

Nuance Business Connect **quick** **reference guide.**

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Prerequisites

Hardware

- Windows operating system (OS) running on a computer with at least a 2 GHz processor
- Minimum 2 GB of RAM is necessary, but 4 GB or greater is recommended
- Minimum of 20 GB of hard disk space
- NIC Card

Software

Supported Windows operating systems:

- Windows Server 2008 R2 SP1 Enterprise
- Windows Server 2008 (32/64 bit) Standard/Enterprise – with the latest service pack

Important: Make sure that the Windows Server 2008 has Microsoft Visual C++ 2005 SP1 (VC80) Redistributable Package 8.0.50727.4027 or later, which can be downloaded from the Microsoft web site. Versions of mscrt80.dll earlier than 8.0.50727.4027 will not work with the Nuance Mobile Server database. Windows Server2008 R2 SP1 does not require any update as it already has the later version of mscrt80.dll.

Installing Mobile Server

Follow these steps to install Mobile Server.

- Download the Nuance Mobile Server installation from Software Updates in AutoStore.
- Run **Setup.exe** as administrator.
- Click the **Next** button through the remainder of the screens to install the application with the default configuration.
- On the **InstallShield Wizard Completed** page, leave the **Launch Configuration Manager** check box selected to launch Configuration Manager when installation is complete.
- Click **Finish** to complete the installation.
- Proceed to the next section to use Configuration Manager to configure Nuance Mobile.

Configuring Nuance Mobile with Configuration Manager

Once Mobile Server is installed, you must open the Mobile Server Configuration Manager to configure various settings.

- **Note:** Configuration Manager is available in the **Nuance** group on the Windows **Start** menu. The Configuration Manager will open automatically after the installation wizard completes if you did not clear the **Launch Configuration Manager** check box.

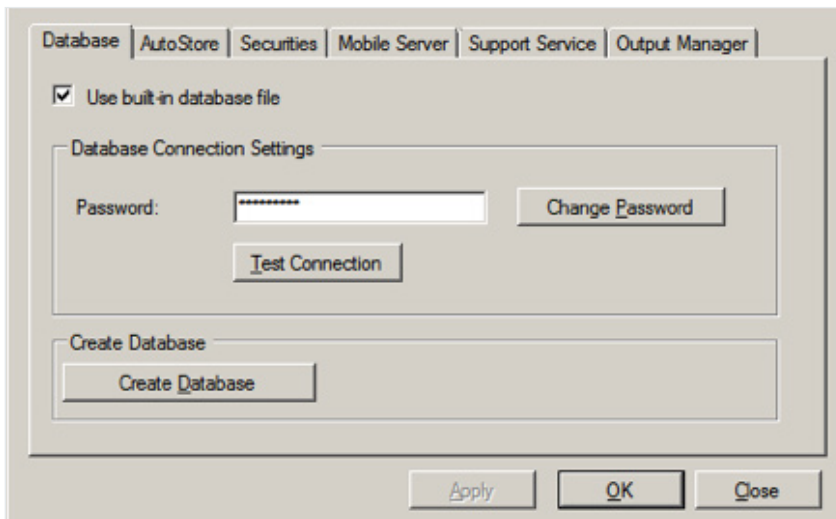
Database configuration

Nuance Mobile relies on a Microsoft SQL Server database to manage transactions. For a quick installation, simply use the embedded (built-in) SQL server.

To configure the embedded SQL Server Compact database:

- Click the **Create Database** button.
- Click the **Apply** button.

