

Nuance Management Server

Version 5.0

What's New in NMS 5.0



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<http://www.nuance.com/for-healthcare/dragon-medical-360/user-guides/index.htm>

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NMS version 5: Updates to the Nuance Management Console

Browser support and NMC deployment

Nuance Management Console (NMC) version 5 uses HTML5 for easier deployment and broader browser support.

Web browsers that NMC version 5 supports

The NMC now supports the following web browsers:

- Internet Explorer (version 10 or greater)
- Chrome (version 44.X)
- Safari

Testing of additional browsers is ongoing. We will announce support for other browsers as test results become available.

Ease of deploying NMC version 5

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.

Migrating the NMC to HTML 5 allows simplifies deployment of the NMS:

- **You do not need to download NMC VERSION 5:** NMC version 4 is an xbap application (<http://www.xbap.org/>) that someone must download from server and run inside Internet Explorer. You do not need to download NMC version 5.
- **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.
- **NMC version 5 does not require .NET:** NMC version 5 does not require you to install .NET locally on a computer.
- **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.

Administrator System Changes

Grant a license and view license expiration dates

Administrators can view additional information on the **License Grant and Expire Dates** screen. Specifically, administrators can view the date when an administrator granted a license to a user and when a license expires. The screen shot below shows the additional fields.

Organizations Groups User Accounts **Licensing** Utilities Trends Speech Recognition Server Clusters Report Administration Reports

View Licenses View License Allocation Import License Key Administration Search Add Existing Partners

Licensed Users - Nuance (Speech Anywhere) Licenses Home

Licensed User Accounts

Organization: Nuance License type: Speech Anywhere

User Accounts:

Last Name	First Name	Login Id	Granted on	Expires on
Al_Baxter@nuance	<Generated>	Al_Baxter@nuance	4/16/2012 8:25:36 PM	12/31/2098 7:00:00 PM
angela.noble@nuance.com	<Generated>	angela.noble@nuance.com	10/25/2011 11:09:03 AM	12/31/2098 7:00:00 PM
Robert.Baxter@nuance.com	Robert	Robert.Baxter@nuance.com	8/22/2014 12:42:40 PM	12/31/2098 7:00:00 PM
brian.platt@nuance.com	<Generated>	brian.platt@nuance.com	11/4/2011 6:04:22 PM	12/31/2098 7:00:00 PM
browser_demo	<Generated>	browser_demo	1/25/2012 3:39:24 PM	12/31/2098 7:00:00 PM
carina.edwards@nuance.com	<Generated>	carina.edwards@nuance.com	11/25/2011 1:38:37 PM	12/31/2098 7:00:00 PM
Devo	Kitty	kitty_devo	10/8/2012 2:02:32 PM	12/31/2098 7:00:00 PM
diane.clifford@nuance.com	<Generated>	diane.clifford@nuance.com	10/26/2011 1:42:22 PM	12/31/2098 7:00:00 PM
fleming_robert@yahoo.com	<Generated>	fleming_robert@yahoo.com	10/26/2011 7:38:38 PM	12/31/2098 7:00:00 PM
holly.spring@nuance.com	<Generated>	holly.spring@nuance.com	11/28/2011 3:16:45 PM	12/31/2098 7:00:00 PM
jmf	<Generated>	jmf	10/11/2011 11:46:42 AM	12/31/2098 7:00:00 PM
jmfabre	<Generated>	jmfabre	11/21/2011 5:37:54 AM	12/31/2098 7:00:00 PM
joe.petro@nuance.com	<Generated>	joe.petro@nuance.com	1/27/2012 9:44:23 AM	12/31/2098 7:00:00 PM
john.cartales@nuance.com	<Generated>	john.cartales@nuance.com	1/13/2012 3:12:49 PM	12/31/2098 7:00:00 PM
jonathon.dreyer@nuance.com	<Generated>	jonathon.dreyer@nuance.com	11/25/2011 12:35:25 AM	12/31/2098 7:00:00 PM
jonathon_dreyer_nuance_	<Generated>	jonathon_dreyer_nuance_	2/16/2012 3:49:24 PM	12/31/2098 7:00:00 PM
juan	<Generated>	juan2	1/17/2012 12:03:51 PM	12/31/2098 7:00:00 PM
jwsciek	<Generated>	jwsciek4	10/1/2011 5:56:44 PM	12/31/2098 7:00:00 PM
kragc	<Generated>	kragc2	10/24/2014 6:01:20 PM	12/31/2098 7:00:00 PM
lee.broberg@nuance.com	<Generated>	lee.broberg@nuance.com	1/24/2012 11:30:20 AM	12/31/2098 7:00:00 PM
linda.nelson@nuance.com	<Generated>	linda.nelson@nuance.com	10/26/2011 10:37:53 AM	12/31/2098 7:00:00 PM

Close

NMC enhancements for partner organizations

- Speech Anywhere Services Partners can easily create customer organizations in the NMC.
- 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).
- 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.

