



Dragon Medical 360 | Network Edition

2.1

# Dragon and Citrix products Administrator Guide



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L-3691

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# **Chapter 1: What's new in Dragon Medical 360 | Network Edition**

This chapter presents information about the new Citrix and vSync related features that are part of Dragon Medical 360 | Network Edition.

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# Getting Started with Dragon and Citrix

You can deploy and use Dragon onto a computer or Citrix XenApp server and allow Dragon users to work with applications published from the Citrix XenApp server.

There are different ways you can deploy and use Dragon with Citrix clients and servers. The deployment solution you choose determines the features and functionality that are available to Dragon users.

<p><a href="#">What's New in Dragon Medical Enterprise Network Edition</a></p> <p>This section describes the new features of Dragon Medical 360   Network Edition.</p>	<p><a href="#">Dragon on the web</a></p> <p>Visit the above link for more information about Dragon Medical 360   Network Edition.</p>
<p><a href="#">Dragon on a computer with Basic Text Control</a></p> <p>Provides information about installing and using Dragon on a workstation with applications published from a Citrix XenApp server.</p>	<p><a href="#">Dragon on a computer with Full Text Control</a></p> <p>Provides information about installing and using Dragon on a workstation and using vSync to work with applications published from a Citrix XenApp server.</p>
<p><a href="#">Dragon on a Citrix XenApp server without vSync</a></p> <p>Provides information about installing and using Dragon on a Citrix XenApp server with applications published from a Citrix XenApp server.</p>	<p><a href="#">Installation and task topics</a></p> <p>Provides information about system requirements, installing Dragon, vSync, and other Dragon components, and enabling vSync.</p>

## Audience for this document

The guide contains three main sections that focus on the three ways to deploy and use Dragon with Citrix client and server applications. Each section contains information that is of interest to desktop administrators, Citrix XenApp server administrators, Nuance Management Console administrators, or a combination of these audiences.

*Dragon on a client computer without vSync* on page 6 - This section is of interest to desktop administrators if the organization decides to deploy Dragon on client computers.

Review this section if:

- you do not plan to use the vSync feature
- you plan to only support Basic Text Control functionality with Citrix published applications
- you plan to support Full Text control functionality with local applications

*Dragon on a client computer with vSync* on page 18 - This section is of interest to desktop administrators, Citrix XenApp server administrators, and Nuance Management Console administrators if the organization decides to deploy Dragon on client computers and use the vSync feature. This section contains information on components and tasks that involve client computers, the Citrix XenApp server, and the Nuance Management Console.

*Dragon on a Citrix XenApp server without vSync* on page 48 - This section is of interest to desktop administrators and Citrix XenApp server administrators if the organization decides to deploy Dragon on Citrix XenApp servers. This section contains information on components and tasks that involve client computers and the Citrix XenApp server. A software update needs to be installed on each client computer and this requires the services of a desktop administrator.

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

## What's new in Dragon Medical 360 | Network Edition, 2.1

Dragon Medical 360 | Network Edition, 2.1 includes the features, enhancements, and bug fixes from all previous service packs and hot fixes, plus new features.

For details about what's new in Dragon Medical 360 | Network Edition, 2.1 for administrators, see the following topics in the Nuance Management Server Administrator guide:

- What's new in Nuance Management Server - All products
- What's new in Nuance Management Server - DM360 Network Edition

Data objects are stored in (Nuance Management Server) NMS in the cloud (in the Nuance data center) instead of an on-premise NMS. These objects include:

- User accounts
- Text and Graphics/auto-texts
- Custom words
- Custom command sets

To learn more about NMS in the cloud, see the 'Introducing NMS in the cloud' section in the Nuance Management Server Administrator.

# ***Chapter 2: Using Dragon on a client computer without vSync***

This chapter discusses using Dragon on a client computer without vSync, including benefits, drawbacks, system requirements, and installation instructions.

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# Dragon on a client computer without vSync

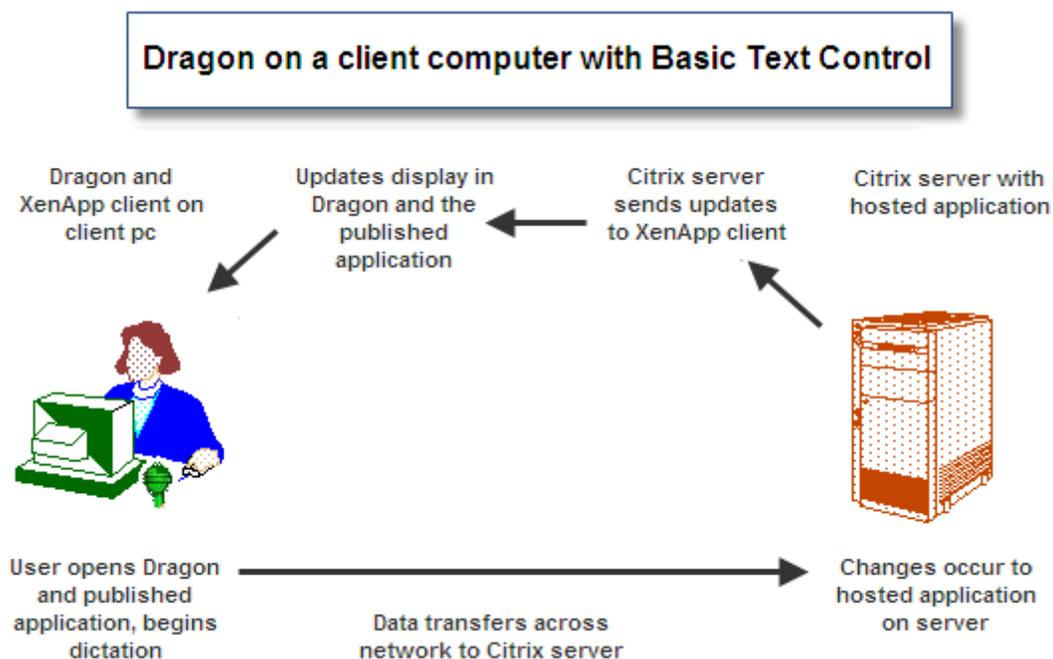
You can install Dragon on a client computer and have the client computer handle all processing activities.

Deploying Dragon on a client computer supports Full text Control with applications that run on the Dragon client computer or, if vSync is enabled, with applications published from a Citrix XenApp server.

Deploying Dragon on a client computer only supports Basic Text Control if used with an unsupported edit control or if used with applications published from a Citrix XenApp server and vSync is not enabled. Compatibility module support will not be available. There may also be unexpected results related to formatting of dictated text, such as improper capitalization, and overall accuracy when dictating directly into an EHR published through Citrix. This may require the Dragon user to use the Dictation Box to dictate and correct text when he or she works with an application published from Citrix.

Only Basic Text Control is available if you do not enable the vSync feature in the Dragon client and if you do not install vSync on the Citrix XenApp server.

Installing Dragon on a client computer does not use server resources, unlike other deployment solutions for Dragon.



## Dragon features that this deployment solution supports

- Converting speech into text and sending the text to an application.
- Using custom voice commands to control an EHR
- Editing text using commands such as “delete last word”.

## Benefits of this deployment solution

- You can deploy Dragon at the user or department level without the assistance of a server administrator.
- Dragon uses the CPU and memory resources on client computers without using the CPU and memory resources of Citrix XenApp servers.
- Dictation does not increase the level of network traffic.
- Users do not need to stream high-resolution audio over the network. This reduces the amount of network resources that Dragon uses.
- Users can use Dragon to dictate directly into applications that are installed on the client computer. For example, productivity applications like those in the Microsoft® Office suite.

## Drawbacks of this deployment solution

- Dragon users can only use Basic Text Control functionality with a Citrix published application.
- Dictation into free-text fields of an application may not work as expected.
- Using voice commands to edit text may not work as expected.
- Using voice commands to navigate through the screens and input fields of an application may not work as expected.
- Automatic capitalization and spelling of text may not work as expected.
- The ability of a user to control an EHR by saying the names of menus and buttons may not work as expected.

## Available workarounds

You can use the following workarounds to mitigate some of the restrictions of this deployment solution.

- Dragon users can edit text manually using a keyboard and the computer mouse. This works best for short dictations that contain only a few words.
- Dragon users can use the Dictation Box for dictation and for editing text. Afterwards, the user can transfer the text from the Dictation Box into the EHR system.

# Install and deploy Dragon on a client computer without vSync

You must perform the following tasks to install and enable Dragon on a client computer.

1. Perform one of the following tasks to make sure your computer meets the system requirements for Dragon:
  - If you are installing the Dragon client for Dragon Medical 360 | Network Edition, make sure the system requirements for the DM360 Network Edition Dragon client are met. See *System requirements for the Dragon Medical client* on page 23.
2. Perform one of the following tasks:
  - To install the Dragon Medical Client on a client computer manually without using a push installation or the Nuance Management Console , see *Install the Dragon client without using the Nuance Management Console* on page 25
  - To install the Dragon Medical Client on a client computer from the Nuance Management Console, see *Install Dragon Medical Client using the Nuance Management Console* on page 27
  - To install the Dragon on a computer using a push installation, see *Install Dragon using a push MSI installation* on page 54

# System requirements for the Dragon Medical client

For information about support for Dragon and vSync with different Citrix components and different operating systems, see [Support for Dragon and vSync with Citrix clients and server](#).

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

**CPU:** 2.4 GHz Intel Dual Core or equivalent AMD processor. (IMPORTANT: SSE2 instruction set required)

**DVD-ROM:** drive required for installation

**Free hard disk space:** 5 GB

**Internet Browser:** Microsoft Internet Explorer 8, 9, 10, and 11 (free download at [www.microsoft.com](http://www.microsoft.com))

**Microphone:** Nuance-approved microphone (included in purchase)  
For details on Bluetooth microphones, recorders, Tablet PCs, and other hardware, please go to [support.nuance.com/compatibility/](http://support.nuance.com/compatibility/).

- Standard Headsets
- USB microphones
- PowerMic 2 non-scanner
- PowerMic 2 scanner
- Plantronics Calisto Bluetooth microphones
- Digital recorders
- Enhanced Bluetooth (Calisto II) microphones
- Special enrollment for array microphones
- an iOS or Android device as a microphone using the [Dragon Remote Microphone app](#)
- Other Microphones listed in [support.nuance.com/compatibility/](http://support.nuance.com/compatibility/)

**Operating system:**

- Microsoft® Windows® 8.1 32 bit and 64 bit
- Microsoft® Windows® 8 (including Professional and Enterprise), 32 bit and 64 bit
- Microsoft® Windows® 7, 32-bit and 64-bit
- Microsoft® Windows Vista® Service Pack 2, 32-bit and 64-bit
- Microsoft® Windows XP® Service Pack 3, 32-bit only\*
- Microsoft® Windows Server 2008, Service Pack 1, Service Pack 2, and R2, 32-bit and 64-bit
- Microsoft® Windows Server 2008 R2 64 bit Service Pack 2
- Microsoft® Windows Server 2012
- Microsoft® Windows Server 2012 R2

**Processor Cache:** 2 MB

**RAM:**

- 2 GB RAM for Microsoft® Windows XP®\* and Microsoft® Windows Vista®.
- 4 GB for Microsoft® Windows® 7, 32-bit and 64-bit, Microsoft® Windows® 8, 32-bit and 64-bit, Windows Server 2008 64-bit, Windows Server 2012 64-bit, and Windows Server 2012 64-bit R2.

**Sound Card:** Creative® Labs Sound Blaster® 16 or equivalent sound card supporting 16-bit recording.

**Supported non-EHR Applications:**

- DragonPad
- WordPad
- NotePad
- Microsoft® Word 2007, 2010 (32 & 64 bit), 2013 (32 & 64 bit)
- Microsoft® Outlook® 2007, 2010, 2013
- Microsoft® Excel® 2007, 2010, 2013
- WordPerfect® x5, x6
- Apache OpenOffice Writer 3.4
- Open Office Writer v3.1, 3.2
- Internet Explorer 8, 9, 10
- Rich Internet Application IE9
- Mozilla® Firefox® 8+
- Rich Internet Application Firefox® 12+
- Rich Internet Application Google Chrome 16+
- Windows Live Mail v15 & v16
- Mozilla® Thunderbird™ x3 and up
- Lotus Notes 8.5

\* The 2.x versions of DM360 Network Edition will be the last versions of the product to support Windows XP. DM360 Network Edition 2.1 continues to support Windows XP.

# Install the Dragon client without using the Nuance Management Console

When you install the Dragon Medical Client, you perform a 'typical' Dragon installation. You do not set administrative options, Auto-Formatting options, user options, acoustic optimizer options, or other options. This applies whether you install the Dragon Medical Client through the Nuance Management Console or outside of the console. As an administrator, you set those options through the Nuance Management Console , after you install the Dragon Medical Client.

The DM360 Network Edition Dragon client installer automatically installs the vSync for EHRs feature if the Citrix client is installed on the computer.

1. Ensure your computer meets the system requirements for installing and running the Dragon Medical Client. For more information see *System requirements for the Dragon Medical client* on page 23.
2. Insert the Dragon Medical Client installation disc into the DVD drive of the computer. If the installation does not start, on the Dragon disc, double-click the setup.exe file.
3. Click **Install**.
4. If a window displays a message asking you to restart your system, restart your system and following the instructions.

5. On the Welcome screen, click **Next**.
6. On the License agreement screen, read the license agreement information. Select 'I accept the terms in the license agreement', click **Next**.
7. On the Customer Information screen, enter your name, the name of your organization, and the serial number that came with your copy of the Dragon Medical Client, Click **Next**.
8. On the Setup Type screen, select **Typical/Complete**.
9. Click **Next**.
10. On the Ready to Install the Program screen, click **Install**. The installation process begins to copy files to your computer,
11. When InstallShield displays "InstallShield Wizard Completed", click **Finish**.

