Fixes From the 2.3.3 Dragon Client Release Included in 2.4.1

Issue	In-Depth Description
	many messages simultaneously. When the freeze subsides, only the first few words of dictation appear—any additional dictation is gone. **New behavior** The Dragon Client now processes messages as expected.
Issue 27681 – Cerner Dynamic Doc/mPages/vSync – Too many carriage returns when using the "new line" and "new paragraph" commands.	**Issue** In installations that use Cerner Dynamic Doc, Mpages, and vSync, the "new line" command starts the new line with a double return instead of a single return, and the "new paragraph" command starts the new paragraph with four returns. **New behavior** The"new line" and "new paragraph" commands now use the expected number of returns before beginning the new line or paragraph.
Issue 29804 – After dictation and playback via Dragon published on XenApp 7.6, dictation is in Nattext mode.	**Issue** After dictation and playback via Dragon published on XenApp 7.6, dictation is in Nattext mode. **New behavior** After dictation and playback via Dragon published on XenApp 7.6, dictation is in Normal mode
Issue 29572 – Custom words deleted from vocabularies reappear in those vocabularies.	**Issue** Custom words deleted from vocabularies reappear in those vocabularies. **New behavior** Custom words deleted from vocabularies remain deleted.
Issue 30317 – vSync in Note in Allscripts 11.4 – new line/new para do not insert.	**Issue** Unstable vSync in Note in Allscripts 11.4 – new line/new para do not insert. **New behavior** New line/new para now insert as expected in Allscripts 11.4 with vSync.
Issue 29586 – Cerner/Powernote: vSync dropped after inserting a Dragon template from the Dictation Box in Hidden mode.	**Issue** Cerner/Powernote: vSync dropped after inserting a Dragon template from the Dictation Box in Hidden mode. **New behavior** vSync no longer drops after inserting Dragon template from the Dictation Box in Hidden mode.
Issues 29603, 28812, 30154 – Allscripts with minidragon causes an Internet Explorer crash.	**Issue** Allscripts with minidragon: Dictating causes an Internet Explorer crash. **New behavior** Issues 29603, 28812, 30154 are resolved; dictating in an environment with Allscripts and minidragon no longer causes an Internet Explorer crash.
Issue 28281 – Cerner/Mpages – Cursor moves double lines when	**Issue** Cerner/Mpages – Cursor moves double lines when executing

Issues and Fixes From the 2.3.3 Dragon Client Release Included in 2.4.1

Issue	In-Depth Description
executing "New line" after playing back the dictated utterances.	"New line" after playing back the dictated utterances. **New behavior** The cursor now behaves as expected when executing "New line" after playing back the dictated utterances.
Issue 28531, 28460 – Cerner – Jumping cursor in DM 360 | Network Edition.	**Issue** **Issue 28531** – A user starts typing in an Mpages field. He changes focus to another portion of the chart, then returns to the original location in the chart. He clicks once into a new field and begins dictating. Once dragon places the text, it will jump to the first (original) field dictated. To correct this, one must either double click into the new field, or right click before dictating. **Issue 28460** – After dictating in any section in Dynamic Doc, if you click on the task list, come back to the previous note, and move the cursor to a new section of the note, subsequent dictation goes to the wrong field. **New behavior** Issues 28531 and 28460 are now resolved; the dictation is now placed as expected.
Issue 27497 – Cerner Dynamic Docs – DMENE 2.3 adds extra line breaks.	**Issue** Cerner Dynamic Docs – DMENE 2.3 adds extra line breaks. The New Line and New Paragraph commands result in double spacing in the majority of the fields. **Resolution** The New Line and New Paragraph commands now behave as expected.
Issue 29812 – Jumping cursor in Cerner Firstnet/Dynamic Docs.	**Issue** Jumping cursor to beginning of line in Dynamic Docs, Physical Exam field. This occurs when accessing PowerChart through Cerner Firstnet, but not when accessing PowerChart directly. **Resolution** The cursor no longer jumps to the beginning of the Physical Exam field when accessing PowerChart through Cerner Firstnet.
Issues 28808, 29558, 29621 – Cerner/Dynamic Doc/Mpages – vSync dropping connection in v2.2 client and v2.3.1 minitracker. This is also caused by copying/pasting large amounts of text, or dictating long documents.	**Issue** End-of-line processing for large amounts of text pasted or dictated into Cerner Dynamic Documents will cause vSync to stop working. In previous versions of DM 360 | Network Edition 2.3 (minitracker 2.3.1), this behavior would start to occur after 150 lines or 10,000 characters of text are entered into a document. **New behavior** You can now paste or dictate approximately 450 lines or 30,000 characters of text into a Cerner Dynamic Document without causing vSync to drop.
Issue 29136 – Significant delay between turning the microphone on and being able to dictate into Dynamic Doc window.	**Issue** Significant delay between turning the microphone on and being able to dictate into Dynamic Doc window. **New behavior** There is no longer a significant delay between turning the

