

Nuance[®]
Dragon[®]
Professional
Anywhere

Installation and Administration Guide



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Getting started

Welcome to the Dragon Professional Anywhere Installation and Administration Guide.

Setting up a working system

The following steps are required to set up a working Dragon Professional Anywhere system:

1. Make sure you fulfill all software and hardware requirements. For more information, see: [Software and hardware requirements](#) and [Deploying in a virtual environment](#).
2. Make sure you have a working installation of Dragon Medical Server and that your firewall does not block the port Dragon Professional Anywhere will use to access the speech recognition server. For more information, see the *Dragon Medical Server Installation Guide* and the *Dragon Medical Server Administration Guide*.

Note: Dragon Professional Anywhere requires Dragon Medical Server 3.0. Make sure your system is using the correct server version as Dragon Professional Anywhere does not check the version when being deployed. If your system is using a lower server version, not all features and functionality will be available.

3. Make sure you have a working installation of the Nuance Management Server (NMS). For more information, see the documentation delivered with the product.
4. Dragon Professional Anywhere requires direct access to NMS via an external URL (visible to the workstation or server running the Dragon Professional Anywhere client). For more information on the external NMS URL, see the *Dragon Medical Server Installation Guide* and the *Dragon Medical Server Administration Guide*.
5. Deploy Dragon Professional Anywhere. The following options are available:
 - Host the [ClickOnce package](#) on your web server. This option is not available in a virtual desktop/application environment.
 - Deploy Dragon Professional Anywhere [using the Windows Installer](#) (MSI package).
 - Deploy Dragon Professional Anywhere via [XCOPY deployment](#) (manually copy the package to the destination path).
6. Configure Dragon Professional Anywhere via the application configuration file (for example, SoD.exe.configuration on your web server or SoD.exe.config for the stand-alone package). The following configurations are mandatory:
 - [Dragon Medical Server URL](#)
 - [Organization token](#)
 - [Language](#)
 - [Speech recognition topic](#)

Customizing the system to your needs

Dragon Professional Anywhere offers a wide range of options to customize the system to your users' needs. The following customization options are available:

- [Providing different configurations for a single stand-alone deployment](#)
- [Configuring microphones](#)
- [Disabling the crash dump notification to end users](#)
- [Disabling registration of the Microsoft Word add-in](#)

- [Configuring the user authentication](#)
- [Customizing the splash screen](#)
- [Starting Dragon Professional Anywhere from the command line](#)
- [Configuring logging](#)
- [Defining auto-texts](#)
- [Configuring step-by-step commands](#)

Software and hardware requirements

Dragon Professional Anywhere supports the following hardware and software.

Be aware that not all configurations have been tested. For more information, contact Nuance Technical Support.

Operating systems

- 32-bit: Microsoft Windows 7, Windows 8.1 and Windows 10. Make sure that the latest service pack is always applied.
- 64-bit: Microsoft Windows 7, Windows 8.1, Windows 10, Windows Server 2008 R2, Windows Server 2012 R2 and Windows Server 2016. Make sure that the latest service pack is always applied.

Microsoft .NET Framework 4.5 (or higher) is required.

In Microsoft Windows 8.1 and 10, you can only use Dragon Professional Anywhere in the desktop environment, the Microsoft design language-based user interface (Start screen) is not supported.

If you are working with Microsoft Server 2008 R2, make sure you have the following hotfix applied:

<http://support.microsoft.com/kb/2538047>

Processor speed

- Minimum: 1.7 Ghz
- Recommended: 2.8 Ghz

RAM

- Minimum: 512 MB
- Recommended: 2 GB

Web browsers

For the personalization and help window:

- Microsoft Internet Explorer 11. In the **Internet Options**, make sure that cookies are enabled.

Text editors

- TX Text Control 12 to 23, .NET
- Microsoft Word 2007, 2010, 2013 and 2016
- Microsoft Rich Text controls (including .NET Forms)
- Ter32, Ter13-Ter17 and Ter21-Ter23
- Dragon Professional Anywhere Dictation Box
- WPF standard text controls
Restrictions: Speech focus anchoring is not supported.

Microphones

Any microphone that can record audio data in 16 kHz, 16 bit mono format.

To work with Dragon Professional Anywhere in hands-free mode, using a foot pedal in combination with a microphone, you must make changes to the Registry on your workstation. If you are working in a virtual environment, you must modify the registry settings on the virtual server for every Windows user that will be used to run Dragon Professional Anywhere. For more information, contact Nuance Technical Support.

Virtual environments

For information on supported virtualization environments, see: [Deploying Dragon Professional Anywhere in a virtual desktop/application environment](#).

End-of-life: Third-party environments

Support for third-party environments is only valid as long as they are supported by the corresponding vendor and might be subject to other restrictions. Contact Nuance Technical Support for details. For more information, see the documentation delivered with the third-party product and supporting Nuance documentation.

When support by the vendor has stopped, Nuance will continue support if an issue is specific to the Nuance solution, within the limitations of the vendor's and Nuance's end-of-life policy. This means that issues that are a combination of the vendor's component and the Nuance solution cannot be supported.

Deploying Dragon Professional Anywhere

The following options are available to deploy Dragon Professional Anywhere:

- Host the [ClickOnce package](#) on your web server. This option is not available in a virtual desktop/application environment.
- Deploy Dragon Professional Anywhere [using the Windows Installer](#) (MSI package).
- Deploy Dragon Professional Anywhere via [XCOPY deployment](#) (manually copy the package to the destination path).

We recommend deploying Dragon Professional Anywhere to a local folder. During runtime, Dragon Professional Anywhere frequently accesses files that are part of the deployment; loading those files from a network share would have a severe impact on performance.

For information on how to deploy Dragon Professional Anywhere in a virtual desktop/application environment, see: [Deploying in a virtual environment](#).

Dragon Professional Anywhere ClickOnce package

Note: This deployment option is not available in a virtual desktop/application environment.

The ClickOnce application package is designed to be hosted on a web server. The application is configured by a configuration file that is hosted on the web server. The location of the configuration file to use is passed to the application in the HTTP query string of the download link.

Usually you will provide an HTML page on your web server that enables users to download the application (for an example, see the `publish.htm` page provided in the application package). The URL must be formatted as `<OneClick application package URL>?config=<application configuration file>`

For example:

```
http://your.webserver.com/Dragon/Dragon-  
Installer.application?config=http://your.webserver.com/Dragon/Dragon.exe.configuration
```

Note: If you want to provide a set of differently configured applications, (for example, download links for different language versions) you can create one configuration file per configuration and provide different links using different query strings.

Proceed as follows:

1. Copy the **ClickOnce** folder to your web server (for example, `C:\inetpub\wwwroot\Dragon`).
2. Customize the `SoD.exe.configuration` file template to configure the application. For more information, see: [Configuring Dragon Professional Anywhere](#).
3. Make sure that the configuration file can be reached over http.
For IIS, add MIME type for `.configuration` files (`text/xml`).
4. Make sure that the web server has ASP support enabled.

The Windows Installer

The MSI package provided is command line-only; no installation wizard is available.

To customize the installation, set all mandatory parameters and any optional parameters you want, or use the [CONFIGTEMPLATE parameter](#) to deploy a configuration file containing all relevant settings (this is the recommended option). Values for parameters must be in double quotes.

Application binaries are by default installed to the following location: **C:\Program Files (x86)\Nuance\Dragon Professional Anywhere**

To support uninstallation, an entry is created in the **Control Panel, Programs and Features** window.

Mandatory parameters

- SERVERURL

The full URL for your Dragon Medical Server deployment; for more information, see: [Configuring Dragon Professional Anywhere](#).

- ORGANIZATIONTOKEN

The organization token assigned to the organization you are deploying to.

- SUPPORTEDLANGUAGES

A list of languages that the end user can select from on the startup screen. Separate values with the pipe character: |

For more information, see: [Configuring Dragon Professional Anywhere](#).

For a list of supported languages and the corresponding IETF language tags, see: [Supported languages](#).

- SUPPORTEDTOPICS

A list of speech recognition topics that the end user can select from on the startup screen. Separate values with the pipe character: |

For more information, see: [Configuring the speech recognition topic](#).

