



**Dragon Medical Enterprise Network
Edition
Service Pack 2
Release Notes**

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Upgrading Dragon Medical Enterprise Network Edition

Use the information in the table below to upgrade the DMENE server components (the Nuance Management Server, and the Profile Optimizer Server), vSync, and the Dragon Client to DMENE service pack 2. DMENE service pack 2 includes the Dragon Client Hot Fix 7 and all fixes and features from previous Dragon Hot Fixes and Service Packs.

We strongly recommend that you upgrade the DMENE server components and the Dragon client to Hot Fix 7 and service pack as soon as possible.

Current installation of DMENE	Upgrading to DMENE service pack 2 (including Hot Fix 7)	Additional Installation Notes
<p>Never Installed DMENE</p>	<p>Use the installation checklist provided in the DMENE Installation Guide to install the service pack 2 server components and Dragon client.</p>	
<p>DMENE General Release (Dragon - 10.50.650.007 NMS - 1.00.0344 POS - 1.10.0013 SDK - 10.50.650.007)</p>	<ol style="list-style-type: none"> 1. Upgrade the NMS and POS servers to DMENE Service Pack 1. (See the Service Pack 1 DVD's Nuance shipped to you in early 2011). 2. Upgrade the Dragon Client to Service Pack 1 without uninstalling the previous Dragon Client software. 3. Upgrade vSync on a Citrix server to Service Pack 1 without uninstalling the previous vSync software. 4. Upgrade to Service Pack 2 by following the instructions in the Hot Fix 1 table row. 	<p>If you are using vSync and build 10.50.650.007, our recommendation is as follows:</p> <ol style="list-style-type: none"> 1. Upgrade the NMS server to Service Pack 2. The SP 2 NMS server is compatible with your current version of the Dragon client. 2. Upgrade vSync to Hot Fix 7. After the upgrade, Dragon users will lose Full Text Control until you update the Dragon client to Hot Fix 7. Update the Dragon client to Hot Fix 7 as soon as possible to provide users with Full Text Control. <p>NOTE: – Before you upgrade the Dragon Client to Hot Fix 7, make sure users log out of the Dragon and the Citrix Client!</p>

Current installation of DMENE	Upgrading to DMENE service pack 2 (including Hot Fix 7)	Additional Installation Notes
<p>Hot Fix 1 (Dragon -10.50.650.016)</p>	<ol style="list-style-type: none"> 1. Upgrade the NMS server to Service Pack 2 without uninstalling the previous version of the NMS software. 2. You MUST uninstall the existing POS and Speech Node installations before you can upgrade them to Service Pack 2. 3. For the Speech Nodes, you MUST uninstall the DNS SDK before you upgrade to Service Pack 2. After the upgrade, reinstall the DNS SDK on the Speech nodes. See chapter 8 in the <i>DMENE Installation Guide</i> for more information. 4. Upgrade the Dragon Client to Service Pack 2 without uninstalling the previous Dragon Client software. 5. Upgrade vSync on a Citrix server to Service Pack 2 without uninstalling the previous vSync software. 	<p>NOTE: – Before you upgrade the Dragon Client to Service Pack 2, make sure users log out of the Dragon and the Citrix Client!</p>
<p>Hot Fix 2 (Dragon -10.50.650.017)</p>	<ol style="list-style-type: none"> 1. Upgrade the NMS server to Service Pack 2 without uninstalling previous version of the NMS software. 2. You MUST uninstall the existing POS and Speech Node installations before you can upgrade them to Service Pack 2. 3. For the Speech Nodes, you MUST uninstall the DNS SDK before you upgrade to Service Pack 2. After the upgrade, reinstall the DNS SDK on the Speech nodes. See chapter 8 in the <i>DMENE Installation Guide</i> for more information. 4. Upgrade the Dragon Client to Service Pack 2 without uninstalling the previous Dragon Client software. 5. Upgrade vSync on a Citrix server to Service Pack 2 without uninstalling the previous vSync software. 	<p>NOTE: – Before you upgrade the Dragon Client to Service Pack 2, make sure users log out of the Dragon and the Citrix Client!</p>

Current installation of DMENE	Upgrading to DMENE service pack 2 (including Hot Fix 7)	Additional Installation Notes
<p>Service Pack 1 (Dragon - 10.50.650.027 NMS - 1.00.1007 POS - 1.10.1003 SDK - 10.50.650.033)</p>	<ol style="list-style-type: none"> 1. Upgrade the NMS server to Service Pack 2 without uninstalling previous version of the NMS software. 2. You MUST uninstall the existing POS and Speech Node installations before you can upgrade them to Service Pack 2. 3. For the Speech Nodes, you MUST uninstall the DNS SDK before you upgrade to Service Pack 2. After the upgrade, reinstall the DNS SDK on the Speech nodes. See chapter 8 in the <i>DMENE Installation Guide</i> for more information. 4. Upgrade the Dragon Client to Service Pack 2 without uninstalling the previous Dragon Client software. 5. Upgrade vSync on a Citrix server to Service Pack 2 without uninstalling the previous vSync software. 	<p>NOTE: – Before you upgrade the Dragon Client to Service Pack 2, make sure users log out of the Dragon and the Citrix Client!</p>
<p>Hot Fix 3 – Hot Fix 6 Service Pack 1 and above (Dragon -10.50.650.027 through 10.50.650.117 NMS - 1.00.0344 POS - 1.10.0013 SDK - 10.50.650.007)</p>	<ol style="list-style-type: none"> 1. Upgrade the NMS server to Service Pack 2 without uninstalling previous version of the NMS software. 2. You MUST uninstall the existing POS and Speech Node installations before you can upgrade them to Service Pack 2. 3. For the Speech Nodes, you MUST uninstall the DNS SDK before you upgrade to Service Pack 2. After the upgrade, reinstall the DNS SDK on the Speech nodes. See chapter 8 in the <i>DMENE Installation Guide</i> for more information. 4. Upgrade the Dragon Client to Service Pack 2 without uninstalling the previous Dragon Client software. 5. Upgrade vSync on a Citrix server to Service Pack 2 without uninstalling the previous vSync software. 	<p>NOTE: – Before you upgrade the Dragon Client to Service Pack 2, make sure users log out of the Dragon and the Citrix Client!</p>

Service Pack 2

Service Pack 2 includes all the fixes from Hot fix 1 to Hot fix 7 inclusive.

