

Nuance Management Server

Version 5.0

Service pack 1

Release notes



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What's new in NMS 5.0 SP1

Nuance Management Server (NMS) 5.0, Service Pack 1 provides defect corrections and performance enhancements for the August 2015 NMS Version 5 upgrade.

Changes to NMS performance and tuning

- **PERFORMANCE ADJUSTMENT:** NASDM-241: Speed improvements to the query that checks if a word exists at the site or group level before creating a new user level word.
- **PERFORMANCE ADJUSTMENT:** NASDM-234: Speed improvements to the query that checks if a word exists at the site or group level before inserting a collection of words.
- **FIXED:**NASDM-232: A background process on the NMS Server (UsageConverter thread) no longer conflicts with the insertion of new rows into the ConvertedUsageTransaction table (SAS).
- **FIXED:** Addressed issues with sluggish performance, Speech Words tuning, SQL tuning and an issue with converting usage data.

Changes to the Nuance Management Client

- **ENHANCEMENT:** NNMC-1005: Unsupported Browsers – The Nuance Management Console (NMC) now displays a notification when a user logs-in using an unsupported browser. After a successful login, if the web browser is not a supported browser, the NMS displays a pop-up screen with text that suggests the customer use a supported browser.
- **ENHANCEMENT:** NNMC-1017: The Manage Speech Recognition screen now explains that a user can use the screen to manage auto-texts, words, commands, etc., not just auto-texts.

Known issues and fixes

| Issue | Description |
|---|--|
| NNMC-1044: In the Trends Speech Usage Report, the default value for Display Results in Grid format is "Day". | <p>Issue In NMS 4, in the Trends Speech Usage Report, the default value for Display Results in Grid format was "None". In NMS 5, the default value is 'Day'. Users requested the change back to the behavior in Version 4.</p> <p>New behavior The default value for Display Results in Grid format is "None".</p> |
| NNMC-1041: The port checker was not accessible for use in NMS 5. | <p>Issue In NMS 5, the port checker was not accessible.</p> <p>New behavior The port checker as expected.</p> |
| NPLAT-631: A Speech Recognition Partner administrator cannot view speech usage data for all organizations. | <p>Issue A Speech Recognition Partner administrator logs into the NMC, and navigates to the Trends > Speech Usage section. The administrator cannot view speech usage data for all of their organizations.</p> <p>New behavior A Speech Recognition Partner administrator can view speech usage data for all their organizations.</p> |
| NNMC-1030: Importing a user from an XML or TXT file does not correctly insert the password for the user. | <p>Issue When importing a user from an XML or TXT file, the user password does not import correctly. When the imported user attempts to login into Dragon Medical or the NMC, the user cannot login. The NMC displays an error message about the incorrect login or password data.</p> <p>New behavior Importing a user from an XML or TXT file works correctly and inserts the correct password for the user.</p> |
| NNMC-1026: The default sort order for license search results in NMS 5.0 is different from in NMS 4.3. | <p>Issue In NMS 4.3, when an administrator searches for licenses in the View Licenses screen, the search results display alphabetically by organization name. In NMS 5.0, the search results do not display alphabetically by organization name.</p> <p>New behavior The search results display alphabetically by organization name.</p> |
| NNMC-531: The Dragon Speech Usage report and the Speech Usage trend report display results for the wrong week. | <p>Issue When an administrator runs a Dragon Speech Usage report or a Speech Usage trend report for a specific week, the NMC displays search results for a different week.</p> <p>New behavior The Dragon Speech Usage report and the Speech Usage trend report display results for the correct week.</p> |

| Issue | Description |
|---|--|
| <p>NMSED-65/NMSDRAGON-14: An administrator cannot copy an auto-text or command from one organization to another organization.</p> | <p>Issue In the NMC, an administrator navigates to the Speech Recognition > Manage Auto-text section and copies an auto-text or command. The administrator switches to a different organization. The option to paste the auto-text or command into the second organization is not available.</p> <p>New behavior An administrator can copy an auto-text or command from one organization and paste it into another organization.</p> |
| <p>NPLAT-615: The Date and Time field data on some screens may not be correct.</p> | <p>Issue If an administrator logs into the NMC on a computer that is in a different time zone than the NMS server, NMC search queries would return date and time data for the NMS time zone instead of the administrator's time zone. This would occur for search queries other than a license usage query or a client version search.</p> <p>New behavior Search queries now return date and time data that is correct for the administrator's time zone.</p> |
| <p>NNMC-997: Incorrect default values for NLP command settings.</p> | <p>Issue In the Network Edition US tab, in the Commands section, the NLP command settings are all set to "OFF" by default. The following NLP command settings should be set to "ON":</p> <ul style="list-style-type: none"> • Enable Natural Language Commands • Enable Natural Language Commands <p>New behavior The NLP command settings are set to the correct default values.</p> |
| <p>NNMC-939: The NMC displays an "Already Logged In" message when an administrator is not logged in.</p> | <p>Issue Under certain conditions, An administrator using the Chrome browser to log into the NMC. The NMC displays the message "A NMC user is already logged in to another browser tab. Only one user is allowed to log in at a time and using just one browser tab." The NMC displays the message even though the administrator is not logged into the NMC from another browser or browser tab.</p> <p>New behavior The NMC only displays the message "A NMC user is already logged in to another browser tab. Only one user is allowed to log in at a time and using just one browser tab." when the administrator is logged into the NMC from another browser or browser tab.</p> |
| <p>NNMC-1011: Buttons on the Create Organization screen overlap.</p> | <p>Issue An administrator uses Chrome (Windows Classic theme or the Windows 7 Basic theme) or Internet Explorer 11 ("Windows Classic" theme) to access the NMC. When the administrator accesses the Create Organization screen, several buttons on the screen overlap with each other.</p> <p>New behavior The UI buttons on the Create Organization screen do not overlap with each other.</p> |

| Issue | Description |
|--|---|
| <p>NNMC-1008: The Master User Profile Directory Settings button does not display correctly in the Chrome browser.</p> | <p>Issue An administrator uses Chrome to access the NMC. The administrator navigates to Site > DM360 Network Edition > Master User Profile > Configure. The administrator clicks the HTTP Settings tab and then clicks the General tab. The administrator clicks the HTTP Settings tab or the SSL Settings tab. The settings on the HTTP Settings tab or the SSL Settings tab do not display correctly.</p> <p>New behavior The settings on the HTTP Settings tab and the SSL Settings tab display correctly when using Chrome to access the NMC.</p> |
| <p>NMSED-58/NCMT-25: The Dragon client is not downloading/displaying Auto-texts after migration</p> | <p>Issue The DragonAutoTextTimeStamp setting was being sent to NMS on migration causing issues with displaying Auto-texts after migration.</p> <p>New behavior The setting is no longer sent on migration.</p> |
| <p>NNMC-1068: The PO node that is already assign to a Speech Node Collection is still available when user creates another Speech Node Collection</p> | <p>Issue When you open a Speech Node Collection or add new one, speech nodes assigned to other collections are shown as available.</p> <p>New behavior Assigned speech nodes will not appear as available.</p> |
| <p>NNMC-1069: List of Available Speech Nodes is empty on Speech Node Collection creation.</p> | <p>Issue When a new Speech Node Collection is first added, the list of available speech nodes is not populated.</p> <p>New behavior NMC will populate the list of speech nodes when adding a new Speech Node Collection.</p> |