Optional parameters

- CONFIGTEMPLATE

The path to the configuration file containing all relevant settings. If this parameter is specified, all other command line parameters provided by Dragon Professional Anywhere are ignored (you can still use OEMSPASHSCREEN and INSTALLDIR).

For more information, see [Configuring Dragon Professional Anywhere](#).

- INSTALLDIR

The deployment location. If this parameter is not set, the [default location](#) is used.

- OEMSPASHSCREEN

The custom splash screen overlay. The specified file is copied to the deployment location. Required size: 320x130 pixels; required format: PNG.

- AUTHENTICATION

The user authentication type; for more information, see: [User authentication](#).

- LOGFILEPATH

The location of the log file. To prevent environment variables from being expanded when the setup is executed, the percent sign must be escaped by the ^ character and no quotes must be used; for example, ^%APPDATA^%.

For more information, see: [Logging](#).

- LOGLEVEL

The log level; for more information, see: [Logging](#).

- ALLOWEDMICS

A list of microphones the end user is allowed to use. Separate values with the pipe character: |

For more information, see: [Configuring Dragon Professional Anywhere](#).

- WPF SUPPORT

Enables/disables support for standard WPF text controls. Possible values: Yes, No. If this parameter is not set, the feature is disabled by default.

For more information, see: [Enabling and disabling WPF support from the command line](#).

Examples

```
msiexec /i Standalone.msi SERVERURL="https://<servername>/nmhtml"  
ORGANIZATIONTOKEN="your_organization_token" SUPPORTEDLANGUAGES="en-US|en-GB"  
  
msiexec /i Standalone.msi CONFIGTEMPLATE="./SoD.exe.config"  
OEMSPLASHSCREEN="./SoD.OEM.png"
```

XCOPY deployment

To deploy Dragon Professional Anywhere using XCOPY, do the following:

1. Download the installation package.
2. Depending on your Group Policy security settings, Microsoft Windows marks downloaded files as unsafe. Unblock the downloaded ZIP file, if necessary, to allow .NET to execute properly when the application is started: Right-click the ZIP file and select **Properties**; on the **General** tab, click **Unblock** and **Apply**.
3. Extract all files.
4. Customize the SoD.exe.config file template to configure the Dragon Professional Anywhere application. For more information, see: [Configuring Dragon Professional Anywhere](#).
5. Make the **Standalone** folder available to your end users.

Upgrading using XCOPY

When an upgrade package is available, be sure to make it available to your end users.

Make sure you save the existing application configuration file before the upgrade to keep your customized settings.

Configuring Dragon Professional Anywhere

Configuring the Dragon Medical Server URL

Dragon Professional Anywhere must be configured to be able to connect to your speech recognition server. Proceed as follows:

1. Open the application configuration file that the application should use (for example, SoD.exe.configuration on your web server or SoD.exe.config for the stand-alone package).
2. In the **SoD.Settings**, **ServerURL** setting, specify the Dragon Medical Recognition Service URL:
Nuance-hosted example: `https://nsa.nuancehdp.com/basic`
On-premise example: `https://your.dragonmedicalserver.com:1234/basic?mode=1`

Note: In the examples above, the text in bold is mandatory.

Configuring the organization token

To set the organization token for Dragon Professional Anywhere, do the following:

1. Open the application configuration file that the application should use (for example, SoD.exe.configuration on your web server or SoD.exe.config for the stand-alone package).
2. In the **SoD.Settings**, **OrganizationToken** setting, specify the organization token.

Providing different configurations for a single stand-alone deployment

To provide a single stand-alone package of Dragon Professional Anywhere to different user groups using different configuration settings, do the following:

1. Deploy Dragon Professional Anywhere [using the Windows Installer](#) (MSI package) or via [XCOPY deployment](#).
2. Create a new XML file containing only the configuration settings that are different from the settings in the SoD.exe.config file.
3. Start Dragon Professional Anywhere from the [command line](#) and use the `config` parameter to specify the path to this XML file. The settings in this file will override the settings specified in the SoD.exe.config file.

Remarks

- For a list of **setting** elements you can specify, see the **SoD.Settings** section in the SoD.exe.config file. The elements must be stated exactly as they are in the SoD.exe.config file. The **setting** elements that you add to the **SoD.DefaultOptions** section will override the default settings.

For example (mandatory XML elements and structure in bold):

```
<?xml version="1.0" encoding="utf-8" ?>  
<applicationSettings>  
  <SoD.Settings>  
    <setting name="Authentication" serializeAs="String">  
      <value>native</value>  
    </setting>
```

```

</SoD.Settings>
<SoD.DefaultOptions>
  <setting name="Microphone.Record" serializeAs="String" isLocked="True">
    <value>Toggle</value>
  </setting>
</SoD.DefaultOptions>
</applicationSettings>

```

- Dragon Professional Anywhere will access the XML file during startup; hosting the file on a network share can impact startup performance.

Configuring the default settings

Dragon Professional Anywhere enables you to configure the default settings that the user logs on with. By default, the user can change all settings in the **Options** dialog box; you can lock specific settings to prevent the user from changing them.

Proceed as follows:

1. Open the application configuration file that the application should use (for example, SoD.exe.configuration on your web server or SoD.exe.config for the standalone package).
2. In the **SoD.DefaultOptions** section, configure the default options:
 - Specify the **setting** elements that you want to customize. For a list of setting identifiers and their corresponding values, see the table below.
 - In the **setting** elements that you want to lock, add the `isLocked` attribute and set the value to `True`.

Example:

```

<setting name="Hotkeys.NextField" serializeAs="String">
  <value>CtrlALTW</value>
</setting>

<setting name="Hotkeys.PreviousField" serializeAs="String">
  <value>CtrlALTQ</value>
</setting>

<setting name="Microphone.Record" serializeAs="String" isLocked="True">
  <value>PressAndHold</value>
</setting>

```

The following table lists the setting identifiers, their descriptions, possible values and the default values the application is delivered with (the setting identifier has the following format: `OptionCategory.IdentifierName`):

Setting identifier	Setting description
General.AnchorSpeechFocusRecStarted	Decides if the speech focus should be anchored when recording is started. Values: True, False (default)
General.VisualFeedbackVoiceCommandsRecognized	Decides if visual feedback should be provided when a voice command is recognized and specifies where the voice command bubble should be anchored. Values: None, DragonBar (default), Mouse, Text, SystemTray
General.AudioFeedbackVoiceCommandsRecognized	Decides if audio feedback should be provided when a voice command is recognized. Values: True, False (default)
General.LeftFieldDelimiters	Configures the left embedded field delimiter. Values: [(default)
General.RightFieldDelimiters	Configures the right embedded field delimiter. Values:] (default)
General.OptimizeForRapidNavigation	Decides if the text should be inserted at the current cursor position when the position of the cursor is changed manually during recording. Values: True, False (default)
DictationBox.TransferMethod	Configures the text transfer method. Values: ShiftInsert (default), CtrlV, WindowsPaste, SimulateKeystrokes
DictationBox.TransferRecStopped	Decides if the text should be transferred from the Dictation Box when recording is stopped. Values: True, False (default)
DictationBox.ClearAfterTransfer	Decides if the transferred text should be cleared from the Dictation Box. Values: True (default), False
DictationBox.KeepTextClipboardAfterTransfer	Decides if the transferred text should be kept on the clipboard. Values: True, False (default)
DictationBox.AddTextFromTargetApp	Decides if the text selected in the target application should be added to the Dictation Box. Values: True, False (default)

