



Network Edition Version 10.1

# Planning and Deployment Guide



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# Contents

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<b>Chapter 1: Getting Ready</b> .....	<b>1</b>
<b>Introduction</b> .....	<b>2</b>
<b>What you should know to plan your DME installation</b> .....	<b>3</b>
<b>Chapter 2: Determining number of servers/other equipment needs</b> ..	<b>5</b>
<b>Dragon Medical Enterprise (DME) Network Edition Overview</b> .....	<b>6</b>
<b>Understanding Components of DME Network Edition</b> .....	<b>7</b>
Nuance Management Server components.....	7
Profile Optimizer components.....	8
Dragon Medical Clients.....	9
Master user profiles directory.....	9
Nuance hosted servers.....	9
Who works on the network.....	9
<b>Determining space requirements for user profiles</b> .....	<b>10</b>
Understanding master user profiles and local cache user profiles.....	10
Determining storage space required for master user profiles.....	11
Determining storage space required for local cache user profiles on client machines.....	13
<b>Deciding how often to tune acoustic and language models</b> .....	<b>14</b>
Understanding ACO and LMO processes.....	14
Defining ACO/LMO processes and their impact on recognition.....	14
Factors in how often to run ACO processes.....	15
Factors in how often to run LMO processes.....	16
<b>Determining number of Speech Nodes required for optimizations</b> .....	<b>16</b>
Determining number of Speech Nodes required to process acoustic and language models.....	16
Rule of thumb on number of providers.....	19
<b>Estimating server storage requirements for Nuance Management and Profile Optimizer Server databases</b> .....	<b>21</b>
About Nuance Management Server (NMS) and NMS SQL database.....	21
About Profile Optimizer Server and Profile Optimizer database.....	21
About disk space for server installations and logs.....	22
<b>Recommended network equipment and switch settings</b> .....	<b>23</b>
Network Interface Card Settings.....	23
Network Speed.....	23

<b>Chapter 3: Examining DME network configuration options</b> .....	<b>25</b>
<b>Examining possible Dragon Medical Enterprise network configurations</b> .....	<b>26</b>
Possible Dragon Medical Enterprise network Configurations.....	26
<b>Small Configuration: Single Quad Core Physical Server</b> .....	<b>27</b>
Hardware/Software Requirements and Limitations.....	27
Requirements for Master user profiles on Profile Optimizer Server.....	28
Requirements for Dragon Medical Client Workstations.....	28
<b>Medium Configuration: Two Physical Servers, Quad-Core and Eight-Core</b> .....	<b>29</b>
First server hardware requirements and limitations.....	30
Second server (Speech Node) hardware requirements and limitations.....	30
Requirements for Master user profiles on Profile Optimizer Server.....	31
Requirements for Dragon Medical Client Workstations.....	31
<b>Large Configuration: Three or More Physical Servers, One a Database Server, ,</b> <b>All Eight-Core</b> .....	<b>32</b>
First type: NMS Serverhardware requirements and limitations.....	35
Second type: Database server hardware requirements and limitations.....	35
Third type: Speech Node serverhardware requirements and limitations.....	35
Requirements for Master user profiles on Profile Optimizer Server.....	36
Requirements for Dragon Medical Client Workstations.....	36
<b>Hardware and software requirements for master user profiles machine</b> .....	<b>37</b>
Hardware and software requirements.....	37
<b>System Requirements for Dragon Medical Clients</b> .....	<b>38</b>
Hardware requirements.....	38
Audio dictation source devices.....	39
Software requirements.....	39
<b>Summary: DME hardware/software requirements</b> .....	<b>40</b>
<b>Summary: DME network configuration options</b> .....	<b>43</b>
<b>Notes</b> .....	<b>44</b>
<b>Index</b> .....	<b>45</b>

# ***Chapter 1: Getting Ready***

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<b>Introduction.....</b>	<b>2</b>
<b>What you should know to plan your DME installation.....</b>	<b>3</b>

# Introduction

*Dragon Medical Enterprise Network Edition* for Healthcare Enterprise environments provides a central server (the *Nuance Management Server*) to manage multiple local or remote speech recognition client machines where healthcare providers dictate. *Dragon Medical Enterprise* takes advantage of distributed processing across servers and workstations for greater efficiency.

The administrator can manage the entire system from the central *NMS Server*.

This *Dragon Medical Enterprise Network Edition Planning and Deployment Guide* takes you through the steps to plan a deployment of a *Dragon Medical Enterprise* network, determine the number of servers and other equipment you will need, and prepare the equipment for installation of *Dragon Medical Enterprise Network Edition*.

Nuance also provides a separate *Dragon Medical Enterprise Network Edition Installation Guide* that takes you through the process of installing the various server and client components, connecting them to a database that stores your organization's data, and installing/setting up *Dragon Medical Clients* that work with both the *NMS Server* and the other servers and components of the network.

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## Note:

Some *DME* product features might have changed since this manual was printed. A current version of this book is always available on Nuance's documentation portal, in PDF format. Contact your Nuance representative about accessing that portal to retrieve the latest copy.

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# What you should know to plan your DME installation

Before you begin the installation, you should evaluate your own system installation skillset. If you do not have all of the required skills, you should have someone on standby who can help you with this installation.

To install the *Dragon Medical Enterprise Network Edition* server and client software, you should have adequate skills and experience to:

- Create a network domain/user account with full read/write access rights across all servers
- Create databases with SQL Server
- Set up backup plans for SQL Server
- Create and securely administer a Windows share
- Set Windows user rights and directory permissions
- Set up and configure Internet Information Services (IIS)
- Securely administer IIS (if using web server for master user profiles)
- Order, receive, and install SSL certificates in IIS (if using secure web server for master user profiles)
- Edit XML configuration files
- Manage Windows Services
- Configure a RAID array

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**Note:**

You can choose to create the *NMS Server* database and backup dump device yourself during the installation process, but in many configurations, the *DME* installers set up the SQL Server databases and dump devices for you. Later, the servers carry out automatic backups of selected data and retain those backups for particular lengths of time; however, because you might need to back up additional data or retain the data longer, database backup planning skills are essential. For more information on backups in *DME*, see the *Dragon Medical Enterprise Network Edition Installation Guide* or the *Nuance Management Server Administrator Guide*.

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# Chapter 2: Determining number of servers/other equipment needs

You can configure your network for *Dragon Medical Enterprise Network Edition* using the *Nuance Management Server* in several ways.

If you have a small enterprise, you can install all server components of the system on a single server machine. Yet *Dragon Medical Enterprise Network Edition* servers are flexible enough that if you have a larger organization, you can scale the system by installing server components on separate machines to balance the workload.

In addition, you can deploy multiple *Profile Optimizer Speech Nodes* to handle a high volume of user profile optimization for a large and prolific staff.

This chapter presents all components of the *DME* and helps you determine the exact needs for your organization's *DME Network*, including the space you need for master user profile storage, the number of *Speech Nodes* you need, the space required for the *NMS Server* and *Profile Optimizer Server* databases, and the type of network equipment and switch settings recommended.

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<b>Dragon Medical Enterprise (DME) Network Edition Overview.....</b>	<b>6</b>
<b>Understanding Components of DME Network Edition.....</b>	<b>7</b>
<b>Determining space requirements for user profiles.....</b>	<b>10</b>
<b>Deciding how often to tune acoustic and language models.....</b>	<b>14</b>
<b>Determining number of Speech Nodes required for optimizations.....</b>	<b>16</b>
<b>Estimating server storage requirements for Nuance Management and Profile Optimizer Server databases.....</b>	<b>21</b>
<b>Recommended network equipment and switch settings.....</b>	<b>23</b>

# Dragon Medical Enterprise (DME) Network Edition Overview

The *Dragon Medical Enterprise (DME) Network Edition* and its *Nuance Management Server (NMS Server)* help you meet your expanding medical organization's enterprise level needs. You use the *NMS Server* to manage multiple *Dragon Medical Enterprise Clients* from a single central server.

Network setup is now straightforward and efficient when you use the *NMS Server* to apply consistent settings to many workstations running *Dragon Medical Client* throughout the medical facility, changing multiple setting on the *NMS Server* with the click of a mouse on its *NMC Console*.

For the first time, you can take cross-network actions from a central *NMS Server*:

- Create multiple sites where *Dragon Medical Enterprise Clients* are installed and assign the same backup location, master user profile storage location, and amount of archive storage/playback space to all users on one site in a single stroke.
- Grant, revoke, and manage all dictating healthcare provider (**Physician Author** and **Non-Physician Author**) and administrator (**NMS Administrator**) licenses, including viewing the number/type of licenses used/still available.
- Create groups of users and then assign entire groups to one or more sites, all at one time.
- Search through groups of users for those associated with a particular site.
- View/access *Dragon* logs on every *Dragon Medical Enterprise Client* workstation.
- Initiate, schedule, and monitor acoustic/language model adaptation processes—whether or not the process is active, the start time, completion time, and duration or priority of the process.
- Audit session events across the entire network (who logged on when and other related events) for a particular slice of time or particular user.
- Display a complete list of all downloaded software updates and approve or waive installation of them—all from a single window.
- Set a common Data Distribution Directory for all machines at one or more groups.
- Create user accounts for healthcare providers, then use simple software tools provided to quickly upgrade old user profiles, then associate upgraded profiles with new user accounts.
- Receive messages for software updates, command updates, medication updates, and license expiration notifications in a single location.
- Approve command and medication updates for download.
- Choose to encrypt all patient data for all dictating users in your organization.
- Choose to upload speech data to Nuance's Research department for particular users or all users in your organization.

These features help you to readily manage a network of *Dragon Medical Clients*.

# Understanding Components of DME Network Edition

The *DME* is made up of software modules that include clients, servers, databases, user profile directories, and web services that integrate with one another. The modules are in these groups:

- *Nuance Management Server* components
- *Profile Optimizer* components
- *Dragon Medical Clients*
- Master user profiles directory (on any server of the network or on its own machine)
- Nuance hosted servers

Each module is described in the sections that follow.