# Install Dragon Medical Client using the Nuance Management Console

When you install the Dragon Medical Client, you perform a 'typical' Dragon installation. You do not set administrative options, Auto-Formatting options, user options, acoustic optimizer options, or other options. This applies whether you install the Dragon Medical Client through the Nuance Management Console or outside of the client. As an administrator, you set those options through the Nuance Management Console, after you install Dragon Medical Client.

The DM360 Network Edition Dragon client installer automatically installs the vSync for EHRs feature if the Citrix client is installed on the computer.

For more information see *Install Dragon using a push MSI installation* on page 54.

## Prerequisites

1. Be sure the computer you are installing the *Dragon* client on meets the system requirements for installing and running *Dragon*. See *System requirements for the Dragon Medical client* on page 23.
2. Log in to the computer as a Windows administrator.
3. On the workstation where you are installing *Dragon*, open Internet Explorer and enter the URL to access the *Nuance Management Console*.
4. Once the client GUI displays its login page, log in.

## Setting the location of the MSI installer

1. In the *Nuance Management Console*, click the Nuance icon.



2. Click **Organization Overview**.
3. In the **Organizations** area, click **Details**.
4. Click **Products**.

- Expand the **DM360 Network Edition** section.

The screenshot shows the 'Organization Details' dialog box with the 'DM360 Network Edition' section expanded. The 'General' tab is selected. Under 'DM360 Network Edition', the 'Encrypt patient info' checkbox is checked, and 'Upload user data to Nuance for research purposes' is unchecked. A green heading 'Help us improve DM360 Network Edition' is followed by a paragraph explaining data collection and links to privacy statements. Below this, the 'Deployed Version' is set to 'DM360 Network Edition v1'. The 'Downloads' section has 'Download from cloud' selected. There are empty text boxes for 'Admin manual URL' and 'Client installation URL'. 'OK' and 'Cancel' buttons are at the bottom.

- In the **Downloads** section, **Download locally**.
- Set the **Client installation URL** to the location of the Dragon MSI installer, Dragon NaturallySpeaking 12.msi by default, on the NMS Server machine. Instead of using the default .msi file, you can create your own installer and place it on the NMS Server, then enter the correct path to it here. You need only set this path the first time you are downloading the installation through the Nuance Management Console.

This close-up shows the 'Downloads' section where 'Download locally' is selected. The 'Client installation URL' text box contains the path 'C:\installLocation'. There are also empty text boxes for 'Admin manual URL' and 'Client user guide URL'.

- Click the **OK**.

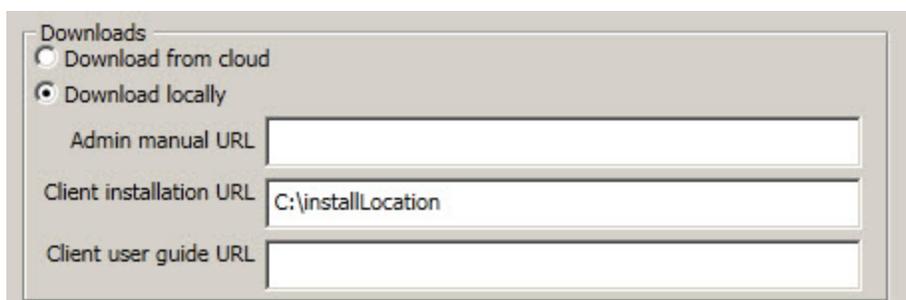
## Downloading the MSI installer to the workstation

1. In the *Nuance Management Console*, click the Nuance icon.



2. Click **Organization Overview**.
3. In the **Organizations** area, click **Details**.
4. Click **Products**.
5. Expand the **DM360 Network Edition** section.

6. In the **Deployed Version** field, select the version of the Dragon client that your organization is using. The NMS downloads items that are specific to the version of the Dragon client that you specify in the **Deployed Version** field.
7. In the **Downloads** section, select **Download locally**.
8. Enter URLs into the URL fields for the Dragon client and for any manuals you'd like to install on the client machine.



Downloads

Download from cloud

Download locally

Admin manual URL

Client installation URL

Client user guide URL

9. Click on the magnifying glass in the **Download to** text box, browse to the path where you want the files downloaded, and click the **Download** button. The server immediately downloads the software to the workstation.
10. Click **OK**.
11. Proceed to the directory on the workstation where you downloaded the **.msi** installation file.
12. Double-click on the **.msi** file to launch the client installation.
13. If you are installing the default **Dragon NaturallySpeaking 12.msi**, follow steps 3 to 11 from *Install the Dragon client without using the Nuance Management Console* on page 25.

# Chapter 3: Using Dragon on a client computer with vSync

This chapter discusses using Dragon on a client computer with vSync, including benefits, drawbacks, system requirements, and installation instructions.

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## Dragon on a client computer with vSync

You can install the Dragon client for Dragon Medical 360 | Network Edition on a client computer and install vSync on the Citrix XenApp server to let Dragon users use full Full Text Control functionality with applications published from a Citrix XenApp server. Full Text Control includes support for voice navigation and text selection. See the *Dragon Help* for more information about the features, options, commands, and controls that the Dragon Medical Client supports.

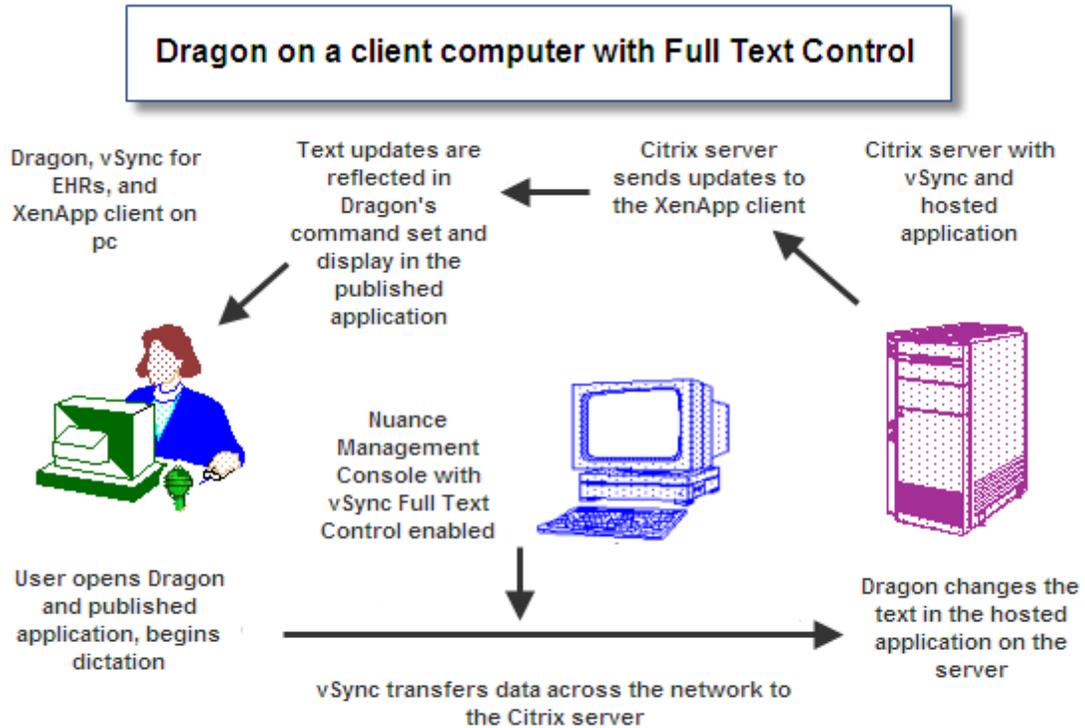
After you set up this configuration, when a Dragon user logs into Dragon with a connection to the server, the user can use Full Text Control functionality with any published application that is on the server.

### **Issues with Full Text Control may occur**

- If you install Dragon and then upgrade the XenApp client
- If you install Dragon and then uninstall and reinstall the XenApp client
- If you install the XenApp client after installing Dragon

#### **If any of the above are true:**

- **In Dragon Medical client 2.1: you must run the Modify option from the Dragon installation disc to reinstall the vSync for EHRs feature and restore Full Text Control functionality.**



## The vSync plug-in

You must install vSync on each Citrix XenApp server where the published applications are located.

The vSync plug-in communicates with Dragon Medical client 2.1 and allows a user to use Full Text Control functionality with a published application in Citrix.

The vSync plug-in starts automatically when a user starts a Citrix session. The plug-in sends and receives important data from Dragon Medical client 2.1, including data about text that Dragon recognizes and text that the user changes manually.

## The vSync Full Text Control Support option

For a Dragon user to have Full Text Control support with applications published from a Citrix XenApp server, the vSync Full Text Control Support option must be enabled. This option is turned off by default. An administrator enables this option through the Nuance Management Console.

The vSync Full Text Control support option provides a channel that Dragon Medical client 2.1 and vSync use to send data to each other. For example, vSync uses the channel to tell Dragon Medical client 2.1 about events in the Citrix XenApp server window that corresponds to the generic window for a published application on a client computer.

The vSync Full Text Control Support starts when a user starts a published application in Citrix. The vSync Full Text Control support starts communicating with vSync when the user logs into the Dragon Medical client 2.1, Dragon receives options data from the Nuance Management Console that indicates the vSync Full Text Control support option is enabled.

## Deploying Dragon on a client computer with vSync support

You must perform the following tasks to deploy and enable vSync and the Dragon Medical client 2.1 on a client computer.

- A desktop administrator must install the Dragon Medical client 2.1 with the vSync for EHRs feature on a client computer. The installation process for Dragon Medical client 2.1 installs this feature by default as long as the XenApp plug-in is installed on the client computer. If you install Dragon before you install the XenApp plug-in, you need to perform one of the following actions:
- Run the patch installer – See [Restore vSync after updating a Citrix client on a workstation](#).
- From the Dragon installation DVD, run the Modify option to reinstall the vSync for EHRs feature on the Dragon client and restore Full Text Control functionality.
- A Citrix administrator must install minitracker for vsync support on the Citrix XenApp server where the published applications are located.
- A Nuance Management Console administrator must enable the **vSync Full Text Control Support** option in the Nuance Management Console to let users with an author account dictate into EHRs that run on Citrix. For more information, see *Enable the vSync Full Text Control option* on page 41

## Benefits of this deployment solution

- Dragon users can use Full Text Control functionality, instead of just Basic Text Control functionality, with a published application.
- Small increases in the use of resources on the Citrix XenApp server compared to running Dragon on the Citrix XenApp server.
- Dragon users do not need to use the Dictation Box for dictation. This can reduce the amount of time it takes for the Dragon user to dictate and edit text.
- The learning curve for Dragon users is shorter as they do not need to learn special workarounds.
- Organizations may experience a reduction in technical support calls because Dragon Medical functions as expected.
- An increase in user satisfaction that can lead to an increase in the adoption rate of speech recognition.
- There is no need to transfer audio over the network. Extra network bandwidth is not required for audio. Investment in infrastructure is not required.
- vSync and one Citrix XenApp server can support many concurrent Dragon users. This reduces the need for extra hardware or extra Citrix licenses. You may not need to expand your current network of client computers and servers.

## **Drawbacks of this deployment solution**

- vSync does not support published desktops.
- The solution uses more resources on the Citrix XenApp server compared to running Dragon on the client computer without using the vSync feature and the vSync plug-in.
- A Dragon user cannot say the names of menus and buttons to control the EHR.

# Install and deploy Dragon on a client computer with vSync

You must perform the following tasks to install and enable Dragon on a client computer and enable vSync support.

1. Make sure the system requirements for Dragon Medical client 2.1 are met. See *System requirements for the Dragon Medical client* on page 23.
2. Install the Dragon Medical Client with the vSync for EHRs feature on a client computer. The DM360 Network Edition Dragon installation process installs the vSync feature by default as long as the XenApp plug-in is installed on the client computer. If you install Dragon before you install XenApp, you need to uninstall Dragon, restart the computer, and reinstall Dragon. Perform one of the following tasks:
  - To install the Dragon Medical Client on a client computer manually without using a push installation or the Nuance Management Console, see *Install the Dragon client without using the Nuance Management Console* on page 25.
  - To install the Dragon Medical Client on a client computer from the Nuance Management Console, see *Install Dragon Medical Client using the Nuance Management Console* on page 27.
  - To install the Dragon Medical Client using a push installation, see *Install Dragon using a push MSI installation* on page 54
3. Install minitracker for vsync support on the Citrix XenApp server. See *Install vSync on a Citrix XenApp server* on page 41
4. Set up the vSync Full Text Control option. See *Enable the vSync Full Text Control option* on page 41
5. Optional - *Viewing vSync log files for Dragon user activity with Citrix published applications* on page 42

# System requirements for the Dragon Medical client

For information about support for Dragon and vSync with different Citrix components and different operating systems, see [Support for Dragon and vSync with Citrix clients and server](#).

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

**CPU:** 2.4 GHz Intel Dual Core or equivalent AMD processor. (IMPORTANT: SSE2 instruction set required)

**DVD-ROM:** drive required for installation

**Free hard disk space:** 5 GB

**Internet Browser:** Microsoft Internet Explorer 8, 9, 10, and 11 (free download at [www.microsoft.com](http://www.microsoft.com))

**Microphone:** Nuance-approved microphone (included in purchase)  
For details on Bluetooth microphones, recorders, Tablet PCs, and other hardware, please go to [support.nuance.com/compatibility/](http://support.nuance.com/compatibility/).

