

# Nuance Management Center **Server installation and configuration guide**

For:

Nuance®

**Dragon® Medical  
Practice Edition**

# Copyright

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Nuance® Management Center

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# Contents

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<b>Nuance Management Center Install and Config Cover</b> .....	<b>i</b>
<b>About this guide</b> .....	<b>iv</b>
Guide overview .....	v
Audience .....	v
Additional resources .....	vi
Documentation .....	vi
Training .....	vii
Support .....	vii
<b>Chapter 1: Introduction</b> .....	<b>1</b>
About Nuance Management Center .....	2
Physical architecture .....	3
<b>Chapter 2: Installation checklist</b> .....	<b>4</b>
Checklist—Planning the installation .....	5
<b>Chapter 3: Preparing for your installation</b> .....	<b>7</b>
Software requirements—Server .....	8
NMC server and database server .....	8
NMC console .....	9
Hardware requirements—Server .....	10
Server installation prerequisites .....	11
Other considerations .....	12
Network bandwidth recommendations .....	12
Using a network traffic switch .....	12
Obtaining required server software .....	13
Opening required ports .....	14
<b>Chapter 4: Installing the servers</b> .....	<b>15</b>
Installing SQL Server .....	16
Installing Nuance Management Center .....	17
<b>Chapter 5: Post-installation tasks</b> .....	<b>23</b>
Installing and binding the SSL certificate .....	24
About certificates .....	24
Install the SSL certificate—Installing on the server .....	24
Install the SSL certificate—Installing on a load balancing switch .....	27

---

Testing and troubleshooting your SSL configuration .....	27
Verifying the NMS Platform service is running .....	29
Starting the NMS Platform service manually .....	29
Configuring your network switch .....	30
Logging in to the NMC console .....	31
Determining your database backup method .....	32
Configuring the Dragon client for use with Nuance Management Center .....	33
<b>Appendix A: Database backups and data retention .....</b>	<b>34</b>
About database backups .....	35
Disabling automatic database backups .....	35
About data retention .....	36

# About this guide

---

<b>Guide overview</b> .....	<b>v</b>
Audience .....	v
<b>Additional resources</b> .....	<b>vi</b>
Documentation .....	vi
Training .....	vii
Support .....	vii

## Guide overview

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This guide contains installation and configuration instructions for on-premise NMC servers. This guide describes only the NMC server installation. When you have completed the NMC server installation, you must then install Dragon clients and configure them for Nuance Management Center. For Dragon client installation and configuration, see the *Dragon Medical Practice Edition Client Installation Guide*.

### Audience

This guide is intended for IT administrators, database administrators, and Dragon administrators whose responsibility is to perform the following:

- Install and configure an on-premise NMC server.
- Install and manage a SQL Server database.

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

## Additional resources

The following resources are available in addition to this guide to help you manage your Dragon installation.

### Documentation

Document	Description	Location
<i>Dragon Medical Practice Edition Citrix Administrator Guide</i>	Hardware, software, and network requirements for deploying Dragon in a network of client computers that connect to a Citrix server to access published applications.	Dragon Medical Practice Edition Support web site
<i>Nuance Management Center Administrator Guide</i>	Information on managing licensing and passwords from the NMC console.	Dragon Medical Practice Edition Support web site
Nuance Management Center Help	Instructions for configuring and managing the Nuance Management Center (NMC) console and Dragon clients.	When Nuance Management Center is open, click the NMC console Help button  .
Dragon client Help	Commands and instructions for dictating, correcting, and more with the Dragon client.	When Dragon is open, click the Help icon  on the DragonBar, and then select <b>Help Topics</b> .
<i>Dragon Release Notes</i>	New features, system requirements, client upgrade instructions, and known issues.	Dragon Help. Do the following: <ol style="list-style-type: none"> <li>1. When Dragon is open, click the Help icon  on the DragonBar, and then select <b>Help Topics</b>.</li> <li>2. Click <b>Get started</b>.</li> <li>3. Click <b>Dragon release</b></li> </ol>

Document	Description	Location
		notes.

## Training

Nuance provides several training offerings, like webinars, demos, and online training courses. For more information, see the Nuance University web site:

<https://www.nuance.com/about-us/nuance-university-training.html>

## Support

For information on Dragon Medical Practice Edition Support offerings, see:

<https://www.nuance.com/healthcare/support/product-support.html?product=dragon-medical-practice-edition>

# Chapter 1: Introduction

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<b>About Nuance Management Center .....</b>	<b>2</b>
<b>Physical architecture .....</b>	<b>3</b>

## About Nuance Management Center

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Nuance Management Center allows Dragon administrators to manage all Dragon clients from a single central console. The Nuance Management Center (NMC) console allows you to do the following:

- Assign and manage licensing
- Manage passwords

You can choose to install, configure, and maintain your own Nuance Management Center (NMC) server on-premise, or you can use the Nuance cloud-hosted NMC server.

# Physical architecture

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Nuance Management Center is a standard Microsoft ASP .NET MVC web application that is hosted by Internet Information Services (IIS). The Nuance Management Center components include the following:

- **Nuance Management Center (NMC) server**—Stores transient data, such as log files.
- **Nuance Management Center (NMC) console**—Allows NMC administrators to manage licensing and passwords. The NMC console does not have permanent data storage. However, it does use a file share for temporary data storage to support file uploads and downloads.
- **Database instance**—Stores license information, partial speech profiles, application usage information, and audit data.
- **Dragon clients**—Users log in to their client computers where Dragon is installed and connect to your NMC server to authenticate.

Initially, you install the NMC server, NMC console, and the database instance on the same server. However, you can optionally move your database instance to a separate database server after the installation. Your NMC server can be one of the following:

- A single physical machine (smaller installations)
- Multiple physical machines load-balanced by a network traffic switch (larger installations)

# Chapter 2: Installation checklist

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Checklist—Planning the installation .....	5
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## Checklist—Planning the installation

Use this checklist to help you prepare for the Nuance Management Center installation.

