

Nuance Management Center

# **User Provisioning and Deprovisioning Configuration Guide**

**Cloud  
version 2023.1**



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Nuance® Management Center

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# Contents

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<b>Cover.pdf</b> .....	<b>1</b>
<b>About this guide</b> .....	<b>iii</b>
Guide overview .....	iv
Audience .....	iv
<b>Chapter 1: Introduction</b> .....	<b>1</b>
About user provisioning .....	2
About user provisioning components and workflow .....	2
About user provisioning audit events .....	3
About user deprovisioning .....	4
About user deprovisioning components and workflow .....	4
About user deprovisioning logic .....	4
About user deprovisioning audit events .....	5
About notifications .....	5
<b>Chapter 2: Configuring user provisioning</b> .....	<b>6</b>
System requirements—User provisioning .....	7
Preparing for user provisioning .....	9
Checklist—User provisioning setup .....	10
Installing the Nuance NCC AD Integration Service .....	11
Enabling user provisioning .....	18
<b>Chapter 3: Configuring user deprovisioning</b> .....	<b>19</b>
System requirements—User deprovisioning .....	20
Preparing user accounts for deprovisioning .....	22
Checklist—User deprovisioning setup .....	23
Installing the Nuance NCC AD Integration Service .....	24
Enabling user deprovisioning .....	31
Confirming users marked for deprovisioning .....	33
<b>Appendix A: Field descriptions</b> .....	<b>34</b>
User provisioning field descriptions .....	35
User deprovisioning field descriptions .....	37

# About this guide

---

<b>Guide overview</b> .....	<b>iv</b>
Audience .....	iv

## Guide overview

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Use this guide to install user provisioning and deprovisioning if you are a Nuance cloud-hosted customer. This guide contains the following:

- System requirements for user provisioning and deprovisioning
- Installation instructions for installing the Nuance Command Center (NCC) AD Integration Service for user provisioning and deprovisioning
- Configuration instructions for user provisioning and deprovisioning

### Audience

This guide is intended for administrators whose responsibility is to perform the following:

- Ensure system requirements for your organization's user provisioning and deprovisioning environment are met
- Install and configure prerequisite software
- Enable and configure user provisioning and deprovisioning features

This guide assumes you have experience in hardware configuration, software installation, database management, and networking.

# Chapter 1: Introduction

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<b>About user provisioning</b> .....	<b>2</b>
About user provisioning components and workflow .....	2
About user provisioning audit events .....	3
<b>About user deprovisioning</b> .....	<b>4</b>
About user deprovisioning components and workflow .....	4
About user deprovisioning logic .....	4
About user deprovisioning audit events .....	5
About notifications .....	5

## About user provisioning

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User provisioning allows you to establish new users in Nuance Management Center automatically when your organization is using LDAP or Trusted authentication (also known as Windows Single Sign-on) and the users belong to a specific group in your LDAP directory. During user provisioning, Nuance Management Center grants a product license to the users when they log in and assigns them to the Nuance Management Center group that you specify. With user provisioning enabled, you do not need to manually create users and grant licenses in Nuance Management Center and keep them synchronized with the users in your LDAP directory.

User provisioning also includes the ability to re-provision users who were disabled manually or through the user deprovisioning process. You might want to re-provision disabled employees who returned from a leave of absence. Employees are disabled through user deprovisioning when you have selected the **Enable user deprovisioning** setting and the **Disable users who cannot be found** setting on the Organization Details page and you remove them from the LDAP group you specified or when they are disabled in your LDAP directory. Nuance Management Center automatically re-provisions these employees when you add them back to the appropriate LDAP group or when you enable them in your LDAP directory.

User provisioning differs from auto-provisioning in that it uses LDAP authentication and only creates user accounts in Nuance Management Center when they exist in the LDAP group that you specify. Auto-provisioning uses token authentication and creates user accounts in Nuance Management Center when they do not already exist.

Users must log in to their client product with their LDAP login. If no product licenses are available, Nuance Management Center still creates the user accounts, but a license error occurs when the user dictates. This error is resolved when you grant a license to the user. You must manually grant licenses after this error occurs.

You enable user provisioning in the NMC console on the **Organization Details>Provisioning** tab. You must have one of the following privileges to view and edit this tab:

- **Product Manage Dragon Medical Server**
- **Product Manage Dragon Professional**
- **Product Manage Dragon Ambient eXperience**

User provisioning is currently supported only for the following products, installation types, and authentication types:

- **Hosted**—Dragon Medical One, Dragon Professional, Dragon Ambient eXperience (LDAP only)
- **On-premise**—Dragon Medical One, Dragon Professional (LDAP or Trusted)

**Note:** This documentation uses the product name Dragon Medical One to refer to the following products: Dragon Medical One, Dragon Medical Direct, Dragon Case and Care.

### About user provisioning components and workflow

User provisioning consists of the following components:

- **Nuance NCC AD Integration Service**—If you are a Nuance cloud-hosted customer, you install this as a Windows service on or next to your LDAP server. It accesses your user directory nightly and runs a user comparison.
- Nuance Management Center scheduled tasks:



- **Event 84**—Runs every 60 minutes by default and gets a list of all organizations that have user provisioning enabled. For each organization, builds a request containing all users in the organization's group for provisioned users.
- **Event 85**—Runs every 60 minutes starting 30 minutes after the first task runs and makes a call to the User Sync service to check for results from the AD integration service. Processes the results received by creating new users.

### About user provisioning audit events

Nuance Management Center creates audit events for user provisioning events that occur, such as when a user is provisioned. Review the following in the Audit Events utility:

- **Event 7**—Object was inserted successfully (user provisioned, NTLM credentials or Token credentials created).
- **Event 11**—Object was granted to [user name] (license was assigned to a provisioned user).

## About user deprovisioning

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User deprovisioning simplifies your user management process by providing automatic user synchronization between Nuance Management Center and your organization's LDAP user directory. With user deprovisioning enabled, you do not need to review the status of users in your user directory and manually make adjustments in Nuance Management Center to keep the users synchronized. User deprovisioning performs the following functions for you automatically:

- Queries your LDAP user directory nightly and disables or deletes users in Nuance Management Center based on their status in your active directory.

Nuance Management Center disables or deletes only users who do not have an **NMC Administrator** license.

- Provides the option for you to first review users to be deprovisioned before Nuance Management Center performs the action, allowing you to cancel the deprovisioning.
- Revokes the product licenses from disabled or deleted users, allowing them to be re-used.

You enable deprovisioning in the NMC console on the **Organization Details>Deprovisioning** tab. You must have the appropriate grants to view and access this tab.

### About user deprovisioning components and workflow

User deprovisioning consists of the following components:

- **Nuance NCC AD Integration Service**—Installed as a Windows service on or next to your LDAP server. It accesses your user directory nightly and runs a user comparison.
- **Nuance Management Center scheduled tasks**—Several scheduled tasks perform the following on a nightly basis:

- Initiate deprovisioning by sending a request for a user comparison to the User Sync service to be picked up by the AD integration service.
- Call to receive the result of the comparison performed by the AD integration service.
- Mark users to be disabled or deleted based on the comparison results.

**Note:** Users are disabled and deleted when their appropriate scheduled tasks run. There are separate scheduled tasks for disabling and delete users; as a result, users marked for delete may be deleted at a later time than the users who are disabled.

- Disable or delete users in Nuance Management Center when the administrator has reviewed the list of marked users and provided confirmation (if **Require confirmation** option is enabled) and revoke the appropriate product licenses.

**Note:** When your administrator provides confirmation, users are disabled and deleted the next time the User Sync service runs.

### About user deprovisioning logic

The following actions occur during the user deprovisioning process:

- When users exist in Nuance Management Center but do not exist in your user directory, the users are disabled or deleted in Nuance Management Center based on whether you selected the **Disable users who cannot be found** setting.

For more information on this setting, see [“User deprovisioning field descriptions” on page 37](#).

- When users exist in Nuance Management Center and also exist in your user directory, but do not belong to the group you selected in the **Group Distinguished Name** field, the users are disabled and their product licenses are revoked.

For more information on the **Group Distinguished Name** field, see [“User deprovisioning field descriptions” on page 37](#).

- When users exist in Nuance Management Center and exist in your user directory in the group you selected but are disabled, the users are disabled in Nuance Management Center and their product licenses are revoked.