See the “What’s new in Service Pack 2” in the NMS Administrator Guide or the “What’s new Guide” for details about new features in Service Pack 2.

New version of the Nuance Management Server

DMENE Service Pack 2 includes version 1.1 Release 3 of the Nuance Management Server (NMS). The new version provides many updates, including the following enhancements:

- Ability to import multiple users into the NMS. Administrators no longer have to add each user individually.
- Ability to search for and view the adaptation Status of user profiles
- Ability to filter and view task information only for tasks you want to see
- Ability to disable scheduled NMS databases backups so you can back-up the database yourself if desired.
- Improved logging and display of Profile Optimizer task information
- The User Profile Association Utility is now at least 50% faster than in service pack 1

See the ‘What’s new in Service Pack 2’ topic in the *NMS Administrator Guide* for details.

New version of the Profile Optimizer Server

DMENE Service Pack 2 includes version 1.1 of the Profile Optimizer Server (POS). The new version provides many updates, including the following enhancements:

- The POS now runs under a single Windows service.
- Enhancements to communication between the NMS and the POS to prevent timeout errors
- Ability to group one or more speech nodes into speech node collections
 - One or more speech nodes make up a speech node collection
 - You assign a speech node collection to a user profile location in a site
 - For multiple profile locations, speech nodes that are assigned can reside at the same location

See the ‘What’s new in Service Pack 2’ topic in the *NMS Administrator Guide* for details.

Saving the last known good copy of a user profile

When saving the last known good copy of a user profile, Dragon no longer copies the \dataarchive folder.

Faster display of Profile Optimizer Task information

Improvements made in NMS/POS communication to prevent timeout error when displaying POS task list in NMC

In Service Pack 2, the following updates increase the speed that the Nuance Management Console displays Profile Optimizer task information:

- Service Pack 2 reduces the number of queries the NMS makes to determine if a log file exists.
- Service Pack 2 reduces the number of queries the NMS makes to obtain last successful run data when there are many immediate tasks. If a job template does not exist when an immediate task is created, a new template record is added with a frequency of 0.

Hot fix 7

Hot fix 7 includes all the fixes from Hot fix 1 to Hot fix 6 inclusive.

Dragon does not display a notification when the vSync connection is slow

Issue description

Scenario:

A user dictates into an application published from Citrix.

Network issues may cause the vSync connection between Dragon and the Citrix server to slow down and negatively impact dictation performance.

Issue:

If Dragon notices a network connection issue between itself and the vSync plug-in on the Citrix server, Dragon does not display a message or notification to warn the user about the connection speed issue.

New behavior

Dragon displays the following graphic in the system tray area if the connection speed between itself and the Citrix server slows down and may impact dictation performance.



The new graphic appears the first time a connection timeout occurs. The graphic then appears when the connection times out for 4 out of 20 utterances.

If a user is experiencing dictation issues, they can look for the icon. If the icon is visible, the user can perform actions to start using Basic Dictation Control. See the Dragon Help for details.

When a user places the cursor over the icon, they see the following message:

"On <current date> Dragon detected a network issue. Dismiss this icon by clicking it."

When a user clicks the icon, Dragon hides the icon. Dragon also hides the icon if the user loads a new user profile.

Basic Dictation Control in an unsupported edit control behaves differently over a vSync connection

Issue description

Scenario:

A user uses Basic Dictation Control functionality when they dictate into an unsupported edit control in an application. The application may run on the Dragon client computer or on a Citrix server. If the application is on a Citrix server, Dragon connects to the server using the vSync connection. See the Dragon Help for more details.

Issue:

Basic Dictation Control into an unsupported edit control in a Citrix published application behaves differently than in a local application. Capitalization and spacing action may be different when a user dictates into an unsupported control through the vSync connection. This issue does not apply to dictation into supported edit controls.

New behavior

Basic Dictation Control into an unsupported edit control is now the same in both local and Citrix hosted applications. Users can expect the same functionality and user experience when they dictate into an unsupported control through a local or vSync connection.

Users cannot disable vSync across user sessions**Issue description****Scenario:**

Dragon users on sites that support the vSync feature may want to disable vSync across all of their user sessions.