Figure 1. Change Password dialog box



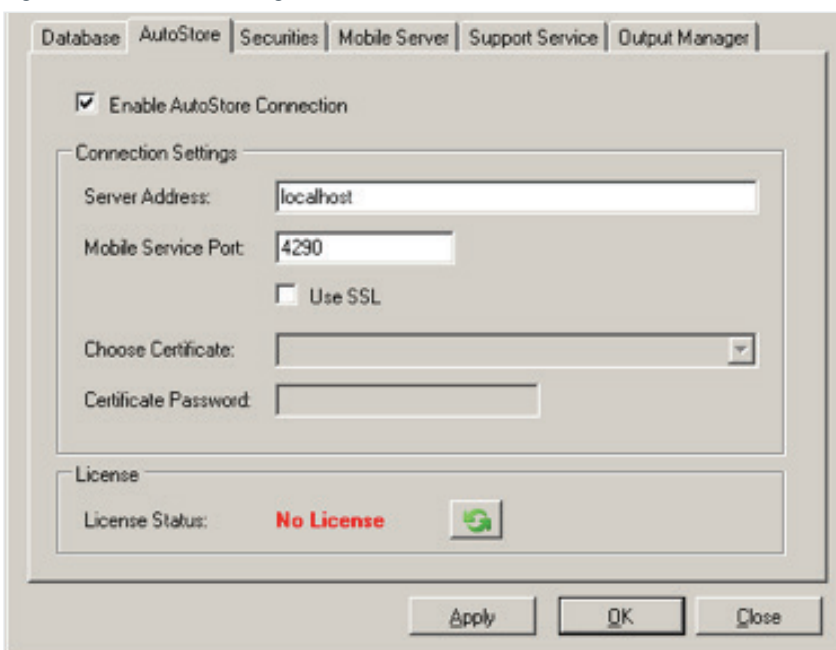
The screenshot shows the 'Change Password' dialog box with the 'Database' tab selected. The 'Use built-in database file' checkbox is checked. The 'Database Connection Settings' section contains a 'Password' field with masked characters, a 'Change Password' button, and a 'Test Connection' button. The 'Create Database' section contains a 'Create Database' button. At the bottom are 'Apply', 'OK', and 'Close' buttons.

- **Note:** the **Current Password**, is “nuancemobile”

AutoStore configuration

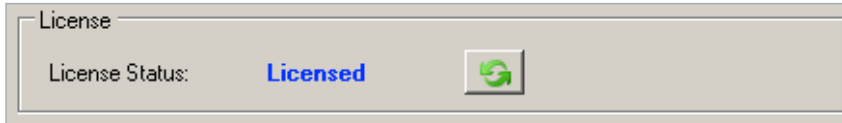
- From Configuration Manager, click the **AutoStore** tab:

Figure 2. Mobile Server Configuration



The screenshot shows the 'Mobile Server Configuration' dialog box with the 'AutoStore' tab selected. The 'Enable AutoStore Connection' checkbox is checked. The 'Connection Settings' section includes 'Server Address' (localhost), 'Mobile Service Port' (4290), a 'Use SSL' checkbox (unchecked), a 'Choose Certificate' dropdown menu, and a 'Certificate Password' field. The 'License' section shows 'License Status' as 'No License' with a refresh icon. At the bottom are 'Apply', 'OK', and 'Close' buttons.

- Make sure that **Server Address** shows the correct address for the AutoStore server. You can enter “localhost” if Nuance Mobile Server is running on the same machine as AutoStore.
- In the **Mobile Service port**, enter the port you will be using for Mobile Server communication.
- Click **Apply**, and then click the refresh button in the **License** box.
- The License Status should change to “Licensed” if Nuance Mobile Server connects successfully to the AutoStore server.

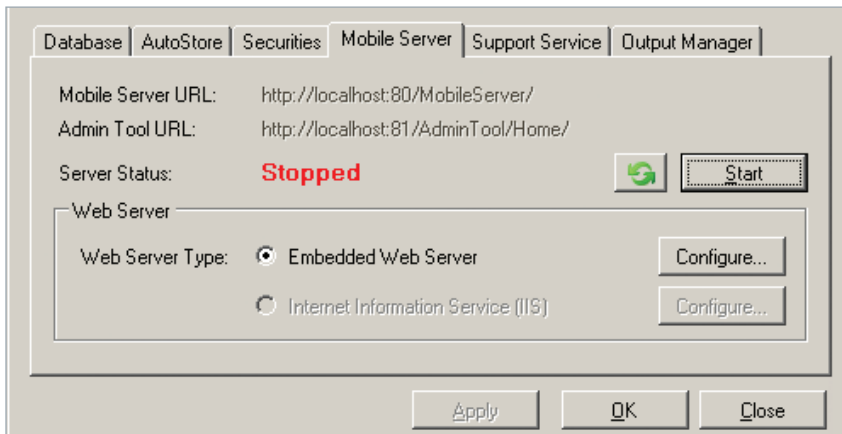


Important: For Nuance Mobile Server to communicate with AutoStore and show the “Licensed” status, the WebCapture service must be running, and the port number shown here must match the **Mobile Service port** number in the WebCapture **Mobile Server** settings. See Configuring WebCapture for Nuance Mobile Server in this document.