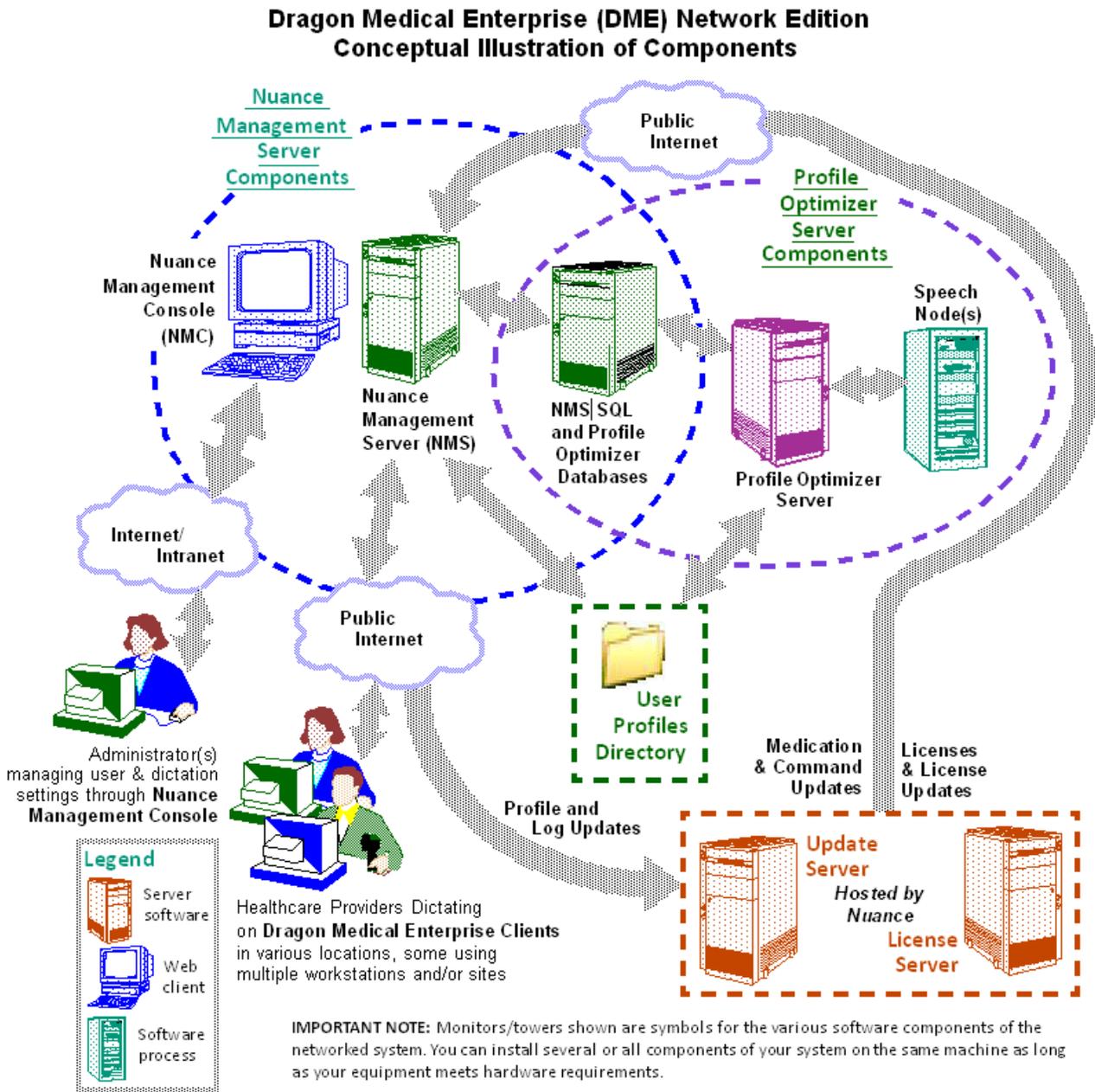
## Nuance Management Server components

The *Nuance Management Server (NMS Server)* components of *DME* are:

- **Nuance Management Server (NMS Server)** — Main Web service that drives the *DME* and helps it interact with external clients and servers by carrying out several vital tasks involving allowing user access, determining settings on servers and clients, and storing information about user preferences and transcription formatting. In addition, the *NMS Server* works with the *Profile Optimizer Server* to ensure utilization of information about a particular speaker's voice and language models. Nuance also interacts with your organization through this server, using your unique organization ID to identify your server and downloading licenses you have purchased to it. The *NMS Server* also stores user identification and related administrative information centrally, keeping user profiles available at any site the user travels ("rooms") to within the hospital and its affiliate facilities, whether the machines are located in different offices of the same site or at other sites in distant cities.
- **Nuance Management Console (NMC Console)** — An interface to not only the *Nuance Management Server* for managing set up of all *Dragon Medical Clients* on the network, but to many functions of the *Profile Optimizer Server* as well.
- **NMS SQL Database** — Houses the SQL database that stores *Nuance Management Server* information about your organization, licenses, sites, users, groups, tasks in process, and messages/downloaded package approvals.

You install the *NMS Server* and the *NMC Console* on the same machine; however, you have the option of installing the database on the same or a separate physical server on your network.

The following conceptual illustration shows the components in the *Dragon Medical Enterprise (DME)* network.



## Profile Optimizer components

*Profile Optimizer* components of the *DME Network* include:

- Profile Optimizer Server** — Server that manages the iterative learning and integration of each user's unique speaking and pronunciation patterns by scheduling two processes, Acoustic Model Optimization (AMO) and Language Model Optimization (LMO). The AMO process integrates information about how the individual dictating speaks and pronounces words while the LMO process integrates information about words and phrases most likely to occur in the context of the particular user's speech/composition (writing) style and combines that information with known data about speakers of that user's language with the user's accent, if an accent is applicable.

- **Profile Optimizer Speech Nodes** — Modules that carry out the Acoustic Model Optimization (AMO) and Language Model Optimization (LMO) for each dictating healthcare provider.
- **Profile Optimizer Database** — Database that stores the schedules for the Acoustic Model Optimization (AMO) and Language Model Optimization (LMO) tasks. You place this database on the same machine where you created the *NMS SQL Database*.

## Dragon Medical Clients

**Dragon Medical Enterprise Client** — Receives and interprets healthcare provider dictation, producing text corresponding to each physician's speech. The *Dragon Medical Client* sends the text into a target application, such as an electronic health record (EHR) system, and also preserves text and audio in the speech profiles so that the optimizer can process it.

## Master user profiles directory

**Master User Profile Directory** — Central storage area for master user profiles for dictating providers. A single central storage location applies to a particular site in the *DME* system. A master user profile contains the accumulated speech information for a particular healthcare provider from all the *Dragon Medical* client workstations where that person has dictated, enveloping the language the user speaks, the accent (if applicable) used, vocabulary or vocabularies, and microphone and/or dictation recording device. As the user dictates, over time, the *Profile Optimizer Server* and its *Speech Nodes* learn the particular user's speech patterns and integrate them into that individual user profile. These user profiles are called *roaming user profiles* in other editions of *Dragon Medical*, because their existence at a central location allows speakers to "roam" from location to location and work with the same profile. (These profiles are unrelated Microsoft Windows user profiles.)

## Nuance hosted servers

The *NMS Server* in your *DME Network* interacts with two servers hosted at Nuance headquarters:

- **Update Server** — Hosted by Nuance on the Internet. Automatically downloads various updates for *Dragon* over the Internet.
- **License Server** — Hosted by Nuance on the Internet. Automatically downloads licenses purchased to your site and sends license expiration alerts.

Behind the scenes web services on the *Nuance Management Server* help it interact with all of these clients and servers as well as carry out its own processes to manage the entire *DME Network*.

## Who works on the network

Two types of people work on the network:

- **System Administrators** — Manage the entire system through the *NMC Console*.
- **Healthcare Providers** — Dictate using *Dragon Medical Clients*.

# Determining space requirements for user profiles

To determine how much storage space your *Dragon Medical Enterprise* network requires to manage user profiles for all of your dictating healthcare providers, you need to first understand the difference between a master user profile and a local cache user profile.

You then calculate how much storage space you need to work with these two types of user profiles, as explained in the subsections that follow:

- *Understanding master user profiles and local cache user profiles*
- *Determining storage space required for master user profiles*
- *Determining storage space required for local cache user profiles on client machines*

## Understanding master user profiles and local cache user profiles

A *user profile* is a set of files containing data that *Dragon Medical Enterprise* uses to help recognize the individual provider's speech.

The user profile information is stored on the network (usually on the server where the *Profile Optimizer* is installed, or on a separate server or workstation machine), so that the person dictating can "roam" from machine to machine (from one examining room to the next or to a laptop for an off-site consultation) and have consistent recognition accuracy on every workstation. Accessing that information over the network can tend to slow down speech recognition, so to make the process more efficient, the first time the provider logs into *Dragon Medical* on a client machine, *Dragon* makes a copy of that provider's user profile and stores it locally on that client machine. The user profile stored on the network is called the *master user profile* and the copy stored locally is called the *local cache user profile*.

Each time a provider logs out of the *Dragon Medical Client*, the *NMS Server* integrates information from that client's local cache user profile into the master user profile. To minimize network bandwidth consumption the *NMS Server* does not retrieve all data from the local cache profile, only the new information from the current dictation session. The next time the provider logs into the *Dragon Medical Client*, *Dragon* looks for new information that may have come from dictation sessions on other workstations and copies them into the existing local cache, so again it does not need to copy the entire profile.

For planning purposes, you need to determine how much space your *Dragon Medical Enterprise* network requires to store *master* user profiles. How much storage space is required depends on how many providers you have and other specific data about those providers.

Similarly, you need to determine how much space each *Dragon Medical Client* machine requires to store *local cache* user profiles for all providers that dictate on that machine.