- Standard Headsets
- USB microphones
- PowerMic 2 non-scanner
- PowerMic 2 scanner
- Plantronics Calisto Bluetooth microphones
- Digital recorders
- Enhanced Bluetooth (Calisto II) microphones
- Special enrollment for array microphones
- an iOS or Android device as a microphone using the [Dragon Remote Microphone app](#)
- Other Microphones listed in [support.nuance.com/compatibility/](http://support.nuance.com/compatibility/)

**Operating system:**

- Microsoft® Windows® 8.1 32 bit and 64 bit
- Microsoft® Windows® 8 (including Professional and Enterprise), 32 bit and 64 bit
- Microsoft® Windows® 7, 32-bit and 64-bit
- Microsoft® Windows Vista® Service Pack 2, 32-bit and 64-bit
- Microsoft® Windows XP® Service Pack 3, 32-bit only\*
- Microsoft® Windows Server 2008, Service Pack 1, Service Pack 2, and R2, 32-bit and 64-bit
- Microsoft® Windows Server 2008 R2 64 bit Service Pack 2
- Microsoft® Windows Server 2012
- Microsoft® Windows Server 2012 R2

**Processor Cache:** 2 MB

**RAM:**

- 2 GB RAM for Microsoft® Windows XP®\* and Microsoft® Windows Vista®.
- 4 GB for Microsoft® Windows® 7, 32-bit and 64-bit, Microsoft® Windows® 8, 32-bit and 64-bit, Windows Server 2008 64-bit, Windows Server 2012 64-bit, and Windows Server 2012 64-bit R2.

**Sound Card:** Creative® Labs Sound Blaster® 16 or equivalent sound card supporting 16-bit recording.

**Supported non-EHR Applications:**

- DragonPad
- WordPad
- NotePad
- Microsoft® Word 2007, 2010 (32 & 64 bit), 2013 (32 & 64 bit)
- Microsoft® Outlook® 2007, 2010, 2013
- Microsoft® Excel® 2007, 2010, 2013
- WordPerfect® x5, x6
- Apache OpenOffice Writer 3.4
- Open Office Writer v3.1, 3.2
- Internet Explorer 8, 9, 10
- Rich Internet Application IE9
- Mozilla® Firefox® 8+
- Rich Internet Application Firefox® 12+
- Rich Internet Application Google Chrome 16+
- Windows Live Mail v15 & v16
- Mozilla® Thunderbird™ x3 and up
- Lotus Notes 8.5

\* The 2.x versions of DM360 Network Edition will be the last versions of the product to support Windows XP. DM360 Network Edition 2.1 continues to support Windows XP.

# Install the Dragon client without using the Nuance Management Console

When you install the Dragon Medical Client, you perform a 'typical' Dragon installation. You do not set administrative options, Auto-Formatting options, user options, acoustic optimizer options, or other options. This applies whether you install the Dragon Medical Client through the Nuance Management Console or outside of the console. As an administrator, you set those options through the Nuance Management Console , after you install the Dragon Medical Client.

The DM360 Network Edition Dragon client installer automatically installs the vSync for EHRs feature if the Citrix client is installed on the computer.

1. Ensure your computer meets the system requirements for installing and running the Dragon Medical Client. For more information see *System requirements for the Dragon Medical client* on page 23.
2. Insert the Dragon Medical Client installation disc into the DVD drive of the computer. If the installation does not start, on the Dragon disc, double-click the setup.exe file.
3. Click **Install**.
4. If a window displays a message asking you to restart your system, restart your system and following the instructions.

5. On the Welcome screen, click **Next**.
6. On the License agreement screen, read the license agreement information. Select 'I accept the terms in the license agreement', click **Next**.
7. On the Customer Information screen, enter your name, the name of your organization, and the serial number that came with your copy of the Dragon Medical Client, Click **Next**.
8. On the Setup Type screen, select **Typical/Complete**.
9. Click **Next**.
10. On the Ready to Install the Program screen, click **Install**. The installation process begins to copy files to your computer,
11. When InstallShield displays "InstallShield Wizard Completed", click **Finish**.

# Install Dragon Medical Client using the Nuance Management Console

When you install the Dragon Medical Client, you perform a 'typical' Dragon installation. You do not set administrative options, Auto-Formatting options, user options, acoustic optimizer options, or other options. This applies whether you install the Dragon Medical Client through the Nuance Management Console or outside of the client. As an administrator, you set those options through the Nuance Management Console, after you install Dragon Medical Client.

The DM360 Network Edition Dragon client installer automatically installs the vSync for EHRs feature if the Citrix client is installed on the computer.

For more information see *Install Dragon using a push MSI installation* on page 54.

## Prerequisites

1. Be sure the computer you are installing the *Dragon* client on meets the system requirements for installing and running *Dragon*. See *System requirements for the Dragon Medical client* on page 23.
2. Log in to the computer as a Windows administrator.
3. On the workstation where you are installing *Dragon*, open Internet Explorer and enter the URL to access the *Nuance Management Console*.
4. Once the client GUI displays its login page, log in.

## Setting the location of the MSI installer

1. In the *Nuance Management Console*, click the Nuance icon.



2. Click **Organization Overview**.
3. In the **Organizations** area, click **Details**.
4. Click **Products**.

- Expand the **DM360 Network Edition** section.

The screenshot shows the 'Organization Details' dialog box with the 'DM360 Network Edition' section expanded. The 'General' tab is selected. Under 'DM360 Network Edition', the 'Encrypt patient info' checkbox is checked, and 'Upload user data to Nuance for research purposes' is unchecked. A green heading 'Help us improve DM360 Network Edition' is followed by a paragraph explaining data collection and links to privacy statements. Below this, the 'Deployed Version' is set to 'DM360 Network Edition v1'. The 'Downloads' section has 'Download from cloud' selected. There are empty text boxes for 'Admin manual URL' and 'Client installation URL'. 'OK' and 'Cancel' buttons are at the bottom.

- In the **Downloads** section, **Download locally**.
- Set the **Client installation URL** to the location of the Dragon MSI installer, Dragon NaturallySpeaking 12.msi by default, on the NMS Server machine. Instead of using the default .msi file, you can create your own installer and place it on the NMS Server, then enter the correct path to it here. You need only set this path the first time you are downloading the installation through the Nuance Management Console.

This close-up shows the 'Downloads' section where 'Download locally' is selected. The 'Client installation URL' text box contains the path 'C:\installLocation'. There are also empty text boxes for 'Admin manual URL' and 'Client user guide URL'.

- Click the **OK**.

## Downloading the MSI installer to the workstation

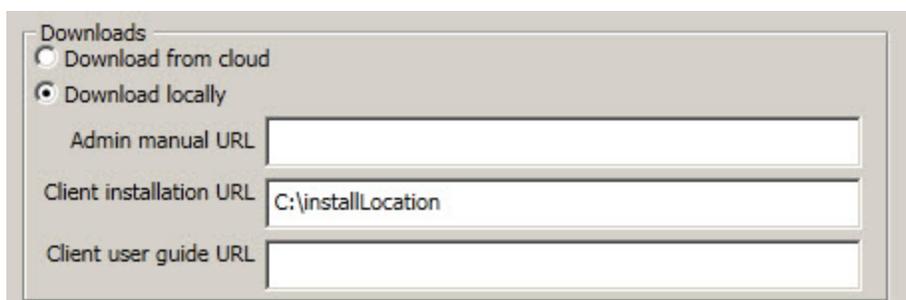
1. In the *Nuance Management Console*, click the Nuance icon.



2. Click **Organization Overview**.
3. In the **Organizations** area, click **Details**.
4. Click **Products**.
5. Expand the **DM360 Network Edition** section.

The screenshot shows the 'Organization Details' dialog box with the 'Products' tab selected. The 'DM360 Network Edition' section is expanded, showing options for 'Encrypt patient info' (checked) and 'Upload user data to Nuance for research purposes' (unchecked). Below this is a section titled 'Help us improve DM360 Network Edition' with explanatory text and links to privacy statements. The 'Deployed Version' dropdown menu is set to 'DM360 Network Edition v1'. The 'Downloads' section has 'Download from cloud' selected, with empty input fields for 'Admin manual URL' and 'Client installation URL'. 'OK' and 'Cancel' buttons are at the bottom.

6. In the **Deployed Version** field, select the version of the Dragon client that your organization is using. The NMS downloads items that are specific to the version of the Dragon client that you specify in the **Deployed Version** field.
7. In the **Downloads** section, select **Download locally**.
8. Enter URLs into the URL fields for the Dragon client and for any manuals you'd like to install on the client machine.



Downloads

Download from cloud

Download locally

Admin manual URL

Client installation URL

Client user guide URL

9. Click on the magnifying glass in the **Download to** text box, browse to the path where you want the files downloaded, and click the **Download** button. The server immediately downloads the software to the workstation.
10. Click **OK**.
11. Proceed to the directory on the workstation where you downloaded the **.msi** installation file.
12. Double-click on the **.msi** file to launch the client installation.
13. If you are installing the default **Dragon NaturallySpeaking 12.msi**, follow steps 3 to 11 from *Install the Dragon client without using the Nuance Management Console* on page 25.

# Install Dragon using a push MSI installation

Dragon includes a Microsoft Windows Installer (MSI) file. You can use the MSI file to install Dragon from a server to client computers across a network. The Small Practice Edition of Dragon Medical does not support MSI installations.

If you create an MSI installer for Dragon, make sure that the installer does not set any user or administrative options. Those options are set by an Nuance Management Console administrator or by a user after Dragon is installed on a client computer.

The Dragon installation disc contains the Dragon .MSI file. The .MSI filename is specific to the edition or version of Dragon:

Dragon product	MSI filename
Dragon NaturallySpeaking or Dragon Medical	Dragon NaturallySpeaking 12.msi
Dragon SDK Client Edition	Dragon SDK Client Edition 12.msi
Dragon SDK Server Edition	Dragon SDK Server Edition 12.msi

## Pushing an MSI installation of Dragon to one or more computers on a network

You can use a server application to push an MSI installation of Dragon to client computers without having to install Dragon separately on each computer. The server administrator creates an image of the Dragon installation program. The administrator then places the image on a server and configures the server to automatically push the application to client computers.

There are several server applications that you can use to push a Dragon installation:

- Windows Server 2008
- System Management Server (SMS)
- Active Directory Services

## Support for the Systems Management Server and Windows Server with Active Directory

You can use the Systems Management Server (SMS) to push an MSI installation of Dragon across a network to multiple client computers at once.

The Systems Management Server (SMS) provides a mechanism to push application installations from a server to client computers and systems. SMS supports using the Windows Installer (MSI) file to push a Dragon client installation to client computers that run a Windows operating system, including Windows Vista.

For information about Windows Installer technology, you can download the article 'Scenarios and Procedures for Systems Management Server 2003: Planning and Deployment' available from

<http://www.microsoft.com/en-us/download/details.aspx?id=15476>.

## **Support for Windows Server 2008 with Active Directory Services**

You can use Windows Active Directory Services to push an MSI installation of Dragon across a network to multiple client computers at once.

Active Directory Services is a feature of Windows Server 2008. The Group Policy component of Active Directory Services includes a Software Installation snap-in that lets an administrator create a network installation. Administrators can use this feature to install Dragon on client computers that run Windows XP\*, and Windows Vista.

Dragon supports the **Active Directory Services Assign to Computers installation** option. This option requires a computer reboot to complete a Dragon installation.

You can delay the installation of Dragon on a client computer that runs Windows XP\* or Vista by enabling logon optimization for group policy. You can view a log entry for this type of installation in the event log after the client computer reboots for the first time. The Dragon installation then installs Dragon and reboots the computer for a second time. The installation is a silent installation and does not display a user interface.

### **To install Dragon from an MSI file:**

1. Ensure your computer meets the system requirements for installing and running Dragon. For more information see *System requirements for the Dragon Medical client* on page 23.
2. To use the original product MSI file to install Dragon, obtain the MSI install file from the Dragon installation DVD.
3. To create a custom MSI installation of Dragon, see *Create a custom MSI installation of Dragon* on page 60.
4. Use a server application to push the MSI installation of Dragon to each client computer.

\* The 2.x versions of DM360 Network Edition will be the last versions of the product to support Windows XP. DM360 Network Edition 2.1 continues to support Windows XP.

# Create a custom MSI installation of Dragon

You can create a custom MSI installation file that you can use to install Dragon from a server to client computers on a network.

To perform this task, you must download and install the Microsoft Custom Installation Wizard from Microsoft. You use the wizard to create a custom MSI file that sets various options when it installs Dragon.

## Obtaining and installing the Microsoft Custom Installation Wizard

The Microsoft Custom Installation Wizard is part of the Microsoft Office Resource Kit Tools. To install the Custom Installation Wizard:

1. Download the Office Resource Kit Tools (OrkTools.exe) from: [http://www-microsoft.com/office/orkarchive/xpddl.htm](http://www.microsoft.com/office/orkarchive/xpddl.htm) The OrkTools.exe self-extracting executable (EXE) file installs the core Office XP Resource Kit tools on your computer through a single Setup program.
2. After downloading OrkTools.exe, to install the tools, double-click the executable. After you install the tools you use the Custom Installation Wizard to create your custom installation. See *Modifying setup properties for custom installation* on page 33

## Modifying setup properties for custom installation

The information that follows explains how to modify setup properties for a custom installation of Dragon.

The following procedure demonstrates how to create an MSI file that installs one of the many MSI options you can set for Dragon, the SERIALNUMBER property. For more information on the options you can set through a custom MSI installation of Dragon see *General options for an MSI installation of Dragon* on page 62.

## Start the Microsoft Custom Installation Wizard

1. In Windows Explorer, navigate to and double-click **CUSTWIZ.EXE**.
2. Click **Next**.
3. On the **Open the MSI File** screen, select the .MSI file you want to use to create a custom installation. For example, Dragon NaturallySpeaking 12.msi.  
Normally, the compiled .MSI file is located on the Dragon installation disc. The files are named: -Dragon NaturallySpeaking or Dragon Medical: Dragon NaturallySpeaking12.msi
5. Click **Next**.
6. Click **Yes** when you see the following message:
7. On the **Open the MST File** screen, select **Create a new MST file**.
8. Click **Next** to continue.