<input type="checkbox"/>	<b>Task</b>	<b>Reference</b>
<input type="checkbox"/>	Ensure all system requirements have been met.	<a href="#">“Software requirements—Server” on page 8</a> <a href="#">“Hardware requirements—Server” on page 10</a>
<input type="checkbox"/>	Ensure all server installation prerequisites have been met.	<a href="#">“Server installation prerequisites” on page 11</a>
<input type="checkbox"/>	Review all other considerations.	<a href="#">“Network bandwidth recommendations” on page 12</a> <a href="#">“Using a network traffic switch” on page 12</a>
<input type="checkbox"/>	Obtain the required server software.	<a href="#">“Obtaining required server software” on page 13</a>
<input type="checkbox"/>	Ensure required ports are open.	<a href="#">“Opening required ports” on page 14</a>
<input type="checkbox"/>	Install SQL Server.	<a href="#">“Installing SQL Server” on page 16</a>
<input type="checkbox"/>	Install the SSL certificate.	<a href="#">“Installing and binding the SSL certificate” on page 24</a>
<input type="checkbox"/>	Install Nuance Management Center.	<a href="#">“Installing Nuance Management Center” on page 17</a>
<input type="checkbox"/>	Verify that the NMS Platform service is running.	<a href="#">“Verifying the NMS Platform service is running” on page 29</a>
<input type="checkbox"/>	If you're using multiple NMC servers, configure your network traffic switch.	<a href="#">“Configuring your network switch” on page 30</a>

<input type="checkbox"/>	Task	Reference
<input type="checkbox"/>	Log in to the NMC console. If you're using a network traffic switch, ensure you access the NMC console using the name or address of the switch in the URL.	<a href="#">“Logging in to the NMC console” on page 31</a>
<input type="checkbox"/>	Determine your database backup method.	<a href="#">“Determining your database backup method” on page 32</a>
<input type="checkbox"/>	Install Dragon clients if you have not already done so, and then configure the clients for use with Nuance Management Center.	<a href="#">“Configuring the Dragon client for use with Nuance Management Center” on page 33</a>

# Chapter 3: Preparing for your installation

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<b>Software requirements—Server</b> .....	<b>8</b>
NMC server and database server .....	8
NMC console .....	9
<b>Hardware requirements—Server</b> .....	<b>10</b>
<b>Server installation prerequisites</b> .....	<b>11</b>
<b>Other considerations</b> .....	<b>12</b>
Network bandwidth recommendations .....	12
Using a network traffic switch .....	12
<b>Obtaining required server software</b> .....	<b>13</b>
<b>Opening required ports</b> .....	<b>14</b>

## Software requirements—Server

Ensure that your environment meets the following software requirements before installing Nuance Management Center.

### NMC server and database server

The Nuance Management Center installation suite installs your NMC server and database instance on the same server by default. However, you can optionally move the database instance to a separate server post-installation. The following table provides software requirements for both scenarios.

Feature	NMC server	Database server	Combined NMC server and database server
<b>Operating system</b>	<p>One of the following:</p> <ul style="list-style-type: none"> <li>• Microsoft® Windows Server 2008 R2, Service Pack 1, Service Pack 2</li> <li>• Microsoft® Windows Server 2008 R2, 32-bit and 64-bit</li> <li>• Microsoft® Windows Server 2008 R2 64 bit Service Pack 2</li> <li>• Microsoft® Windows Server 2012</li> <li>• Microsoft® Windows Server 2012 R2 (64 bit)</li> </ul> <p>Ensure you have all current service packs installed.</p>	<p>One of the following:</p> <ul style="list-style-type: none"> <li>• Microsoft® Windows Server 2008 R2, Service Pack 1, Service Pack 2</li> <li>• Microsoft® Windows Server 2008 R2, 32-bit and 64-bit</li> <li>• Microsoft® Windows Server 2008 R2 64 bit Service Pack 2</li> <li>• Microsoft® Windows Server 2012</li> <li>• Microsoft® Windows Server 2012 R2 (64 bit)</li> </ul> <p>Ensure you have all current service packs installed.</p>	<p>One of the following:</p> <ul style="list-style-type: none"> <li>• Microsoft® Windows Server 2008 R2, Service Pack 1, Service Pack 2</li> <li>• Microsoft® Windows Server 2008 R2, 32-bit and 64-bit</li> <li>• Microsoft® Windows Server 2008 R2 64 bit Service Pack 2</li> <li>• Microsoft® Windows Server 2012</li> <li>• Microsoft® Windows Server 2012 R2 (64 bit)</li> </ul> <p>Ensure you have all current service packs installed.</p>
<b>Windows components</b>	<ul style="list-style-type: none"> <li>• Microsoft .NET Framework 3.5,</li> </ul>	None.	<ul style="list-style-type: none"> <li>• Microsoft .NET Framework 3.5,</li> </ul>

Feature	NMC server	Database server	Combined NMC server and database server
	<p>including the ASP.NET component</p> <ul style="list-style-type: none"> <li>Microsoft .NET Framework 4.5.2, including the ASP .NET component</li> </ul> <div style="border: 1px solid black; border-radius: 10px; padding: 5px; width: fit-content; margin: 10px auto;"> <p>Both version 3.5 and 4.5.2 are required. Version 3.5 is required for some service tools and for Help installation.</p> </div> <ul style="list-style-type: none"> <li>Internet Information Services (IIS) 7, 7.5, or 8.0</li> </ul>		<p>including the ASP.NET component</p> <ul style="list-style-type: none"> <li>Microsoft .NET Framework 4.5.2, including the ASP .NET component</li> </ul> <div style="border: 1px solid black; border-radius: 10px; padding: 5px; width: fit-content; margin: 10px auto;"> <p>Both version 3.5 and 4.5.2 are required. Version 3.5 is required for some service tools and for Help installation.</p> </div> <ul style="list-style-type: none"> <li>Internet Information Services (IIS) 7, 7.5, or 8.0</li> </ul>
<b>Database</b>	None.	<ul style="list-style-type: none"> <li>SQL Server 2008, 2012, or 2014</li> </ul>	<ul style="list-style-type: none"> <li>SQL Server 2008, 2012, or 2014</li> </ul>
<b>Security</b>	<ul style="list-style-type: none"> <li>SSL certificate, signed by a third party certificate authority</li> </ul> <p>Nuance Management Center does not support self-signed certificates.</p> <p>For more information on SSL certificates, see <a href="#">“Installing and binding the SSL certificate” on page 24.</a></p>	None.	<ul style="list-style-type: none"> <li>SSL certificate, signed by a third party certificate authority</li> </ul> <p>Nuance Management Center does not support self-signed certificates.</p> <p>For more information on SSL certificates, see <a href="#">“Installing and binding the SSL certificate” on page 24.</a></p>

## NMC console

- Microsoft Internet Explorer 10 or 11, or latest version of Chrome or Edge
- Microsoft .NET Framework 3.5
- Microsoft .NET Framework 4.5.2

Both version 3.5 and 4.5.2 are required. Version 3.5 is required for some service tools and for Help installation.

## Hardware requirements—Server

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If you're hosting your own Nuance Management Center (NMC) server and database server on-premise, ensure the servers meet the following hardware requirements.

