



NUANCE

DICTAPHONE ENTERPRISE EXPRESS[®] SERIES
Voice, Text, and Speech Communications Systems

ENTERPRISE SPEECH SYSTEMS
Installation and Service Manual (Build 8.1)



An Integrated Systems Approach

TEXT



SPEECH

VOICE



EWS

PN 889572

Printed in U. S. A.

August 18, 2015

Copyright © 2012 Nuance Communications, Inc. All Rights Reserved.

Enterprise Express is a registered trademark of Dictaphone® and its affiliates in the United States and/or foreign countries.

Other names and trademarks referenced herein are trademarks or registered trademarks of their respective owners.

Trademarks

Nuance®, the Nuance logo, Dictaphone®, Enterprise Express®, PowerScribe®, and PowerMic™ are trademarks or registered trademarks of Nuance Communications, Inc.

Other names and trademarks referenced herein are trademarks or registered trademarks of their respective owners.

Copyright Notice

This manual is copyrighted and all rights are reserved by Nuance Communications, Inc. No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language or computer language, in any form or by any means, electronic, mechanical, magnetic, optical, chemical, manual, or otherwise, without the prior written permission of Dictaphone Healthcare Solutions, Nuance Communications, Inc., 1 Wayside Rd., Burlington, MA 01803.

Copyright © 2012 Nuance Communications, Inc. All rights reserved.

Disclaimer

This document is provided "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. Nuance shall not under any circumstances be liable to any person for any special, incidental, indirect or consequential damages, including, without limitation, damages resulting from use of OR RELIANCE ON the INFORMATION presented, loss of profits or revenues or costs of replacement goods, even if informed in advance of the possibility of such damages.

Every effort has been made to ensure the accuracy of the information presented. However, Nuance assumes no responsibility for the accuracy of the information. Product information is subject to change without notice. Changes, if any, will be incorporated in new editions of this publication. Nuance may make improvements and/or changes in the products and/or the programs described in this publication at any time without notice. Mention of non-Nuance products or services is for information purposes only and constitutes neither an endorsement nor a recommendation.

Table of Contents

Table of Contents	iii
Introduction	1-1
Before You Begin	1-3
Supported Upgrade Paths	1-3
Enterprise Express Voice Upgrade Paths (without EXSpeech)	1-3
Enterprise Express Voice Upgrade Paths (with EXSpeech)	1-3
Enterprise Express Text Upgrade Paths	1-4
Enterprise Workstation (EWS)	1-4
Basic Software Loads Required	1-5
Installation/Upgrade and Configuration Roadmaps	1-7
Legacy Upgrades	1-8
Concept of Operation	2-1
Table of Contents	2-1
Enterprise Speech System - Version 8.1	2-3
Conceptual System Overview	2-3

EXVoice/EXSpeech Integration- Version 8.0	2-4
Purpose	2-4
Core changes	2-5
EXS Management Server application	2-5
REW Revamp	2-5
REWS Autoupgrading	2-6
Removal of Dynamic RPC Endpoints	2-6
Separate Handling of <i>Transcode only</i> jobs	2-6
No Use of the TransNeT APIs	2-6
No Setup of EXS Users	2-7
Greater Efficiency	2-7
No Continuous Mode for REWS	2-7
EXS Removed Functionality	2-8
Database Flattening for Work Type / Input Device	2-8
New EXV Explorer User Interface for EXS setup	2-8
Integration of REW Configuration Into EXV Explorer	2-10
Single Dictator Folder Configuration	2-19
Simplified workflow	2-19
Simplified codebase	2-20
Reduction in audio storage	2-20
Scheduled Entries	2-20
REW Registry Migration Into Database	2-22
EXS Management Server registry migration into database	2-22
No Need to Check "Acoustical Adapt" in EXV Explorer	2-22
Unauthenticated RPC	2-23
REW Passing Status Information	2-23
EXS related job flags	2-24
EXS Customization Client	2-25
1st/2nd Adaptations	2-25
ASRCore log file renaming	2-25
Audio Formats for EXS	2-25
Apply to Profile..." button in EXV Explorer	2-25
Remove User From EXS Processing..." button in EXV Explorer	2-26
Changes to EVALUATION	2-27
Changes to Mode combo box	2-27
Re-FLMETER and Re-Adapt	2-28
TOOLS	2-29
Service Controller	2-29
SuperSimLite	2-35
INSTALLATION NOTES	2-37
UPGRADE NOTES	2-37
Technical Aspects	2-41
Backslashes in File Paths	2-41
REW Event Log Messages	2-41
Workflows	2-52
New User	2-52
Incoming Job Workflow	2-52
Adaptation and Fluency Meter	2-54
Adaptation	2-55
Fluency Meter	2-55
Dictations Being Selected by an REW (Recognition and Transcoding)	2-56

Job Life Cycle and Purge Process 2-56
 PostProc INI Updates 2-58
 TMA (Transformation Model Adaptation) 2-58
 LMID/AddWords/LMA 2-58

Hardware and Software. 3-1

Part Numbers 3-2
Enterprise Express Voice/Speech Server 3-3
 Check Third Party Software Compatibility Before Installation. 3-6
Enterprise Express Text 3-7
 Check Third Party Software Service Pack Levels Before Installation 3-11
Enterprise Workstation 3-12
 Check Third Party Software Service Pack Levels Before Installation 3-13
 Hardware and Software Recommendations 3-13
 Environmental Considerations 3-14
 EWS Web Server Configuration 3-17
 Client Workstation Configuration 3-18
 Dictaphone Supported PowerMics 3-19
GoMD. 3-20
 Check Third Party Software Service Pack Levels Before Installation 3-20

Basic Windows 2008 & SQL 2008 Installation 4-1

Table of Contents. 4-1
Windows Server 2008 Installation. 4-3
 Installing Windows Server 2008 4-3
 Windows 2008 Configuration 4-8
 Provide Computer Information **4-8**
 Update This Server. **4-8**
 Personalize Windows 2008 4-13
 Disable Windows Shutdown Event Tracker 4-16
 Select Classic Start Menu 4-16
 Place Computer Management in the All Users Startup Group 4-17
 Write Disk Signature 4-17
 Complete Drive Setup 4-18
 Configure Windows Explorer 4-18
 Configure Event Viewer 4-20
 Change Swap File Location. 4-21
 Install MS SQL Server 2008 4-24
 Before You Begin 4-24
 SQL 2008 Installation 4-24
 Install SQL 2008 Service Pack 1 4-37
 Confirm SQL Installation 4-42
 Configure SQL Server 2008 4-43
 Update vnsrver.exe for SQL Server 2008 R2 4-47

Install Dialogic Voice Card	4-48
Launch the Dialogic Configuration Manager (DCM)	4-51
Test the Dialogic Card	4-52
Symantec AntiVirus Installation	4-54
Installing Symantec Endpoint Version 11	4-54
Configure Symantec Endpoint	4-58
Enterprise Express Voice/Speech AV Exclusions	4-60
Enterprise Workstation AV Exclusions	4-61
Enterprise Express Text AV Exclusions	4-62
Symantec pcAnywhere Installation	4-65
Dictaphone Remote Diagnostics	4-69
SQL 2008 Upgrades for Build 8 Enterprise System	4-70
3 Methods for the SQL 2008 Upgrade	4-70
Method One (Single Server Upgrade)	4-70
Method Two (2-Server Upgrade)	4-70
Method Three (3-Server Upgrade)	4-71
Preparing to Upgrade From SQL 2000/2005 to SQL 2008 (1-Server Method)	4-71
Check the Integrity of the SQL Databases	4-72
Backup the SQL Databases	4-74
Upgrading SQL Server to 2008	4-76
Configure SQL 2008	4-86
Check Explorer Configuration and Presence of Jobs	4-89
Preparing to Upgrade From Version 2000/2005 to SQL 2008 (2-Server Method)	4-91
Prepare the Production Server for the Upgrade Process	4-91
Prepare the Second/New Server for the Upgrade Process	4-91
Upgrade the New Server to SQL 2008	4-92
Preparing to Upgrade From Version 2000/2005 to 2008 (3-Server Method)	4-94
Software Installation	5-1
The EWS multi-server section of this section is in the process of being revised. Should you have a EWS multi-server installation scheduled, do not hesitate to call Technical Services for assistance and the latest information.	5-1
Table of Contents	5-2

Enterprise Express Voice Software Installation	5-6
Installation Road Map	5-6
Checking for the Existence of Database Triggers	5-7
Check SQL Protocol Configuration	5-7
Patch Operating System	5-8
Install Build 8.1 Data Server	5-11
Apply Latest EXVoice Software Patch - VNServer.exe	5-26
Configure SQL 2008 Compatibility Mode	5-27
Install Build 8.1 Client Utilities on the Data Server	5-29
Install Client Viewer	5-29
Install Explorer	5-35
Install Job Lister	5-35
Install TransNet	5-35
Install/Upgrade EXS Customization Client	5-36
Install Build 8.1 VR Server	5-39
Install Dialogic Software	5-39
Verify Current Dialogic Configuration	5-39
Uninstall Previous Dialogic Drivers	5-41
Install Version 5.1.1 Dialogic Drivers and Configure Board(s)	5-42
Testing the Dialogic Hardware Board	5-48
Install Dialogic Feature Pack 1	5-52
Install EXVoice VR Software	5-56
Install the Build 8.1 Client Utilities on Client Workstations	5-68
Install Client Viewer	5-69
Install Dashboard	5-71
Install Explorer	5-72
Install Job Lister	5-72
Install TransNet (Standalone)	5-72
Reboot the Client Workstation(s)	5-72
Run Applications to Upgrade them to the Latest Service Pack/Patch	5-73
ASR Core/RecognitionEngine Wrapper Software Installation	5-74
Hardware & Software Requirements	5-74
Hardware	5-74
Software Requirements	5-74
Software Required for EXSpeech Recognition Server Installation	5-74
Time Required For Installation	5-75
Create an EXVoice User Account on the Recognition Server	5-75
Verify/Configure EXSpeech Paths	5-77
Install ASR Core Software	5-79
Install REW	5-82

VMware Virtual REW Server Installation	5-87
Brief Overview of VMware ESX Server	5-87
Changing the IP Address on the VMware Service Console	5-89
Install Virtual Infrastructure Client	5-90
Changing Other Networking Information	5-92
Licensing	5-94
Registering the Activation Code	5-95
Combining Multiple License Keys	5-98
Entering the License Key in the Server	5-101
Managing the Virtual REW	5-103
Powering Up the Virtual REWs	5-106
Configuring the Virtual REWs	5-107
Verify Services Logons (ALL REWs)	5-108
Configure Speech Settings in EXVoice Explorer	5-109
Server Settings	5-109
Site Settings	5-110
EXS Administration Settings	5-111
Configure EXVoice Service Controller	5-115
Reboot the VMware ESX Server	5-119
Restart Virtual Infrastructure Client	5-120
Virtual REW Functionality Checks	5-122

EXText Server/Router New Installation	5-123
Table of Contents	5-123
Installation Road Map	5-124
Verify Requirements	5-125
Pre-Installation Windows Server 2008 Configuration.....	5-125
Checking for the Existence of Database Triggers	5-126
Update the EXVoice Server.....	5-127
SQL Server 2008 Configuration	5-128
EXText Server/Router - New Installation	5-130
Word 2007 Installation.....	5-130
Remove Any Existing Version of Word	5-130
Install Word 2007	5-131
Install EX Editor on the EXText Server	5-136
Configure Microsoft Word 2007.....	5-137
Configure Word 2007 Line and Paragraph Spacing	5-147
Finalize Word 2007 Configuration	5-148
Adjust Error Reporting Configuration.....	5-148
Install EXText Version 8.1 Software.....	5-150
Apply EXText Server Patch	5-156
Install EX Editor on the EX Text Server.....	5-158
Configure Router for Faxing	5-159
Installing the Print Driver for Faxing	5-159
Adding the Fax Printer	5-160
Configure EXText Settings	5-162
Install EXText Router	5-165
Install EXText Tools	5-169
Router Configuration.....	5-170
Install EX Editor on the Router.....	5-173
Install/Configure Watchdog on the EXText Server/Router	5-173
Update Gateway Server.....	5-179
Windows 2003 SP1 Requirement	5-181
Client Workstation New Installation	5-183
Install Correction Client.....	5-188
Install EX Editor 8.1.0.5 on Client Workstation	5-189
Verify .NET Framework Version	5-190
Install .NET Framework 3.5 SP1.....	5-192
Download and Install .NET Framework Family Update Files	5-194
Install EX Editor Software	5-199
Test EX Editor.....	5-205
Enterprise Workstation Software Installation	5-209
Table of Contents	5-209
Introduction	5-211
Before You Begin	5-212
PCC Built Enterprise Workstation Server.....	5-212
Customer Provided Enterprise Workstation Server.....	5-213
Other Things to Do.....	5-213

Installation Roadmaps	5-215
Single Server Roadmap	5-215
Multiple Server Roadmap	5-216
The Installation Procedures	5-218
Where to Start	5-218
Part I – All Servers	5-218
Copy Required Files to EWS Server	5-218
Verify/Install DirectX 9.0 Installation	5-219
Verify/Install Internet Explorer 8.0 via Internet	5-222
Internet Explorer Configuration	5-223
Verify/Install Internet Information Services (IIS)	5-227
Install Microsoft WebDAV 7.5 for IIS 7.0	5-234
Part II – Single Server Environment	5-236
Common Platform Installer 2.0.0.7	5-236
Pre-SDK Installation SSL Configuration	5-240
Verifying the Certificate is Properly Installed	5-240
Export SSL Certificate	5-244
Generate a .keystore File	5-247
PSSDK Database Installation	5-251
SDK Web Server Installation	5-257
IIS Configuration (Windows 2003 ONLY)	5-263
IIS Configuration (Windows 2008 ONLY)	5-267
Language Model Installation	5-271
Establish Apache Tomcat as an MSSQLSERVER Dependent Service	5-274
Services Configuration	5-275
File Download Configuration	5-277
Testing PowerScribe SDK Functionality	5-281
Creating a Test User	5-281
Dictating with the Test User	5-289
Enterprise Workstation Web Server Installation	5-301
Determining Client Licenses	5-301
Software Installation	5-301
Update DocNetServer File on EXText Server	5-309
Part III – EWS Multi-Server Environment Installation	5-310
SDK SQL Server Installation	5-310
JAVA 1.6.0_16 Installation	5-310
PowerScribe SDK Database Installation	5-313
SDK Standalone Web Server Installation	5-321
Pre-SDK Installation SSL Configuration	5-321
Common Platform Installer 2.0.0.7	5-321
SDK Web Server Installation	5-326
IIS Configuration (Windows 2003 ONLY)	5-332
IIS Configuration (Windows 2008 ONLY)	5-335
Services Configuration	5-338
Language Model Installation	5-340
Install the Watchdog Service	5-343

EWS Standalone Web Server Installation	5-348
Before You Begin	5-348
SQL 2008 Client Installation	5-348
Determining Client Licenses	5-355
EWS Software Installation	5-356
Common Platform Installer	5-356
Install the EWS Web Server Software	5-360
EXV Service Controller	5-369
Apply Latest EXVoice Patch to the EWS Server	5-374
Configure System Settings on the EWS Server	5-375
Client Workstation Installation	5-382
Configuring Client Workstation for Multiple Users	5-383
Recognition Server Installation	5-386
Verify/Install .NET Framework	5-386
Install .NET Framework	5-387
Recognition Server Software Installation	5-387
Configure Symantec AntiVirus for EWS	5-396
EWS Web Server Configuration	5-396
EWS Recognition Server Configuration	5-399
EWS Client Workstation Configuration	5-400
Upgrade/Verify the EXVoice & EXText Servers	5-401
License Burning for EXVoice	5-402
License Burning for EXText	5-403
Functionality Check	5-405
ATS Configuration Documentation	5-405
Web Server Backup Strategies	5-406
Web Server Data Backup	5-411
Test the PScriptSDK Backup Job	5-415
MSDB Overflow Protection	5-418

GoMD Web Server Software Installation	5-419
Table of Contents	5-419
Requirements	5-419
Obtain Software	5-420
Pre-Software Install Server Configuration	5-421
Create Folders	5-421
Configure Internet Explorer	5-421
Software Installation	5-425
IIS Installation	5-425
Configure Initial IIS Settings	5-427
CPI Installation	5-428
Install the GoMD Web Server Software	5-432
Configure Commander Entries	5-439
Install GoMD Forwarding Service and Active Server Pages	5-441
Configure/Verify Web Server Virtual Directory Settings	5-444
Update the EXText COM Objects Files	5-445
Configure the GoMD Web Server	5-448
Verify/Update the User Logon for Services	5-450
Verify/Update Licensing for GoMD	5-451
GoMD Checkout Procedure	5-452
 System Upgrades	 6-1
Table of Contents	6-1
System Upgrades - VER. 8.1	6-4
Enterprise Express Reporting	6-5
Minimum Requirements for Upgrade to 8.1	6-7
Pre-servicing Requirement	6-7
Login Requirement	6-7
Enterprise Express Voice	6-7
Hardware	6-7
Dictaphone Software	6-8
Enterprise Express Text	6-8
Hardware	6-8
Dictaphone Software	6-8
Enterprise Express Speech	6-9
Hardware & Software	6-9
Enterprise Workstation	6-10
Hardware	6-10
Dictaphone Software - EXVoice and SDK	6-10
Stop All Services	6-12

Upgrading EXVoice to Version 8.1	6-13
Estimating Time for EXVoice Database Upgrade	6-13
Before You Begin	6-14
Patch Operating System	6-14
Determine the Existence of iChart Billing Database	6-19
Checking for the Existence of iChart Triggers	6-20
Following Upgrade Completion	6-23
Verify Database Compatibility Level	6-24
Execute Pre-Upgrade SQL Script (6.5 Systems ONLY)	6-25
Verify/Install Dialogic Drivers	6-29
Verify EXVoice Commander Settings	6-29
Upgrade the EXVoice Data Server	6-31
Finalize EXVoice Upgrade	6-41
Migrate EXSpeech Server	6-43
Apply Latest EXVoice Software Patch - VNServer.exe	6-47
Apply EXCommander.exe Patch	6-48
Upgrade the EXVoice VR Server	6-49
Upgrading ASR Core and REW to Version 8.1	6-52
Uninstall Existing ASRCore	6-52
Install ASRCore Version 8.1 (5.2.8.31)	6-53
Upgrade REW to Version 81.0.3065	6-57
VMware Virtual REW Server Installation	6-62
Brief Overview of VMware ESX Server	6-62
Changing the IP Address on the VMware Service Console	6-64
Install Virtual Infrastructure Client	6-65
Changing Other Networking Information	6-67
Licensing	6-69
Registering the Activation Code	6-70
Combining Multiple License Keys	6-73
Entering the License Key in the Server	6-76
Managing the Virtual REWs	6-78
Powering Up the Virtual REWs	6-81
Configuring the Virtual REWs	6-82
Verify Software Versions on Virtual REWs	6-83
Verify Services Logons (ALL REWs)	6-84
Reboot the VMware ESX Server	6-85
Restart Virtual Infrastructure Client	6-86
Configure Speech Settings in EXVoice Explorer	6-88
Server Settings	6-88
Site Settings	6-89
EXS Administration Settings	6-90
Configure EXVoice Service Controller	6-94
REW Loaner Server Removal Procedure	6-98

- Upgrading EXText Server to Version 8.1** 6-99
 - Service Utility Hot Fix 6-104
 - Apply EXText Server Patch 6-105
 - Finalize EXText Server Upgrade 6-105
 - Install EXText Tools 6-105
 - Upgrade EXText Clients on Server 6-109
 - Install EX Editor on the EXText Server 6-111
 - Configure Server Settings 6-112
 - Upgrade the EXText Router to Version 8.1 6-113
 - Install EX Editor/FAX Printer on Router 6-116
 - Determine if Watchdog is Installed/Configured 6-116
 - Install/Configure Watchdog on the EXText Server/Router 6-117
 - Update the Gateway Server 6-122
- Upgrading EXText Client Workstation to 8.1** 6-123
 - Word 2007 Installation 6-123
 - Remove Any Existing Version of Word 6-123
 - Install Word 2007 6-124
 - Configure Microsoft Word 2007 6-130
 - Configure Word 2007 Line and Paragraph Spacing 6-140
 - Upgrade EXText Software to 8.1 6-142
 - Upgrade the Word Client 6-142
- Upgrading EX Editor to 8.1.0.5** 6-145
 - Verify .NET Framework Version 6-145
 - Download and Install .NET Framework Family Update Files 6-147
 - Install EX Editor Software Upgrade 6-151
 - Test EX Editor 6-153

Upgrading EWS/SDK to Version 81.0.3065/3.2 SP2	6-157
Before You Begin	6-157
Required Software	6-157
Generic Accession Numbers	6-158
Clearing Common Worktypes	6-158
Determining Current SDK Version	6-159
SDK Upgrade Procedure to Follow	6-160
EWS/SDK Upgrade Installation Roadmap	6-161
Installing the SDK 3.2 SP2 Upgrade	6-163
Stop Services	6-163
Backing Up the SDK Database	6-163
Create Backup of the SDK Application Folder	6-166
Uninstall PowerScribe SDK	6-167
Upgrade the SDK Database to Version 3.2 SP2	6-168
Verify/Configure IIS 7.0 (Windows 2008 ONLY)	6-173
Configure IIS 6 WMI Compatibility	6-173
Configure IIS Authentication (Windows 2008 ONLY)	6-175
Install Common Platform Installer (CPI) Version 2.0.0.7	6-178
Install Version 3.2 SP2 of PSSDKServer	6-184
Configure/Verify Default Web Site Properties	6-190
Upgrade the Language Models	6-192
Establish Apache Tomcat as an MSSQLSERVER Dependent Service	6-195
Upgrading the EWS Server to Version 81.0.3065	6-197
Update DocNetServer File on EXText Server	6-206
Configuration of the Service Controller	6-206
EXV Service Controller	6-206
Verify Correct Web File Version	6-210
Installing the EWS Client	6-213
Upgrading the Recognition Server to SDK 3.2. SP2	6-221
Verify/Install .NET Framework	6-221
Install .NET Framework	6-221
Upgrade Software to Version 3.2 SP2	6-223
Modify PSSDK Web Server Setting	6-231
Upgrading a GoMD Server to Version 8	6-233
Install CPI 2.0.0.7	6-233
Upgrade the GoMD Web Server	6-233
Verifying the DocNet Client COM Objects	6-235
License Burning for EWS/EXVoice/EXSpeech	6-236
Important Licensing Information in the EXText Environment	6-236
EXText Environment TransNet Licensing	6-237
License Burning Procedure	6-237
License Burning for EXText	6-239
System Functionality Checks	7-1
.....	7-1
Table of Contents	7-1
System Functionality	7-4

EXVoice - Post-Installation Functionality Check	7-5
Verify EXVoice System Configuration	7-5
Verify Licensing Configuration	7-6
Verify Services Running	7-8
Verify All Services Installed and Configured	7-8
Test Run Applications on Server/Client	7-11
Verify Voice Path	7-11
Verify Server Settings	7-13
Verify Configuration of EXVoice Registry Key/Assign Sys.Admin Key	7-15
Test EXVoice System for Proper Operation	7-17
Before You Begin	7-17
Testing the System	7-17
Create a New Site and Test User on EXVoice	7-17
Modify Master Channel	7-23
Test The System	7-25
EXText Post-Installation Functionality Check	7-29
Before You Begin	7-29
EXText Services Started	7-30
Verify Site Configuration	7-32
Test/Verify Scheduled Events	7-33
Verify Routing Destinations	7-38
Verify Server and Router Configuration	7-39
Check Message Sink for Error Conditions	7-40
Verify Word Client Operation	7-41
Verify Clients Logged In	7-42
Verify EXText Server in EXVoice Client Viewer	7-42
Verify EXText Client Workstation Software	7-43
Testing the EXText System Functionality	7-43
Create A New Site and a Test User on EXText	7-43
Printing and Routing	7-50
Other Enterprise Express Text Distribution	7-51
ESig Test - Fat	7-51
HIS Verification - On Site	7-52
EE Text Auto Import (if purchased)	7-53
Other Testing/Verification (if so equipped)	7-53
EXSpeech Post-Installation Functionality Check for EXVoice Build 8 Systems	7-54
EXSpeech Post-Installation Checkout Procedures	7-55
Preparing to Test the System	7-55
Verify REW Status on the EXVoice Server	7-55
Create an EXSpeech Test Dictator on the EXVoice Server	7-56
Assign Seat License(s) to New User	7-58
Creating a Pool for EXSpeech Voice Files	7-59
Creating a Pool Script for EXSpeech Voice Files	7-60
Create an EXSpeech Transcriptionist User in Site 34282	7-61
Create a Test Transcriptionist User on the EXText Server	7-65
Create a Test Dictation and Verify File Processing	7-67
View and Sign Off the Dictated Job	7-71
Ensure File Collection for Adaptation Process	7-73
Repeat the Process For Each Recognition Server	7-74

Enterprise Workstation Post-Installation Functionality Check	7-75
Before You Begin	7-75
EWS	7-76
Enterprise Express Voice Setup	7-76
Designate the EWS Web Server	7-76
Create a Service Test Site	7-77
Modify Default Administration Group	7-79
Create a New User on the Service Test Site	7-82
Enterprise Express Text Setup	7-88
Create a New Site	7-88
Create a New User Type	7-90
Edit User Type	7-91
Select EXText Options	7-93
Create New Worktype	7-94
Edit the New Worktype Just Created	7-95
Edit the New Worktype Template	7-95
Add a New Provider	7-95
Create a New Demographic	7-97
Edit the New Demographic Just Created	7-98
EWS ESig/Self Edit Test	7-99
Add the Web Server as a Trusted Site	7-99
Testing ESig/Self-Edit	7-99
Test Shortcuts	7-102

Servicing 8-1

Table of Contents	8-1
EXVoice 8.0 Servicing	8-2
Upgrading EXCommander to 80.0.1376 on an EXVoice 8.0 SP1 System	8-2
Upgrading VNServer to 80.0.1381 on an EXVoice 8.0 SP1 System	8-2
EWS Servicing	8-3
Installing the SDK 2.1.47.1 Upgrade	8-3
Verify/Disable Vianix Compression	8-4
Verify the 2.1.47.1 SDK Upgrade	8-5
EXText 8.0 Servicing	8-7
EXText 8.0 Pre-SP1 Patch - 10/20/10	8-7
Installing the Patch	8-7
EXText 8.0 SP1 Patch - 09/07/10	8-8
Installing the Patch	8-9
Upgrading EX Editor to 8.0.1.3 on an EXText 8.0 System	8-10
Verify .NET Framework Version	8-10
Download and Install .NET Framework Family Update Files	8-12
Install EX Editor Software Upgrade	8-16
Test EX Editor	8-17
Troubleshooting Assistance	8-21
Automated System Recovery	8-22
Creating an Automated System Recovery Backup Set	8-23
Creating an Updated ASR Backup Set	8-28
Posting the ASR Backup Diskette Image to the CRM	8-28

Enhancements 9-1

Table of Contents	9-1
Section Overview	9-2
Post-Release Changes/Enhancements	9-4
EXText 8.0 Post Release Enhancements	9-5
EXText Patch - 11/03/11	9-5
EXText Hot Fix 8 - DocnetServer.exe - 06-08/11 (Only Required if EWS Server is part of system)	9-5
Service Utility Hot Fix (Version 8.1.156.4) - 1/31/11	9-5
8.0 Pre-SP1 Systems Patch (Version 8.0.156.14) - 10/20/10	9-5
8.0 Pre-SP1 Systems Patch (Version 8.0.156.13) - 10/05/10	9-6
8.0 SP1 Patch (Version 8.0.156.53) - 09/07/10	9-6
RF_9.4_Updater.exe - 07/22/10	9-6
Full Version Release Version 8.1.156.2 - 07/14/10	9-7
DocnetObjects.dll (Version 8.0.156.53) - 05/06/10	9-7
DocnetHISInterface.exe (Version 8.0.156.53) - 03/23/10	9-7
Version 8.0.156.51 (Service Pack 1) - 01/05/10	9-7
EX Editor Post Release Enhancements	9-12
Full Version Release (Version 8.1.0.5) - 01/31/11	9-12
Fix	9-12
Full Version Release (Version 8.1.0.4) - 01/04/11	9-12
Fixes.	9-13
Full Version Release (Version 8.1.0.3) - 08/11/10	9-13
Fixes.	9-14
Full Version Release (Version 8.0.1.3) - 08/11/10	9-15
Fix	9-15
Full Version Release (Version 8.1.0.2) - 07/14/10	9-15
EX Editor 8.0.1.2 - 03/23/10	9-15
Features/Improvements	9-16
EX Editor 8.0.1.1 - 03/12/10	9-16
Features/Improvements	9-16
Fixes.	9-18
EX Editor 8.0.0.8 - 8/26/09	9-21
EXVoice 8.0 Post Release Enhancements	9-23
01-5-12 - EXCommander - Version 81.0.3066	9-23
Vnserver.exe - Version 81.0.3078 - 03/08/11	9-23
Vnserver.exe - Version 81.0.3070 - 01/04/11	9-23
Full Version Release (Version 81.0.3065) - 07/14/10	9-23
01-5-12 - EXCommander - Version 80.0.1376	9-24
Vnserver.exe - Version 80.0.1381 - 05/12/11	9-24
Dictaphone EXV Job Lister.exe/.msi - Version 80.0.1377 - 05/04/10	9-25
Vnserver.exe - Version 80.0.1377 - 03/12/10	9-25
Version 80.0.1375 (Service Pack 1) - 01/05/10	9-25
Vnserver.exe - Version 80.0.1343 - 09/02/09	9-30
ASR Core Post Release Enhancements	9-31
pp2com.dll Update - 04/08/10	9-31
EWS 8.1(Version 80.1.3065) /SDK(Version 3.2 SP2) - 07/14/10	9-32
General Information	9-32
Known Issues with SDK 3.2 SP2	9-32
EWS 8.0 SP1 Patches_2 - 04/20/10	9-34
EWS 8.0 SP1 Patches - 03/23/10	9-35
EWS 8.0/SDK 3.1.23 - 03/15/10	9-36
New in This Build:	9-36

Issues/Defects Addressed 9-36
EWS 8.0/SDK 3.1.20 Post Release Enhancements 9-37
SDK 3.1.21.1 9-37

Reference Publications 10-1

Purpose 10-1
Enterprise Express Voice 10-2
Enterprise Express Text 10-3
Enterprise Express Speech 10-4
 Enterprise Express Reporting 10-4
 Enterprise Express Performance Viewer 10-4
Enterprise Workstation 10-5
Radiology Information System Integration (RISI) 10-6
Useful Internet Links 10-7
 SQL Server Central 10-7

EWS Desktop Integration 11-1

Table of Contents 11-1
EWS Desktop Integration Overview 11-3
 PATHGeneral 11-3
 EWS Client Software Prerequisite 11-5
 License Information 11-6
 Find the API Keycode 11-6
 Desktop Integration Licenses 11-7
 Assign Seat License 11-8
 Configure the PACSBridge Application 11-11
 Integration Type .ini File Entries 11-13
 Settings for AGFA (Mitra) Integration 11-14
 Settings for TCPSocket Integration 11-17
 Setting Entries for XML File Integration 11-18
 Philips/Stentor Integration 11-22
 Overview 11-22
 Prerequisites 11-22
 Set Security Rights to the Dictaphone Folders 11-24
 Install the Philips/Stentor iSite Application 11-28
 Ensure User Access to Machine Plug-ins 11-30
 Install the Dictaphone Plug-In in iSite Radiology 11-31
 Set the Dictaphone Plug-In User Preferences 11-34
 Using the Dictaphone Plug-in within iSite PACS Application 11-37
Using PACSBridge with Enterprise Workstation 11-41
EWS PACSBridge Test Tools 11-43
 General 11-43
 Prerequisites 11-43
 XMLFile Interface Test 11-44
 TCPSocket Interface Test 11-46
 Mitra Interface Test 11-47

Troubleshooting	11-54
PACSBridge Dialog Does Not Show	11-54
Dictation Does Not Start	11-54
Dictation Finished Signal Not Received	11-54
Enterprise Workstation® Application Program Interface (API)	11-55
General	11-55
Initialization	11-55
Method	11-55
User Events/Methods	11-56
Events	11-56
Methods	11-56
Window Methods/Properties	11-57
Window Methods	11-57
Window Properties	11-59
Application Events/Methods/Properties	11-60
Application Events	11-60
Application Methods	11-61
Application Properties	11-63
Reports Events/Methods/Properties	11-65
Report Events	11-65
Report Methods	11-66
Report Properties	11-69
Worktypes Methods/Properties	11-70
Worktypes Methods	11-70
Worktypes Properties	11-70
Worktype Properties	11-70
EWS API Testing	11-71
Install the EWS SDK Software	11-71
Test the EWS API Connection	11-74
EWS Desktop Integration SDK	11-85
Description	11-85
Required Components	11-85
Internet Information Services (IIS) Installation	11-85
SDK and Client Application	11-86
Configure the Web Virtual Directory	11-86
Use the EWS Simulator	11-86

EWS PACS Bridge - XML Dictation Status Feature	11-88
Summary	11-88
Dictation Statuses	11-89
Workflow Considerations	11-89
Implementation Information	11-90
Implementing a new EWS PACS Bridge Interface	11-90
Implementing XML Dictation Status with Existing PACS Bridge Interface	11-90
XML Dictation Status .ini Settings	11-91
XML Dictation Status File Name and Location	11-92
Sample Workflow Scenarios	11-93
Dictation/Self-Edit Report Saved Or Sent To Transcriptionist:	11-93
Unsigned Report Saved Or Closed:	11-93
New Self-Edit Report Signed:	11-94
Unsigned, Self-Edit Report Signed:	11-94
New Dictation/Self-Edit Report Created:	11-95
Report Opened From Report List:	11-95
New Dictation Canceled:	11-96
Unsigned, Self-Edit Report Deleted:	11-96
Enterprise Workstation Versus PowerScribe Workstation PACS Bridge APIs	11-97
Radiology Information System Integration (RISI)	12-1
Table of Contents	12-1
Radiology Information System Integration (RISI)	12-2
Overview	12-2
Installation Paths	12-3
EXVoice Build 4 Systems	12-3
EXVoice Build 5 or Later Systems	12-3
EXVoice Build 8.0	12-3
EXVoice Build 8.1 or Later Systems	12-3
Upgrade Paths	12-5
EXVoice Build 4 Systems	12-5
EXVoice Build 5 through Build 7.5 Systems	12-6
EXVoice Build 8 Systems	12-7
EXVoice Build 8.1 SQL 2008 Systems Patch	12-7
Migration Information	12-9
RISI Build 6 SP12 - Software Upgrade	12-11
Requirements	12-11
Upgrade Procedure	12-11
RISI Build 6 SP12 - New Installation	12-14
Requirements	12-14
Installation Procedure	12-15
Shut Down the EXVoice Application Services	12-15
Create the RisiApps User	12-15
Install the RISI Application	12-21
Enable the RISI Feature on EXVoice	12-26
Create an Initial RISI Configuration	12-28
Configuring the RISIAPPS User in SQL	12-33
Launch the RISI Services	12-35

INTRODUCTION

1



IMPORTANT

The procedures specified throughout this manual have been tested internally in the Service lab environment, and externally, at various sites. The real acid test for any of these procedures is how well a given procedure works for you, the user of this manual.

*As you use this manual, and come across an errant or missing instruction, your **FEEDBACK** will cause this issue to be addressed and fixed. **FEEDBACK** is both welcome and encouraged.*

This manual addresses all service aspects of the Enterprise Speech server family of products, which includes:

- **Enterprise Express Voice/Speech**
- **Enterprise Express Text**
- **Enterprise Workstation**

This manual serves to facilitate the installation and servicing of Enterprise Speech server products by consolidating all pertinent information in one location.

The manual consists of a number of sections, as follows:

Section 1 - **Introduction** - an overall look at what areas are addressed in this manual, and a [Before You Begin](#) section which provides valuable information designed to assist you in preparing for a successful installation or upgrade of software.

Section 2 - [Concept of Operation](#)- This section contains general system operational information specific to the Version 8 release software for the Enterprise Express System. The basic concept of operation of the Enterprise Speech system is addressed in some detail in the Manual PN 889560.

Section 3 - [Hardware and Software](#) - an outline of the major hardware and software associated with the Enterprise Express system, and minimum specifications required for each server platform.



IMPORTANT

*When you encounter existing Enterprise Express systems in the field that **DO NOT** meet these minimum **Build 8.1** specifications, please call **Sales Engineering** and request assistance in determining whether or not a particular system can be upgraded. It is important to remember that these minimum specifications were established for a **typical** Enterprise Express system, and a lesser system, serving fewer clients, may well accommodate a **Build 8.1** upgrade or installation.*

Section 4 - [Basic Windows 2008 & SQL 2008 Installation](#) - installation instructions for all servers in the Enterprise Speech system family. Configurations unique to a particular server product are addressed, and as well, generic instructions are included for installing OS Service Packs/upgrades, Symantec Endpoint, pcAnywhere, and the Dictaphone software. You will also find several **SQL** upgrade strategies in this section.

Section 5 - [Software Installation](#) - installation instructions for each Enterprise Speech system server and associated client workstation(s), covering a complete from scratch installation and configuration of all software not addressed in **Section 4**, above.

Section 6 - [System Upgrades - VER. 8.1](#) - software upgrades **to** and **from** the base server build version, as specified in [Before You Begin](#), below.

Section 7 - [System Functionality Checks](#) - specifies procedures for testing an installed Enterprise Speech system to ensure the system is functioning as intended. The procedures shown here accommodate stand alone servers, as well as an integrated suite of Enterprise Speech servers.

Section 8 - [Servicing](#) - specifies general service procedures, certain special upgrade procedures, and other pertinent servicing information/guidance.

Section 9 - [Enhancements](#) - outlines the enhancements embedded in the current build of software, and, those enhancements which resulted/will result from the subsequent application of **Service Packs** and **Patches**.

Section 10 - [Reference Publications](#)- Hot links to various operational and training documents which may be of assistance to service personnel.

Section 11 - [EWS Desktop Integration](#) - This section discusses two methods of accomplishing an EWS Desktop Integration, and provides instructions for completing such an integration.

Section 12 - [Radiology Information System Integration \(RISI\)](#) - The Radiology Information System Integration (RISI) section provides full installation instructions for this optional interface, which is used to share information between a hospital's Radiology Information System and the Enterprise Speech Voice System.

Before You Begin

The versions of software addressed in the Installation and Upgrade sections of this manual are as follows:

- **Enterprise Workstation - EWS 81.0.3065/SDK 3.2 SP2 (DVD releases)**
 - ◆ Part Number - **3300007-113** PSSDK V3.2 SP2 Software
 - ◆ Part Number - **1000062-310** EXVoice V81.0.3065 Software ONLY
 - **Enterprise Express Voice - 81.0.3065 (DVD releases)**
 - ◆ Part Number - **1000062-110** EXVoice V81.0.3065 w/SQL2005 S tandard
 - ◆ Part Number - **1000062-310** EXVoice V81.0.3065 Software(Server and Client) ONLY
 - ◆ Part Number - **1000051-110** EXVoice V81.0.3065 Client Software ONLY
 - ◆ Part Number - **3300093-003** ASR Core 8.0.0.5
 - **Enterprise Express Text - 8.1.156.2 (DVD releases)**
 - ◆ Part Number - **1000063-111** EXText V8.1.156.2 w/SQL2005 Standard
 - ◆ Part Number - **1000063-311** EXText V8.1.156.2 Software ONLY
 - ◆ Part Number - **1000183-112** EX Editor V8.1.0.5
-

Supported Upgrade Paths

To assist you in determining what software might require upgrade or installation prior to commencing the installation of the versions indicated above, all possible upgrade paths for component systems of the Enterprise Express software suite are shown here.

Enterprise Express Voice Upgrade Paths (without EXSpeech)

Build 4 --> Build 5 --> Build 6.5 --> Build 8.1

Build 6.5 --> Build 8.1

Build 7.5 --> Build 8.1

Build 8.0 --> Build 8.1

Enterprise Express Voice Upgrade Paths (with EXSpeech)

Build 4 --> Build 5 --> Build 6.5 --> Build 7.5 --> Build 8.1

Build 6.5 --> Build 7.5 --> Build 8.1

Build 7.0 --> Build 8.1

Build 7.5 --> Build 8.1

Build 8.0 --> Build 8.1

Enterprise Express Text Upgrade Paths

Build 6.4 --> Build 8.1

Build 7.0 --> Build 8.1

Build 7.5 --> Build 8.1

Build 8.0 --> Build 8.1

Enterprise Workstation (EWS)

Build 2.0--> Build 8.0

Build 3.0 --> Build 8.0

Build 7.5 --> Build 8.0

Build 8.0 --> Build 8.1

SDK 1.4.6 --> 2.1.45.x

SDK 2.1.45.x --> 3.1

SDK 3.1 --> 3.2.x

Basic Software Loads Required

[Table 1-1](#) delineates the basic 3d party software **required** for each of the servers in the Enterprise Express system family. [Table 1-2](#) demonstrates the compatible versions of Dictaphone software required when a server is installed as part of a larger Enterprise Express System.

TABLE 1-1 Enterprise Express System Server Software

Type of Enterprise Server	Required Items
ALL System Servers (clients listed separately below)	SmartStart and Support Software; current release for all HP/Compaq servers
	SmartStart Management CD-ROM
	SmartStart Server Profile Diskette
	Microsoft Windows 2003/2008 Server, with appropriate Service Pack and security releases
	Symantec pcAnywhere 32, Current Version
	Symantec Endpoint, Current Version
	2 blank formatted diskettes, to be used as follows: <ul style="list-style-type: none"> ◆ 1 Automated System Recovery Diskette ◆ 1 SmartStart Server Replication Diskette
Additional Requirements for EXVoice Database Server <u>ONLY</u>	Microsoft SQL Server 2000 with Service Pack 3, or Microsoft SQL Server 2005 with Service Pack 2, or SQL Server 2008
If Dialogic cards installed	Dialogic System Software Version 5.11 with Feature Pack 1 (Windows 2000); Version 6 with Service Update 174 (Windows 2003/2008)
Additional Requirements for EXVoice VR Server <u>ONLY</u>	Dialogic System Software Version 5.11 with Feature Pack 1 (Windows 2000); Version 6 with Service Update 174 (Windows 2003/2008)
Additional Requirements for EXText Database Server <u>ONLY</u>	Microsoft SQL Server 2000 with Service Pack 3 or Microsoft SQL Server 2005 with Service Pack 2, or SQL Server 2008
	Microsoft Word 2003/2007

TABLE 1-2 Compatible Software Versions*

Dictaphone Enterprise Software Compatible Versions			
EXVoice/ EXSpeech	EXS REW/ASR Core	EXText/EX Editor	EWS/SDK
81.0.3065	81.0.3065/ 8.0.0.5	8.1.156.2/ 8.1.0.5	81.0.3065/ 2.1.47/3.2 SP2

* - If you are installing older versions of any of the above software, you should be using the previous Enterprise Express System manual, PN [889566](#). Also, be sure to consult the 3d party [Software Compatibility Matrix](#) posted on the Service portal.

Installation/Upgrade and Configuration Roadmaps

Each software upgrade/installation procedure in this manual consists of a number of different pieces of software to be installed. As well there are numerous configurations, registry entry requirements, etc. that must be accomplished.

To assist in the process of determining each step required for whatever upgrade you might be doing, a roadmap for each installation/upgrade procedure is being developed. This roadmap delineates specific procedures, in the order of their accomplishment, that must be completed for a successful upgrade.

It is suggested that you review the various roadmaps that pertain to the types of servers you will be installing/upgrading before beginning a specific procedure. These roadmaps are designed to assist you in ensuring a trouble-free installation.

When installing an Enterprise Express system, it is a good idea to upgrade the EXVoice server first to allow telephone dictators back on line at the earliest opportunity. This approach will reduce client downtime and is especially important when dealing with larger systems.

In addition to the installation/upgrade roadmaps, there are comprehensive system configuration roadmaps in the [System Functionality Checks](#) section of the manual that will guide you step-by-step in ensuring that a system has been configured correctly.

[Table 1-3](#) provides an example of how the roadmap for each installation type will be constructed. Installation roadmaps are “Under Construction”, and the configuration roadmaps are complete.



IMPORTANT

*The software listed in each table must be installed in the sequence shown. **DO NOT** skip something and go back later and install the item missed. Follow this sequence for a successful install.*

TABLE 1-3 Enterprise Express Server Installation Roadmap

Server Type	Software to be Installed/Procedure to be Followed	Page in Manual
EXVoice Server	Windows Server 2008 Installation	page 4-3
	Windows 2008 Configuration	page 4-8
	Configuring Startup Parameters	page ??
	DirectX 9.0 Installation	page ??
	Symantec Endpoint	page ??
	Symantec pcAnywhere	page ??
	SQL Server 2008	page ??

Legacy Upgrades

Legacy upgrades addresses all systems which cannot be upgraded from the version of Dictaphone software currently installed, directly to the base version of software addressed in this manual. The various upgrade decision trees shown in the [Introduction](#) section of this manual provide upgrade paths for all currently fielded versions of Dictaphone Enterprise Express software.

Procedures required for any necessary legacy upgrade installs are addressed in the Legacy Upgrades section of the following document:

[PN 889545 - Dictaphone Enterprise Express Systems Service Manual I \(EXV 6.0, EXText 6.1\)](#)

CONCEPT OF OPERATION

2

The basic concepts of operation applicable to Enterprise Speech systems, in general terms, are addressed in some detail in the manual [889560](#), available on the Service portal.

A concept brand new to Version 8 of the Enterprise Speech system is addressed in the section you are viewing now. Of particular interest is the consolidation in Version 8 of the Enterprise Voice and Speech management servers into a single server, **Enterprise Express Voice/Speech** server. An in depth look at the functional design of the new consolidated server is shown below.

Additional information regarding other important features of this latest version of the Enterprise Speech system will be provided in subsequent releases of this manual.

A graphic representation of the new Enterprise Speech system is shown in [Figure 2-1](#), on [page 2-3](#).

Table of Contents

EXVoice/EXSpeech Integration- Version 8.0	6-3
Purpose	6-3
Core changes.	6-3
EXS Management Server application	6-3
REW Revamp.	6-3
REWS Autoupgrading	6-4
Removal of Dynamic RPC Endpoints	6-4
Separate Handling of <i>Transcode only</i> jobs	6-5
No Use of the TransNet APIs	6-5
No Setup of EXS Users	6-5
Greater Efficiency	6-6
No Continuous Mode for REWS	6-6
EXS Removed Functionality	6-6
Database Flattening for Work Type / Input Device	6-7
New EXV Explorer User Interface for EXS setup.	6-7
Integration of REW Configuration Into EXV Explorer.	6-9

- Single Dictator Folder Configuration 6-18
- Simplified workflow 6-18
- Simplified codebase 6-19
- Reduction in audio storage 6-19
- Scheduled Entries 6-19
- REW Registry Migration Into Database 6-21
- EXS Management Server registry migration into database 6-21
- No Need to Check "Acoustical Adapt" in EXV Explorer 6-21
- Unauthenticated RPC 6-22
- REW Passing Status Information 6-22
- EXS related job flags 6-23
- EXS Customization Client 6-24
- 1st/2nd Adaptations 6-24
- ASRCORE log file renaming 6-24
- Audio Formats for EXS 6-24
- Apply to Profile..." button in EXV Explorer 6-24
- Remove User From EXS Processing..." button in EXV Explorer 6-25
- Changes to EVALUATION 6-26
- Changes to Mode combo box 6-26
- Re-FLMETER and Re-Adapt 6-27
- TOOLS 6-28
 - Service Controller 6-28
 - SuperSimLite 6-34
- INSTALLATION NOTES 6-36
- UPGRADE NOTES 6-36
- Technical Aspects 6-40
 - Backslashes in File Paths 6-40
 - REW Event Log Messages 6-40
- Workflows 6-51
 - New User 6-51
 - Incoming Job Workflow 6-51
 - Adaptation and Fluency Meter 6-53
 - Adaptation 6-54
 - Fluency Meter 6-54
 - Dictations Being Selected by an REW (Recognition and Transcoding) 6-55
 - Job Life Cycle and Purge Process 6-55
 - PostProc INI Updates 6-57
 - TMA (Transformation Model Adaptation) 6-57
 - LMID/AddWords/LMA 6-57

Enterprise Speech System - Version 8.1

Conceptual System Overview

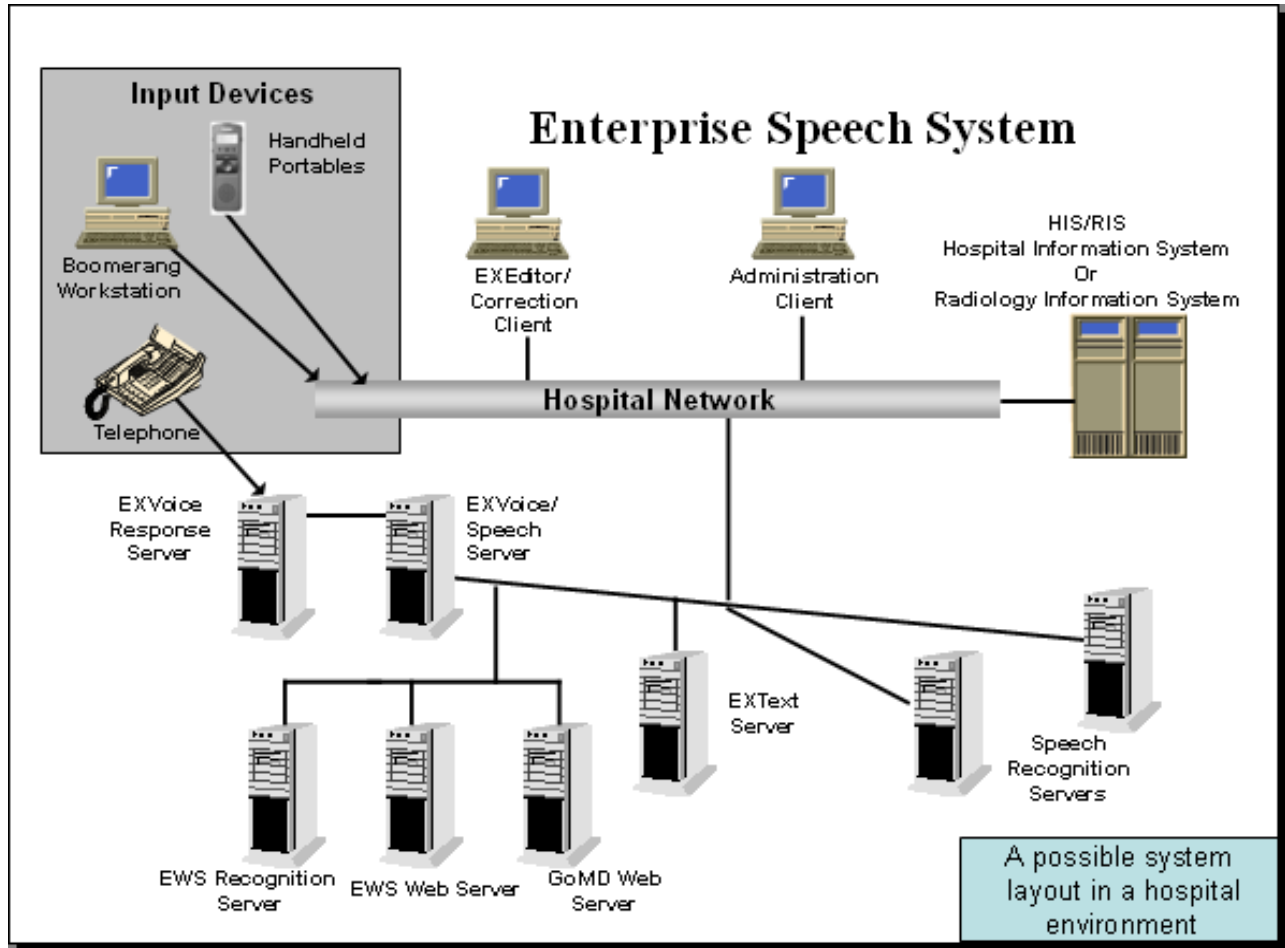


FIGURE 2-1 Enterprise Speech System - Version 8.1

EXVoice/EXSpeech Integration- Version 8.0

Purpose

There are several purposes behind the changes to the Enterprise Speech (EXS) architecture in Version 8.x, including:

- Simpler/faster configuration
- Greater job routing efficiency
- Improved reliability
- Need for one less server machine
- Simpler troubleshooting
- Support for HA mode of Enterprise Voice (EXV)

Core changes

Quite a few changes have been made to the codebase of EXS, applications have been removed or merged into other EXV applications, etc. These changes will be described in the subsections below.

EXS Management Server application

The need for the EXS Management server application has been removed. Required RPC server functionality has been implemented in the EXV Server application itself, along with any server based code.

There are a great many benefits to this change; all of the troubleshooting tools that are built into the EXV server now also apply to the server portion of EXS, including message sinking and trace dumping.

Another side benefit is that there will no longer be an EXS Management Server upgrade process - the EXV Server upgrade will take care of anything required as part of its upgrade, since the EXS code is now part of the EXV Server.



Note that the disk space of the EXS Management server is still required to be somewhere; either in the old management server computer itself, or in a newly expanded disk setup for EXV servers.

REW Revamp

Other than the removal of the EXS Management server, the changes to the REW software were the largest. REWS now:

- Use a stored procedure to get "work" from the database.
- Have both a "normal work" and a "transcoding work" thread, running separately. "Normal work" consists of recognition, fluency meter, and adaptation. "Transcoding work" consists of jobs that just need to be downcoded to 32K OKI ADPCM. These two activities can now go on simultaneously on a REW.
- Save access to SQL Server, meaning that they can do much of the work themselves, without relying on data from a server application.
- Get configuration settings from the database, rather than the registry (where this makes sense).
- Always run in "continuous" adaptation and fluency meter mode - meaning that if there is no recognition work to be done, and adaptation or fluency meter are enabled for the REW, the REW will continue to perform adaptations and fluency meters. Also, a "time range" has been added for adaptation and fluency meter, so you can restrict the range of times when these actions are allowed for a particular REW.

- REWS will need to run under the same Windows account as the EXV Server; they will be using URLs to access files at times, and need the same level of access.
-

REWS Autoupgrading

REWS will now autoupgrade on versions after the initial 8.0 release. They will download the new package, and run it, shutting themselves down and restarting automatically.



*For 8.0, REWS will **NOT** autoupgrade on Windows Vista. All other operating systems where REWS are supported will autoupgrade. This issue will be addressed in 8.0 SP1 (or later) - it is believed this issue is related to a problem with the version of Installshield that is used in 8.0.*

Removal of Dynamic RPC Endpoints

EXS RPC endpoints prior to this version of software were dynamic; they could be configured to be on whatever ports were desired. This can lead to configuration problems, as well as the inability to run both the server and REWs on the same computer.

Since management server functionality is now part of the EXV Server, a separate interface was created within that application for communication from the REW. This is at TCP port 5521, and only TCP/IP communication is permitted.

The EXV Server also communicates with the REW via RPC, and this is now done on TCP/IP port 5520.

So, in summary:

- EXV Server -> REW is via port 5520
 - REW -> EXV Server is via port 5521
-

Separate Handling of *Transcode only* jobs

As described in the [REW Revamp](#) section, jobs that need to be downcoded to 32K OKI can be handled at the same time recognition, fluency meter, or adaptation is going on within a REW, leading to greater efficiency of the particular REW.

No Use of the TransNet APIs

Because the management server is now part of the EXV server, there is no longer a need for EXS to get jobs via the "transnet APIs", as it has done in the past. Instead, REWS will get work in a totally different manner, described in detail in the [Workflows](#) section, below.

No Setup of EXS Users

Because the routing of jobs to the REWS is handled in a different manner, there is no longer a need to set up users on the EXV system (speech.rec, speech.rev, pooling, etc.). These users are **no longer required**, and can be deleted after the upgrade.

As a side note to this comment, the EXV Pooling dialog has been changed to remove the "SRK jobs only" selection for pooling job types, as shown in [Figure 2-2](#).

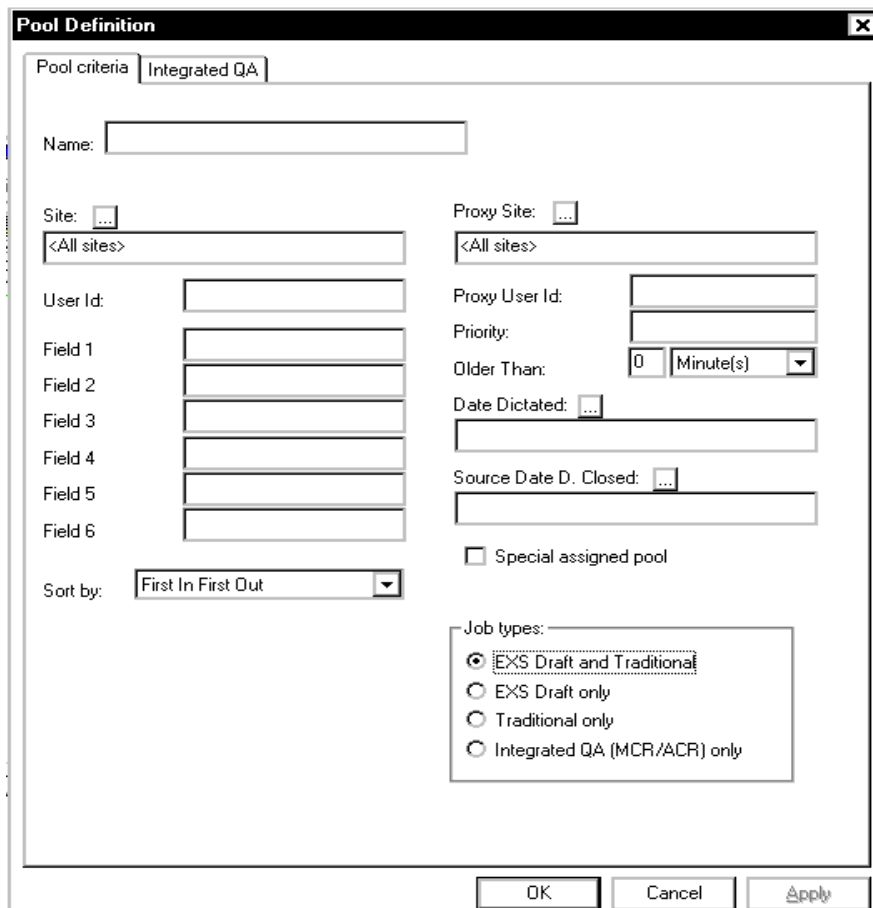


FIGURE 2-2 Pool Criteria Dialog

Greater Efficiency

With the old architecture, the EXS management server would build up large memory based lists and pass them back and forth to the REWS. This no longer occurs; the REWS are capable of SQL queries, and get the data they need from the database.

No Continuous Mode for REWS

As described above in [REW Revamp](#), there is no such thing as continuous mode for REWS for fluency meter and adaptation. The REWS will always be in continuous

mode unless there is recognition work to be done (and the required work is within the allowable time frame).

EXS Removed Functionality

The following areas of EXS functionality have been removed, as they are obsolete, or no longer required:

- EXS Performance Database and Client
 - Read Scripts
 - Pre-EXS Collection
 - Single Correction Client Mode - only a value of **0** (Correction Client 1) is now supported, therefore, support for other modes has been removed.
 - CRD File Parsing - This was removed because the only files that are parsed from the EXText (EXT) server are .TXT files.
-

Database Flattening for Work Type / Input Device

Since EXS v5.2, there has been no relationship between the fluency meter and "work types". Adaptation and Fluency Meter are run per input device, and work types have no bearing on this process at all.

Unfortunately, the database schema was never changed to reflect this when this change was made in EXS 5.2, and this left around a great deal of unnecessary complexity in both the code and the database structure itself.

The upgrade SQL script for EXS 8.0 will take care of this, effectively leaving just one entry in the EXSWT_InputType table per user, per input device. In previous versions, there was one entry per user, per input device, per worktype. These extra records were unnecessary, and the code in prior versions of EXS would just set them all the same way every time. For example, when a fluency meter for input device 1 (phone) completed, EXS would set the "Mode" field in the EXSWT_InputType table for every record that matched the user, input device and worktype.

This change will reduce the number of records in this table by a huge factor, which will improve performance on joins.

New EXV Explorer User Interface for EXS setup

Because of the prior item, [Database Flattening for Work Type / Input Device](#), the "mode" of the particular input device has been moved in line with the input device check box in the UI, as shown below in [Figure 2-3](#). The "mode" has no relationship to a worktype (and never has since 5.2), only to an input device, so the UI was changed.

Another change shown in [Figure 2-3](#) is the new radio button in the work type list. Users can easily be set up to recognize just displayed worktypes (the default, and works just like prior versions), EXCLUDE displayed worktypes, or just recognize all worktypes.



One important note: if users wish to use the "Self-edit" feature, they will have to define all the work types like they have in previous versions and set them to self-edit. When using the "Exclude" and "Recognize all" radio button settings, self-edit is assumed to be No.

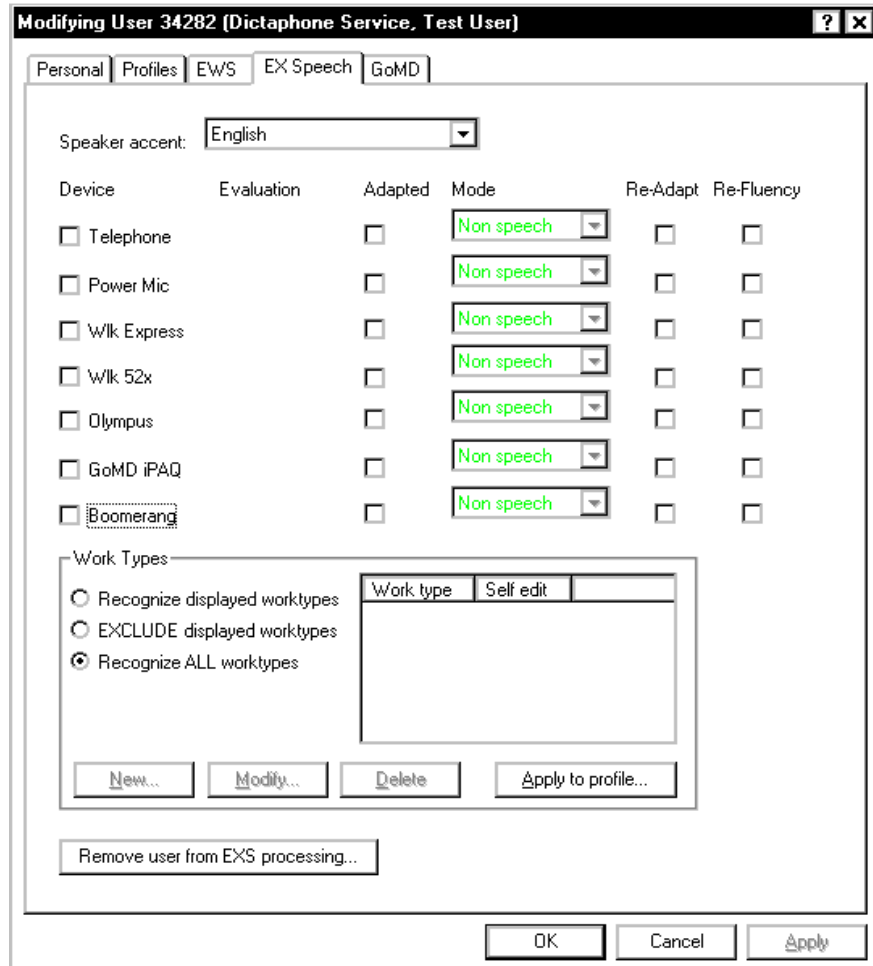


FIGURE 2-3 Modifying User Dialog

Integration of REW Configuration Into EXV Explorer

Client functionality formerly in EXS client applications has been moved into the EXV Explorer, including REW status, as shown in [Figure 2-4](#).

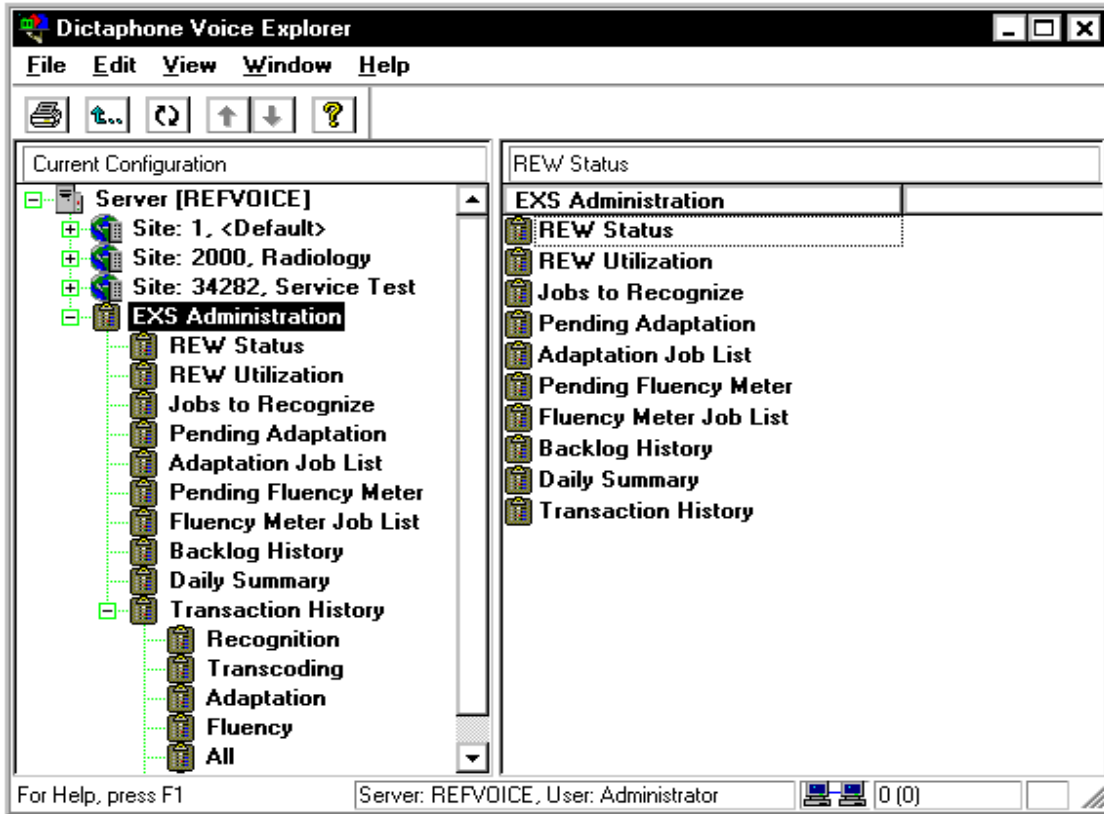


FIGURE 2-4 EXV Explorer Dialog

REW Status Displays the status of the REWs, and gives the ability to right click and "properties" on a REW, to change functionality. ([Figure 2-5](#))

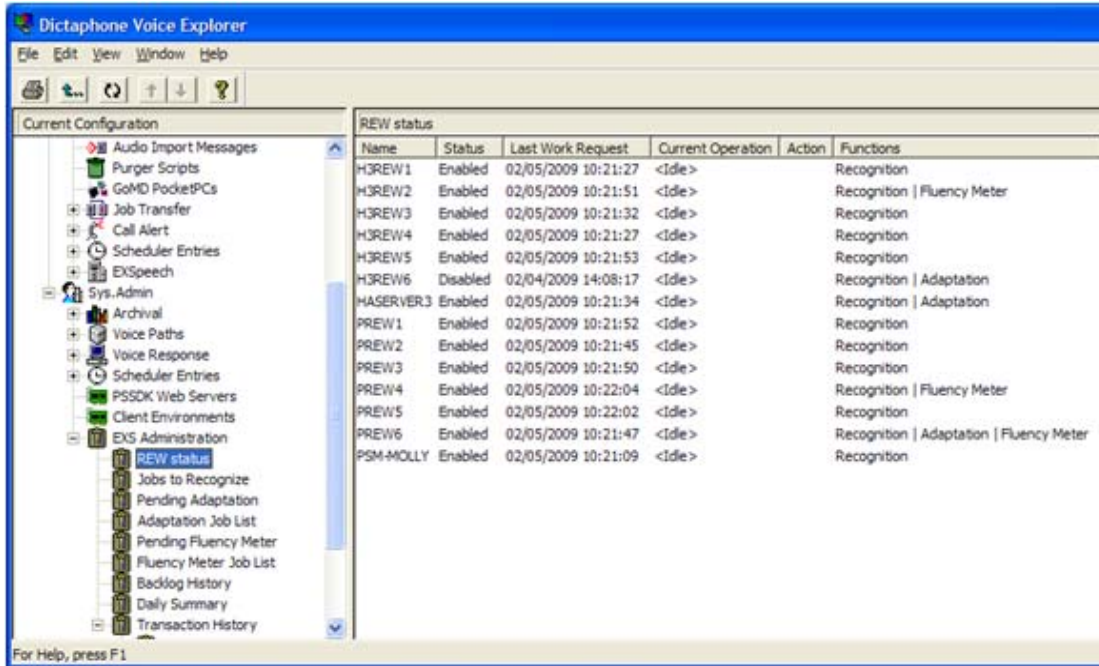


FIGURE 2-5 REW Status Dialog

Jobs to Recognize Displays a list of jobs awaiting recognition or transcoding. (Figure 2-6) (This internal database table only refreshes when a timer expires, defaulting to 60 seconds).

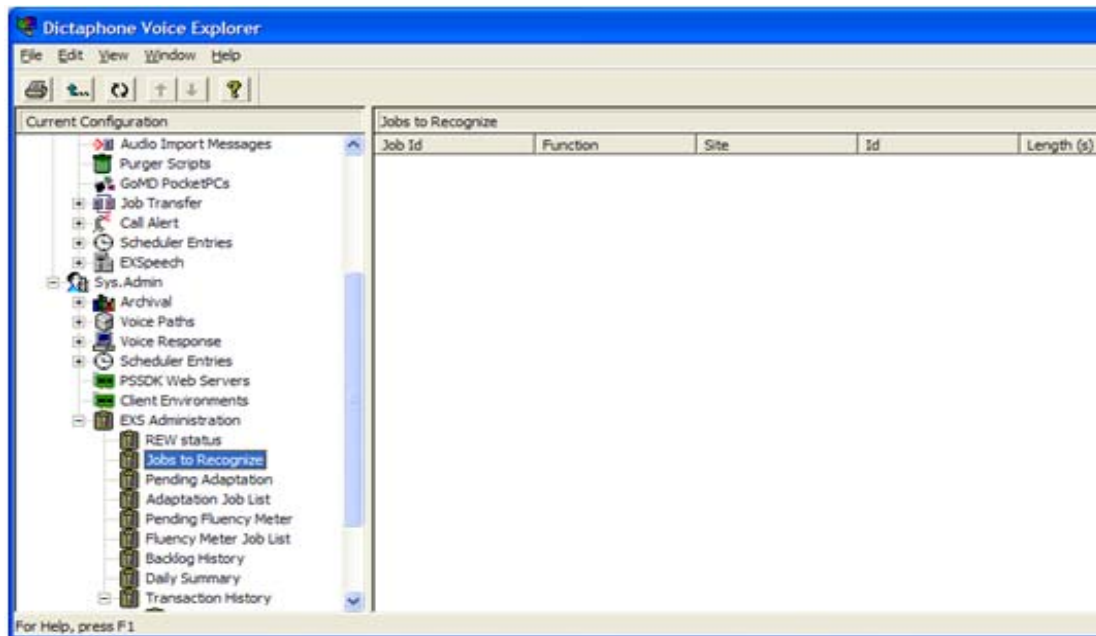


FIGURE 2-6 Jobs to Recognize Dialog

Pending Adaptation Shows a list of users that have an adaptation run pending. (Figure 2-7)

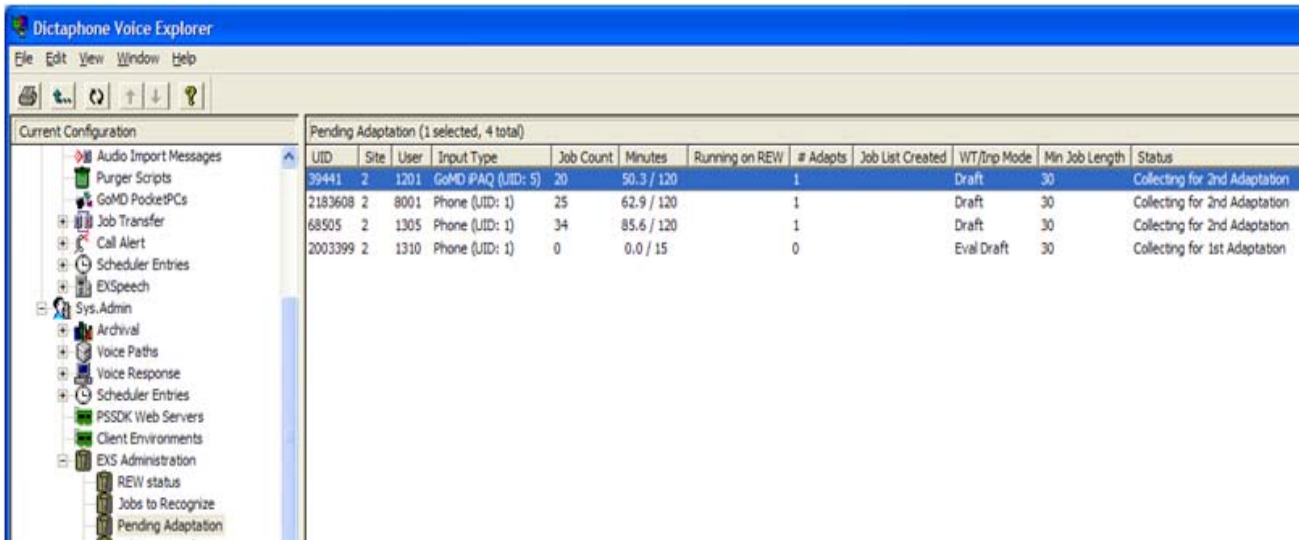


FIGURE 2-7 Pending Adaptation Dialog

Adaptation Job List Shows a list of jobs that are being used for a running adaptation. (Figure 2-8)

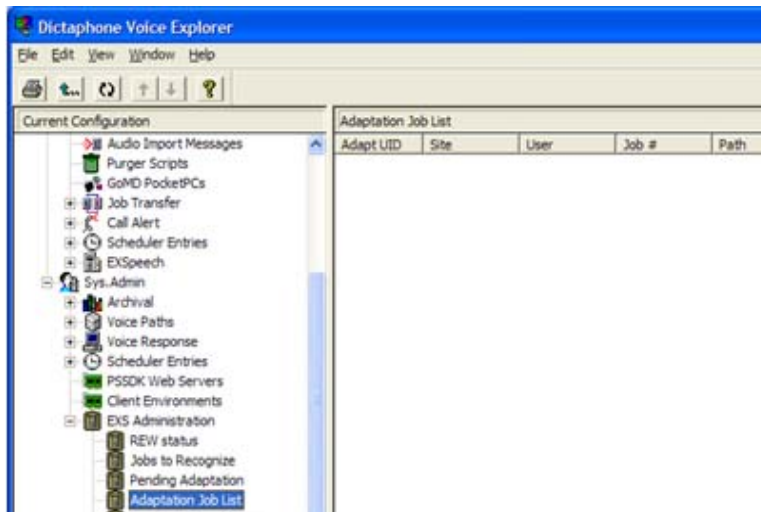


FIGURE 2-8 Adaptation Job List Dialog

Pending Fluency Meter Shows a list of users that have a fluency meter run pending. (Figure 2-9)

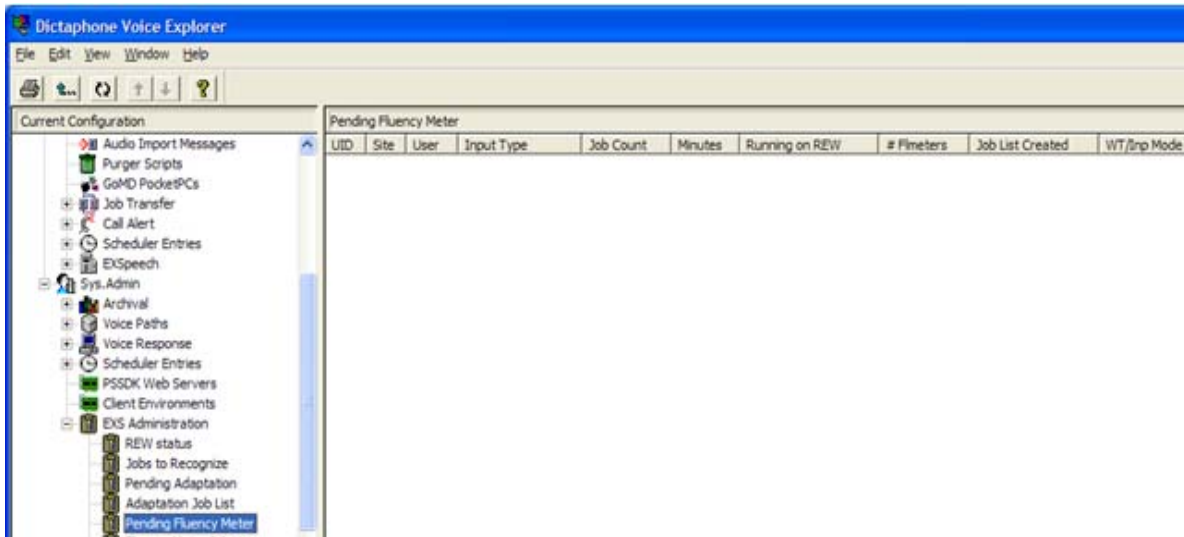


FIGURE 2-9 Pending Fluency Meter Dialog

Fluency Meter Job List Shows a list of jobs being used for a fluency meter run. (Figure 2-10)

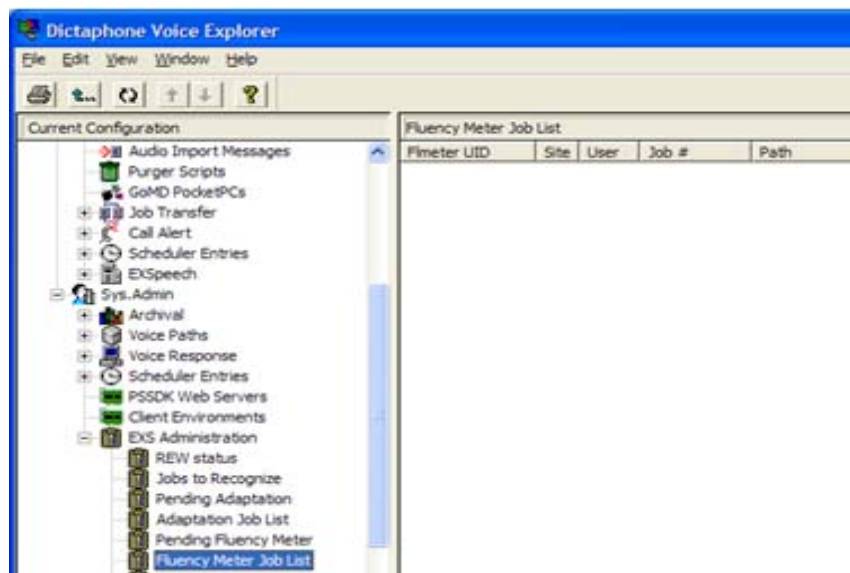


FIGURE 2-10 Fluency Meter Job List

Backlog History Displays the backlog history. Every 30 minutes (by default) EXV will count the number of SRK jobs and store the date created of the oldest, and store it in the database.(Figure 2-11)

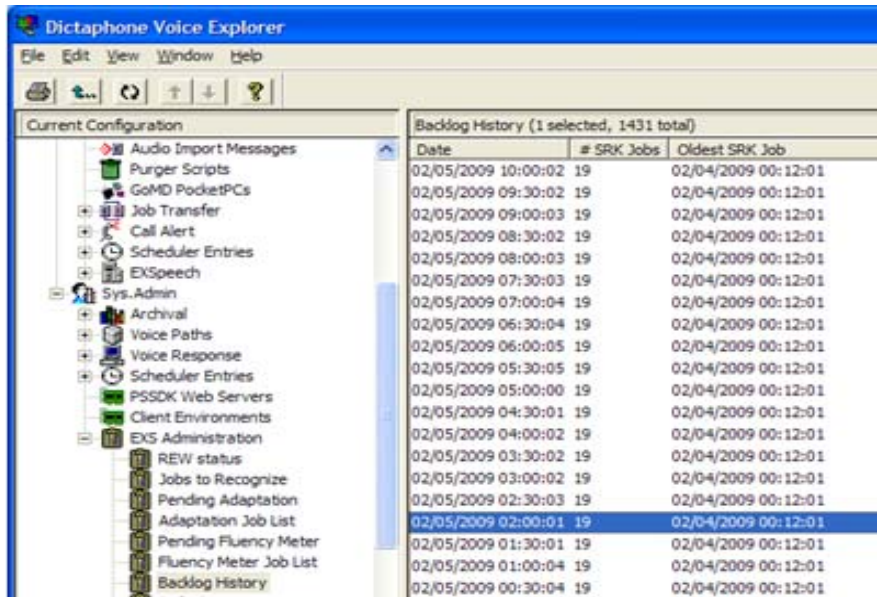


FIGURE 2-11 Backlog History Dialog

Daily Summary Gives a daily summary with timings for operations that took place in the speech subsystem.(Figure 2-12)

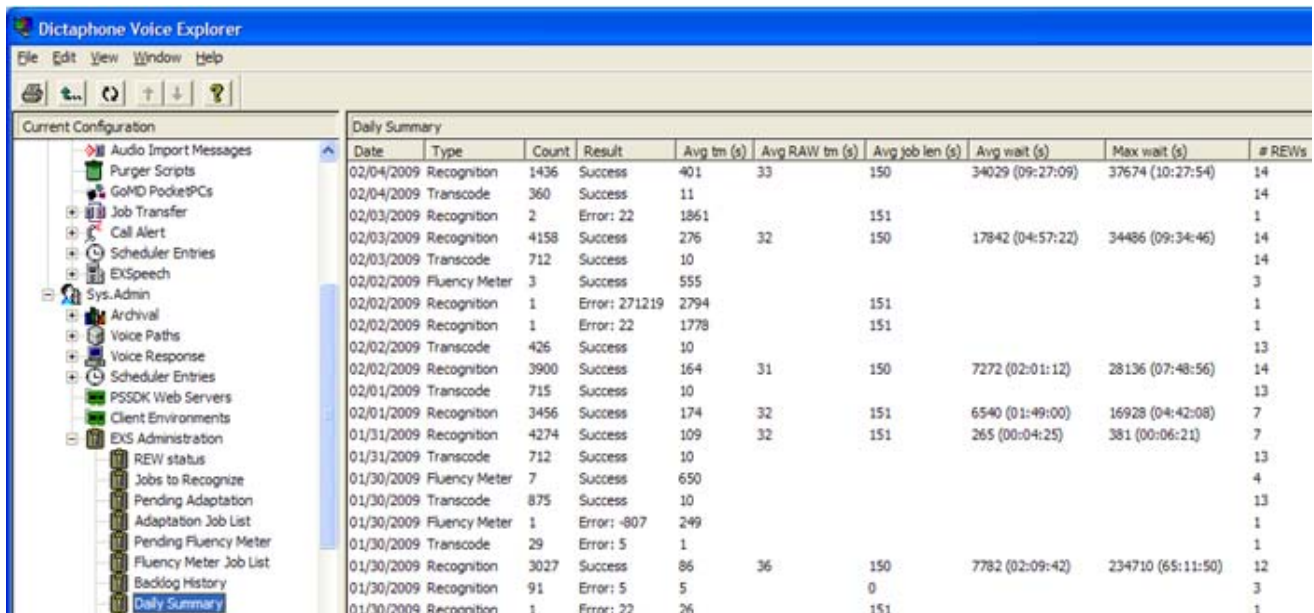


FIGURE 2-12 Daily Summary Dialog

Transaction History Will display an audit of all EXS actions (Recognition, Transcoding, Adaptation, Fluency, All, Errors) and their results. See [Figure 2-14](#) through [Figure 2-19](#) for examples of these various categories of history.

Right clicking on the transaction history in the tree will bring up the Filter... option, which allows user to control how many rows are processed from the database in the transaction history. The popup dialog is shown below; the items entered in the filter control display of all Transaction History subnode displays as well. ([Figure 2-13](#))

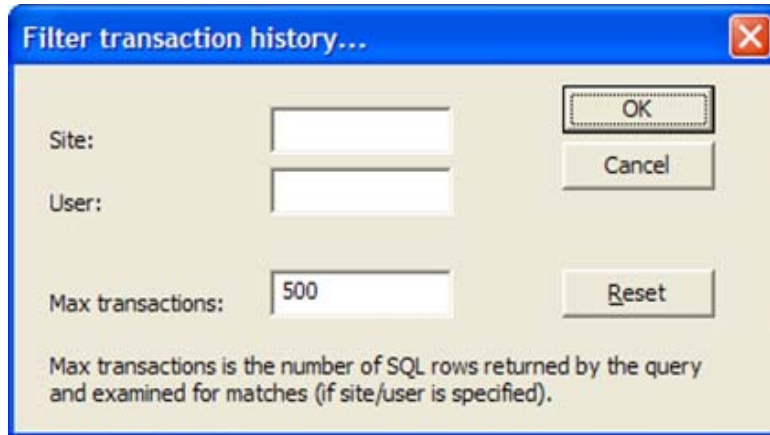
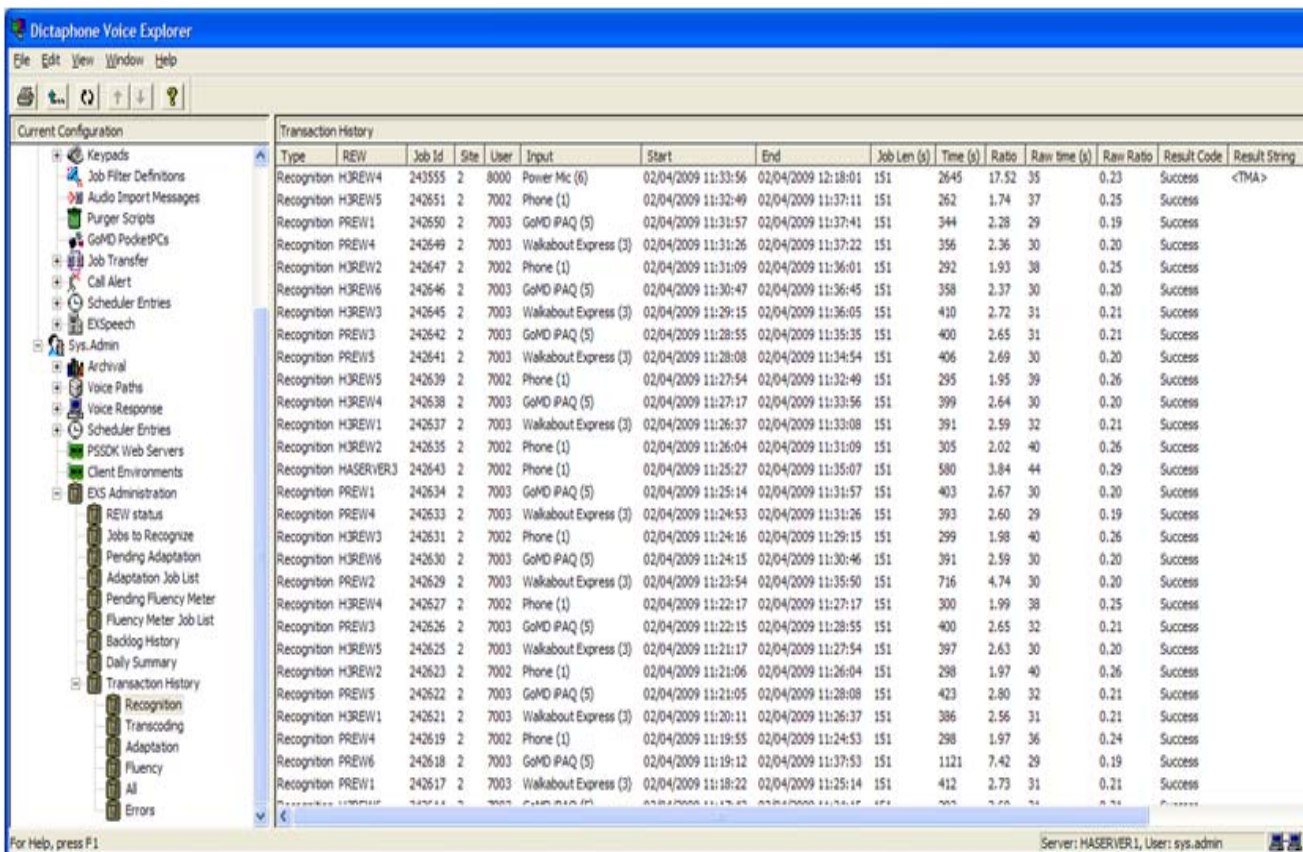


FIGURE 2-13 Transaction Filter Dialog



Type	REW	Job Id	Site	User	Input	Start	End	Job Len (s)	Time (s)	Ratio	Raw time (s)	Raw Ratio	Result Code	Result String
Recognition	HJREW4	243555	2	8000	Power Mic (6)	02/04/2009 11:33:56	02/04/2009 12:18:01	151	2645	17.52	35	0.23	Success	<TMA>
Recognition	HJREW5	242651	2	7002	Phone (1)	02/04/2009 11:32:49	02/04/2009 11:37:11	151	262	1.74	37	0.25	Success	
Recognition	PREW1	242650	2	7003	GoMD PAQ (5)	02/04/2009 11:31:57	02/04/2009 11:37:41	151	344	2.28	29	0.19	Success	
Recognition	PREW4	242649	2	7003	Walkabout Express (3)	02/04/2009 11:31:26	02/04/2009 11:37:22	151	356	2.36	30	0.20	Success	
Recognition	HJREW2	242647	2	7002	Phone (1)	02/04/2009 11:31:09	02/04/2009 11:36:01	151	292	1.93	38	0.25	Success	
Recognition	HJREW6	242646	2	7003	GoMD PAQ (5)	02/04/2009 11:30:47	02/04/2009 11:36:45	151	358	2.37	30	0.20	Success	
Recognition	HJREW3	242645	2	7003	Walkabout Express (3)	02/04/2009 11:29:15	02/04/2009 11:36:05	151	410	2.72	31	0.21	Success	
Recognition	PREW3	242642	2	7003	GoMD PAQ (5)	02/04/2009 11:28:55	02/04/2009 11:35:35	151	400	2.65	31	0.21	Success	
Recognition	PREW5	242641	2	7003	Walkabout Express (3)	02/04/2009 11:28:08	02/04/2009 11:34:54	151	406	2.69	30	0.20	Success	
Recognition	HJREW5	242639	2	7002	Phone (1)	02/04/2009 11:27:54	02/04/2009 11:32:49	151	295	1.95	39	0.26	Success	
Recognition	HJREW4	242638	2	7003	GoMD PAQ (5)	02/04/2009 11:27:17	02/04/2009 11:33:56	151	399	2.64	30	0.20	Success	
Recognition	HJREW1	242637	2	7003	Walkabout Express (3)	02/04/2009 11:26:37	02/04/2009 11:33:08	151	391	2.59	32	0.21	Success	
Recognition	HJREW2	242635	2	7002	Phone (1)	02/04/2009 11:26:04	02/04/2009 11:31:09	151	305	2.02	40	0.26	Success	
Recognition	HASERVER3	242643	2	7002	Phone (1)	02/04/2009 11:25:27	02/04/2009 11:35:07	151	580	3.84	44	0.29	Success	
Recognition	PREW1	242634	2	7003	GoMD PAQ (5)	02/04/2009 11:25:14	02/04/2009 11:31:57	151	403	2.67	30	0.20	Success	
Recognition	PREW4	242633	2	7003	Walkabout Express (3)	02/04/2009 11:24:53	02/04/2009 11:31:26	151	393	2.60	29	0.19	Success	
Recognition	HJREW3	242631	2	7002	Phone (1)	02/04/2009 11:24:16	02/04/2009 11:29:15	151	299	1.98	40	0.26	Success	
Recognition	HJREW6	242630	2	7003	GoMD PAQ (5)	02/04/2009 11:24:15	02/04/2009 11:30:46	151	391	2.59	30	0.20	Success	
Recognition	PREW2	242629	2	7003	Walkabout Express (3)	02/04/2009 11:23:54	02/04/2009 11:35:50	151	716	4.74	30	0.20	Success	
Recognition	HJREW4	242627	2	7002	Phone (1)	02/04/2009 11:22:17	02/04/2009 11:27:17	151	300	1.99	38	0.25	Success	
Recognition	PREW3	242626	2	7003	GoMD PAQ (5)	02/04/2009 11:22:15	02/04/2009 11:28:55	151	400	2.65	32	0.21	Success	
Recognition	HJREW5	242625	2	7003	Walkabout Express (3)	02/04/2009 11:21:17	02/04/2009 11:27:54	151	397	2.63	30	0.20	Success	
Recognition	HJREW2	242623	2	7002	Phone (1)	02/04/2009 11:21:06	02/04/2009 11:26:04	151	298	1.97	40	0.26	Success	
Recognition	PREW5	242622	2	7003	GoMD PAQ (5)	02/04/2009 11:21:05	02/04/2009 11:28:08	151	423	2.80	32	0.21	Success	
Recognition	HJREW1	242621	2	7003	Walkabout Express (3)	02/04/2009 11:20:11	02/04/2009 11:26:37	151	386	2.56	31	0.21	Success	
Recognition	PREW4	242619	2	7002	Phone (1)	02/04/2009 11:19:55	02/04/2009 11:24:53	151	298	1.97	36	0.24	Success	
Recognition	PREW6	242618	2	7003	GoMD PAQ (5)	02/04/2009 11:19:12	02/04/2009 11:37:53	151	1121	7.42	29	0.19	Success	
Recognition	PREW1	242617	2	7003	Walkabout Express (3)	02/04/2009 11:18:22	02/04/2009 11:25:14	151	412	2.73	31	0.21	Success	

FIGURE 2-14 Transaction History (Recognition)

Type	REW	Job Id	Start	End	Time (s)	Result Code	Result String	Description
Transcoding	H3REW5	243581	02/04/2009 12:03:58	02/04/2009 12:04:07	9	Success		
Transcoding	PREW2	243579	02/04/2009 12:03:56	02/04/2009 12:04:05	9	Success		
Transcoding	H3REW3	243578	02/04/2009 12:03:56	02/04/2009 12:04:05	9	Success		
Transcoding	H3REW6	243577	02/04/2009 12:03:55	02/04/2009 12:04:04	9	Success		
Transcoding	PREW5	243576	02/04/2009 12:03:54	02/04/2009 12:04:03	9	Success		
Transcoding	H3REW2	243575	02/04/2009 12:03:53	02/04/2009 12:04:02	9	Success		
Transcoding	PREW4	243574	02/04/2009 12:02:54	02/04/2009 12:03:03	9	Success		
Transcoding	H3REW1	243573	02/04/2009 12:02:51	02/04/2009 12:03:00	9	Success		
Transcoding	PREW6	243572	02/04/2009 12:02:50	02/04/2009 12:02:59	9	Success		
Transcoding	H3REW5	243571	02/04/2009 12:02:49	02/04/2009 12:02:58	9	Success		
Transcoding	PREW2	243570	02/04/2009 12:02:47	02/04/2009 12:02:56	9	Success		
Transcoding	H3REW3	243569	02/04/2009 12:02:46	02/04/2009 12:02:55	9	Success		
Transcoding	H3REW6	243568	02/04/2009 12:02:46	02/04/2009 12:02:55	9	Success		
Transcoding	PREW5	243567	02/04/2009 12:02:45	02/04/2009 12:02:54	9	Success		
Transcoding	H3REW1	243565	02/04/2009 12:02:42	02/04/2009 12:02:51	9	Success		
Transcoding	H3REW5	243564	02/04/2009 12:02:40	02/04/2009 12:02:49	9	Success		
Transcoding	PREW2	243562	02/04/2009 12:02:37	02/04/2009 12:02:46	9	Success		
Transcoding	H3REW3	243563	02/04/2009 12:02:37	02/04/2009 12:02:46	9	Success		
Transcoding	H3REW1	243561	02/04/2009 12:02:33	02/04/2009 12:02:42	9	Success		
Transcoding	H3REW5	243560	02/04/2009 12:02:31	02/04/2009 12:02:40	9	Success		
Transcoding	PREW2	243559	02/04/2009 12:02:28	02/04/2009 12:02:37	9	Success		
Transcoding	H3REW1	243558	02/04/2009 12:02:24	02/04/2009 12:02:33	9	Success		
Transcoding	H3REW5	243557	02/04/2009 12:02:22	02/04/2009 12:02:31	9	Success		
Transcoding	HASERVER3	243580	02/04/2009 12:00:28	02/04/2009 12:00:42	14	Success		
Transcoding	HASERVER3	243566	02/04/2009 11:59:15	02/04/2009 11:59:28	13	Success		
Transcoding	PREW5	243551	02/04/2009 11:19:40	02/04/2009 11:19:49	9	Success		
Transcoding	H3REW3	243547	02/04/2009 11:17:32	02/04/2009 11:17:41	9	Success		
Transcoding	H3REW3	243539	02/04/2009 11:13:23	02/04/2009 11:13:32	9	Success		
Transcoding	HASERVER3	243543	02/04/2009 11:12:01	02/04/2009 11:12:15	14	Success		

FIGURE 2-15 Transaction History (Transcoding)

Type	REW	Job Id	Site	User	Input	Start	End	Time (s)	Result Code	Result String
Adaptation	HASERVER3	2183257	2	8001	Phone (1)	02/02/2009 12:03:07	02/02/2009 12:26:18	1391	Success	
Adaptation	H3REW6	2153079	2	8000	Power Mic (6)	02/02/2009 09:59:10	02/02/2009 10:23:43	1473	Success	
Adaptation	HASERVER3	2153030	2	8000	Phone (1)	02/02/2009 09:50:31	02/02/2009 10:19:40	1749	Success	
Adaptation	PREW5	2153031	2	8000	GoMD PAQ (5)	02/02/2009 09:48:30	02/02/2009 10:11:52	1402	Success	
Adaptation	H3REW5	2152793	2	8000	GoMD PAQ (5)	02/02/2009 09:18:53	02/02/2009 09:37:12	1099	Success	
Adaptation	PREW5	2152792	2	8000	Phone (1)	02/02/2009 09:18:42	02/02/2009 09:37:30	1128	Success	
Adaptation	HASERVER3	2152794	2	8000	Power Mic (6)	02/02/2009 09:15:48	02/02/2009 09:37:31	1303	Success	
Adaptation	PREW5	2115761	2	7003	Power Mic (6)	01/30/2009 16:47:36	01/30/2009 17:09:48	1332	Success	
Adaptation	H3REW6	2115759	2	7003	Walkabout Express (3)	01/30/2009 16:42:37	01/30/2009 17:04:49	1332	Success	
Adaptation	PREW5	2115760	2	7003	GoMD PAQ (5)	01/30/2009 16:23:37			Success	
Adaptation	PREW5	2115760	2	7003	GoMD PAQ (5)	01/30/2009 16:20:56	01/30/2009 16:47:36	1600	Success	
Adaptation	H3REW6	2115594	2	7002	Boomerang Mic (7)	01/30/2009 16:14:35	01/30/2009 16:42:37	1682	Success	
Adaptation	H3REW6	2115594	2	7002	Boomerang Mic (7)	01/30/2009 15:49:57			Success	
Adaptation	PREW6	2115592	2	7002	Phone (1)	01/30/2009 15:38:41	01/30/2009 16:18:30	2389	Success	
Adaptation	HASERVER3	2115593	2	7002	Olympus (2)	01/30/2009 15:36:17	01/30/2009 16:24:22	2885	Success	
Adaptation	H3REW6	2115341	2	7003	GoMD PAQ (5)	01/30/2009 15:05:52	01/30/2009 15:24:32	1120	0x21 (33)	GetVoiceFile() failed: Windows error 33: The process cannot access the file bec
Adaptation	PREW6	2115340	2	7003	Walkabout Express (3)	01/30/2009 15:05:47	01/30/2009 15:24:28	1121	Success	
Adaptation	HASERVER3	2115342	2	7003	Power Mic (6)	01/30/2009 15:03:26	01/30/2009 15:24:23	1257	Success	
Adaptation	H3REW6	2115345	2	7002	Boomerang Mic (7)	01/30/2009 14:49:09	01/30/2009 15:05:51	1002	0x21 (33)	GetVoiceFile() failed: Windows error 33: The process cannot access the file bec
Adaptation	PREW6	2115344	2	7002	Olympus (2)	01/30/2009 14:48:27	01/30/2009 15:05:47	1040	Success	
Adaptation	HASERVER3	2115343	2	7002	Phone (1)	01/30/2009 14:40:43	01/30/2009 15:03:26	1363	Success	
Adaptation	HASERVER3	2112605	2	7001	Phone (1)	01/30/2009 09:15:13	01/30/2009 10:00:37	2724	Success	
Adaptation	HASERVER3	2112364	2	7001	Phone (1)	01/30/2009 08:35:49	01/30/2009 08:58:55	1386	Success	
Adaptation	HASERVER3	2104256	2	7000	Phone (1)	01/29/2009 15:52:31	01/29/2009 16:39:51	2840	Success	
Adaptation	HASERVER3	2103982	2	7000	Phone (1)	01/29/2009 15:10:52	01/29/2009 15:36:26	1534	Success	
Adaptation	HASERVER3	2012315	2	6007	Phone (1)	01/21/2009 12:15:46	01/21/2009 13:00:44	2698	Success	
Adaptation	HASERVER3	2012086	2	6007	Phone (1)	01/21/2009 10:45:54	01/21/2009 11:08:58	1384	Success	
Adaptation	HASERVER3	199532	2	6006	Boomerang Mic (7)	01/16/2009 19:49:06	01/16/2009 20:36:54	2868	Success	

FIGURE 2-16 Transaction History (Adaptation)

Type	REW	Job Id	Site	User	Input	Start	End	Time (s)	Result Code	Result String
Fluency Meter	HREW2	919	2	8001	Phone (1)	02/04/2009 12:40:56	02/04/2009 12:49:21	505	Success	Result: DRAFT
Fluency Meter	PREW5	918	2	8001	Phone (1)	02/04/2009 12:30:54	02/04/2009 12:39:29	515	0xffffcd9 (-807)	Result: FLUMETER failed (-807, 0xffffcd9)ERROR 0x80042338-cFluencyMeter: E
Fluency Meter	PREW4	917	2	8000	Power Mc (6)	02/02/2009 09:44:14	02/02/2009 09:53:40	566	Success	Result: DRAFT
Fluency Meter	HREW2	916	2	8000	GoMD PAQ (5)	02/02/2009 09:38:57	02/02/2009 09:47:30	513	Success	Result: DRAFT
Fluency Meter	PREW5	915	2	8000	Phone (1)	02/02/2009 09:38:48	02/02/2009 09:48:34	586	Success	Result: DRAFT
Fluency Meter	PREW4	914	2	7003	Walkabout Express (3)	01/30/2009 16:18:33	01/30/2009 16:28:04	571	Success	Result: DRAFT
Fluency Meter	PREW6	913	2	7003	Power Mc (6)	01/30/2009 16:18:30	01/30/2009 16:29:32	662	Success	Result: DRAFT
Fluency Meter	HREW6	912	2	7003	GoMD PAQ (5)	01/30/2009 15:37:05	01/30/2009 15:47:38	633	Success	Result: DRAFT
Fluency Meter	PREW6	911	2	7003	Walkabout Express (3)	01/30/2009 15:34:32	01/30/2009 15:38:41	249	0xffffcd9 (-807)	Result: FLUMETER failed (-807, 0xffffcd9)ERROR 0x80042324-timed out waitr
Fluency Meter	HREW6	909	2	7002	Olympus (2)	01/30/2009 15:24:32	01/30/2009 15:37:04	752	Success	Result: DRAFT
Fluency Meter	PREW6	908	2	7002	Phone (1)	01/30/2009 15:24:29	01/30/2009 15:34:32	603	Success	Result: DRAFT
Fluency Meter	HASERVER3	910	2	7002	Boomerang Mc (7)	01/30/2009 15:24:23	01/30/2009 15:36:17	714	Success	Result: DRAFT
Fluency Meter	HASERVER3	907	2	7001	Phone (1)	01/30/2009 09:00:55	01/30/2009 09:11:13	618	Success	Result: DRAFT
Fluency Meter	HASERVER3	906	2	7000	Phone (1)	01/29/2009 15:37:26	01/29/2009 15:48:31	665	Success	Result: DRAFT
Fluency Meter	HASERVER3	905	2	6007	Phone (1)	01/21/2009 12:00:59	01/21/2009 12:12:46	707	Success	Result: DRAFT
Fluency Meter	HREW6	904	2	6007	Phone (1)	01/21/2009 11:58:56	01/21/2009 11:59:03	7	Success	Result: FLUMETER failed (39, 0x27)CFLMeterReader::Initialize() failed 0: Wndov
Fluency Meter	HREW6	903	2	6007	Phone (1)	01/21/2009 11:53:50	01/21/2009 11:53:56	6	Success	Result: FLUMETER failed (39, 0x27)CFLMeterReader::Initialize() failed 0: Wndov
Fluency Meter	HREW6	902	2	6007	Phone (1)	01/21/2009 11:48:43	01/21/2009 11:48:50	7	Success	Result: FLUMETER failed (39, 0x27)CFLMeterReader::Initialize() failed 0: Wndov
Fluency Meter	HREW6	901	2	6007	Phone (1)	01/21/2009 11:43:37	01/21/2009 11:43:43	6	Success	Result: FLUMETER failed (39, 0x27)CFLMeterReader::Initialize() failed 0: Wndov
Fluency Meter	HREW6	900	2	6007	Phone (1)	01/21/2009 11:38:31	01/21/2009 11:38:37	6	Success	Result: FLUMETER failed (39, 0x27)CFLMeterReader::Initialize() failed 0: Wndov
Fluency Meter	HREW6	899	2	6007	Phone (1)	01/21/2009 11:33:24	01/21/2009 11:33:30	6	Success	Result: FLUMETER failed (39, 0x27)CFLMeterReader::Initialize() failed 0: Wndov
Fluency Meter	HREW6	898	2	6007	Phone (1)	01/21/2009 11:28:18	01/21/2009 11:28:24	6	Success	Result: FLUMETER failed (39, 0x27)CFLMeterReader::Initialize() failed 0: Wndov
Fluency Meter	HREW6	897	2	6007	Phone (1)	01/21/2009 11:23:11	01/21/2009 11:23:17	6	Success	Result: FLUMETER failed (39, 0x27)CFLMeterReader::Initialize() failed 0: Wndov
Fluency Meter	HREW6	896	2	6007	Phone (1)	01/21/2009 11:18:05	01/21/2009 11:18:11	6	Success	Result: FLUMETER failed (39, 0x27)CFLMeterReader::Initialize() failed 0: Wndov
Fluency Meter	HREW6	895	2	6007	Phone (1)	01/21/2009 11:13:59	01/21/2009 11:14:05	6	Success	Result: FLUMETER failed (39, 0x27)CFLMeterReader::Initialize() failed 0: Wndov
Fluency Meter	HASERVER3	894	2	1201	GoMD PAQ (5)	01/20/2009 16:02:13	01/20/2009 16:18:43	990	Success	Result: DRAFT
Fluency Meter	HASERVER3	893	2	1201	GoMD PAQ (5)	01/20/2009 15:36:11	01/20/2009 15:36:12	1	Success	Result: FLUMETER failed (-806, 0xffffcd9)CFLMeterReader: No minimum file set:
Fluency Meter	HASERVER3	892	2	1201	GoMD PAQ (5)	01/20/2009 15:35:10	01/20/2009 15:35:11	1	Success	Result: FLUMETER failed (-806, 0xffffcd9)CFLMeterReader: No minimum file set:

FIGURE 2-17 Transaction History (Fluency)

Transaction History (All) Combines all transactions into a single view.

Type	REW	Job Id	Site	User	Input	Start	End	Job Length (s)	Time (s)	Ratio	Raw time (s)	Raw Ratio	Result Code	Result String
Fluency Meter	H3REW2	919	2	8001	Phone (1)	02/04/2009 12:40:56	02/04/2009 12:49:21		505				Success	Result: DRAFT
Fluency Meter	PREW6	918	2	8001	Phone (1)	02/04/2009 12:30:54	02/04/2009 12:39:29		515				0xffffcd9 (-807)	Result: FLUMETER failed
Transcoding	H3REW5	243581				02/04/2009 12:03:58	02/04/2009 12:04:07		9				Success	
Transcoding	PREW2	243579				02/04/2009 12:03:56	02/04/2009 12:04:05		9				Success	
Transcoding	H3REW3	243578				02/04/2009 12:03:56	02/04/2009 12:04:05		9				Success	
Transcoding	H3REW6	243577				02/04/2009 12:03:55	02/04/2009 12:04:04		9				Success	
Transcoding	PREW5	243576				02/04/2009 12:03:54	02/04/2009 12:04:03		9				Success	
Transcoding	H3REW2	243575				02/04/2009 12:03:53	02/04/2009 12:04:02		9				Success	
Adaptation	HASERVER3	2183257	2	8001	Phone (1)	02/04/2009 12:03:07	02/04/2009 12:26:18		1391				Success	
Transcoding	PREW4	243574				02/04/2009 12:02:54	02/04/2009 12:03:03		9				Success	
Transcoding	H3REW1	243573				02/04/2009 12:02:51	02/04/2009 12:03:00		9				Success	
Transcoding	PREW6	243572				02/04/2009 12:02:50	02/04/2009 12:02:59		9				Success	
Transcoding	H3REW5	243571				02/04/2009 12:02:49	02/04/2009 12:02:58		9				Success	
Transcoding	PREW2	243570				02/04/2009 12:02:47	02/04/2009 12:02:56		9				Success	
Transcoding	H3REW3	243569				02/04/2009 12:02:46	02/04/2009 12:02:55		9				Success	
Transcoding	H3REW6	243568				02/04/2009 12:02:46	02/04/2009 12:02:55		9				Success	
Transcoding	PREW5	243567				02/04/2009 12:02:45	02/04/2009 12:02:54		9				Success	
Transcoding	H3REW1	243565				02/04/2009 12:02:42	02/04/2009 12:02:51		9				Success	
Transcoding	H3REW5	243564				02/04/2009 12:02:40	02/04/2009 12:02:49		9				Success	
Transcoding	PREW2	243562				02/04/2009 12:02:37	02/04/2009 12:02:46		9				Success	
Transcoding	H3REW3	243563				02/04/2009 12:02:37	02/04/2009 12:02:46		9				Success	
Transcoding	H3REW1	243561				02/04/2009 12:02:33	02/04/2009 12:02:42		9				Success	
Transcoding	H3REW5	243560				02/04/2009 12:02:31	02/04/2009 12:02:40		9				Success	
Transcoding	PREW2	243559				02/04/2009 12:02:28	02/04/2009 12:02:37		9				Success	
Transcoding	H3REW1	243558				02/04/2009 12:02:24	02/04/2009 12:02:33		9				Success	
Transcoding	H3REW5	243557				02/04/2009 12:02:22	02/04/2009 12:02:31		9				Success	
Transcoding	HASERVER3	243580				02/04/2009 12:00:28	02/04/2009 12:00:42		14				Success	
Transcoding	HASERVER3	243566				02/04/2009 11:59:15	02/04/2009 11:59:28		13				Success	

FIGURE 2-18 Transaction History (All)

Transaction History (Errors) Displays transactions which have produced an error (Result Code is not 0 or Success).

Type	REW	Job Id	Site	User	Input	Start	End	Job Length (s)	Time (s)	Ratio	Raw time (s)	Raw Ratio	Result Code	Result String
Flucy Meter	PREW6	918	2	8001	Phone (1)	02/04/2009 12:30:54	02/04/2009 12:39:29	515					0xffffd9 (-807)	Result: FLUMETER failed (-807,
Recognition	PREW6	239591	2	7002	Phone (1)	02/03/2009 17:01:30	02/03/2009 17:39:20	151	2270	15.03	31	0.21	0x16 (22)	: Windows error 22: The devic
Recognition	PREW6	238221	2	8000	Power Mic (6)	02/03/2009 09:46:45	02/03/2009 10:10:58	151	1453	9.62	41	0.27	0x16 (22)	: Windows error 22: The devic
Recognition	PREW6	234443	2	7003	Walkabout Express (3)	02/02/2009 16:56:45	02/02/2009 17:26:23	151	1778	11.77			0x16 (22)	: Windows error 22: The devic
Recognition	H3REW1	234441	2	7003	Walkabout Express (3)	02/02/2009 16:56:42	02/02/2009 17:43:16	151	2794	18.50	39	0.26	0x42373 (271219)	<TMA>ERROR 0x42373<Int
Flucy Meter	PREW6	911	2	7003	Walkabout Express (3)	01/30/2009 15:34:32	01/30/2009 15:38:41	249					0xffffd9 (-807)	Result: FLUMETER failed (-807,
Adaptation	H3REW6	2115341	2	7003	GoMD IPAQ (5)	01/30/2009 15:05:52	01/30/2009 15:24:32	1120					0x21 (33)	GetNewVoiceFile() failed! Wir
Adaptation	H3REW6	2115345	2	7002	Boomerang Mc (7)	01/30/2009 14:49:09	01/30/2009 15:05:51	1002					0x21 (33)	GetNewVoiceFile() failed! Wir
Recognition	H3REW3	218411	2	7001	Phone (1)	01/30/2009 11:51:52	01/30/2009 11:52:05	13					0x5 (5)	Recognition couldn't be starte
Recognition	PREW1	218409	2	7001	Phone (1)	01/30/2009 11:50:54	01/30/2009 11:51:17	23					0x5 (5)	Recognition couldn't be starte
Recognition	PREW3	218407	2	7001	Phone (1)	01/30/2009 11:49:50	01/30/2009 11:50:16	151	26	0.17	34	0.23	0x16 (22)	ASRCORE: ASRS2: ERROR: V
Recognition	PREW1	218369	2	7001	Phone (1)	01/30/2009 11:30:27	01/30/2009 11:30:52	151	25	0.17	36	0.24	0x16 (22)	ASRCORE: ASRS2: ERROR: V
Recognition	PREW2	218101	2	7001	Phone (1)	01/30/2009 10:01:12	01/30/2009 10:01:15	3					0x5 (5)	Recognition couldn't be starte
Recognition	PREW2	218095	2	7001	Phone (1)	01/30/2009 10:01:08	01/30/2009 10:01:12	4					0x5 (5)	Recognition couldn't be starte
Recognition	PREW2	218092	2	7001	Phone (1)	01/30/2009 10:01:05	01/30/2009 10:01:08	3					0x5 (5)	Recognition couldn't be starte
Recognition	PREW2	218091	2	7001	Phone (1)	01/30/2009 10:01:02	01/30/2009 10:01:05	3					0x5 (5)	Recognition couldn't be starte
Recognition	PREW2	218090	2	7001	Phone (1)	01/30/2009 10:00:58	01/30/2009 10:01:02	4					0x5 (5)	Recognition couldn't be starte
Recognition	PREW2	218089	2	7001	Phone (1)	01/30/2009 10:00:50	01/30/2009 10:00:58	8					0x5 (5)	Recognition couldn't be starte
Recognition	PREW2	218088	2	7001	Phone (1)	01/30/2009 10:00:37	01/30/2009 10:00:49	12					0x5 (5)	Recognition couldn't be starte
Recognition	PREW2	218087	2	7001	Phone (1)	01/30/2009 10:00:23	01/30/2009 10:00:36	13					0x5 (5)	Recognition couldn't be starte
Recognition	PREW2	218086	2	7001	Phone (1)	01/30/2009 10:00:12	01/30/2009 10:00:23	11					0x5 (5)	Recognition couldn't be starte
Recognition	PREW2	218085	2	7001	Phone (1)	01/30/2009 10:00:03	01/30/2009 10:00:11	8					0x5 (5)	Recognition couldn't be starte
Recognition	PREW2	218084	2	7001	Phone (1)	01/30/2009 09:59:59	01/30/2009 10:00:03	4					0x5 (5)	Recognition couldn't be starte
Recognition	PREW2	218083	2	7001	Phone (1)	01/30/2009 09:59:56	01/30/2009 09:59:59	3					0x5 (5)	Recognition couldn't be starte
Recognition	PREW2	218082	2	7001	Phone (1)	01/30/2009 09:59:53	01/30/2009 09:59:56	3					0x5 (5)	Recognition couldn't be starte
Recognition	PREW2	218080	2	7001	Phone (1)	01/30/2009 09:59:50	01/30/2009 09:59:53	3					0x5 (5)	Recognition couldn't be starte
Recognition	PREW2	218079	2	7001	Phone (1)	01/30/2009 09:59:46	01/30/2009 09:59:50	4					0x5 (5)	Recognition couldn't be starte
Recognition	PREW2	218078	2	7001	Phone (1)	01/30/2009 09:59:43	01/30/2009 09:59:46	3					0x5 (5)	Recognition couldn't be starte
Recognition	PREW2	218077	2	7001	Phone (1)	01/30/2009 09:59:39	01/30/2009 09:59:42	3					0x5 (5)	Recognition couldn't be starte
Recognition	PREW2	218071	2	7001	Phone (1)	01/30/2009 09:59:36	01/30/2009 09:59:39	3					0x5 (5)	Recognition couldn't be starte

FIGURE 2-19 Transaction History (Errors)

Single Dictator Folder Configuration

Formerly, dictator folders could be defined per-site, and per user (for subfolders). This functionality adds a great deal of complexity to the codebase, and has never been used in the field, inclusive of iChart.

Henceforth, there will be one system wide configuration parameter for the location of the dictators folder which will be used throughout the system.

Simplified workflow

There will be far fewer "state changes" for EXS jobs; for example, there were several EXSCurrentState values that will no longer be used. There were some states that were used to indicate that jobs were in the midst of being transferred to or from EXV via various APIs. Because this no longer takes place, these states will no longer be used.

In addition, potential trouble areas are greatly reduced. Jobs are no longer downloaded and uploaded via TransNet APIs - for example, a REW simply calls a stored procedure to get a job record (including the wave file URL) and copies the wave file from its location to be recognized. Transcoded files are no longer sent to the EXV server via an API set - the transcoded files are simply copied to the URL once the transcoding is completed.

Simplified codebase

A great deal of code necessary for troubleshooting and tracking was already available in the EXV "service" object, the core object used for all EXV services. There was also a great deal of common code duplicated between EXS applications, which was already available in APIs in EXV. Duplications have been removed, and the code has been streamlined.

Reduction in audio storage

Currently, 600 minutes of audio is stored per user on the system. This audio was to be used for research; since the research effort for EXS has largely been shut down, we are looking at reducing the amount of retained audio greatly. This value is being changed to 60 minutes, by default.

Scheduled Entries

Tasks displayed below have been moved into sys.admin scheduled tasks that the EXV Server executes. ()

- **EXS Adapt/Fluency Meter Work Generator**
 - ◆ Defaults to periodic (every 5 minutes).
 - ◆ Runs stored procedures to build the adaptation and fluency meter temporary tables, which give the REWs adaptation and fluency meter work to do (provided there is no recognition to do).
 - ◆ Runs re-adaptation and re-fluency meter stored procedures.
- **EXS Backlog History**
 - ◆ Defaults to periodic (every 30 minutes).
 - ◆ Takes a snapshot of all SRK jobs and puts an entry in a table which can be displayed with EXV Explorer.
- **EXS Nightly Cleanup**
 - ◆ Defaults to once per day, 12:30am.
 - ◆ Runs EXS traditional purge processes.

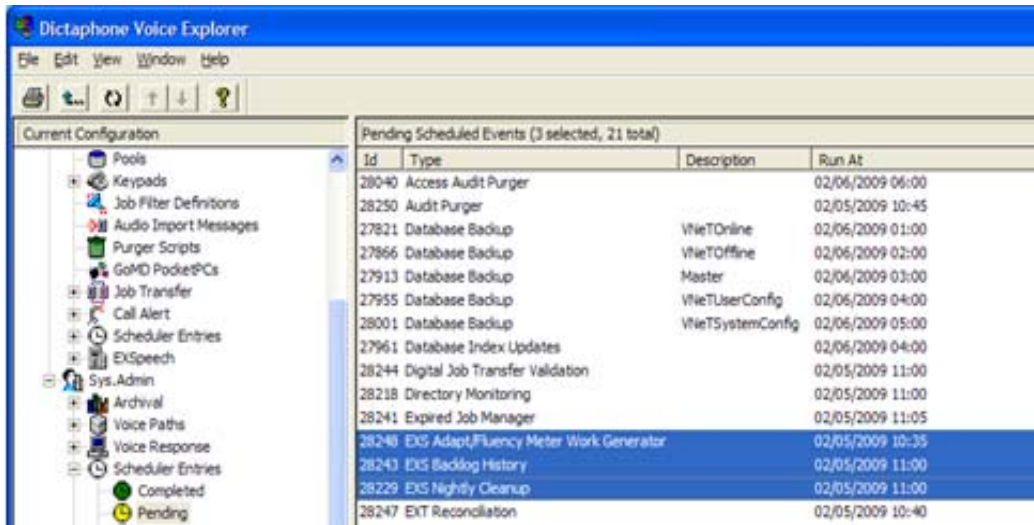


FIGURE 2-20 sys.admin Scheduled Events Dialog

REW Registry Migration Into Database

All registry settings (other than CommanderAddress) for the EXS REW have been moved into the EXV database; specifically the VNETSYSYSTEMCONFIG.DBO.EXSClusterData table. This is done automatically the first time a REW is started after the upgrade.

EXS Management Server registry migration into database

All registry settings for the EXS REW have been moved into the EXV database; specifically the VNETSYSYSTEMCONFIG.DBO.CustomerSettings table. This needs to be done manually after the upgrade to 8.0 has completed. It is done using the new utility built into the EXV Service Controller, highlighted in [Figure 2-21](#), below, and this must be run on the **EXS Management** Server.

The EXV Server needs to be restarted after this takes place.

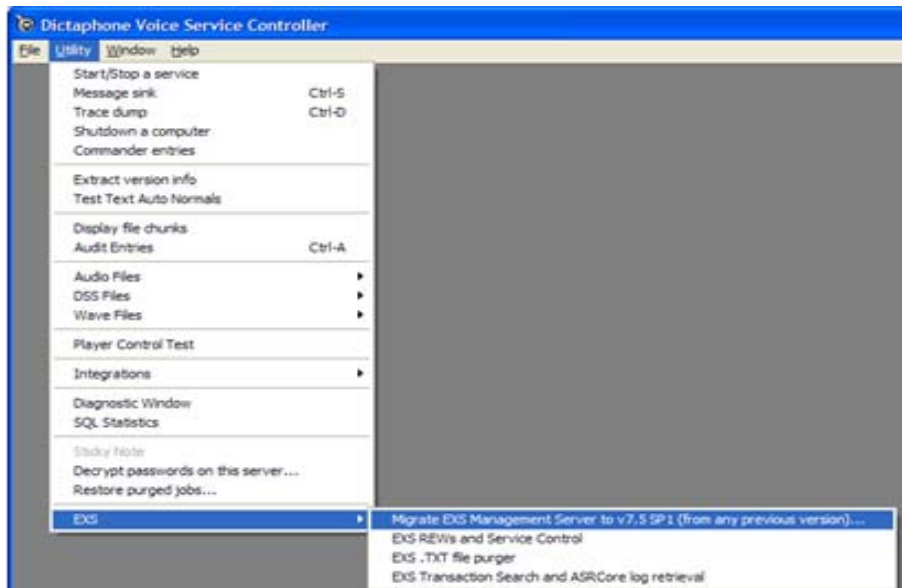


FIGURE 2-21 Service Controller Speech Migration Dialog

No Need to Check "Acoustical Adapt" in EXV Explorer

The "Acoustical Adapt" check box will be automatically checked when the input device is checked, and automatically cleared when the input device is cleared.()

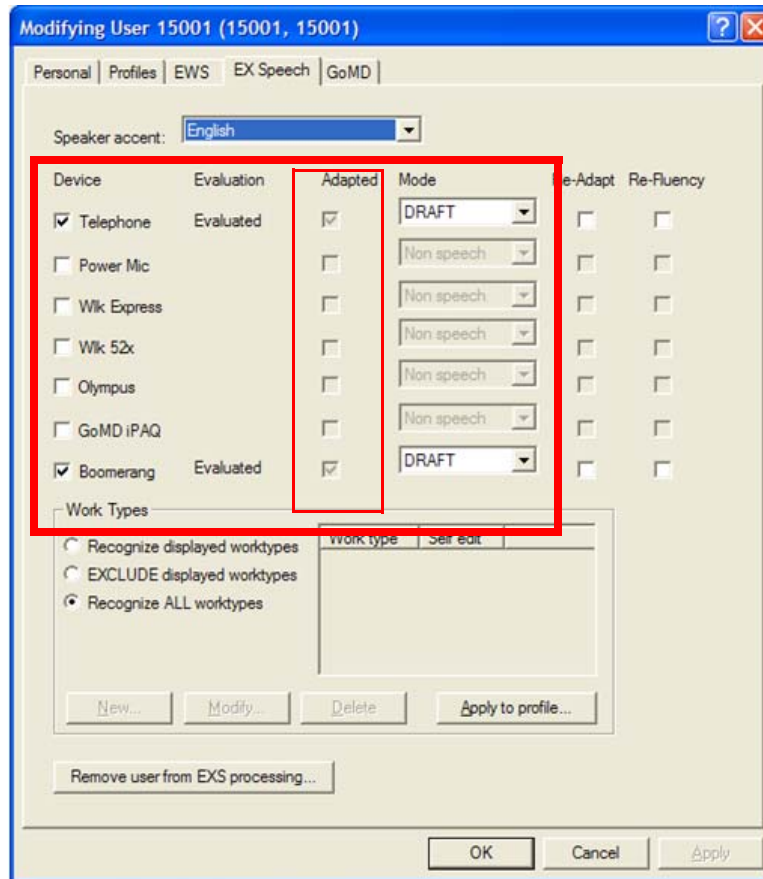


FIGURE 2-22 Acoustical Adapt Check Box Example Dialog

Unauthenticated RPC

This registry setting is created automatically by the REW installation; since the REW is now an RPC server providing trace dumping and message sinking, this will be turned on by default. (Note: this is only important for Windows XP and, most likely, Windows Vista).



This is the same setting that is turned on after asking a question in the EXV Server installation (for STNEs).

REW Passing Status Information

Every 10 minutes, the REW will write out status data to the EXSclusterData database; this information includes things like disk space, available memory, and version numbers. See the [Service Controller](#) section for more data.

EXS related job flags

- **TCO**: Transcode only. This job will be sent to EXS for transcoding (down to 32K OKI) only, not recognition. This is done for jobs until the user is marked as DRAFT by the fluency meter process.
- **IXS**: In use by speech. This job is currently being processed by the EXS system, and prevents other REWs from processing that job.
- **SUA**: Speech used for adaptation. These jobs have been used in either the first or second adaptation process.
- **SUF**: Speech used for fluency meter. These jobs have been used in either the first or second fluency meter process.
- **SNL**: Speech no license. This flag is used in 2 cases.
 - ◆ 1) If the user is DRAFT and FULLY EVALUATED, but has no license, jobs will not be sent to EXS for recognition. These jobs will be tagged with the SNL flag.
 - ◆ 2) If jobs are sent to EXS for recognition before the user is FULLY EVALUATED, and the user has no license, no NOTE chunk will be placed into the wave file. These jobs will be tagged with the SNL flag.
- **RNR**: Recognition refused. The job will not be sent to EXS, because the customer is already at the EXS governor threshold for the month.
- **LMI**: LMID ran on this job. The LMID process was performed on this job by ASRCORE.
- **LMA**: LMA ran on this job. The LMA (LM adaptation) process was performed on this job by ASRCORE.
- **TMA**: TMA ran on this job. The TMA (TM adaptation) process was performed on this job by ASRCORE.
- **LAW**: LAW ran on this job. The LAW (LMA add word) process was performed on this job by ASRCORE.
- **NNC**: Recognized text was returned for this job by EXS, and it was embedded in the NOTE chunk for the job.
- **SRK**: Job has been tagged to be sent to EXS, either for recognition or transcoding.
- **RNZ**: Job has been delivered to EXS, something has been done to it (transcoding, recognition), and it has been returned to EXS.
- **XSD**: Draft for pooling. This job has draft text associated with it, for EXV pooling purposes.
- **XSP**: Available for purging. This job can have its job record moved from the ONLINE to the OFFLINE database, because EXS is done working with it.

EXS Customization Client

The EXS Customization Client has been rewritten, and is now a standard EXV client application. Improvements include:

- A new installshield installation.
- Autoupgrading of the application.
- The ability to choose which site you want to work on via a drop down list, rather than typing in the site id. The sites you are allowed to choose from will be from the normal EXV "site visibility" filtering.
- Compression of duplicate words found in the LMADAPT.LST file; duplicate counts are now stored in a LMADAPT.DUP file, and only a single copy of each word is stored in the LMADAPT.LST file, drastically reducing the size of this file.
- In-place editing of words: instead of clicking a "modify" button, users can click twice on a word in the list control (when modify is allowed) and change the word.
- When .LST files are transmitted between the client application and the EXV Server, they will be compressed before transmission to improve transfer times.

1st/2nd Adaptations

1st adaptations will run before 2nd adaptations.

ASRCore log file renaming

REWs will now automatically rename ASRCore log files so that a single log file contains exactly one transaction (recognition, adaptation, or fluency meter). This will make it easier to trace what happened in what log, and also it makes the automatic ASRCore log file retrieval documented under service controller tools function.

Audio Formats for EXS

The only allowable audio formats for EXS are:

- RECORDING_METHOD_WAV_MULAW_8BIT_PCM_8K
- RECORDING_METHOD_WAV_OKI_4BIT_ADPCM_8K
- RECORDING_METHOD_WAV_16BIT_PCM_8K

If jobs are not one of these 3 formats upon entering EXV, they will not get an SRK flag, which means they will not be routed to a REW for any purpose.

Apply to Profile..." button in EXV Explorer

This button ([Figure 2-23](#)) will copy only the "device" check boxes (and it will only ADD new device checkbooks, never take them away from another user), the "recognize

what" radio button, and the work type list for this current user to all of the users of the master profile.

Remove User From EXS Processing..." button in EXV Explorer

- This button (**Figure 2-23**) (after 2 separate confirmations) will completely clean the system of EXS related user data.



This action is non-reversible.

- All EXS related records for this user will be deleted from database tables.
- All device check boxes will be removed from the user.
- EXS license and evaluation status will be removed.
- All DICTATORS folder data will be removed from the data store.
- This functionality is actually performed by the EXV Server, not the client application.

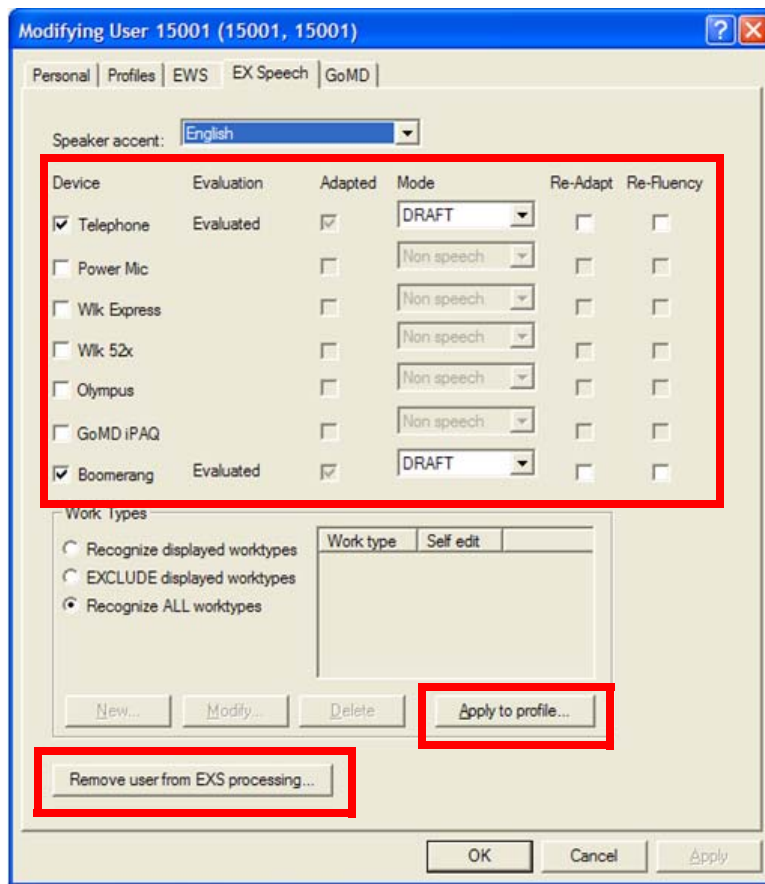


FIGURE 2-23 EXSpeech Tab Modifications Dialog

Changes to EVALUATION

The Evaluation check box has been removed from the [Figure 2-23](#) dialog. Simply turning on a device (Telephone, for example) will put that device in evaluation for the user.

There is also an "Evaluation" column in the [Figure 2-23](#) dialog for each device, which can be:

- Blank (device not enabled)
 - EVALUATION (device is under evaluation)
 - Evaluated (device is fully evaluated).
-

Changes to Mode combo box

The Mode combo box displayed in [Figure 2-23](#) has had its functionality changed; some operations are disallowed.

1. If Mode is ReEvalDraft, the combo box value is disabled and cannot be changed.
2. Mode can never be changed to ReEvalDraft (selecting it will just change back to the mode it was previously).
3. If Mode is NON-SPEECH, the combo box can only be changed to DRAFT. The user will be presented with the [Figure 2-24](#) confirmation dialog:

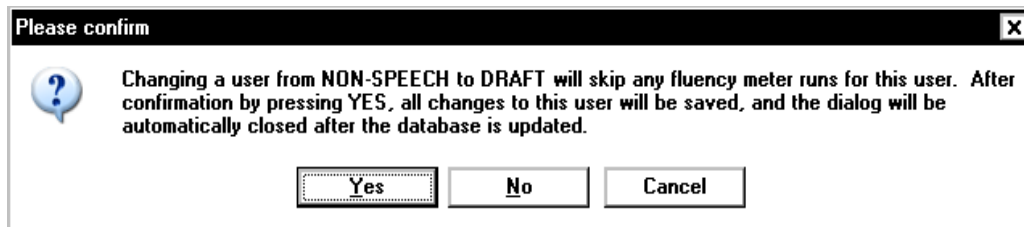


FIGURE 2-24 Mode Change NON-SPEECH to Draft Dialog

The effect of this change is that the device will be tagged as Evaluated, and no fluency meters will run for the device. (Adaptation 1 and 2, however, will still take place as normal).

4. If Mode is DRAFT, if the combo box is changed to NON-SPEECH, the user will see the [Figure 2-25](#) dialog (and the value will not be changed):

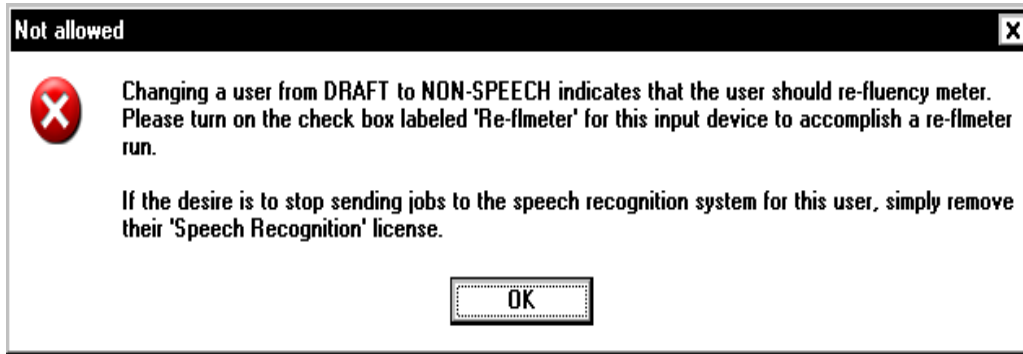


FIGURE 2-25 Mode Change DRAFT to NON-SPEECH Dialog

Re-FLMETER and Re-Adapt

Selecting either of these two check boxes ([Figure 2-23](#)) will now place an entry in the "EXS transaction history" area for tracking.

TOOLS

Service Controller

New menu items are shown in the **EXV Service Controller | Utility** menu (Figure 2-26), which help with the management and troubleshooting of the EXS subsystem.