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.

Add Group

Create new group in organization

Nuance - Melbourne Training Fa ▼

Role

NMC Administrator ▼

Base new group on what existing group?

NMC Administration ▼

OK Cancel

Classifying NMS users based on a user type

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.

NMS version 5 supports the following user types:

- User
- Physician
- Nurse
- Resident
- Physician Assistant
- NMC Administrator

NMS Security – Grants & Privileges replace Access Rules and Rights

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.

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.

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”.

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).

In the following screen shot, adding the grant to a group allows the group to create Sites in organizations “Client 1, Client 2, Client 3, Client 4”.

Add Group Grant

Object Type	Grants	Object
Organization	Change other user's password	Client 1
Site	Create Groups All Sites	Client 2
Group	Create Site	Client 3
Global	Create Users in All Groups	Client 4
	Delete All Groups	eDist
	Delete All Sites	
	Delete Organization	
	Delete Users in All Groups	
	Manage Organization Tokens	
	Modify All Groups	

Add **Cancel**

Privileges control the NMC user experience – the portions of the NMC application that a particular administrator can see and use.

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). Privileges enable an administrator to manage the following NMC items:

- Organizations
- Sites
- Groups
- Licenses
- Product Updates
- Profile Optimizer
- Product specific features
- Reporting
- Messaging
- Audit Entries
- Trends

Speech Products Enhancements - DMNE and Speech Anywhere

Enhancements to the Trends – Dragon Speech Usage report

Administrators can report on additional data in the Dragon Speech Usage report. DMNE version 2.5 will include the additional fields.

The following fields are now part of the Dragon Speech Usage report:

- Custom Commands
- Dictation Commands
- Navigation/Action Commands
- System and Web Commands
- Dictation Select/Format Commands

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

Both SAS and Dragon Speech Usage trend reports now support a 90-day online reporting window. The plan is for future versions of Reporting Analytics to provide access to historical data.

Changes to the Speech Recognition UI

The NMC version 5 user interface supports a tree view for easier viewing and management of speech recognition objects (Words, Auto-texts, and Commands).

Auto-text Name	Spoken Phrase	Language	Owner Type	Owner Name	Description	Application Target	Command Set	Protected	Status	Modified
Many medical conditions	insert Many medical cond	English (United States) [en-US]	Site	Default Site	Many medical c		TestaThon-Engin			6/2/2015 12:15:47 PM
testathunCmd	insert testathunCmd	English (United States) [en-US]	Site	Default Site	testathunCmd					7/15/2015 3:03:06 AM
Text	insert Text	English (United States) [en-US]	Site	Default Site						7/15/2015 3:04:29 AM
Tables	insert Tables	English (United States) [en-US]	Site	Default Site						7/15/2015 3:07:16 AM
Images	insert d4x2Gd6z6r	English (United States) [en-US]	Site	Default Site						7/15/2015 3:08:46 AM
Bullets	insert Bullets	English (United States) [en-US]	Site	Default Site						7/15/2015 3:09:41 AM
Circle	insert Circle	English (United States) [en-US]	Site	Default Site						7/15/2015 3:10:29 AM
squares	insert squares	English (United States) [en-US]	Site	Default Site						7/15/2015 3:11:56 AM
Numbers	insert Numbers	English (United States) [en-US]	Site	Default Site						7/15/2015 3:12:03 AM
alpha	insert alpha	English (United States) [en-US]	Site	Default Site						7/15/2015 3:12:56 AM
alpha1	insert alpha1	English (United States) [en-US]	Site	Default Site						7/15/2015 3:13:43 AM
Roman	insert Roman	English (United States) [en-US]	Site	Default Site						7/15/2015 3:14:30 AM
Roman1	insert Roman1	English (United States) [en-US]	Site	Default Site						

A new location for adding Keywords

The UI for specifying a keyword for Auto-text insertion, previously on the **Products** screen under **Organization Details > General** tab, is now on the **Speech Recognition** menu.