## Determining storage space required for master user profiles

Gather the data needed to determine how much space should be allocated for storing master user profiles. This data includes:

- How many total healthcare providers are dictating with *Dragon Medical* throughout the entire organization?
- How many providers have an extra vocabulary? You should add an extra vocabulary for each provider who practices in more than one medical specialty, as well as for any provider who also uses *Dragon* to dictate email or create administrative documents other than clinical documents, to allocate adequate space for the extra speech information.
- How many providers will have more than one audio input device, such as a headset microphone in some locations and a USB microphone in others? How many extra devices does that add up to?
- Expected growth of your organization—How many new healthcare providers do you anticipate adding to the population of providers dictating with *Dragon Medical* in the next year?

### Calculating storage space required for master user profiles

Number of Healthcare Providers Dictating				
Total Number of Providers (N)	Providers with one extra vocabulary (V)	Number of extra audio input device(s)(A)	Number of Providers Added Annually (P) (optional)	Acoustic Model Optimization Data Storage (M)
Allow 25 MB for each provider.	Allow 15 MB for each extra vocabulary (Add another vocabulary when user also dictates outside Medical system into email or office apps).	Allow 13 MB for each extra audio input device (dictation source).	Add 53 MB for each provider, allowing each an extra audio input device and an extra vocabulary	Allow 500 MB of space for each provider times the number of audio input devices (dictation sources) the provider has.
$((N \times 25 \text{ MB}))$	$+ (V \times 15 \text{ MB})$	$+ (A \times 13 \text{ MB})$	$+ (P \times 53 \text{ MB})$	$(N + A)(500 \text{ MB})$
	+	+	+	+
<b>TOTAL:</b>				

**Example: Calculating storage space required for master user profiles**

Number of Healthcare Providers Dictating				
Total Number of Providers (N)	Providers with one extra vocabulary (V)	Number of extra audio input device(s)(A)	Number of Professionals Added Annually (P) (optional)	Acoustic Model Optimization Data Storage (M)
<b>Example:</b>				
100 providers	12 with one extra vocabulary and 3 with two extra vocabularies	Each provider has a headset and a PowerMic II. First microphone already included in original space; second considered additional.	Planning to add 5 new providers in the coming year.	Multiply number of providers by 2 because each has 2 microphones; then multiply that total by 500 MB.
N = 100	V = 15	A = 100	P = 5	M = 200 x 500 MB
((100 x 25)	(18 x 15)	(100 x 13)	(5 x 53)	(200 x 500))
( 2500	+ 270	+ 1300	+ 265	+ 100,000 )
<b>TOTAL:</b> 104,335 MB or (rounded up) 105 GB				

As you later see, when you install the *NMS Server* and *Profile Optimizer* software, you indicate the name of the machine and path to the master user profiles. Nuance recommends that you place master user profiles on their own RAID array in *Dragon Medical Enterprise* configurations that have more than 10 users.

**Note:**

RAID refers to Redundant Array of Independent Disks, a technology that combines multiple small, inexpensive disk drives to form an array whose performance exceeds that of a single large and expensive drive. Your server or workstation sees this array of drives as a single logical storage unit.

## Determining storage space required for local cache user profiles on client machines

In addition to calculating how much space you need for master user profiles, you need to ensure adequate space on each *Dragon Medical Client* workstation to make a local copy of the master user profile for the client to use when the provider dictates.

### Calculating Storage Space Required for local user profiles on clients

Number of Healthcare Providers Dictating				
Number of Providers Dictating on Client (C)	Number of Providers with one Extra Vocabulary (V)	Number of Extra Audio Input Device(s) (A)	Number of Languages > LMO data (L)	Acoustic Model Optimization Data Storage (M)
Allow 25 MB for each provider.	Allow 15 MB for each extra vocabulary.	Allow 13 MB for each extra audio input device(dictation source).	Allow 10 MB for each vocabulary to account for language model optimization data	Allow 240 MB of space for each provider times the number of audio input devices (dictation sources) the provider has.
((C x 25 MB)	+ (V x 15 MB)	+ (A x 13 MB)	+ (25 x 10 MB)	+ (C x A)(240 MB))
<b>TOTAL:</b>				
<b>Example:</b> Allocating space for 10 dictating healthcare providers:				
10 providers	2 with one extra vocabulary and 1 with two extra vocabularies	All providers have a headset and a PowerMic II. The first microphone is already included in original space and the second is considered extra.	Every user has one vocabulary with a model to be optimized, so add 10 MB for every provider.	Multiply the number of providers by 2 because each has 2 mircophones; then multiply that total by 240 MB.
N = 10	V = 6	A = 10	L = 10	M = 20 x 240 MB
((10 x 25)	+ (6 x 15)	+ (10 x 13)	+ (10 x 10)	+ (20 x 240))
( 250	+ 90	+ 130	+ 100	+ 4800 )
<b>TOTAL:</b> 5,370 MB or (rounded up) 6 GB				

From the *NMC Console*, you can set the amount of disk space to be reserved for user profiles on each workstation running a *Dragon Medical Client*. When the space is full, *Dragon* automatically copies the data to the *NMS Server* and clears the space for new data.

# Deciding how often to tune acoustic and language models

The accuracy of dictation depends on how well-tuned the master user profile is for a particular healthcare provider. *Dragon Medical Enterprise* tunes each provider's master user profile with data from his or her unique acoustic model and language model.

## Understanding ACO and LMO processes

The *Profile Optimizer* manages the aspect of *DME* speech recognition that involves learning each healthcare provider's individual pronunciation and speaking patterns. The server controls this learning process (called *adaptation*) by scheduling two processes, Acoustic Model Optimization (ACO) and Language Model Optimization (LMO), that run on the *Profile Optimizer Speech Nodes*. After an optimization process completes, the *Profile Optimizer Server* updates that healthcare provider's master user profile, integrating the ACO and LMO results.

The accuracy of dictation depends on how well-tuned the master user profile is for a particular healthcare provider. Research has shown that running both ACO and LMO processes regularly reduces the relative word error rate for the provider by 10 to 30% and can produce even greater improvements in recognition accuracy for providers who speak with an accent.

When you are determining how often to schedule Acoustic Model and Language Model Optimizations (ACO and LMO processes), you take into account several factors. But how often should the server carry out an ACO or LMO for a particular healthcare provider?

First, let's understand the purpose of each process.

## Defining ACO/LMO processes and their impact on recognition

To help you assess how often an ACO or LMO process should occur, let's first look at what each process does:

- **Acoustic Model Optimization (ACO)** — This task optimizes the model used to recognize the way the provider speaks. The model incorporates characteristics such as the accent, dialect, tone of voice, and other aspects of how the speech sounds. When a speaker is new to *Dragon Medical*, you should run the optimization more often than after the speaker has worked with the product for a while.
- **Language Model Optimization (LMO)** — This task optimizes the language model used to help recognize the patterns of the provider's speech. The model incorporates how the provider dictates particular words and sequences of words his or her speech frequently employs.

Both of these processing run in the background and strictly on the *Speech Nodes*, so they do not affect the speed of recognition during dictation on *Dragon Medical Clients*.

You can and should run the ACO and LMO processes at different intervals for the same provider.

## Factors in how often to run ACO processes

The ACO process, by contrast with LMO, is time intensive—it runs for 1 hour to process 1 hour of dictation. *Speech Nodes* spend more than 80% of their time running ACO processes.

Some of the factors to consider when deciding how often to carry out an ACO process are:

- Whether or not a particular provider has an accent
- Whether or not the product frequently has trouble interpreting a particular provider's speech
- How much dictation a provider or group of providers generates

To get the most out of the ACO process, you should schedule the process to take place every time the provider has dictated 5 hours of audio. A medical practitioner does not produce 5 hours of audio by working 5 hours, but may produce that much audio over a period of a month or two, while dictating as needed.

The absolute minimum frequency recommended for ACO is once every 6 months. However, if the provider dictates 10 hours of audio in those 6 months, the ACO process will incorporate only the last 5 hours of his or her dictation, so in such a case you would want to schedule the ACO every 3 months instead of every 6 months.

The best practice recommendation is to schedule an ACO every week only while the provider is new to *Dragon Medical*. After the provider has been dictating for a month or has dictated 5 hours of total audio, the provider is no longer considered new to dictation. You can then back off to scheduling the ACO once a month or as often as you find that the provider dictates 5 hours of new audio.

If the *Profile Optimizer Speech Node* does not find enough speech data for that provider in a given month, the node terminates the process and waits until the next scheduled ACO.

If a professional uses more than one audio input device (dictation source), such as one USB microphone and one PowerMic, then the *Speech Node* needs to carry out a separate ACO process for each of those devices

After a provider has dictated his or her first 5 hours of total audio, if the provider has an accent, you might want to schedule the provider for more frequent ACOs that you would schedule for providers who do not have an accent.

Running a maintenance ACO process periodically keeps the provider's master user profile synchronized with his or her voice.

## **Factors in how often to run LMO processes**

Since an LMO process runs quickly and does not tie up network or *Speech Node* resources, you can schedule an LMO for every user every day. Guidelines indicate that at minimum you should schedule an LMO process:

- At least every week for providers new to dictating (who do not have a previously existing user profile or who have not yet dictated 5 full hours of audio).
- At least every month for providers with more experience dictating (who already have a user profile and have already dictated a minimum of 5 hours of audio).

Some of the factors to consider when deciding how often to carry out an LMO process are:

- How much dictation a provider or group of providers generates
- How often you add new words to vocabularies

## **Determining number of Speech Nodes required for optimizations**

Another aspect of managing speech recognition is the process of integrating new speech data into the acoustic and language models in the user profiles.

The component of the *DME* that updates and maintains acoustic and language models is the *Profile Optimizer Server*. Every *DME* system has a *Profile Optimizer Server*. The processes that integrate new information into the acoustic and language models for a particular healthcare provider are called *acoustic model optimization* and *language model optimization*.

Before you try to determine how to include a *Profile Optimizer Server* in your system, you should determine how much space is required to carry out these optimizations, taking into account several factors.