**For every 1,000 users:**

- One Quad-Core physical server to host the SQL database, NMC server, and NMC console
  - **Processor:** Quad-Core 2 GHz CPU
  - **Minimum RAM:** 8 GB
  - **Core Application Disk Storage:** 4.0 GB for the NMC server
- **If using Roaming user profiles:** A server, separate machine, or RAID array to host the Master user profiles directory
  - **Processor:** Intel® Pentium 4® or later, or AMD Athlon 64 or later
    - **CPU:** 1 GHz minimum (2.4 GHz recommended)
    - **RAM:** 8 GB
    - **Cache:** 512 KB minimum L2 Cache (1 MB recommended)
- One Database Server
  - **Processor:** Dual-Core 2GHz CPU
  - **Minimum RAM:** 8 GB

## Server installation prerequisites

Ensure you have the following available before installing Nuance Management Center.

Prerequisite	Additional Information
Local Administrator privileges	You must have Local Administrator privileges on the NMC server to install Nuance Management Center, as the installation process creates an IIS application.
NMS service user	<p>Windows user account that runs the NMS service.</p> <p>Requirements:</p> <ul style="list-style-type: none"> <li>• Has <b>Log on as a service</b> rights to log on to your NMC server as a service</li> <li>• Has Local Administrator rights to enable the service to bind to port 443 and to ensure the service has write access throughout the file system</li> <li>• Has read/write/delete access to the NMS file share</li> </ul> <p>You provide this account name and password during the Nuance Management Center installation.</p>
Database server and database user	<p>During the Nuance Management Center installation, you'll need to select the database server to which you're installing, and the authentication method. Choose from:</p> <ul style="list-style-type: none"> <li>• Windows authentication</li> <li>• SQL Server authentication</li> </ul> <p>If you choose SQL Server authentication, you must provide the database user login and password. This user must have <b>dbcreator</b> privileges.</p>
NMS file share location	<ul style="list-style-type: none"> <li>• Used as temporary data storage by the NMC console to support file uploads and downloads.</li> </ul>

## Other considerations

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### Network bandwidth recommendations

Nuance recommends the following network bandwidth speeds for Nuance Management Center.

Number of clients	Minimum network speed
100	10 Mbps
>100	100 Mbps

### Using a network traffic switch

If you have a large organization and you're implementing more than one NMC server, you can include a network traffic switch in your network to balance the load on the servers.

The following table describes the recommended settings for your device.

Component	Setting
Network Interface Card (NIC)—Gigabit cards	Automatic. Switches and gigabit cards must have the same setting.
Network Interface Card (NIC)—10/100Mb cards	Network link speed and duplex must be set the same on all servers, workstations, and other network equipment, or performance and recognition degradation could occur.
Network speed—100 Mbps	Full Duplex

## Obtaining required server software

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The following server software is required. You can obtain the software from [microsoft.com](https://www.microsoft.com).

- Microsoft .NET Framework 3.5
- Microsoft .NET Framework 4.5.2

Both version 3.5 and 4.5.2 are required. Version 3.5 is required for some service tools and for Help installation.

- SQL Server 2008, 2012, or 2014
- One of the following:
  - Microsoft® Windows Server 2008, Service Pack 1, Service Pack 2
  - Microsoft® Windows Server 2008 R2, 32-bit and 64-bit
  - Microsoft® Windows Server 2008 R2 64 bit Service Pack 2
  - Microsoft® Windows Server 2012
  - Microsoft® Windows Server 2012 R2 (64 bit)

## Opening required ports

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You must open the following ports to allow communication between components.

Port	Location	Description
443	NMC server	Allows communication between Dragon clients and the NMC server. Also allows communication between NMC console workstations and the NMC server. <div style="border: 1px solid black; border-radius: 10px; padding: 5px; margin-top: 10px;">You must open port 443 regardless of whether you are using the Nuance cloud-hosted NMC server or you're hosting your own NMC server on-premise.</div>
1433 Custom	Database server	Allows communication between the NMC server and the database server if they are on separate physical machines.

# Chapter 4: Installing the servers

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Installing SQL Server .....	16
Installing Nuance Management Center .....	17

## Installing SQL Server

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Install SQL Server according to the product instructions. On the screens indicated below, specify the settings recommended for Nuance Management Center.

1. On the **Feature Selection** screen, select the following features:
  - **Database Engine Services**
  - **Management Tools – Basic**
  - **Management Tools – Complete**
2. On the **Instance Configuration** screen, ensure the **Default instance** option is selected.
3. On the **Server Configuration** screen, select **Use the same account for all SQL Server Services**.
  1. Enter the username and password of the Windows user account under which the SQL Server services should run. Use the same account as you're using for the NMS service user.

If your application server and database server are on the same physical machine, Nuance recommends using an account in a workgroup.
  2. Enter the password that other servers and clients on the Dragon network use to access the database.
4. On the **Database Engine Configuration** screen:
  - Add at least three user accounts to administer the SQL database, including the account you created to run all NMS services.
5. On the **Reporting Services Configuration** screen, select **Install the native mode default configuration**.
6. If the **Complete with failures** screen appears, save the log to a location where you can retrieve it. Nuance Technical Support can use this log file if any network issues arise.

# Installing Nuance Management Center

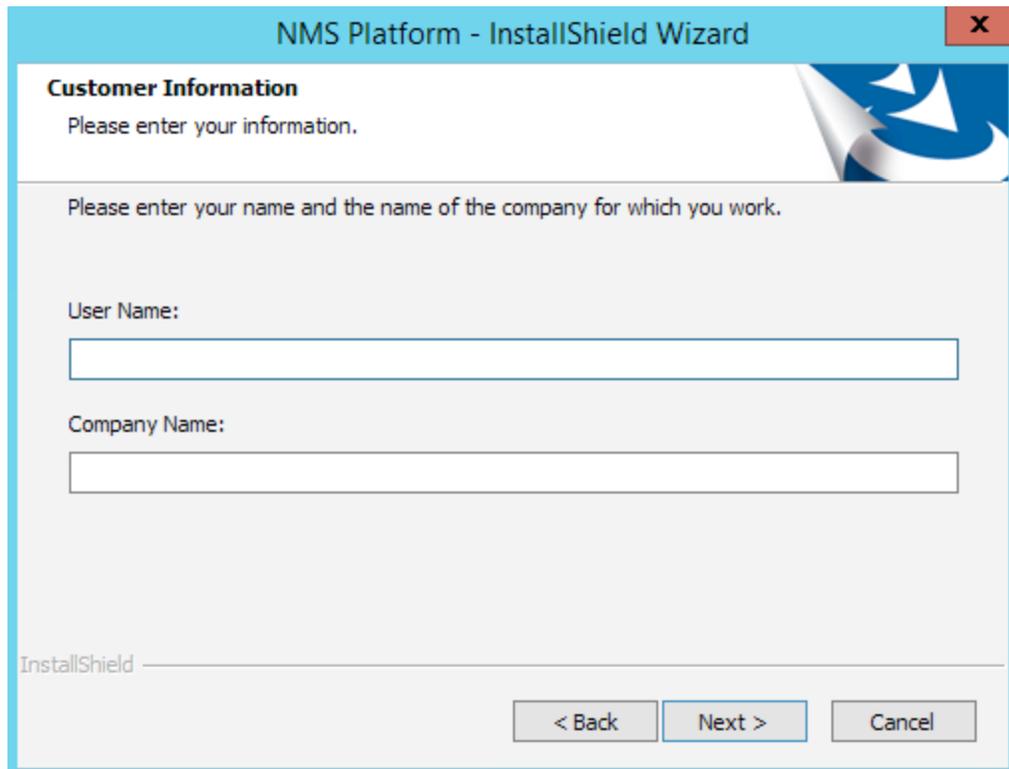
You install all Nuance Management Center components on the same machine using a single installation wizard. When the installation is complete, you can optionally move the database instance to a different server if your database server is a separate physical machine.