Setting identifier	Setting description
DictationBox.ShowWhenDragonMinimized	Decides if the Dictation Box should be shown when the DragonBar is minimized. Values: True (default), False
DictationBox.AudioAlertWhenOpens	Decides if an audio alert should be played when the Dictation Box opens automatically. Values: True, False (default)
DictationBox.TextAppearance	Configures the text appearance. Values: Plain (default), Formatted
DictationBox.FontType	Configures the font type. Default value: Arial
DictationBox.FontSize	Configures the font size. Default value: 10
Hotkeys.ShowHideDragonBar	Configures the hotkeys used to show/hide the DragonBar. Default value: CtrlALTH
Hotkeys.StartStopRecording	Configures the hotkeys used to start/stop recording. Default value: NUM-Add
Hotkeys.AnchorReleaseSpeechFocus	Configures the hotkeys used to anchor/release the speech focus. Default value: CtrlALTA
Hotkeys.ShowHideDictationBox	Configures the hotkeys used to show/hide the Dictation Box. Default value: CtrlALTD
Hotkeys.TransferText	Configures the hotkeys used to transfer the text from the Dictation Box. Default value: CtrlALTT
Hotkeys.ClearDictationBox	Configures the hotkeys used to clear the Dictation Box. Default value: none
Hotkeys.RecallText	Configures the hotkeys used to recall the text. Default value: none
Hotkeys.PreviousField	Configures the hotkeys used to navigate to the previous field in an auto-text. Default value: none

Setting identifier	Setting description
Hotkeys.NextField	Configures the hotkeys used to navigate to the next field in an auto-text. Default value: none
Hotkeys.FieldComplete	Configures the hotkeys used to accept a field's default text. Default value: none
Hotkeys.AcceptDefaults	Configures the hotkeys used to accept the default text in all fields. Default value: none
Microphone.Record	Configures the Record button's behavior. Values: Toggle, PressAndHold (default)
Microphone.Transcribe	Configures the Transcribe button's behavior. Values: none, ClearDictationBox, RecallText, TransferText (default), AnchorReleaseSpeechFocus, ShowHideDragonBar, ShowHideDictationBox, NextField, PreviousField, AcceptDefaults, FieldComplete, PressHotkey
Microphone.EnterSelect	Configures the Enter/Select button's behavior. Values: none, ClearDictationBox, RecallText, TransferText, AnchorReleaseSpeechFocus, ShowHideDragonBar, ShowHideDragonBar (default), NextField, PreviousField, AcceptDefaults, FieldComplete, PressHotkey
Microphone.CustomRight	Configures the Custom Right button's behavior. Values: none, ClearDictationBox, RecallText, TransferText, AnchorReleaseSpeechFocus, ShowHideDragonBar, ShowHideDictationBox (default), NextField, PreviousField, AcceptDefaults, FieldComplete, PressHotkey
Microphone.TabBackward	Configures the Tab Backward button's behavior. Values: none, ClearDictationBox, RecallText, TransferText, AnchorReleaseSpeechFocus, ShowHideDragonBar, ShowHideDictationBox, NextField, PreviousField (default), AcceptDefaults, FieldComplete, PressHotkey

Setting identifier	Setting description
Microphone.TabForward	Configures the Tab Forward button's behavior. Values: none, ClearDictationBox, RecallText, TransferText, AnchorReleaseSpeechFocus, ShowHideDragonBar, ShowHideDictationBox, NextField (default), PreviousField, AcceptDefaults, FieldComplete, PressHotkey

Note: A hotkey value can be specified as a sequence of keys, either separated by spaces and/or plus signs or joined; for example, Ctrl + ALT + H, Ctrl ALT Hor CtrlALTH.

Enabling basic text controls

Basic text controls are applications and text editors which are not fully supported by Dragon Professional Anywhere. By default, if a user is working with a text control that Dragon Professional Anywhere cannot directly write the text in, the Dictation Box opens automatically and the text is written there. To enable dictation at the cursor in basic text controls, do the following:

1. Open the application configuration file that the application should use (for example, SoD.exe.configuration on your web server or SoD.exe.config for the standalone package).
2. In the **SoD.Settings, BasicTextControls** setting, specify all basic text controls the user can work with.

A basic text control is defined as a **WindowClass** element specific to a process. If you don't define **WindowClass** elements for a process, all window classes of that process are used as basic text controls. If you define a wildcard character (*) for a process, all specified **WindowClass** elements are used as basic text controls, independent of the process.

Example (by default, the **BasicTextControls** setting is empty):

```
<setting name="BasicTextControls" serializeAs="String"
<value>
  <BasicTextControls>
    <ProcessName name="Process_1">
      <WindowClass>Sample_class_1</WindowClass>
    </ProcessName>
    <ProcessName name="Process_2">
    </ProcessName>
    <ProcessName name="*">
      <WindowClass>Sample_class_2</WindowClass>
      <WindowClass>Sample_class_3</WindowClass>
    </ProcessName>
  </BasicTextControls>
</value>
</setting>
```


Configuring the text transfer method for basic text controls

By default, the text is inserted in the basic text controls via `SimulateKeystrokes`; other possible text transfer methods are `ShiftInsert`, `CtrlV` and `WindowsPaste`. Dragon Professional Anywhere enables you to configure the text transfer method for all the basic text controls of a process or for specific basic text controls.

Proceed as follows:

1. Open the application configuration file that the application should use (for example, `SoD.exe.configuration` on your web server or `SoD.exe.config` for the standalone package).
2. In the **SoD.Settings, BasicTextControls** setting, configure the text transfer method:
 - To apply the setting to all window classes of the process, add the `textTransferMethod` attribute in the **ProcessName** element and set the value.
 - To apply the setting on a window class level, add the `textTransferMethod` attribute in the **WindowClass** element and set the value. The attribute that you set in the **WindowClass** element will override the **ProcessName** text transfer method.

Example:

```
<setting name="BasicTextControls" serializeAs="String"
<value>
  <BasicTextControls>
    <ProcessName name="*" textTransferMethod="ShiftInsert">
      <WindowClass textTransferMethod="SimulateKeystrokes">Sample_class_
2</WindowClass>
      <WindowClass>Sample_class_3</WindowClass>
    </ProcessName>
    <ProcessName name="Process_1">
      <WindowClass textTransferMethod="CtrlV">Sample_class_1</WindowClass>
    </ProcessName>
  </BasicTextControls>
</value>
</setting>
```

Configuring the language

You can configure one language for the speech recognition and the user interface. Proceed as follows:

1. Open the application configuration file that the application should use (for example, `SoD.exe.configuration` on your web server or `SoD.exe.config` for the stand-alone package).
2. In the **SoD.Settings, SupportedLanguages** setting, specify the language as an IETF language tag.

If you specify a language that is only available for speech recognition, the user interface is displayed in a related language. For a list of languages and their IETF language tags, see: [Supported languages](#).

If you want to present a list of available languages to the end user, specify all supported languages in the setting and separate them with the pipe (|) character (for example, `en-US|en-GB|de-DE`). The end user can then choose one of the specified languages when they start the application.

Note: You can provide multiple download links to enable your users to choose a language.

Configuring the speech recognition topic/specialty

To configure the speech recognition topic for Dragon Professional Anywhere, do the following:

1. Open the application configuration file that the application should use (for example, SoD.exe.configuration on your web server or SoD.exe.config for the stand-alone package).
2. In the **SoD.Settings, SupportedTopics** setting, specify the speech recognition topic.

If you want to present a list of available speech recognition topics to the end user, specify all supported speech recognition topics in the setting and separate them with the pipe (|) character (for example, GeneralDictationPro|Legal). The end user is then able to choose a topic when they start the application.

Supported speech recognition topics

The following topics are available:

GeneralDictationPro, Legal.

Configuring microphones

To configure the microphones the end user is allowed to use in Dragon Professional Anywhere, do the following:

1. Open the application configuration file that the application should use (for example, SoD.exe.configuration on your web server or SoD.exe.config for the stand-alone package).
2. In the **SoD.Settings, AllowedMicrophones** setting, specify all microphones the end user is allowed to use and separate them with the pipe (|) character.

When the end user starts the application, the list of connected microphones is filtered based on this setting. If you do not configure this setting, the end user can choose from all connected microphones.

Disabling the crash dump notification to end users

When Dragon Professional Anywhere shuts down unexpectedly, crash dump information is saved. The next time the user starts the application, they are informed that log files containing information about the crash are available and can be sent to their system administrator for analysis.

We recommend that you ask your users to send crash dump files to you; send the files, along with an error report if possible, to Nuance Technical Support for further analysis.

If you do not want your users to receive this crash dump notification, do the following:

1. Open the application configuration file that the application should use (for example, SoD.exe.configuration on your web server or SoD.exe.config for the stand-alone package).
2. In the **SoD.Settings, EnableCrashNotification** setting, set the value to `False`.