9. On the **Select the MST File to Save** screen, select a file name and path for the MST file you are creating:
10. Click **Next**.
11. On the **Specify Default Path and Organization** screen, select the default path for the installation. The default installation directory for Dragon is C:\Program Files\Nuance\NaturallySpeaking12
12. Click **Next**.
13. On the **Remove Previous Versions** screen, make sure **Default Setup behavior** is selected.
14. Click **Next**. This page applies only to Microsoft Office and does not affect the Dragon installation.
15. To install all default components, on the **Set Features Installation States** screen, click **Next**.
16. Click **Next** on each of the next several pages of the wizard until you reach the **Modify Setup Properties** page. All the pages in between apply only to Microsoft Office or do not affect the Dragon installation:
  - Customize Default Application Settings page
  - Change Office User Settings page
  - Add/Remove Files page
  - Add/Remove Registry Entries page
  - Add, Modify, or Remove Shortcuts page
  - Identify Additional Servers page
  - Specify Office Security Settings page
  - Add Installations and Run Programs page
17. Use the **Modify Setup Properties** screen to add, modify, and set the MSI options of your custom installation of Dragon.
18. Click the **Add** button to display the **Add/Modify Property Value** dialog box and modify options for the MSI installation. For more information on the options you can set through a custom MSI installation of Dragon see *General options for an MSI installation of Dragon* on page 62 or *Advanced options for an MSI installation of Dragon* on page 63. In this example, we add and set the SERIALNUMBER option.
19. In the **Add/Modify Property Value** screen, enter the new property name SERIALNUMBER and a valid serial number, then click **OK**.
20. Note that the **Modify Setup Properties** screen re-displays with the updated information.
21. Continue adding or modifying other MSI options for the custom MSI installation of Dragon. Once you are done, click **Next**.
22. On the **Save Changes** page, click **Finish**.

After you save changes, you can use the resulting .MST file to install Dragon through **Group Policy in Active Directory Services**.

You are now ready to use the custom installer you created to install the product.

## General options for an MSI installation of Dragon

You can create a custom MSI install file for Dragon that sets the following basic MSI options.

For other options you can set, see *Advanced options for an MSI installation of Dragon* on page 63.

Options	Description
DEFAULTSINI="c: path>\ nsdefaults.ini"	The <i>default settings (nsdefaults.ini)</i> file that the installer uses to set the default behavior of Dragon for all users. In the nsdefaults.ini file, you must place the settings that you want to enable on client computers in a section name with a section name that is enclosed in brackets. For example, [Product Attributes] Version=10.20.000.209 Version=10.20.000.209
SERIALNUMBER=abcde- fgh-ijkl-mnop-qr	The serial number for the Dragon product. All Dragon installations require that you provide a serial (license) number for the product. The Dragon installation process checks for a serial number even if you run the process from a command line.
PRODUCTUPDATEFLAG=0 (or 1 or -1)	Sets the Dragon installation process to check for product updates when the process completes. Set the option to <b>1</b> to have the installation process automatically check the web for product updates. <b>Note:</b> Automatic product updates are not supported for enterprise installations. Set the option to <b>0</b> to not check for product updates when the installation process completes. Set the option to <b>-1</b> to turn the option off. The default value is <b>1</b> .
WEBREGISTRATION=1 (or 0)	Sets the Dragon installation process to display the on-line product registration form after the installation completes. Set the option to <b>1</b> to display the product registration form. Make sure your installation displays the Installation Wizard. Use the <b>/q</b> switch instead of the <b>/qn</b> . Set the option to <b>0</b> to prevent the product registration form from displaying.

## Advanced options for an MSI installation of Dragon

You can create a custom MSI install file for Dragon that sets the following advanced MSI options.

For other options you can set, see *General options for an MSI installation of Dragon* on page 62.

Options	Description
ADDLOCAL=Feature1,Feature2,... or ADDLOCAL=ALL	Set the ADDLOCAL option to a comma delimited list of features to install locally. To install all features locally (including speech files), set the ADDLOCAL option to <b>ALL</b> .
ADVERTISE=Feature1,Feature2,FEATURE3,..	Set the ADVERTISE option to a comma delimited list of features to make available but not install locally. To install all features as advertised, set the ADVERTISE option to <b>ALL</b> . The ADVERTISE option overrides the ADDLOCAL option. The best method for installing a particular set of features is to set the ADDLOCAL option to <b>ALL</b> and then set the ADVERTISE option to the features you do not want to install locally.
REINSTALL=Feature1,Feature2,... (or ALL)	Set the REINSTALL option to a comma delimited list of features to reinstall. To reinstall all features, set the REINSTALL option to <b>ALL</b> . If you set the REINSTALL option, you should also set the REINSTALLMODE option to set the type of reinstall to perform. If you do not set the REINSTALLMODE option, the installation process only reinstalls a file if it is an earlier version of the file that is presently installed or if the file is not present on the system. By default, no registry entries are rewritten. Even if you set the REINSTALL option to <b>ALL</b> , the installation process only reinstalls features that are already installed. If you use the REINSTALL option for a product that is not yet to installed, product installation does not occur. For more information, see: <a href="http://msdn.microsoft.com/en-us/library/windows/desktop/aa371175">http://msdn.microsoft.com/en-us/library/windows/desktop/aa371175</a>
REINSTALLMODE={type of reinstallation to perform}	Set the REINSTALLMODE option to a string that indicates the type of reinstall to perform. Options are case-insensitive and order-independent. You should use this option when you use the REINSTALL option. You can also use this option during and installation of Dragon, not just during a reinstallation of Dragon.
REMOVEOLDPROD=1	Set the REMOVEOLDPROD option to remove an older version of Dragon before installing the newer version. You should on only use this option for major upgrades.
/x<Product.msi ProductCode>	Set the Dragon installation process to uninstall the current installed version of Dragon. You must perform this action during an upgrade. However, you should be familiar with the entire upgrade procedure before you use this option.

# Create a custom MSI installation of Dragon

You can create a custom MSI installation file that you can use to install Dragon from a server to client computers on a network.

To perform this task, you must download and install the Microsoft Custom Installation Wizard from Microsoft. You use the wizard to create a custom MSI file that sets various options when it installs Dragon.

## Obtaining and installing the Microsoft Custom Installation Wizard

The Microsoft Custom Installation Wizard is part of the Microsoft Office Resource Kit Tools. To install the Custom Installation Wizard:

1. Download the Office Resource Kit Tools (OrkTools.exe) from: <http://www.microsoft.com/office/orkarchive/xpddl.htm> The OrkTools.exe self-extracting executable (EXE) file installs the core Office XP Resource Kit tools on your computer through a single Setup program.
2. After downloading OrkTools.exe, to install the tools, double-click the executable. After you install the tools you use the Custom Installation Wizard to create your custom installation. See *Modifying setup properties for custom installation* on page 37

## Modifying setup properties for custom installation

The information that follows explains how to modify setup properties for a custom installation of Dragon.

The following procedure demonstrates how to create an MSI file that installs one of the many MSI options you can set for Dragon, the SERIALNUMBER property. For more information on the options you can set through a custom MSI installation of Dragon see *General options for an MSI installation of Dragon* on page 62.

## Start the Microsoft Custom Installation Wizard

1. In Windows Explorer, navigate to and double-click **CUSTWIZ.EXE**.
2. Click **Next**.
3. On the **Open the MSI File** screen, select the .MSI file you want to use to create a custom installation. For example, Dragon NaturallySpeaking 12.msi.  
Normally, the compiled .MSI file is located on the Dragon installation disc. The files are named: -Dragon NaturallySpeaking or Dragon Medical: Dragon NaturallySpeaking12.msi
5. Click **Next**.
6. Click **Yes** when you see the following message:
7. On the **Open the MST File** screen, select **Create a new MST file**.
8. Click **Next** to continue.

9. On the **Select the MST File to Save** screen, select a file name and path for the MST file you are creating:
10. Click **Next**.
11. On the **Specify Default Path and Organization** screen, select the default path for the installation. The default installation directory for Dragon is C:\Program Files\Nuance\NaturallySpeaking12
12. Click **Next**.
13. On the **Remove Previous Versions** screen, make sure **Default Setup behavior** is selected.
14. Click **Next**. This page applies only to Microsoft Office and does not affect the Dragon installation.
15. To install all default components, on the **Set Features Installation States** screen, click **Next**.
16. Click **Next** on each of the next several pages of the wizard until you reach the **Modify Setup Properties** page. All the pages in between apply only to Microsoft Office or do not affect the Dragon installation:
  - Customize Default Application Settings page
  - Change Office User Settings page
  - Add/Remove Files page
  - Add/Remove Registry Entries page
  - Add, Modify, or Remove Shortcuts page
  - Identify Additional Servers page
  - Specify Office Security Settings page
  - Add Installations and Run Programs page
17. Use the **Modify Setup Properties** screen to add, modify, and set the MSI options of your custom installation of Dragon.
18. Click the **Add** button to display the **Add/Modify Property Value** dialog box and modify options for the MSI installation. For more information on the options you can set through a custom MSI installation of Dragon see *General options for an MSI installation of Dragon* on page 62 or *Advanced options for an MSI installation of Dragon* on page 63. In this example, we add and set the SERIALNUMBER option.
19. In the **Add/Modify Property Value** screen, enter the new property name SERIALNUMBER and a valid serial number, then click **OK**.
20. Note that the **Modify Setup Properties** screen re-displays with the updated information.
21. Continue adding or modifying other MSI options for the custom MSI installation of Dragon. Once you are done, click **Next**.
22. On the **Save Changes** page, click **Finish**.

After you save changes, you can use the resulting .MST file to install Dragon through **Group Policy in Active Directory Services**.

You are now ready to use the custom installer you created to install the product.

## General options for an MSI installation of Dragon

You can create a custom MSI install file for Dragon that sets the following basic MSI options.

For other options you can set, see *Advanced options for an MSI installation of Dragon* on page 63.

Options	Description
DEFAULTSINI="c: path>\ nsdefaults.ini"	The <i>default settings (nsdefaults.ini)</i> file that the installer uses to set the default behavior of Dragon for all users. In the nsdefaults.ini file, you must place the settings that you want to enable on client computers in a section name with a section name that is enclosed in brackets. For example, [Product Attributes] Version=10.20.000.209 Version=10.20.000.209
SERIALNUMBER=abcde- fgh-ijkl-mnop-qr	The serial number for the Dragon product. All Dragon installations require that you provide a serial (license) number for the product. The Dragon installation process checks for a serial number even if you run the process from a command line.
PRODUCTUPDATEFLAG=0 (or 1 or -1)	Sets the Dragon installation process to check for product updates when the process completes. Set the option to <b>1</b> to have the installation process automatically check the web for product updates. <b>Note:</b> Automatic product updates are not supported for enterprise installations. Set the option to <b>0</b> to not check for product updates when the installation process completes. Set the option to <b>-1</b> to turn the option off. The default value is <b>1</b> .
WEBREGISTRATION=1 (or 0)	Sets the Dragon installation process to display the on-line product registration form after the installation completes. Set the option to <b>1</b> to display the product registration form. Make sure your installation displays the Installation Wizard. Use the <b>/q</b> switch instead of the <b>/qn</b> . Set the option to <b>0</b> to prevent the product registration form from displaying.

## Advanced options for an MSI installation of Dragon

You can create a custom MSI install file for Dragon that sets the following advanced MSI options.

For other options you can set, see *General options for an MSI installation of Dragon* on page 62.

Options	Description
ADDLOCAL=Feature1,Feature2,... or ADDLOCAL=ALL	Set the ADDLOCAL option to a comma delimited list of features to install locally. To install all features locally (including speech files), set the ADDLOCAL option to <b>ALL</b> .
ADVERTISE=Feature1,Feature2,FEATURE3,..	Set the ADVERTISE option to a comma delimited list of features to make available but not install locally. To install all features as advertised, set the ADVERTISE option to <b>ALL</b> . The ADVERTISE option overrides the ADDLOCAL option. The best method for installing a particular set of features is to set the ADDLOCAL option to <b>ALL</b> and then set the ADVERTISE option to the features you do not want to install locally.
REINSTALL=Feature1,Feature2,... (or ALL)	Set the REINSTALL option to a comma delimited list of features to reinstall. To reinstall all features, set the REINSTALL option to <b>ALL</b> . If you set the REINSTALL option, you should also set the REINSTALLMODE option to set the type of reinstall to perform. If you do not set the REINSTALLMODE option, the installation process only reinstalls a file if it is an earlier version of the file that is presently installed or if the file is not present on the system. By default, no registry entries are rewritten. Even if you set the REINSTALL option to <b>ALL</b> , the installation process only reinstalls features that are already installed. If you use the REINSTALL option for a product that is not yet to installed, product installation does not occur. For more information, see: <a href="http://msdn.microsoft.com/en-us/library/windows/desktop/aa371175">http://msdn.microsoft.com/en-us/library/windows/desktop/aa371175</a>
REINSTALLMODE={type of reinstallation to perform}	Set the REINSTALLMODE option to a string that indicates the type of reinstall to perform. Options are case-insensitive and order-independent. You should use this option when you use the REINSTALL option. You can also use this option during and installation of Dragon, not just during a reinstallation of Dragon.
REMOVEOLDPROD=1	Set the REMOVEOLDPROD option to remove an older version of Dragon before installing the newer version. You should on only use this option for major upgrades.
/x<Product.msi ProductCode>	Set the Dragon installation process to uninstall the current installed version of Dragon. You must perform this action during an upgrade. However, you should be familiar with the entire upgrade procedure before you use this option.

## Install vSync on a Citrix XenApp server

The vSync plug-in communicates with the Dragon client. You install the Minitracker application on a Citrix XenApp server to allow Dragon users to use Full Text Control functionality with published applications that are on the server.

1. On the Citrix XenApp server that hosts the published applications, place the Dragon Medical Client disc in to the DVD drive.
2. On the disc, in the root directory of the DVD, find and double-click the minitracker.exe file.
3. On the Welcome screen, click **Next**.
4. On the Destination screen, to select a folder for the installation, click **Change**. Click **Next** to install in the folder.
5. On the Ready to Install Program screen, click **Install** to start the installation process.
6. When the installation process is complete, on the 'InstallShield Wizard Completed' screen, click **Finish**.