**Note:** Nuance Management Center does not disable or delete users with the **NMC Administrator** license.

## About user deprovisioning audit events

Nuance Management Center creates audit events for deprovisioning actions that occur, such as when a user is deleted. Review the following in the Audit Events utility:

- **Events 88 through 93**—Deprovisioning events
- **Event 12**—Events for revoked licenses

## About notifications

Nuance Management Center sends the following deprovisioning notifications to the user you specify:

- Success notification indicating the number of users flagged for deprovisioning.
- Error message with the request transaction ID for troubleshooting.

You specify this user's email address on the **Organization Details page>Deprovisioning tab**. For more information, see [“User deprovisioning field descriptions” on page 37](#).

# Chapter 2: Configuring user provisioning

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<b>System requirements—User provisioning</b> .....	<b>7</b>
<b>Preparing for user provisioning</b> .....	<b>9</b>
<b>Checklist—User provisioning setup</b> .....	<b>10</b>
<b>Installing the Nuance NCC AD Integration Service</b> .....	<b>11</b>
<b>Enabling user provisioning</b> .....	<b>18</b>

## System requirements—User provisioning

Ensure that your environment meets the following requirements before configuring user provisioning.

Component	Requirement
<b>Software</b>	<p>You must install and configure the <b>Nuance NCC AD Integration Service</b> on or next to your LDAP server. This service requires access to your user directory.</p> <p>You obtain the installation file from your Nuance Field Services representative.</p>
<b>LDAP server</b>	<ul style="list-style-type: none"> <li>• <b>Processor:</b> Dual-Core 2GHz CPU</li> <li>• <b>Minimum RAM:</b> 4 GB</li> <li>• <b>Storage:</b> 4 GB free space for rolling logs</li> <li>• <b>Operating System:</b> Windows Server 2012 and later 64-bit</li> <li>• Active Directory supporting the LDAP protocol</li> </ul>
<b>Auth0</b>	<p>Your Nuance Field Services representative creates a machine-to-machine application (or client) for you on the Auth0 server. The application allows the <b>Nuance NCC AD Integration Service</b> to communicate with the User Sync microservice.</p>
<b>Nuance Management Center privileges</b>	<p>One of the following privileges to access the <b>Provisioning</b> tab:</p> <ul style="list-style-type: none"> <li>• Product Manage Dragon Medical Server</li> <li>• Product Manage Dragon Professional</li> <li>• Product Manage Dragon Ambient eXperience</li> </ul>
<b>Email addresses</b>	<p>If you choose to enable both user provisioning and deprovisioning, an email address is required for all users in your user directory.</p> <p>To ensure an email address is provided for all users, you can optionally enable the <b>Email address required for organization users</b> setting on the Organization Details page in the NMC console. For more information on this setting, see the Nuance Management Center Help.</p>

Component	Requirement
	For more information, see <a href="#">“Preparing for user provisioning” on page 9</a> .

## Preparing for user provisioning

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The user provisioning process creates new users in Nuance Management Center and does the following:

- Imports users' email addresses as defined in your user directory.
- Imports users' First Name and Last Name as defined in your user directory.
- Sets each user's login in Nuance Management Center to the login defined in your user directory.
- Sets the NTLM credentials, which are required to log in to Dragon Medical One with active directory.

The user provisioning process populates the NTLM credentials using the Active Directory **UserDomain** and **UserName**. The UserDomain must match the Domain defined in Nuance Management Center on the **Organization Details>Domains** tab.

For more information, see the "Managing Active Directory domains" topic in the NMC Help.

To ensure your users are provisioned without issue, Nuance recommends you do the following before enabling user provisioning:

- Be consistent with your user logins and email addresses.  
For example, if a user's login is "john.smith", make the user's email address "john.-smith@domain.com". Do the same with other credentials.
- Consider enabling the **Email address required for organization users** setting on the Organization Details page.

This ensures users' email addresses are not blank upon user creation in Nuance Management Center when no email address exists in your user directory.

**Note:** If you choose to implement both user provisioning and deprovisioning, a valid email address is required for all users in your user directory.

For additional recommendations for user deprovisioning, see ["Preparing user accounts for deprovisioning" on page 22](#).

## Checklist—User provisioning setup

Both Nuance cloud-hosted customers and on-premise customers must do the following to configure user provisioning.

<input type="checkbox"/>	Task	Reference
<input type="checkbox"/>	Locate your organization's Nuance Healthcare account GUID.	You can find this in the NMC console on the <b>Organization Details page&gt;Products tab&gt;General tab</b> .
<input type="checkbox"/>	Ensure your environment meets all system requirements.	<a href="#">“System requirements—User provisioning” on page 7</a>
<input type="checkbox"/>	If you are a Nuance cloud-hosted customer, a Nuance Field Services representative creates a client for your organization in Auth0.  The representative will also provide you with the Client ID and Client Secret that you'll need to install the integration service.	Contact your Nuance Field Services representative.
<input type="checkbox"/>	Obtain the Nuance-NCC-AD-IntegrationService.exe file from Nuance Field Services.	Contact your Nuance Field Services representative.
<input type="checkbox"/>	Install Nuance-NCC-AD-IntegrationService.exe.	<a href="#">“Installing the Nuance NCC AD Integration Service” on page 24</a>
<input type="checkbox"/>	Enable user provisioning in the NMC console.	<a href="#">“Enabling user provisioning” on page 18</a>



## Installing the Nuance NCC AD Integration Service

You must install the **Nuance NCC AD Integration Service** on or next to your LDAP server to allow it to access your user directory. This service is required for both user provisioning and user deprovisioning. Both cloud-hosted and on-premise customers must install this service.

Your Field Services representative provides you with the following to perform the integration service installation:

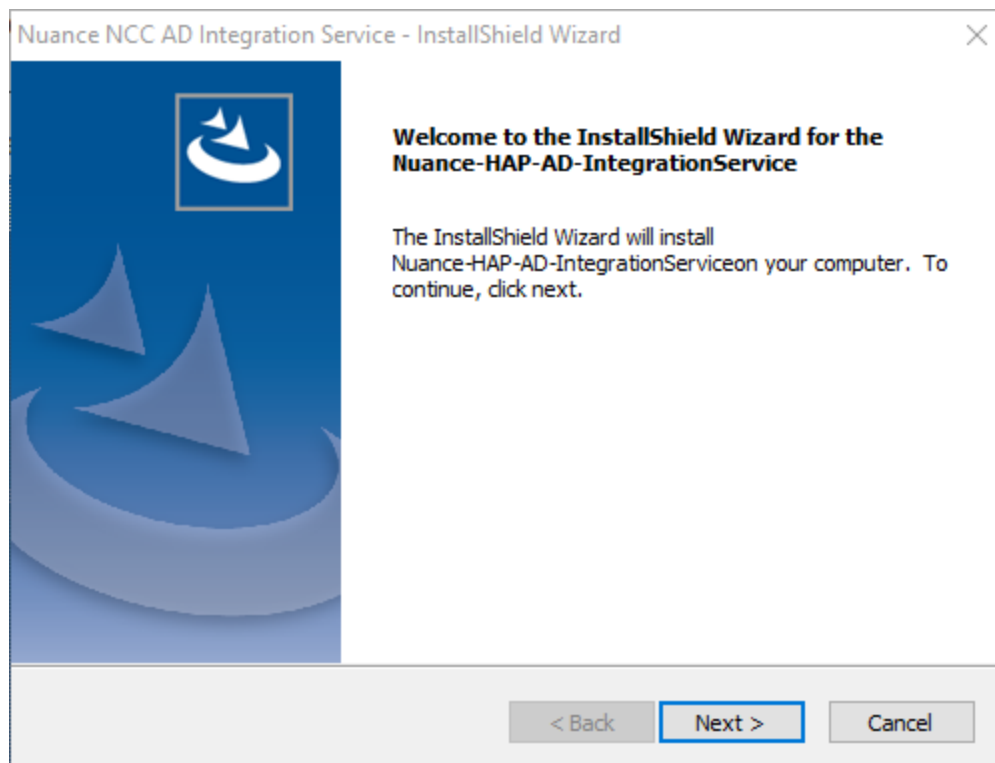
- Integration service installation file
- Client ID
- Client Secret

During the installation, you can choose to install user provisioning, user deprovisioning, or both.