Disabling registration of the Microsoft Word add-in

When starting Dragon Professional Anywhere calls the regsvr32.exe executable to register the Microsoft Word add-in. To disable registration of the Microsoft Word add-in, do the following:

1. Open the application configuration file that the application should use (for example, SoD.exe.configuration on your web server or SoD.exe.config for the stand-alone package).

2. In the **SoD.Settings**, add the setting **RegisterWordAddIn** and specify as follows:

```
<setting name="RegisterWordAddIn" serializeAs="String">  
<value>False</value>  
</setting>
```

Note: This configuration setting is optional.

Registering the Microsoft Word add-in for individual users

If registration of the Microsoft Word add-in is disabled, you can enable it for an individual user. Log on to the corresponding user account and run the following command:

```
regsvr32.exe /s SoD.WordAddin.dll
```

If a user works with a 64-bit version of Microsoft Word, run the following command:

```
regsvr32.exe /s SoD.WordAddin_x64.dll
```

Note: If you update Dragon Professional Anywhere, you must run the corresponding command again.

Customizing the splash screen

You can lay a custom image over the Dragon Professional Anywhere splash screen; the overlay image will be placed in the lower left corner of the splash screen.

Requirements:

Size: 320x130 pixels

Format: PNG

File name: SoD.OEM.png

Location:

ClickOnce: The deployment location (same location as the application package)

Stand-alone: The application directory (same location as the configuration file)

Configuring the user interface color theme

By default this setting is empty and the Blue (default theme) is used. To configure the color theme for Dragon Professional Anywhere, do the following:

1. Open the application configuration file that the application should use (for example, SoD.exe.configuration on your web server or SoD.exe.config for the stand-alone package).
2. In the **SoD.Settings**, **DefaultTheme** setting, specify the theme identifier (Blue, Light, Dark):

```
<setting name="DefaultTheme" serializeAs="String">  
<value><theme_identifier></value>  
</setting>
```

Deploying Dragon Professional Anywhere in a virtualized environment

Dragon Professional Anywhere is a lightweight, cloud-based solution that provides secure speech recognition in real time. The speech recognition is performed on your secure server; therefore Dragon Professional Anywhere provides a number of options for deploying real-time speech recognition in a virtualized desktop/application environment.

Supported virtualized environments

Citrix XenApp/XenDesktop

Citrix server

- One of the following operating systems:
 - Microsoft Windows Server 2008 R2
 - Microsoft Windows Server 2012 R2
 - Microsoft Windows Server 2016
- One of the following Citrix virtualization environments:
 - Citrix XenApp 6.5 and 7.x
 - Citrix XenDesktop 7.x (latest version tested: Citrix XenDesktop 7.15)

Client PC

- One of the following operating systems:
 - Microsoft Windows 7
 - Microsoft Windows Embedded Standard 7
 - Microsoft Windows 8.1
 - Microsoft Windows 10For information on supported Linux operating systems, see: [Thin clients](#).
- Citrix Receiver 4.3 or higher (latest version tested: Citrix Receiver 4.9)

Microsoft Remote Desktop Services (RDS)

Terminal Server

- One of the following operating systems:
 - Microsoft Windows Server 2008 R2
 - Microsoft Windows Server 2012 R2
 - Microsoft Windows Server 2016

Client PC

- One of the following operating systems:
 - Microsoft Windows 7
 - Microsoft Windows Embedded Standard 7
 - Microsoft Windows 8.1
 - Microsoft Windows 10
- Microsoft Remote Desktop Client using Remote Desktop Protocol (RDP) 7.x or higher

For Nuance RDS Audio Extension and Nuance PowerMic RDS Client Extension the User Datagram Protocol (UDP) transport must be disabled on RDP 8.1 and RDP 10 clients. RDP 8.1 is preinstalled on Windows 8.1 and installed by Microsoft Update on Windows 7 and 8. RDP 10 is preinstalled on Windows 10.

To disable UDP transport, add the following registry value to the Microsoft Remote Desktop Client, then restart the PC:

Key: HKEY_LOCAL_MACHINE\Software\Microsoft\Terminal Server Client

DWORD Value: DisableUDPTransport = 1

VMware Horizon View/RDSH

VMware Horizon View/RDSH server

- VMware Horizon View/RDSH 6

Client PC

- One of the following operating systems:
 - Microsoft Windows 7
 - Microsoft Windows Embedded Standard 7
 - Microsoft Windows 8.1
 - Microsoft Windows 10
- VMware Horizon Client 3.5.2 for Windows

Deployment requirements

Edit control visibility

To be able to write recognized text in the target application, Dragon Professional Anywhere must be able to directly access the edit control. Applications or desktops that are hosted in a virtual environment are displayed as a bit map image via a receiver or remote terminal application. This means that Dragon Professional Anywhere cannot directly access the edit control and the recognized text is written in the Dictation Box.

Dragon Professional Anywhere must be co-installed and published with the target applications that are to receive the recognized text. In virtual environments, this means:

- If you are using a virtual desktop solution, where all target applications are installed and run locally in the virtual desktop, Dragon Professional Anywhere must be installed in the virtual desktop image.
- If you are virtualizing applications that are accessed by a viewer or remote desktop application on a local workstation, make sure that Dragon Professional Anywhere and the virtualized applications will be launched in the same remote session.

Audio channel

High quality audio is required for accurate speech recognition. Regardless of the virtualization technology and architecture, you must be able to deliver audio from the client workstation/terminal to the Dragon Professional Anywhere application in the virtual environment.

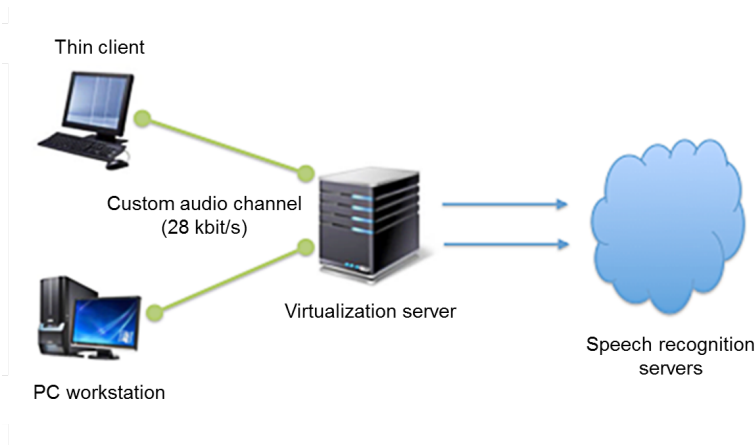
Most modern virtualization environments support an audio channel that allows audio from a USB device such as a headset or microphone to be routed from the local PC or thin client workstation to the virtual desktop and/or hosted application.

Nuance virtual extensions

Audio channels

Nuance provides a custom audio channel to reduce the audio bandwidth requirements between the client end point and the virtual server. This custom audio channel requires 28 kbit/s for each user while they are dictating (native audio channels often require up to 1.4 Mbit/s).

To use the custom audio channel, deploy it on the server/virtual desktop hosting the application and on the client PC.



Thin clients

To use the custom audio channel in a thin client environment, the end point must be installed on the client terminal. This table lists the supported thin clients.

Virtualization infrastructure	Model/manufacture	Operating system/firmware requirements
Citrix	Various	Microsoft Windows Embedded Standard 7
Citrix	IGEL UD2 LX	LX 5.08.100
Citrix	IGEL UD3 LX	LX 5.08.100
Citrix	IGEL UD5 LX	LX 5.08.100
Citrix	Fujitsu Futro S450	eLux RP 4.9.0
Citrix	Fujitsu Futro S520/S700/S720	eLux RP 5.1.x (Philips SpeechMike button controls have not been tested - Philips Speech Drivers for Citrix are not included in this firmware version.)
Citrix	HP t610	eLux RP 4.4.0

Backward compatibility

The Nuance virtual extensions are designed to be backward compatible from the virtual server to the client end point. This means that you can run newer versions of the Nuance virtual extension on your virtual server and they will work with older versions of the corresponding client end point extension with the following restrictions:

- New server virtual extensions are backward compatible with the corresponding end point virtual extensions for up to one year.
- When upgrading Dragon Professional Anywhere, you must also upgrade the virtual server to the latest version of the virtual extension.
- It is recommended to upgrade your end points to the latest versions of the server virtual extension.