## **Determining number of Speech Nodes required to process acoustic and language models**

Once you know the total number of dictating healthcare providers, you can then estimate how many *Profile Optimizer Speech Nodes* your network requires to regularly integrate and optimize the information Dragon learns about each provider's speech patterns.

Each individual *Profile Optimizer Speech Node* spends about 20 hours (1200 minutes) in a given day carrying out the process of learning how each speaker speaks and adapting an acoustic model for each dictating provider's voice based first on initial training, then later on actual day-to-day dictation. The acoustic model for a speaker needs to frequently incorporate corrections to speech recognition results. This process is called acoustic model optimization (ACO) the process is more or less continuous, depending on how many healthcare providers you have. The number of minutes varies because the person's speech patterns vary in ways that are not predictable. And the greater the speed

of the processor that each *Profile Optimizer Speech Node* runs on, the greater the amount of speech it optimizes in a day.

The *Profile Optimizer Speech Node* spends the remaining time in a day interacting with the *Update Server* and *NMS Server* to integrate new words into each professional's vocabulary, effectively modifying the language model for that user. The language model also incorporates statistical information about words and phrases most likely to occur in the context of the particular user's speech/composition (writing) style and combines that information with known data about speakers of that user's language with the user's accent, if an accent is applicable. This process is called language model optimization (LMO).

The bulk of the *Profile Optimizer Speech Node's* time is spent carrying out ACO. ACO essentially requires an hour of adaptation for an hour of dictation. So estimating the average amount of dictation per provider gives you a good starting point to determining how many *Profile Optimizer Speech Nodes* you need.

The way that acoustic model optimization works is that although each *Profile Optimizer Speech Node* carries out 1200 minutes per day of adaptation, not all minutes of dictation are considered equal.

When a provider has logged in for the first time and has been speaking into the microphone, after the provider finishes dictating and logs out, the *Dragon Medical Client* sends data about the provider's speech to the corresponding master user profile on the network. If that provider has spoken for at least 15 minutes into the EHR system, the *Profile Optimizer Speech Node* then carries out an ACO process on the acoustic model for that provider and updates that master user profile accordingly. Later, when the provider logs on to dictate again, the *Dragon Medical Client* retrieves the optimized master user profile from the network and places it in its local cache. The provider should then see improved recognition.

After the provider again dictates, then logs out of the session, the client again sends data about the provider's speech to the master user profile on the network. The provider may require more than one session to accumulate enough dictation, but when he or she has dictated at least 50 more minutes into the EHR system, the *Profile Optimizer Speech Node* automatically carries out another ACO process. (These transfers of data and ACO processes occur on the *Speech Node*, without the provider even knowing about them.)

The first week that the provider dictates, the *Profile Optimizer Speech Node* carries out an ACO process. The same occurs after another week. ACO processes become progressively further apart the longer a provider dictates, until the provider's acoustic model reaches maintenance mode, where the *Profile Optimizer Speech Node* carries out an ACO only as often as you schedule it and only if the provider has dictated at least 5 hours of new speech during that period. For instance, you might schedule an ACO monthly; if the *Profile Optimizer Speech Node* does not find enough speech data for that provider during that month, the node terminates the process and waits until the next ACO that is scheduled.

The table that follows estimates how many providers a single node can process ACOs for at various levels of dictation.

**Number of minutes required for adaptation processes**

Days of Provider Dictation	Stage of Provider "Training"	Minutes of Dictation per Provider Before ACO	Number of Providers One Speech Node Supports	Time Required to Tune Acoustic Model for Number of Providers with One Speech Node
First few days	First few days	15 minutes	80 providers	80 providers X 15 minutes each = 1200 minutes in one day
End of 1st Week	Early dictation	50 minutes	25 providers	25 providers X 50 minutes each = 1200 minutes per day
End of 2nd Week	More dictation	100 minutes	12 providers	12 providers X 100 minutes each = 1200 minutes per day
End of Month		200 minutes	10 providers	10 providers X 200 minutes each = 1200 minutes
Upgraded and in Maintenance mode	Upgrade training and ongoing dictation	5 hours (300 minutes)	120 providers x 30% dictating at one time = 40 providers	40 providers X 30 minutes per day = processes acoustic models at 1200 minutes per day; two nodes can share ACO load during upgrade process

If a healthcare provider uses more than one audio input device (dictation source), such as one USB microphone and one *PowerMic II*, then the *Speech Node* needs to carry out a separate ACO process for each of those devices, so an extra audio input device is *almost* the same as another healthcare provider. *Almost* the same, but not exactly the same, because a provider who divides time between two devices probably spends less time dictating with each single device than another provider spends dictating with only one device.

A single *Speech Node* can handle ACO and LMO for only 40 to 80 providers if they are all just dictating for their first few weeks, but that same node can handle 120 providers who have been dictating long enough to require an ACO be scheduled only once a month.

Probably not all of your providers have the same level of experience with the speech recognition system, so you might have to make a judgment call. To help you make that call, you can enter your information into the table below and develop a grid that illustrates the number of *Speech Nodes* your installation should require.

Use the next table to estimate how many providers a single node can process ACOs for at various levels of dictation. If you add up the number of providers at each stage by the number minutes before an ACO occurs, you can determine how many total minutes of ACO processing you need. However, not all providers are going to be dictating at the same time. For instance, if you have 240 providers, and only about 30% of them (80) are dictating at one time, you need to multiply the total number of minutes by 30% before dividing it by the 1200 minutes in a day a single node can carry out ACO processes. A percentage of 30% is a good estimate of how many providers dictate during a given period of time (such as a hospital shift); however, you can adjust the percentage if you believe as many as 50% or as few as 20% of your providers dictate at any one time.

### Number of Speech Nodes required in your installation

Time Provider Has Dictated	Approx. Number of Providers at This Stage During This Month	Minutes of Dictation Before ACO	Multiplier of Min/Day	TOTAL minutes
2 Days		15 min	X 15	
1 Week		30 min	X 30	
2 Weeks		1 hr	X 60	
Month		2 hrs	X 120	
Being Upgraded		60 min	X 60	
More Than One Month (Maintenance)		5 hrs	X 30	
<b>TOTALS</b>				_____ x _____ % /1200 = _____ Nodes

### Rule of thumb on number of providers

A good rule of thumb for how many providers a single *Speech Node* on a dual core machine can process ACOs for is 120 providers who are in maintenance mode per processor core beyond the first core. (The first core is reserved for all other server processes of the *DME Network*.) So, when the *Speech Node* is on the same machine with the *Profile Optimizer Server*, you can have up to 120 providers in maintenance mode as long as the machine is dual core.

If you have a dual core machine dedicated to *Speech Nodes*, you can create two virtual machines, one for each core, and run a single *Speech Node* on each virtual machine.

The following table delineates how many *Speech Nodes* you should need as your network matures and your *Profile Optimizer Speech Nodes* run ACOs mostly in maintenance mode.

**Number of Speech Nodes Recommended to Optimize Specific Numbers of Users at Particular ACO Intervals**

Number of Providers	Interval between Acoustic Model Optimizations (ACOs) in Months					
	1 mo recommended	2 mo	3 mo	4 mo	5 mo	6 mo minimum
0 – 120	1	1	1	1	1	1
121 – 240	2	1	1	1	1	1
241 – 360	3	2	1	1	1	1
361-480	4	2	2	1	1	1
480 – 600	5	3	2	2	1	1
601 – 720	6	3	2	2	2	1
721 – 840	7	3	3	2	2	2
841 – 960	8	3	3	2	2	2
961 – 1080	9	4	3	3	2	2
1,081 – 1,200	10	4	4	3	2	2
1,201 – 1,320	11	5	4	3	3	2

If you have one or more *Speech Nodes* on the same machine with both the *Nuance Management Server* and the *Profile Optimizer Server*, note that the machine must have at least a quad core processor.

That quad core processor lets you can install up to three virtual machines for *Speech Nodes* on the physical server or workstation , one virtual machine per *Speech Node* for each additional core beyond the first core. The number of providers you can process with those three nodes is from 241 to 360 (up to 120 users per node) if you are running an ACO on those users every month. However, if you run the ACO only once every two months, you can increase the number of providers to between 480 and 600.

If you have the *Speech Nodes* on their own machine, separate from the servers, you can have four virtual machines on a quad core physical server, each running a single node, and all those *Speech Nodes* can together run ACOs every two months for from 1,081 to 1,200 healthcare providers.

Nuance recommends that you run an ACO on every provider once a month to maintain accurate speech recognition. The absolute minimum number of ACOs you should run for a single provider is one every 6 months, but Nunace recommends more frequent tuning of the acoustic models.

# Estimating server storage requirements for Nuance Management and Profile Optimizer Server databases

To estimate how much disk space databases for the *Nuance Management Server* and *Profile Optimizer* require, you need to understand the kind of information each one contains.

## About Nuance Management Server (NMS) and NMS SQL database

The *NMS SQL Database* stores information about the customer account for the organization as well as sites, users, groups, and licenses.

Most of this information makes a scant difference in the size of the *NMS* database. *NMS* generates the bulk of the data by taking actions such as auditing events, logging statuses, managing scheduled tasks, and storing messages and packages it receives from *Nuance Update* and *License Servers*.

The 20 GB free space requirement for the *NMS* installation provides ample space for not only installation of the *NMS SQL Database*, the *NMS Server*, and the *Nuance Management Console (NMC)*, but for all data generated at most installations with up to 500 dictating providers.

You do not have to allocate any space on the *NMS Server* for data collection. When you choose to implement data collection (it is optional) to help Nuance improve *Dragon Medical Enterprise's* future speech recognition ability, the server does not collect the data; instead each *Dragon Medical Client* on the network collects data while the healthcare provider dictates, then sends the appropriate data from the local user cache profile to the computer hosting the master user profiles. The *NMS Server* retrieves and packages applicable data from the master user profiles, then sends it to Nuance every night. Because it is utilizing data already stored in the master user profiles, the *NMS Server* does not require additional storage space for data collection.