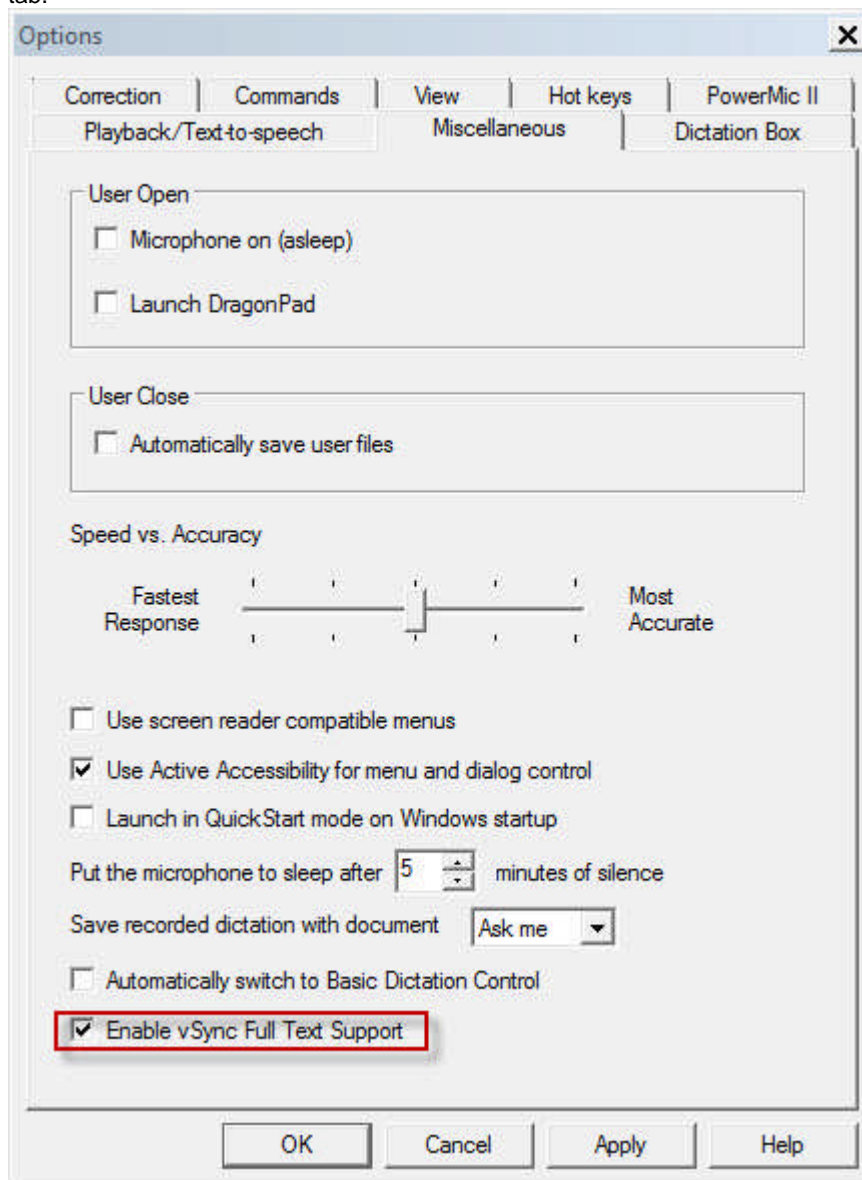
Issue:

Prior to Hot fix 7, users can only disable vSync for their current dictation session. When users start a new dictation session, they would have to again disable the vSync feature.

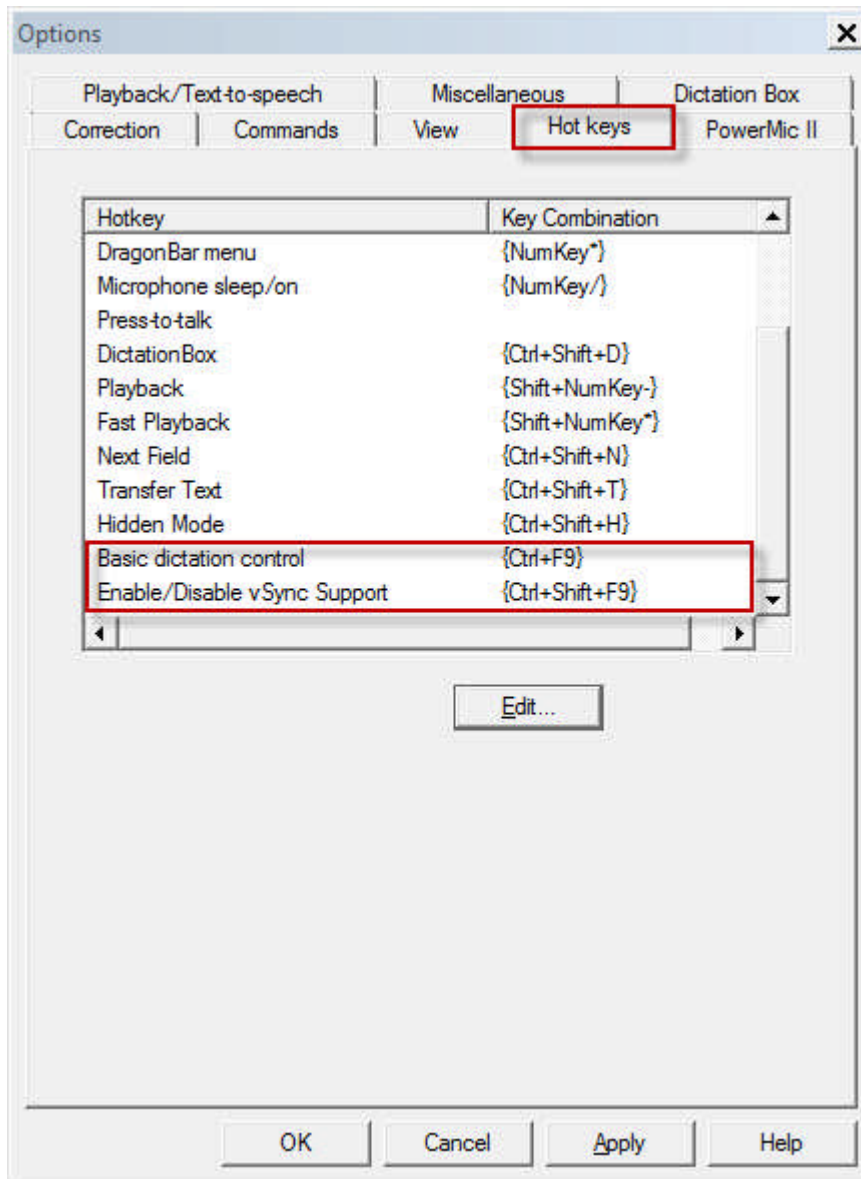
New behavior

Dragon users on sites that support the vSync feature can now enable or disable the vSync feature across all of their user sessions. Users can do this in two ways:

1. Users can check or uncheck the **Enable vSync Full Text Support** option in the **Options > Miscellaneous** tab.



2. Users can use the Hot Key combination "Ctrl+Shift+F9".

**Notes:**

- These options are only available to users on sites that support the vSync feature.
- To disable vSync just for the current session, press Ctrl+F9.
- Once users turn vSync on or off, the setting persists across all future user sessions.
- Users can turn vSync off without having to restart Dragon or reload a user profile. After a user turns vSync off, they must log out and log back into Dragon before they can turn vSync on
- If vSync is disabled in the Dragon client, it can only be re-enabled through the Dragon client. You cannot re-enable vSync through the NMS Server if it was disabled in the Dragon client. The Dragon client settings override the server settings.
- If vSync does not appear to be enabled, perform the following actions:
 1. Verify that the user belongs to a vSync-enabled site.
 - a. In the Nuance Management Console, verify that vSync is enabled for the user's site.

- b. If the site is not vSync-enabled, move the user to a vSync-enabled site.
2. Verify that vSync is enabled in the user's Dragon client.
 - a. If the user is in a vSync-enabled site, in the Dragon menu, select **Options** -> **Miscellaneous** tab.
 - b. To turn on vSync, select the **Enable vSync Full Text Control** option.

Using Basic Text Control to insert text can be slow over a vSync connection

Issue description

Scenario:

A user uses Basic Text Control to enter text into an unsupported edit control in an application published from a Citrix server.

Issue:

Using Basic Text Control Text to insert text through a vSync connection can be slow.

New behavior

Using Basic Text Control to insert text into an unsupported edit control over a vSync connection is now faster than in Hot fix 6 or earlier.

Dictation into a protected edit control causes the cursor to jump to a new location

Issue description

Scenario:

A user starts dictating into an edit control in a local or Citrix published application. Dragon inserts recognized text at the location of the cursor.

For example, the cursor is at location "A" at the start of an utterance. As the user utters words and phrases, the user changes the location of the cursor.. At the end of an utterance, the cursor is at location "B". Dragon inserts recognized text into location "A".

Issue:

If the cursor is in a write-protected text area when the user starts dictating, then user relocates the cursor to a different location in the middle of utterance, the cursor appears to move or jumps to a new location. The size of the 'jump' is based on the number of characters in the recognized text.

New behavior

Dragon does not insert text into the protected control or area. Dragon preserves the current position of the cursor and the current text insertion points.

Notes:

- If the user starts dictating into a protected control, and the user moves the cursor, Dragon moves the cursor back to where it was when the user started dictating.
- If a user is dictating into a protected area in an application that is published from a Citrix server, the cursor does not jump and Dragon does not insert text into the protected area. Dragon moves the cursor back to where it was when the user started dictating.

Notification of vSync connection timeout

Issue description

Scenario:

When vSync starts, it attempts to identify windows hosted on the Citrix server.

Issue:

vSync may timeout if it is unable to communicate with the Citrix server after a certain number of attempts.

Dragon users are unable to use Full Text Control functionality with an application published from a Citrix server.

Administrators do not have a way of identifying the users in a site that are experiencing network connection issues.

Tool behavior

NMS Administrators can now receive notification when a Dragon client cannot establish a vSync connection to a Citrix server. Administrators can use a vSync timeout notification tool, a stand-alone command line tool, to receive notifications when network issues cause vSync to timeout. The notifications contain information about the number of users in a site that experienced vSync timeouts and the names of those users.

The vSync timeout notification tool searches the Dragon log in the Master Profile Directory for a special log statement that citrixwindowmgr.exe generates when a certain number of attempts to communicate with the Citrix server time out.

The tool generates notifications (as a WMI events) about the network issues. Administrators can write an MOF script to detect the event and take some action when the event occurs, for example, send an email or SMS, or write an event to the NT Event Log.

The generated WMI event contains the following information:

- the number of users that experienced vSync timeouts
- a list of the users that experienced vSync timeouts.

Administrators can use the Windows Task Scheduler to configure the vSync timeout notification tool to run according to a schedule and to receive periodic notifications of vSync timeouts. Administrators should schedule the tool to run once a day.

Distribution of the vSync timeout notification tool

Dragon administrators can obtain the vSync timeout notification tool from Nuance through an ftp connection. Administrators receive a zip file that contains the vsync_notifier.exe, a readme.txt file, and a sample MOF script with the name 'vsync_event_consumer_example.mof'. The Readme.txt file and the sample contain information about the event properties that an MOF script must use to detect and react to vSync timeouts.

The Readme.txt file contains prerequisites and requirements for the vSync timeout notification tool. Readme.txt also contains instructions for installing, un-installing, and using the vSync timeout notification tool.