Microphone controls

To enable button controls for the Nuance PowerMic in a Citrix, Microsoft RDS or VMware Horizon environment, install the corresponding PowerMic control channel.

For RDS and VMware button channels, the extension does not need to be installed on the server/virtual desktop; the required server binaries are already included in the application folder.

Redistributable packages for Philips, Grundig and Olympus devices are also available.

For more information, see the documentation delivered with the Nuance virtual extensions.

Server runtime requirements

The cloud-based architecture of Dragon Professional Anywhere results in a very small resource footprint on the virtual server, which allows the application to be deployed at scale in virtual environments.

Bandwidth

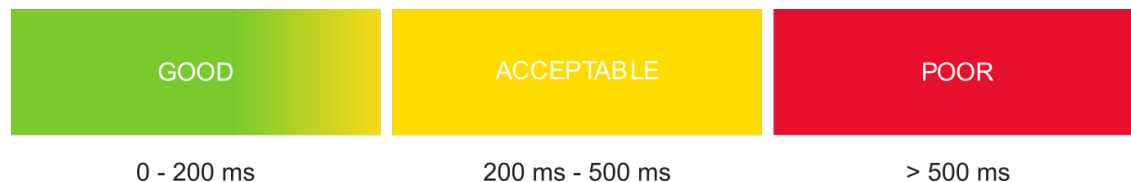
Audio transmission between the end point and the virtual server: If the Nuance custom audio channel is used, expect 28 kbit/s per active user; if the native virtual audio channel is used, expect up to 1.4 Mbit/s.

Audio transmission between the virtual server and the servers hosting Dragon Medical Server: Expect 80 kbit/s per active user.

Latency

Network latency between the end point and the virtual server must not exceed 50 ms.

High level guidelines for network latency between the end point and the servers hosting Dragon Medical Server (via the virtual server):



Memory

The Dragon application's memory usage, when in use, will fluctuate (increase and decrease based on user behavior and Microsoft Windows memory management behavior). For sizing and planning purposes we estimate memory utilization of 220 MB (full working set), of which approximately 70 MB (shared working set) are shared between all instances of the SoD.exe process on the same machine - the real physical memory impact therefore is approximately 150 MB per instance.

CPU

Due to the many factors that can have an impact on CPU usage (processor speed, number of cores assigned to a given virtual instance, etc.), exact guidelines cannot be given. In general, the CPU requirements for the sod.exe executable that runs on the virtual server are very low. As Dragon Professional Anywhere leverages speech recognition services, the local client performs very light-weight duties such as streaming speech and inserting recognition results.

With modern multi-core CPU architecture and provided that a given virtual session has been assigned at least one core, Dragon Professional Anywhere consumes between 1% and 3% of the available CPU per user session while the user is dictating.

Deployment options

The following options are available to deploy Dragon Professional Anywhere in a virtual desktop/application environment:

- Deploy Dragon Professional Anywhere using the [Windows Installer](#) (MSI package).
- Deploy Dragon Professional Anywhere via [XCOPY deployment](#) (manually copy the package to the destination path).

Logging

In a virtual desktop/application environment, we recommend configuring a user-specific folder as the log file location; for example, %APPDATA%.

If you deploy Dragon Professional Anywhere using the Windows Installer, you can specify the location of the log file via the LOGFILEPATH parameter. For more information, see: [Windows Installer](#).

If you deploy Dragon Professional Anywhere via XCOPY deployment, you can specify the location of the log file in the log4net section of the SoD.exe.config file (use the following syntax to specify environment variables: \${APPDATA}):

```
<appender name="TheSoDAppender" type="log4net.Appender.RollingFileAppender">  
  <param name="File" value="${APPDATA}\SoD.log"/>
```

For more information, see: [Logging](#).

Dragon Professional Anywhere command line

Starting Dragon Professional Anywhere from the command line

You can configure the stand-alone Dragon Professional Anywhere package so that your users do not need to log on separately to the application. By starting Dragon Professional Anywhere with the mandatory parameters specified, the logon dialog box will not be shown and any logged on user will be automatically logged off.

Note: Make sure you specify the full path to the application; using the short 8.3 form of the path will cause problems.

Example

Chris Smith speaks with a Scottish Standard English accent and records using a SpeechMike III.

```
SoD.exe -user "chrissmith" -lang "en-GB" -mic "SpeechMike III"
```

When Chris Smith logs on to a PC, Dragon Professional Anywhere is available, in the notification area, with their preferred settings applied.

Parameters

user

The speech recognition user profile name.

This parameter is mandatory; you must specify the user before any of the other parameters are applied.

If [trusted authentication](#) is enabled, Dragon Professional Anywhere will ignore this parameter.

lang

The speech recognition language.

This parameter is mandatory; you must specify the language as an IETF language tag. For more information, see: [Supported languages](#).

topic

The speech recognition topic.

If only one topic is specified in the configuration file and this parameter is not set, this topic will be selected automatically and Dragon Professional Anywhere will start without displaying the logon dialog box.

If more than one topic is specified in the configuration file and this parameter is not set, Dragon Professional Anywhere will start without displaying the logon dialog box and will use the topic the user last logged on with.

If the user has not logged on successfully before, or if the topic the user last logged on with is no longer available, the logon dialog box is opened and the user must select a topic manually.

mic

The microphone identifier.

This parameter is mandatory. If you do not know the exact microphone identifier, you can specify part of the name, for example, "SpeechMike". If only one connected microphone contains the specified string in its name, this microphone will be used. If no connected microphone or more than one connected microphone contains the specified string in its name, the logon dialog box is opened and the user must select a microphone.

If you have configured a list of [allowed microphones](#), the `mic` parameter is optional. Dragon Professional Anywhere will go through the allowed microphones, in the order that you listed them, and use the first

specified microphone it finds that is connected. If you specify the `mic` parameter, this microphone must be included in the list of allowed microphones.

password

The user's password.

If [trusted authentication](#) is enabled, Dragon Professional Anywhere will ignore this parameter.

noLogo

Disables the splash screen.

config

The path to the XML file containing custom configuration settings. For more information, see: [Configuring Dragon Professional Anywhere](#).

Logging off and closing Dragon Professional Anywhere from the command line

You can configure the stand-alone Dragon Professional Anywhere package so that your users do not need to log off or close the application manually.

Parameters

logoff

Logs off the currently logged on user. This parameter is exclusive and cannot be used together with other parameters.

If [trusted authentication](#) is enabled, this parameter is ignored by Dragon Professional Anywhere.

shutdown

Shuts down the currently running instance of Dragon Professional Anywhere. This parameter is exclusive and cannot be used together with other parameters.

Enabling and disabling WPF support from the command line

Dragon Professional Anywhere provides built-in support for applications based on Windows Presentation Foundation (WPF) TextBox class text controls. You need to enable WPF only if your users cannot dictate at the cursor in these applications.

You can enable/disable WPF support, for a specific machine, in the stand-alone Dragon Professional Anywhere package. By enabling/disabling WPF support, you will register/deregister a Microsoft Text Services Framework plugin on the machine that you have deployed to. This operation requires administration rights on that machine. To perform the registration, Dragon Professional Anywhere will attempt to elevate rights; if the rights cannot be elevated you cannot proceed.

Note: `regsvr32.exe` will be invoked for this operation.

These parameters are mutually exclusive and will override any other parameters passed to the `SoD.exe` process during start-up. For example, passing the parameters during standard logon procedure is not supported and will cause Dragon Professional Anywhere to shut down after registration/deregistration.

Parameters

enableWPF

Dragon Professional Anywhere 4.0

Registers the Text Services Framework (TSF) plugin. To perform the registration, the SoD.exe process will be started, and once this operation is performed, it will shut down.

You only need to enable WPF support once per deployment or if you change the deployment location.

`disableWPF`

Deregisters the Text Services Framework (TSF) plugin. To perform the deregistration, the SoD.exe process will be started, and once this operation is performed, it will shut down.

Nuance Management Center

The Nuance Management Center (NMC) is the central administration component for Dragon Professional Anywhere. NMC enables you to perform a variety of administration tasks, such as licensing and managing auto-texts, users, groups and organizations.