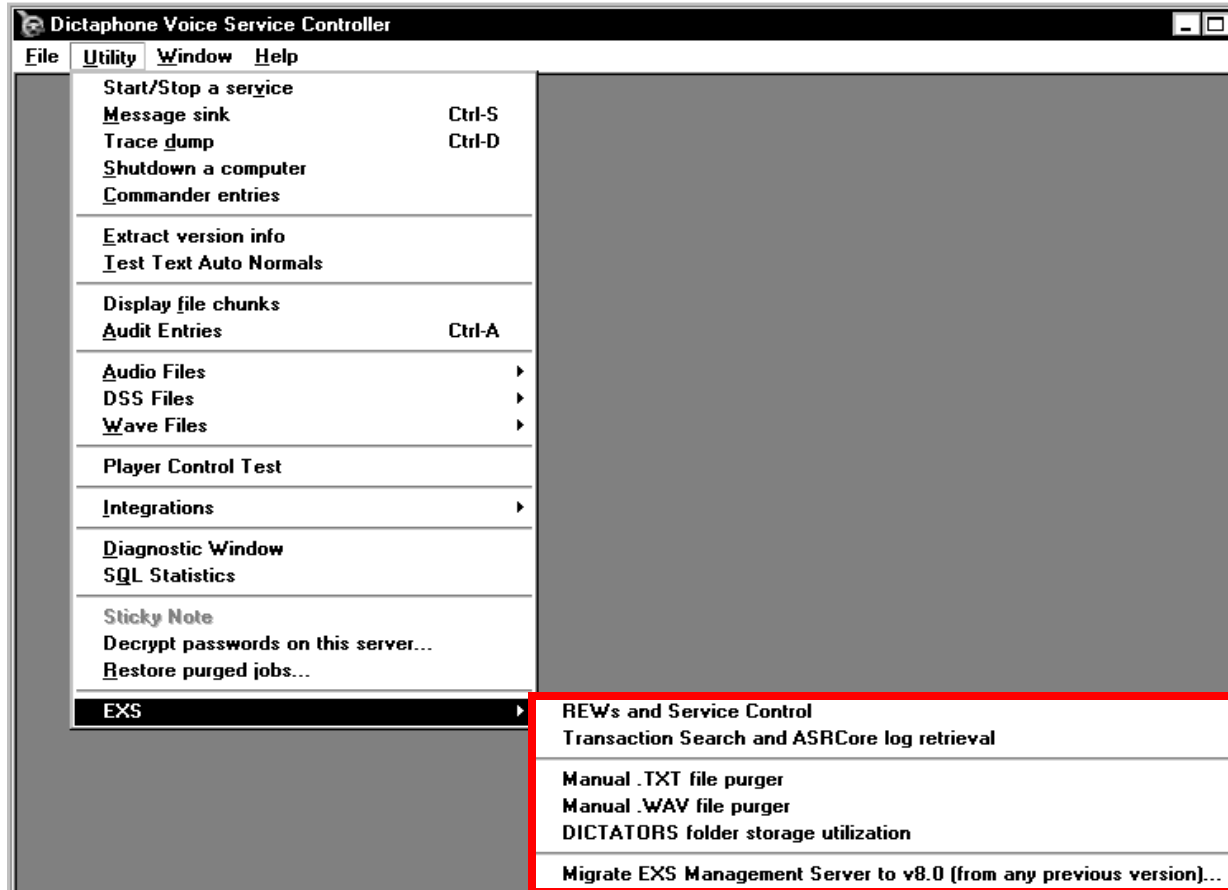


FIGURE 2-26 New Menu Items Under Utility Menu Display

Migrate EXS Management Server to 8.0

This utility will place the old management server registry settings into the EXV database (CustomerSettings) table.

EXS REWs and Service Control

This dialog (Figure 2-27) serves many functions. In order to use many of the features of the dialog, it is required that the user be logged into Windows as an administrator with administrative access to all the REW machines. Almost all of the functionality (other than the simple list of data itself) requires these privileges.

A brief explanation of features available in the Figure 2-27 dialog are as follows:

Data display The initial display (Figure 2-27) will load the list of REWs from the EXSClusterData table, and display it. For each REW, new data is sent to the database every 10 minutes, including:

- Available and total disk space on C:
- Available and total disk space on D:
- Available and total memory
- Last system (computer) start time
- Last REW service start time
- REW software version
- ASRCore software version

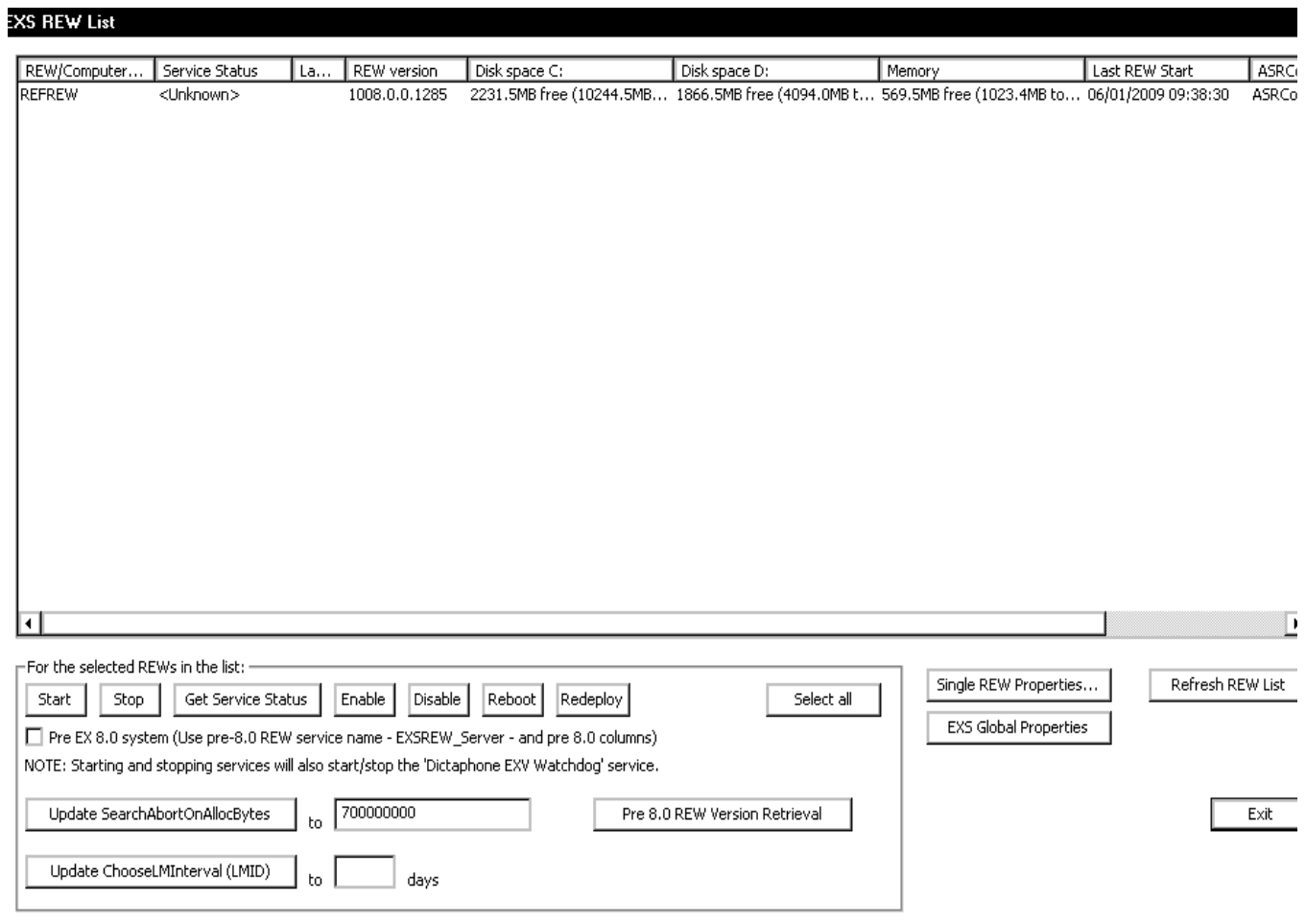


FIGURE 2-27 EXS REWs and Service Control Dialog

Start Attempts to start the REW service on all selected REWs in the list. (NOTE: This will use the 8.0 REW service name (Dictaphone EXV REW) unless the **Pre EX 8.0 system** check box is selected.)

Stop Attempts to stop the REW service on all selected REWs in the list. (NOTE: This will use the 8.0 REW service name (Dictaphone EXV REW) unless the **Pre EX 8.0 system** check box is selected.)

Get Service Status Attempts to get the REW service status on all selected REWs in the list. (NOTE: This will use the 8.0 REW service name (Dictaphone EXV REW) unless the **Pre EX 8.0 system** check box is selected.)

Enable Enables a disabled REW.

Disable Disables an enabled REW.

Redeploy Allows a REW to be pointed to a completely different EXV Server System.

Reboot Attempts to reboot the selected REWs.

Pre EX 8.0 system check box Controls whether or not the service controller is attempting to touch 8.0 REWs or prior versions. If you are using this utility to touch a pre-8.0 system, you need to check this check box and press the "Reload" button, so the service controller knows that there will be missing columns in the database.

Reload Reloads the list of REWs from the database.

Update SearchAbortOnAllocBytes Placing a value in the edit box and pressing this button will go to all selected REWs and update the ASRCORE BASIC.INI file's token "SearchAbortOnAllocBytes" to the value in the edit box. This utility was written to help iChart manage > 300 REWs.

Single REW Properties... Displays the [Figure 2-28](#) dialog, allowing a user to configure REW properties that are unavailable elsewhere. Modifies the EXSCLusterData table.

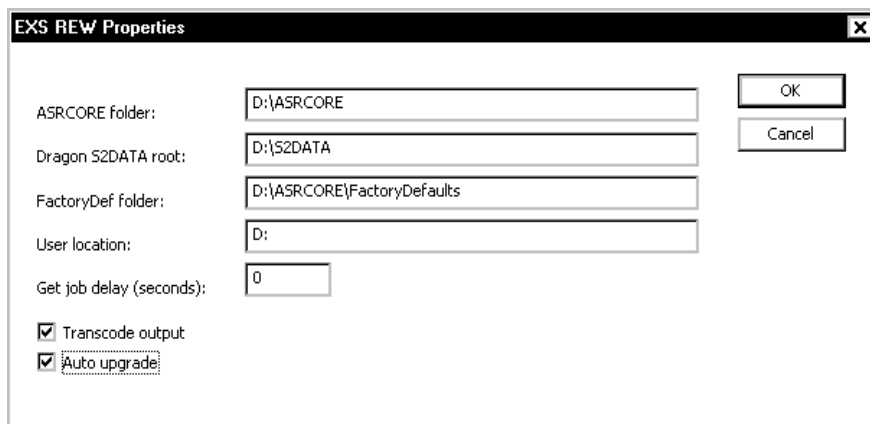


FIGURE 2-28 Single REW Properties Dialog

EXS Global Properties Displays the [Figure 2-29](#) dialog, allowing a user to configure EXS related properties that are unavailable elsewhere. Modifies the CustomerSettings table.

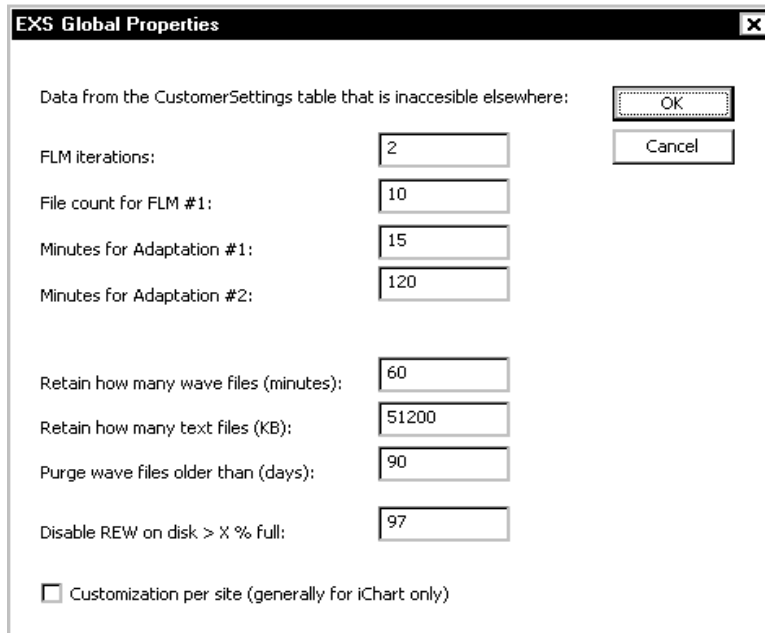


FIGURE 2-29 EXS Global Properties Dialog

EXS .TXT File Purger

Utility created for iChart to purge .TXT files from the dictators folder. Will purge all but 5MB of .TXT files.



This is the same setting that is turned on after asking a question in the EXV Server installation (for STNEs).

ASRCORE Transaction Search and Log Retrieval

When this selection is made in the service controller ([Figure 2-26](#)) for 8.0 systems, the [Figure 2-30](#) dialog will be displayed.

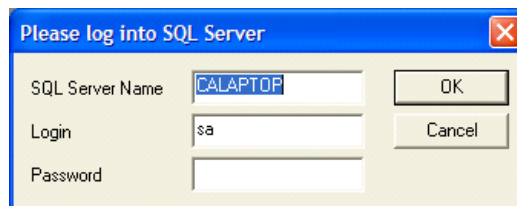


FIGURE 2-30 SQL Server Login Dialog

Log the application into the EXV SQL Server with the appropriate credentials, and the [Figure 2-31](#) search dialog will be displayed.

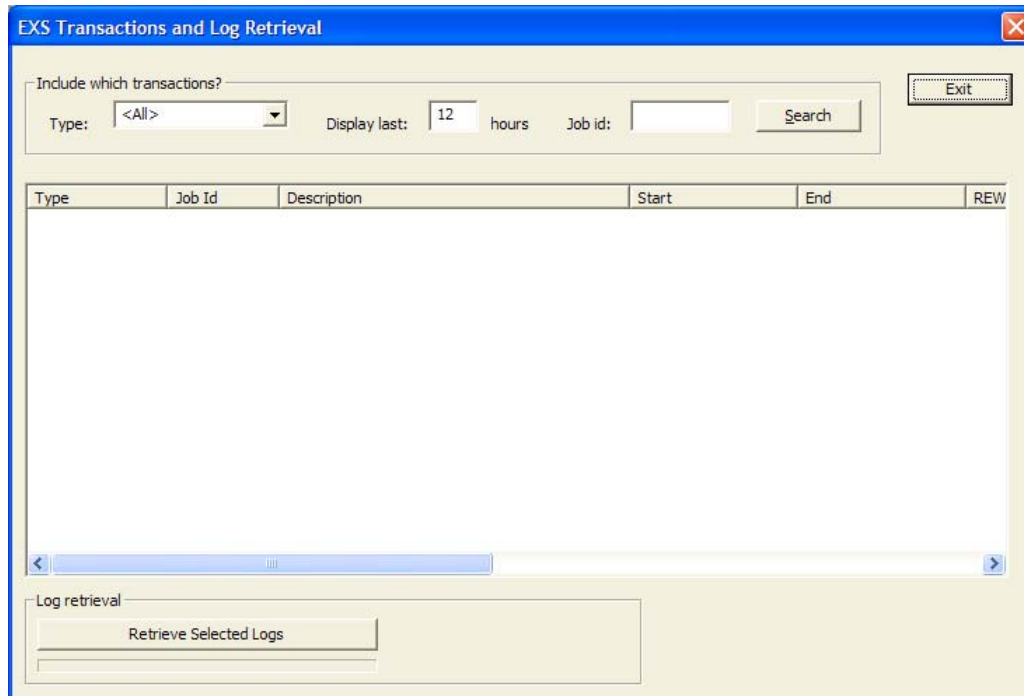


FIGURE 2-31 Transaction Search Dialog

Search criteria is:

- Type: What type of transaction are you interested in?
 - ◆ <All>
 - ◆ Recognition
 - ◆ Adaptation
 - ◆ Fluency
- Display last (hours): Will search for transactions in the last X hours.
- Job id: This is either:
 - ◆ Recognition: The EXV job id.
 - ◆ Adaptation/Fluency: The adaptation or fluency uniqueid of the transaction that ran.

After selecting search criteria from the "Include which transactions?" area, press Search. This searches the new **EXSProcessHistory** table for the appropriate records and displays them in the list control, as seen in [Figure 2-32](#).

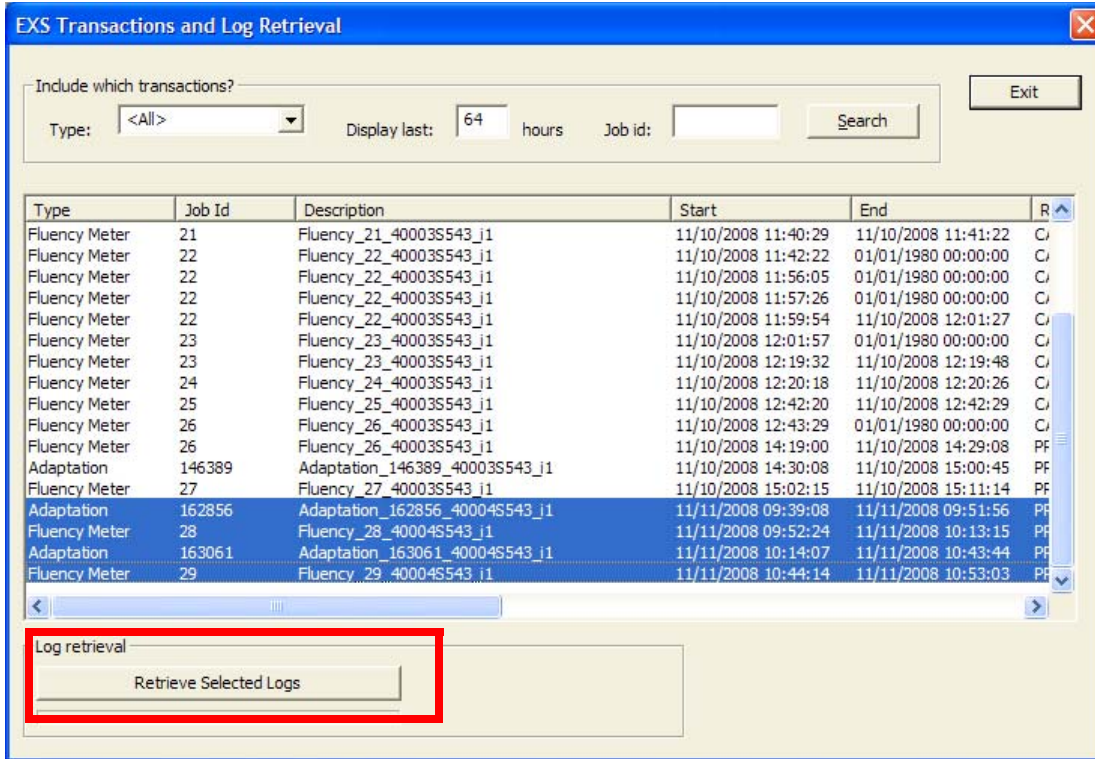


FIGURE 2-32 Selected Log File Transaction Dialog

Highlight the selected log file transactions you want, as demonstrated in [Figure 2-32](#), and press the **Retrieve Selected Logs** button. The ASRCore log files for those transactions will be downloaded from the appropriate REW and placed into your %APPDATA%\Dictaphone\Service Controller\ASRCoreLogs folder.

The folder will immediately open in Windows Explorer (there is no delay while the logs complete downloading).

SuperSimLite

This application has a new simulation type **EXS User Simulation**. This simulation will create wave files with the proper deed chunk and send them to the server via the EVIS interface. Note that EVIS is required to be set up in the system for this simulation to work.

The simulation is configurable regarding what user, worktype and input device you want the jobs submitted for.

Open the simulation from the menu item, as shown in [Figure 2-33](#), where an **EXS User Simulation** has been chosen.

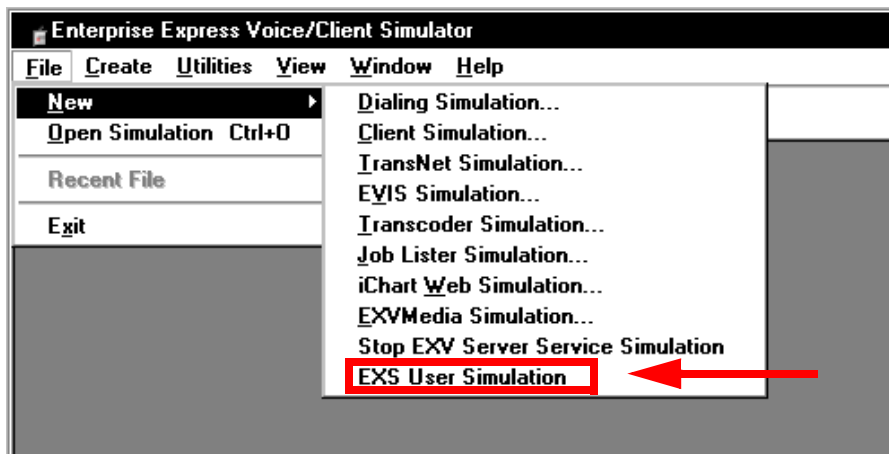


FIGURE 2-33 Open Simulation Sample Dialog

The simulation dialog ([Figure 2-34](#)) will be displayed.

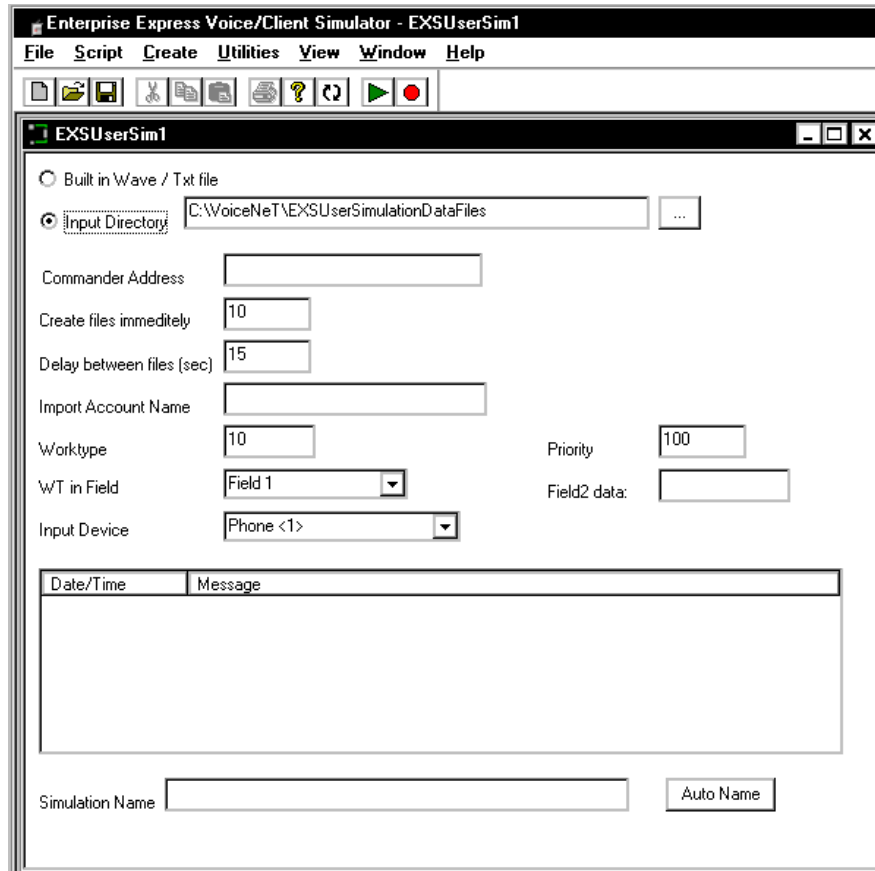


FIGURE 2-34 EXS User Simulation Dialog

Configure the appropriate information for the simulation:

Input directory The folder where 1-N .WAV and .TXT file pairs (same file name) are stored. These files will be used for the simulation.

Commander address Address of the EXV commander.

Create files immediately Upon starting the simulation, this number of files are submitted to the EXV system immediately.

Delay between files (sec) After the initial number of files are created immediately, the simulation will wait this number of seconds before sending another file. It will continue to send files (delaying this number of seconds between them) until the simulation is stopped.

Import account name Client login of the user you want to send files into EXV for.

Worktype The work type of the jobs being submitted.

WT in field Which id field the worktype value should be stored in (should match the configuration for work type field for EXS).

Input device What input device these files should be tagged as coming from.

Simply press Start (green button), and files will be sent to EXV.

INSTALLATION NOTES

To install EXS now is simply a matter of having EXV installed, and installing REWs to point at that EXV system. There is no EXS management server to install with EX 8.0.



Installing on Windows 2003 appears to need a reboot after installation for the OKIADPCM codec to work properly. This does not appear to be the case on Windows XP.

UPGRADE NOTES

Upgrade process from versions (5.0 SP1 and later) to v8.0

Please note that the installation process specified in this manual **MUST** be followed exactly, step for step, on EX systems where EXS is installed. For systems where EXS is not installed, normal upgrade procedures for EXV apply.

A brief overview of the steps involved in installing or upgrading to Version 8.0 consists of the following actions:

Stop all EXS services on EXS Management Server.

- Dictaphone EXV Watchdog
- EXS_Server
- Dictaphone EXV Auto Upgrade

Stop all EXS services on all EXS REWs.

Note that for convenience, the **8.0 Service Controller** can be utilized to stop all REW services automatically should a customer have a large number of REWs.

- Dictaphone EXV Watchdog
- EXSREW_Server

Run the EXV upgrade on the EXV Server machine.

This will upgrade the databases to the 8.0 schema.

At this point, the EXV Server and associated services on the EXV Server machine will be running.

Migrate the EXS Management Server

Install the 8.0 EXV Service Controller utility on the EXS Management Server.

IMPORTANT: Be sure the EXV Server is up and running at this stage.

IMPORTANT: Be sure the use the 8.0 Service Controller that came with your release.

Start the **8.0 EXV Service Controller**, and select **Utility | EXS | Migrate EXS Management Server to 8.0...**

This will:

- Import the registry settings from the management server, and place them into the EXV database, VNETSYSYSTEMCONFIG.DBO.CustomerSettings table.
- Detect if the system is running EXS 5.0 SP1 by scanning for the registry key. If it is installed, it will perform the same functionality as performed previously by EXS upgrades:
 - ◆ Run SQL to tag all users for re-adaptation.
 - ◆ Run SQL to delete all records from EXSAdapted.
 - ◆ Run SQL to set EXSLM_User.LMName to blank.
 - ◆ Run SQL to delete all records from EXSFlmeter where the input device is not DRAFT.
 - ◆ Run SQL to delete all records from EXSUsersToDelete.
 - ◆ Run SQL to change all jobs which have an EXSCurrentState set to Adapted1 or Adapted to PostCorrection.
 - ◆ Run SQL to change all WTInputType records to FullyEvaluated = 0.
 - ◆ Move all jobs from the DICTATORS folder from individual work type folders, into work type folder 1.
 - ◆ Create a registry entry in the Uninstall subkey (where it checked for the version of EXS) called "AlreadyMigrated" and set it to 1. This is to prevent this code from running again if the service controller utility is executed again for any reason.
 - ◆ Deletes BESTLMPATH.TXT from the users folder.
 - ◆ Deletes any .USR/.SIG files from the users folder.



There is output from this migration process in the file C:\EXS80_Migration_log.txt.

IMPORTANT: After this step has completed, **RESTART** the EXV Server service, as directed by the EXV Service controller.

RESTART the EXV Server Service

If you haven't already done so from the end of the previous step.

Uninstall software from the EXS Management Server



Some EXS 5.0SP1 systems do not seem to have management server installations in the Add/Remove programs sections of the Control Panel. At the very least, make sure the old EXS services are marked Disabled on startup, if you can't uninstall them.

- Uninstall the EXS Management Server application.
- Uninstall the EXS Client Applications
- Uninstall SQL Server.
- Optional: Remove "\\EXSSQL" folder (EXS Performance Database SQL database files) to regain some disk space (EXSSQL folder).
- Optional: Remove "\\EXSpeech" folder, after being VERY sure that the "Dictators" and "Sites" folders are not within this folder.
- Optional: Remove "\\DOCNET" folder.

Start EXV Explorer as "sys.admin" to validate EXS related folder settings

VERY IMPORTANT!

- Validate the following settings are URLs (they CANNOT be local paths, such as "C:\etc") and pointing to the proper folders.
- Validate that the following settings have no trailing backslash (i.e. the setting should end with DICTATORS, not DICTATORS\).

In the **Customer Settings** dialog (right click on the root node of the EXV Explorer tree and select **Modify Server Settings**, which will display the [Figure 2-35](#) dialog.

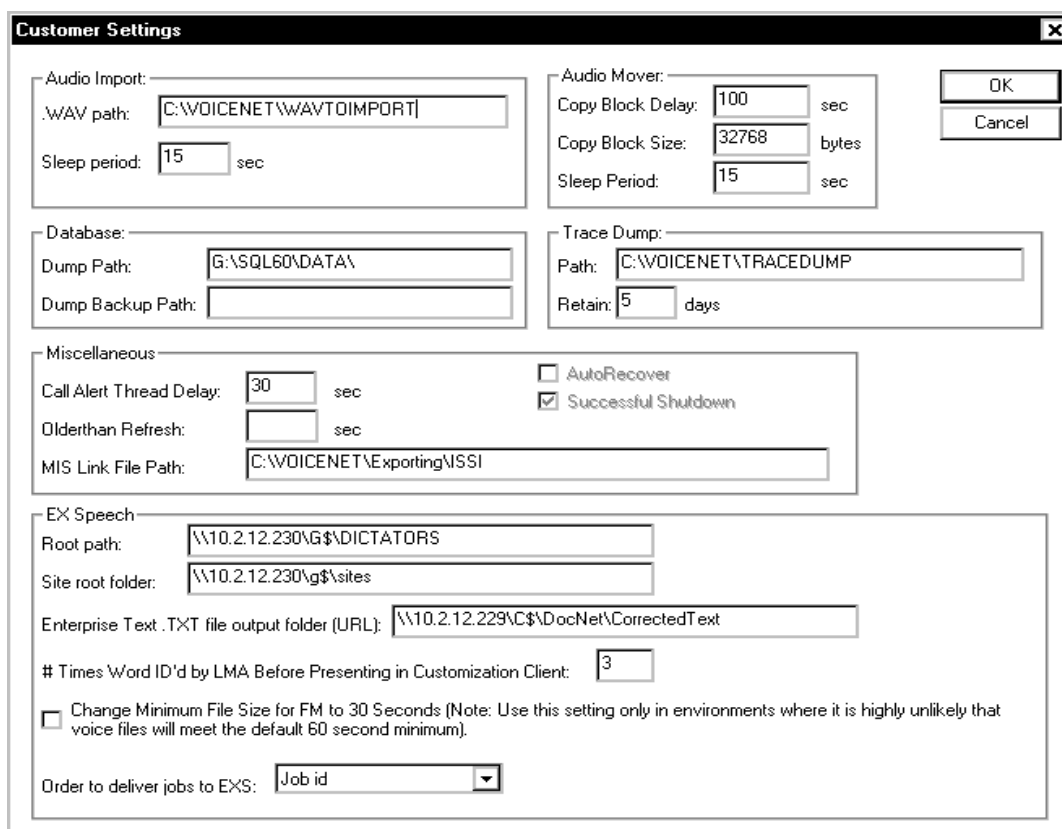


FIGURE 2-35 Customer Settings Dialog

Confirm that the Customer Settings reflect the following:

- Root path points to the root of the DICTATORS folder (i.e. `\\servername\d$\somefolder\DICTATORS`) and is a URL and not a local path.
- Site root folder points to the root folder where site data is stored (.LST files). This is also the folder that has site subfolders if the system is running in **exscustomizationpersite** mode (aka iChart mode in earlier versions of speech).
- Enterprise Text .TXT fileoutput folder points to the folder where EXT writes out the TXT files on a signed off job. These are picked up by the EXV Server, and these files are what moves a job from **EXSCurrentState Correction** to *Post-correction*.

Install ASRCORE 8.0.0.x installation on all REWs

Upgrade the REW to the proper version of ASRCore for this release.

This will either consist of:

1. Simply running the SETUP.EXE in the root of the ASRCORE 8.0.0.x DVD; or
2. If you don't have the original asrcore MSI on the system (if you installed from a DVD or set of CDs without copying the data to the hard drive or a network drive)
 - a. Uninstall the current version of ASRCORE and S2DATA.
 - b. Manually delete all ASRCORE files from the system, if the installation didn't do this properly (`\asrcore`, `\asirecognition`, `\factorydefaults`, `\temp`).
 - c. Install the 8.0.0.x version of ASRCORE - this will also install S2DATA.

Uninstall old REW software



Some EXS 5.0SP1 systems do not seem to have REW installations in the Add/Remove programs sections of the Control Panel. At the very least, make sure the old EXS services are marked Disabled on startup, if you can't uninstall them.

This includes running the uninstallation of the EXSREW_SERVER installation (be sure NOT to uninstall the new software, which is called **Dictaphone EXS REW**).

Optional: Manually delete the old REW software; the uninstallation doesn't always remove them all properly.

Install new REW software installation on all REWs

After this step takes place, REWs will start up and:

- Take the REW registry settings and place them into the database (**EXSClusterDatatable**). Confirm this step by looking for the event log message on the REW stating that the registry settings were properly migrated into the database.
- Start processing work. Confirm this step by making sure that the REW service has started and stays running.



Installing on Windows 2003 requires a reboot after installation for the OKI ADPCM codec to work properly. This does not appear to be the case on Windows XP.

Delete the "speech.rec" and "speech.rev" users (optional)

Using the EXV Explorer, delete these two user accounts. They are no longer used by EXS.

Technical Aspects

Backslashes in File Paths

There appears to be a great deal of inconsistency related to whether or not there are supposed to be backslashes in registry/database paths for EXS. The standard is now to NOT have backslashes, and they will be added where needed in the code.

Upgrade scripts and applications will remove them from the database where they are stored, and applications that allow users to modify them (i.e. EXV Explorer) should prevent them from being placed in the database.

REW Event Log Messages

The following is a list of all EXS related event log messages. All but two of these event log messages show up in the REW event log.

If a message is deemed critical, an event log message will also be sent to the EXV Server's event log, but the event log message id will be different; it will be one of the two event log messages shown below, and will contain a descriptive string containing the REWs name and the issue that was encountered.

EXV SERVER

On the **EXV Server**, the 2 messages that will appear for events that occur on the REW are:

```
//
// MessageId: EXV_EXS_SYS_ERROR
//
// MessageText:
//
// A severe System Error has Occurred: %1
//
#define EXV_EXS_SYS_ERROR          0xC0001413L
```

```
//  
// MessageId: EXS_REW_TRACEDUMPED  
//  
// MessageText:  
//  
// REW %1 has performed a trace dump: additional information <%2>.  
//  
#define EXS_REW_TRACEDUMPED          0xC000141CL
```

REW SERVER

These remaining event log messages will be logged on the REW:

```
//  
// MessageId: EXV_EXS_RECOG_ERROR  
//  
// MessageText:  
//  
// A severe Recognition Error has Occurred: %1  
//  
#define EXV_EXS_RECOG_ERROR          0xC000140EL
```

```
//  
// MessageId: EXV_EXS_ADAPT_ERROR  
//  
// MessageText:  
//  
// A severe Adaptation Error has Occurred: %1  
//  
#define EXV_EXS_ADAPT_ERROR          0xC000140FL
```

```
//  
// MessageId: EXV_EXS_LMID_ERROR  
//  
// MessageText:  
//  
// A severe LM ID Error has Occurred: %1  
//  
#define EXV_EXS_LMID_ERROR          0xC0001410L
```

```
//  
// MessageId: EXV_EXS_FLM_ERROR  
//  
// MessageText:  
//  
// A severe FLMETER Error has Occurred: %1  
//  
#define EXV_EXS_FLM_ERROR          0xC0001411L
```

```
//  
// MessageId: EXV_EXS_CORRTXT_ERROR  
//  
// MessageText:  
//  
// A severe Corrected Text Error has Occurred: %1  
//  
#define EXV_EXS_CORRTXT_ERROR      0xC0001412L
```

```
//  
// MessageId: EXV_EXS_SYS_ERROR
```

```
//  
// MessageText:  
//  
// A severe System Error has Occurred: %1  
//  
#define EXV_EXS_SYS_ERROR          0xC0001413L  
  


---

  
//  
// MessageId: EXV_EXS_DEL_ERROR  
//  
// MessageText:  
//  
// A severe File Deletion Error has Occurred: %1  
//  
#define EXV_EXS_DEL_ERROR          0xC0001414L  
  


---

  
//  
// MessageId: EXV_EXS_DEL_JOB_ERROR  
//  
// MessageText:  
//  
// A severe Job Deletion Error has Occurred: %1  
//  
#define EXV_EXS_DEL_JOB_ERROR      0xC0001415L  
  


---

  
//  
// MessageId: EXV_EXS_PERF_ERROR  
//  
// MessageText:  
//
```

```
// A severe Performance Error has Occurred: %1
//
#define EXV_EXS_PERF_ERROR          0xC0001416L



---


//
// MessageId: EXV_EXS_ADDWORDS_ERROR
//
// MessageText:
//
// A severe Addwords(Customization) Error has Occurred: %1
//
#define EXV_EXS_ADDWORDS_ERROR      0xC0001417L



---


//
// MessageId: EXV_EXS_LM_ADAPT_ERROR
//
// MessageText:
//
// A severe LM Adaptation Error has Occurred: %1
//
#define EXV_EXS_LM_ADAPT_ERROR      0xC0001418L



---


//
// MessageId: EXV_EXS_NORMALS_ERROR
//
// MessageText:
//
// A severe Text Normals Error has Occurred: %1
//
#define EXV_EXS_NORMALS_ERROR       0xC0001419L
```

```
//  
// MessageId: EXV_EXS_READAPT_ERROR  
//  
// MessageText:  
//  
// A severe Re-Adaptation Error has Occurred: %1  
//  
#define EXV_EXS_READAPT_ERROR      0xC000141AL
```

```
//  
// MessageId: EXV_EXS_REFLMETER_ERROR  
//  
// MessageText:  
//  
// A severe Re-FLMeter Error has Occurred: %1  
//  
#define EXV_EXS_REFLMETER_ERROR    0xC000141BL
```

```
//  
// MessageId: EXS_REW_TRACEDUMPED  
//  
// MessageText:  
//  
// REW %1 has performed a trace dump: additional information <%2>.  
//  
#define EXS_REW_TRACEDUMPED        0xC000141CL
```

```
//  
// MessageId: EXS_REW_RECORDLOADFAILED
```



```
//  
// MessageText:  
//  
// REW %1 failed to load a database record: <%2>.  
//  
#define EXS_REW_RECORDLOADFAILED    0xC000141DL  
  


---

  
//  
// MessageId: EXS_REW_WROTEREGISTRYSETTINGSTODATABASE  
//  
// MessageText:  
//  
// REW %1 successfully wrote its registry settings to the database; local registry  
// settings will be deleted.  
//  
#define EXS_REW_WROTEREGISTRYSETTINGSTODATABASE 0x4000141EL  
  


---

  
//  
//  
//MessageId: EXS_REW_FAILEDTOWRITEREGISTRYSETTINGSTODATABASE  
//  
// MessageText:  
//  
// REW %1 FAILED to write its registry settings to the database; local registry settings  
// will not be deleted.  
//  
#define    EXS_REW_FAILEDTOWRITEREGISTRYSETTINGSTODATABASE  
0xC000141FL  
  


---

  
//  
// MessageId: EXS_REW_MISSINGCUSTOMERSETTINGS
```

```
//  
// MessageText:  
//  
// REW %1 sees a blank value in CustomerSettings (Explorer->Server Settings)  
// record, field %2. REW will not start.  
//  
#define EXS_REW_MISSINGCUSTOMERSETTINGS 0xC0001420L
```

```
//  
// MessageId: EXS_REW_MISSINGREWRECORD  
//  
// MessageText:  
//  
// REW %1 cannot locate its record in the EXSclusterData table. REW will not start.  
//  
#define EXS_REW_MISSINGREWRECORD 0xC0001421L
```

```
//  
// MessageId: EXS_REW_AUTOUPGRADESTARTS  
//  
// MessageText:  
//  
// REW %1 has detected a newer version on the autoupgrade server...autoupgrade  
// process begins.  
//  
#define EXS_REW_AUTOUPGRADESTARTS 0x40001422L
```

```
//  
// MessageId: EXS_REW_AUTOUPGRADELAUNCHED  
//  
// MessageText:
```

```
//  
// REW %1 has launched the installation for the new version of the REW software.  
//  
#define EXS_REW_AUTOUPGRADELAUNCHED    0x40001423L  
  


---

  
//  
// MessageId: EXS_REW_AUTOUPGRADEFAILED  
//  
// MessageText:  
//  
// REW %1 FAILED to autoupgrade (%2).  
//  
#define EXS_REW_AUTOUPGRADEFAILED      0xC0001424L  
  


---

  
//  
// MessageId: EXS_REW_FAILEDCREATEASRCORE  
//  
// MessageText:  
//  
// REW %1 FAILED to initialize ASRCORE (%2). REW will not start.  
//  
#define EXS_REW_FAILEDCREATEASRCORE    0xC0001425L  
  


---

  
//  
// MessageId: EXS_REW_NOCOMMANDERADDRESS  
//  
// MessageText:  
//  
// REW %1 has a blank or missing CommanderAddress in its registry hive. REW will  
// not start.  
//
```

```
#define EXS_REW_NOCOMMANDERADDRESS    0xC0001426L



---



//
// MessageId: EXS_REW_NOSERVERADDRESSFROMCOMMANDER
//
// MessageText:
//
// REW %1 received error (%2) requesting EXV Server address from commander.
// REW will retry for a maximum of 60 seconds.
//
#define EXS_REW_NOSERVERADDRESSFROMCOMMANDER 0x80001427L



---



//
// MessageId: EXS_REW_REGISTRATIONFAILED
//
// MessageText:
//
// REW %1 received error (%2) registering with the EXV Server. REW will retry for
// a maximum of 60 seconds.
//
#define EXS_REW_REGISTRATIONFAILED    0x80001428L



---



//
// MessageId: EXS_REW_UNTOUCHABLEFOLDER
//
// MessageText:
//
// REW %1 can't touch folder <%2>, or the folder doesn't exist. The folder is required
// for operation (field %3). REW will not start.
//
#define EXS_REW_UNTOUCHABLEFOLDER    0xC0001429L
```

```
//  
// MessageId: EXS_REW_DISK_CAPACITY_ERROR  
//  
// MessageText:  
//  
// The REW's %1 device has reached its capacity of %2 percent. The REW will be  
// disabled.  
//  
#define EXS_REW_DISK_CAPACITY_ERROR 0xC000142AL
```

```
//  
// MessageId: EXS_REW_DISABLED_ITSELF  
//  
// MessageText:  
//  
// The REW has disabled itself <additional information: %1>.  
//  
#define EXS_REW_DISABLED_ITSELF 0xC000142BL
```

```
//  
// MessageId: EXS_REW_CONSECUTIVE_REC_ERRORS  
//  
// MessageText:  
//  
// The REW %1 has had %2 consecutive recognition errors.  
//  
#define EXS_REW_CONSECUTIVE_REC_ERRORS 0xC000142CL
```

Workflows

New User

When a new user is created on the EXV system, and tagged for either **Evaluation** or given an EXS license, that user is eligible to have jobs processed by the EXS system.

A user will undergo the following processes serially.

1. Adaptation (1st) - This process will take place after 15 minutes of dictated work comes into the system and undergoes transcoding.
 2. Fluency Meter (1st) - Once 1st adaptation has completed, the user is eligible for 1st fluency meter. 10 jobs are required for 1st fluency meter to take place.
 3. Adaptation (2nd) - This process takes place once 1st fluency meter has completed. 2nd adaptation requires 120 minutes of dictated work.
 4. Fluency Meter (2nd) - 2nd fluency meter will **ONLY** take place if 1st fluency meter has returned "non-speech", and 2nd adaptation has completed.
 5. If 2nd fluency meter returns "non-speech", both the evaluation check box and the speech recognition license will be cleared from the user.
-

Incoming Job Workflow

Job enters the EXV system

When a new job enters the EXV system, it is evaluated to see whether it should be routed to the EXS system. The following criteria is used:

1. Is the dictator set up for EXS Evaluation or does he/she have an EXS license?
 - a. Yes? Continue.
 - b. No? Job will not go to EXS.
2. Does the dictated worktype of the job match the EXS worktype criteria for the user? (This can be one of 3 modes in the user record; selected worktypes, exclude selected worktypes, or all worktypes.)
 - a. Yes? Continue.
 - b. No? Job will not go to EXS.
3. Is the user fully evaluated, but has no EXS license?
 - a. Yes? Job will not go to EXS, and will be tagged with the SNL flag.
 - b. No? Continue.
4. Is the user DRAFT for the dictated input device?
 - a. Yes? Job will be tagged with SRK flag. (Job will undergo recognition.)
 - b. No? Job will be tagged with TCO and SRK flag. (Job will undergo transcoding only - no recognition).

Job is retrieved by a REW

REWs ask for work via an RPC call to the EXV Server; there are 2 active threads in a REW - a transcoding work thread (transcoding only) and a general work thread (recognition, adaptation, fluency meter).

The transcoding thread RPC call to the EXV server calls a stored procedure (**sp_EXVEXSGetTranscodingWorkItemForRew**) which looks for jobs to transcode in the **JobsToRecognize** table (jobs with the TCO and SRK flags). If there are jobs to be transcoded, one is returned to the REW:

1. The job is locked.
2. The IXS flag is turned on for the job (to prevent the stored procedure from getting this job again).
3. The 64K job is copied to the dictator's folder.
4. The job is transcoded (to 32K OKI ADPCM) by the REW.
5. The 32K job is copied over the 64K wav file on the EXV system (pointed to be the AudioFilePath in the Aud_Online record).
6. The RecordingMethod in the Aud_Online record is changed to 32K OKI ADPCM.
7. The EXSCurrentState in the Aud_Online record is changed to Correction.
8. The EXSMachine is changed to the name of the REW.
9. The IXS flag is cleared.
10. The SRK flag is cleared.
11. The job is unlocked.

The general work thread RPC call to the EXV server calls a stored procedure (**sp_EXVEXSWorkItemForRew**) which looks for:

1. Records in the JobsToRecognize table with the SRK flag on, and the TCO and IXS flags off. If such a job is located:
 - a. The job is locked.
 - b. The IXS flag is turned on (to prevent the stored procedure from getting this job again).
 - c. The EXSCurrentState is set to Recognition.
 - d. The 64K wave file is copied to the dictator's folder.
 - e. The REW recognizes the job.
 - f. ASRCore copies the job to C:\TEMP\Recognition, where it is processed.
 - g. The REW transcodes the job. The 32K job is copied over the 64K wav file on the EXV system (pointed to be the AudioFilePath in the Aud_Online record).
 - h. The RecordingMethod in the Aud_Online record is changed to 32K OKI ADPCM.

- i. The EXSCurrentState is changed to Correction.
 - j. The EXSMachine is changed to the name of the REW.
 - k. The IXS flag is cleared.
 - l. The SRK flag is cleared.
 - m. The job is unlocked.
2. If no jobs need to be recognized; if the REW is configured for Adaptation and the current time is within the current Adaptation time frame, the AdaptationsToRun table is examined for adaptations that need to be run. If one needs to be run, the REW begins that work; see [Adaptation](#).
 3. If there are no jobs to be recognized, and there are no adaptations to be done; if the REW is configured for Fluency Meter and the current time is within the current Fluency Meter time frame, the FlmetersToRun table is examined for fluency meters that need to be run. If one needs to be run, the REW begins that work; see [Fluency Meter](#).

Job is transcribed/corrected

Once a SRK flagged job has gone through a REW, it is available for transcription once its SRK flag has been cleared.

After transcription has taken place via the EXT system (either using conventional transcription for jobs that haven't undergone recognition, or using correction client for recognized jobs), the EXT system will output a .TXT file which contains the ASCII report text for the document in a folder on the EXV Server. At this point, the status of the job will be SGN, because a user has signed the job off via the EXT client.

The EXV server polls the folder for these files - when it finds such a file (jobnumber.TXT), it will look in the EXV Aud_Online table for the job.

If:

- a. The job number matches the name of the EXT file, and
- b. The job is in the SGN status, and
- c. The EXSCurrentState is "Correction"

Then:

The EXSCurrentState is changed to Post Correction. Post correction jobs are available for other processes, such as adaptation and fluency meter.

Adaptation and Fluency Meter

The adaptation and fluency meter processes are driven by work tables, much like the **JobsToRecognize** table. The new tables are called **AdaptationsToRun** and **FlmetersToRun**. These tables are populated by a schedule entry on the EXV Server, called **EXS Adapt/Fluency Meter Work Generator** (defaults to run every 5 minutes).

This scheduled entry on the EXV Server runs 4 separate stored procedures;

spEXVEXS_ReadaptEXSUsers Checks all input devices for the readapt flag. Devices that match will have records removed from the EXSAdapted table for the

selected input device. In addition, the input device will have its "reflmeter" flag automatically turned on.

spEXVEXS_ReflmeterEXSUsers Checks all input devices for the reflmeter flag. Devices that match will have records removed from the EXSFluency table for the selected input device. FullyEvaluated will be cleared for the input device, also.

spEXVEXS_BuildAdaptationWorkList Populates the AdaptationsToRun table, and, where necessary, populates the AdaptationsToRunJobList table when all conditions are met for an adaptation to run.

spEXVEXS_BuildFlmeterWorkList Populates the FlmetersToRun table, and, where necessary, populates the FlmetersToRunJobList table when all conditions are met for a fluency meter to run.

Adaptation

When the general work thread of a REW looks for work, it looks for an item in the AdaptationsToRun table with:

1. ConditionsMet = 1
2. JobListCreated = 1
3. RunningOnRew = <blank>

If an item is found that matches these criteria:

1. RunningOnRew is set to the name of the REW
2. The REW begins to process the adaptation.
3. The jobs used for the adaptation will come from the AdapationsToRunJobList table (pointed to by the uniqueid of the AdaptationsToRun record that the REW is processing).

Fluency Meter

In order for dictations to be considered for use by Fluency Meter, the following criteria must be met:

"EXSCurrentState = 5 (post-correction)

When the general work thread of a REW looks for work, it looks for an item in the FlmetersToRun table with:

1. ConditionsMet = 1
2. JobListCreated = 1
3. RunningOnRew = <blank>

If an item is found that matches these criteria:

1. RunningOnRew is set to the name of the REW
2. The REW begins to process the fluency meter.

3. The jobs used for the fluency meter will come from the FlmetersToRunJobList table (pointed to by the uniqueid of the FlmetersToRun record that the REW is processing).

Dictations Being Selected by an REW (Recognition and Transcoding)

After having the appropriate flags set, jobs will be selected for processing by a REW. REWs can perform a transcode at the same time they can undergo either recognition, adaptation, or fluency meter.

A REW has 2 threads; one to ask for transcoding work, the other to ask for normal work (recognition, adaptation, or fluency meter). Each of these threads makes an RPC call to the EXV server, and is returned a task (if there are any to perform). The EXV server simply runs a stored procedure for each of the threads; spEXVEXS_GetTranscodingWorkItemForRew or spEXVEXS_GetWorkItemForRew.

Both of these stored procedures look for jobs in the new table, VNETONLINE.DBO.JobsToRecognize. This table is refreshed by a stored procedure called spEXVEXS_RefreshJobsToRecognize. This stored procedure will refresh the table based on a number of seconds that is passed by the EXV Server. This number is configurable in the EXV Server's registry (EXSRecognitionWorkListRefreshTime), and defaults to 60 seconds. This table is populated with records that have the SRK flag set.

spEXVEXS_GetTranscodingWorkItemForRew scans the JobsToRecognize table looking for work that has these flags set: SRK TCO and not IXS. The IXS flag is set by the stored procedure when a REW is granted a job.

spEXVEXS_GetWorkItemForRew scans the JobsToRecognize table looking for work that has these flags set: SRK and not IXS and TCO. The IXS flag is set by the stored procedure when a REW is granted a job. If there is no jobs to recognize, the stored procedure looks for adaptation or fluency meters to run.

If the REW gets a job back, it will lock the job, perform the appropriate task, and then inform the EXV Server that it has completed its task.

The following modifications are then made to the job:

- Job is unlocked.
- IXS and SRK flags are cleared.
- **EXSCurrentState** is set to **Correction**.
- REW name is stored in the **EXSMachine**.

Job Life Cycle and Purge Process

As jobs move through EXV and EXS, flags are set and wave files are purged. Specifically with EXS, wave files can be purged BEFORE the actual job record moves from the Online to the Offline (purged) database. This was done several years ago to try and reduce the amount of storage required on the EXV audio file store for EXS files that are already stored on the EXS management server.

There are 2 possible workflows related to purging of EXS jobs, and timing will dictate which workflow takes place.

Both have the same end result; workflow #2 was just created to kill the unnecessary WAV file from the EXV system as early as possible.

Workflow #1 is [EXS Nightly Cleanup takes place before an EXV purger script gets to run]:

- Job comes into EXV and is tagged for SRK.
- Job goes through recognition, or transcoding and, in the process, the wave file is copied to the EXS storage area (dictator folder) in its original encoding format.
- Job completes processing on EXS and is tagged with the RNZ flag.
- Job gets signed off by a transcriptionist on EXV.
- EXS purge process runs nightly, and tags jobs for fully adapted (draft + 2nd adaptation) with a flag (XSP) telling EXV that the wave file can be purged.
- EXV purger script runs, and the job meets the criteria.
- A job with the RNZ flag set and the XSP flag set can immediately be moved to the Purged database. So EXV does the following (normal EXV purging):
- Deletes the WAV file in the AudioFilePath of the job record.
- Moves the job to the Offline (Purged) database.



*Note that the big difference here between this workflow and **Workflow #2** is that the job path isn't set to EXTERNAL, and the EXT flag isn't set for the job.*

Workflow #2 is [EXV purger script runs before the EXS Nightly Cleanup takes place]:

- Job comes into EXV and is tagged for SRK.
- Job goes through recognition, or transcoding and, in the process, the wave file is copied to the EXS storage area (dictator folder) in its original encoding format.
- Job completes processing on EXS and is tagged with the RNZ flag.
- Job gets signed off by a transcriptionist on EXV.
- EXV purger script runs, and the job meets the criteria.
- A job with the RNZ flag set (but not the XSP flag set) cannot be moved to the Purged database, because EXS still needs that job record to exist in the online table for other EXS processes. However, the wave file is no longer needed on EXV. So EXV does the following:
 - ◆ Deletes the WAV file in the AudioFilePath of the job record.
 - ◆ Sets the AudioFilePath to EXTERNAL.
 - ◆ Tags the job with the EXT flag, indicating it has no audio associated with it.

- EXS purge process runs nightly, and tags jobs for fully adapted (draft + 2nd adaptation) with a flag (XSP) telling EXV that the wave file can be purged.
 - EXV purger script runs again, and this job still matches - however, now it has the RNZ and the XSP flag set, so the job record can be moved from the Online to the Offline (Purged) database.
-

PostProc INI Updates

If there is new data, this process will always run.

The CUSTOM.INI file in a dictators folder is updated during a recognition if:

- Any of the files HEADING.LST, DEPTNAME.LST or DELTA.INI files in the SITE folder (or site id subfolder) have a newer date than the CUSTOM.INI file.
 - The factory INI file (US_PP.INI) is newer than the CUSTOM.INI file.
-

TMA (Transformation Model Adaptation)

The TMA process running is controlled by the registry setting **AdaptInterval** on the REW under the **HKLM\SOFTWARE\Dictaphone ASRCORE** key.

This setting tells ASRCORE not to run TMA any more frequently than this number (X) of seconds.

TMA will run if:

- TM.VOC file is older than X seconds, and
- There are files (ASR/TXT pairs) in the user directory with times newer than the TM.VOC file

TMA will update the TM.VOC file.

LMID/AddWords/LMA

Stage 1: (LMID)

The LMID process running is controlled by the registry setting **ChooseLMInterval** on the REW under the **HKLM\SOFTWARE\Dictaphone ASRCORE** key.

This tells ASRCORE not to run LMID any more frequently than this number (X) of seconds.

LMID will run if:

- BESTLMPATH.TXT file is older than X seconds, and
- There are TXT files in the user directory with times newer than the BESTLMPATH.TXT file.

Stage 2: (Add Words)

Input: The LM file that BESTLMPATH.TXT points to.

Add words will always run if it sees .LST files that are newer than the LM file.

Does not save any data to disk, but the output is used in Stage 3 (LMA).

Stage 3: (LMA)

The LMA process running is controlled by the registry setting **AdaptInterval** on the REW under the **HKLM\SOFTWARE\Dictaphone ASRCORE** key.

This tells ASRCORE not to run LMA any more frequently than this number (X) of seconds.

LMA will run if:

- TASK.CLM file is older than X seconds, and
- There are files in the user directory with times newer than the TASK.CLM file

LMA will output out-of vocabulary words into the LMADAPT.LST file.

If Stage 1 is up to date, the decision is whether to run both Stage 2 and Stage 3, or to use the up to date Stage 3 model directly. If either Stage 2 or Stage 3 needs to be run, we run both.

Files produced and used by EXS

The recognition engine (ASRCORE) produces the following files when a recognition (.WAV) is submitted:

- .ASR
- .AST

The .TXT file is the corrected document, given to EXS by the EXT system.

WAV/TXT pairs are used for acoustic adaptation (AMA).

ASR/TXT pairs are used for transformation modeling (TMA).

AST files are unused by the product.

HARDWARE AND SOFTWARE

3

This section consists of current information that specifies the following for each of the servers in the Enterprise Speech family.

- minimum hardware and software requirements
 - ◆ Part numbers for all Dictaphone Enterprise software are on [page 3-2](#), and can also be found on [page 6-1](#) of the [System Upgrades - VER. 8.1](#) section.
- links to technical specifications for systems built by the Dictaphone Product Configuration Center (PCC), available at the following URL:

<ftp://dpc.dictaphone.com/pccbuild/>

Click on any one of the following links to see the minimum requirements for the server that is of interest to you.

- [Part Numbers, page 3-2](#)
- [Enterprise Express Voice/Speech Server, page 3-3](#)
- [Enterprise Express Text, page 3-7](#)
- [Enterprise Workstation, page 3-12](#)
- [GoMD, page 3-20](#)

Part Numbers

Part numbers for the various Enterprise servers are as follows:

- **Enterprise Workstation - EWS 81.0.3065/SDK 3.2 SP2(DVD releases)**
 - ◆ Part Number - **3300007-113** PSSDK V3.2 SP2 Software
 - ◆ Part Number - **1000062-310** EXVoice V81.0.3065 Software ONLY
- **Enterprise Express Voice - 81.0.3065 (DVD releases)**
 - ◆ Part Number - **1000062-110** EXVoice V81.0.3065 w/SQL2005 S tandard
 - ◆ Part Number - **1000062-310** EXVoice V81.0.3065 Software(Server and Client) ONLY
 - ◆ Part Number - **1000051-110** EXVoice V81.0.3065 Client Software ONLY
 - ◆ Part Number - **3300093-003** ASR Core 8.0.0.5
 - ◆ Part Number - **0139129-109** Disk 1 of 2 Dialogic V6.0 SU243 (WIN 2008 & Vista ONLY)
 - ◆ Part Number - **0139129-109** Disk 2 of 2 Dialogic V6.0 SU243 (WIN 2003 & XP ONLY)
- **Enterprise Express Text - 8.1.156.2 (DVD releases)**
 - ◆ Part Number - **1000063-111** EXText V8.1.156.2 w/SQL2005 Standard
 - ◆ Part Number - **1000063-311** EXText V8.1.156.2 Software ONLY
 - ◆ Part Number - **1000183-112** EX Editor V8.1.0.5
- **Enterprise Consolidated Server (ECS) - Build 8.1**
 - ◆ Part Number - The Enterprise Consolidated Server is a combination server that includes several Dictaphone products installed on a single platform. To upgrade an ECS requires the Enterprise Express Voice, Text, Speech, and Enterprise Workstation software. Voice, text, and EWS are installed on the same single platform, and the EXSpeech Management server on a separate platform. Upgrading each of these software components is required when doing an ECS upgrade. Software to be used is as specified above for each individual server platform.

TABLE 3-1 Compatible Software Versions*

Dictaphone Enterprise Software Compatible Versions			
EXVoice/ EXSpeech	EXS REW/ASR Core	EXText/EX Editor	EWS/SDK
81.0.3065	81.0.3065/ 8.0.0.5	8.1.156.2/ 8.1.0.5	81.0.3065/ 2.1.47/3.2 SP2

Enterprise Express Voice/Speech Server

[Figure 3-1](#) through [Figure 3-4](#) provide information on the **MINIMUM** specifications for servers/workstations in the **EXVoice** family of products.

Parameter	Combined and Stand-alone Data Server
Operating Systems (32-bit only)	Windows 2008 Server Windows 2003 Server SP2
Processor Speed	2.0 GHz Pentium 4 minimum (Voice only) 2.0 GHz or faster Pentium Xeon (Voice and Speech)
Memory (RAM)	Voice only: 512MB minimum, 1024MB or greater preferred Voice and Speech: 1024MB minimum, 2048MB or greater preferred
System Cache	1MB minimum 2MB+ preferred
Storage (HDD)	O/S and Applications: 2 –72GB SCSI HDD's RAID1 (minimum) Data: RAID5, RAID5 + hot spare preferred. Overall storage requirements are site specific and are determined by the speech user count and input types; the Sales Engineering Speech sizing tool must be utilized to determine the total storage required. Storage may be local or external (SAN, etc.)
Expansion Slots	Full length, full height PCI-X or PCI-Express slots are required for Dialogic Telephone Interface Cards for single server environments. Data Server – as needed for modem and/or RAID controller. Consult Sales Engineering
Optical	IDE DVD-ROM
Floppy Disk	N/R
Network - LAN	Dual Port Ethernet 10/100/1000 Mbps NIC, gigabit NIC preferred
Video	1024 x 768
Audio	N/A
Ports	N/A
Remote Connectivity	VPN preferred; 56K Modem if no VPN available
Database (32-bit only)	SQL2008 standard edition Supported: SQL2005 Server standard edition
Virus Protection	Symantec Endpoint V11.5 preferred Symantec Norton AntiVirus 7.0 – 10.x Supported
Remote Support	PCAnywhere 12.5 Supported: PCAnywhere 9.0 – 11.x
Power Supply	As supplied w/ server Redundant power preferred

FIGURE 3-1 EXVoice/Speech Management Server Minimum Specifications

Data Server Restrictions

None, if minimum requirements are met. Upgrades to Build 8.0 on existing installations should be reviewed by Sales Engineering first. User count may dictate additional storage requirements.

Parameter	Voice Response Server
Operating Systems (32-bit only)	Windows 2008 Server Windows 2003 Server SP2 supported
Processor Speed	600 MHz Pentium III minimum 2.0 GHz or faster Pentium Xeon preferred
Memory (RAM)	512MB Minimum 1024B or greater preferred
System Cache	512MB minimum 1MB+ preferred
Storage (HDD) (minimum)	2 – 146GB SCSI HDD's RAID1 O/S, Applications, and Data
Expansion Slots	Minimum 3 available full size PCI-X or PCI-e for all voice cards, PCI-e preferred
Optical	IDE DVD-ROM
Removable Media	none
Network - LAN	Single Port Ethernet 10/100/1000 Mbps NIC
Video	N/A
Audio	N/A
Ports	N/A
Modem	N/R
Database	N/A
Virus Protection	Symantec Endpoint V11.5 preferred Symantec Norton AntiVirus 7.0 – 10.x Supported
Power Supply	As supplied w/ server Redundant power preferred

FIGURE 3-2 EXVoice VR Server Minimum Specifications

VR Server Restrictions

None, if minimum requirements are met. Upgrades to Build 8.0 on existing installations should be reviewed by Sales Engineering first. User count may dictate additional storage requirements.

Parameter	Speech Recognition Server
Operating Systems – non virtualized (32-bit only)	Desktop: Windows 7 Windows XP Pro Vista: Enterprise, Business Server: Windows 2008 Server preferred Windows 2003 Server R2 SP2 supported
Operating Systems – virtualized (32-bit)	Virtual Software: VMware vSphere 4.0 Host O/S: Red Hat Enterprise Linux (part of VMware installation) Guest O/S: (desktop) Windows 7 Windows XP Pro Vista: Enterprise, Business Guest O/S: (server) Win 2008 Server Win 2003 Server
Operating Systems – virtualized (64-bit)	Guest O/S (desktop): none Guest O/S (server): Win 2008 Server Win 2003 Server
Processor Speed	2.4 GHz Pentium IV minimum 2.4 GHz or faster Pentium Xeon multi-core preferred (1 core per REW instance required)
Memory (RAM) – non virtualized	1GB per REW minimum
Memory (RAM) – virtualized	1GB base + 1 GB per REW minimum
REWs per Processor Core	One instance per core maximum
System Cache - non-virtualized	512MB minimum 1024MB preferred
System Cache - virtualized	1MB per processor core minimum 2MB per processor core preferred
Storage (HDD) – non virtualized	1 – 40GB IDE HDD no RAID minimum (desktop only) 2 – 36/80GB SCSI/SATA HDD's RAID1 O/S, Applications and Data (server)
Storage (HDD) – virtualized	2 – 36/80GB SCSI HDD's RAID1 Host O/S + Base System 22.5 GB per Virtual REW in RAID5 Guest O/S, Applications and Data
Expansion Slots	A/R by RAID Controller requirements
Optical	IDE DVD ROM
Network LAN – non virtualized	Single Port Ethernet 10/100/1000 Mbps NIC
Network LAN – virtualized	Maximum Four REW Instances per Gigabit NIC port
Video, Audio, Ports	N/A
Database, Modem	N/A
Virus Protection	Symantec Endpoint V11.5 preferred Symantec Norton AntiVirus 7.0 – 10.x Supported
Power Supply	As supplied w/ server Redundant power preferred

FIGURE 3-3 Speech Recognition Server

Speech Recognition Server Restrictions

None, if minimum requirements are met. Upgrades to Build 8.0 on existing installations should be reviewed by Sales Engineering first. Customers already on V5.2 will most likely not require additional REWs unless they increase their speech volume. Sales Engineering will determine the additional REW requirement for customers upgrading from pre-V5.2 versions. The sizing tool must be utilized to determine actual recognition server requirements.

Parameter	Client Hardware
Operating Systems (32-bit)	Windows 7 Windows Vista: <ul style="list-style-type: none"> • Business • Ultimate • Home Basic • Home Premium Windows XP Home/Professional
Operating Systems (64-bit)	Windows 7 Windows Vista: <ul style="list-style-type: none"> • Business • Ultimate • Home Basic • Home Premium Windows XP Home/Professional
Processor Speed Microsoft Word	1.0 GHz or greater Pentium III 2.0 GHz or faster 32 or 64-bit Core 2 Duo or later preferred 64-bit required if running a 64-bit operating system 2000, 2002 (XP), 2003, 2007
Memory (RAM)	512MB or Greater 4GB preferred
Storage (HDD)	500MB Free
Optical	DVD-ROM
Network Throughput	200 kbps effective throughput end-to-end
Network Adapter	Ethernet 10/100, gigabit NIC preferred, modem not supported
Video	17" monitor with 1024x768 resolution at 256 colors
Audio	Dedicated PCI 24-bit Soundblaster Audigy SE preferred Embedded audio requires customer evaluation
Digital Portables	Olympus DS5000: 32-bit Win 7, XP & Vista 64-bit Win 7, XP & Vista Olympus DS4000: 32-bit Win 7, XP & Vista DS3000: 32-bit Win 7, XP & Vista
Browser	N/A
Foot Control	P/N 6000007 (RJ11) and 5000077 (Infinity USB) supported Joystick input not supported with Vista
Antivirus	NAV V10.0 only version tested Symantec Endpoint V11.5 incompatible w/ CC 1.6 (text)

FIGURE 3-4 EXVoice Client Workstation Minimum Specifications

Voice Client Hardware Restrictions

None, if minimum requirements are met. Hardware at existing installations should be reviewed by Sales Engineering prior to upgrading to Build 8.0.

Check Third Party Software Compatibility Before Installation

Review the Third Party Software Compatibility Matrix to ensure that the third party software meets system requirements. The Compatibility Matrix is available on the Service portal at the following link:

[Third Party Software Compatibility Matrix](#)

Enterprise Express Text

[Figure 3-5](#), through [Figure 3-8](#) provide information on the **MINIMUM** hardware specifications for servers in the **EXText** family of products.

Parameter	Data Server
Operating Systems (32-bit only)	Windows 2008 Server Windows 2003 Server SP2 supported
Processor Speed	2.3 GHz Pentium 4 minimum 2.0 GHz or faster Pentium Xeon preferred
Memory (RAM)	512MB Minimum 1024B or greater preferred. Additional RAM improves performance
System Cache	1MB minimum 2MB+ preferred
Microsoft Word	Word 2003, Word 2007
Expansion Slots	Data Server – as needed for Modem and/or RAID controller
Storage (HDD)	2 - 72GB SCSI HDD's RAID1 O/S and Applications 3 - 146.8GB SCSI HDD's RAID5 Data, hot spare recommended
Optical	IDE DVD-ROM
Floppy Disk	N/R
Network - LAN	Dual Port Ethernet 10/100/1000 Mbps NIC, gigabit NIC preferred
Video	1024 x 768
Audio	N/A
Ports	N/A
Remote Connectivity	VPN preferred; 56K Modem if no VPN available
Database (32-bit only)	SQL2008 standard edition Supported: SQL2005 Server standard edition
Virus Protection	Symantec Endpoint V11.5 preferred Symantec Norton AntiVirus 7.0 – 10.x Supported
Remote Support	PCAnywhere 12.5 Supported: PCAnywhere 9.0 – 11.x
Power Supply	As supplied w/ server Redundant power preferred

FIGURE 3-5 EXText Data Server Minimum Specifications

Data Server Restrictions

None, if minimum requirements are met. Upgrades to Build 7 on existing installations should be reviewed by Sales Engineering first.

Parameter	Gateway Server	Print Server
Operating Systems (32-bit)	Windows 2008 Server Windows 2003 Server SP2 supported	Windows 2008 Server Windows 2003 Server SP2 supported
Processor Speed	2.0 GHz Pentium IV minimum 3.0 GHz or faster Pentium Xeon preferred	2.0 GHz Pentium IV minimum 3.0 GHz or faster Pentium Xeon preferred
Memory (RAM)	512MB Minimum 1024B or greater preferred	512MB Minimum 1024B or greater preferred
System Cache	1MB minimum 2MB preferred	1MB minimum 2MB preferred
Storage (HDD)	2 - 36GB HDD minimum RAID1 2 - 72GB+ SCSI or SATA HDD's RAID1 preferred	2 - 36GB HDD minimum RAID1 2 - 72GB+ SCSI or SATA HDD's RAID1 preferred
Expansion Slots	One PCI-X for modem	One PCI-X for modem (no fax card) One additional PCI-X slot required for each 4-port fax card
Optical	IDE DVD-ROM	IDE DVD-ROM
Removable Media	N/R	N/R
Network - LAN	Dual Port Ethernet 10/100/1000 Mbps Gigabit NIC preferred	Dual Port Ethernet 10/100/1000 Mbps Gigabit NIC preferred
Video	1024 x 768	1024 x 768
Audio	N/A	N/A
Ports	N/A	N/A
Remote Connectivity	VPN preferred; 56K Modem if no VPN available	VPN preferred; 56K Modem if no VPN available
Database (if required)	SQL2008 Express SQL2005 Express	N/R
Microsoft Word	Word 2003, Word 2007	Word 2003, Word 2007
Virus Protection	Symantec Endpoint V11.5 preferred Symantec Norton AntiVirus 7.0 – 10.x Supported	Symantec Endpoint V11.5 preferred Symantec Norton AntiVirus 7.0 – 10.x Supported
Remote Support	PCAnywhere 12.5 Supported: PCAnywhere 9.0 – 11.x	PCAnywhere 12.5 Supported: PCAnywhere 9.0 – 11.x
Power Supply	As supplied w/ server Redundant power preferred	As supplied w/ server Redundant power preferred

FIGURE 3-6 EXText Gateway/Print Server Minimum Specifications

Gateway and Print Server Restrictions

None, if minimum requirements are met. Hardware at existing installations should be reviewed by Sales Engineering prior to upgrading to Build 8.1.

Word generated fax cover sheets are not supported. Only HTML cover sheets may be used.

Parameter	Client Hardware/Software without EX Editor
Correction Client 1.6	Win2K & XP SP3 Word 2000, Word 2002, Word 2003
Word Client	Win2K & XP Word 2000, Word 2002, Word 2003 No student/teacher versions are supported
Remaining Client Suite	Windows 7 (32-bit and 64-bit) XP & Vista (32-bit and 64-bit) Word 2000, Word 2002, Word 2003, Word 2007 No student/teacher versions are supported
Processor Speed	1.0 GHz or greater Pentium III 2.0 GHz or faster 32 or 64-bit Core 2 Duo or later preferred 64-bit required if running a 64-bit operating system
Memory (RAM)	256MB Minimum 4GB preferred 1GB + required for Vista
Storage (HDD)	500MB Free
Optical	CD-ROM, DVD-ROM preferred
Browser	IE 6.0 SP1 or IE 7, IE 8 not supported
Network Throughput	200 kbps effective through put end-to-end
Network Adapter	Ethernet 10/100, gigabit NIC preferred, modem not supported
Video	17" monitor with 1024x768 resolution at 256 colors
Audio	Dedicated PCI 24-bit Soundblaster Audigy SE preferred Embedded audio requires customer evaluation
Antivirus	Required Symantec Endpoint 11.5 not supported for CC v1.6 EXE and Endpoint 11.5 compatibility under evaluation
Foot Control	P/N 6000007 (RJ11) and 5000077 (Infinity USB) supported Joystick input not supported with Vista

FIGURE 3-7 EXText Client Hardware Minimum Specifications (NO EX Editor Installed Minimums)

EXText Client Hardware Restrictions

None, if minimum requirements are met. Hardware at existing installations should be reviewed by Sales Engineering prior to upgrading to Build 8.1.



IMPORTANT

*Customer environments that are using Enterprise Editor should **use Microsoft® Word 2003 or Word 2007 ONLY**. This applies to all transcription client applications that transcribe on a single Enterprise Speech System. Customers should not use Microsoft® Word 2002 or Word 2000 to avoid potential compatibility issues with documents. Specifically, these versions of Microsoft® Word do not support XML tags. Therefore, transcriptionists that use Microsoft® Word 2000 or 2002 and edit documents created from Enterprise Editor will introduce unwanted XML symbols into documents.*

Parameter	EXE Client Hardware/Software with EX Editor
Operating Systems (32-bit and 64-bit)	Windows 7 Windows XP (SP2 w/hot fixes or SP3) Home/Professional Windows Vista (SP1) any version
Processor Speed	2.0 GHz Pentium 4 or greater
Microsoft Word	2003 SP3 w/latest hot fixes (stand-alone or professional edition only) no office live update or 2007 SP2 (any edition) No student/teacher versions are supported
Memory (RAM)	1GB required for XP, 2GB preferred 2GB required for Vista 4GB preferred
Storage (HDD)	4GB Free
Optical	DVD-ROM (if installing via DVD)
Network Throughput	512 kbps effective throughput end-to-end
Network Adapter	Ethernet 10/100/1000, modem not supported
Video	17" monitor with 1024x768 resolution at 256 colors
Audio	Dedicated PCI 24-bit Soundblaster Audigy SE preferred Embedded audio requires customer evaluation
Antivirus (required)	Symantec Endpoint 11.5 not supported for CC v1.6 EXE and Endpoint 11.5 compatibility under evaluation

FIGURE 3-8 EXText Client Hardware Minimum Specifications (EX Editor Installed Minimums)

EXText Client Hardware Restrictions

None, if minimum requirements are met. Hardware at existing installations should be reviewed by Sales Engineering prior to upgrading to Build 8.1.

Check Third Party Software Service Pack Levels Before Installation

Review the Third Party Software Compatibility Matrix to ensure that the third party software meets system requirements. The Compatibility Matrix is available on the Service portal at the following link:

[Third Party Software Compatibility Matrix](#)

Enterprise Workstation

[Figure 3-9](#), [Figure 3-10](#), and [Figure 3-14](#) provide information on the **MINIMUM** hardware specifications for servers in the **EWS** family of products.

Parameter	Web Server
Operating Systems (32-bit only)	Win 2008 Server Win 2003 Server R2/SP2 Win 2003 Server SP2
Processor Speed	2.0 GHz Pentium 4 minimum 3.0 GHz or faster Pentium Xeon preferred
Memory (RAM)	2GB Minimum 4GB preferred
System Cache	1MB minimum 2MB+ preferred
Storage (HDD)	2 – 72GB SCSI HDD's RAID1 O/S and Applications 3 – 72GB SCSI HDD's RAID5 Data - Hot Spare Recommended
Expansion Slots	N/A
Optical	CD-ROM minimum
Floppy Disk	N/R
Network - LAN	Dual Port Ethernet 10/100/1000 Mbps NIC
Video	1024 x 768
Audio	N/A
Ports	Minimum one USB 1.1
Modem	N/A
Database (32-bit only)	Preferred: SQL 2008 Standard Edition Supported: SQL 2005 Server Standard Edition
Virus Protection	Symantec Endpoint V11.5 preferred Symantec Norton AntiVirus 7.0 – 10.x Supported
Remote Support	PCAnywhere 12.5 Supported: PCAnywhere 9.0 – 11.x
Power Supply	As supplied w/ server Redundant power preferred

FIGURE 3-9 EWS Data Server Minimum Specifications

Parameter	Recognition Server
Operating Systems (32-bit only)	Win 2008 Server Win 2003 Server SP2 Win 2003 Server R2/SP2
Processor Speed	Pentium IV, 2.4 GHz minimum 2.0 GHz or faster Pentium Xeon preferred
Memory (RAM)	1GB minimum, 2GB or greater preferred
System Cache	1MB minimum 2MB+ preferred
Storage (HDD)	2 – 36GB SCSI or SATA HDD's RAID1 O/S and Applications
Expansion Slots	Minimum one available full height, full length PCI-X or PCI-ex
Optical	DVD-ROM
Floppy Disk	N/R
Network - LAN	Dual Port Ethernet 10/100/1000 gigabit NIC preferred
Video	1024 x 768
Audio	N/A
Ports	N/A
Modem	N/A
Virus Protection	Symantec Endpoint V11.5 preferred Symantec Norton AntiVirus 7.0 – 10.x Supported
Remote Support	PCAnywhere 12.5 Supported: PCAnywhere 9.0 – 12.x
Power Supply	As supplied w/ server Redundant power preferred

FIGURE 3-10 EWS Recognition Server Minimum Specifications

Check Third Party Software Service Pack Levels Before Installation

Review the Third Party Software Compatibility Matrix to ensure that the third party software meets system requirements. The Compatibility Matrix is available on the Service portal at the following link:

[Third Party Software Compatibility Matrix](#)

Hardware and Software Recommendations

These recommendations outline the basic requirements for placing Enterprise Workstation 8.0 (EWS) into a customer's environment. This is a guideline only; there may be additional circumstances that might be a cause for concern in a particular location's unique environment. All questions should be directed towards the Nuance Help Desk. The information provided in this document assumes that EWS 8.0 is being used; DO NOT use this document if an older version of EWS is being used (in this latter case, refer to Section 3 of Service Manual PN [889566](#)).

These recommendations have 3 unique subparts, as follows:

- [Environmental Considerations, page 3-14](#)- discusses basic networking needs and requirements.
- [EWS Web Server Configuration, page 3-17](#)- discusses requirements that are specific to the Enterprise Workstation (EWS) Web Server.
- [Client Workstation Configuration, page 3-18](#)- discusses basic recommendations and settings for client workstations that will be running EWS.

Environmental Considerations

Sales and Sales Engineering would typically provide any required information on basic environmental needs and network considerations, depending on the specific implementation. Additional items on specific requirements are included here.

1. **Port Usage.** A table has been included below, showing the necessary TCP/IP (ncacn_ip_tcp) ports used by EWS. The table includes information on all versions of EWS, as a point of comparison.

Port	Description	Ver 1.1X	Ver 1.2	Ver 1.3	Ver 1.5	Ver 2.0 and above
80	HTTP	X	X	X	X	X
80	Tomcat SOAP					X
443	SSL (Default)	X	X	X	X	X
752	PS SDK*			X	X	X
8080	Tomcat SOAP			X	X	
1433	SQL			X	X	X

FIGURE 3-11 Port Usage Considerations

Explanations

- Port 80 – HTTP – needed for web server access.
 - Port 443 – SSL – needed only if SSL is used to access the EWS Web server. Port 443 by default, but could be another port (configurable).
 - Port 752 – SDK – port that needs to be open between the EWS recognition server and Web server.
 - Port 8080 – Tomcat SOAP – used by the PowerScribe SDK. No longer needed in EWS 2.0.
 - Port 1433 – standard access into SQL – needed between the EWS web server and EXVoice, or if the SDK SQL instance is on a separate server than the EWS Web Server.
2. **Mixed Mode Security and SSL.** EWS 8.0 does support mixed-mode security. All workstations can connect to the EWS Web Server using either security mode - either with a security certificate (https) or without (http). The web server must be configured so that users can connect either with or without a security certificate. The customer retains overall responsibility for the purchase, installation, and

periodic renewal of the security certificate on the web server. However, installation of the certificate must be coordinated with Nuance. The SSL certificate must be installed by the customer into IIS prior to the installation of EWS. The customer must also provide the Client Authentication Certificate file (a file with a filename extension of .cer) to Nuance Service, for importing of the certificate into Java..

3. **Network Security.** The customer is responsible for providing appropriate network security through the physical network. In a typical installation, the EWS Web Server would typically reside in a facility's network room, and the client workstation would reside on the same LAN. If the EWS client workstation will be remotely located, and connect across either a WAN or the Internet, there should be additional security provided to protect confidential patient information. The preferred solution for providing remote network access with encryption is via VPN.
4. **Anti-Virus Software Settings.** A Nuance-provided EWS Web Server is shipped with Symantec Endpoint Protection already installed. A customer might provide their own server, or choose to use their own Anti-Virus software on a Nuance-provided server. Regardless of the brand of anti-virus software, file and directory exclusions must be configured, on both the Web Servers and on a Client Workstation that is running EWS software. The exclusions are similar for both server and workstation, so both are described here. Real-Time File System Protection can be enabled, but only if all appropriate exclusions are set.

- a. The following 43 file extensions must be excluded on the EWS Web Server, recognition server, and all client workstations:

ADP, AST, BAS, BD, CMP, CZP, DAT, DIC, DIK, DOC, DVC, DWC, ENH, FAC, GRM, GSB, IND, INI, LAN, LDF, LOG, LST, MDF, MXL, NVC, PAR, PER, PVC, REC, RTF, RWR, SIG, SVC, TRC, TRD, TRU, TXT, USR, VTD, VOC, WAV, WRP, and XML

- b. On the EWS Web Server, the **PscribeSDK_Data** folder must be excluded from scanning. On a typical installation, this folder is located on the F: drive, but may be elsewhere.
- c. On the EWS Web Server, the **C:\Dictaphone\Tomcat\Webapps\EXV** folder should be excluded from scanning.
- d. On each client workstation, the following folders (and all sub-folders) should be excluded:

C:\Documents and Settings\ (You can exclude only the following file types from the TEMP folder if your Anti Virus software allows you to do so: EXV*.tmp, DWC*.tmp, EXVWave*.tmp, *.DWC, *.DOC.)

C:\Documents and Settings

C:\Documents and Settings

C:\Documents and Settings

C:\Documents and Settings\All Users\Application Data\Nuance

C:\Program Files\Dictaphone\Dictaphone EWS Client

C:\Program Files\Nuance

where **<User>** is the user logged into the operating system. There might be a necessity to exclude multiple directories, if multiple users log into the workstation. It is also recommended to exclude this same directory on the

EWS Web Server, to prevent any interference when functionality tests occur on the server by Nuance Service.



*In Windows Vista, the **C:\Documents and Settings** folder is replaced with the **C:\Users** directory.*

5. **Network Bandwidth.** The EWS client application is not designed to function with a low bandwidth or very slow network connection. Routing delays can also contribute significantly to degradation of performance. Remote access via dial-up modem is not supported. There is no minimum bandwidth below which EWS will not function. However, an absolute minimum of 1 Mbps effective throughput end-to-end is recommended, below this threshold the latency experienced by end users becomes intolerable. For maximum efficiency and functionality, 3Mbps+ is preferred. It is critical to understand the impact of bandwidth to product use, so that appropriate expectations can be set.

For detailed information on network bandwidth and how it impacts EWS, refer to **Nuance iSupport Solution 13844**.

Broadband connections are asynchronous, in that the connection uses different data transfer speeds for upload and download. For DSL and cable modem, the download connection is always the quickest. So, for example, if a customer has a 784K DSL connection - that is the download speed. The upload speed would be a small fraction of that value. When an EWS user creates a dictation, it is the UPLOAD speed that determines how quickly the job can be moved from the EWS Client Workstation to the EWS Web Server.

- a. **ESIG-only users** – There is no need to download large language models or upload recorded audio for ESIG-only users, so users may obtain effective response and usage at lower bandwidths. On initial login, or during a major software update, there may be an initial delay for download of supporting application data, but during normal usage the amount of network traffic is negligible.
- b. **Dictation-only users** – Audio files are created on the EWS Client Workstation, then uploaded to the EWS Web Server when completed. The files created are approximately 500K (1/2 megabyte) per minute of recorded dictation. [Figure 3-12](#) contains information on how long, typically, it would take a one minute dictation job to be uploaded to the Web Server. For dictations of different length, or connections of different speed, these values should be adjusted accordingly.

300 Kbit/s (low end DSL)	500 Kbit/s (High end DSL or Cable)	T1
16 seconds	10 seconds	3 seconds

FIGURE 3-12 Time for 1-Minute Dictation-Only File to Upload to EWS Server

- c. **Self-edit (local speech recognition) users** – Audio is captured at a much higher rate than normal dictation, resulting in larger files. This audio is approximately 1.5 MB per minute of recorded dictation. [Figure 3-13](#) contains information on how long, typically, it would take a one minute dictation job to

be uploaded to the Web Server. For dictations of different length, or connections of different speed, these values should be adjusted accordingly.

300 Kbit/s (low end DSL)	500 Kbit/s (High end DSL or Cable)	T1
48 seconds	30 seconds	9 seconds

FIGURE 3-13 Time for 1-Minute (Self-edit) Dictation to Upload to EWS Server

EWS Web Server Configuration

Information on the EWS Web Server is provided here, particularly for those cases where the customer is providing the hardware for the server (an unbundled configuration). The basic hardware requirements are dependent on usage and licenses, and consequently can vary significantly. Nuance Sales Engineering should be consulted on new installations, to ensure that the appropriate hardware configuration is used.

Additional information on specific items, beyond basic server hardware/server configuration, is being provided here.

1. 64-bit operating systems are not supported.
2. 32-bit Windows Server 2008 is currently supported.
3. 32-bit SQL Server 2008 is currently supported.
4. Nuance Service requires full local administrative rights on each EWS Server, to install, service, and maintain the servers.
5. Access to the SQL Administrator is required when installing, upgrading, or migrating the EWS server application.
6. The EWS Web Server requires the installation of IIS 5.0 or above, including WebDAV Publishing.
7. Microsoft DirectX 9.0c or greater is required on both the EWS Web Server and recognition server, for the purposes of installing the software.
8. The .Net Framework 2.0 or higher is required on the EWS recognition server.
9. Refer to Nuance iSupport Solution 12300 to determine which Microsoft Security Bulletins impact Nuance equipment.

Client Workstation Configuration

The following information on configurations assumes that EWS 8.0 and PSSDK 3.1.x is installed. If your configuration is using PSSDK 2.1.x, then the configuration requirements would correspond to the same requirements as EWS 3.0, as described in Nuance iSupport article Solution 12205.

Parameter	EWS Client Hardware
Operating Systems	EWS Build 8.1 (PSSDK 3.2) esig, PC Dictate, Self-edit Windows XP (32-bit only) Vista Enterprise, Business, Home Edition (32-bit only) Windows 7 (32 and 64-bit)
Processor Speed	2.0 GHz or greater Pentium IV minimum 2.0 GHz or greater Duo preferred
Microsoft Word (Student and academic versions not supported)	Esig, PC Dictate, Self-edit Word 2000, Word XP, Word 2003, Word 2007 Note: operating system constraints from above apply
Memory (RAM)	Windows 7 – 1GB minimum, 2GB+ preferred XP – 1GB minimum, 2GB+ preferred Vista or Self edit – 1GB minimum, 2GB strongly recommended 2GB+ preferred
Browser	IE 6.0 SP1, IE 7, IE 8 (32 and 64-bit)
Storage (HDD)	40GB HDD Minimum
Optical	DVD-ROM
Network Throughput	Minimum 1 Mbps effective throughput end-to-end recommended, 3Mbps + preferred
Network Adapter	Ethernet 10/100, gigabit preferred, modem not supported
Audio	Embedded audio supported Powermic playback supported
Video	17" monitor with 1024x768 resolution at 256 colors
Supported Powermics	USB Powermic I , USB Powermic II
Antivirus	Required

FIGURE 3-14 EWS Client Workstation Minimum Hardware Specifications

Dictaphone Supported PowerMics

Only a Nuance USB Powermic (scanner or non-scanner) can be used for dictation. No other Nuance microphones or non-Nuance microphones will function with EWS. Following, is a table of information of Powermics that are compatible with EWS 8.0.

Nuance PN	Model Number	Type	Vendor PN	Date of Release
0331040-004	OPSHM01-005	Scanner	9372-00402-210	10/08/2004
0331039-004	OPSHM02-005	Non-scanner	9372-00495-009	10/08/2004
0331040-005	OPSHM01-005	Scanner	9372-00402-210	11/24/2004
0331039-005	OPSHM02-005	Non-scanner	9372-00402-009	11/24/2004



Earlier versions of the Dictaphone USB PowerMic have earlier versions of firmware. As always, Dictaphone continues to make improvements to its entire product line. If any problems are being experienced with earlier models of USB Powermics, Dictaphone support should be consulted.

10. Barcodes can only be scanned using the barcode scanning functionality built into the Dictaphone USB Powermic. No other 3rd party scanning devices can be used. The Dictaphone USB Powermic can read code 39 (3 of 9) barcode formats only.

Device	EWS 2.0	EWS 3.0	EWS 7.5 and above
USB Powermic	Yes	Yes	Yes
USB Powermic II	No	Yes	Yes

11. Laptop computers are fully supported, as long as they meet the basic minimum hardware and software requirements.

GoMD

[Figure 3-15](#) provides information on the **MINIMUM** hardware specifications for the GoMD server.

Parameter	GoMD Server
Operating Systems	Windows 2000 Server SP4 supported Windows 2003 Server SP1 preferred
Processor Speed	1.13G Hz Pentium III minimum
Memory (RAM)	512MB Minimum
System Cache	512MB minimum
Storage (HDD)	2 – 36.4GB SCSI HDD's RAID1 O/S, Applications, and Data
Optical	IDE CD-ROM
Network - LAN	Single Port Ethernet 10/100/1000 Mbps NIC
Power Supply	As supplied w/ server Redundant power preferred
Power Protection	Uninterruptible Power Supply

FIGURE 3-15 GoMD Web Server Minimum Hardware Specifications

Check Third Party Software Service Pack Levels Before Installation

Review the Third Party Software Compatibility Matrix to ensure that the third party software meets system requirements. The Compatibility Matrix is available on the Service portal at the following link:

[Third Party Software Compatibility Matrix](#)

BASIC WINDOWS 2008 & SQL 2008 INSTALLATION

4

Table of Contents

Windows Server 2008 Installation	4-3
Installing Windows Server 2008	4-3
Windows 2008 Configuration	4-8
Provide Computer Information	4-8
Update This Server	4-8
Personalize Windows 2008	4-13
Disable Windows Shutdown Event Tracker	4-16
Select Classic Start Menu	4-16
Place Computer Management in the All Users Startup Group	4-17
Write Disk Signature	4-17
Complete Drive Setup	4-18
Configure Windows Explorer	4-18
Configure Event Viewer	4-20
Change Swap File Location	4-21
Install MS SQL Server 2008	4-24
Before You Begin	4-24
SQL 2008 Installation	4-24
Install SQL 2008 Service Pack 1	4-37
Confirm SQL Installation	4-42
Configure SQL Server 2008	4-43
Update vnsrvr.exe for SQL Server 2008 R2	4-47
Install Dialogic Voice Card	4-48
Launch the Dialogic Configuration Manager (DCM)	4-51
Test the Dialogic Card	4-52
Symantec AntiVirus Installation	4-54
Installing Symantec Endpoint Version 11	4-54
Configure Symantec Endpoint	4-58
Enterprise Express Voice/Speech AV Exclusions	4-60
Enterprise Workstation AV Exclusions	4-61
Enterprise Express Text AV Exclusions	4-61
Symantec pcAnywhere Installation	4-65
Dictaphone Remote Diagnostics	4-69
SQL 2008 Upgrades for Build 8 Enterprise System	4-70
3 Methods for the SQL 2008 Upgrade	4-70

- Method One (Single Server Upgrade) 4-70
- Method Two (2-Server Upgrade). 4-70
- Method Three (3-Server Upgrade). 4-71
- Preparing to Upgrade From SQL 2000/2005 to SQL 2008 (1-Server Method) 4-71
- Check the Integrity of the SQL Databases 4-72
- Backup the SQL Databases. 4-74
- Upgrading SQL Server to 2008 4-76
- Configure SQL 2008. 4-86
- Check Explorer Configuration and Presence of Jobs 4-89
- Preparing to Upgrade From Version 2000/2005 to SQL 2008 (2-Server Method) .
4-91
 - Prepare the Production Server for the Upgrade Process 4-91
 - Prepare the Second/New Server for the Upgrade Process 4-91**
 - Upgrade the New Server to SQL 2008 4-92
- Preparing to Upgrade From Version 2000/2005 to 2008 (3-Server Method). . 4-94

Windows Server 2008 Installation

You may be using **HP SmartStart** to install this operating system and accomplish the basic configuration of hard drives, etc. SmartStart is fully documented in the materials accompanying that software, and that documentation will suffice for integration of SmartStart into the procedures shown here.

Before you go on site to begin the installation, ensure that you have **Service Pack 2 for Windows Server 2008** available. It is available from the Microsoft web site and can be obtained by clicking [Windows 2008 Service Pack 2](#).



IMPORTANT

Should you encounter issues while installing/upgrading to this operating system, please share them with Technical Services so that they may benefit the entire service organization.

Installing Windows Server 2008

This procedure was developed under the premise that an **EXVoice** Data server was being installed.

Minor differences may apply if you are installing a different type (e.g. EXText, EXSpeech, etc.) server. Those differences which impact the operation of the Dictaphone software are addressed in the [Software Installation](#) section, which has a separate software install section for each type of Enterprise software.

1. Insert the Windows 2008 DVD into the CD/DVD Drive.



2. When the initial splash screen is displayed, select correct options and click **Next**.

3. Click **Install now**, and when the Product key dialog is displayed, enter the Microsoft Product Key and then, click **Next**.
4. The dialog shown in [Figure 4-4](#) will be displayed.

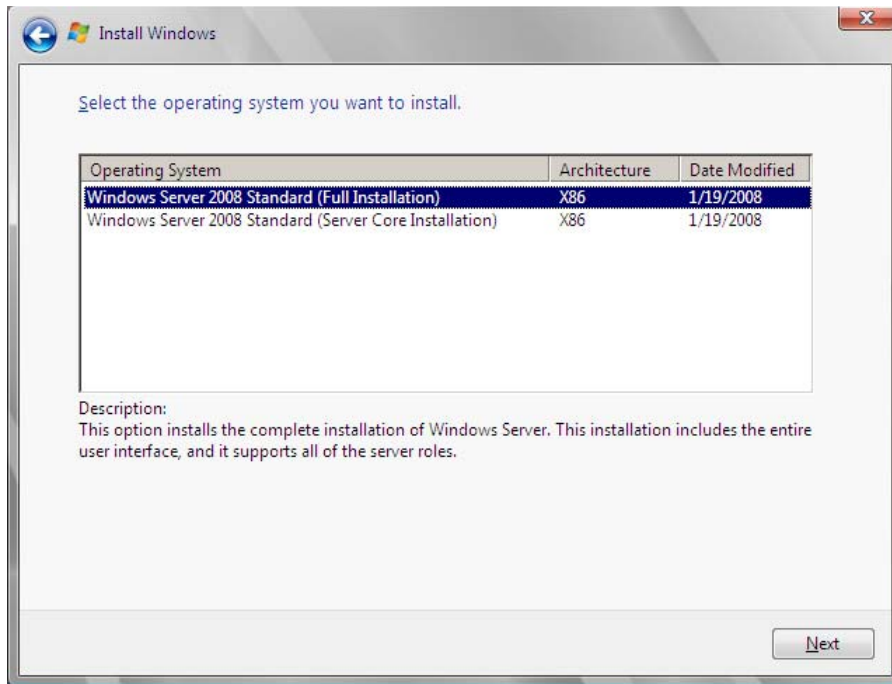


FIGURE 4-1 Select OS Dialog

5. Select the **Full Installation** OS, and then, click **Next**.
6. When the **Microsoft License** terms are displayed, place a check in the **I accept the license terms** check box.
7. Click Next to display [Figure 4-2](#).

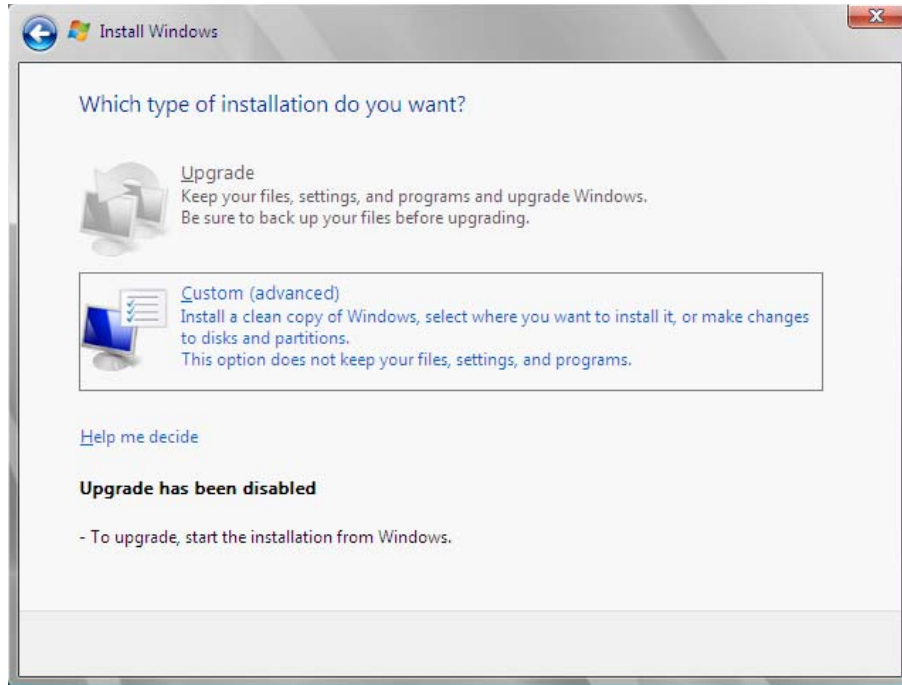


FIGURE 4-2 Type of Installation Dialog

8. Click **Custom (advanced)** and [Figure 4-3](#) will be displayed.

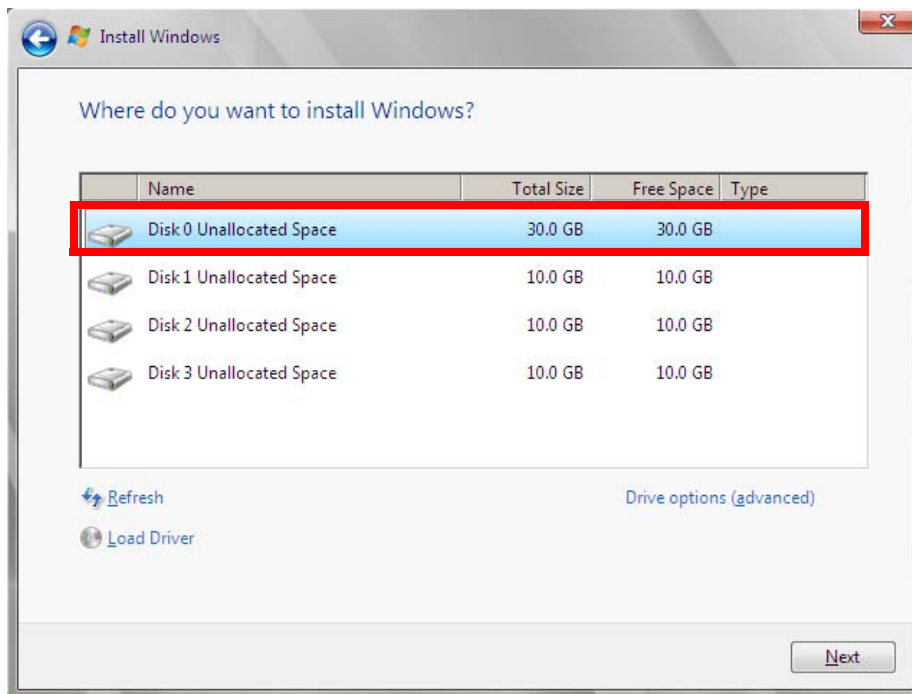


FIGURE 4-3 Where to Install Dialog

9. Select the **Disk 0 Unallocated Space** choice, and then, click **Next** to continue.

Files will be copied and the dialog shown in [Figure 4-4](#) will be displayed on the screen as the installation of Windows Server 2008 begins.

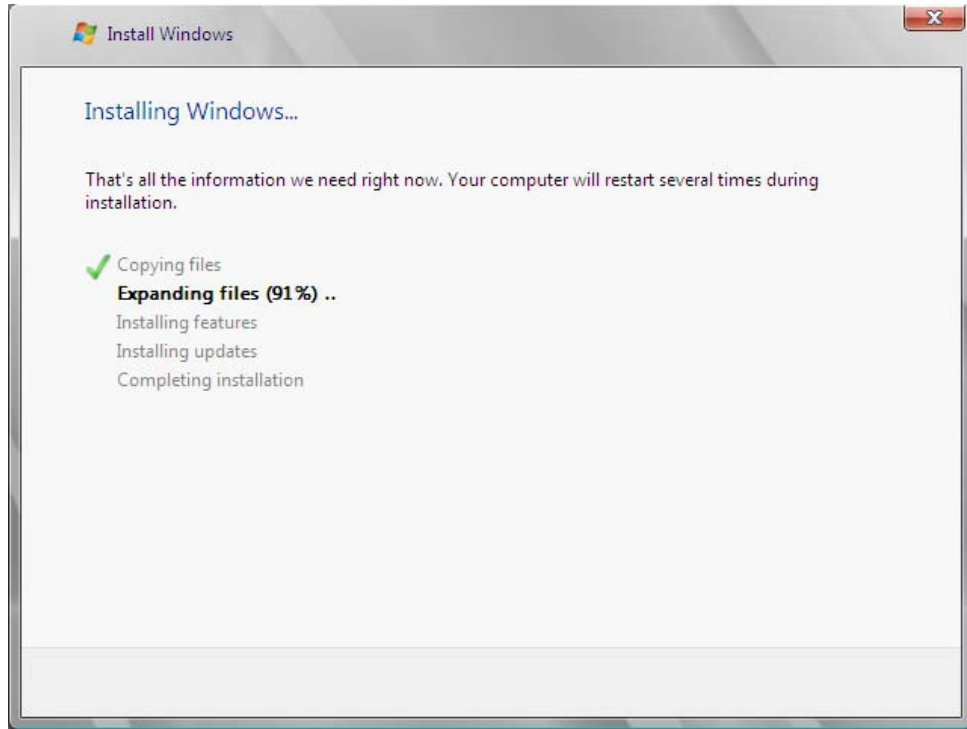


FIGURE 4-4 Windows 2008 Installation Dialog

Near the completion of the installation, the dialog shown in [Figure 4-5](#) will be displayed.

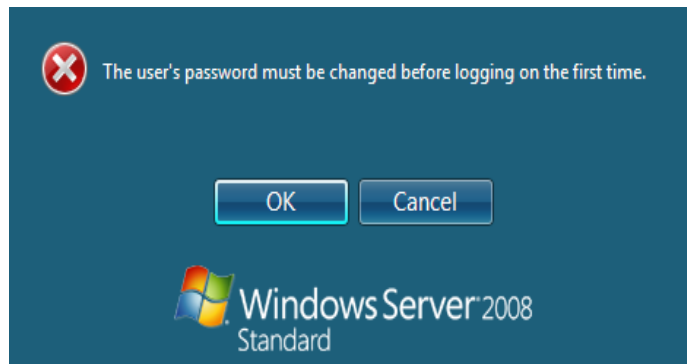


FIGURE 4-5 Installation Password Dialog

10. Click **OK** and [Figure 4-6](#) will be displayed.

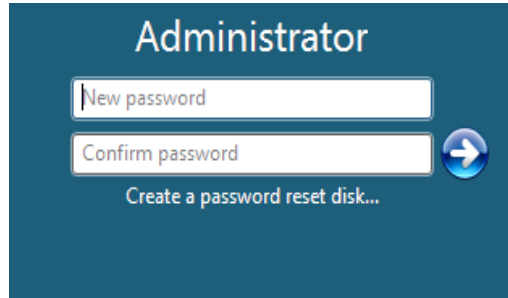


FIGURE 4-6 New Password Dialog

11. Enter the new **Administrator** password, as follows:
 - dictaxxxx - where xxxx represents the last 4 serial number alphanumeric characters of the server being installed
12. Click **OK** after password is validated, and shortly, a dialog similar to that shown in [Figure 4-7](#) will be displayed.

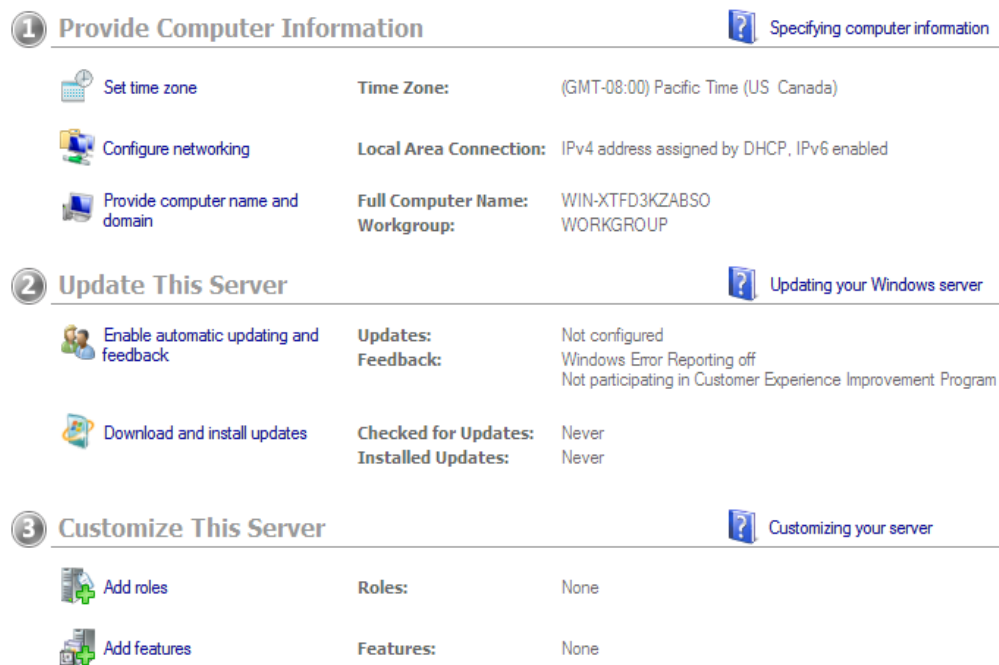


FIGURE 4-7 Initial Configuration Dialog

Windows 2008 Configuration

Using the [Figure 4-7](#) dialog as a guide, do the following, as appropriate for the customer:

Provide Computer Information

1. Set time zone
 2. Configure networking
 3. Provide computer name and domain
-

Update This Server

1. Click **Enable automatic updating.....** and [Figure 4-8](#) will be displayed.

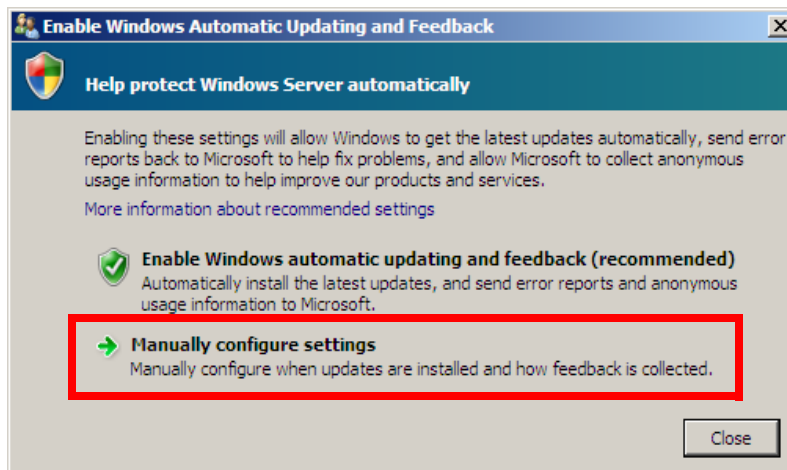


FIGURE 4-8 Automatic Updating Dialog

2. Click **Manually configure settings** and [Figure 4-9](#) will be displayed.

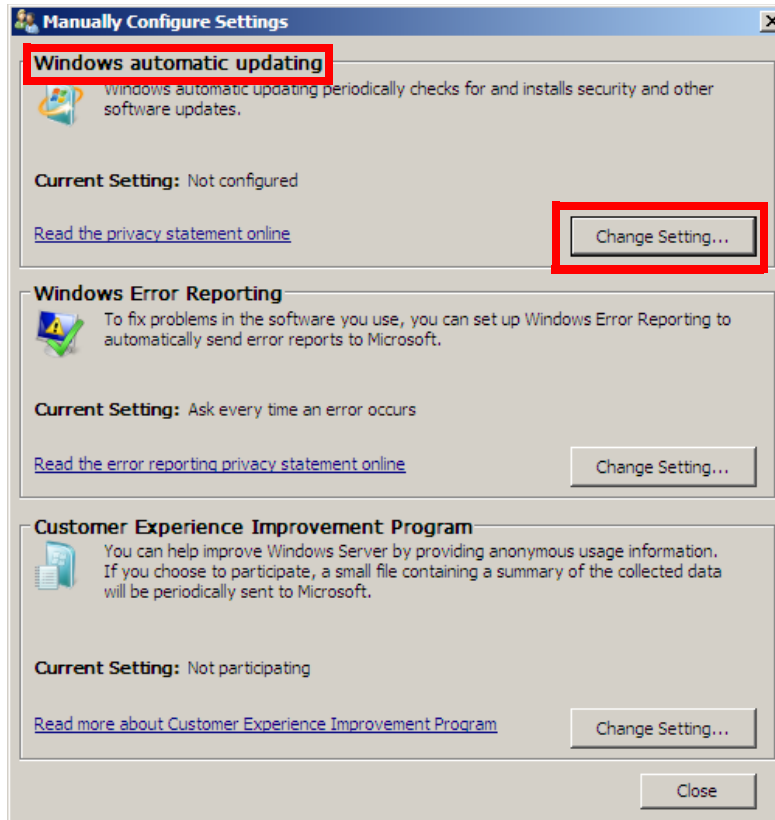


FIGURE 4-9 Manually Configure Settings Dialog

3. Click **Change Setting** under **Windows automatic updating**, and [Figure 4-10](#) will be displayed.

Choose how Windows can install updates

When your computer is online, Windows can automatically check for important updates and install them using these settings. When new updates are available, you can also install them before shutting down the computer.

Understanding Windows automatic updating

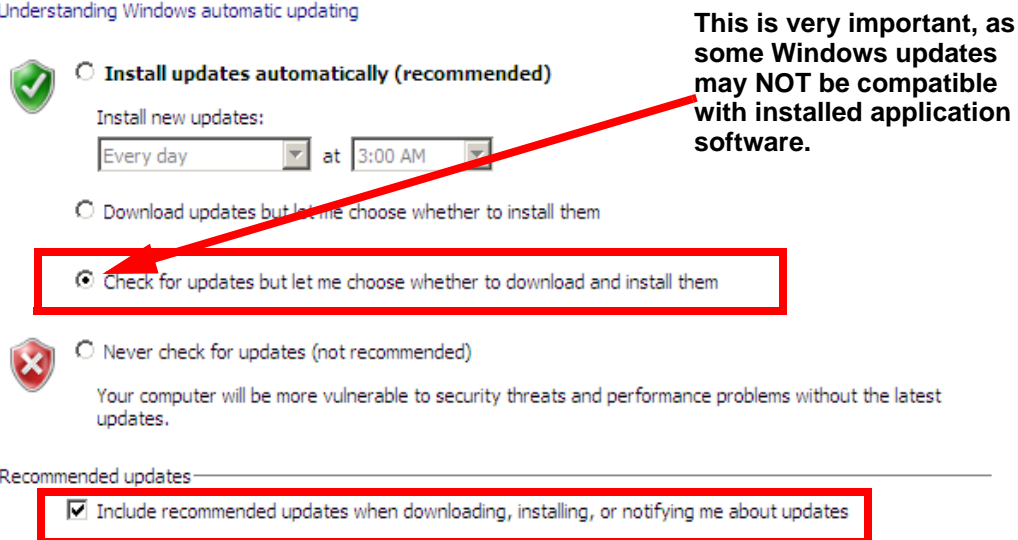


FIGURE 4-10 Change Windows Update Settings Dialog

4. Select the **Check for updates but let.....** radio button
5. Place a check in the **Included recommended updates.....** check box
6. Click **OK** and you are returned to the [Figure 4-9](#) dialog.
7. Click **Change Setting** under **Windows Error Reporting**, and [Figure 4-11](#) will be displayed.

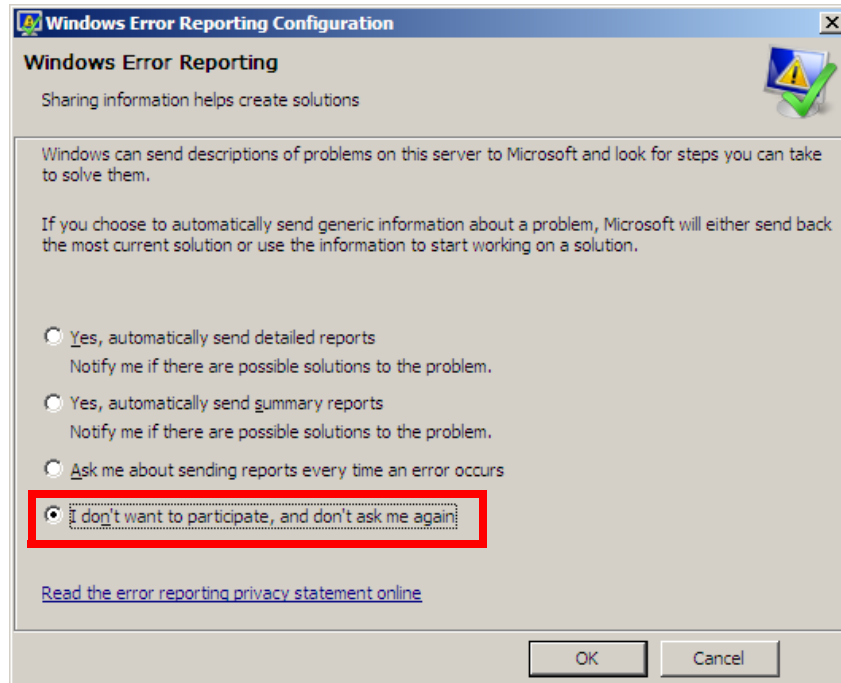


FIGURE 4-11 Windows Error Reporting Dialog

8. Select the **I don't want to par.....** radio button, and then, click **OK** to be returned to the [Figure 4-9](#) dialog.
9. Click **Close** and you are returned to the [Figure 4-7](#) dialog.
10. Continuing with the **Update This Server** section, click **Download and install updates** to display [Figure 4-12](#).

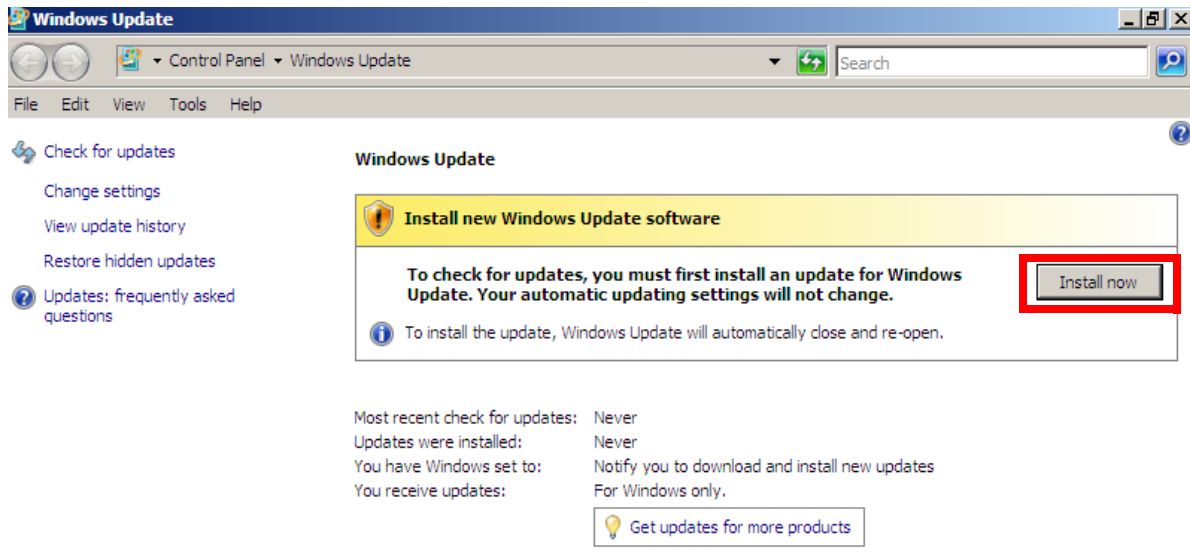


FIGURE 4-12 Windows Update Dialog #1

11. Click **Install now** to get the update for Windows Update.

Take note of the fact that the settings you just made will not be changed by doing this; Windows will notify you to select items you wish to download before taking any further action.

Once the update is installed you are returned to the Initial Configuration dialog ([Figure 4-7](#)).

12. Click **Download and install updates** once again, and in a short while, an updated Windows Update dialog [Figure 4-13](#) will be displayed.

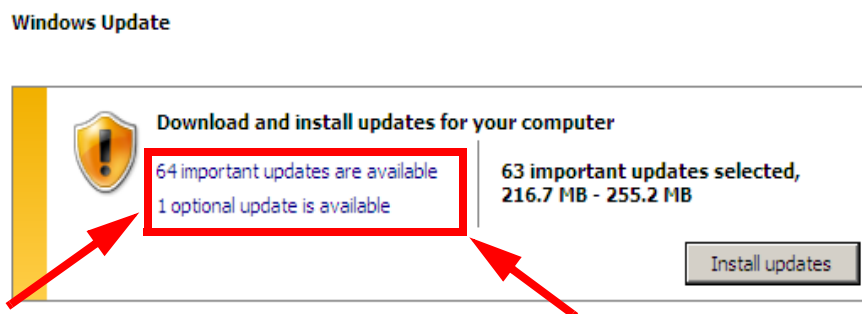


FIGURE 4-13 Windows Update Dialog #2

13. Click either the **64 important...** or **1 optional...** (your numbers may be different) items which you see highlighted in [Figure 4-13](#).

[Figure 4-14](#) will be displayed.

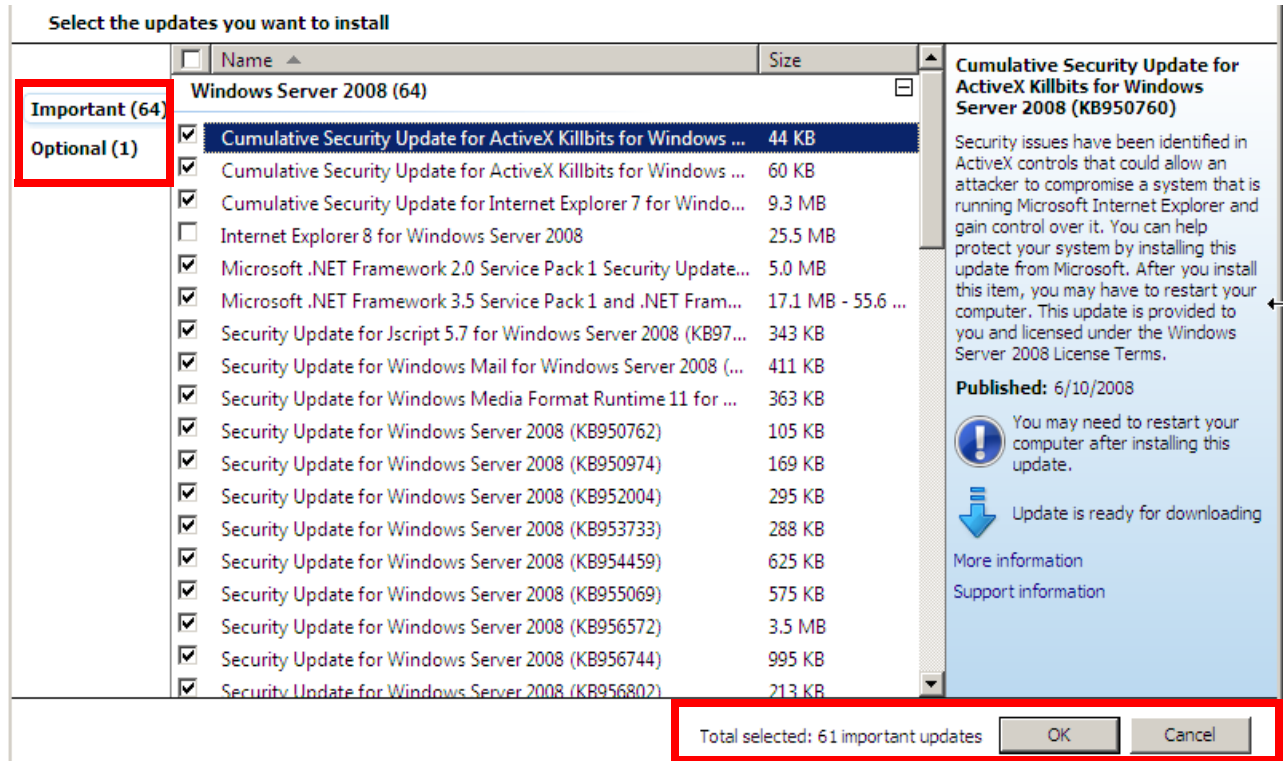


FIGURE 4-14 Select Updates to Install Dialog

- Remove the check mark from any updates that you **DO NOT** wish to install. Do this for both the **Important** and **Optional** updates.
- When complete, click **OK** and [Figure 4-15](#) will be displayed, now reflecting the number of updates you selected to be installed.

Windows Update

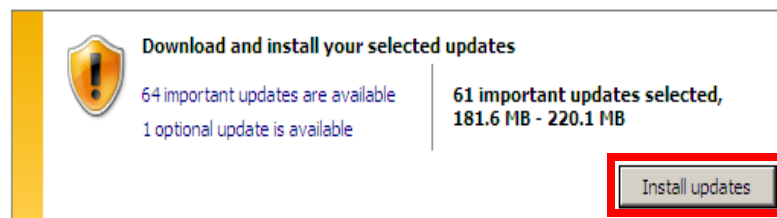


FIGURE 4-15 Windows Update Dialog #3

- Click **Install Updates**.
When installation of updates is complete the dialog shown in [Figure 4-16](#) will be displayed.

Windows Update

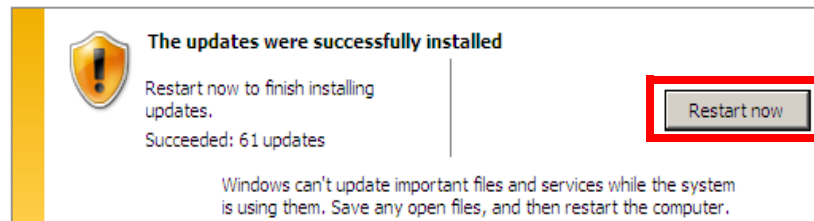


FIGURE 4-16 Windows Update Dialog #4

17. Click **Restart** now.

Personalize Windows 2008

1. On the Windows desktop, right-click and select **Personalize**.
2. On the left side of the display which appears, click **Change desktop icons** to display [Figure 4-17](#).

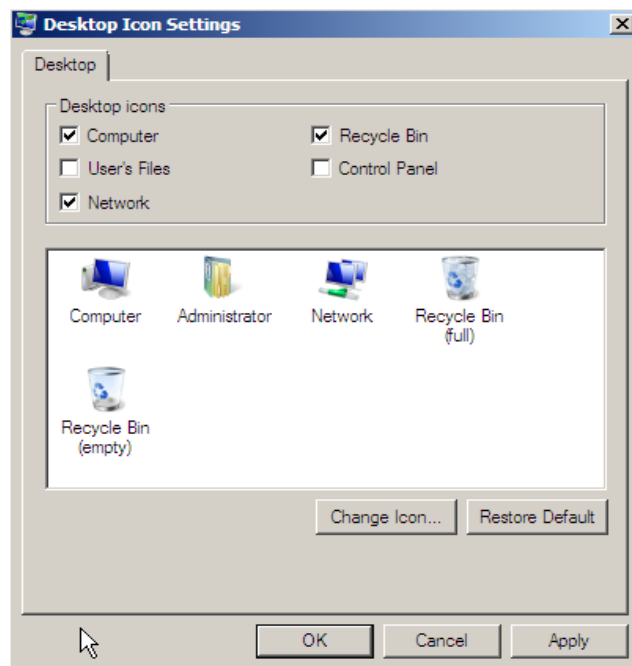


FIGURE 4-17 Desktop Icon Settings Dialog

3. Place a check in the **Computer** and **Network** check boxes, click **Apply**, and then, click **OK**.
4. Next, click **Screen Saver**, and the dialog shown in [Figure 4-18](#) will be displayed.

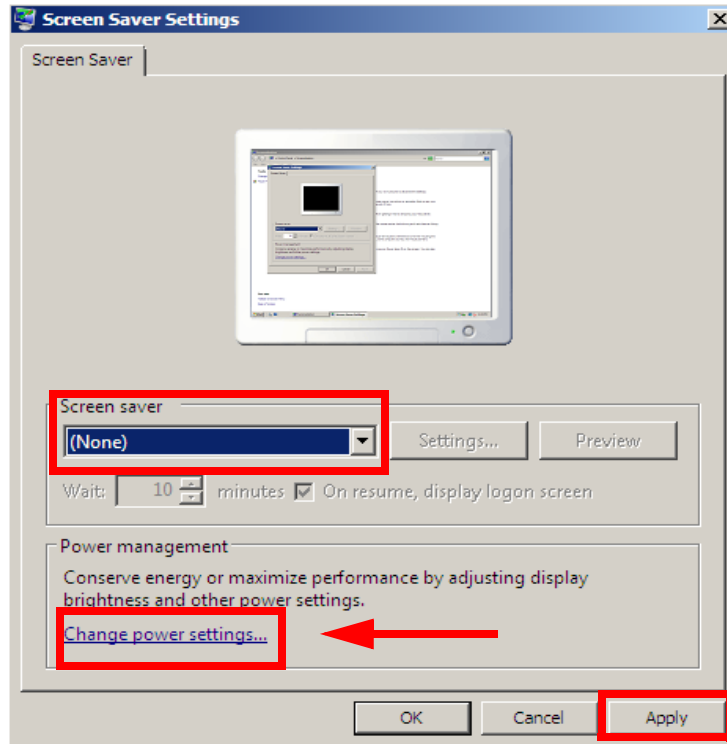


FIGURE 4-18 Screen Saver Settings Dialog

5. Change the **Screen saver** list box to **None**, click **Apply**, and then, click **Change powersettings...** to display [Figure 4-19](#).

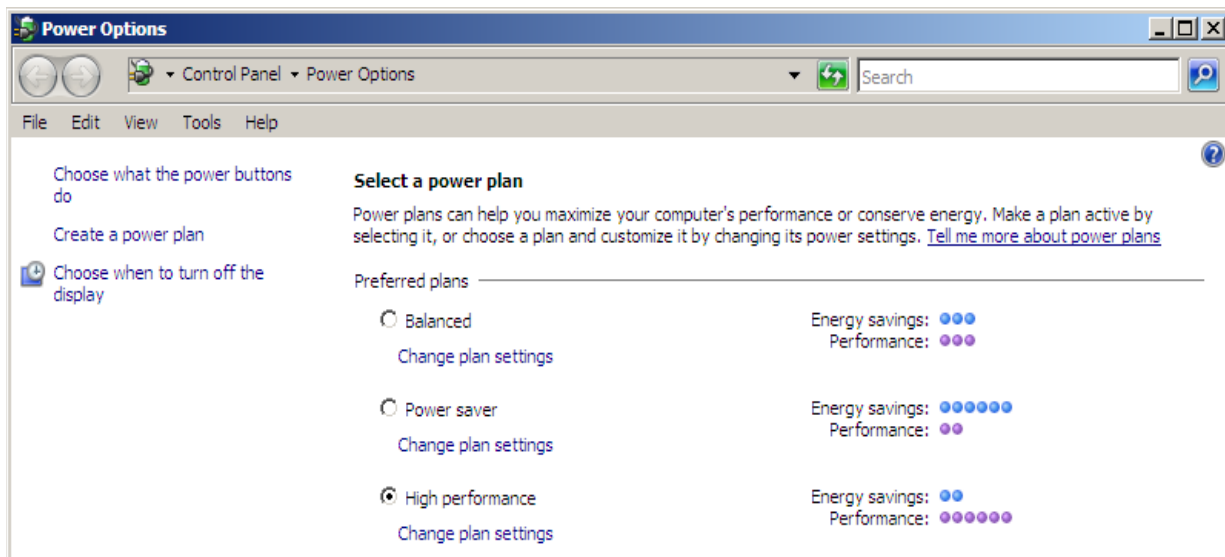


FIGURE 4-19 Power Options Dialog

6. Select the **High performance** radio button, and then, click **Change plan settings** to display [Figure 4-20](#).

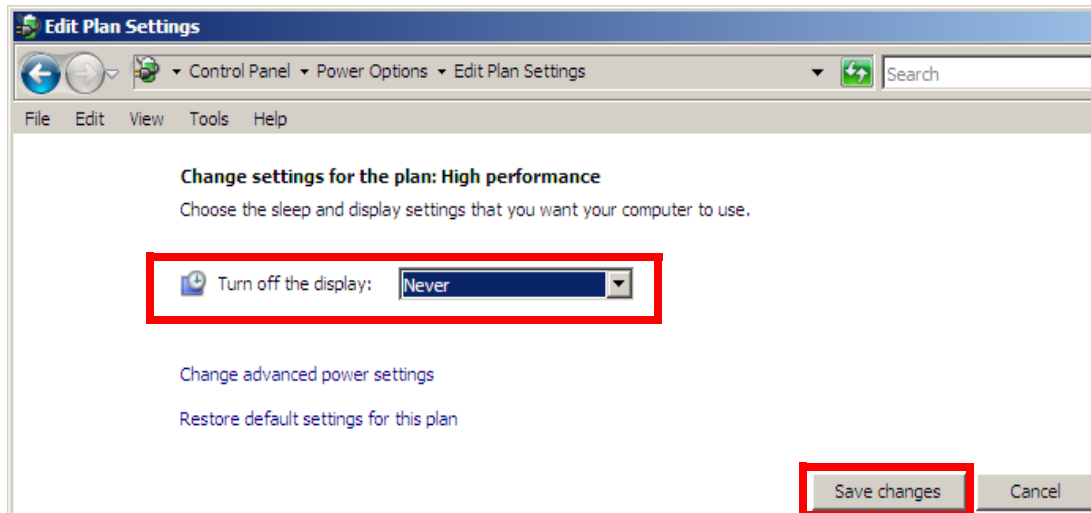


FIGURE 4-20 Display Settings Dialog

7. Change **Turn off the display** to **Never**, as seen above.
8. Click **Save changes**.
9. Ensure that the **High Performance** radio button is selected, and then, close the **Power Options** window.
10. Near the bottom of the screen, click **Display Settings**, and the dialog shown in [Figure 4-21](#) will be displayed.

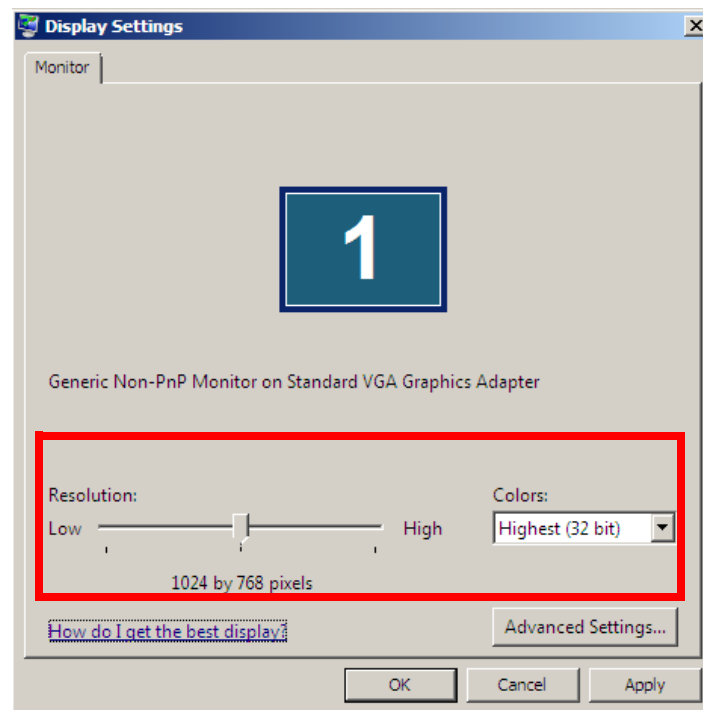


FIGURE 4-21 Display Settings Dialog

11. Set the resolution slider bar to **1024 x 768**, and the colors to **Highest (32 bit)**.
12. Click **Apply**, click **Yes** to keep the settings, and then click **OK**.
13. Close the **Personalization** window.
14. Close the dialog window and continue with the procedure, [Disable Windows Shutdown Event Tracker](#).

Disable Windows Shutdown Event Tracker

1. Select **Start | Run** and in the text box type **gpedit.msc**.
2. The dialog shown in [Figure 4-22](#) will be displayed.

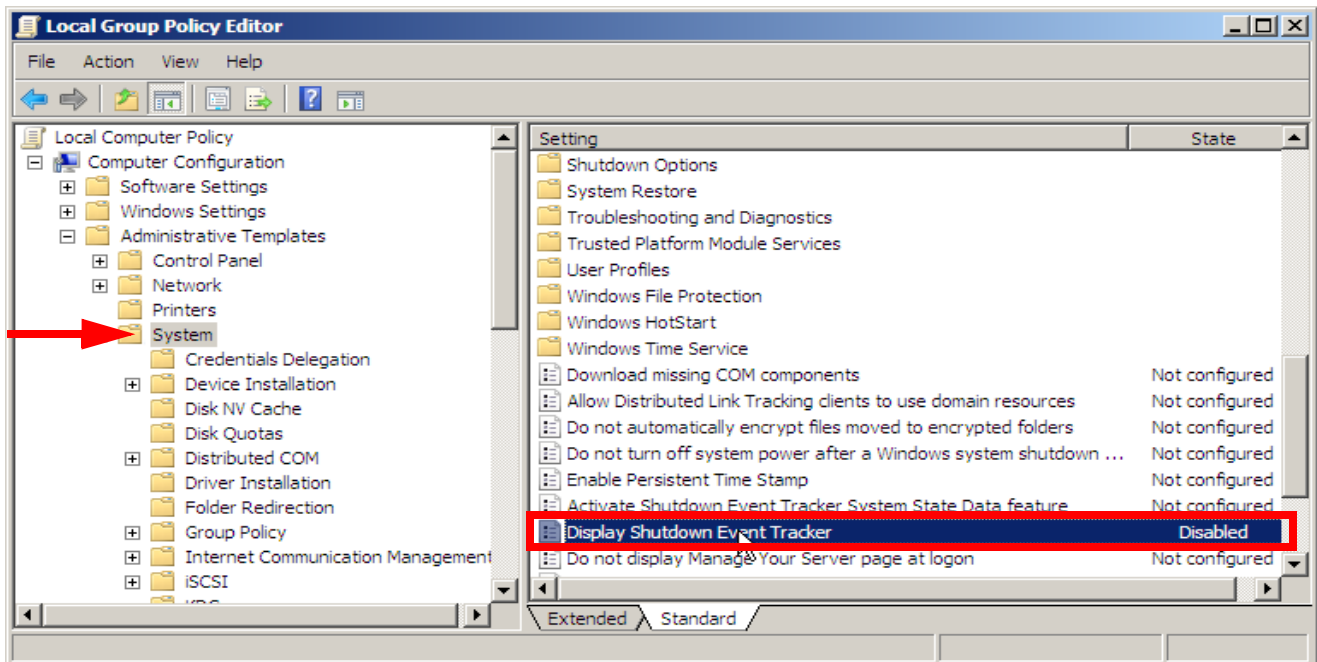


FIGURE 4-22 Group Policy Object Editor Display

3. Expand the **Administrative Templates** tree and select the **System** folder.
4. In the right pane, right-click the **Display Shutdown Event Tracker** object, and select **Properties**.
5. Click the **Disabled** radio button.
6. Click **Apply**, and then, click **OK**.
7. Close all open windows and continue with the next procedure, [Select Classic Start Menu](#).