Issues and Fixes From the 2.3.3 Dragon Client Release Included in 2.4.1

Issue	In-Depth Description
	microphone on and being able to dictate into Dynamic Doc window.
Issue 29251 – When dictating a long sentence, the cursor position does not change to the end of the current utterance as Dragon places text into Cerner Mpages.	**Issue** When dictating a long sentence, the cursor position does not change to the end of the current utterance as Dragon places text into Cerner Mpages. **New behavior** This is a Cerner issue, fixed by Cerner's Exception package.
Issue 28863 – Cerner – When Transferring text from the Dictation Box, the document ends up with some incorrectly formatted HTML.	**Issue** When Transferring text from the Dictation Box, the document ends up with some incorrectly formatted HTML. **New behavior** This is a Cerner issue, fixed by Cerner's Exception package 79144.
Issue 30041 – Issues with silent install of vddnspatch2.msi.	**Issue** Issues with silent install of vddnspatch2.msi: silent installation hangs. **New behavior** Silent install of vddnspatch2.msi now completes without error.
Issues 29411,28739 – Exceptions in the dragon.log after a long period without action by the end user cause a Dragon crash.	**Issue** Exceptions in the dragon.log after a long period without action by the end user cause a Dragon crash. **New behavior** Issues 29411,28739 are resolved; the dragon.log is now cleared of exceptions, preventing this client crash.
Issue 29852 – Rerunning the minitracker.exe install removes registry setting and file – minidragon.cmd.	**Issue** Installing minitracker works as expected for the initial installation. If you rerun minitracker.exe to reinstall: The value "minidragon.cmd" is removed from the registry The minidragon.cmd file is removed. **New behavior** minitracker now installs as expected for the initial installation and every subsequent installation.
Issue 29200 – Dragon client crash with CPS.	**Issue** Occasional Dragon client crashes when using Dragon with CPS, due to an error removing items from the ActivationContext stack. **New behavior** Dragon no longer crashes due to an error removing items from the ActivationContext stack.

Product build numbers

The following table summarizes the Dragon, Nuance Management Server (NMS), Profile Optimizer Server (POS), and SDK builds that are part of different releases of Dragon Medical 360 | Network Edition.

DM360 Network Edition Version 2.x Releases

Product version	Product Component	Build Number
2.4.1	Dragon Client	12.51.204.108
2.4.1	Minidragon	12.51.204.108
2.4	Dragon Client	12.51.204.096
2.3.3.1	Minidragon	12.51.203.151
2.3.3	Dragon client	12.51.203.148
2.3	Dragon client	12.51.202.093
	NMS	4.3.72
	POS	4.2.0.2
	Call Forwarder	4.2.24
	SDK	12.51.202.093
2.2.1	Dragon client	12.51.202.079
2.2	Dragon client	12.51.202.051
	NMS	4.2.24
	POS	4.2.0.2
	Call Forwarder	4.2.24
	SDK	12.51.200.072
2.1	Dragon client	12.51.200.072
	NMS	4.1.55
	POS	4.1.0.2
	Call Forwarder	4.1.55
	SDK	12.51.200.072
Original product release (2.0)	Dragon client	12.50.200.089
	NMS	3.1.84
	POS	3.1.0.5
	Call Forwarder	3.1.84
	SDK	12.50.200.089