Citrix server registry updates for the vSync plug-in

Registry changes have been made for MiniTracker.exe and MiniTracker_x64.exe, the 32 bit and 64 bit versions of the vSync plug-in that runs on the Citrix server.

The registry entry `LogLevel` is set to **0** in `HKEY_LOCAL_MACHINE\Software\Nuance`.

The registry entry `EHRForceLogOff` (REG_DWORD) is set to **3** in `HKEY_LOCAL_MACHINE\Software\Nuance`.

These settings are added to the registry during installation if the settings do not already exist.

vSync starts an endless loop if it cannot find the Dragon custom virtual channel

Issue description

Scenario:

Minidragon.exe is installed on a Citrix server. A user starts a published application on the Citrix server. vSync looks for the Dragon custom virtual channel.

Issue:

If vSync cannot find the Dragon custom virtual channel, which may be due to Dragon not having been installed on the client workstation or some type of Citrix delay in loading and activating the Dragon custom virtual channel, Minidragon.exe and Minidragonwatcher.exe will alternate starting each other until the channel is closed on Citrix. This causes an 'endless loop' which consumes resources on the Citrix server.

New behavior

With vSync installed on a Citrix server, when a user starts a published application on the server, if vSync cannot find the Dragon custom virtual channel, Minidragon.exe and Minidragonwatcher.exe will alternate and start each other only twice. Afterwards, Minidragon.exe shuts off and does not try to re-start Minidragonwatcher.exe a third time.

When you install vSync on the Citrix server, the registry entry `EHRForceLogOff` (REG_DWORD) is set to **3** in `HKEY_LOCAL_MACHINE\Software\Nuance` or `HKEY_CURRENT_USER\Software\Nuance` if one does not already exist. Users can customize this variable to a value between 0 and 99:

- `EHRForceLogOff = 0` – The feature is off. Minidragon and Minidragonwatcher will alternate and start each

other until the channel is closed.

- EHRForceLogOff = 1 -- Minidragon will exit after a single unsuccessful attempt to open the custom virtual channel.
- EHRForceLogOff = 2 -- Minidragon will exit after two unsuccessful attempts to open the custom virtual channel.
- ...
- EHRForceLogOff = 99 -- Minidragon will exit after 99 unsuccessful attempts to open the custom virtual channel.

Multiple instances of the Dragon custom virtual channel cause incorrect data to be processed

Issue description

Scenario:

Minidragon.exe is installed on multiple Citrix servers and a user starts and accesses multiple published applications from different Citrix servers or multiple instances of the Dragon custom virtual channel plug-in are starting and stopping at the same time.

Issue:

The Citrix Window Manager may process information from the wrong Dragon custom virtual channel or may not process the requested information at all. This may cause Dragon performance issues and loss of full text control functionality.

New behavior

Dragon processes the correct information when multiple instances of the Dragon custom virtual channel are open. When it receives a value from a Dragon custom virtual channel, the Citrix Window Manager determines which virtual channel connection the value is for.

Errors occur when dictating into a pdf file in Adobe Reader version X

Issue description

Scenario:

A user opens and starts Dragon. The user opens a pdf file using Adobe Acrobat Reader version X. The user starts dictating into the pdf file.

Issue:

Dragon crashes when the user starts dictating into the pdf file. Dragon throws an unexpected COM error and logs the error in the Dragon log. It would be necessary to reboot the computer.

New behavior

Dragon users can dictate as expected into a pdf file that is open in Adobe Acrobat Reader version X. Dragon does not crash and COM errors do not occur.

Hot fix 6

Hot fix 6 includes all the fixes from Hot fix 1 to Hot fix 5 inclusive.

vSync throws an error when a user starts an application published on a Citrix server

Issue description

Scenario:

User home directories do not exist or the user does not have sufficient rights to the directories on a Citrix server. An error is shown when a user starts an application published from the Citrix server. vSync logging may be enabled or disabled. The user can click OK on the message dialog to use the application normally. However, vSync does not function.

Issue:

When vSync starts, it attempts to initialize logging parameters for future use. This initialization process relies on the presence of the user home directory or the user having sufficient access rights to these directories on the Citrix server. Since the directory does not exist, the initialization process fails. When the logging initialization fails, vSync aborts its initialization and the Operating System throws an error.

New behavior

vSync now starts as expected and is no longer impacted by logging initialization or the lack of the user home directory.

Hot fix 5

Hot fix 5 includes all the fixes from Hot fix 1, 2, 3, and 4.

vSync creates log folders when vSync logging is off

Issue description

Scenario:

An organization attempts to deploy DMENE in their Citrix environment. The home folder for each Citrix user is a redirected location and not the common \Documents and Settings\\Application Data.

Issue:

Even though vSync logging is turned off, vSync attempts to create a \Nuance\NaturallySpeaking10 folder under \<user>\Application Data on the Citrix server where vSync is installed. Since the user's home directory is not on the Citrix server, vSync cannot create the folder. This causes vSync to not start.

New behavior

vSync does not attempt to create log folders when vSync logging is turned off. The vSync feature works as expected.

Hot fix 4

Hot fix 4 includes all the fixes from Hot fix 1, 2, and 3.

Hot fix 4 installation notes

- If you are currently running a Hot fix 3/DMENE SP 1 or a Hot fix 2 installation, install Hot fix 4 on top of that installation.
- If you are currently running a DMENE installation that is older than Hot fix 2 (DMENE10.1, Hot fix 1), uninstall the installation before you install Hot fix 4.

Using Dragon and vSync with a Citrix server crashes the server

Issue description

Scenario: You are using Dragon with applications on a Citrix server. Both the vSync feature and vSync logging are enabled.