## Enable the vSync Full Text Control option

To enable Dragon users in Dragon Medical 360 | Network Edition with an author account to use Full Text Control functionality with a published application, an administrator must enable the **vSync Full Text Control Support** option using the following procedure:

1. Open the Nuance Management Console.
2. Search for and select a site.
3. In the **Sites** area, click **Details**.
4. Click the **DM360 Network Edition** tab.
5. Expand the **Miscellaneous** section.
6. Select **vSync: Full Text Control**.
7. Click the **Save** button.

# Viewing vSync log files for Dragon user activity with Citrix published applications

After you install vSync on a Citrix XenApp server, you can set vSync to create log files that contain data about errors, warnings, or all activities for all vSync users on the server. Once you enable logging, vSync produces a `minitracker.log` file for every vSync session. By default, vSync logging is not enabled. vSync creates logs files in the following directory on a Citrix XenApp server:

```
C:\Documents and Settings\\Application Data\Nuance\NaturallySpeaking12
```

## Important note about the size of vSync log files

Only enable vSync logging if you need to provide log files to Nuance Technical Support for troubleshooting. Each log file uses up disk space on the Citrix XenApp server.

If you enable vSync logging, vSync can create many, very large log files. The logs files can use up a lot of disk space on the Citrix XenApp server and increase memory usage on the server.

**Note:** vSync log file settings are set when vSync starts.

Follow these guidelines for vSync logging:

- Only enable vSync logging to track and troubleshoot specific issues
- Enable vSync logging during a time when network usage is at a minimum.
- When you no longer require the log files, quickly disable the logging feature.

## To enable vSync logging for all Dragon users that work with Citrix published applications

In the Windows registry, perform one of the following actions.

Action	Steps
Disable vSync logging for all users	Set the <code>HKLM\Software\Nuance\LogLevel</code> (DWORD) key to 0.
Enable vSync logging of errors for all users	Set the <code>HKLM\Software\Nuance\LogLevel</code> (DWORD) key to 1.
Enable vSync logging of errors and warnings for all users	Set the <code>HKLM\Software\Nuance\LogLevel</code> (DWORD) key to 2.
Enable vSync logging of all data for all users	Set the <code>HKLM\Software\Nuance\LogLevel</code> (DWORD) key to 3.

## Receiving notifications of vSync timeouts

When vSync starts, it attempts to identify windows hosted on the Citrix XenApp server. vSync may timeout if it is unable to communicate with the Citrix XenApp server after a certain number of attempts. Dragon users are unable to use Full Text Control functionality with an application published from a Citrix XenApp server.

NMS Administrators can now receive notification when a Dragon client cannot establish a vSync connection to a Citrix XenApp 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 the Dragon client Citrix components generate when a certain number of attempts to communicate with the Citrix XenApp server time out.

The tool generates notifications (as 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 notifications contain information about the number of users that experienced vSync timeouts and 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.

# Restoring vSync support after updating a Citrix client

Dragon uses vSync support to provide Dragon users with Full Text Control when they work with applications published from a Citrix XenApp server. An administrator updates or reinstalls one or more Citrix clients on a workstation with Dragon.

Updating or reinstalling a Citrix client deletes the Dragon vSync components; disabling vSync support.

The vSync Restoration Patch provides a quick and simple way to reinstall vSync support after updating or re-installing a Citrix client. After updating or reinstalling a Citrix client on a workstation, run the patch on the workstation or push the patch install to the workstation.

In Dragon Medical 360 | Network Edition, only use the vSync Restoration Patch to repair damaged vSync client components or to install the vSync client components for the first time.

To upgrade vSync client components, use the patch installer. Do not use the vSync Restoration Patch to upgrade these components.

**Note:** You must upgrade vSync on your Citrix XenApp servers before you upgrade vSync on Dragon client computers.

The patch can be run on a 32-bit or 64-bit workstation where all, some, or none of the vSync components are installed. The patch installer can also be run in 'silent' mode.

When you run the patch installer, it successfully patches and re-registers the relevant dll and component files. The installer also displays messages about installation success or errors.

You can run or push the vSync Restoration Patch using any version of the DM360 Network Edition Dragon client Service Pack 1 (Build 10.50.650.033) or higher. If you do not have Service Pack 1, you must install it before you can install the patch.

## **Pre-requisites for installing the DM360 Network Edition vSync Restoration Patch**

Ensure the following items are met before you run the patch. Otherwise, the patch installation will fail and log error messages to the DgnSetup log file.

- The Dragon client must be installed on the workstation
- Dragon must not be running on the workstation
- A Citrix client must be installed on the workstation
- Citrix process (wfica32.exe, wfcrun32.exe, Receiver.exe, SelfServicePlugin.exe, concentr.exe) must not be running on the workstation

You can install the patch even if the vSync components in the patch are the same version as the vSync components currently installed on the workstation.

## Steps for installing the DM360 Network Edition vSync Restoration Patch on a workstation

Perform the following steps after updating or reinstalling a Citrix client on a workstation.

1. Ensure all the installation pre-requisites are met. See [Pre-requisites for installing the vSync Restoration Patch](#) for details.
2. On the DVD, in the VsyncRestorationPatch folder, find and run the vSyncRestorer.exe file on the Dragon client workstation. Alternately, you can push the patch install to the workstation.

### vSync Restoration Patch Logging

When you run the vSync Restoration Patch, it logs success and error messages to the DgnSetup log. It also logs the version numbers of the currently installed Citrix support components and the components in the patch.

## vSync Frequently Asked Questions

Question	Answer
In a Citrix session with an application published from a Citrix server, does vSync open a virtual channel on the application connection (Citrix Session) or does vSync open its own session?	vSync opens a new virtual channel on the application connection (Citrix Session).
What citrix protocol does the vSync traffic use? Does it use the Audio protocol of citrix?	The low level protocol is transparent. All recognition data and audio data is processed on the local machine and is not transmitted to or from the local machine.
When using Dragon on a local machine to dictate into an electronic health record (EHR) system over a Citrix connection, do you recommend a wired or wireless connection?	<p>A wired connection is recommended. This is about managing a real-time process (recognition and coordination with an application) between two computers across a network.</p> <p>A Wireless connection will work but could produce latency issues and even dropped signals. A wired connection is more reliable.</p>
Does working in offline mode improve recognition?	<p>Offline mode does not impact recognition. Offline mode impacts synchronization between the local user profile and the master profile on the server.</p> <p>All recognition occurs on the local machine that runs the Citrix client.</p>
<p>How many occurrences of the following message in a Dragon.log file (per user session, per day) indicates a problem with vSync? .</p> <p>"CtxWinMgr: GetServerWindowInfo - Window info request failed (result, elapsed time, timeout) = (258, 2000, 2000)"</p>	<p>This is no quick answer to this question because the answer also depends on:</p> <ul style="list-style-type: none"> <li>- what else is logged in the Dragon and minidragon log files.</li> <li>- the network specification and configuration</li> <li>- the hardware and software of the server</li> <li>- how many people are using or accessing the server resources consumed by the application that is being queried</li> <li>- other factors</li> </ul> <p>As a VERY GENERAL rule of thumb, all timeout entries in a Dragon log should not exceed 1 to 2 percent of all dictations.</p>

# Chapter 4: Using Dragon on a Citrix XenApp server without vSync

This chapter discusses using Dragon on a Citrix XenApp server without vSync, including benefits, drawbacks, system requirements, and installation instructions.

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## Dragon on a Citrix XenApp server without vSync

You can install Dragon on a Citrix XenApp server computer and have Dragon rely on the Citrix XenApp server for all processing activities.

Deploying Dragon on a Citrix XenApp server provides Dragon users with Full Text Control support in their EHR system when the EHR is deployed on a Citrix XenApp server, so they do not have to use the Dictation Box.

Dragon users on the client computer can use all the capabilities of the PowerMic II microphone, including all of the device's standard and programmable button functions and its bar code scanner. However, they cannot use the PowerMic I microphone.

If Dragon and the EHR are hosted on the same XenApp server:

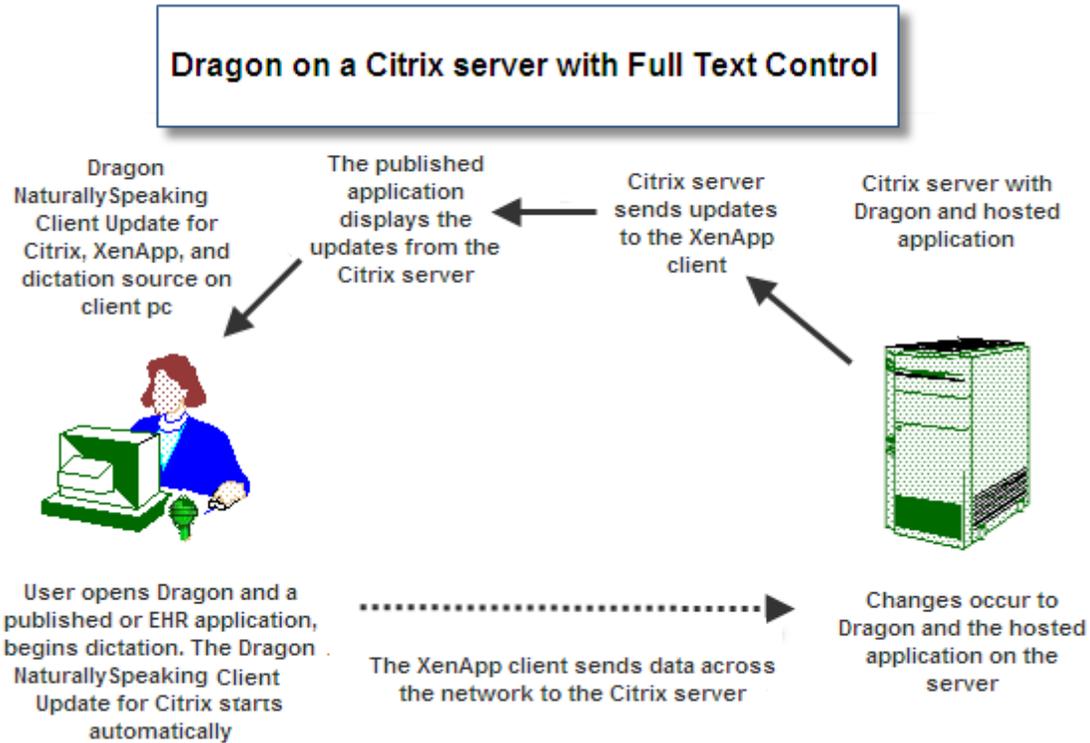
- You can publish each application or the desktop and get full text control to dictate into the EHR.

If Dragon is hosted on a different XenApp server than the EHR:

- You must publish the desktop where Dragon is hosted from.
- You must install minitracker on the XenApp server that hosts the EHR.
- You must launch the EHR published application from the published desktop where Dragon is hosted from.

This configuration uses more memory and CPU resources on the server than other Dragon/Citrix configurations.

---



## Using the Citrix Load balancing server feature with Dragon

If you use the Citrix Load balancing server feature, make sure that you run Dragon and a published application from the same server. Attempting to use the Load balancing server feature to run Dragon from a server that is different from the server that hosts a published application may cause Dragon to not work as expected with the published application.

Check the configuration of the Load Manager or disable automatic load balancing in a multi-server farm.

## Using Citrix Application Isolation Environments with Dragon

If you use the Citrix Application Isolation Environments server feature, make sure to launch Dragon and a published application from the same application isolation environment. Dragon may not communicate correctly with the published application if they are launched from separate environments.

## Using Dragon on a Citrix XenApp server - Overview

The following is an outline of how a user can use Dragon once the steps for deploying Dragon on a Citrix XenApp server are completed.

Note:

To allow users to use Dragon with published applications, you must install Dragon on the same server cluster as the published applications. You must also install vddnspatch.exe on the Dragon client computer. See [Install the Dragon NaturallySpeaking 12 client update for Citrix](#) for details.

---

- Set up a microphone (or other dictation source) on a client computer that is running the Citrix Receiver and on which the Dragon NaturallySpeaking 12 client update for Citrix is installed.
- On the client computer, launch Dragon and the published application you want to dictate into.
- Use the microphone (or other dictation source) to dictate into the published application.
- The audio from the microphone travels across the network to Dragon running on the Citrix XenApp server.
- The published application on the Citrix XenApp server receives dictation text, corrections, and other changes from Dragon running on the Citrix XenApp server.
- The changes from Dragon and the published application on the Citrix XenApp server synchronize with what the Dragon user sees on the client computer.

### **Benefits of this deployment solution**

- Dragon users can dictate from client computers that do not have Dragon installed.
- Dragon users make use of the same Dragon functionality that is available when both Dragon and an EHR system run on the same client computer. This can reduce the need for special end-user training.
- Administrators can use the Citrix management console to control which Dragon users have access to the Dragon client.
- The amount of time and effort required to install Dragon on each client computer can be greatly reduced or even eliminated. Administrator only need to install a .dll file, the Dragon NaturallySpeaking 12 client update for Citrix, onto each client computer.

### **Drawbacks of this deployment solution**

- Increased CPU usage and processing requirements on the Citrix XenApp server
- The client computer must transfer high-resolution audio data to the Citrix server. Each Dragon user requires 1.3 Mbps of network bandwidth whenever the microphone is turned on. Users may not be able to use Dragon from a remote workstation that has a slow internet connection, or on a network with many Dragon users performing dictation simultaneously.
- Users cannot use Dragon to dictate directly into applications that run on a client computer. As a workaround, users can use the Dictation Box to perform dictation. Afterwards, users can copy and paste the dictation text into the application that is running on the client computer.

\* The 2.x versions of DM360 Network Edition will be the last versions of the product to support Windows XP. DM360 Network Edition 2.1 continues to support Windows XP.