DM360 Network Edition Version 1.x Releases

Product version	Product Component	Build Number
Original product release	Dragon client	10.50.650.007

Product version	Product Component	Build Number
	NMS	1.00.0344
	POS	1.10.0013
	SDK	10.50.650.007
Hot fix 1	Dragon client	10.50.650.016
Hot fix 2	Dragon client	10.50.650.017
Hot fix 3	Dragon client	10.50.650.027
Hot fix 4	Dragon client	10.50.650.041
Hot fix 5	Dragon client	10.50.650.044
Hot fix 6	Dragon client	10.50.650.047
Hot fix 7	Dragon client	10.50.650.118
Service Pack 1	Dragon client	10.50.650.027
	NMS	1.00.1007
	POS	1.10.1003
	SDK	10.50.650.033
Service Pack 2 for NMS/Nuance Management Console/POS/SpeechNode/SDK, (Re-release of HF7 as a service pack)	Dragon client	10.50.650.118
	NMS	1.1.882
	POS	1.10.2008
	SDK	10.50.800.005
NMS Service Pack 2.1		1.1.895
Service Pack 3	Dragon client	10.50.654.263
	NMS	2.0.535
	POS	1.30.0004
	SDK	10.50.654.263
Service Pack 3.5	Dragon client	10.50.654.293
Service Pack 3.5 Hot fix 1	Dragon client	10.50.654.355
Service Pack 3.5 Hot fix 2	vSync Restoration patch	10.50.655.359
Service Pack 3.5 Hot fix 3	Dragon Client	10.50.655.372
Service Pack 3.5 Hot fix 4	vSync MiniTracker only	10.50.655.376
Service Pack 5	Dragon client	10.50.660.018
	NMS	3.0.112
	POS	3.0.0.8
	SDK	10.50.660.018
Service Pack 6	Dragon client	10.50.660.033

How to find the build number of a DM360 Network Edition component

Component	Instructions

Dragon client	**Method 1**:
	On the DragonBar, click **Help** > **About Dragon**.
	
	Method 2:
	1. In the Start Menu, select **All Programs** > **Network Edition** > **Show Dragon Log**, or, if you are running Windows 8 or newer, go to Win 8 Metros and click the "Show Dragon Log" icon . For this to work, you must be logged in to Windows under the Dragon user's account.
	2. Open the dragon.log file. The build number is the value to the right of "Dragon Medical Version ".
	
	Method 3:
	 -On a workstation, in Windows Explorer, on Windows Vista, Windows 7, Windows 8.x, or Windows Server 2008, look here:
	
	`C:\Users\<WindowsUsername>\AppData\Roaming\Nuance\NaturallySpeaking12\Dragon.log`
	
	 -On a workstation, in Windows Explorer, on Windows XP, look here:
	`C:\Documents and Settings\<user_account_login>\Application Data\Nuance\NaturallySpeaking12\Dragon.log`

Nuance Management Server	**Method 1 (for an on-premise NMS)**: 1. On the NMS server, navigate to: `C:\Program Files\Nuance\NMS Server\Nuance.NAS.Server.exe`. 2. Double-click Nuance.NAS.Server.exe. 3. In the Properties dialog box, click **Version**. The build number is the value to the right of "Dragon Medical Version". **Method 2**: 1. View the version number in the lower right corner of the Nuance Management Console login screen.
SDK	**Method 1**: 1. In the Nuance Management Console, in the **Utilities** ribbon, select **Profile Optimizer Tasks**. 2. Highlight a task and select **DM360 Network Edition log**. **Method 2**: On a Speech Node machine, find and open the Dragon log file.
Profile Optimizer Server	**Method 1:** 1. In the Nuance Management Console, in the **Utilities** ribbon, select **Profile Optimizer Tasks**. 2. Highlight a task and select **View Speech Node Log**. The build number is the value to the right of "assembly version=". **Method 2**: 1. On the POS server, find and right click POService.exe. 2. In the POService.exe Properties dialog box, click **Version**. The build number is the value to the right of "File version:".