Do the following to install the integration service:

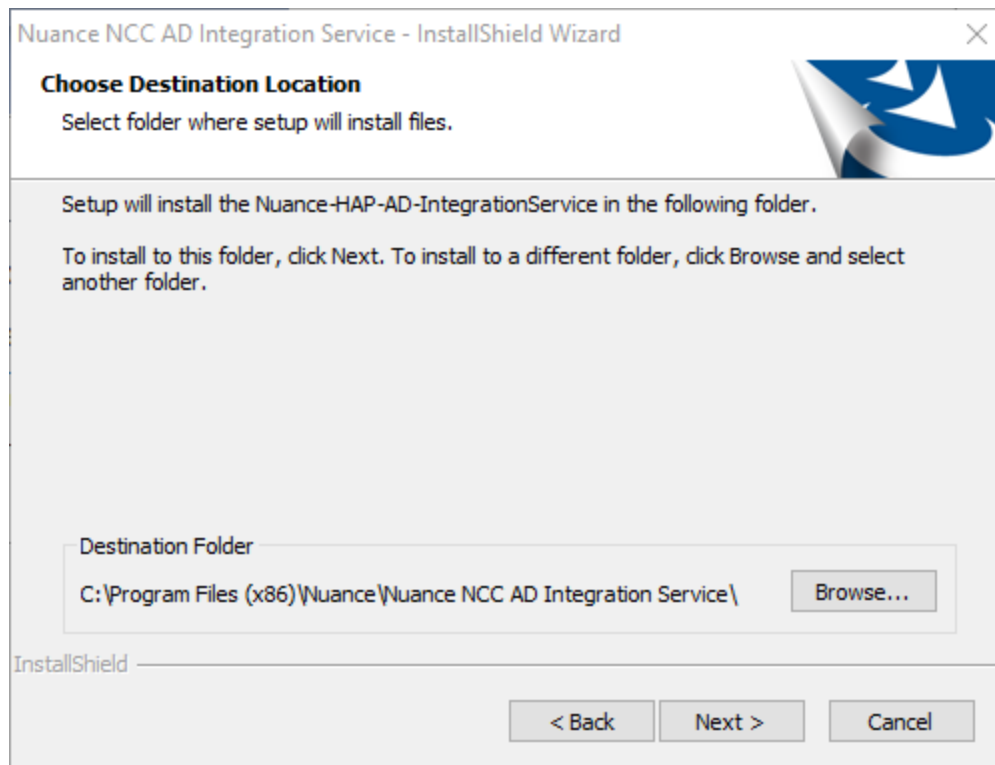
1. Double-click the `Nuance-NCC-AD-IntegrationService.exe` file to launch the installation.

The Welcome screen appears.

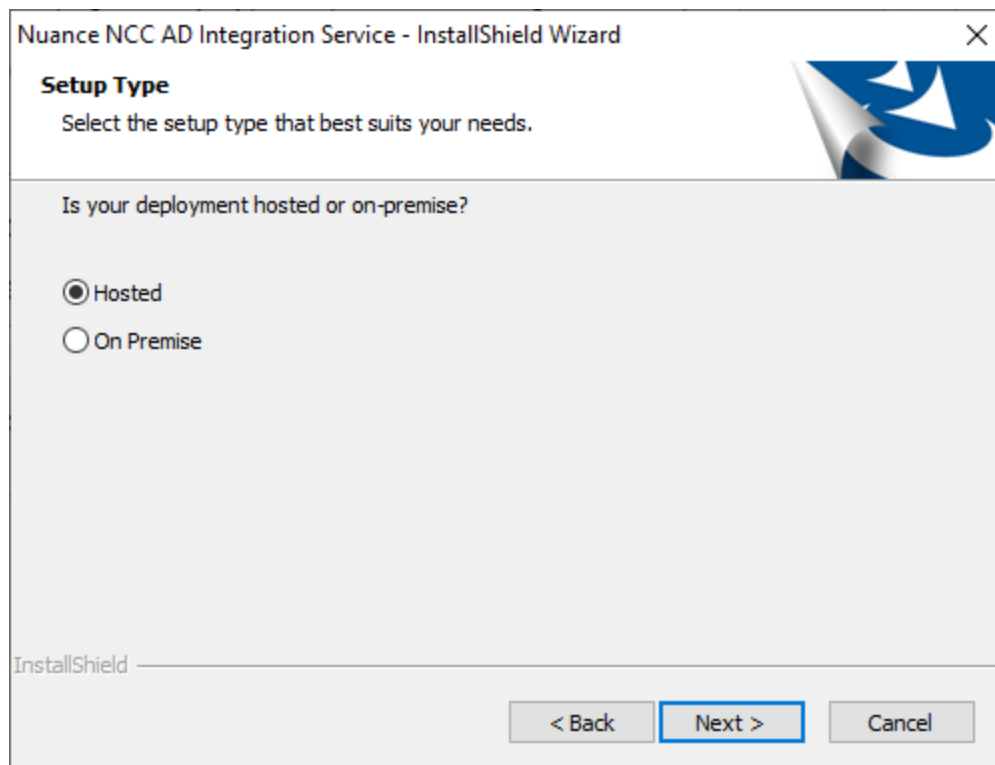


2. Click **Next**.

The Choose Destination screen appears.



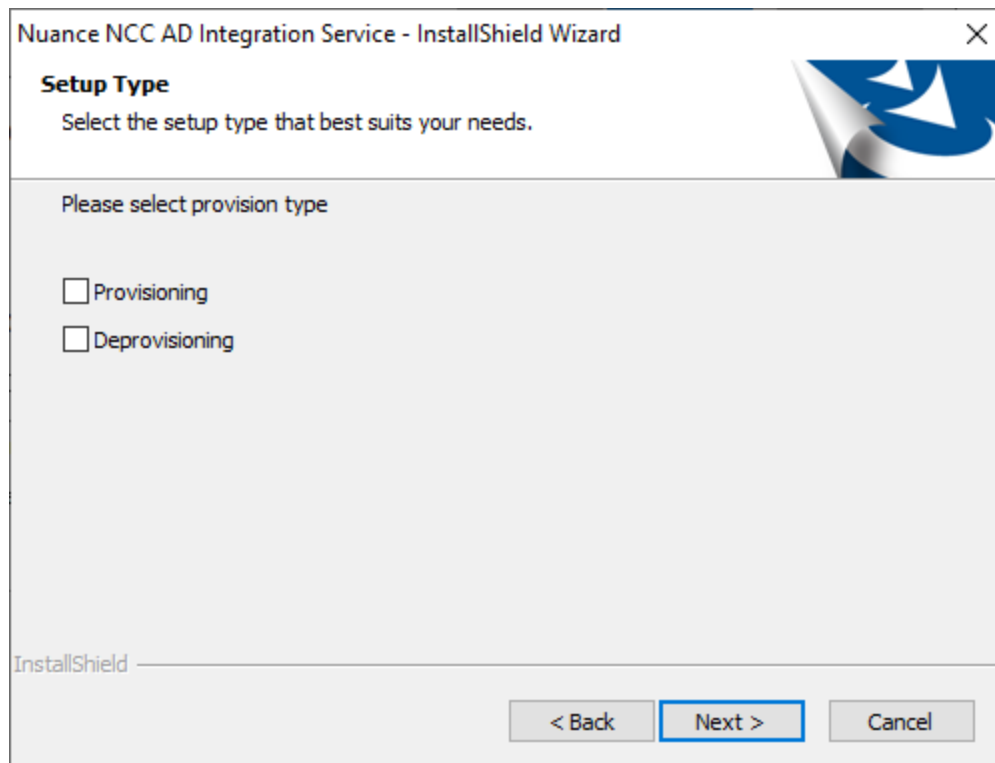
3. Click **Browse** to select a different installation folder, or click **Next** to accept the default. The Setup Type screen appears.



4. Select the following:
  - **Hosted**—Your Nuance Management Center installation is Nuance cloud-hosted.

5. Click **Next**.

The Setup Type screen appears.



6. Select one or both of the following:

- **Provisioning**—Select if you are configuring user provisioning.
- **Deprovisioning**—Select if you are configuring user deprovisioning.

The Organization config screen appears with specific fields available, depending on your selection.