Select Classic Start Menu

1. Right-click **Taskbar** and select **Properties**.
2. Click the **Start Menu** tab.

3. Select the **Classic Start menu**.
 4. Click **Customize**.
 5. Place a check mark in the following selections:
 - **Display Administrative Tools**
 - **Display Log Off**
 6. Click **OK**.
 7. Click **Apply**, and then, click **OK**.
-

Place Computer Management in the All Users Startup Group

1. Right-click the **Start** button, and select **Open all users**.
 2. Minimize the window.
 3. Select **Start | Settings | Control Panel**.
 4. Double-click **Administrative Tools**.
 5. Right-click **Computer Management**, and select **Create Shortcut**.
 6. Drag the newly created **Computer Management Shortcut (2)** to the **Start Menu** window.
 7. Close all windows.
-

Write Disk Signature

1. Select **Start** and click the **Computer Management** icon.
2. Click **Disk Management**.
3. At the **Welcome to the Write Signature.....**, select **Do Not Show this wizard again**, and then, click **Next**.



If drives are used this wizard may not appear.

4. At the **Initialize Disk** dialog, check **all disks**, and then, click **OK**.
5. Right-click **CDRom 0 drive (D:)**, and then, click **Change Drive Letter and Paths....**
6. Click **Change**, and then, click **Change Drive Letter and Path....**
7. From the drive letter list box, select **J:**.
8. Click **OK**, and when **Are you sure?** is displayed, click **Yes**.
9. If necessary, keep the Disk Management window open and continue with the procedure [Complete Drive Setup](#).

Complete Drive Setup

Drive allocations, in terms of number of drives, size of drives, raid array types, etc. can be found at the **Services** portal. The portal contains the build procedures for **ALL** Enterprise Speech systems, and is arranged by **system**, **Dictaphone software version**, and **HP/Compaq model numbers**.

Once the various partitions have been allocated, further setup of the drives is accomplished in the **Disk Management** section of the operating system.

The steps shown here relate directly to the setup of a single serverEnterprise Speech system, using the HP DL 380G4 platform.

1. Right-click **nnnGB Unallocated of Disk 1**, and select **New Simple Volume**.
2. At **Welcome to the New Simple Volume Wizard**, click **Next**.
3. Set size to maximum size (or something less, if you are going to create partitions on this particular drive), and then, click **Next**.
4. Select **Assign the following drive letter** radio button, and from the list box, select **D:**.
5. Click **Next**.
6. Select **Format this volume with the following settings**:
 - File system to use - **NTFS**
 - Allocation unit size - **Default**
 - Volume label - **New Volume**
7. Check the **Perform a Quick Format** choice.
8. Click **Next**, and then, click **Finish**.

Repeat Steps 1 through 8 for remaining disks, assigning drive letters as indicated below:

- Disk 2 - **E:**
 - Disk 3 - **F:**
 - Disk 4 - **G:**
-

Configure Windows Explorer

1. Open Drive C:\ in **Windows Explorer** and select **Tools | Folder Options** from the menu.
2. Under the **General** tab, ensure settings are as depicted in [Figure 4-23](#).

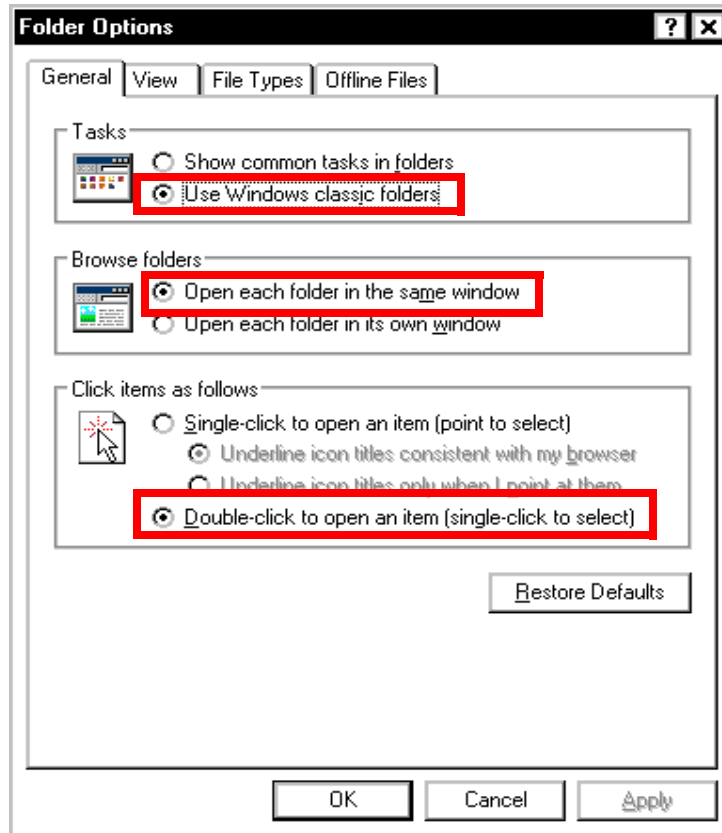


FIGURE 4-23 Folder Options Dialog

3. Ensure that the options highlighted in [Figure 4-23](#) are the ones selected.
4. Click the **View** tab, and the dialog shown in [Figure 4-24](#) will be displayed.

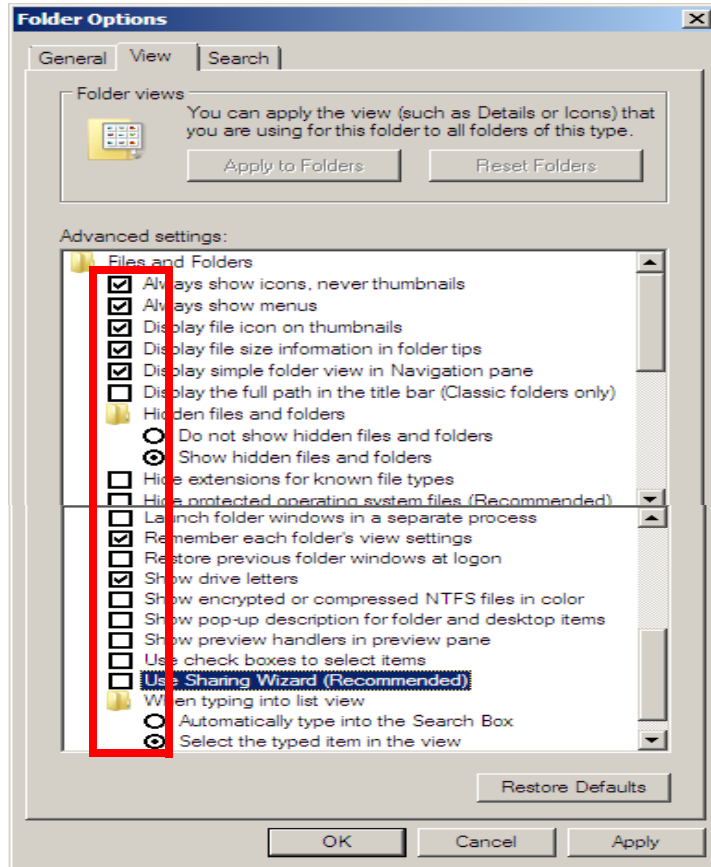


FIGURE 4-24 Advanced Settings Dialog

5. Ensure that the options highlighted in [Figure 4-24](#) are the ones selected, and then, click Apply.
6. Click the **Apply to All Folders** button, and the dialog shown in [Figure 4-25](#) will be displayed.

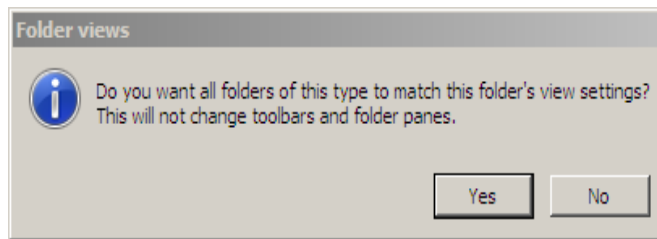


FIGURE 4-25 Folder Views Decision Dialog

7. Click **Yes**.
8. Click **Apply**, and then, click **OK**.

Configure Event Viewer

1. Select **Start** and click the **Computer Management** icon.

2. Expand **Event Viewer** and then, expand **Windows Logs**.
3. Right-click **Application** and select **Properties**.

The dialog shown in [Figure 4-26](#) will be displayed.

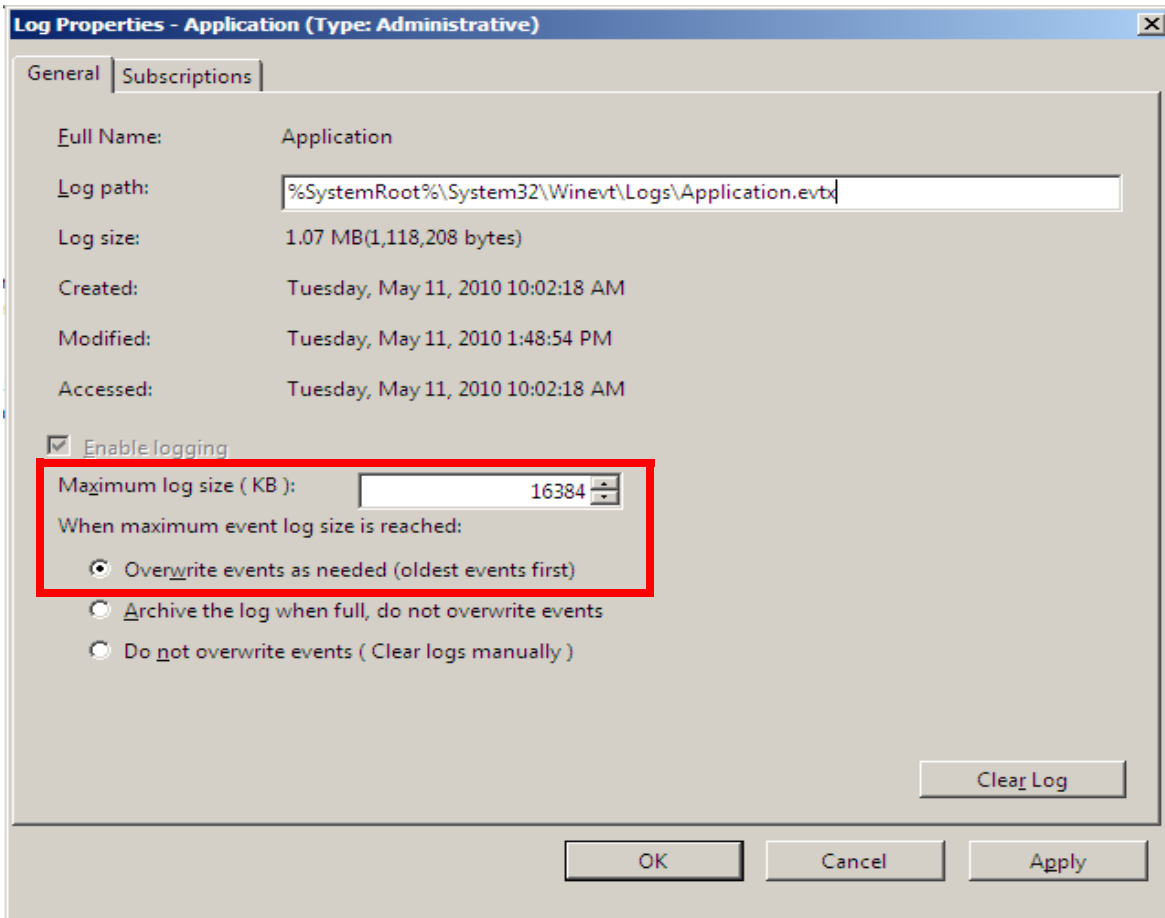


FIGURE 4-26 Event Viewer Application Properties Dialog

4. Ensure that settings are as follows:
 - Maximum log size set to **16384** KB
 - Overwrite events as needed radio button is selected
5. Click **Apply**, and then click **OK**.
6. Repeat **Steps 3 thru 5** for the **Security** and **System** Event Viewers.

Change Swap File Location

1. Select **Start | Settings | Control Panel**.
2. Double-click **System** and then, click **Advanced System Settings**.
3. In the **Performance** section of the **System Properties** dialog, click **Settings**.
4. Ensure that the **Let Windows choose what's best.....** radio button is selected.

5. Click the **Advanced** tab.
6. Under **Virtual memory**, click **Change**, and the dialog shown in will be displayed.

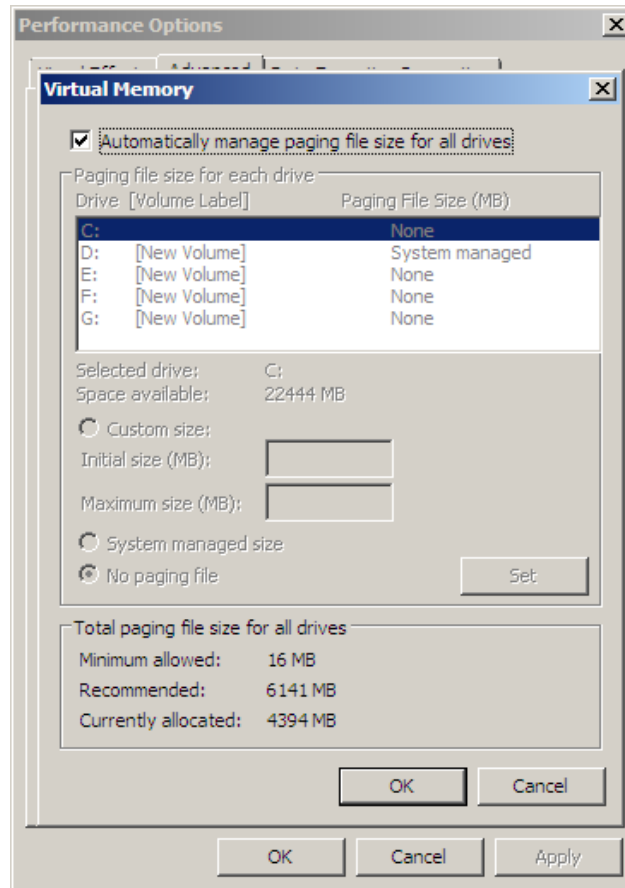


FIGURE 4-27 Virtual Memory Settings Dialog

7. You should note that **Drive C:** is currently set as the swap file location, and you are going to change this setting to **Drive D:**.
8. Uncheck the **Automatically manage paging.....** check box to allow revision of the current settings.
9. Select the **C:** drive from the list of drives, and then select the **No paging file** radio button.
10. Click **Set**, and then, click **Yes** when the warning dialog is displayed.
11. Highlight the **D:** drive, and then, select the **System managed size** radio button.
12. Click **Set**.
13. Place a check in the check box **Automatically manage paging.....**, located at the top of the dialog.
14. Click **OK**, **OK**, and the dialog shown in [Figure 4-28](#) will be displayed.

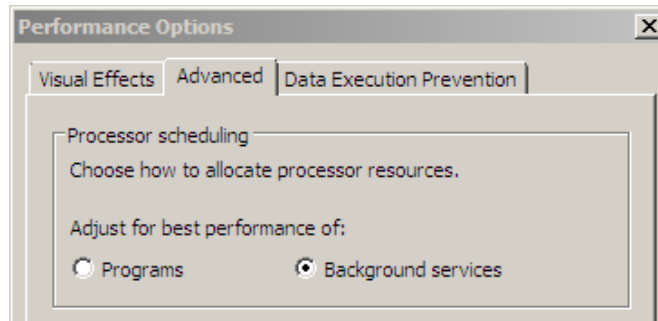


FIGURE 4-28 Computer Performance Dialog

15. Ensure that the **Background services** radio button is selected.
16. Click **Apply**, and then click **OK**.
17. Click **OK** once again and the dialog shown in [Figure 4-29](#) will be displayed.

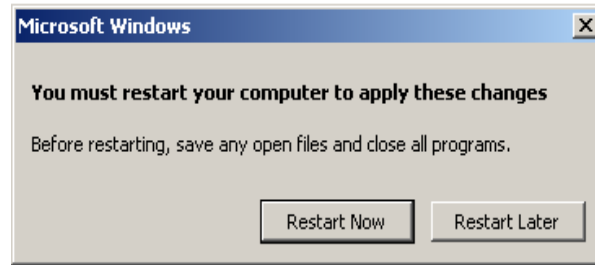


FIGURE 4-29 Computer Restart Dialog

18. Click **Restart Now** to restart the computer.
19. Once the reboot is complete, continue with the next procedure [Install MS SQL Server 2008](#).

Install MS SQL Server 2008

The Enterprise Speech System server **requires** the installation of **SQL Server 2005 or 2008**.



SQL Server is also required on the Enterprise Text and Enterprise Workstation servers.

Before You Begin

SQL 2008 **requires** the following programs to be installed prior to commencing the installation of SQL 2008:

- **Windows Installer 4.5**
- **.NET Framework 3.5 SP1 (minimum)**

Once you have verified that the two aforementioned programs are installed, continue with the procedure [SQL 2008 Installation](#).

SQL 2008 Installation

Installing SQL Server 2008 requires that the installer is logged on as an Administrator, or as a domain user who has local administrative rights. Run the SQL Server install program as follows:

1. Log on to **Windows 2008** as an Administrator, or as a domain user who has local administrative rights.
2. Insert the SQL Server 2008 DVD.

The install program will automatically execute. The name of the file is usually:

<CD Drive>\autorun.exe

The dialog shown in [Figure 4-30](#) will be displayed.

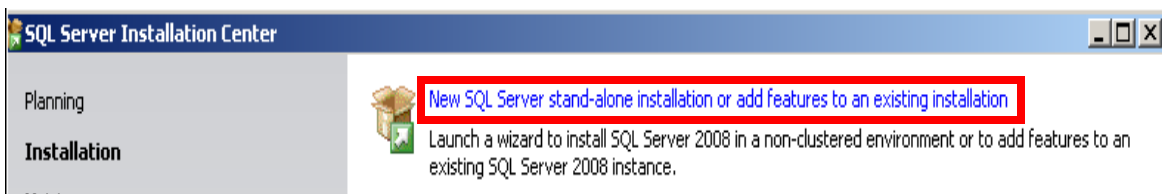


FIGURE 4-30 SQL 2008 Initial Splash Screen Display

3. Click Installation and select the **New SQL Server stand-alone....** option as highlighted in [Figure 4-30](#), and the dialog shown in [Figure 4-31](#) will be displayed.

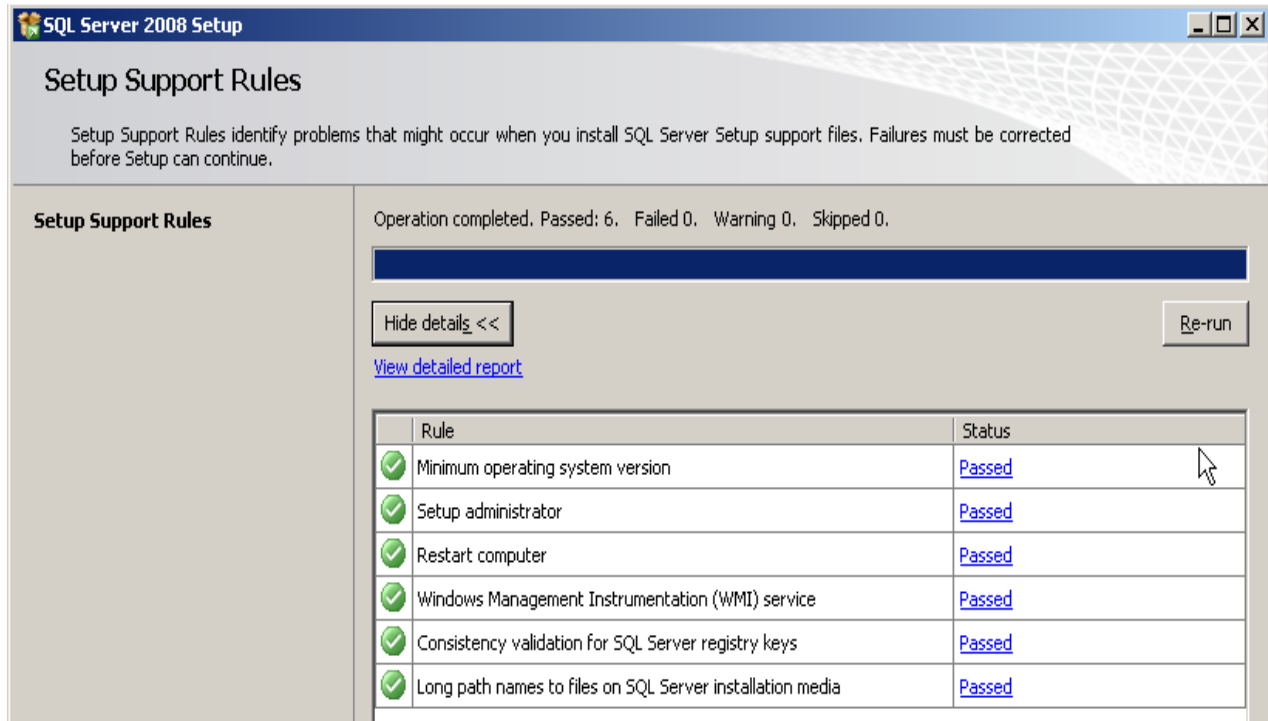


FIGURE 4-31 Setup Support Rules Dialog

SQL automatically tests for a number of requirements, and then, presents them in the dialog you see in [Figure 4-31](#).

4. If the **Status** column displays any **Failed** test, **STOP** and correct the issue before continuing with the installation.
5. When the [Figure 4-31](#) dialog shows a Status of **Passed** for **ALL** tests, click **OK** to continue and [Figure 4-33](#) is displayed.

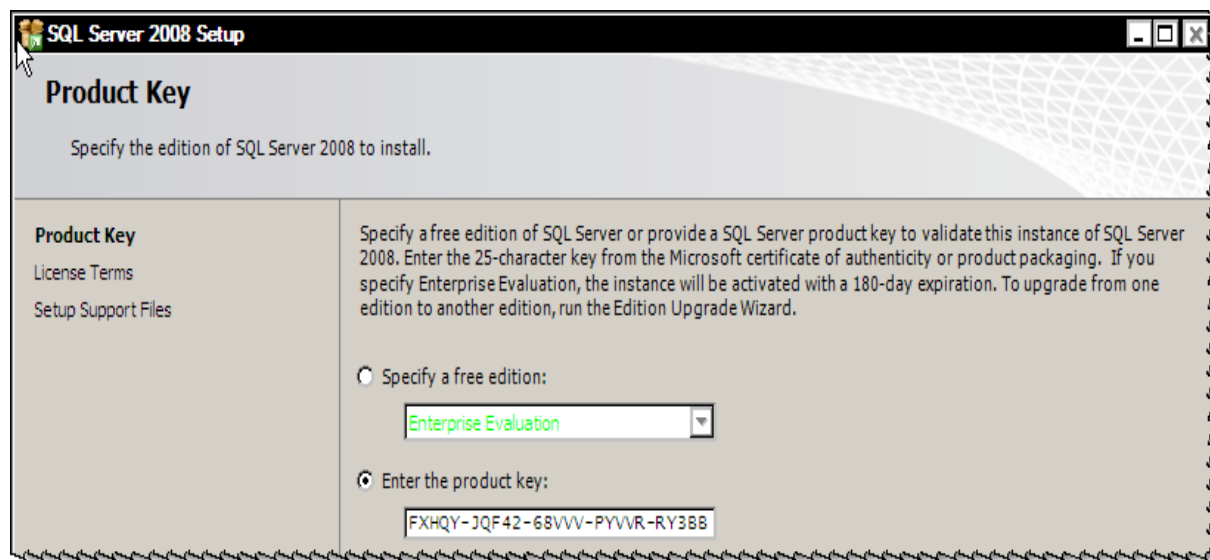


FIGURE 4-32 SQL Product Key Dialog

6. Enter the product key in the [Figure 4-32](#) dialog, and then, click **Next** to display the **Microsoft Software License Terms** dialog.
7. Place a check in the **I accept the license terms** check box, and then, click **Next** to display [Figure 4-33](#).

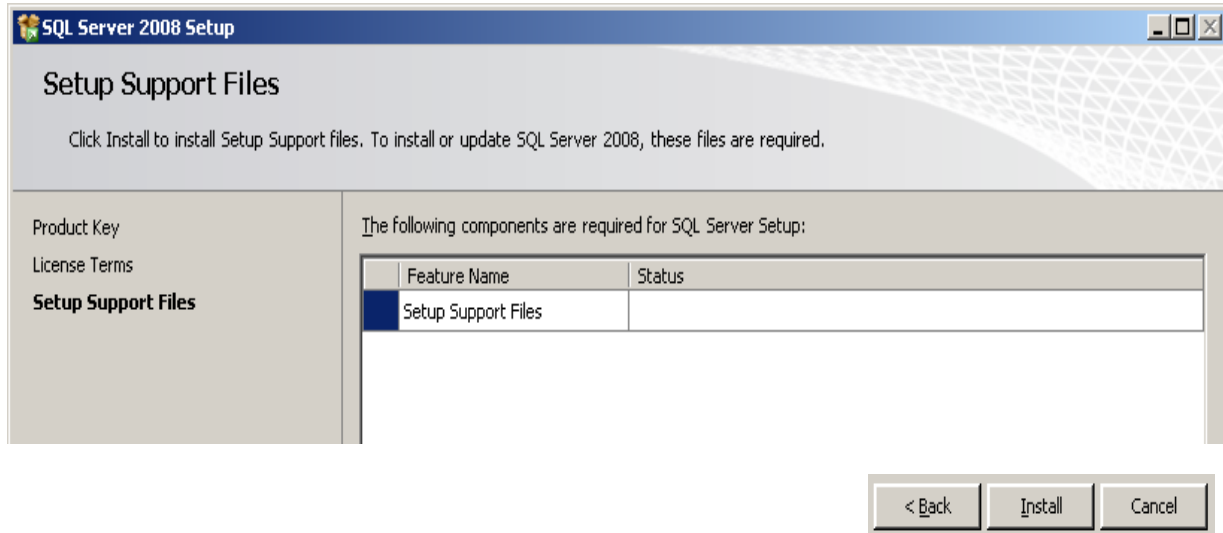


FIGURE 4-33 Setup Support Files Dialog

8. Click **Install**, and shortly, [Figure 4-34](#) will be displayed.

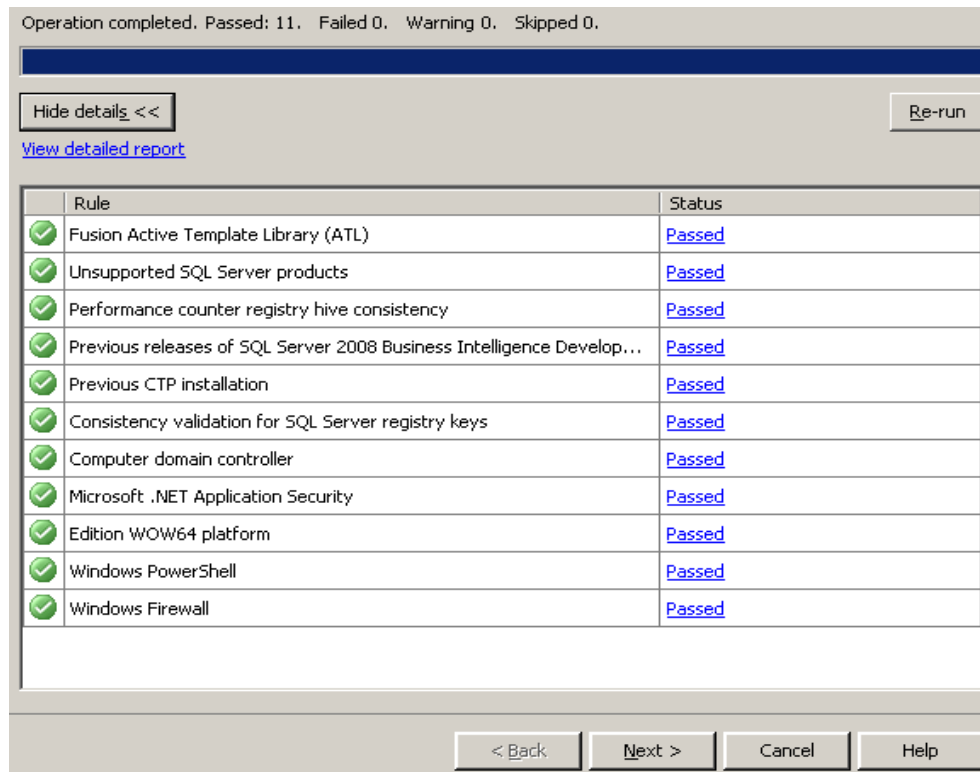


FIGURE 4-34 Setup Support Rules Report Display

9. If the **Status** column displays any **Failed** test, **STOP** and correct the issue before continuing with the installation.



IMPORTANT

Take note of the fact that the Windows 2008 firewall was turned OFF for this installation. If the Windows firewall is ON at the customer site you are installing, the firewall will require some configuration before clients will be able to connect.

10. Click **Next** and [Figure 4-35](#) will be displayed.

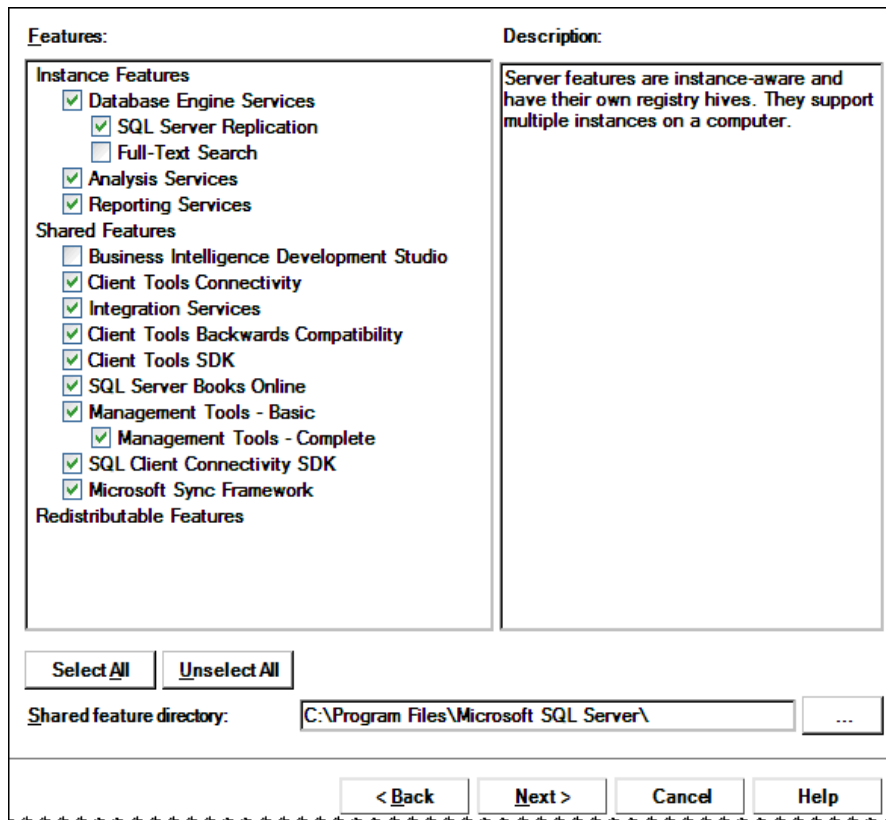


FIGURE 4-35 Feature Selection Dialog

11. As illustrated in [Figure 4-35](#), select all features **EXCEPT** the following two:
- **Uncheck** Full-Text Search
 - **Uncheck** Business Intelligence Development Studio
 - **Accept** the **default** Shared feature directory of **C:\Program Files\Microsoft SQL Server**
12. Click **Next**, and [Figure 4-36](#) is displayed.

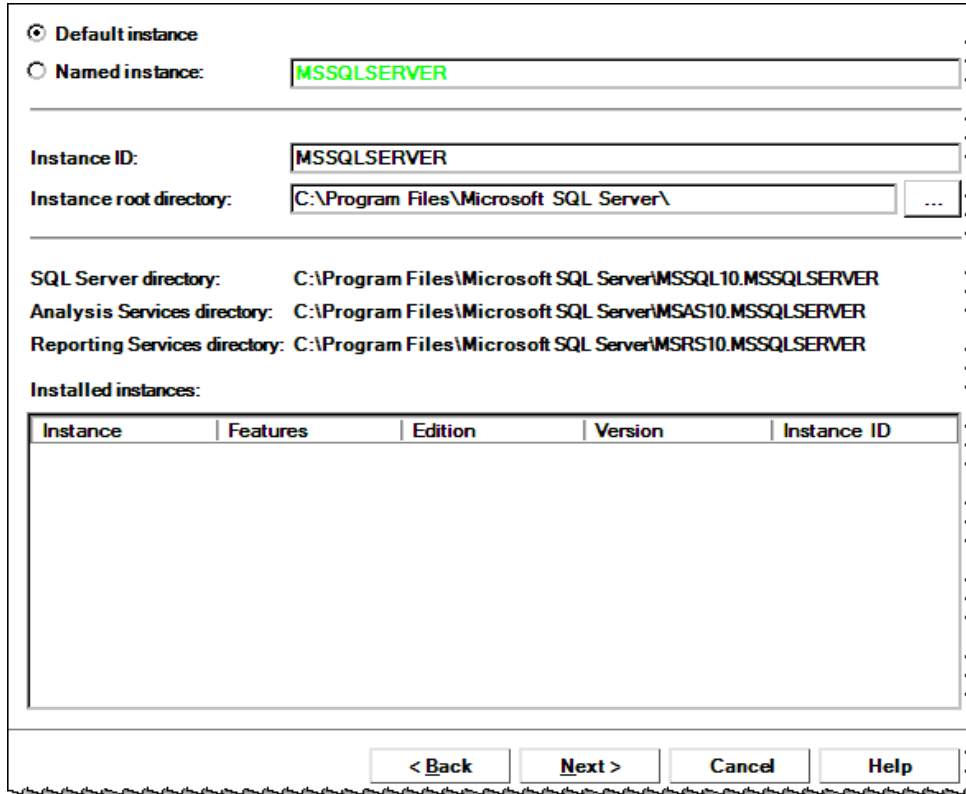


FIGURE 4-36 Instance Configuration Display



IMPORTANT

*The Server Name should not be a ‘named instance’ of MSSQL Server on a machine (machine\instancename). Such a configuration does not permit the **EXText** server to run, so this configuration is strongly discouraged. Please install the Server only to the default installed instance of Microsoft SQL Server.*

13. Configure [Figure 4-36](#) as follows:
 - Ensure that the **Default instance** radio button is selected
 - Accept all other defaults
14. Click **Next** to continue and the **Disk Usage Summary** will be displayed.

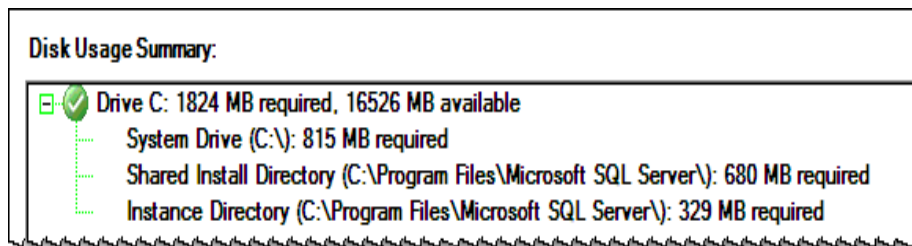


FIGURE 4-37 Disk Usage Summary Display

15. Click **Next** to display [Figure 4-38](#).

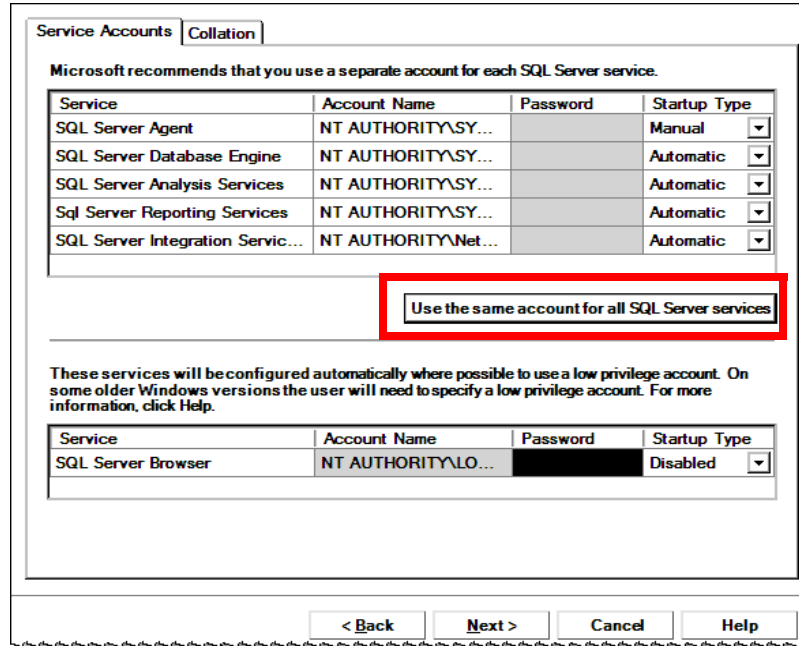


FIGURE 4-38 Server Configuration Display

- Click the **Use the same account.....** button to display the [Figure 4-39](#) dialog.

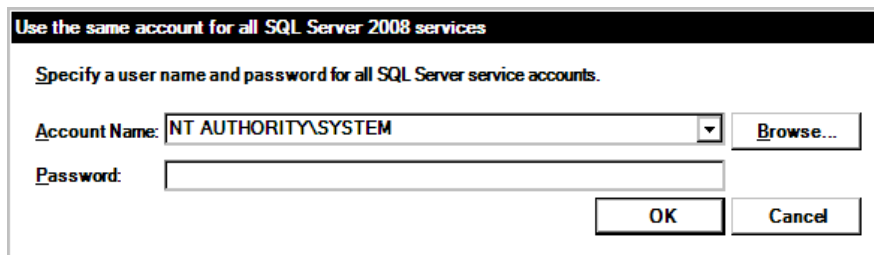


FIGURE 4-39 Specify User Name and Password Dialog

- Choose **NT AUTHORITY\SYSTEM** from the list box and then click **OK**.
- Click **Next** to display [Figure 4-40](#).

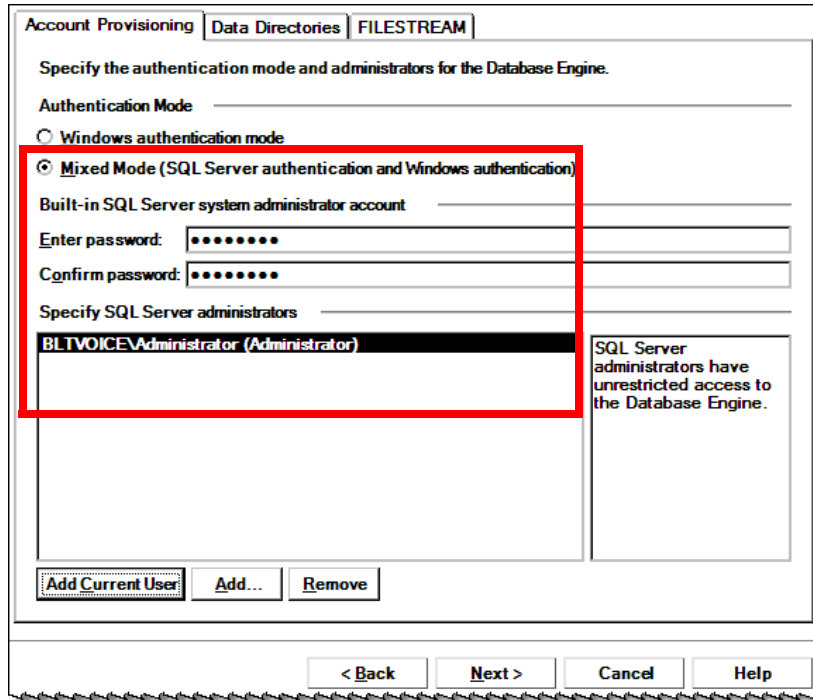


FIGURE 4-40 Database Engine Configuration Dialog #1

19. Complete the [Figure 4-40](#) as follows:
 - Select the **Mixed Mode (SQL Server.....)** radio button
 - Enter the SQL Server Administrator password
 - Specify the SQL Server Administrator
20. Click the **Data Directories** tab to display [Figure 4-41](#).

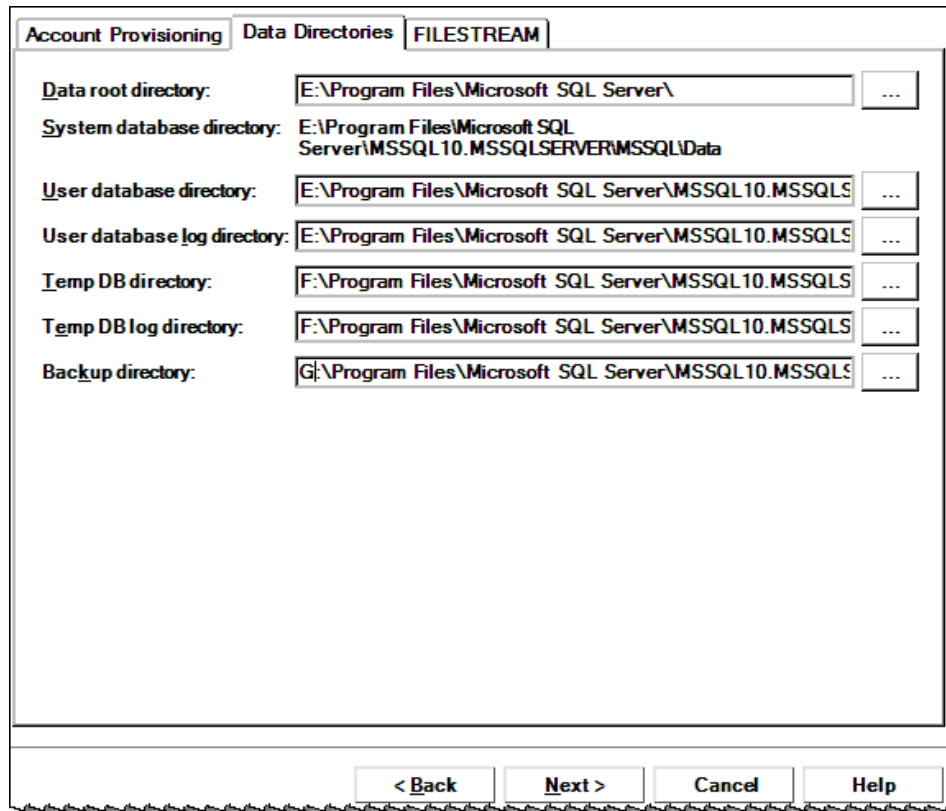


FIGURE 4-41 Database Configuration Dialog #2

21. Change the directorys locations as follows, and as illustrated in [Figure 4-41](#).
 - Data root directory: change drive to **E**:
 - ◆ When you make this change all directories will be changed to E:
 - Temp DB directory: change drive to **F**:
 - Temp DB log directory: change drive to **F**:
 - Backup directory: change drive to **G**:
22. Click **Next** and [Figure 4-44](#) is displayed.

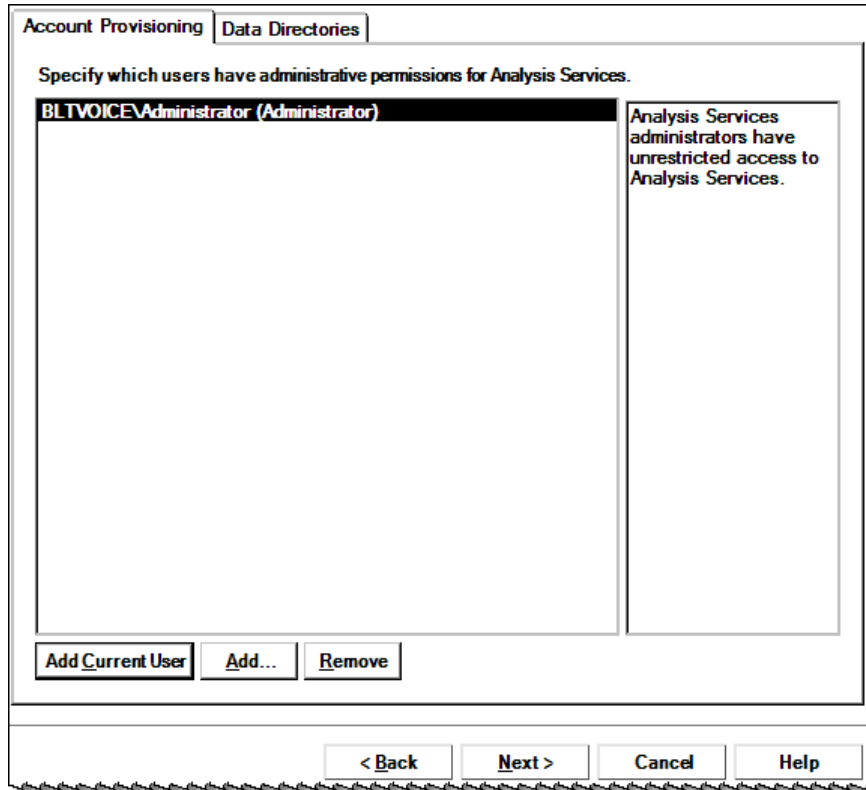


FIGURE 4-42 Analysis Services Permissions Dialog

23. Complete the [Figure 4-42](#) dialog by adding the user who will have administrative permissions for **Analysis Services**.
24. Click **Next** and the dialog shown in [Figure 4-43](#) will be displayed.

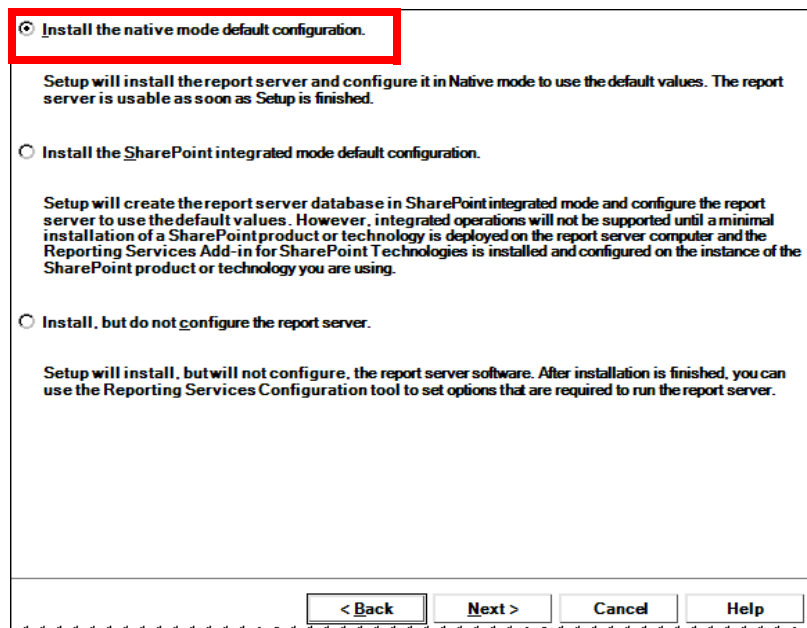


FIGURE 4-43 Reporting Services Configuration

25. Accept the default configuration as shown in [Figure 4-43](#), and then, click Next to display [Figure 4-44](#).

Specify the information that you would like to automatically send to Microsoft to improve future releases of SQL Server. These settings are optional. Microsoft treats this information as confidential. Microsoft may provide updates through Microsoft Update to modify feature usage data. These updates might be downloaded and installed on your machine automatically, depending on your Automatic Update settings.

[View the Microsoft policy for SQL Server privacy and data collection.](#)

[Read more about Microsoft Update and Automatic Update.](#)

Send Windows and SQL Server Error Reports to Microsoft or your corporate report server. This setting only applies to services that run without user interaction.

Send feature usage data to Microsoft. Feature usage data includes information about your hardware configuration and how you use Microsoft software and services.

< Back Next > Cancel Help

FIGURE 4-44 SQL Error and Usage Reporting

26. Ensure that both check boxes in [Figure 4-44](#) are **UNCHECKED**, and then, click **Next** and the **Installation Rules** dialog will be displayed.

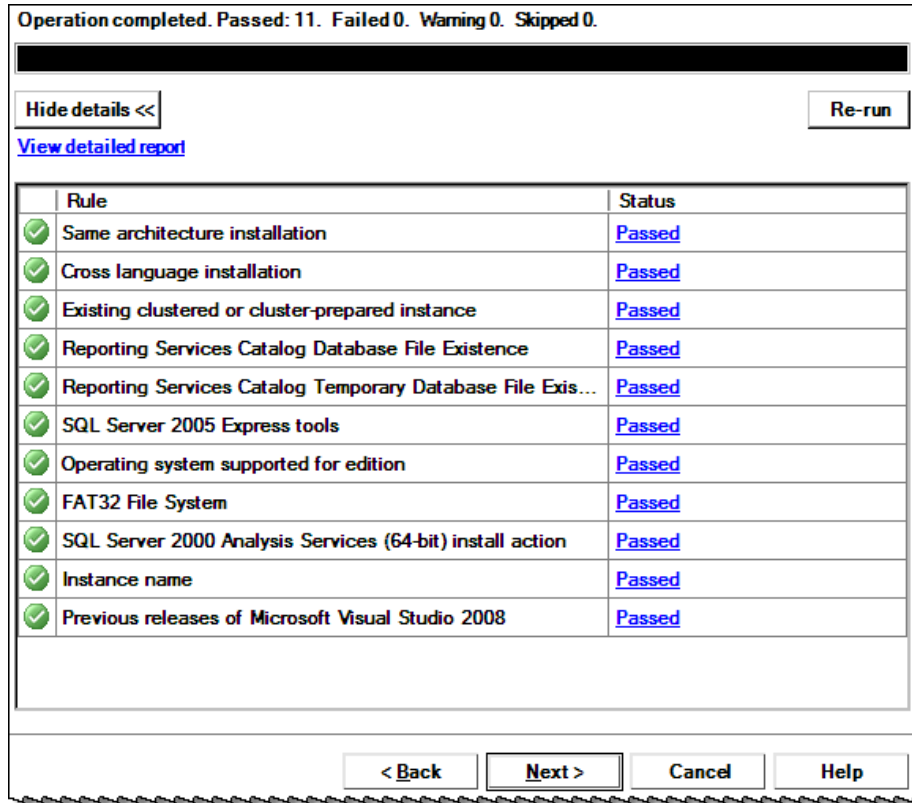


FIGURE 4-45 Installation Rules Display

- 27. If the **Status** column displays any **Failed** test, **STOP** and correct the issue before continuing with the installation.
- 28. When the [Figure 4-45](#) dialog shows a Status of **Passed** for **ALL** tests, click **Next** to continue and the **Ready to install** dialog is displayed.

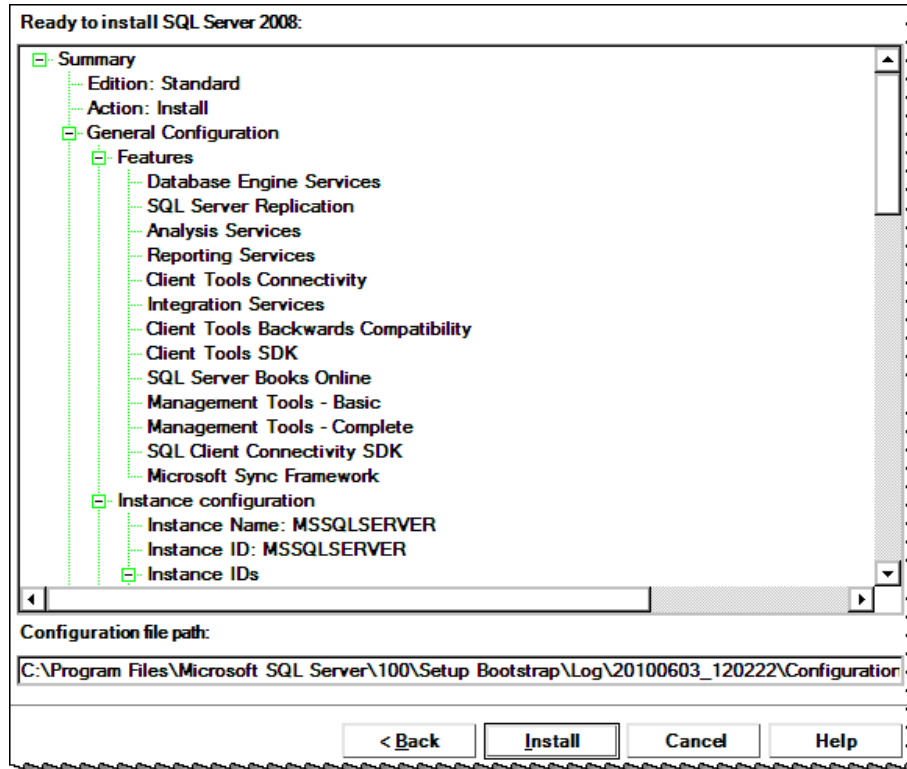


FIGURE 4-46 Ready to Install Dialog

29. Scroll through the [Figure 4-46](#) dialog, verifying that the settings are correct, and then, click **Install**.

The **Installation Progress** dialog shown in [Figure 4-47](#) will be displayed as the installation of SQL takes place.

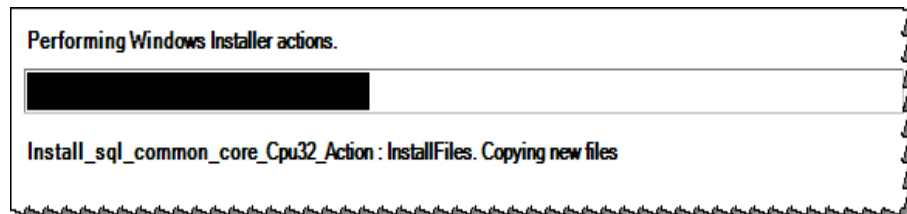


FIGURE 4-47 SQL Installation Progress Dialog

When the installation is complete, the **Next** button at the bottom of the screen will become active, and the **Setup process complete** display will appear. ([Figure 4-48](#)).

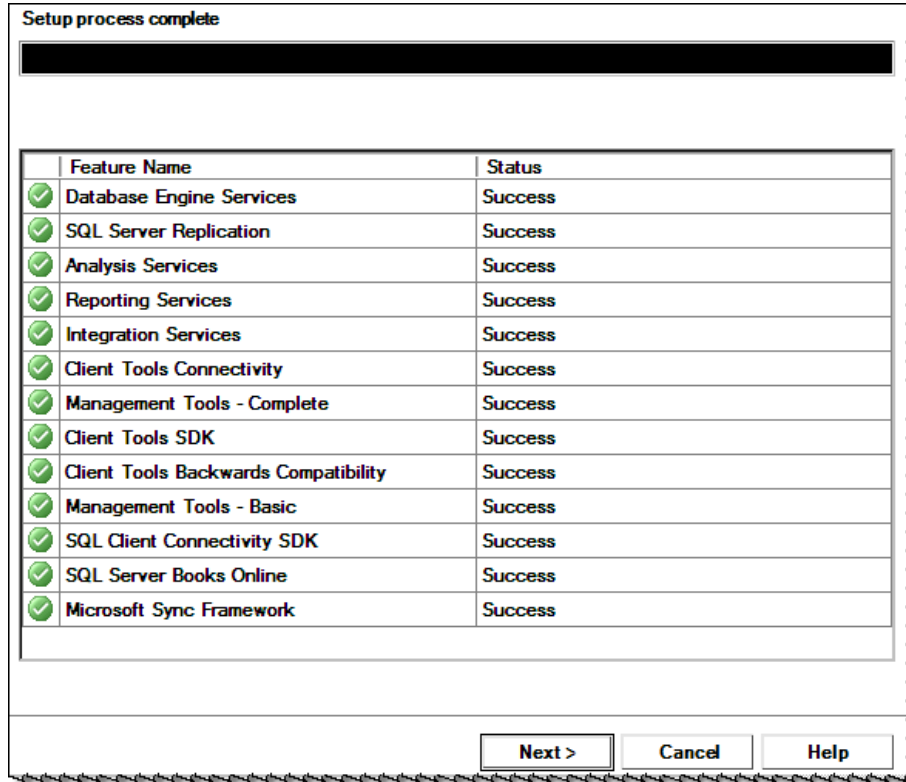


FIGURE 4-48 Setup Process Complete Display

30. With the Status column displaying Success for **ALL** features installed, click **Next** to continue.
31. The setup program saves a summary log file of the installation to the SQL program directory, as illustrated in [Figure 4-49](#).

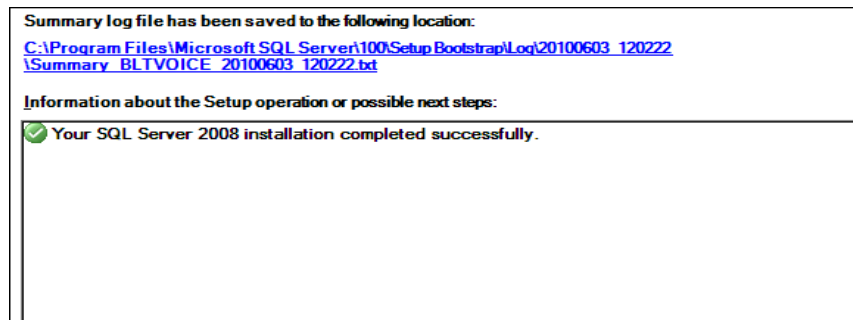


FIGURE 4-49 Summary Log Display

32. Click **Close** and continue with the procedure [Install SQL 2008 Service Pack 1](#).

Install SQL 2008 Service Pack 1



*This installation of SQL 2008 Service Pack 1 was accomplished using the Service Pack 1 file (**SQLServer 2008SP1-KB968369-x86-ENU.exe**) downloaded from Microsoft . The procedures for installing the Service Pack from a CD are essentially the same.*

1. Locate the file **SQLServer 2008SP1-KB968369-x86-ENU.exe** and double-click to execute, displaying the dialog shown in [Figure 4-50](#).

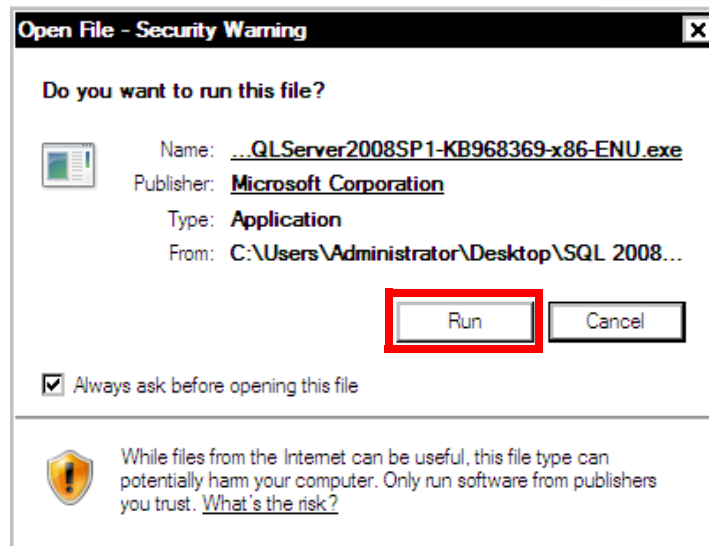


FIGURE 4-50 SQL 2008 SP1 Security Warning Dialog

2. Click **Run** to begin installation, and following file extraction, [Figure 4-51](#) will be displayed.

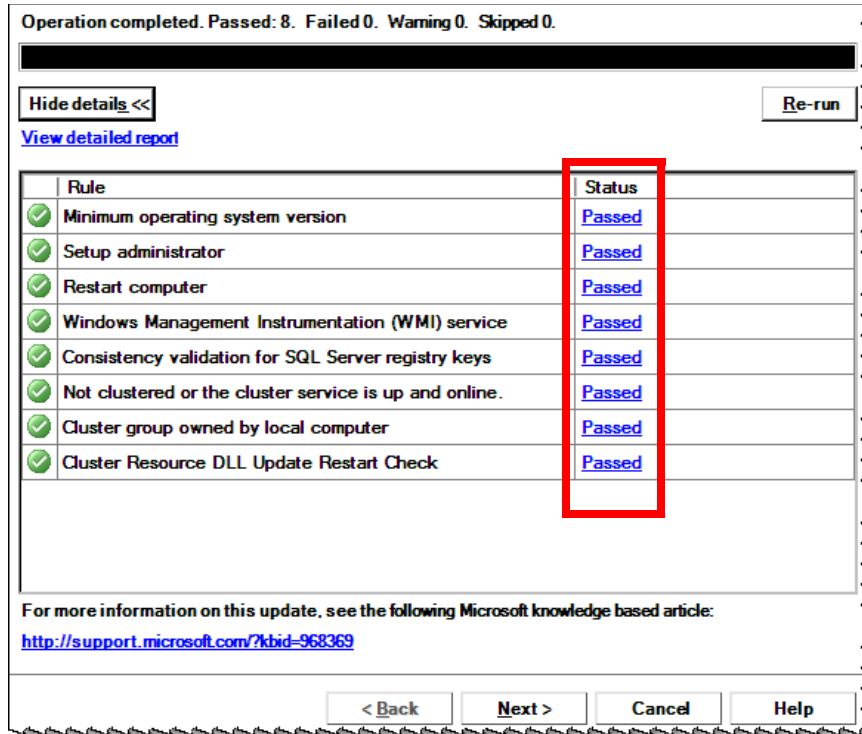


FIGURE 4-51 Initial SP1 Update Dialog

- Verify that the **Status** column displays **Passed** for all rules, and then, click **Next** to display the [Figure 4-52](#) dialog.

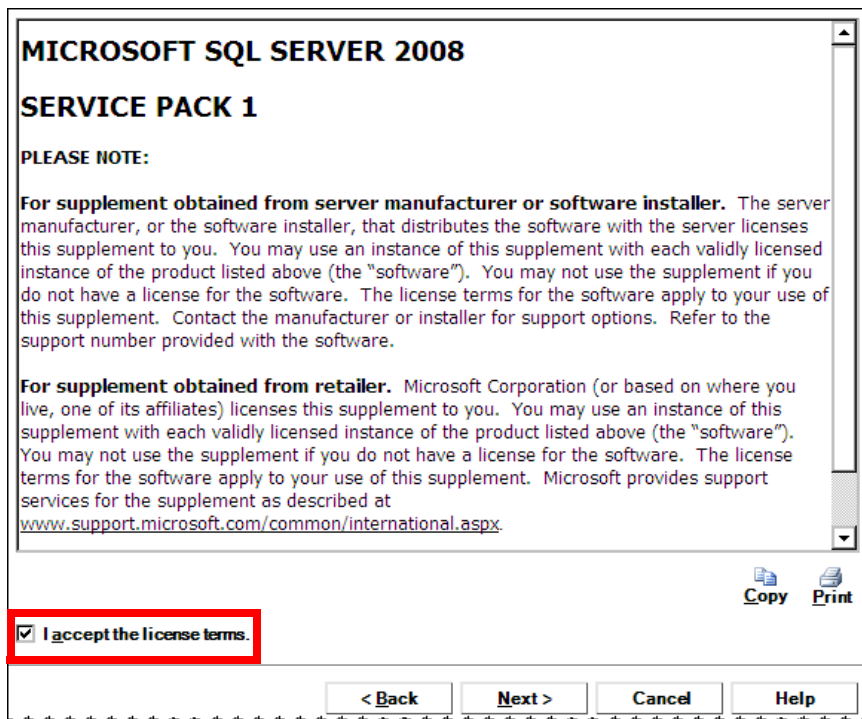


FIGURE 4-52 SQL 2008 SP1 Licensing Dialog

4. Place a check in the **I accept the license terms** check box, and then, click **Next** to continue.

[Figure 4-53](#) will be displayed.

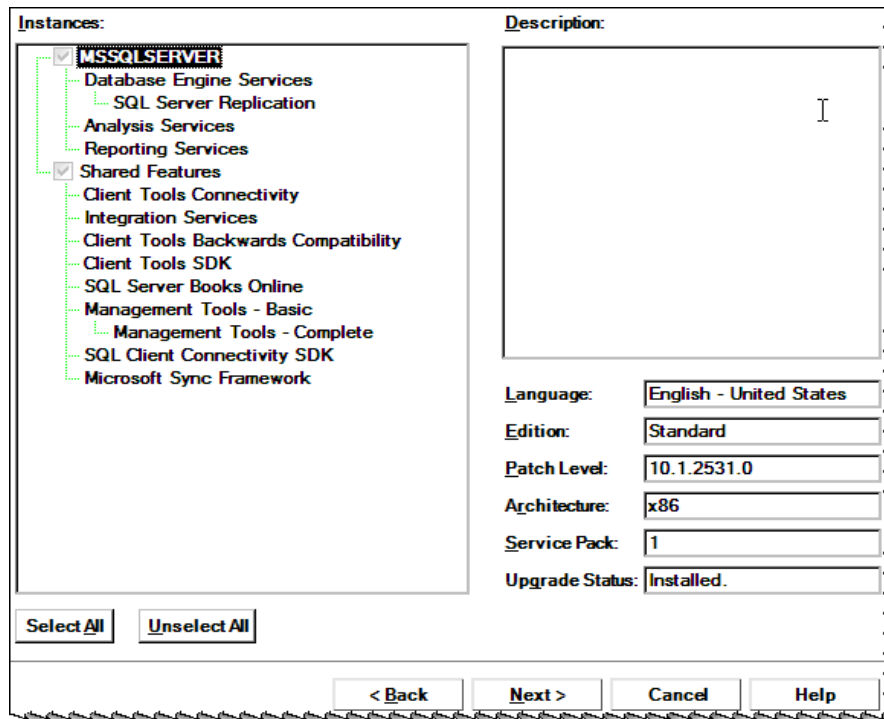


FIGURE 4-53 Features to Update Dialog

5. Accept the default choices which parallel the choices you made when installing the basic SQL 2008, and then, click **Next** to display [Figure 4-54](#).

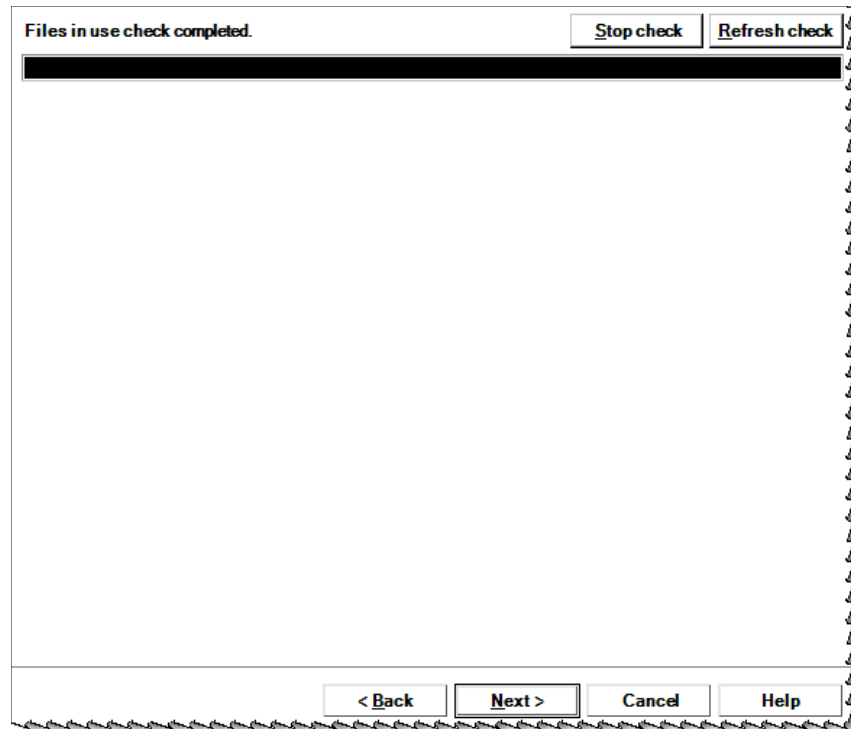


FIGURE 4-54 Files in Use Dialog

6. Click **Next**, and then, click **Update** to begin installation of the service pack.

The dialog shown in [Figure 4-55](#) will be displayed as the installation progresses.

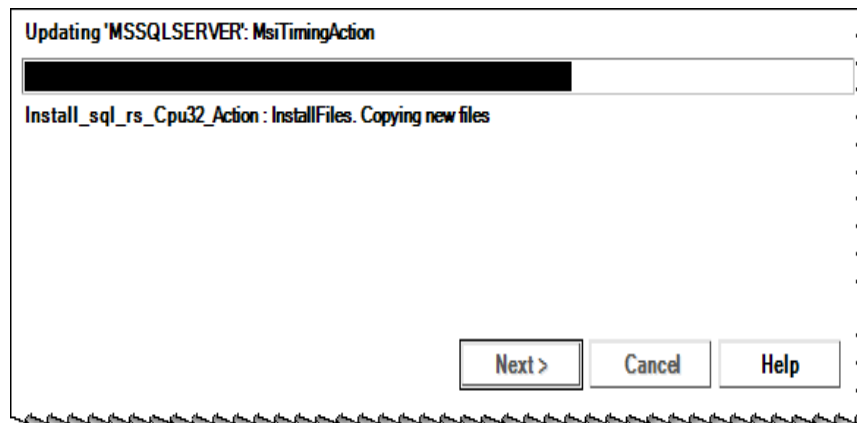


FIGURE 4-55 Installation Progress Dialog

7. When the installation is complete, the dialog shown in [Figure 4-56](#) will be displayed.

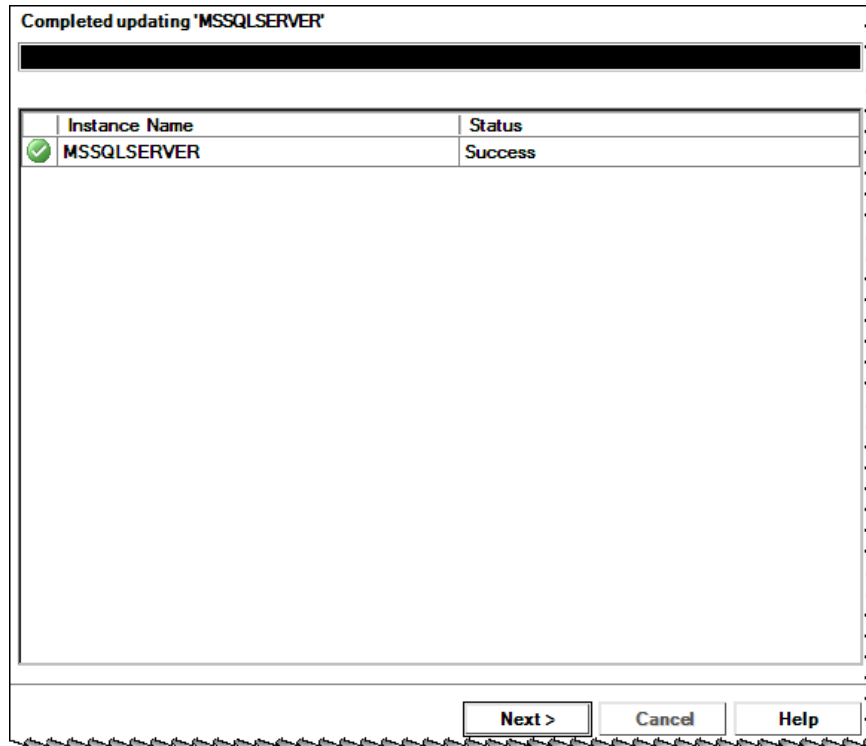


FIGURE 4-56 Successful Install Dialog

8. Click Next to display [Figure 4-57](#).

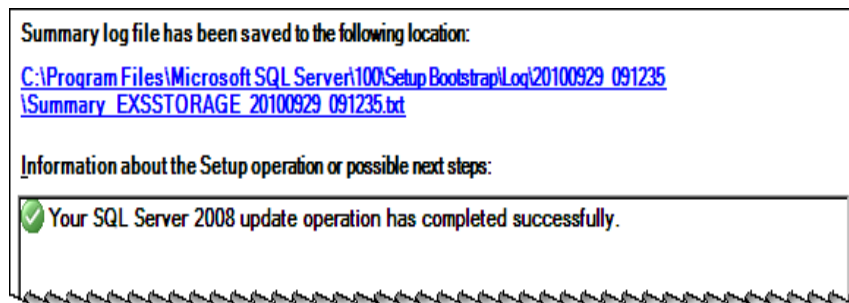


FIGURE 4-57 SQL 2008 Update Summary

9. Close all open windows and continue with the procedure [Confirm SQL Installation](#).

Confirm SQL Installation

Prior to configuring SQL, confirm that SQL server is functioning properly as follows:

1. Select **Start | Programs | Microsoft SQL Server 2008 | SQL Server Management Studio** and the dialog shown in [Figure 4-58](#) will be displayed.

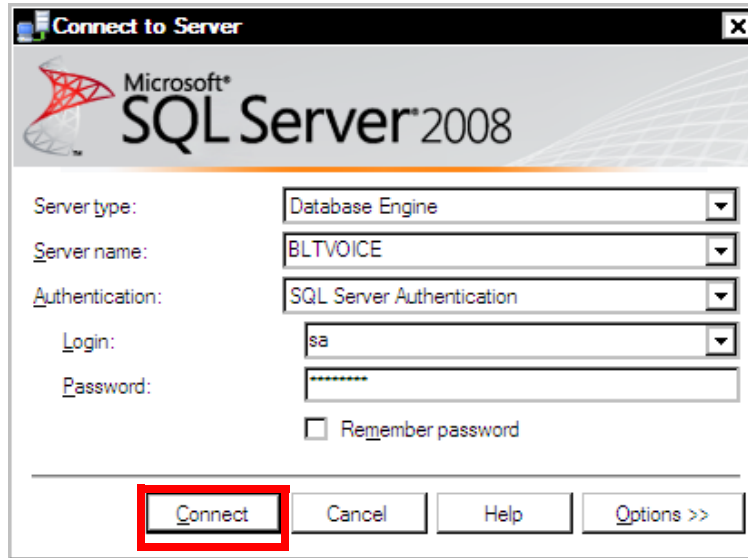


FIGURE 4-58 SQL Server Login Dialog

2. Enter the appropriate login information, and then, click **Connect**.
 - a. Expand the menu by clicking <+> beside **Databases**
 - b. Expand the menu by clicking <+> beside **Master**
 - c. Expand the menu by clicking <+> beside **Tables**
 - d. Expand the menu by clicking <+> beside **System Tables**

You will now see a dialog similar to that shown in [Figure 4-59](#).

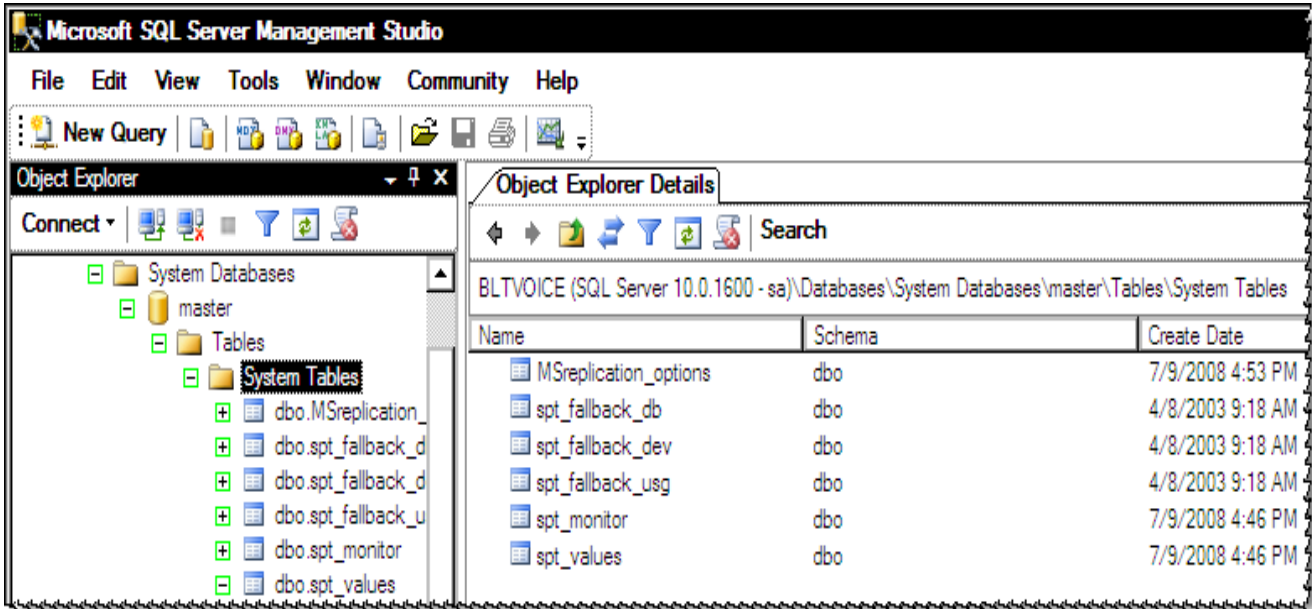


FIGURE 4-59 Management Studio Dialog

3. Close the **SQL Server Management Studio**.
4. Reboot the server and ensure that all SQL server services start correctly.
5. Continue with the next procedure, [Configure SQL Server 2008](#).

Configure SQL Server 2008

1. Following the reboot, open **Windows Services Manager** and display the SQL Server services section, as shown in [Figure 4-60](#).

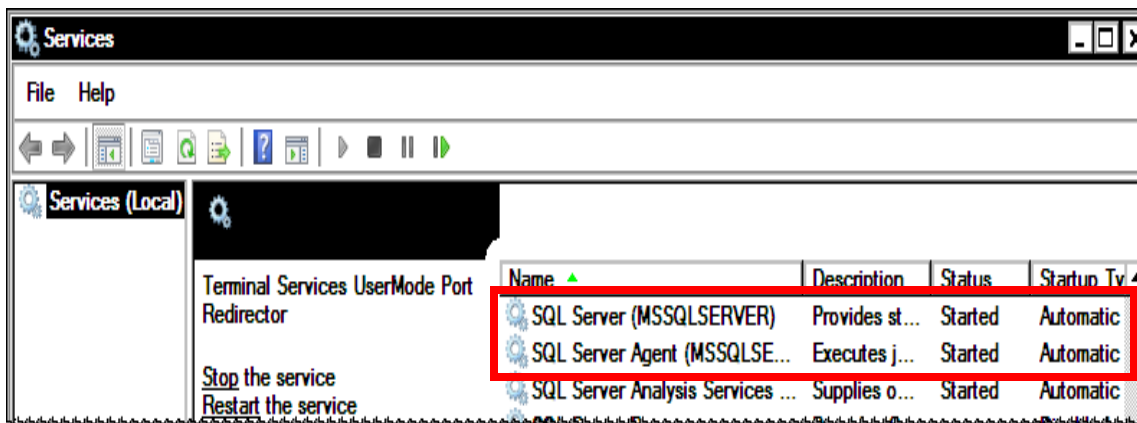


FIGURE 4-60 SQL Server Services Display

2. Verify that **SQL Server** and **SQL Server Agent** are started and that the **Startup Type** is set to **Automatic**, as shown in [Figure 4-60](#).

- Next, right-click **SQL Server (MSSQLSERVER)** and select **Properties** to display [Figure 4-61](#).

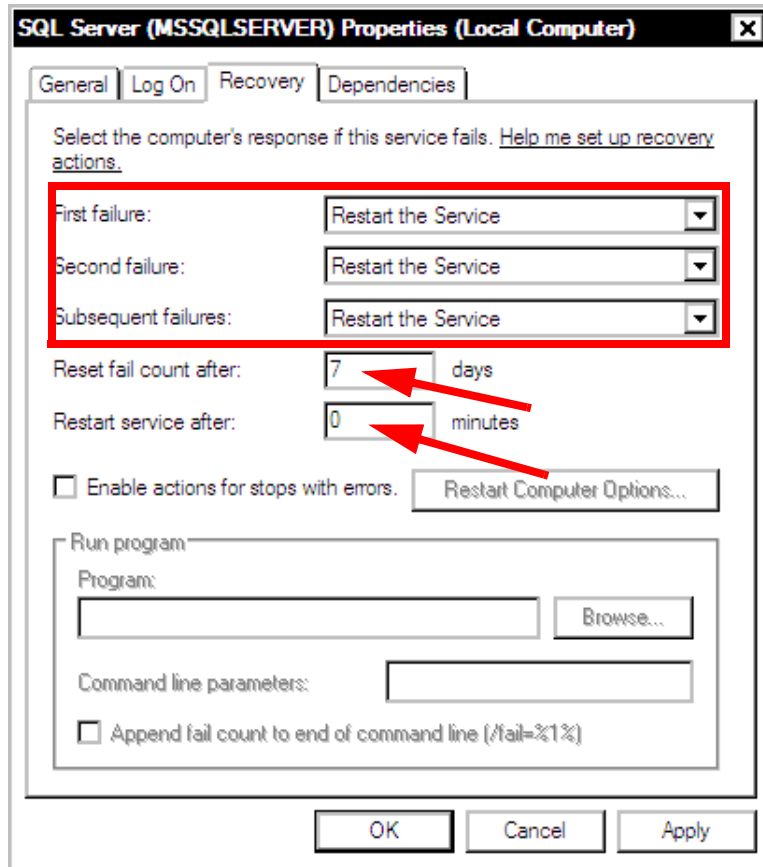


FIGURE 4-61 MSSQLSERVER Recovery Dialog

- Click the **Recovery** tab and configure the [Figure 4-61](#) dialog as follows:
 - Set **First**, **Second**, and **Subsequent** failure response to be **Restart the Service**.
 - Set **Reset fail count after:** 7 days
 - Set **Restart service after:** 0 minutes
- Click **Apply**, and then, click **OK** to close the dialog.
- Close the Services windows.
- Select **Start | Programs | Microsoft SQL Server 2008 | Configuration Tools | SQL Server Configuration Manager**.
- Expand **SQL Server 2008 Network Configuration** and verify that both **Named Pipes** and **TCP/IP** protocols are enabled, as displayed in [Figure 4-62](#).

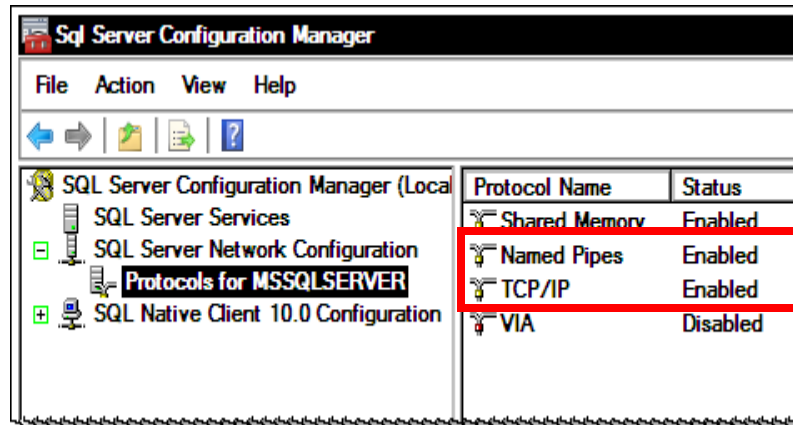


FIGURE 4-62 SQL Server Network Configuration Dialog

9. If necessary, right-click the appropriate protocol(s) and enable same, followed by stopping and restarting the MSSQLSERVER service.
10. Close **SQL Server Configuration Manager**.
11. Select **Start | Programs | Microsoft SQL Server 2008 | SQL Server Management Studio** and log in to SQL.
12. As shown in [Figure 4-63](#), right-click the server name and select **Properties**.

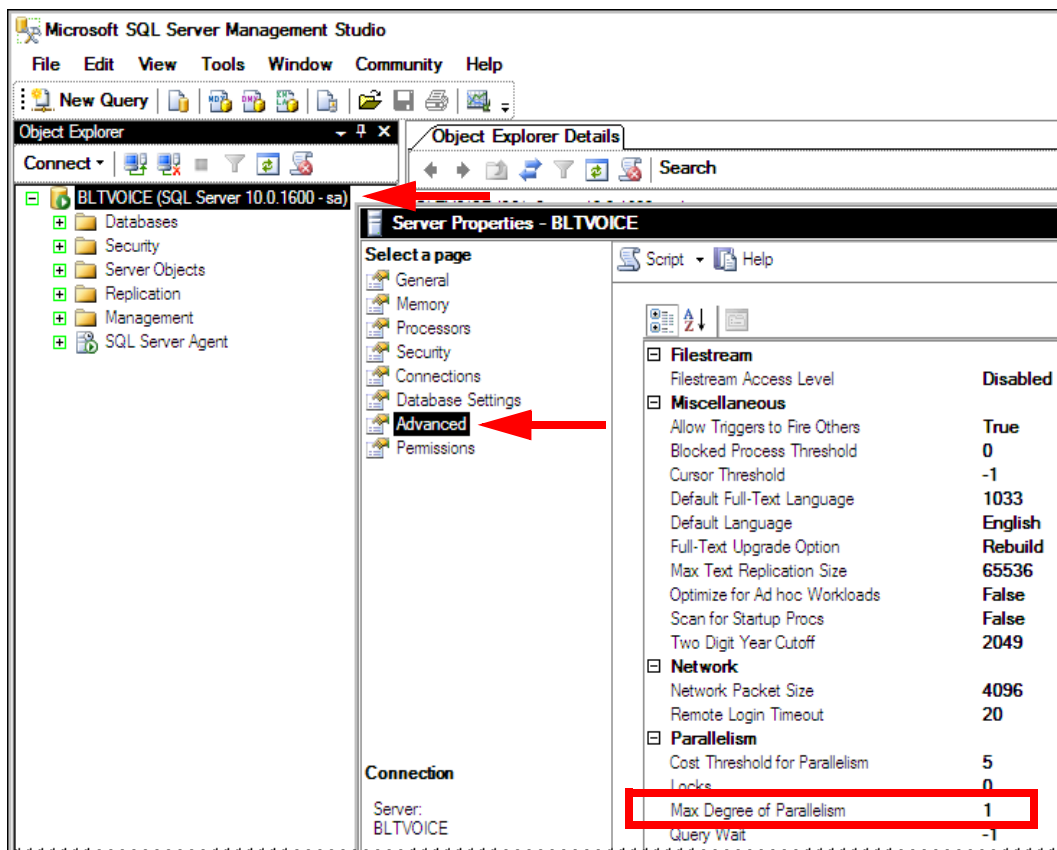


FIGURE 4-63 SQL Server Advanced Properties Dialog

13. Click the **Advanced** page, and then, double-click the **Max Degree of Parallelism** entry which is highlighted in [Figure 4-63](#).
14. Ensure that the Max Degree of Parallelism entry is set to **1**. After setting the value to 1, click **OK**.
15. Next, select the **Memory** page to display the dialog shown in [Figure 4-64](#).

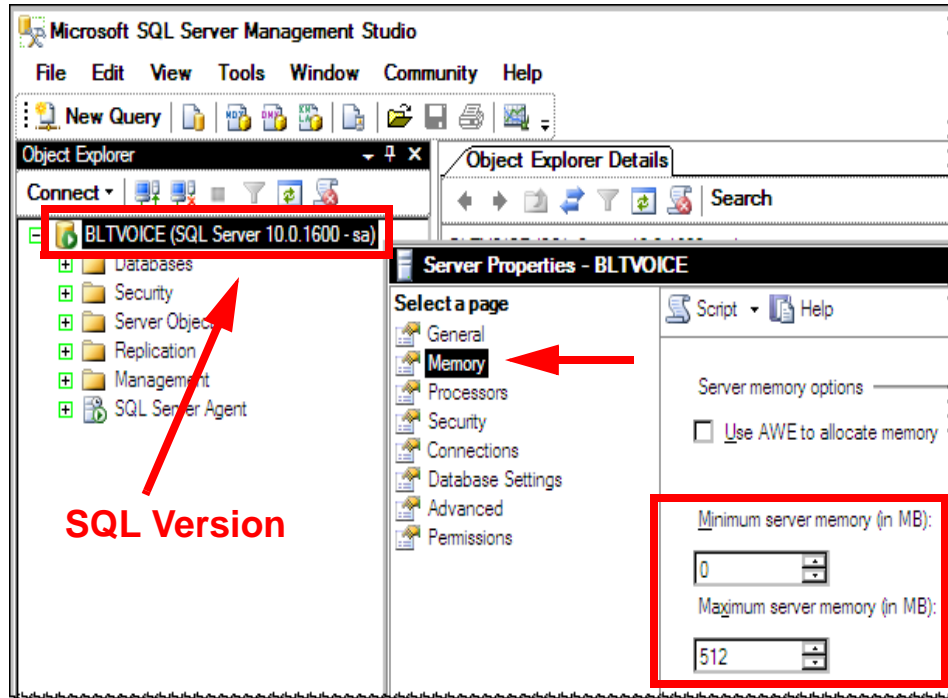


FIGURE 4-64 SQL Maximum Memory Allocation

16. Adjust the **Maximum server memory (in MB)**: selection to reflect the maximum memory to be allocated for SQL operations. Normal setting for this in the Enterprise Express environment is **512MB**. The amount allocated should **NEVER** exceed 50% of the installed RAM.
17. Next, in **SQL Server Management Studio**, take note of the **version** of SQL Server that is installed on the server, as illustrated in [Figure 4-64](#), above.
18. Consult [Table 4-1](#) for the next step.

TABLE 4-1 Next Step/Procedure to be performed

Version of SQL Server	Next Step/Procedure
10.0.xxxx	Continue with Step 19
10.5.xxxx	Continue with the procedure Update vnservice.exe for SQL Server 2008 R2 , on page 4-47

19. Close **SQL Server Management Studio**.
20. **STOP** and **RESTART** the SQL Server and SQL Server Agent services.

21. Continue with the next procedure, [Install Dialogic Voice Card](#), beginning on [page 4-48](#).
-

Update vnserver.exe for SQL Server 2008 R2



IMPORTANT

*This procedure is only for the EXVoice server in an installation where **SQL Server 2008 R2** is installed (SQL version of **10.5.xxxx** or greater), on the **EXVoice** server. Before beginning this procedure, ensure that you have downloaded the file **vnserver.exe** (Version 81.0.3070) from the EXVoice software download area of the Dictaphone Services portal.*

1. On the EXVoice server, ensure that the following services are stopped:
 - All Dictaphone EXVoice services
 - Dictaphone EXV Watchdog
 - SQL Server and SQL Server Agent
2. Place the file you downloaded (**vnserver.exe, Ver. 81.0.3070**) in a convenient hard drive location on the EXVoice server.
3. Go to the folder **C:\Program Files\Dictaphone\EXV Services** and locate the file **vnserver.exe**.
4. Rename the existing **vnserver.exe** to **vnserver.bak**.
5. Copy the **vnserver.exe** file you downloaded (Ver. 81.0.3070) into the EXV Services folder.
6. Close all open windows.
7. Restart all EXVoice and SQL services previously stopped.
8. Continue with the next procedure, [Install Dialogic Voice Card](#), beginning on [page 4-48](#).

Install Dialogic Voice Card

Supported PCI Dialogic Cards: D/41PCI-U - D/120JCT-Is Rev 2 - D/240JCT-T1 - Disi16-R2 - Disi24-R2 - Disi32-R2 and D41JCT-LS. These are the **ONLY** PCI Dialogic cards supported in the Windows 2003 & 2008/Dialogic **SR 6.0 with Service Update 243** environment.

Supported PCI Express Dialogic Cards: D/120JCT-LS-EW and D/240JCT-T1-EW. These are the **ONLY** known PCI Express Dialogic cards supported in the Windows 2003 & 2008/Dialogic **SR 6.0 with Service Update 243** environment.

Dialogic **6.0 with Service Update 243** is the **ONLY** Dialogic software supported in the Windows 2003 environment when running Enterprise Version 8.1 software or greater. For earlier Version 8.0 Enterprise systems, Dialogic Version 6.0 with Service Update 174 is still supported.



IMPORTANT

Dialogic **6.0 with Service Update 243** is the **ONLY** Dialogic software supported in the Windows 2008 and Windows Vista environment.

Two of these supported boards, the **D/120JCT-LS-EW** and the **D/240JCT-T1-EW** PCI Express boards have a 3-pin Power Budgeting Jumper, as highlighted in [Figure 4-65](#), below. Factory default configuration has pins 2 & 3 jumpered. **The jumper MUST BE REMOVED for this card to function correctly in the Enterprise Express Voice environment.**

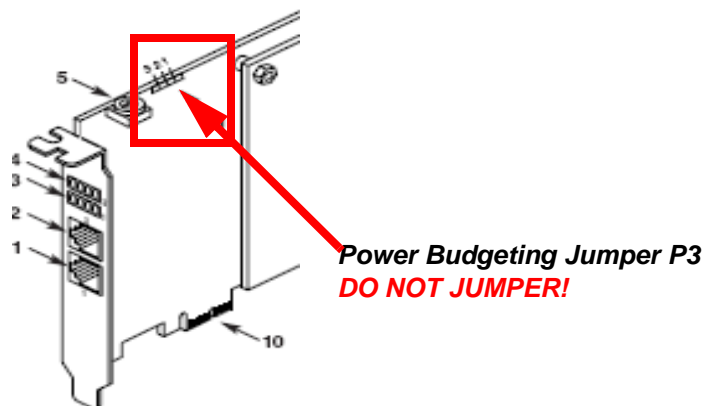


FIGURE 4-65 D/120JCT-LS-EW/D/240JCT-T1-EW Power Budgeting Jumper

These are the **ONLY** Dialogic cards supported in the Windows 2003 & 2008/Dialogic SR 6.0 with Service Update 174/243 environment.

The Dialogic Voice card should be in PCI Slot 2. If necessary, power down the server and install the card in that slot.

1. If you are powering up the server after installing the Dialogic card in PCI Slot 2, click **Cancel** when the **Found New Hardware Wizard** is displayed.
2. Insert the **Dialogic SR 6.0 with Service Update 243** CD (PN 139129-109) into the CD-ROM drive.
3. Click **Install Intel Software**.
4. At the **Welcome** dialog, click Next, and the **Customer Information** dialog ([Figure 4-66](#)) will be displayed.



FIGURE 4-66 Customer Information Dialog

5. Enter the appropriate customer information in the [Figure 4-66](#) dialog, and then, click **Next** to continue.
6. When the **Choose Destination** dialog is displayed, accept the listed **defaults**.
7. The dialog shown in [Figure 4-67](#) will be displayed.



FIGURE 4-67 Type of Installation Dialog

8. Place a check in the **Core Runtime Package** check box, and then, click **Next**.
 9. When the **Would you like to continue.....** question is displayed, click **Yes**.
- The **Program Folders** dialog ([Figure 4-68](#)) is displayed.

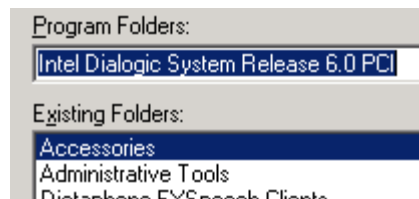


FIGURE 4-68 Program Folders Dialog

10. Accept the default **Program Folders**, and click **Next** to continue.
11. At the **Start Copying Files** dialog, click **Next**, and the dialog shown in [Figure 4-69](#) will be displayed.

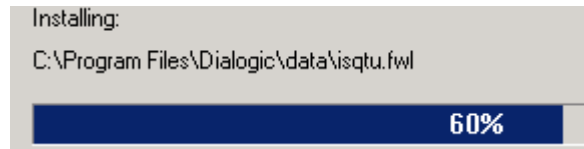


FIGURE 4-69 Installing Files Display

12. When the Dialogic card is detected, the dialog shown in [Figure 4-70](#) will be displayed.

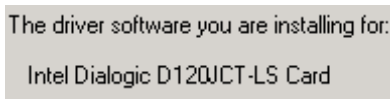


FIGURE 4-70 Dialogic Card Detection Dialog

13. Shortly, the dialog shown in [Figure 4-71](#) will be displayed.

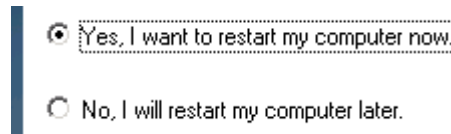


FIGURE 4-71 Restart Computer Dialog

14. Click **Yes**, and then click **Finish** to reboot the server.
15. Continue with the procedure [Launch the Dialogic Configuration Manager \(DCM\)](#).

Launch the Dialogic Configuration Manager (DCM)

1. Select **Start | Programs | Intel Dialogic System Release 6.0 PCI | Configuration Manager-DCM**.

The dialog shown in [Figure 4-72](#) may be displayed.



FIGURE 4-72 Program Block Notification Dialog

2. Click **Unblock**.

The Select Computer dialog ([Figure 4-73](#)) may be displayed.

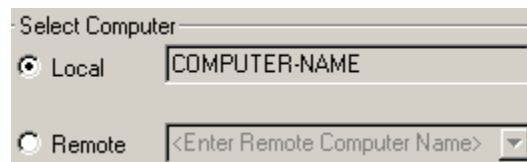


FIGURE 4-73 Select Computer Dialog

3. If the [Figure 4-73](#) dialog is displayed, click **Connect**.

The dialog shown in [Figure 4-74](#) will be displayed.

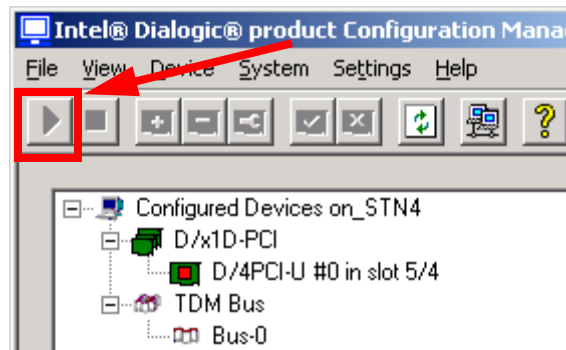


FIGURE 4-74 DCM Installed Device Dialog

4. Click the **Start** button (highlighted item in [Figure 4-74](#)) to start the Dialogic card service.



Service may take a while to start - be patient.

- Once the service starts, the display will change, as shown in [Figure 4-75](#).

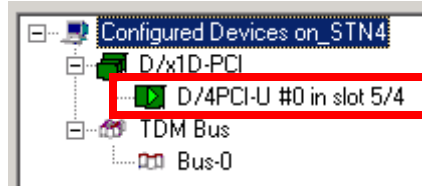


FIGURE 4-75 Dialogic Card Service Started Display

Notice that the card icon is now **green** in color, signifying a successful start of the Dialogic service.

- From the DCM menu, as shown in [Figure 4-76](#), select **Settings | System/Device | Start System**.

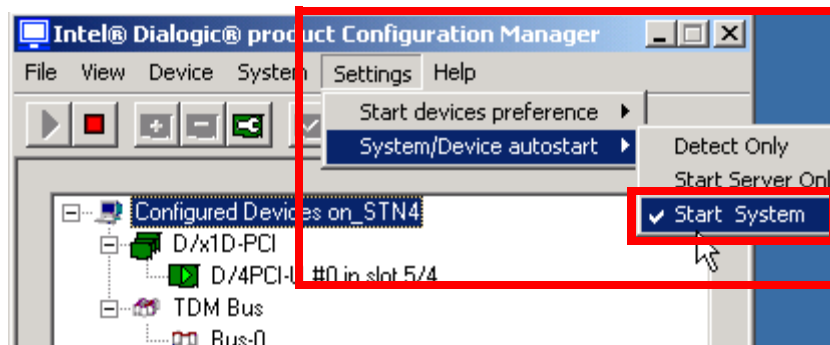


FIGURE 4-76 DCM Menu Display

- Ensure there is a check mark preceding **Start System**, as shown in [Figure 4-76](#).
- Reboot** the server.

Test the Dialogic Card

- Select **Start | Programs | Dialogic System Software | Dialogic Configuration Manager-DCM**.



Service can take more than 2 minutes to start.

- Verify that the service has started, as previously shown in [Figure 4-75](#).
- Close the DCM window and consult [Table 4-2](#) to determine the next procedure to follow.

TABLE 4-2 Next Procedure

<p>What task were you performing that brought you to this Install Dialogic Voice Card procedure?</p>	<p>Next Procedure to Complete</p>
<p>Completing a Verify/Install Dialogic Drivers procedure, as part of an upgrade of an existing EXVoice system to Build 8.1, Section 6 of the manual</p>	<p>Verify/Install Dialogic Drivers, page 6-29</p>
<p>Completing an Install Build 8.1 VR Server procedure, as part of a full install of an EXVoice server, Section 5 of the manual</p>	<p>Continue with the next procedure, Install EXVoice VR Software., page 5-55</p>
<p>Doing a NEW server Windows Server 2008 Installation of an EXVoice server, Section 4 of the manual</p>	<p>Symantec AntiVirus Installation, page 4-54</p>

Symantec AntiVirus Installation

Follow these procedures to install, activate, license, and update Symantec’s Endpoint Protection , **Version 11.0.5**, or higher.



*An Internet connection is required for this procedure. If you do **NOT** have an Internet connection available, you will be unable to activate and license this program, or obtain the latest virus definition files.*

Installing Symantec Endpoint Version 11

1. Insert the Symantec AntiVirus CD into the CD-ROM drive and the dialog shown in [Figure 4-77](#) will be displayed.

If CD does not autoplay, simply open the CD in Explorer and run setup.exe.

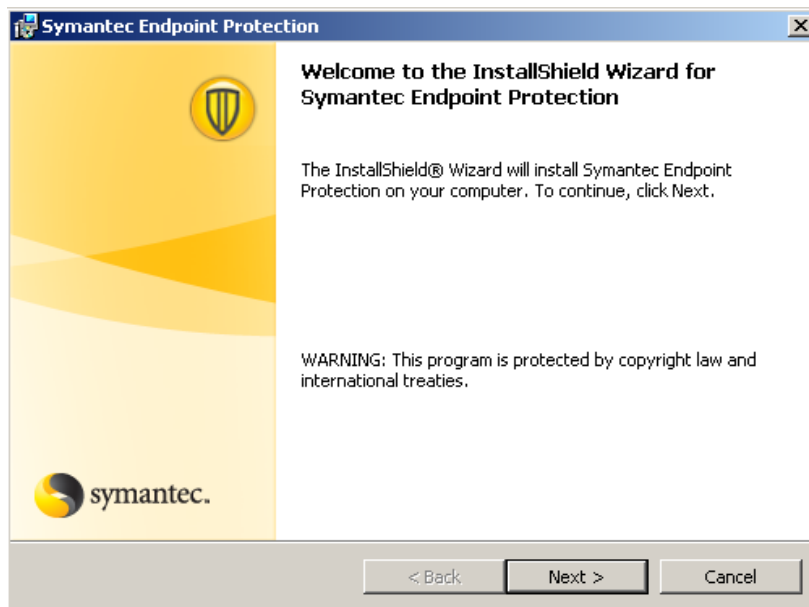


FIGURE 4-77 Symantec Endpoint Welcome Dialog

2. Click **Next** and the dialog shown in [Figure 4-78](#) will be displayed.

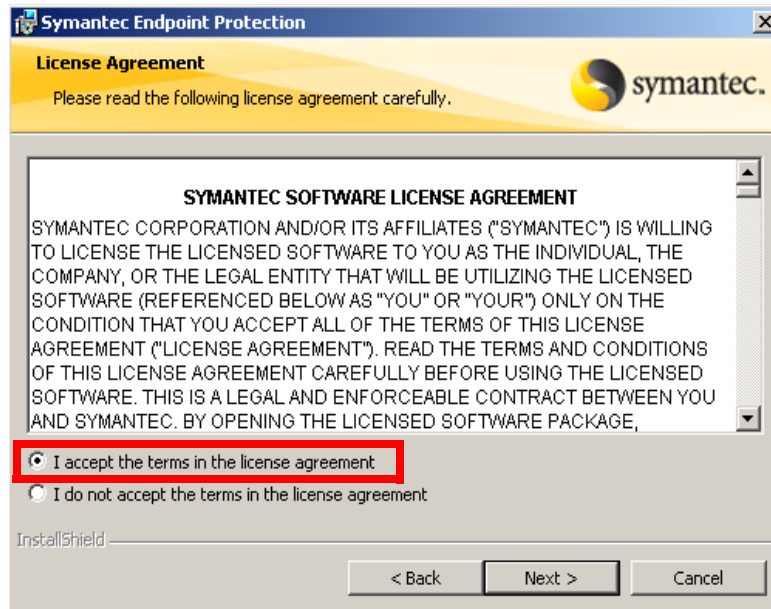


FIGURE 4-78 Symantec AntiVirus Install Selection Menu

3. Select the **I accept the terms.....** radio button, and then, click **Next**.
The dialog shown in [Figure 4-79](#) will be displayed.



FIGURE 4-79 License Agreement Dialog

4. Select the **Typical** radio button, and then, click **Next**.
5. The dialog shown in [Figure 4-80](#) will be displayed.

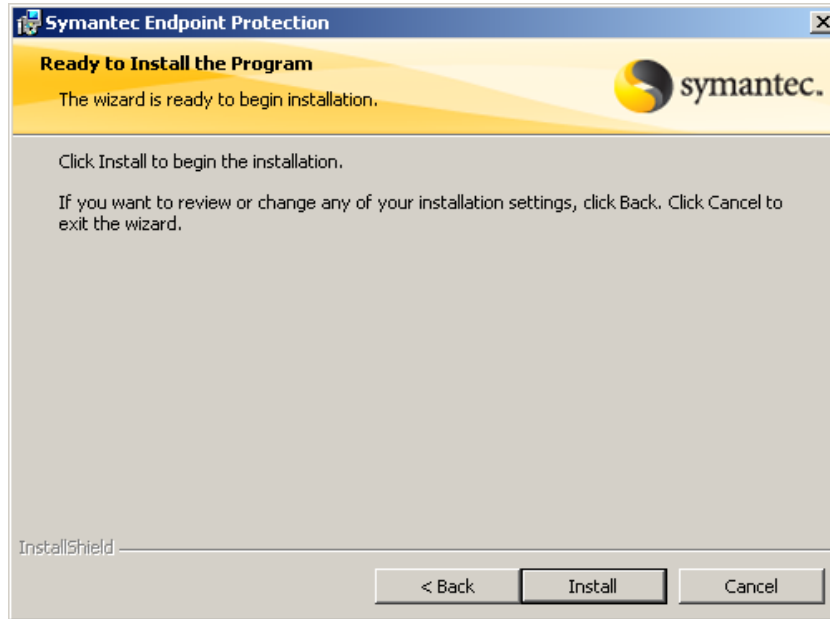


FIGURE 4-80 Ready to Install Dialog

6. Click **Install**, and the dialog shown in [Figure 4-81](#) will be displayed to show the progress of the installation.

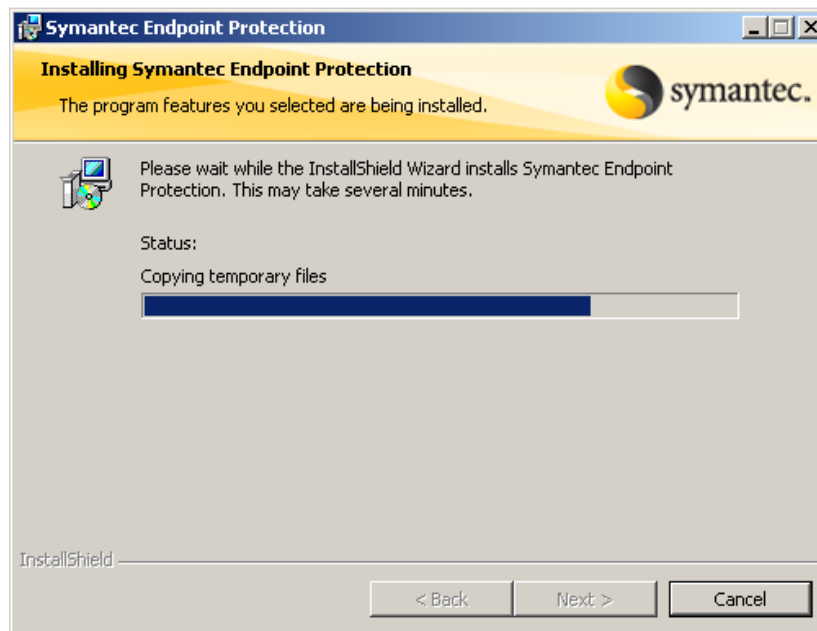


FIGURE 4-81 Install Progress Dialog

When the installation is finished, the dialog shown in [Figure 4-82](#) will be displayed.

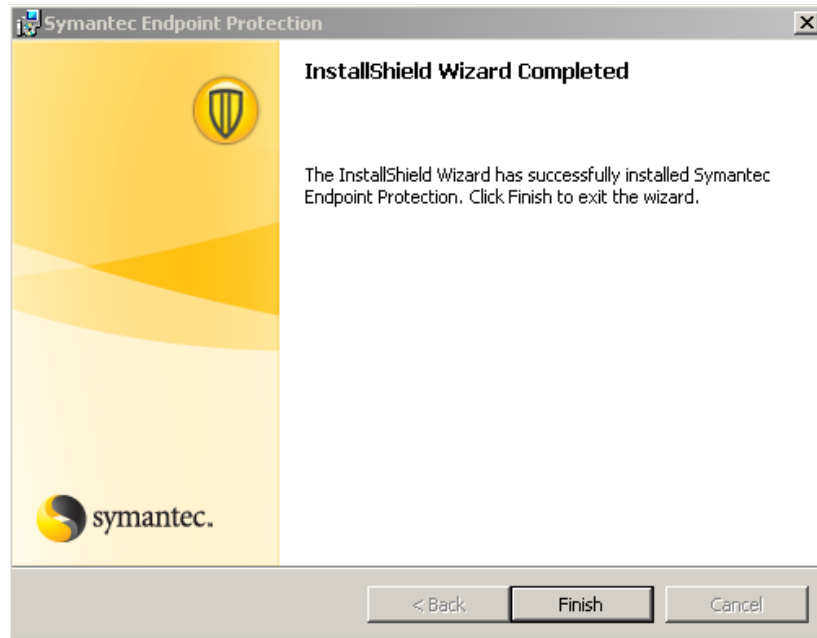


FIGURE 4-82 InstallShield Wizard Complete Dialog

7. Click **Finish** and the dialog shown in [Figure 4-83](#) will be displayed shortly. The [Figure 4-83](#) dialog and the subsequent download of updates to Endpoint is done automatically, without user intervention.



FIGURE 4-83 Symantec Live Update Installation Dialog

When LiveUpdate completes, the dialog shown in will be displayed.

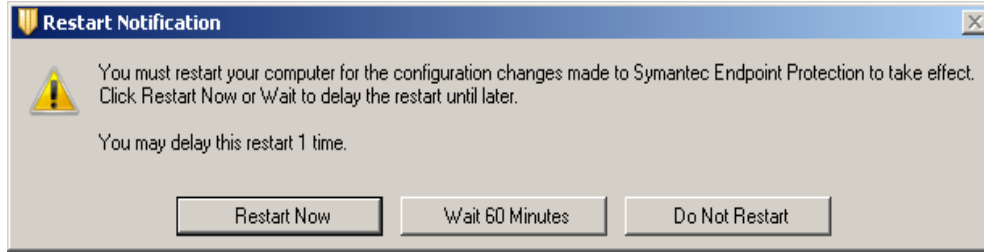


FIGURE 4-84 Endpoint Restart Notification Dialog

8. Click **Restart Now**.
9. Following reboot, continue with the next procedure, [Configure Symantec Endpoint](#).

Configure Symantec Endpoint

1. Double-click the **AntiVirus** icon in the lower right corner of the taskbar and the dialog shown in [Figure 4-85](#) will be displayed.



FIGURE 4-85 Primary Navigation Dialog

2. Click the **Scan for threats** selection and [Figure 4-86](#) will be displayed.

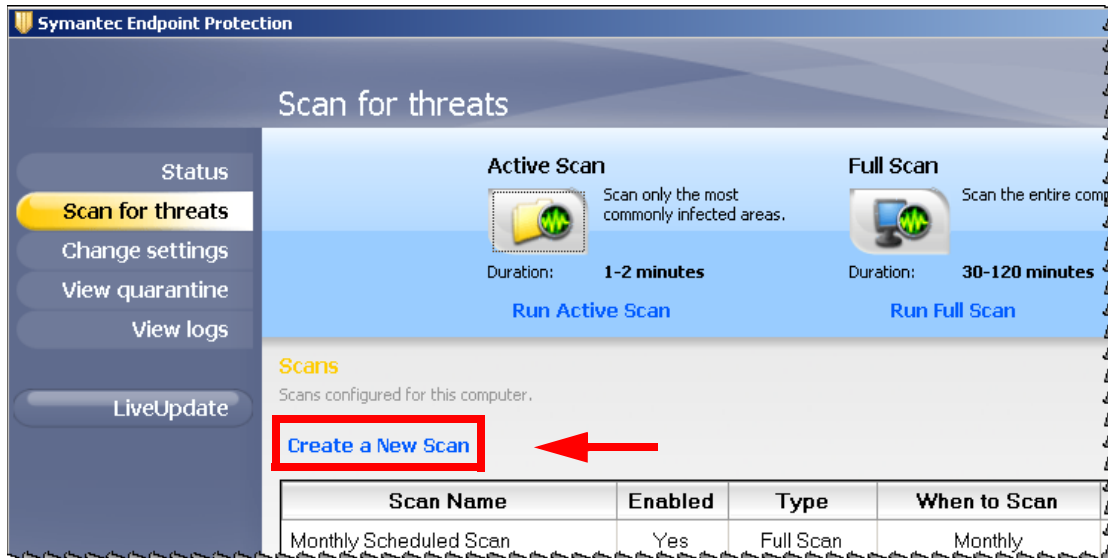


FIGURE 4-86 Scan for Threats Dialog

3. Click **Create a New Scan** and [Figure 4-87](#) will be displayed.

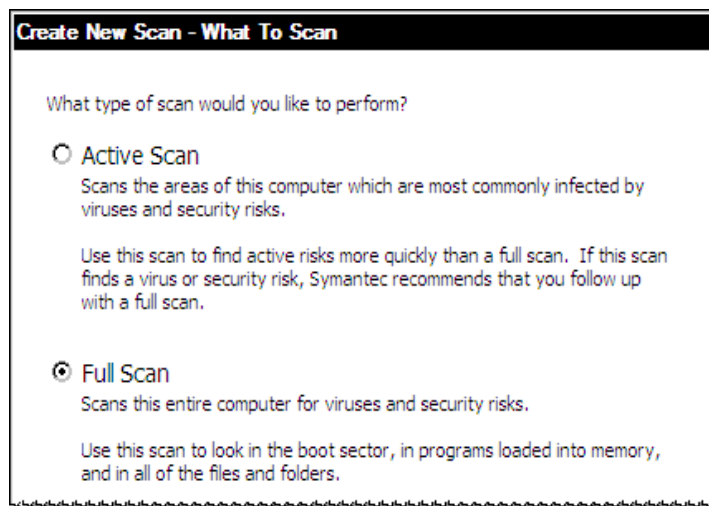


FIGURE 4-87 Scheduled Scan Dialog

4. Select the **Full Scan** radio button, and the dialog shown in [Figure 4-88](#) will be displayed.

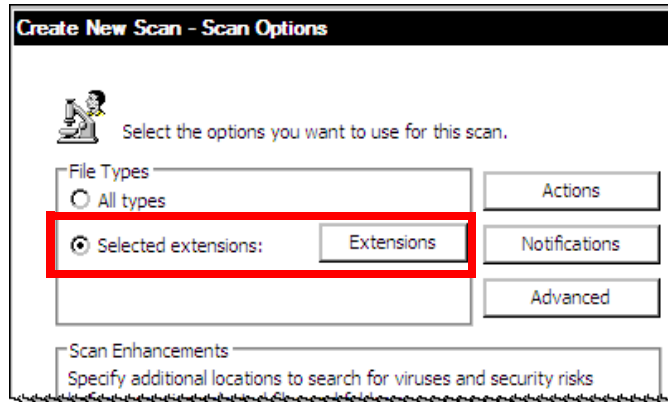


FIGURE 4-88 Scan Options Dialog

5. Select the **Selected extensions** radio button, and then, click the **Extensions** button.

[Figure 4-89](#) will be displayed.

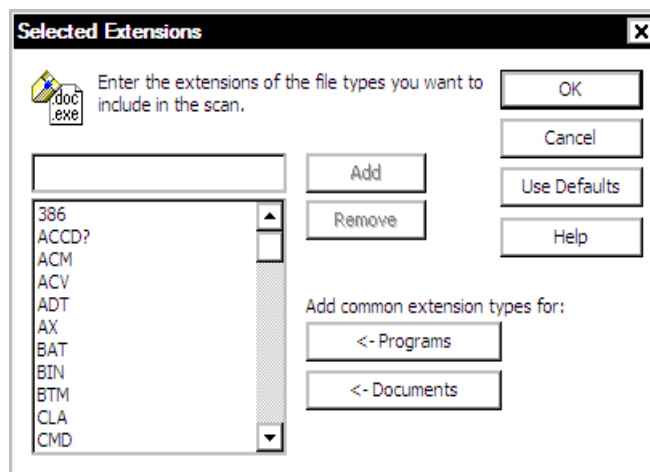


FIGURE 4-89 Selected Exclusions Dialog

6. Next, in the [Figure 4-89](#) dialog, enter the appropriate files/folders/extensions exclusions appropriate to the server on which you have installed the AntiVirus program, as follows: (click the link to go to the list of recommended exclusions.)
 - [Enterprise Express Voice/Speech AV Exclusions](#)
 - [Enterprise Express Text AV Exclusions](#)
 - [Enterprise Workstation AV Exclusions](#)
7. When all exclusions have been entered, click **OK** to return to the previous dialog.

Enterprise Express Voice/Speech AV Exclusions

EXVoice [Voice Response] server

EXVoice [SQL database] Data server

Recommended **file extension** exclusions for real-time scans:

WAV, VOX, TCL, DEE, OFL, OFC, DAT, MDF, LDF

EXVoice [SQL database] Data Server - RISI specific (if RISI is implemented):

Recommended **folder** exclusions for real-time scans:

C:\VoiceNet\DIS_Interface
C:\VoiceNet\RIS_Interface
C:\VoiceNet\RISI_Clients
C:\VoiceNet\RISI_Trace

Server where Speech Dictators folder is located, and ALL Recognition server(s)

Recommended **file extension** exclusions for real-time scans:

AST, ASW, ASR, NVC, SVC, TXT, WAV, USR, INI, LST

Enterprise Workstation AV Exclusions

Web server
Database server
All client workstations

Recommended **file extension** exclusions for real-time scans:

ADP, AST, BAS, BD, CMP, CZP, DAT, DIC, DIK, DOC, DVC, DWC, ENH, FAC, GRM, GSB, IND, INI, LAN, LDF, LOG, LST, MDF, MXL, NVC, PAR, PER, PVC, REC, RTF, RWR, SIG, SVC, TRC, TRD, TRU, TXT, USR, VTD, VOC, WAV, WRP, and XML

Web server only:

Recommended **folder** exclusions for real-time scans:

<drive>:\PscribeSDK_Data (where <drive> is typically **F:** (default) but may be a different drive letter.

C:\Dictaphone\Tomcat\Webapps\EXV folder should be excluded from scanning

Client workstation only:

Recommended **folder** exclusions for real-time scans:

C:\Documents and Settings\\Local Settings\Temp (You can exclude only the following file types from the TEMP folder if your Anti Virus software allows you to do so: EXV*.tmp, DWC*.tmp, EXVWave*.tmp, *.DWC, *.DOC.)

C:\Documents and Settings\\Local Settings\Temp\DWC_TEMP
C:\Documents and Settings\\Application Data\Dictaphone
C:\Documents and Settings\\Local Settings\Application Data\Dictaphone
C:\Documents and Settings\\Application Data\Nuance
C:\Documents and Settings\All Users\Application Data\Nuance
C:\Program Files\Dictaphone\Dictaphone EWS Client
C:\Program Files\Nuance

where <User> is the user logged into the operating system. There might be a necessity to exclude multiple directories, if multiple users log into the workstation. It is also

recommended to exclude this same directory on the EWS Web Server, to prevent any interference when functionality tests occur on the server by Nuance Service.

Note: In Windows Vista, the 'C:\Documents and Settings' folder is replaced with the 'C:\Users' directory.

Enterprise Express Text AV Exclusions

Enterprise Express Text System server(s)
EXText (SQL Database) server
EXText Router server

Recommended **folder** exclusions for real-time scans:

C:\Docnet\bin

Correction Client workstation(s):

Recommended **file extension** exclusions for real-time scans:

C:\Docnet\CorrectionEditor*.ocx (and) *.dot
C:\Docnet\CorrectionEditor\Documents*.doc
C:\Docnet\CorrectionEditor\Wavscrd*.wav
C:\Docnet\Transnet*.wav
C:\Docnet**.crd
C:\Docnet**.lix
C:\Docnet**.ast

Recommended **specific file** exclusions for real-time scans:

LTI.dot
ltiplayer.ocx
lte.ocx

Word client / TransNet workstation(s):

Recommended **file extension** exclusions for real-time scans:

C:\Docnet\Bin*.esp
C:\Docnet\Recovery*.bin
C:\Docnet\Templates*.doc
C:\Docnet\Transnet*.wav
C:\Docnet\WorkingDocuments*.asd (and) *.doc

8. Click **Next** and [Figure 4-90](#) will be displayed.

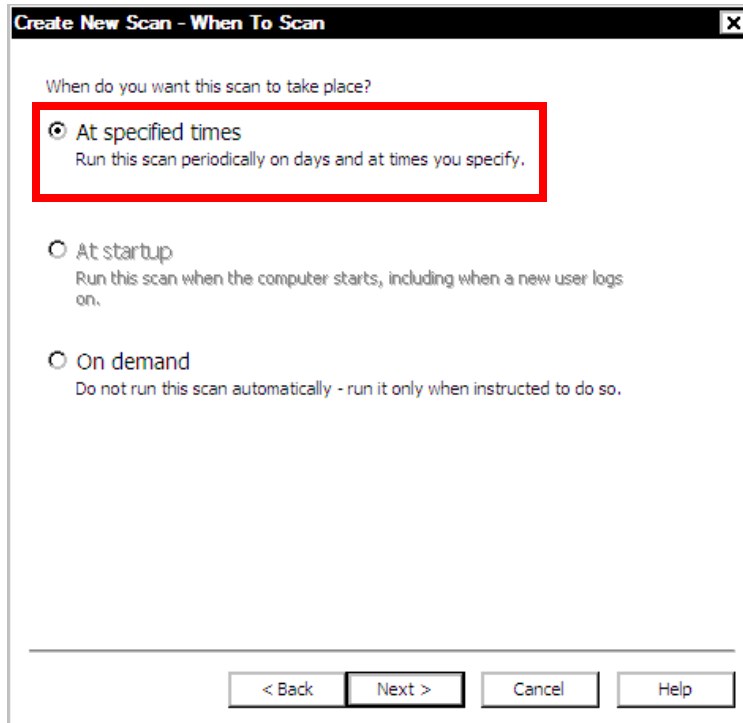


FIGURE 4-90 When to Start Scan Dialog

9. Select the **At specified times** radio button, and then, click **Next** to display [Figure 4-91](#).

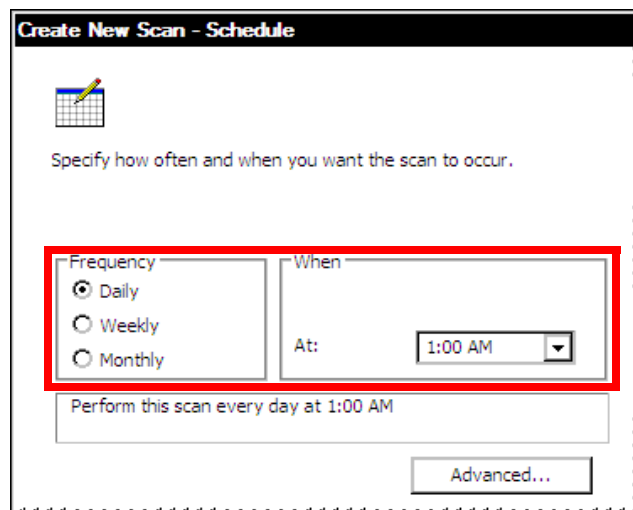


FIGURE 4-91 Scan Schedule Dialog

10. Configure scan as follows:
 - Frequency - **Daily**
 - When - **1:00 AM**
11. Click **Next** and [Figure 4-92](#) will be displayed.

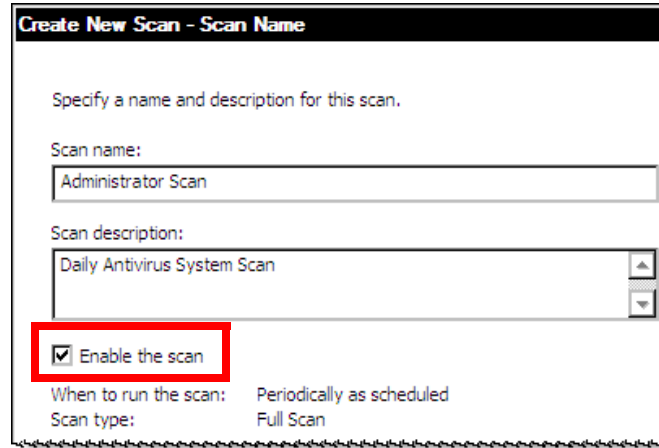


FIGURE 4-92 Name Scan Dialog

12. In the dialog, enter a **name and description** for the scan just created, and ensure that the **Enable the scan** check box is checked.
13. Click **Finish** and you are returned to the main dialog, [Figure 4-93](#), showing the scan you just created.

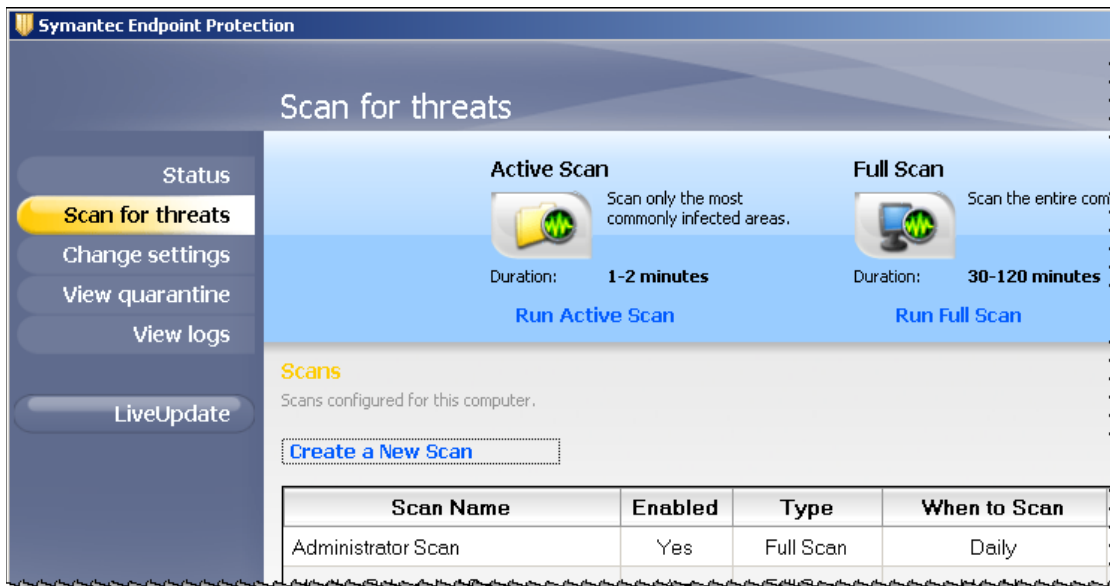


FIGURE 4-93 Endpoint Scan for Threats Dialog

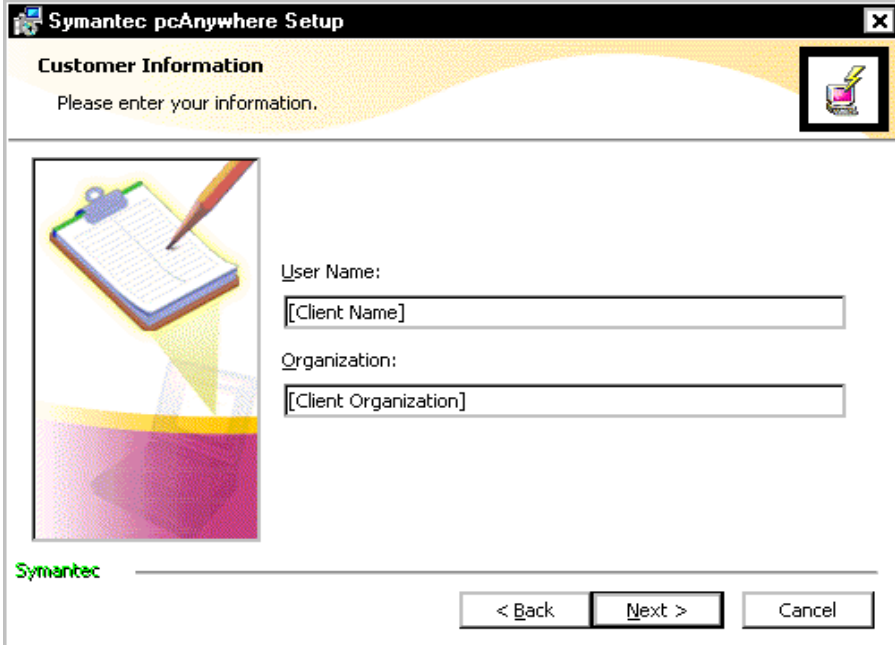
14. Close all open windows and continue with the next procedure, [Symantec pcAnywhere Installation](#).

Symantec pcAnywhere Installation

Follow the steps specified below to install Version 11 of pcAnywhere.

1. Insert the **pcAnywhere** CD into the CD-ROM drive.
2. When the first **Welcome** screen is displayed, click **Install pcAnywhere 11** to continue.
3. Select **pcAnywhere for the Individual** at the next screen.
4. When the second **Welcome** screen appears, click **Next** to continue.
5. Select the radio button **I accept the terms in the license agreement**, and then click **Next** to continue.

The **Customer Information** dialog, [Figure 4-94](#) is displayed.



The screenshot shows the 'Symantec pcAnywhere Setup' window with the 'Customer Information' dialog box open. The dialog box has a yellow header with the title 'Customer Information' and the instruction 'Please enter your information.' Below the header is a large graphic of a clipboard with a pen. To the right of the graphic are two text input fields: 'User Name:' with a placeholder '[Client Name]' and 'Organization:' with a placeholder '[Client Organization]'. At the bottom left is the Symantec logo. At the bottom right are three buttons: '< Back', 'Next >', and 'Cancel'.

FIGURE 4-94 Customer Information Dialog

6. Insert the **Client** name and organization in the appropriate text boxes, as seen in [Figure 4-94](#), and then click **Next** to continue.

The **Setup Type** dialog, [Figure 4-95](#), is displayed.

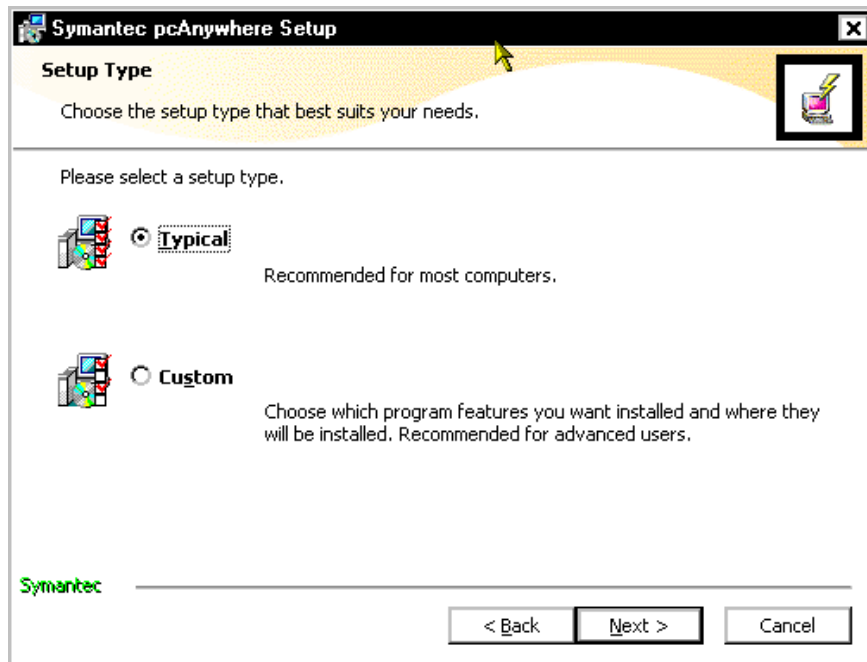


FIGURE 4-95 Setup Type Dialog

7. Select the **Typical** radio button, and then click **Next** to continue.
8. Click **Install** to begin installation of the software.
9. Once file copying and installation is complete, click **Next**, click **Next** again, and then click **Next** a third time.

This will display the **LiveUpdate** dialog shown in [Figure 4-96](#).

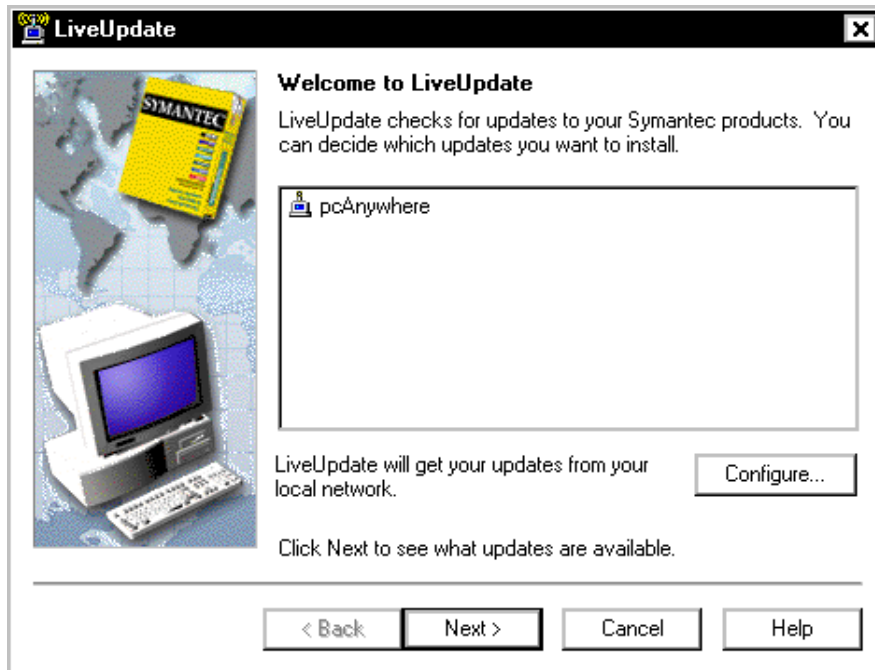


FIGURE 4-96 pcAnywhere LiveUpdate Dialog

10. Click **Next** to receive any product updates which have been released.

If Live Update notifies you that downloads are available, click Next to download the updated files.

After the files are downloaded you will be presented with the dialog shown in [Figure 4-97](#).

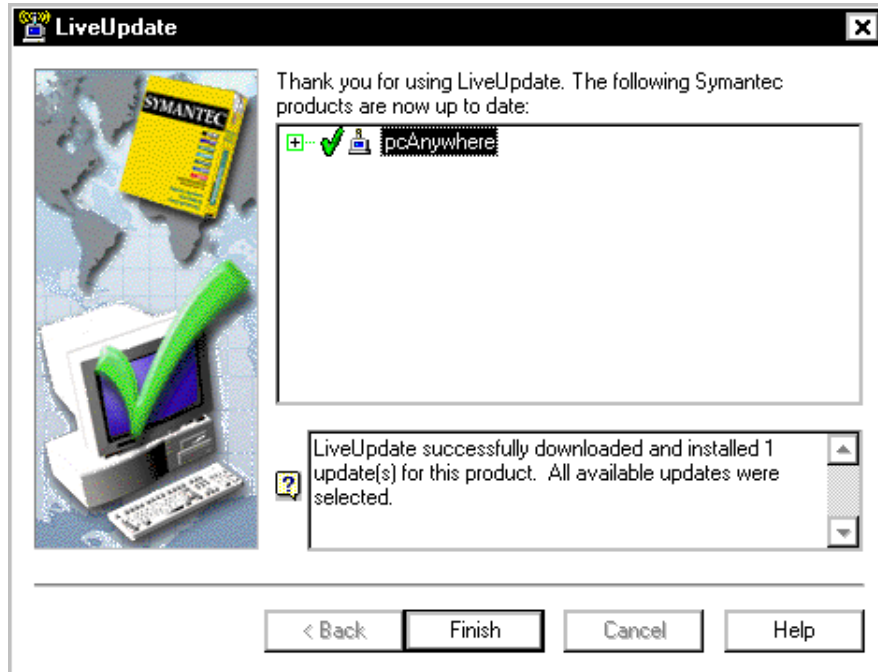


FIGURE 4-97 pcAnywhere LiveUpdate Completion Dialog

11. Click **Finish**.
12. When the Registration dialog is displayed, click **Skip**, and then click **Yes**.
13. Click **Finish** once again, and the system restart dialog shown in [Figure 4-98](#) is displayed.