1. On the NMC server (for single-node installations) or each node (for multiple-node installations), run `NMS Suite Installer - Full.exe`.

The installation wizard opens, and the **Choose Setup Language** screen appears.

2. Select a language from the drop-down list, and then click **Next**.
3. Accept the license agreement, and then click **Install**.

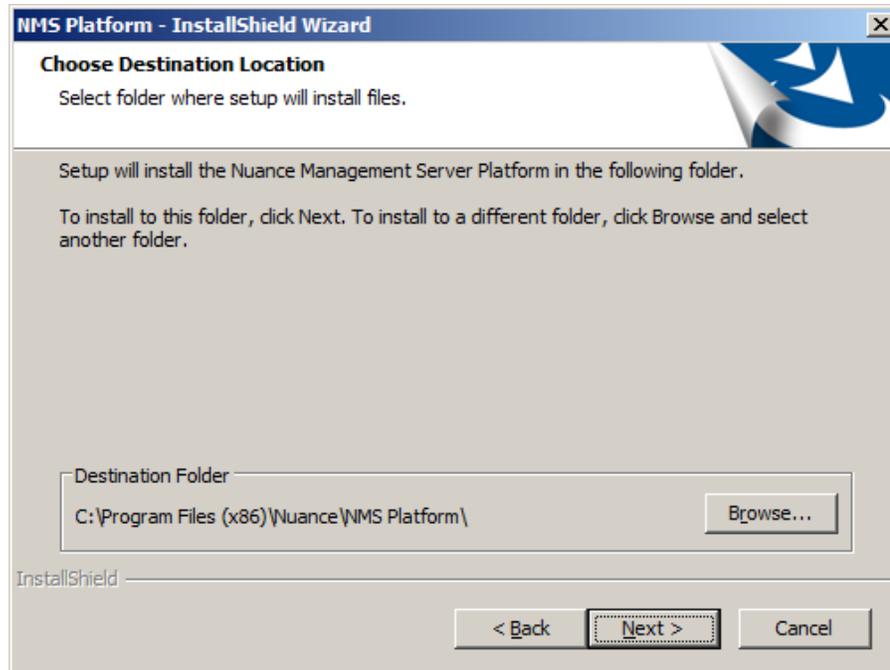
The wizard installs several components, and then the **Customer Information** screen appears.



The screenshot shows a window titled "NMS Platform - InstallShield Wizard" with a close button (X) in the top right corner. The main content area is titled "Customer Information" and contains the text "Please enter your information." Below this, there is a sub-instruction: "Please enter your name and the name of the company for which you work." There are two input fields: "User Name:" and "Company Name:". At the bottom of the window, there are three buttons: "< Back", "Next >", and "Cancel". The "InstallShield" logo is visible in the bottom left corner of the window.

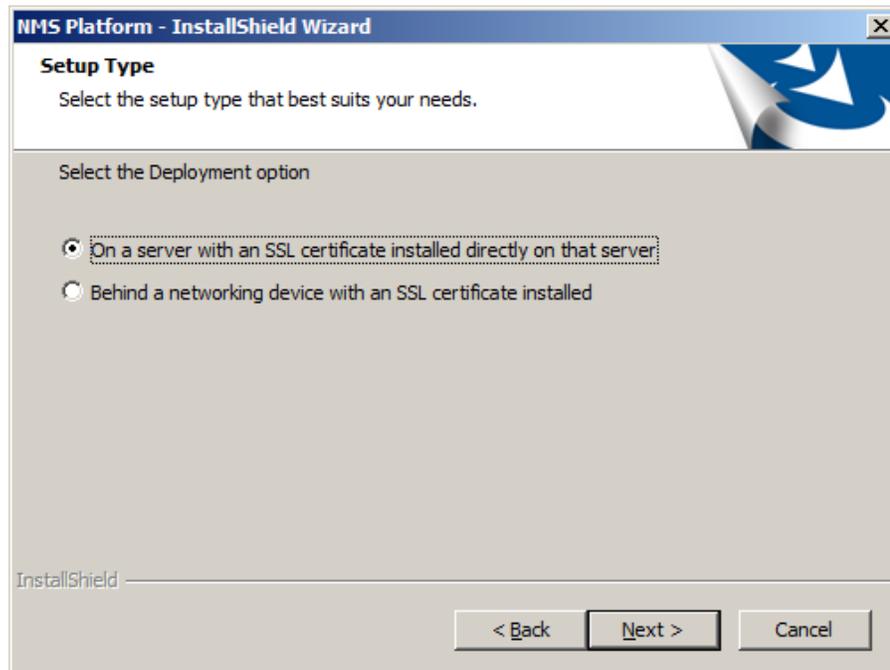
4. Enter a user name and company name, and then click **Next**.

The **Choose Destination Location** screen appears.



5. Choose where to install the NMS platform (default recommended), and then click **Next**.

The **Setup Type** screen appears.



6. Choose a setup configuration:
  - **On a server with an SSL certificate installed directly on that server**—Select if you are performing a single-node installation.
  - **Behind a networking device with an SSL certificate installed**—Select if you are performing a multi-node installation.

Click **Next**. The **Database Server** screen appears.

7. Enter the required database information:

1. Enter the machine name or IP address of the physical server where you have installed the SQL database server software.