Mobile Server configuration

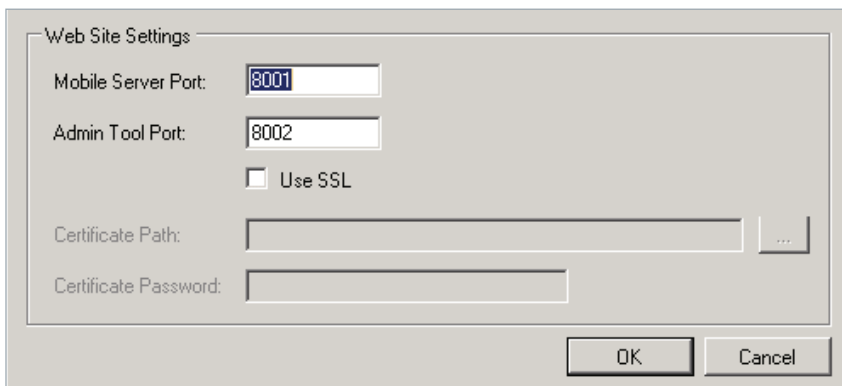
- From Configuration Manager, click the **Mobile Server** tab:

Figure 3. AutoStore Configuration



- If the **Server Status** is “Running,” click **Stop**.
- Click **Configure**. The Configuration window appears.

Figure 4. Embedded Web Server Configuration Window



- Then click **OK** to close the configuration window.
- Click **Apply** to save the settings.
- Click **Start** to start the service.

Security Keys configuration

This page is for the security keys needed to encrypt the credentials that are sent between the client and the server. Every time the Mobile Server is installed, a new set of keys must be generated.

To configure security keys:

- In the Configuration Manager, click the **Securities** tab. This displays the **Security Keys Configuration** page.

Figure 5. Security Keys Configuration

- Enter a **Password**, then click **Create**.
A confirmation message appears, indicating that the security keys were successfully created.
- Next to **Built-in Admin password**, type the password for the “admin” user. The admin user password allows a Nuance Mobile administrator to access the Nuance Mobile Administrator Tool using the “admin” user name. The default password is “admin.”
- Click **Apply** to save the security settings. If necessary, you can review the configuration settings on any of the pages.
- Click **OK** to finish configuration. This will also close Configuration Manager.

Launch Admin Tools

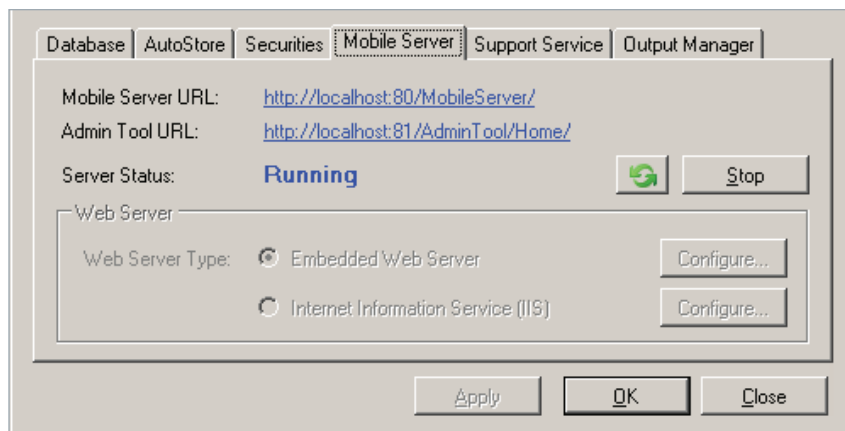
At this point, you can log into Admin Tools to perform initial setup before other users are configured as administrators using the default “admin” user name.

You can launch Admin Tools from a link in Configuration Manager. Or, you can note the Admin Tool URL and enter it in your browser. You may want to add it to your browser Favorites.