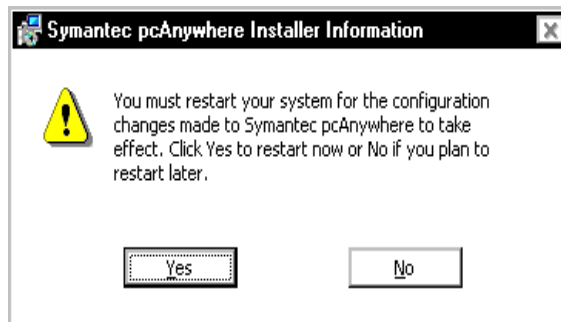


FIGURE 4-98 pcAnywhere System Restart Dialog

Click **Yes** to reboot the system.

Dictaphone Remote Diagnostics

Remote Diagnostics should be installed on all new server builds and rebuilds.



IMPORTANT

*If you are required to do any installation/upgrade of Remote Diagnostics which requires Microsoft triggers to be added, you **MUST STOP ALL** Dictaphone services prior to installation, as installation of these triggers will automatically stop SQL services as part of the install/upgrade process.*

Instructions for installing Remote Diagnostics can be found at the Service portal by reviewing PN [889561](#), **Remote Diagnostics Service Manual**.

SQL 2008 Upgrades for Build 8 Enterprise System

The overriding issue of importance in upgrading a production site from SQL 2000/2005 to SQL 2008 is the preservation of customer data. It is with this view in mind that the strategy and procedures delineated in this document were developed.

There are 3 approaches to the SQL 2008 upgrade, two of which provide a scenario whereby the customer production server is not touched whatsoever, in terms of changing the database scheme, until a successful upgrade is accomplished. In another scenario, where the upgrade is done directly on the customer production server, the danger for data loss is the greatest.

3 Methods for the SQL 2008 Upgrade

The 3 approaches to upgrading SQL 2000/2005 to SQL 2008 are as follows:

Method One (Single Server Upgrade)

Method 1 is a single server upgrade, where the customer is upgrading an existing EXVoice Management server from SQL 2000/2005 to SQL 2008. This method is the **least desirable** of the three methods, because any anomalies which occur during the upgrade process have the very real possibility of harming customer data. This method should be avoided if possible. Should you find it necessary to use this approach, go to [Preparing to Upgrade From SQL 2000/2005 to SQL 2008 \(1-Server Method\)](#), page 4-71, and follow the procedures outlined in that section.

Procedures to complete using this method are as follows, in the order listed:

[Preparing to Upgrade From SQL 2000/2005 to SQL 2008 \(1-Server Method\)](#), page 4-71

[Check the Integrity of the SQL Databases](#), page 4-72

[Backup the SQL Databases](#), page 4-74

[Upgrading SQL Server to 2008](#), page 4-76

[Configure SQL 2008](#), page 4-86

Method Two (2-Server Upgrade)

Method 2 employs a second server, either a new PCC built server, or perhaps, a customer provided replacement server. The principal advantage of using this method is that the existing EXVoice Management server will remain intact, in its current state of operation. **NOTHING** will be changed on the existing server. This is a recommended approach. If you wish to use this approach, go to [Preparing to Upgrade From Version 2000/2005 to SQL 2008 \(2-Server Method\)](#), page 4-91.

Procedures to complete the upgrade using this method are essentially the same as shown in the single server method, with some additional steps, as described in the 2-server upgrade method just referred to.

Method Three (3-Server Upgrade)

Method 3 uses the current EXVoice production server, one new server (either PCC built or customer provided), and a spare 3rd server. As with the 2-server approach, the current production server is left untouched, and ready to return the Enterprise system to full functionality, in the event something goes awry during the upgrade process.

The 3 approaches to the SQL 2008 upgrade provide 2 scenarios whereby the customer production server is not touched whatsoever, in terms of changing the database scheme, until a successful upgrade is accomplished. In another scenario, where the upgrade is done directly on the customer production server, the danger for data loss is the greatest.

Preparing to Upgrade From SQL 2000/2005 to SQL 2008 (1-Server Method)

1. The installed operating system must be Windows 2003 Server with SP 2 or Windows 2008 Server.
2. Internet Explorer must be at Version 7.x or higher.
3. Both the **TCP/IP** and **NETBEUI** protocols must be added into SQL.
4. The hard drive free space must be **1.5 times the size of the current database**. (e.g., if the current database size is **2GB**, there must be **3GB** of free space on the hard drive.
5. Check **TEMPDB** and ensure it is set to **25MB** or higher.
6. Verify that there is more than **10MB** available in the **Master** database.
7. Verify that the **sa password** for the system is accurate; this can be accomplished by logging into SQL Query Analyzer.
8. While logged in to the Query Analyzer, execute the following Select statement to determine the version of SQL Server which is installed.

select @@version
9. When the version number is returned by SQL, in a dialog very similar to that shown in [Figure 4-99](#) will be returned.
10. Consult [Table 4-3](#) to determine which version of SQL is installed.

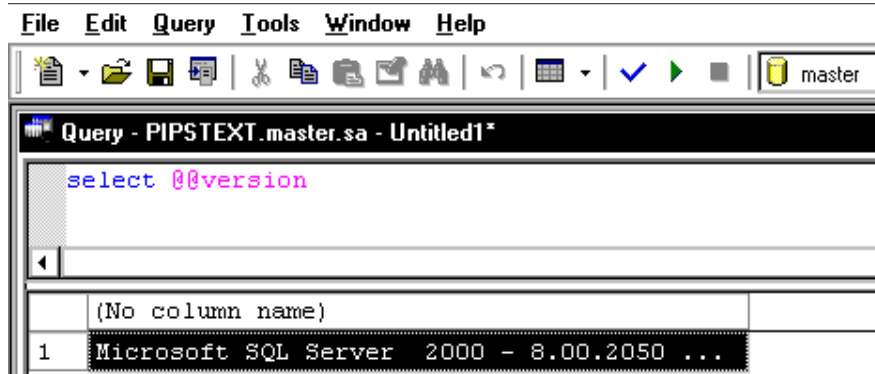


FIGURE 4-99 SQL Version Query Dialog

TABLE 4-3 Version of SQL Server 2000 Service Pack Installed

Results of select @@version Statement	Service Pack Installed
8.00.194	None
8.00.384	SP1
8.00.534	SP2
8.00.760	SP3
8.00.2039 or greater	SP4

11. This upgrade procedure **requires that SQL be at Version 8.00.2039 (SQL 2000 with SP4)** or greater.
12. If you are upgrading SQL 2000 and SQL is **NOT** at a minimum of Service Pack 4, continue with the procedure to upgrade SQL Server 2000 to SP4, found in Service Manual [889560](#).
13. If you are upgrading SQL 2005 or SQL 2000 with Service Pack 4 or greater installed, continue with the procedure [Check the Integrity of the SQL Databases, page 4-72](#).

Check the Integrity of the SQL Databases

It is important to check the integrity of the existing database files before continuing with the upgrade process.

1. Start **SQL Query Analyzer**.
2. Select the **Master** database in the **DB:** list box.
3. Type the following query:

dbcc checkdb

The dialog will look very similar to that shown in [Figure 4-100](#).

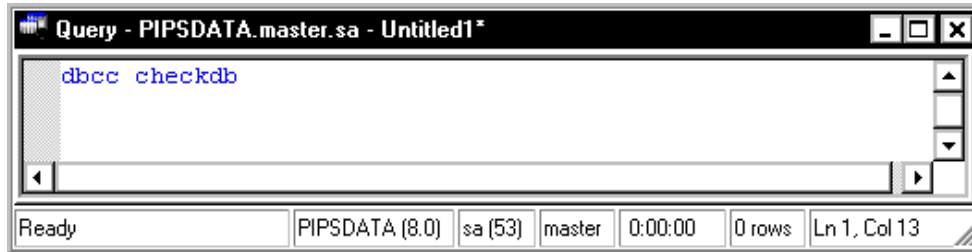


FIGURE 4-100 SQL Query Analyzer dbcc checkdb Dialog

4. Click the **Execute** button.

Results, very similar to those shown in [Figure 4-101](#) will be displayed.

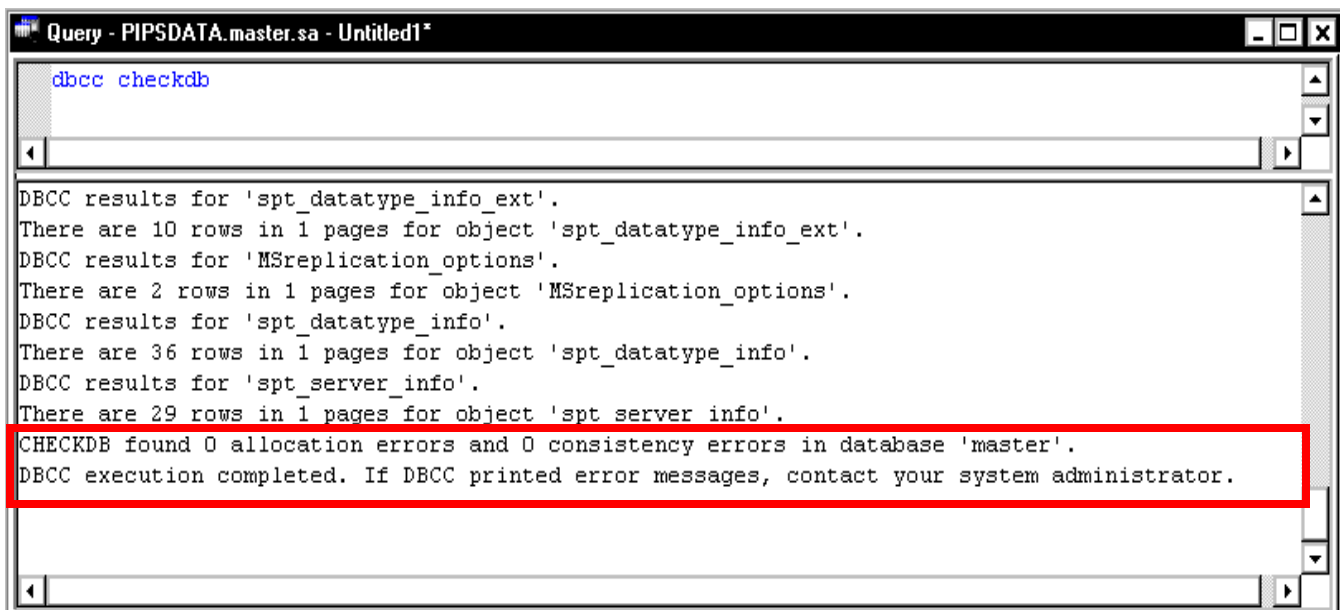


FIGURE 4-101 Results of Running dbcc checkdb Query

5. Check the results of executing the query on the **Master** database, and ensure that **NO** errors are present, as you see highlighted in the [Figure 4-101](#) example.



IMPORTANT

*If you note **ANY** errors as a result of running the dbcc checkdb query on **ANY** databases, **STOP** and call Technical Services before proceeding.*

6. Repeat **Steps 2 through 5** on **ALL EXVoice** databases (**VNETxxxx**) to ensure that no errors are present in the existing databases.
7. Once dbcc checkdb has been run on all databases specified above, **and no errors** have been noted, close SQL Query Manager.
8. Continue with the next procedure, [Backup the SQL Databases](#).

Backup the SQL Databases



While these procedures were executed on a SQL 2000 system, they will be very similar on a SQL 2005 system.

1. Select **Start | Programs | SQL Enterprise Manager**.
2. Right-click **Master | All Tasks | Backup Database**, as shown in [Figure 4-102](#).

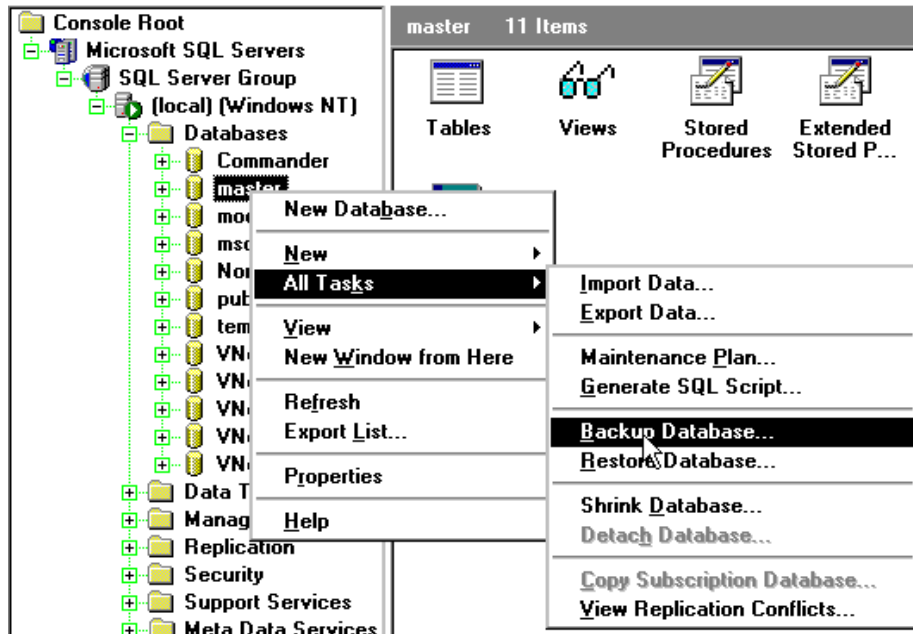


FIGURE 4-102 SQL 6.5 Backup Dialog 1

The dialog shown in [Figure 4-103](#) will be displayed.

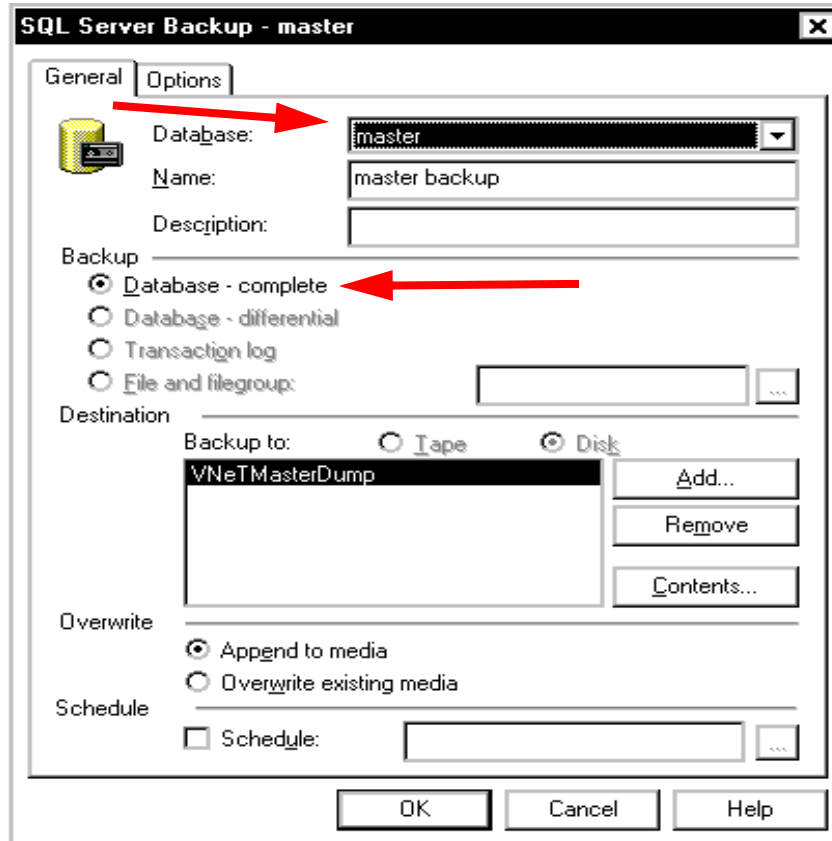


FIGURE 4-103 SQL 6.5 Backup Dialog 2

3. Select **VNetMasterDump** device and click **OK**.

Shortly, the dialog shown in [Figure 4-104](#) will be displayed.

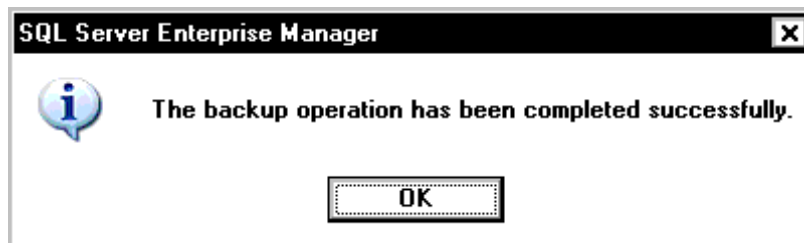


FIGURE 4-104 Database Backup Complete Dialog

4. Click **OK**.
5. Repeat **Steps 1 and 2** to complete a backup for each of the EXVoice databases (VNETxxxx).

You will not have to create a new backup device for these databases since they already exist. Simply **select** each of the VNET databases shown in the [Figure 4-103](#) dialog, and then click **OK**.

6. When all backups are complete, **copy these backups to a safe location on a different server**, so you have a copy of the databases should some unforeseen event occur.
7. Once you have copied all the files to a safe location, close SQL Enterprise Manager and continue with the next procedure, [Upgrading SQL Server to 2008](#).

Upgrading SQL Server to 2008

1. Open **Services** and **STOP** the following services:
 - **ALL EXVoice** services
2. Close the **Services** dialog, and insert the **SQL 2008 CD** into the CD-ROM drive. SQL 2008 **requires** the following programs to be installed prior to commencing the installation of SQL 2008:
 - **Windows Installer 4.5**
 - **.NET Framework 3.5 SP1 (minimum)**

If these programs are not installed, the dialog shown in [Figure 4-105](#) will be displayed.

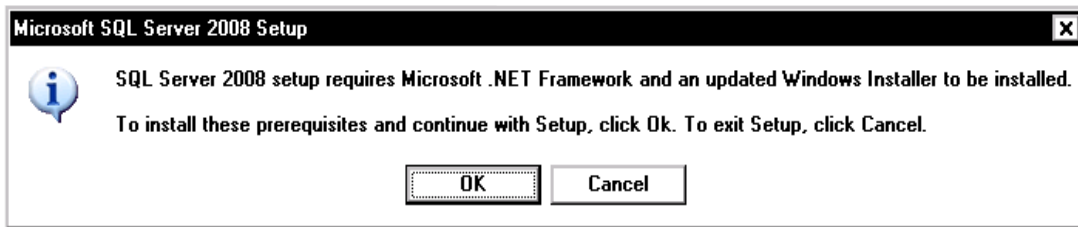


FIGURE 4-105 SQL 2008 Prerequisite Requirements Dialog

3. If [Figure 4-105](#) is displayed, click **OK** to install the SQL 2008 prerequisites, which are included on the SQL 2008 DVD.

The prerequisites setup will be run and in a few moments the dialog shown in [Figure 4-106](#) will be displayed.

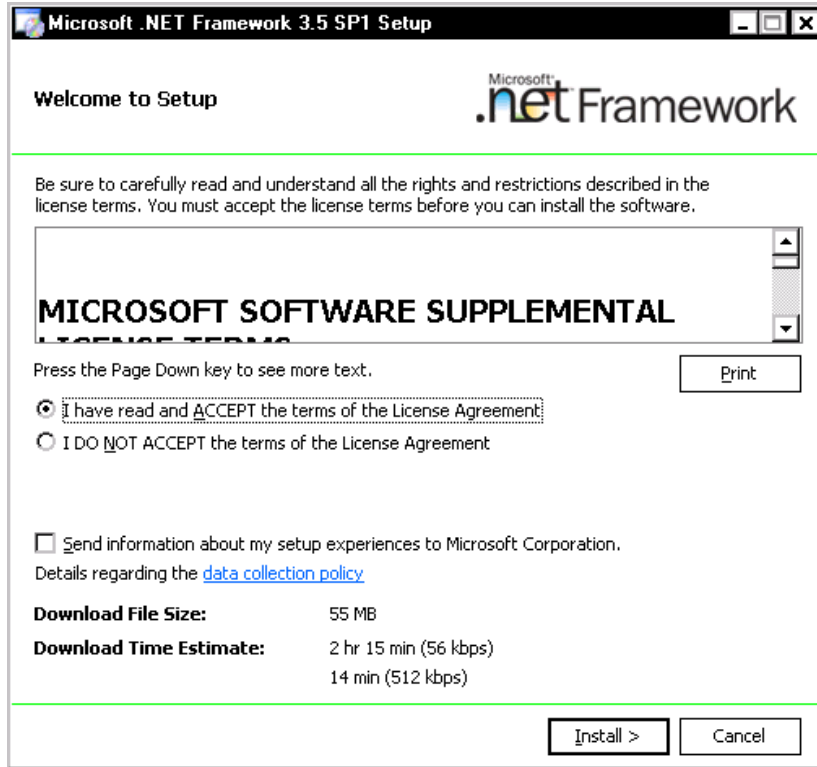


FIGURE 4-106 .net Framework Setup Welcome Dialog

4. Select the **I have read and ACCEPT.....** radio button, and then, click **Install**.



Ensure you have an Internet connection before clicking Install, as a download from Microsoft is required for this procedure.

The display seen in [Figure 4-107](#) will be shown during the .net Framework installation.

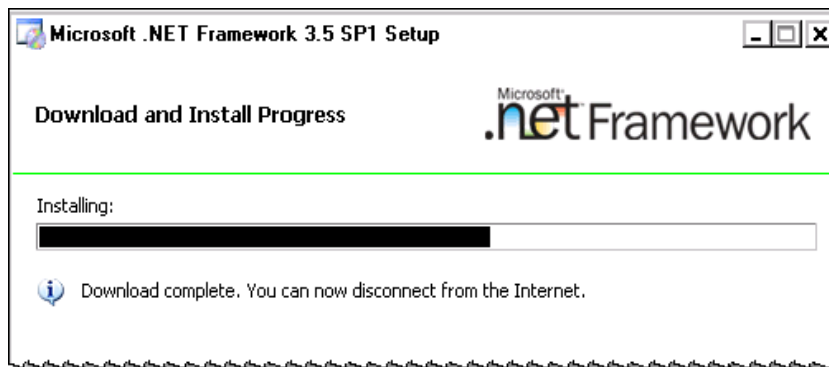


FIGURE 4-107 .net Framework Install Progress Dialog

5. When setup is complete, click the **Exit** button, and the dialog shown in [Figure 4-108](#) will be displayed.

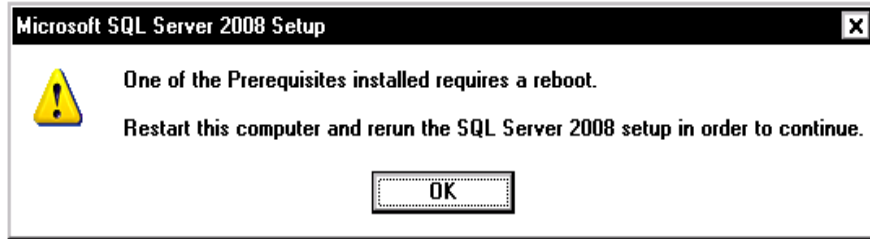


FIGURE 4-108 Reboot Requirement Dialog

6. Click **OK**, and then, reboot the computer.
7. Once the computer restarts, ensure that **ALL** EXVoice services are **STOPPED**, and then run **setup** on the SQL 2008 DVD.
8. When the SQL Server Installation Center Dialog is displayed, click the Installation choice as seen in [Figure 4-109](#).

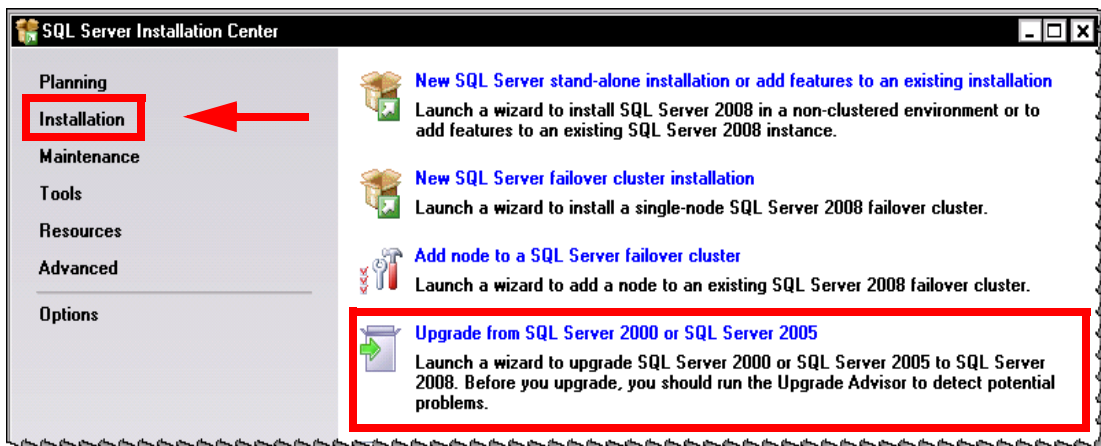


FIGURE 4-109 SQL Server Installation Center Dialog

9. Click **Upgrade from SQL Server.....** and shortly, the dialog shown in [Figure 4-110](#) will be displayed.

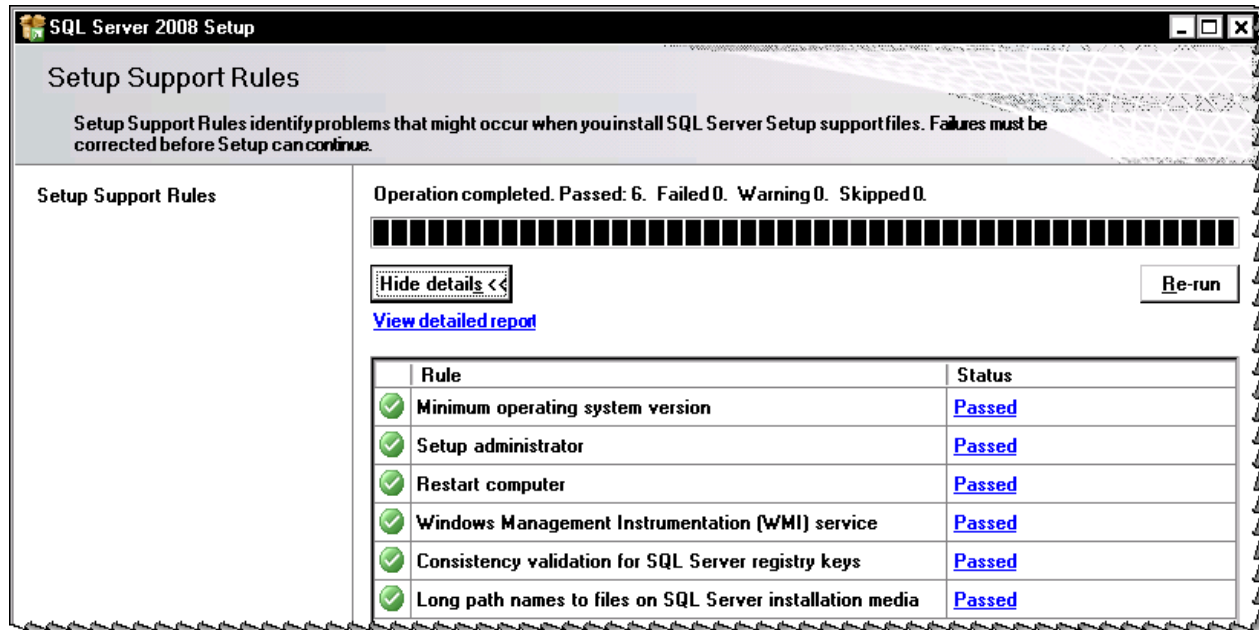


FIGURE 4-110 Setup Support Rules Dialog

SQL automatically tests for a number of requirements, and then, presents them in the dialog you see in [Figure 4-110](#).

10. If the **Status** column displays any **Failed** test, **STOP** and correct the issue before continuing with the installation.
11. When the [Figure 4-110](#) dialog shows a Status of **Passed** for **ALL** tests, click **OK** to continue and [Figure 4-111](#) is displayed.

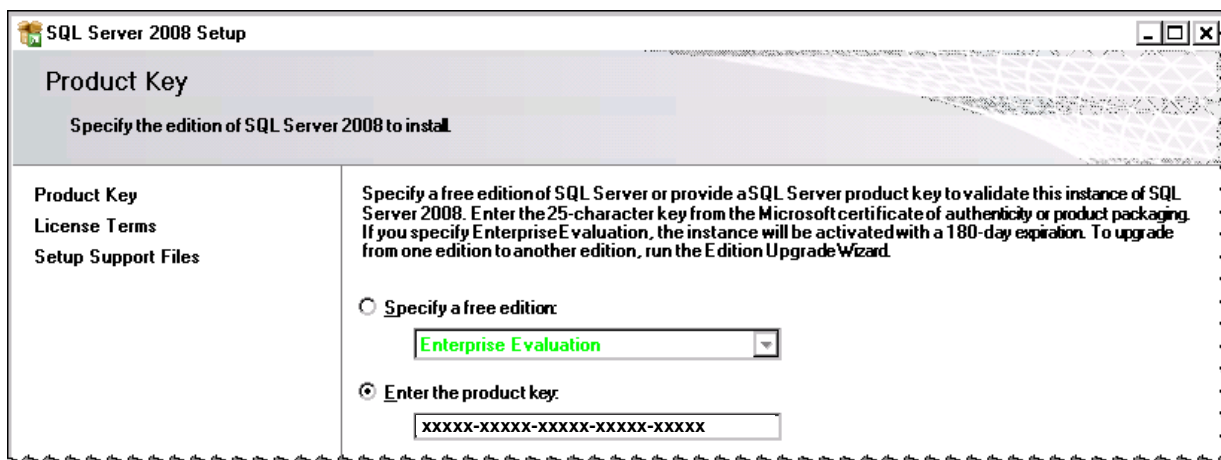


FIGURE 4-111 Product Key Dialog

12. Enter the product key in the [Figure 4-111](#) dialog, and then, click **Next** to display the **Microsoft Software License Terms** dialog.
13. Place a check in the **I accept the license terms** check box, and then, click **Next** to display [Figure 4-112](#).

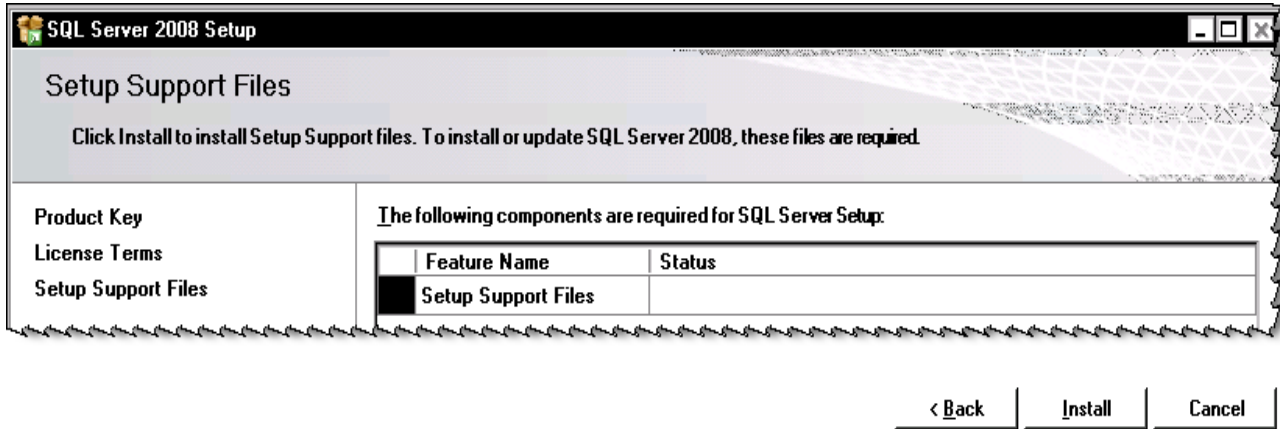


FIGURE 4-112 Setup Support Files Dialog

14. Click **Install**, and in a short while, [Figure 4-113](#) will be displayed.

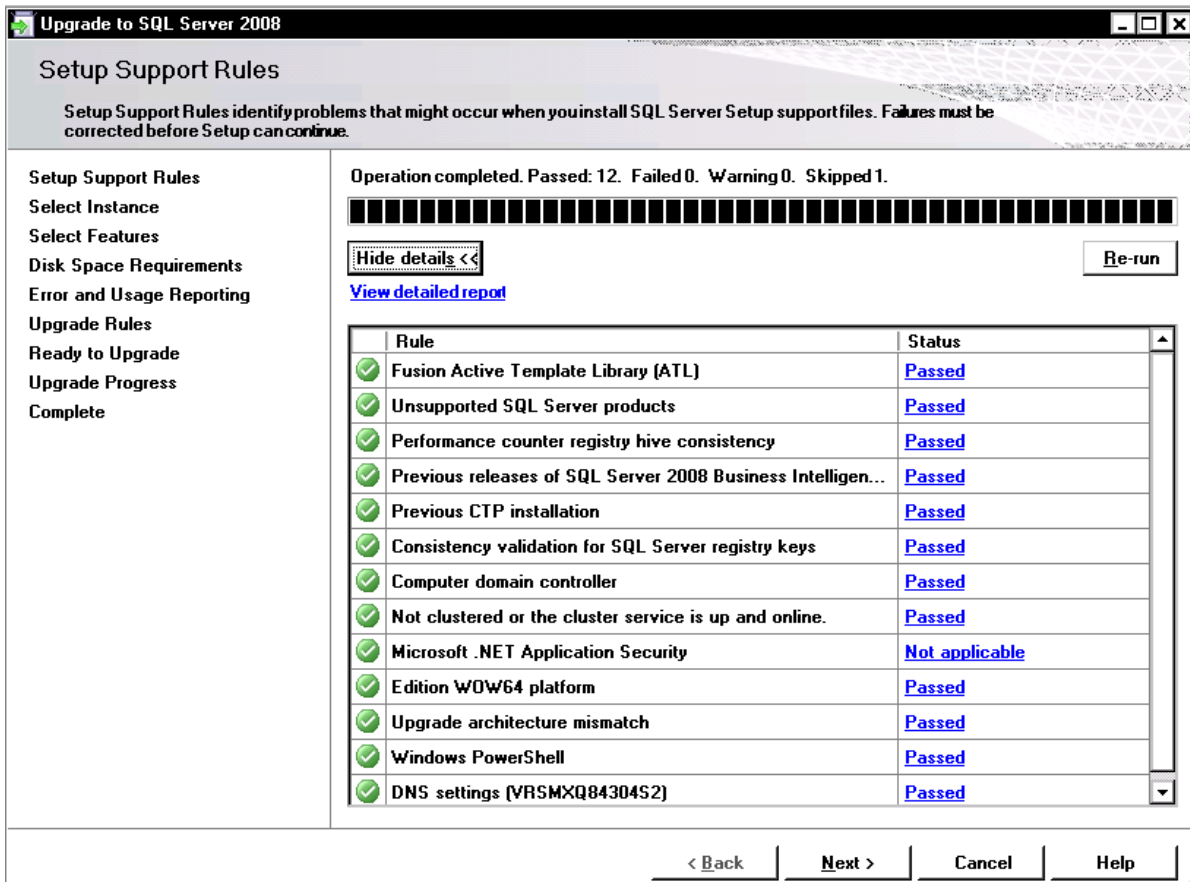


FIGURE 4-113 Setup Support Rules Report Dialog

15. If the **Status** column displays any **Failed** test, **STOP** and correct the issue before continuing with the installation.

**IMPORTANT**

Take note of the fact that the Windows 2008 firewall was turned OFF for this installation. If you are upgrading in a Windows 2008 environment, and the Windows firewall is ON at the customer site you are installing, the firewall will require some configuration before clients will be able to connect.

16. Click **Next** and [Figure 4-114](#) will be displayed.

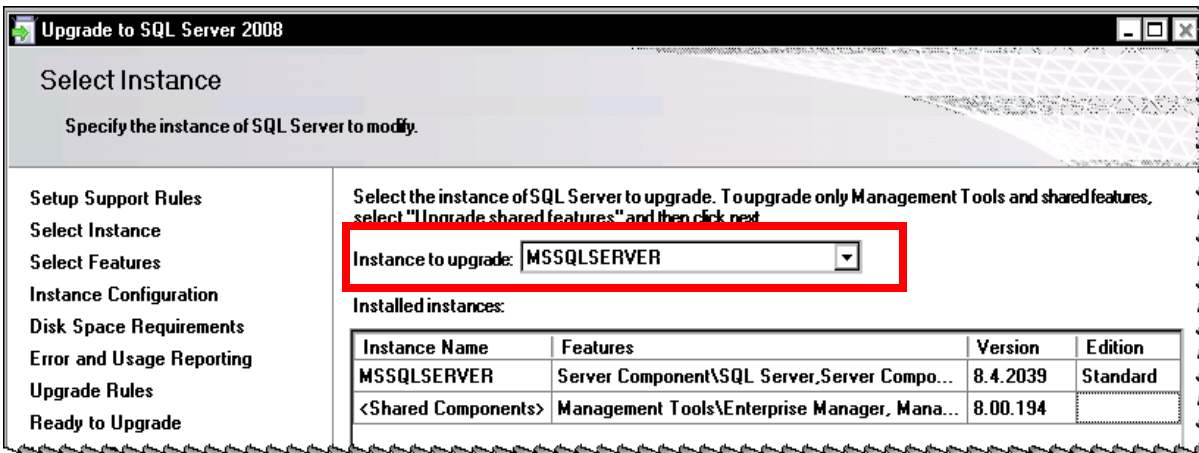


FIGURE 4-114 Select Instance Dialog

17. Choose **MSSQLSERVER** as Instance to upgrade and then, click **Next**.

The dialog shown in [Figure 4-115](#) will be displayed.

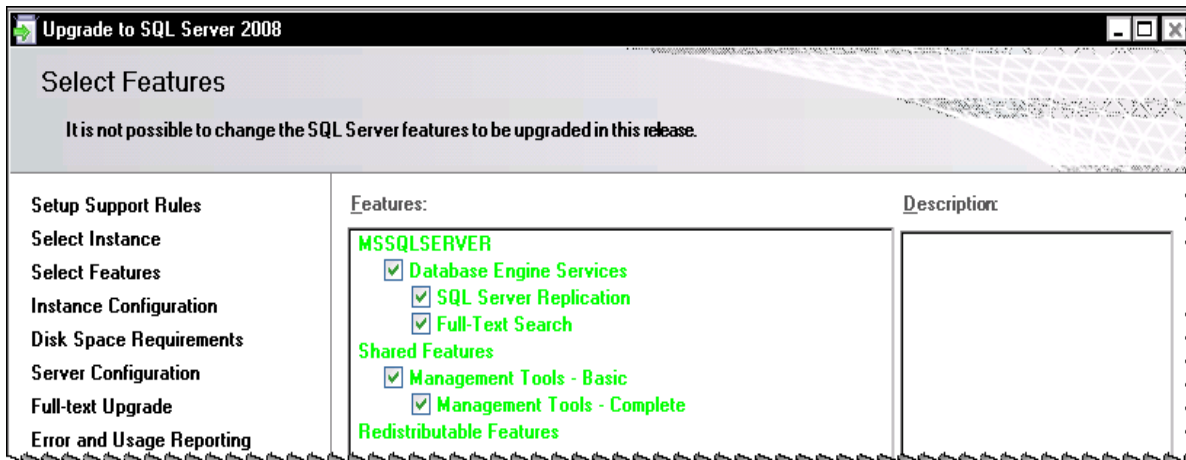


FIGURE 4-115 Select Features Dialog

18. Accept the choices shown in [Figure 4-115](#), and then, click **Next** to display [Figure 4-116](#).

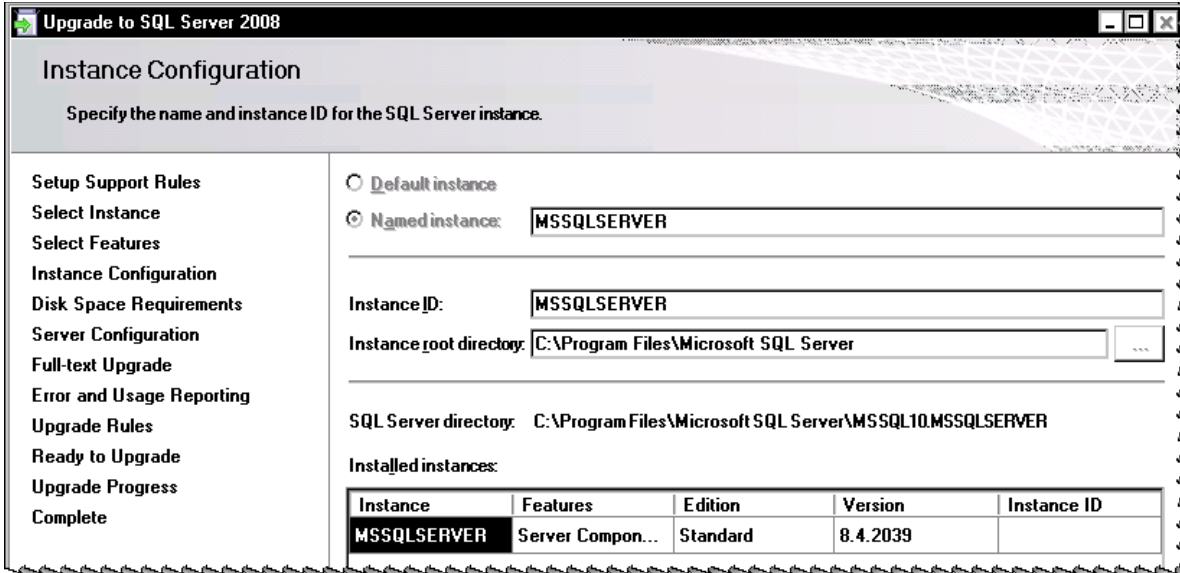


FIGURE 4-116 Instance Configuration Dialog

19. Accept the default choices, and then, click Next to display [Figure 4-117](#).

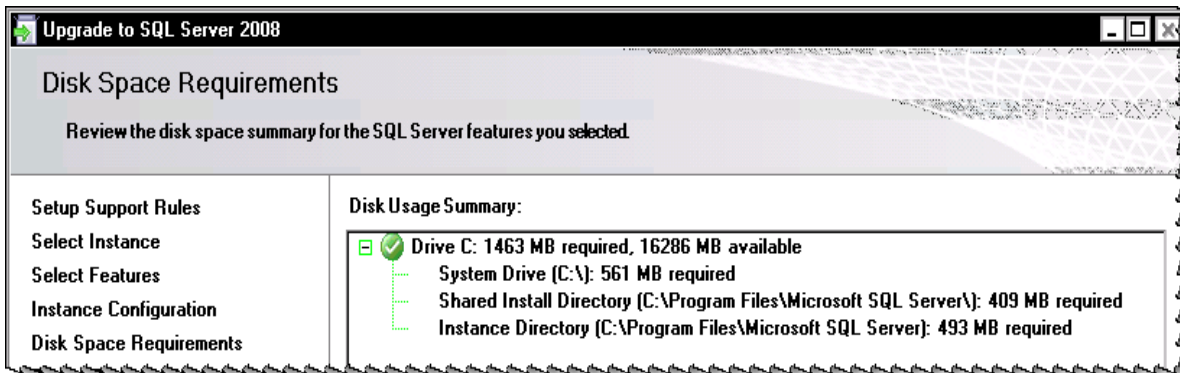


FIGURE 4-117 Disk Space Requirements Display

20. Review the information in [Figure 4-117](#), and then, click **Next** to continue. [Figure 4-118](#) will be displayed.

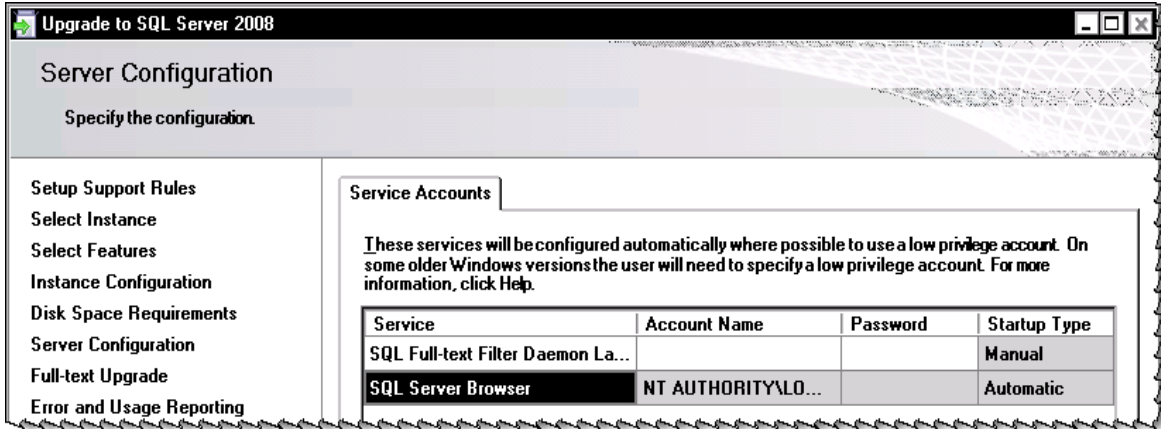


FIGURE 4-118 Server Configuration Dialog

21. Accept the default choices in [Figure 4-118](#) and click **Next** to display [Figure 4-119](#).

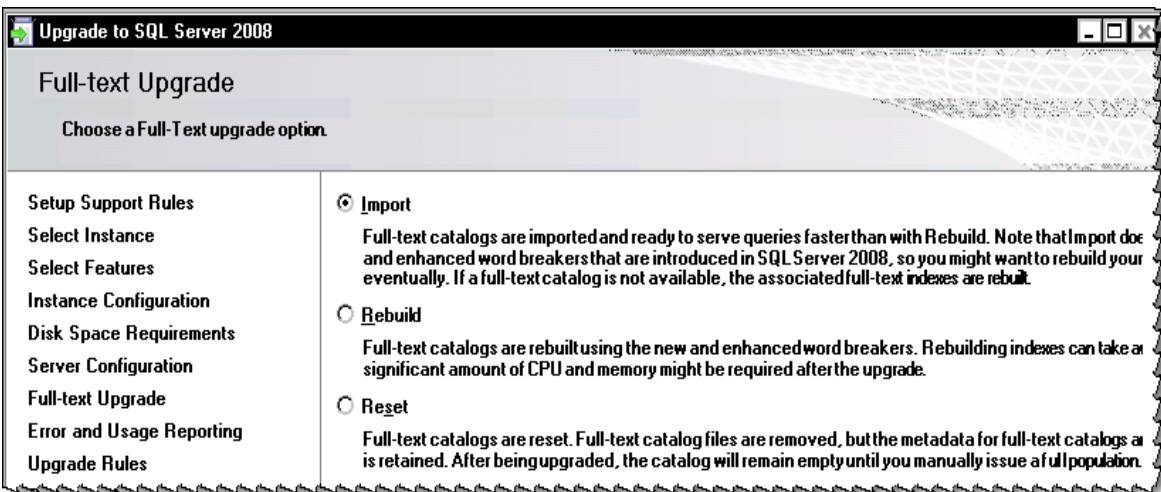


FIGURE 4-119 Full-text Upgrade Dialog

22. Accept the default choice of **Import** and click **Next** to display [Figure 4-120](#).

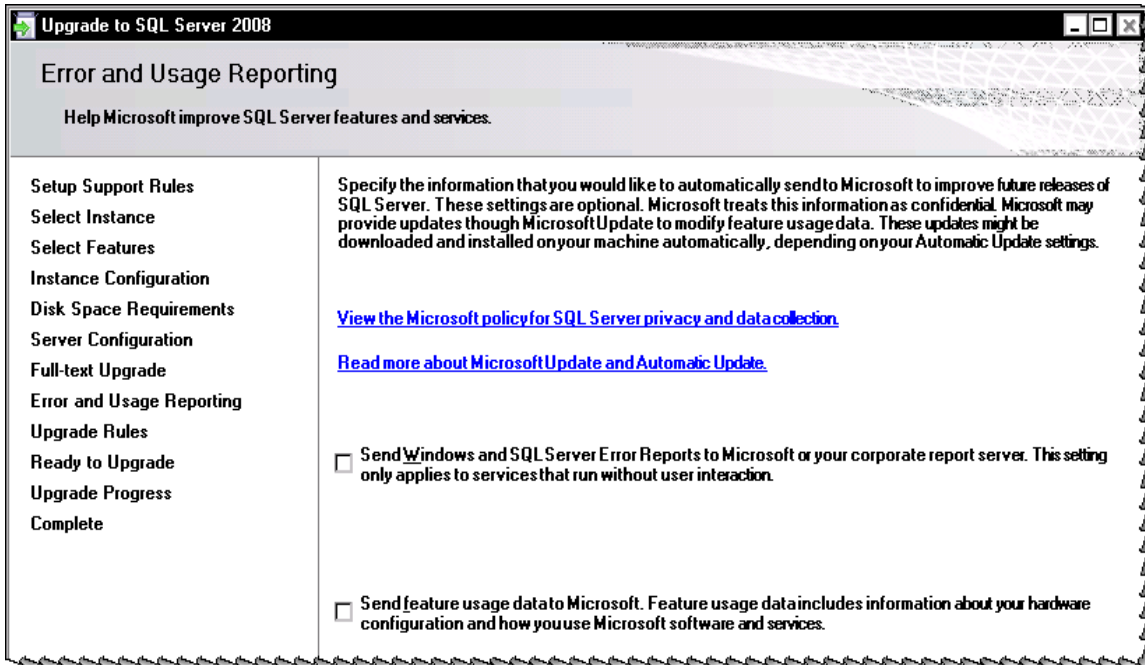


FIGURE 4-120 Error and Usage Reporting Dialog

23. Ensure that both check boxes in [Figure 4-120](#) are **UNCHECKED**, and then, click **Next** to continue.

The Upgrade Rules dialog, [Figure 4-121](#), is displayed.

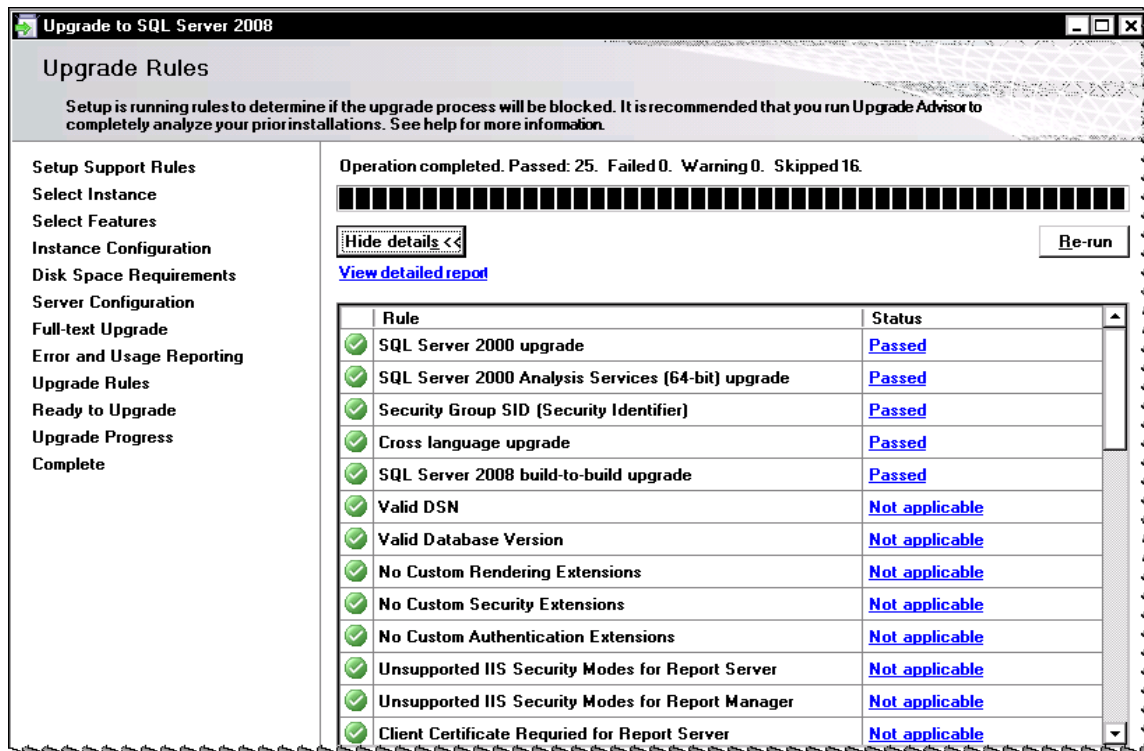


FIGURE 4-121 Upgrade Rules Dialog

24. Scroll through the **Rules** pane in [Figure 4-121](#) and ensure that no **Failures** are present. Any **Failures** must be corrected before continuing.
25. Click **Next** and [Figure 4-122](#) is displayed.

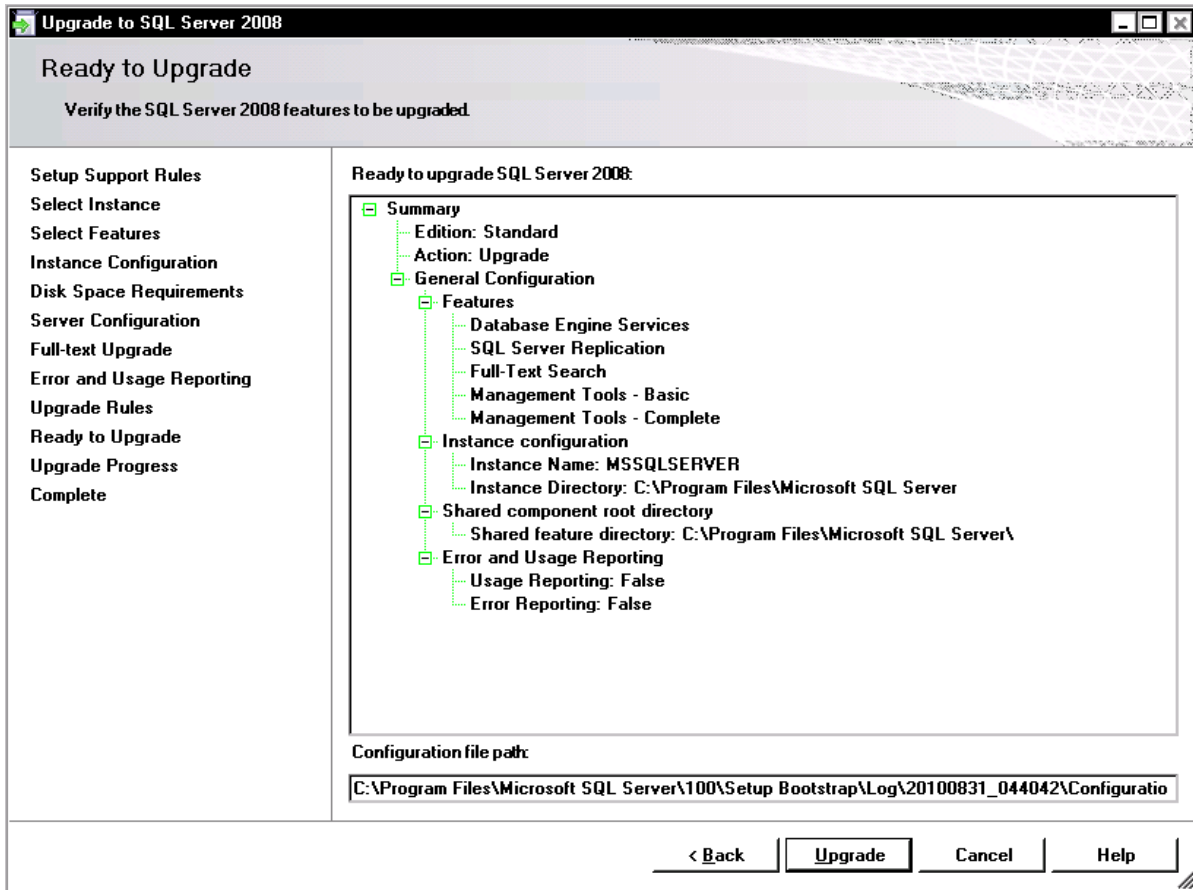


FIGURE 4-122 Ready to Upgrade Dialog

26. Review the choices shown in the [Figure 4-122](#) dialog, and then, click **Upgrade**. [Figure 4-123](#) will be displayed.

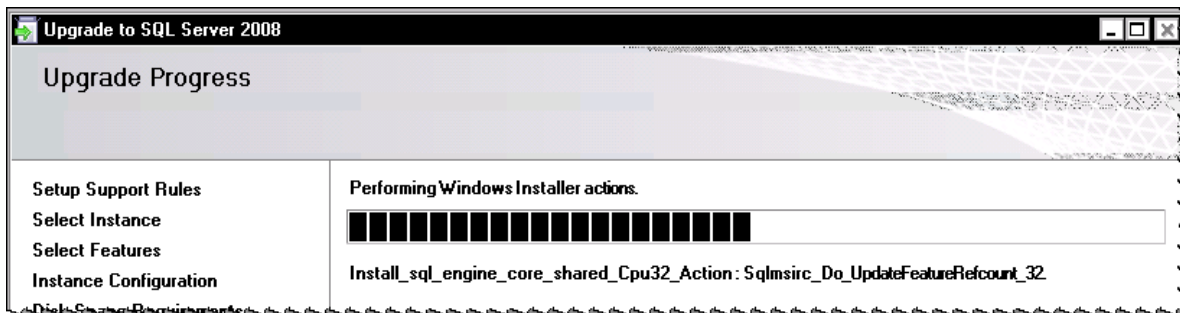


FIGURE 4-123 Upgrade Progress Dialog



IMPORTANT

Figure 4-123 will remain on the screen for some time. **DO NOT** disturb the upgrade process.

The dialog shown in [Figure 4-124](#) will be displayed when the upgrade process is completed.

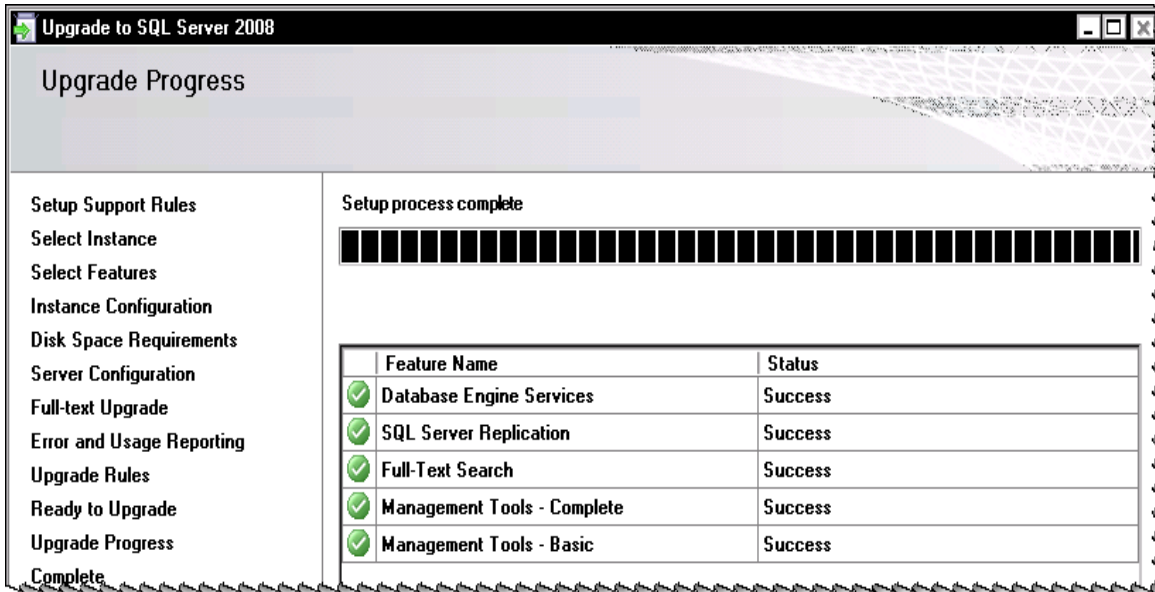


FIGURE 4-124 Setup Complete Dialog

27. Click Next and the dialog shown in [Figure 4-125](#) will be displayed.

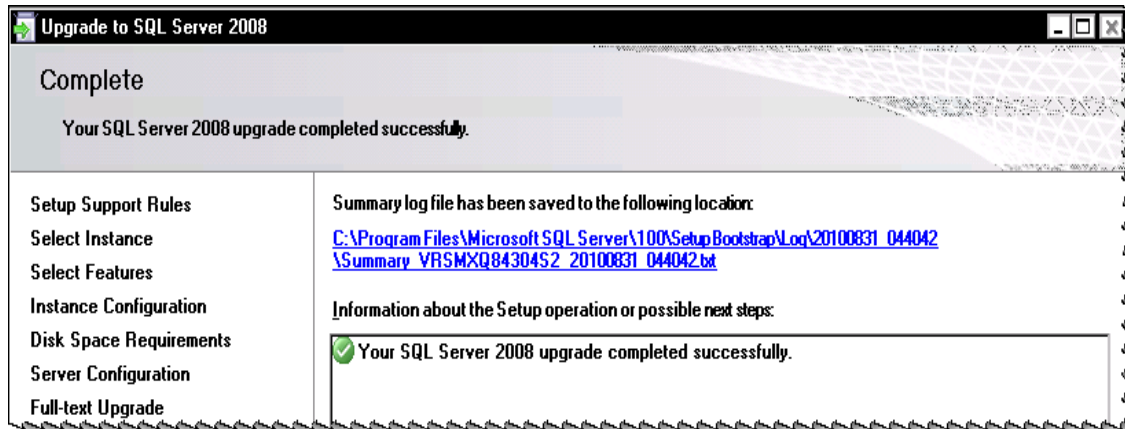


FIGURE 4-125 Successful Completion Dialog

28. Click **Close**.
29. Close any remaining installation dialogs.
30. **REBOOT** the server.

Configure SQL 2008

1. Select **Start | Programs | Microsoft SQL Server 2008 | Configuration Tools | SQL Server Configuration Manager**.

2. Expand **SQL Server Network Configuration** and verify that both **Named Pipes** and **TCP/IP** protocols are enabled. If not, right-click the appropriate protocol and enable same, and then, STOP and RESTART the service.
3. Close **SQL Server Configuration Manager**.
4. Select **Start | Programs | Microsoft SQL Server 2008 | SQL Server Management Studio** and log in to SQL.
5. Expand the databases, select **each** Enterprise Express database and do the following, as highlighted in [Figure 4-126](#):
 - Right-click the database and select Properties
 - Select Options
 - Check to ensure that **Compatibility Level:** is set to **SQL Server 2000 (80)**.

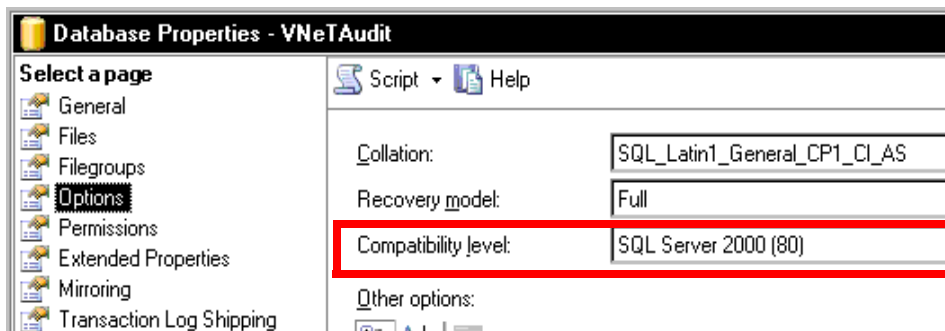


FIGURE 4-126 Database Compatibility Level Options

6. Once **ALL** Enterprise databases have been verified, close **SQL Server Management Studio**.
7. If any changes were required in completing Steps 2 through 6, above, STOP and RESTART the SQL Server service.
8. **Reboot** the server to ensure that all SQL services start correctly.
9. Following the reboot, open **Windows Services Manager** and display the SQL Server services section, as shown in [Figure 4-127](#).

Name	Description	Status	Startup Type
Server	Supports fil...	Started	Automatic
Shell Hardware Detection	Provides n...	Started	Automatic
Smart Card	Manages a...		Manual
Special Administration Console Helper	Allows adm...		Manual
SQL Server (MSSQLSERVER)	Provides st...	Started	Automatic
SQL Server Active Directory Helper	Enables int...		Disabled
SQL Server Agent (MSSQLSERVER)	Executes j...	Started	Automatic
SQL Server Browser	Provides S...		Disabled

FIGURE 4-127 SQL Server Services Display

10. Verify that **SQL Server** and **SQL Server Agent** are started and that the **Startup Type** is set to **Automatic**, as shown in [Figure 4-127](#).

11. Continue with the next procedure, [Check Explorer Configuration and Presence of Jobs](#).

Check Explorer Configuration and Presence of Jobs

1. On the EXVoice Management server, open **Voice Explorer**.

A dialog similar to that shown in [Figure 4-128](#) should be present.

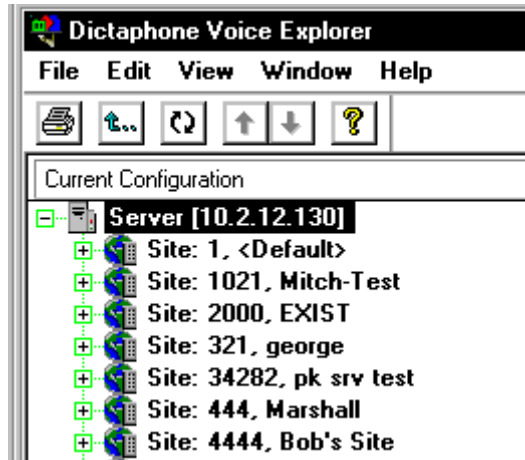


FIGURE 4-128 EXVoice Explorer

2. Ensure that the appropriate server(s) is listed and that all required sites are shown.
3. Close Voice Explorer and open **Job Lister**, and double-click **All Ready**.

A dialog similar to that shown in [Figure 4-129](#) will be displayed.

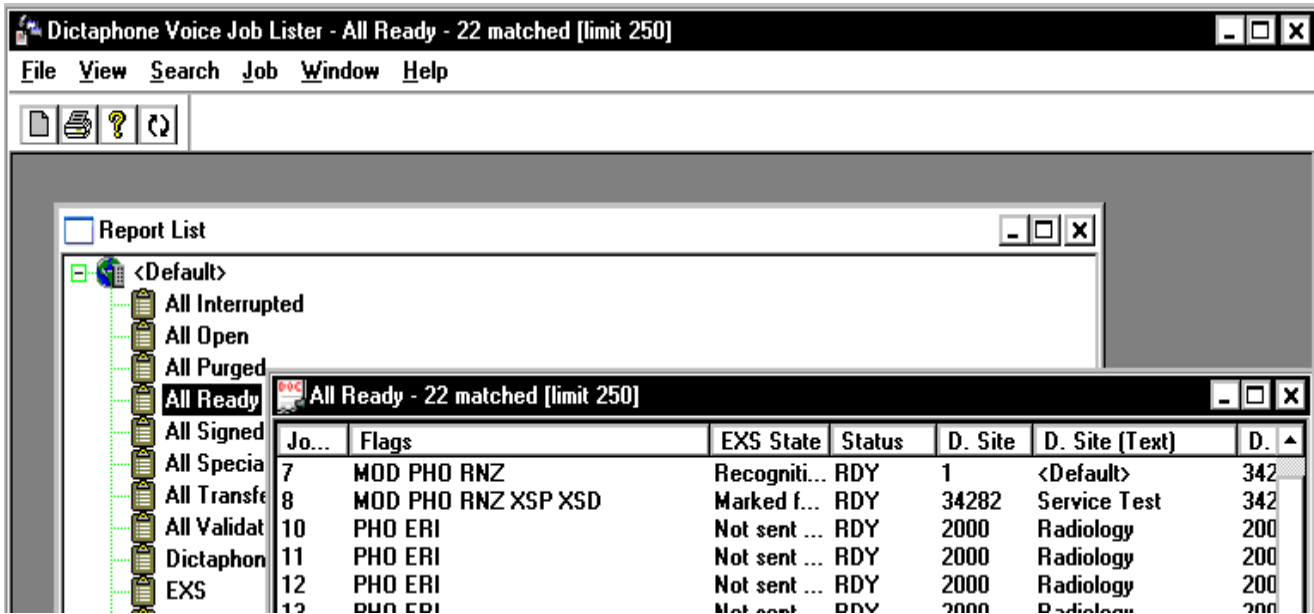


FIGURE 4-129 Job Lister Dialog

4. Right-click on any one of the jobs that are present, and then, click **Listen**.

The accompanying audio (wav) file will be played.

5. Once you have successfully listened to a job, close Job Lister.
6. Once this process is completed, the SQL 2005 upgrade is complete.

Preparing to Upgrade From Version 2000/2005 to SQL 2008 (2-Server Method)

This type of upgrade involves the current EXVoice server and one new server, either PCC built or customer provided. The idea with this approach is to leave the current production server untouched, and ready to return the Enterprise system to full functionality, in the event something goes awry during the upgrade process.

Do the following to ensure that both servers are ready for the upgrade process:

Prepare the Production Server for the Upgrade Process

Preparation procedures to be accomplished on the current production server are as follows:

- [Check the Integrity of the SQL Databases, page 4-72](#)
- [Backup the SQL Databases, page 4-74](#)

Prepare the Second/New Server for the Upgrade Process



It is recognized that this approach may involve a rebuild of the second/new server. Because of the importance of maintaining customer data, the additional time spent on the rebuild process is worthwhile.



IMPORTANT

Should you find that any differences exist from any of the basic software requirements, use appropriate documentation to bring this server to the levels of software stated below. This preparation procedure is critical to the success of the entire upgrade.

Preparation procedures to be accomplished on the new/second server are as follows:

1. The installed operating system must be Windows 2003 Server with SP 2 or Windows 2008.
2. Internet Explorer must be at Version 7.x or higher.
3. Upgrade the new server to Version 8.1 of EXVoice using procedures shown in [Upgrading EXVoice to Version 8.1, page 6-13](#)
4. Both the **TCP/IP** and **Named Pipes** protocols must be enabled in SQL.
5. The hard drive free space must be **1.5 times the size of the current database**. (e.g., if the current database size is **2GB**, there must be **3GB** of free space on the hard drive.
6. Check **TEMPDB** and ensure it is set to **25MB** or higher.
7. Verify that there is more than **10MB** available in the **Master** database.

8. Verify that the **sa password** for the system is accurate; this can be accomplished by logging into SQL Query Analyzer.
9. While logged in to the Query Analyzer, execute the following Select statement to determine the version of SQL Server 2000 which is installed.
select @@version
10. When the version number is returned by SQL, in a dialog very similar to that shown in [Figure 4-130](#) will be returned.
11. Consult [Table 4-4](#) to determine which version of SQL is installed.

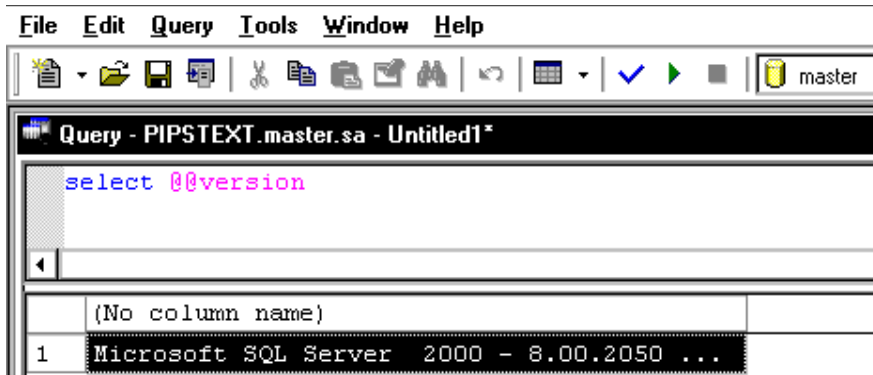


FIGURE 4-130 SQL Version Query Dialog

TABLE 4-4 Version of SQL Server 2000 Service Pack Installed

Results of select @@version Statement	Service Pack Installed
8.00.194	None
8.00.384	SP1
8.00.534	SP2
8.00.760	SP3
8.00.2039 or greater	SP4

12. This upgrade procedure **requires that SQL be at Version 8.00.2039 (SQL 2000 with SP4)** or greater.
13. If you are upgrading SQL 2000 and SQL is **NOT** at a minimum of Service Pack 4, continue with the procedure to upgrade SQL Server 2000 to SP4, found in Service Manual [889560](#).
14. If you are upgrading SQL 2005 or SQL 2000 with Service Pack 4 or greater installed, continue with the procedure [Upgrade the New Server toSQL 2008](#).

Upgrade the New Server toSQL 2008

1. **Restore** the SQL 2000/2005 dumps you created on the production server to the second/new server, which has EXVoice upgraded to Version 8.1.x.x.
2. Following the restoration, complete the following procedures, in the order listed:

- [Upgrading SQL Server to 2008, page 4-76](#)
- [Configure SQL 2008, page 4-86](#)
- [Check Explorer Configuration and Presence of Jobs, page 4-89](#)

The upgrade is now complete, and the original production server continues to be available as a backup solution should the new server fail.

Preparing to Upgrade From Version 2000/2005 to 2008 (3-Server Method)

This type of upgrade involves the current EXVoice production server, one new server (either PCC built or customer provided), and a spare 3rd server. As with the 2-server approach, the current production server is left untouched, and ready to return the Enterprise system to full functionality, in the event something goes awry during the upgrade process.

This procedure eliminates the necessity to rebuild the new server to mirror the existing production server. The spare server is used for any rebuild process that is required.

Do the following to accomplish this procedure:

1. Using the current production server and the spare 3rd server, complete the procedure [Preparing to Upgrade From Version 2000/2005 to SQL 2008 \(2-Server Method\)](#), page 4-91.
2. When the preparation is complete, on the spare 3rd server, continue with [Upgrade the New Server to SQL 2008](#), page 4-92.
3. After the last procedure is completed, i.e., [Check Explorer Configuration and Presence of Jobs](#), page 4-89, restore the SQL 2000/2005 dumps you created to the new server.

The new server is now ready to go online. The original production server continues to be available as a backup solution should the new server fail.

4. The upgrade is complete.

SOFTWARE INSTALLATION

5

NOTE

The EWS multi-server section of this section is in the process of being revised. Should you have a EWS multi-server installation scheduled, do not hesitate to call Technical Services for assistance and the latest information.



This section of the manual covers the initial full installation of software for the following servers:

[Enterprise Express Voice Software Installation, page 5-6](#)

[EXText Server/Router New Installation, page 5-123](#)

[Enterprise Workstation Software Installation, page 5-209](#)

[GoMD Web Server Software Installation, page 5-419](#)

Table of Contents

Enterprise Express Voice Software Installation	5-6
Installation Road Map	5-6
Checking for the Existence of Database Triggers	5-7
Check SQL Protocol Configuration	5-7
Patch Operating System	5-8
Install Build 8.1 Data Server	5-11
Apply Latest EXVoice Software Patch - VNServer.exe	5-26
Configure SQL 2008 Compatibility Mode	5-27
Install Build 8.1 Client Utilities on the Data Server	5-29
Install Client Viewer	5-29
Install Explorer	5-35
Install Job Lister	5-35
Install TransNet	5-35
Install/Upgrade EXS Customization Client	5-36
Install Build 8.1 VR Server	5-39
Install Dialogic Software	5-39
Verify Current Dialogic Configuration	5-39
Uninstall Previous Dialogic Drivers	5-41
Install Version 5.1.1 Dialogic Drivers and Configure Board(s)	5-42
Testing the Dialogic Hardware Board	5-48
Install Dialogic Feature Pack 1	5-52
Install EXVoice VR Software	5-56
Install the Build 8.1 Client Utilities on Client Workstations	5-68
Install Client Viewer	5-69
Install Dashboard	5-71
Install Explorer	5-72
Install Job Lister	5-72
Install TransNet (Standalone)	5-72
Reboot the Client Workstation(s)	5-72
Run Applications to Upgrade them to the Latest Service Pack/Patch	5-73
ASR Core/RecognitionEngine Wrapper Software Installation	5-74
Hardware & Software Requirements	5-74
Hardware	5-74
Software Requirements	5-74
Software Required for EXSpeech Recognition Server Installation	5-74
Time Required For Installation	5-75
Create an EXVoice User Account on the Recognition Server	5-75
Verify/Configure EXSpeech Paths	5-77
Install ASR Core Software	5-79
Install REW	5-82
VMware Virtual REW Server Installation	5-87
Brief Overview of VMware ESX Server	5-87
Changing the IP Address on the VMware Service Console	5-89
Install Virtual Infrastructure Client	5-90
Changing Other Networking Information	5-92

Licensing	5-94
Registering the Activation Code	5-95
Combining Multiple License Keys	5-98
Entering the License Key in the Server	5-101
Managing the Virtual REW	5-103
Powering Up the Virtual REWs	5-106
Configuring the Virtual REWs	5-107
Verify Services Logons (ALL REWs)	5-108
Configure Speech Settings in EXVoice Explorer	5-109
Server Settings	5-109
Site Settings	5-110
EXS Administration Settings	5-111
Configure EXVoice Service Controller	5-115
Reboot the VMware ESX Server	5-118
Restart Virtual Infrastructure Client	5-119
Virtual REW Functionality Checks	5-121
EXText Server/Router New Installation	5-123
Table of Contents	5-123
Installation Road Map	5-124
Verify Requirements	5-125
Pre-Installation Windows Server 2008 Configuration	5-125
Checking for the Existence of Database Triggers	5-126
Update the EXVoice Server	5-127
SQL Server 2008 Configuration	5-128
EXText Server/Router - New Installation	5-130
Word 2007 Installation	5-130
Remove Any Existing Version of Word	5-130
Install Word 2007	5-131
Install EX Editor on the EXText Server	5-136
Configure Microsoft Word 2007	5-137
Configure Word 2007 Line and Paragraph Spacing	5-147
Finalize Word 2007 Configuration	5-148
Adjust Error Reporting Configuration	5-148
Install EXText Version 8.1 Software	5-150
Apply EXText Server Patch	5-156
Install EX Editor on the EX Text Server	5-158
Configure Router for Faxing	5-159
Installing the Print Driver for Faxing	5-159
Adding the Fax Printer	5-160
Configure EXText Settings	5-162
Install EXText Router	5-165
Install EXText Tools	5-169
Router Configuration	5-170
Install EX Editor on the Router	5-173
Install/Configure Watchdog on the EXText Server/Router	5-173
Update Gateway Server	5-179
Windows 2003 SP1 Requirement	5-181
Client Workstation New Installation	5-183
Install Correction Client	5-188

- Install EX Editor 8.1.0.5 on Client Workstation 5-189
- Verify .NET Framework Version 5-190
 - Install .NET Framework 3.5 SP1 5-192
 - Download and Install .NET Framework Family Update Files. 5-194
- Install EX Editor Software 5-199
- Test EX Editor. 5-205
- Enterprise Workstation Software Installation 5-209**
- Table of Contents 5-209**
- Introduction. 5-211**
 - Before You Begin 5-212
 - PCC Built Enterprise Workstation Server 5-212
 - Customer Provided Enterprise Workstation Server 5-213
 - Other Things to Do 5-213
- Installation Roadmaps 5-215**
 - Single Server Roadmap 5-215
 - Multiple Server Roadmap. 5-216
- The Installation Procedures 5-218**
 - Where to Start 5-218
- Part I – All Servers 5-218**
 - Copy Required Files to EWS Server 5-218
 - Verify/Install DirectX 9.0 Installation 5-219
 - Verify/Install Internet Explorer 8.0 via Internet 5-222
 - Internet Explorer Configuration 5-223
 - Verify/Install Internet Information Services (IIS) 5-227
 - Install Microsoft WebDAV 7.5 for IIS 7.0. 5-234
- Part II – Single Server Environment 5-236**
 - Common Platform Installer 2.0.0.7 5-236
 - Pre-SDK Installation SSL Configuration 5-240
 - Verifying the Certificate is Properly Installed 5-240
 - Export SSL Certificate. 5-244
 - Generate a .keystore File 5-247
 - PSSDK Database Installation 5-251
 - SDK Web Server Installation 5-257
 - IIS Configuration (Windows 2003 ONLY) 5-263
 - IIS Configuration (Windows 2008 ONLY) 5-267
 - Language Model Installation 5-271
 - Establish Apache Tomcat as an MSSQLSERVER Dependent Service 5-274
 - Services Configuration. 5-275
 - File Download Configuration 5-277
 - Testing PowerScribe SDK Functionality 5-281
 - Creating a Test User. 5-281
 - Dictating with the Test User. 5-289
- Enterprise Workstation Web Server Installation 5-301**
 - Determining Client Licenses 5-301
 - Software Installation 5-301
 - Update DocNetServer File on EXText Server 5-309

Part III – EWS Multi-Server Environment Installation	5-310
SDK SQL Server Installation	5-310
JAVA 1.6.0_16 Installation	5-310
PowerScribe SDK Database Installation	5-313
SDK Standalone Web Server Installation	5-321
Pre-SDK Installation SSL Configuration	5-321
Common Platform Installer 2.0.0.7	5-321
SDK Web Server Installation	5-326
IIS Configuration (Windows 2003 ONLY)	5-332
IIS Configuration (Windows 2008 ONLY)	5-335
Services Configuration	5-338
Language Model Installation	5-340
Install the Watchdog Service	5-343
EWS Standalone Web Server Installation	5-348
Before You Begin	5-348
SQL 2008 Client Installation	5-348
Determining Client Licenses	5-355
EWS Software Installation	5-356
Common Platform Installer	5-356
Install the EWS Web Server Software	5-360
EXV Service Controller	5-369
Apply Latest EXVoice Patch to the EWS Server	5-374
Configure System Settings on the EWS Server	5-375
Client Workstation Installation	5-382
Configuring Client Workstation for Multiple Users	5-383
Recognition Server Installation	5-386
Verify/Install .NET Framework	5-386
Install .NET Framework	5-387
Recognition Server Software Installation	5-387
Configure Symantec AntiVirus for EWS	5-396
EWS Web Server Configuration	5-396
EWS Recognition Server Configuration	5-399
EWS Client Workstation Configuration	5-400
Upgrade/Verify the EXVoice & EXText Servers	5-401
License Burning for EXVoice	5-402
License Burning for EXText	5-403
Functionality Check	5-405
ATS Configuration Documentation	5-405
Web Server Backup Strategies	5-406
Web Server Data Backup	5-411
Test the PScriptSDK Backup Job	5-415
MSDB Overflow Protection	5-418
GoMD Web Server Software Installation	5-419
Table of Contents	5-419

Requirements 5-419

Obtain Software 5-420

Pre-Software Install Server Configuration 5-421

 Create Folders 5-421

 Configure Internet Explorer 5-421

Software Installation 5-425

 IIS Installation 5-425

 Configure Initial IIS Settings 5-427

 CPI Installation 5-428

 Install the GoMD Web Server Software 5-432

 Configure Commander Entries 5-439

 Install GoMD Forwarding Service and Active Server Pages 5-441

 Configure/Verify Web Server Virtual Directory Settings 5-444

 Update the EXText COM Objects Files 5-445

 Configure the GoMD Web Server 5-448

 Verify/Update the User Logon for Services 5-450

 Verify/Update Licensing for GoMD 5-451

GoMD Checkout Procedure 5-452

Enterprise Express Voice Software Installation

*If you are migrating an existing EXVoice system to new hardware it is critical that you check and take note of the Commander settings prior to the migration. Following the migration, the Commander settings must be set up exactly as they were on the older server. **Failure to complete this procedure will result in the system not functioning properly.***



*If you are migrating an existing EXVoice system that was upgraded from **Version 6.4** or less, you must copy the **Prompts** folder from the system you are migrating from.*

Installation Road Map

TABLE 5-1 Installation Road Map for EXVoice 8.1 New Installation

Server Type	Software to be Installed/Procedure to be Followed	Page in Manual
EXVoice	Install Build 8.1 Data Server	page 5-11
	Configure SQL 2008 Compatibility Mode	page 5-27
	Install Build 8.1 Client Utilities on the Data Server	page 5-29
	Install Client Viewer	page 5-29
	Install Explorer	page 5-35

Server Type	Software to be Installed/Procedure to be Followed	Page in Manual
	Install Job Lister	page 5-35
	Install TransNet	page 5-35
	Install Build 8.1 VR Server	page 5-39
	Install Dialogic Software	page 5-39
	Testing the Dialogic Hardware Board	page 5-48
	Install Dialogic Feature Pack 1	page 5-52
	Continue with the next procedure, Install EXVoice VR Software.	page 5-55
	Install EXVoice VR Software	page 5-56
	Install the Build 8.1 Client Utilities on Client Workstations	page 5-68
	Reboot the Client Workstation(s)	page 5-72
	Run Applications to Upgrade them to the Latest Service Pack/Patch	page 5-73
	ASR Core/RecognitionEngine Wrapper Software Installation	page 5-74
	VMware Virtual REW Server Installation	page 5-87
	Managing the Virtual REW	page 5-103
	Configure Speech Settings in EXVoice Explorer	page 5-109
	Configure EXVoice Service Controller	page 5-115

Checking for the Existence of Database Triggers

If you are migrating an existing system it is imperative that you **STOP** here and go to the procedure [Determine the Existence of iChart Billing Database](#), beginning on [page 6-19](#).



DO NOT PROCEED until you clearly understand the dangers of triggers that may exist in the current database and have taken appropriate action to remove them as specified in the procedure referenced above.

Check SQL Protocol Configuration

EXVoice **will not** install if certain network protocols are not enabled in SQL 2008. The default installation of SQL 2008 may disable the Named Pipes protocol. If SQL 2008 is the installed database manager on this system, use the procedure [Configure SQL](#)

2008, beginning on [page 4-86](#) to ensure that these two protocols (**TCP/IP** and **Named Pipes**) are enabled.



*If you are upgrading an Enterprise **Voice** server that is running the **Windows 2003** operating system, complete the [Checking for the Existence of Database Triggers](#) procedure before doing anything else. **Failure to complete this procedure will result in an error during the installation process.***

Patch Operating System

This patch will correct an error which occurs when the current Enterprise Voice InstallShield is run on a Windows 2003 operating system machine. Further information regarding the error which the patch corrects can be found in [Microsoft Knowledge Base Article 925336](#).

The patch file you must download for installation can be obtained by [clicking here](#). Store the file you download, **WindowsServer2003-KB925336-x86-ENU.exe**, in a convenient location on your hard drive.

Once you have obtained the patch file, do the following to complete installation.

On the Enterprise Voice server:

1. Stop the **MSSQLSERVER** service.
2. Go to **Add/Remove Programs** and select **Add/Remove Windows Components**.
3. Scroll down to the **Internet Explorer Enhanced Security Configuration** entry and remove the check from the check box, as shown in [Figure 5-1](#).

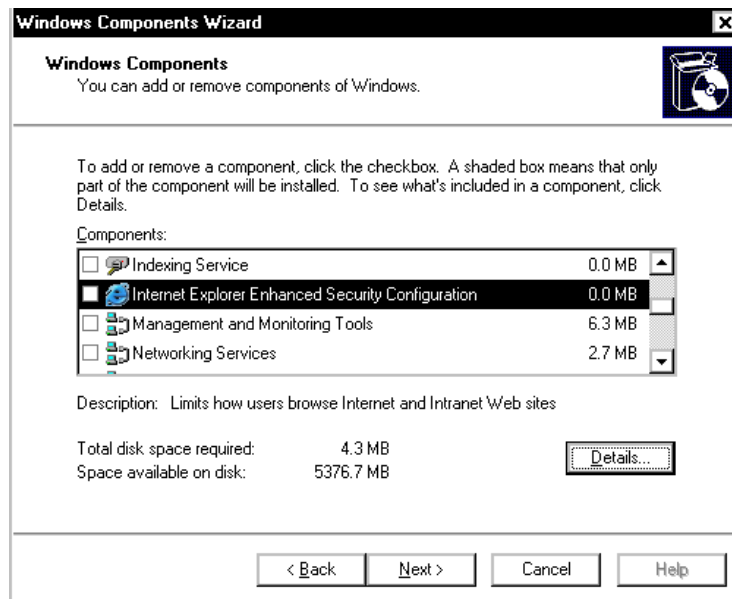


FIGURE 5-1 Windows Components Dialog

4. Click **Next**, then, components will be configured, and shortly, the Wizard completion dialog will be displayed.
5. Click **Finish**, and close the **Add/Remove Programs** dialog and the **Control Panel**.
6. **Reboot** the server.
7. When the server reboots, verify that the **MSSQLSERVER service is running**.
8. Go to the location where you stored the patch file you downloaded and double-click the file to execute.
9. When the **Open File - Security Warning** dialog is displayed, click **Run**.
10. The dialog shown in [Figure 5-2](#) will be displayed.

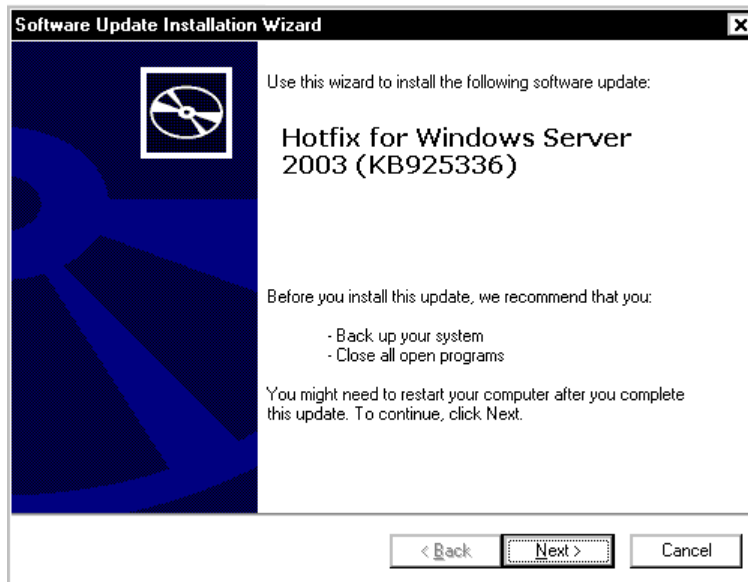


FIGURE 5-2 Windows 2003 Software Update Dialog

11. Click **Next**, and when the **License** dialog is displayed, select the **I Agree** radio button, and click **Next**.
12. The dialog shown in [Figure 5-3](#) will be displayed as the system is updated.

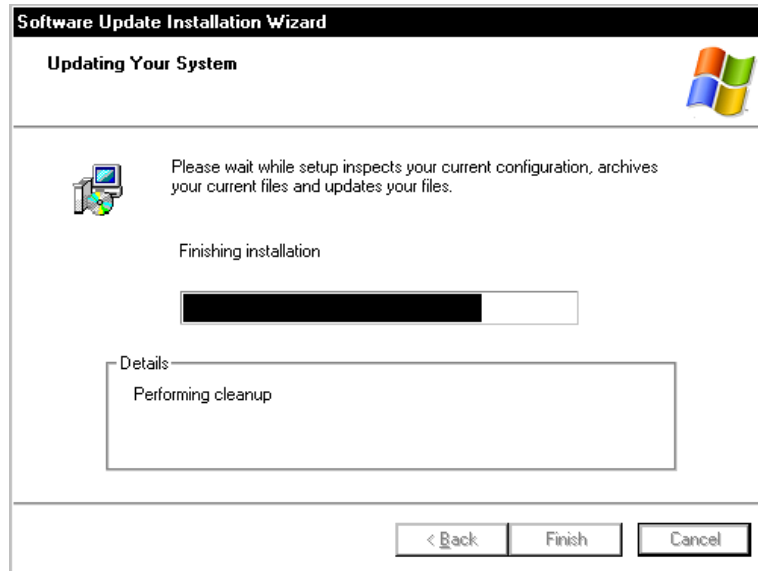


FIGURE 5-3 Updating System Dialog

13. When the Installation Complete dialog is displayed, place a check in the **Do not restart now** check box, and then click **Finish**.
14. Use the same procedures you followed in Steps 2 through 5 above, and **re-enable** the **Internet Explorer Enhanced Security Configuration** entry by **placing a check in the check box**.
15. **Reboot** the server and continue with the procedure [Install Build 8.1 Data Server](#) when the server restarts.

Install Build 8.1 Data Server



New installations of Build 8.x EXVoice software no longer create the EEVAPPS, EEVSVC, and EEVUSER accounts. Service uses the built-in Administrator account created when the operating system is installed. Ensure that you have the Administrator password. Additionally, the sa password used by SQL is blank. It is recommended that the Administrator password should be used for sa to follow the conventions in previous builds.

1. Log on to the **Data Server** using the Administrator account.
2. Create the following folder on the largest drive, **other than drive C**, of the Enterprise Express Voice Data Server:
nn:\Software\EXVoice 81.0.3065
3. Using the EXVoice Installation CD (PN **1000062-110**), copy all folders/files to the newly-created directory **nn:\Software\EXVoice 81.0.3065**. This will make the files readily available for remote repairs.
4. Close all open applications.
5. Ensure that **MSSQLSERVER** service is running, and that the **Windows Services Manager** is closed.
6. Go to **nn:\Software\EXVoice 81.0.3065** and open the folder **EXV Server Installations**.
7. Double-click the file **Dictaphone EXV EWS Services.exe**, and after a short time while files are unpacked, the dialog shown in [Figure 5-4](#) will be displayed.

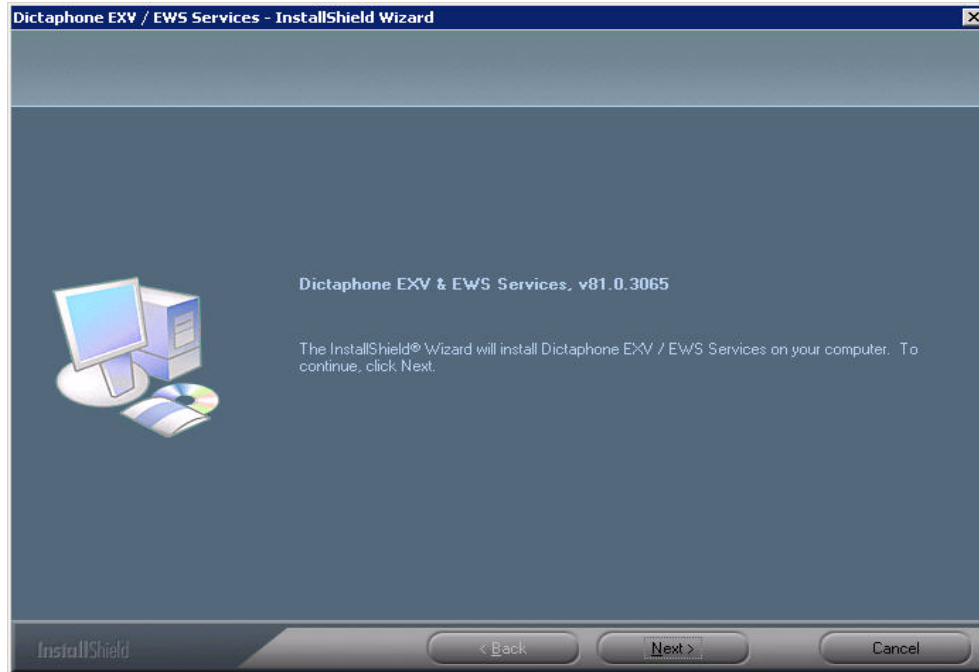


FIGURE 5-4 Welcome Dialog

8. Click **Next**, and the **Microsoft License Agreement** will be displayed.
9. Click **Yes** and the dialog shown in [Figure 5-5](#) will be displayed.

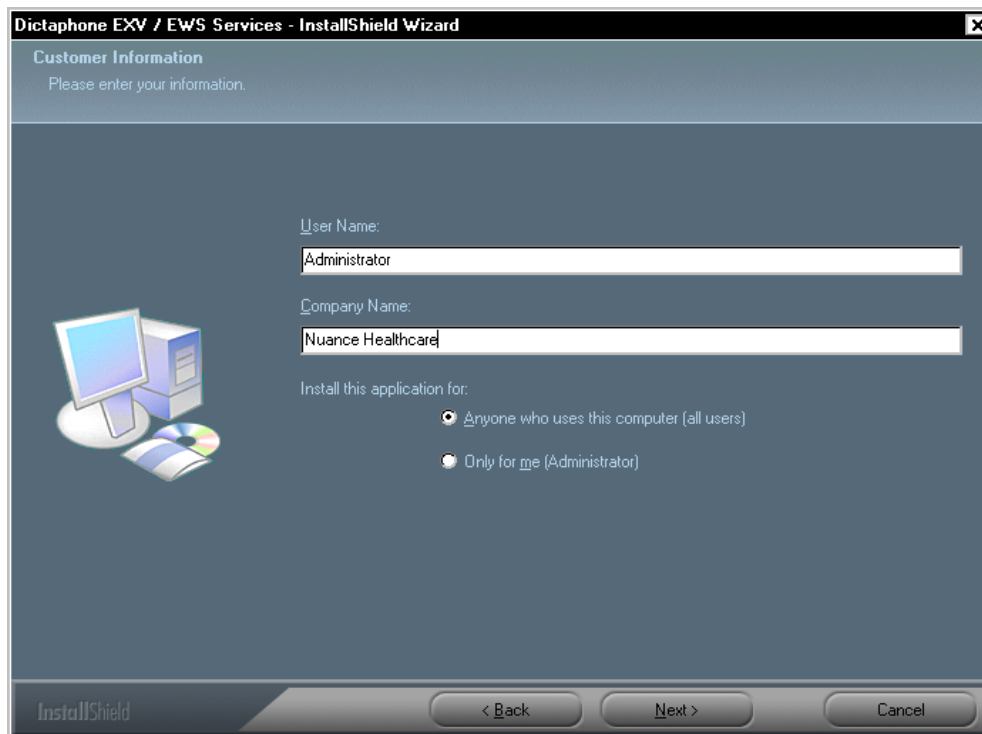


FIGURE 5-5 Customer Information Dialog

10. Enter the appropriate customer information in the [Figure 5-5](#) dialog, and select the **Anyone who uses.....** radio button.
11. Click **Next** to continue, and the dialog shown in [Figure 5-6](#) will be displayed.

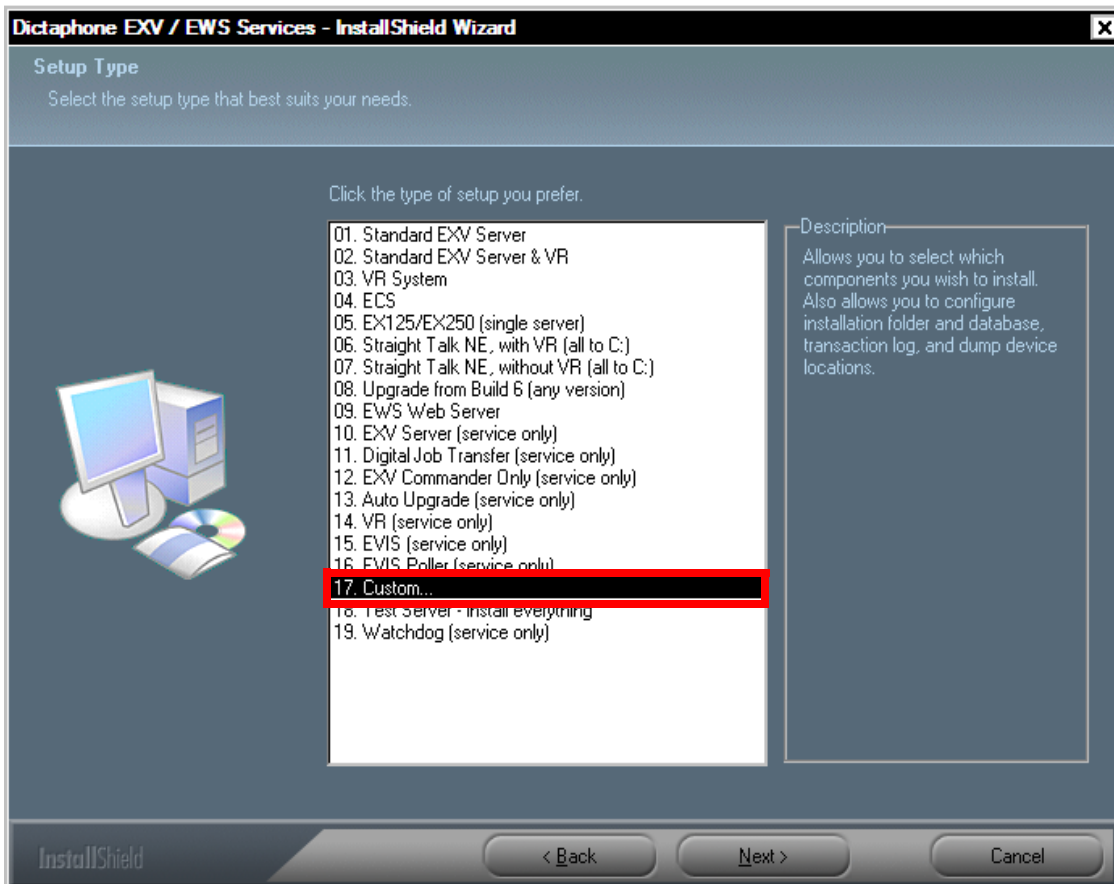


FIGURE 5-6 Setup Type Dialog

12. The **Setup Type** you select depends on the configuration of the server that you are installing the Build 8.1 software on:

Select **01 - Standard EXV Server** Installs EXV Server & databases, Commander & databases, Watchdog, and Auto Upgrade.

Software is installed to **C:\Program Files\Dictaphone\Dictaphone EXV EWS Services**. Installs **TLOGS** to **E:**, databases to **F:**, database dumps to **G:**, and **default voice path to G:**.

Select **02 - Standard EXV Server & VR** Installs EXV Server & databases, Commander & databases, Auto Upgrade, Watchdog, and VR.

Software is installed to **C:\Program Files\Dictaphone\Dictaphone EXV EWS Services**. Requires **Dialogic Driver** to be installed.

Installs **TLOGS** to **E:**, databases to **F:**, database dumps to **G:**, and **default voice path to G:**.

Select **03 - VR** Installs VR Server only.

Software is installed to **C:\Program Files\Dictaphone\Dictaphone EXV EWS Services**. Requires **Dialogic Driver** to be installed.

Select **04 - ECS** Installs EXV Server & databases, Commander & databases, Auto Upgrade, VR and EWS.

Software is installed to **C:\Program Files\Dictaphone\Dictaphone EXV EWS Services**. Requires **Dialogic Driver** to be installed. Requires **Common Platform Installer** to be installed.

Installs **TLOGS to E:**, **databases to F:**, **database dumps to G:**, and **default voice storage to H:**.

Select **05 - EX 125/250(Single server)** Installs EXV Server & databases, Commander & databases, Auto Upgrade and VR.

Software is installed to **C:\Program Files\Dictaphone\Dictaphone EXV EWS Services**. Requires **Dialogic Driver** to be installed.

Installs **TLOGS to E:**, **databases to F:**, **database dumps to G:**, and **default voice storage to H:**.

Select **06 - Straight Talk NE (or Single Server all to C:) with VR** Installs EXV Server & databases, Commander & databases, Auto Upgrade, VR and EVIS.

Software is installed to **C:\Program Files\Dictaphone\Dictaphone EXV EWS Services**. Requires **Dialogic Driver** to be installed.

Installs TLOGS, databases, database dumps to **C:**. Default voice storage is to **C:**.

Select **07 - Straight Talk NE (or Single Server all to C:) without VR** Installs EXV Server & databases, Commander & databases, Auto Upgrade, and EVIS.

Software is installed to **C:\Program Files\Dictaphone\Dictaphone EXV EWS Services**.

Installs TLOGS, databases, database dumps to **C:**. Default voice storage is to **C:**.

Select **08 - Upgrade from Build 6** This option performs an upgrade from **version 6.5** to the current version of 8.0. The upgrade effectively reinstalls all of the new services to the new location, reinstalls all of the services, and upgrades the databases.

Select **09 through 16** Software is installed to **C:\Program Files\Dictaphone\Dictaphone EXV EWS Services**.

Select **17 Custom** Software is installed to wherever the user specifies; the user is prompted in the **Custom** installation. **TLOGS**, **databases** and **dumps** are installed to wherever the user specifies; the user is prompted in the **Custom** installation.

The **services** to be installed is also selectable, and based on user responses to prompts in the **Custom** installation.

Select **18 Test server - installs everything** Everything possible is installed to the C: drive.

Select **19 Watchdog (service only)** Watchdog service is installed to the C: drive.



The instructions which follow are tailored to the **17. Custom Installation**. This selection will allow you to install several components at once. For instance, if you want to install EEV Server, VR, DJT, and EVIS, choose 17, and then check the box corresponding to each component.



If you choose to do a standard installation, or any installation described above, other than custom, and you do not have a required drive, you will see the error shown in [Figure 5-7](#), and you will be unable to proceed unless you repartition and assign drives E through G..



FIGURE 5-7 Partition Error Dialog

- After making the appropriate selection from the [Figure 5-6](#) dialog, click **Next** to continue, and the dialog shown in [Figure 5-11](#) will be displayed.

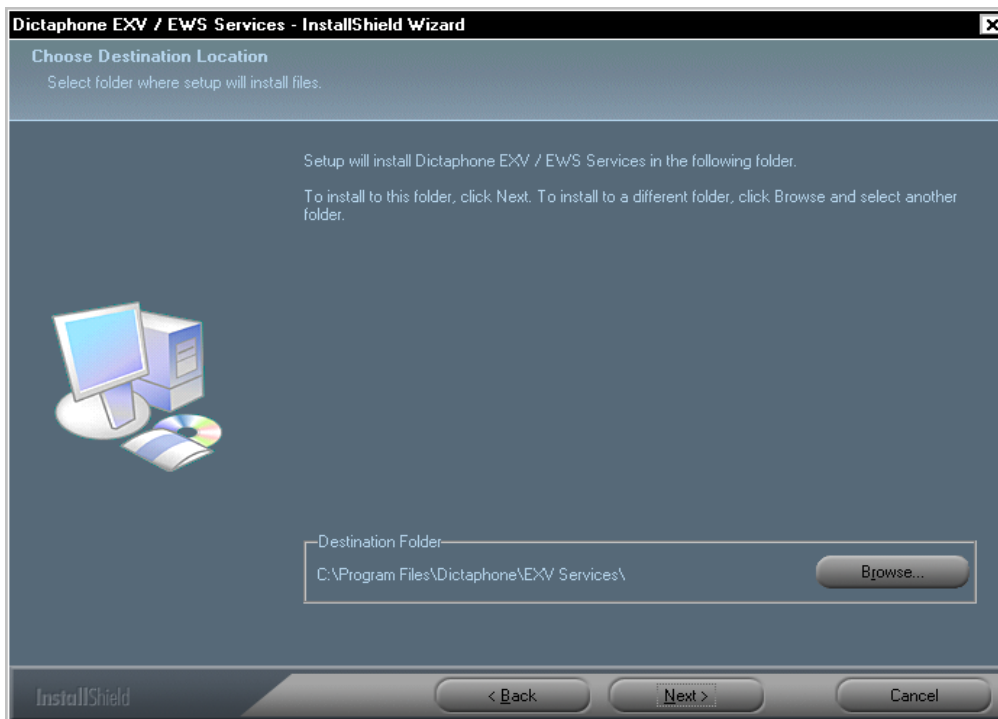


FIGURE 5-8 Destination Location Dialog

14. Accept the default destination location of **C:\Program Files\Dictaphone\EXV Services**, and then, click **Next** to continue.

The dialog shown in [Figure 5-9](#) will be displayed.

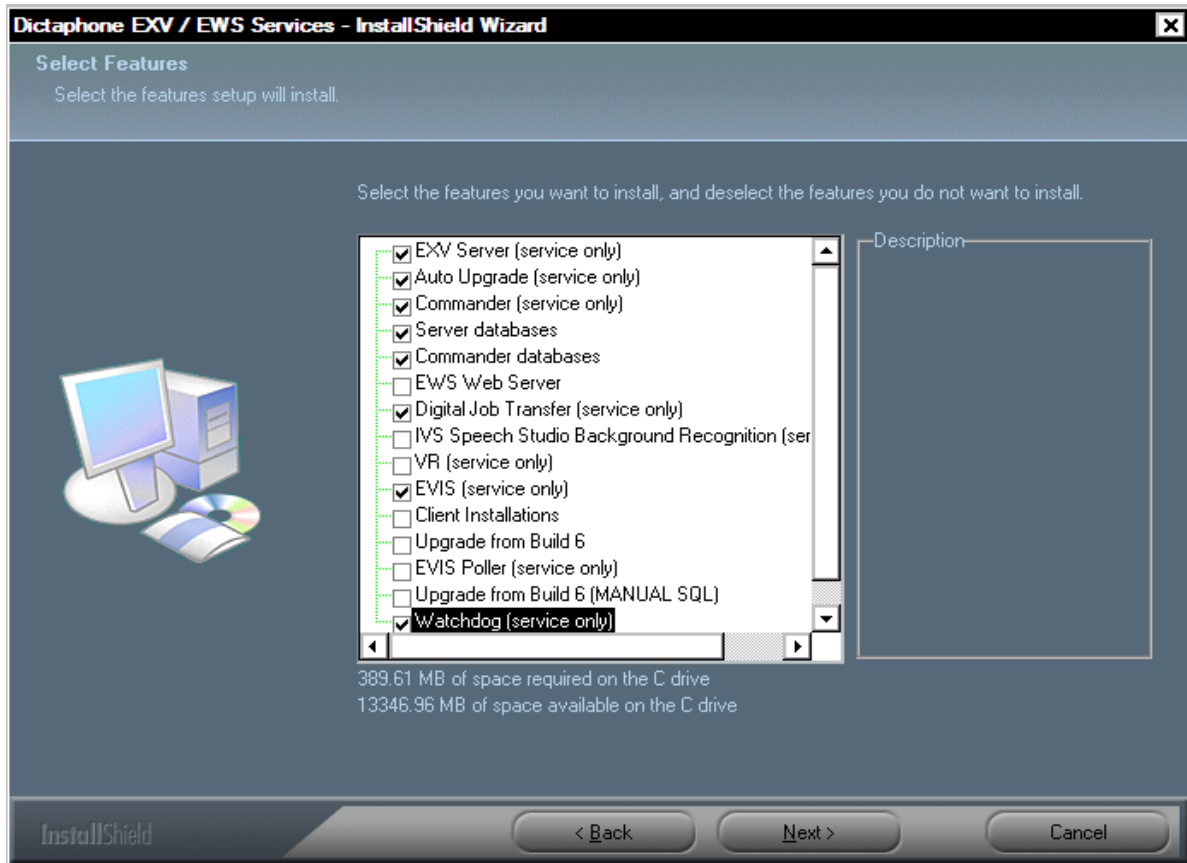


FIGURE 5-9 Select Features Dialog

15. Place a check in the following check boxes, as illustrated in [Figure 5-9](#).
 - **EXV Server (service only)**
 - **Auto Upgrade (service only)**
 - **Commander (service only)**
 - **Server databases**
 - **Commander databases**
 - **Digital Job Transfer (service only)**
 - **EVIS (service only)**
 - **Watchdog (service only)**
16. Following completion of the [Figure 5-9](#) dialog, click **Next**, and the dialog shown in [Figure 5-11](#) will be displayed.

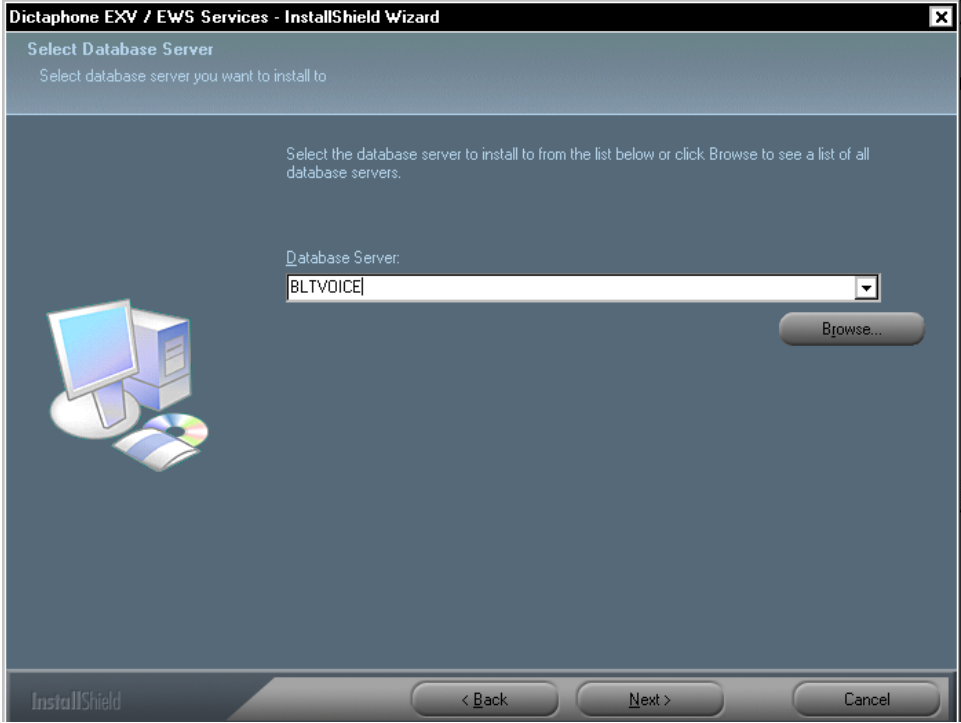


FIGURE 5-10 Select Database Server Dialog

- 17. Enter the NETBIOS name of the EXVoice server, and then, click **Next** to display the [Figure 5-11](#) dialog.

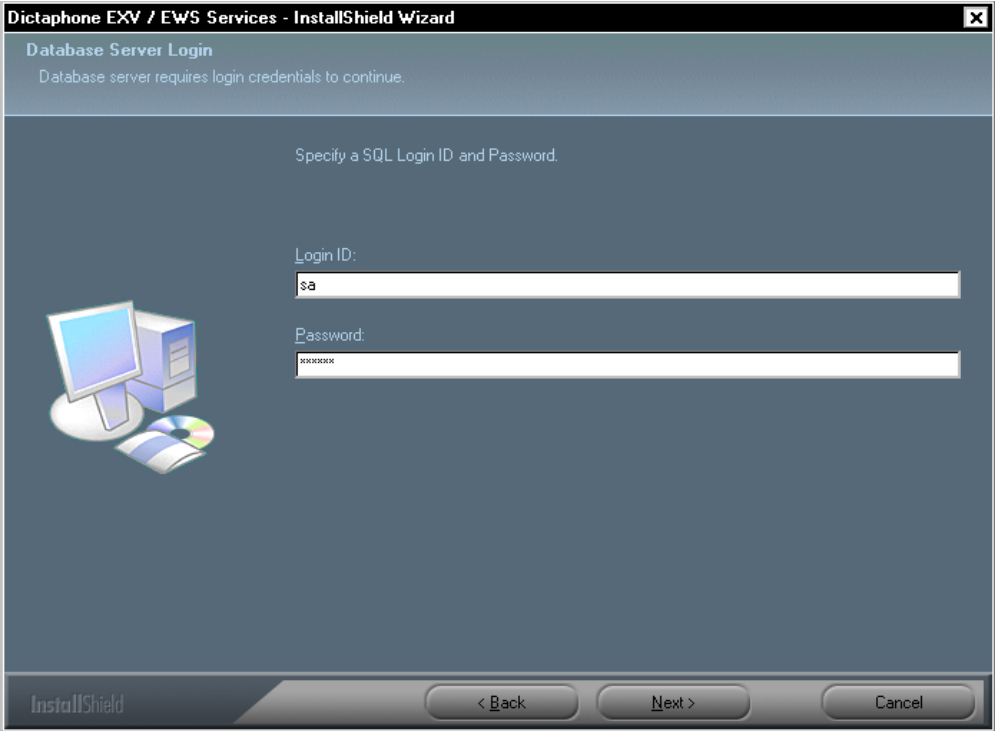


FIGURE 5-11 Database SQL Login Dialog

18. Complete the [Figure 5-11](#) dialog as follows:
 - Select the SQL Login ID of **sa**
 - Enter the **sa** password
19. Click **Next** to continue, and the dialog shown in [Figure 5-12](#) will be displayed.

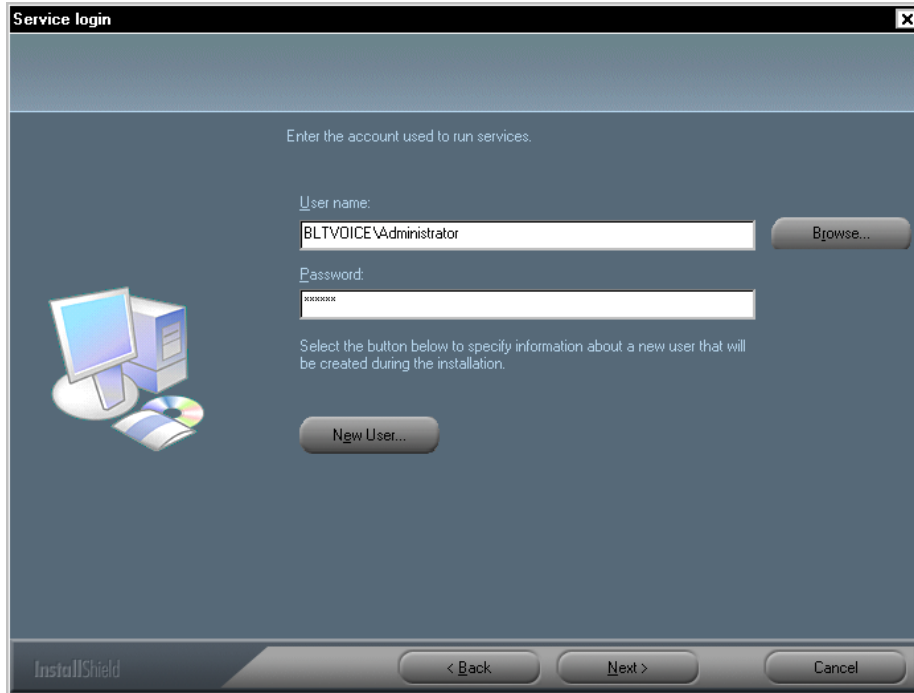


FIGURE 5-12 Service Login Dialog



Take note of the **New User** radio button in the [Figure 5-12](#) dialog. This allows the creation of a new user during the installation, should that be required as a part of the installation process. Checking this button displays the New User dialog shown in [Figure 5-13](#). Dialog completion is self-explanatory.

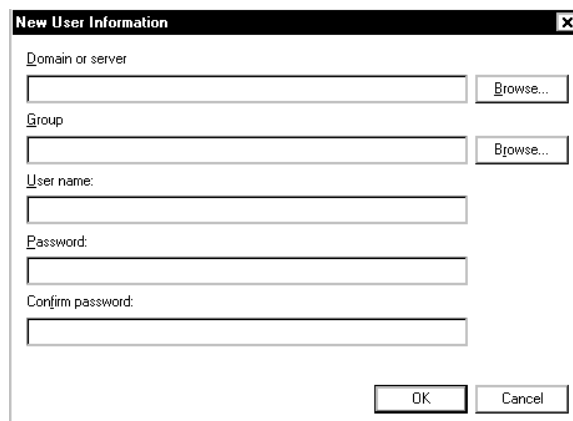


FIGURE 5-13 New User Dialog

20. Enter the **Administrator** user name and password in the [Figure 5-12](#) dialog, and then, click **Next** to continue.

The dialog shown in [Figure 5-17](#) will be displayed.

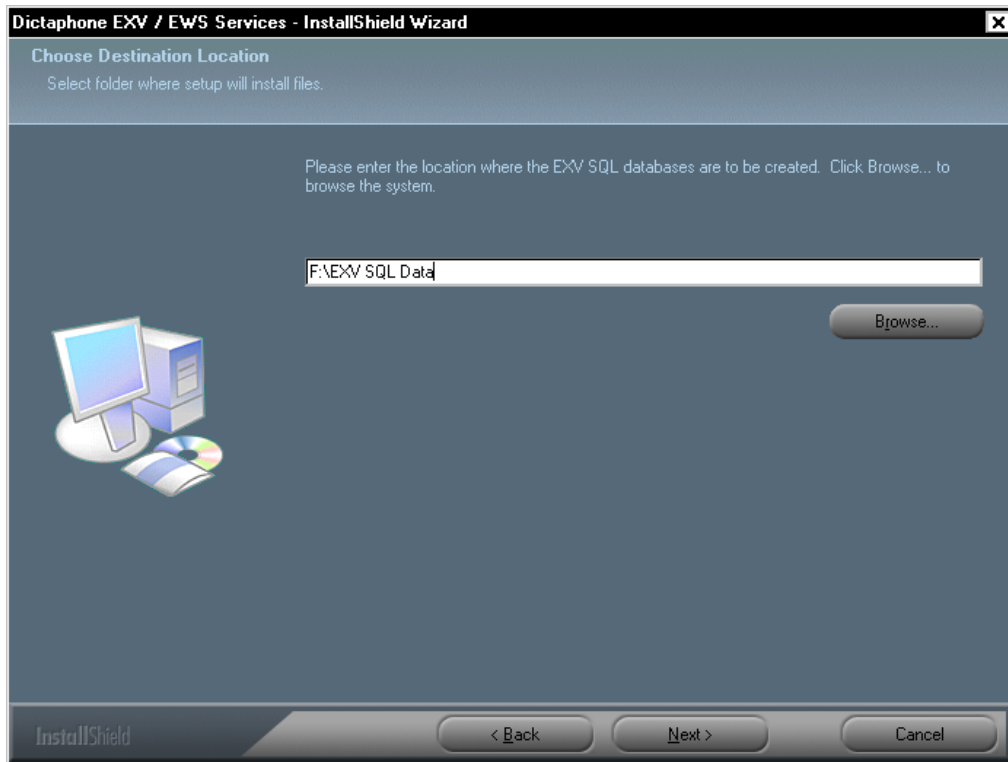


FIGURE 5-14 Destination Location Dialog

21. Enter **F:\EXV SQL Data**, and then, click **Next** to continue.

The dialog shown in [Figure 5-15](#) will be displayed.

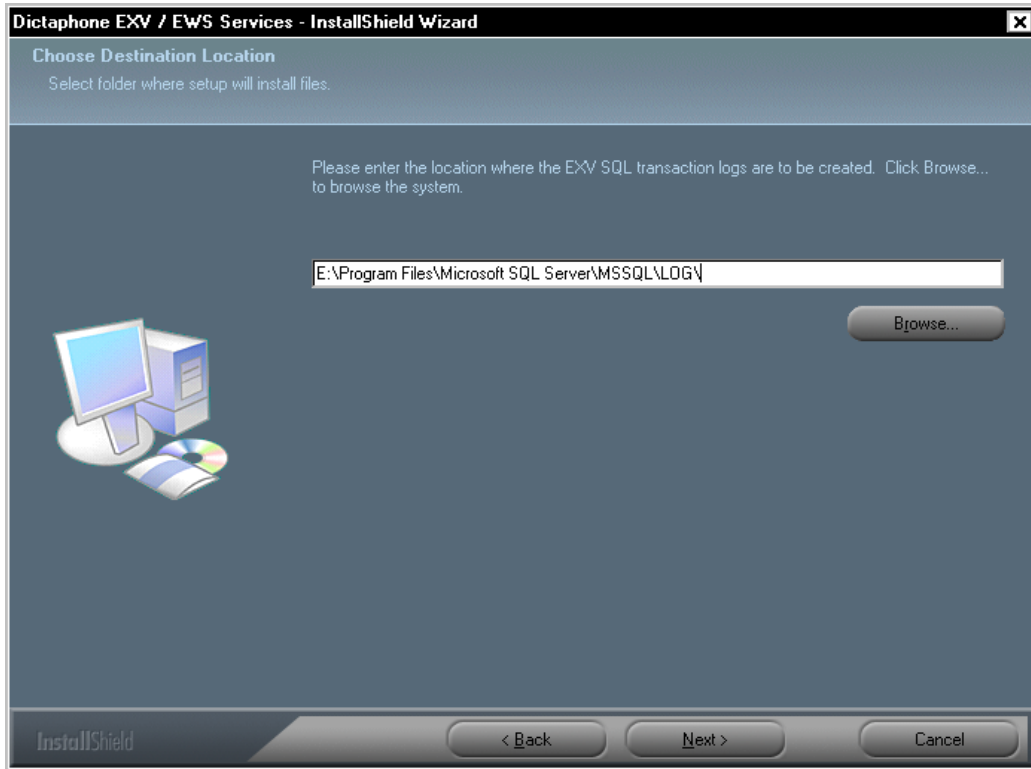


FIGURE 5-15 Transaction Logs Destination Dialog

22. Enter **E:\Program Files\Microsoft SQL Server\MSSQLLOG**, as illustrated in the [Figure 5-15](#) dialog.
23. Click **Next** and the dialog shown in [Figure 5-16](#) will be displayed.

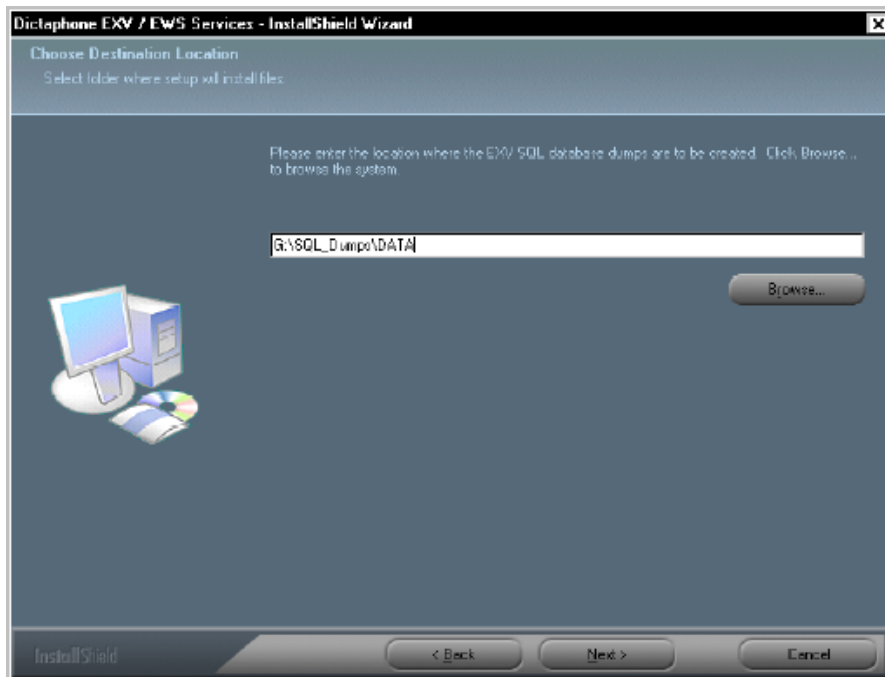


FIGURE 5-16 Database Dumps Location Dialog

24. Enter the location **G:\SQL_Dumps\DATA** as illustrated in [Figure 5-16](#), and then, click **Next** to continue.
25. The dialog shown in [Figure 5-17](#) will be displayed.

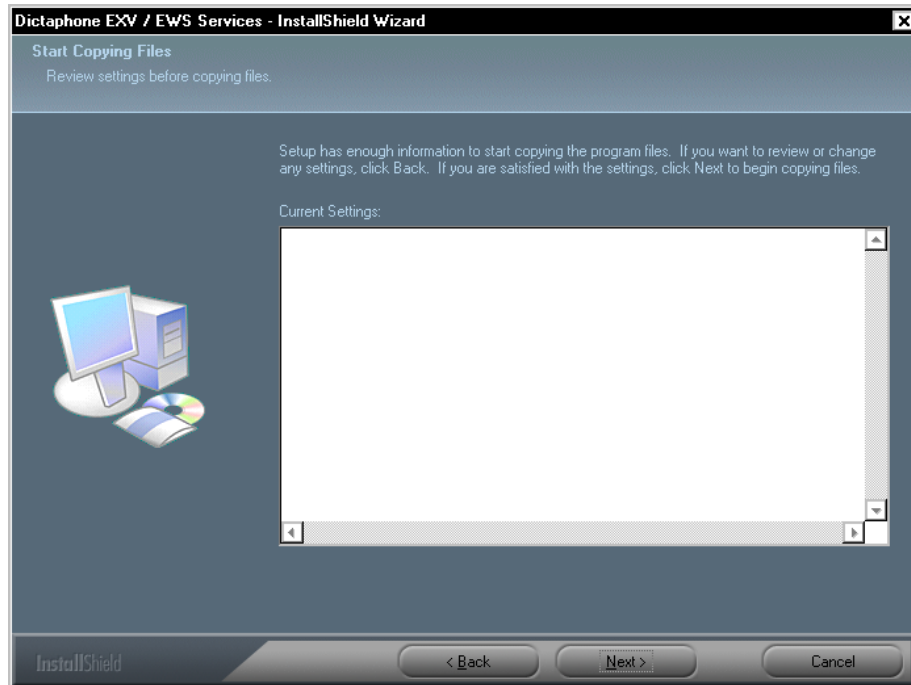


FIGURE 5-17 Start Copying Files Dialog

26. Verify any settings information shown in the [Figure 5-17](#) dialog (will probably be blank on an initial installation of Version 8.1), and then, click **Next** to continue.
- As the installation progresses, the [Figure 5-18](#) dialog will be displayed advising of the status of the process.

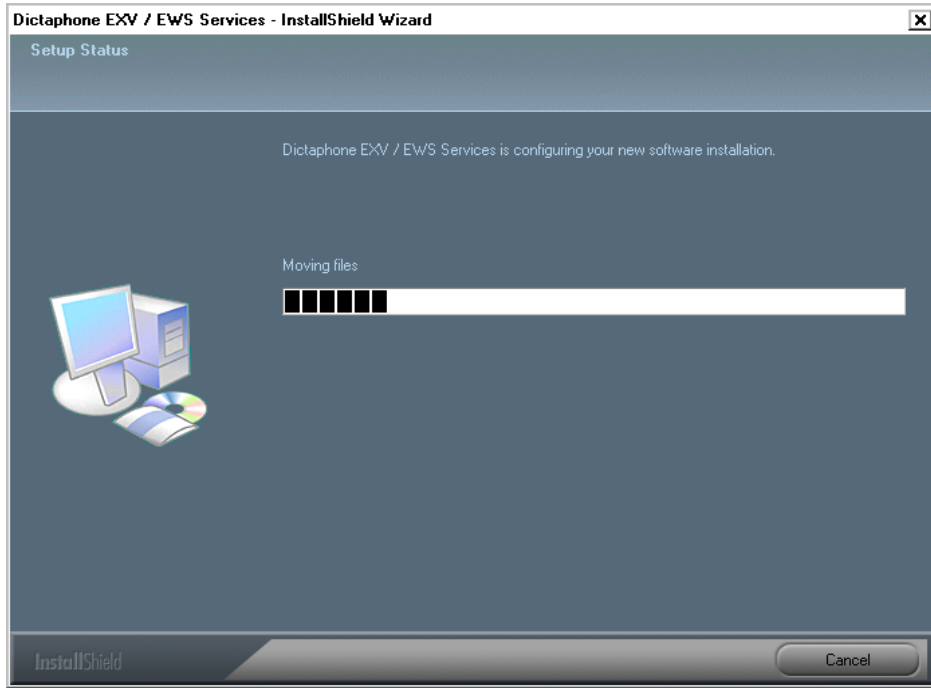


FIGURE 5-18 Setup Status Dialog



*There is a delay here that could last for some time, dependent on the complexity of the system being installed. Be patient, and **DO NOT disturb this process.***

Following completion of the file copying/setup procedures, the dialog shown in [Figure 5-19](#) will be displayed.

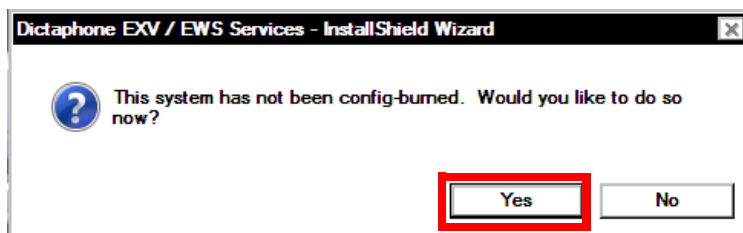


FIGURE 5-19 Config Burn Dialog

27. Click **Yes**, and the dialog shown in [Figure 5-20](#) will be displayed.

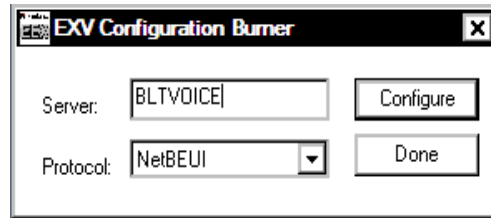


FIGURE 5-20 Configuration Burner Information Dialog

28. Enter the **Server:** name and accept the default **Protocol:** of NetBEUI.
29. Click **Configure** and the dialog shown in [Figure 5-21](#) will be displayed.



FIGURE 5-21 Config Burn Password Dialog

30. Enter the **Config Burn** password. (Passwords are provided to appropriate service personnel in a monthly email from Dictaphone Technical Services. If you do not have the password, contact your supervisor for assistance).
31. Click **OK**, and the dialog shown in [Figure 5-22](#) will be displayed.

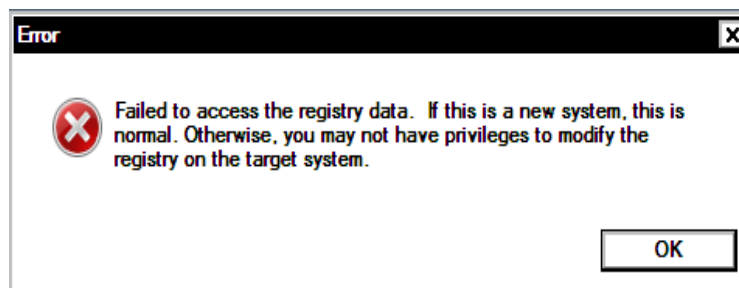


FIGURE 5-22 Config Burn Error Dialog

32. This error dialog is normal on a new installation. Click **OK** to continue. The dialog shown in [Figure 5-23](#) will be displayed.

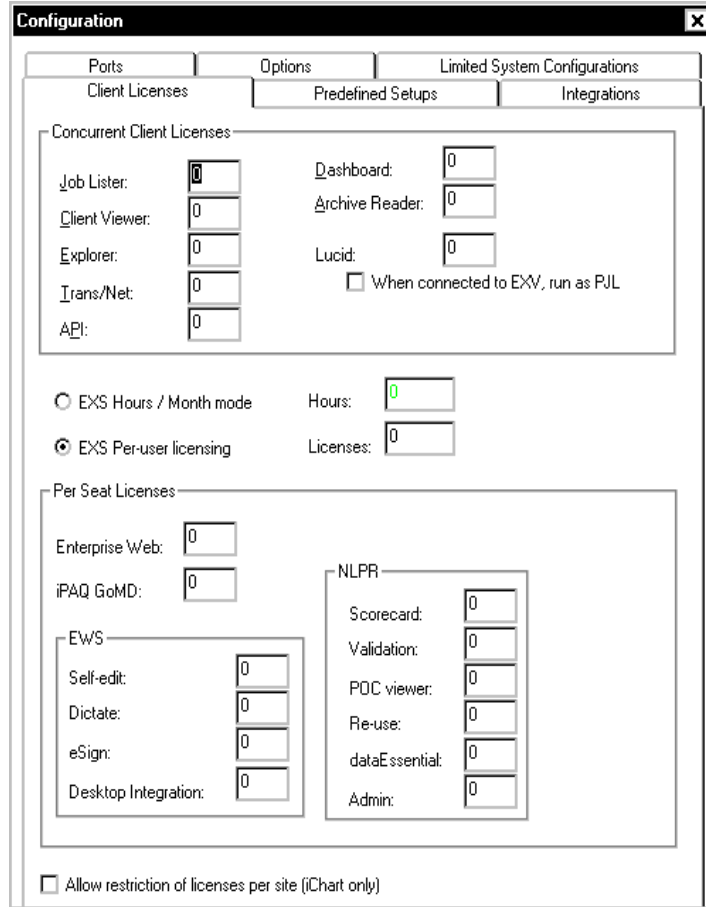


FIGURE 5-23 License Configuration Dialog

33. The appropriate boxes to select, and the options to select in this dialog (tabs included) are specified in the B700 and will be different for each customer. Also, see [License Burning Procedure](#), beginning on [page 6-237](#) for important EXVoice licensing information.