# Install and deploy Dragon on a Citrix XenApp server without vSync support

You must perform the following tasks to install and enable Dragon on a Citrix XenApp server.

You must not install Dragon and the vSync plug-in on the same server. However, you can install Dragon and the vSync plug-in on different servers in the same server farm.

1. Make sure your system meets the [system requirements for Dragon](#).
2. Perform the following tasks:
  - To install Dragon on a Citrix XenApp server using a push installation, see *Install Dragon using a push MSI installation* on page 54.
3. Make sure the Citrix XenApp client is installed on each client computer.
4. Publish Dragon from Citrix. See *Publish Dragon from Citrix* on page 64.
5. Install the Dragon NaturallySpeaking 12 client update for Citrix on each client computer. See *Install the Dragon client update for Citrix* on page 68
6. [Enable sound quality on the client computer](#).
7. Create policies to allow users to use Dragon on the Citrix XenApp server. See *Allow users to use Dragon on a Citrix XenApp server* on page 66.

## Configuring this Dragon solution

- See *Using Dragon on a Citrix XenApp server with a published application* on page 69
- See *Managing Dragon client update for Citrix logging* on page 68

# System requirements for Dragon on a Citrix XenApp server

The following is for Dragon Medical 360 | Network Edition 2.1 running as a published application on XenApp 5 or XenDesktop 6.5 and does not include any memory or core requirements for operating systems or other applications, such as the target application a user dictates into.

## Server:

- Citrix XenApp Server 5 on Windows Server 2008, 32-or 64-bit
- Citrix XenApp Server 6 or 6.5 on Windows Server 2008 R2, 64-bit. To run Dragon on Windows Server 2008 R2, it is mandatory that you install Microsoft Hotfix: <http://support.microsoft.com/kb/2538047>. See solution 16253 on iSupport for details.
- 1 vCPU per Active Microphone

**Note:** To run Dragon on Windows Server 2008 R2, it is mandatory that you install Microsoft Hotfix: <http://support.microsoft.com/kb/2538047>.

Alternately, you can apply all fixes that relate to Terminal Services in : <http://support.microsoft.com/kb/2601888>.

See solution 16253 on iSupport for details.

## Client machine:

- Citrix XenApp Plug-in 11.x, 12.x
- Citrix Receiver 3.x
- Citrix Receiver 4.0, 4.0.1 and 4.1

## CPU:

- A single physical core is required for each active speaker. Hyper-threading does not count as a physical core. Any system in sleep mode counts as an active speaker.
- If the Dragon microphone icon indicates either sleep mode or on mode, the speaker is active and consuming CPU resources
- Citrix recommends a minimum bandwidth of 1.1 Megabits for each active microphone
- Network latency from end point to the server running Dragon should be less than 50 ms

State of Dragon microphone	Audio being recorded	Dragon is using CPU to process audio
 Off	No	No
 On	Yes	Yes
 Sleeping	Yes	Yes

**RAM:**

- 1.1 GB RAM for every Dragon Session running on the Citrix Xenapp server

**Acoustic models:**

- Use BestMatch IV acoustic models instead of BestMatch V acoustic models

**Other:**

- Dragon's local per-Windows-user files *must not* be redirected to a network share. These files by default are located in %appdata%\Roaming\Nuance for each Windows user.
- A single physical core is required for each active speaker. Hyper-threading does not count as a physical core. Any system in sleep mode counts as an active speaker.

# Install Dragon using a push MSI installation

Dragon includes a Microsoft Windows Installer (MSI) file. You can use the MSI file to install Dragon from a server to client computers across a network. The Small Practice Edition of Dragon Medical does not support MSI installations.

If you create an MSI installer for Dragon, make sure that the installer does not set any user or administrative options. Those options are set by an Nuance Management Console administrator or by a user after Dragon is installed on a client computer.

The Dragon installation disc contains the Dragon .MSI file. The .MSI filename is specific to the edition or version of Dragon:

Dragon product	MSI filename
Dragon NaturallySpeaking or Dragon Medical	Dragon NaturallySpeaking 12.msi
Dragon SDK Client Edition	Dragon SDK Client Edition 12.msi
Dragon SDK Server Edition	Dragon SDK Server Edition 12.msi

## Pushing an MSI installation of Dragon to one or more computers on a network

You can use a server application to push an MSI installation of Dragon to client computers without having to install Dragon separately on each computer. The server administrator creates an image of the Dragon installation program. The administrator then places the image on a server and configures the server to automatically push the application to client computers.

There are several server applications that you can use to push a Dragon installation:

- Windows Server 2008
- System Management Server (SMS)
- Active Directory Services

## Support for the Systems Management Server and Windows Server with Active Directory

You can use the Systems Management Server (SMS) to push an MSI installation of Dragon across a network to multiple client computers at once.

The Systems Management Server (SMS) provides a mechanism to push application installations from a server to client computers and systems. SMS supports using the Windows Installer (MSI) file to push a Dragon client installation to client computers that run a Windows operating system, including Windows Vista.

For information about Windows Installer technology, you can download the article 'Scenarios and Procedures for Systems Management Server 2003: Planning and Deployment' available from

<http://www.microsoft.com/en-us/download/details.aspx?id=15476>.

## **Support for Windows Server 2008 with Active Directory Services**

You can use Windows Active Directory Services to push an MSI installation of Dragon across a network to multiple client computers at once.

Active Directory Services is a feature of Windows Server 2008. The Group Policy component of Active Directory Services includes a Software Installation snap-in that lets an administrator create a network installation. Administrators can use this feature to install Dragon on client computers that run Windows XP\*, and Windows Vista.

Dragon supports the **Active Directory Services Assign to Computers installation** option. This option requires a computer reboot to complete a Dragon installation.

You can delay the installation of Dragon on a client computer that runs Windows XP\* or Vista by enabling logon optimization for group policy. You can view a log entry for this type of installation in the event log after the client computer reboots for the first time. The Dragon installation then installs Dragon and reboots the computer for a second time. The installation is a silent installation and does not display a user interface.

### **To install Dragon from an MSI file:**

1. Ensure your computer meets the system requirements for installing and running Dragon. For more information see *System requirements for the Dragon Medical client* on page 23.
2. To use the original product MSI file to install Dragon, obtain the MSI install file from the Dragon installation DVD.
3. To create a custom MSI installation of Dragon, see *Create a custom MSI installation of Dragon* on page 60.
4. Use a server application to push the MSI installation of Dragon to each client computer.

\* The 2.x versions of DM360 Network Edition will be the last versions of the product to support Windows XP. DM360 Network Edition 2.1 continues to support Windows XP.

# Create a custom MSI installation of Dragon

You can create a custom MSI installation file that you can use to install Dragon from a server to client computers on a network.

To perform this task, you must download and install the Microsoft Custom Installation Wizard from Microsoft. You use the wizard to create a custom MSI file that sets various options when it installs Dragon.

## Obtaining and installing the Microsoft Custom Installation Wizard

The Microsoft Custom Installation Wizard is part of the Microsoft Office Resource Kit Tools. To install the Custom Installation Wizard:

1. Download the Office Resource Kit Tools (OrkTools.exe) from: [http://www-microsoft.com/office/orkarchive/xpddl.htm](http://www.microsoft.com/office/orkarchive/xpddl.htm) The OrkTools.exe self-extracting executable (EXE) file installs the core Office XP Resource Kit tools on your computer through a single Setup program.
2. After downloading OrkTools.exe, to install the tools, double-click the executable. After you install the tools you use the Custom Installation Wizard to create your custom installation. See *Modifying setup properties for custom installation* on page 56

## Modifying setup properties for custom installation

The information that follows explains how to modify setup properties for a custom installation of Dragon.

The following procedure demonstrates how to create an MSI file that installs one of the many MSI options you can set for Dragon, the SERIALNUMBER property. For more information on the options you can set through a custom MSI installation of Dragon see *General options for an MSI installation of Dragon* on page 62.

## Start the Microsoft Custom Installation Wizard

1. In Windows Explorer, navigate to and double-click **CUSTWIZ.EXE**.
2. Click **Next**.
3. On the **Open the MSI File** screen, select the .MSI file you want to use to create a custom installation. For example, Dragon NaturallySpeaking 12.msi.  
Normally, the compiled .MSI file is located on the Dragon installation disc. The files are named: -Dragon NaturallySpeaking or Dragon Medical: Dragon NaturallySpeaking12.msi
5. Click **Next**.
6. Click **Yes** when you see the following message:
7. On the **Open the MST File** screen, select **Create a new MST file**.
8. Click **Next** to continue.

9. On the **Select the MST File to Save** screen, select a file name and path for the MST file you are creating:
10. Click **Next**.
11. On the **Specify Default Path and Organization** screen, select the default path for the installation. The default installation directory for Dragon is C:\Program Files\Nuance\NaturallySpeaking12
12. Click **Next**.
13. On the **Remove Previous Versions** screen, make sure **Default Setup behavior** is selected.
14. Click **Next**. This page applies only to Microsoft Office and does not affect the Dragon installation.
15. To install all default components, on the **Set Features Installation States** screen, click **Next**.
16. Click **Next** on each of the next several pages of the wizard until you reach the **Modify Setup Properties** page. All the pages in between apply only to Microsoft Office or do not affect the Dragon installation:
  - Customize Default Application Settings page
  - Change Office User Settings page
  - Add/Remove Files page
  - Add/Remove Registry Entries page
  - Add, Modify, or Remove Shortcuts page
  - Identify Additional Servers page
  - Specify Office Security Settings page
  - Add Installations and Run Programs page
17. Use the **Modify Setup Properties** screen to add, modify, and set the MSI options of your custom installation of Dragon.
18. Click the **Add** button to display the **Add/Modify Property Value** dialog box and modify options for the MSI installation. For more information on the options you can set through a custom MSI installation of Dragon see *General options for an MSI installation of Dragon* on page 62 or *Advanced options for an MSI installation of Dragon* on page 63. In this example, we add and set the SERIALNUMBER option.
19. In the **Add/Modify Property Value** screen, enter the new property name SERIALNUMBER and a valid serial number, then click **OK**.
20. Note that the **Modify Setup Properties** screen re-displays with the updated information.
21. Continue adding or modifying other MSI options for the custom MSI installation of Dragon. Once you are done, click **Next**.
22. On the **Save Changes** page, click **Finish**.

After you save changes, you can use the resulting .MST file to install Dragon through **Group Policy in Active Directory Services**.

You are now ready to use the custom installer you created to install the product.

## General options for an MSI installation of Dragon

You can create a custom MSI install file for Dragon that sets the following basic MSI options.

For other options you can set, see *Advanced options for an MSI installation of Dragon* on page 63.

Options	Description
DEFAULTSINI="c: path>\ nsdefaults.ini"	The <i>default settings (nsdefaults.ini)</i> file that the installer uses to set the default behavior of Dragon for all users. In the nsdefaults.ini file, you must place the settings that you want to enable on client computers in a section name with a section name that is enclosed in brackets. For example, [Product Attributes] Version=10.20.000.209 Version=10.20.000.209
SERIALNUMBER=abcde- fgh-ijkl-mnop-qr	The serial number for the Dragon product. All Dragon installations require that you provide a serial (license) number for the product. The Dragon installation process checks for a serial number even if you run the process from a command line.
PRODUCTUPDATEFLAG=0 (or 1 or -1)	Sets the Dragon installation process to check for product updates when the process completes. Set the option to <b>1</b> to have the installation process automatically check the web for product updates. <b>Note:</b> Automatic product updates are not supported for enterprise installations. Set the option to <b>0</b> to not check for product updates when the installation process completes. Set the option to <b>-1</b> to turn the option off. The default value is <b>1</b> .
WEBREGISTRATION=1 (or 0)	Sets the Dragon installation process to display the on-line product registration form after the installation completes. Set the option to <b>1</b> to display the product registration form. Make sure your installation displays the Installation Wizard. Use the <b>/q</b> switch instead of the <b>/qn</b> . Set the option to <b>0</b> to prevent the product registration form from displaying.

## Advanced options for an MSI installation of Dragon

You can create a custom MSI install file for Dragon that sets the following advanced MSI options.

For other options you can set, see *General options for an MSI installation of Dragon* on page 62.

Options	Description
ADDLOCAL=Feature1,Feature2,... or ADDLOCAL=ALL	Set the ADDLOCAL option to a comma delimited list of features to install locally. To install all features locally (including speech files), set the ADDLOCAL option to <b>ALL</b> .
ADVERTISE=Feature1,Feature2,FEATURE3,..	Set the ADVERTISE option to a comma delimited list of features to make available but not install locally. To install all features as advertised, set the ADVERTISE option to <b>ALL</b> . The ADVERTISE option overrides the ADDLOCAL option. The best method for installing a particular set of features is to set the ADDLOCAL option to <b>ALL</b> and then set the ADVERTISE option to the features you do not want to install locally.
REINSTALL=Feature1,Feature2,... (or ALL)	Set the REINSTALL option to a comma delimited list of features to reinstall. To reinstall all features, set the REINSTALL option to <b>ALL</b> . If you set the REINSTALL option, you should also set the REINSTALLMODE option to set the type of reinstall to perform. If you do not set the REINSTALLMODE option, the installation process only reinstalls a file if it is an earlier version of the file that is presently installed or if the file is not present on the system. By default, no registry entries are rewritten. Even if you set the REINSTALL option to <b>ALL</b> , the installation process only reinstalls features that are already installed. If you use the REINSTALL option for a product that is not yet to installed, product installation does not occur. For more information, see: <a href="http://msdn.microsoft.com/en-us/library/windows/desktop/aa371175">http://msdn.microsoft.com/en-us/library/windows/desktop/aa371175</a>
REINSTALLMODE={type of reinstallation to perform}	Set the REINSTALLMODE option to a string that indicates the type of reinstall to perform. Options are case-insensitive and order-independent. You should use this option when you use the REINSTALL option. You can also use this option during and installation of Dragon, not just during a reinstallation of Dragon.
REMOVEOLDPROD=1	Set the REMOVEOLDPROD option to remove an older version of Dragon before installing the newer version. You should on only use this option for major upgrades.
/x<Product.msi ProductCode>	Set the Dragon installation process to uninstall the current installed version of Dragon. You must perform this action during an upgrade. However, you should be familiar with the entire upgrade procedure before you use this option.