To launch Admin Tools:

- In Nuance Mobile Server Configuration Manager, click the **Mobile Server** tab.
- Click the link to **Admin Tool URL**.

Figure 6. Admin Tools URL



- Log in with the user name “admin” and the password entered on the **Securities** tab. The default password if you did not change it is “admin.”

Note: At this point, switch back to the Configuration Manager to close it. Click **OK** to make sure your settings are saved. Then, click **Close**.

- Refer to the **Nuance Mobile Administrator Guide** for information about using Admin Tools.

Configuring Webcapture for Nuance Mobile Server

WebCapture must open a communication port that is accessible to Mobile Server. Webcapture is also the authentication provider for Nuance Mobile, and it can be configured to fetch the users' home directory path. All these settings are configured in AutoStore Process Designer (APD).

Note: Refer to your AutoStore documentation for more information about AutoStore Process Designer.

Note: If WebCapture is already in use in a configuration, it is highly recommended that you set up a new and separate task dedicated to Nuance Mobile.

To configure WebCapture communication port for Mobile Server:

- APD, double-click the **WebCapture** icon in a workflow.
- Click the **Mobile Server** tab.

Figure 7. Service settings for Mobile Server in WebCapture

- For **Mobile Service port**, enter the port you will be using for Mobile Server communication.
- **Important:** The value entered here must match the value entered for **Mobile Service port** in the on the **AutoStore** tab of Nuance Mobile Server Configuration Manager. See AutoStore Configuration in this document.

To configure WebCapture for authentication of Nuance Mobile users:

- Click the **Authentication** tab.

Figure 8. WebCapture Authentication

- For **Authentication Type**, choose the authentication type that you are using:
 - Active Directory
 - LDAP authentication
 - Custom script (requires a Custom Development license)

- Configure the settings to authenticate users and groups for the selected authentication type.
- Save and restart the task.

To configure WebCapture to fetch users' home directories:

- If not already there, start APD and double-click the **WebCapture** icon in the workflow.
- Click the **Authentication** tab.

Figure 9. WebCapture Authentication

The screenshot shows a dialog box titled 'WebCapture Authentication' with four tabs: 'Menus', 'Preferences', 'Authentication', and 'Mobile Server'. The 'Authentication' tab is active. It contains the following elements:

- Authentication type:** A dropdown menu currently showing 'Active Directory'.
- Active Directory:** A text input field labeled 'Domain'.
- LDAP authentication:** Two text input fields labeled 'LDAP server' and 'Root DN'.
- Custom script:** A text input field labeled 'Script file path' with a browse button (...), and two buttons: 'Edit script code...' and 'Fields...'.
- User info lookup:** A checked checkbox labeled 'Use an LDAP search to retrieve additional user information' and a 'Configure...' button.

At the bottom of the dialog are three buttons: 'OK', 'Cancel', and 'Help'.

- Select the **Use an LDAP search to retrieve additional user information** check box.
- Click **Configure** to open the LDAP Lookup Settings dialog box.

Figure 10. LDAP Lookup Settings

LDAP server access

LDAP server:

Root DN:

Login as anonymous

Login with following credentials:

User name:

Password:

Directory search

Directory type:

Match user name against:

Get email address from:

Additional attributes:
(i.e. displayName; homeDirectory)

Test Lookup

User name:

Test...

OK Cancel Help

– Fill in the following fields:

For this option	Do this
LDAP server	Enter the LDAP server address. This is the same as the address for the domain controller.
Root DN	Enter the domain's Root Distinguished Name.
Login credentials	<ul style="list-style-type: none"> – If the LDAP server allows anonymous login, choose the Login as anonymous option. – If it does not, choose the Login with following credentials and provide the User name and Password.
Directory Type	Choose Active Directory .
Additional Attributes	Enter homeDirectory. If there are additional attributes that are needed for workflows, enter them here as well and separate them with “,”

About Nuance Communications, Inc.

Nuance Communications, Inc. is a leading provider of voice and language solutions for businesses and consumers around the world. Its technologies, applications and services make the user experience more compelling by transforming the way people interact with devices and systems. Every day, millions of users and thousands of businesses experience Nuance's proven applications. For more information, please visit: www.nuance.com.