IMPORTANT

It is critical that ONLY licenses purchased by the customer are authorized when completing the configuration process. If you are uncertain about whether to indicate a particular license, ask for assistance before completing.

34. Once the basic licenses are assigned, click the **Options** tab, and the dialog shown in [Figure 5-24](#) will be displayed.

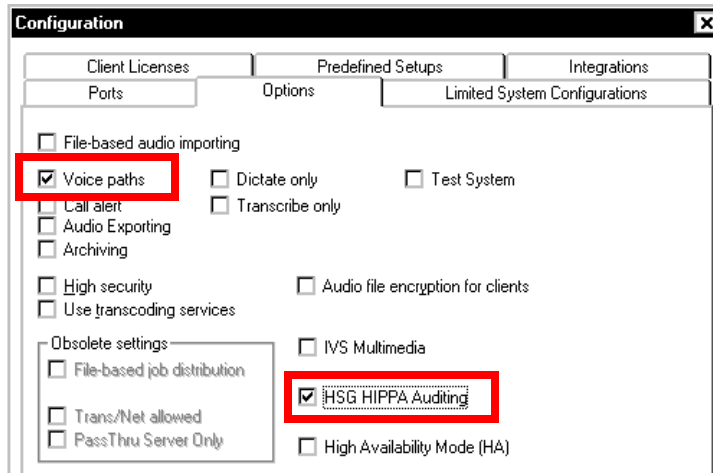


FIGURE 5-24 Options Tab Dialog

35. The two features you see highlighted in [Figure 5-24](#) (**Voice Paths** and **HSG HIPPA Auditing**) are **ALWAYS** checked on **EVERY** EXVoice system.
36. When configuration is completed, click **OK**, and then click **Done** when you are returned to the [Figure 5-20](#) dialog.

The dialog shown in [Figure 5-25](#) will be displayed.

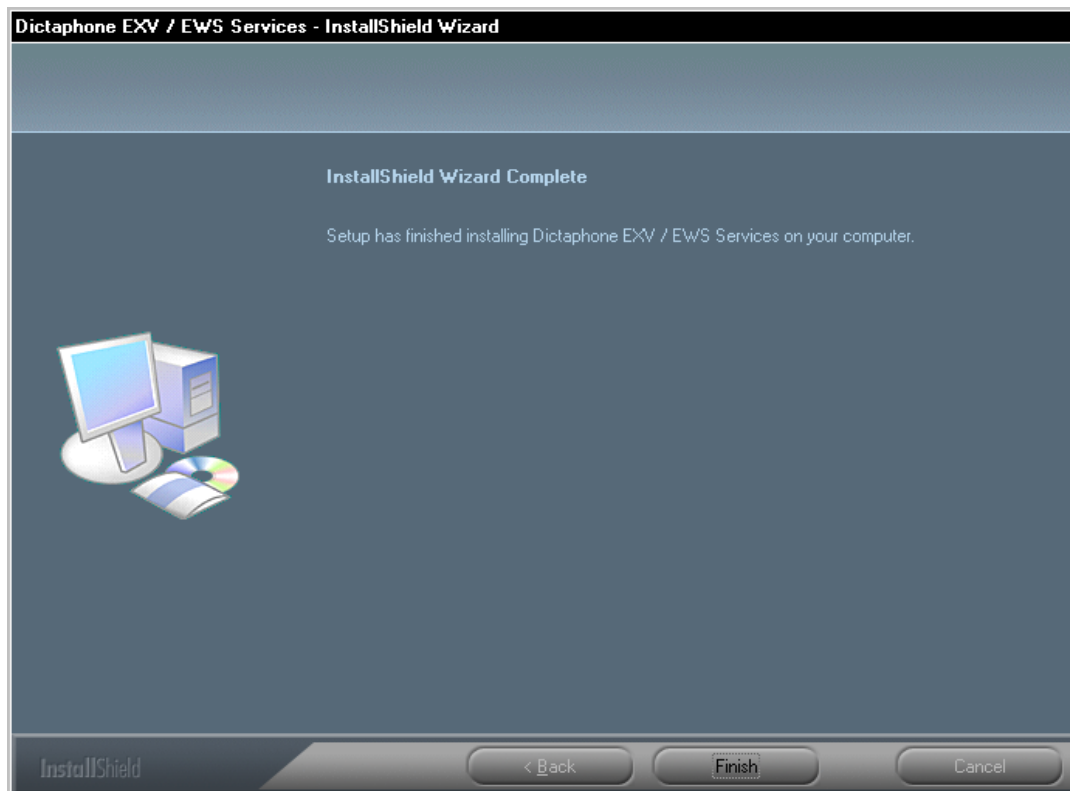


FIGURE 5-25 InstallShield Complete Dialog

37. After backup files are removed, Click **Finish**.

38. Open **Windows Service Manager** and shut down any EXVoice services which are running.
 39. Close the Windows Service Manager.
 40. Close all open windows and continue with the next procedure, [Apply Latest EXVoice Software Patch - VNServer.exe](#).
-

Apply Latest EXVoice Software Patch - VNServer.exe



Ensure that you have downloaded the latest **vnserver.exe** file (Version **81.0.3078**), which is available on the Dictaphone Services Portal, and placed it in a convenient location on the EXVoice Data server.

1. Ensure that all EXVoice services remain stopped.
1. Open the folder **C:\Program Files\Dictaphone\EXV Services**, and backup the file **vnserver.exe**.
2. Copy the new **vnserver.exe** file (Version **80.0.3078**) that you downloaded into the folder.
3. **Reboot** the server, and following reboot, verify that all installed EXVoice services have successfully started.
4. Continue with the procedure [Configure SQL 2008 Compatibility Mode](#).

This change will automatically populate to the other EXVoice databases (e.g., VNETxxxx).

4. Close **SQL Server Management Studio**.
5. **STOP** and **RESTART** the SQL Server and SQL Server Agent services.
6. Continue with the procedure [Install Build 8.1 Client Utilities on the Data Server](#), beginning on [page 5-29](#).

Install Build 8.1 Client Utilities on the Data Server



IMPORTANT

Ensure that you **DO NOT** have any Windows Services windows open before beginning this process.

1. Go to `nn:\Software\EXVoice 81.0.3065` and open the folder **EXV Client Installations**.
2. The dialog shown in [Figure 5-28](#) will be displayed.

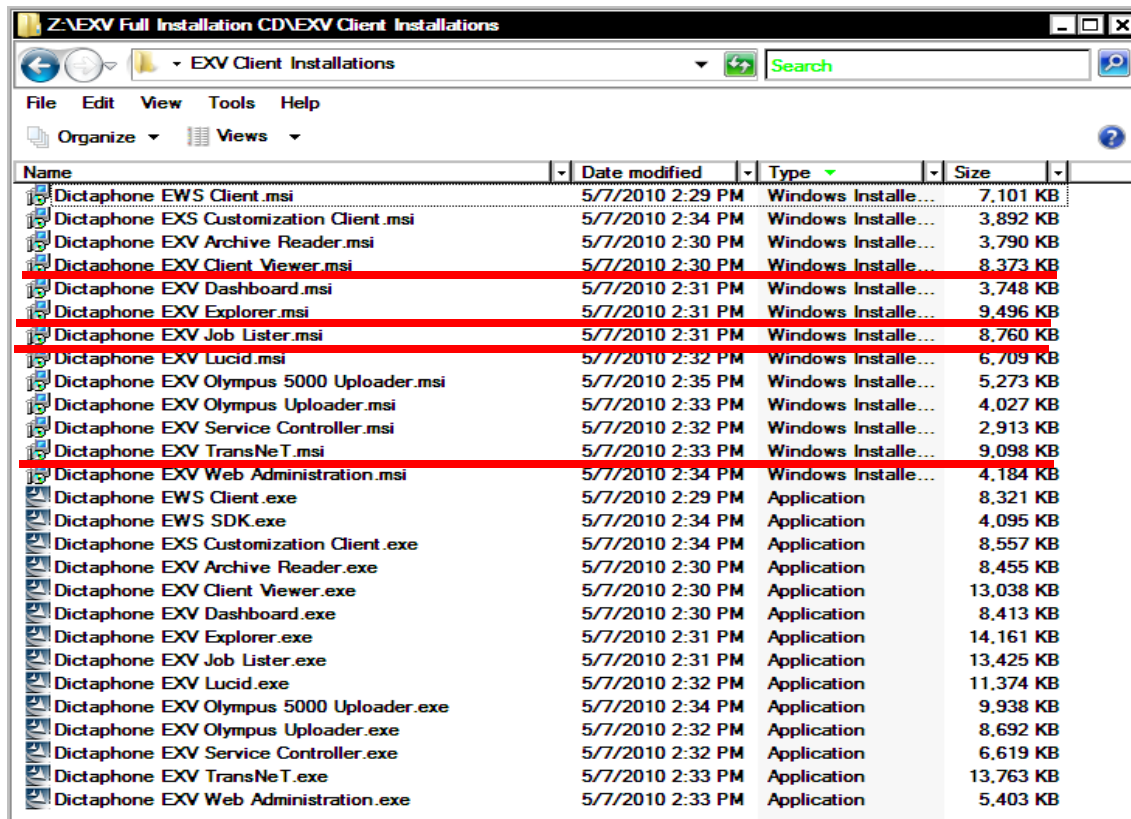


FIGURE 5-28 EXV Client Installations Folder Display

Note that four (4) client applications are highlighted in the [Figure 5-28](#) dialog. These are the applications you are going to install, beginning with the procedure [Install Client Viewer](#).

Install Client Viewer

1. Using the [Figure 5-28](#) dialog as a guide, locate and double-click the **Dictaphone EXV Client Viewer.msi** file, and choose **Run**.

The dialog shown in [Figure 5-29](#) will be displayed.

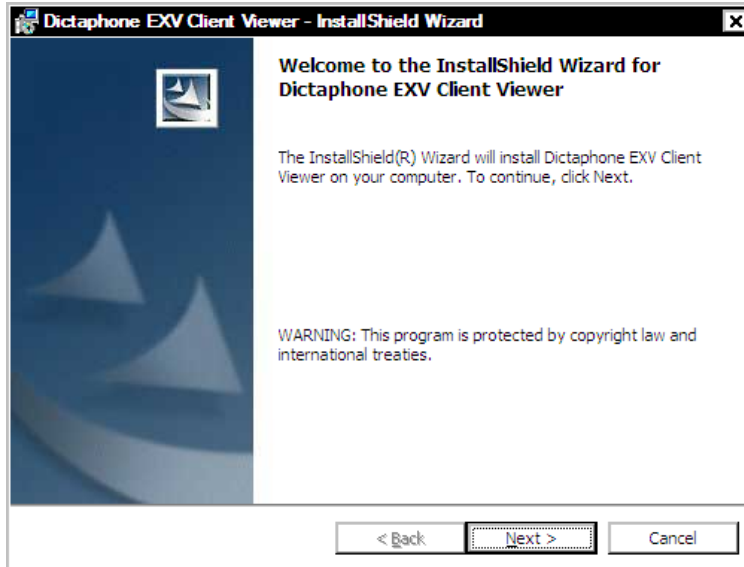


FIGURE 5-29 Client Viewer Welcome Dialog

2. Click **Next** and the dialog shown in [Figure 5-30](#) may be displayed.

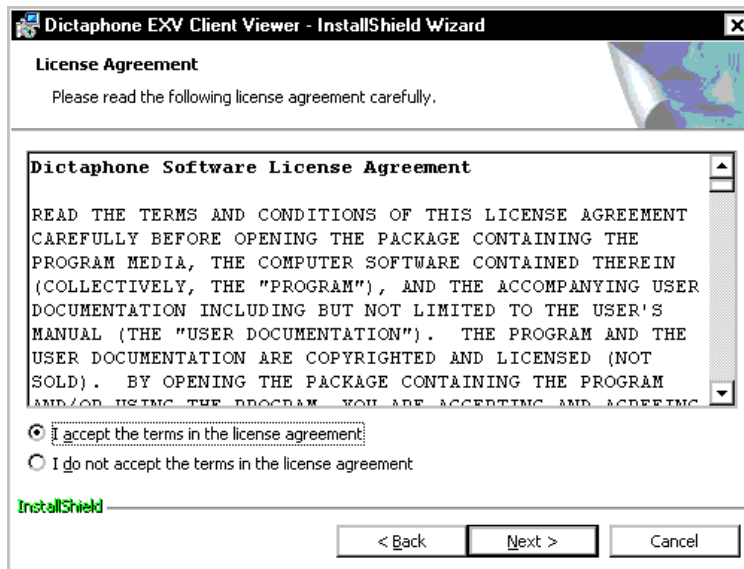


FIGURE 5-30 Client Viewer License Agreement Dialog

3. Select the **I accept the terms in.....**, and then, click **Next** to continue.
The dialog shown in [Figure 5-31](#) will be displayed.

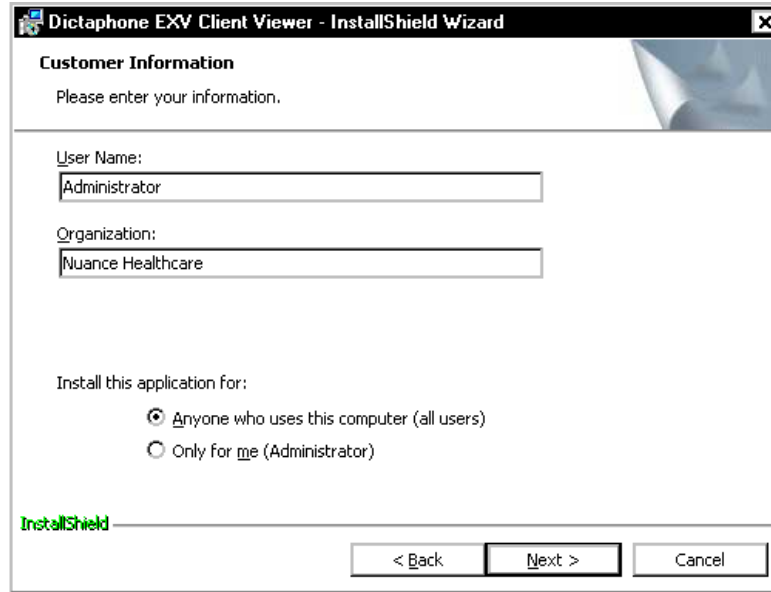


FIGURE 5-31 Customer Information Dialog

4. Enter the appropriate customer information in the [Figure 5-31](#) dialog, and then click **Next** to continue.
5. The dialog shown in [Figure 5-32](#) will be displayed.

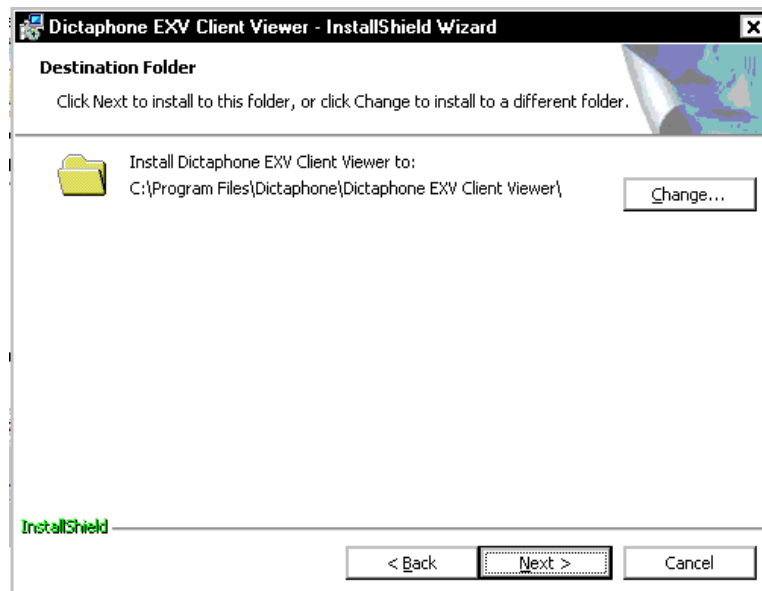


FIGURE 5-32 Destination Folder Dialog

6. Accept the **default** Destination Folder, as shown in [Figure 5-32](#).
7. Click **Next**, and the dialog shown in [Figure 5-33](#) will be displayed.

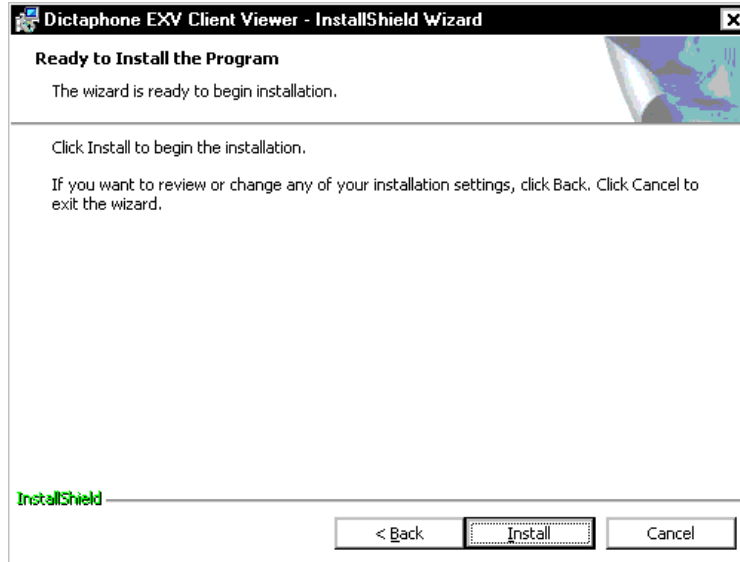


FIGURE 5-33 Ready to Install Dialog

8. Click **Install** and shortly, the dialog shown in [Table 5-34](#) will be displayed.

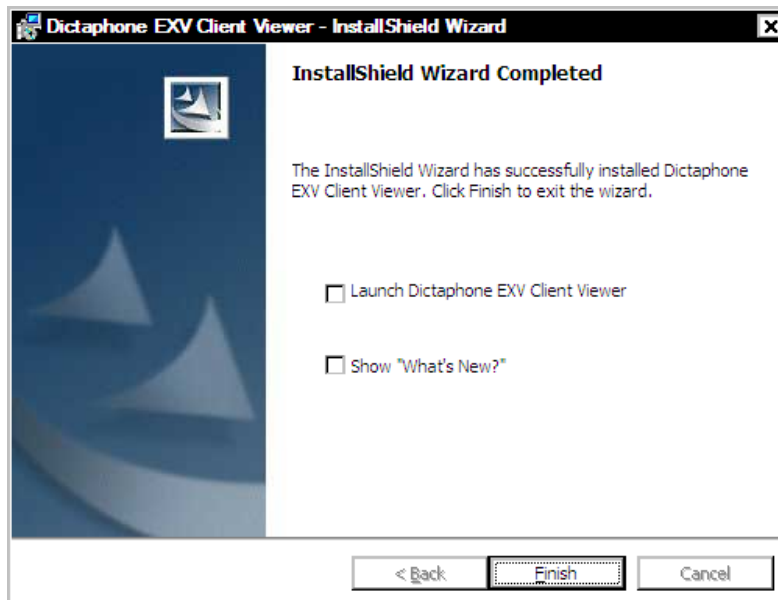


FIGURE 5-34 InstallShield Complete Dialog

9. Click **Finish**.
10. Next, launch **Client Viewer** from the shortcut icon on the desktop and ensure that it functions correctly.

The first time you launch the **Client Viewer** you will be presented with the dialog shown in [Figure 5-35](#).

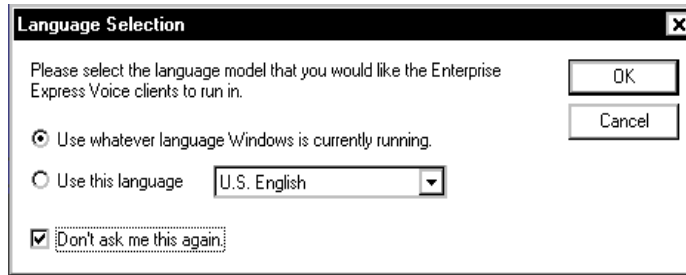


FIGURE 5-35 Language Selection Dialog

11. Configure the [Figure 5-35](#) dialog as shown above, and then, click **OK**.
12. When the **License Agreement** dialog is displayed, click **Yes** to accept, and the dialog shown in will be displayed.

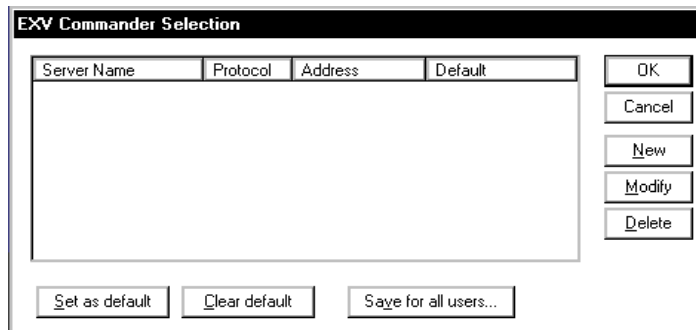


FIGURE 5-36 EXVoice Commander Selection Dialog

13. Click **New** and the dialog shown in [Figure 5-37](#) will be displayed.

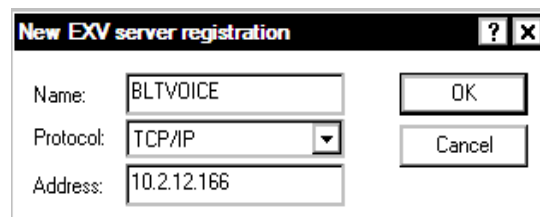


FIGURE 5-37 New EXV Server Registration Dialog

14. Enter the **EXVoice** server name and IP address, as shown in [Figure 5-37](#).
15. Click **OK** and you will be returned to the revised [Figure 5-38](#) dialog.

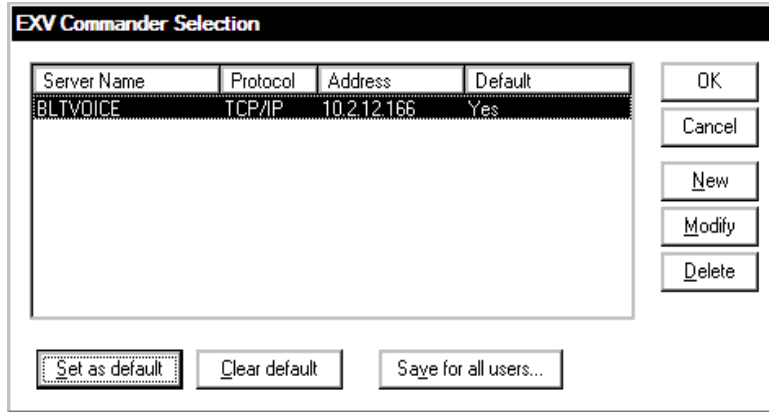


FIGURE 5-38 Completed Commander Selection Dialog

16. Click the **Set as default** button, and then, click **OK**.
The dialog shown in [Figure 5-39](#) will be displayed.

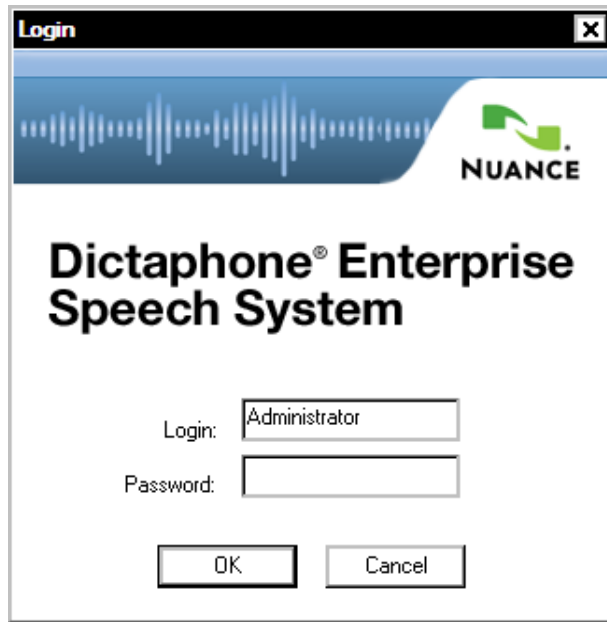


FIGURE 5-39 Client Viewer Login Dialog

17. Click **OK** and the dialog shown in [Figure 5-40](#) will be displayed, signifying correct operation of the client viewer.

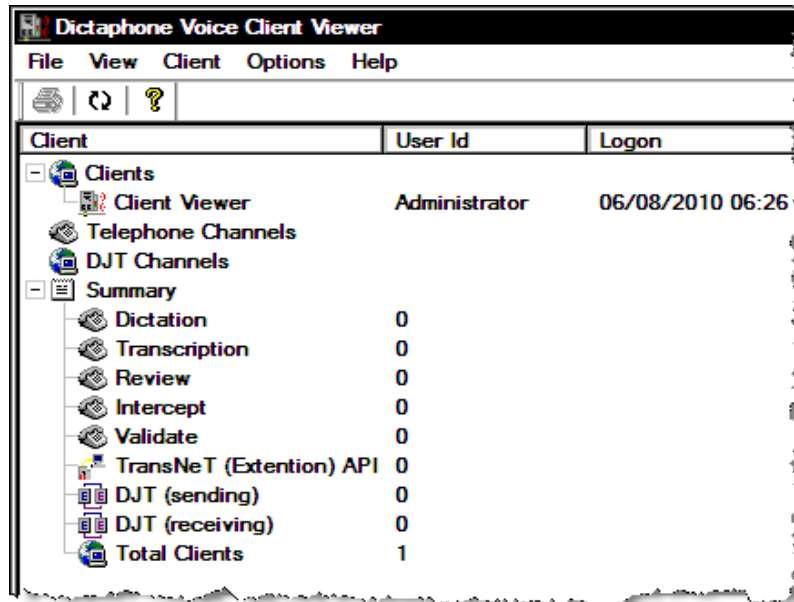


FIGURE 5-40 EXVoice Client Viewer Display

18. Close **Client Viewer** and continue with the next procedure, [Install Explorer](#).

Install Explorer

1. Follow the procedures specified above in [Install Client Viewer, page 5-29](#), to install Explorer. The only variable in the procedure is the name of the client application being installed.
2. In Step 1 of the [Install Client Viewer](#) procedure, substitute **Dictaphone EXV Explorer.msi** for **Dictaphone EXV Client Viewer.msi**.
3. Continue with the next procedure, [Install Job Lister](#).

Install Job Lister

1. Follow the procedures specified above in [Install Client Viewer, page 5-29](#), to install Job Lister. The only variable in the procedure is the name of the client application being installed.
2. In Step 1 of the [Install Client Viewer](#) procedure, substitute **Dictaphone EXV Job Lister.msi** for **Dictaphone EXV Client Viewer.msi**.
3. Continue with the next procedure, [Install TransNet](#).

Install TransNet

1. Follow the procedures specified above in [Install Client Viewer, page 5-29](#), to install TransNet. The only variable in the procedure is the name of the client application being installed.

2. In Step 1 of the [Install Client Viewer](#) procedure, substitute **Dictaphone EXV Transnet.msi** for **Dictaphone EXV Client Viewer.msi**.
3. If the customer is using the **EXSpeech Customization Client**, continue with the next procedure, [Install/Upgrade EXS Customization Client](#).

Install/Upgrade EXS Customization Client



The EXSpeech Customization Client is now a separate client application with its own Installshield installation. Improvements which have been incorporated in the rewritten application can be seen in the [Concept of Operation](#) section of the manual at [EXS Customization Client](#).

1. Follow the procedures specified above in [Install Client Viewer](#), [page 5-29](#), to install or upgrade the EXS Customization Client. The only variable in the procedure is the name of the client application being installed.
2. In Step 1 of the [Install Client Viewer](#) procedure, substitute **Dictaphone EXS Customization Client.msi** for **Dictaphone EXV Client Viewer.msi**.
3. Once install is complete, browse to the folder **C:\Program Files\Dictaphone\Dictaphone EXS Customization Client**, and locate the file **DELTA_DEFAULT.INI**, as shown in [Figure 5-41](#).

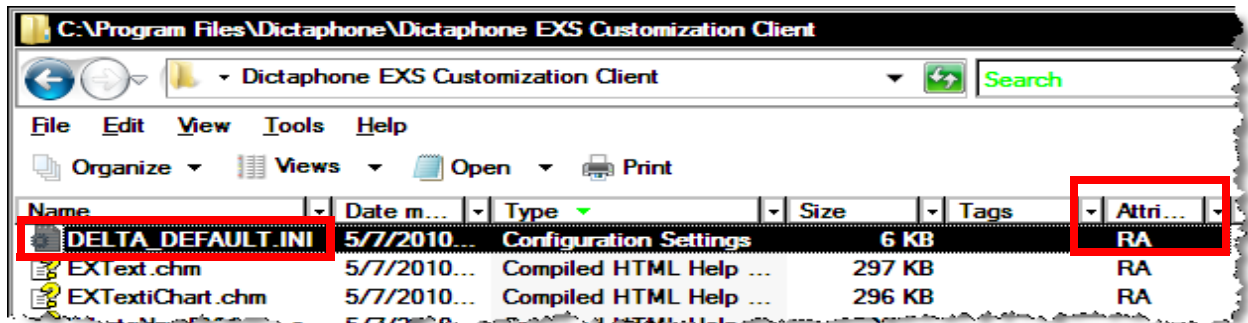


FIGURE 5-41 Customization Client Folder Display

Note the Read Only (RA) attribute highlighted in [Figure 5-41](#). This **MUST** be changed.

4. Right-click the file **DELTA_DEFAULT.INI**, and then, select **Properties**, to display the dialog shown in [Figure 5-42](#).

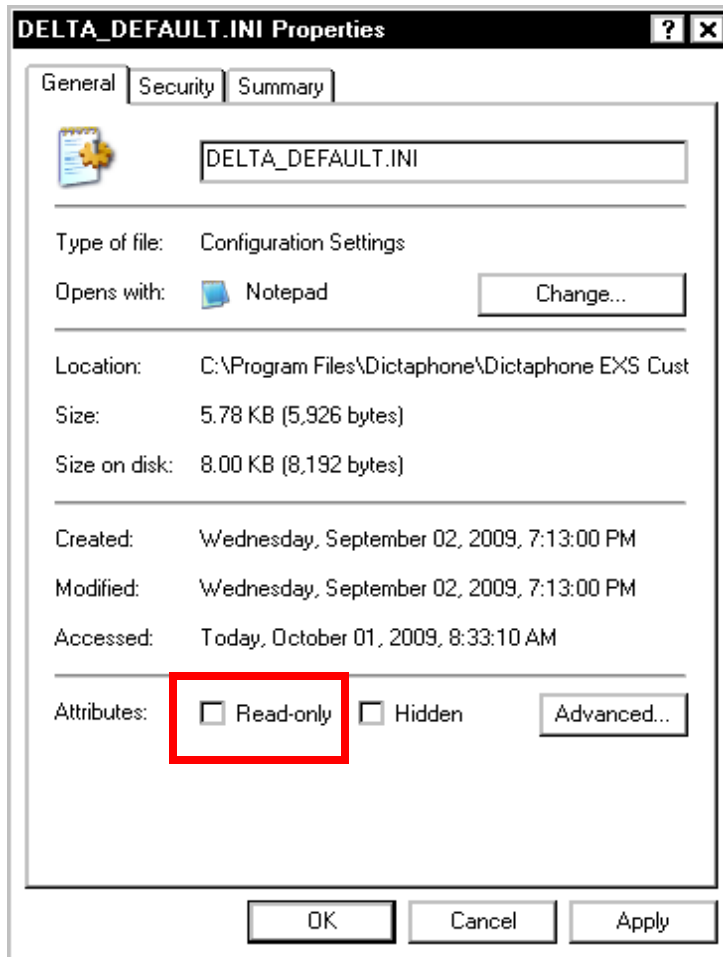


FIGURE 5-42 DELTA_DEFAULT.INI Properties Dialog

5. If there is a check in the Read-only check box, **REMOVE** the check as shown in [Figure 5-42](#).
6. Click **Apply** and close all open windows.
If you are doing an upgrade, you need to delete an older read-only **DELTA.INI** file which may remain from a previous Customization Client install. Continue with **Step 8**.
7. If this is a **NEW** install, go to **Step 10**.
8. Go to the **C:\Documents and Settings\<USER NAME>\Application Data\Dictaphone\EXSCustomizationClient** folder and locate the file **DELTA.INI**.
9. **DELETE** the DELTA.INI file before continuing.
10. Close all open windows.



IMPORTANT

*Ensure that you complete **Steps 3 through 10** on **ALL** servers/client workstations where you install or upgrade Customization Client.*

11. Run the Customization Client to ensure it works correctly.
12. If you receive the error shown in [Figure 5-43](#) it probably means that Port 5521 is blocked on customer network. This port must be open, and you should coordinate with the customer IT representative to correct this situation.

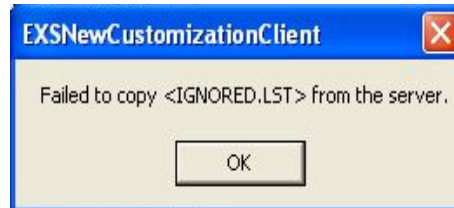


FIGURE 5-43 Port 5521 Blocked Error Dialog

13. Once you have verified that the Customization Client is working, continue with the next procedure, [Install Build 8.1 VR Server](#)

Install Build 8.1 VR Server

The two major software components to be installed on the VR server are:

[Install Dialogic Software, page 5-39](#)

[Install EXVoice VR Software, page 5-56](#)

Install Dialogic Software



*The procedures shown here are for Version 5.1.1 Dialogic drivers, installed in a Windows 2000 environment. If you are installing Dialogic drivers in a Windows 2003 or 2008 system, you should go to the procedure [Install Dialogic Voice Card](#), beginning on [page 4-48](#), as Windows 2003 and Windows 2008 require **Version 6** drivers.*



If the Version 5.1.1 drivers are installed, but not the Feature Pack, skip to the [Install Dialogic Feature Pack 1](#) procedure, which begins on [page 5-52](#).

Any time that you install new Dialogic drivers it is **absolutely essential** that you first **uninstall the previous drivers**.

If any Dialogic drivers are currently installed, continue with the procedure [Verify Current Dialogic Configuration](#).

If this is a new installation of Dialogic drivers, continue with the procedure [Install Version 5.1.1 Dialogic Drivers and Configure Board\(s\)](#), beginning on [page 5-42](#).

Verify Current Dialogic Configuration

Before removing the Dialogic drivers, it is imperative that you verify and record the current settings of all configured boards. To accomplish this, do the following:

1. Ensure that all **EXVoice services** are shut down and set to **Manual**.
2. Select **Start | Programs | Dialogic Configuration Manager (DCM)**, and the dialog shown in [Figure 5-44](#) will be displayed.

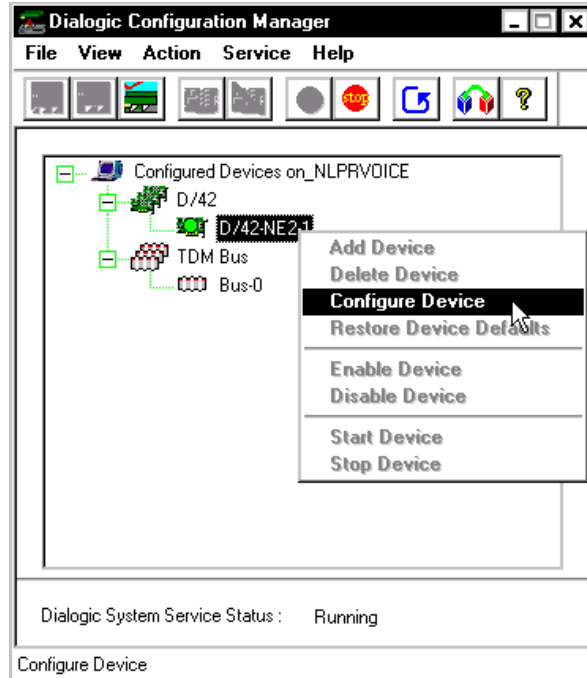


FIGURE 5-44 DCM Initial Display Dialog

3. As shown in [Figure 5-44](#), right-click the current board and select **Configure Device**.

The dialog shown in [Figure 5-45](#) will be displayed, and you will note that a number of different parameters have values assigned.

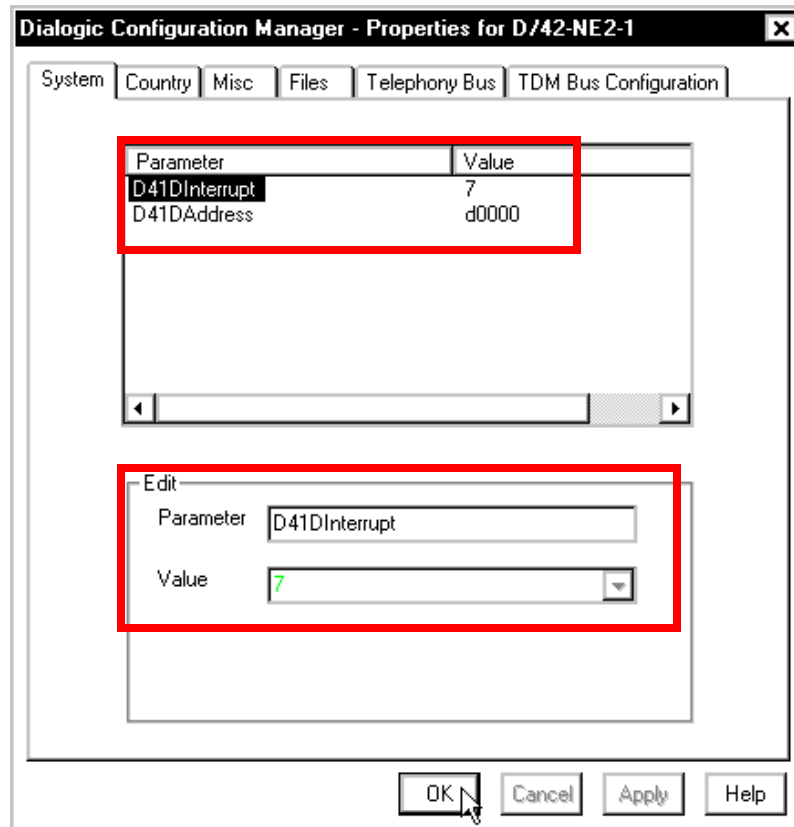


FIGURE 5-45 DCM Properties for Installed Board

4. **Record** the configuration values shown highlighted in [Figure 5-45](#) as you will be required to enter these same values following installation of the new driver software.
5. Click **OK** to close the **Properties** dialog.
6. **Repeat** Steps 2 through 4 for **ALL** installed Dialogic boards on **this** server.
7. **Repeat** Steps 1 through 5 on ALL VR servers.
8. With the current configuration for **ALL** installed Dialogic boards recorded, as specified above, do the following:
 - Ensure that the **Windows Service Manager** is closed
 - Ensure that the **Dialogic Configuration Manager** is closed
 - Continue with the next procedure, [Uninstall Previous Dialogic Drivers](#).

Uninstall Previous Dialogic Drivers

1. **Uninstall** the Dialogic drivers using the Dialogic program group **Uninstall** selection.
2. If you are prompted to reboot after Step 1, click **NO** until the completion of the edit registry step below.

3. Check for a Dialogic folder: Streams version - **C:\DLGCDEV** or DNA Version - **C:\Program Files\Dialogic**, and remove the folder if it is present.
 4. Run **REGEDT32** or **REGEDIT** and check for/delete the following registry key:
HKey_Local_Machine\Software\Dialogic
 5. Open **Windows Service Manager** and ensure that no Dialogic services exist.
 6. Reboot the server.
 7. Following the reboot, ensure that all Voice services are **NOT** running.
 8. Continue with the next procedure, [Install Version 5.1.1 Dialogic Drivers and Configure Board\(s\)](#).
-

Install Version 5.1.1 Dialogic Drivers and Configure Board(s)

1. Insert the **Dialogic Version 5.1.1 Drivers CD**, PN **0139129-105** into the CD-ROM drive.
2. At the **Welcome to Dialogic** Setup screen, click **Next**.
3. The dialog shown in [Figure 5-46](#) will be displayed.

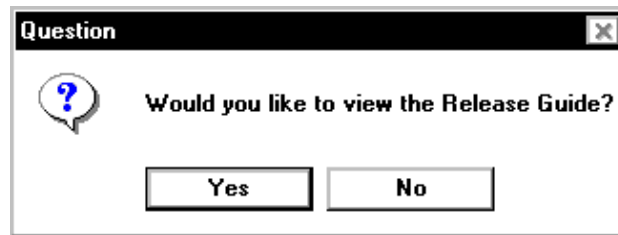


FIGURE 5-46 Release Guide Dialog

4. Click **No**, and when the **License Agreement** dialog is displayed, click **Yes**. The Registration dialog, [Figure 5-47](#), will be displayed.

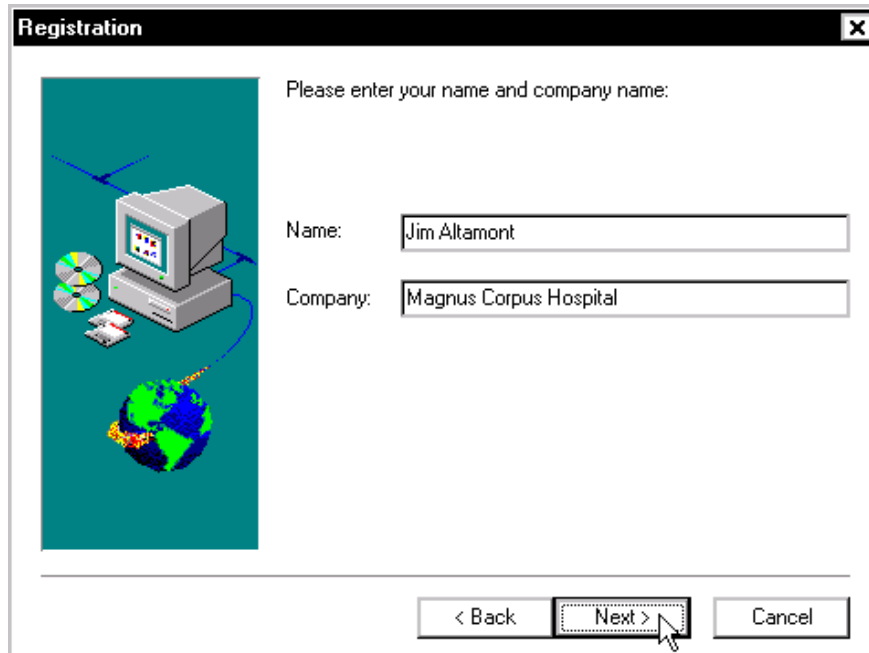


FIGURE 5-47 Registration Dialog

5. Enter the appropriate customer information into the **Name:** and **Company:** fields.
6. Click **Next**, and the **Setup Options** dialog, [Figure 5-48](#), will be displayed.

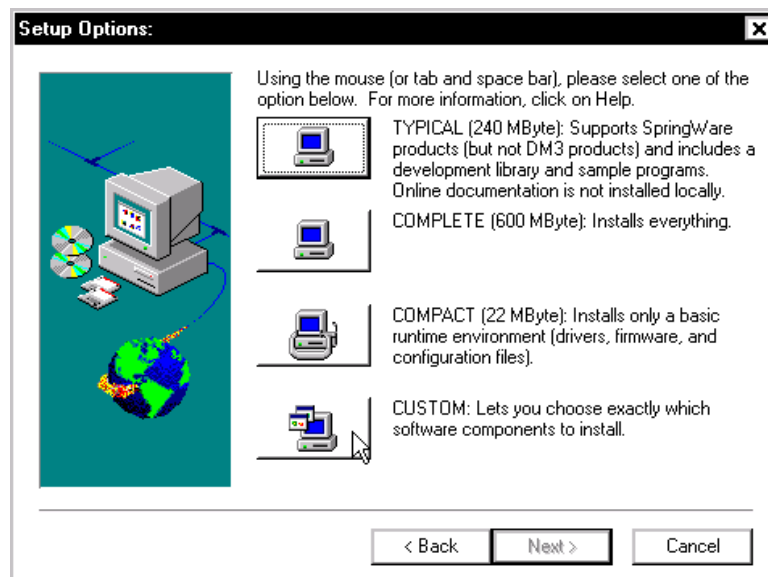


FIGURE 5-48 Setup Options Dialog

7. Select **CUSTOM**, and the dialog shown in [Figure 5-49](#) will be displayed.

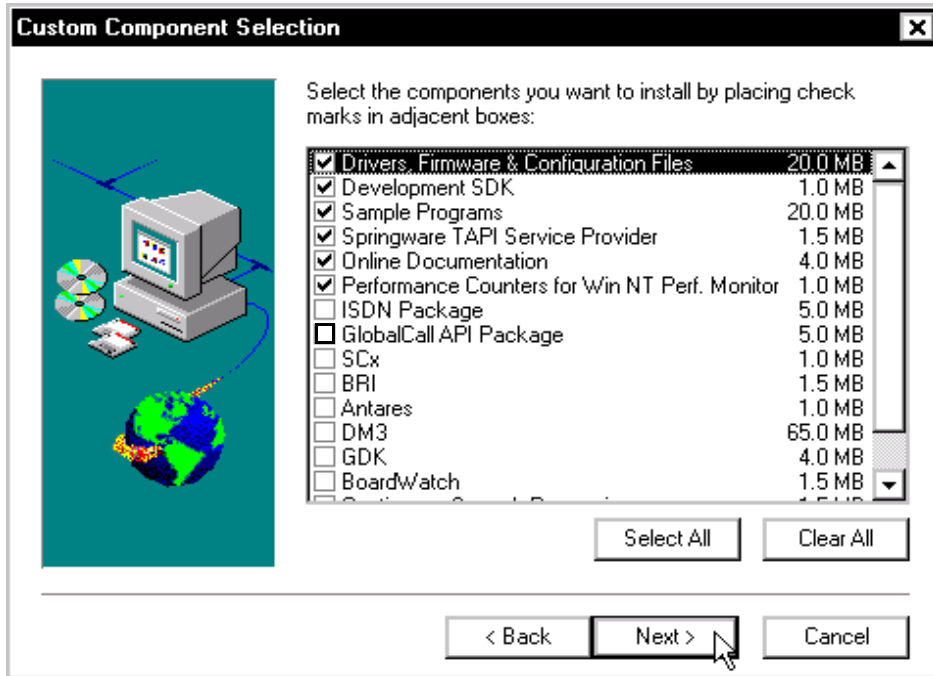


FIGURE 5-49 CUSTOM Options Dialog

8. Ensure that the options selected are the same as those shown in [Figure 5-49](#).
9. Click **Next** and the dialog shown in [Figure 5-50](#) will be displayed.

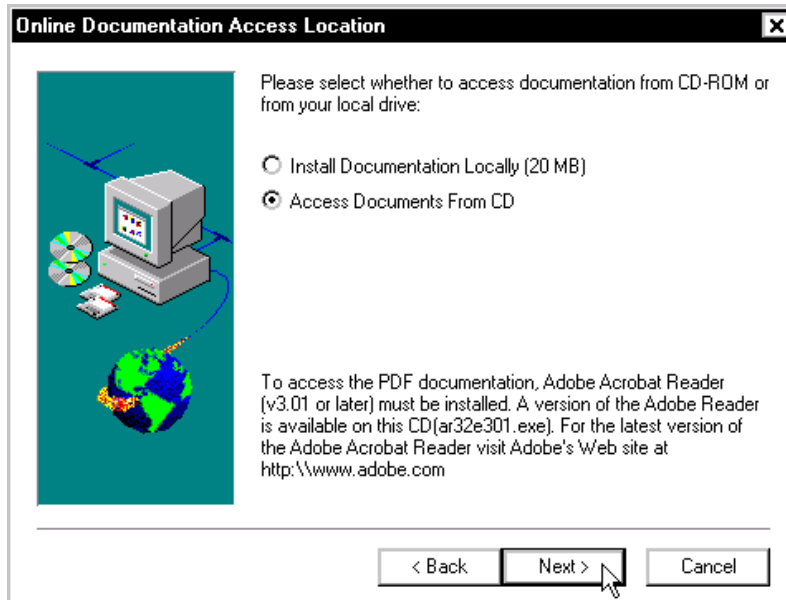


FIGURE 5-50 Documentation Access Dialog

10. Accept the default selection of **Access Documents From CD**, and then, click **Next** to continue.
11. The **Destination Location** dialog will be displayed.

12. Accept the default installation directory of **C:\Program Files\Dialogic**, and then, click **Next**.
13. At the **Program Group Folder** dialog box, note the Program Folder name of **Intel Dialogic System Software**, and then, click **Next**.
14. The display shown in [Figure 5-51](#) will be displayed.

CUSTOM SETUP

Components Selected:

- Drivers, Firmware & Configuration Files
- Development SDK
- Sample Programs
- Springware TAPI Service Provider
- Online Documentation
 - Access Documents From CD
- Performance Counters for Win NT Perf. Monitor
- GlobalCall API Package

Installation Directory: C:\Program Files\Dialogic

Program Group: Intel Dialogic System Software

FIGURE 5-51 Setup Options Summary Display

15. Ensure that the [Figure 5-51](#) display reflects the options you selected, and then, click **Next** to continue.
 16. When the **Setup Options Summary** dialog is displayed, click **Next** to continue.
- Once installation is complete, the dialog shown in [Figure 5-52](#) will be displayed.

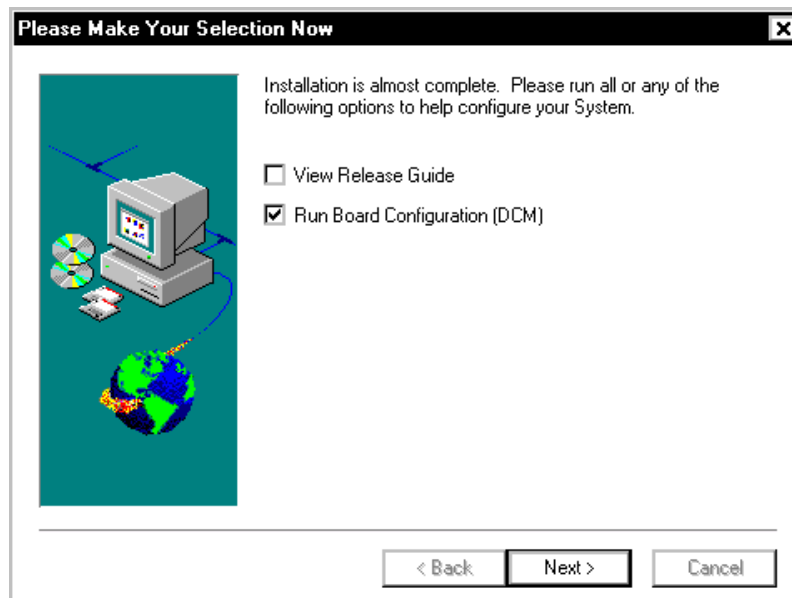


FIGURE 5-52 Make Selection Now Dialog

17. Uncheck the **View Release Guide** check box and place a check in the **Run Board Configuration (DCM)** check box.

Click **Next**, and the dialog shown in [Figure 5-53](#) will be displayed.

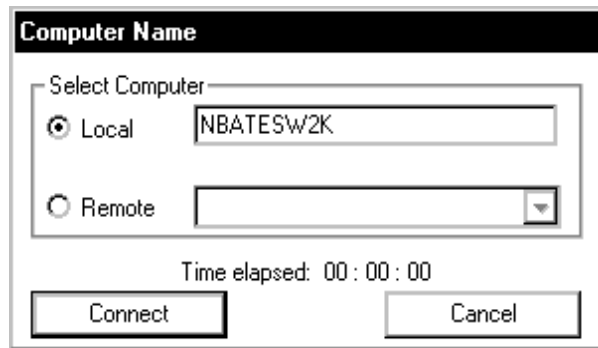


FIGURE 5-53 Computer Name Dialog

18. Ensure that the **NETBIOS** name of the server in which you installed the Dialogic board(s) is displayed, and then, click **Connect**.

The dialog shown in [Figure 5-54](#) will be displayed following connection to the Dialogic board.



*Depending on the vintage of the Dialogic board, the board may not have been autodetected. If it has not, then select **Action | Add Device** from the menu bar and manually add the board(s) in, using the configuration information you obtained and recorded earlier when accomplishing the procedure [Verify Current Dialogic Configuration](#), which begins on [page 5-39](#).*

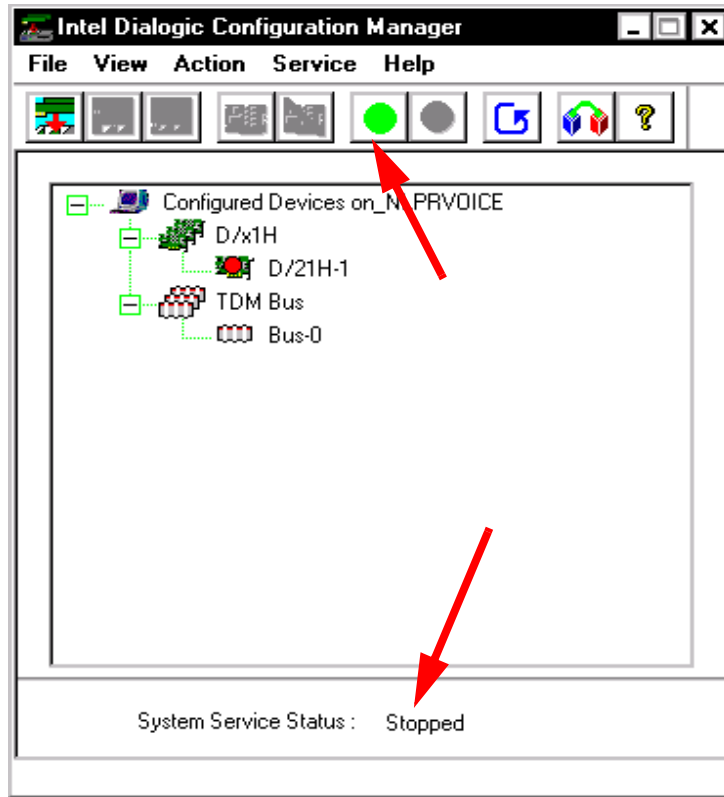


FIGURE 5-54 Initial DCM Dialog

At this point the service has not been started, thus the **red** indication on the board itself, and the **Stopped** status at the bottom of the dialog as seen in [Figure 5-54](#).

19. From the DCM menu, choose **Service | Startup Mode | Automatic**, as seen in [Figure 5-55](#).

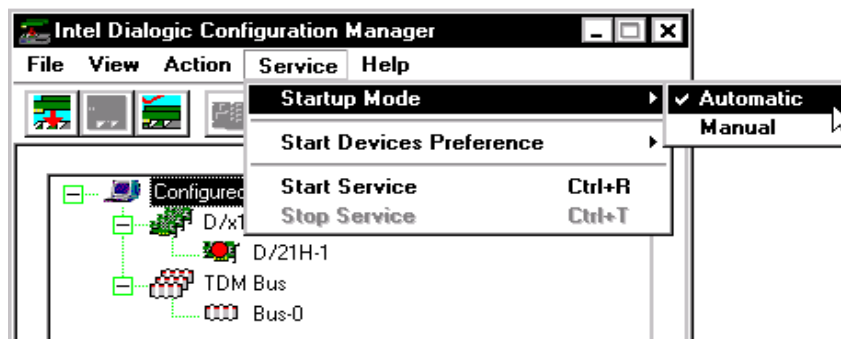


FIGURE 5-55 Startup Mode Dialog

This will cause the Dialogic service to start automatically each time the server is powered up.

20. Select **File | Exit**, to close the DCM, and the display shown in [Figure 5-56](#) will be seen.



FIGURE 5-56 Performance Counter Information Display

21. Click **OK**.
22. At the prompt to reboot, click **Yes I want to restart my computer now**, and then, click **Finish**.

The system will reboot and your changes will take effect.

Testing the Dialogic Hardware Board

1. After ensuring that EXVoice services are **stopped**, log on to the server as an Administrator, or as a domain user who has local administrative rights.
2. Select **Start | Programs | Intel Dialogic System Software | Configuration Manager – DCM**.
3. The dialog shown in [Figure 5-58](#) will be displayed:

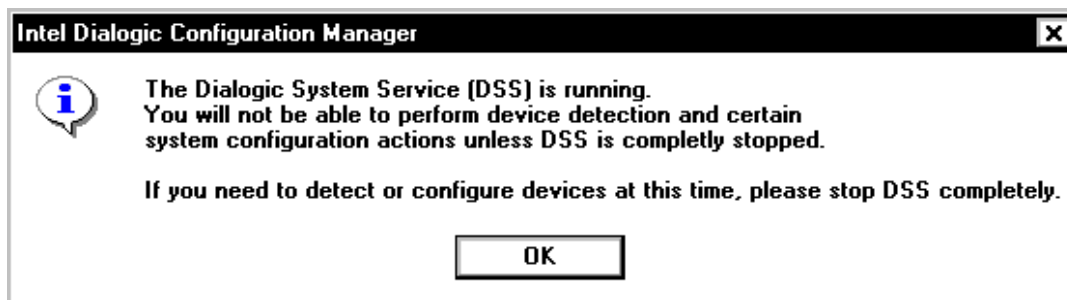


FIGURE 5-57 DCM Service Running Dialog

4. Click **OK**, and the dialog shown in [Figure 5-58](#) will be displayed.

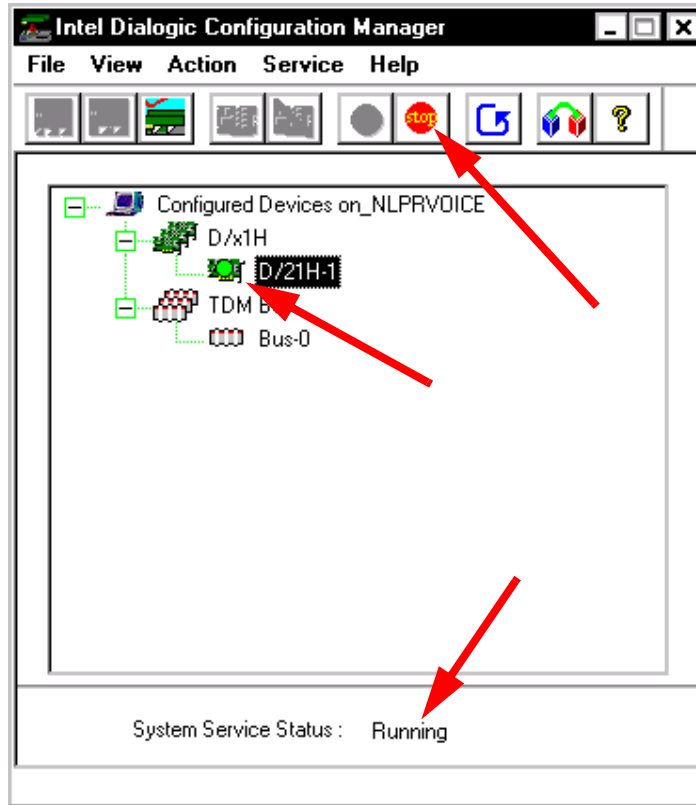


FIGURE 5-58 DCM Dialog with Service Running

5. Note the following in the [Figure 5-58](#) dialog, as contrasted with the initial DCM display shown in [Figure 5-54](#) on [page 5-47](#):
 - Dialogic service is running as indicated by the **green** light for the installed board
 - A **Stop** button has been added should you wish to stop the Dialogic service
 - System Service Status now displays **Running**
6. From the menu, choose **File | Exit**, to close the DCM.
7. Select **Start | Programs | Intel Dialogic System Software | Universal Dialogic Diagnostics Utility**.

The dialog shown in [Figure 5-59](#) will be displayed.

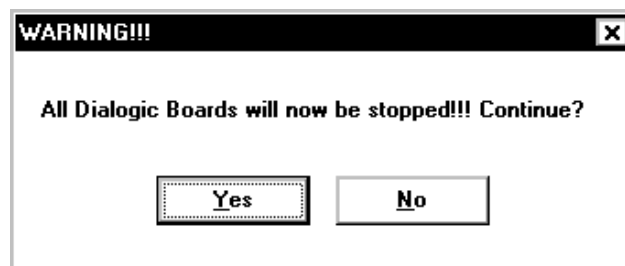


FIGURE 5-59 DCM Warning Dialog

8. Click **Yes**.

The dialog shown in [Figure 5-60](#) will be displayed:

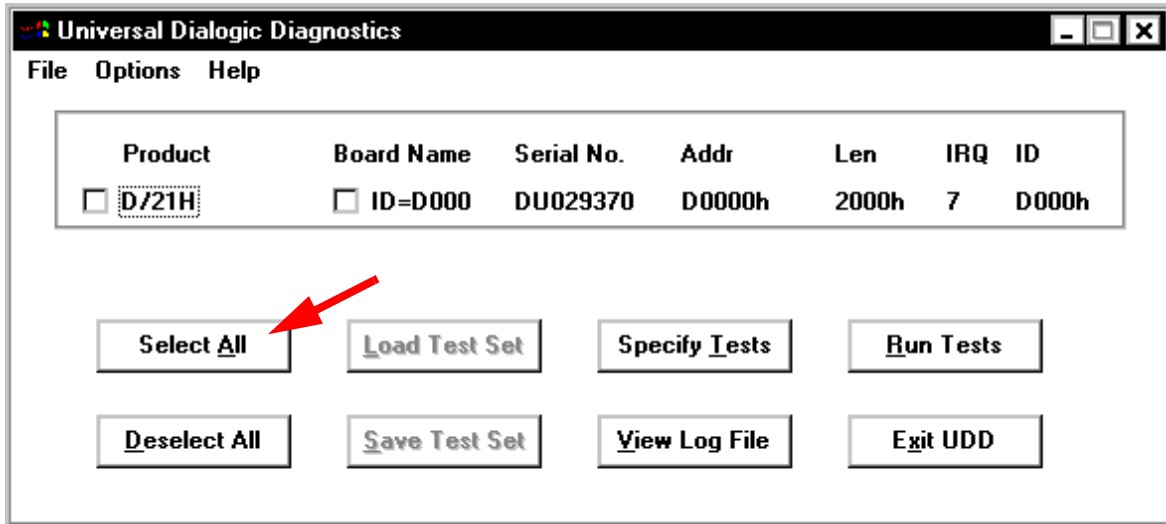


FIGURE 5-60 Dialogic Diagnostics Dialog



Be patient as it takes a few moments for this dialog to be displayed. If you have more than one Dialogic board installed, all will be visible in the [Figure 5-60](#) dialog when it is displayed. This particular system contains a single analog board.

9. Click **Select All**, and the dialog shown in [Figure 5-61](#) will be displayed.

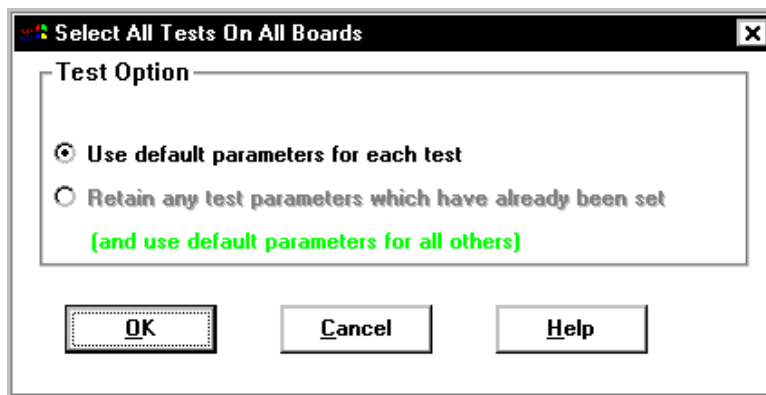


FIGURE 5-61 Select All Tests Dialog

10. Select the **Use default parameters.....** radio button, and then, click **OK**.
You will be returned to the [Figure 5-60](#) dialog, on [page 5-50](#).
11. Click **Run Tests**.
12. After several minutes, the dialog shown in [Figure 5-62](#) will be completed with test results and you should see the **no errors found** message which is pointed out in [Figure 5-62](#).

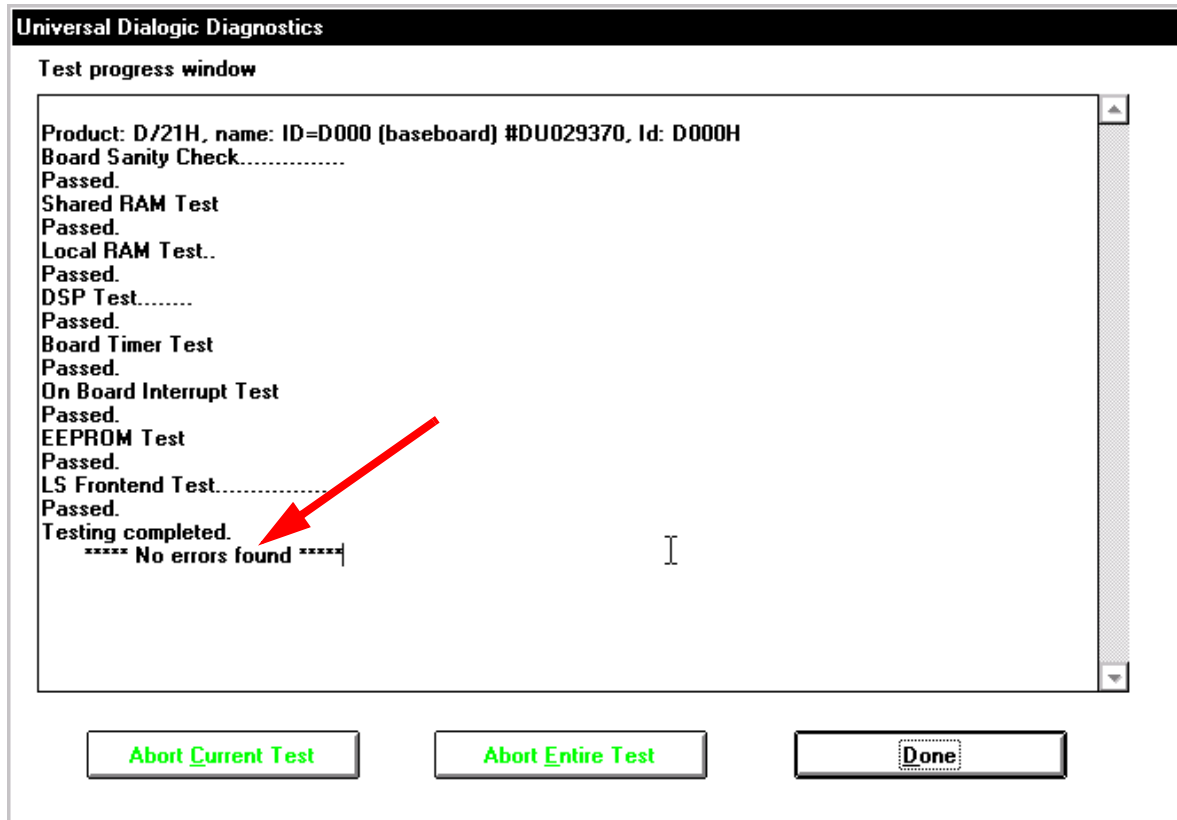


FIGURE 5-62 Test Progress Window

13. Click **Done**.
14. Click **Exit UDD**, and the display shown in [Figure 5-63](#) will be seen.

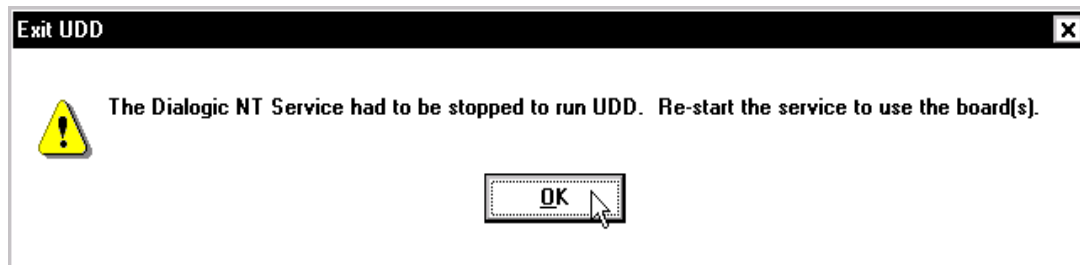


FIGURE 5-63 Service Stop Notice Display

15. Click **OK**.
16. Select **Start | Programs | Intel Dialogic System Software | Dialogic Configuration Manager – DCM**.

The dialog shown in [Figure 5-64](#) will be displayed.



This process may take several minutes as the board must be reloaded and rebooted following the UDD tests.

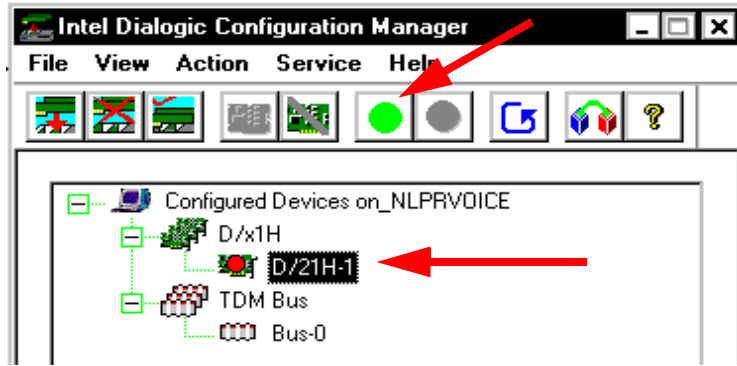


FIGURE 5-64 DCM Dialog

17. At the **DCM** dialog, highlight the name of the Dialogic board installed then click the **Green Dot** on the toolbar to start the Dialogic System Service.
18. After the service starts, select **File | Exit** from the menu to close the dialog.
19. Continue with the next procedure, [Install Dialogic Feature Pack 1](#).

Install Dialogic Feature Pack 1

1. Insert the **Dialogic Feature Pack 1 CD** into the CD-ROM on the EXVoice VR server. and in a few moments, the dialog shown in [Figure 5-65](#) will be displayed.

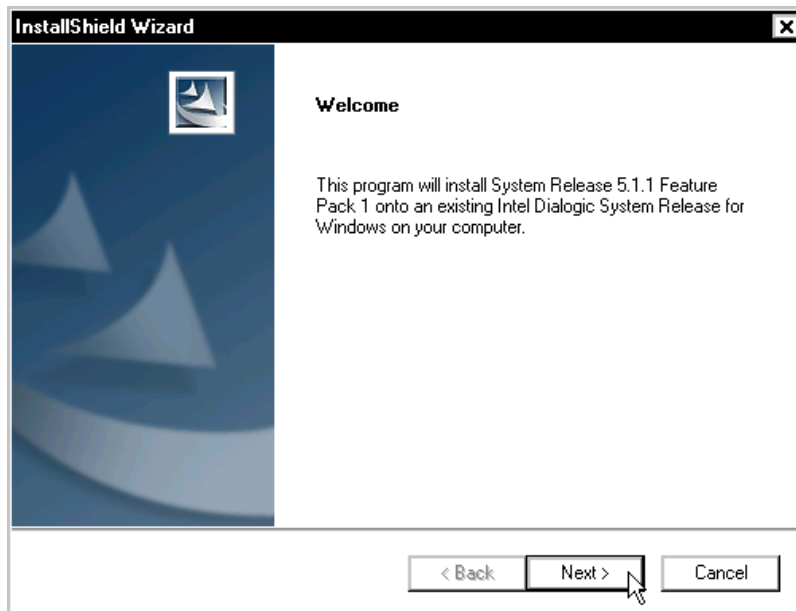


FIGURE 5-65 Welcome Dialog

2. Click **Next**, and the dialog shown in [Figure 5-66](#) will be displayed.

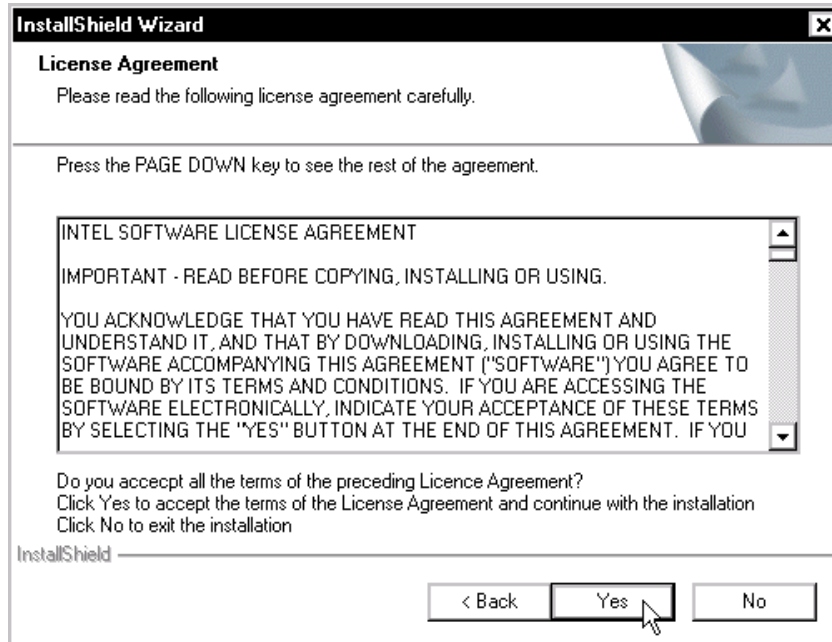


FIGURE 5-66 License Agreement Dialog

3. Click **Yes** to accept the **License Agreement**, and [Figure 5-67](#) will be displayed.

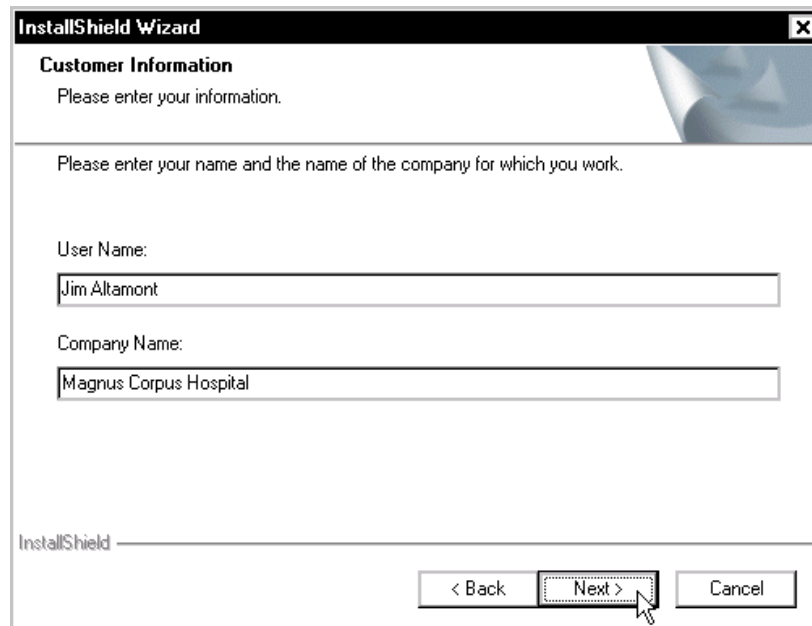


FIGURE 5-67 Customer Information Dialog

4. Enter the appropriate customer information, and then, click **Next**.
The dialog shown in [Figure 5-68](#) will be displayed.

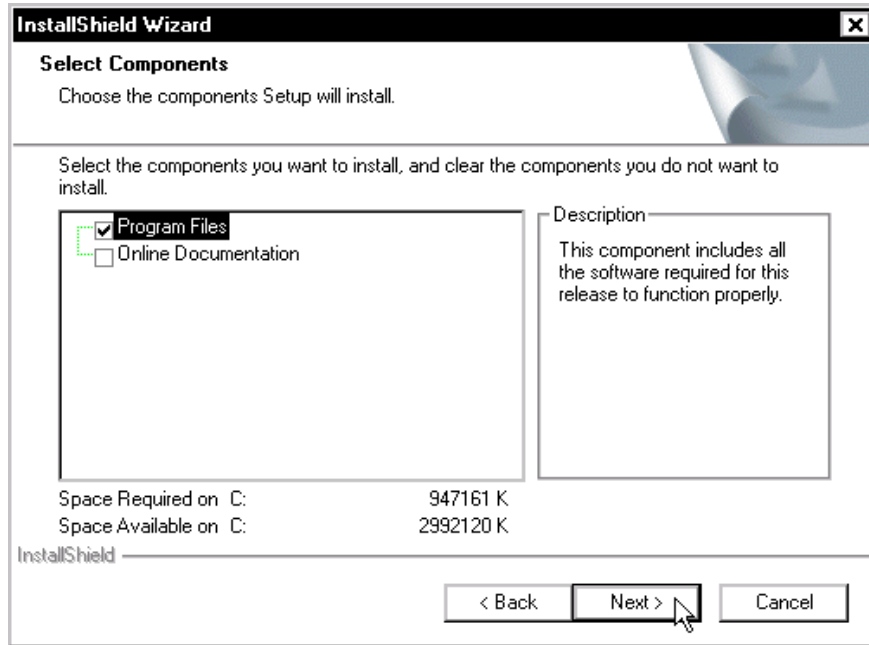


FIGURE 5-68 Select Components Dialog

5. Place a check in the **Program Files** check box, and then, click **Next**.
The dialog shown in [Figure 5-69](#) will be displayed.

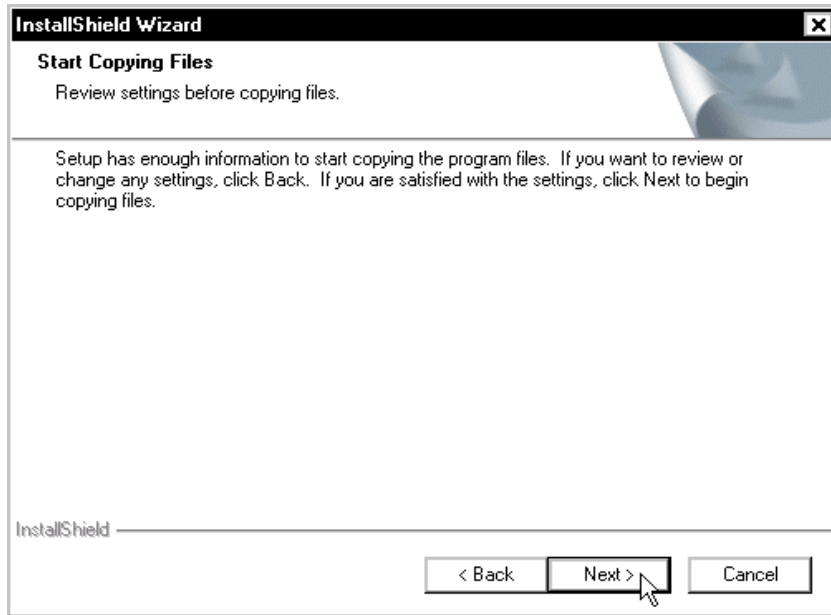


FIGURE 5-69 Start Copying Files Dialog

6. Click **Next**, and file copying will begin.



Be patient as a large number of files will be updated/added as part of this installation. Do not disturb the process.

The dialog shown in [Figure 5-70](#) will be displayed at the completion of the file copying process.

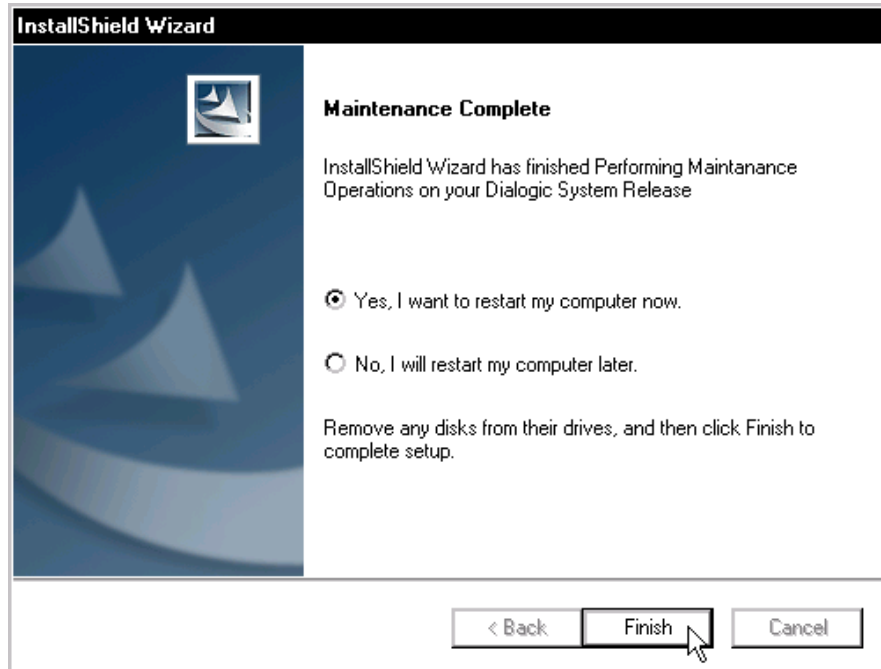


FIGURE 5-70 Maintenance Complete Dialog

7. Select the **Yes, I want to restart.....** radio button, and then, click **Finish** to reboot the computer.
8. Following the server reboot, ensure that the Dialogic services start correctly.
9. Continue with the next procedure, [Install EXVoice VR Software](#).

Install EXVoice VR Software

1. Log on to the **VR Server** using the Administrator account.
2. Create the following folder on the largest drive, **other than drive C**, of the Enterprise Express Voice VR Server:
nn:\Software\EXVoice 81.0.3065
3. Using the EXVoice Installation CD (PN 1000062-110), copy all folders/files to the newly-created directory **nn:\Software\EXVoice 81.0.3065**. This will make the files readily available for remote repairs.
4. Close all open applications.
5. Ensure that the **Windows Service Manager** is closed.
6. Go to **nn:\Software\EXVoice 81.0.3065** and open the folder **EXV Server Installations**.
7. Double-click the file **Dictaphone EXV EWS Services.exe**, and the dialog shown in [Figure 5-71](#) will be displayed.

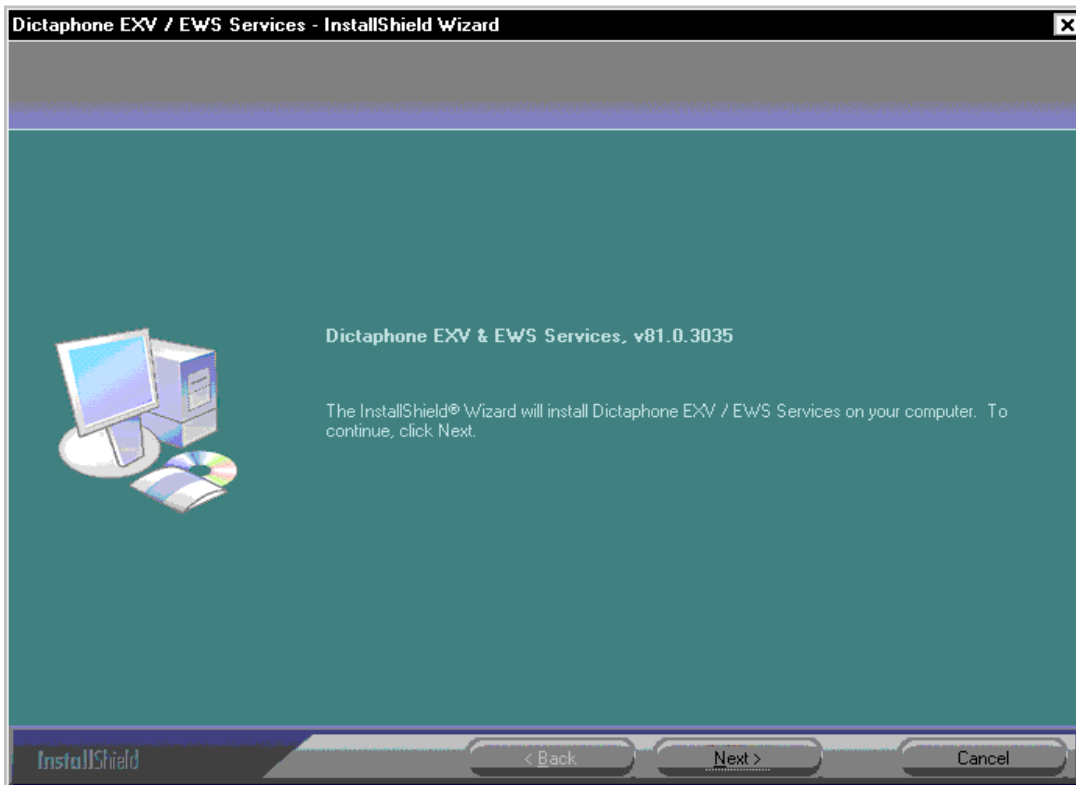


FIGURE 5-71 Welcome Dialog

8. Click **Next** and when the **Microsoft License** dialog is displayed, click **Yes**. The dialog shown in [Figure 5-72](#) will be displayed.

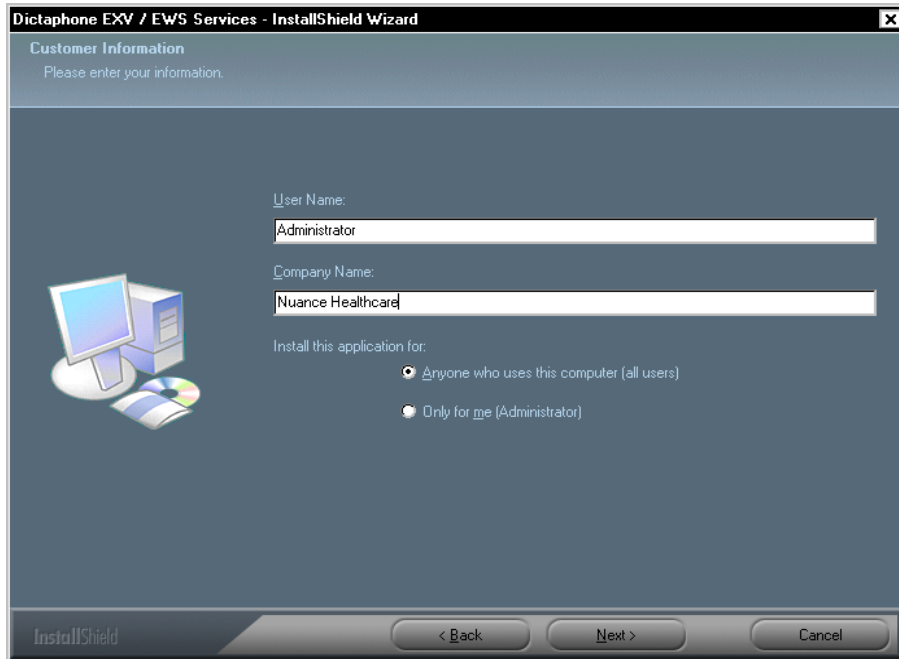


FIGURE 5-72 Customer Information Dialog

9. Enter the appropriate customer information in the [Figure 5-72](#) dialog, and then click **Next** to continue.
10. The dialog shown in [Figure 5-73](#) will be displayed.

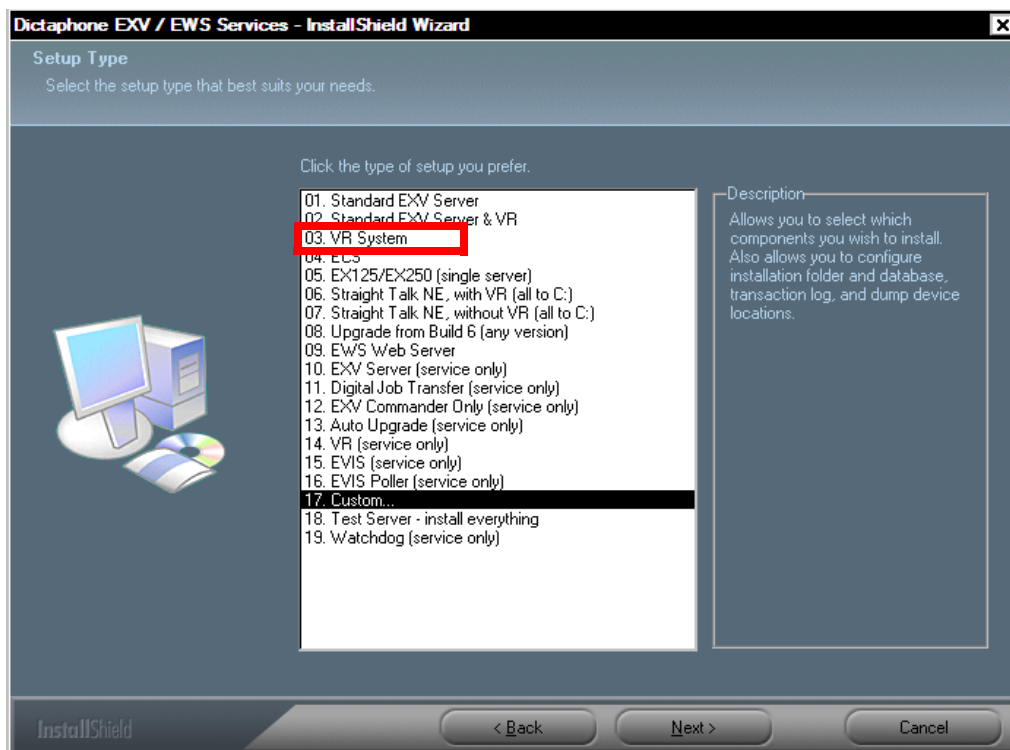


FIGURE 5-73 Setup Type Dialog

11. Select **03. VR System**, and then, click **Next**.
12. After making the appropriate selection from the [Figure 5-73](#) dialog, click **Next** to continue, and the dialog shown in [Figure 5-74](#) will be displayed.

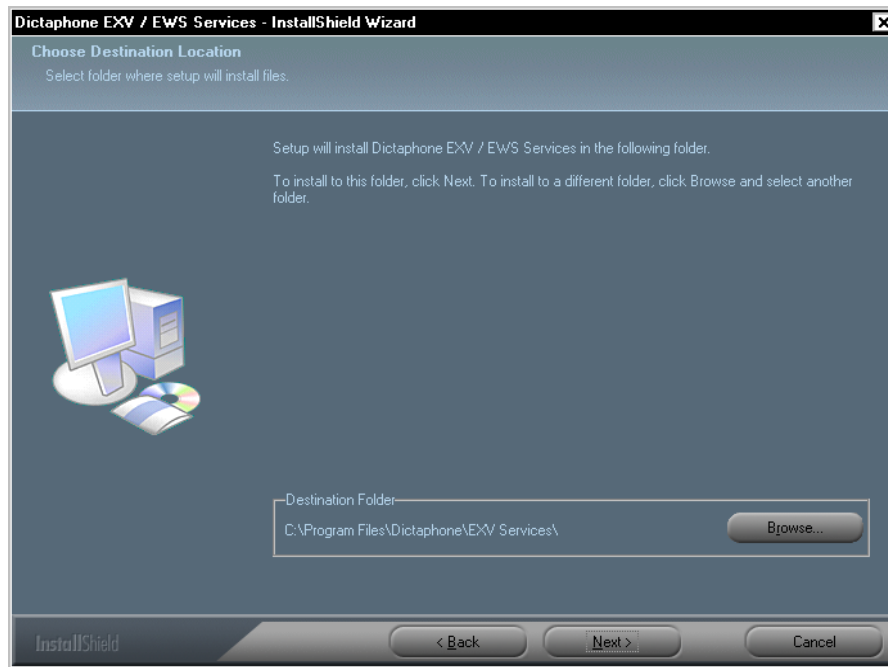


FIGURE 5-74 Destination Location Dialog

13. Accept the default destination location of **C:\Program Files\Dictaphone\EXV Services**, and then, click **Next** to continue.

The dialog shown in [Figure 5-75](#) will be displayed.

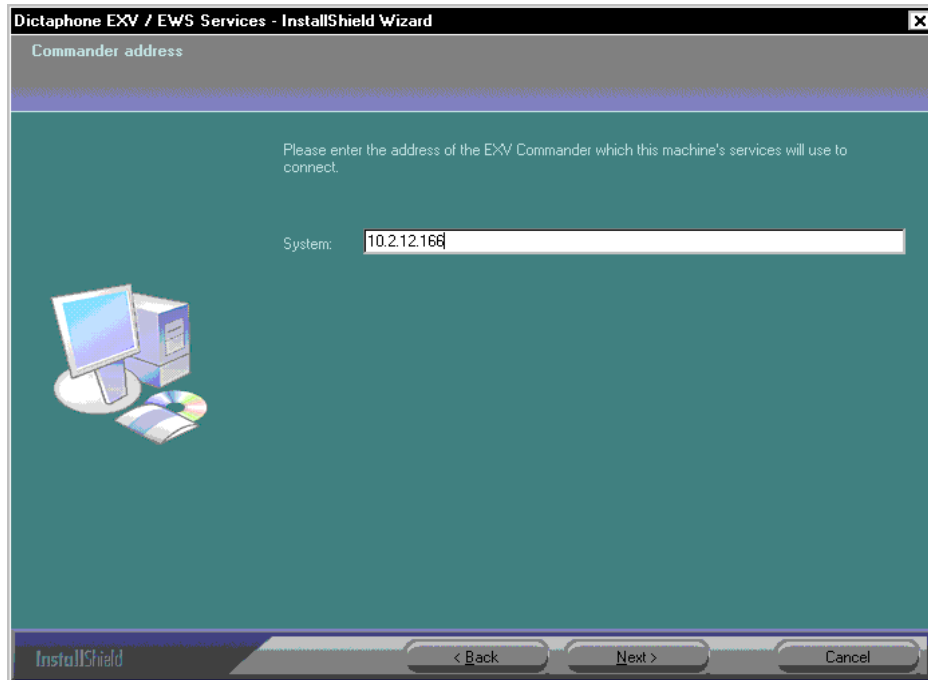


FIGURE 5-75 Commander Address Dialog

14. Enter the address of the **EXVoice Data** server in the **System:** text box.
15. Click **Next**, and the dialog shown in [Figure 5-77](#) will be displayed.

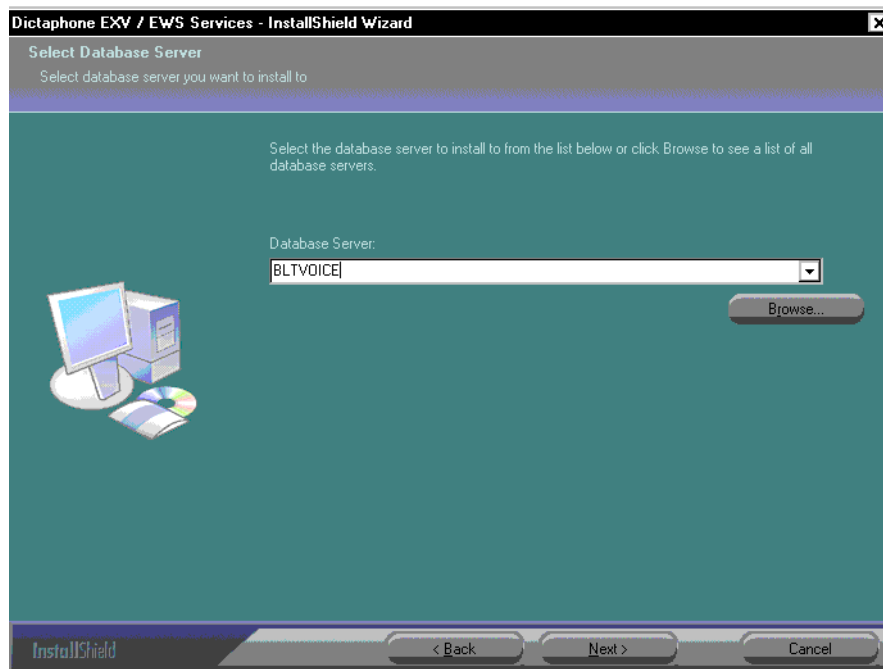


FIGURE 5-76 Database Server Dialog

16. Enter the EXVoice database server in the [Figure 5-76](#) dialog.
17. Click **Next**, and the dialog shown in [Figure 5-77](#) will be displayed.

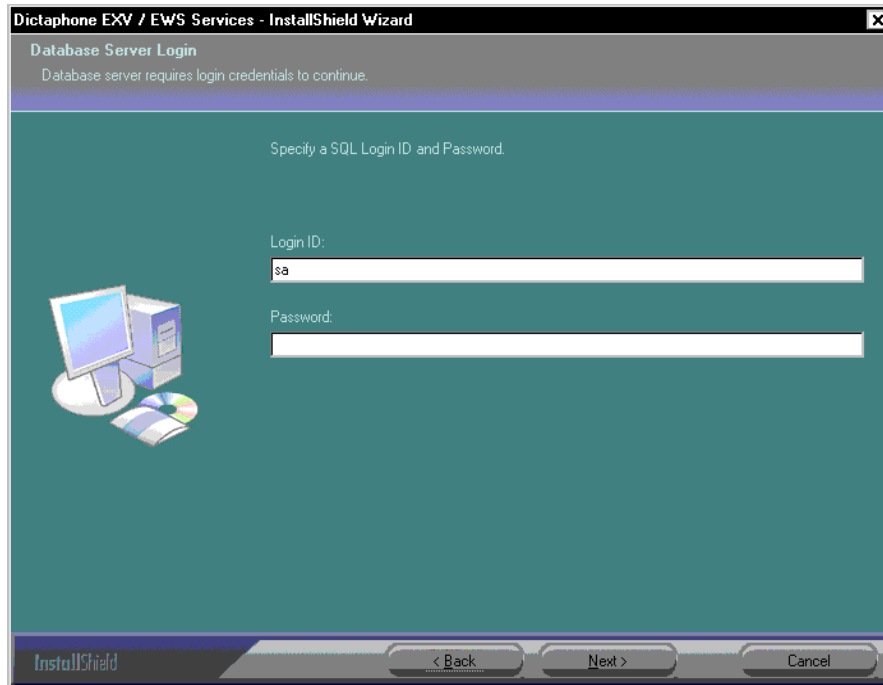


FIGURE 5-77 Database Server Dialog

18. Complete the [Figure 5-77](#) dialog as follows:
 - Enter a login ID of **sa**.
 - Enter the **sa** Password.
19. Click **Next** to continue, and the dialog shown in [Figure 5-78](#) will be displayed.

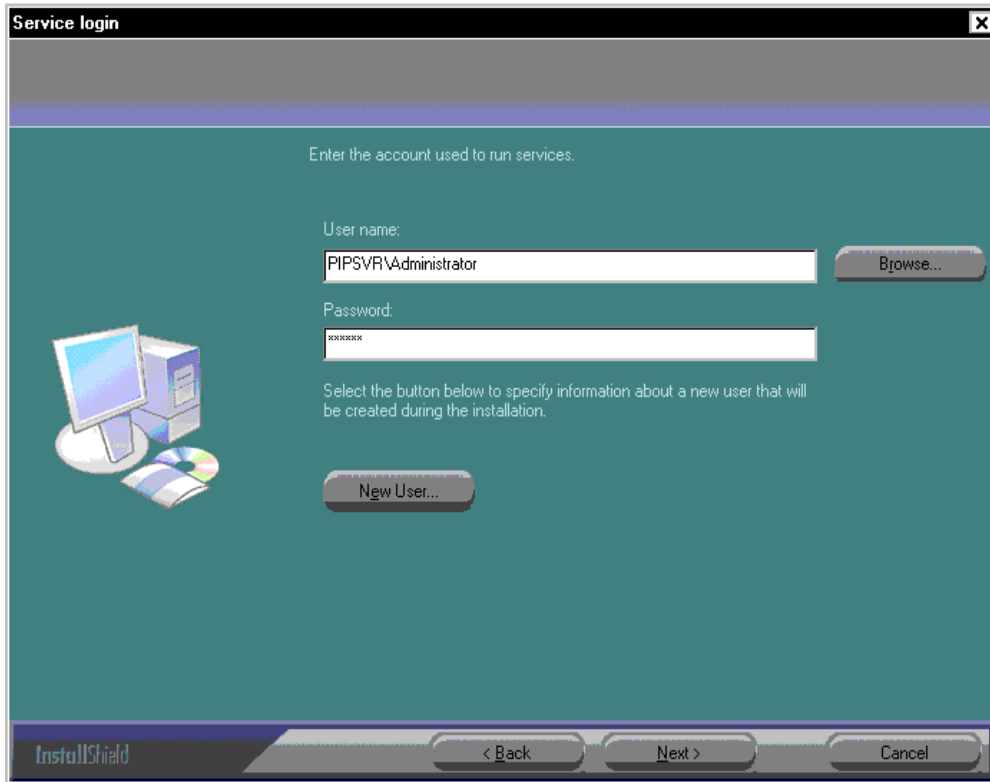


FIGURE 5-78 Service Login Dialog



Take note of the New User radio button in the [Figure 5-78](#) dialog. This allows the creation of a new user during the installation, should that be required as a part of the installation process. Checking this button displays the New User dialog shown in [Figure 5-79](#). Dialog completion is self-explanatory.

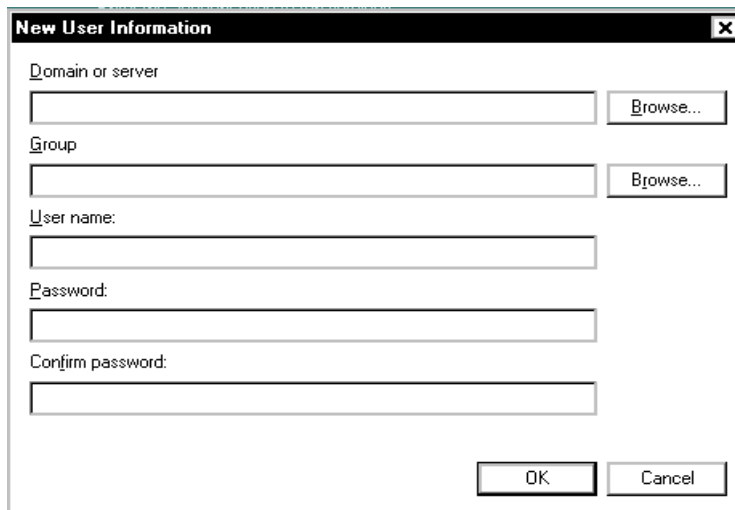


FIGURE 5-79 New User Dialog

20. Enter the **Administrator** user name and password in the [Figure 5-78](#) dialog, and then, click **Next** to continue.
21. The dialog shown in [Figure 5-80](#) will be displayed.

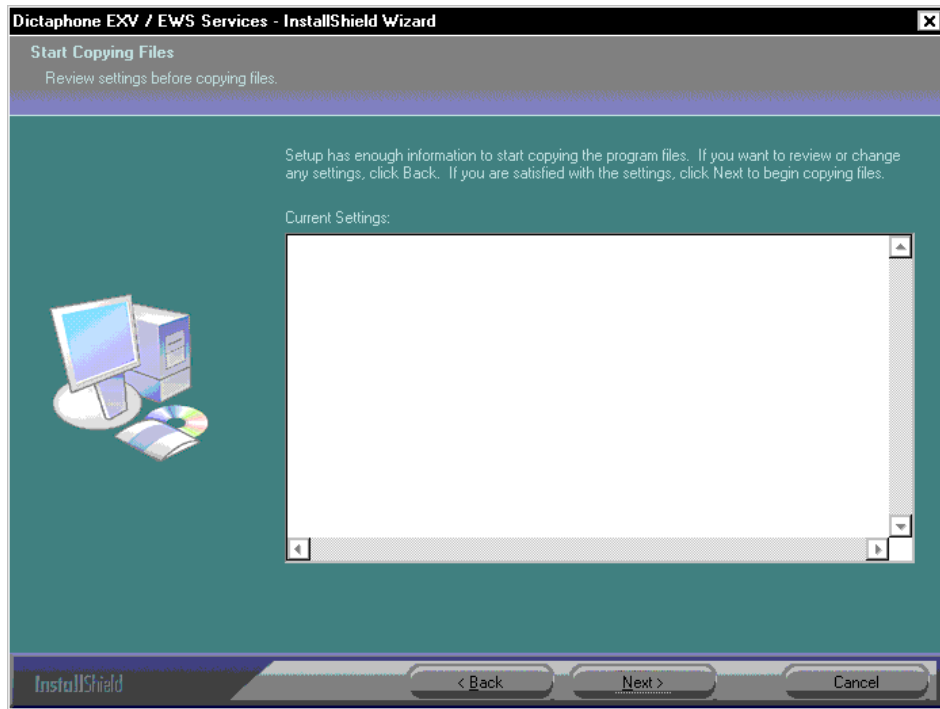


FIGURE 5-80 Start Copying Files Dialog

22. Verify any settings information shown in the [Figure 5-80](#) dialog (will probably be blank on an initial installation of Version 7), and then, click **Next** to continue.

As the installation progresses, the [Figure 5-81](#) dialog will be displayed advising of the status of the process.

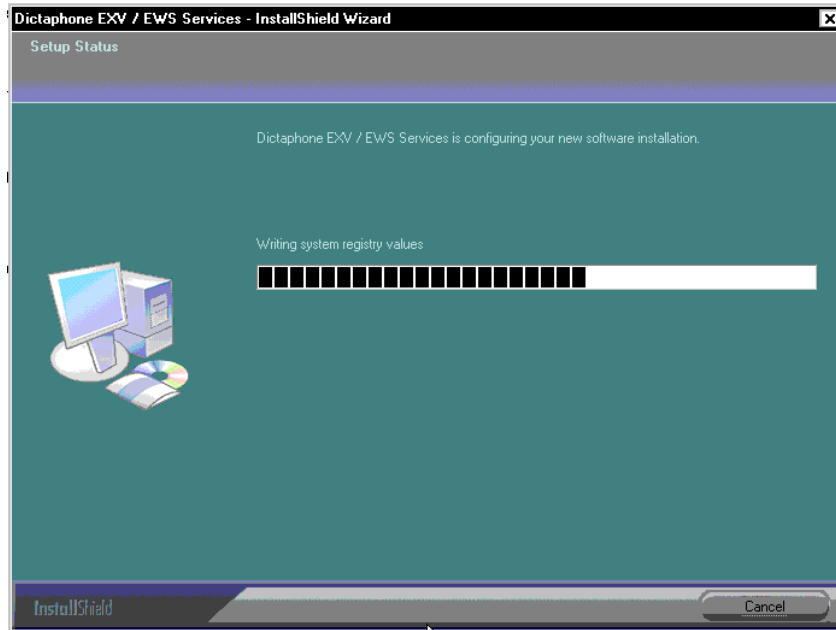


FIGURE 5-81 Setup Status Dialog



*There is a delay here that could last for some time, dependent on the complexity of the system being installed. Be patient, and **DO NOT disturb this process.***

Following completion of the file copying/setup procedures, the dialog shown in [Figure 5-82](#) will be displayed.

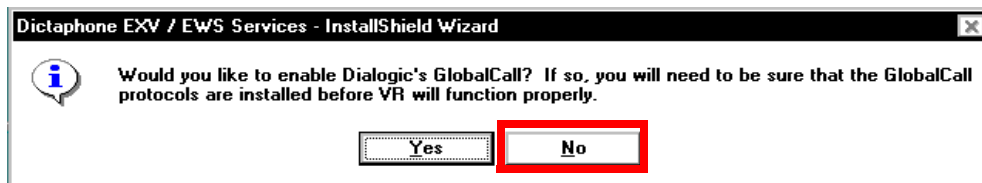


FIGURE 5-82 Enable GlobalCall Dialog

23. Click the **No** block and the dialog shown in [Figure 5-83](#) will be displayed.

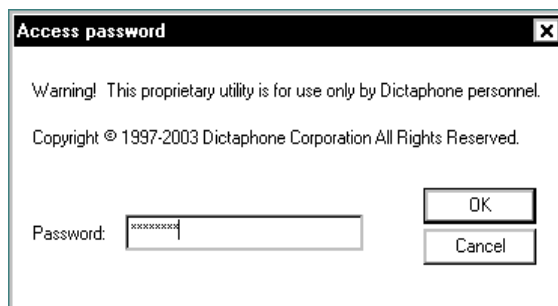


FIGURE 5-83 Access Password Dialog

24. Enter the EXVoice service password, and then, click **OK**.
25. The dialog shown in [Figure 5-84](#) will be displayed.



FIGURE 5-84 SQL Login Dialog

26. Complete the [Figure 5-84](#) dialog as follows:
 - SQL Server: Enter the name of the EXVoice Data server
 - Password: Enter the sa password
27. Click **OK** and the dialog shown in [Figure 5-85](#) will be displayed.

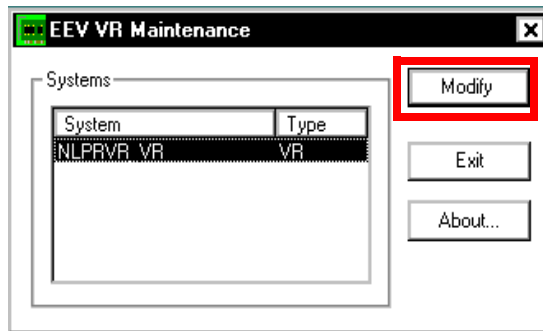


FIGURE 5-85 EEV VR Maintenance Dialog

28. Click **Modify**, and the dialog shown in [Figure 5-86](#) will be displayed.

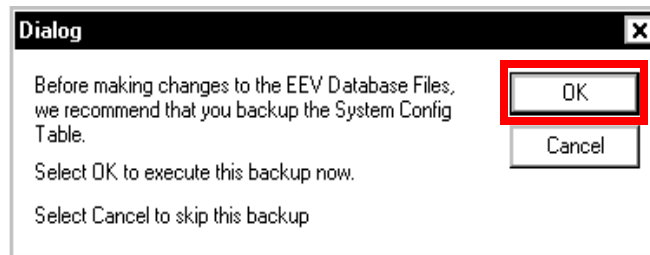


FIGURE 5-86 Database Backup Dialog

29. Click **OK**, and in a few moments, the dialog shown in [Figure 5-87](#) will be displayed.

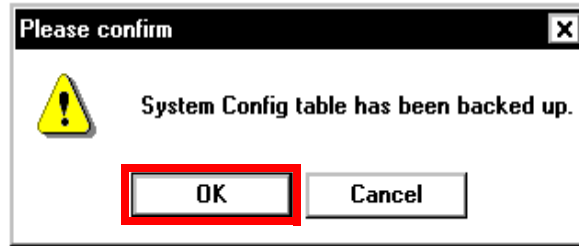


FIGURE 5-87 Database Table Backup Complete Dialog

30. Click **OK** and the dialog shown in [Figure 5-88](#) will be displayed.

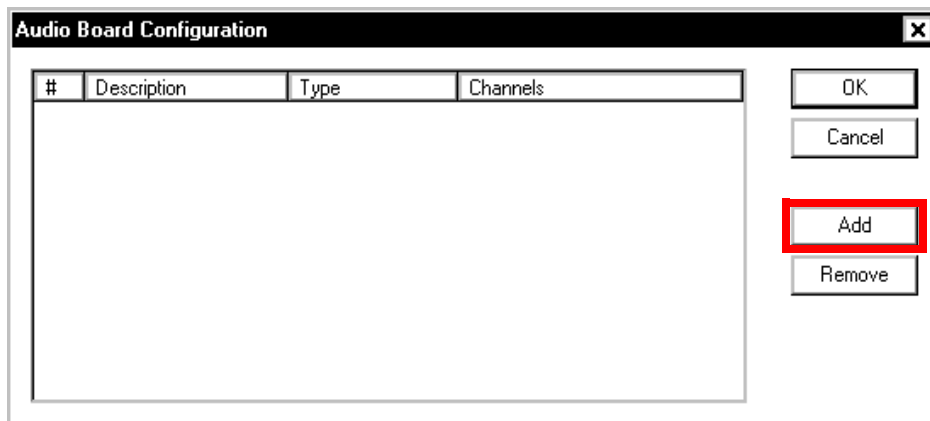


FIGURE 5-88 Audio Board Configuration Dialog

31. Click **Add** and [Figure 5-89](#) will be displayed.

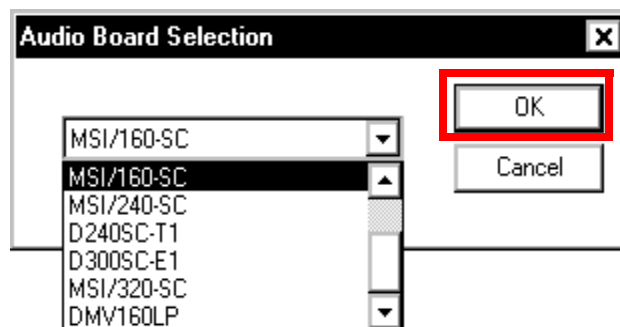


FIGURE 5-89 Audio Board Selection Dialog

32. From the list box, select the card which you configured earlier when you installed the audio boards, and then, click **OK**.

The dialog shown in [Figure 5-90](#) will be displayed.

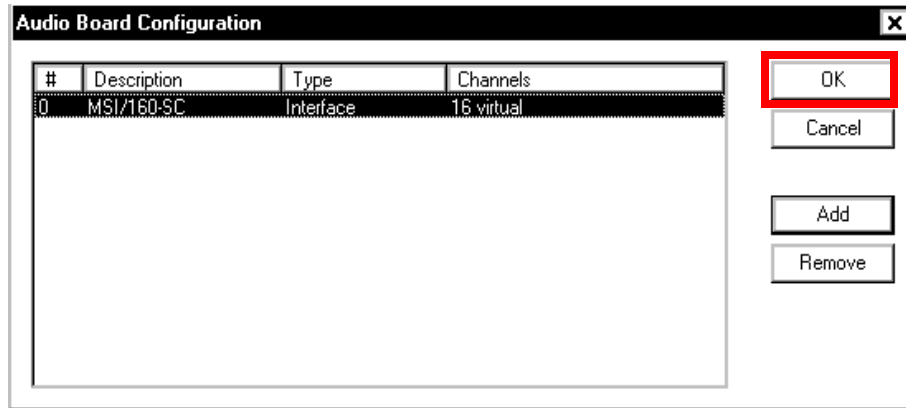


FIGURE 5-90 Completed Audio Board Configuration Dialog



If necessary to add more boards or ports to the VR Server, repeat this procedure, starting from Step 28.

- Once all the necessary boards have been added, click **OK** when the [Figure 5-90](#) dialog is displayed and the dialog shown in [Figure 5-91](#) will be seen.

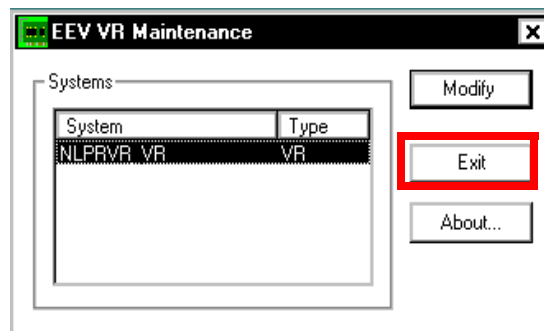


FIGURE 5-91 EEV VR Maintenance Dialog

- Click **Exit** and after the Dialogic service and VR service start, the dialog shown in [Figure 5-92](#) will be displayed.



IMPORTANT

*The starting of the Dialogic and VR services is a time consuming process, that can take as long as 20 minutes. During the period that these services are starting, **DO NOT** disturb the InstallShield.*

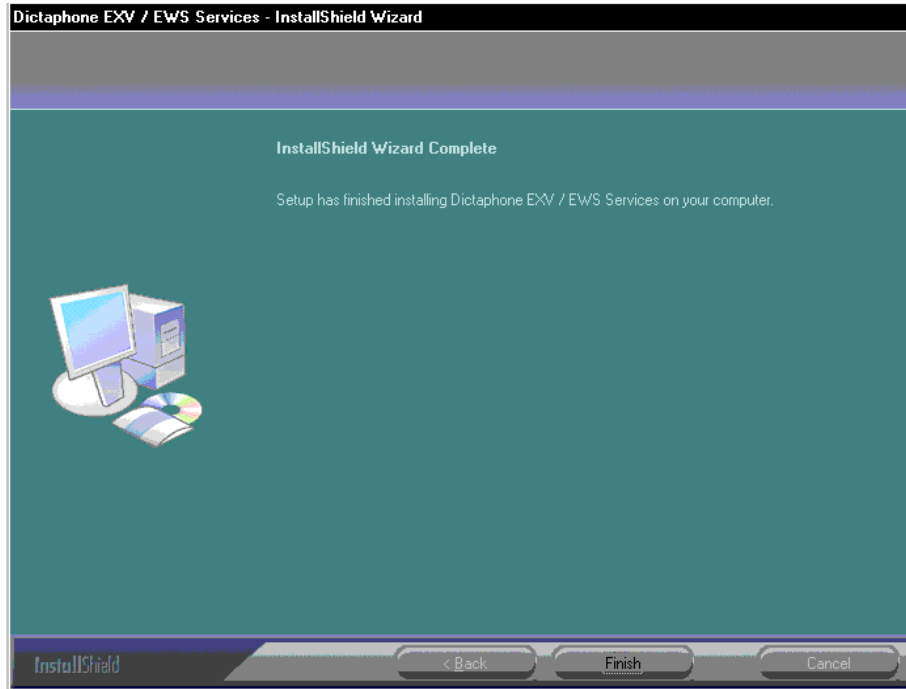


FIGURE 5-92 InstallShield Complete Dialog

35. Click **Finish**, and then, continue with the next procedure, [Install the Build 8.1 Client Utilities on Client Workstations](#).

Install the Build 8.1 Client Utilities on Client Workstations



Ensure that you **DO NOT** have any Windows Services windows open before beginning this process.

IMPORTANT

1. Go to `nn:\Software\EXVoice 81.0.3065` and open the folder **EXV Client Installations**.
2. The dialog shown in [Figure 5-93](#) will be displayed.

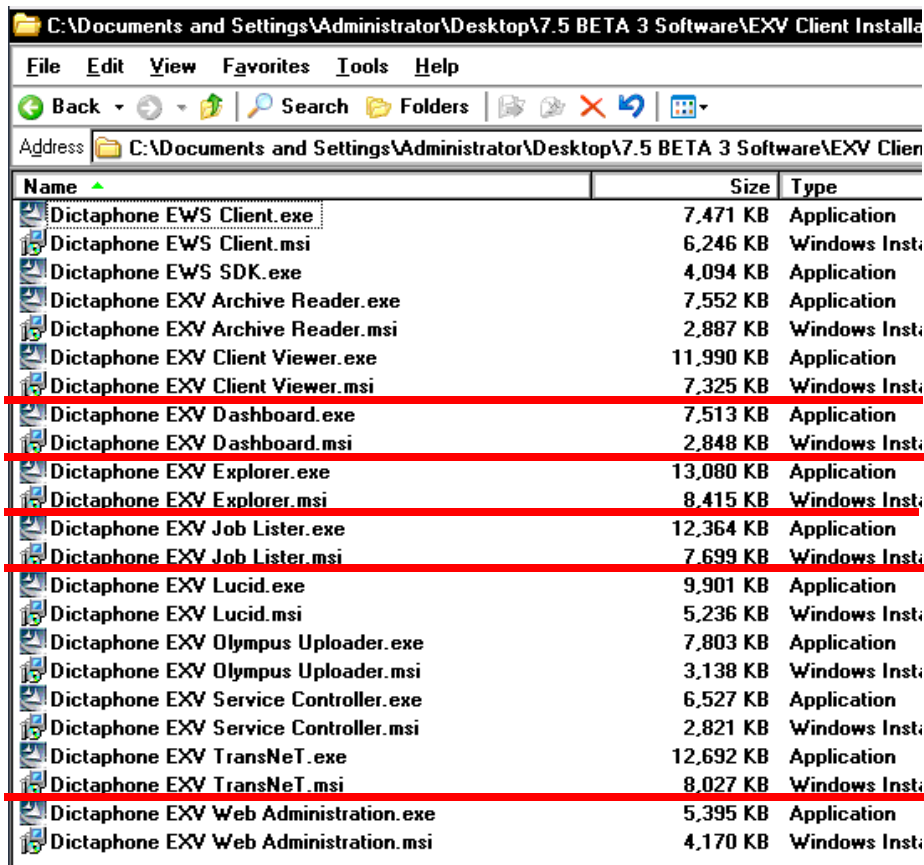


FIGURE 5-93 EXV Client Installations Folder Display

Note that five (5) client applications are highlighted in the [Figure 5-93](#) dialog. These are the applications you are going to install, beginning with the procedure [Install Client Viewer](#).

Install Client Viewer

- Using the [Figure 5-93](#) dialog as a guide, locate and double-click the **Dictaphone EXV Client Viewer.msi** file.

The dialog shown in [Figure 5-94](#) will be displayed.

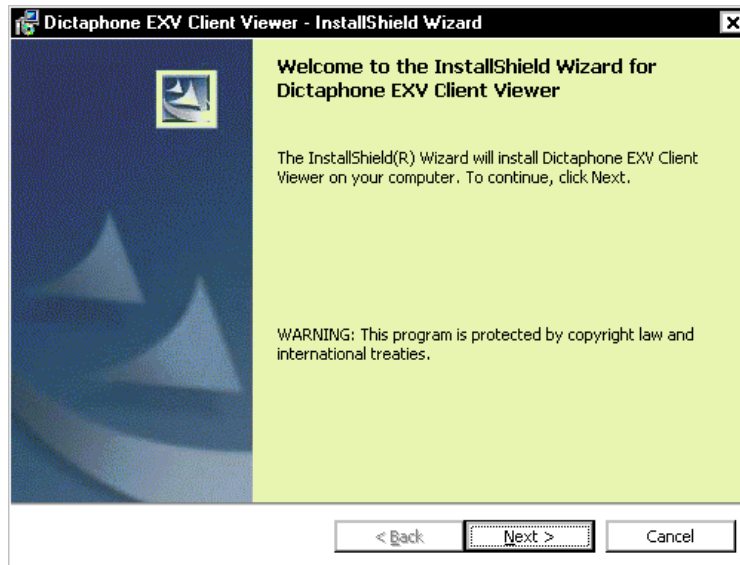


FIGURE 5-94 Client Viewer Welcome Dialog

- Click **Next** and the dialog shown in [Figure 5-95](#) may be displayed.

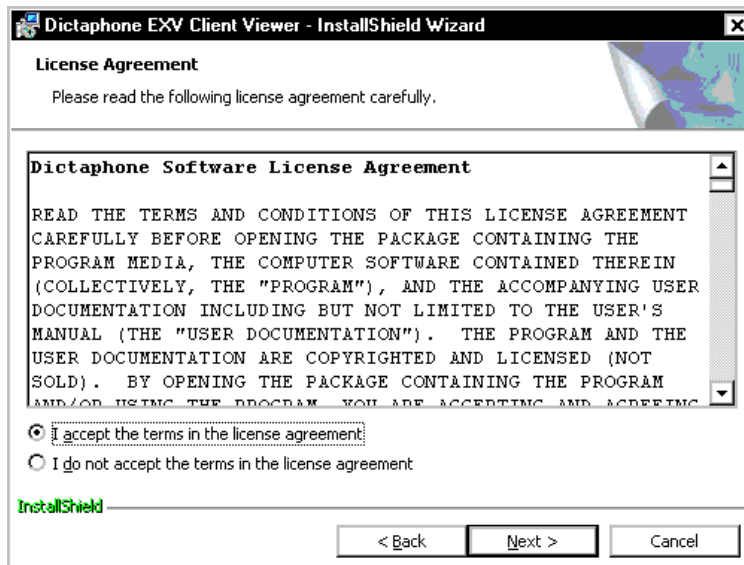


FIGURE 5-95 Client Viewer License Agreement Dialog

- Select the **I accept the terms in.....**, and then, click **Next** to continue.

The dialog shown in [Figure 5-96](#) will be displayed.

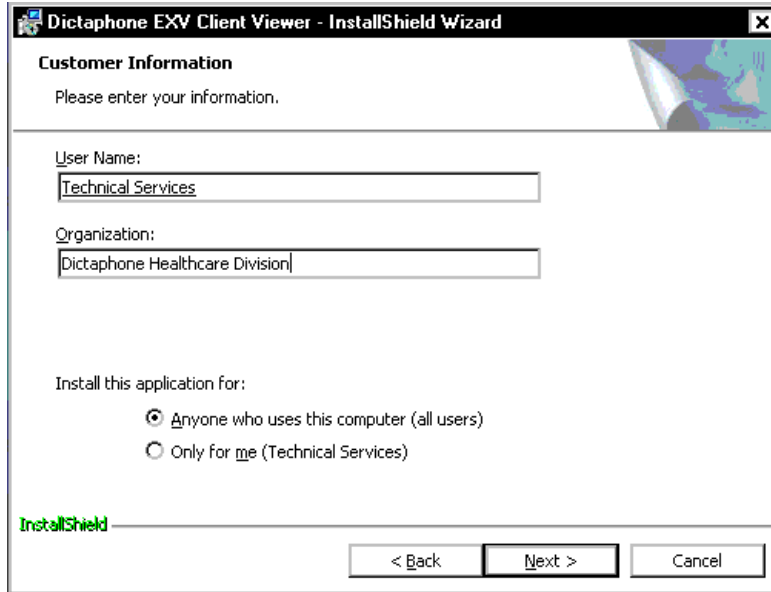


FIGURE 5-96 Customer Information Dialog

4. Enter the appropriate customer information in the [Figure 5-96](#) dialog, and then click **Next** to continue.
5. The dialog shown in [Figure 5-97](#) will be displayed.

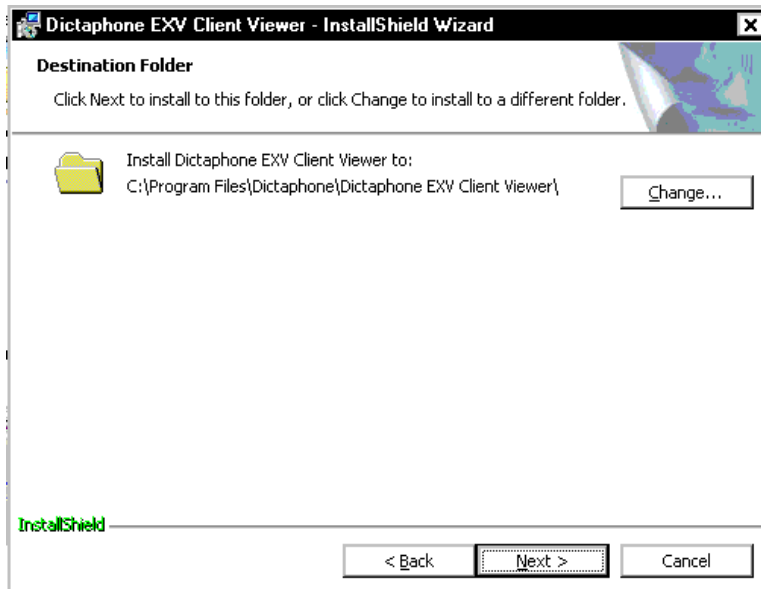


FIGURE 5-97 Destination Folder Dialog

6. Accept the **default** Destination Folder, as shown in [Figure 5-97](#).
7. Click **Next**, and the dialog shown in [Figure 5-98](#) will be displayed.

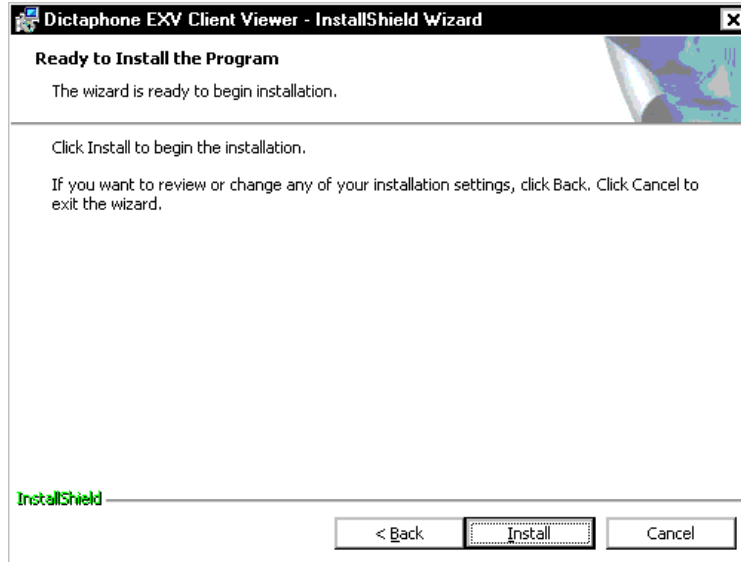


FIGURE 5-98 Ready to Install Dialog

8. Click **Install** and shortly, the dialog shown in [Figure 5-99](#) will be displayed.

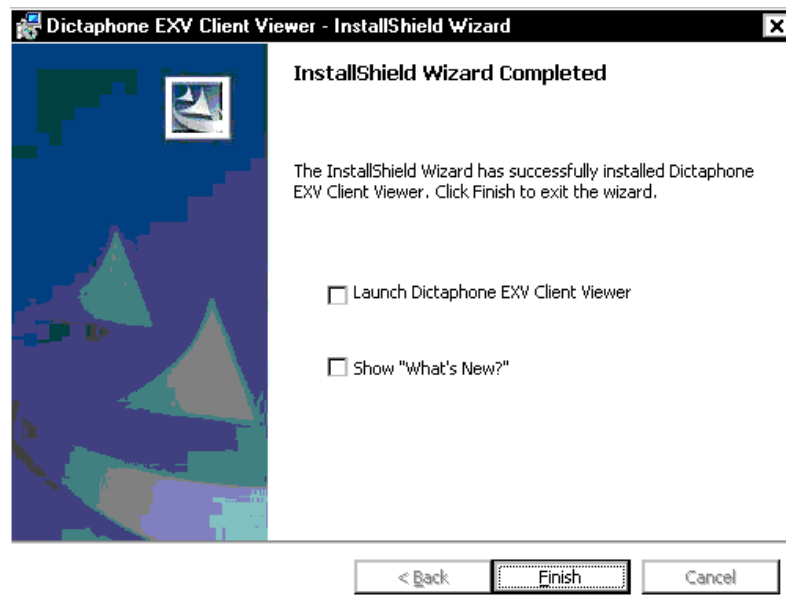


FIGURE 5-99 InstallShield Complete Dialog

9. Click **Finish** and continue with the next procedure, [Install Dashboard](#).

Install Dashboard

1. Follow the procedures specified above in [Install Client Viewer, page 5-69](#), to install Explorer. The only variable in the procedure is the name of the client application being installed.

2. In Step 1 of the [Install Client Viewer](#) procedure, substitute **Dictaphone EXV Dashboard.msi** for **Dictaphone EXV Client Viewer.msi**.
 3. Continue with the next procedure, [Install Explorer](#).
-

Install Explorer

1. Follow the procedures specified above in [Install Client Viewer, page 5-69](#), to install Explorer. The only variable in the procedure is the name of the client application being installed.
 2. In Step 1 of the [Install Client Viewer](#) procedure, substitute **Dictaphone EXV Explorer.msi** for **Dictaphone EXV Client Viewer.msi**.
 3. Continue with the next procedure, [Install Job Lister](#).
-

Install Job Lister

1. Follow the procedures specified above in [Install Client Viewer, page 5-69](#), to install Explorer. The only variable in the procedure is the name of the client application being installed.
 1. In Step 1 of the [Install Client Viewer](#) procedure, substitute **Dictaphone EXV Job Lister.msi** for **Dictaphone EXV Client Viewer.msi**.
 2. Continue with the next procedure, [Install TransNet](#).
-

Install TransNet (Standalone)

1. Follow the procedures specified above in [Install Client Viewer, page 5-69](#), to install Explorer. The only variable in the procedure is the name of the client application being installed.
 1. In Step 1 of the [Install Client Viewer](#) procedure, substitute **Dictaphone EXV Transnet.msi** for **Dictaphone EXV Client Viewer.msi**.
 2. Continue with the next procedure, [Reboot the Client Workstation\(s\)](#)
-

Reboot the Client Workstation(s)

Close all applications and reboot the client workstation(s). After the workstation reboots, run each application so that each can upgrade to the latest service pack/patch.

Run Applications to Upgrade them to the Latest Service Pack/Patch

The Voice Client Applications will automatically update to the latest service pack/patch the first time they are executed after the installation.

- 3. Consult [Table 5-2](#) to determine the next procedure to follow..

TABLE 5-2 Next Procedure to Follow

Do you have to install a Speech Recognition Server?	Continue With
Yes	ASR Core/RecognitionEngine Wrapper Software Installation, page 5-74
No	EXVoice - Post-Installation Functionality Check, page 7-5

ASR Core/RecognitionEngine Wrapper Software Installation

Hardware & Software Requirements

Hardware

All ASRCore and Recognition server installation procedures documented herein are based on the assumption that installed hardware meets or exceeds the criteria specified in the [Hardware and Software](#) section of this manual, at [Enterprise Workstation](#).

Drive Configuration

Proper drive configuration on the **EXSpeech** Recognition server, as to RAID type and drive sizes is critical to a successful install. Drive configurations for the most common EXSpeech Recognition server platform can be found at the link specified above.



IMPORTANT

In any hardware configuration on the EXSpeech Recognition server which contains more than 2 hard drives, it will be necessary to assign a new letter to the CD-ROM drive.

Software Requirements

The following software should be installed on the EXSpeech Recognition server before the Recognition server software is installed:

- Microsoft Windows 2000 Server with SP 4/2003 with SP2, or Windows XP Professional with Service Pack 2
 - Symantec pcAnywhere, current version
 - Symantec AntiVirus, current version
-

Software Required for EXSpeech Recognition Server Installation

The following software is required for the EXSpeech Recognition server installation:

- ◆ Part Number - **3300093-003** ASRCore 8.0.0.5 Software ONLY
- ◆ Part Number - **1000062-310** EXVoice 81.0.3065 Software ONLY

Time Required For Installation

The total time to perform this installation is approximately 1 hour.

Create an EXVoice User Account on the Recognition Server

This account establishes appropriate permissions on the **Recognition** server to allow essential workflow communications with the EXVoice server. The user account you create must **match the service login/password of the EXVoice server**.(i.e., this account must have the **SAME** login and password).

To create the user account, perform the following steps:

1. Boot up the system and log on as **Administrator**.
2. Select **Start | Programs | Administrative Tools | Computer Management**.
3. Expand the **Local Users and Groups**, and then, click the **Users** folder.

The dialog shown in [Figure 5-100](#) will be displayed.

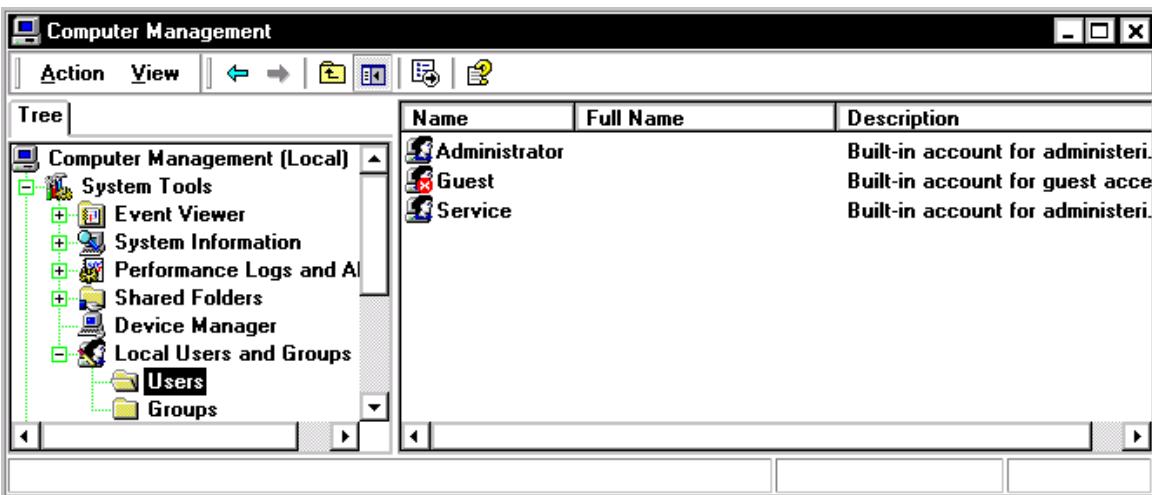


FIGURE 5-100 Computer Management Dialog

4. Right-click in the open area of the right panel of the [Figure 5-100](#) dialog, and select **New User** from the menu which appears.

The New User dialog shown in [Figure 5-101](#) will be displayed.