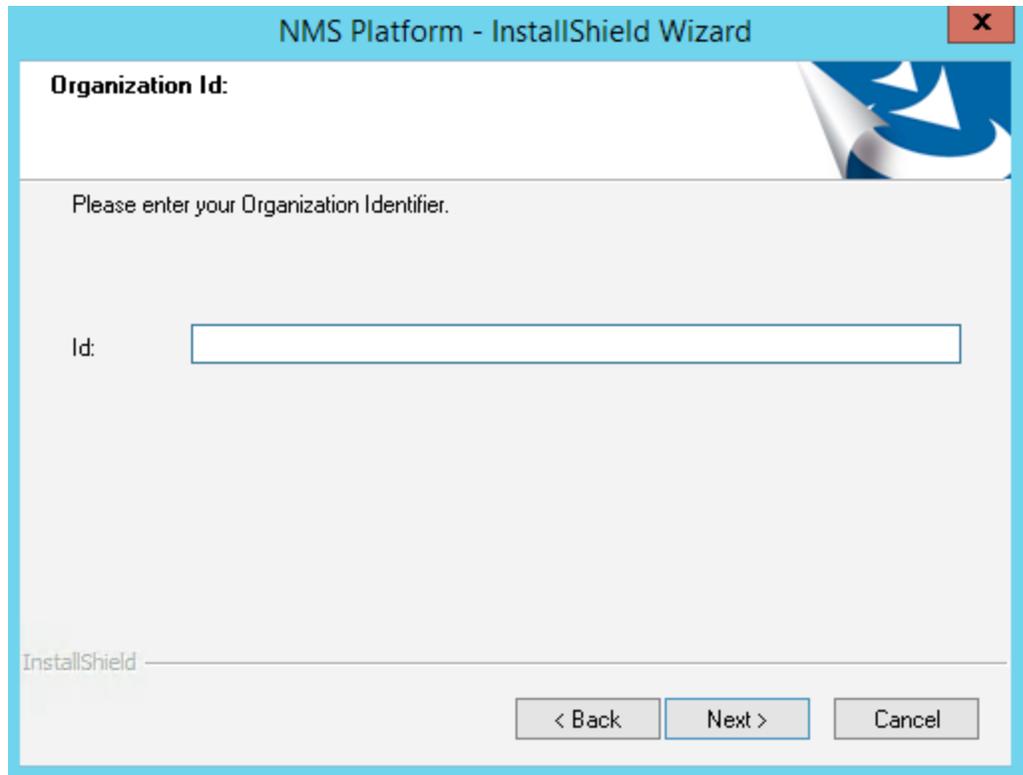
The wizard creates the database and its backup directory in default locations on that server automatically.

2. Select a method of validating connections to the server:
  - **Windows authentication**—Use a Windows login and password to authorize access.
  - **SQL Server authentication**—Use a SQL Server login and password.

Choose the same type of authentication for access to the database that you chose when you installed SQL Server.

3. If you selected SQL server authentication, enter the database administrator login name and password.
4. Click **Next**.

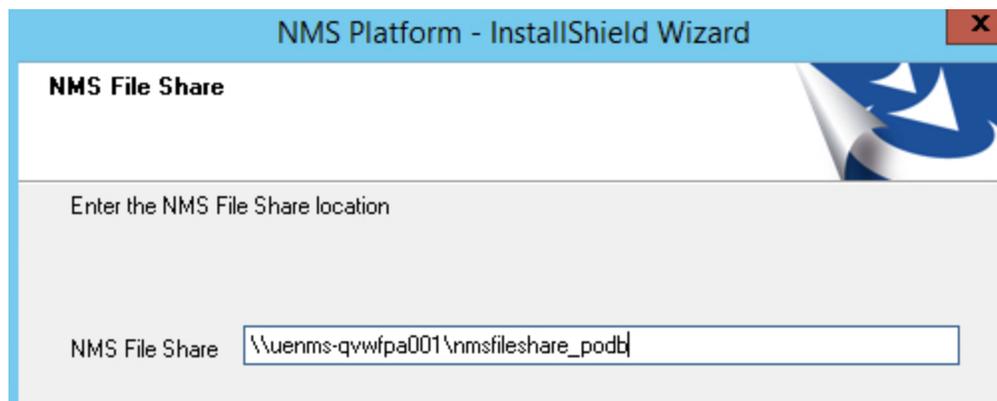
The Organization ID screen appears.



8. Enter the unique ID that Nuance assigned to your organization, and then click **Next**.

You should have received this ID with your Dragon welcome information. Later, you can access your organization ID in the NMC console.

The **NMS File Share** screen appears.



9. Enter the NMS file share location, and then click **Next**.

For more information on the file share usage, see ["Server installation prerequisites"](#) on page 11.

The **Enter new password for NMC** screen appears.

10. Enter a password for the NMC administrator account, and then click **Next**.

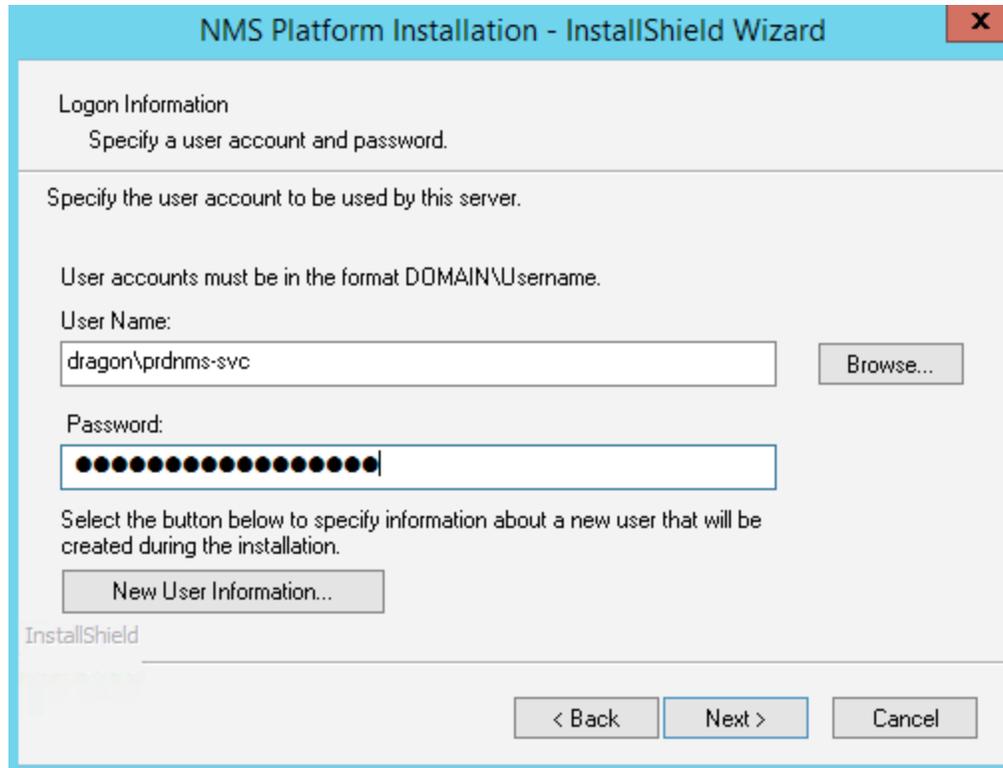
You use the administrator login (**admin** by default) and this password when you log into the NMC console.