For information on how to define auto-texts in NMC, see: [Auto-texts](#).

For more information on NMC, see the documentation delivered with the product and the Dragon Medical Server documentation.

Note: NMC requires HTTP/HTTPS access to ports 80, 8051 and 8731; make sure your firewall does not block these ports. These ports must be accessible from the workstations used to access NMC.

Prerequisites for running NMC

- Microsoft Internet Explorer, Microsoft Edge, Google Chrome, Apple Safari
- Microsoft .NET Framework 4
- Full trust privileges: Open the **Control Panel, Internet Options, Security** tab and in the **Trusted Sites** dialog box configure the NMC website as a trusted site. In the **Security Settings - Trusted Sites Zone** dialog box, make sure that the **XAML browser applications** option is enabled.

Launching NMC

1. To access NMC, browse for *http(s)://<Your.NMS.Server.Name>/nmc/client.xbap*.
2. To log on for the first time, use the following credentials:
User Login: admin
Password: password

Note: To change your password, click  and select **Change password**.

Licensing

To monitor licenses, open the **Licensing** ribbon, click **View Licenses** and search for the license type. You can see a summary of license information.

If you need to free licenses, select a row, click **Revoke** and select user accounts.

Logging

Dragon Professional Anywhere creates log files that can help Nuance to analyze issues reported by end users or administrators. Log files are uploaded to Dragon Medical Server, and a limited amount of information is written to the local file system of the client PC. The information written to the local file system does not contain any sensitive data; the amount of data kept on the local PC can be configured and usually spans data for the last few days.

Log file location

Dragon Medical Server

Dragon Medical Server log file: \\<server_name>\<share>\Logs\<year_month>\<day>\

Dragon Medical SpeechKit log file: \\<server_name>\<share>\Logs\<year_month>\<day>\

Local PC

Local log file (does not contain sensitive data):

Dragon Professional Anywhere ClickOnce directory (C:\Users\<User_Name>\AppData\Local\Apps\...)

or

Dragon Professional Anywhere stand-alone directory

Crash dump:

%APPDATA%\Nuance\SoD\

Virtual desktop/application environment

For information on logging in a virtual desktop/application environment, see: [Logging in a virtual environment](#).

Setting the logging level

The log level is set in the `log4net` section of the configuration file (`SoD.exe.configuration` on your web server or `SoD.exe.config` for the stand-alone package). The log level should be set for both logger names specified in the configuration section:

```
<logger name="Nuance.SoD.Generic">  
<logger name="Nuance.SoD.Text">
```

The default log level is `ERROR` which creates the least amount of data. You can change the logging level to one of the following (amount of data collected in descending order):

```
DEBUG  
INFO  
WARN  
ERROR
```

User authentication

There are four options for user authentication when Dragon Professional Anywhere is started:

- **No authentication:** The user enters a unique user name to log on and must always use this name.
- **Native authentication:** The user must enter a user name and password provided by the administrator when logging on. The credentials are checked via the Nuance Management Server (NMS).
- **LDAP authentication:** The user must enter a user name and password to log on. The credentials are checked via an LDAP server.
- **Trusted authentication:** The user, logged on to Microsoft Windows with the Active Directory user name and password, is automatically logged on to the application. The credentials are checked via the Nuance Management Server (NMS).

No authentication

This is the default configuration for authentication. When this type is used, the application prompts the user to enter a new user name when logging on. A password is not required and it is not possible to use one. NMS loads the user settings associated with the user name or automatically creates a user profile if a profile for the user name does not yet exist. The user is granted access to Dragon Professional Anywhere and a license is assigned.

Procedure

In the application configuration file (for example, SoD.exe.configuration on your web server or SoD.exe.config for the stand-alone package), **SoD.Settings, Authentication** setting, specify: `<value>none</value>`.

When a user logs on to Dragon Professional Anywhere, they must enter a new user name and always use this name.

Native authentication

Native authentication sends the user credentials to NMS to authenticate and grant or deny access to Dragon Professional Anywhere. You must create a user account in NMC before the user can log on to Dragon Professional Anywhere. This means that users cannot specify their own user names and passwords.

Procedure

In the application configuration file (for example, SoD.exe.configuration on your web server or SoD.exe.config for the stand-alone package), **SoD.Settings, Authentication** setting, specify: `<value>native</value>`.

When a user logs on to Dragon Professional Anywhere, they must enter a user name and password that correspond to an existing user account in NMS.

Configuring password settings

You can define password expiration and complexity criteria via NMC for users of an organization logging on to Dragon Professional Anywhere via native authentication.

Proceed as follows:

1. Search for the organization, right-click it and select **Organization details**.
2. On the **Products** tab, open the **General** tab and expand **Password Settings**.

3. Define the criteria.
4. Select **Password must meet complexity requirements** and click **Save**.

LDAP authentication

LDAP authentication sends the user credentials to NMS to authenticate the user against an LDAP server and grant or deny access to Dragon Professional Anywhere.

Prerequisites

- Dragon Medical Server must be installed and running properly.
- NMS must be installed and running properly.
- The Dragon Medical Recognition Service must not run under an administrator account; make sure the Dragon Medical Recognition Service user account fulfills the requirements but is not an administrator account.
- In the domain controller:
 - A valid user account must be set up (this is the user account configured in NMS and used to log on to Dragon Professional Anywhere).
 - The guest account must be disabled.
- Make sure you have the following information to hand:
 - Dragon Medical Server URL
 - Nuance Management Center (NMC) URL
 - Active Directory connection string as follows:
 - Secure LDAP authentication - LDAP://<your_LDAP_server>
 - Non-secure LDAP authentication - LDAP://<your_LDAP_server>:636
 - Domain name

NMC

You must configure the domain and user account in NMC to authenticate the user in the Active Directory.

To configure a domain, do the following:

1. Search for the organization, right-click it and select **Organization details**.
2. Open the **Domains** tab and click **Add**.
3. Enter the domain name and the Active Directory connection string.
4. Click **Save**.

To configure a user account, do the following:

1. Search for the user account, right-click it and select **User Account Details**.
2. Open the **Credentials** tab.
3. On the **NTLM** tab, click **Add**; the **User name** and **Organization Name** already filled out.
4. From the **Domain** list, select the user's domain.
5. In the **Login** field, enter the LDAP login ID.
6. Click **Save**.

Dragon Professional Anywhere configuration file

In the application configuration file (for example, SoD.exe.configuration on your web server or SoD.exe.config for the stand-alone package), **SoD.Settings, Authentication** setting, specify: `<value>ldap</value>`.

When a user logs on to Dragon Professional Anywhere, they must enter their Windows user name and password.

Trusted authentication

Trusted authentication sends the Active Directory credentials of the currently logged on user to NMS to authenticate and grant/deny access to Dragon Professional Anywhere. The user can work with Dragon Professional Anywhere without entering a user name and password; the logon dialog box is not displayed.

Configuring Dragon Professional Anywhere

In the application configuration file (for example, SoD.exe.configuration on your web server or SoD.exe.config for the stand-alone package), **SoD.Settings, Authentication** setting, specify: `<value>trusted</value>`.

NMC

You must configure the user account in NMC to authenticate the user in the Active Directory.

Proceed as follows:

1. Search for the user account, right-click it and select **User Account Details**.
2. Open the **Credentials** tab.
3. On the **NTLM** tab, click **Add**; the **User name** and **Organization Name** already filled out.
4. From the **Domain** list, select the user's domain.
5. In the **Login** field, enter the Active Directory login ID.
6. Click **Save**.

Auto-texts

The auto-text feature enables you to define standard blocks of text that Dragon Professional Anywhere users can insert into their document with a short voice command. Using auto-texts reduces the time the user needs to dictate and improves the consistency of documentation. Available auto-texts are displayed to end users on the **What You Can Say** page. You define auto-texts in the Nuance Management Center (NMC). Users can create their own auto-texts in Dragon Professional Anywhere in the **Manage Auto-texts** dialog box.

Defining an auto-text in NMC

Scenario

- You define an auto-text for an email signature line called 'signature' that contains this information:
Chris Smith
Executive Vice President and Director
Automobile Manufacturing Company
Chris.Smith@AMC.com
- Your user says the voice command **insert signature** to insert the information.