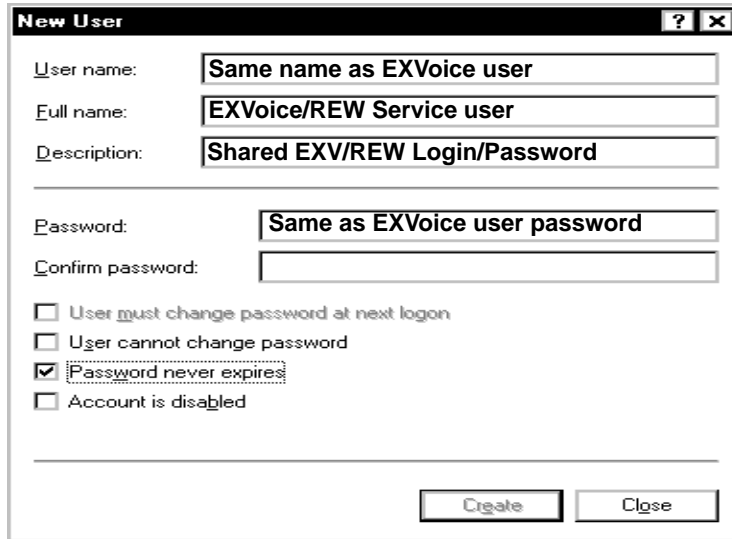


FIGURE 5-101 New User Dialog

5. Enter the following information in the [Figure 5-101](#) dialog:
 - User Name: **Same name as EXVoice service user name**
 - Password: **Same password as for EXVoice service user**
 - Uncheck the **User must change.....** check box
 - Place a check in the **Password never expires** check box
6. Click **Create** to create this new user, and then, click **Close** to exit this dialog.
7. Right-click on the user you just created and select **Properties** from the menu which appears.

This will display the **Properties** dialog.
8. Click the **Member of** tab, and the dialog shown in [Figure 5-102](#) will be displayed.

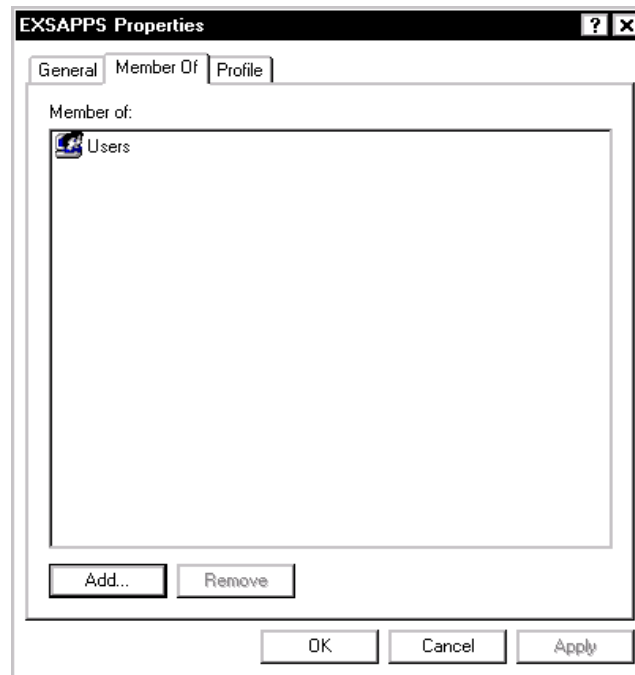


FIGURE 5-102 EXSAPPS Properties Dialog

9. Click **Add**, then click **Administrators**.
10. Click **Add** once again, and then, click **OK**.
11. Click **OK** once again to close the **Properties** window.
12. The user you just created now has administrative privileges.
13. Close the **Computer Management** dialog.
14. **Logoff** as current user, and log back on as the user you just created.
15. Continue with the next procedure, [Verify/Configure EXSpeech Paths](#).

Verify/Configure EXSpeech Paths

1. Go to the **EXVoice Management** server, start **EXVoice Explorer**, logging on as **sys.admin**.
2. Right-click **Server[server Name]** at the top of the **Current Configuration** pane, and then, select **Modify Server Settings** to display the dialog shown in [Figure 5-103](#).

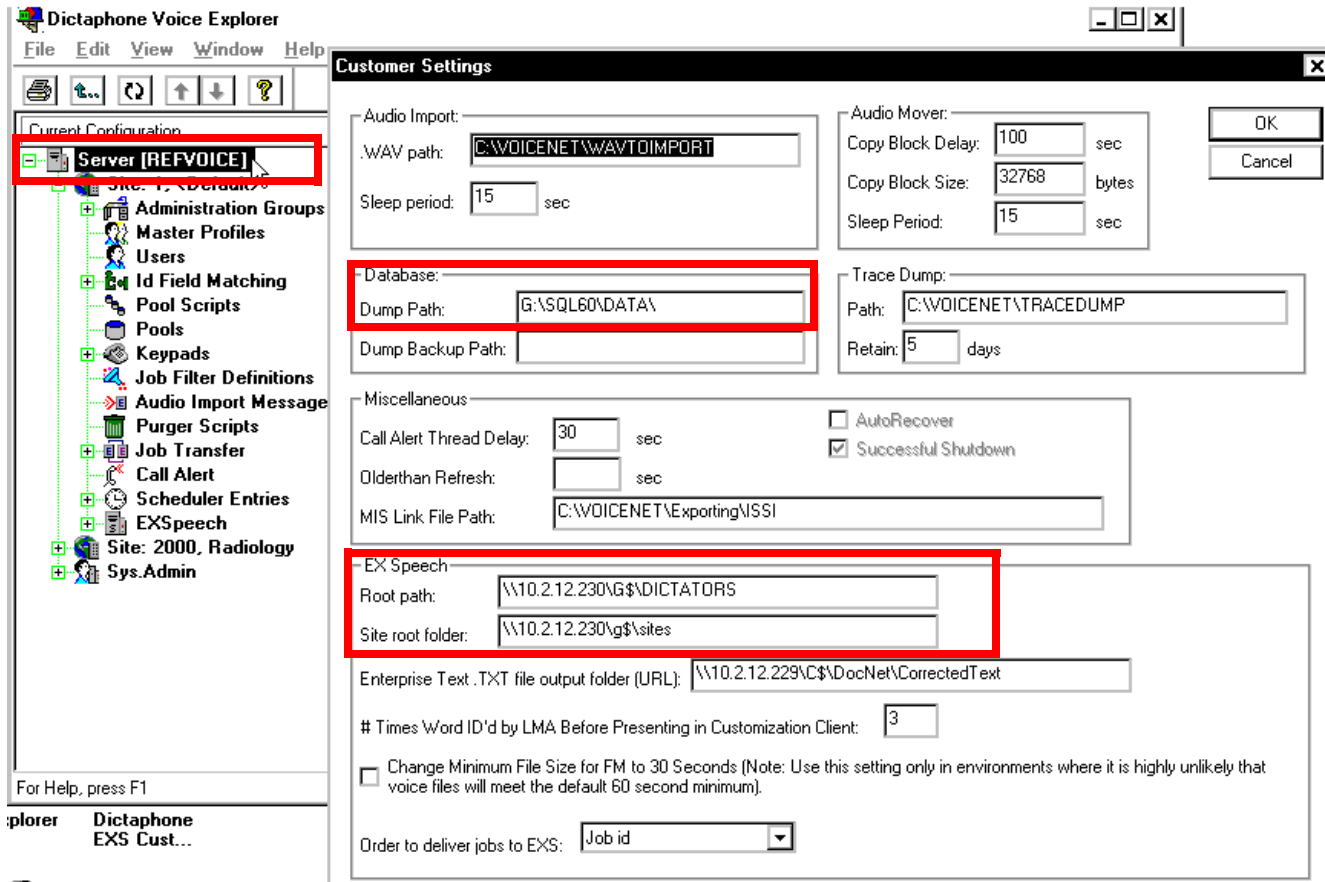


FIGURE 5-103 Voice Explorer Modify Server Settings Dialog

3. Verify the following settings in the [Figure 5-143](#) dialog, making any required changes:
 - Dump path - path to the database dump folder - if EXVoice SQL Server is located on a separate server, this path **MUST** be a UNC path as follows, e.g. **\\[SQL Server Name or IP Address]\G\$\SQL60\DATA**
 - Root path - path to the dictators folder - MUST be a UNC path as shown, e.g. **\\10.2.12.166\G\$\DICTATORS**
 - Site root folder - path to the site info files - must be a UNC path as shown, e.g. **\\10.2.12.166\G\$\Sites**
4. With these paths correctly configured/entered, click **OK**, and then, continue with the next procedure, [Install ASR Core Software](#).

Install ASR Core Software

If the system you are installing has multiple REWs, this procedure must be completed on EACH REW.

1. Ensure that **Windows Service Manager** is closed.
2. To ensure required EXSpeech files are readily available for remote repairs, create the following folders on the largest drive, **other than drive C**, of the Enterprise Express Speech REW Server:
 - **nn:\Software\ASRCore 8.0.0.5**
3. Using the ASRCore 8.0 Installation DVD (PN **3300093-003**), copy all files to the newly-created directory **nn:\Software\ASRCore 8.0.0.5**.
4. Open the folder **nn:\Software\ASRCore 8.0.0.5**.
5. Locate the file **Setup.exe**.
6. Double-click **Setup.exe** to execute the file.

Shortly, the dialog shown in [Figure 5-104](#) will be displayed.

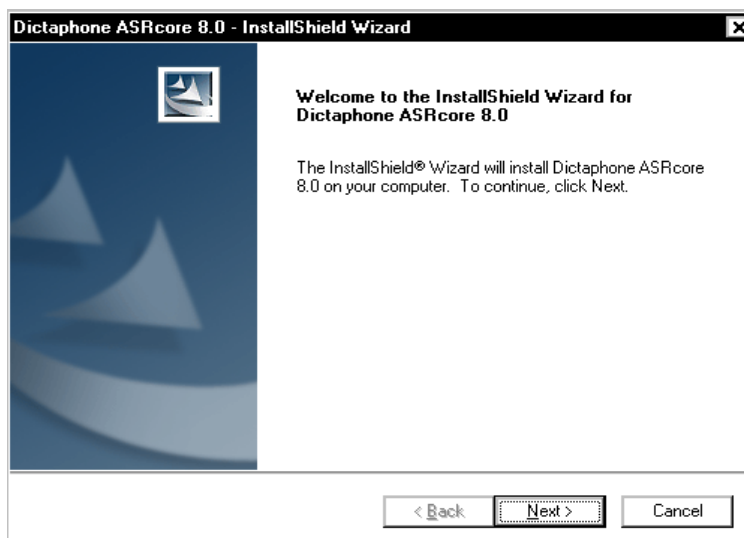


FIGURE 5-104 ASRCore 8.0 Welcome Dialog

7. Click **Next**, and the dialog shown in will be displayed.

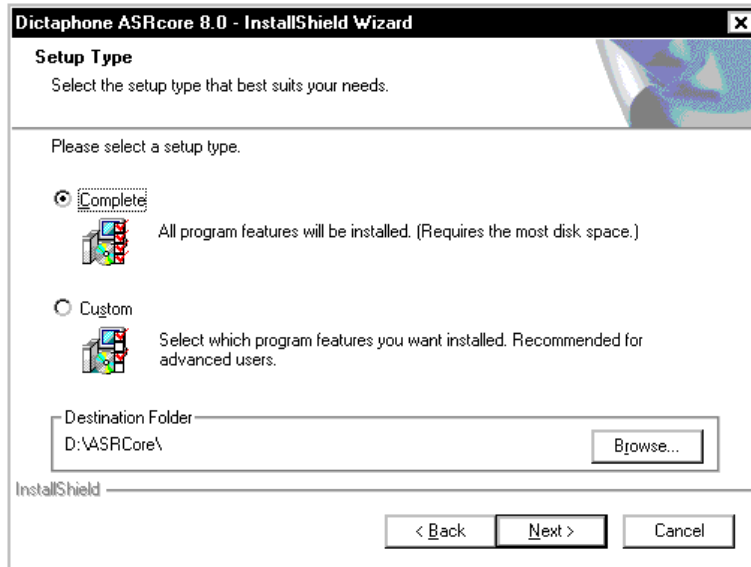


FIGURE 5-105 Setup Type Dialog

8. Ensure that the Destination is **D:\ASRCORE**.
9. Click **Next**, and the dialog shown in [Figure 5-106](#) will be displayed.



FIGURE 5-106 ASRCORE InstallShield Dialog

10. Click **Install**, and in a short while, the dialog shown in [Figure 5-107](#) will be displayed.

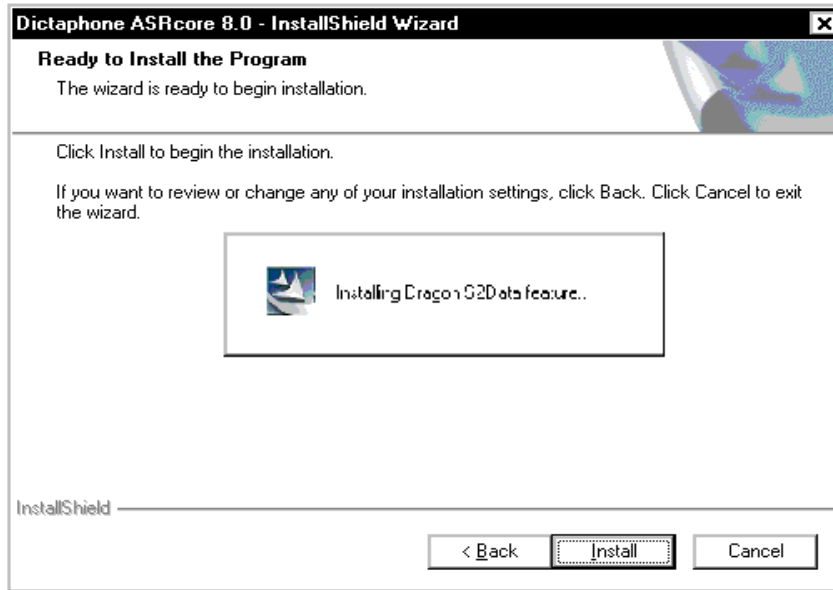


FIGURE 5-107 Installing Dragon Data Display

The above display will remain for some time as the language models are installed. Be patient and **DO NOT DISTURB THIS PROCESS**.

When the process completes, the dialog shown in [Figure 5-108](#) will be displayed.

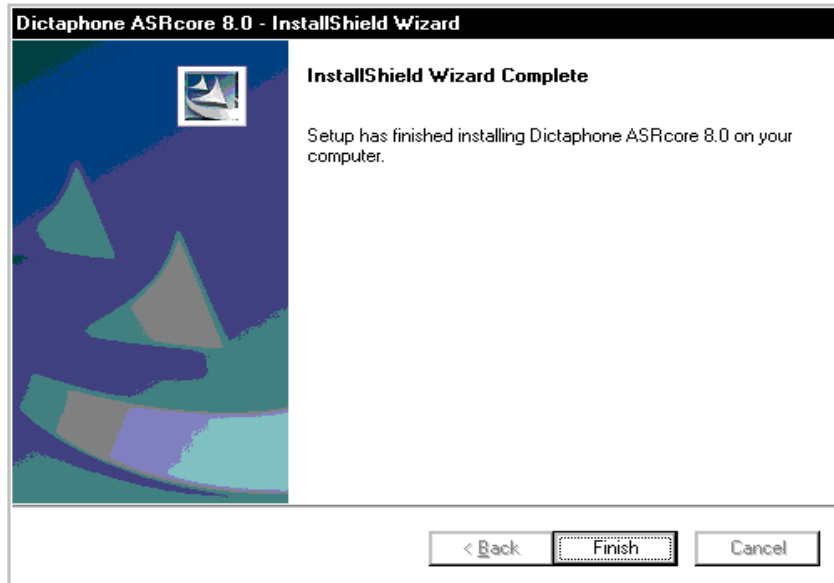


FIGURE 5-108 Installing Software Display

11. Click **Finish** when the InstallShield complete dialog is displayed, and then, continue with the next procedure, [Install REW](#).

Install REW

If the system you are installing has multiple REWs, this procedure must be completed on EACH REW.

1. Place the EXVoice 81.0.3065 DVD (PN **1000062-310**) into the DVD drive of the REW server..
2. Open the **EXV Server Installations** folder, and then, double-click the file **Dictaphone EXS REW.msi**.
3. Double-click **Dictaphone EXS REW.exe** to execute the file.

Shortly, the dialog shown in [Figure 5-109](#) will be displayed.

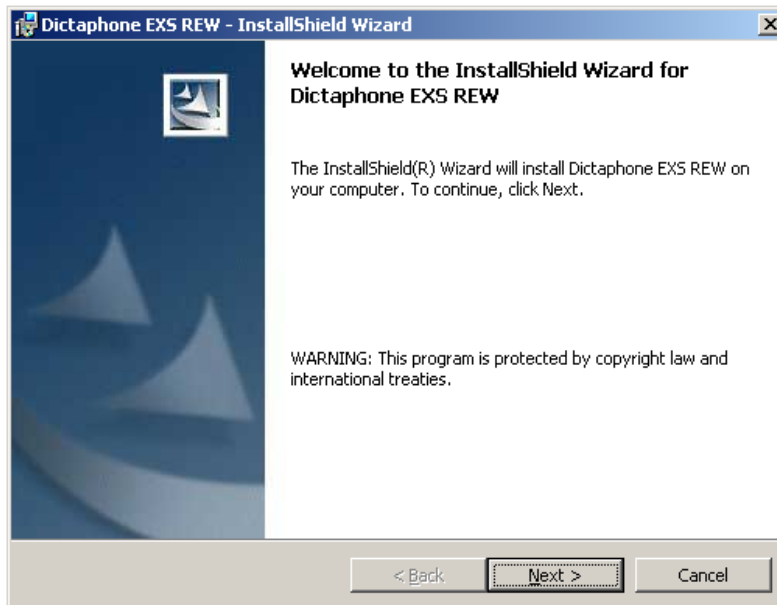


FIGURE 5-109 REW InstallShield Welcome Dialog

4. Click Next and the dialog shown in [Figure 5-110](#) may be displayed.



FIGURE 5-110 Destination Folder Dialog

5. Accept the default destination folder of **C:\Program Files\Dictaphone\Dictaphone EXS REW**, and then, click **Next** to continue.
6. [Figure 5-111](#) will be displayed.

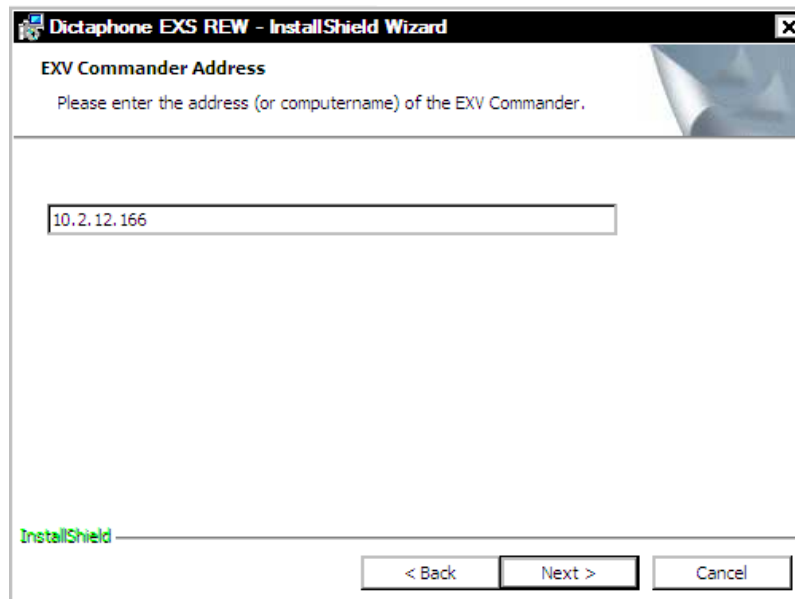


FIGURE 5-111 Commander Address Dialog

7. Enter the name or IP address of the **EXVoice** server in the [Figure 5-111](#) dialog, and then, click **Next** to display the [Figure 5-112](#) dialog.

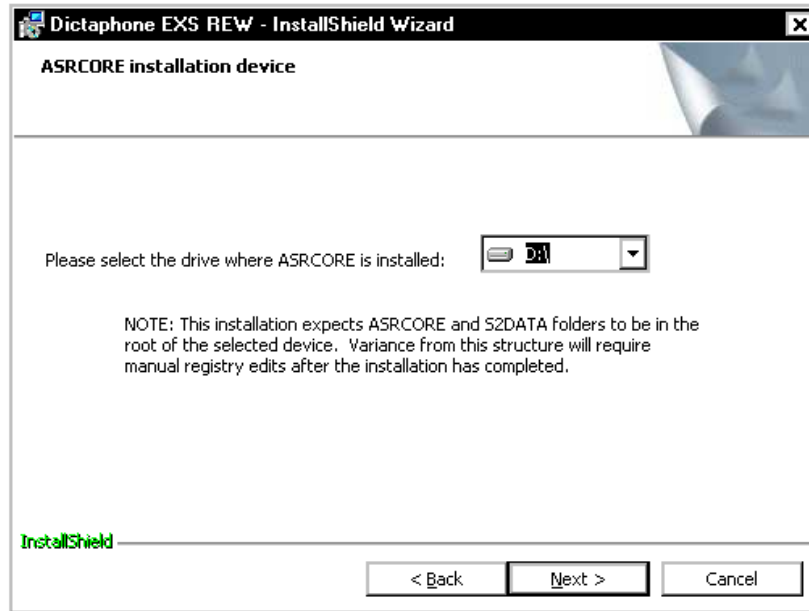


FIGURE 5-112 ASRCORE Device Dialog

8. Click the list box drop-down arrow and select the drive where ASRCORE is installed (normally D).
9. Click **Next** and the dialog shown in [Figure 5-113](#) will be displayed.

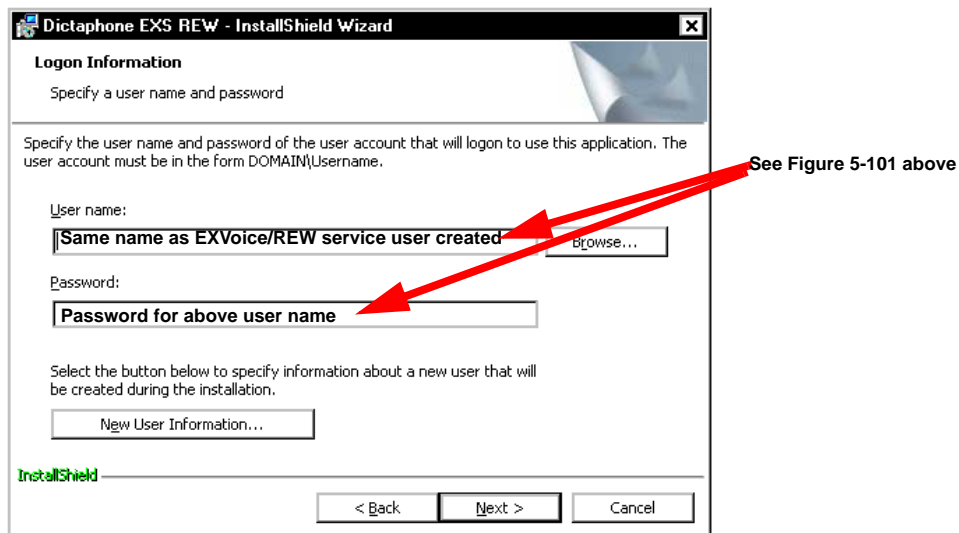


FIGURE 5-113 REW Logon Information Dialog

10. Enter the EXVoice/REW service user name and password that you created when completing the procedure [Create an EXVoice User Account on the Recognition Server](#), on [page 5-75](#).
11. Click **Next** and [Figure 5-114](#) will be displayed.

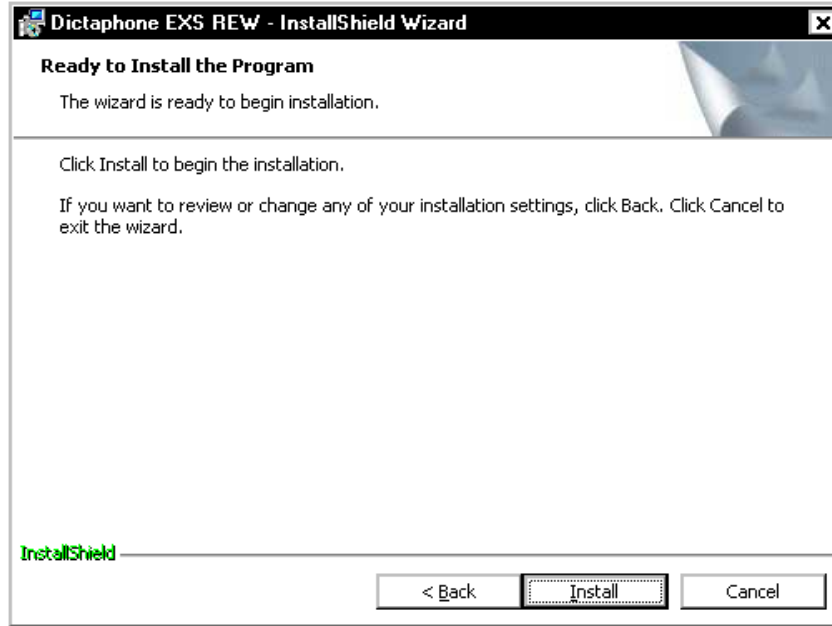


FIGURE 5-114 Ready to Install Dialog

12. Click **Install**
13. Click **Install** and in a short while, the [Figure 5-115](#) dialog will be displayed.

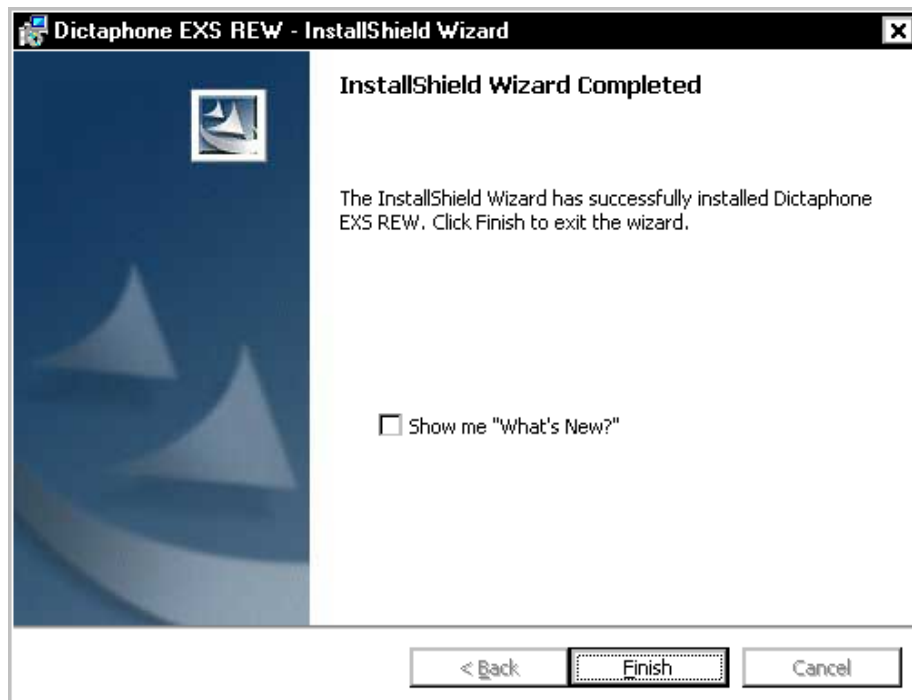


FIGURE 5-115 InstallShield Complete Dialog

14. Click **Finish** when the InstallShield complete dialog is displayed, and then, Consult [Table 5-3](#) to determine the next procedure to be completed.

TABLE 5-3 Next Procedure to Complete

Is a VMware Virtual REW Server Being Installed?	Continue with
Yes	VMware Virtual REW Server Installation, page 5-87
No	Verify Services Logons (ALL REWs), page 5-108

VMware Virtual REW Server Installation



IMPORTANT

The procedures specified in this section **MUST BE ACCOMPLISHED ON EACH** VMware ESX/virtual REW server. The procedures shown in [Table 5-4](#) apply to both loaner and customer owned servers. The **ONLY** listed procedure which is **NOT** applicable to a loaner server is the [Licensing](#) procedure. All loaner servers are shipped with complete licensing features activated.

Brief Overview of VMware ESX Server

VMware ESX server is approved as a virtualization environment for EXSpeech 7.5 and 8.0 REW servers. When the VMware ESX software is installed, a scaled down version of Linux Red Hat is installed as the host operating system. At the present time, servers built in the PCC can support up to 8 virtual REWs. There must be a dedicated processor (or core) and 1GB of RAM per virtual REW.

TABLE 5-4 Virtual REW Server Installation Roadmap

Requirement Complete	Software to be Installed/Procedure to be Followed	Page in Manual
<input type="checkbox"/>	Changing the IP Address on the VMware Service Console	page 5-89
<input type="checkbox"/>	Install Virtual Infrastructure Client	page 5-90
<input type="checkbox"/>	Changing Other Networking Information	page 5-92
<input type="checkbox"/>	Licensing (DO NOT COMPLETE for a loaner REW server)	page 5-94
<input type="checkbox"/>	Registering the Activation Code (DO NOT COMPLETE for a loaner REW server)	page 5-95
<input type="checkbox"/>	Combining Multiple License Keys (DO NOT COMPLETE for a loaner REW server)	page 5-98
<input type="checkbox"/>	Entering the License Key in the Server (DO NOT COMPLETE for a loaner REW server)	page 5-101
<input type="checkbox"/>	Managing the Virtual REW	page 5-103
<input type="checkbox"/>	Powering Up the Virtual REWs	page 5-106
<input type="checkbox"/>	Configuring the Virtual REWs	page 5-107
<input type="checkbox"/>	Verify Services Logons (ALL REWs)	page 5-108

TABLE 5-4 Virtual REW Server Installation Roadmap

Requirement Complete	Software to be Installed/Procedure to be Followed	Page in Manual
<input type="checkbox"/>	Reboot the VMware ESX Server	page 5-119
<input type="checkbox"/>	Restart Virtual Infrastructure Client	page 5-120
<input type="checkbox"/>	Virtual REW Functionality Checks	page 5-122

Changing the IP Address on the VMware Service Console



The IP address of the VMware Service Console must be an IP address which will be consistent with the other Nuance servers on the network, and will usually be provided by a customer IT representative. This IP address needs to be set directly on the VMware server. The IP Addresses for each virtual REW can be set later through the Virtual Infrastructure Client console view.

1. You must physically be in front of the VMware server. At the main screen (Figure 5-116), you will press Alt-F1. Figure 5-116 reflects an ESX server which is fully booted.

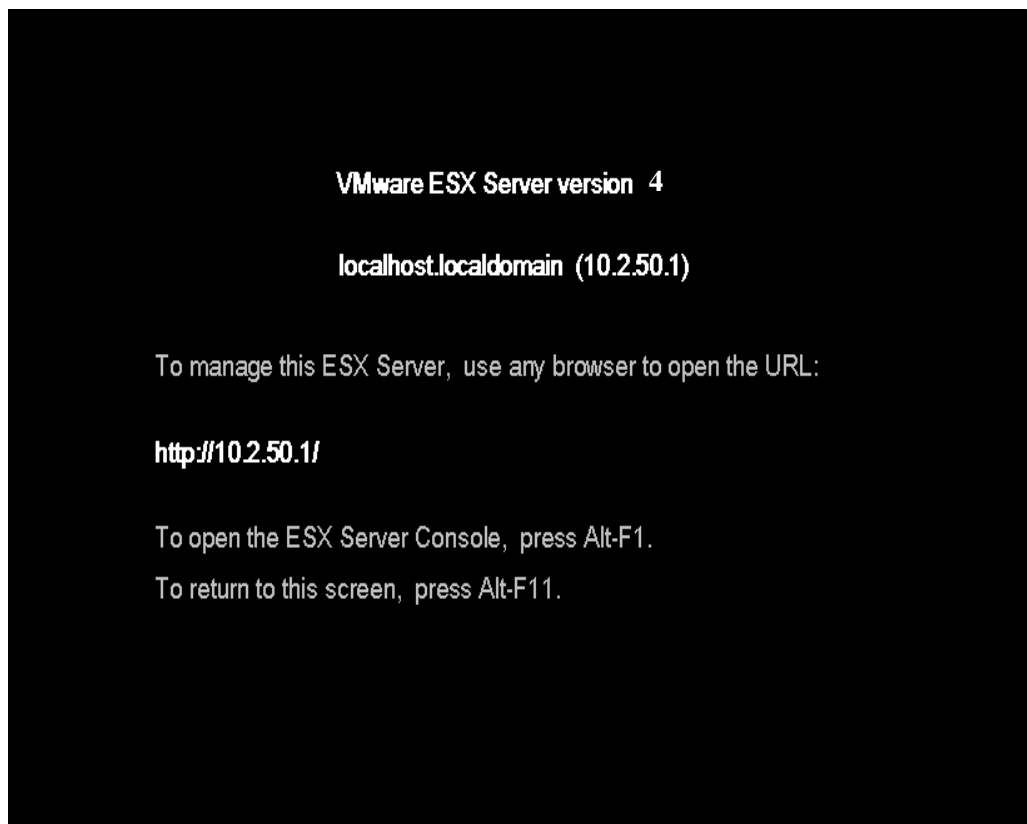


FIGURE 5-116 VMware Main Screen

2. You must then log in using a user name of root and a password. The password is the same as the administrator password on the REWs (this password is dictaxxxx, where xxxx = the last 4 digits/characters of the Dictaphone serial number – **ALL CHARS IN LOWER CASE**).
3. Once logged in, you can see your current IP Address by typing the following command:

esxcfg-vswif -l

4. To change the IP address of the VMware Service Console, type the following command:

```
esxcfg-vswif -i new_IP_Address -n subnet_mask vswif0
```

Example – `esxcfg-vswif -i 10.1.10.10 -n 255.255.0.0 vswif0`

5. Next, you must reboot the VMware server by typing the following command:

```
shutdown -r now
```

Install Virtual Infrastructure Client

1. Once you have the correct IP address assigned to the VMWare Service Console, go to the **EXSpeech Management Server**, open **Internet Explorer**, and browse to the IP Address of the ESX Server (`http://0.0.0.0`), where you will see the [Figure 5-117](#) dialog displayed.

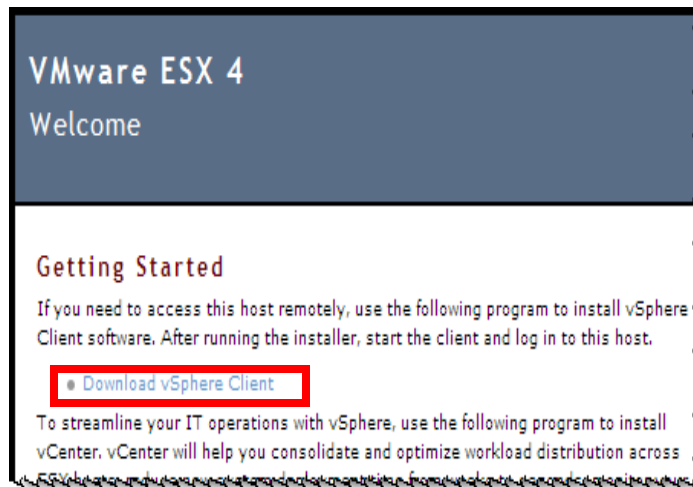


FIGURE 5-117 VMware ESX Server Start Dialog

2. Click **Download the VMware vSphere Client** and [Figure 5-118](#) will be displayed.

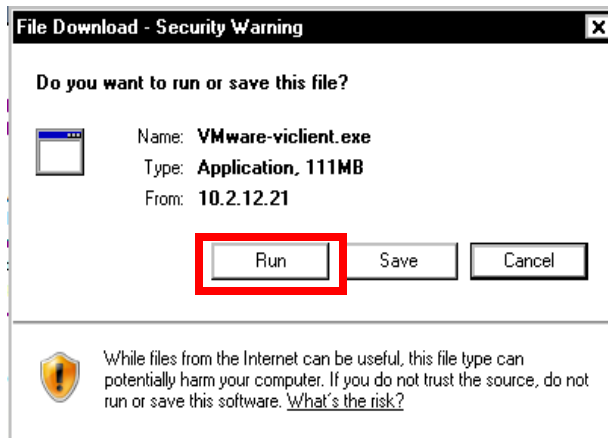


FIGURE 5-118 Security Warning Dialog

- Click **Run**, and the [Figure 5-119](#) dialog may be displayed.

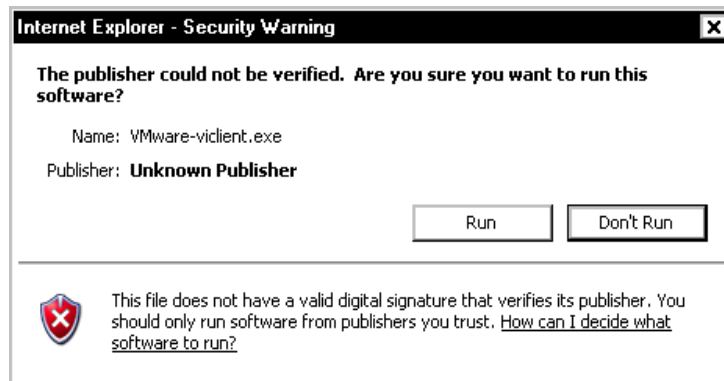


FIGURE 5-119 VMware Warning Dialog

- Click **Run**, and at the **Choose Setup Language** dialog, choose the appropriate language, and then click **OK**.
- When the **Welcome** dialog is displayed, click **Next**.
- When the **License Agreement** is displayed, select the **I agree to the terms.....** radio button, and then, click **Next** to continue.
- The Customer Information dialog shown in [Figure 5-120](#) is displayed.

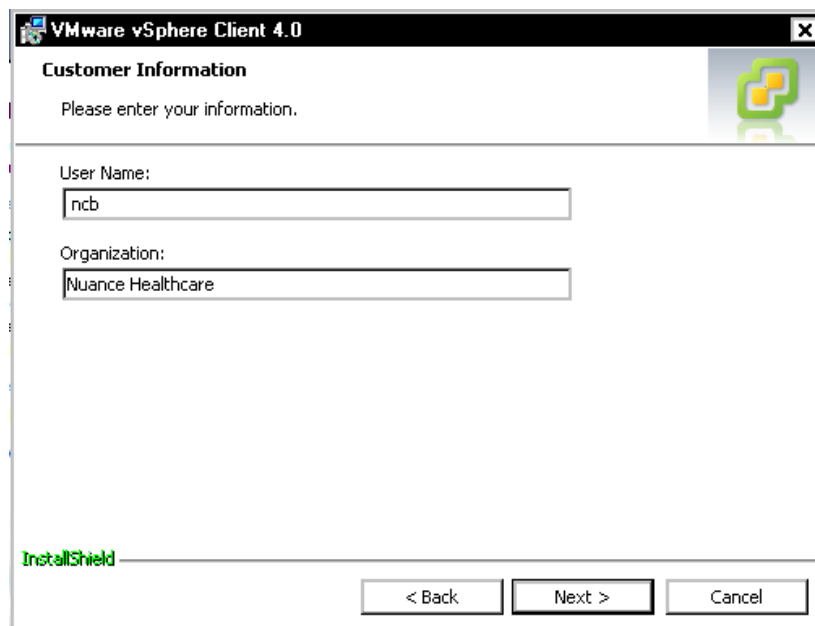


FIGURE 5-120 Customer Information Dialog

- Enter the appropriate information in the [Figure 5-120](#) dialog, and then, click **Next** to continue.
- When the **Custom Setup** dialog is displayed, click **Next** to accept the default setup.

10. At the **Installation** dialog, click **Install**, and the [Figure 5-121](#) dialog will be displayed as the software is installed.

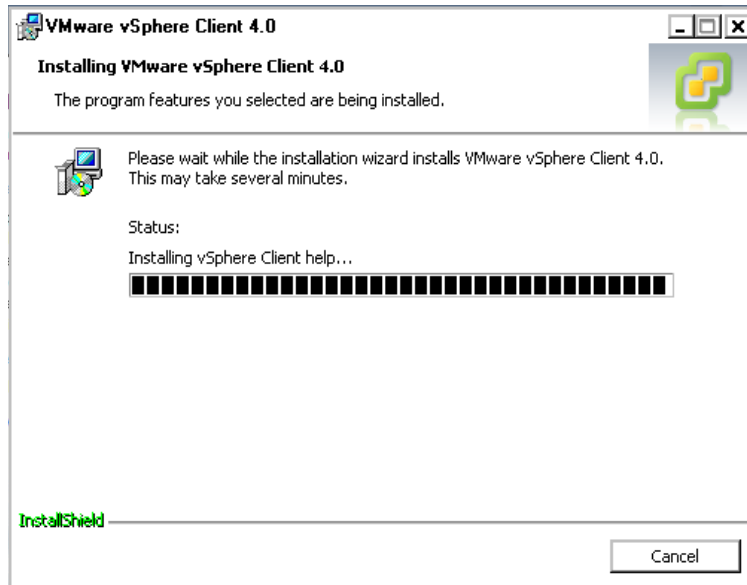


FIGURE 5-121 Program Install Status Display

11. Once installation is complete, click **Finish** to close the InstallShield wizard.
12. Continue with the [Changing Other Networking Information](#) procedure.

Changing Other Networking Information

Working with the customer IT representative, accomplish each of the following actions related to networking

1. Login to the Infrastructure Client using the ESX Server IP Address, a user name of root, and password (root/dictaxxxx).
2. At the top left, click **the server ip address** to display the [Figure 5-122](#) dialog.



The network settings you are adjusting here are for the ESX Host Server, and DO NOT apply to the individual Virtual REW machines mounted on that server.

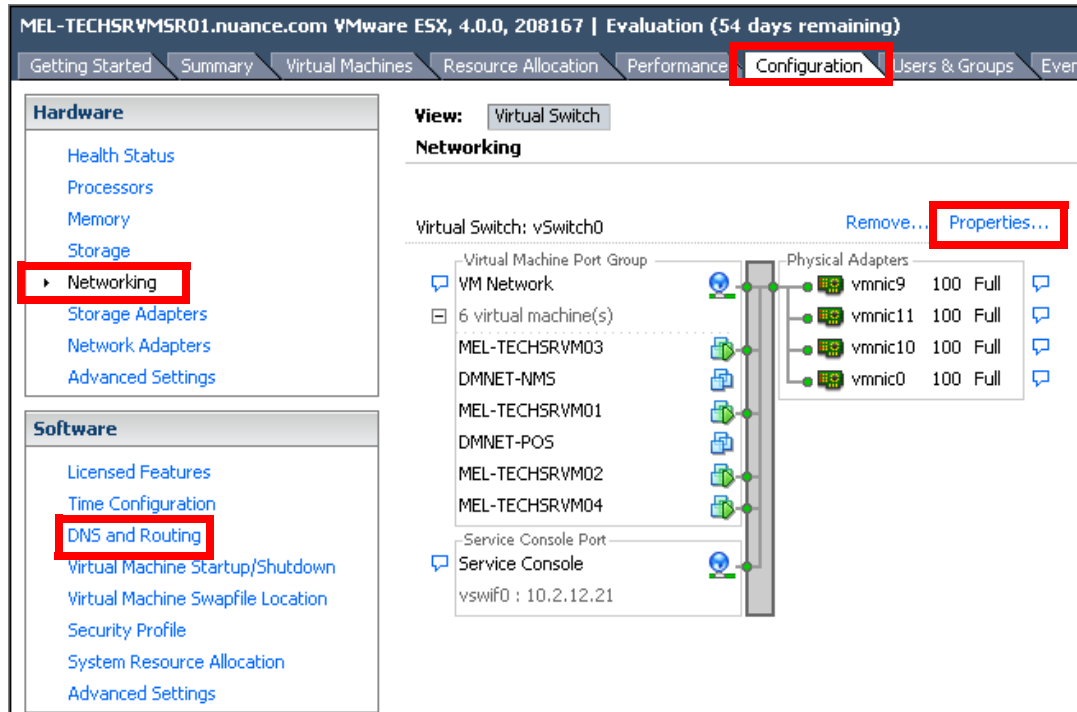


FIGURE 5-122 Configuration Tab View with Networking Selected

- The **DNS server** and **Gateway** can be changed through the **Configuration** tab, as follows:
 - Click the **Configuration** tab.
 - Click **Networking** (note that you can also use **DNS and Routing**)
 - Click **Properties** to display the [Figure 5-123](#) dialog

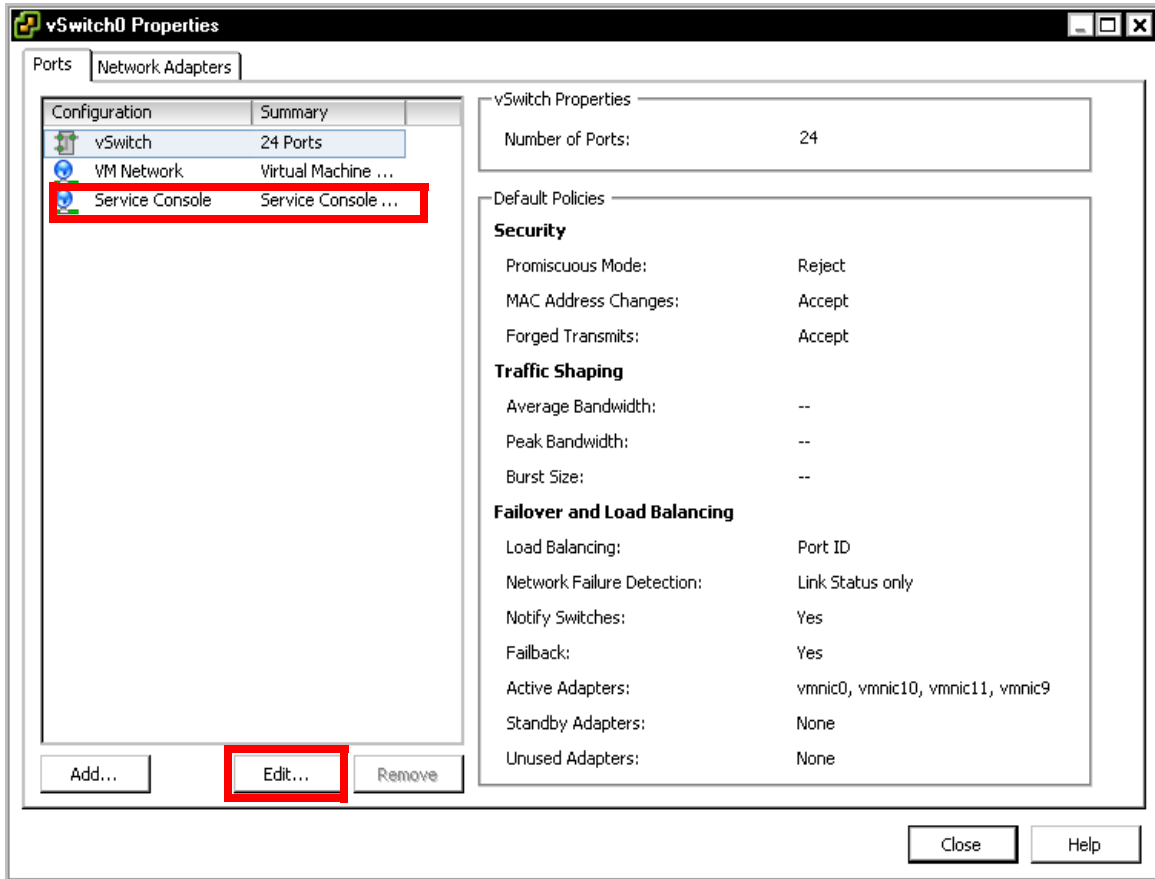


FIGURE 5-123 Properties Dialog

- Click **Service Console**, and then click **Edit**
 - When the Warning dialog is displayed, click **Continue modifying this connection...**
 - Next, click **Edit**, and under the **Routing** tab, you can modify the **Default Gateway** address
 - In the **DNS Configuration** tab, you can modify the **DNS Server** address and the **host name**.
4. If you are installing a **loaner virtual REW** server, continue with [Managing the Virtual REW](#) on [page 5-103](#). Otherwise, continue with the procedure [Licensing](#).

Licensing

The VMware server is shipped containing an envelope(s) marked **DO NOT DISCARD - Software License Enclosed**. Inside the envelope you will find the **Activation Code** for the VMware license. You need this Activation Code to continue this procedure.

Licensing consists of the following three procedures, all of which **MUST** be accomplished, in the order listed, on each **VMware ESX Host** server you are installing:

- [Registering the Activation Code](#)

- [Combining Multiple License Keys](#)
- [Entering the License Key in the Server](#)

Registering the Activation Code



*There is an Activation Code for **each** CPU, so normally, you will find two envelopes accompanying each server, as PCC built VMware servers usually have two processors.*

1. Once you have located the activation code(s), open Internet Explorer and enter the following URL.

www.vmware.com/code/hp

The [Figure 5-124](#) dialog is displayed.

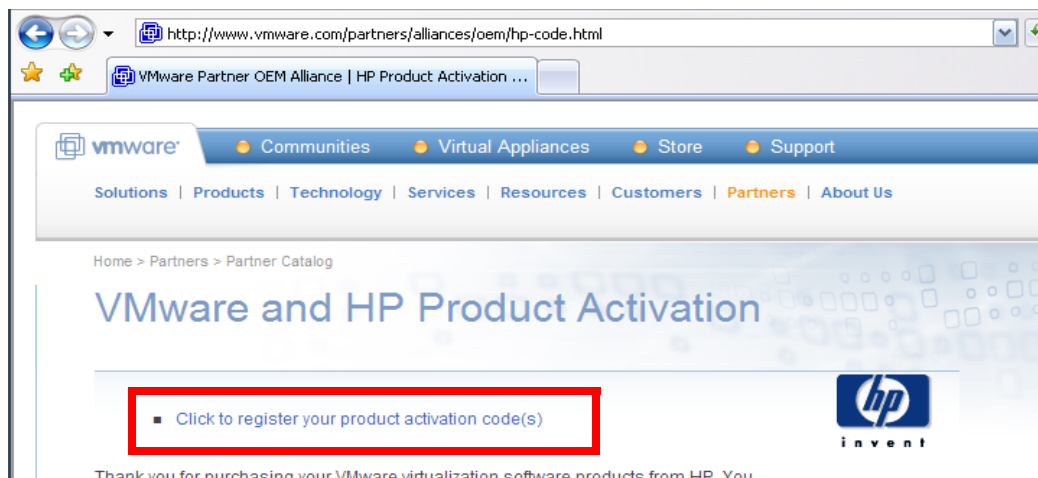


FIGURE 5-124 VMware Activation Dialog

2. Click the entry **Click to register your product activation code(s)**. The dialog shown in [Figure 5-125](#) will be displayed.

You purchased VMware products from HP, and you received one or more Partner Activation Codes for these products.

In order to deploy the VMware product(s) you purchased from HP you need to:

1. Register the Partner Activation Code(s) to your name. If you have registered with VMware in the past, sign in below. If you are new to VMware, click the "Register" button to continue.
2. After you sign in or register, you will be sent an email with your product serial number(s), or a license activation code, and further instructions for activating the products you purchased.
3. For VMware Infrastructure products, your license activation codes will then be used to generate license files to install on your hosts or on your central license server

Current Customers Enter Your Email and VMware Password:	New Customers Click Below to Register:
E-mail address: <input type="text"/>	<input type="button" value="Register"/>
Password: <input type="password"/>	
Forgot your password? Click here.	
<input type="button" value="Sign In"/>	

FIGURE 5-125 Product Activation Login Dialog

3. Enter your **VMware** login and password, or, if you have not registered on this web site in the past, you will need to click on **Register** to create a new account.

After logging in, you will see the [Figure 5-126](#) dialog.

VMware Partner Activation Code Registration

Paste up to 20 Partner Activation Code(s) you received from HP in the text box below.

If you have more than 20 Partner Activation Codes to register, [Click here](#)

Instructions :

- 1) Enter one Partner Activation Code or SerialNumber per line.
- 2) If your Partner Activation Code contains a 0, please note that in all cases "0" is the digit zero and not the letter "O".
- 3) After entering all of your Partner Activation Codes and Serial Numbers, click "Continue".

Partner Activation Code(s):

12345-67890-3456-7891

FIGURE 5-126 Activation Code Registration Dialog

4. Enter the **Activation Code(s)** which you found inside the provided envelopes, and then, scroll to the bottom of the screen and click **Continue**.
5. When the **Add License Administrator** dialog is displayed, click **Continue**.

The dialog shown in [Figure 5-127](#) will be displayed.

VMware Confirmation Page

This is the product redemption information for the serial number(s)/PAC(s) registered. Please keep this information for your records.

Home > VMware Store

SerialNumberxxxxx-xxxxx-xxxxx-xxxxx (Your serial number will be shown here)

VMware Infrastructure Foundation for 2 processors

Subscription - 1 year term

Subscription Start Date : 04/07/2008

Subscription End Date : 04/07/2009

Support Level = No Support

-If this redemption information is correct, please click **CONTINUE**.

-If this redemption information is NOT correct, please either click **BACK** to return to the "VMware Partner Activation Code Registration" page OR click **CANCEL** to return to the Log in Page to restart this transaction.(Please note, clicking **CANCEL** will clear all the information entered.)



FIGURE 5-127 VMware Confirmation Dialog

6. Click [**PrtScn**] to save an **.mht** copy of this page for later reference, if required.
7. Click **Continue**.



You will need to repeat the [Registering the Activation Code](#) procedure for EACH VMware server that you have installed at this customer site.

8. Next, with the Activation Code(s) registered, continue with the procedure [Combining Multiple License Keys](#).

Combining Multiple License Keys



VMware license keys are now issued individually for each processor socket in a server. PCC built VMware servers, as a rule, will contain at least 2 processors (each with typically 4 cores per processor). On servers with multiple processors, it will be necessary to combine the individual license keys that VMware provides.

On VMware servers containing more than one CPU, which is typically the case, it is necessary to combine license keys to create one larger capacity key for a single server. If the VMware server you are licensing has a single CPU, skip this procedure and continue with [Entering the License Key in the Server](#), beginning on [page 5-101](#).

1. Create the combined license key by going to the following URL:

<http://www.vmware.com/support/licensing.html>

The dialog shown in [Figure 5-128](#) will be displayed.

VMware Product License Keys

Use this portal to:

- View product license keys purchased from VMware, or given administrator rights
- Divide license keys to create multiple smaller capacity license keys
- **Combine license keys to create a single larger capacity license key**
- Downgrade license keys to a previous product version (only applicable for certain products)
- View the complete history of license key upgrades, downgrades, combinations, and divisions performed

FIGURE 5-128 License Activation Codes Start Dialog

2. Scroll down the page where [Figure 5-128](#) is displayed until you see the dialog shown in [Figure 5-129](#).

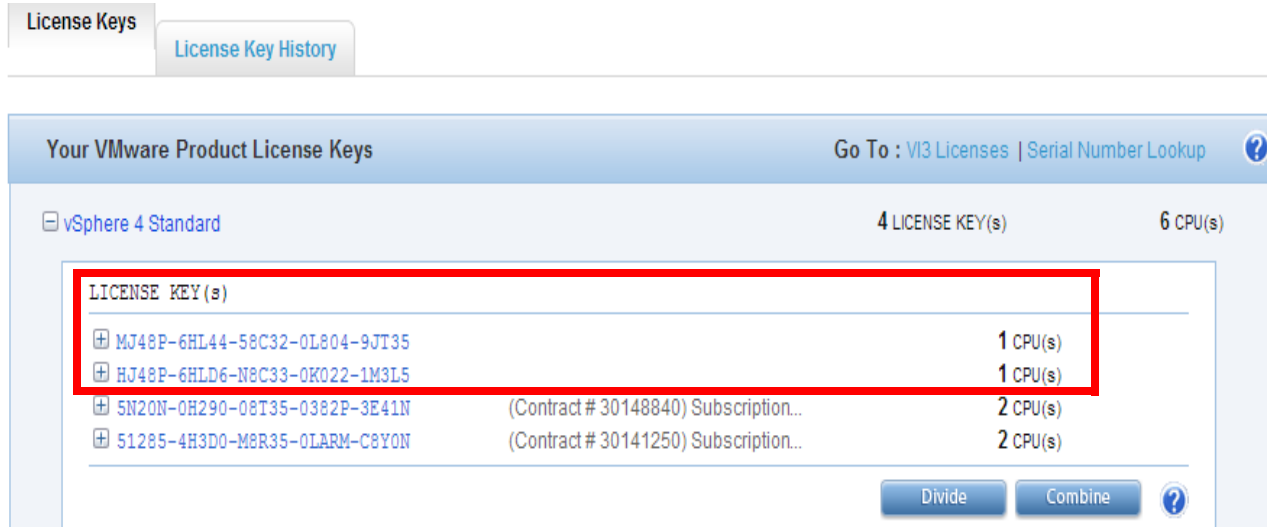


FIGURE 5-129 License Keys Dialog

The highlighted area of the [Figure 5-129](#) dialog displays the two license keys that were provided for a server with 2 CPUs, the server that is being used to illustrate this process. At this point it is necessary to combine the two licenses into one.

3. Click **Combine** to display the dialog shown in [Figure 5-130](#).

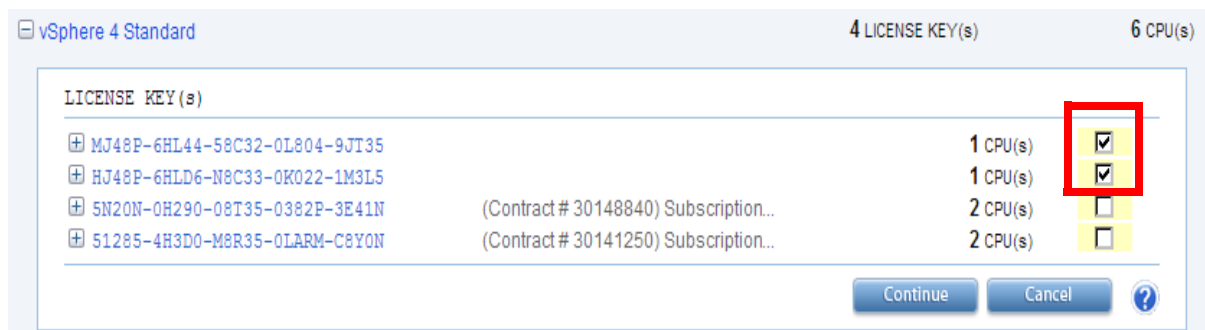


FIGURE 5-130 Combine License Keys Dialog

4. As shown in [Figure 5-130](#), place a check in the check box for the licenses that you wish to combine.
5. Click **Continue**, and [Figure 5-131](#) will be displayed.

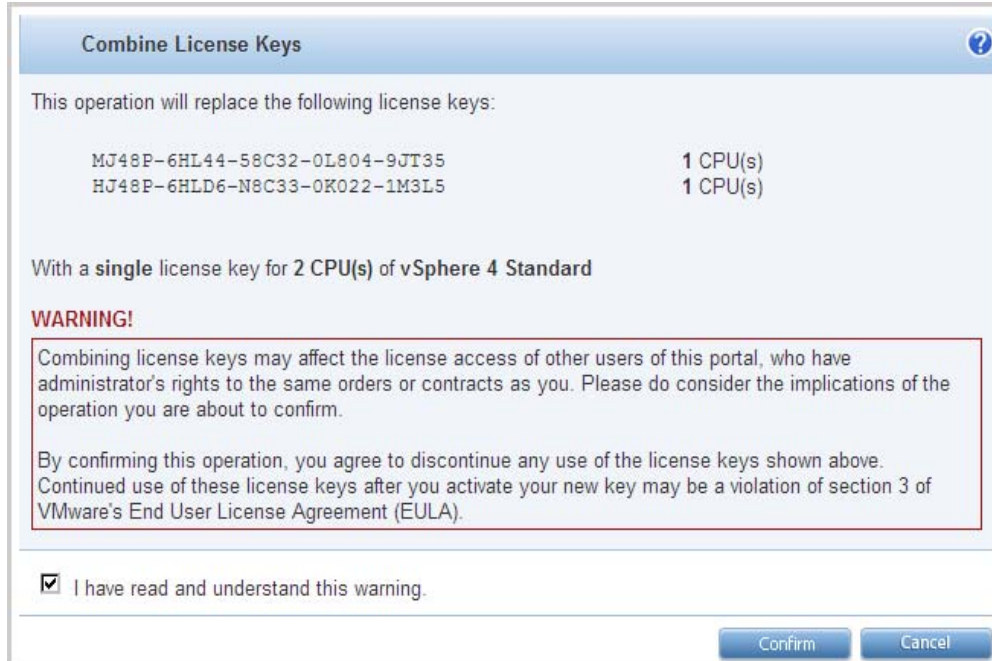


FIGURE 5-131 Combine License Keys Confirm Dialog

- Place a check in the **I have read.....** check box, and then, click **Confirm** to display [Figure 5-132](#).

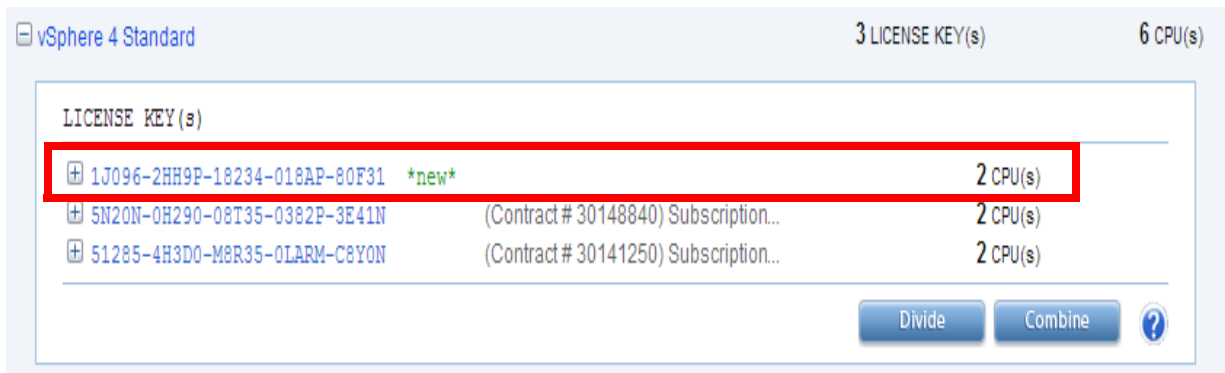


FIGURE 5-132 Combined Keys Dialog

Take note of the fact that the two separate license keys selected in [Figure 5-130](#) have now been combined into a single key.

- Copy and paste the new license key into Notepad as you will need to recall it in the next procedure.
- Exit** from VMware portal and continue with the next procedure, [Entering the License Key in the Server](#).

Entering the License Key in the Server

- Using the vSphere client, log in to the VMware server, and the dialog shown in [Figure 5-133](#) will be displayed.

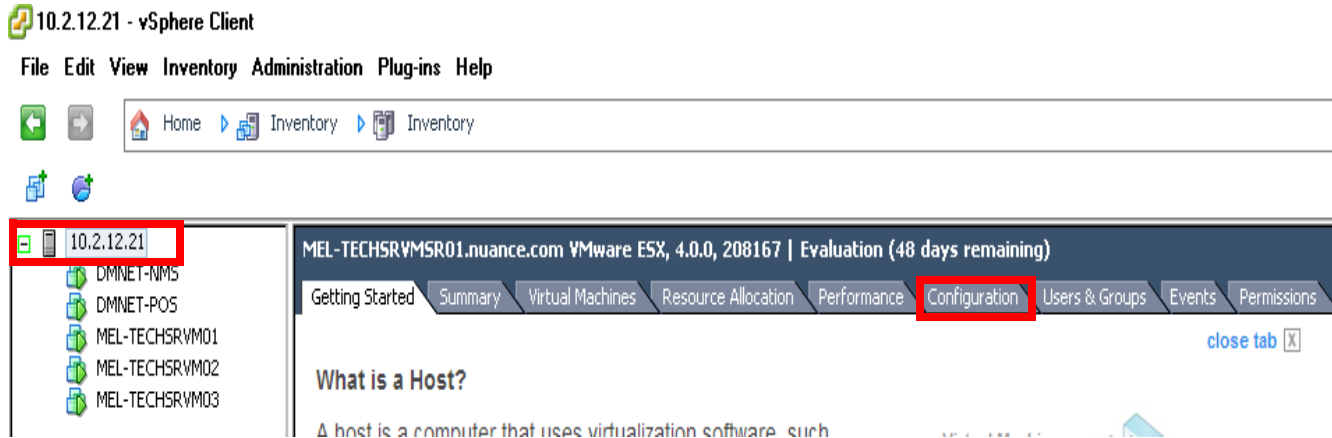


FIGURE 5-133 vSphere Client Login Display

- Click the **Configuration** tab and the dialog shown in [Figure 5-134](#) will be displayed.

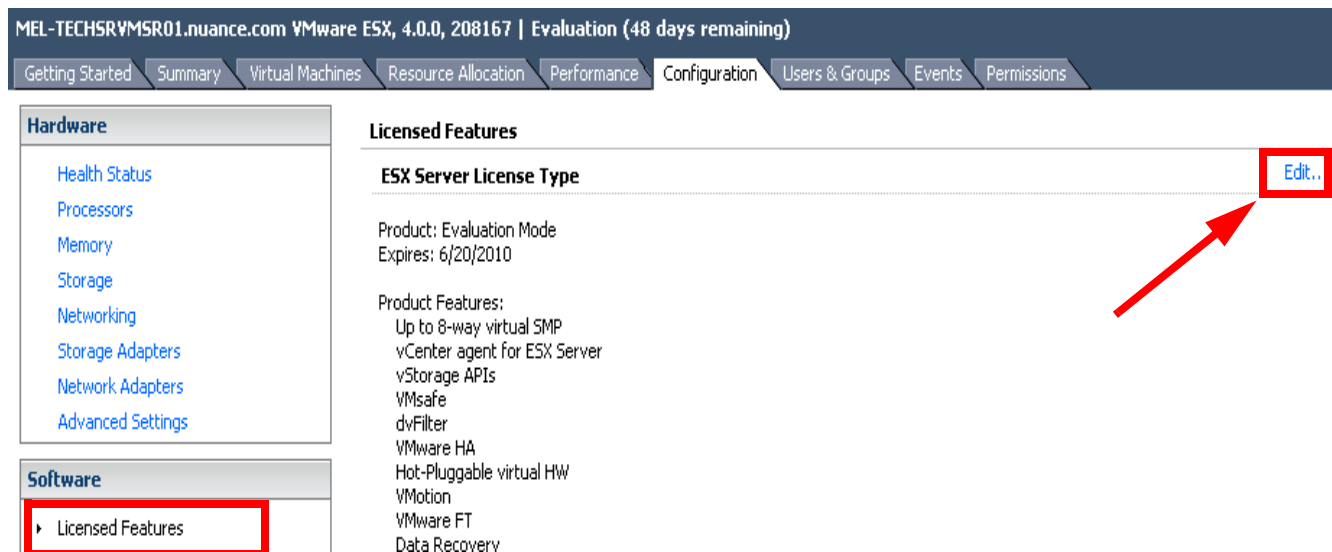


FIGURE 5-134 Configuration Tab Display

- Click **Licensed Features**, and then, click **Edit**, as shown above. The dialog shown in [Figure 5-135](#) will be displayed.

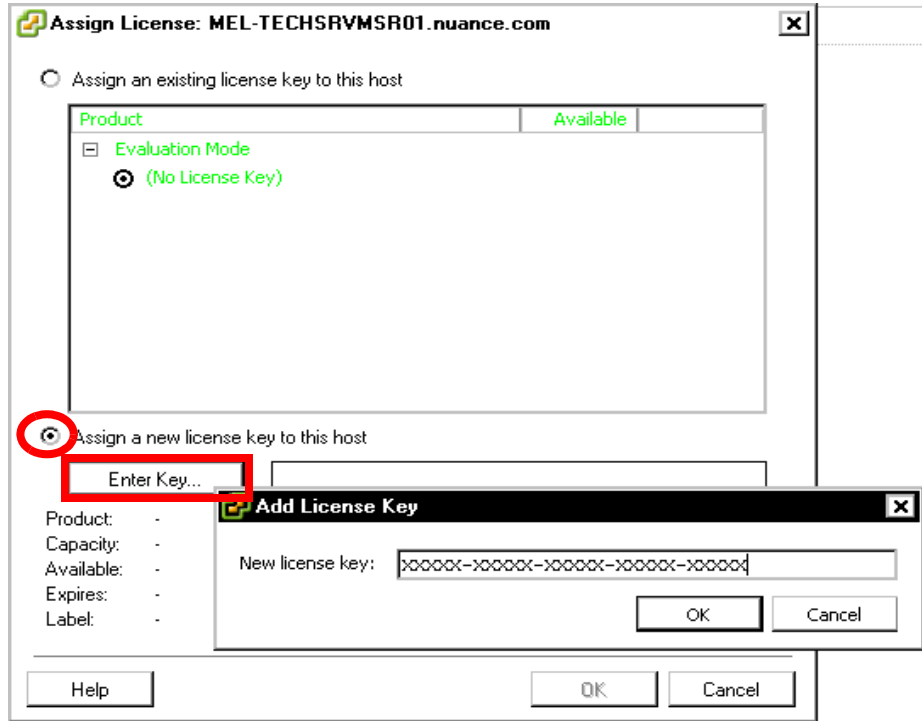


FIGURE 5-135 Assign License Dialog

4. Select the **Assign a new lic.....** radio button, and then, click **Enter Key....**
5. In the **Add License Key** dialog which you see displayed in [Figure 5-135](#), enter the license key which you received from VMware.
6. Click **OK**, and then, click **OK** once again, and [Figure 5-136](#) will be displayed.

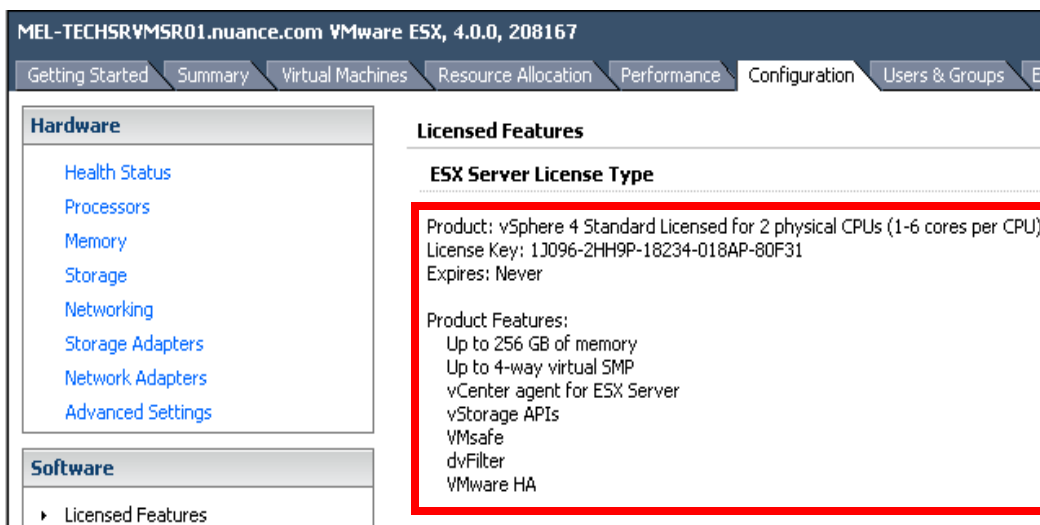


FIGURE 5-136 Licensed Features Dialog

Note, that in contrast to the earlier Licensed Features display ([Figure 5-136](#)), the server is now shown as licensed, and the licensed features are provided.

7. Continue with the procedure [Managing the Virtual REW](#).

Managing the Virtual REW

1. Continuing with the **Configuration** tab, go to the **Software** section and click on **Virtual Machine Startup/Shutdown**.
2. Click **Properties** at the top right of the screen and the dialog shown in [Figure 5-137](#) will be displayed.

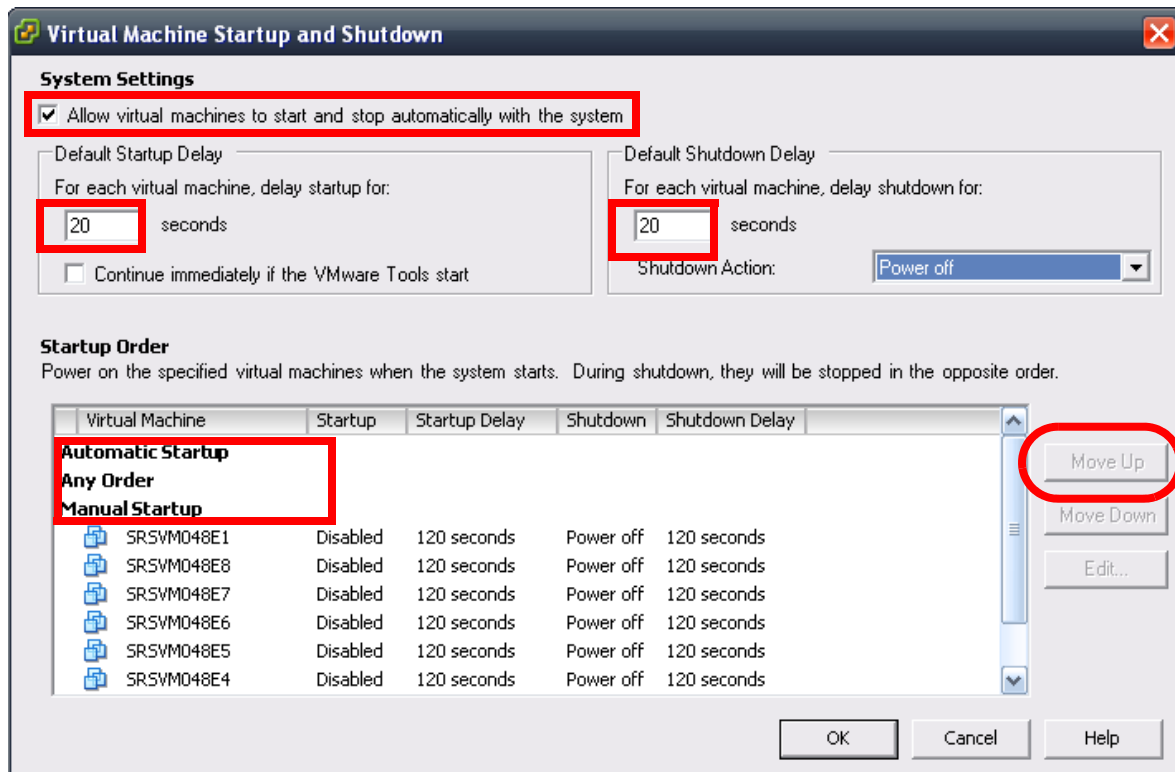


FIGURE 5-137 System Settings for Virtual REW Startup/Shutdown Dialog

3. Ensure that the [Figure 5-137](#) dialog is configured as follows:
 - A check is placed in the **Allow virtual machines to start.....** check box
 - The **Default Startup Delay** and **Default Shutdown Delay** text boxes each reflect a **20 seconds** delay
4. Continuing with the [Figure 5-137](#) dialog, notice in the bottom pane that there are three startup possibilities (**Automatic Startup**, **Any Order**, and **Manual Startup**). Normally, on new systems, all virtual REWs will be shown under **Manual Startup**, as reflected above.
5. **Change** the **Manual Startup** of the machines to **Automatic** by doing the following:
 - Select the first Virtual machine and click **Move Up** until the machine is directly under **Automatic Startup**.

- Repeat **Step 5** for all the remaining virtual REWs.



IMPORTANT

Ensure you scroll down to ensure that no REWs are left under the *Manual Startup* section, as some REWs will remain hidden from view after moving several up to *Automatic Startup*.

- In this 8 virtual machine setup, [Figure 5-138](#) reflects all REWs set for Automatic Startup.

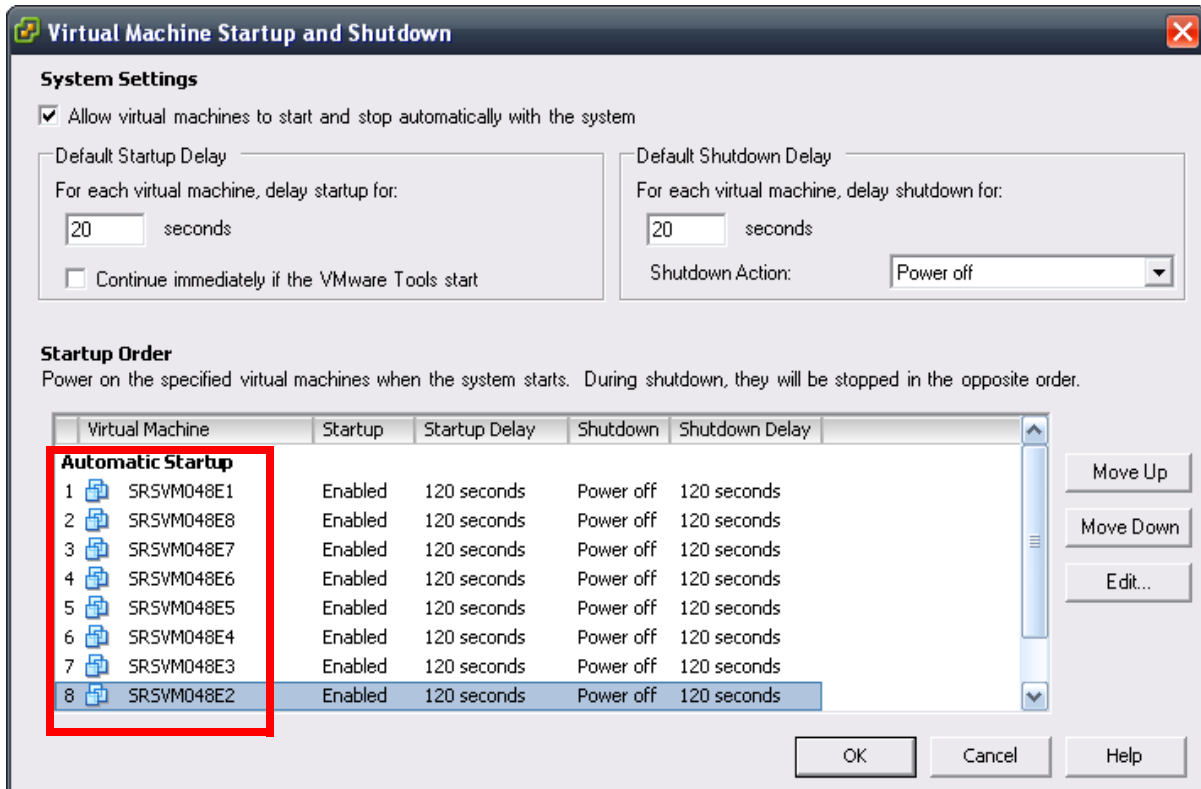


FIGURE 5-138 REWs Set for Automatic Startup Dialog

- Click **OK** and the final **Configuration** screen, reflecting all changes you made, will be as seen in [Figure 5-139](#).

localhost.localdomain VMware ESX Server, 3.0.2, 52542

Summary Virtual Machines Resource Allocation Performance Configuration Users & Groups Events Permissions

Hardware

- Processors
- Memory
- Storage (SCSI, SAN, and NFS)
- Networking
- Storage Adapters
- Network Adapters

Software

- Licensed Features
- DNS and Routing
- Virtual Machine Startup/Shutdown
- Security Profile
- System Resource Allocation
- Advanced Settings

Virtual Machine Startup and Shutdown

Start and Stop Virtual Machines wi... Enabled
 Default Startup Delay 20 seconds
 Default Shutdown Delay 20 seconds

Startup Order

Virtual Machine	Startup	Startup Delay	Shutdown	Shutdown Delay
Automatic Startup				
1 SRSVM048E1	Enabled	20 seconds	Power off	20 seconds
2 SRSVM048E8	Enabled	20 seconds	Power off	20 seconds
3 SRSVM048E7	Enabled	20 seconds	Power off	20 seconds
4 SRSVM048E6	Enabled	20 seconds	Power off	20 seconds
5 SRSVM048E5	Enabled	20 seconds	Power off	20 seconds
6 SRSVM048E4	Enabled	20 seconds	Power off	20 seconds
7 SRSVM048E3	Enabled	20 seconds	Power off	20 seconds
8 SRSVM048E2	Enabled	20 seconds	Power off	20 seconds

FIGURE 5-139 Final Configuration Display

- Continue with the next procedure, [Powering Up the Virtual REWs](#).

Powering Up the Virtual REWs

Assigning IP addresses, accomplishing other network configuration, and configuring the REW registry are the next procedures to be accomplished for newly installed systems.

1. Click the **Virtual Machines** tab to display the dialog shown in [Figure 5-140](#).

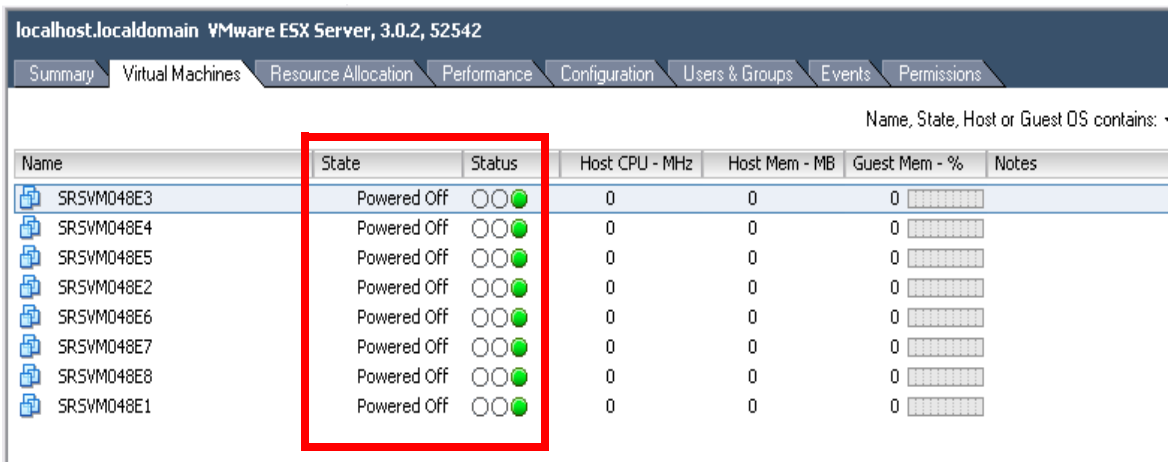


FIGURE 5-140 Virtual Machines Powered Off Dialog

2. Select **ALL** of the virtual REWs, and then, **right-click** anyplace in the selected area and choose **Power On** from the drop-down menu.

The [Figure 5-140](#) dialog will start to change, and in several minutes, you will see a dialog very similar to that shown in [Figure 5-141](#).

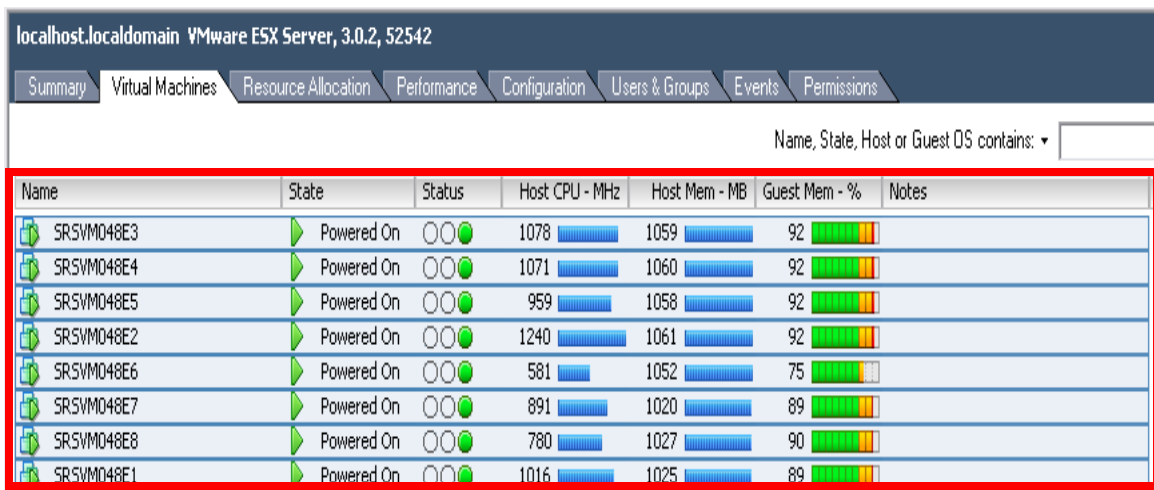


FIGURE 5-141 Virtual Machines Powered On Display

3. Once you verify that all machines have a **State** of **Powered On** continue with the procedure [Configuring the Virtual REWs](#).

Configuring the Virtual REWs

1. Right-click on the first listed machine shown in [Figure 5-141](#) and select **Open Console** from the drop-down menu.
2. When presented with the virtual machine **Windows logon screen**, log on as **Administrator** using the **dictaxxxx password** that you used earlier.
3. When Windows boots, right-click the **My Network Places** icon and select **Properties**.
4. Right-click **Local Area Connection** and select **Properties**.
5. Highlight the **Internet Protocol (TCP/IP)** selection and click the **Properties** button.
6. The dialog shown in [Figure 5-142](#) will be displayed.

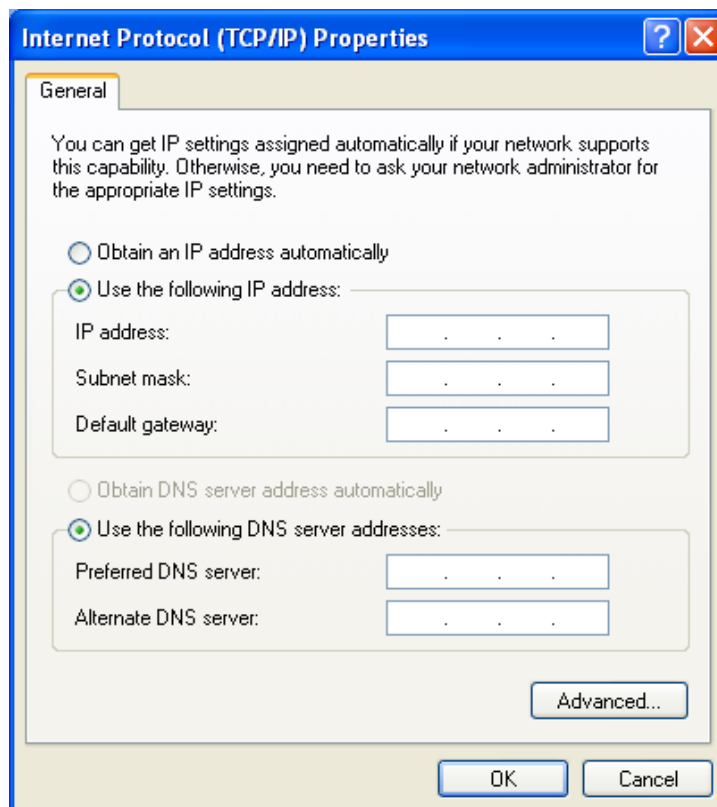


FIGURE 5-142 TCP/IP Properties Dialog

7. Enter the correct static **IP address**, **subnet mask** and **default gateway** in the [Figure 5-142](#) dialog.
8. Close all open Network configuration windows and continue with the procedure [Verify Services Logons \(ALL REWs\)](#).

Verify Services Logons (ALL REWs)

1. Open **Windows Service Manager** and verify the following:
 - Check the **Properties** of the **XSREW_SERVER service** and ensure that the **Log On** tab shows a **This Account:** logon with the **SAME** logon and password as the **EXVoice Management services**.
 - Check the **Properties** of the **Dictaphone EXV Watchdog service** and ensure that the **Log On** tab shows a **This Account:** logon with the **SAME** logon and password as the **EXVoice Management services**.
2. Close all open windows and continue with the procedure [Configure Speech Settings in EXVoice Explorer](#).

Configure Speech Settings in EXVoice Explorer

1. With all REWs powered on, go to the **EXVoice Management** server and start **EXVoice Explorer**, logging on as **sys.admin**.

Server Settings

2. Right-click **Server[server Name]** at the top of the **Current Configuration** pane, and then, select **Modify Server Settings** to display the dialog shown in [Figure 5-143](#).

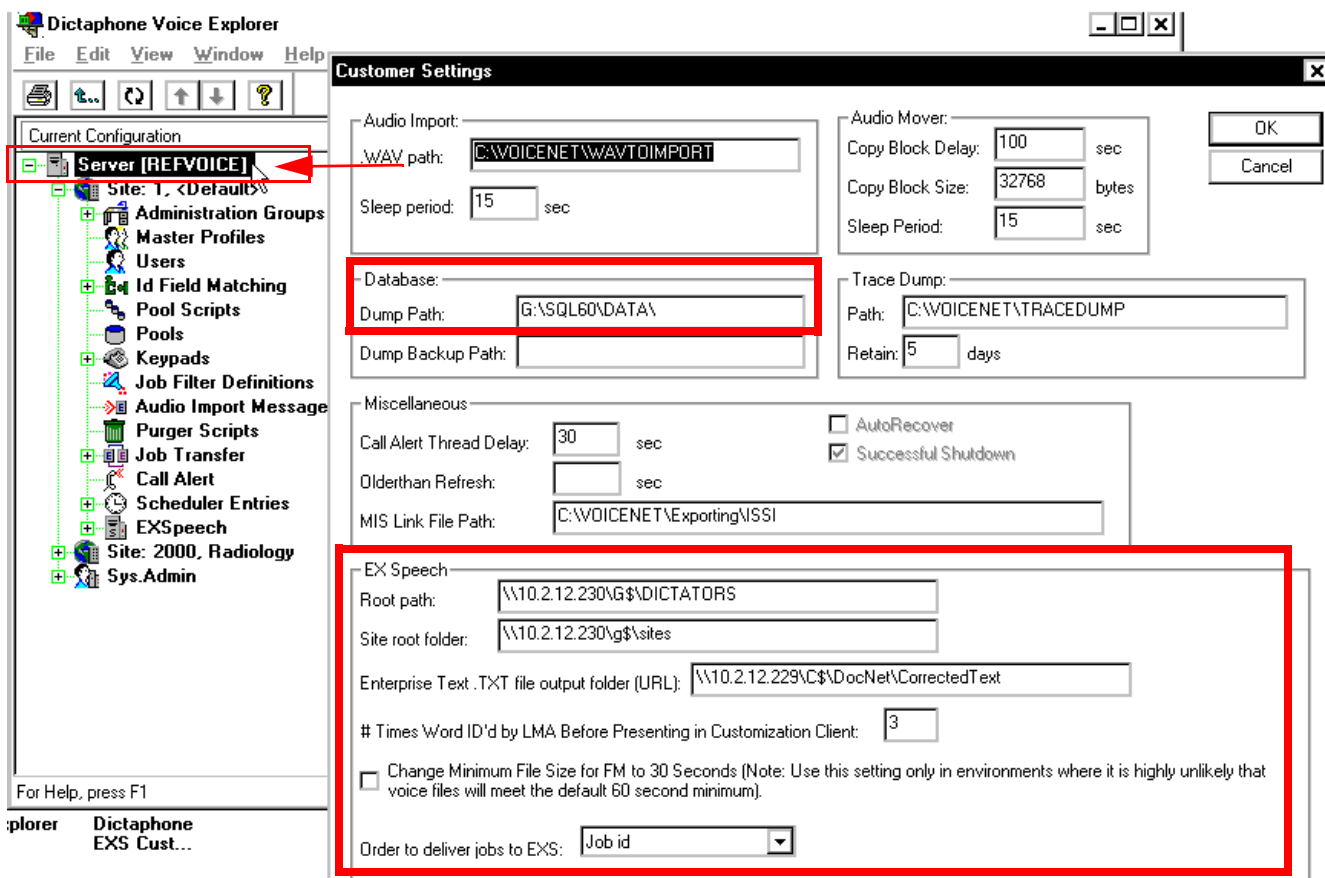


FIGURE 5-143 Voice Explorer Modify Server Settings Dialog

3. Verify the following settings in the [Figure 5-143](#) dialog, making any required changes/folder additions:
 - Dump path - path to the database dump folder - if EXVoice SQL Server is located on a separate server, this path **MUST** be a UNC path as follows, e.g. **\\[SQL Server Name or IP Address]\G\$\SQL60\DATA**
 - Root path - path to the dictators folder - **MUST** be a UNC path as shown, e.g. **\\10.2.12.230\G\$\DICTATORS**

- Site root folder - path to the site info files - must be a UNC path as shown, e.g. **\\10.2.12.230\G\$\Sites**
 - Enterprise Text .TXT file output folder - path to the .TXT files on the EXText server - must be a UNC path as shown, e.g. **\\10.2.12.229\C\$\DocNet\CorrectedText**
 - # Times Word ID'd by LMA..... - default is **3** - **DO NOT CHANGE** - unless instructed to do so by Technical Services
 - Change Minimum File Size..... check box - ensure this is **unchecked** - **DO NOT CHANGE** - unless instructed to do so by Technical or Professional Services
 - Order to deliver jobs to EXS - default is **Job ID** - some customers may prefer to have this set to **Priority + Job ID**
4. With **Server** settings correctly configured, click **OK**, and then, continue with the next step, under [Site Settings](#).

Site Settings



The steps under Site Settings need to be performed for each Site ID using EXSpeech.

5. Right-click a site and select **Modify Site**, as shown in [Figure 5-144](#).

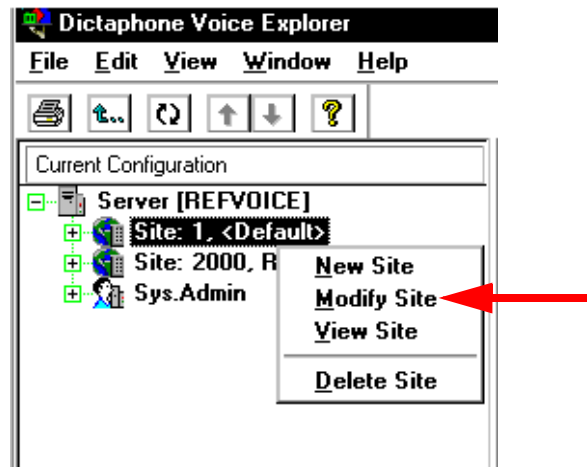


FIGURE 5-144 Modify Site Selection Menu

The dialog shown in [Figure 5-145](#), with the **EXSpeech Settings** tab selected, will be displayed.

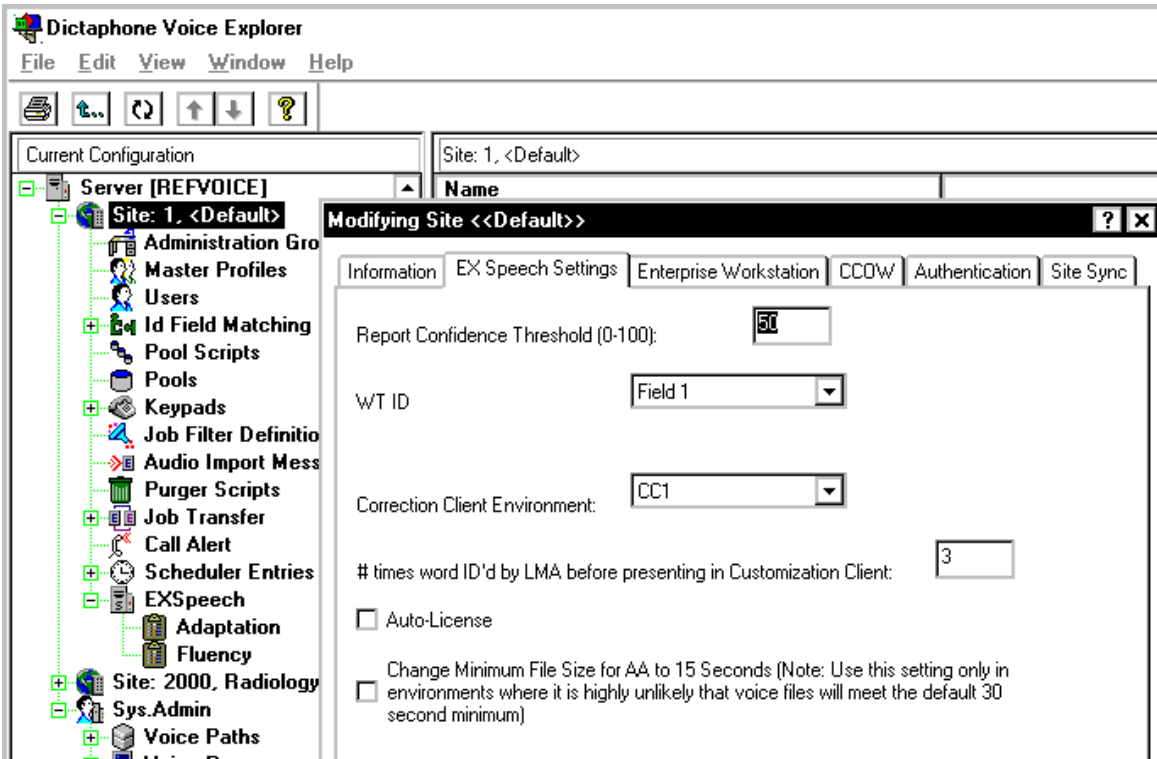


FIGURE 5-145 Site EXSpeech Settings Dialog

6. Verify the following settings in the [Figure 5-145](#) dialog (**EXSpeech Settings tab**), making any required changes:
 - Report Confidence Threshold (0-100) - Default is **50** - **DO NOT CHANGE** unless instructed to do so by Technical Services
 - WT ID - set this to the Field ID number which contains the **WT IDs**
 - Correction Client Environment - set to **CC1**(the only choice)
 - # Times Word ID'd by LMA..... - default is **3** - **DO NOT CHANGE** - unless instructed to do so by Technical Services
 - Auto-License check box - default is **unchecked** - can be checked if customer wishes dictators to be licensed automatically when they become evaluated as Draft Dictators
 - Change Minimum File Size for AA..... check box - default is **unchecked** - should only be changed if instructed to do so by Technical or Professional Services
7. With **Site** settings correctly configured, click **OK**, and then, continue with the next step, under [EXS Administration Settings](#).

EXS Administration Settings



The steps under Site Settings need to be performed for each Site ID and REW using EXSpeech.

8. Expand the **Sys.Admin** tree and then, expand the **EXS Administration** tree, as shown in [Figure 5-146](#).

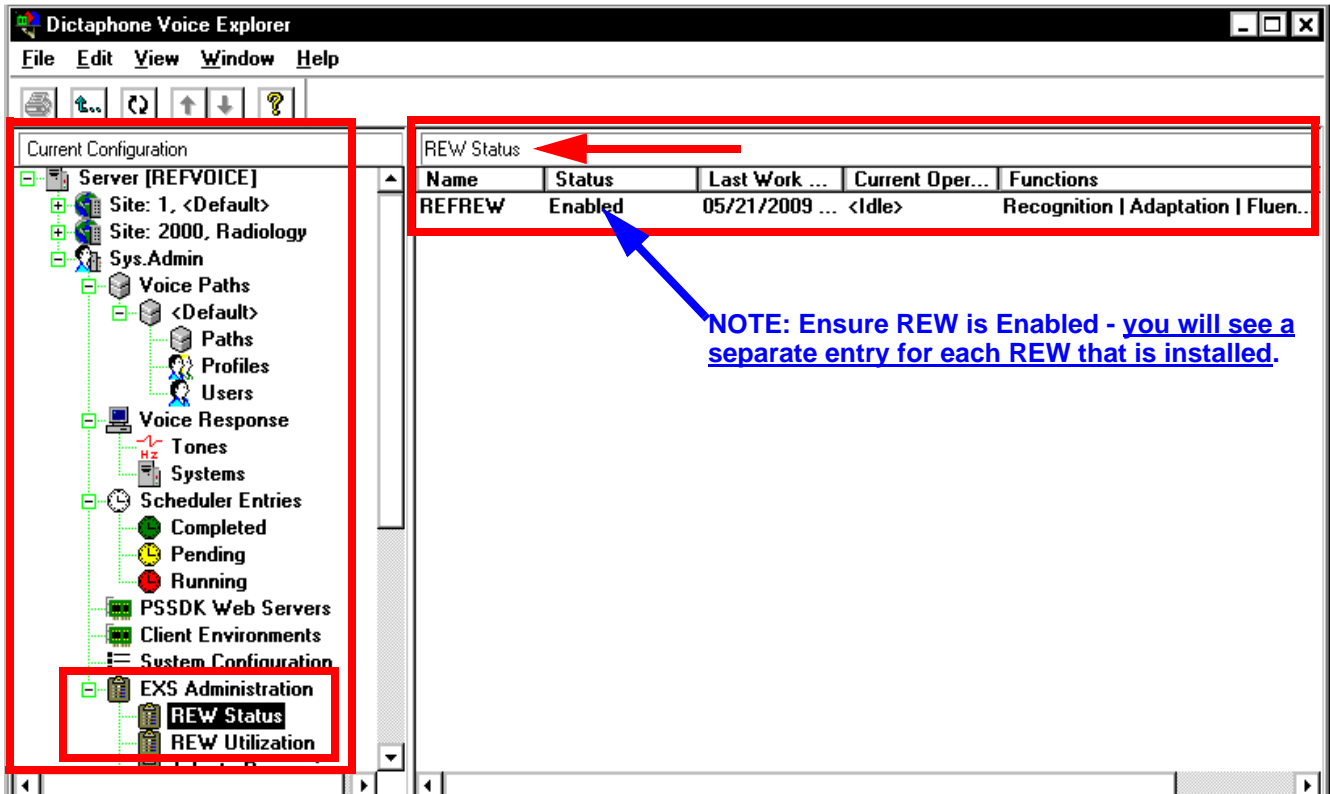


FIGURE 5-146 EXS Administration Settings Dialog

9. With EXVoice Explorer open, as shown in [Figure 5-146](#), and **REW Status** selected, ensure that **all** installed REWs are **Enabled**. If not enabled you will correct in the next step.
10. Next, in the **REW Status** pane (right pane) right-click an REW and select **Properties**.

The dialog shown in [Figure 5-147](#) will be displayed.

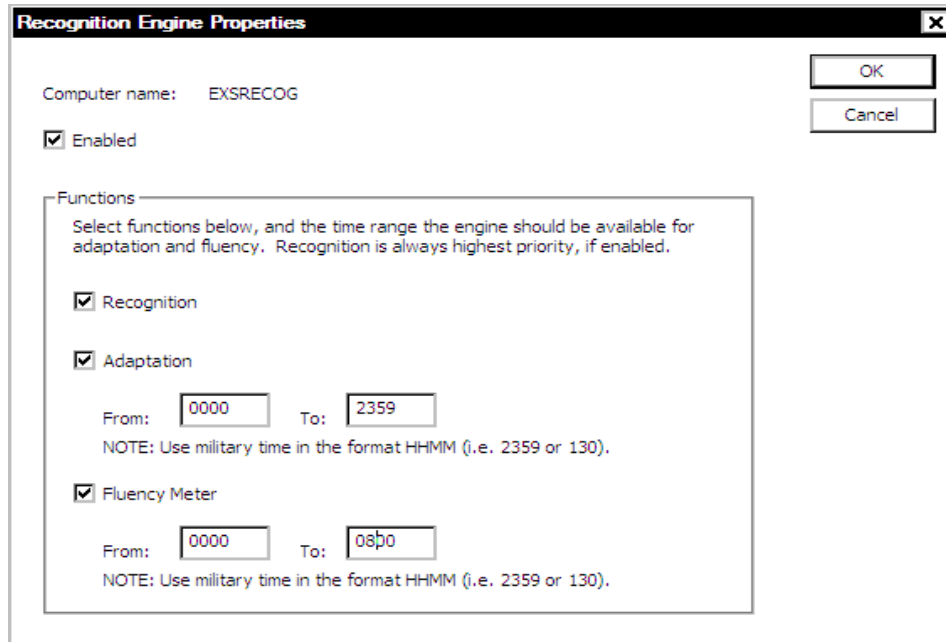


FIGURE 5-147 REW Properties Dialog

11. Take note of these areas of the [Figure 5-147](#) dialog:
 - REW **Enabled** check box is checked.
 - REW is set for continuous **Recognition** - this is the default setting
 - REW is set for continuous Adaptation - default setting is unchecked
 - REW is set for Fluency Meter for 8 hours each 24 hour period - default setting is unchecked



The settings you see in [Figure 5-147](#) are example settings only; the criteria you should use for determining the settings on the system you are configuring is shown in [Table 5-5](#), below, which contains an 8 REW configuration.

12. Configure any virtual REWs in accordance with the information provided in [Table 5-5](#), and note that this configuration is as shown in [Figure 5-147](#).
13. Configure all **OTHER** customer owned REWs (virtual or otherwise) in accordance with the information provided in [Table 5-5](#).

TABLE 5-5 REW Configuration - 8 Virtual REWs Online Example

Type of Installation	Modify Cluster Configured as Follows Until 90% of speech volume re-adapted	Modify Cluster Configured as Follows After 90% of speech volume re-adapted
Existing system upgrade to Ver. 8.1 with NO additional Speech ramping and loaner REW Server is installed, or	4 Virtual REWs set to Continuous Adaptation (0000-2359) +Fluency Meter check box unchecked	Loaner REW server removed (in coordination with Professional Services)
Existing system upgrade to Ver. 8.1 with scheduled additional Speech ramping and loaner REW Server is installed	4 Virtual REWs set to Continuous Adaptation (0000-2359) + Continuous Fluency Meter (0000-2359) All customer owned REWs (new and existing set to Recognition ONLY) Adaptation and Fluency Meter check boxes unchecked	All customer owned REWs set as follows: Recognition -check box checked Adaptation and Fluency Meter check boxes - checked - (0000-0800)
New Version 8.1 installation with NO loaner REW server, or	All customer owned REWs set as follows: Recognition - check box checked Adaptation and Fluency Meter check boxes checked - (0000-0800)	
Existing Ver. 8.1 customer who is adding speech volume with NO loaner REW server	EXAMPLE: Customer has 8 REWs (virtual and logical combined) - configuration of each is as follows: Recognition - check box checked Adaptation and Fluency Meter check boxes checked (0000-0800)	

14. Once all REWs have been configured, close **EXSpeech Explorer** and return to the **Virtual Infrastructure Client** view on the **EXS Management** server.
15. With **ALL the virtual REWs showing a state of Powered On**, continue with the next procedure, [Configure EXVoice Service Controller](#).

Configure EXVoice Service Controller

1. On the **EXVoice Management** server, with all REWs powered on, start the EXVoice **Service Controller**.
2. From the menu, select **Utility | EXS | REWs and Service Control**.

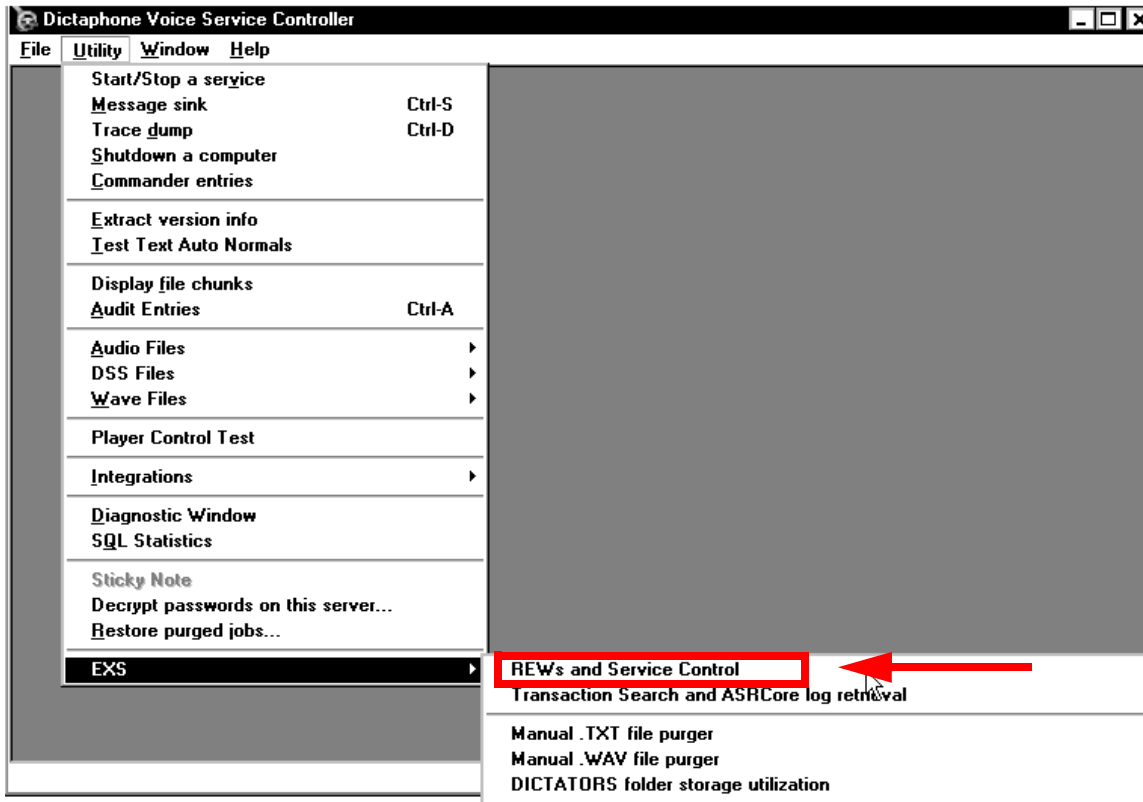


FIGURE 5-148 Initial Service Controller Dialog

3. From the menu, select **Utility | EXS | REWs and Service Control**, as shown in [Figure 5-148](#).

The dialog shown in [Figure 5-149](#) will be displayed.

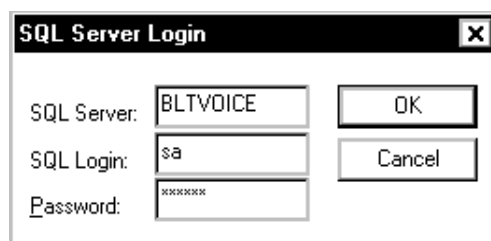


FIGURE 5-149 SQL Server Login Dialog

4. Enter the appropriate SQL Server login data, and then, click **OK** to display the [Figure 5-150](#) dialog.

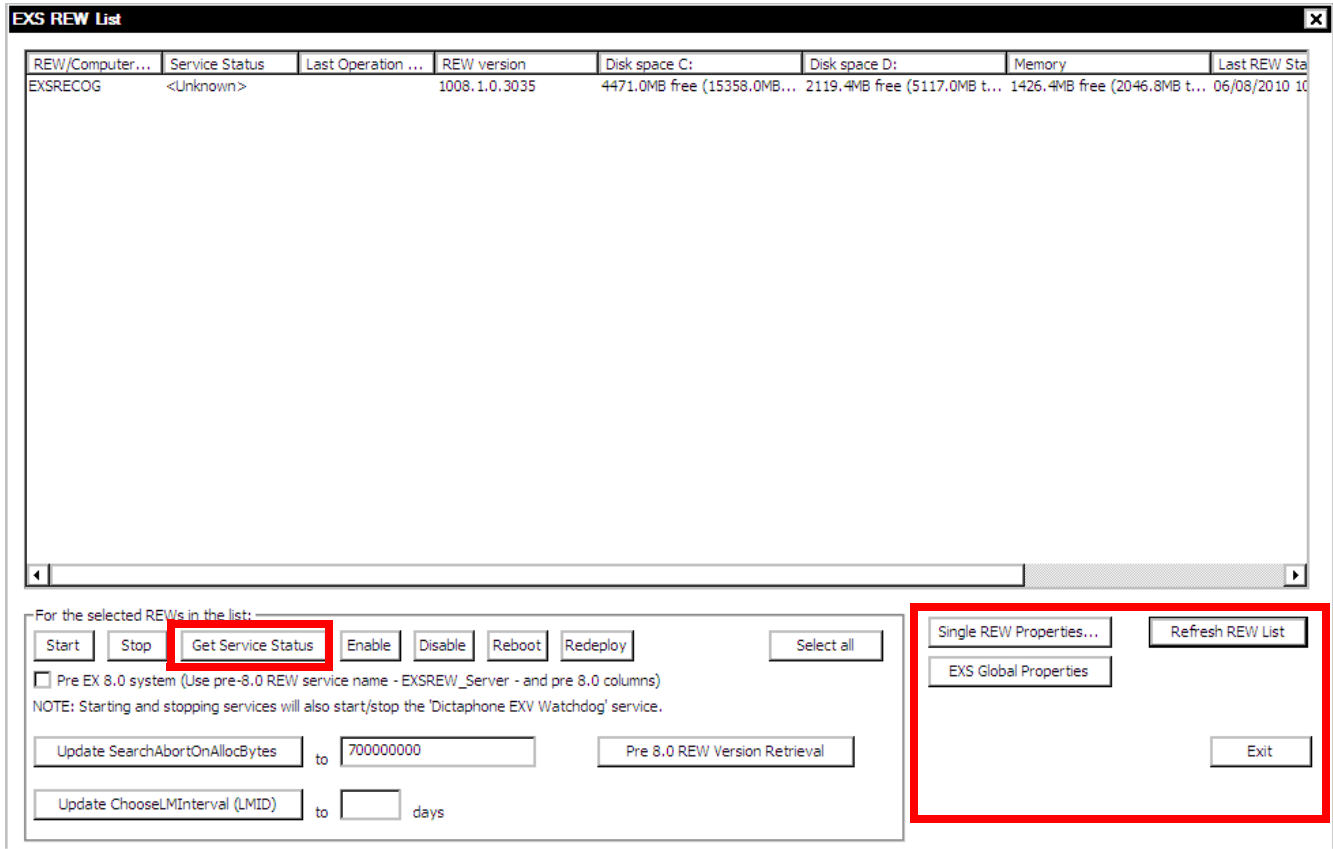


FIGURE 5-150 EXS REW List Dialog

5. Select a listed REW server, and then, click the **Get Service Status** button and ensure *Running* is displayed in the **Service Status** column.
6. Next, click the **Single REW Properties** button, and the dialog shown in [Figure 5-151](#) will be displayed for the server you have selected.

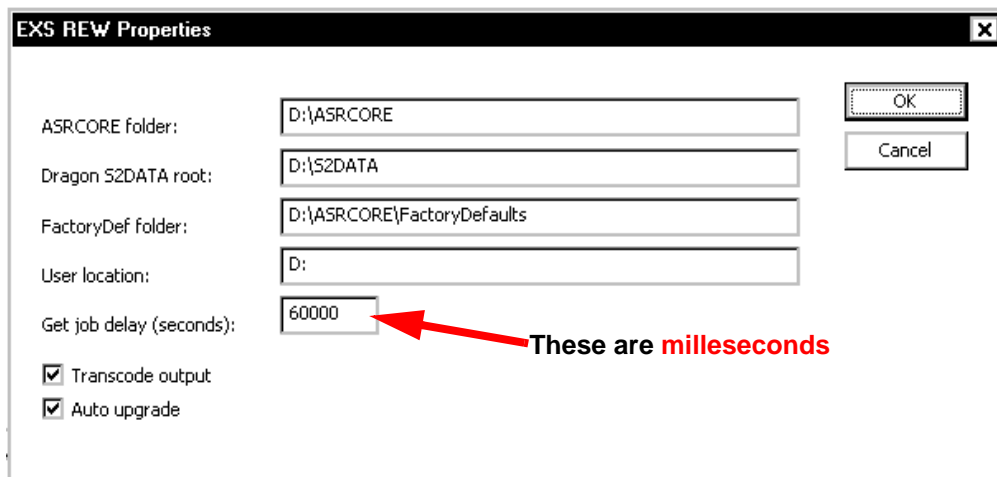


FIGURE 5-151 EXS REW Properties Dialog

7. Verify that the properties displayed in [Figure 5-151](#) , which were populated during the REW installation, are correct, as follows:
 - All paths have been entered correctly
 - The **Get job delay (milleseconds)**: contains a **60000 msec delay**
 - The **Transcode output** check box is **checked**
 - The **Auto upgrade** check box is **checked**)
8. Once the [Figure 5-151](#) properties are verified, click **OK** to return to the EXS REW list dialog ([Figure 5-150](#)).
9. Click the **EXS Global Properties** button to display the dialog shown in [Figure 5-152](#).

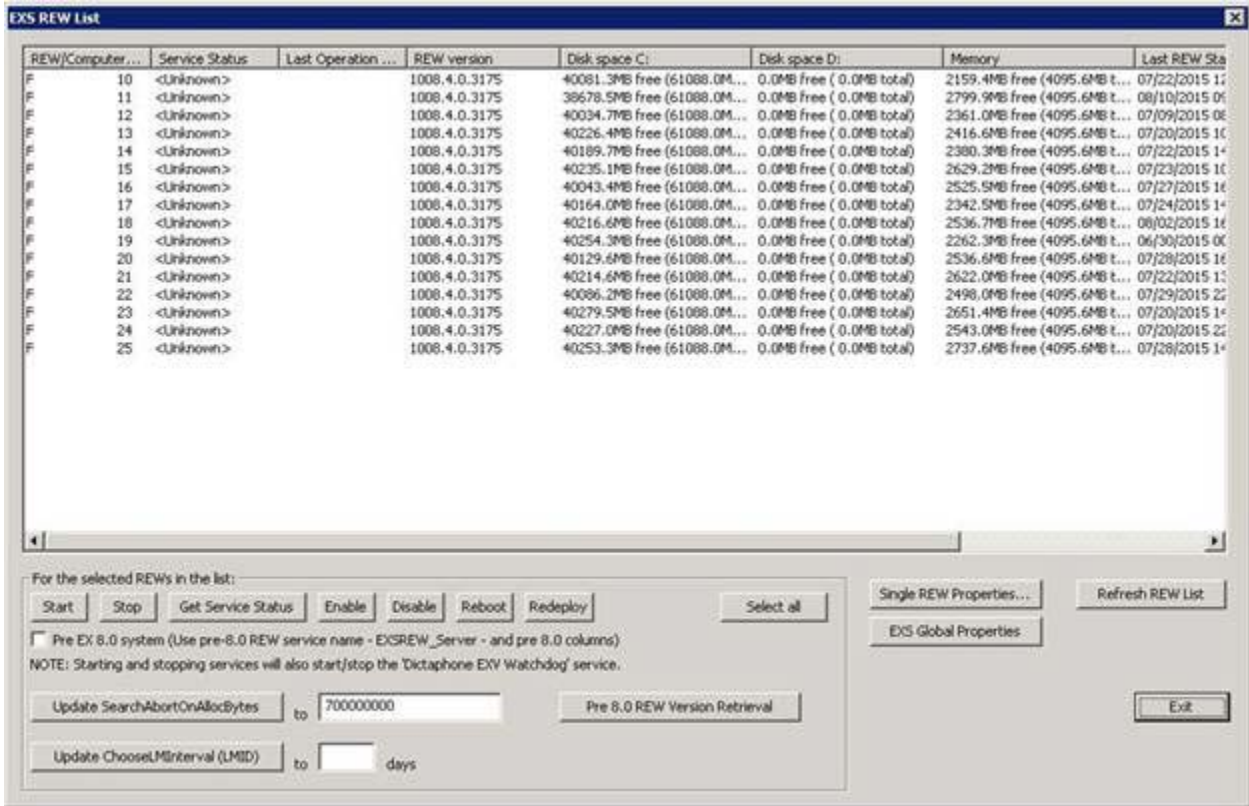
FIGURE 5-152 EXS REW Global Properties

The values shown in the [Figure 5-152](#) dialog are the default values which are input during installation of each REW, and there is no need to change them.

The Customization per site..... check box is **ONLY** checked when the customer wishes to have **Customization Client settings per each site**. This customization is normally associated with an iChart installation.

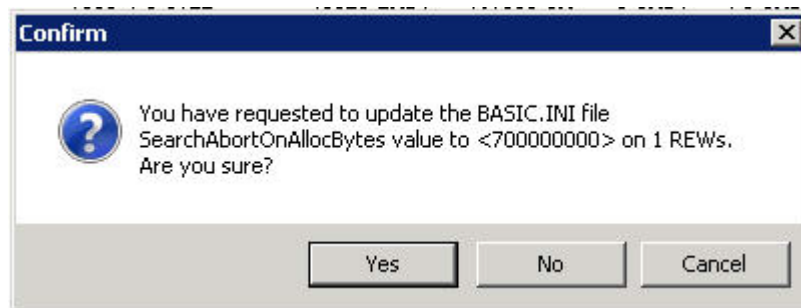
10. Once the [Figure 5-152](#) properties are verified, click **OK** to return to the EXS REW list dialog ([Figure 5-150](#)).
11. Ensure that you complete **Steps 5 through 10** for **EACH REW server listed**, and then, click **Exit** to return to the EXV Service Controller dialog ([Figure 5-148](#)).
12. Open the Service Controller.

13. From **Utility >EXS > REWS**, select **Service Control**.
14. Log in using the EXV server name, sa account and password.
The EXS Rew list displays.



15. Click **Select all** to highlight all the REWs.
16. Change the Update SearchAbortOnAllocBytes value to **1000000000**.
17. Click **Update SearchAbortOnAllocBytes**.

The Confirm dialog displays.



18. Click **Yes**. For each REW you selected, a notation for each displays similar to the following:



19. Click **Exit** to close application window.

20. Close the EXV Service Controller and continue with the next procedure, [License Burning for EWS/EXVoice/EXSpeech](#)
21. Close all open windows and select **Start | Shutdown** for this virtual machine.



Once all REWs (virtual and physical) are configured, the VMWare ESX Server will also be shut down, and then, that server and all (virtual and physical) REWs restarted, to ensure correct startup functionality.

- Once these procedures have been completed for ALL REWs, continue with the procedure [Reboot the VMware ESX Server](#).

Reboot the VMware ESX Server

1. With **all virtual REWs configured and shut down**, right-click **localhost.localdomain** and select **Reboot**.
2. The dialog shown in [Figure 5-153](#) will be displayed.

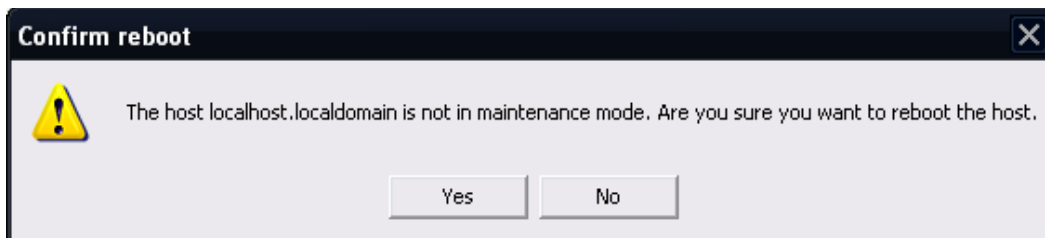


FIGURE 5-153 Confirm VMware Server Reboot

3. Click **Yes**, and the dialog shown in will be displayed.

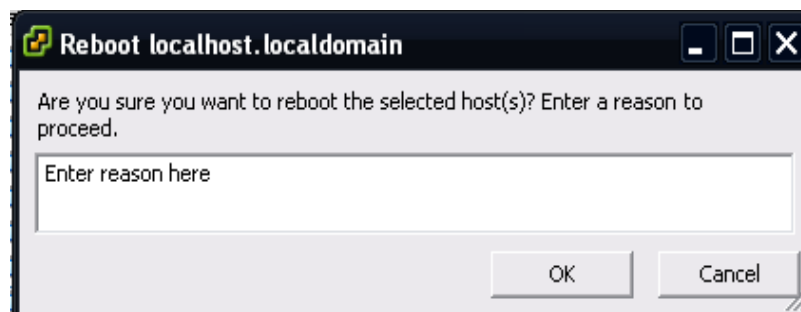


FIGURE 5-154 Enter Reason for Reboot Dialog

4. Click **OK** when the [Figure 5-154](#) dialog displays, and shortly, you may see the [Figure 5-155](#) dialog.



FIGURE 5-155 Unknown Connection Error Dialog

5. Click **OK**, and wait for the [Figure 5-156](#) dialog to appear.

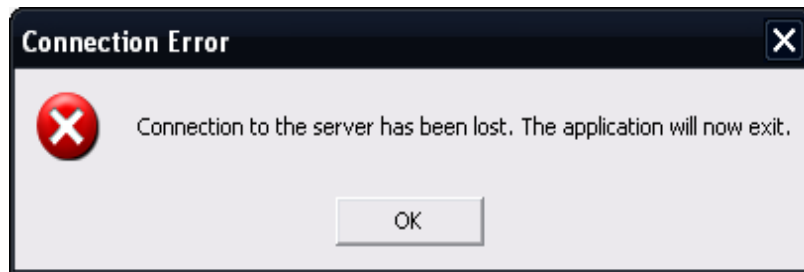


FIGURE 5-156 Connection Lost Dialog

6. Click **OK**.
7. Wait several minutes to allow time for the VMware ESX server to reboot, and then continue with the procedure [Restart Virtual Infrastructure Client](#).

Restart Virtual Infrastructure Client

1. On the EXS Management server, run the **Virtual Infrastructure Client** to reconnect to the VMware ESX server.
2. Once connected, log on as root/dictaxxxx.
3. When the client window is displayed, click the **Virtual Machines** tab.
4. Select **ALL** virtual REWs, right-click anywhere in the selected area and choose **Power On** from the drop-down menu.
5. Leave it displayed until **ALL the virtual REWs show a state of Powered On**.
6. Once all the virtual REWs show a state of **Powered On**, do the following:
 - a. Right-click **one** of the virtual REWs and select **Console View** from the drop-down menu.
 - b. Log on as **Administrator/dictaxxxx**, or any user with administrative rights.
 - c. Open the **Windows Service Manager** and verify that:
 1. **EXSREW_SERVER** service is Started
 2. **Dictaphone EXV Watchdog** service is Started

- d. Once you verify that the two services **started correctly**, **STOP** these services and close **Windows Service Manager**.
- e. Select **Start | Shutdown** to shut down and power off the virtual REW that you just checked.
- f. Close the virtual REW window for the machine you just checked.

When you return to the **Virtual Machines** tab view, you will notice that the virtual REW you just checked is now **Powered Off**, as reflected in [Figure 5-157](#).

Name	State	Status	Host CPU - MHz	Host Mem - MB	Guest Mem - %
SRSVM048E3	Powered On	○○●	25	1021	91
SRSVM048E4	Powered On	○○●	22	1015	92
SRSVM048E5	Powered On	○○●	23	1016	89
SRSVM048E2	Powered On	○○●	41	1017	89
SRSVM048E6	Powered On	○○●	47	1017	57
SRSVM048E7	Powered On	○○●	23	1016	89
SRSVM048E8	Powered On	○○●	47	990	91
SRSVM048E1	Powered Off	○○○	0	0	0

FIGURE 5-157 Virtual Machines Tab After Checking First REW

7. Repeat **Step 6**, above, for **ALL** remaining **Powered On** virtual REWs.
8. Once Steps 6 and 7 are complete for all virtual REWs, select **ALL** virtual REWs, right-click anywhere in the selected area and choose **Power On** from the drop-down menu.
9. Leave [Figure 5-157](#) displayed until **ALL** the virtual REWs show a state of **Powered On**.
10. Once all the virtual REWs show a state of **Powered On**, review the information provided in [Virtual REW Functionality Checks](#).

Virtual REW Functionality Checks



The procedures for ensuring that a virtual REW is working correctly are no different than those specified for a logical PC REW server.

Each virtual REW must be tested to ensure that it properly recognizes an EXSpeech job. This test will require that **ALL REWs, except** the one being tested, have the **Dictaphone Watchdog and EXS REW services STOPPED**.

The functionality testing of the virtual REWs will be accomplished as a part of the procedure [EXSpeech Post-Installation Functionality Check for EXVoice Build 8 Systems](#). Prior to this occurring, it is first necessary to ensure that the EXVoice and EXText servers are functioning correctly.

Continue with the final EXVoice procedure, [EXVoice - Post-Installation Functionality Check](#).



This is the end of the Build 81.0.3065 installation procedure.

EXText Server/Router New Installation

Whether you are installing Version 8.1.156.2 as a new installation, or you are upgrading existing EXText software, the requirements outlined below must be met.



IMPORTANT

If Word 2007 is being used at this site it is necessary to install EX Editor on either the EXText Server or EXText Router. If the Router is installed as a separate server, this is the preferred server on which to install EX Editor; otherwise, install EX Editor on the EXText Data server.



IMPORTANT

REX and Reports Module are NOT supported in Enterprise Speech Version 8.1.

Table of Contents

EXText Server/Router New Installation	5-123
Table of Contents	5-123
Installation Road Map	5-124
Verify Requirements	5-125
Pre-Installation Windows Server 2008 Configuration	5-125
Checking for the Existence of Database Triggers	5-126
Update the EXVoice Server	5-127
SQL Server 2008 Configuration	5-128
EXText Server/Router - New Installation	5-130
Word 2007 Installation	5-130
Remove Any Existing Version of Word	5-130
Install Word 2007	5-131
Install EX Editor on the EXText Server	5-136
Configure Microsoft Word 2007	5-137
Configure Word 2007 Line and Paragraph Spacing	5-147
Finalize Word 2007 Configuration	5-148
Adjust Error Reporting Configuration	5-148
Install EXText Version 8.1 Software	5-150
Apply EXText Server Patch	5-156
Install EX Editor on the EX Text Server	5-158
Configure Router for Faxing	5-159
Installing the Print Driver for Faxing	5-159
Adding the Fax Printer	5-160
Configure EXText Settings	5-162
Install EXText Router	5-165
Install EXText Tools	5-169
Router Configuration	5-170
Install EX Editor on the Router	5-173
Install/Configure Watchdog on the EXText Server/Router	5-173
Update Gateway Server	5-179

Windows 2003 SP1 Requirement 5-181

Client Workstation New Installation 5-183

 Install Correction Client 5-188

 Install EX Editor 8.1.0.5 on Client Workstation. 5-189

 Verify .NET Framework Version 5-190

 Install .NET Framework 3.5 SP1 5-192

 Download and Install .NET Framework Family Update Files. 5-194

 Install EX Editor Software 5-199

Test EX Editor. 5-205

Installation Road Map

TABLE 5-6 Installation Road Map for EXText 8.1 New Installation

Server Type	Software to be Installed/Procedure to be Followed	Page in Manual
EXText	Verify Requirements	page 5-125
	Pre-Installation Windows Server 2008 Configuration	page 5-125
	Checking for the Existence of Database Triggers	page 5-126
	Update the EXVoice Server	page 5-127
	SQL Server 2008 Configuration	page 5-128
	EXText Server/Router - New Installation	page 5-130
	Word 2007 Installation	page 5-130
	Install EXText Version 8.1 Software	page 5-150
	Install EX Editor on the EX Text Server (if Text server is also router)	page 5-136
	Configure Router for Faxing (if Text server is also router)	page 5-159
	Configure EXText Settings	page 5-162
	Install EXText Router	page 5-165
	Windows 2003 SP1 Requirement	page 5-181
	Client Workstation New Installation	page 5-183
	Install Correction Client	page 5-188
	Install EX Editor 8.1.0.5 on Client Workstation	page 5-189
	Test EX Editor	page 5-205

Verify Requirements

**CAUTION**

The Microsoft Office Live Workspace add-in, and all Office Live Updates, are NOT supported in EXText.

- You must verify that the minimum hardware requirements are met. Refer to the [Hardware and Software](#) section, [page 3-7](#).
- You must obtain the software required for the Version 8.1 installation, as follows:
 - ◆ Part Number - **1000063-111** EXText Software ONLY
 - ◆ If **RightFax Version 9.4** is being used on this EXText system, download the file **RF_9.4_Updater.exe** from the EXText software download section of the Service portal and store the file in a convenient hard drive location on the EXText server where the router is installed.

**IMPORTANT**

RightFax 9.3 is NOT compatible with the Windows 2008 operating system or SQL Server 2008.

- You must verify that any third-party software is loaded on the proper drives and configured correctly.
 - ◆ Microsoft Word 2003 or 2007 are the ONLY versions of Word that can be used with Version 8.1 of EXText, and must be configured as a Custom installation with certain options enabled or disabled, as specified below.

**IMPORTANT**

*Microsoft Word 2003/2007 requires a filter that is installed during both the EXText Server new installation or an upgrade when the installation/upgrade application detects that it exists on the server. The Microsoft Word 2003/2007 software must be installed **prior** to installing the EXText Build 8.1 software.*

Pre-Installation Windows Server 2008 Configuration

If you are installing EXText in a Windows Server 2008 system, you must ensure that the following system configurations are in place **BEFORE** beginning the installation:

- **Network Discovery and File Sharing** must be enabled to allow browsing for enabling the user account used by the DocNet services.
- The **Computer Browser** service must be running; following installation completion this can be turned off.

- The **Password must meet complexity requirements** local security policy must be disabled, to support the creation of the dictaphoneDN SQL user, which user is created without a password.
-

Checking for the Existence of Database Triggers

If you are migrating an existing system it is imperative that you STOP here and go to the procedure [Determine the Existence of iChart Billing Database](#), beginning on [page 6-19](#).



DO NOT PROCEED until you clearly understand the dangers of triggers that may exist in the current database and have taken appropriate action to remove them as specified in the procedure referenced above.

Update the EXVoice Server

To be compatible with EXText Version 8.1 software, the EXVoice system should be at Version 81.0.3065 or later. This is very important for correct system functioning, especially when using Speech Recognition. You should upgrade the Enterprise Express systems in the following order:

1. EXVoice/Speech
2. EXText

SQL Server 2008 Configuration

When loading SQL Server 2008, there are some additional configuration changes you must make because the installation defaults *may not* be optimal for the EXText system. You must perform the following steps to check the current configuration and make adjustments as necessary *prior to performing a new installation or an upgrade*.



If the SQL configuration is not correct, the system can experience intermittent Dr. Watson errors due to the SQL application not releasing memory. In addition, starting the SQL program without the proper credentials can cause errors in the DocNeT Server application.

You must verify that both the MSSQL Server and SQL Server Agent services are running and are started and set to **Automatic** so that they automatically start after a reboot of the machine.

1. Log on to Windows as an Administrator or as a domain user who has local administrative rights.
2. Select **Start | Programs | Microsoft SQL Server 2005 | SQL Server Management Studio**, and login as a user with Administrative privileges.
3. Right-click **SQL Server Agent** and select properties to display the dialog shown in [Figure 5-158](#).

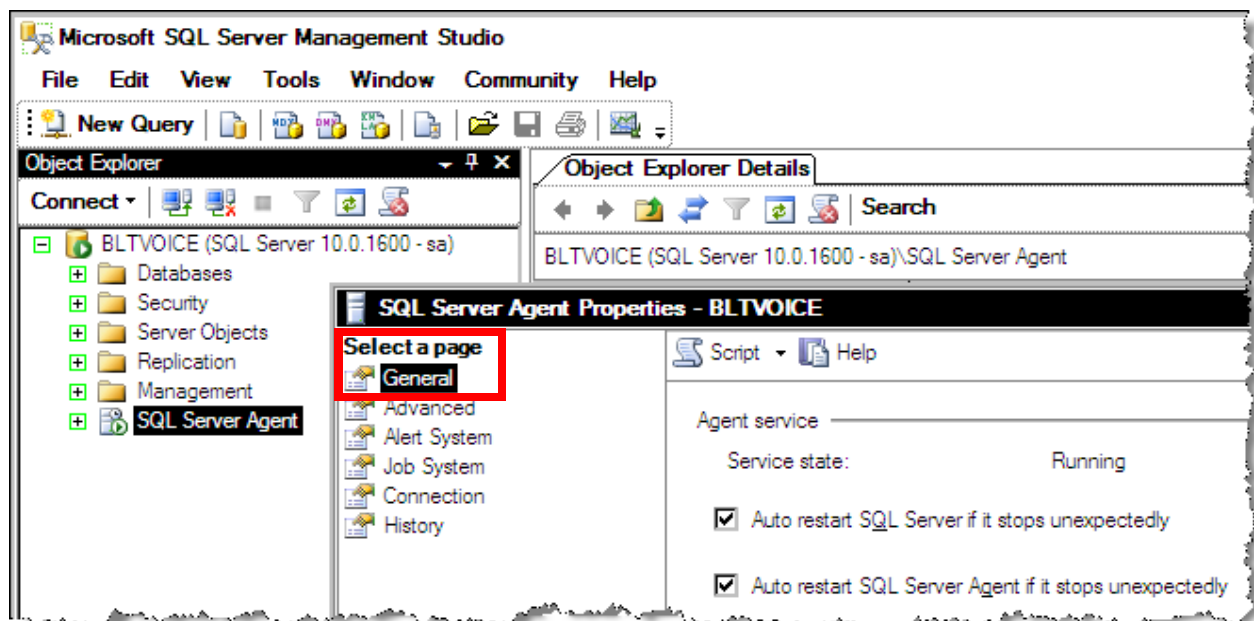


FIGURE 5-158 SQL Server Agent Properties

4. On the **General** page, ensure that **SQL Server** and **SQL Server Agent** are running and that the **Auto restart.....** check boxes are selected for **SQL Server** and **SQL Server Agent**.