# Create a custom MSI installation of Dragon

You can create a custom MSI installation file that you can use to install Dragon from a server to client computers on a network.

To perform this task, you must download and install the Microsoft Custom Installation Wizard from Microsoft. You use the wizard to create a custom MSI file that sets various options when it installs Dragon.

## Obtaining and installing the Microsoft Custom Installation Wizard

The Microsoft Custom Installation Wizard is part of the Microsoft Office Resource Kit Tools. To install the Custom Installation Wizard:

1. Download the Office Resource Kit Tools (OrkTools.exe) from: [http://www-microsoft.com/office/orkarchive/xpddl.htm](http://www.microsoft.com/office/orkarchive/xpddl.htm) The OrkTools.exe self-extracting executable (EXE) file installs the core Office XP Resource Kit tools on your computer through a single Setup program.
2. After downloading OrkTools.exe, to install the tools, double-click the executable. After you install the tools you use the Custom Installation Wizard to create your custom installation. See *Modifying setup properties for custom installation* on page 60

## Modifying setup properties for custom installation

The information that follows explains how to modify setup properties for a custom installation of Dragon.

The following procedure demonstrates how to create an MSI file that installs one of the many MSI options you can set for Dragon, the SERIALNUMBER property. For more information on the options you can set through a custom MSI installation of Dragon see *General options for an MSI installation of Dragon* on page 62.

## Start the Microsoft Custom Installation Wizard

1. In Windows Explorer, navigate to and double-click **CUSTWIZ.EXE**.
2. Click **Next**.
3. On the **Open the MSI File** screen, select the .MSI file you want to use to create a custom installation. For example, Dragon NaturallySpeaking 12.msi.  
Normally, the compiled .MSI file is located on the Dragon installation disc. The files are named: -Dragon NaturallySpeaking or Dragon Medical: Dragon NaturallySpeaking12.msi
5. Click **Next**.
6. Click **Yes** when you see the following message:
7. On the **Open the MST File** screen, select **Create a new MST file**.
8. Click **Next** to continue.

9. On the **Select the MST File to Save** screen, select a file name and path for the MST file you are creating:
10. Click **Next**.
11. On the **Specify Default Path and Organization** screen, select the default path for the installation. The default installation directory for Dragon is C:\Program Files\Nuance\NaturallySpeaking12
12. Click **Next**.
13. On the **Remove Previous Versions** screen, make sure **Default Setup behavior** is selected.
14. Click **Next**. This page applies only to Microsoft Office and does not affect the Dragon installation.
15. To install all default components, on the **Set Features Installation States** screen, click **Next**.
16. Click **Next** on each of the next several pages of the wizard until you reach the **Modify Setup Properties** page. All the pages in between apply only to Microsoft Office or do not affect the Dragon installation:
  - Customize Default Application Settings page
  - Change Office User Settings page
  - Add/Remove Files page
  - Add/Remove Registry Entries page
  - Add, Modify, or Remove Shortcuts page
  - Identify Additional Servers page
  - Specify Office Security Settings page
  - Add Installations and Run Programs page
17. Use the **Modify Setup Properties** screen to add, modify, and set the MSI options of your custom installation of Dragon.
18. Click the **Add** button to display the **Add/Modify Property Value** dialog box and modify options for the MSI installation. For more information on the options you can set through a custom MSI installation of Dragon see *General options for an MSI installation of Dragon* on page 62 or *Advanced options for an MSI installation of Dragon* on page 63. In this example, we add and set the SERIALNUMBER option.
19. In the **Add/Modify Property Value** screen, enter the new property name SERIALNUMBER and a valid serial number, then click **OK**.
20. Note that the **Modify Setup Properties** screen re-displays with the updated information.
21. Continue adding or modifying other MSI options for the custom MSI installation of Dragon. Once you are done, click **Next**.
22. On the **Save Changes** page, click **Finish**.

After you save changes, you can use the resulting .MST file to install Dragon through **Group Policy in Active Directory Services**.

You are now ready to use the custom installer you created to install the product.

## General options for an MSI installation of Dragon

You can create a custom MSI install file for Dragon that sets the following basic MSI options.

For other options you can set, see *Advanced options for an MSI installation of Dragon* on page 63.

Options	Description
DEFAULTSINI="c: path>\ nsdefaults.ini"	The <i>default settings (nsdefaults.ini)</i> file that the installer uses to set the default behavior of Dragon for all users. In the nsdefaults.ini file, you must place the settings that you want to enable on client computers in a section name with a section name that is enclosed in brackets. For example, [Product Attributes] Version=10.20.000.209 Version=10.20.000.209
SERIALNUMBER=abcde- fgh-ijkl-mnop-qr	The serial number for the Dragon product. All Dragon installations require that you provide a serial (license) number for the product. The Dragon installation process checks for a serial number even if you run the process from a command line.
PRODUCTUPDATEFLAG=0 (or 1 or -1)	Sets the Dragon installation process to check for product updates when the process completes. Set the option to <b>1</b> to have the installation process automatically check the web for product updates. <b>Note:</b> Automatic product updates are not supported for enterprise installations. Set the option to <b>0</b> to not check for product updates when the installation process completes. Set the option to <b>-1</b> to turn the option off. The default value is <b>1</b> .
WEBREGISTRATION=1 (or 0)	Sets the Dragon installation process to display the on-line product registration form after the installation completes. Set the option to <b>1</b> to display the product registration form. Make sure your installation displays the Installation Wizard. Use the <b>/q</b> switch instead of the <b>/qn</b> . Set the option to <b>0</b> to prevent the product registration form from displaying.

## Advanced options for an MSI installation of Dragon

You can create a custom MSI install file for Dragon that sets the following advanced MSI options.

For other options you can set, see *General options for an MSI installation of Dragon* on page 62.

Options	Description
ADDLOCAL=Feature1,Feature2,... or ADDLOCAL=ALL	Set the ADDLOCAL option to a comma delimited list of features to install locally. To install all features locally (including speech files), set the ADDLOCAL option to <b>ALL</b> .
ADVERTISE=Feature1,Feature2,FEATURE3,..	Set the ADVERTISE option to a comma delimited list of features to make available but not install locally. To install all features as advertised, set the ADVERTISE option to <b>ALL</b> . The ADVERTISE option overrides the ADDLOCAL option. The best method for installing a particular set of features is to set the ADDLOCAL option to <b>ALL</b> and then set the ADVERTISE option to the features you do not want to install locally.
REINSTALL=Feature1,Feature2,... (or ALL)	Set the REINSTALL option to a comma delimited list of features to reinstall. To reinstall all features, set the REINSTALL option to <b>ALL</b> . If you set the REINSTALL option, you should also set the REINSTALLMODE option to set the type of reinstall to perform. If you do not set the REINSTALLMODE option, the installation process only reinstalls a file if it is an earlier version of the file that is presently installed or if the file is not present on the system. By default, no registry entries are rewritten. Even if you set the REINSTALL option to <b>ALL</b> , the installation process only reinstalls features that are already installed. If you use the REINSTALL option for a product that is not yet to installed, product installation does not occur. For more information, see: <a href="http://msdn.microsoft.com/en-us/library/windows/desktop/aa371175">http://msdn.microsoft.com/en-us/library/windows/desktop/aa371175</a>
REINSTALLMODE={type of reinstallation to perform}	Set the REINSTALLMODE option to a string that indicates the type of reinstall to perform. Options are case-insensitive and order-independent. You should use this option when you use the REINSTALL option. You can also use this option during and installation of Dragon, not just during a reinstallation of Dragon.
REMOVEOLDPROD=1	Set the REMOVEOLDPROD option to remove an older version of Dragon before installing the newer version. You should on only use this option for major upgrades.
/x<Product.msi ProductCode>	Set the Dragon installation process to uninstall the current installed version of Dragon. You must perform this action during an upgrade. However, you should be familiar with the entire upgrade procedure before you use this option.

# Publish Dragon from Citrix

You must publish Dragon to allow the Citrix Receiver to see and display Dragon.

---

**Note:** Before you perform the following procedure, make note of the location of the Dragon installation directory on the server.

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## Publish Dragon

The following procedure enables you to publish Dragon from the Access Management Console.

1. For XenApp 6.5: From the **Start** menu, go to **Administrative Tools > Citrix > Management Consoles > Citrix AppCenter**.

For XenApp 6: From the **Start** menu, go to **All Programs > Citrix > Management Consoles > Citrix Delivery services Console**.

For XenApp 5: From the **Start** menu, go to **All Programs > Citrix > Management Consoles > Access Management Console**.

2. In the left pane, under **XenApp**, under the Farm where you installed Dragon, select the **Applications** folder.
3. On the menu bar, select **Action > Publish application**.
4. Click **Next**.
5. Enter a display name and an application description for Dragon and click **Next**.
6. Select the **Application** option.
7. Select the **Accessed from a server** option.
8. In the **Server application type** field, select **Installed application** and then click **Next**.
9. In the **Command line** field, specify *natspeak.exe* as the executable file. By default, the Dragon application installs into the following directory: C:\Program Files\N-uance\NaturallySpeaking12\Program\natspeak.exe
10. Click **Next**.
11. Click **Add** and select the Citrix XenApp server that Dragon is installed on.
12. Click **Add**.
13. Click **OK** and then click **Next**.
14. Select the **Allow only configured users** option and click **Add**.
15. In the **Select Users or Groups** dialog, specify the users that can access Dragon by selecting them and clicking **Add**.
16. Click **OK**.
17. Click **Next**.

18. On the **Shortcut presentation** screen, specify the appearance and placement of the shortcut icon for Dragon and then click **Next**.
19. Click **Finish**.

# Allow users to use Dragon on a Citrix XenApp server

## Create audio policies for use with the Citrix XenApp web client

By default, when you start Dragon through the Citrix XenApp web client, audio is set to low quality. You want to set the audio quality to high.

### Allow users to customize the audio quality for the web interface

1. Open the Citrix Access Management Console.
2. For XenApp 6 and 6.5: From the **Start** menu, go to **All Programs > Citrix > Management Consoles > Citrix Web interface management**.

For XenApp 5: From the **Start** menu, go to **Administrative Tools > Citrix > Management Consoles > Citrix AppCenter**.

3. For XenApp 6 and 6.5: In the left pane, go to **Citrix Web Interface > XenApp Web Sites > Site name** (the name of your Citrix farm).

For XenApp 5: In the left pane, go to **Citrix Resources > Configuration Tools > Web Interface > Site name** (the name of your Citrix farm).

4. For XenApp 6 and 6.5: In the **XenApp - Edit Settings** window, click **Session Settings**.

For XenApp 5: In the **Common Tasks** window, select **Manage session preferences**.

5. In the **Remote Connection** section, select **Connection Performance**.
6. For XenApp 5 and 6: Select **Allow users to customize audio quality**.

For XenApp 6.5: Select **Allow users to customize sound**.

7. Click **OK**.

### Set the audio quality to high

1. From the **Start** menu, go to **Administrative Tools > Citrix > Management Consoles > Citrix AppCenter**.
2. In the left pane, under **XenApp**, under the Farm where Dragon is installed, select **Policies**.
3. In the lower part of the screen, click the **Settings** tab.
4. In the **Settings** area, beside **Audio quality**, click **Add**.
5. In the **Add Setting** screen, in the **Value** drop-down list, select **High – high definition audio**.
6. Under Group Policy, navigate to **Administrative Templates > Citrix Components > Citrix XenApp Plugin for Hosted Apps > User Experience > Client audio settings**.
7. Change group policy setting from **Not Configured** to **Enabled**, and click **Apply**.
8. Check **Enable audio**.

9. In the **Sound quality** drop-down list, select **High**.
10. Click **Apply**.
11. Click **OK**.
12. From a command prompt, run the `gpupdate /force` command, to ensure that the policy is correctly applied.

## Create audio policies for use with the Citrix Program Neighborhood client

### Create the AudioIn policy

1. For XenApp 6 and 6.5: From the **Start** menu, go to **All Programs > Citrix > Management Consoles > Citrix Web interface management**.

For XenApp 5: From the **Start** menu, go to **All Programs > Citrix > Administration Tools > XenApp Advanced configuration**.

2. In the left pane, under **XenApp**, under the Farm where Dragon is installed, select **Policies**.
3. For XenApp 6 and 6.5: Under **Policies**, click the **User** tab.

For XenApp 5: select **Policies > Actions > New > Policy**.

4. For XenApp 6 and 6.5: Click **New**.
5. For XenApp 6 and 6.5: In the **New Policy** dialog, type **AudioIn** as the policy name and type a description for the policy and then click **Next**.

For XenApp 5: In the **New Policy** dialog, type 'AudioIn' as the policy name and type a description for the policy and then click **OK**.

6. For XenApp 6 and 6.5: On the **Choose the settings that will be applied** screen, in the left pane select **ICA > Audio**. In the right pane, select **Audio quality** and set the value to **High - high definition audio**, click **Next**.

For XenApp 5: Double-click on the **AudioIn** policy and select **Client Devices > Audio > Sound quality > High**. Click **Apply**.

7. On the **Choose when to apply the settings using filters** screen, beside **User or Group**, click **Add**.
8. On the **New Filter** screen, click **Add**.
9. On the **New Filter element** screen, make sure **Mode** is set to 'Allow'.
10. Make sure **Enable this filter element** is checked.
11. Use the **Browse** button to select Dragon users that this policy applies to.
12. Click **OK**.
13. Click **Next**.
14. Click **Create**.

# Install the Dragon client update for Citrix

When you install Dragon on a Citrix XenApp server, to let users dictate from client computers, you must install the Dragon NaturallySpeaking 12 client update for Citrix on each client computer that connects to the server that Dragon runs on.