Procedure

1. Open the **Speech Recognition** tab on the ribbon.
2. Click **Manage**.
3. Select your **Organization**.
4. In the **Auto-texts** tree view, select the level you want to create the auto-text for (site, group or user).
5. In the **Auto-text** group on the ribbon, click **Add**.
6. Enter a **Name** (*signature*), a **Description** (optional) and select a **Language**.
7. Optional: change the **Spoken Phrase**.
8. In the contents section, enter
Chris Smith
Executive Vice President and Director
Automobile Manufacturing Company
Chris.Smith@AMC.com
9. Click **Save**.

Remarks


- To make the auto-text available for all users, make sure to select the corresponding site or group in the tree view.
- A keyword is what the user says to tell the system that an auto-text is to be processed. The default keyword is **insert**; you can change it in NMC. For more information, see the *Dragon Medical Server Administration Guide*.
- The **Name** field contains the title of the auto-text (this is generally what users must say to insert the auto-text); make sure it is unambiguous and easy to pronounce. It is strongly recommended that you give the

auto-text a distinctive name that cannot be misinterpreted as speech to be recognized. This helps to ensure that it is correctly inserted.

- By default, the **Spoken Phrase** is the same as the **Name**. If how the auto-text name is written and how it is pronounced are very different, change the **Spoken Phrase** (how it is pronounced). You can only use alphabetic characters in spoken phrases. For acronyms that are spelled out use capital letters, separated by spaces.

For spoken phrases do not use:

- Very short phrases (such as one syllable only)
- Capital letters (except for acronyms, for example, C I A)
- Abbreviations
- Digits (use 'twelve' and not '12')
- Punctuation marks (for example, ", !, ?, etc.)
- Symbols (for example, +, -, &, \$, etc.)

- If you want to give your users more than one way to insert an auto-text, click  and enter another **Spoken Phrase**.
- Activate **Display all levels** to list the auto-texts for the level selected in the tree view and its higher levels.
- Auto-texts can contain fields. Fields are gaps in the auto-text where users can enter specific text, for example, client data. To add a field to an auto-text, enter [] in the relevant place of the auto-text's contents; you can enter any text between the field delimiters as default content, for example, **Client plea [not guilty]**. When users insert the auto-text, they can decide whether they want to replace the default values with specific text or use the default values.
- By default, fields are indicated by square brackets. Users can change the characters used as field delimiters in Dragon Professional Anywhere on the **General** pane of the **Options** dialog box; any previously defined fields using different delimiters will then no longer work.

Voice commands

Voice commands enable Dragon Professional Anywhere users to say a word or phrase that initiates an action and control the application without using the mouse or the keyboard. This reduces the time the user needs to complete their work.

The custom command feature in Dragon Professional Anywhere was extended to enable users to create more feature-rich commands and are now called step-by-step commands. Users define step-by-step commands in the **Manage Step-by-step Commands** dialog box and they are displayed on the **What You Can Say** page; for more information, see the end user help.

Existing user-level custom commands created in the Nuance Management Center will be automatically migrated to step-by-step commands.

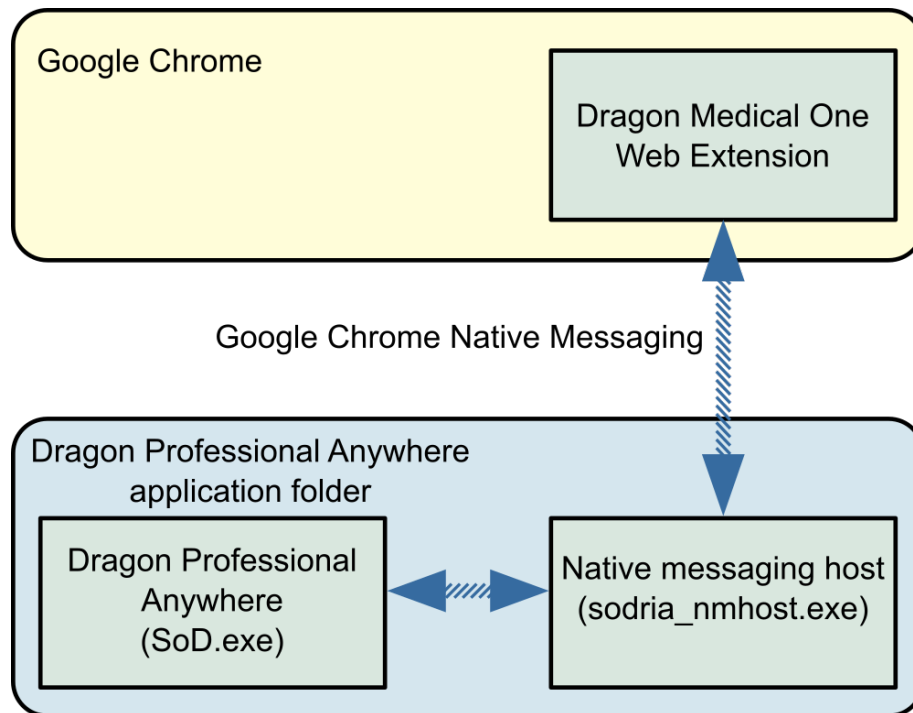
Google Chrome

Dragon Professional Anywhere supports dictation at the cursor in standard text controls (these include text input, text area and standard content-editable controls) hosted in the Google Chrome browser.

To support text controls and dictation at the cursor, in Google Chrome-based applications, you must install the Dragon Medical One Web Extension.

Architecture

Dragon Professional Anywhere and the Dragon Medical One Web Extension use a dedicated process (sodria_nmhost.exe) for communication between Dragon Professional Anywhere and Google Chrome. This process is delivered with Dragon Professional Anywhere and is started by Google Chrome. Google Chrome and Dragon Professional Anywhere rely on a registry key (HKEY_CURRENT_USER\Software\Google\Chrome\NativeMessagingHosts\com.nuance.sodria) to connect the two applications. Dragon Professional Anywhere automatically creates and updates the registry key to connect the two processes while starting; this is usually only needed once per deployment and operating system user.



Installation

Dragon Medical One Web Extension must be installed for each machine and operating system user using Google Chrome. Once the extension is installed, the browser must be restarted (or tabs reloaded). The user is informed if the browser needs to be restarted.

Installing Dragon Medical One Web Extension via Google Chrome web store

To install manually, do the following:

1. Browse for the Dragon Medical One Web Extension web store link:
<https://chrome.google.com/webstore/detail/dragon-medical-one-web-extension/feolagkacappiaieohahjkeaikhjjcfa>
2. Click **Add to Chrome**.
3. In Google Chrome settings, make sure that the Dragon Medical One Web Extension is enabled.
4. Restart the Google Chrome browser.

Installing Dragon Medical One Web Extension via Google Chrome policies

To install automatically, do the following:

1. Open the LOCAL_MACHINE registry hive.
2. Add the following to the registry:
Key: HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Google\Chrome\ExtensionInstallForcelist\1
Value: feolagkacappiaieohahjkeaikhjjcfa;https://clients2.google.com/service/update2/crx
3. Restart the Google Chrome browser.

For more information on automatic installation, see [Google Chrome policy documentation](#).

Enabling dictation at the cursor in local HTML pages

To enable dictation at the cursor in HTML pages stored in the local file system, do the following:

1. In the Google Chrome menu, expand **More tools** and click **Extensions**.
2. Search for Dragon Medical One Web Extension and select **Allow access to file URLs**.

Documentation

Dragon Professional Anywhere is delivered with documentation for system administrators and end users.

System administrators

The *Dragon Professional Anywhere Installation and Administration Guide* describes the installation and system configuration procedures.

The *Dragon Medical Server Installation Guide* describes the installation procedures, and the *Dragon Medical Server Administration Guide* describes the system configuration procedures. These guides also cover information on the Nuance Management Center.

End users

Users access the end user help by saying **launch help** or by clicking **Help** on the DragonBar menu. The **Dragon Help** tab of the personalization and help window contains information on how to use the application features (for example, anchoring the speech focus); the **Speech Recognition Help** tab contains information on speech recognition features and how to use them.