5. As shown in [Figure 5-159](#), right-click the server name and select **Properties**.

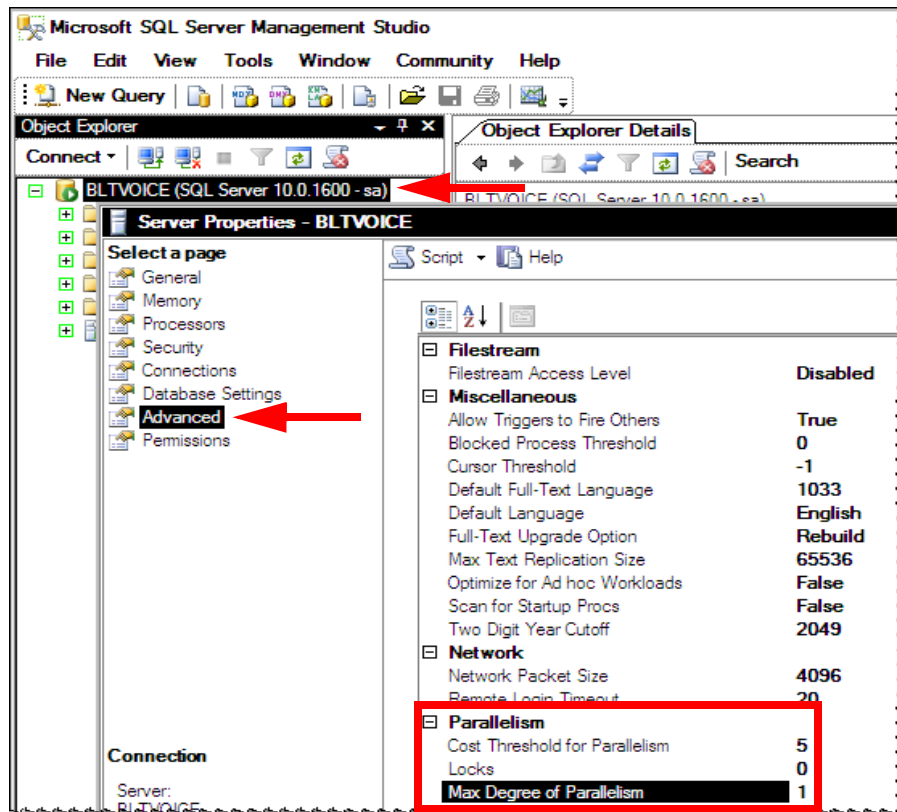


FIGURE 5-159 SQL Server Advanced Properties Dialog

6. Click the **Advanced** tab, and then, double-click the **Max Degree of Parallelism** entry which is highlighted in [Figure 5-159](#).
7. Ensure that the Max Degree of Parallelism entry is set to **1**. After setting the value to **1**, click **OK**.
8. Next, select the **Memory** page to adjust memory available for SQL operations.
9. Adjust the **Maximum server memory (in MB)**: selection to reflect the maximum memory to be allocated for SQL operations. Normal setting for this in the Enterprise Express environment is **512MB**. The amount allocated should **NEVER** exceed 50% of the installed RAM.
10. Click **OK**, and then, close **SQL Server Management Studio**.
11. **STOP** and **RESTART** the SQL Server and SQL Server Agent services, ensuring that both services start correctly.
12. Continue with the next procedure, [EXText Server/Router New Installation](#).

EXText Server/Router - New Installation

Use this section if you are performing a new (or disaster recovery) installation of EXText Version 8.1.156.2 software on an EXText Server that is not running EXText software.

You need the following for a new installation:

- Name or address of server on which the EXText Server software is to be installed
- Network protocol used to connect to the EXText Server



If you are performing an upgrade on any Version 6.xxx system, do not use this procedure. You must use the procedure [Upgrading EXText Server to Version 8.1](#), beginning on [page 6-99](#), in the [System Upgrades - VER. 8.1](#) section of this manual.

Word 2007 Installation



Word 2003 is also compatible with Version 8.1 of EXText. If you need to upgrade Word to 2003 as a part of this installation, the procedures to follow can be found in the EXText Installation section of Service Manual 889560.

Remove Any Existing Version of Word

All Version 8.1 EXText installations require the installation of **Word 2003/2007 BEFORE** commencing the installation of the EXText software. If an older version of Microsoft Word is currently on the EXText server, it **MUST BE UNINSTALLED** prior to the installation of Microsoft Word 2007. (See note above if you are installing Word 2003)

The procedure for uninstalling any previous version of Word is as follows:

1. Select **Start | Settings | Control Panel**, and then, double-click the **Add/Remove Programs** applet.

The dialog shown in [Figure 5-160](#) will be displayed.

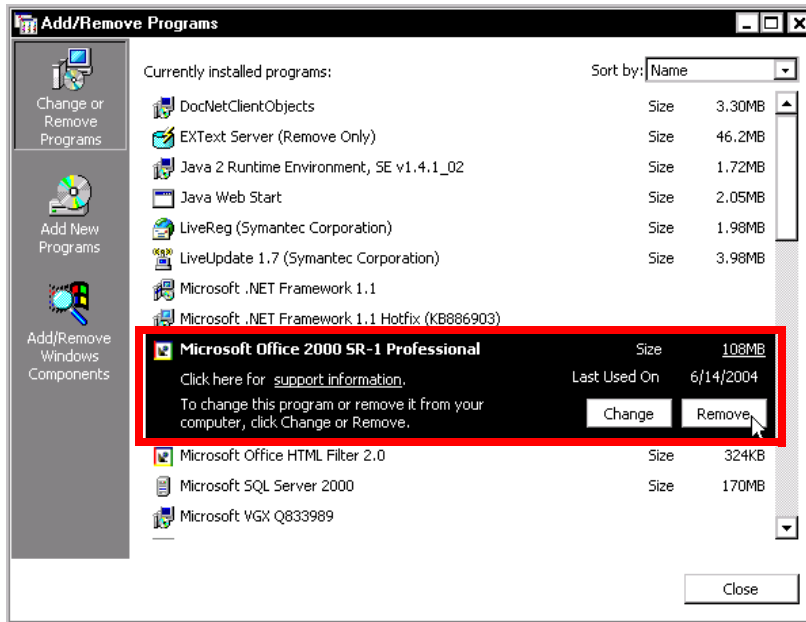


FIGURE 5-160 Add/Remove Programs Dialog

2. Select the appropriate application (Microsoft Office or Word) and click **Remove**.



These steps you take may vary somewhat depending of which version of Microsoft Word that is installed on the EXText server.

The dialog shown in [Figure 5-161](#) will be displayed.

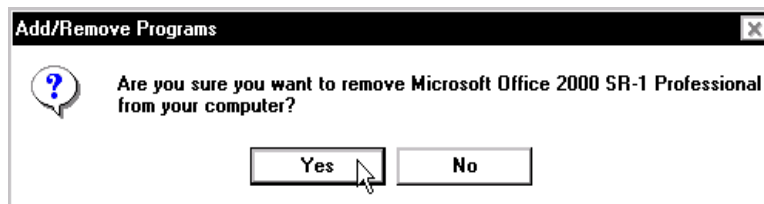


FIGURE 5-161 Add/Remove Confirm Removal Dialog

3. Click **Yes**.
4. The removal will then be accomplished, Upon completion, close all windows and reboot the server.
5. When the server reboots, log in with an administrative user, and continue with the next procedure, [Install Word 2007](#).

Install Word 2007

1. Insert the **Word 2007 CD** into the CD-ROM drive on the EXText server.
2. If the CD does not autostart, run **setup.exe** from the root of the CD.

3. The dialog shown in [Figure 5-162](#) will be displayed.

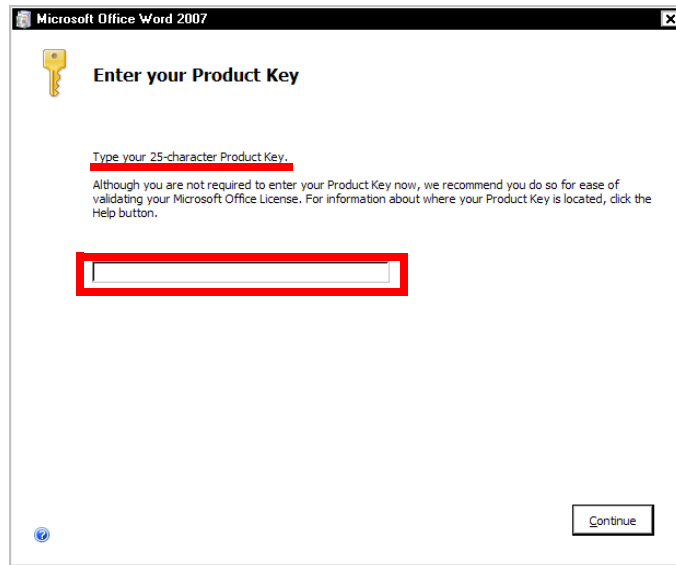


FIGURE 5-162 Product Key Dialog

4. Enter the product key, which is normally found on the product case.
5. Click **Next**, and the dialog shown in [Figure 5-163](#) will be displayed.

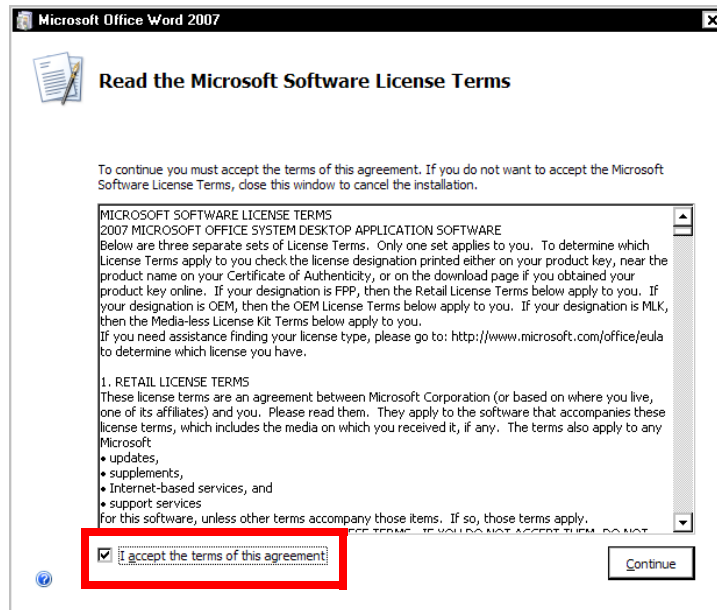


FIGURE 5-163 License Agreement Dialog

6. Place a check in the **I accept the terms.....** check box, and then, click **Continue**.
The dialog shown in [Figure 5-164](#) will be displayed.

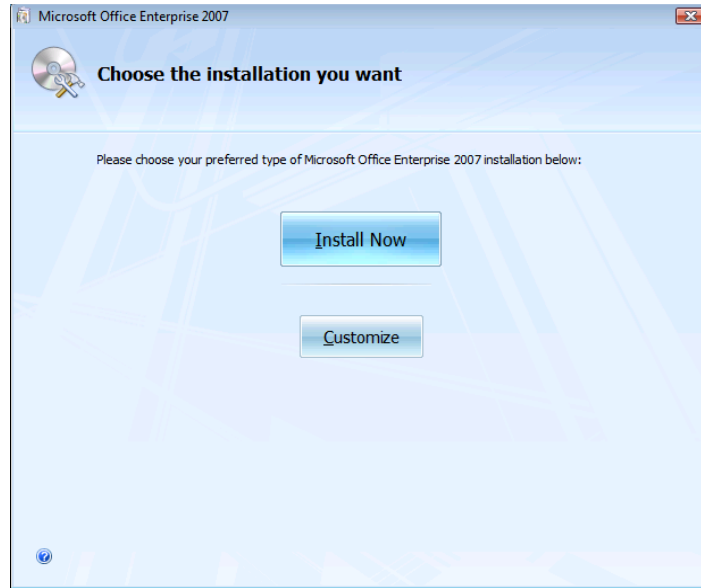


FIGURE 5-164 Choose Installation Dialog



IMPORTANT

You must perform a Custom installation. If you perform a Typical installation, certain options will be installed that conflict with the EXText software and errors will occur.

7. Select the **Customize** option.

If you are installing Microsoft Word 2007 from a Microsoft Office 2007 CD, uncheck the other Office programs (e.g., MS Excel, MS PowerPoint) so that they do not install.

The dialog shown in [Figure 5-165](#) will be displayed.

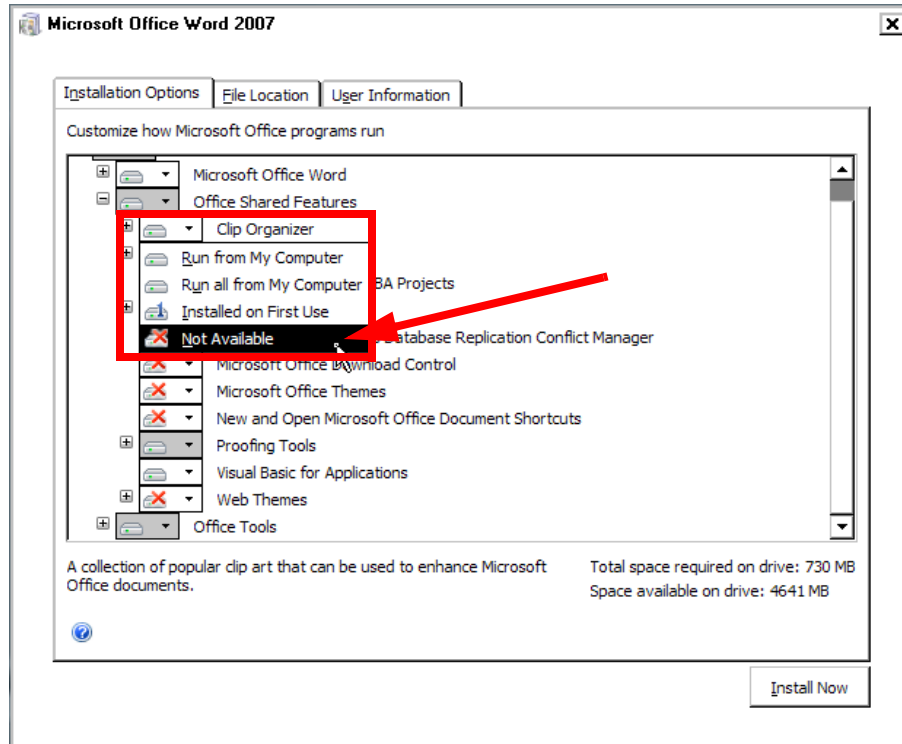


FIGURE 5-165 Microsoft Office Word Shared Features Configuration

8. Expand the **Office Shared Features** selection and configure as follows:
 - a. For each of the following features, select the list box for that feature and click **Not Available**, as shown in [Figure 5-165](#).
 - ◆ Clip Organizer
 - ◆ Digital Certificate for VBA Projects
 - ◆ International Support
 - ◆ Microsoft Office Access Database Replication Conflict Manager
 - ◆ Microsoft Office Download Control
 - ◆ Microsoft Office Themes
 - ◆ New and Open Microsoft Office Documents Shortcuts
 - ◆ Web Themes
 - b. For each of the following features, select the list box for that feature and click **Run all from My Computer**, as shown in [Figure 5-165](#).
 - ◆ Converters and Filters
 - ◆ Proofing Tools
 - ◆ Visual Basic for Applications
9. Next, expand the **Office Tools** selection and [Figure 5-166](#) will be displayed.

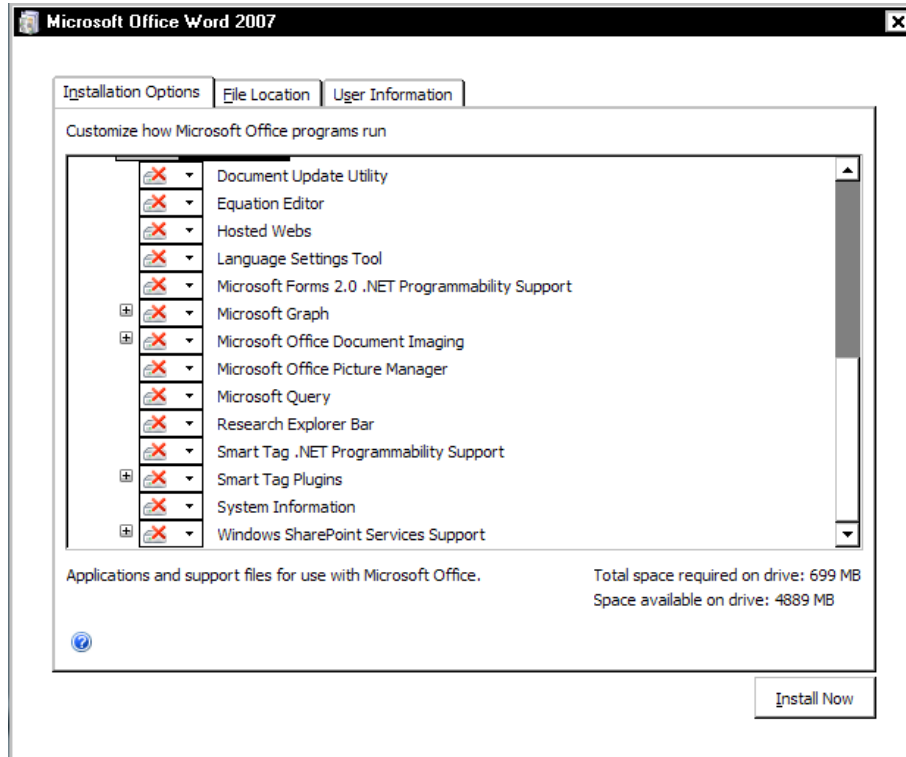


FIGURE 5-166 Microsoft Office Word Office Tools Configuration

10. Click **Office Tools**, and select **Not Available**.

Once you have completed this configuration, the result for the **Office Tools** section should be as shown in [Figure 5-166](#), with ALL Office Tools functions disabled.

11. Click **Install Now** and [Figure 5-167](#) will be shown as the installation progresses.

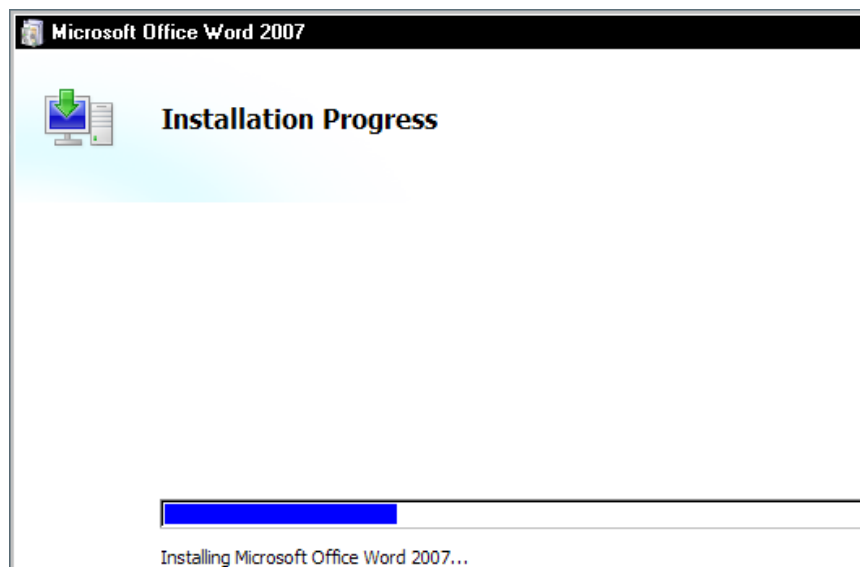


FIGURE 5-167 Microsoft Word Installation Progress Display

When the installation is complete [Figure 5-168](#) will be displayed.

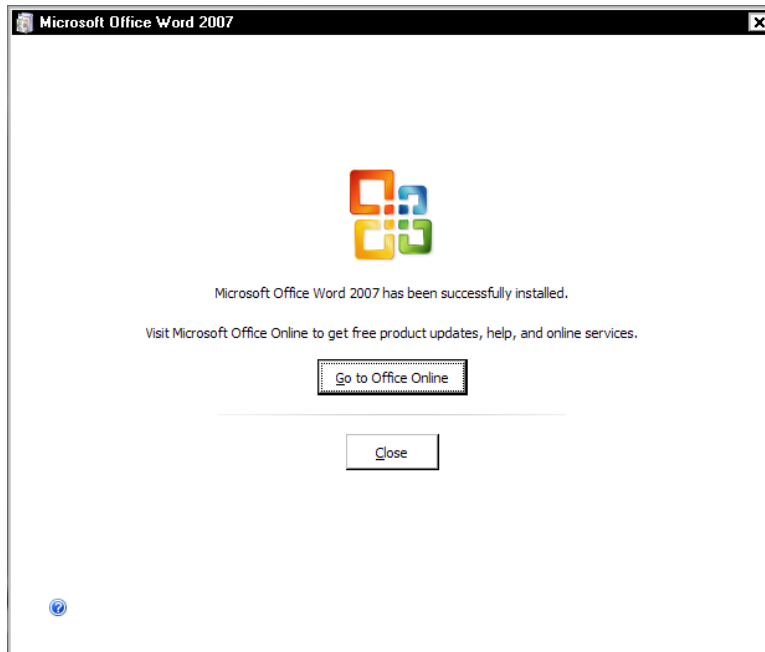


FIGURE 5-168 Microsoft Word Install Complete Dialog

12. Click **Close** and continue with the procedure [Install EX Editor on the EXText Server](#).

Install EX Editor on the EXText Server



*If **Word 2007** is installed on this EXText system, it is necessary to install the EX Editor program (Version 8.1.0.5) on the EXText Server **or** a separate Router server (preferred location). The purpose is to support the customer service need for the creation and/or review of documents in the **Word 2007** environment.*

1. Install EX Editor, Version 8.1.0.5, on the EXText Server, using the same procedure as applied on the Client Workstation. This procedure, [Install EX Editor 8.1.0.5 on Client Workstation](#), begins on [page 5-189](#) of this manual.
2. Following the installation of EX Editor, return here and continue with the procedure [Configure Microsoft Word 2007](#).

Configure Microsoft Word 2007

You must make some final changes to Microsoft Word 2007 within the application to allow proper function and compatibility with EXText software. Use the following steps to perform the final configuration for the Microsoft Word 2007 application on the EXText Server/Router.

1. Start **Microsoft Word 2007** and the dialog shown in [Figure 5-169](#) will be displayed.

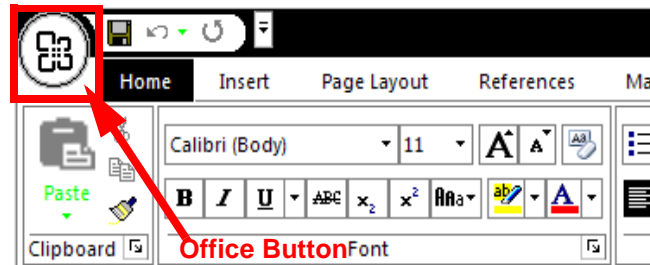


FIGURE 5-169 Word 2007 Default Menu Display

2. Click the **Office Button**, and then, click the **Word Options** button.
3. The dialog shown in [Figure 5-170](#) will be displayed.

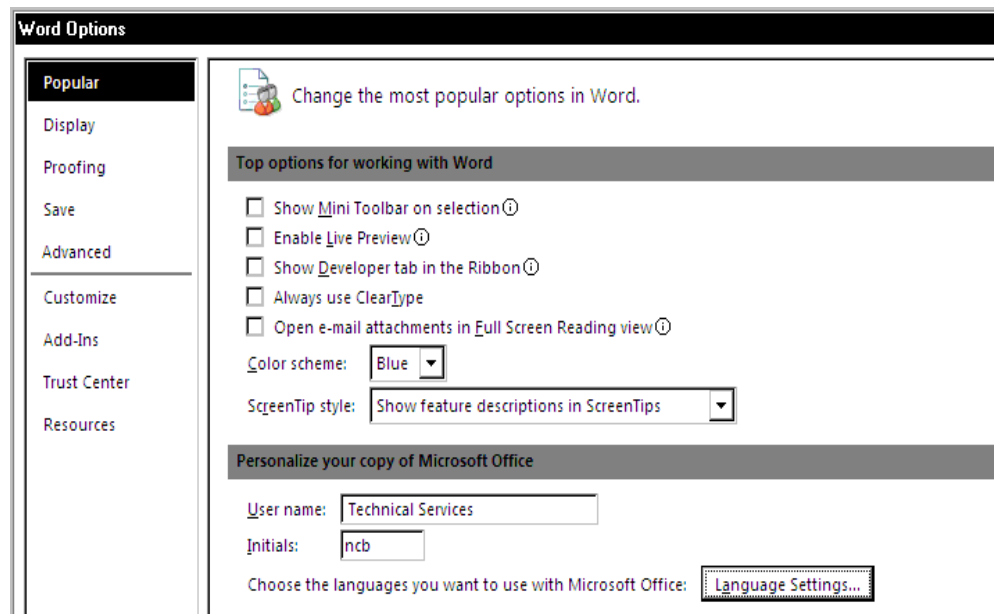


FIGURE 5-170 Word Options *Popular* Dialog

4. Configure [Figure 5-170](#) as shown above. Take note that you may have to remove a check from the **Always use ClearType** check box, and when you do this, [Figure 5-171](#) will display. Should this occur, simply click **OK** and continue.

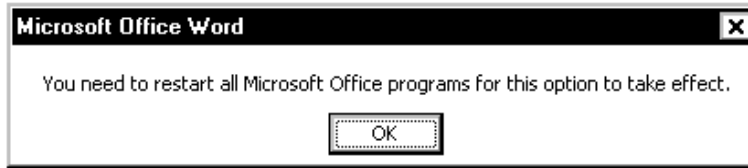


FIGURE 5-171 Microsoft Word Restart Dialog

5. Once **Popular** options are configured as shown in [Figure 5-170](#), click the **Display** options and [Figure 5-172](#) will be displayed.

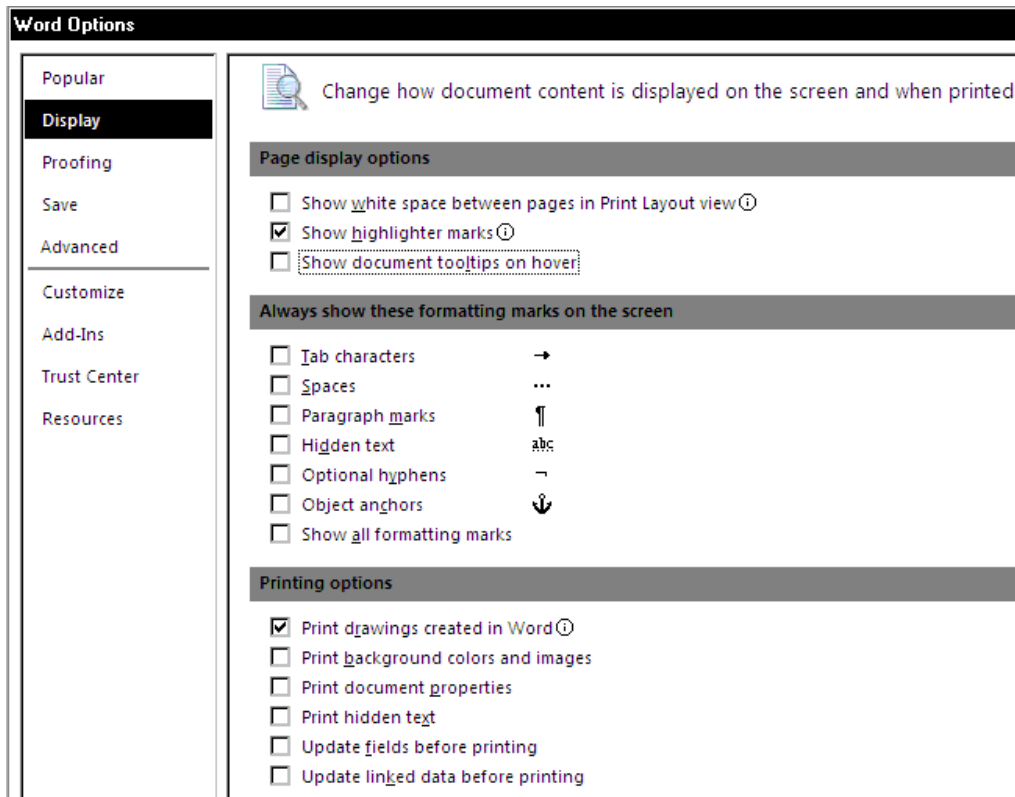


FIGURE 5-172 Word Options *Display* Dialog

6. Configure the **Display** options as shown in [Figure 5-172](#) and when completed, click the **Proofing** options. [Figure 5-173](#) will be displayed.

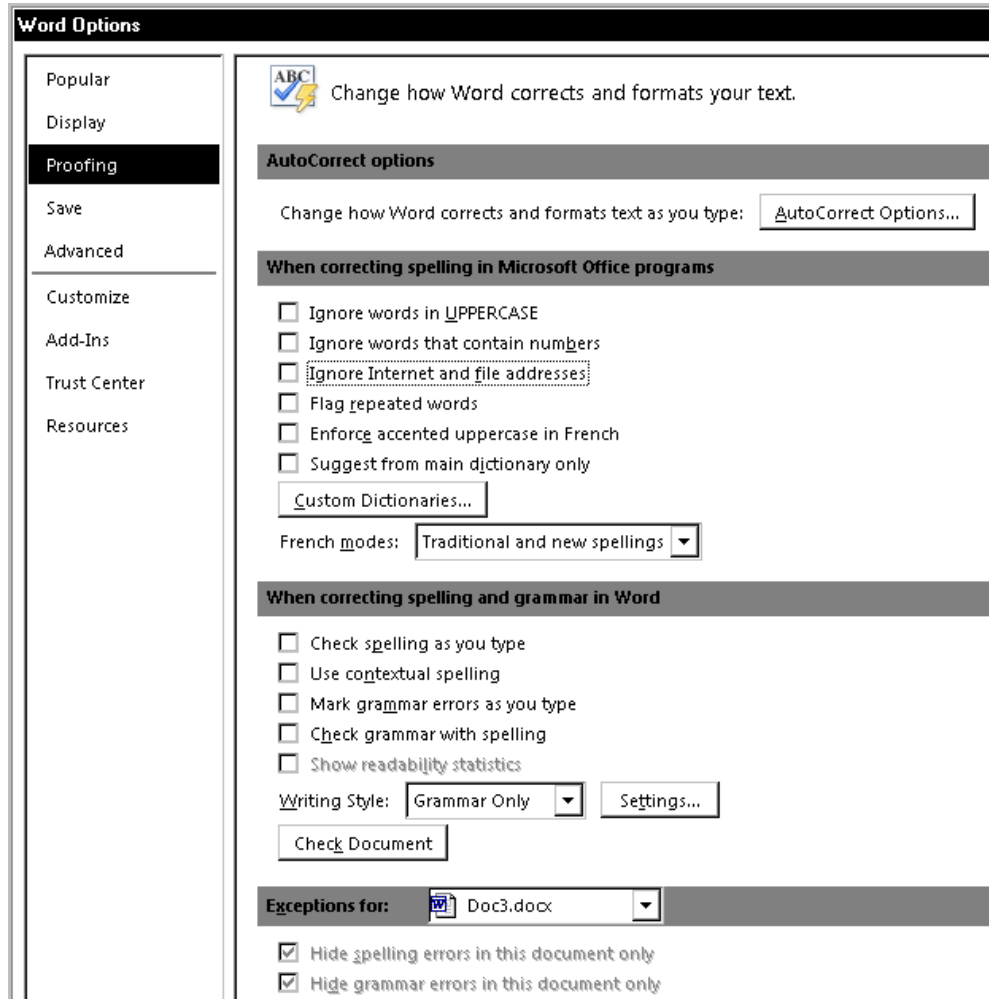


FIGURE 5-173 Word Options Proofing Dialog

7. Configure the **Proofing** options as shown in [Figure 5-173](#) and when completed, click the **Save** options.

[Figure 5-174](#) will be displayed.

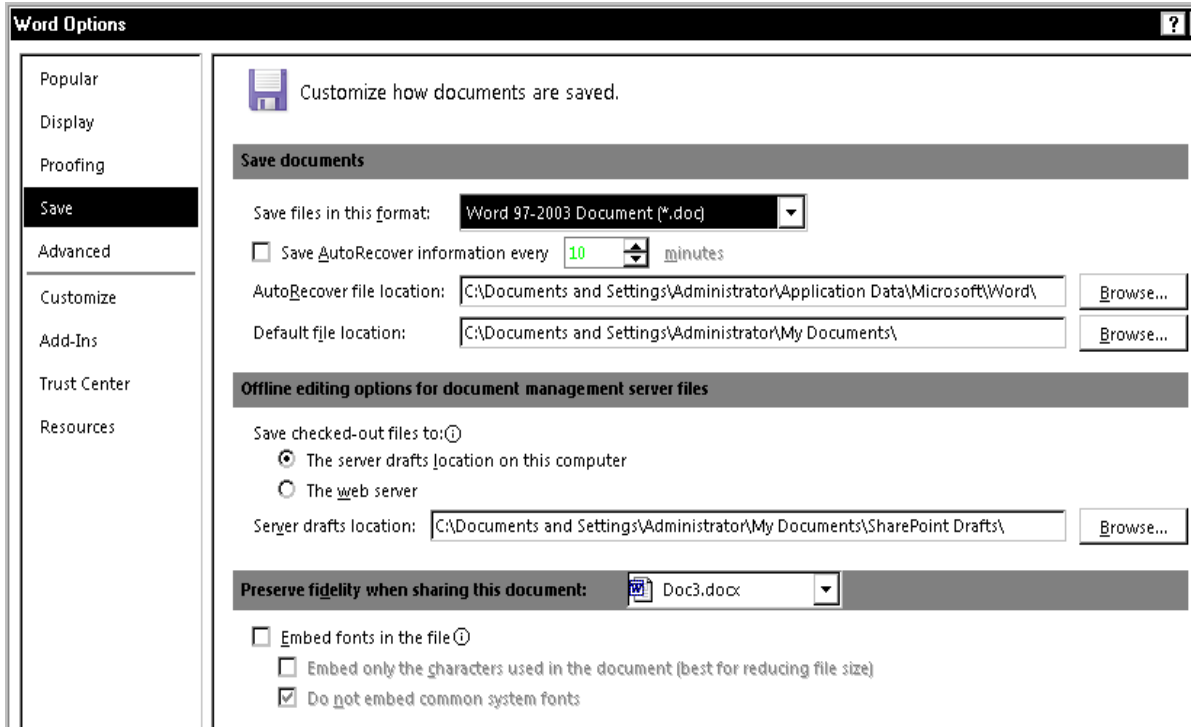


FIGURE 5-174 Word Options Save Dialog

8. Configure the **Save** options as shown in [Figure 5-174](#) and when completed, click the **Advanced** options.

[Figure 5-175](#) will be displayed.

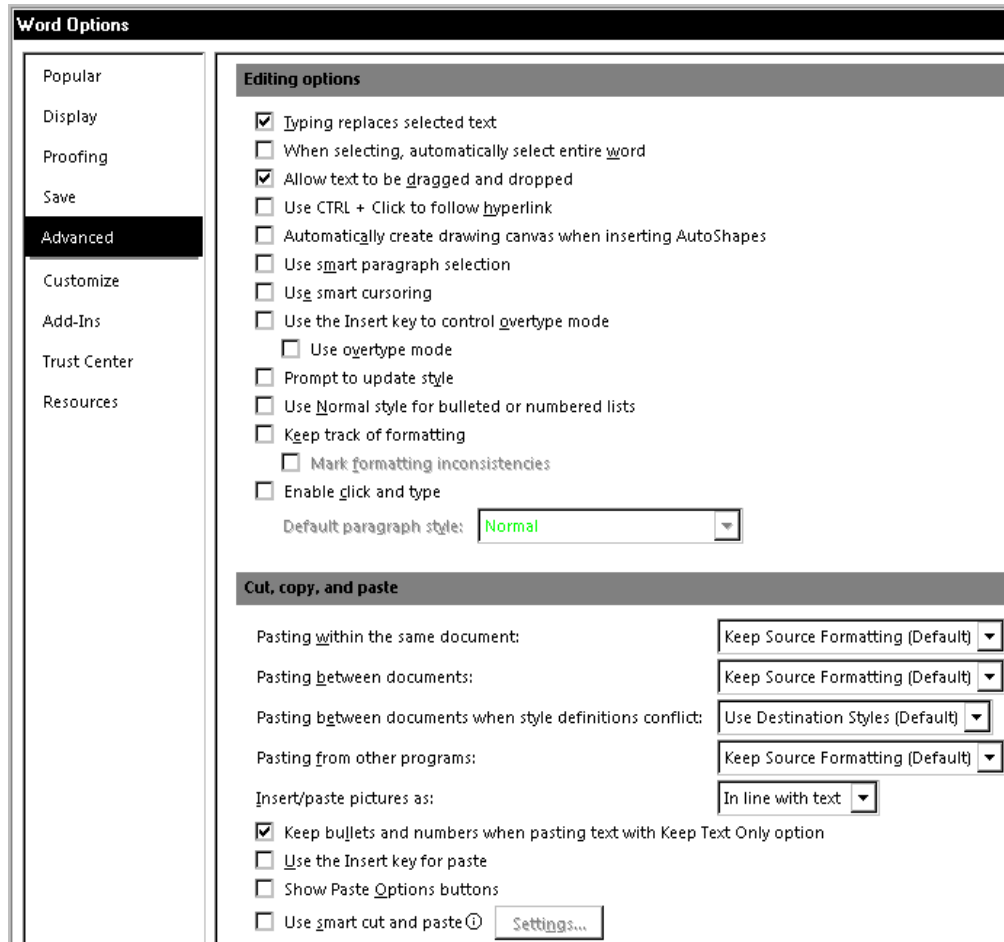


FIGURE 5-175 Word Options Advanced #1 Dialog

9. Configure the **Advanced** options (#1) as shown in [Figure 5-175](#) and when completed, scroll down to display the **Advanced** options (#2) dialog.

[Figure 5-176](#) will be displayed.

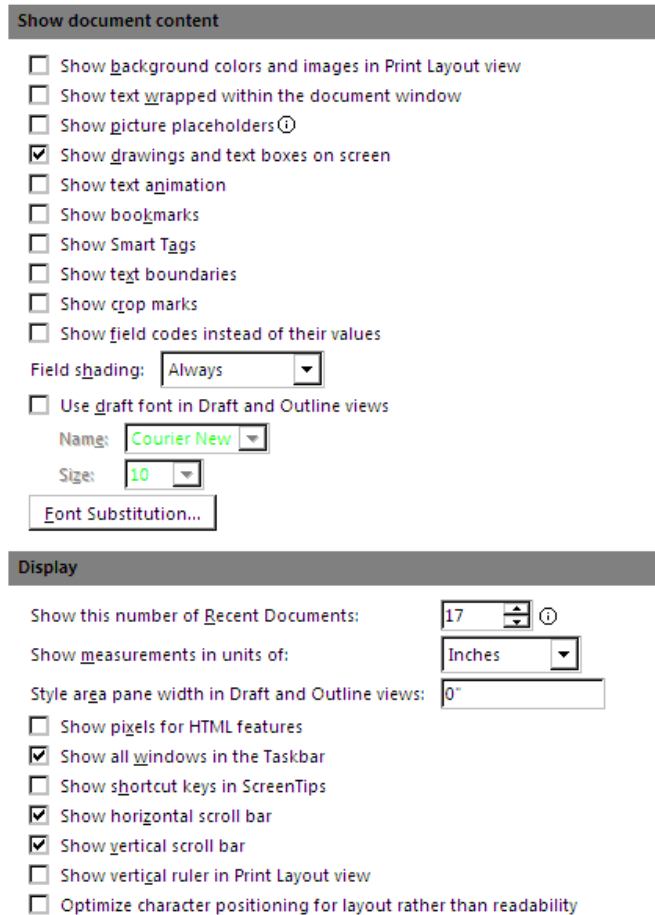


FIGURE 5-176 Word Options Advanced #2 Dialog

10. Configure the **Advanced** options (#2) as shown in [Figure 5-176](#) and when completed, scroll down to display the **Advanced** options (#3) dialog. [Figure 5-177](#) will be displayed.

Print

Use draft quality
 Print in background ⓘ
 Print pages in reverse order
 Print XML tags
 Print field codes instead of their values
 Print on front of the sheet for duplex printing
 Print on back of the sheet for duplex printing
 Scale content for A4 or 8.5 x 11" paper sizes
 Default tray: Use printer settings ▾

When printing this document: Document1 ▾

Print PostScript over text
 Print only the data from a form

Save

Prompt before saving Normal template ⓘ
 Always create backup copy
 Copy remotely stored files onto your computer, and update the remote file when saved
 Allow background saves

Preserve fidelity when sharing this document: Document1 ▾

Save smart tags as XML properties in Web pages
 Save form data as delimited text file
 Embed linguistic data
 Embed smart tags

FIGURE 5-177 Word Options Advanced #3 Dialog

11. Configure the **Advanced** options (#3) as shown in [Figure 5-177](#) and when completed, scroll down to display the **Advanced** options (#4) dialog.

[Figure 5-178](#) will be displayed.

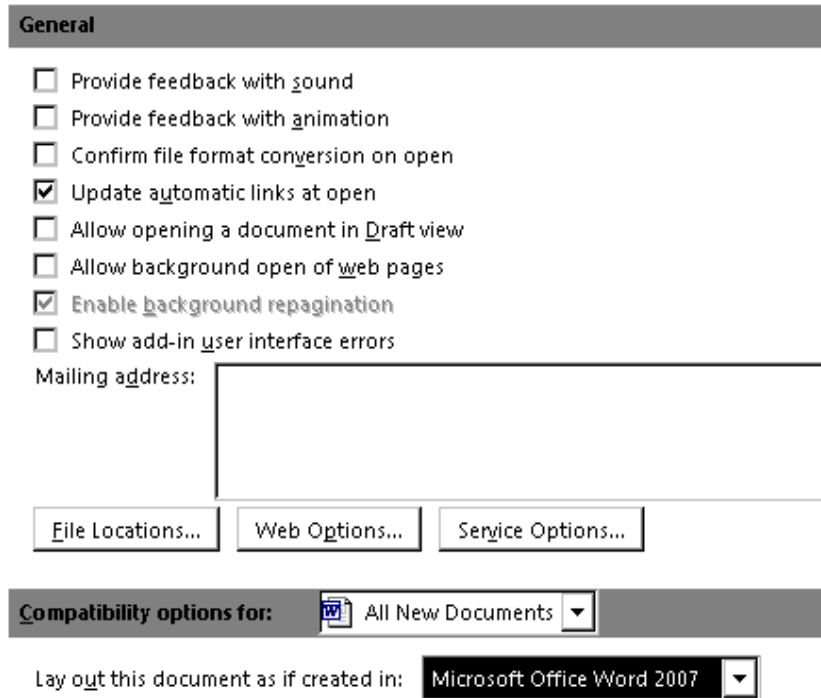


FIGURE 5-178 Word Options Advanced #4 Dialog

12. Configure the **Advanced** options (#4) as shown in [Figure 5-178](#) and when completed, click the **Trust Center** options.

[Figure 5-179](#) will be displayed.

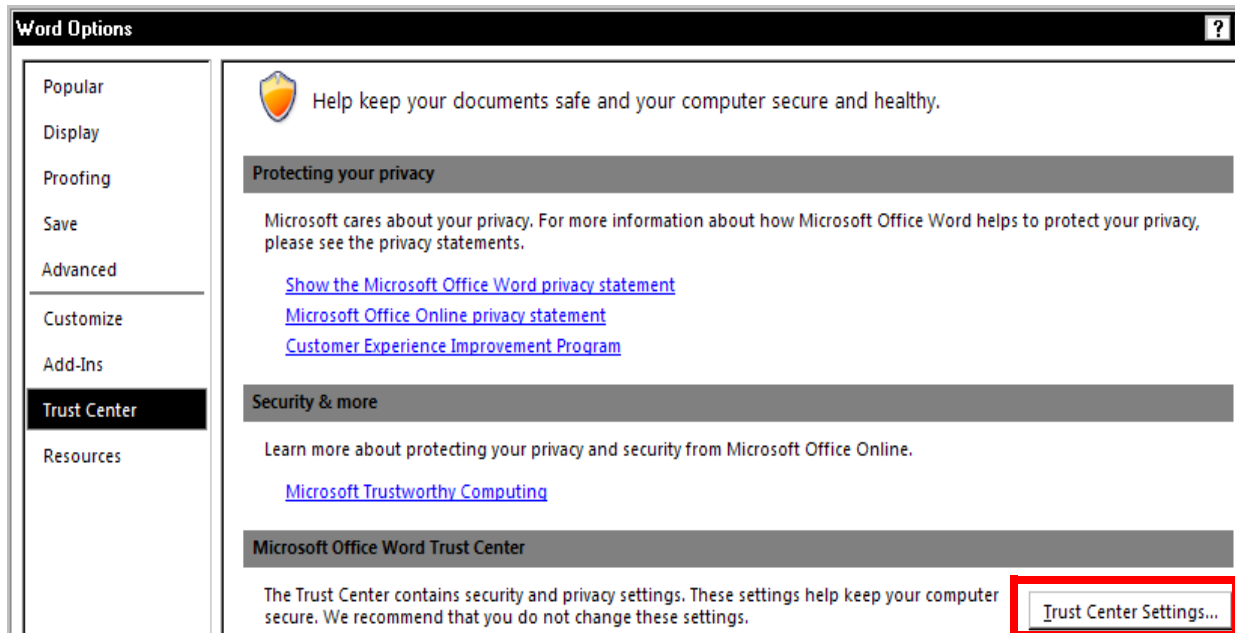


FIGURE 5-179 Word Options Trust Center Main Display

13. Click the **Trust Center Settings...** button, and [Figure 5-180](#) will be displayed.

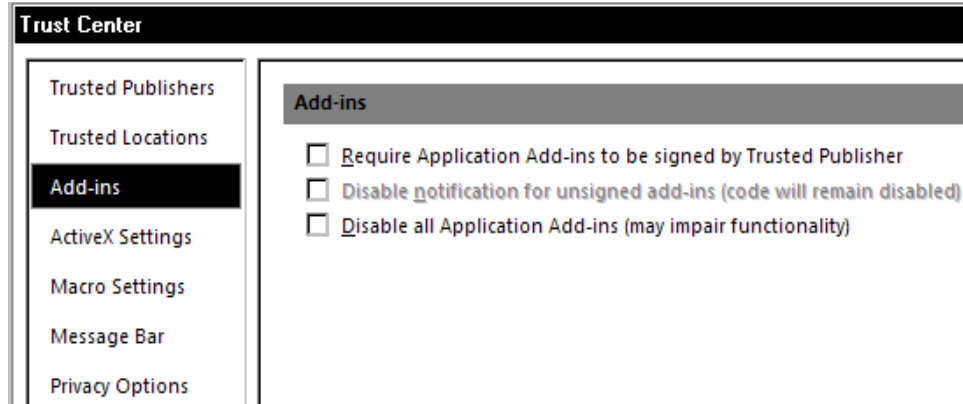


FIGURE 5-180 Trust Center Add-ins Word Options

14. Click **Add-ins** and ensure that all check boxes for **Add-ins** options are unchecked, as shown in [Figure 5-180](#).
15. Click **ActiveX Settings** and the dialog shown in [Figure 5-181](#) will be displayed.

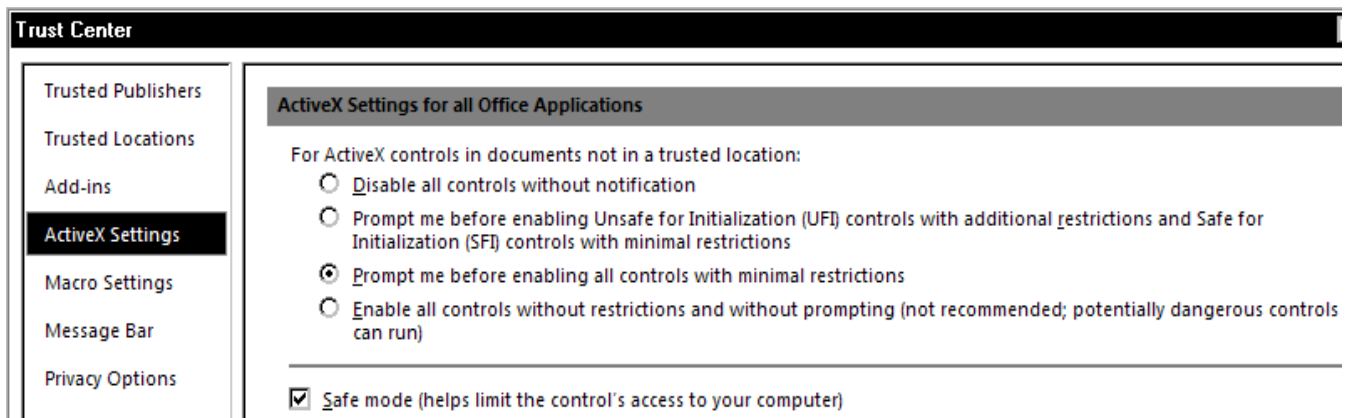


FIGURE 5-181 Trust Center ActiveX Settings Word Options

16. Ensure that all check boxes for **ActiveX Settings** options are configured as shown in [Figure 5-181](#).
17. Click **Macro Settings** and the dialog shown in [Figure 5-182](#) will be displayed.

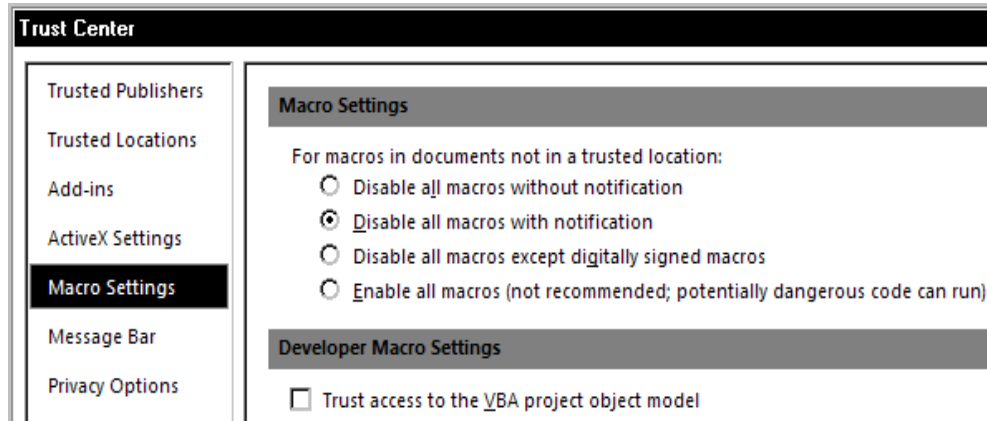


FIGURE 5-182 Trust Center Macro Settings Word Options

18. Ensure that all check boxes for **Macro Settings** options are configured as shown in [Figure 5-182](#).
19. Click **Message Bar** and the dialog shown in [Figure 5-182](#) will be displayed.

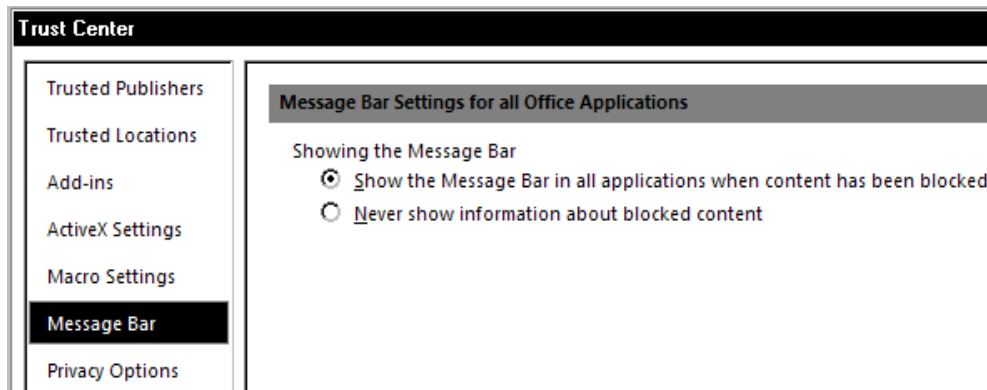


FIGURE 5-183 Trust Center Message Bar Word Options

20. Ensure that all check boxes for **Message Bar** options are configured as shown in [Figure 5-183](#).
21. Click **Privacy Options** and the dialog shown in [Figure 5-184](#) will be displayed.

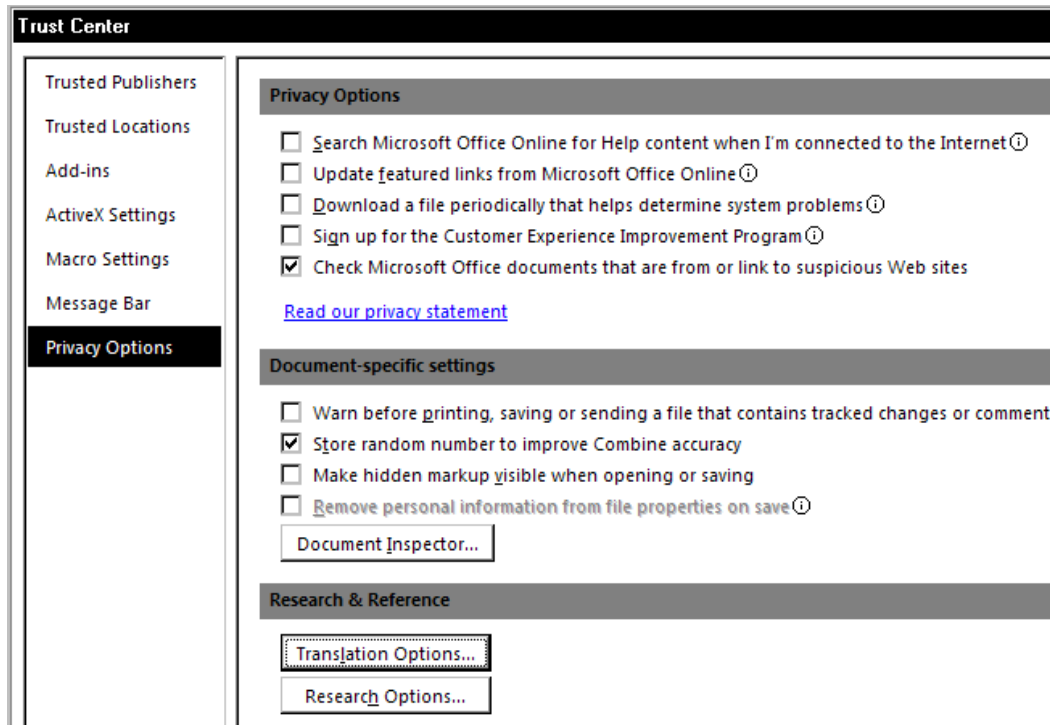


FIGURE 5-184 Trust Center Privacy Options for Word

22. Ensure that all check boxes for **Privacy Options** are configured as shown in [Figure 5-184](#).
23. Click **OK**, and then, click **OK** again to return to the main Microsoft Word document editing screen.
24. Continue with the procedure [Configure Word 2007 Line and Paragraph Spacing](#).

Configure Word 2007 Line and Paragraph Spacing

When Microsoft released Word 2007 the default line and paragraph spacing was changed from previous versions as shown here:

Spacing option	Word 2007	Word 2003 and earlier versions of Word
After	14 px	0 pt
Line spacing	Multiple	Single
At	1.15	blank

When using Word 2007 to create templates in Enterprise Text, these new default settings cause information in documents to be incorrectly displayed. To preclude this from happening, it is essential that you change the default settings in any Word 2007 environment where Enterprise Text templates are created.

To revert to Word 2003 default line and paragraph spacing, do the following:

1. Ensure that EX Editor and Enterprise Text Explorer are **NOT** running on the machine where you are making these changes.

2. Open Word 2007.
3. With **Home** menu item selected, choose **Change Styles**.
4. Select **Style Set** and click **Word 2003**.
5. Click **Change Styles** once again.
6. Click **Set as Default**.
7. Exit Word 2007.

Enterprise Text templates subsequently created in Word 2007 will now display correctly.

8. Continue with the procedure [Finalize Word 2007 Configuration](#).
-

Finalize Word 2007 Configuration

1. Open Windows Explorer and locate **normal.dotm**. Look in the following locations:
 - C:\Documents and Settings\Username\Application Data\Microsoft\Templates
 - C:\Documents and Settings \ Username.Domain \ Application Data \ Microsoft \ Templates
2. Right-click the file select **Properties**. Check the **Read-only** attribute.
3. Copy the **normal.dotm** file to the folder **C:\Documents and Settings\Default User\Application Data\Microsoft\Templates**.
4. Close all windows and reboot the machine.
5. Consult [Table 5-7](#) to determine which procedure to complete next.

TABLE 5-7 Next Procedure to Complete

Is Operating System Windows 2003?	Next Procedure
Yes	Adjust Error Reporting Configuration, page 5-148
No	Install EXText Version 8.1 Software, page 5-150

Adjust Error Reporting Configuration

The program for reporting server errors to Microsoft can on occasion cause the CPU to peak at 100% and while in this state server operation is impaired to the point that the system is unable to perform scheduled restarts of required programs. To correct this issue, the disabling of error reporting to Microsoft is required. All program errors which occur will continue to be reported locally.

To disable error reporting to Microsoft on this server, do the following:

1. On the desktop, right-click **My Computer**, select **Properties**, and then, click the **Advanced** tab.

The dialog shown in [Figure 5-185](#) will be displayed.

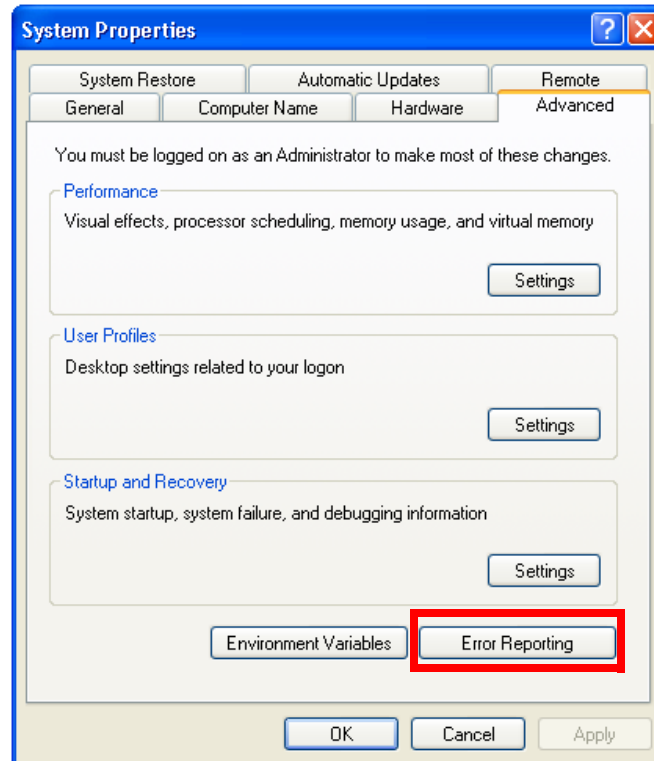


FIGURE 5-185 System Properties Advanced Tab Dialog

2. Click the **Error Reporting** tab and the dialog shown in [Figure 5-186](#) will be displayed.

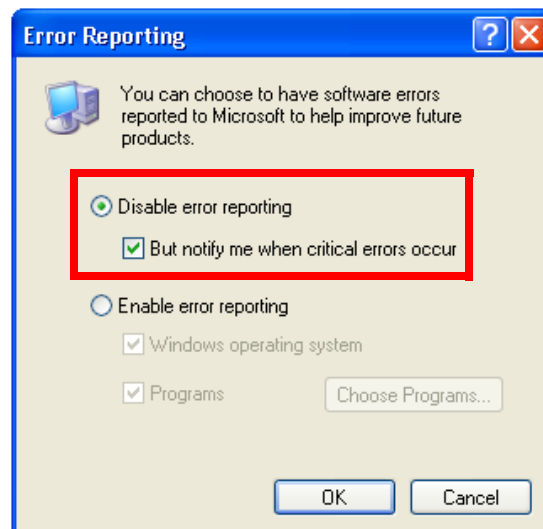


FIGURE 5-186 Error Reporting Dialog

3. Click the **Disable error reporting** radio button, and then, click **OK**.
4. Click **OK** to close the **System Properties** dialog.

5. Next, use the **Windows Search** function to locate any copies of the file **DW20.exe** that exist on the server.
6. Once the search is complete, **rename ALL** instances of the file found to **DW20.xxx**.
7. Continue with the next procedure, [Install EXText Version 8.1 Software](#) (EXText Server) or [Install EXText Router](#) (Router).

Install EXText Version 8.1 Software



IMPORTANT

Make sure you have performed the steps in the [SQL Server 2008 Configuration, page 5-128](#), and [Word 2007 Installation, page 5-130](#), sections before proceeding with the installation or system and application errors can result.

1. Create the following folder on drive C of the Enterprise Express Text Server/Router:
nn:\Software\EEText 8.1.156.2
2. Using the EXText Installation CD (PN **1000063-111**), copy all files to the newly-created directory **nn:\Software\EEText 8.1.156.2**. This will make the files available for remote repairs, and will allow the Client Workstations to map to the EXText Server and download the Client Workstation software.
3. Close all open applications.
4. Open the folder **nn:\Software\EEText 8.1.156.2**, locate the **EXT Server.exe** file and double-click it.

The dialog shown in [Figure 5-187](#) will be displayed.

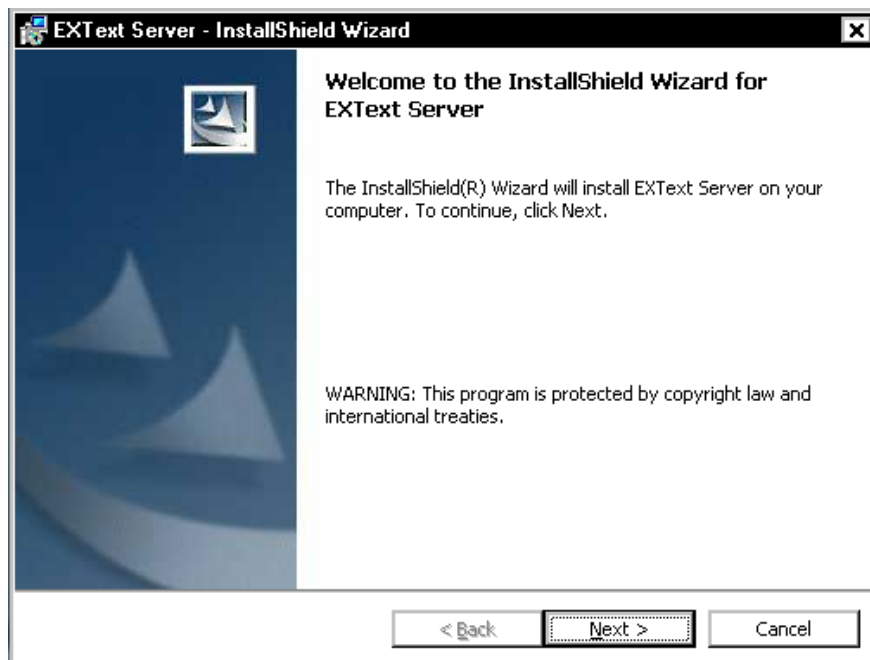


FIGURE 5-187 EXText Server Installation/Upgrade Welcome Dialog

5. Click **Next** to continue, and the **License Agreement** is displayed.
6. Click **Yes** to accept the License Agreement.

The application checks for any WinWord Processes that may be running. If found, the dialog shown in [Figure 5-188](#) is displayed.

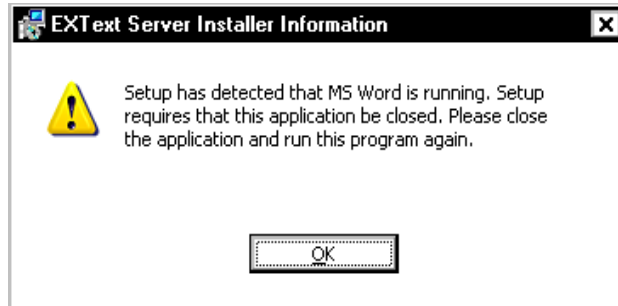


FIGURE 5-188 Running Word Process Detected Dialog

Should the [Figure 5-188](#) be displayed click **OK** to kill the processes.

If no processes were found, or all of the ones found were terminated properly, the installation continues and the [Figure 5-189](#) dialog is displayed.

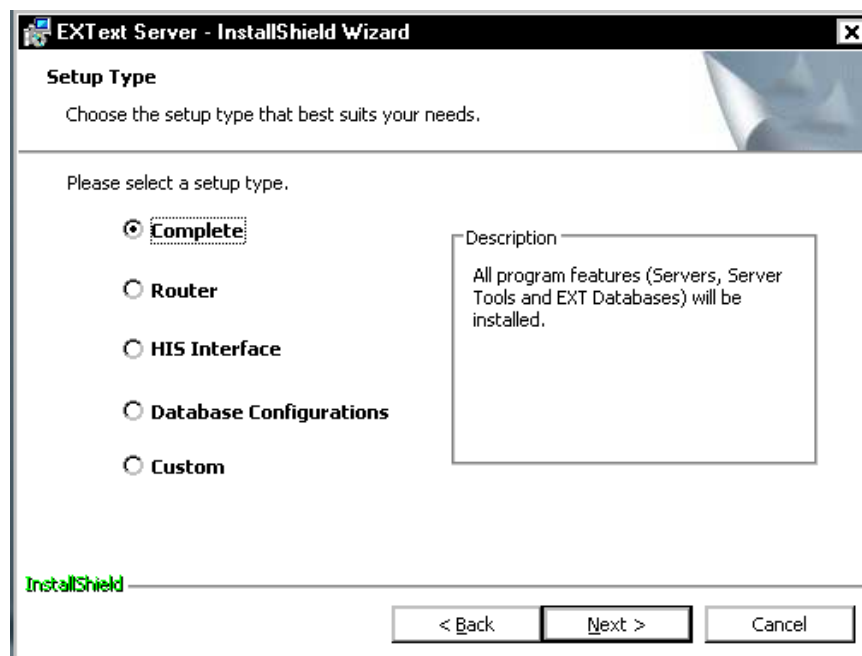


FIGURE 5-189 Setup Type Dialog

The five choices available, as shown in [Figure 5-189](#) are as follows:

- **Complete** - installs the EXText Server, Server Tools, and the DocNet Databases.
- **Router** - If installing a separate router, go to the procedure [Install EXText Router](#) on [page 5-165](#).
- **HIS Interface** - Will install a configurable **standalone** DocNetHISServer interface and applications

- **Database Configuration** - Will install and configure the DocNet Databases
 - **Custom** - Allows the user to configure the server and server tools to be installed.
 - Typically, the **Complete** choice is best for a new installation of an EXText server.
7. With the **Complete** radio button selected, click **Next** to display the [Figure 5-190](#) dialog.

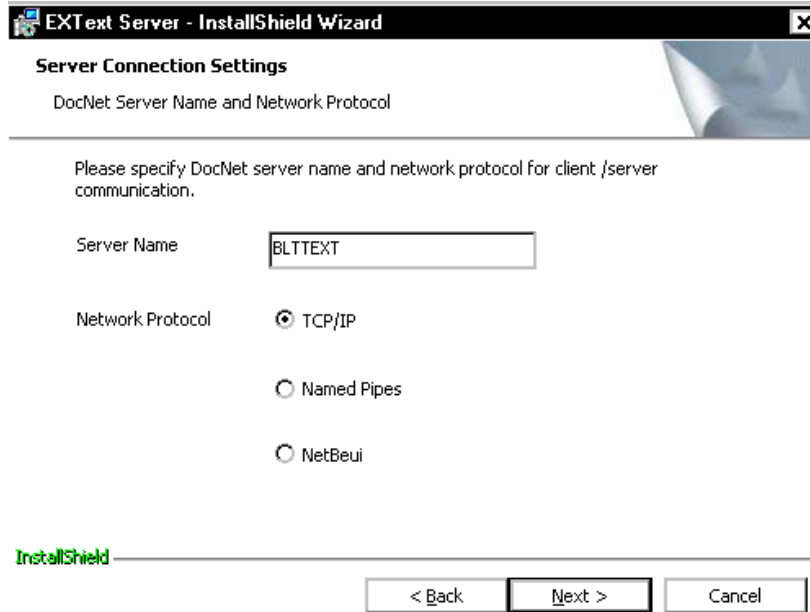


FIGURE 5-190 Server Connection Settings Dialog

8. Enter the **NETBIOS** name of the EXText server and select the **TCP/IP** radio button.



IMPORTANT

The Server Name should not be a 'named instance' of MSSQL Server on a machine (machine\instancename). This will not permit the EXText server to run, so this configuration is not permitted. Ensure you install the Server only to the default installed instance of Microsoft SQL Server.

9. Click **Next** and [Figure 5-191](#) will be displayed.

EXT Service Account Information

Specify a user name and password

Specify the user name and password of the user account that will be used for EXT services. The user must be in local Administrators user group. The user account must be in the form DOMAIN\Username.

User name:

Password:

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

InstallShield

< Back Next > Cancel

FIGURE 5-191 EXT Service Account Information Dialog

10. Enter the following information in the [Figure 5-191](#) dialog:
 - **User name:** enter the user account (with Administrative privileges) in the form of **DOMAIN\Username** (if no domain, enter the name of the EXText server)
 - **Password:** Enter the password for the user you just entered
11. Click **Next** and the [Figure 5-192](#) dialog will be displayed.

Database Server

Select database server connection information

Select the database server to install to from the list below or click Browse to see a list of all database servers on local machine. The selected database server name should not contain "\",

Database Server:

SQL Login ID:

Password:

InstallShield

< Back Next > Cancel

FIGURE 5-192 Database Server Dialog

12. Enter the following in the [Figure 5-192](#) dialog:
 - a. Physical name of the SQL Server where the databases will reside.

- b. Logon name with System Administrator rights for creating the databases
- c. Password for the above logon



IMPORTANT

*These parameters **must be correct** or you will be presented with a message box displaying the error **The parameters supplied are invalid, please verify the parameters and try again!** Click **OK** and enter the correct parameters.*

13. Click **Next**, and the dialog shown in [Figure 5-193](#) will be displayed.

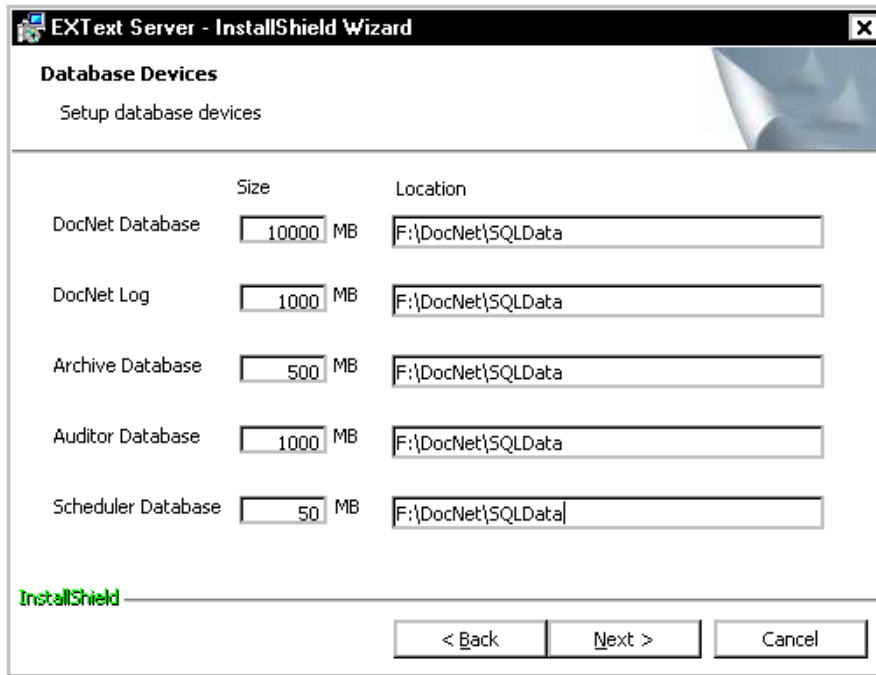


FIGURE 5-193 Database Devices Dialog

14. Set the Location for database devices to **Drive F:** as shown in [Figure 5-193](#).
If the destination is not correct for the site at which you are performing the installation, click **Browse** to display the **Choose Folder** dialog, choose the correct path, and click **OK**.
15. Click **Next** to continue, and the dialog shown in [Figure 5-194](#) will be displayed.

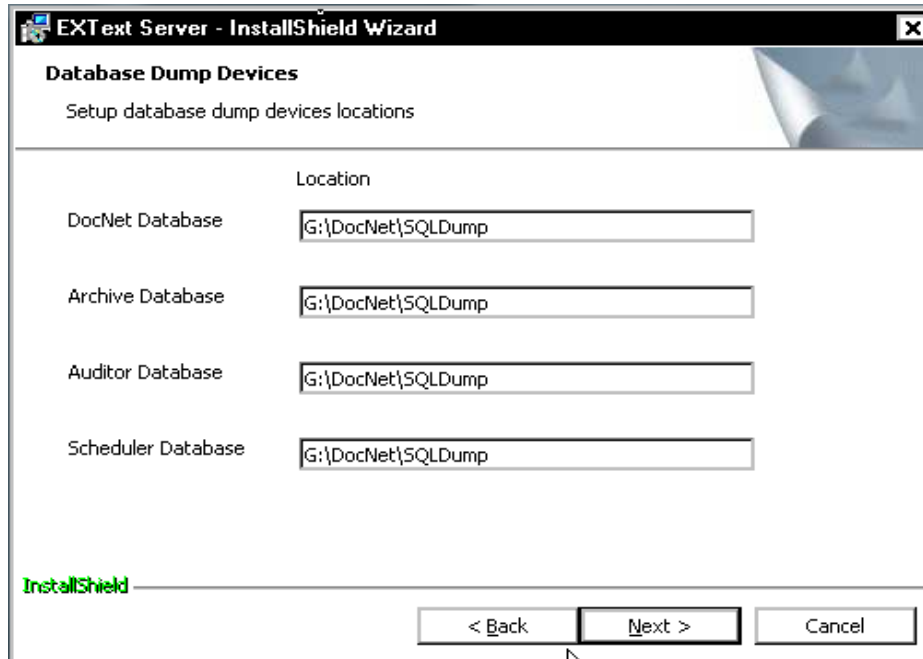
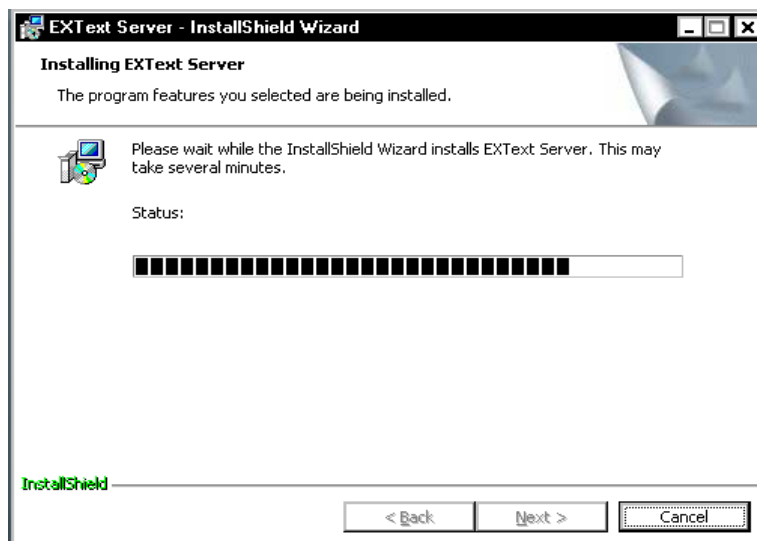


FIGURE 5-194 Database Dump Devices Dialog

16. Set the for database dump devices to **Drive G:** as shown in [Figure 5-194](#).
If the destination is not correct for the site at which you are performing the installation, click **Browse** to display the **Choose Folder** dialog, choose the correct path, and click **OK**.
17. Click **Next** to continue, and when the Ready to Install Dialog is displayed, click **Install**.
18. The dialog shown in [Figure 5-195](#) will be displayed as the EXText server files are installed.



**DO NOT
DISTURB
THIS
PROCESS**

FIGURE 5-195 Setup Progress Dialog

When the installation is complete, the dialog shown in [Figure 5-196](#) will be displayed.

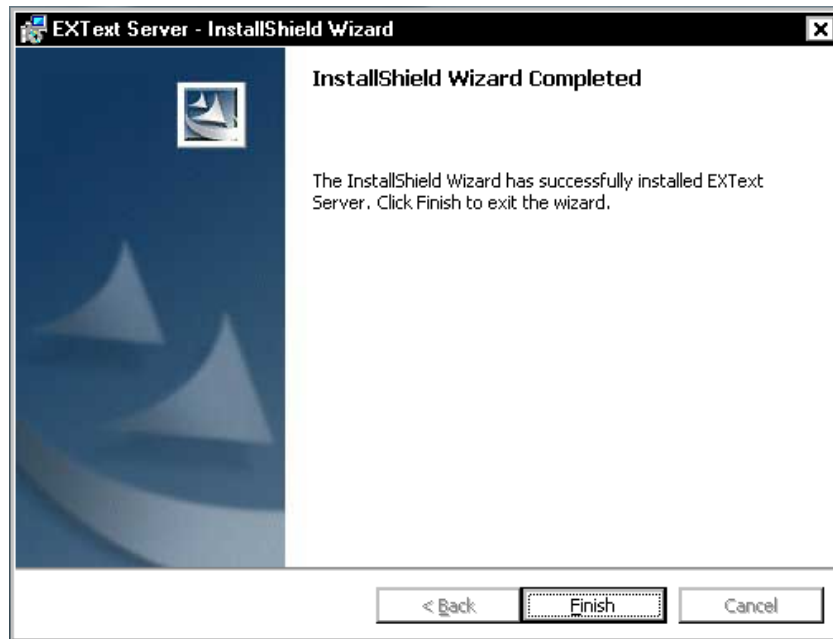


FIGURE 5-196 InstallShield Complete Dialog

19. Click **Finish**, and the dialog shown in [Figure 5-197](#) will be displayed.

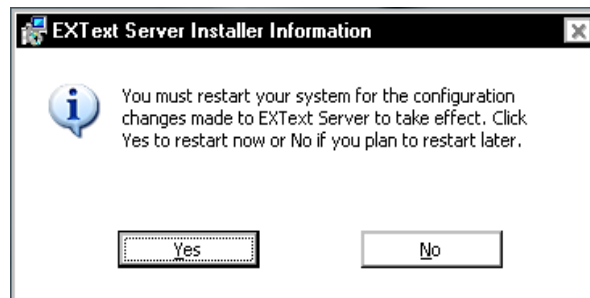


FIGURE 5-197 Server Restart Dialog

20. Click **No** to restart later and continue with the next procedure, [Apply EXText Server Patch](#).

Apply EXText Server Patch



IMPORTANT

*Before beginning, download the file **StyleSheetForPutXMLDocument_NLPR_Schema.xsl** from the EXText download area of the Services portal.*

1. Place the file you downloaded in a convenient temporary location of the **EXText server**.

2. Make a backup copy of the following file, which is located in the **C:\DocNet\bin** directory:
StyleSheetForPutXMLDocument_NLPR_Schema.xsl
3. Copy the updated file you downloaded into the **C:\DocNet\bin** directory.
4. Consult [Table 5-8](#) to determine the next procedure to follow..

TABLE 5-8 Next Procedure

Is this site using Word 2007	Next Procedure
Yes	Consult Table 5-9
No	Configure EXText Settings, page 5-162

TABLE 5-9 Next Procedure

Is the Router installed on a separate server?	Next Procedure
Yes	Configure EXText Settings, page 5-162
No	Install EX Editor on the EX Text Server, page 5-158

Install EX Editor on the EX Text Server



IMPORTANT

Installing EX Editor on the EXText Server is **ONLY** necessary if Word 2007 is being utilized in the EXText environment. If Word 2007 is **NOT** being used, then skip this procedure and go to the procedure [Configure EXText Settings, page 5-162](#).



When using **Word 2007** it is necessary to install the EX Editor program (Version 8.1.0.5) on the EXText Server **or** the separate Router server (preferred location). The purpose is to support the customer service need for the creation and/or review of documents in the **Word 2007** environment.

1. Install EX Editor on the EXText server, using the same procedure as applied on the Client Workstation. This procedure, [Install EX Editor 8.1.0.5 on Client Workstation](#), begins on [page 5-189](#) of this manual.
2. Following the installation of EX Editor, return here and continue with the procedure [Configure Router for Faxing](#).

Configure Router for Faxing

In order to fax documents in the EXText system, the EXText Router needs to have a special printer driver installed and a printer added that uses the print driver. This section describes how to install the print driver and add the printer.



IMPORTANT

The print driver and printer must be manually added in order to successfully fax documents. The EXText Router will shutdown if a document needs to be faxed, but the special fax printer has not been added.

Installing the Print Driver for Faxing

When the EXText Router was installed, the printer driver installation utility was extracted to the **C:\DocNeT\bin** directory. Perform the following steps to install the print driver.

1. Log in using an administrator account.
2. Go to the **C:\DocNeT\bin** directory.
3. Start the **Fax PCL 5 Driver.exe** application.
4. On some operating systems, you may see a **User Account Control** dialog ([Figure 5-198](#)); press **Continue**.

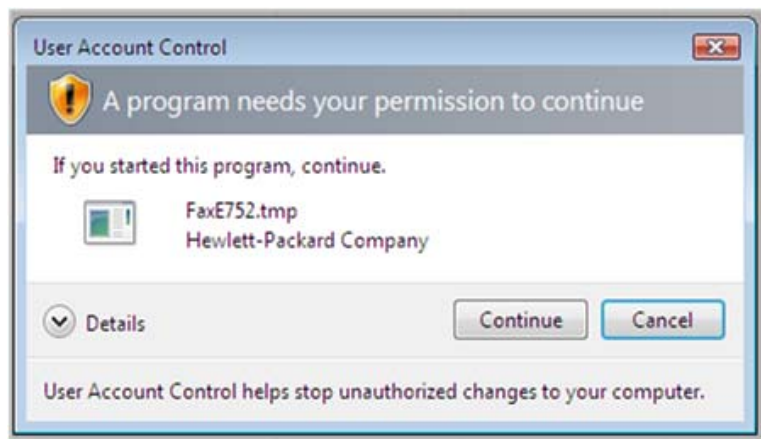


FIGURE 5-198 User Account Control Dialog

The driver will be installed, with progress as shown in [Figure 5-199](#).

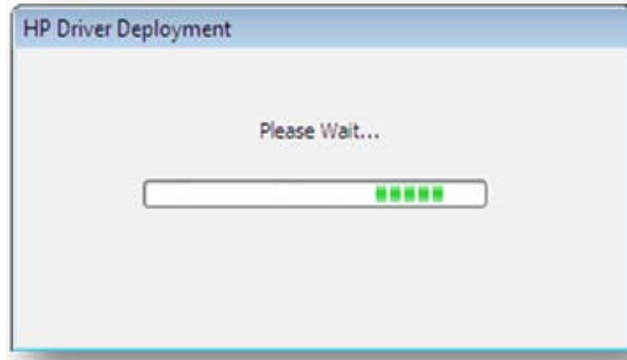


FIGURE 5-199 HP Printer Driver Progress Display

5. Following completion, continue with the procedure [Adding the Fax Printer](#).

Adding the Fax Printer

After the print driver is installed, a special printer must be added for faxing. The name of the printer is important as the EXText Router expects the printer to exist for faxing. To add the printer for faxing, perform the following steps.



For different operating systems, the user interface varies for adding printers. The procedure provides the general flow for adding the printer. There may be some variations.

1. From the **Start** button, choose **Control Panel | Printers and Faxes**.
2. Choose **Add Printer**.
3. Choose to **add a local printer**. Do not have the computer automatically detect and install a Plug and Play printer.
4. Choose the **LPT1** port.
5. Choose **HP** as the manufacturer and **HP Universal Printing PCL 5** for the printer, as shown in [Figure 5-200](#).

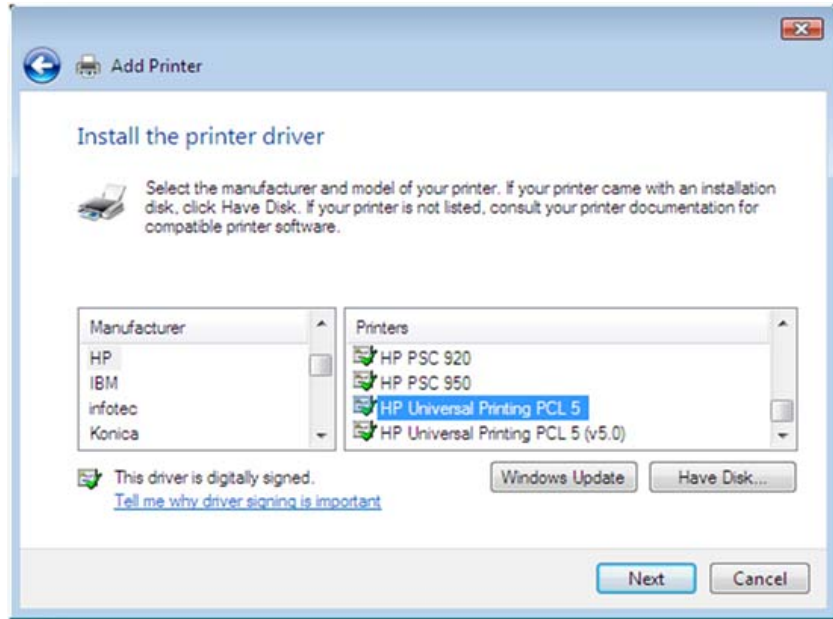


FIGURE 5-200 Selection of HP Printer Dialog

6. Type **EXText Router PCL FAX Printer** for the printer name.
7. Following the installation of the FAX printer, continue with the procedure [Configure EXText Settings](#).

Configure EXText Settings

1. Select **Start | Programs | EXText Client Applications | Settings** and the dialog shown in [Figure 5-201](#) will be displayed.



FIGURE 5-201 Server Settings Menu Dialog

2. Click **Server**, and then select the **SQL Server** tab to display the dialog shown in [Figure 5-202](#).

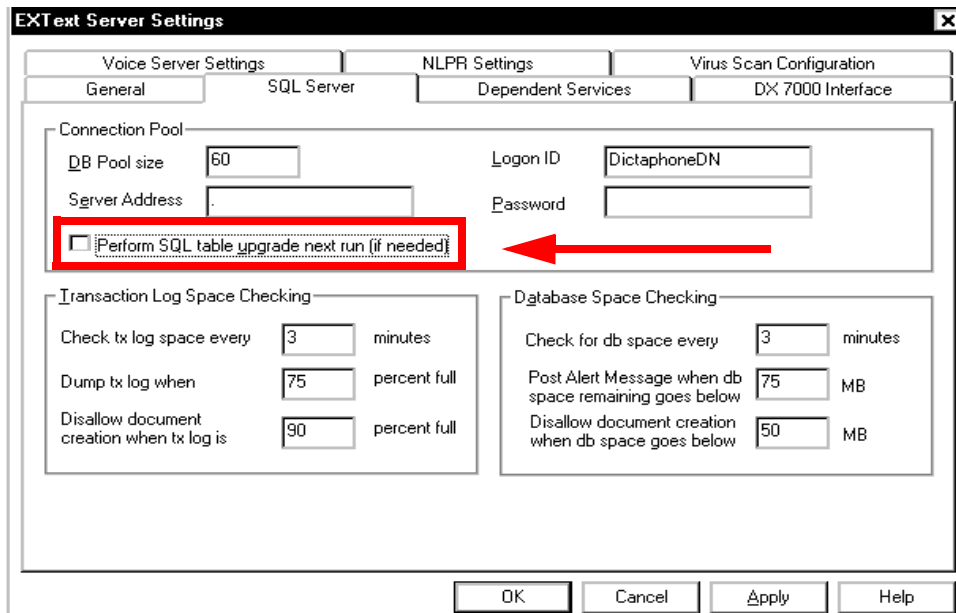


FIGURE 5-202 EXText Server Settings Dialog

3. Ensure that the check box **Perform SQL table upgrade next run (if needed)** is **unchecked**. This is required after application of **ANY** new installation, patch, or upgrade to the EXText system.
4. Click the **General** tab and the dialog shown in [Figure 5-203](#) will be displayed.

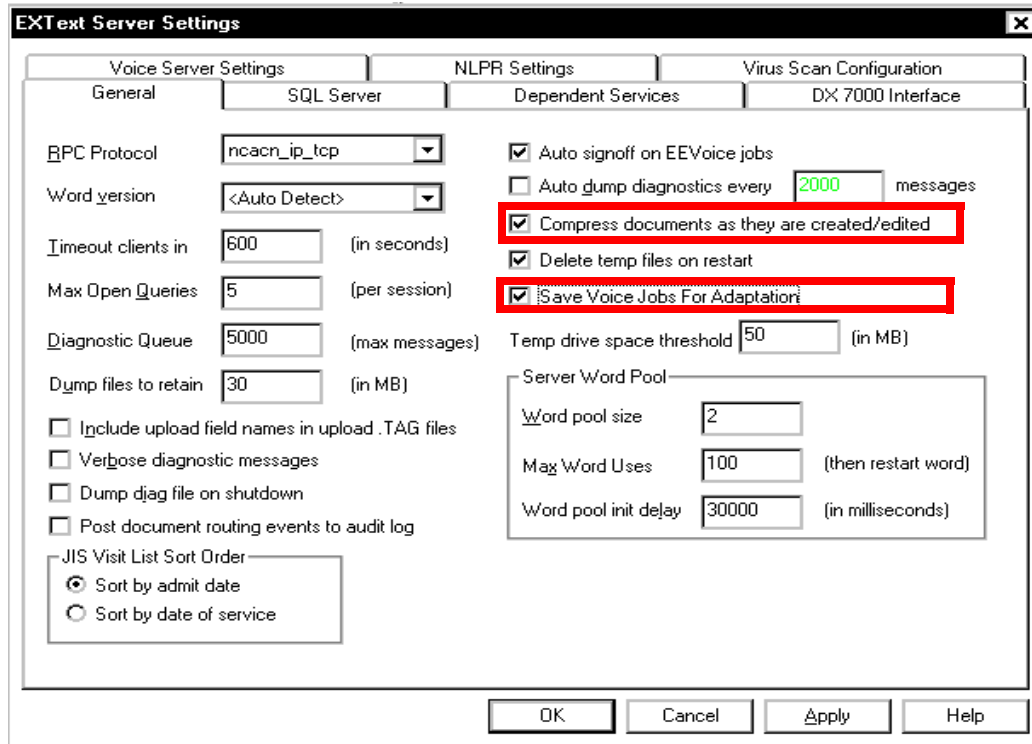


FIGURE 5-203 EXText General Settings Dialog

5. Ensure that the following check boxes are **checked**, as shown in [Figure 5-203](#).
 - **Compress documents as they are created/edited**
 - **Save Voice Jobs For Adaptation**
6. Click the **Voice Server Settings** tab and the dialog shown in will be displayed.

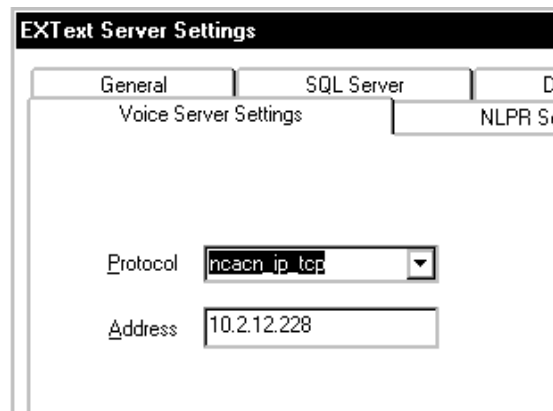


FIGURE 5-204 Voice Server Settings Dialog

7. Select a protocol of **ncacn_ip_tcp** and enter the **IP address** of the **EXVoice** server in the [Figure 5-204](#) dialog.
8. Click **Apply**, and then, click **OK**.
9. Click **OK**, and then click **Exit** when you are returned to the [Figure 5-201](#) dialog.

10. If the system you are installing has a **separate DocNetRouter server**, locate the **DocNetRouter** service on the EXText Data server and set that service to **Disabled**, and then, continue with **Step 15**.
11. If the **DocNetRouter service** is installed and running on the **EXText Data server**, and **RightFax Version 9.4** is being used, go to the location on the EXText data server where you stored the file **RF_9.4_Updater.exe**; otherwise, continue with **Step 15**.
12. Double-click the file to **RF_9.4_Updater.exe** to execute.
13. Executing this file will place the following updated files in the **C:\DocNet\bin** directory, overwriting files of the same name:
rfwin32.dll, **rfi32rpc.ndr**, and **rfi32smb.ndr**
14. Open **C:\DocNet\bin** and verify that the file **rfwin32.dll** is version **9.4.0.239**.
15. Go to [Configure SQL Server 2008](#) on [page 4-43](#) and ensure that SQL on the EXText server is configured as shown in that procedure.
16. Select **Start | Shut Down | Restart** to reboot the server.
17. Following a successful restart, go to the procedure [Install EXText Router](#), *if the router is being installed on a separate server.*; otherwise go to [Table 5-10](#) on [page 5-178](#) to determine the next procedure to follow.

Install EXText Router



*This procedure is only required when the EXText Router is being installed on a separate server. If the router is running on the EXText Data Server, the **Complete** selection shown in [Figure 5-189](#) will automatically install all required EXText router files on that server.*



IMPORTANT

Before beginning the install of the EXText software on the router, ensure that you have installed and configured Microsoft Word in accordance with the procedure [Word 2007 Installation](#), beginning on [page 5-130](#).

1. Create the following folders on drive **C:** of the Enterprise Express Text Router:
nn:\Software\EEText 8.1.156.2
2. Using the EXText Installation CD (PN **1000063-111**), copy all files to the newly-created directory **nn:\Software\EEText 8.1.156.2**. This will make the files available for remote repairs.
3. Next, map to **C:\Docnet\bin** on the **EXText server** and copy the following files to the **EEText 8.1.156.2** directory you just created:
 - **DocNetServer.exe**
 - **atl71.dll**
4. On the **EXText Router**, in the folder **EEText 8.1.156.2** locate the **EXT Server.exe** file and double-click it.

The dialog shown in [Figure 5-205](#) will be displayed.

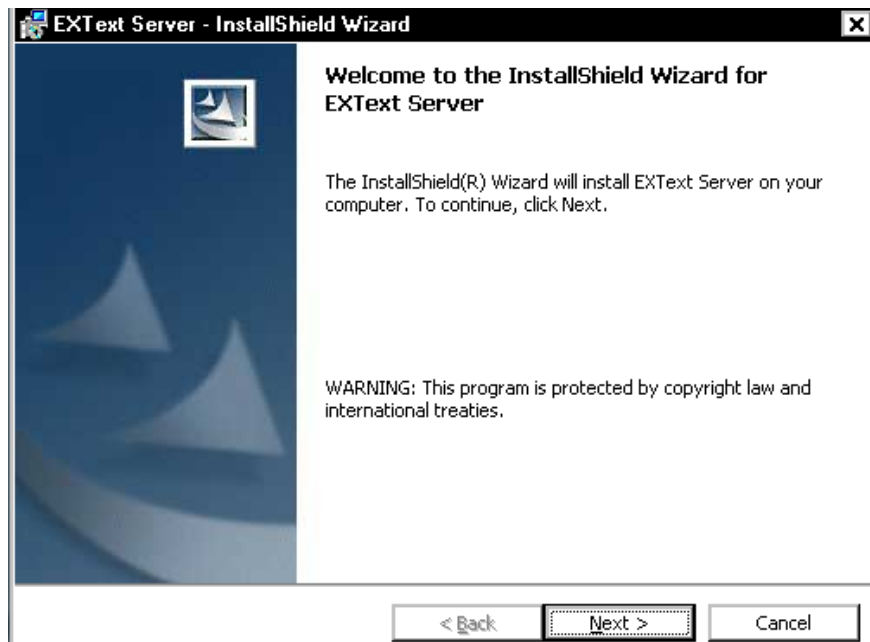


FIGURE 5-205 EXText Server Installation/Upgrade Welcome Dialog

5. Click **Next** to continue, and the **License Agreement** is displayed.
6. Click **Yes** to accept the License Agreement.
he [Figure 5-206](#) dialog is displayed.

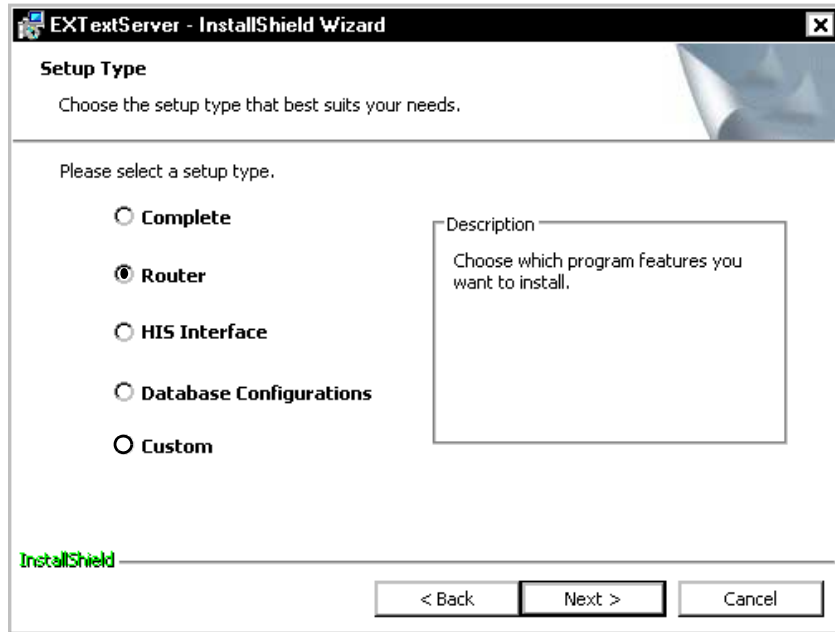


FIGURE 5-206 Setup Type Dialog

7. Select the **Router** radio button, and then, click **Next** to continue.
The [Figure 5-207](#) dialog will be displayed.

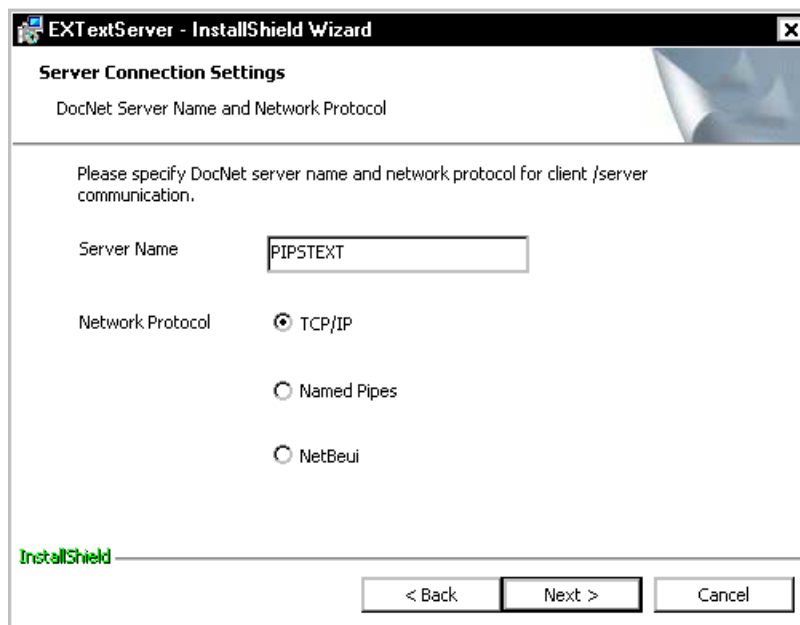


FIGURE 5-207 DocNet Server Connection Settings Dialog

8. Enter the **NETBIOS** name of the EXText server and select the **TCP/IP** radio button.
9. Click **Next** and [Figure 5-208](#) will be displayed.

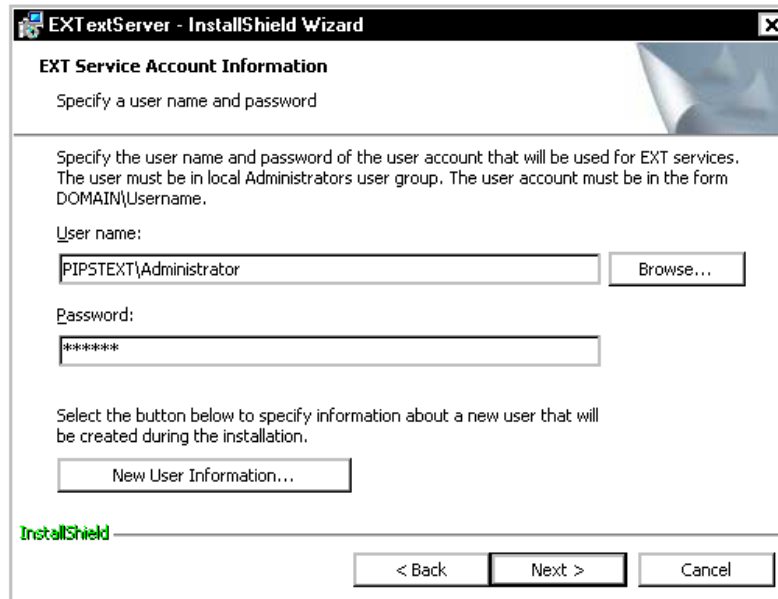


FIGURE 5-208 EXT Service Account Information Dialog

10. Enter the following information in the [Figure 5-208](#) dialog:
 - **User name:** enter the user account (with Administrative privileges) in the form of **DOMAINUsername** (if no domain, enter the name of the EXText server)
 - **Password:** Enter the password for the user you just entered
11. Click **Next** and [Figure 5-209](#) will be displayed.

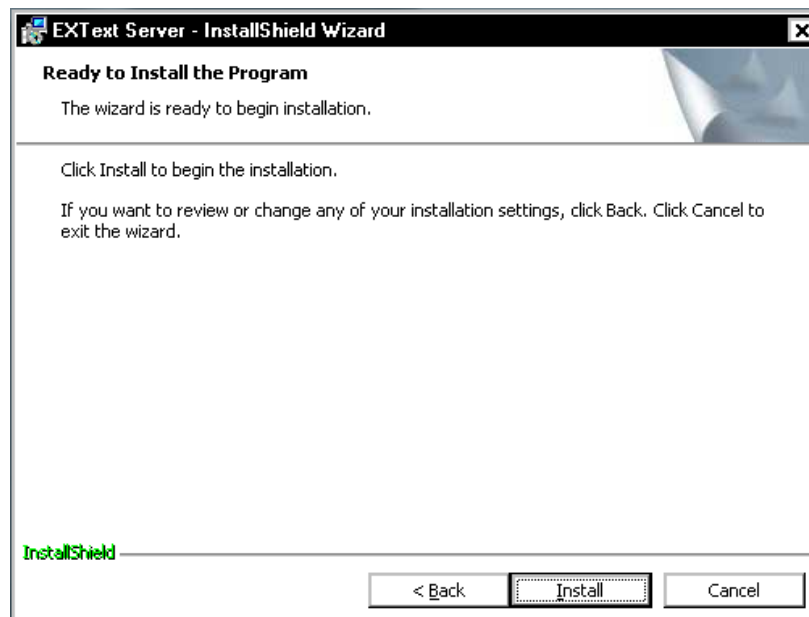


FIGURE 5-209 Ready to Install Dialog

12. Click **Install**, and the dialog shown in [Figure 5-210](#) will be displayed as the EXText server files are installed.

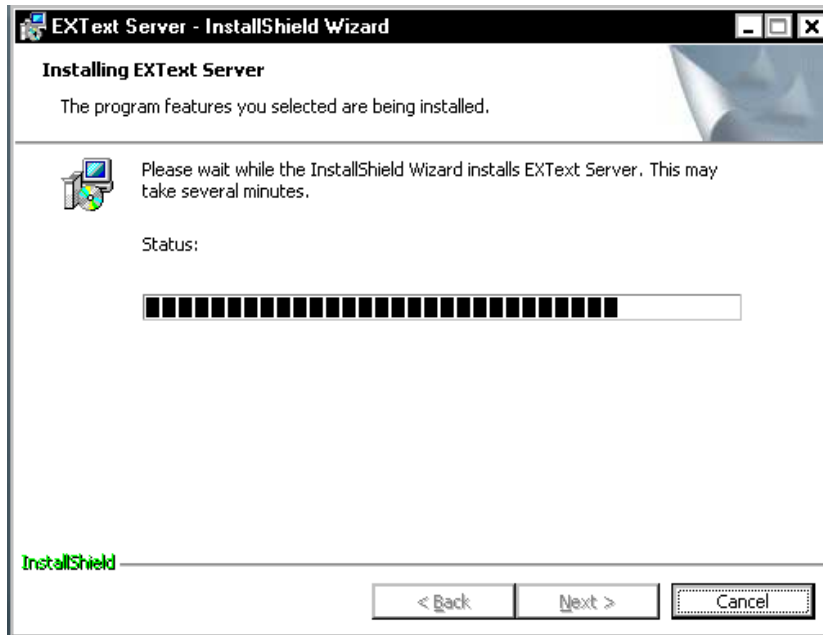


FIGURE 5-210 Ready to Install Dialog

13. Click **Install**, and the dialog shown in [Figure 5-211](#) will be displayed as the EXText server files are installed.

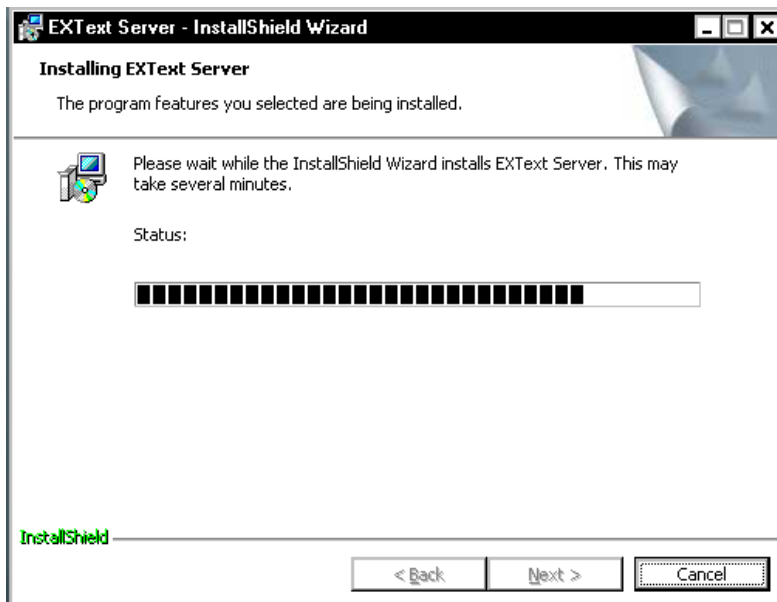


FIGURE 5-211 Setup Progress Dialog

When the installation is complete, the dialog shown in [Figure 5-196](#) will be displayed.

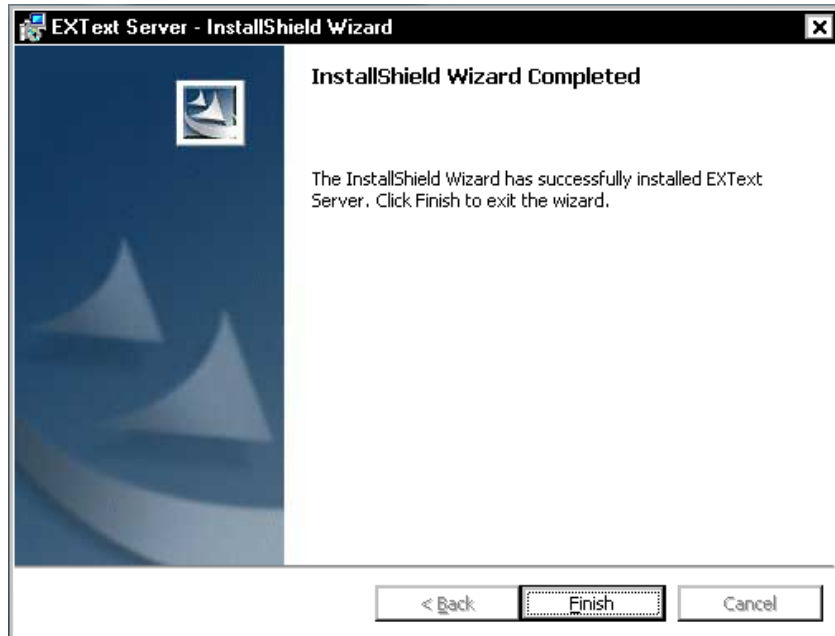


FIGURE 5-212 InstallShield Complete Dialog

14. Click **Finish**, and the dialog shown in [Figure 5-225](#) will be displayed.

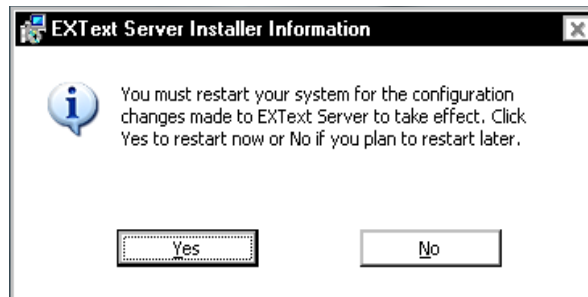


FIGURE 5-213 Server Restart Dialog

15. Click **No** to restart later, and continue with the next procedure, [Install EXText Tools](#).

Install EXText Tools

1. On the EXText data server, open the folder `nn:\Software\EEText 8.1.156.2`, locate the **EXT Tools.msi** file and double-click it.
2. When the **Welcome** dialog is displayed, click **Next**.
The dialog shown in [Figure 5-214](#) will be displayed.

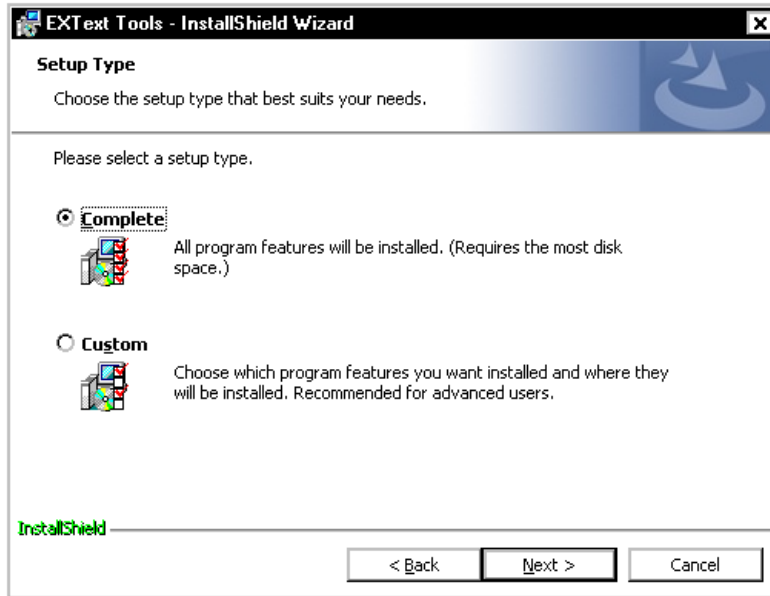


FIGURE 5-214 EXText Tools Setup Type Dialog

3. Accept the default **Complete** selection, and click **Next** to continue.
 4. Click **Install**, and shortly the **InstallShield Wizard Completed** dialog will be displayed.
 5. Click **Finish**, and then, continue with the next procedure, [Router Configuration](#).
-

Router Configuration

1. On the **EXText router**, open the folder **EEText 8.1.156.2** and copy the following two files to **C:\DocNet\bin**:
 - **DocNetServer.exe**
 - **atl71.dll**
2. If the router is running Windows 2008, and the data server is running Windows 2008\SQL 2008, continue with **Step 3** to enable communication between the router and the data server. Otherwise, go to **Step 7**.
3. On the **EXText router**, open a command prompt, and then, run the following command:
 - **cliconfg**

The dialog shown in [Figure 5-215](#) will be displayed.

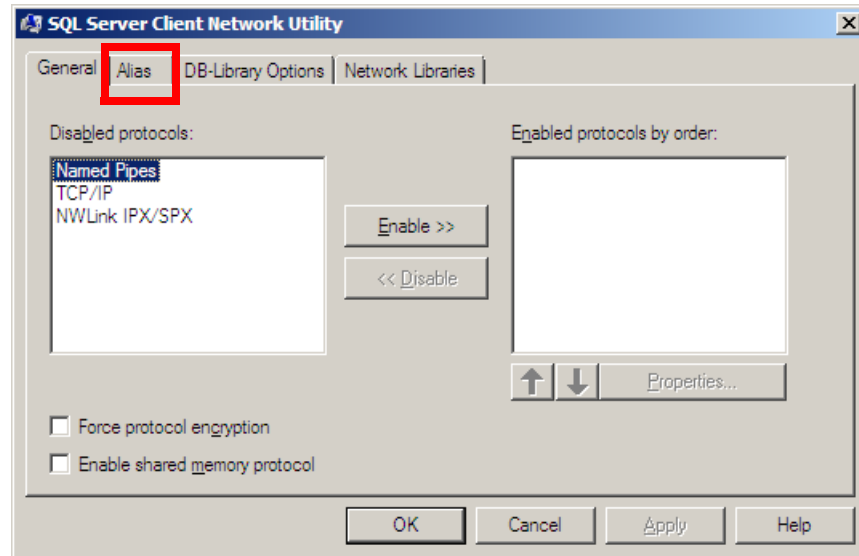


FIGURE 5-215 Network Utility Main Dialog

4. Click the **Alias** tab, and then, click **Add** to display the [Figure 5-216](#) dialog.

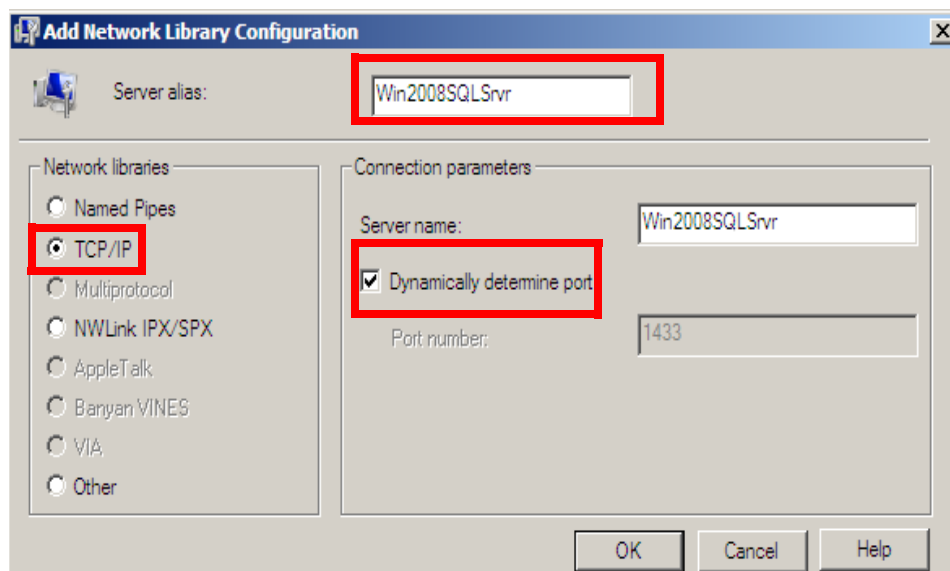


FIGURE 5-216 Server Alias Configuration Dialog

5. Complete the [Figure 5-216](#) dialog as follows:
- Select the appropriate **Network libraries** protocol radio button
 - Enter the name of the SQL Server in the **Server alias** text box
 - Place a check in the **Dynamically determine port** check box
6. Click **OK**, click **Apply**, and then, click **OK** once more.
7. Close all open windows and **reboot** the EXText router.

8. On the **EXText router**, open the folder **C:\DocNet\Bin**, and double-click the file **DocNeTSettings.exe**.

The dialog shown in [Figure 5-217](#) will be displayed.



FIGURE 5-217 EXText Settings Dialog

9. Click **Client** and the dialog shown in [Figure 5-225](#) will be displayed.

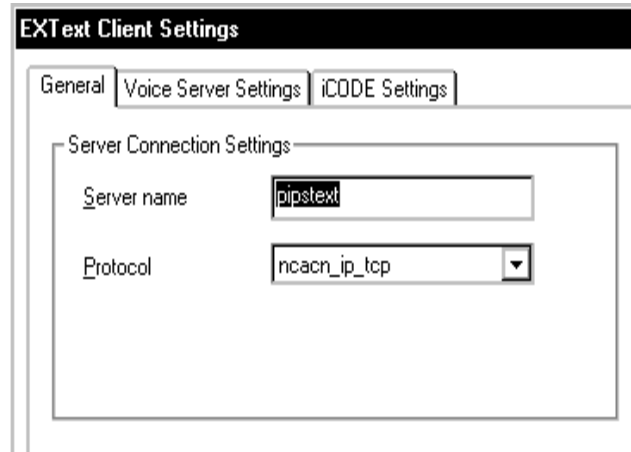


FIGURE 5-218 EXText Server Settings Dialog

10. Complete the [Figure 5-218](#) dialog as follows:
 - **Server name:** enter the NETBIOS name of the EXText server
11. Click **Apply**, and then click **OK**.

You are returned to the [Figure 5-217](#) dialog.
12. Click **Exit**, and then, continue with the next procedure, [Install EX Editor on the Router](#).

Install EX Editor on the Router

**IMPORTANT**

*Installing EX Editor on the EXText Router is **ONLY** necessary if Word 2007 is being utilized in the EXText environment. If Word 2007 is **NOT** being used, then skip this procedure and go to the procedure [Install/Configure Watchdog on the EXText Server/Router](#).*



*It is necessary to install the EX Editor program (Version 8.1.0.5) on the EXText Server **or** the separate Router server (preferred location). The purpose is to support the customer service need for the creation and/or review of documents in the Word 2007 environment.*

1. Install EX Editor on the EXText Router, using the same procedure as applied on the Client Workstation. This procedure, [Install EX Editor 8.1.0.5 on Client Workstation](#), begins on [page 5-189](#) of this manual.
 2. Following the installation of EX Editor, return here and continue with the procedure [Install/Configure Watchdog on the EXText Server/Router](#).
-

Install/Configure Watchdog on the EXText Server/Router



*Before beginning this procedure ensure that you have downloaded the Watchdog file, **Router_Watchdog.exe**, from the EXText software download area of the Dictaphone Service portal, and placed it in a convenient hard drive location on the EXText server/router.*

Perform the following steps on the server where the **EXText Router** is located (e.g., this could be on either the EXText server, or on a separate Router server).

1. On the server where the EXText Router is located, create the following folder:

C:\voicenet\applications

**IMPORTANT**

*Although you are installing the Watchdog service on an EXText server, it **must** reside in the C:\voicenet\applications folder or it will not function.*

2. Go to the local hard drive location where you stored the **Router_Watchdog.exe** file.
3. Double-click **Router_Watchdog.exe** and the dialog shown in [Figure 5-219](#) will be displayed.

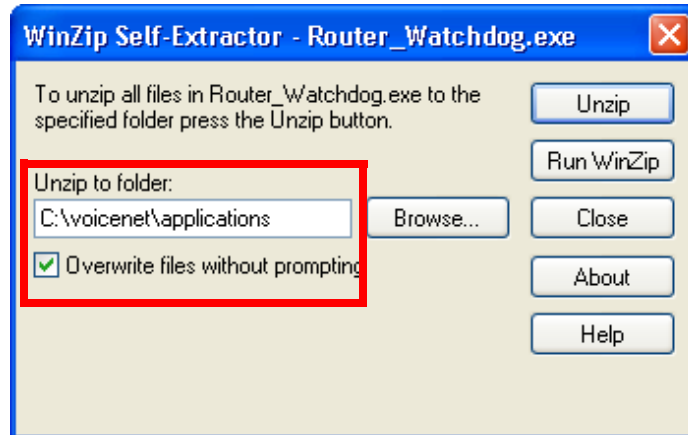


FIGURE 5-219 Watchdog Files Extraction Dialog

4. Ensure that the **Unzip to folder:** text box reads **C:\voicenet\applications**, the location where **Watchdog** files must be installed, and, that the **Overwrite** check box is selected, as shown in [Figure 5-219](#).
5. Click **Unzip**, and in a few moments, you will see the dialog in [Figure 5-220](#) displayed.

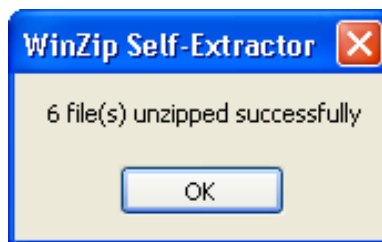


FIGURE 5-220 Successful Extraction Dialog

6. Click **OK** and then, close the Winzip application.
7. Select **Start/Programs/Accessories/Command Prompt** to open a Command Prompt window.
8. Type the following to navigate to the C:\voicenet\applications folder:
cd C:\voicenet\applications <Enter>

9. Enter the following to install the Watchdog service in Windows:

Watchdog -install .\Administrator <password>

where

- ◆ <password> = the password for the Windows Administrator user

```

C:\WINNT\system32\cmd.exe
C:\Documents and Settings\Administrator>cd\voicenet\applications
C:\Voicenet\Applications>watchdog -install .\administrator e2000
10:00:00 [t:70c] Checking MUTEX (Dictaphone EXU Watchdog)...
10:00:00 [t:70c] Mutex does not exist. Starting...
10:00:01 [t:70c] Service installed.
10:00:01 [t:70c] EEU Watchdog application object destructor called.
10:00:01 [t:70c] CService::~CService begins...
10:00:01 [t:70c] Deleting service table...
10:00:01 [t:70c] CService: Closing sink...
10:00:01 [t:70c] CService: Deleting event logger...
10:00:01 [t:70c] CService: Deleting shutdown event...
10:00:01 [t:70c] CService: Closing singularity mutex...
10:00:01 [t:70c] CService: Closing shutdown syncro event...
10:00:01 [t:70c] CService::~CService completed.

C:\Voicenet\Applications>

```

10. Enter the following to run the Watchdog service in console mode:

Watchdog -console

Watchdog should poll for active services once every 5 seconds.

11. Press the letter **X** on the keyboard to stop Watchdog.
12. Close the Command Prompt window.
13. Select **Start/Run**, enter **regedit** in the Open field, and click **OK**.
14. Select the following:
[HKEY_LOCAL_MACHINE]/SOFTWARE/Dictaphone/VoiceNet/Watchdog
15. Double-click the **ServicesToWatch** value, and the dialog shown in [Figure 5-221](#) will be displayed.

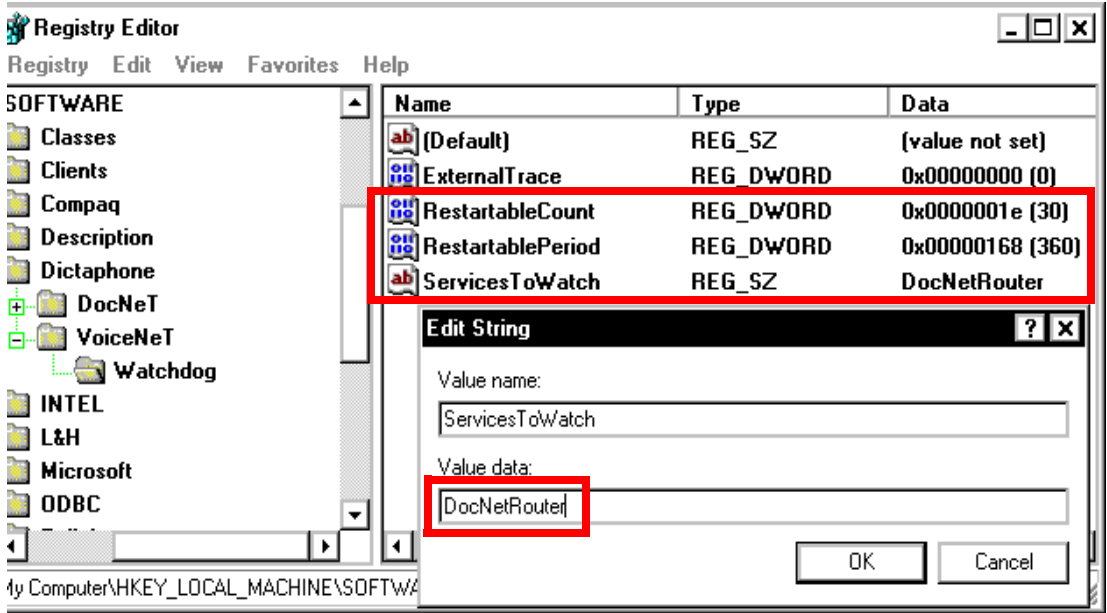


FIGURE 5-221 Watchdog String Editor Display

16. Remove the default string, and enter the following value, as shown in [Figure 5-221](#):

DocNetRouter

17. Click **OK**.
18. Double-click the **RestartableCount** value, and the dialog shown in [Figure 5-222](#) will be displayed.

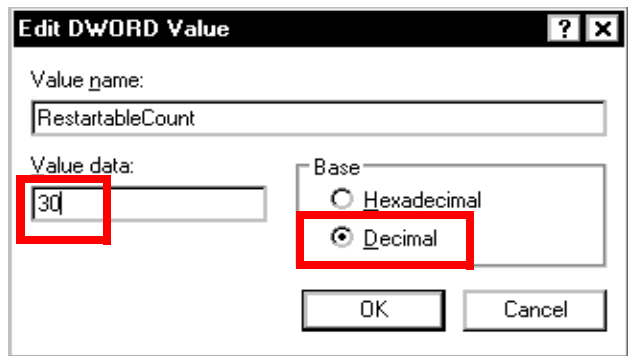


FIGURE 5-222 Restartable Count Dialog

19. Select a Base type of **Decimal**, enter **30** in the **Value data** field, and click **OK**.
20. Double-click the **RestartablePeriod** value, and the dialog shown in [Figure 5-223](#) will be displayed.

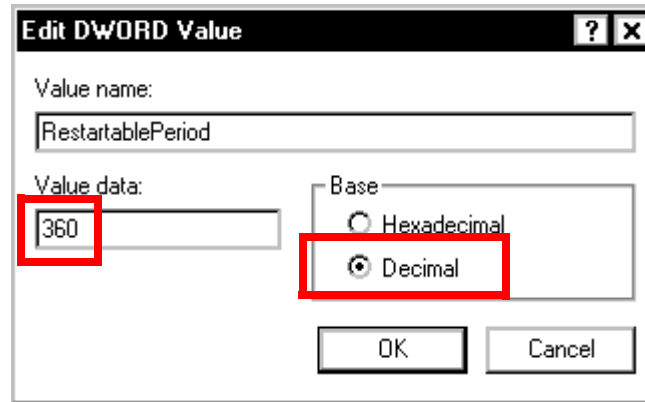


FIGURE 5-223 Restartable Period Dialog

21. Select a Base type of **Decimal**, enter **360** in the **Value data** field, and click **OK**.
22. Close the Registry Editor utility.
23. Select **Start/Programs/Administrative Tools/Services** to open the Windows Services utility.
24. In the list of services, verify that the **Dictaphone EXV Watchdog** service exists.
25. Right-click **Dictaphone EXV Watchdog**, select **Start**, and verify that the service starts properly.
26. Open the **Event Viewer** application log, and verify that the **Dictaphone EXV Watchdog** service successfully started.

27. In the **Event Viewer** log, verify that the service is now watching the **DocNetRouter** service as shown in the [Figure 5-224](#) display.

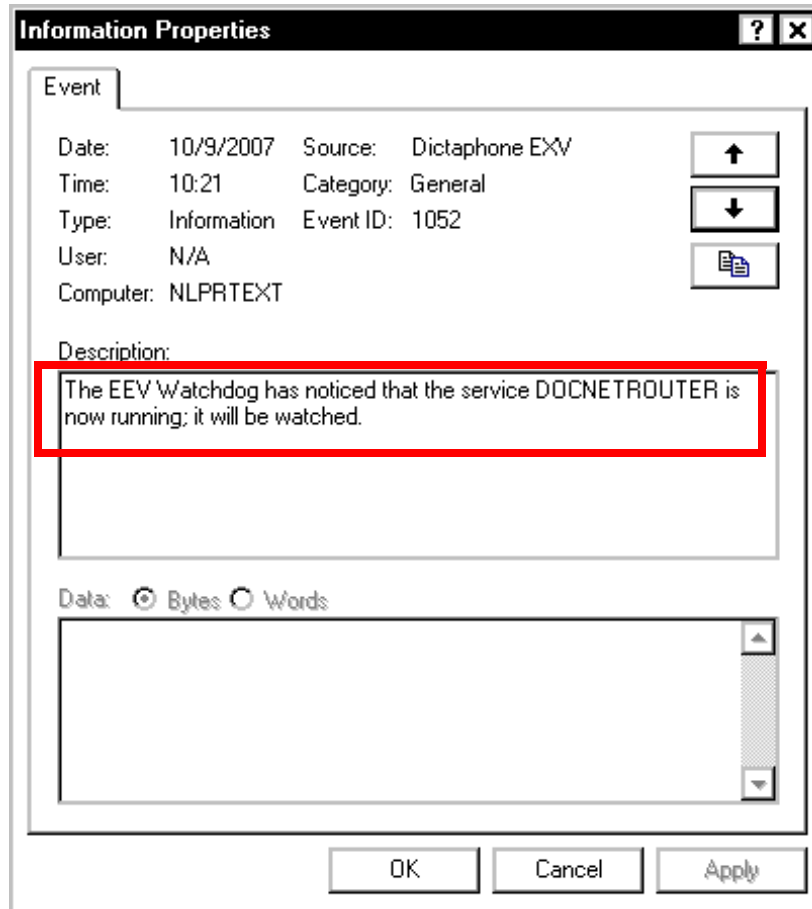


FIGURE 5-224 Event Viewer Display

28. Close all open windows.
29. Consult [Table 5-10](#) to determine next procedure to complete.

TABLE 5-10 Next Procedure

Does this EXText system have a Gateway server with Power Express II installed?	Accomplish this procedure next
Yes	Update Gateway Server
No	Continue with Table 5-11, page 5-181

Update Gateway Server



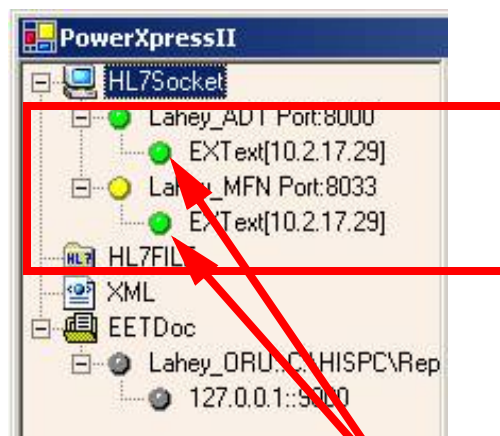
PowerXpressII runs as an application on the desktop or as a service called **GatewayService**. Whenever you upgrade EXText to Build 8 it is necessary to upgrade the *DocNetClientObjects* files on the Gateway server.

To upgrade DocNetClientObjects on the Gateway server, do the following:

1. Obtain the updated file, named **8.1.156.6.msi**, from the EXText **Build 8.1** software area on the Dictaphone Service portal.
2. Place the file in a convenient location on the **Gateway** server you are going to upgrade.

Stop PowerXpressII (if running as an application)

3. On the **Gateway** server desktop, you may see a display similar to that shown in [Figure 5-225](#), indicating that PowerXpressII is running as an application.



Lights should be GREEN

FIGURE 5-225 PowerXpressII GUI Display

4. If the [Figure 5-225](#) is on the desktop, close the PowerXpressII window to **STOP** the application from running, and go to [Uninstall DocNetClient Files](#).

Stop PowerXpressII (if running as a service)

5. Open the Service Manager and **STOP** the **GatewayService** service.
6. Open **Windows Task Manager**, select the **Processes** tab and ensure that the process **gateway.exe** is stopped; if not, highlight gateway.exe and click **End Process**.

7. Close the **Service Manager** window, and continue with [Uninstall DocNetClient Files](#).

Uninstall DocNetClient Files

8. Go to the **Control Panel** and select **Add/Remove Programs**.
9. Select **DocNetClientObjects** and select **Change/Remove** to uninstall the existing files.
10. Once uninstall is complete, close all open windows.
11. Go to the location where you stored the file **8.1.156.6.msi** and double-click to execute.

The new DocNet files will be automatically installed on the Gateway server. You do not get any visual indication on the display that the install has succeeded, so once again, return to the **Add/Remove Programs** display and look for the following entry ([Figure 5-226](#)), which reflects the successful install of the new DocNet files.



FIGURE 5-226 Add/Remove Display After 8.0.156.6 Install

12. Once you have verified that the new DocNet files are installed, restart PowerXpressII, either as a desktop application, or as a service, based on customer preference.
13. When running as a an application, the **PowerXpress II** window opens, and following a short delay, a display similar to the following ([Figure 5-227](#)) will be seen in the upper left of the window.

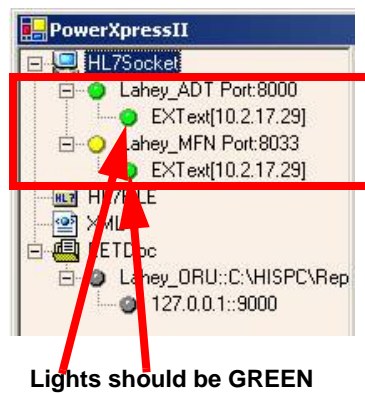


FIGURE 5-227 PowerExpress II Display



If running *PowerXpressII* as a service, you can double-click the *PXMonitor* icon on the desktop and see a display much like that shown in [Figure 5-227](#).

With the **EXText** server running normally, and the **GatewayService** restarted, take note of the highlighted portion of the [Figure 5-227](#) display. Green lights indicate correct functionality. If the displayed lights are red, this indicates some type of malfunction.

14. Should the lights be red, repeat Steps 3 through 13, above, and then recheck the **PowerXpressII** display ([Figure 5-227](#)). If the lights are still not green, call Melbourne Technical Services for assistance.
15. Consult [Table 5-11](#) to determine the next procedure to follow.

TABLE 5-11 Operating System Decision Table #1

Does this server have Windows 2003 Service Pack 1 Installed?	Go to This Location
Yes	Table 5-12, page 5-181
No	Client Workstation New Installation, page 5-183

TABLE 5-12 Operating System Decision Table #2

Are there users of the EXText application that are NOT in the same domain as the EXText server?	Go to This Procedure
Yes	Windows 2003 SP1 Requirement, page 5-181
No	Client Workstation New Installation, page 5-183

Windows 2003 SP1 Requirement

When Windows 2003 Service Pack 1 is installed on an EXText server, there are two programs which do not function correctly if there are any EXText applications users of the system that are **NOT** in the same domain as the EXText server.

These programs are **DocNetReporter** and **DocNetAuditor**.

If this situation exists for a customer, do the following to ensure continued correct processing of all documents:

1. In the Control Panel, access **Computer Management | Local Users and Groups**.
2. Assign local user accounts for **each** user that is **outside** the EXText server domain and uses the EXText application.

3. Once this procedure is complete for all required users, reboot the server, and following reboot, continue with the next procedure, [Client Workstation New Installation](#), if you are installing new Client Workstation software.

Client Workstation New Installation

Use this section if you are performing a new (or disaster recovery) installation of EXText Version 8 software on an EXText Client Workstation that is not running EXText software. You should also use this section if you are upgrading a Client Workstation running software earlier than Version 8. You need the following:

- Name or address of server on which the EXText Server software is installed
- Network protocol used to connect to the EXText Server
- SQL Server Name
- SQL Server Logon
- SQL Server Port

A drive mapped to the EXText Server **nn:\Software\EEText 8.1.156.2** folder.

1. Close all applications on the Client Workstation.
2. Navigate to the **EXText Client.msi** file in the **nn:\Software\EEText 8.1.156.2** folder, and double-click the file.
3. The dialog shown in [Figure 5-228](#) will be displayed.