## About Profile Optimizer Server and Profile Optimizer database

The *Profile Optimizer Database* often does not even need as much space as the *NMS* database. This database contains the scheduling information for ACO and LMO tasks that take place on the *Profile Optimizer Speech Nodes*.

By default the *Profile Optimizer* creates a 10 MB file to contain the scheduling data in the database.

The *Profile Optimizer Server* stores all of the logs for the Profile Optimizer tasks, 10 log files for each of the Profile Optimizer Services (total of 30 logs). These logs can each grow to as large as 10 MB. That means that you need only about 300 to 350 MB for all files the *Profile Optimizer Server* stores.

Since the total space required for the *Profile Optimizer Server* and the *Profile Optimizer Database* is relatively small, you usually install both of them on the same physical server.

## **About disk space for server installations and logs**

In addition to considering how much space each database requires, you should also be planning for space for each server installation and for logs that the *Profile Optimizer Speech Nodes* generate and store on the *Profile Optimizer Server*.

Each server requires about 20 GB of free space after the installation of the *NMS* and *Profile Optimizer* software.

In addition, each *Profile Optimizer Speech Node* generates two log files for each ACO and LMO process it carries out:

- Dragon log file—*Dragon Medical SDK Client* writes this file
- *Speech Node* service log file—*Profile Optimizer* services write these files

These files are generally between 3 and 5 KB each. The *Profile Optimizer Server* stores them for 30 days. Although the log files could grow larger, they are stored in a zipped format and compress very well. If you run an optimization process for every provider every day and have 500 providers, then assume every log will be as large as 5 KB, all of those logs would still use only 2.5 MB of storage space and in 30 days that would become 75 MB of storage space. After 30 days, the *Profile Optimizer* purges old log files, so the storage requirements do not grow substantially.

The *NMS Server* generates Windows communication foundation service log files for each user and stores up to the last 10 MB of them generated, a maximum of 50 log files for the entire server, before purging the oldest files and replacing them with newer ones as it generates them.

Storage space for all of these logs is relatively inconsequential; however, if you expand the number of providers in your organization, it is always best to take into account storage requirements for all generated files.

# Recommended network equipment and switch settings

Nuance recommends particular network interface card settings and network speed for equipment in the *Dragon Medical Enterprise* network.

## Network Interface Card Settings

**Gigabit Cards:** Gigabit cards should be set to automatic. The network switches and the cards plugged into them should have the same setting.

**10Mb/100Mb Cards:** Network link speed and duplex need to be set the same on all servers, workstations, hubs, switches, or other network equipment. If there is a mismatch in settings, or if the NICs are left set at **Auto Detect**, the end users of the system could see degradation in both performance and recognition. Nuance does not support the **Auto Detect** setting for 10/100Mb cards.

## Network Speed

Nuance supports all network speeds/settings listed below when you set them consistently across the network:

- 100Mbps/Full Duplex
- 10Mbps/Full Duplex

Regardless of 100 or 10, matching the **Full Duplex** setting is required. The network switches and the cards plugged into them should have the same setting.



# ***Chapter 3: Examining DME network configuration options***

Once you have determined the servers, file servers, and network switches you need, you should examine the possible network configurations you could deploy. This chapter presents several configurations along with requirements and limitations of each to help you decide on the best configuration for your organization.

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<b>Examining possible Dragon Medical Enterprise network configurations.....</b>	<b>26</b>
<b>Small Configuration: Single Quad Core Physical Server.....</b>	<b>27</b>
<b>Medium Configuration: Two Physical Servers, Quad-Core and Eight-Core.....</b>	<b>29</b>
<b>Large Configuration: Three or More Physical Servers, One a Database Server, All Eight-Core...</b>	<b>32</b>
<b>Hardware and software requirements for master user profiles machine.....</b>	<b>37</b>
<b>System Requirements for Dragon Medical Clients.....</b>	<b>38</b>

# Examining possible Dragon Medical Enterprise network configurations

You can configure your network for *Dragon Medical Enterprise Network Edition* with *Dragon Medical Clients* in several ways.

## Possible Dragon Medical Enterprise network Configurations

The possible configurations fall in these categories:

### Small Organizations (Up to 100 providers)

- **Single Quad-Core Physical Server**
  - **One Quad-Core Server** for *NMS Server & NMC Console*, *NMS SQL* and *Profile Optimizer Databases & Profile Optimizer Server/Scheduler* and *One Speech Node*
  - Master User Profiles Directory on independent machine (server not required)

### Medium Organizations (Up to 1,000 providers)

- **Two Physical Servers, One Quad-Core and One Eight-Core**
  - **First Server (Quad-Core):** *NMS Server & NMC Console*, *NMS SQL* and *Profile Optimizer Databases*, and *Profile Optimizer Scheduler/Server*
  - **Second Server (Eight-Core):** Up to 8 *Profile Optimizer Speech Nodes* (one for each core)
  - Master User Profiles Directory on first server or on a separate third machine (server not required, but recommended)

### Large Organizations (Scalable for well over 1,000 providers)

- **Minimum of Three Physical Servers, all Eight-Core**
  - **One MS Server** for every 1,000 providers
  - **One Database Server** for *NMS SQL* and *Profile Optimizer Databases*, plus the *Profile Optimizer Scheduler/Server* and Master User Profiles Directory
  - **One Eight-Core Server** for every 8 *Profile Optimizer Speech Nodes*, allowing one node for every 1,000 providers

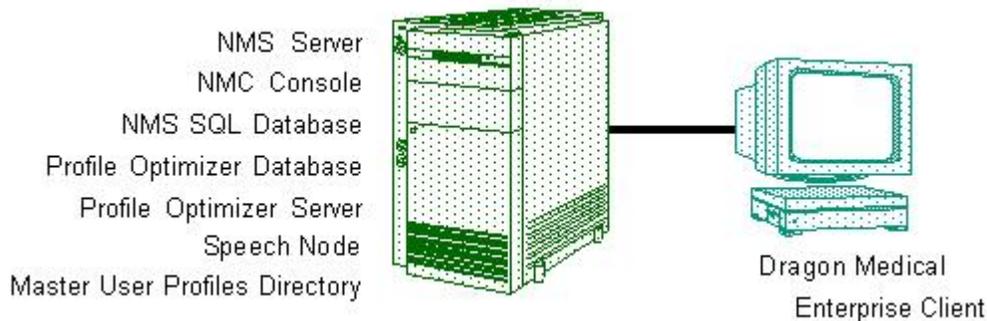
# Small Configuration: Single Quad Core Physical Server

## Note:

You can have more than one master user profiles directory if you have more than one site. For more information, refer to the *Nuance Management Server (NMS) Administrator Guide*.

If you want to install all *NMS* and *Profile Optimizer* components on a single machine, you should not have more than 100 dictating providers. This configuration requires a high powered physical server to run both the *NMS* components and the *Profile Optimizer Servers* alongside a *Profile Optimizer Speech Node* while storing the master user profiles—all on the same machine.

A quad-core processor allows the *NMS* and *Profile Optimizer* tasks and databases to run on the first three cores while the *Profile Optimizer Speech Node* runs acoustic and language model optimizations on the last core. The *NMS Server* runs more efficiently on a quad-core server because it might need to run compression/encryption on up to 600 MB of data for a single user profile to support data collection. In addition, if you are storing them on the server, the master user profiles need to be on their own RAID array. Alternatively, you can place the *Master user profiles* directory on its own entirely separate machine, either a physical server or a workstation.



## Hardware/Software Requirements and Limitations

For this configuration, you need a more robust server machine than you would require for an installation distributed over several machines.

### Processor:

Quad-Core 2 GHz CPU

### Minimum RAM:

4 GB recommended

### Approx Disk Storage:

40 GB for the *NMS Server* and *Profile Optimizer Server*

Space required for the master user profiles  
(refer to *Determining space requirements for user profiles* on page 10)

### **Maximum Number of Speech Nodes:**

1 *Profile Optimizer Speech Node*

*Speech Node* uses one full core of the CPU and can optionally be on a Virtual Machine

### **Minimum and Maximum Number of Users:**

From 10 to 100 dictating providers

### **Master User Profiles Storage:**

Options:

- Master user profiles directory on its own RAID array
- Master user profiles on their own totally separate server or workstation

## **Requirements for Master user profiles on Profile Optimizer Server**

In this configuration, if you decide to store the master user profiles on the same machine as the *Profile Optimizer*, you should be sure that you install:

- Master user profiles are on their own RAID array.
- .NET Framework 3.5 SP1 on the server where the master user profiles are stored.

---

### **Notes:**

RAID array setup notes:

- If you can access the drive of the RAID array from the **MyComputer** window of the server without a mapped network connection, then you should treat the master user profiles directory as located on the server and install the required software.
  - If you must access the drive of the RAID array over a mapped or other network connection, treat the array as a separate machine.
- 

## **Requirements for Dragon Medical Client Workstations**

Regardless of the configuration, *Dragon Medical Clients* must be installed on workstations that meet the requirements outlined in *System Requirements for Dragon Medical Clients* on page 38.