7. Specify the following:

- **Provisioning or Deprovisioning Polling Interval**—The period of time the Nuance NCC AD Integration Service will wait in between calls to the User Sync service for comparison requests to process. For example, if you specify 30, the integration service will process any available comparisons every 30 seconds. Specify a positive integer..

This process does the following:

- **Event 80**—Runs at 01:00 UTC and issues the request for comparison.
- **Event 81**—Runs at 03:00 UTC and populates the database with the comparison data.
- **Event 82**—Finishes the process at 04:00 UTC executing any changes, assuming changes have been confirmed. If the polling interval is set to check once per day and the time frames above are missed, the request data is held until the next scheduled event.
- **Event 84**—Runs every 60 minutes by default and gets a list of all organizations that have user provisioning enabled. For each organization, builds a request containing all users in the organization's group for provisioned users.
- **Event 85**—Runs every 60 minutes starting 30 minutes after the first task runs and makes a call to the User Sync service to check for results from the AD integration service. Processes the results received by creating new users.
- **Nuance Organization Guid**—The Nuance Healthcare Account GUID assigned to your organization when it was created. This is located in the NMC console in **Organization Details>Products>General**.

**Example:** 3d53b893-3b19-408d-b9aa-c13891ea693b

- **Api Audience**—Name of the API for user synchronization. This value limits the scope of access to the user synchronization API.
  - **Nuance cloud-hosted customers**—Your Nuance Field Services representative provides you with this value.
- **Authentication Authority**—**Authentication Authority**—Name of the Auth0 server.
  - **Nuance cloud-hosted customers**—Your Nuance Field Services representative provides you with this value.
- **User Sync Server**—Name of the server for user synchronization.
  - **Nuance cloud-hosted customers**—Your Nuance Field Services representative provides you with this value.

8. Click **Next**.

The Secrets screen appears.

The screenshot shows a window titled "Nuance-HAP-AD-IntegrationService - InstallShield Wizard" with a close button (X) in the top right corner. The window content is titled "Secrets". It contains four input fields with labels: "Client Id:", "Client Secret:", "Ldap Bind Dn:", and "Ldap Bind Password:". At the bottom of the window, there are three buttons: "< Back", "Next >" (which is highlighted with a blue border), and "Cancel". The "InstallShield" logo is visible in the bottom left corner of the window.

9. Specify the following:

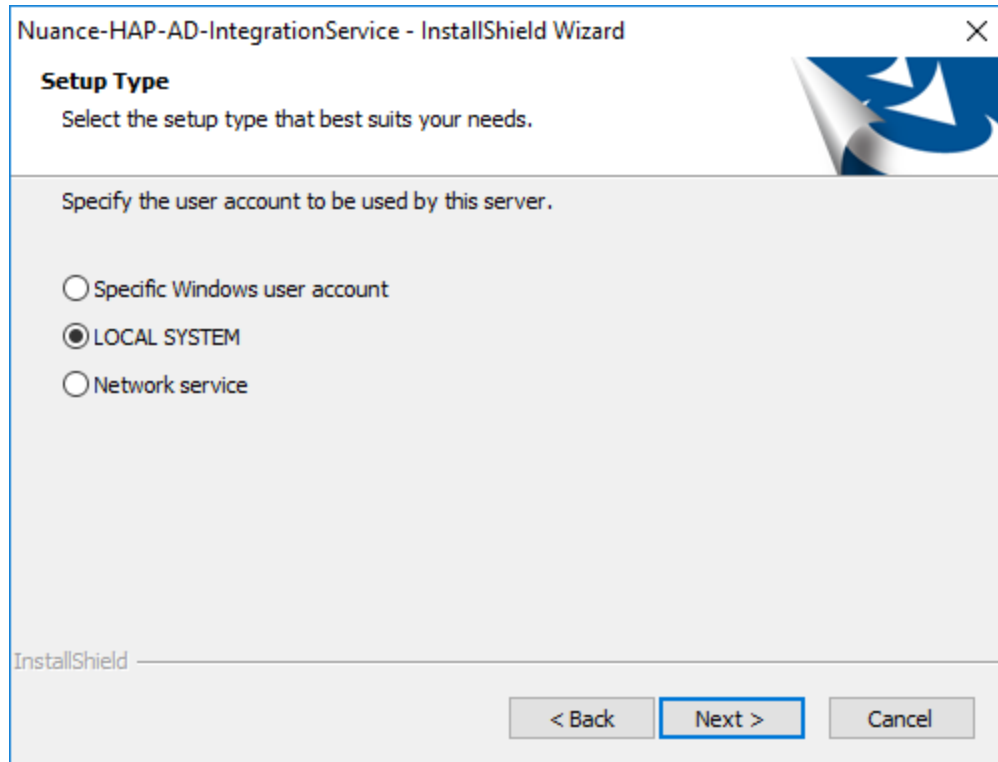
- **Client Id**
  - **Nuance cloud-hosted customers**—Your Nuance Field Services representative provides you with this value.
- **Client Secret**
  - **Nuance cloud-hosted customers**—Your Nuance Field Services representative provides you with this value.
- **Ldap Bind Dn**—LDAP account the Nuance NCC AD Integration Service will bind to the directory as. Be sure this account has read-only access to the directory. For example,

"CN=Joe Smith,DC=hospital123,DC=com".

- **Ldap Bind Password**—Password for the LDAP Bind Dn account.

10. Click **Next**.

The Setup Type screen appears.



11. Select the user account the AD Integration service runs under. The default value is **LOCAL SYSTEM**.

12. Click **Next**.

If you selected **Specific Windows user account**, the Logon Information screen appears.

Nuance-HAP-AD-IntegrationService - InstallShield Wizard

Logon Information  
Specify a user account and password.

Specify the user account to be used by this server.

User accounts must be in the format DOMAIN\Username.

User Name:  
 Browse...

Password:

Select the button below to specify information about a new user that will be created during the installation.

New User Information...

InstallShield

< Back Next > Cancel

13. Specify the User Name and Password.
14. Click **Next**.

The Ready to Install screen appears.

Nuance-HAP-AD-IntegrationService - InstallShield Wizard

**Ready to Install the Program**  
The wizard is ready to begin installation.

Click Install to begin the installation.

If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.

InstallShield

< Back Install Cancel

15. Click **Install** to begin the installation.

## Enabling user provisioning

You enable user provisioning on the **Organization Details>Provisioning** tab. You must have the appropriate privileges to view, access, and change settings on this tab.

For more information, see [“System requirements—User provisioning” on page 7](#).

**Note:** User provisioning is currently supported only for Dragon Medical One (Nuance cloud-hosted and on-premise), Dragon Professional (Nuance cloud-hosted and on-premise), and Dragon Ambient eXperience (Nuance cloud-hosted) customers.

To enable user provisioning:

1. View an organization.

The Manage Organization page appears.

2. View organization details.

The Organization Details page appears.

3. Click the Provisioning tab.

You must have the **Product Manage Dragon Medical Server** privilege, the **Product Manage Dragon Professional** privilege, or the **Product Manage Dragon Ambient eXperience** privilege to view and access this tab.

4. Select the appropriate product tab.

5. Select **Enable user provisioning for this product**.

For field information, see [“User provisioning field descriptions” on page 35](#).

6. Select a group from the **Add users to group** drop-down list.

Nuance Management Center creates the new users in this group.

**Note:** If you select **<Generated>**, user provisioning creates a new group called **Dragon Medical** and places all provisioned users in this group.


7. Specify your LDAP server information.

For field information, see [“User provisioning field descriptions” on page 35](#).

8. Do one of the following:

- If you have an Enterprise license, click **Save**.
- If you have Account licenses and want to auto-assign available licenses upon login, do the following:

1. Select **Restrict automatic license assignment...**

2. Select the license type from the Automatic license assignment disabled list, click the Right arrow button (  ), and then click **Save**.



# Chapter 3: Configuring user deprovisioning

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<b>System requirements—User deprovisioning</b> .....	<b>20</b>
<b>Preparing user accounts for deprovisioning</b> .....	<b>22</b>
<b>Checklist—User deprovisioning setup</b> .....	<b>23</b>
<b>Installing the Nuance NCC AD Integration Service</b> .....	<b>24</b>
<b>Enabling user deprovisioning</b> .....	<b>31</b>
<b>Confirming users marked for deprovisioning</b> .....	<b>33</b>

## System requirements—User deprovisioning

If you are a Nuance cloud-hosted customer, ensure that your environment meets the following requirements before configuring user deprovisioning.