Issue: When you use Dragon with the applications on the Citrix server, the Citrix server may crash. The crashes may be infrequently and random.

New behavior

When you use Dragon with vSync with applications on a Citrix server, the Citrix server no longer crashes. New exception handling mitigates the issues that were causing the Citrix server to crash.

Using smooth roaming with Citrix applications causes errors if you switch workstations

Issue description

Scenario: You are using Dragon on multiple workstations with applications that are on a Citrix server. The smooth roaming feature is enabled.

Issue: If you switch workstations, access violations may occur. Depending on the type of access violation, the EHR or Dragon may close. You may be unable to save your dictation.

New behaviour

When you use Dragon with Citrix applications and smooth roaming, switching workstations does not cause errors to occur. The EHR and Dragon do not close and you are able to save your dictation.

Dragon creates a Dragon.log file with vSync logging disabled

Issue description

Scenario: You are using vSync on a Citrix server that runs on a 64-bit machine. vSync logging is disabled.

Issue: Dragon produces a Dragon.log file that contains Microsoft UIA server logging data. Dragon is not supposed to create Dragon.log files on the server if vSync logging is disabled. This issue does not apply when the Citrix server is on a 32-bit machine.

New behaviour

When you disable vSync logging on a 64-bit Citrix server, Dragon does not produce a Dragon.log file on the server.

DMENE 10.1 Service Pack 1: Product and documentation updates

New Features

New automatic backup and restoration of User Profiles

The *Profile Optimizer* now automatically creates backups of your Master User Profiles and stores them on the Master User Profile Server. The *Profile Optimizer* uses this backup to automatically restore a profile that it determines has become defective.

Each time one of its *Speech Nodes* starts a Language Model Optimization (LMO) of a user profile, the *Profile Optimizer* checks to see if the profile is still valid and, if it finds any defect, replaces the profile using the last known good backup copy of the profile. As you can imagine, because of this checking before an LMO, the more often you schedule an LMO process on a provider's profile, the more likely that the profile the provider is using at any given time is valid and defect-free.

Option to manually restore Last Known Good User Profile for a provider

Not only can the *Profile Optimizer* replace a defective profile, but you can also choose to restore the last known good user profile for a provider. You might need to take this action if one of these two situations occurs:

- You receive a message in the **Message** utility of the *NMC Console* indicating the profile is defective.
- A provider reports having difficulty opening the profile.

To quickly restore the profile:

1. Log in to the *NMC Console* and open the **User Account** ribbon.
2. Click the **Search User Accounts** icon and search for **Dragon Medical Author** user accounts.
3. When the list of user accounts appears, open the one whose profile you want to restore.
4. In the **User Account Details** for the provider, click the **User Profile** tab and look for a button labeled **Restore Last Known Good User Profile** near the bottom of the page.
5. When the Restore confirmation dialog box appears, click **Yes** to confirm. In the **Messages** utility, you receive messages indicating that you initiated a profile restoration, that the restoration has started, and finally that the restoration is complete.

Generating initial backup of User Profile

To generate an initial backup of a User Profile or set of User Profiles, in the *NMC Console*, you should click the **Execute Now** button for the LMO and ACO processes on that profile. You find the button in the dialog box where you schedule the LMO process:

1. To open the location where you run LMO and ACO processes for an individual User Profile:
Select **User Accounts > User Account Details > Dragon Settings > Profile Optimizer Scheduler > Profile Optimizer Scheduler Settings > Configure** To open the location where you run the LMO and ACO processes for a **Group** of User Profiles:
Select **Groups > Group Details > Dragon Settings > Profile Optimizer Scheduler > Profile Optimizer Scheduler Settings > Configure**.
2. Next to the Dragon LMO and ACO interval settings, click **Execute Now**.

For more information, see the *Nuance Management Server Administrator Guide*.

Allocating more storage space for Master User Profiles

Since the *Profile Optimizer* locates the new backups on the same server with the original Master User Profiles, you need to allocate more storage space for the profiles. An updated calculation is provided in the new planning and deployment guide. For more information on additions to the documentation for this service pack, see **Documentation Updates** in the next section of these notes.

Documentation updates

Calculation of storage space for Master User Profiles

You should now multiply the initial calculation by 2.05 to allow space for one User Profile backup plus small amount of extra space to store any corrupted profiles.

You should retain the corrupted profiles for analysis by Nuance.

For more information on how to calculate storage space for Master User Profiles, see the *Dragon Medical Enterprise Planning and Deployment Guide*.

Export a User Profile before deleting it

If you are planning to delete a user account, before you delete the Master User Profile for the account, export the profile to a storage location. You could later restore the Master User Profile if required.

For more information on exporting a user profile, see the *Nuance Management Server Administrator Guide*.

New deployment and installation information for large network configurations

Documentation for the NMS 1.0 Service Pack now presents information on new options for a large configuration network:

- Locating Master User Profile Servers on LANs at individual distributed sites to increase client access speed.
- A SAN Storage device that stores Master User Profiles, connected to a Windows Server through an Host Bus Adaptor card. In this configuration, the Profile Optimizer Server remotes Speech Node calls to the Windows Server.

New diagrams in the documentation show:

- A network traffic switch in a *DME Network* and
- Options for deploying Master User Profile Servers at sites remote from the data center that stores the *Profile Optimizer*.

For information on how to set up these scenarios, see the *Dragon Medical Enterprise Network Edition Planning and Deployment Guide* and the *Dragon Medical Enterprise Network Edition Installation Guide*.