The **Setup Type** screen appears.

11. Select the type of account to be used as the NMS service user, and then click **Next**.

- **Specific Windows user account**—A specific Windows user account that has rights to log on to your NMC server as a service. For more prerequisites for this account, see [“Server installation prerequisites” on page 11](#).
- **LOCAL SYSTEM**—The predefined local account used by the service control manager.

The **Logon Information** screen appears.



12. Enter the user name and password of the Windows service user account, then click **Next**.  
The wizard installs the NMC console.
13. Click **Finish** when the installation is complete.
14. If the Windows Server 2008, 2012, or 2012 R2 firewall was turned on during the installation, you must now open port 443 to allow the NMC console to communicate with the NMS platform.

# Chapter 5: Post-installation tasks

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<b>Installing and binding the SSL certificate</b> .....	<b>24</b>
About certificates .....	24
Install the SSL certificate—Installing on the server .....	24
Install the SSL certificate—Installing on a load balancing switch .....	27
Testing and troubleshooting your SSL configuration .....	27
<b>Verifying the NMS Platform service is running</b> .....	<b>29</b>
Starting the NMS Platform service manually .....	29
<b>Configuring your network switch</b> .....	<b>30</b>
<b>Logging in to the NMC console</b> .....	<b>31</b>
<b>Determining your database backup method</b> .....	<b>32</b>
<b>Configuring the Dragon client for use with Nuance Management Center</b> .....	<b>33</b>

# Installing and binding the SSL certificate

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## About certificates

Using SSL requires that you obtain a signed SSL certificate. Nuance Management Center does not support self-signed certificates. You can obtain signed certificates from certificate authorities, such as GoDaddy or Verisign. The certificate authority must be a trusted authority known to both the client computer and the server via a root certificate. To obtain a signed certificate, you'll need to provide information to the certificate authority about your organization and the server on which you are installing the certificate in the Certificate Signing Request (CSR). Each certificate authority may require different information. Typically, the information can include the following:

- Organization name
- Organization location information, such as town and state
- Computer name for the server on which you are installing the certificate
- Extended Key Usage value, such as 2.5.29.37. Extended key usage further refines key usage extensions, which define the purpose of the public key contained in the certificate.
- Key Size, such as 2048 bits or 4096 bits. Determines the length of the public key in the certificate. A longer key provides stronger security. You determine the level of security that is appropriate for your environment.

You obtain this information from your IT department, or from the person who installed and configured your server.

All SSL Certificates require a private key to work. The private key is a separate file that's used in the encryption and decryption of data sent between your server and the connecting clients. A private key is created by you—the certificate owner—when you request your certificate with a Certificate Signing Request (CSR). The Certificate Authority providing your certificate (such as DigiCert) does not create or have your private key.

For more detailed information on installing SSL certificates, see:

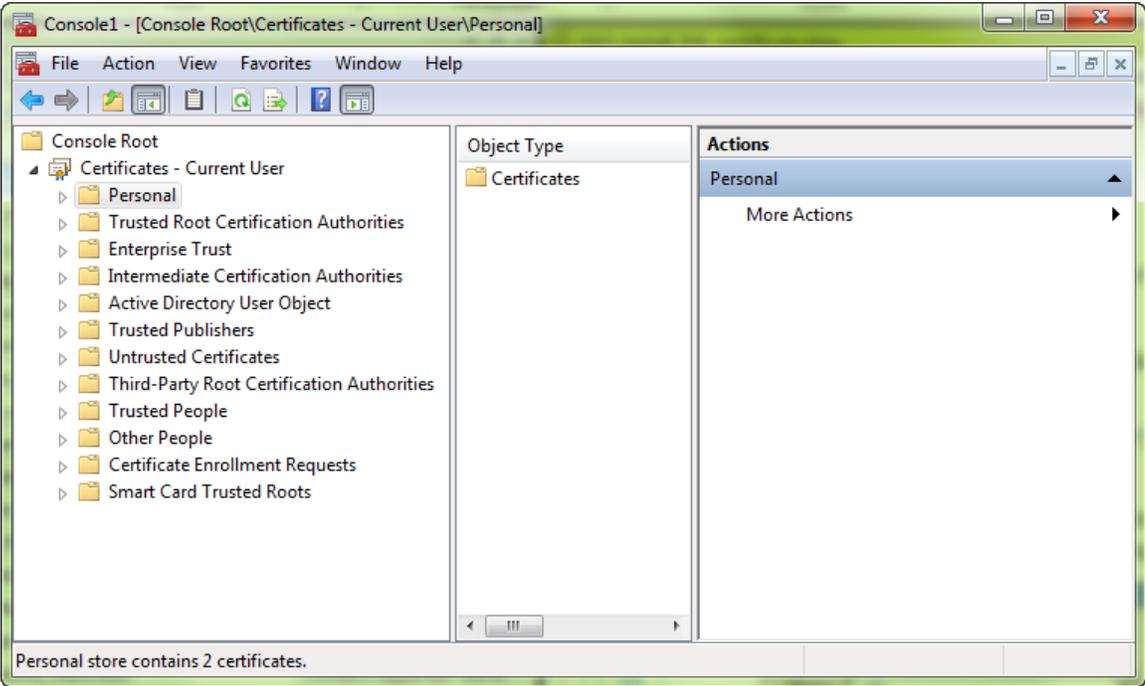
<http://msdn.microsoft.com/en-us/library/ms733791.aspx>

## Install the SSL certificate—Installing on the server

Clients contact the NMC server on the standard HTTP ports 80 and 443.