Component	Requirement
<b>Software</b>	<p>You must install and configure the <b>Nuance NCC AD Integration Service</b> on or next to your LDAP server. This service requires access to your user directory.</p> <p>You obtain the installation file from your Nuance Field Services representative.</p>
<b>LDAP server</b>	<ul style="list-style-type: none"> <li>• <b>Processor:</b> Dual-Core 2GHz CPU</li> <li>• <b>Minimum RAM:</b> 4 GB</li> <li>• <b>Storage:</b> 4 GB free space for rolling logs</li> <li>• <b>Operating System:</b> Windows Server 2012 and later 64-bit</li> <li>• Active Directory supporting the LDAP or Trusted/Windows Single sign-on protocol</li> </ul>
<b>Auth0</b>	<p>Your Nuance Field Services representative creates a machine-to-machine application (or client) for you on the Auth0 server. The application allows the <b>Nuance NCC AD Integration Service</b> to communicate with the User Sync microservice.</p>
<b>Nuance Management Center Grants/Privileges</b>	<p>The following grants are required for user deprovisioning:</p> <ul style="list-style-type: none"> <li>• <b>Manage User Deprovisioning</b>—Required to view and access the Deprovisioning tab.</li> <li>• <b>Modify Organization</b>—Required to modify the settings on the Deprovisioning tab.</li> <li>• <b>Delete Users in All Groups</b>—Required to select and deselect users marked for disable and delete.</li> </ul>
<b>Email addresses</b>	<p>To be evaluated for deprovisioning, your user accounts must have a valid email address in Nuance Management Center. The deprovisioning process uses email addresses to match user accounts in Nuance Management Center with the users in your LDAP directory.</p> <p>To ensure an email address is provided for all users, you can optionally enable the <b>Email</b></p>

Component	Requirement
	<b>address required for organization users</b> setting on the Organization Details page in the NMC console. For more information on this setting, see the Nuance Management Center Help.

## Preparing user accounts for deprovisioning

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To implement user deprovisioning, a valid email address is required for all users in your user directory. If you have existing users in Nuance Management Center, you can update their email addresses if necessary using the Import Users feature to overwrite their existing email addresses.

For more information, see the "Importing new or modifying existing users" section of the "Working with user accounts" topic in the NMC Help.

For additional recommendations for user provisioning, see ["Preparing for user provisioning" on page 9](#).

## Checklist—User deprovisioning setup

<input type="checkbox"/>	Task	Reference
<input type="checkbox"/>	Locate your organization's Nuance Healthcare account GUID.	You can find this in the NMC console on the <b>Organization Details page&gt;Products tab&gt;General tab</b> .
<input type="checkbox"/>	Ensure your environment meets all system requirements.	<a href="#">“System requirements—User deprovisioning” on page 20</a>
<input type="checkbox"/>	A Nuance Field Services representative creates a client for your organization in Auth0.  The representative will also provide you with the Client ID and Client Secret that you'll need to install the integration service.	Contact your Nuance Field Services representative.
<input type="checkbox"/>	Obtain the Nuance-NCC-AD-IntegrationService.exe file from Nuance Field Services.	Contact your Nuance Field Services representative.
<input type="checkbox"/>	Install Nuance-NCC-AD-IntegrationService.exe.	<a href="#">“Installing the Nuance NCC AD Integration Service” on page 24</a>
<input type="checkbox"/>	Enable user deprovisioning in the NMC console.	<a href="#">“Enabling user deprovisioning” on page 31</a>

## Installing the Nuance NCC AD Integration Service

You must install the **Nuance NCC AD Integration Service** on or next to your LDAP server to allow it to access your user directory. This service is required for both user provisioning and user deprovisioning. Both cloud-hosted and on-premise customers must install this service.

Your Field Services representative provides you with the following to perform the integration service installation:

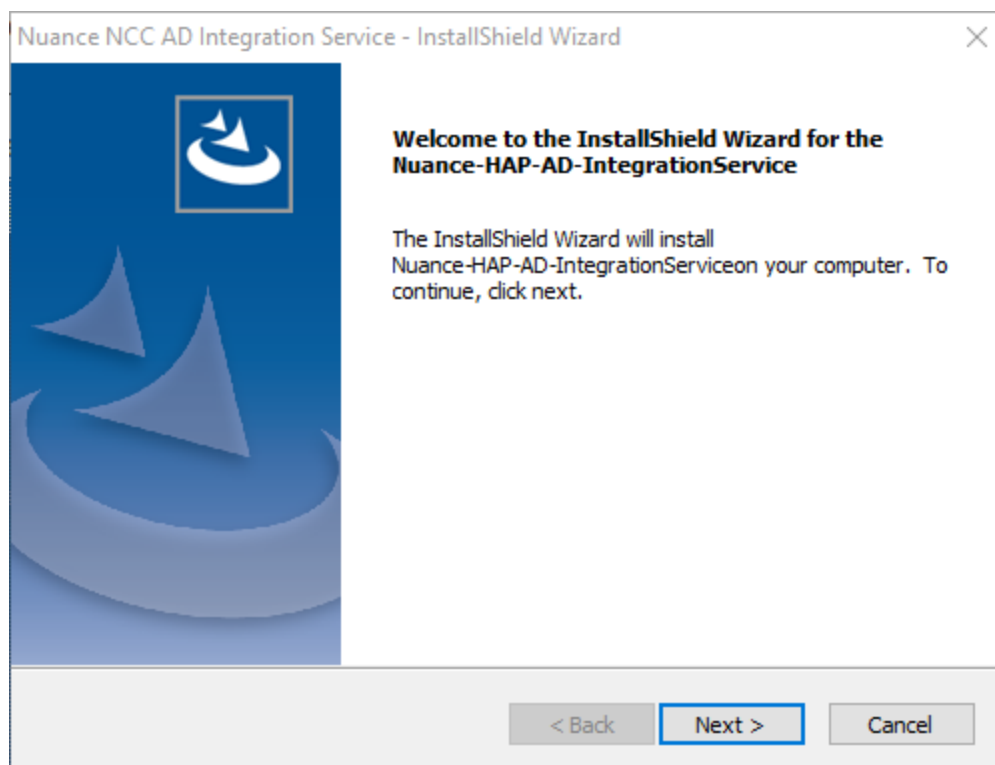
- Integration service installation file
- Client ID
- Client Secret

During the installation, you can choose to install user provisioning, user deprovisioning, or both.

Do the following to install the integration service:

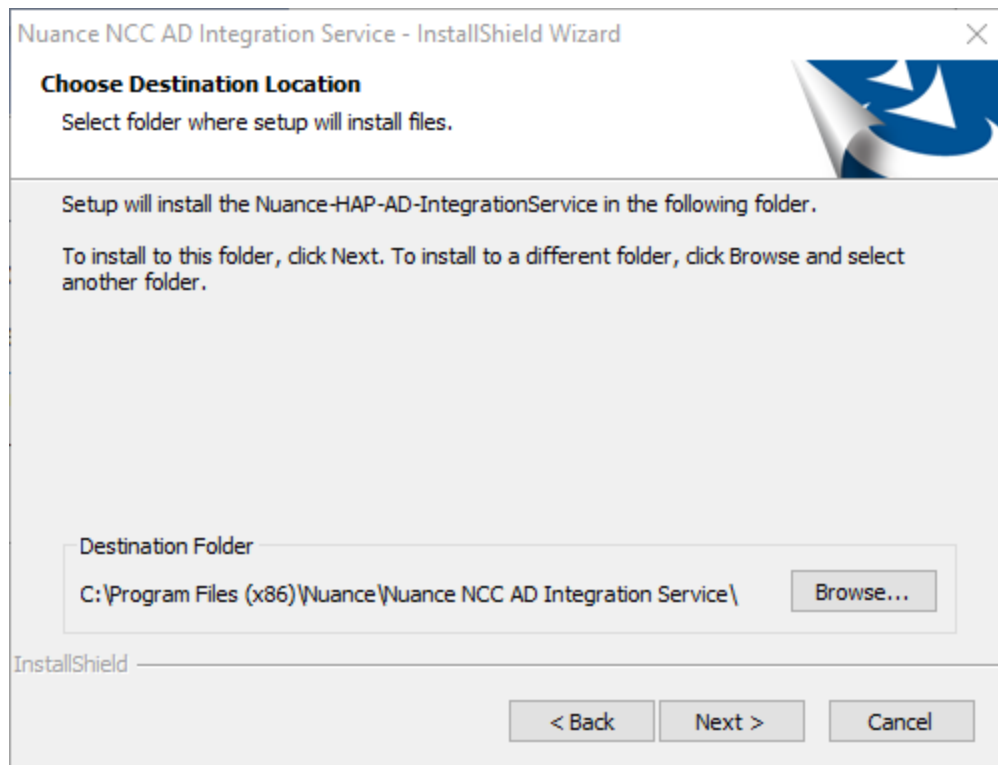
1. Double-click the `Nuance-NCC-AD-IntegrationService.exe` file to launch the installation.