The **What You Can Say** page contains a list of all available voice commands and auto-texts. Users can open it by saying **what can I say** or clicking **What You Can Say** on the DragonBar menu.

Coherence mode

Dragon Professional Anywhere is designed to work in a virtualized environment; which significantly lowers administration overhead for installation and maintenance. Additionally, virtual deployments increase the availability of the application as users can access Dragon Professional Anywhere from any secure end point (office or home).

Dragon Professional Anywhere can also be installed locally on a Windows desktop using either an XCOPY installer or a traditional MSI. This is necessary when users need to record into locally installed applications such as Microsoft Word, Microsoft Outlook or an application that is deployed as a "fat" client.

Occasionally, users want to work both locally and virtually. They use a published version of Dragon Professional Anywhere to record into a published application and a local version of Dragon Professional Anywhere to dictate into local applications.

This chapter describes how to set up this workflow.

Note: Coherence mode is only supported in Citrix virtualization environments.

Scenario

The user wants to record into the primary virtual application and into applications that are published locally.

Prerequisites

- The primary application is hosted as a virtual application or published as a virtual application.
- Dragon Professional Anywhere is published in the same way as the primary application (as a virtual application or as part of the virtual desktop image).
- The end point used to access the virtual applications is a desktop machine running a supported Microsoft Windows operating system (for information on supported operating systems, see: [Software and hardware requirements](#)).

Procedure

1. Install Dragon Professional Anywhere on the server.
2. Install the technology-specific custom audio and microphone channels on the server.
3. Install the corresponding technology-specific custom audio and microphone channels on all client end points.
4. Install Dragon Professional Anywhere on the local workstation, using either the XCOPY or MSI installation package.

Remarks

- We do not recommend using the ClickOnce package; it could result in the local installation being newer than the virtual instance. Using the XCOPY or MSI installation method enables you to keep both versions of the application synchronized.
- Local installations do not use the custom audio or microphone drivers, therefore there is no conflict.

Results


Due to our single, cloud-based profile users have an identical speech experience, regardless of whether they are using the local application or the published instance. All the auto-texts, commands, custom words and application configuration parameters will be consistent across both instances.

Note: For performance reasons, each instance of Dragon Professional Anywhere maintains a cache of auto-texts, custom words and commands. If a user adds a word, auto-text or command in one instance, it will be available in the second instance when that cache is refreshed (by closing and running that instance).

When a user only has one instance of Dragon Professional Anywhere running at a particular moment, a local instance or a virtual instance, but not both at the same time, there are no usability concerns.

Running both instances

If a user is running both the local and published instances concurrently and wants to dictate into local and published applications, consider the following good practice:

- To visually differentiate the local and virtual instances of Dragon Professional Anywhere, we recommend [setting a different color theme](#) for each instance.
- To switch the audio and device button focus between instances, users must click the  icon on the corresponding DragonBar. Once an instance has the audio focus, users can continue to use their hardware microphone to control the application as normal.

Note: When using Nuance PowerMic II or PowerMic III as an input device, users can automatically switch the audio and device button focus from a local instance to a published one by placing the cursor in the corresponding local or published application.

Supported languages

The speech recognition language is the language the user records in and that Dragon Professional Anywhere recognizes.

The user interface language is the language in which Dragon Professional Anywhere displays menus, help files, error messages and dialog boxes.

This table shows the speech recognition and corresponding user interface languages.

Language	Language tag	Speech recognition	User interface
English (US)	en-US	Yes	Yes
English (UK)	en-GB	Yes	English (US)
Deutsch (DE)	de-DE	Yes	Yes
Deutsch (AT)	de-AT	Yes	Deutsch (DE)
Deutsch (CH)	de-CH	Yes	Deutsch (DE)

Troubleshooting

- A client cache error is displayed after installing the ClickOnce package, and the application won't run.

Delete the ClickOnce application cache in the user's **AppData** directory (Windows 7: "C:\Users\\AppData\Local\Apps\2.0").
- After Dragon Professional Anywhere has been deployed via [XCOPY deployment](#), the application does not start and an exception is thrown: "System.Configuration.ConfigurationErrorsException: Insufficient permissions for setting the configuration section 'defaultProxy'. ---> System.Security.SecurityException: Request for the permission of type 'System.Net.WebPermission, System, Version=4.0.0.0, Culture=neutral, PublicKeyToken=b77a5c561934e089' failed."

Depending on your Group Policy security settings, Microsoft Windows marks downloaded files as unsafe. This prevents .NET from executing properly, which causes the exception.
Unblock the downloaded ZIP file before you extract it; for more information, see: [XCOPY deployment](#).
- Dragon Professional Anywhere crashes when the application is started.

Check the [configuration file](#) and the [log file](#) for configuration-related issues.
Make sure that your system conforms to the [software and hardware requirements](#).
Make sure you followed all steps required to [set up a working system](#).
- An error occurs when Dragon Professional Anywhere is started: **An error has occurred, it is not possible to use the application. Please contact your administrator. The specified server URL cannot be reached, check your network connection.**

Check the [Dragon Medical Server URL](#) in the configuration file.
On Dragon Medical Server, make sure that the Dragon Medical Recognition Service is running.
Check the network connection to Dragon Medical Server.
- The automatic gain control (AGC) of the recording device or the device driver/sound card driver interferes with the automatic audio adjustment feature of Dragon Professional Anywhere.

Disable the interfering AGC.
- An error occurs when the user starts recording: **Speech recognition is temporarily not available in this application because there are no licenses available.**

If auto-provisioning of users is not enabled for your organization in NMC, make sure that the user exists in NMC and the user name is spelled correctly (user names are case sensitive), and that the user's token credentials (**User Account Details** dialog box, **Credentials** tab, **Token** tab) are the same as the user name or empty.
In NMC, check if your organization has run out of licenses. For more information, see [Licensing](#).
If your system is based on SpeechMagic SDK, make sure that the user exists in SpeechMagic and the user name is spelled correctly (user names are case sensitive), and that the user has speech recognition rights assigned in SpeechMagic.
- Dragon Professional Anywhere inserts text in the wrong place in a Microsoft Word document.

This might be caused by a version incompatibility. Make sure you use a Microsoft Word version officially supported by Dragon Professional Anywhere. For more information, see: [Software and hardware requirements](#).
- The text cursor and/or elements of the document flicker when the user dictates in a Microsoft Word 2013 document.

Follow the instructions in the Microsoft Knowledge Base article: <https://support.microsoft.com/en-us/kb/2768648>.

- The user changed their settings in the **Options** dialog box, but the changes are not saved.
Make sure that Dragon Professional Anywhere can communicate with the Nuance Management Server; for information on the ports Dragon Professional Anywhere requires access to, see: [Setting up a working system](#).
- An error occurs when Dragon Professional Anywhere is started: **No supported audio device is available. To start Dragon, connect a device and click Refresh.**
Connect a [microphone the end user is allowed to use](#), and click **Refresh**.
In a virtual desktop/application environment, make sure the connected microphone is set as the default device in Microsoft Windows on the end point.
In a virtual desktop/application environment, make sure the [Nuance custom audio channel](#) has been deployed on the client end point and on the virtual server hosting the application.
- Dragon Professional Anywhere shuts down unexpectedly; no error message is displayed.
Collect the crash dump (location: %APPDATA%\Nuance\SoD\) and send it, along with an error report if possible, to Nuance Technical Support for analysis.
- The ClickOnce deployment of Dragon Professional Anywhere does not update automatically when pinned to and launched from the task bar.
Launch the ClickOnce Dragon Professional Anywhere application from the Windows **Start** menu.
Make sure you do not start the ClickOnce Dragon Professional Anywhere application by running SoD.exe.
- A message is displayed when the user opens the personalization and help window: **The help needs to be refreshed. Please close and open it again.**
In the **Internet Options**, make sure that cookies are enabled for the corresponding users/machines. If your organization works in virtualized environments, this setting must be applied to the virtual server.
- The user cannot dictate at the cursor in applications based on Windows Presentation Foundation (WPF) TextBox class text controls.
Make sure to enable WPF support from the command line. For more information, see: [Enabling and disabling WPF support from the command line](#).