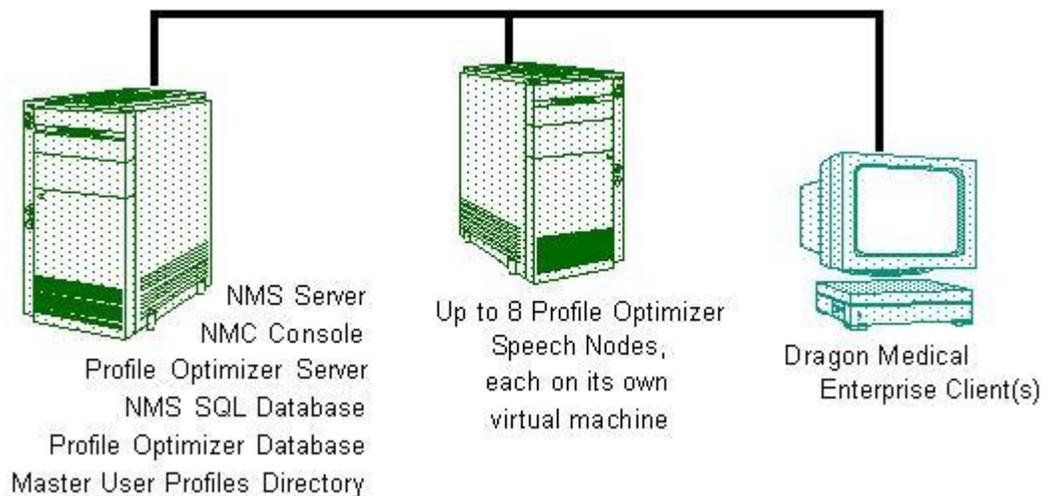
## Medium Configuration: Two Physical Servers, Quad-Core and Eight-Core

If you have 101 to 1,000 individuals dictating with *Dragon Medical Clients*, you need to begin to scale up your *Dragon Medical Enterprise Network Edition* system to manage the greater workload. One way to expand your system is to install various components of it on separate machines.

Although you have two databases, one for the *NMS* and one for the *Profile Optimizer*, both are small enough to install on one machine with a single SQL Server license. Whenever it is possible, Nuance recommends installing the databases on the same machine. Nuance requires a quad-core physical server for the *NMS Server*, so that it runs more efficiently, because the server might need to run compression/encryption on up to 600 MB of data for a single user profile to support data collection.

The most optimal distributed configuration installs the *NMS* and *Profile Optimizer* components on one physical server and installs the *Speech Nodes* on a separate physical server:

- First server software components:
  - *NMS Server* service with its *NMC Console*
  - *NMS SQL Database*
  - *Profile Optimizer Server*
  - *Profile Optimizer Database*
  - Master user profiles directory
- Second server software components:
  - Up to 8 *Profile Optimizer Speech Nodes*, each on its own virtual machine



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**Note:**

You can have more than subdirectory inside the master user profiles directory, one for each site. To reduce the volume of traffic attempting to access the same location at once on your *DME Network*, Nuance advises that each subdirectory inside that master user profiles storage location contain a maximum of 200 master user profiles. For more information, refer to the *Nuance Management Server Administrator Guide*.

---

## **First server hardware requirements and limitations**

### **Processor:**

Quad-Core 2 GHz CPU

### **Minimum RAM:**

4 GB RAM for *NMS*, 4 GB RAM for *Profile Optimizer*

### **Approx Disk Storage:**

20 GB for the *NMS Server*

20 GB for the *Profile Optimizer Server*

Space required for the master user profiles  
(refer to *Determining space requirements for user profiles* on page 10)

### **Master User Profiles Storage:**

Master user profiles directory on its own RAID array

## **Second server (Speech Node) hardware requirements and limitations**

### **Processor:**

Eight-Core 2 GHz CPU

### **Minimum RAM:**

8 GB RAM

### **Minimum Hard Disk Space:**

20 GB hard disk space for each *Speech Node*

### **Minimum and Maximum Number of Users:**

From 101 to 1,000 dictating providers

### **Maximum Number of Speech Nodes:**

Up to 8 *Profile Optimizer Speech Nodes* per eight-core server, one node for each core on the server

## Requirements for Master user profiles on Profile Optimizer Server

In this configuration, if you decide to store the master user profiles on the same machine as the *Profile Optimizer*, you should be sure that you install:

- Master user profiles are on their own RAID array.
- .NET Framework 3.5 SP1 on the server where the master user profiles are stored.

---

### Notes:

RAID array setup notes:

- If you can access the drive of the RAID array from the **MyComputer** window of the server without a mapped network connection, then you should treat the master user profiles directory as located on the server and install the required software.
  - If you must access the drive of the RAID array over a mapped or other network connection, treat the array as a separate machine.
- 

## Requirements for Dragon Medical Client Workstations

Regardless of the configuration, *Dragon Medical Clients* must be installed on workstations that meet the requirements outlined in *System Requirements for Dragon Medical Clients* on page 38.

## Large Configuration: Three or More Physical Servers, One a Database Server, All Eight-Core

If you have a larger organization with more than 1,000 dictating healthcare providers, you need to scale the network by having at least three eight-core physical servers running multiple *NMS Servers* and multiple *Speech Nodes* on virtual machines.

Each of the physical servers in this configuration must be an eight-core server:

- At least one server with these software components:
  - One *NMS Server* for every 1,000 providers
  - An *NMC Console* for each *NMS Server*
- A single Database server with these components:
  - *Profile Optimizer Server*
  - *NMS SQL Database*
  - *Profile Optimizer Database*
  - Master User Profiles Directory
- At least one server with these components:
  - Up to 8 *Profile Optimizer Speech Nodes*, one for every 120 providers

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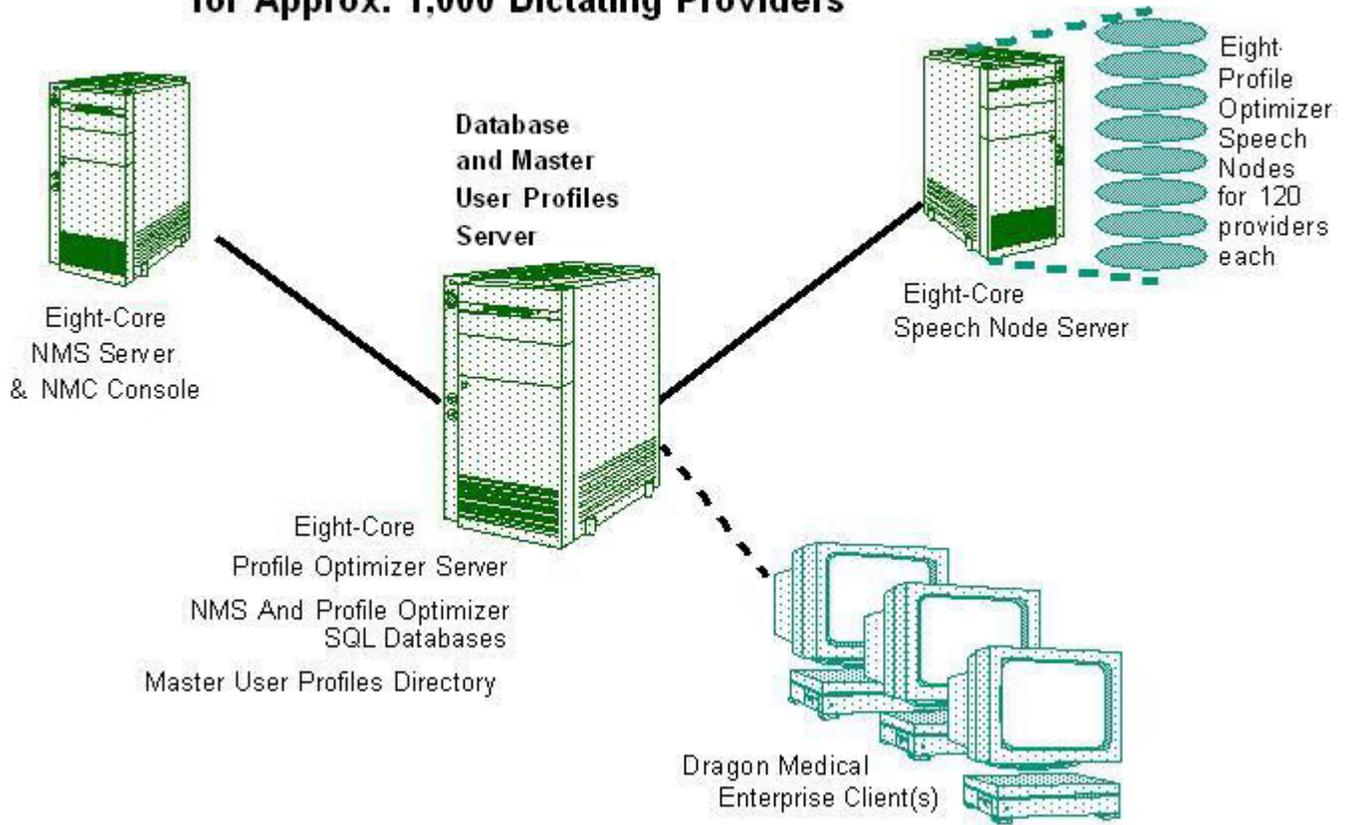
### Note:

You can have more than subdirectory inside the master user profiles directory, one for each site. To reduce the volume of traffic attempting to access the same location at once on your *DME Network*, Nuance advises that each subdirectory inside that master user profiles storage location contain a maximum of 200 master user profiles. For more information, refer to the *Nuance Management Server Administrator Guide*.

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The illustration that follows shows the most basic three server configuration that you would use with 1,000 providers, the minimum number to require a large configuration.