The Welcome screen appears.

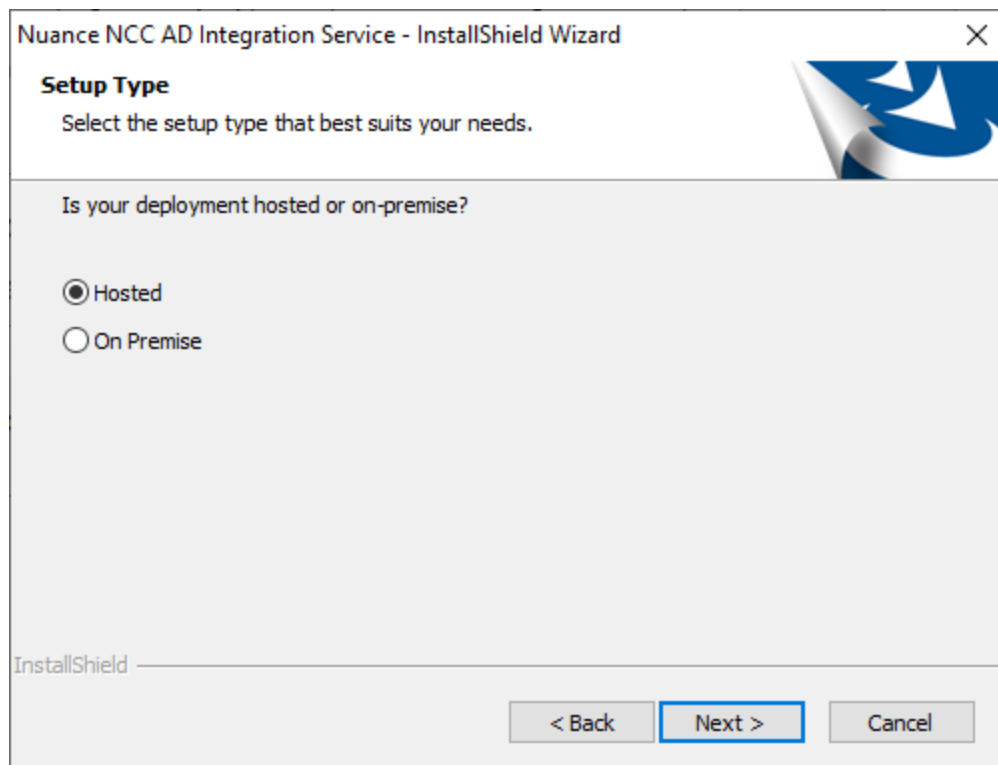


2. Click **Next**.

The Choose Destination screen appears.



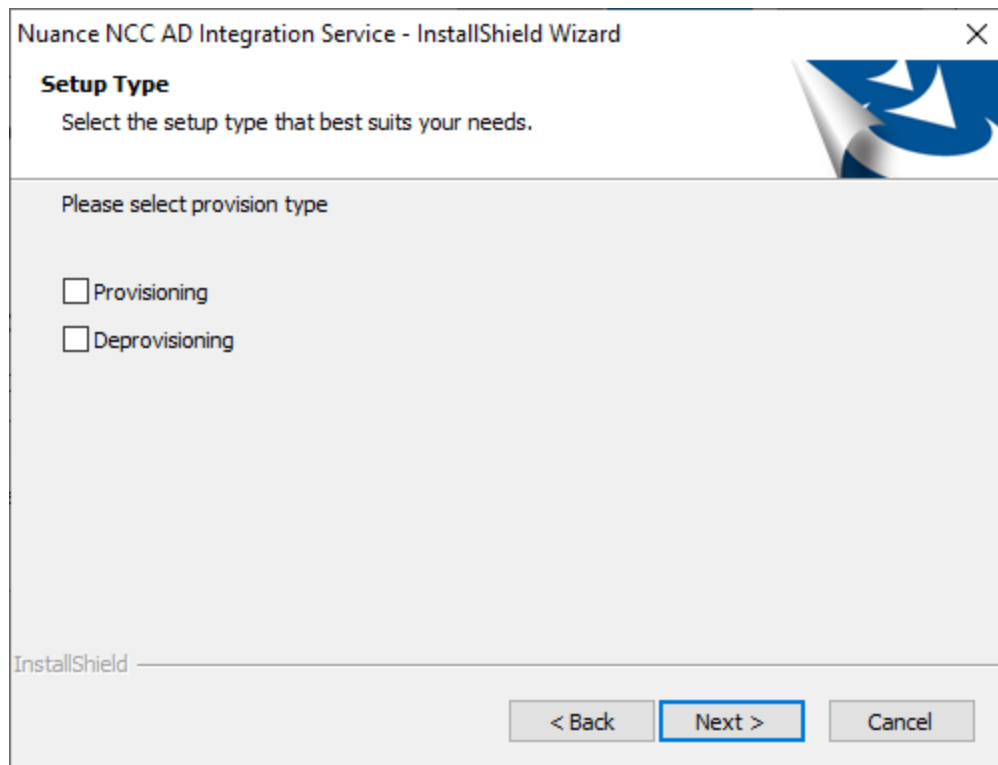
3. Click **Browse** to select a different installation folder, or click **Next** to accept the default. The Setup Type screen appears.



4. Select the following:
  - **Hosted**—Your Nuance Management Center installation is Nuance cloud-hosted.

5. Click **Next**.

The Setup Type screen appears.



6. Select one or both of the following:

- **Provisioning**—Select if you are configuring user provisioning.
- **Deprovisioning**—Select if you are configuring user deprovisioning.

The Organization config screen appears with specific fields available, depending on your selection.



7. Specify the following:

- **Provisioning or Deprovisioning Polling Interval**—The period of time the Nuance NCC AD Integration Service will wait in between calls to the User Sync service for comparison requests to process. For example, if you specify 30, the integration service will process any available comparisons every 30 seconds. Specify a positive integer..

This process does the following:

- **Event 80**—Runs at 01:00 UTC and issues the request for comparison.
- **Event 81**—Runs at 03:00 UTC and populates the database with the comparison data.
- **Event 82**—Finishes the process at 04:00 UTC executing any changes, assuming changes have been confirmed. If the polling interval is set to check once per day and the time frames above are missed, the request data is held until the next scheduled event.
- **Event 84**—Runs every 60 minutes by default and gets a list of all organizations that have user provisioning enabled. For each organization, builds a request containing all users in the organization's group for provisioned users.
- **Event 85**—Runs every 60 minutes starting 30 minutes after the first task runs and makes a call to the User Sync service to check for results from the AD integration service. Processes the results received by creating new users.
- **Nuance Organization Guid**—The Nuance Healthcare Account GUID assigned to your organization when it was created. This is located in the NMC console in **Organization Details>Products>General**.

**Example:** 3d53b893-3b19-408d-b9aa-c13891ea693b

- **Api Audience**—Name of the API for user synchronization. This value limits the scope of access to the user synchronization API.
  - **Nuance cloud-hosted customers**—Your Nuance Field Services representative provides you with this value.
- **Authentication Authority**—**Authentication Authority**—Name of the Auth0 server.
  - **Nuance cloud-hosted customers**—Your Nuance Field Services representative provides you with this value.
- **User Sync Server**—Name of the server for user synchronization.
  - **Nuance cloud-hosted customers**—Your Nuance Field Services representative provides you with this value.

8. Click **Next**.

The Secrets screen appears.