Keyword	Description	Application Target	Command Set	Protected	Status	Modified
Keywords						

New site limits for Auto-text fields

The **Spoken Phrase** field and the **Display String** 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

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.

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.

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.

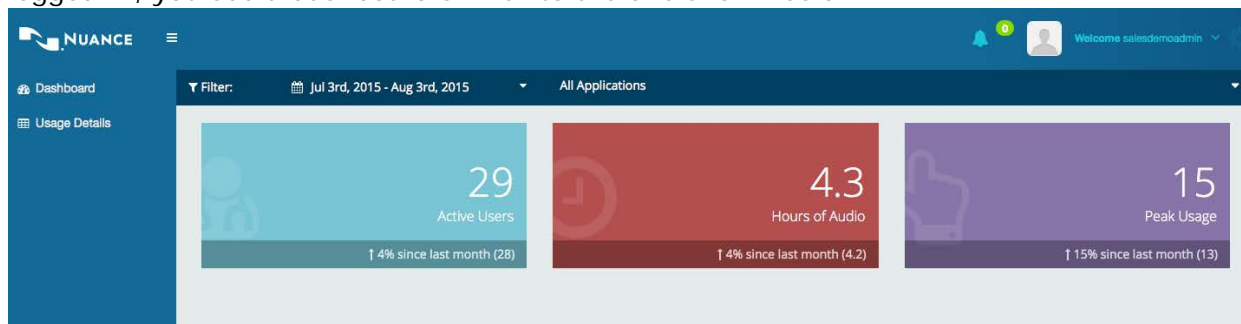
Organization	NPS Login	Last Name	First Name	Date of Transaction	Product Name	Client Device Name	Client Version	Client Build
Nuance	sysadmin	Administrator	Nuance	6/17/2015 2:14:07 PM	Nuance Management Console		5.0.0.0	
Nuance	sysadmin	Administrator	Nuance	6/17/2015 2:08:47 PM	Nuance Management Console		5.0.27.8	
Nuance	sysadmin	Administrator	Nuance	6/17/2015 2:08:03 PM	Nuance Management Console		5.0.0.0	
Nuance Regional Medical	Admin YUMARESDONAL	Reporting	Admin	6/17/2015 2:01:47 PM	Nuance Management Console		5.0.27.8	
Nuance	sysadmin	Administrator	Nuance	6/17/2015 1:59:46 PM	Nuance Management Console		5.0.27.8	
Nuance	sysadmin	Administrator	Nuance	6/17/2015 1:42:28 PM	Nuance Management Console		5.0.27.8	
Nuance	sysadmin	Administrator	Nuance	6/17/2015 1:40:35 PM	Nuance Management Console		5.0.27.8	
Nuance	sysadmin	Administrator	Nuance	6/17/2015 1:32:24 PM	Nuance Management Console		5.0.27.8	
Nuance	sysadmin	Administrator	Nuance	6/17/2015 1:31:59 PM	Nuance Management Console		5.0.27.8	
Nuance	sysadmin	Administrator	Nuance	6/17/2015 1:28:02 PM	Nuance Management Console		5.0.27.8	
Nuance	sysadmin	Administrator	Nuance	6/17/2015 1:26:59 PM	Nuance Management Console		5.0.27.8	
Nuance	sysadmin	Administrator	Nuance	6/17/2015 12:52:02 PM	Nuance Management Console		5.0.27.8	
Nuance	sysadmin	Administrator	Nuance	6/17/2015 11:56:13 AM	Nuance Management Console		5.0.27.8	
AMTSAON	tester13	Tester13	QA	6/17/2015 11:23:02 AM	DPO60 Mobile Recorder	Diane's iPhone6+	3.6.1.1	iPhone7_103.3
AMTSAON	tester13	Tester13	QA	6/17/2015 11:20:02 AM	DPO60 Mobile Recorder	Diane's iPhone6+	3.6.1.1	iPhone7_103.3
AMTSAON	tester13	Tester13	QA	6/17/2015 11:18:17 AM	DPO60 Mobile Recorder	Diane's iPhone6+	3.6.1.1	iPhone7_103.3
AMTSAON	tester13	Tester13	QA	6/17/2015 11:15:18 AM	DPO60 Mobile Recorder	Diane's iPhone6+	3.6.1.1	iPhone7_103.3
AMTSAON	tester13	Tester13	QA	6/17/2015 11:15:17 AM	DPO60 Mobile Recorder	Diane's iPhone6+	3.6.1.1	iPhone7_103.3
AMTSAON	tester13	Tester13	QA	6/17/2015 11:13:07 AM	DPO60 Mobile Recorder	Diane's iPhone6+	3.6.1.1	iPhone7_103.3
AMTSAON	tester13	Tester13	QA	6/17/2015 11:12:30 AM	DPO60 Mobile Recorder	Diane's iPhone6+	3.6.1.1	iPhone7_103.3
Nuance	sysadmin	Administrator	Nuance	6/17/2015 11:08:09 AM	Nuance Management Console		5.0.27.8	
Nuance	sysadmin	Administrator	Nuance	6/17/2015 10:51:18 AM	Nuance Management Console		5.0.27.8	