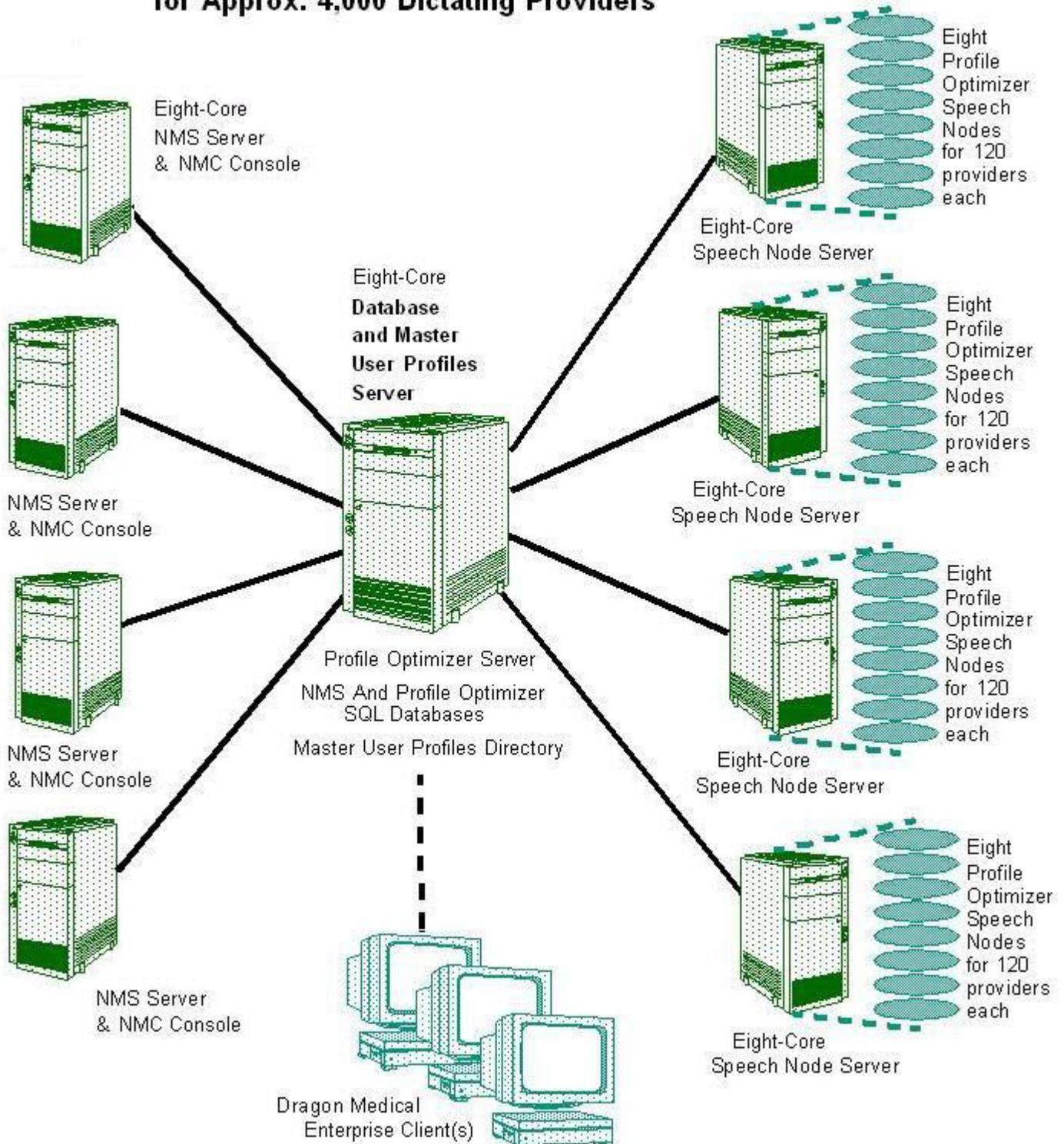
### Dragon Medical Enterprise (DME) Network Configuration for Approx. 1,000 Dictating Providers



The *NMS Server* and the *Speech Node* server hardware must each be eight-core.

The next illustration shows the various servers and clients in a *DME Network* configuration for 4,000 healthcare providers.

## Dragon Medical Enterprise (DME) Network Configuration for Approx. 4,000 Dictating Providers



## **First type: NMS Server hardware requirements and limitations**

### **Processor:**

Eight-Core 2 GHz CPU

### **Minimum RAM:**

4 GB RAM

### **Approx Disk Storage:**

20 GB for each *NMS Server* instance

## **Second type: Database server hardware requirements and limitations**

### **Processor:**

Eight-Core 2 GHz CPU

### **Minimum RAM:**

8 GB RAM

### **Approx Disk Storage:**

20 GB for the *Profile Optimizer Server*

Space required for the master user profiles  
(refer to *Determining space requirements for user profiles* on page 10)

### **Master User Profiles Storage:**

Master user profiles directory on its own RAID array

## **Third type: Speech Node server hardware requirements and limitations**

### **Processor:**

Eight-Core 2 GHz CPU

### **Minimum RAM:**

4 GB RAM

### **Approx Disk Storage:**

20 GB for each *Profile Optimizer Speech Node*

### **Minimum and Maximum Number of Users:**

From 1,000 dictating providers up to 1,000 providers per eight-core server.

### **Maximum Number of Speech Nodes:**

8 *Profile Optimizer Speech Nodes* per eight-core server, one node for each core on the server

## **Requirements for Master user profiles on Profile Optimizer Server**

In this configuration, if you decide to store the master user profiles on the same machine as the *Profile Optimizer*, you should be sure that you install:

- Master user profiles are on their own RAID array.
- .NET Framework 3.5 SP1 on the server where the master user profiles are stored.

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### **Notes:**

RAID array setup notes:

- If you can access the drive of the RAID array from the **MyComputer** window of the server without a mapped network connection, then you should treat the master user profiles directory as located on the server and install the required software.
  - If you must access the drive of the RAID array over a mapped or other network connection, treat the array as a separate machine.
- 

## **Requirements for Dragon Medical Client Workstations**

Regardless of the configuration, *Dragon Medical Clients* must be installed on workstations that meet the requirements outlined in *System Requirements for Dragon Medical Clients* on page 38.

# Hardware and software requirements for master user profiles machine

Any time after you have installed the *NMS Server* and started the *NMS Server* service (even before you have the *Profile Optimizer Server* installed or running), you can set up your *Master user profile storage* machine.

## Hardware and software requirements

### Hardware Requirements

#### Processor:

Intel® Pentium 4® or later or AMD Athlon 64 1 GHz processor or later.

*Recommended:* 2.4 GHz processor or greater.

Faster processors produce faster performance.

#### RAM:

1 GB RAM for Windows XP Professional with SP3 or Windows Vista, 2 GB RAM for Windows 7, 32-bit and 64-bit. *Recommended:* 4 GB RAM for Windows 7, 64-bit.

#### Cache:

512 KB minimum L2 Cache. *Recommended:* 1 MB L2 Cache.

### Software Requirements

#### Operating system options for host machine:

You can store your master user profiles on a machine running one of these operating systems:

- Windows Server 2008
- Windows Server 2003 SP2
- Windows XP Professional with SP3
- Windows Vista
- Windows 7

#### Options for storing user profiles on machines running Server components:

You can store your master user profiles on either a server machine or a workstation and even locate them on the same machine with any of the following components: *NMS Server*, *NMS SQL Database*, *Profile Optimizer Server*, or *Profile Optimizer Database*.

## Optional Software

In a typical installation, you would store your master user profiles on a domain (network) machine and access them through either a mapped disk drive or a UNC. Other alternatives include storing your user profiles on either a web server or a secure web server.

### **Storing your user profiles on a web server or secure (SSL) web server:**

You can store your master user profiles on a web server or a secure web server.

- *Dragon Medical Client* workstations would access the profiles on a web server through a URL starting with **http://**.
- *Dragon Medical Client* workstations would access the profiles on a secure (SSL) web server through a URL starting with **https://**.
- *NMS Server* and *NMC Console* would access the profiles through a UNC path that points to the user profile location.

For more information on compatible web servers and installing the software required to set them up, refer to the *Dragon Medical Enterprise Network Edition Installation Guide*.

# System Requirements for Dragon Medical Clients

## Hardware requirements

**Processor:** Intel® Pentium4 ® or later or AMD Athlon 64 1GHz processor or later).

*Recommended:* 2.4 GHz processor or greater. Faster processors produce faster performance.

**RAM** 512 MB RAM for Windows XP Home or Professional, 1 GB RAM for Windows Vista, 2 GB RAM for Windows 7, 32-bit and 64-bit. *Recommended:* 4 GB RAM for Windows 7, 64-bit.

**Cache:** 512 KB minimum L2 Cache. *Recommended:* 1 MB L2 Cache.

**Hard disk space:** 2 GB. *Recommended:* 2.5 GB.

**Sound card:** Sound card capable of recording, set to 16 bit 11 KHz for audio recording, if any provider will dictate with a microphone plugged in to the Mic-in jack of the workstation.

**USB port:** If any provider will dictate with a USB microphone, such as a Nuance PowerMic II.

**Speakers:** For playback of recorded speech and *Text-to-speech* features.

**Network:** An Internet connection for working with the *Nuance Management Server*.

## Audio dictation source devices

**Bluetooth (Optional):** For Bluetooth wireless microphone support, visit <http://support.nuance.com/compatibility>.

**Microphone:** Nuance-approved noise-canceling headset microphone. For a complete listing of *Dragon*-compatible audio input devices, visit the Hardware Compatibility List on the Dragon Support Web pages at <http://support.nuance.com/compatibility/>.

Edition has built-in support for the Nuance PowerMics:

- PowerMic (beige)—Only newer beige PowerMics work with *Dragon Medical Clients* on Windows Vista.
- PowerMic II (black)—PowerMic II packaging should display Vista compliance labeling. If you are unsure about the compatibility, confirm that the firmware version is v2.02 or higher. For more information on PowerMic II, refer to [https://support.nuance.com/OA\\_HTML/csksxvm.jsp?nSetNumber=13102](https://support.nuance.com/OA_HTML/csksxvm.jsp?nSetNumber=13102)

## Software requirements

### Operating systems:

**32-bit operating systems:** Windows XP Home or Windows XP Professional with Service Pack 3, Windows Vista™ Home or Professional Service Pack 2, or Windows 7.

**64-bit operating systems:** Windows Vista Home or Professional, Windows Vista with Service Pack 2, Windows Server 2003, Windows Server 2008, or Windows 7.

**Note:** Windows XP 64-bit is not supported.

### Citrix client software (if installed on a Citrix workstation):

The Citrix Program Neighborhood, Version 10.2 or Version 11, the Citrix Program Neighborhood Agent, Version 10.2 or Version 11, or the Citrix Web Client, version 10.2 or version 11. Applies only if your installation uses vSync.