Nuance-HAP-AD-IntegrationService - InstallShield Wizard

Secrets

Client Id:

Client Secret:

Ldap Bind Dn:

Ldap Bind Password:

InstallShield

< Back   Next >   Cancel

9. Specify the following:

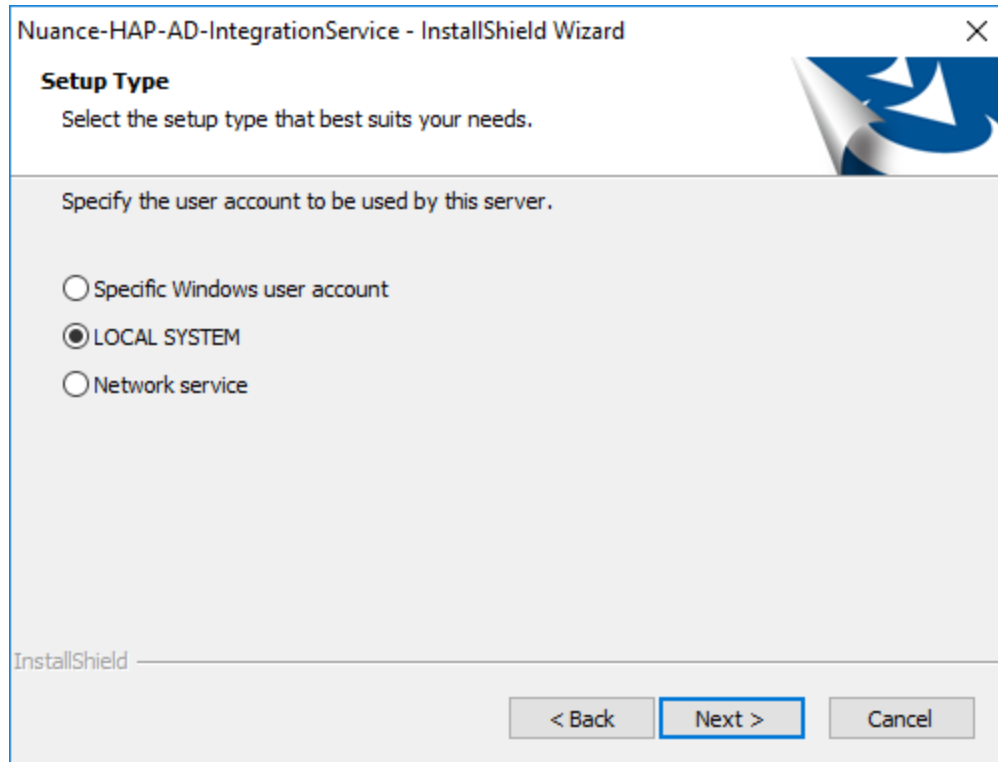
- **Client Id**
  - **Nuance cloud-hosted customers**—Your Nuance Field Services representative provides you with this value.
- **Client Secret**
  - **Nuance cloud-hosted customers**—Your Nuance Field Services representative provides you with this value.
- **Ldap Bind Dn**—LDAP account the Nuance NCC AD Integration Service will bind to the directory as. Be sure this account has read-only access to the directory. For example,

"CN=Joe Smith,DC=hospital123,DC=com".

- **Ldap Bind Password**—Password for the LDAP Bind Dn account.

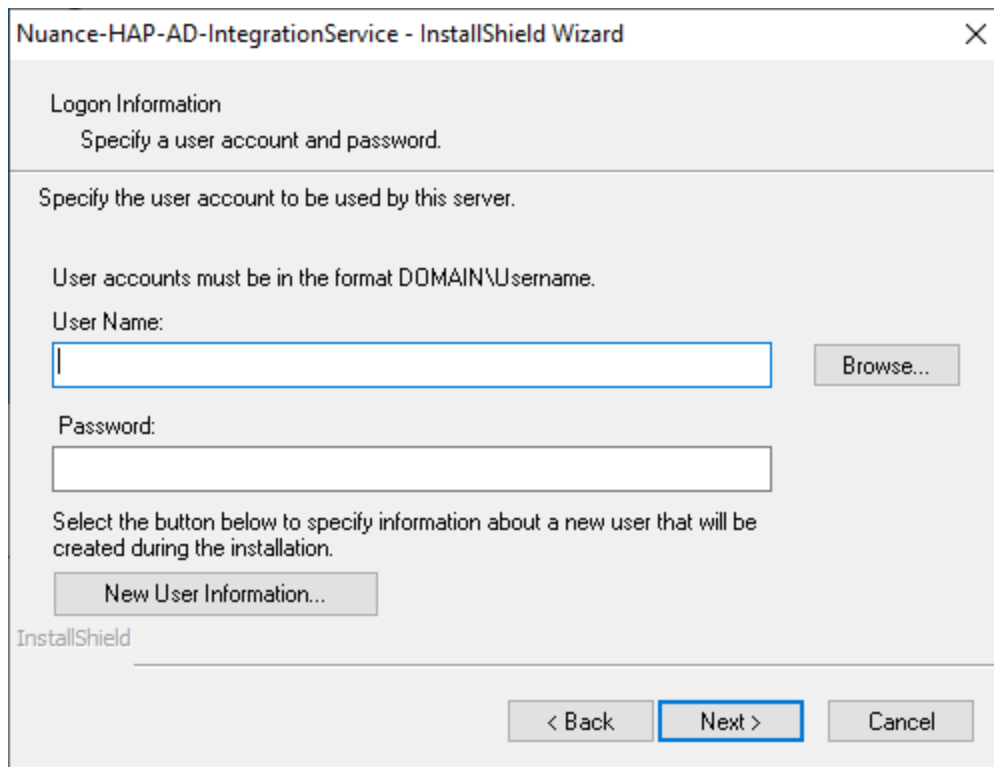
10. Click **Next**.

The Setup Type screen appears.



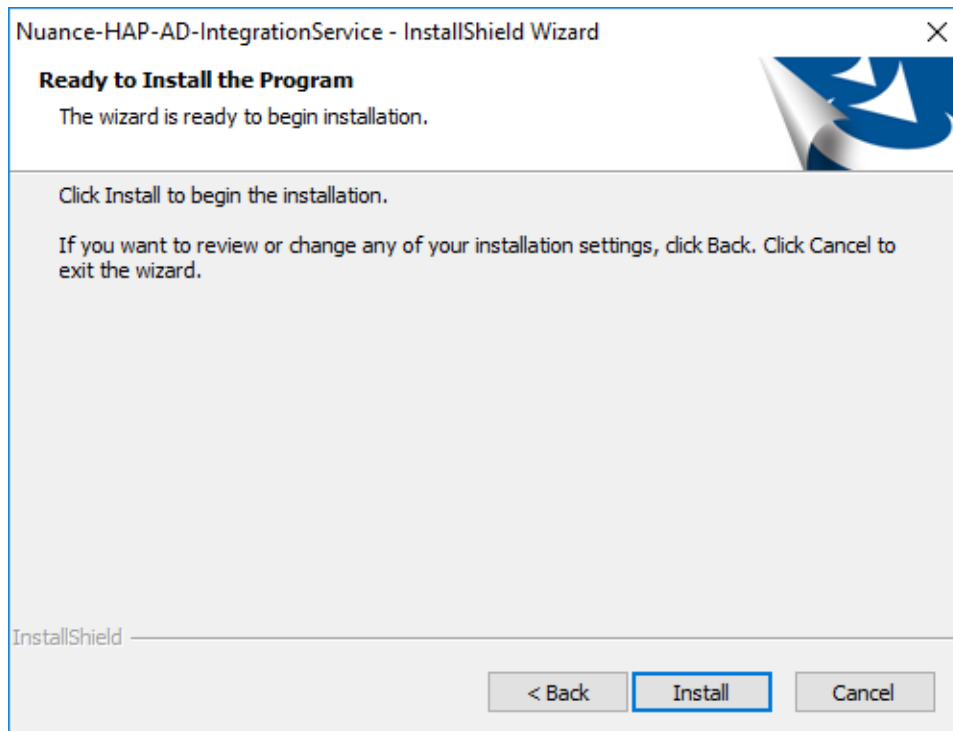
11. Select the user account the AD Integration service runs under. The default value is **LOCAL SYSTEM**.
12. Click **Next**.