A new speech analytics report for SpeechAnywhere or Dragon Direct

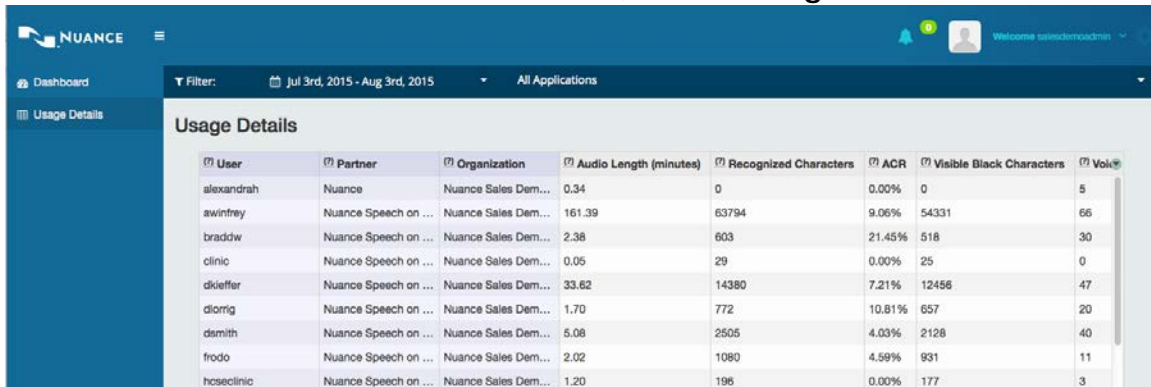
A new Speech Analytics report provides more insight into end-user behavior. The report is the first step of a broader Analytics offering that Nuance plans to expand in future versions of the NMC and NMS.

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.

1. To access the reporting module, go to the following URL: <https://nsa.nuancehdp.com/speechanalytics>
2. Use your existing NMC administrator credentials to access the Analytics portal. Once you are logged-in, you see a dashboard similar to the one shown below.



- To drill down and view individual user metrics, click on **Usage Details**.



User	Partner	Organization	Audio Length (minutes)	Recognized Characters	ACR	Visible Black Characters	Volume
alexandrah	Nuance	Nuance Sales Dem...	0.34	0	0.00%	0	5
awinfrey	Nuance Speech on ...	Nuance Sales Dem...	161.39	63794	9.06%	54331	66
braddw	Nuance Speech on ...	Nuance Sales Dem...	2.38	603	21.45%	518	30
clinic	Nuance Speech on ...	Nuance Sales Dem...	0.05	29	0.00%	25	0
dkieffer	Nuance Speech on ...	Nuance Sales Dem...	33.82	14380	7.21%	12458	47
dlorig	Nuance Speech on ...	Nuance Sales Dem...	1.70	772	10.81%	657	20
dsmith	Nuance Speech on ...	Nuance Sales Dem...	5.08	2505	4.03%	2128	40
frodo	Nuance Speech on ...	Nuance Sales Dem...	2.02	1080	4.59%	931	11
hoseclinic	Nuance Speech on ...	Nuance Sales Dem...	1.20	196	0.00%	177	3

NMS version 5: Updates to the cloud Nuance Management Server system

Using the Local Authenticator to upgrade end-users

The Local Authenticator replaces the Call forwarder. The Authenticator provides performance improvements over the Call forwarder when upgrading client end-users.

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.

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.

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. In 2015, Nuance plans to release a version of DMNE that supports standard ports.

New Audit Events

NMC version 5 includes new Audits events that provide an administrator with more insight in to the events that occur in an organization.

- Successful creation, updating or deleting of an organization, site, group, user, or settings
- The granting or revoking of a license
- The changing of a user password
- A request to reset a DMNE profile to LKG
- A DMNE profile status message
- Authentication success
- Authentication failure
- Session closing
- Session expiring