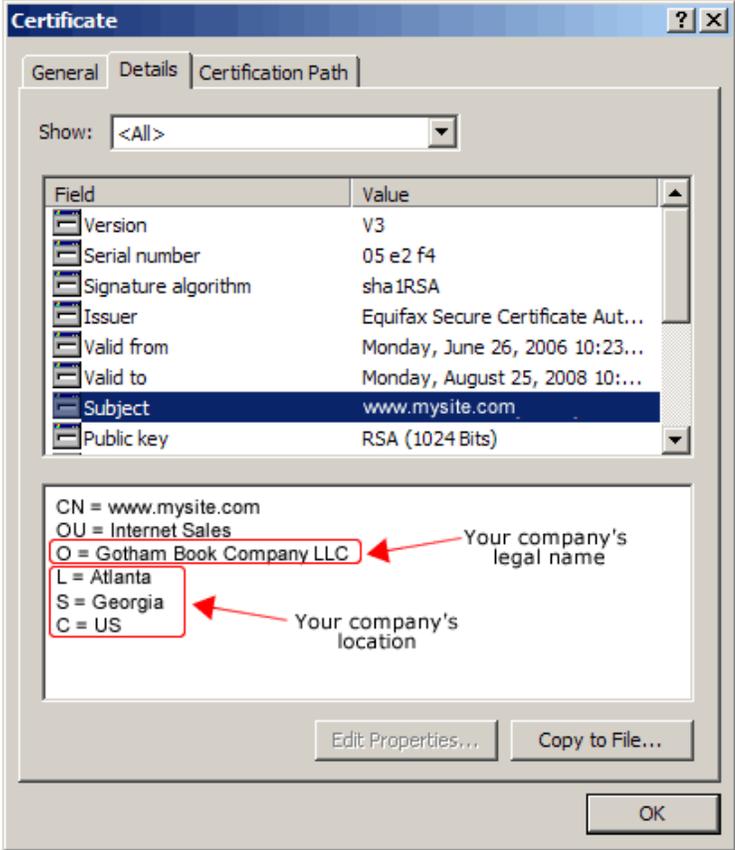
1. Install an SSL certificate in the Personal Store under the Local Computer section for the "logon as" user account under which the NMS service is running.

To add the Certificates Snap-in and view the certificates installed on the local computer, see [https://technet.microsoft.com/en-us/library/cc754431\(v=ws.11\).aspx](https://technet.microsoft.com/en-us/library/cc754431(v=ws.11).aspx).



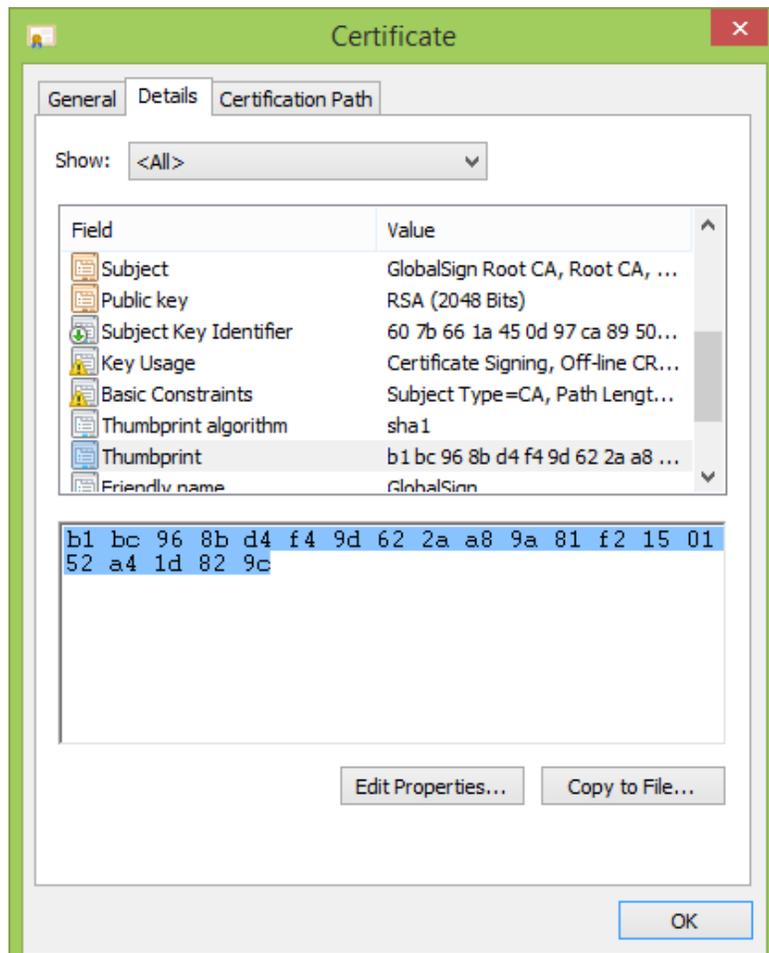
2. Note the subject of the certificate.

This should match the computer name that the certificate is deployed on, or be a wild card. This must match exactly the host used in the endpoints. For information on viewing the subject, see [https://technet.microsoft.com/en-us/library/cc754686\(v=ws.10\).aspx](https://technet.microsoft.com/en-us/library/cc754686(v=ws.10).aspx).



3. Copy the thumbprint of the certificate. You use the thumbprint to bind the certificate to the port used by the primary NMS services in the next step.

For information on retrieving the thumbprint, see <https://msdn.microsoft.com/en-us/library/ms734695.aspx>.



4. Verify that the UseSSL setting is set to true (this should have been done by the installer):
  - a. In `Nuance.NMS.Server.exe.config`, located in the NMS Platform installation folder, find the line near the top that contains the key="UseSSL" tag.
  - b. Change the value to true:
 

```
<add key="UseSSL" value="true"/>
```
5. Bind the SSL certificate under IIS to port 443.
  - a. In the IIS Manager, from the left panel, click **Default Web Site**.
  - b. From the right panel, click **Bindings...**  
The Site Bindings dialog box opens.
  - c. Click **Add**.  
The Add Site Binding dialog box opens.
  - d. From the **Type** drop-down list, select **https**.
  - e. From the **SSL certificate** drop-down list, select the certificate that you installed.

- f. Click **OK**.

The Site Bindings dialog box appears. Ensure that the binding is displayed correctly.

6. Restart the NMS Platform server to allow any configuration changes to take effect.

## Install the SSL certificate—Installing on a load balancing switch

Nuance uses this mode when the NMC server is behind a load balancing switch that also decrypts SSL. In this scenario, the load balancing switch would strip the SSL encryption and forward the messages on to the appropriate NMC server. Inside the firewall, these messages would be unencrypted, and the NMC server would receive them as HTTP with no SSL encryption.

This should only be configured by experienced networking personnel. It requires in-depth knowledge about load-balancing switches, which is outside the scope of this guide.

1. Verify that UseSSL is set to false (this should have been done by the installer):
  - a. In `Nuance.NMS.Server.exe.config`, located in the NMC Platform installation folder, find the line near the top that contains the `key="UseSSL"` tag.
  - b. Change the value to false:
 

```
<add key="UseSSL" value="false"/>
```
2. Restart the NMC server to allow the configuration changes to take effect.

## Testing and troubleshooting your SSL configuration

Run these tests on a different computer. Do not run them on the NMC server.