If you selected **Specific Windows user account**, the Logon Information screen appears.



13. Specify the User Name and Password.
14. Click **Next**.

The Ready to Install screen appears.



15. Click **Install** to begin the installation.

# Enabling user deprovisioning

You enable user deprovisioning in the NMC console. You must have the appropriate grants to view, access, and change settings on this tab.

For more information, see [“System requirements—User deprovisioning” on page 20](#).

To enable deprovisioning:

1. View an organization.  
The Manage Organization page appears.
2. View organization details.  
The Organization Details page appears.

3. Click the De-provisioning tab.

You must have the **Manage User Deprovisioning** grant to view and access this tab.

Organization Details - Warner\_QA | HIM Systems | Organization Details - Nuance | Organizations | Home

**Organization Details**

General | Address | Products | **Deprovisioning** | Data Retention | Auto-provisioning | Organization Tokens | Central Authentication

Enable user deprovisioning

Notification Email Address

Require confirmation

LDAP Configuration

Server Name

Port Number

SSL Enabled Yes

Base DN

Group Distinguished Name

The following number of users have been identified for deprovisioning: 7 . To confirm or cancel, click: [here](#).

Disable users who cannot be found; otherwise these users are deleted

4. Select the **Enable user deprovisioning** option.
5. Provide the email address of the user to receive user deprovisioning notifications in the **Notification Email Address** field.
6. Optionally select the **Require confirmation** option.

**Caution:** Nuance recommends that you select this option when you initially enable deprovisioning to ensure that it has been configured correctly. Without requiring confirmation, user service may be impacted by incorrectly deleted or disabled user accounts due to misconfiguration.

For information on this setting, see [“User deprovisioning field descriptions” on page 37](#).

7. Configure the LDAP settings for your server in the LDAP Configuration section.

For field information, see [“User deprovisioning field descriptions” on page 37](#).

8. Optionally select the **Disable users who cannot be found** setting.

For more information on this setting, see [“User deprovisioning field descriptions”](#) on page 37.

9. Click **Save**.

## Confirming users marked for deprovisioning

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If the integration service finds users to deprovision and you selected the **Require confirmation** option, the following message appears below the LDAP Configuration section:

"System has identified [x] users for de-provisioning. To confirm or cancel the user deletion, click here."

Do the following to confirm the deprovisioning:

1. View an organization.  
The Manage Organization page appears.
2. View organization details.  
The Organization Details page appears.
3. Click the Deprovisioning tab.
4. Click the link below the LDAP Configuration section to open the Deprovisioned users dialog box.
5. Review the users and the proposed action, and then do one of the following:
  - Select specific users to deprovision.  
Or
  - Click **Select All** to select all users.
6. Then, do one of the following:
  - Click **Confirm Deprovisioning** to deprovision selected users and revoke their product licenses.  
Or
  - Click **Cancel Deprovisioning** to cancel the deprovisioning for selected users.

# Appendix A: Field descriptions

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<b>User provisioning field descriptions .....</b>	<b>35</b>
<b>User deprovisioning field descriptions .....</b>	<b>37</b>



## User provisioning field descriptions

The following table describes the fields on the **Organization Details>Provisioning** tab for the following products:

- Dragon Ambient eXperience
- Dragon Medical Server
- Dragon Professional

Product	Field	Description
Dragon Ambient eXperience	Enable user provisioning for this product	<ul style="list-style-type: none"> <li>• <b>Enable user provisioning for this product</b>—If selected, when LDAP authentication is in use and users in a specific LDAP group log in to Dragon Ambient eXperience, Nuance Management Center creates users automatically when they do not already exist, grants them a product license, and assigns them to the Nuance Management Center group that you specify. If no licenses are available, Nuance Management Center still creates the user accounts.</li> </ul>
	Add users to group	<p>Group to which Nuance Management Center assigns provisioned users.</p> <p>You must have selected the <b>Enable user provisioning for this product</b> option above.</p>
Dragon Medical Server	None Enable auto-provisioning for this product Enable user provisioning for this product	<p>Select one of the following:</p> <ul style="list-style-type: none"> <li>• <b>None</b>—Nuance Management Center does not provision users automatically. You must create them manually or import them on the <b>User Accounts</b> ribbon.</li> <li>• <b>Enable auto-provisioning for this product</b>—If selected, when token authentication is in use and users log in to a client product, Nuance Management Center creates users automatically when they do not already exist and assigns them a product license if one is available. If no licenses are available, Nuance Management Center still creates the user account.</li> <li>• <b>Enable user provisioning for this product</b>—If selected, when LDAP authentication is in use and users in a specific LDAP group log in to Dragon Medical One on-premise, Nuance Management Center creates users automatically when they do not already exist, grants them a product license, and assigns them to the Nuance Management Center group that you specify. If no licenses are available, Nuance Management Center still creates the user accounts.</li> </ul>

Product	Field	Description
	Add users to group	Group to which Nuance Management Center assigns provisioned users. You must have selected the <b>Enable user provisioning for this product</b> option above.
Dragon Professional	Enable user provisioning for this product	<ul style="list-style-type: none"> <li>• <b>Enable user provisioning for this product</b>—If selected, when LDAP authentication is in use and users in a specific LDAP group log in to Dragon Professional, Nuance Management Center creates users automatically when they do not already exist, grants them a product license, and assigns them to the Nuance Management Center group that you specify. If no licenses are available, Nuance Management Center still creates the user accounts.</li> </ul>
	<b>LDAP Configuration</b> The following fields appear only when the <b>Enable user provisioning for this product</b> option above is selected.	
	Server Name	Your Active Directory server address.
	Port Number	LDAP server port number to which the user provisioning service can connect.
	SSL Enabled	If <b>Yes</b> , SSL is enabled. If <b>No</b> , SSL is not enabled.
	Base DN	Root for searches in your LDAP tree, or point from which to start searching for users. Typically, this matches the root of your domain. <b>Example:</b> DC=acme,DC=com
	Group Distinguished Name	The distinguished name of the LDAP group the user provisioning service would look in to find users to provision. <b>Example:</b> CN=R-RadiologyGroup,CN=Users,DC=acme,DC=com

## User deprovisioning field descriptions

The following table describes the fields on the **Organization Details>Deprovisioning** tab in the NMC console. You must have the Manage User Deprovisioning grant to view and modify this tab.

Field	Description
Enable user deprovisioning	If selected, enables deprovisioning. If deselected, disables deprovisioning.
Notification Email Address	Email address of the user to receive deprovisioning notifications. The user receives the notifications when the following occur: <ul style="list-style-type: none"> <li>• Success notification indicating the number of users flagged for deprovisioning.</li> <li>• Error message with the request transaction ID for troubleshooting.</li> </ul>
Require confirmation	If selected, Nuance Management Center provides a list of users marked for Delete and Disable when the user comparison occurs, allowing you to first review and confirm, change, or cancel the action before users are deprovisioned. If deselected, Nuance Management Center deprovisions users automatically without requiring you to review and confirm the action.  <div style="border: 1px solid #ccc; padding: 5px; background-color: #f9f9f9;"> <p><b>Caution:</b> Nuance recommends that you select this option when you initially enable deprovisioning to ensure that it has been configured correctly. Without requiring confirmation, user service may be impacted by incorrectly deleted or disabled user accounts due to misconfiguration.</p> </div>
<b>LDAP Configuration</b>	
Server Name	Your Active Directory server address.
Port Number	LDAP server port number to which the user comparison app can connect.
SSL Enabled	If Yes, indicates the connection to your LDAP server is secured by SSL. If No, indicates the connection to your LDAP server is not secured by SSL.
Base DN	Root for searches in your LDAP tree, or point from which to start searching for users. Typically, this matches the root of your domain.  <b>Example:</b> DC=acme,DC=com
Group Distinguished Name	The distinguished name of the LDAP group the integration service would look in to find users for the comparison process.  <b>Example:</b> CN=RadiologyGroup,CN=Users,DC=acmeco,DC=com
Disable users who cannot be found	If selected, users are disabled when the users exist in Nuance Management Center but do not exist in your user directory. If deselected, users are deleted when the users exist in Nuance Management Center but do not exist in your user directory.

Field	Description
	<p>Nuance Management Center revokes the product licenses from both disabled and deleted users.</p> <p><b>Default value:</b> Deselected</p>