You must install the update before you run Dragon on the Citrix XenApp server for the first time. You must have administrator rights to install the update.

You install the Dragon NaturallySpeaking 12 client update for Citrix for use with the default application set in the XenApp plug-in client.

You can use `vddnspatch.exe` to install the Dragon NaturallySpeaking 12 client update for Citrix. You can also use the `vddnspatch.msi`, from the Dragon installation disc, to install the update. There are no options for `vddnspatch.msi`.

# Managing Dragon client update for Citrix logging

This topic only applies if you install Dragon on a Citrix XenApp server.

When you start a **XenApp** session, the **XenApp plug-in** starts and loads the **module.ini** file from the root folder of the Citrix client. This **module.ini** file contains a list of the parameters used to select and configure the communications stack modules including the Dragon NaturallySpeaking 12 client update for Citrix.

1. To save space on the Citrix client, you can disable or redirect Citrix logging:
2. Open the **module.ini** file. By default, the **module.ini** file is located in the Citrix client directory:  
-C:\Program Files\Citrix\ICA Client on Windows XP \*  
-C:\Program Files (x86)\Citrix\ICA Client on Windows 7 or 8
3. To disable logging: Go to the **[VDDNS]** section and change the line **LogLevel=2** to **LogLevel=0**
4. To redirect logging to another location or device: Go to the **[VDDNS]** section and change the path in the line.
5. Save and exit the **module.ini** file.

\* The 2.x versions of DM360 Network Edition will be the last versions of the product to support Windows XP. DM360 Network Edition 2.1 continues to support Windows XP.

## Enable sound quality on the client computer

After you install the **Dragon NaturallySpeaking 12 client update for Citrix** on a client computer and before a user starts *Dragon* as a published application, you must enable sound on the client computer. You must enable sound on each client computer that users dictate from.

Perform the following steps on each client computer that users will use for dictation with *Dragon* that is installed on a Citrix XenApp server.

### Enable sound quality for the Citrix XenApp 11.x or 12.x web client

1. Log into the XenApp web client.
2. Under **Preferences**, select **Session Settings**.
3. In the **Performance** section, in the **Sound** drop-down list, select **High - high definition audio**.
4. Click **Save**.

### Enable sound quality for the Citrix program neighborhood for the Citrix Receiver 3.x, 4.0, and 4.1 client

1. Right click on Citrix Icon and select **About -> Advanced -> Online Plug-In Settings> options -> Session Options -> Audio Quality**.
2. Select high sound quality.
3. Click **Save**.

---

#### Notes:

- If you publish *Dragon* on a Citrix XenApp server that has the audio quality set to low, if the sound on the client computer is set to high, the client computer may not receive an audio quality warning when you start *Dragon*.
  - There must be a sound system on the client computer. For example, if USB audio is disabled on the client computer, a user cannot create a user profile. Enable USB audio on the client computer and re-connect to the Citrix XenApp server.
- 

## Using Dragon on a Citrix XenApp server with a published application

To allow users to run a published installation of Dragon with another published application like Microsoft Word or an EHR application, you must publish both applications so that they run in a single Citrix client session.

Use the following guidelines to make sure all published applications work together.

### Administrator guidelines for using Dragon on a Citrix XenApp server

Use one of the following approaches to provide users with access to applications:

- In Citrix, publish the desktop and let users start applications from the published desktop.
- In Citrix, use identical settings to publish all the applications that a user requires. If the settings are not identical, *Dragon* may not operate correctly with other applications that you publish. For example, if the settings you use to publish Microsoft Word are different from the settings you use to publish *Dragon*, the microphone hotkey will not work when Microsoft Word is the active application, and the *Dragon* user cannot dictate text into Microsoft Word.
- Start all applications in **Seamless** mode.

### User guidelines for using *Dragon* on a Citrix XenApp server

The following guidelines apply if you publish separate applications and do not publish a Desktop.

- Users should not change **Application Set** settings when they run a published application.
- When you enable the Citrix feature, **Smooth Roaming**, with published applications that are on multiple computers, users should perform one of the following actions:
  - Close all published applications before moving to a new location.
  - Start published applications in the same order on all the computers that you use. For example, if you run a published Microsoft Word application or EHR application on a computer, to work in the same session when you move to a new computer, start Microsoft Word or the EHR application on the new computer before you start another published application like *Dragon*. This allows the published *Dragon* application to run in the same session as the published Microsoft Word or the EHR application.

Citrix will start published applications in separate sessions when:

- The applications are published with different settings (**Colors**, **Enable Legacy Audio**, **Encryption**, **Allow Only Configured Users**). Citrix places applications into separate Windows sessions if the color settings are different. Using different settings may cause problems with dictation.
  - You publish even one application as a Desktop.
  - The Citrix client does not start the application in **Seamless** mode.
  - A Citrix client launches one application, changes **Application Set** settings, and then launches another application.
  - A user starts different applications from different computers. If a user starts the same application from a different computer, it connects to the same Citrix client session and disconnects the previous session, as in the **Smooth Roaming** feature.
-

## Citrix User Profile Manager

Many organizations employ Citrix User Profile Manager to manage the Windows profiles of users. The Citrix User Profile Manager is commonly used in both XenApp and XenDesktop environments.

When the Citrix User Profile Manager is used, whether Dragon is installed on a client Workstation along with the vSync client and the minidragon service is installed on the Citrix XenApp server, or whether Dragon is installed directly on the Citrix XenApp server, please follow these guidelines.

- Disable Active Write Back in Citrix User Profile Manager
- Disable Profile Streaming in Citrix User Profile Manager

OR

- Exclude C:\USERS\%USERNAME%\APPDATA\ROAMING\NUANCE from Citrix User Profile Manager



# Appendix

This section presents information miscellaneous topics that are related to using Dragon with Citrix and/or vSync..

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# Support for Dragon and vSync with Citrix clients and servers

## Support for Dragon with vSync and Citrix

In Dragon Medical 360 | Network Edition, vSync supports Full Text Control with certain applications published from Citrix. For details, see Chapter 2.

For details about important vSync configuration considerations for customers using the Citrix Smooth Roaming feature, see the following iSupport article: “Solution 15073: Implementing Citrix Smooth Roaming in a DM360 | NE (vSync) Environment”.

The following information lists the different versions of the Citrix XenApp client that you can use with Dragon Medical 360 | Network Edition with a local application or using vSync with a Citrix published application.

### Citrix XenApp client version 11.x

#### Citrix XenApp support:

- XenApp5 on Windows 2008 32 bit
- XenApp5 on Windows 2008 64 bit
- XenApp6 on Windows 2008 64 bit R2
- XenApp6.5 on Windows 2008 64 bit R2

### Citrix XenApp client version 12.x

#### Citrix XenApp support:

- XenApp5 on Windows 2008 32 bit
- XenApp5 on Windows 2008 64 bit
- XenApp6 on Windows 2008 64 bit R2
- XenApp6.5 on Windows 2008 64 bit R2

### Citrix Receiver 3.x

#### Citrix XenApp support:

- XenApp5 on Windows 2008 32 bit
- XenApp5 on Windows 2008 64 bit
- XenApp6 on Windows 2008 64 bit R2
- XenApp6.5 on Windows 2008 64 bit R2

### Citrix Receiver 4.0 and 4.1

#### Citrix XenApp support:

- XenApp5 on Windows 2008 32 bit
- XenApp5 on Windows 2008 64 bit
- XenApp6 on Windows 2008 64 bit R2
- XenApp6.5 on Windows 2008 64 bit R2

## **Applications with Basic Text Control support through vSync**

While vSync supports Full Text Control with certain applications published from Citrix, there are some applications where only Basic Text Control support is available from the Dragon client. If you use Dragon with these published applications over a vSync connection, features such as using voice to correct text and move the cursor may not work as expected. The Dragon user may need to use the DictationBox to make corrections and move the cursor.

The following is a non-exhaustive list of common applications where only Basic Dictation Control is available over a Citrix connection. If you are using Dragon from a client computer and these applications are published from a Citrix XenApp server, you can only use Basic Dictation Control with these applications.

- Microsoft Outlook (with Microsoft Word as the editor)
- Microsoft Excel

### **Notes:**

- You can use Full Text Control with these applications if Dragon is on the Citrix XenApp server that the applications publish from.
- Nuance will publish a Technical Note on this subject as soon as possible.



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# Glossary

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**Basic Text Control (definition)**

Basic Text Control is a type of dictation that Dragon supports for certain applications.

If Dragon does not supply a compatibility module for an application, then a Dragon user can only use Basic Text Control functionality with the application. Certain features such as using voice to correct text and move the cursor may not work as expected. The Dragon user may need to use the DictationBox to make corrections and move the cursor.

**Compatibility module support (definition)**

Nuance creates compatibility modules for an application to allow Dragon users to dictate into an application and use Full Text Control functionality with the application.

Compatibility module support refers to the existence of a compatibility module for an application.

**Dragon NaturallySpeaking 12 client update for Citrix (definition)**

The Dragon NaturallySpeaking 12 client update for Citrix is an application that you install on each client computer that connects to a Citrix XenApp server that runs the Dragon Medical client. You must install the update before you run Dragon for the first time on the Citrix XenApp server. You must have administrator rights to install the update.

You can use the vddnspatch.msi, from the Dragon installation disc, to install the update.

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**Note:** If you intend to install the Dragon Medical client 2.1 on a Citrix XenApp server, make sure to disable the vSync feature.

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**Dragon Medical 360 | Network Edition (definition)**

Dragon Medical 360 | Network Edition is the name of the product that includes the Nuance Management Console, the Profile Optimizer, the Dragon Medical Client, and other components.

### **Full Text Control (definition)**

Selects text by voice and displays the Correction menu, where you can select from a list of alternative spellings and words, bring up the Spell dialog box, play the selection back, capitalize it, unselect it, or open the Correction Options. Alternatively, you can ignore the Correction menu and dictate something new to overwrite the selection with new text.

### **Full Text Control indicator (definition)**

The colored check mark that appears next to the volume meter on the DragonBar. The indicator changes color to show the level of dictation support in your current application. The indicator is green when all of Dragon's selection and dictation capabilities are supported and gray when the insertion point is in a non-standard window. A dotted-line square indicates you are dictating in Hidden Mode.

### **MiniTracker (definition)**

MiniTracker is another name for the vSync plug-in that an administrator installs on a Citrix XenApp server.

You use the MiniTracker .exe file to install vSync on a Citrix XenApp server:

If you enable vSync logging, vSync creates a log file for every vSync session. You can set vSync to log data for all users which are using vSync on the Citrix XenApp server. The file name of the log file that vSync creates is minitracker.log.

### **MSI (definition)**

An MSI file is a Windows Installer file created by Microsoft Corporation. This kind of file has a .msi file extension. An MSI file typically contains installation control data and is used to install applications.

The NaturallySpeaking and Medical editions of Dragon include an MSI file. You can use the MSI file to install Dragon from a server to client computers across a network.

The Small Practice Edition of Dragon Medical does not support MSI installations.

### **Non-standard window (definition)**

A window that does not support all of Dragon's selection and correction capabilities. When the cursor is positioned in a non-standard window, the DragonBar displays the message "Dictating in a non-standard window" and its Full Text Control indicator, the colored check mark next to the volume meter on the DragonBar, is gray. You can usually select, correct, and use various commands in non-standard windows, but if you have trouble, use the Dictation Box and transfer text from it into the application.

### **Nuance Management Console (definition)**

The Nuance Management Console allows administrators to perform and manage tasks related to organizations, sites, groups, user accounts, speech services, licenses, and more from a centralized, browser-based administration client.

A hospital administrator can use the Nuance Management Console to manage an entire enterprise system.

Dragon Medical client 2.1 is the name of the Dragon client that connects with and exchanges data with the Nuance Management Console.

**Published Application (definition)**

An application that an administrator publishes from a Citrix XenApp server. The documentation sometimes refers to a published application as a Citrix published application.

**Standard window (definition)**

A window that supports all of Dragon's selection and correction capabilities. When the cursor is positioned in a standard window, the Full Text Control indicator, the colored check mark next to the volume meter on the DragonBar, is green. You can select, correct, and use various commands in standard windows.

A window that does not support all of Dragon's selection and correction capabilities is called a Non-standard window.

**User Profile (definition)**

A set of files created the first time you use Dragon, which is subsequently used to reflect your vocal characteristics and adapt to your usage. Each person who uses Dragon must have a User Profile, which the software stores in a set of files containing, among other things, acoustic and lexical data. These files contain information about how you sound, the words you use, and how often you use them. When you add a word to your Dragon Vocabulary, correct a mis-recognition, read a training text, or change a setting in the Options dialog, Dragon can save these refinements in your User Profile. If your edition of Dragon supports custom commands, these are also saved in the User Profile.

**vSync (definition)**

vSync is a plug-in that you install on a Citrix XenApp server to allow a Dragon client user to use Full Text Control functionality with applications published from the Citrix XenApp server.

The vSync plug-in starts when a user starts a Citrix session. The plug-in sends and receives important data from Dragon Medical client 2.1, including data about recognized text.

vSync is sometimes referred to as MiniTracker.

**vSync for EHRs (definition)**

The vSync for EHRs feature allows the Dragon client in Dragon Medical 360 | Network Edition to communicate with the vSync plug-in on a Citrix XenApp server.

When Dragon Medical client 2.1 and the vSync plug-in communicate, a Dragon user can use Full Text Control features with a published application that is located on the Citrix XenApp server that hosts vSync.

**vSync Full Text Control Support (definition)**

The vSync Full Text Control Support option determines whether the Dragon client in Dragon Medical 360 | Network Edition can communicate with vSync on a Citrix XenApp server.

Dragon Medical client 2.1 must be able to communicate with vSync for a Dragon user to use Full Text Control features with an application published from the Citrix XenApp server.

An administrator sets the value for the vSync Full Text Control Support option through the Nuance Management Console.