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#### Note:

If you have set up your network to work with Citrix, you should not use this installation guide, but refer to the *Dragon Medical Enterprise in a Citrix Environment Administration Guide*, available in PDF format on the *Dragon Medical Client* DVD.

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**Internet Browser:** Microsoft® Internet Explorer 6 or higher (free download available at <http://www.microsoft.com>).

## Summary: DME hardware/software requirements

	NMS SQL Database	Profile Optimizer Database	NMS Server & NMC Console	Profile Optimizer Server	Profile Opt Speech Nodes	Master User Profiles Host	Dragon Medical Client
<b>Recommended Machine Type</b>	Server	Server	Server	Server	Workstation or Server	Workstation or Server	Workstation
<b>Recommended Processor Type</b>	Xenon 3050 or equivalent	Xenon 3050 or equivalent	Xenon 3050 or equivalent	Xenon 3050 or equivalent	One core for each node	At least Pentium IV	Pentium IV or AMD Athlon 64
<b>Recommended CPU Speed</b>	2 GHz	2 GHz	2 GHz	2 GHz	2 GHz	2 GHz	2.4 GHz (AMD 1 GHz)
<b>Gigabit Network Cards</b>	Gigabit cards and switches/cards plugged into them = Automatic						
<b>10 Mb/100 Mb Cards</b>	Same network link speed & duplex settings on all servers, workstations, hubs, switches, and cards. <b>Do not</b> set to Auto Detect.						
<b>Network Speed</b>	100 Mbps/Full Duplex or 10 Mbps/Full Duplex						
<b>Min Hard Disk Capacity/Free Space</b>	20 GB	20 GB	20 GB	20 GB	20 GB	Based on calculation	2 GB; Recommended: 2.5 GB
<b>Minimum RAM</b>	4 GB	4 GB	4 GB	2 GB	1.4 GB	4 GB	512 MB on XP, 1 GB on Vista, 2 GB on Windows 7, 32- & 64-bit; Recommended: 4 GB on Windows 7, 64-bit
<b>Minimum L2 cache</b>	2 MB	2MB	2 MB	2MB	2 MB	2MB	512 KB; Recommended: 1 MB L2
<b>Other Hardware</b>	---	---	---	---	---	---	Sound card recording at 16 bit 11 KHz and speakers for playback; Micro-

	NMS SQL Database	Profile Optimizer Database	NMS Server & NMC Console	Profile Optimizer Server	Profile Opt Speech Nodes	Master User Profiles Host	Dragon Medical Client
							phone; DVD reader
<b>Windows Operating System Options</b>	Windows Server 2008 or 2003 SP2	Windows Server 2008 or 2003 SP2	Windows Server 2008 or 2003 SP2	Windows Server 2008 or 2003 SP2	Windows XP, Vista, or 7 workstation; Windows Server 2008 or 2003 SP2	Windows XP SP2 or SP3, Vista, or 7 workstation; Windows Server 2008 or 2003 SP2; RAID Array may be required (see note below)	32-bit and 64-bit operating systems detailed below table.
<b>Vers of SQL Server</b>	2008	2008	---	---	---	---	---
<b>.NET Framework 3.5 SP1</b>	Required	Required	Required	Required	Required	Required	---
<b>Internet Information Services (IIS)</b>	---	---	Required	---	---	---	----
<b>In Windows Domain</b>	Required	Required	Required	Not required	Not required	Required	Required
<b>Windows Installer 3.1 or later</b>	---	---	---	Required	Required	---	---
<b>Dragon SDK Client</b>	---	---	---	---	Required	---	---
<b>Internet Browsers</b>	---	---	Internet Explorer 7 or 8, FireFox 3.6, or any browser with support for WPF xwap technology	---	---	---	Internet Explorer 6, 7, or 8

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Notes:

*Dragon Medical Enterprise Client* software can run on several 32-bit and 64-bit operating systems:

**32-bit operating systems:** Windows XP Home or Windows XP Professional with Service Pack 2 or 3, Windows Vista™ Home or Professional Service Pack 2, or Windows 7.

**64-bit operating systems:** Windows Vista Home or Professional, Windows Vista with Service Pack 2, Windows Server 2008, or Windows 7.

Windows XP 64-bit is not supported.

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Notes:

Whenever you store the master user profiles on the same machine where the *Profile Optimizer Server* resides, you must store those profiles on a RAID array.

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## Summary: DME network configuration options

	Size and Type Configuration for Number of Providers		
	Small: Single Server	Medium: Two Servers	Large: Minimum Three Servers
<b>Number of Providers</b>	10 - 100	101 - 1,000	1,000 or more
<b>Minimum Physical Servers</b>	1 Server	2 Servers	3 Servers: One Eight-Core NMS Server & one Eight-Core Speech Server for every 1,000 providers (one Speech Node server allows for 8 Speech Nodes)
<b>NMS Server(s)</b>			
<b>Software</b>	NMS Server Profile Optimizer Server NMS and Profile Optimizer Databases Master User Profiles Folder 1 Speech Node	NMS Server Profile Optimizer Server NMS and Profile Optimizer Databases Master User Profiles Folder	NMS Server
<b>Hardware Specs</b>	Quad-Core with minimum 4 GB RAM Hard Disk = 40 GB + 2 GB per provider	Quad-Core with minimum 4 GB RAM Hard Disk = 40 GB + 2 GB per provider	Eight-Core with minimum 4 GB RAM Hard Disk = 40 GB
<b>Speech Node Server(s)</b>			
<b>Software</b>	---	Up to 8 Speech Nodes on VMs	Up to 8 Speech Nodes on VMs
<b>Hardware Specs</b>	---	Eight-Core with minimum 8 GB RAM Hard Disk = 20 GB per node	Eight-Core with minimum 8 GB RAM Hard Disk = 20 GB per node
<b>Separate Database Server</b>			
<b>Software</b>	---	---	Profile Optimizer Server NMS and Profile Optimizer Databases Master User Profiles Folder
<b>Hardware Specs</b>	---	---	Eight-Core with minimum 8 GB RAM Hard Disk = 20 GB per node + 2 GB per provider

## Notes

# Index

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## A

accent in speech	
effect on how often to run ACO.....	15
ACO process.....	14
defined.....	14
how it differs from LMO.....	14
how often to run.....	15
maintenance.....	15
minimum recommended frequency.....	15
recommended frequency.....	15
adaptation	
defined.....	14

## B

basic components of DME.....	7
------------------------------	---

## C

calculation	
number of minutes for ACO.....	17
number of nodes required.....	16
percentage of providers dictating.....	18
space for local cache user profiles.....	13
space for master user profiles.....	11
calculation example	
space for master user profiles.....	12
calculation vs. rule of thumb	
number of nodes for total providers.....	19

## D

Dagon Medical Clients	
hardware/software requirements.....	38
databases	
storage space for NMS Server.....	21
storage space for Prof Opt Server.....	21
dictation volume	
effect on how often to run ACO.....	15
effect on how often to run LMO.....	16
how often to run LMO based on.....	16
DME network configurations	
hw/sw requirements summary.....	40
options available.....	26
summary table of servers.....	43
DME network planning	
background required.....	3
knowledge required.....	3
DME server installations	
storage space requirements.....	22
DME network planning	
skills required.....	3
Dragon logs	
how often purged.....	22
Dragon Medical Enterprise (DME)	
network components.....	6-7
overview.....	6-7

duplex settings on NICs..... 23

**E**

errors in recognition  
    effect on how often to run ACO..... 15

**F**

features of DME..... 6

**H**

hardware/software requirements  
    Dragon Medical Clients..... 38  
    master user profiles storage.....37  
hardware/software requirements summary  
    DME network configurations..... 40

**I**

improved recognition  
    how ACO results affect..... 17

**K**

knowledge  
    required to plan network..... 3

**L**

large configuration of DME..... 26  
    hardware and software details..... 32  
    network layout for 1,000 providers.....33  
    network layout for 4,000 providers.....34  
large organization configuration..... 26  
link speed settings on NICs..... 23

LMO process..... 14  
    defined..... 14  
    how it differs from ACO.....14  
    how often to run.....16

local cache user profiles  
    how ACO results integrate with..... 17  
    space requirements calculation.....13

log files  
    storage space requirements..... 22  
logs  
    how often purged.....22

**M**

master user profiles  
    space requirements calculation.....10  
master user profiles machine  
    hardware/software requirements..... 37  
medium configuration of DME..... 26  
    hardware and software details..... 29  
medium organization configuration..... 26

**N**

network configurations  
    DME.....26  
network equipment speed..... 23  
network interface cards supported..... 23  
network planning  
    background required..... 3  
    knowledge required..... 3  
    skills required..... 3  
network switch settings..... 23

**O**

optimizations  
     number of nodes required ..... 16

**P**

pronunciation  
     processes for learning .....14

providers  
     how often to run LMO for experienced,15  
     how often to run LMO for new.....16  
     Speech Nodes required by number of ..19

**R**

recognition improvement  
     how ACO results integrated for..... 17

**S**

settings  
     network interface cards.....23  
     network switches.....23

skills  
     required to plan network..... 3

small configuration of DME ..... 26  
     hardware and software details..... 27

small organization configuration ..... 26

Speech Node service logs  
     how often purged.....22

Speech Nodes  
     calculating number required..... 16  
     number based on total providers..... 19  
     role in ACO and LMO processes.....14

speech patterns  
     processes for learning.....14

speed of network equipment..... 23

storage space  
     requirements for log files..... 22  
     requirements for NMS database..... 21  
     requirements for Prof Opt database.....21

Storage space  
     DME server installations.....22

storage space requirements  
     calculation for local cache user profiles. 13  
     calculation for master user profiles.....10

summary table  
     DMEnetwork configurations.....43

**T**

tuning acoustic and language models..... 14

**U**

user profiles  
     number of nodes for optimization.....16  
     optimization..... 14  
     space requirements calculation.....10

**V**

vocabularies  
     effect on how often to run LMO..... 16

**W**

words  
     effect on how often to run LMO..... 16