Network Bandwidth for vSync in a Citrix environment

A technical note on *Network Bandwidth Considerations for DMENE* (DMENE002A) is available on the iSupport web site. The note discusses bandwidth considerations for all deployments of *DME Networks*, including those using vSync in a Citrix environment. If you are not sure how to download technical notes, please contact your Nuance representative.

Balancing network traffic between multiple NMS servers

You can deploy a network traffic switch to balance the load among multiple *NMS Servers*. For details on how to configure the switch, see the *DMENE Installation Guide* or the *Nuance Management Server Administrator Guide*.

Opening ports on a DMENE network

The *Dragon Medical Enterprise Network Edition Planning and Deployment Guide* contains a full list of all ports that need to be open on your DME Network. In addition, The guide includes steps in the checklists to ensure you don't overlook the important step of opening the correct ports.

IMPORTANT:

Each port that you open on a network server or client you must also open on any hardware firewalls in the network.

NuanceLink: Communication between Nuance License and Update Servers and the NMS Server

You can now find a full explanation of the security features of *NuanceLink* (communication link between Nuance's *License/Update Servers* and your *NMS Server*) in the *Nuance Management Server Administrator Guide*.

For further information on *NuanceLink*, you can also download a Technical Note (DMENE004) that provides more details about how features that use *NuanceLink* function and the security of the link. If you are not sure how to download technical notes, please contact your Nuance representative.

Server operating system requirements

You can install the *NMS* and *Profile Optimizer Servers* on the following server operating systems: Windows Server 2008, 2008 R2, 2003 SP2 and 2003 R2, both 32- and 64-bit versions.

SP2 is recommended with Windows Server 2008, but not required.

Each physical server should be dual-core and have at least 2 GB of RAM.

The Database Server also should be dual-core.

The only exception is that if you set up all the server components on a single server, that server must be quad-core.

Installing SQL Server 2008

Nuance recommends installing the SQL Server Analysis and Reporting Services to help troubleshoot issues with your database. You do not need to install the SQL Server Analysis and Reporting Services for the *NMS Server* and *Profile Optimize Server* databases.

Moving the Profile Optimizer Server SQL database

1. Back up the Profile Optimizer database.
2. If you have a Speech Node on running processes on the same server as the *Profile Optimizer*, you must wait for all tasks in process to complete, then halt the node before removing it. See the *Nuance Management Server and Profile Optimizer Upgrade Guide* for more details.
3. Dump the Profile Optimizer Database from the existing server. This step exports the database to the server and does not remove it from the original server. See the SQL Server dump/export documentation from Microsoft for more details.
4. Install SQL Server on the new server machine.
5. Restore the database on the new server. See the SQL Server restore documentation from Microsoft for more details.
6. Uninstall the *Profile Optimizer Server* from the current location. See the *Dragon Medical Enterprise Network Edition Installation Guide* for more details.
7. Reinstall the Profile Optimizer Server. See the *Dragon Medical Enterprise Network Edition Installation Guide* for more details. Be sure to point to the new database location when prompted during the re-installation.
8. Once you are sure the new database is operational, remove the old database from the original server. See the *Dragon Medical Enterprise Network Edition Installation Guide* for more details.

Moving the NMS Server SQL database

1. Back up the SQL database.
2. Uninstall the NMS server. This does not impact the SQL database.
3. Load the SQL database to the new SQL server.
4. Reinstall the NMS server. When the installation process prompts you for the location of the SQL database, enter the address of the new SQL server.

See the *Dragon Medical Enterprise Network Edition Installation Guide* or the SQL Server documentation from Microsoft for more details.

Hot fix 3

You do not need to install Hot fix 3 if you already installed and are successfully running the original market release of Dragon Medical Enterprise Network Edition 10.1. Hot fix 3 includes all the fixes from Hot fix 1 and 2.

Unable to set options after an MSI install of Dragon using a custom nsdefaultls.ini file

Issue description

Scenario: You install Dragon using an MSI push install and a customized nsdefaultls.ini file.

Issue: After installation, you cannot reset any of the Option dialog settings that you set in the nsdefaultls.ini file during the MSI push install. Dragon does not apply any changes you make to these settings after installation.

Note: This issue does not occur if you install Dragon using setup.exe or if you install using an MSI push and a non-customized nsdefaultls.ini file.

New behavior

If you install Dragon using an MSI push install and a customized nsdefaultls.ini file, you can now modify the Option settings after Dragon installs. Dragon applies the new settings and overrides the values in the nsdefaultls.ini file.

Hot fix 2

Hot fix 2 includes all the fixes from Hot fix 1.

vSync on a Citrix server continuously shuts down and restarts

Issue description

Scenario: The vSync plug-in is installed on a Citrix server. On a client computer, a user opens an application published from the Citrix server. Dragon Citrix support module is not installed on the client computer.

Issue: The vSync plug-in stops and starts repeatedly as it tries to communicate with the Dragon client Citrix support module. This behaviour may cause performance issues on the Citrix server. The mouse pointer on the client computer may alternate between an hour glass and the arrow pointer.

New behavior

On a computer without Dragon Citrix support module components installed, if a user opens a Citrix published application, vSync simply starts and then turns off until the next Citrix session gets started. Server computer resources are not impacted.

In the Citrix server, the registry entry `EHRForceLogOff` (REG_DWORD) has to be set to **1** in `HKEY_LOCAL_MACHINE\Software\Nuance` or `HKEY_CURRENT_USER\Software\Nuance`.