### Use the browser

1. Can you access and log into the NMC console?
  - a. Connect to `https://<SERVER_NAME>/NMHTML/`.  
If you see the Nuance Management Center login page, port 443 is working, and the NMC console is being deployed properly.
  - b. Log in to the NMC console. If successful, the console is able to communicate with the server.
2. Can you access the NMC console status interface?
  1. Connect to `https://<SERVER_NAME>/NMS/Platform/ConfigurationSvc/v1/Status`.  
An XML response should appear in the browser.
3. Can you make RESTful web service calls?
 

Attempt to create an NMS session using the browser.

  - a. Connect to `https://<SERVER_NAME>/NMS/Platform/AuthenticationSvc/v1/ValidateCredentials?location=Test&productGuid=9D62C366-6F85-4C4C-9333-6FE21798D7F4`  
A prompt for a login and password appears.
  - b. Use any valid NMC console login and password.
  - c. If some XML is returned, the NMC console is configured properly and working with SSL.
4. Can you access the NMS API Help pages?

1. Connect to `https://<SERVER-NAME>/NMS/Platform/UserManagementSvc/v1/help`
2. Enter any credentials if prompted.
3. An HTML page with help for one of the NMS API sets should appear. If you see this help, the NMC server is configured and working properly.

### **Check the Bindings**

If the NMC console is not working, ensure that the ports are properly bound to the SSL certificate. To do this, specify the following from the command prompt:

```
netsh http show sslcert
```

Verify that port 443 is bound to the certificate.

## Verifying the NMS Platform service is running

---

When the installation completes, the NMS Platform service starts automatically if the NMS service user has the correct privileges. Post-installation, you should verify that the service is running.

To verify, do the following:

1. Open the Services dialog box.
  - a. Click the Windows Start menu.
  - b. In the Search field, enter `services.msc`, and then press **Enter**.
  - c. Specify your administrator username and password when prompted.
2. Locate the NMS Platform service.

If the service is not running, you must start it manually.

### Starting the NMS Platform service manually

Before starting the service manually, verify that the NMS service user has the correct privileges. For more information, see [“Server installation prerequisites” on page 11](#).

If the account has the correct privileges, do the following to start the service manually:

1. Open the Services dialog box.
  - a. Click the Windows Start menu.
  - b. In the Search field, enter `services.msc`, and then press **Enter**.
  - c. Specify your administrator username and password when prompted.

The Services window opens.

2. Locate the NMS Platform service.
3. Right-click the service, and then select **Properties**.

The NMS Platform Properties dialog box opens
4. From the **Startup type** drop-down list, select **Automatic**.
5. Click the **Start** button to start the service.
6. Click **OK**.

The dialog box closes.

## Configuring your network switch

---

If you have multiple NMC servers in your environment, you can use a network traffic switch to balance the incoming client activity among your servers. You can configure the switch to make an API call periodically to your servers to ensure they are operational.

Configure the switch to make the following API call:

```
https://<NMS-Server-Name>:443/Nuance.NMS.Services/  
  NMSServiceStatus/Rest/Status
```

If operational, the NMC servers return the following XML response:

```
<ServiceStatusResponse xmlns=  
"http://schemas.datacontract.org/2004/07/Nuance.NAS.Connector.  
DictationTranscription" xmlns:i="http://www.w3.org/2001/  
XMLSchema-instance">  
  <Status>Running</Status>  
  <ServerDateTimeUTC>2010-12-13T20:50:13.0969590Z  
    </ServerDateTimeUTC>  
  <InterfaceType>basicHttpTransport</InterfaceType>  
</ServiceStatusResponse>
```

If the servers are down, the switch receives an error. If the switch receives anything other than the expected response, the switch can tag a specific server as down and reroute network traffic.

## Logging in to the NMC console

---

Ensure you can log in to the NMC console using the administrator login and password.

If you have multiple NMC servers in your environment and you are using a network traffic switch to balance the load, ensure you substitute the name or IP address of the switch for the NMC server name in the URL when you access the NMC console.

1. Open a browser.
2. Enter the NMC console URL in the address bar.

You should have received this address in your welcome email from Nuance. The URL is in the format: `https://<servername>/nmhtml`

3. Enter the following information:

**User Name:** admin

**Password:** The password you specified for the administrator account during the installation.

4. Click **Login**.

The NMC console opens.

## Determining your database backup method

---

The NMC server schedules database backups automatically. However, you can choose to manage database backups yourself and disable the automatic backups. You should determine your database backup method before users begin regular Nuance Management Center use.

For more information on Nuance Management Center database backups, see [“About database backups” on page 35](#).

## Configuring the Dragon client for use with Nuance Management Center

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When you have finished the NMC server installation and configuration, you must install Dragon clients if you have not already done so, and then configure the Dragon clients for use with Nuance Management Center.

For more information on configuring Dragon clients for use with Nuance Management Center, see the "Configuring the Dragon client for Nuance Management Center" chapter in the *Dragon Medical Practice Edition Client Installation Guide*.

# Appendix A: Database backups and data retention

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<b>About database backups</b> .....	<b>35</b>
Disabling automatic database backups .....	35
<b>About data retention</b> .....	<b>36</b>

## About database backups

---

If you are hosting your own NMC server on-premise, database backups occur on a regular basis at scheduled intervals automatically. The backup process places backup files in the C:\NMSDDBBACKUP folder on the database server by default, unless you specified a different drive and directory during installation. The backup includes database objects, like sites and groups, and includes the Windows communication foundation service logs generated for each user account. Backups occur on the following schedule:

- **Transaction log backup**—Hourly
- **Differential database backup**—Daily at 2AM
- **Full database backups**—Weekly at 2AM

The database server retains one month of backups on disk. To retain more data, you must copy the files to another location before the end of the month. The backup process purges files older than one month.

### Disabling automatic database backups

Optionally, you can choose to disable the automatic backups and manage database backups yourself outside Nuance Management Center. To disable automatic backups:

1. From the NMC menu button () , select **System Settings**.  
The System Settings dialog box opens.
2. In the General section, select the **Disable scheduled NMS database backups** check box.
3. Click **Save**.

## About data retention

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Your SQL Server database stores application data, such as license information, partial speech profiles, application usage information, and audit data. The data is purged at predefined intervals. The following table describes the purge schedule.

Data Type	Purge Schedule
Audit data	Every 1 year and 1 day
Log files	Every 45 days
Raw usage data	Every 90 days <div data-bbox="716 621 1409 684" style="border: 1px solid black; border-radius: 10px; padding: 5px;"><b>Note:</b> Converted usage data is never purged.</div>
SMTP messages	Every 90 days
Unread system messages	Every 90 days
Client version information	Every 90 days
License usage	Every 90 days
Alerts	Every 90 days