Hot fix 1

The cursor moves to random locations during dictation

Issue description

Scenario 1: The vSync feature in the Dragon client and the vSync plug-in on the Citrix server are both enabled. A user opens a published Citrix application that contains text. The user starts dictating into a window in the application. The user dictates into various locations in the text by moving the cursor after each dictation.

Scenario 2: A user opens an application on the same computer where Dragon is installed. The user starts dictating into a window in the application. The user dictates into various locations in the text by moving the cursor after each dictation.

Issue: In both scenarios, the cursor would move or jump to random locations in the text instead of remaining where the user placed it.

New behavior

Whether a user dictates into a Citrix published application using vSync or dictates into a local application, the cursor now works as expected and does not move to random locations in text.

.DRA actions slow down speech recognition

Issue description

Scenario 1: A user is dictating into a local application in Basic Text Control mode (formerly called Global dictation mode). When a user switches to a different window, closes a window, or saves the file they are dictating into, Dragon generates .DRA data.

Scenario 2: A user is dictating into an unknown edit control in a Citrix published application using Basic Text Control mode (formerly called Global dictation mode) with vSync on. When a user switches to a different window, closes a window, saves the file they are dictating into, Dragon generates .DRA data. Additionally, .DRA data is generated after every utterance the user makes.

Scenario 3: A user is dictating into a local application or into an unknown edit control in a Citrix published application with vSync on. The user is dictating in Basic Text Control mode. During dictation, Dragon checks the size of the .DRA cache.

Issue: In all three scenarios, the .DRA actions cause speech recognition to slow down. Dragon recognizes what the user says, but at a pace that is slower than how fast the user speaks.

New behavior

To prevent .DRA actions from slowing down speech recognition, .DRA actions no longer occur when a user dictates in Basic Text Control mode.

The Dragon 10.1 Medical Enterprise Network Edition 10.1 installation fails

Issue description

Scenario: The Dragon 10.1 Medical Enterprise Network Edition (DMENE 10.1) installation installs a component called the Visual C++ Runtime for Dragon. Some DMENE 10.1 builds included a copy of the Visual C++ Runtime for Dragon that would not install properly. When installation of this component fails, the entire DMENE 10.1 installation fails.

Issue: DMENE 10.1 builds that contained the 'faulty' copy of the Visual C++ Runtime for Dragon that would fail to install.

New behavior

The 'faulty' copy of the Visual C++ Runtime for Dragon was replaced with a new copy that installs properly. DMENE 10.1 builds with the new copy install successfully.

The DragonBar does not display play back information**Issue description**

Scenario: A user performs dictation into a local application. After dictation, the user decides to play back the dictation.

Issue: When a user plays back dictation, the DragonBar would not display any playback information in the status window.

New behavior

When a user plays back dictation, the DragonBar now displays playback information in the status window.

Dragon continually displays the warning messages when there are connection issues with vSync**Issue description**

Scenario: A user is dictating into a Citrix published application using Full Text Control mode (formerly called Select and Say mode) The Dragon vSync feature is on and the vSync plug-in is enabled on the server.

If a connection issue occurs between Dragon and the vSync plug-in, the dictation mode changes to Basic Text Control mode (formerly called Global dictation mode) and Dragon displays the message "Dragon is experiencing communication issues with the Citrix server".

When the connection issue resolves, the dictation mode changes back to Full Text Control mode. Afterwards, new connection issues cause Dragon to display the warning message over and over.

Issue: Although the warning message is meant to inform users of what is occurring, the multiple appearance of the message caused some users into thinking that Dragon was malfunctioning.

New behavior

You can now suppress the message Dragon displays when it experiences connection issues with the vSync plug-in,

Use the `EnableServerCommunicationWarning` option to hide the message and have Dragon log the connection error in the Dragon log.

In the `Nsapps.ini` file:

- To hide the message and log the error in the Dragon log, set the `EnableServerCommunicationWarning` option to **0**.
- To display the message, set the `EnableServerCommunicationWarning` option to **1**. This must be manually set for each installation of Dragon.

A user cannot log out of or close Dragon in an EMR system**Issue description**

Scenario: A user is using Dragon with an EMR system. The user manually logs out of Dragon and waits for Dragon to unload the user profile. The user plans to close Dragon once the user profile unloads.

Issue: After manually logging out of Dragon, Dragon displays the message "The user files cannot be unloaded because some application is using them for supporting dictation" and does not unload the user profile. The user must close the EMR applications they were using with Dragon before they can log out of Dragon. Afterwards, the user cannot turn off Dragon and must use Taskmgr to kill the natspeak process.

New behavior

When a user is using Dragon with an EMR system, the user can log out of Dragon as expected.

After logging out of Dragon, the user can close Dragon using the Dragon menu.

Dragon does not warn a user when their license has expired**Issue description**

Scenario: A user with an expired license logs into Dragon. After the user login, Dragon contacts the server to determine if the user has a valid license.

Issue: If the license has expired, Dragon does not inform the user about it.

New behavior

When a user logs in to Dragon and their license has expired, Dragon displays a message telling the user that their user license has expired. In order to proceed with dictation, the user must close the dialog box that contains the message.

Administrators cannot view user logout information**Issue description**

Scenario: A user logs out of Dragon.

Issue: When a user logs out of Dragon, Dragon does not send information about the logout event back to the *Nuance Management Server*. Administrators are unable to see who logged out of the system or when the logout took place.

New behavior

When a user logs out of Dragon, Dragon sends a 'session end' message to the *Nuance Management Server*. This message contains the user account name and the date and time when the user logged out of Dragon. Administrators can view this information in the *Nuance Management Console* under **Utilities > Audit Events**.