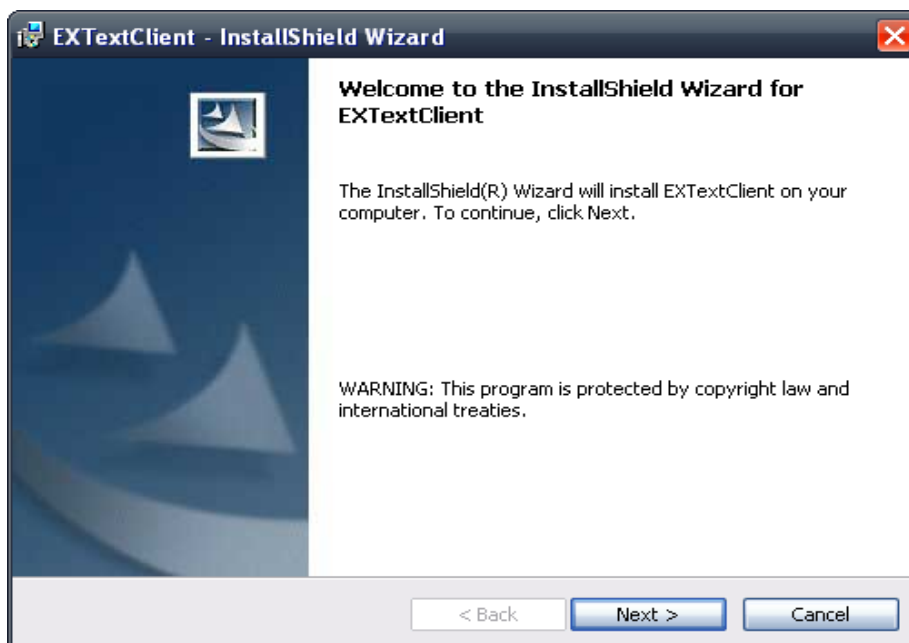


FIGURE 5-228 Extracting Files Dialog

4. Click **Next** and the License Agreement ([Figure 5-229](#)) is displayed.

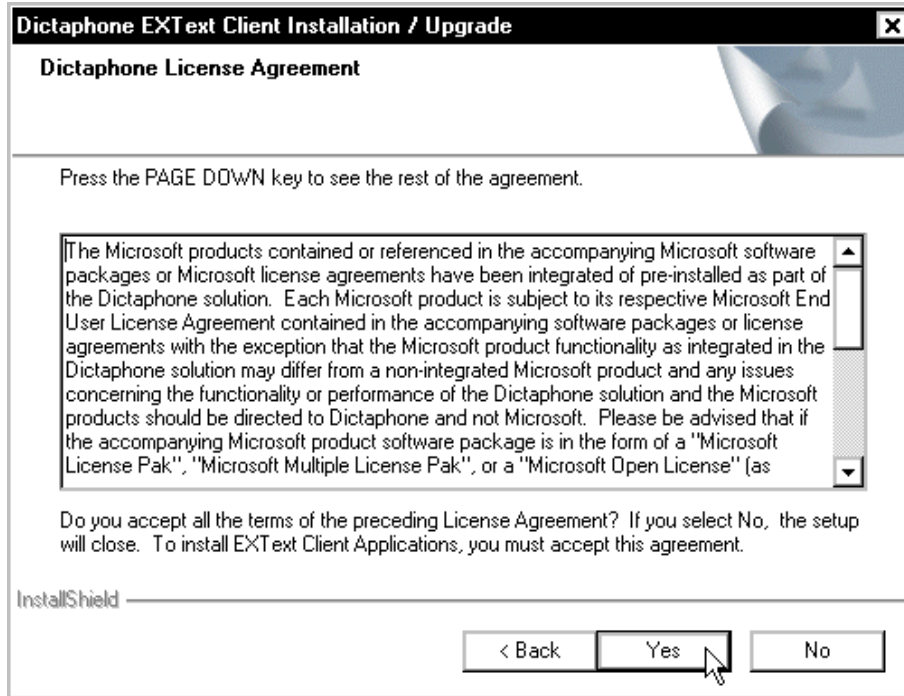


FIGURE 5-229 License Agreement

5. Click **Yes** to accept the Agreement, and the dialog shown in [Figure 5-230](#) will be displayed.

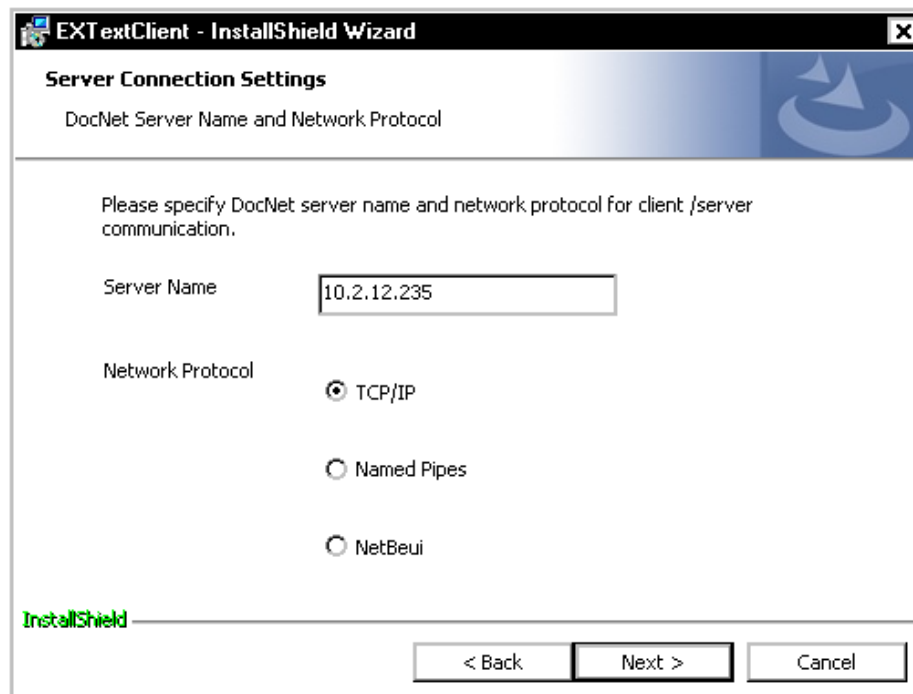


FIGURE 5-230 Server Connection Dialog

6. Enter the IP address of the EXText server in the **Server Name** text box and select the appropriate **Protocol** for the workstation you are installing.

For most applications, the default **TCP/IP** protocol is correct.

7. Click **Next** to continue.

The application checks for any **Winword** processes that may be running. If found, the decision dialog shown in [Figure 5-231](#) is displayed.



This does not normally happen on a new installation, but could be an issue if you are reinstalling EXText software due to server failure.

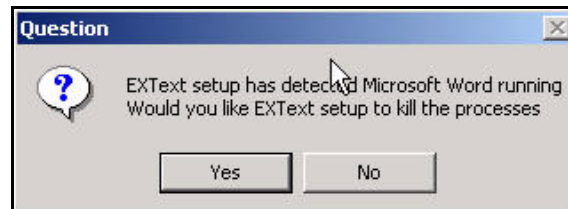


FIGURE 5-231 WinWord Decision Dialog

8. If the [Figure 5-231](#) message is displayed, click **Yes** to attempt to kill the processes. If the attempt is unsuccessful, the [Figure 5-232](#) message appears.

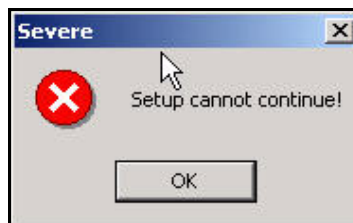


FIGURE 5-232 Severe Error Message

9. Click **OK** to terminate the application.

If no processes were found, or all of the ones found were terminated properly, the installation continues and the dialog shown in [Figure 5-233](#) is displayed.

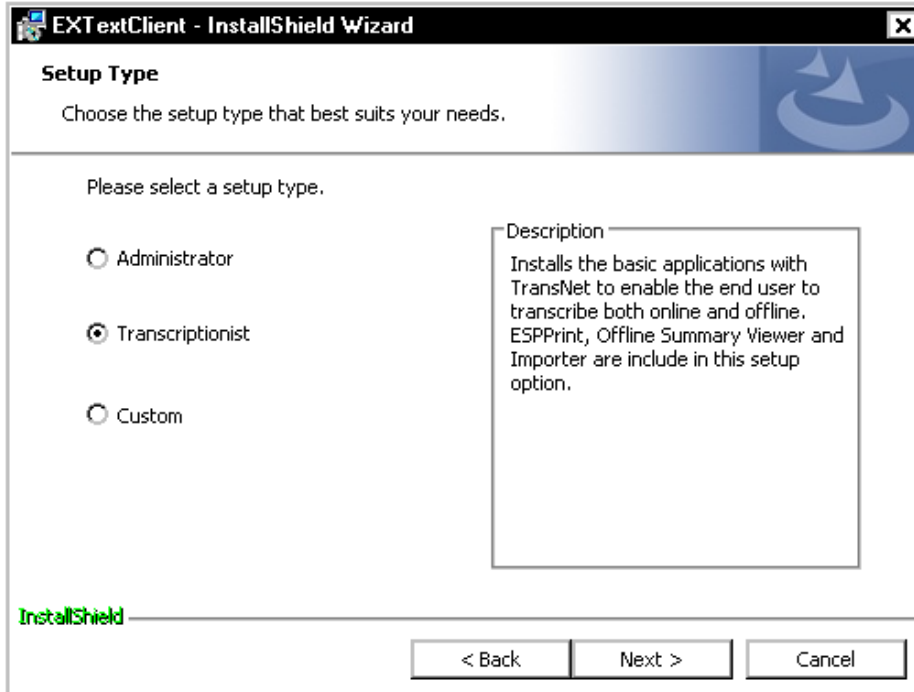


FIGURE 5-233 Setup Type Dialog

Choosing the **Custom** setup type allows the user to select the Client products to be installed from the dialog shown in [Figure 5-234](#).

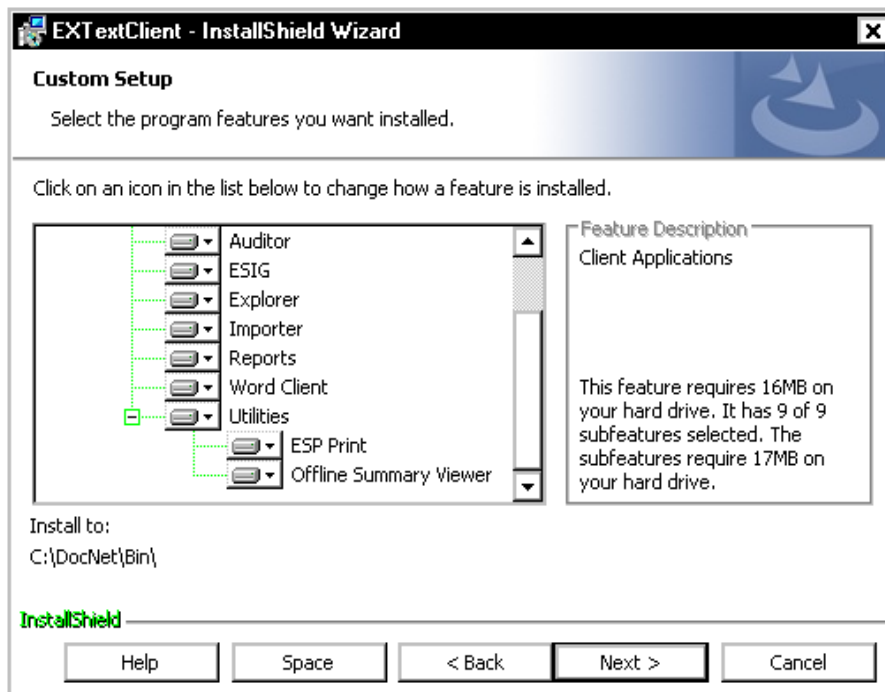


FIGURE 5-234 Custom Setup Type Dialog

The choices available are as shown in [Figure 5-234](#), with 2 other choices possible, but not shown in the dialog, namely **Archive Client** and **Archive Viewer**.

In most cases, selecting **Transcriptionist**, as seen in the [Figure 5-233](#) dialog, is the correct choice.

10. Select the appropriate setup type and click **Next** to display the [Figure 5-235](#) dialog.

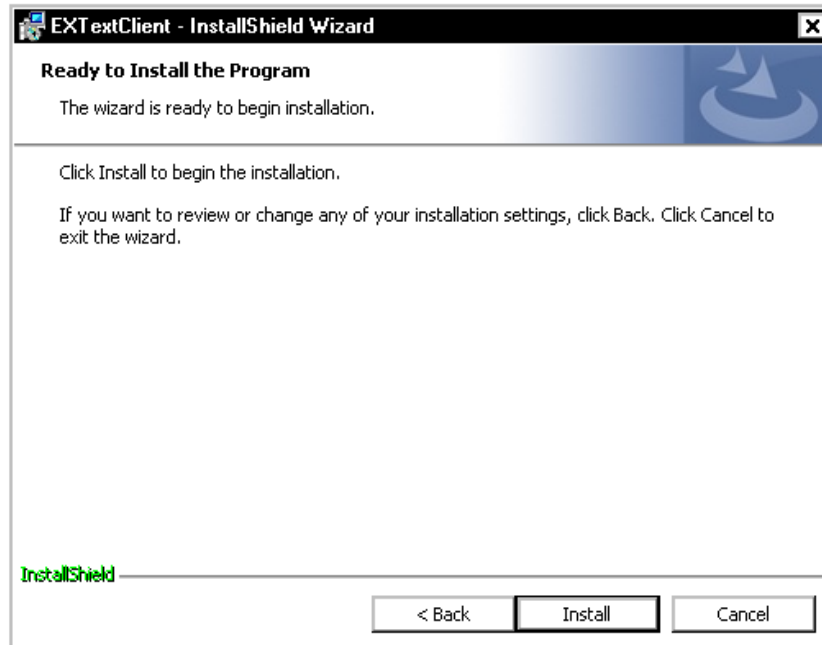


FIGURE 5-235 Ready to Install Dialog

11. Click **Next**, and in a short time, the dialog seen in will be displayed.

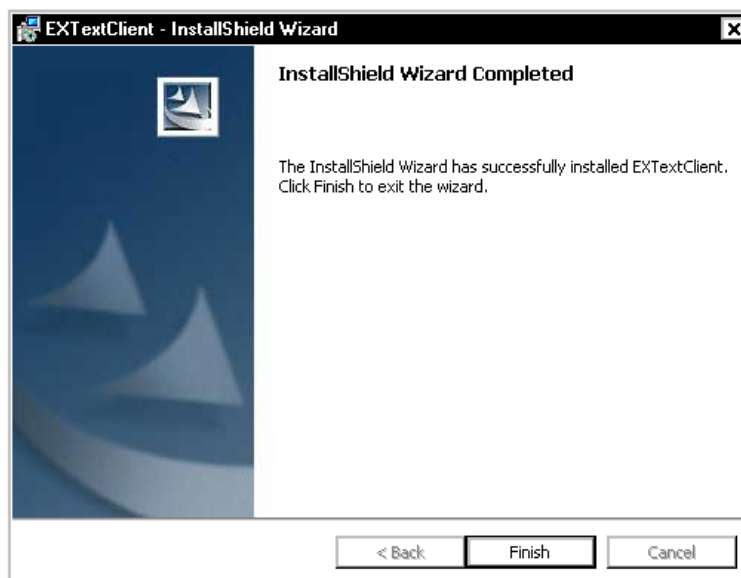


FIGURE 5-236 InstallShield Complete Dialog

12. Click **Finish**, and consult [Table 5-13](#) for the next procedure to be performed.

TABLE 5-13 Correction Client Decision Table

Does Correction Client need to be installed to process EXSpeech jobs?	Go to This Procedure
Yes	Install Correction Client, page 5-188
No	Go to the folder nn:\Software\EEText 8.1.156.2 folder on the Client workstation and copy the file Correction Client 1.0.msi to the folder C:\docnet\bin on the Client workstation. Then, continue with Step 7 , below, if necessary.

Install Correction Client

1. Go to, or map to the **nn:\Software\EEText 8.1.156.2** folder on the EXText server and locate the **Correction Client 1.0.msi** file.
2. Right-click the file **Correction Client 1.0.msi**, select **Properties/Summary**, and ensure that the **Title** field displays **v1.6.1.12** before continuing.
3. On the Client Workstation, double-click **Correction Client 1.0.msi** and the dialog shown in [Figure 5-237](#) will be displayed.

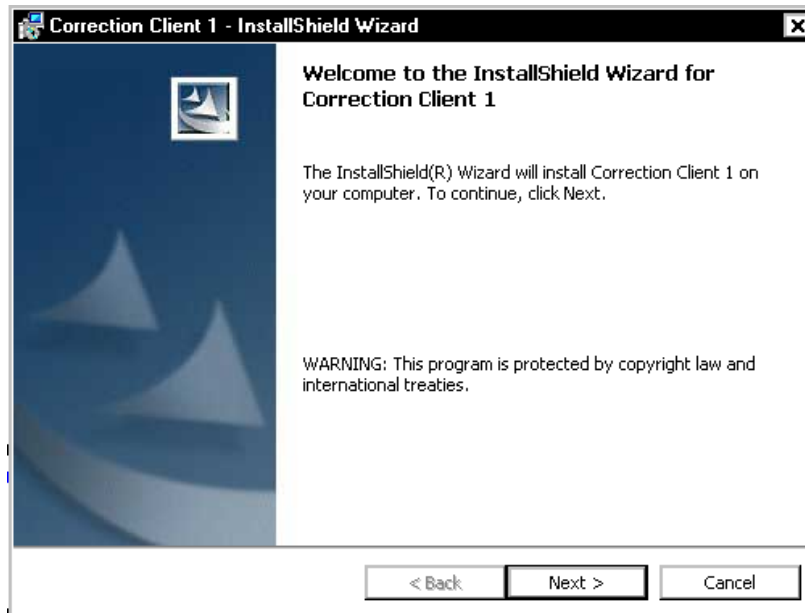


FIGURE 5-237 Correction Client Welcome Dialog

4. Click **Next** and the dialog shown in [Figure 5-238](#) will be displayed.

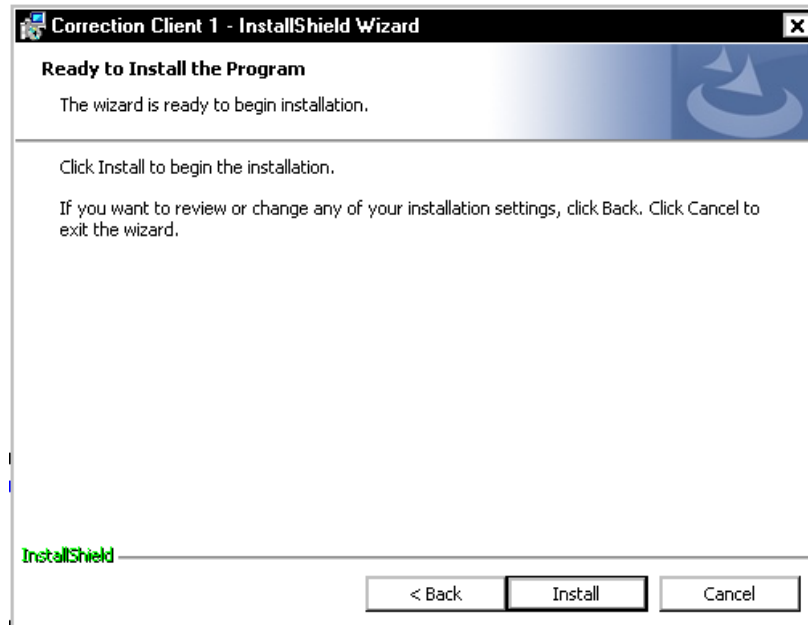


FIGURE 5-238 Ready to Install Dialog

5. Click **Install** and in a few moments the **InstallShield Wizard Completed** dialog will be displayed.
6. Click **Finish**.
7. If necessary, continue with the procedure [Install EX Editor 8.1.0.5 on Client Workstation](#).

Install EX Editor 8.1.0.5 on Client Workstation



IMPORTANT

*Before beginning this procedure go to the Windows/System32 folder and check the version of the file **sxs.dll**. If the version is \geq to x.x.x.3019, continue with this procedure. If version is $<$ x.x.x.3019, the workstation must be updated with Microsoft OS patches before continuing. Dictaphone tested and approved Microsoft patches can be found on the Service portal. The file referred to above, in the appropriate version, can be researched by viewing **Solution ID 12300**, and then within that article, Microsoft Bulletin **MS06-075**.*



IMPORTANT

*Customer environments that are using Enterprise Editor should **use Microsoft® Word 2003 or Word 2007 ONLY**. This applies to all transcription client applications that transcribe on a single Enterprise Speech System. Customers should not use Microsoft® Word 2002 or Word 2000 to avoid potential compatibility issues with documents. Specifically, these versions of Microsoft® Word do not support XML tags. Therefore, transcriptionists that use Microsoft® Word 2000 or 2002 and edit documents created from Enterprise Editor will introduce unwanted XML symbols into documents.*

Verify .NET Framework Version



This procedure was accomplished on an XP client workstation. You will notice minor differences in the procedure if a different operating system is installed.

.NET Framework Version 3.5 SP1 and Family Update files are required on each client workstation using EX Editor to ensure correct operation of the EX Editor software.

To verify correct **.NET Framework** software installation, do the following:

1. On the client workstation, open the **Control Panel** and select **Add/Remove Programs**.
2. Ensure that the **Show Updates** option check box is checked.
3. Scroll down until you get to the **.NET Framework** area, and if the correct software and family updates are installed you will see a display very similar to that shown in [Figure 5-239](#), and you will note **each** of the **four (4) highlighted KB entries**.

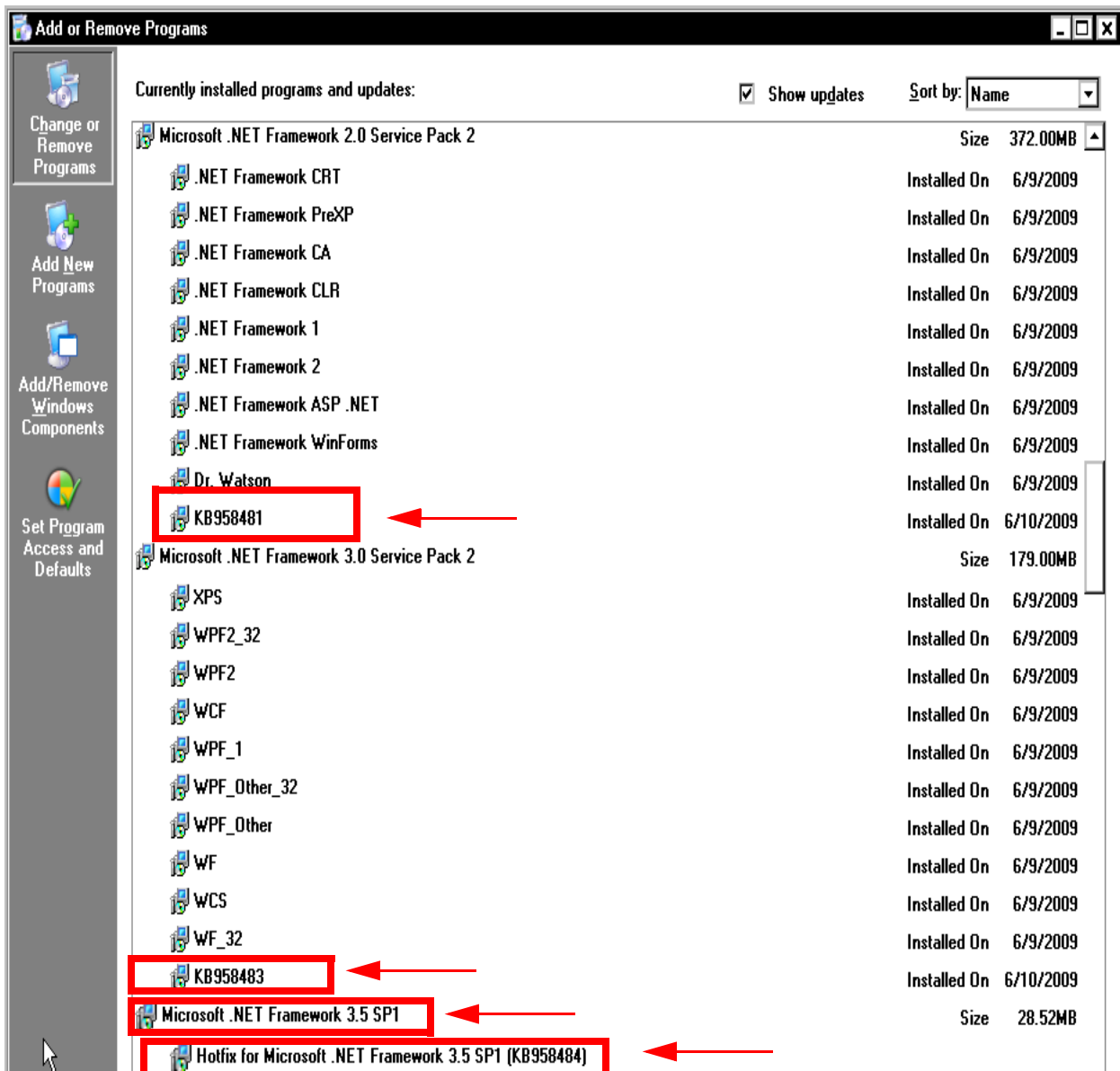


FIGURE 5-239 .NET Framework 3.5 SP1 with Family Updates Installed

4. If you find that all four highlighted entries are installed, skip the rest of this section, and continue with the procedure [Install EX Editor Software](#), beginning on [page 5-199](#).
5. Should you **NOT** see **ALL** four highlighted entries installed, you must update NET Framework before continuing, or EX Editor **WILL NOT** work correctly.



IMPORTANT

There have been some reports that when applying the Family Updates in a VISTA environment, with .NET Framework 2.0 and 3.0 not listed in Add/Remove programs, that an error may occur. Should this happen to you, ignore the error and continue to follow install/upgrade procedures.

6. Consult [Table 5-14](#) to determine the next step in this procedure.

TABLE 5-14

.NET Framework	Software Installed	Continue with
.NET Framework 3.5 SP1 Installed	No	Install .NET Framework 3.5 SP1
.NET Framework 3.5 SP1 Installed	Yes	Download and Install .NET Framework Family Update Files

Install .NET Framework 3.5 SP1

1. Using the **EXEditor 8.1.0.5 DVD (PN 1000183-112)**, open the folder **ISSetupPrerequisites\{074EE22F-2485-4FED-83D1-AAC36C3D9ED0}**.
2. Double click the file **dotnetfx35.exe** to begin installation of **.NET Framework**.
3. The dialog shown in [Figure 5-240](#) will be displayed.

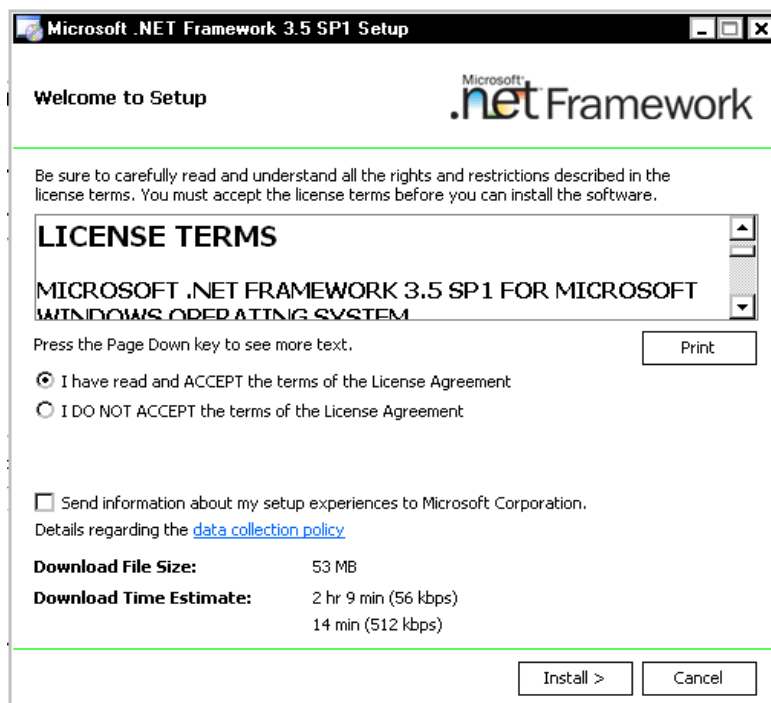


FIGURE 5-240 .NET Framework 3.5 SP1 Welcome Dialog

4. Click **Install** and the dialog shown in [Figure 5-241](#) will be displayed.

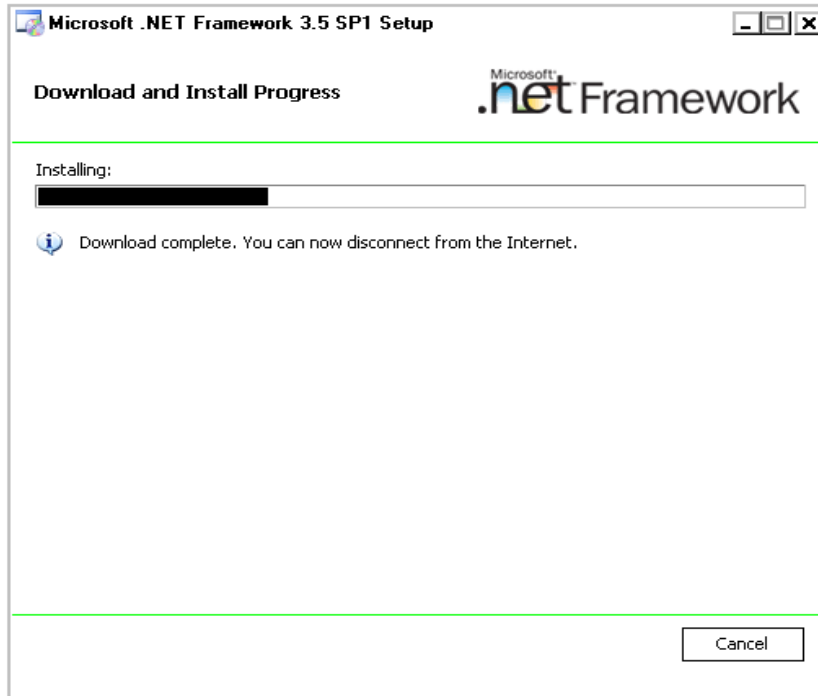


FIGURE 5-241 .NET Framework Install Status Display

At the completion of the .NET Framework install, the dialog shown in [Figure 5-242](#) will be displayed.

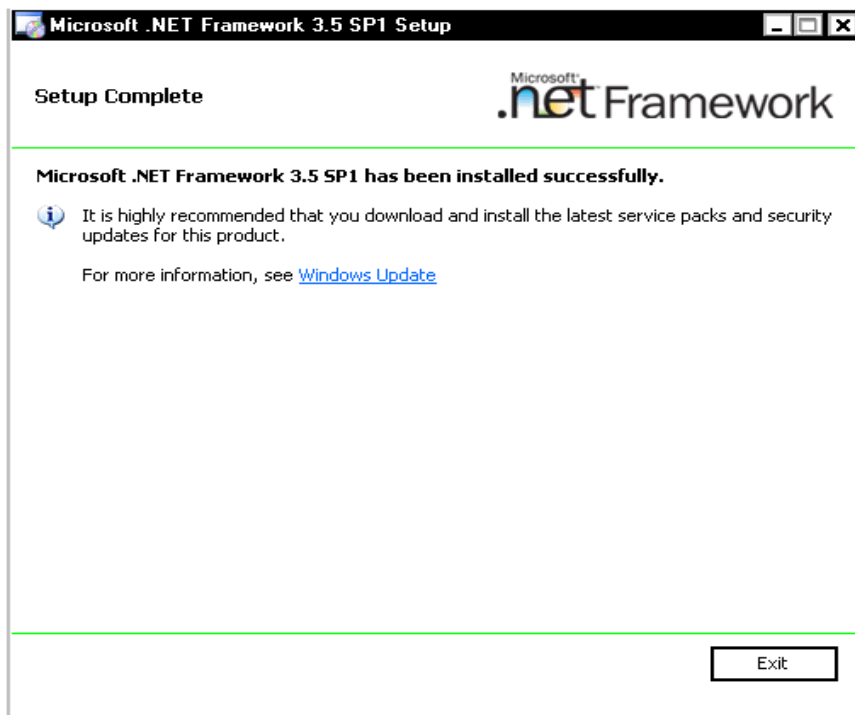


FIGURE 5-242 .NET Framework Setup Complete Dialog

5. Click **Exit** and continue with the next procedure, [Download and Install .NET Framework Family Update Files](#).

Download and Install .NET Framework Family Update Files

1. Open **Internet Explorer** and click [Updates \(XP\)](#) or [Vista .NET Updates \(Vista\)](#) to open the location for NET. Framework 3.5 SP1 family update files.
2. Scroll down the page to the **Files in This Download** area, where you will see the information shown in [Figure 5-243](#) displayed.



IMPORTANT

When selecting the Family Update files to download and install, ensure that you install the required files **in the order shown** in [Figure 5-243](#). Of course, it is only necessary to install those files listed if they are not present, as referenced in [Verify .NET Framework Version](#), and shown in [Figure 5-239](#).

Files in This Download

The links in this section correspond to separate files available in this download. Download the files most appropriate for you.

File Name:	File Size	
NDP20SP2-KB958481-x86.exe	8.6 MB	Download
NDP30SP2-KB958483-x86.exe	6.9 MB	Download
NDP35SP1-KB958484-x86.exe	1.4 MB	Download

FIGURE 5-243 .NET Framework Family Update Files

3. If necessary, locate the file **NDP20SP2-KB958481-x86.exe** and click the **Download** button to display the [Figure 5-244](#) dialog.

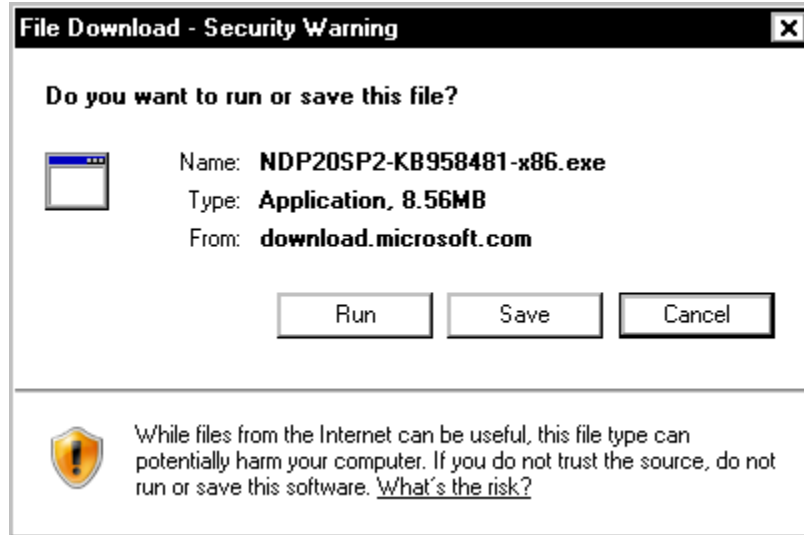


FIGURE 5-244 File Download -Security Warning Dialog

4. Click **Run** and shortly, [Figure 5-245](#) will be displayed.

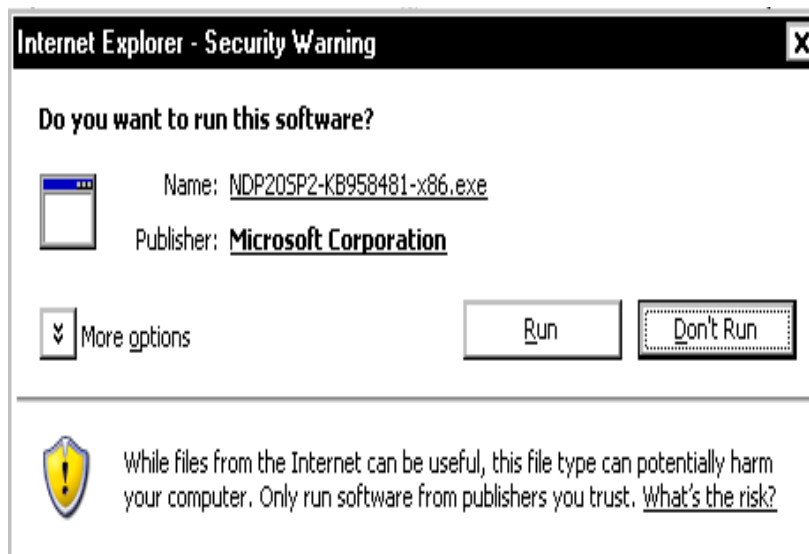


FIGURE 5-245 File Download -Security Warning Dialog #2

5. Click **Run** and [Figure 5-246](#) will be displayed.

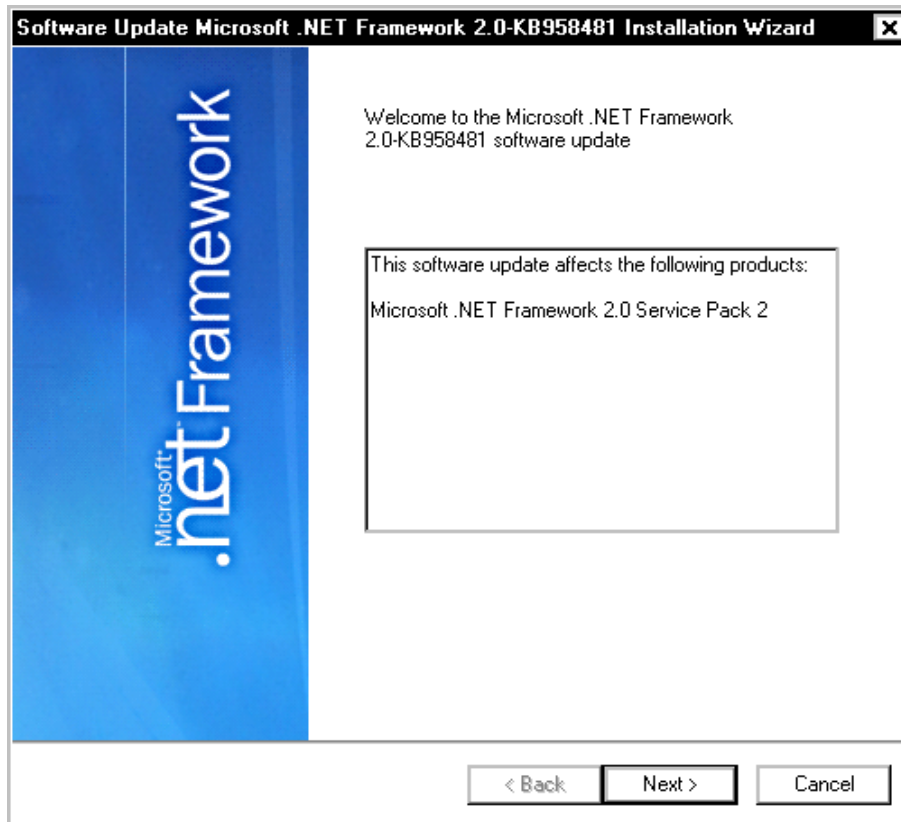


FIGURE 5-246 .NET Framework 2.0 SP2 Welcome Dialog

6. Click **Next** and [Figure 5-247](#) is displayed.

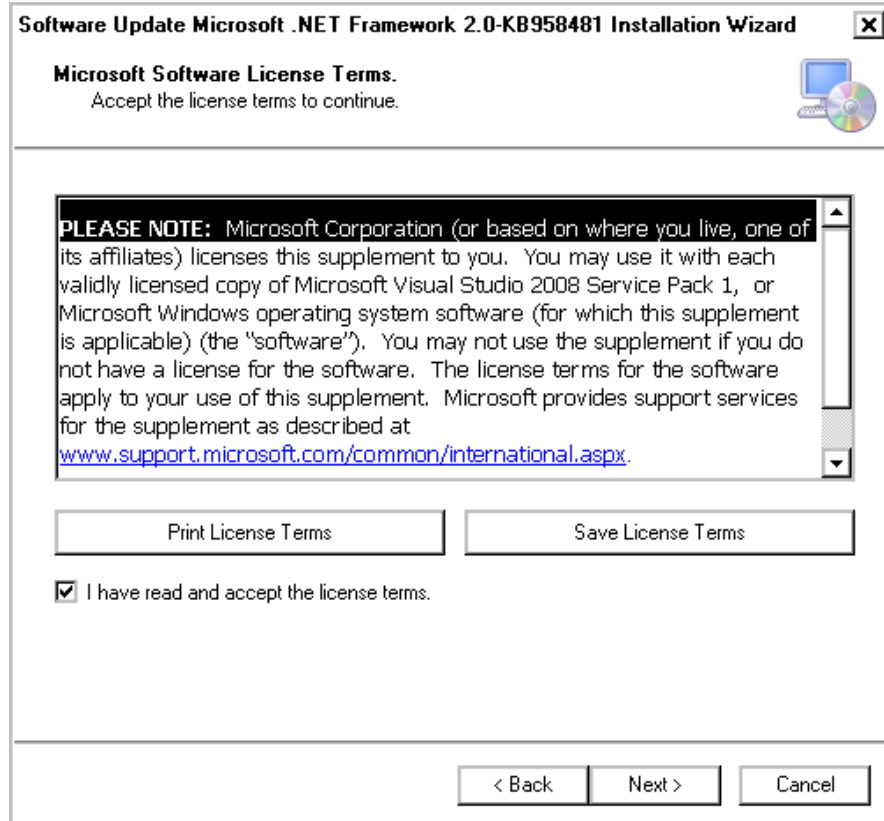


FIGURE 5-247 Licensing Dialog

7. Place a check in the **I have read and.....** check box, and then, click **Next**.

[Figure 5-248](#) will be displayed as the update is installed.

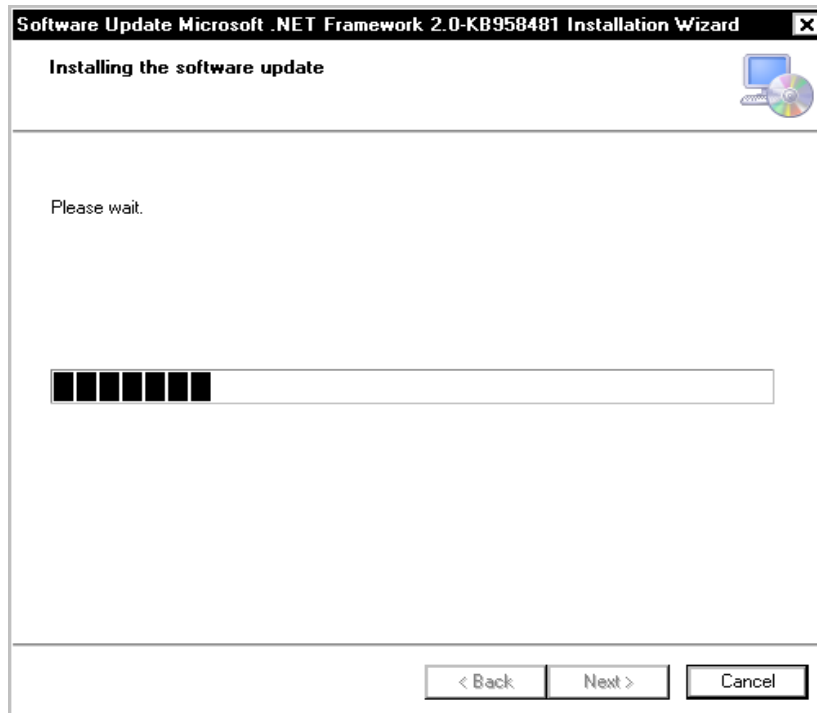


FIGURE 5-248 Installing Update Dialog

8. A short time later, [Figure 5-249](#) will be displayed.

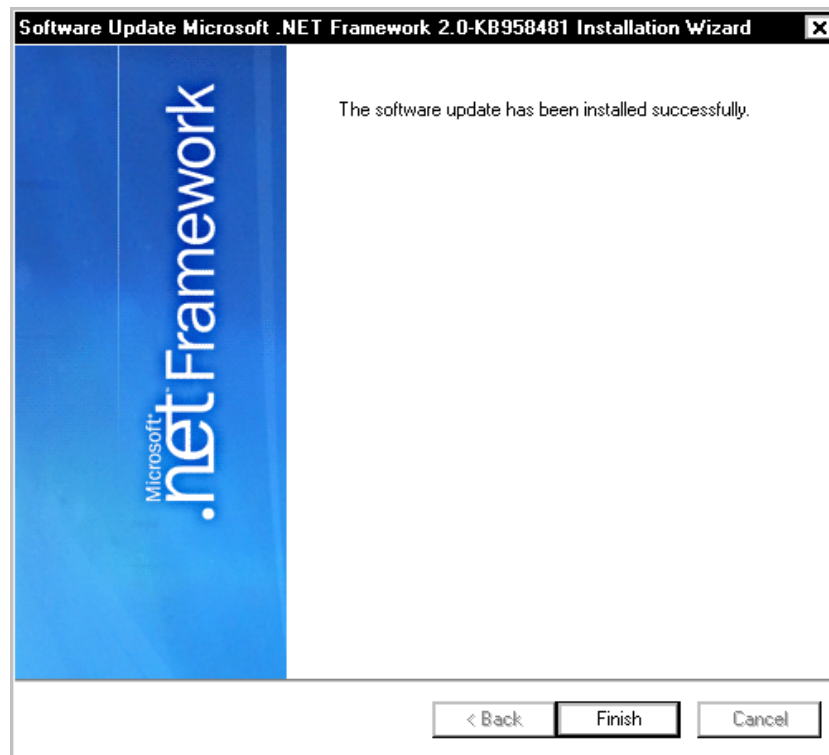


FIGURE 5-249 Installation Complete Dialog

9. Click **Finish** and you are returned to the Internet Explorer page displaying the [Figure 5-243](#) dialog.
10. If necessary, click the **Download** button for the file **NDP30SP2-KB958483-x86.exe** and repeat **Steps 4 through 9**.
11. If necessary, click the **Download** button for the file **NDP35SP1-KB958484-x86.exe** and repeat **Steps 4 through 9**.
12. Once all the required family update files are installed, close Internet Explorer.
The **Add/Remove Programs** dialog should now reflect all required files as seen above in the [Figure 5-239](#) display.
13. **Reboot** the client workstation PC.
14. Following the reboot, continue with the procedure [Install EX Editor Software](#).

Install EX Editor Software



All installations of EXEditor 8.1.0.5 require that Version 81.0.3065 (or greater) of VNServer is installed on the EXVoice server.

IMPORTANT

1. Using the **EXEditor 8.1.0.5 DVD (PN 1000183-112)**, locate the file **EX Editor v8.1.0.5 setup.exe**.
2. Double-click the file to execute, and a dialog similar to that shown in [Figure 5-250](#) will be displayed.

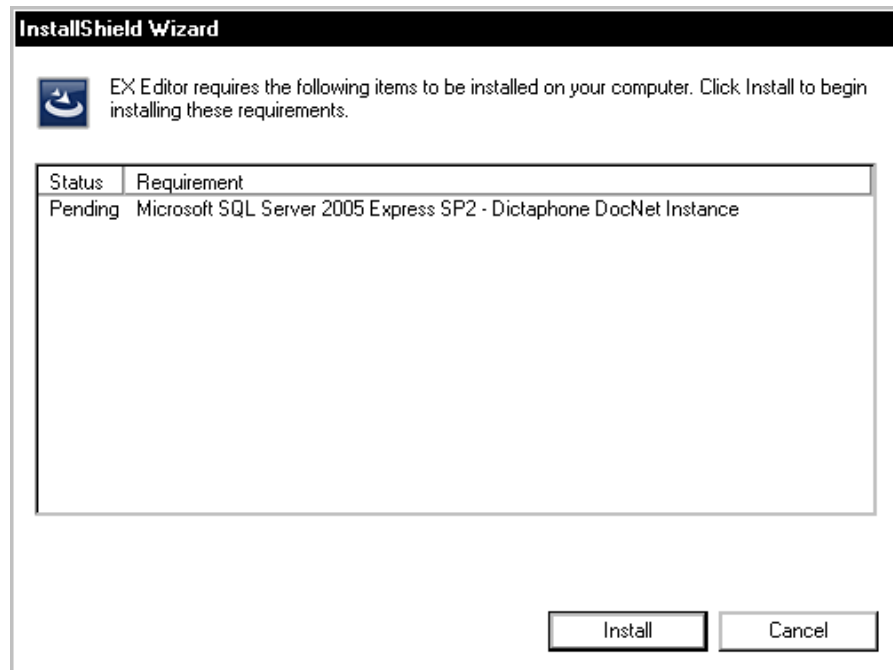


FIGURE 5-250 SQL 2005 Express Requirement Dialog

3. Click **Install** and in a few moments [Figure 5-251](#) will be displayed as SQL 2005 Express SP3 is installed.

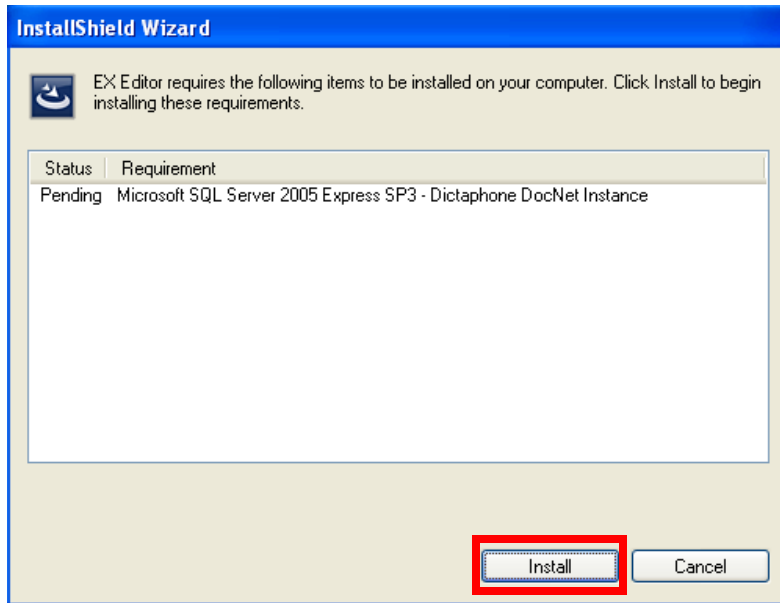


FIGURE 5-251 SQL 2005 Express SP3 InstallShield Dialog

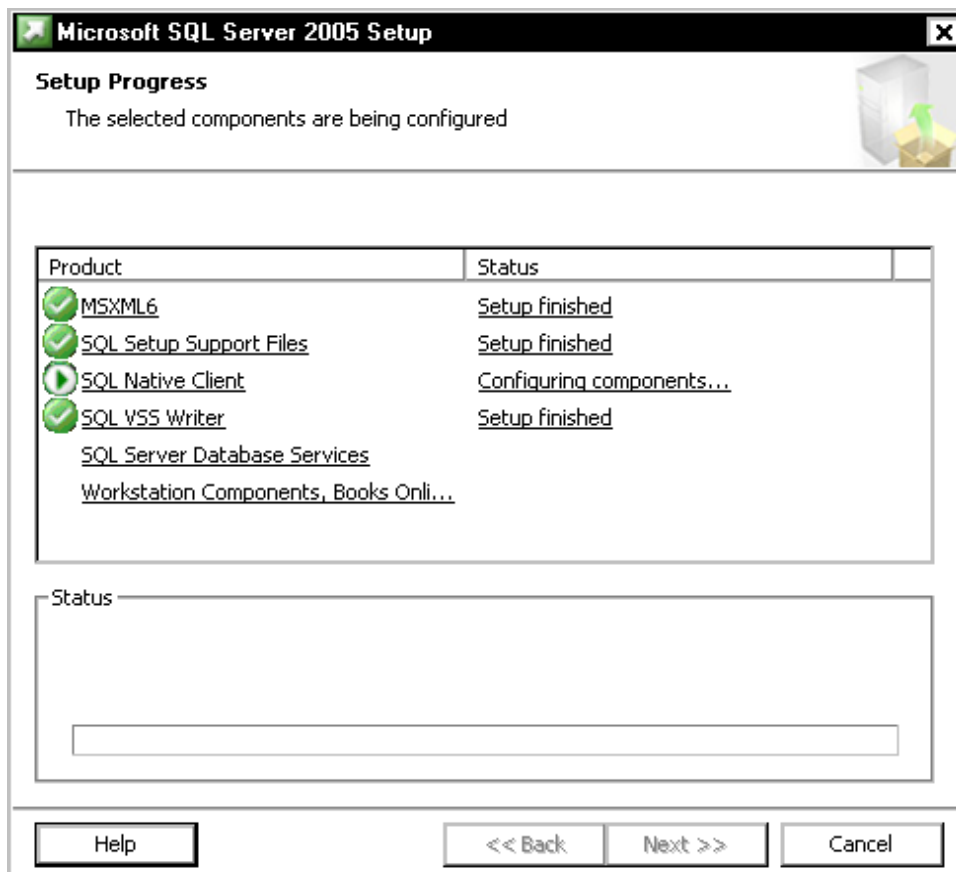


FIGURE 5-252 SQL 2005 Express Setup Progress Dialog

4. Following completion of the SQL 2005 Express Installation, the [Figure 5-252](#) dialog will close automatically, and the dialog shown in [Figure 5-253](#) will be displayed.

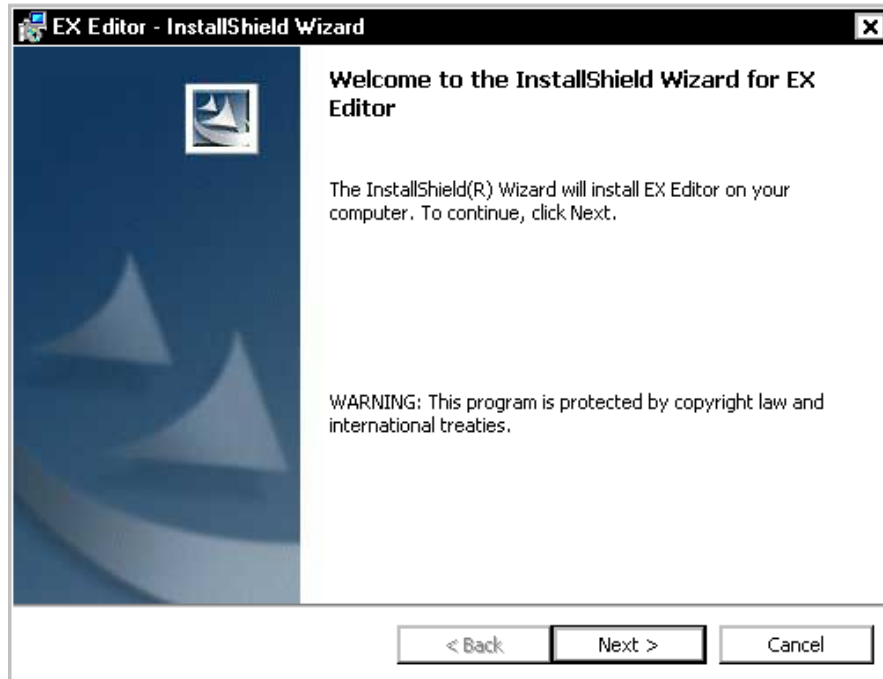


FIGURE 5-253 EX Editor InstallShield Welcome Dialog

5. Click Next and the dialog shown in [Figure 5-254](#) will be displayed.

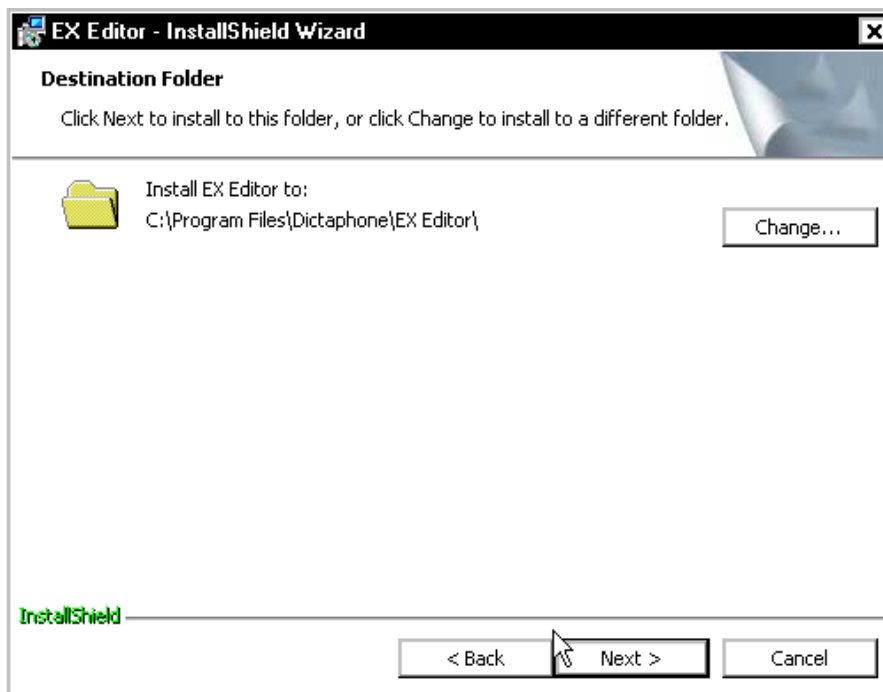


FIGURE 5-254 Destination Folder Dialog

6. Accept the default destination folder of **C:\Program Files\Dictaphone\EX Editor** and click **Next** to continue.
7. The dialog shown in [Figure 5-255](#) will be displayed

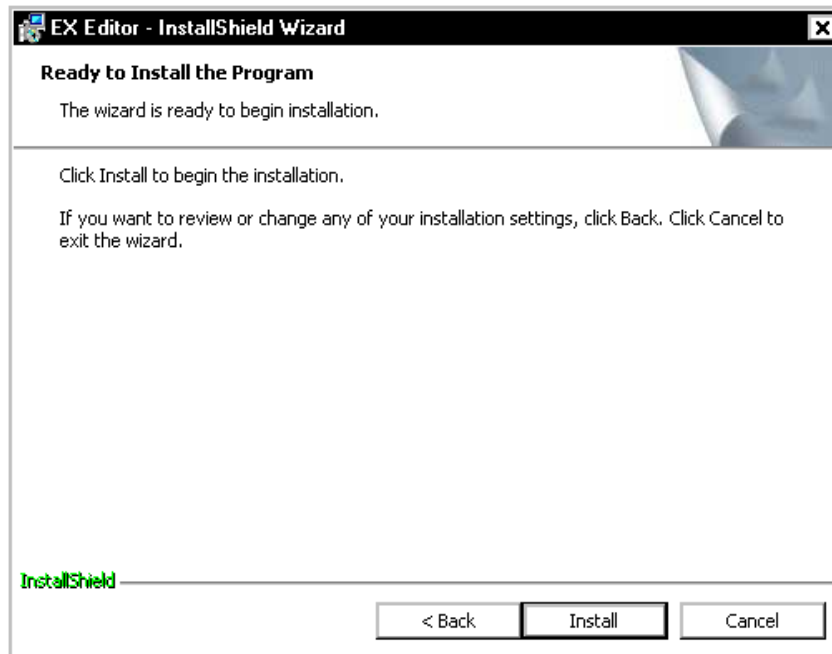


FIGURE 5-255 Ready to Install Dialog

8. Click **Install**, and following a relatively short file installation process, the dialog shown in [Figure 5-256](#) will be displayed.

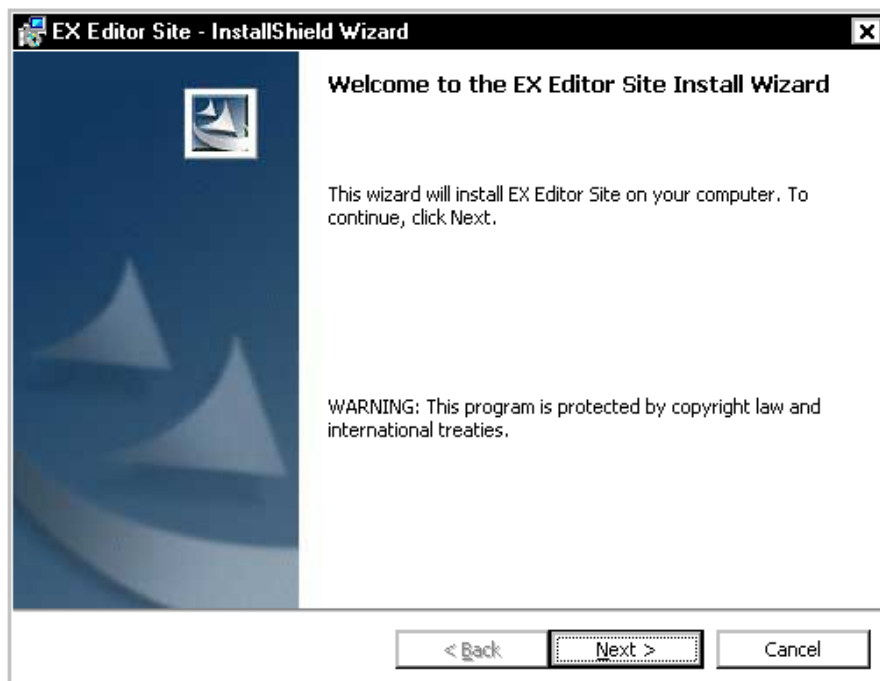


FIGURE 5-256 EX Editor Site Install Dialog

9. Click **Next**, and the dialog shown in [Figure 5-257](#) will be displayed.

EX Editor Site - InstallShield Wizard

EXText Connection Settings

Enter the network address and protocol used to connect to the EXText system

Site name (Required)

Address (Required)

Protocol

Voice server configuration

Use voice server settings from text server

Use local voice server settings

Do not connect to voice server.

InstallShield

< Back Next > Cancel

FIGURE 5-257 EXText Connection Settings Dialog

10. Enter the appropriate information (site name can be any name for the purpose of installation and testing) in the highlighted portion of the [Figure 5-257](#) dialog, and then, click **Next** to display.

EX Editor Site - InstallShield Wizard

Ready to Install the Program

The wizard is ready to begin installation.

Click Install to begin the installation.

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

InstallShield

< Back Install Cancel

FIGURE 5-258 Ready to Install Dialog

11. Click **Install** and the dialog shown in [Figure 5-259](#) will be displayed as the EX Editor Site is being installed.

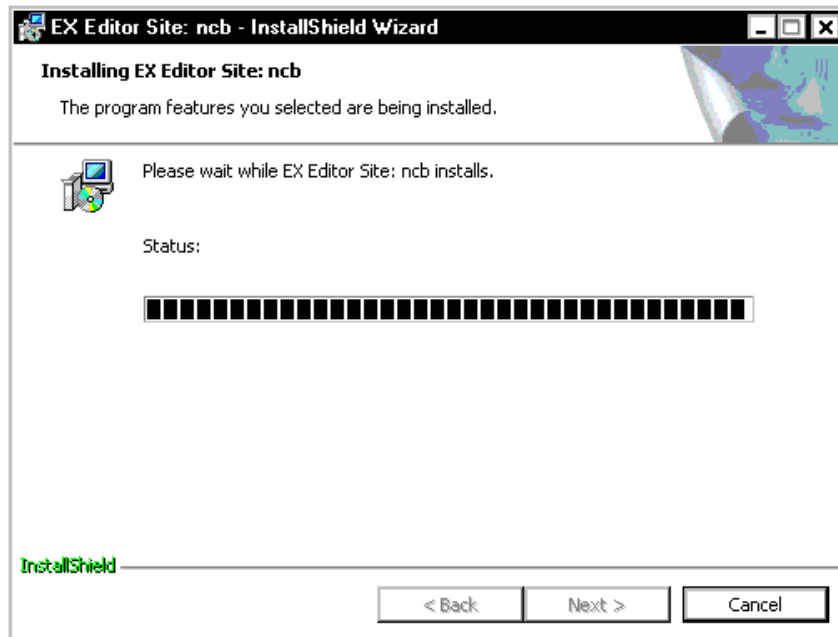


FIGURE 5-259 Installing Site Dialog

Following completion of the install process, the dialog shown in [Figure 5-260](#) will be displayed.

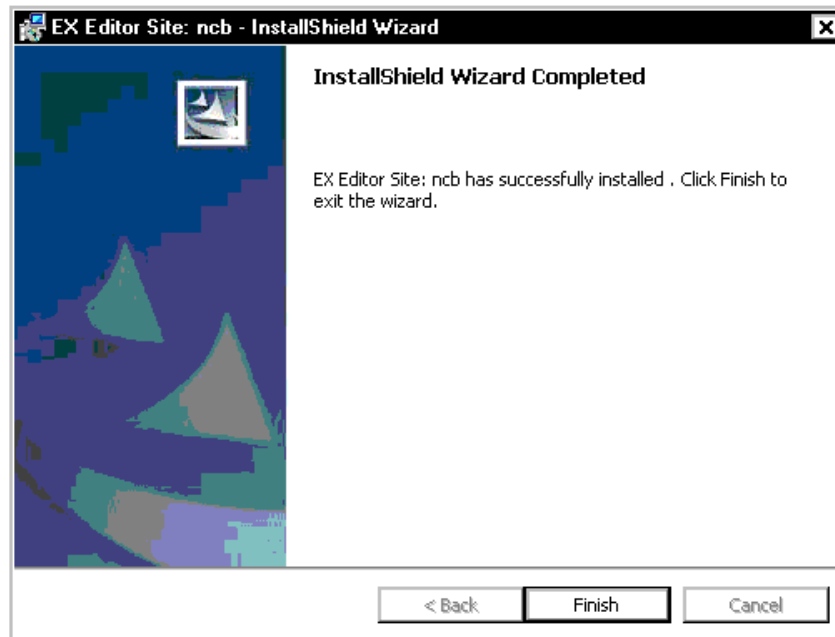


FIGURE 5-260 Successful Install Dialog

12. Click **Finish**.

Test EX Editor

1. Select **Start | Programs | EXText Client Applications | Enterprise Express Editor**, and the dialog shown in [Figure 5-261](#) will be displayed.



FIGURE 5-261 EX Editor Logon Dialog

2. Enter a Logon ID/Password of **admin/admin**, click **OK**, and the dialog shown in [Figure 5-262](#) will be displayed. (If this is a new installation the [Figure 5-262](#) will not be seen, and you will instead see [Figure 5-263](#) displayed.)

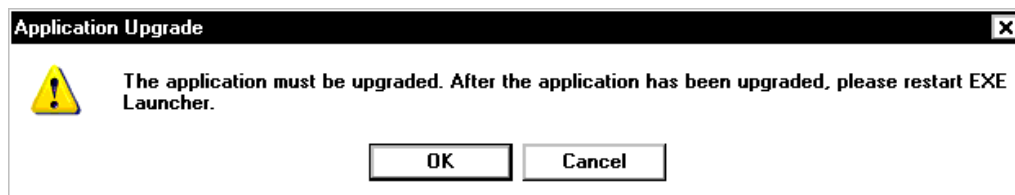


FIGURE 5-262 EX Editor Upgrade Notification Dialog

3. Click **OK**, and the EX Editor application will be upgraded.
4. Once the upgrade is complete, start EX Editor again, and the dialog shown in [Figure 5-263](#) will be displayed.

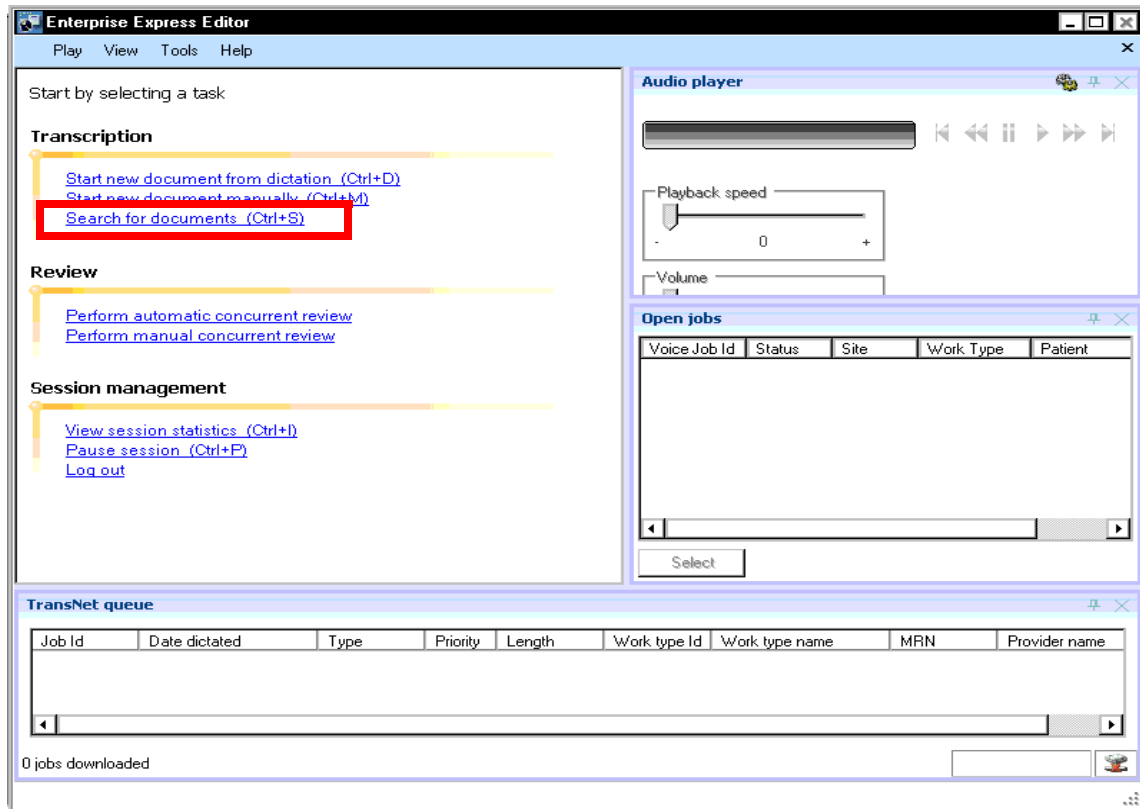


FIGURE 5-263 EX Editor Startup Dialog

5. Click **Search for documents**, and the dialog shown in [Figure 5-264](#) will be displayed.

FIGURE 5-264 Search for Documents Dialog #1

6. Accept the defaults and click the **Search** button.
7. A dialog similar to that shown in [Figure 5-265](#) will be displayed.

Job #	Site	WT	Patient	Provider	Last Modi...	Date Dict
2	2000	RAD	Hilton	towers	4/10/2009...	4/10/2009
3	2000	RAD	Hilton	towers	4/10/2009...	4/10/2009

FIGURE 5-265 Search for Documents Dialog #2

8. The documents shown as found in the highlighted area of the [Figure 5-265](#) dialog demonstrate connectivity with the EXText server database. (On a new installation it is unlikely that any documents will be available).
9. Close EX Editor.
10. The EXText Client Workstation upgrade is finished.
11. The final procedure to perform on a new installation of EXText is to burn the necessary licenses the customer purchased. To do this, complete the procedure [License Burning for EXText](#), beginning on [page 6-239](#).
12. When the client workstation install is complete, continue with the next procedure, [EXText Post-Installation Functionality Check](#), located in the [System Functionality](#) section.

Enterprise Workstation Software Installation

Table of Contents

Enterprise Workstation Software Installation	5-209
Table of Contents	5-209
Introduction	5-211
Before You Begin	5-212
PCC Built Enterprise Workstation Server	5-212
Customer Provided Enterprise Workstation Server	5-213
Other Things to Do	5-213
Installation Roadmaps	5-215
Single Server Roadmap	5-215
Multiple Server Roadmap	5-216
The Installation Procedures	5-218
Where to Start	5-218
Part I – All Servers	5-218
Copy Required Files to EWS Server	5-218
Verify/Install DirectX 9.0 Installation	5-219
Verify/Install Internet Explorer 8.0 via Internet	5-222
Internet Explorer Configuration	5-223
Verify/Install Internet Information Services (IIS)	5-227
Install Microsoft WebDAV 7.5 for IIS 7.0	5-234
Part II – Single Server Environment	5-236
Common Platform Installer 2.0.0.7	5-236
Pre-SDK Installation SSL Configuration	5-240
Verifying the Certificate is Properly Installed	5-240
Export SSL Certificate	5-244
Generate a .keystore File	5-247
PSSDK Database Installation	5-251
SDK Web Server Installation	5-257
IIS Configuration (Windows 2003 ONLY)	5-263
IIS Configuration (Windows 2008 ONLY)	5-267
Language Model Installation	5-271
Establish Apache Tomcat as an MSSQLSERVER Dependent Service	5-274
Services Configuration	5-275
File Download Configuration	5-277
Testing PowerScribe SDK Functionality	5-281
Creating a Test User	5-281
Dictating with the Test User	5-289
Enterprise Workstation Web Server Installation	5-301
Determining Client Licenses	5-301
Software Installation	5-301

- Update DocNetServer File on EXText Server 5-309
- Part III – EWS Multi-Server Environment Installation 5-310**
- SDK SQL Server Installation 5-310**
 - JAVA 1.6.0_16 Installation 5-310
 - PowerScribe SDK Database Installation 5-313
- SDK Standalone Web Server Installation. 5-321**
 - Pre-SDK Installation SSL Configuration 5-321
 - Common Platform Installer 2.0.0.7 5-321
 - SDK Web Server Installation 5-326
 - IIS Configuration (Windows 2003 ONLY) 5-332
 - IIS Configuration (Windows 2008 ONLY) 5-335
 - Services Configuration. 5-338
 - Language Model Installation 5-340
 - Install the Watchdog Service 5-343
- EWS Standalone Web Server Installation 5-348**
 - Before You Begin 5-348
 - SQL 2008 Client Installation 5-348
 - Determining Client Licenses 5-355
 - EWS Software Installation 5-356
 - Common Platform Installer 5-356
 - Install the EWS Web Server Software. 5-360
 - EXV Service Controller 5-369
 - Apply Latest EXVoice Patch to the EWS Server. 5-374
 - Configure System Settings on the EWS Server 5-375
- Client Workstation Installation 5-382**
 - Configuring Client Workstation for Multiple Users. 5-383
- Recognition Server Installation. 5-386**
 - Verify/Install .NET Framework 5-386
 - Install .NET Framework. 5-387
 - Recognition Server Software Installation 5-387
- Configure Symantec AntiVirus for EWS. 5-396**
 - EWS Web Server Configuration 5-396
 - EWS Recognition Server Configuration 5-399
 - EWS Client Workstation Configuration 5-400
- Upgrade/Verify the EXVoice & EXText Servers 5-401**
- License Burning for EXVoice 5-402**
- License Burning for EXText 5-403**
- Functionality Check 5-405**
- ATS Configuration Documentation. 5-405**
- Web Server Backup Strategies 5-406**
 - Web Server Data Backup 5-411
 - Test the PScribeSDK Backup Job 5-415
 - MSDB Overflow Protection 5-418

Introduction

There are two different installation scenarios which are presented in this section, as follows:

Single Server EWS Environment – All Powerscribe SDK and Enterprise Workstation software is installed on one server platform. This is the most common type of installation and designed to accommodate small to medium sized customer requirements.

Multi-Server EWS Environment – In this environment, separate servers are installed for each of the required software components (i.e., SDK SQL Server, SDK Web Server, and EWS Web Server), thus resulting in 3 separate server platforms. This installation is the solution for customers who have a large number of users, and/or have special requirements

Some of the procedures for installing the multi-server environment **exactly** mirror the single server platform, and where that is the case, a link to the single server procedure is used.

Third party software installation on an EWS platform (**single or multi-server**) is comprised of the following components:

- Microsoft Server 2008 Standard or Windows 2003 SP2 and latest security patches
- Microsoft SQL 2008
- Internet Explorer Version 7 or greater
- DirectX 9.0
- NET Framework Version 3.5 SP1
- Internet Information Services (IIS) 7.0 and WebDAV Extension for IIS
- pcAnywhere
- Symantec EndPoint
- Enterprise Workstation Web Server Software

The installation instructions which follow assume the following:

- The platform being installed meets or exceeds the minimum hardware specifications shown in [Figure 3-9](#), Minimum EWS Data Server Specifications, on [page 3-12](#) of this manual.

Before You Begin

The server you will be installing the Enterprise Workstation software on will be one which was built by the Dictaphone Product Configuration Center(PCC), **or**, one provided by the customer.

Take note of the following requirements/information **BEFORE** you begin this installation.

- You **must** have **Administrator level privileges** for **ALL** upgrades of EWS associated servers and client workstations.
 - **Windows NT** is **NOT** supported on any server/client workstation running Version 8 of EWS.
 - The **serial PowerMic** is **NOT** supported with Version 8 of EWS.
-

PCC Built Enterprise Workstation Server

A PCC built EWS/SDK server will be provided with software installed as follows:

- Windows 2008
- Symantec EndPoint Version 11.5
- pcAnywhere Version 12.0
- SQL Server 2008

The server will be configured as follows:

- Member of a workgroup named Workgroup
- Server name will be some combination of letters and/or numerals
- Server logon will be Administrator with **no** password assigned
- SQL sa logon will be dictaxxxx (where xxxx is the last 4 numbers of the machine serial number)

Preparing the PCC Built Server

Do the following to prepare the server for installation of the Enterprise Workstation server software: (if in a multi-server environment, multiples will be required of certain listed items (e.g., static IP address, server name, etc.)

1. Coordinate with the customer MIS representative and find out what domain the computer will reside in. This will be the same domain as the EXVoice server resides in.
2. Obtain a static IP address from the customer MIS representative, and verify that the TCP/IP protocol will be utilized.
3. If the customer wishes the server to have a specific name, and Administrator logon password, obtain this information. If no specific name is requested, name the server EWSxxxx (where xxxx represents the last 4 numbers of the machine serial number)

4. If the customer wishes to have a specific SQL sa logon password, obtain this information. If no specific password is requested, use the same sa logon password as installed on the EXVoice Data server.
 5. Set up the server on the network using the information provided by the customer.
 6. After setting up the server, ensure connectivity with other servers in the Enterprise Express system domain.
-

Customer Provided Enterprise Workstation Server

On the customer provided Enterprise Workstation server, verify the following:

- Hardware meets minimum specifications as provided in [Hardware and Software, page 3-12](#), of Section 3 of this manual
- Windows Server 2008 or Windows 2003 SP2 is installed
- Symantec Norton Anti-Virus Version 9 - 11, or Symantec Endpoint 12.0 is installed
- pcAnywhere Version 10.5 - 12 is installed
- Hard Drive setup/configuration as referred to in [Hardware and Software](#).

Obtain the following information from the customer MIS representative:

- A static IP address from the customer MIS representative, and verify that the TCP/IP protocol will be utilized.
- What workgroup is the server assigned to
- What is the server name
- What is the server Administrator logon
- If the customer wishes to have a specific SQL sa logon password, obtain this information. If no specific password is requested, use the same sa logon password as installed on the EXVoice Data server

Preparing the Customer Provided Server

Next, do the following to prepare this server for installation of the Enterprise Workstation server software:

1. Setup the server on the network using the information provided by the customer.
 2. After setting up the server, ensure connectivity with other servers in the Enterprise Express system domain. Continue with the next procedure, [Other Things to Do](#).
-

Other Things to Do

Before you go on site, it is a good idea to do the following:

1. Make certain you have the required software available. Current Dictaphone software for an EWS 8.1 installation is as follows:

TABLE 5-15 Dictaphone Software for EWS

Version/Product	Dictaphone Part Number
EWS Build 8.0 - PSSDK v3.2 SP2	3300007-113 (DVD release)
EXText Applications w/SQL 2K Standard Edition, Build8.1.156.2,	1000063-111 (DVD release)
EXVoice Applications w/SQL 2008 Standard Edition, Build 81.0.3065,	1000062-110 (DVD release)

2. Make sure you have coordinated with the local System Administrator and he/she understands that their entire Enterprise Express System will be down from the time you begin the [Enterprise Workstation Web Server Installation](#), through the final checkout of system functionality.
3. Understand that if access to the patient list is one of the features which is included with the installation you are doing, that an **HIS Integration** is required. Ensure that the HIS Integration issue has been discussed at the Technical Services weekly upgrade meeting before going on-site to install EWS.
4. Find out if PowerScribe has been previously installed on any of the Client Workstations which you will be installing. If the answer is **Yes**, read the **Caution** at the beginning of the section [Client Workstation Installation](#), [page 5-382](#), before you go on site.
5. Find out if there will be multiple users on the Client Workstation(s) you will be installing for the customer. If the answer is **Yes**, read the section [Configuring Client Workstation for Multiple Users](#), [page 5-383](#), before you go to the customer site.
6. Regarding the **EXText** server, do the following:
 - a. Ensure that the **EXText server** is running the **Windows 2003/2008 Server** operating system. EWS 8.1 will not work correctly if the EXText server is running any other operating system.
 - b. Review [Hardware and Software](#) to ensure that the EXText server meets hardware and software requirements.
7. Check to ensure that the customer has a dedicated analog phone line available to be used in conjunction with the Remote Diagnostics software you will be installing.
8. Following in [Table 5-16 \(Road Map for EWS 8.1 Single Server Environment\)](#) and [Table 5-17 \(Road Map for EWS 8.1 Multiple Server Environment\)](#) are [Installation Roadmaps](#) designed to assist you in completing a successful installation.

Installation Roadmaps

Single Server Roadmap

TABLE 5-16 Road Map for EWS 8.1 **Single** Server Environment

Server Type	Software to be Installed/Procedure to be Followed	Page in Manual
EWS Single Server	Copy Required Files to EWS Server	page 5-218
<input type="checkbox"/>	Verify/Install DirectX 9.0 Installation	page 5-219
<input type="checkbox"/>	Verify/Install Internet Explorer 8.0 via Internet	page 5-222
<input type="checkbox"/>	Internet Explorer Configuration	page 5-223
<input type="checkbox"/>	Verify/Install Internet Information Services (IIS)	page 5-227
<input type="checkbox"/>	Install Microsoft WebDAV 7.5 for IIS 7.0	page 5-234
<input type="checkbox"/>	Common Platform Installer 2.0.0.7	page 5-236
<input type="checkbox"/>	Pre-SDK Installation SSL Configuration (ONLY required if SSL is being used on server)	page 5-240
<input type="checkbox"/>	PSSDK Database Installation	page 5-251
<input type="checkbox"/>	SDK Web Server Installation	page 5-257
<input type="checkbox"/>	IIS Configuration (Windows 2003 ONLY)	page 5-263
<input type="checkbox"/>	IIS Configuration (Windows 2008 ONLY)	page 5-267
<input type="checkbox"/>	Language Model Installation	page 5-271
<input type="checkbox"/>	Establish Apache Tomcat as an MSSQLSERVER Dependent Service	page 5-274
<input type="checkbox"/>	File Download Configuration	page 5-277
<input type="checkbox"/>	Testing PowerScribe SDK Functionality	page 5-281
<input type="checkbox"/>	Enterprise Workstation Web Server Installation	page 5-301
<input type="checkbox"/>	EXV Service Controller	page 5-369
<input type="checkbox"/>	Apply Latest EXVoice Patch to the EWS Server	page 5-374
<input type="checkbox"/>	Configure System Settings on the EWS Server	page 5-375
<input type="checkbox"/>	Client Workstation Installation	page 5-382
<input type="checkbox"/>	Configuring Client Workstation for Multiple Users	page 5-383
<input type="checkbox"/>	Recognition Server Installation	page 5-386

Server Type	Software to be Installed/Procedure to be Followed	Page in Manual
<input type="checkbox"/>	Configure Symantec AntiVirus for EWS	page 5-396
<input type="checkbox"/>	License Burning for EXVoice	page 5-402
<input type="checkbox"/>	License Burning for EXText	page 5-403
<input type="checkbox"/>	Functionality Check	page 5-405
<input type="checkbox"/>	Web Server Backup Strategies	page 5-406
<input type="checkbox"/>	MSDB Overflow Protection	page 5-418

Multiple Server Roadmap

TABLE 5-17 Road Map for EWS 8.1 **Multiple** Server Environment

Server Type	Software to be Installed/Procedure to be Followed	Page in Manual
EWS Multiple Servers	Copy Required Files to EWS Server	page 5-218
<input type="checkbox"/>	Verify/Install DirectX 9.0 Installation	page 5-219
<input type="checkbox"/>	Verify/Install Internet Explorer 8.0 via Internet	page 5-222
<input type="checkbox"/>	Internet Explorer Configuration	page 5-223
<input type="checkbox"/>	Verify/Install Internet Information Services (IIS)	page 5-227
<input type="checkbox"/>	Install Microsoft WebDAV 7.5 for IIS 7.0	page 5-234
<input type="checkbox"/>	SDK SQL Server Installation	page 5-310
<input type="checkbox"/>	JAVA 1.6.0_16 Installation	page 5-310
<input type="checkbox"/>	PowerScribe SDK Database Installation	page 5-313
<input type="checkbox"/>	SDK Standalone Web Server Installation	page 5-321
<input type="checkbox"/>	Pre-SDK Installation SSL Configuration (ONLY required if SSL is being used on server)	page 5-321
<input type="checkbox"/>	Common Platform Installer 2.0.0.7	page 5-321
<input type="checkbox"/>	SDK Web Server Installation	page 5-326
<input type="checkbox"/>	IIS Configuration (Windows 2003 ONLY)	page 5-332
<input type="checkbox"/>	IIS Configuration (Windows 2008 ONLY)	page 5-335
<input type="checkbox"/>	Services Configuration	page 5-338
<input type="checkbox"/>	Language Model Installation	page 5-340

Server Type	Software to be Installed/Procedure to be Followed	Page in Manual
<input type="checkbox"/>	Install the Watchdog Service	page 5-343
<input type="checkbox"/>	File Download Configuration	page 5-277
<input type="checkbox"/>	Testing PowerScribe SDK Functionality	page 5-281
<input type="checkbox"/>	Dictating with the Test User	page 5-289
<input type="checkbox"/>	EWS Standalone Web Server Installation	page 5-348
<input type="checkbox"/>	SQL 2008 Client Installation	page 5-348
<input type="checkbox"/>	Determining Client Licenses	page 5-355
<input type="checkbox"/>	EWS Software Installation	page 5-356
<input type="checkbox"/>	Common Platform Installer	page 5-356
<input type="checkbox"/>	Install the EWS Web Server Software	page 5-360
<input type="checkbox"/>	Apply Latest EXVoice Patch to the EWS Server	page 5-374
<input type="checkbox"/>	Configure System Settings on the EWS Server	page 5-375
<input type="checkbox"/>	Client Workstation Installation	page 5-382
<input type="checkbox"/>	Configuring Client Workstation for Multiple Users	page 5-383
<input type="checkbox"/>	Recognition Server Installation	page 5-386
<input type="checkbox"/>	Configure Symantec AntiVirus for EWS	page 5-396
<input type="checkbox"/>	Upgrade/Verify the EXVoice & EXText Servers	page 5-401
<input type="checkbox"/>	License Burning for EXVoice	page 5-402
<input type="checkbox"/>	License Burning for EXText	page 5-403
<input type="checkbox"/>	Functionality Check	page 5-405
<input type="checkbox"/>	Web Server Backup Strategies	page 5-406
<input type="checkbox"/>	MSDB Overflow Protection	page 5-418

The Installation Procedures

The Enterprise Workstation procedures consist of 3 different parts, as follows:

Part I - All Servers - found here are procedures which are applicable to both single and multi-server environments

Part II - Single Server ONLY - as the procedure name suggests, these procedures are employed ONLY in the single server environment

Part III - Multi-Server ONLY - procedures for multi-server environment ONLY

Where to Start

All server installation procedures for EWS begin with Part I - All Servers.

Completion of the Part I procedures will then be followed by a link to the appropriate single or multi-server unique procedures.

Part I – All Servers

Perform these procedures on the following platforms:

- SDK SQL Server
 - SDK Web Server
 - EWS Web Server
 - SDK Recognition Server
-

Copy Required Files to EWS Server

1. Create the following folders on the largest drive, **other than drive C**, of the Enterprise Express EWS Server:
nn:\Software\SDK 3.2 SP2
nn:\Software\EXVoice
2. Using the Powerscribe SDK Installation CD (PN **3300007-113**), copy all folders/files to the newly-created directory **nn:\Software\SDK 3.2 SP2**.
3. Using the Enterprise Express Voice CD, (PN **1000062-110**), copy the folder **EXV Server Installations** to the newly-created directory **nn:\Software\EXVoice**.
The software files will now be on the server and readily available for remote repairs.
4. Close all open applications.

Verify/Install DirectX 9.0 Installation

All EWS/SDK servers and the EWS Client Workstation require Version 9.0b or greater of DirectX. The DirectX 9.0c application can be found in a compressed self-extracting format at the following locations:

- Latest Microsoft TechNet release
- Download **directx 9.0c** Microsoft Web Site at the following URL:
<http://www.microsoft.com/downloads/Browse.aspx?displaylang=en&categoryid=2>

Before downloading\installing this file, you can check the version of DirectX installed on the system by doing the following:

1. Click **Start | Run** and type **msinfo32** in the **Open:** text box.
2. When the System Information Dialog is displayed, select **Tools | DirectX Diagnostic Tool** from the menu.

The dialog shown in [Figure 5-266](#) will be displayed.

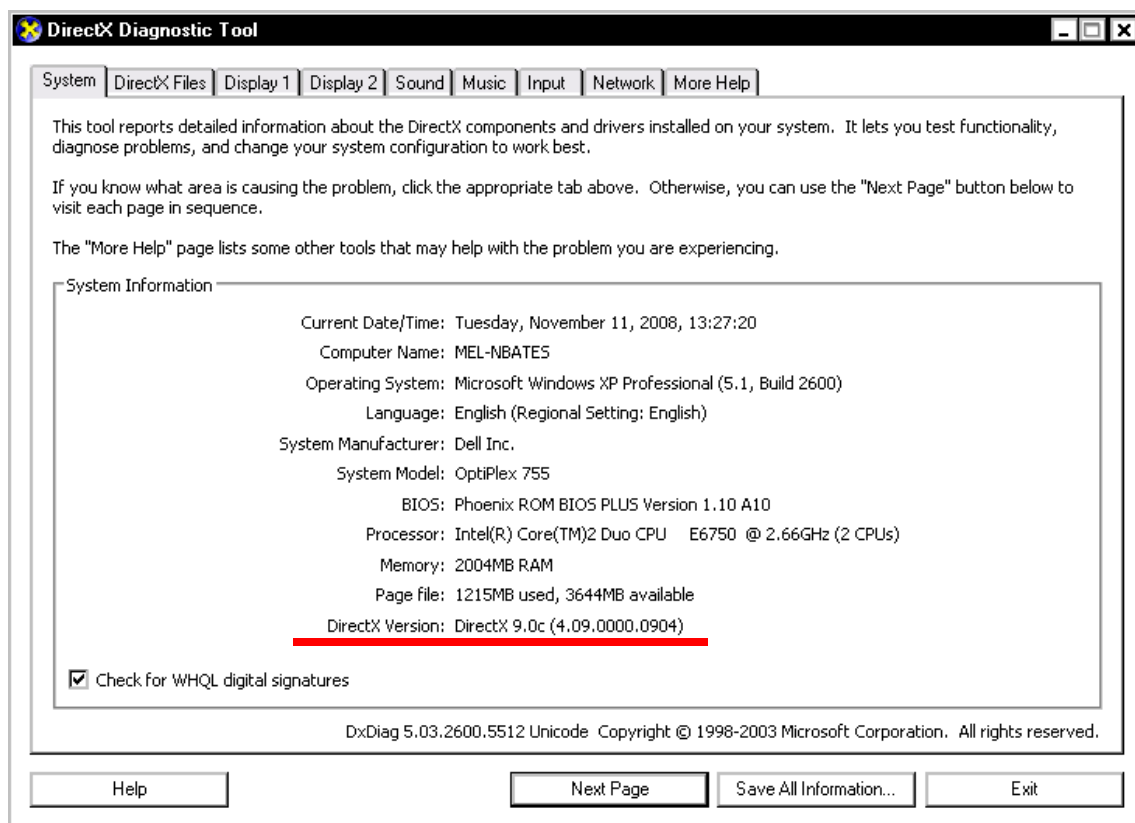


FIGURE 5-266 DirectX Diagnostic Tool Dialog

3. Check the DirectX Version as seen in [Figure 5-266](#) and ensure it is 9.0b, or greater.
4. Close all open windows.

5. If Version 9.0b, or greater, is installed, skip to the next procedure, [Verify/Install Internet Explorer 8.0 via Internet](#).
6. If Version 9.0b or greater is **NOT** installed, continue with **Step 7**.
7. Once you have obtained Version 9.0b or greater of the DirectX file, place it in a folder on the **appropriate** server.
8. Double-click the DirectX file you downloaded, and the dialog shown in [Figure 5-267](#) will be displayed.

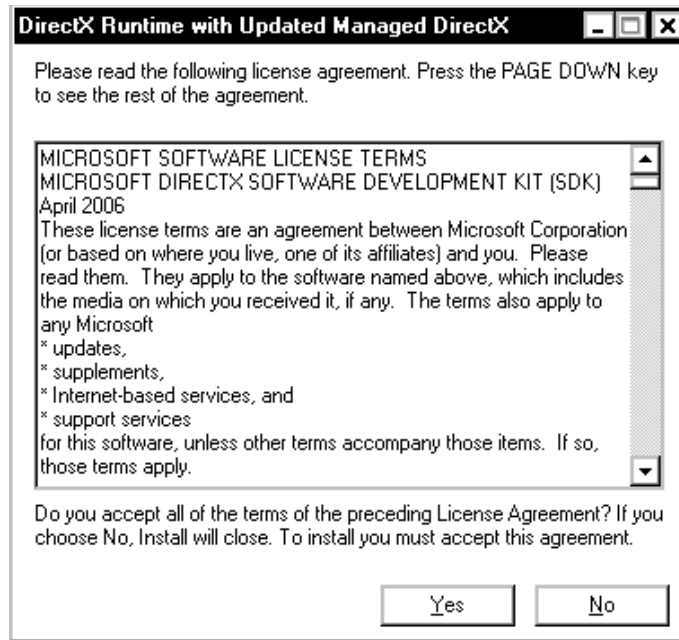


FIGURE 5-267 DirectX 9.0 Redist Dialog

9. Review the End-User License Agreement (EULA), and then, click **Yes**.
The dialog shown in [Figure 5-268](#) will be displayed.

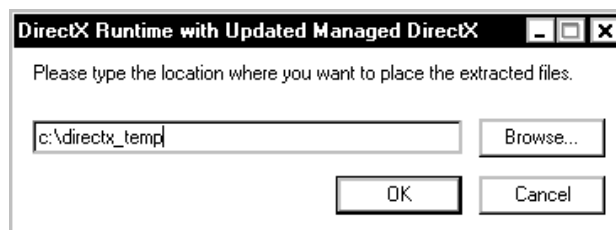


FIGURE 5-268 DirectX Redist.exe Winzip Dialog

10. Enter an appropriate folder to extract the files to, and then, click **OK**.
11. Next, open the folder that you extracted the DirectX files to and double-click the file **DXSETUP.exe**.
12. In a few moments the dialog shown in [Figure 5-269](#) will be displayed.

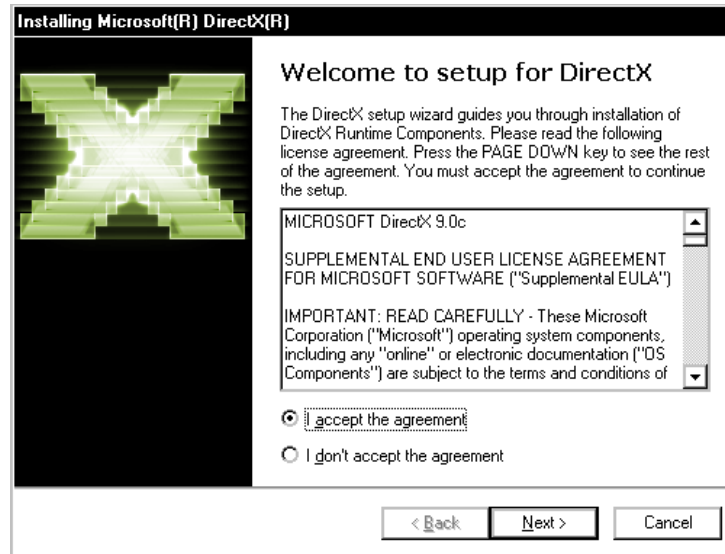


FIGURE 5-269 DirectX Welcome Dialog

13. Click the **I accept the agreement** radio button, click **Next**, and then, click **Next** a second time to begin the installation.

The dialog shown in [Figure 5-270](#) will be displayed.

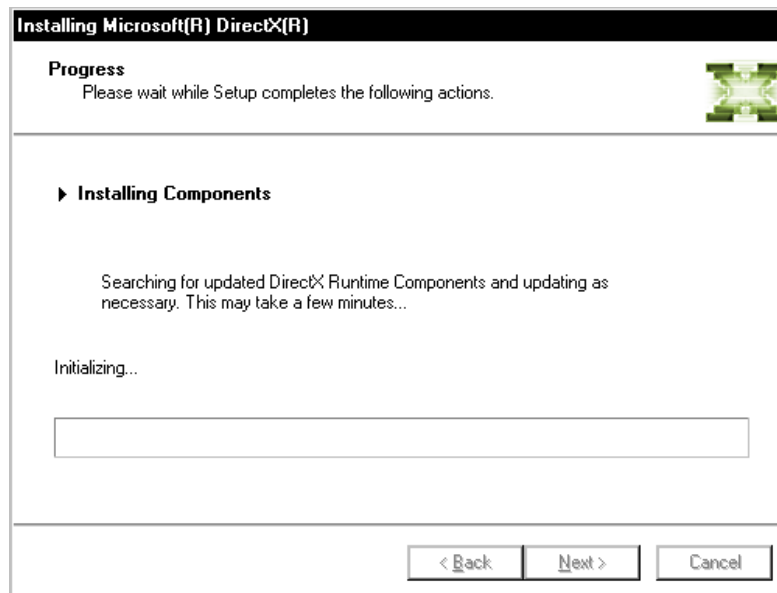


FIGURE 5-270 DirectX 9.0c Installing Dialog

Following completion of the installation, the dialog shown in [Figure 5-271](#) will be displayed.

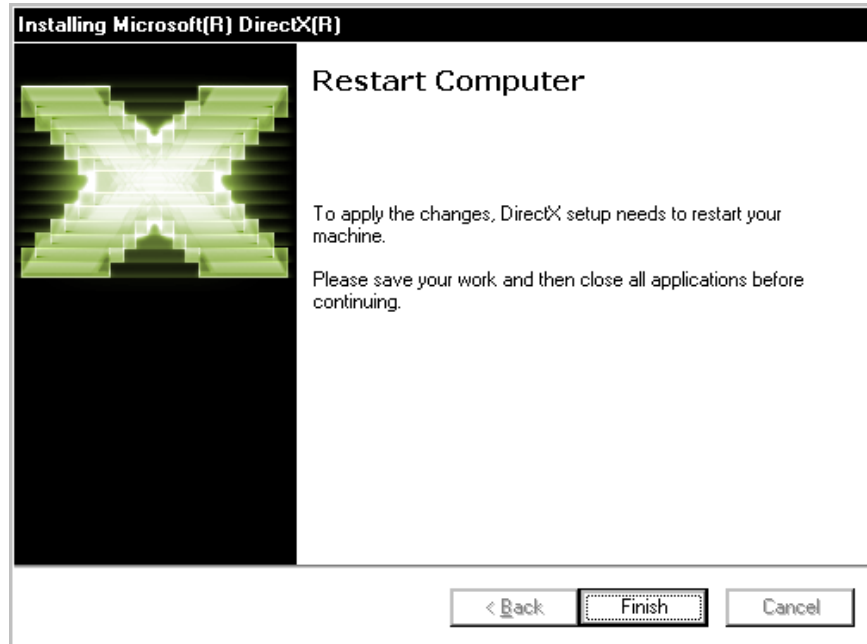


FIGURE 5-271 Restart Computer Dialog

14. Click **Finish**, and the EWS Web Server will automatically reboot.
15. Following the reboot, log in with the Windows Administrator user.
16. Continue with the next procedure, [Verify/Install Internet Explorer 8.0 via Internet](#).

Verify/Install Internet Explorer 8.0 via Internet



IMPORTANT

*It is critically important that you ensure that there are **NO** pop-up blockers running on **ANY** EWS client workstation.*

The Enterprise Workstation Web/Recognition servers require that as a **minimum**, **Version 7.0** of **Internet Explorer** be installed on all **Windows 2008** servers.



Version 8.0 of EWS software is compatible with Internet Explorer version 7, and version 8.

If you are installing the EWS/Recognition servers in a Windows 2008 environment, use the procedure which follows to upgrade Internet Explorer to Version 8.0.

1. Start **Internet Explorer**.
2. Select **Help | About** to check the current version of Internet Explorer that is installed. If Internet Explorer 8 is installed, the version number will be **8.0.6001.18904**, or greater.

- If you determine that Internet Explorer 8 **IS NOT** installed, continue with this procedure, otherwise, go to [Internet Explorer Configuration](#), beginning on [page 5-223](#).



These instructions assume that an Internet connection is available.

- Select **Tools | Windows Update** from the menu.
This opens the Microsoft Windows update page.
- Click **Product Updates**.
- Follow the on-screen prompts to install the upgraded Internet Explorer.
- Following the upgrade, reboot the server.
- When the server reboots, continue with the procedure [Internet Explorer Configuration](#).

Internet Explorer Configuration

- Start **Internet Explorer**.
- From the menu, select **Tools | Internet Options**.
- Click the **Security** tab and the dialog shown in [Figure 5-272](#) will be displayed.

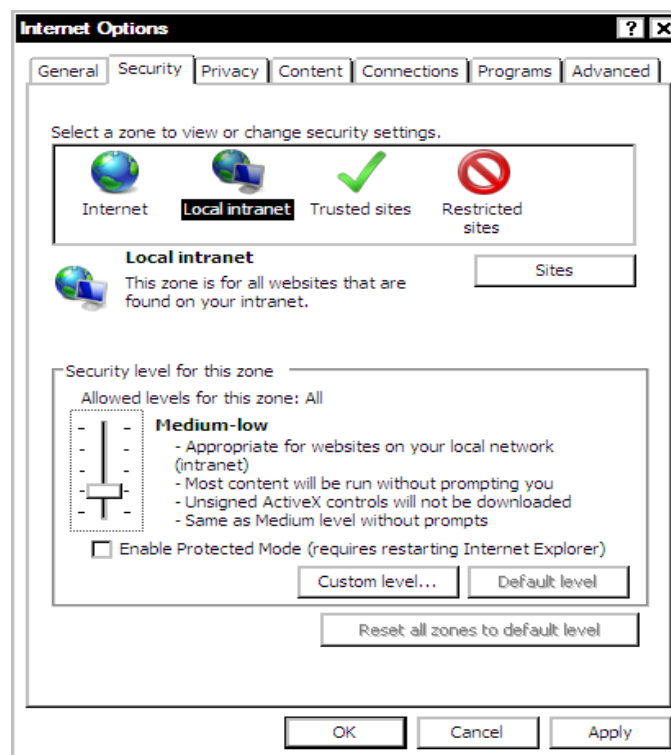


FIGURE 5-272 Internet Explorer Security Options

4. Click the **Local Intranet** option.
5. Move the **Security level for this zone slider** to the bottom, so that the security level is set to **Low** as shown in [Figure 5-273](#).

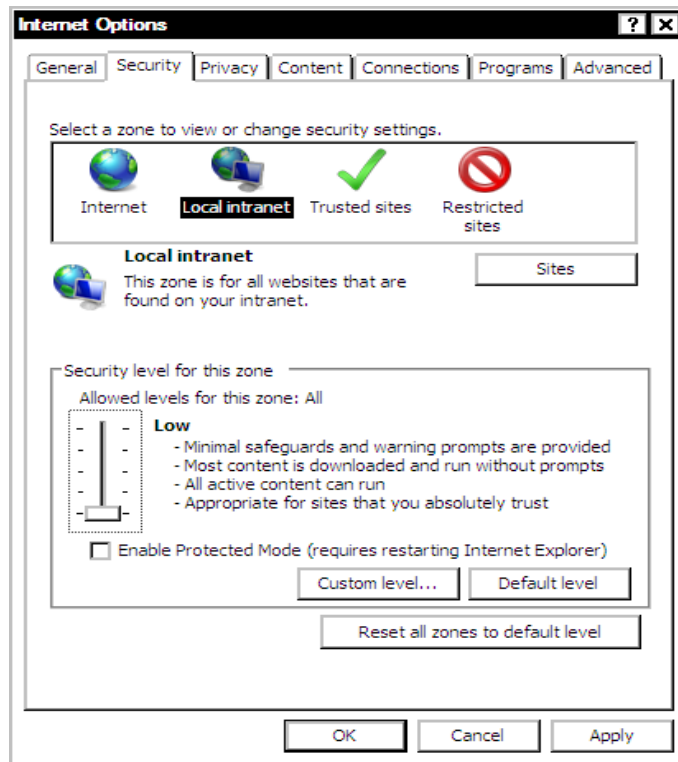


FIGURE 5-273 Internet Explorer Local Intranet Security Dialog

6. With the **Local Intranet** icon selected, click **Custom Level**.

This will display the dialog shown in [Figure 5-274](#).

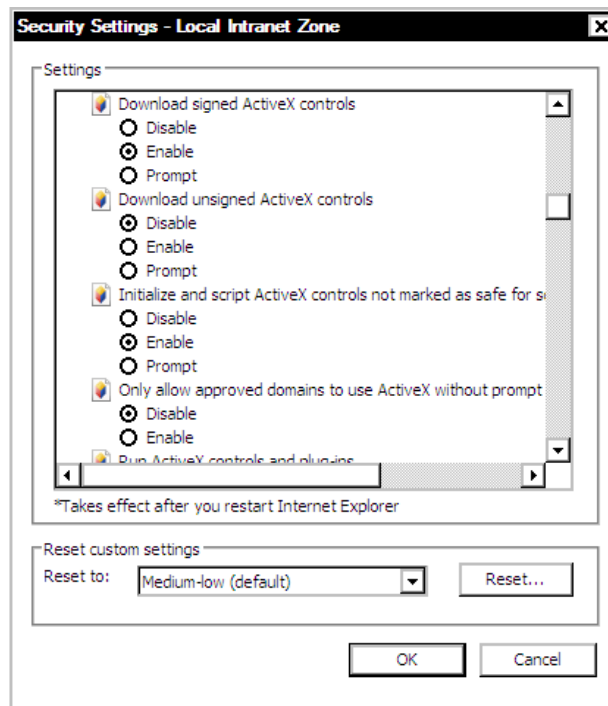


FIGURE 5-274 Local Intranet Security Settings

7. For each of these controls, select the **Enable** radio button:
- **Download signed ActiveX controls**
 - **Initialize and script ActiveX controls not marked as safe (see Note below)**
 - **Run ActiveX controls and plug-ins**
 - **Script ActiveX controls marked safe for scripting**
 - **Downloads | Automatic prompting for file downloads**
 - **Downloads | file download**
 - **Allow META REFRESH**
 - **Display mixed content**
 - **Launching programs and files in an IFRAME**



*“Not marked as safe” simply means that the ActiveX control accesses the user disk, or some other such “internal” device action is accomplished. This is the Microsoft strict definition of “not marked as safe.” Should a client be concerned about having this control enabled, which enabling is absolutely essential for our software to work correctly, they should add our URL as a trusted site and only enable for the trusted site security zone. The URL would be added under **Internet Options, Security, Trusted Sites**.*

8. For each of these controls, ensure that the **Disable** radio button is selected:

- Download unsigned ActiveX Controls (not needed for EWS)
 - **Only allow approved domains to use ActiveX without prompt** (For IE8 only)
9. Click **OK** to close the **Local Intranet Security Settings** window, and the dialog shown in [Figure 5-275](#) will be displayed.

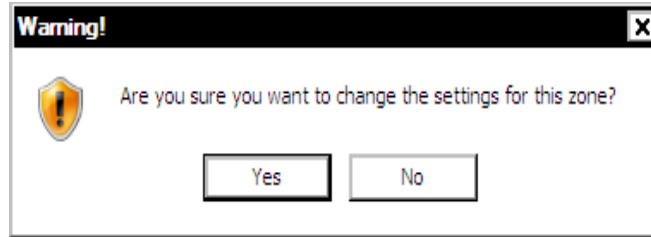


FIGURE 5-275 Security Settings Warning Dialog

10. Click **Yes** to continue.
11. Next, click the **Internet Options | Advanced** tab, and verify/make the following changes:
- Enable third-party browser extensions - **UNCHECK**
 - Reuse windows for launching shortcuts - **CHECK**
 - Use HTTP 1.1 - **CHECK**
 - **Do not save encrypted pages to disk** - **UNCHECK**
 - Click **OK** and close the **Internet Options** dialog.
12. Close **Internet Explorer**.
13. Continue with the procedure [Verify\Install Internet Information Services \(IIS\)](#).

Verify\Install Internet Information Services (IIS)

**IMPORTANT**

If IIS is not installed on the Web Server, you will need to download and install an additional file, **WebDAV Extension for IIS 7.5 (x86)**. This file is **NOT** included in the IIS install included with Windows 2008. Download the file by [clicking here](#), and store the file in a convenient hard drive location for use in the [Install Microsoft WebDAV 7.5 for IIS 7.0](#) procedure.

1. Open Windows **Server Manager** and click **Roles** to display [Figure 5-276](#).



FIGURE 5-276 Server Manager Roles Display

Note that there are no roles installed in this example, and if IIS were installed, it would be visible here.

2. To install IIS, click **Action | Add Roles**.
3. Place a check in the Web Server (IIS) check box, and the dialog shown in [Figure 5-277](#) will be displayed.

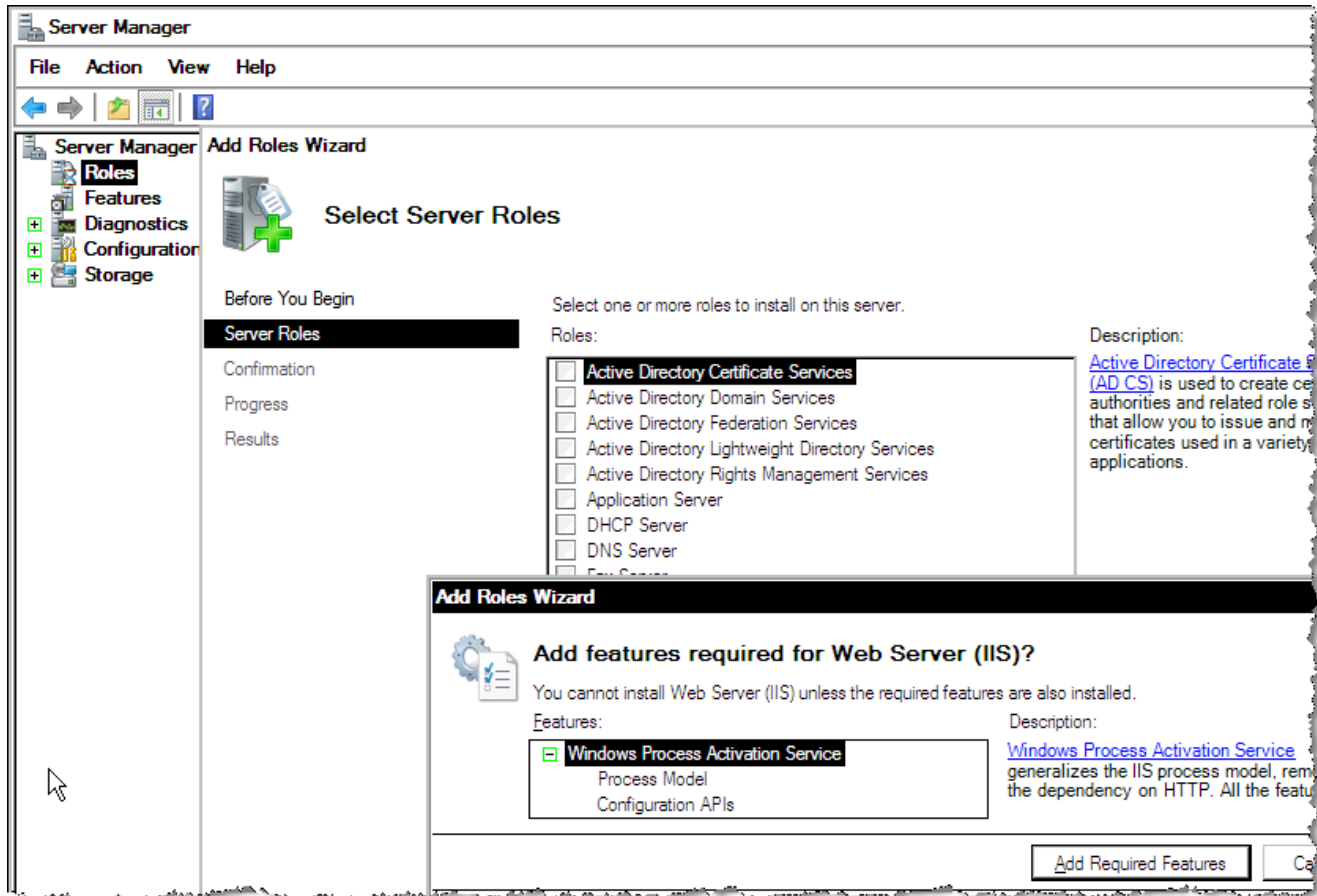


FIGURE 5-277 Required Web Server (IIS) Features Dialog

4. Click the **Add Required Features** button and you will be returned to the dialog shown in [Figure 5-278](#).

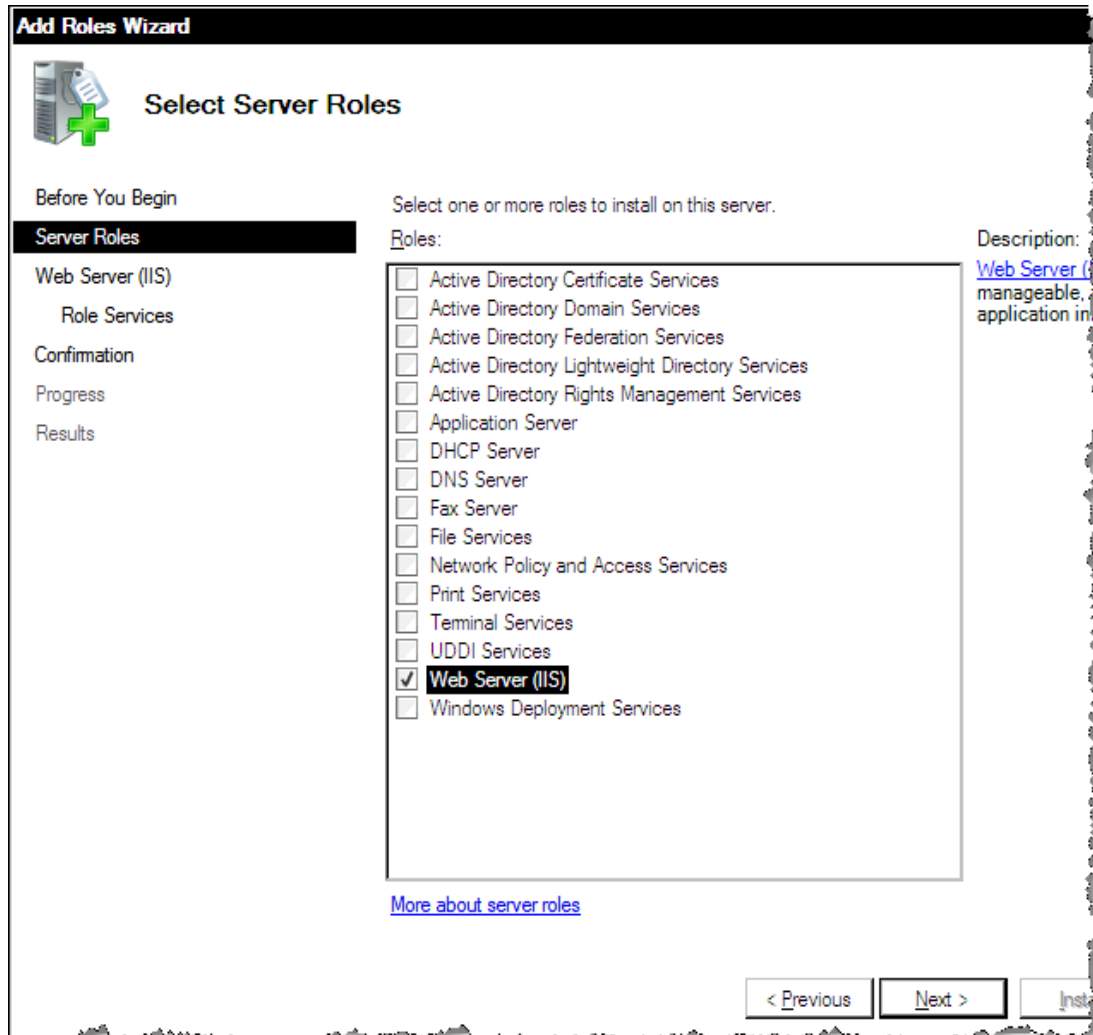


FIGURE 5-278 Web Server (IIS) Install Dialog

5. Click **Next**, click **Next** again, and [Figure 5-279](#) will be displayed.

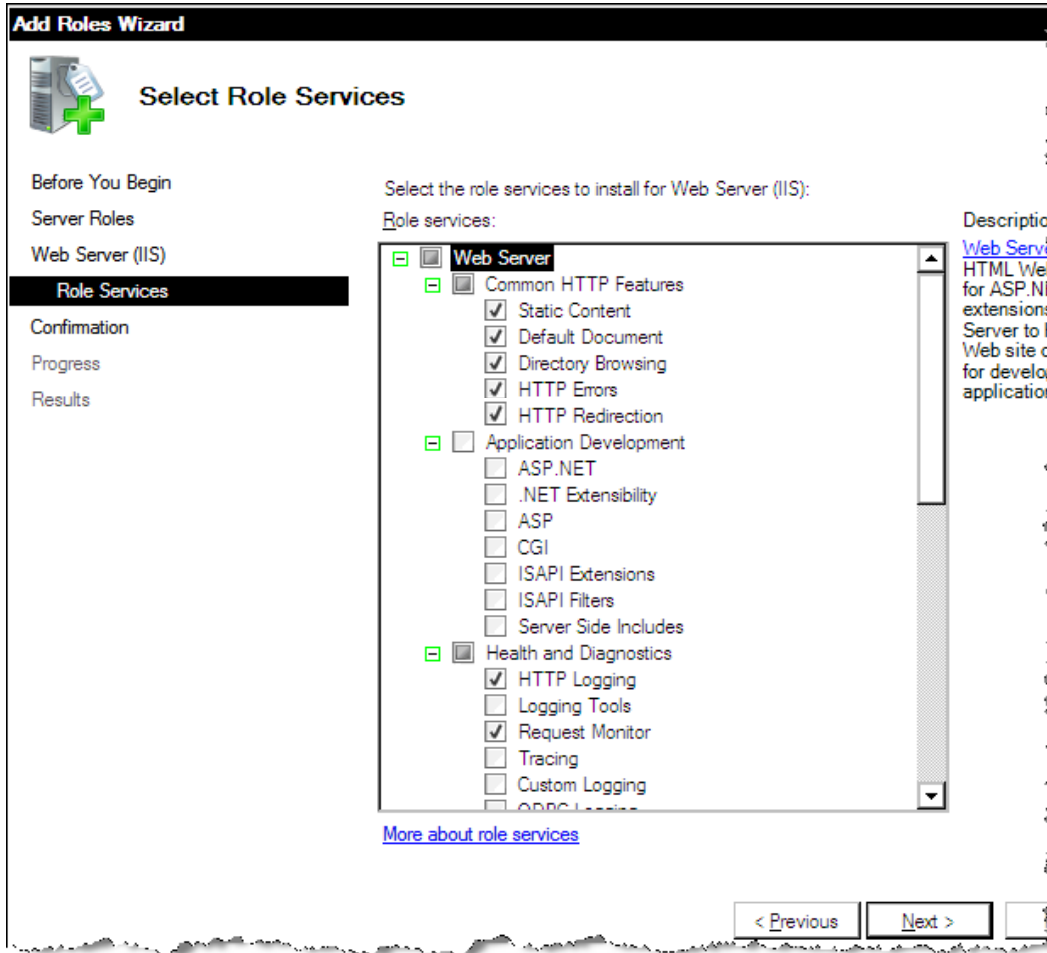


FIGURE 5-279 Select Role Services Dialog

6. Place a check in the **HTTP Redirection** check box.
7. Place a check in the **ASP.NET** check box and [Figure 5-280](#) will be displayed.

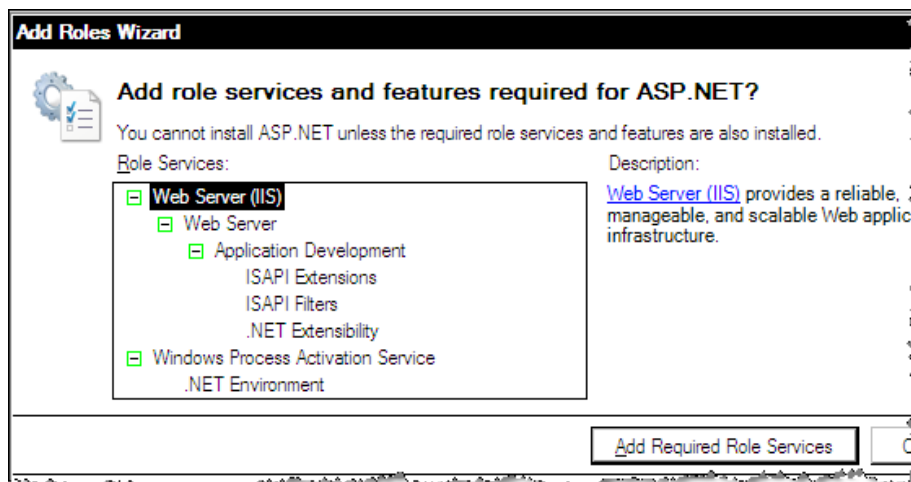


FIGURE 5-280 Required ASP.NET Features Dialog

8. Click the **Add Required Role Services** button, and [Figure 5-281](#) will be displayed.

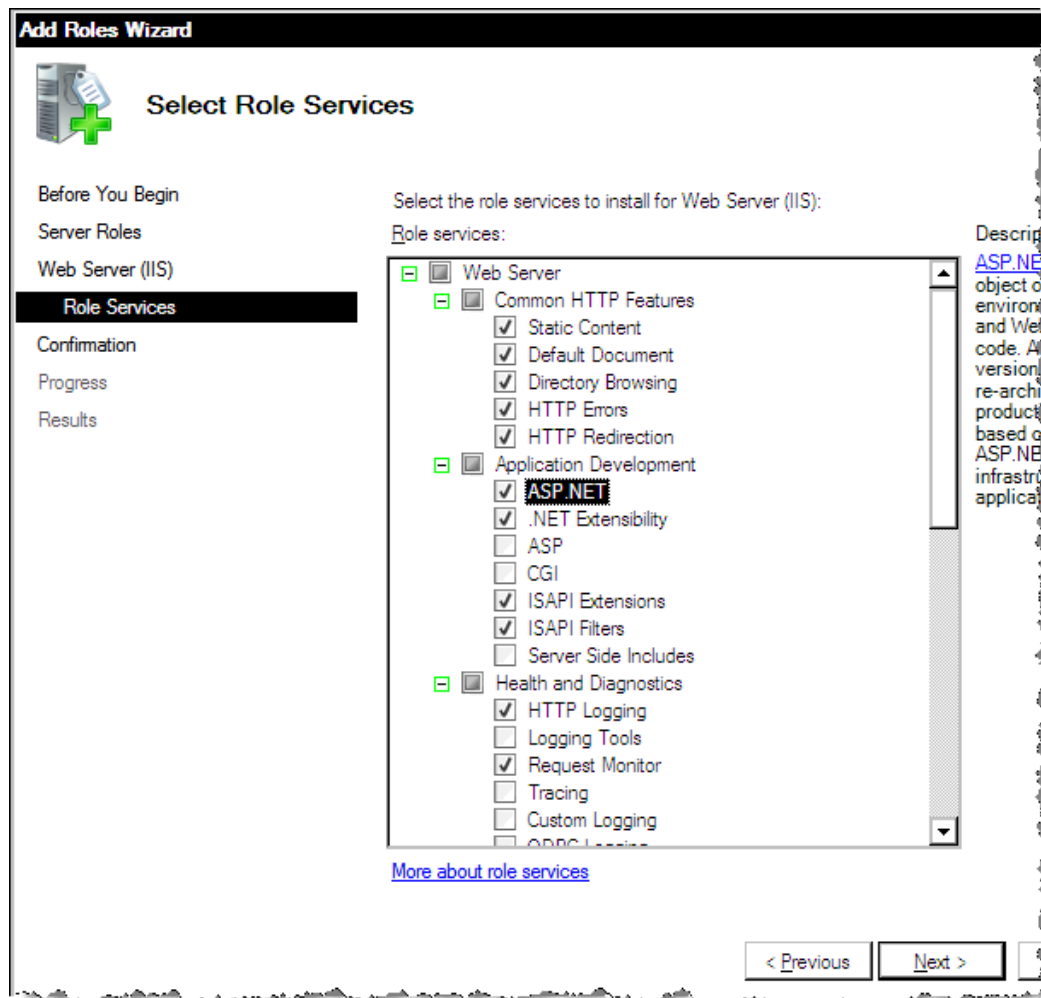


FIGURE 5-281 IIS Select Role Services Dialog

9. Place a check in each of the following additional IIS Role Services check boxes:
- Verify check in HTTP Redirection (under **Web Server > Common HTTP Features**)
 - Basic Authentication (under **Web Server > Security**)
 - Windows Authentication (under **Web Server > Security**)
 - IIS 6 Metabase Compatibility (under **Management Tools > IIS 6 Management Compatibility**)
 - IIS 6 WMI Compatibility (under **Management Tools > IIS 6 Management Compatibility**)
10. Click **Next** to display [Figure 5-282](#).

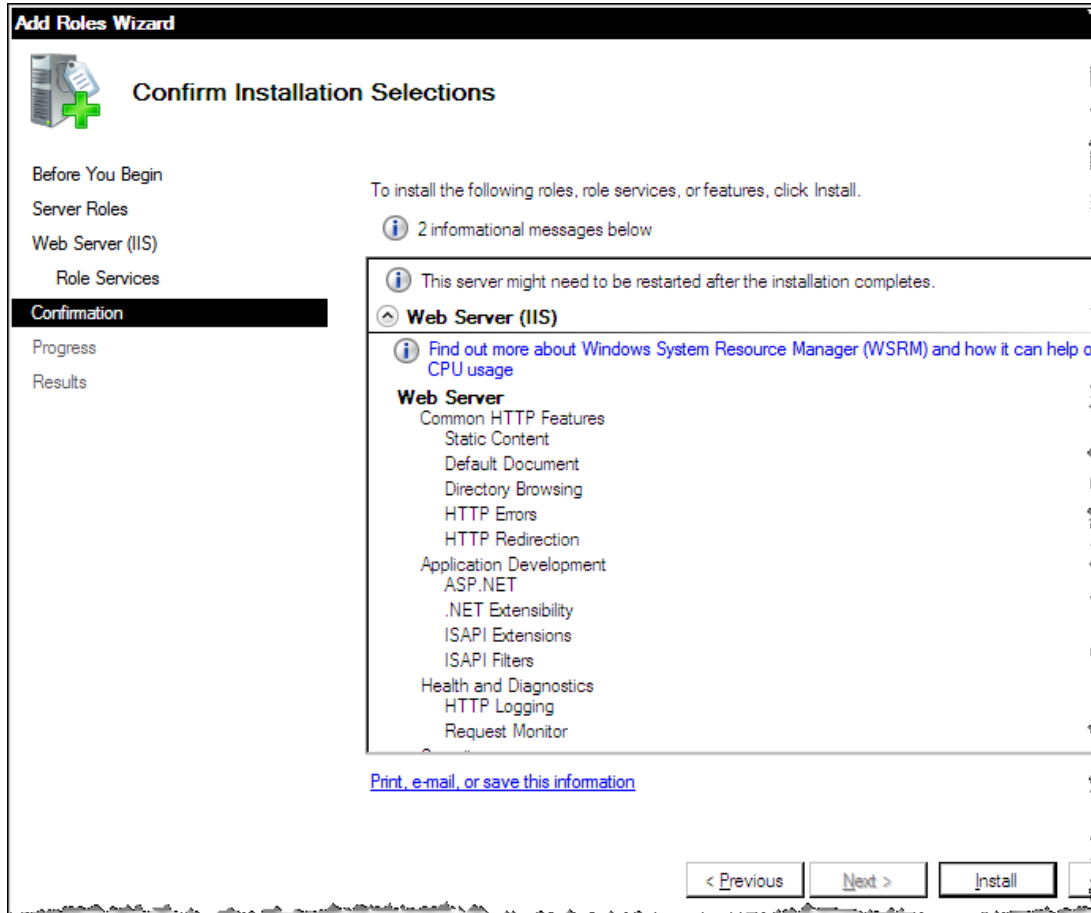


FIGURE 5-282 Confirm IIS Installation Selections Dialog

11. Confirm the selections displayed in [Figure 5-282](#), and then, click **Install**. The progress dialog shown in [Figure 5-283](#) will be displayed.

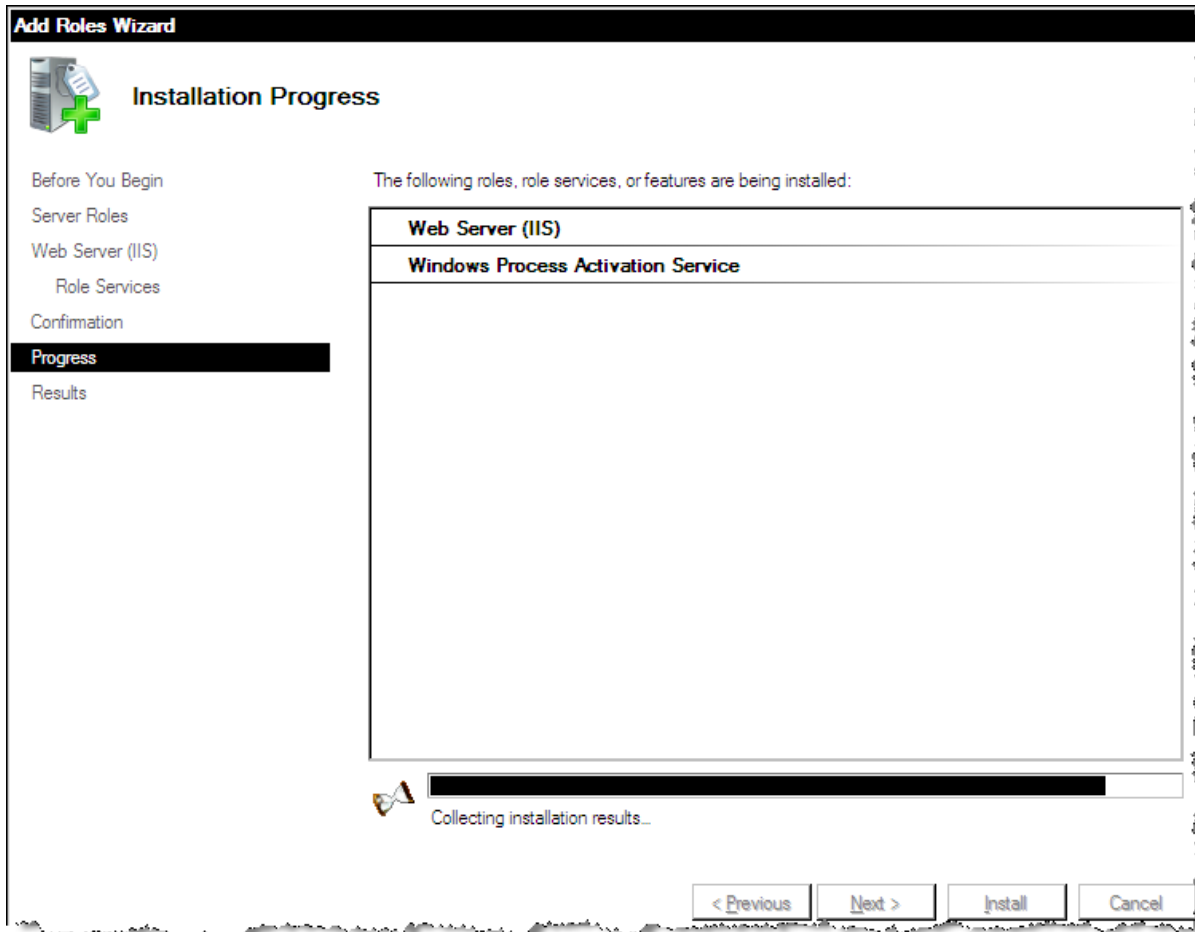


FIGURE 5-283 IIS Install Progress Dialog



IIS installation takes a while to finish. Do not disturb the server while the installation is in progress.

12. When the **Installation Results** dialog is displayed showing **Installation succeeded**, click **Close**, and then, close all open windows.
13. Continue with the procedure, [Install Microsoft WebDAV 7.5 for IIS 7.0](#).

Install Microsoft WebDAV 7.5 for IIS 7.0



Ensure that you have downloaded the file [WebDAV for IIS 7.5](#), (*webdav_x86_75.msi*) as instructed earlier, before proceeding.

1. Locate the file **webdav_x86_75.msi** which you previously downloaded, and execute the file.

The dialog shown in [Figure 5-284](#) will be displayed.

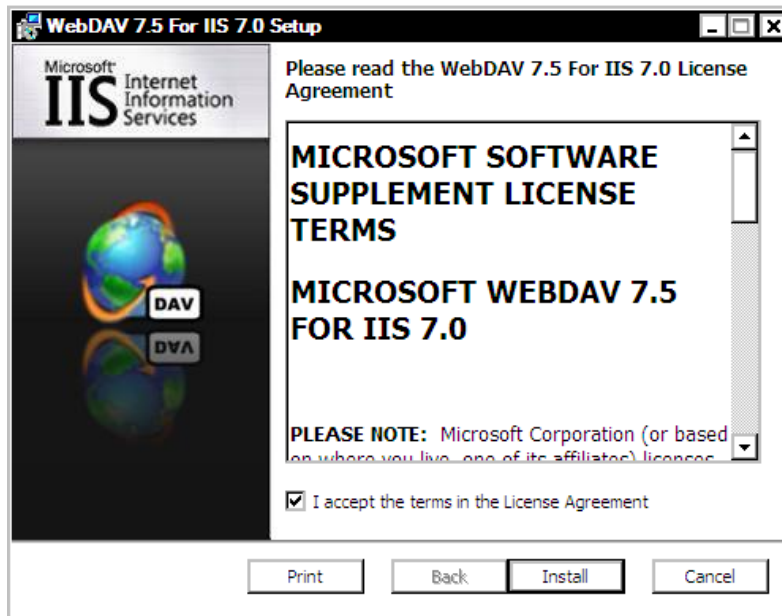


FIGURE 5-284 WebDAV Licensing Dialog

2. Place a check in the **I accept the terms.....** check box, and then, click **Install**.

Shortly the dialog shown in [Figure 5-285](#) will be displayed.

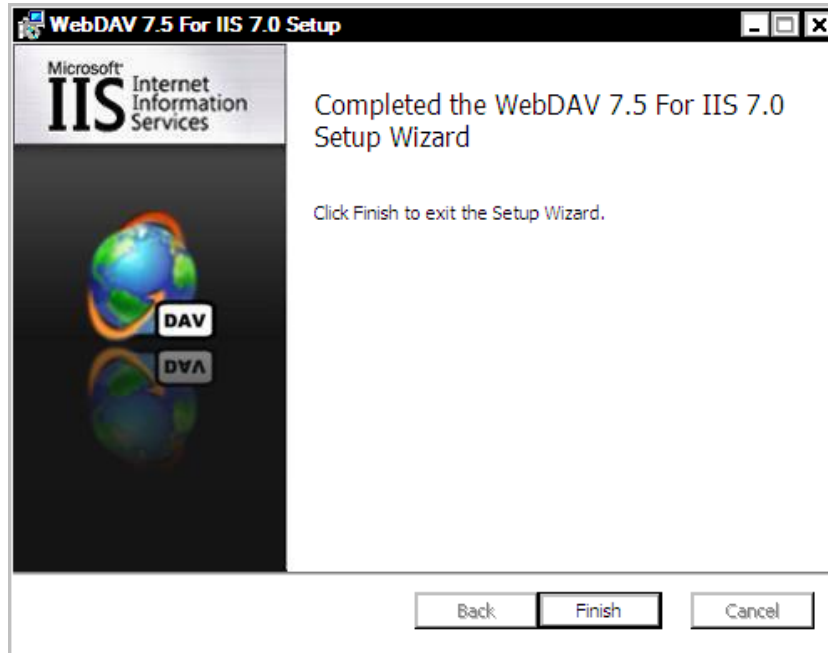


FIGURE 5-285 WebDAV Install Success Dialog

3. Click **Finish**, and then, consult [Table 5-18](#) for the next procedure to complete.

TABLE 5-18 Next Procedure

Installation Environment	Next Procedure to Complete
Single Server	Part II – Single Server Environment, Common Platform Installer 2.0.0.7, page 5-236
Multi-Server	Part III – EWS Multi-Server Environment Installation, page 5-310

Part II – Single Server Environment

Common Platform Installer 2.0.0.7

The Enterprise Workstation server requires installation of Version 2.0.0.7 of the Common Platform Installer(CPI). The CPI will check the version of JAVA and Apache Tomcat that are currently installed. After checking, the appropriate versions for the EWS server environment (if not installed) will be automatically installed.

1. On the EWS Web Server, open the folder `nn:\Software\SDK 3.2 SP2\CPI`.
2. Double-click the file **Common_Platform_Installer.bat**, then click **Run**, and the dialog shown in [Figure 5-286](#) will be displayed.

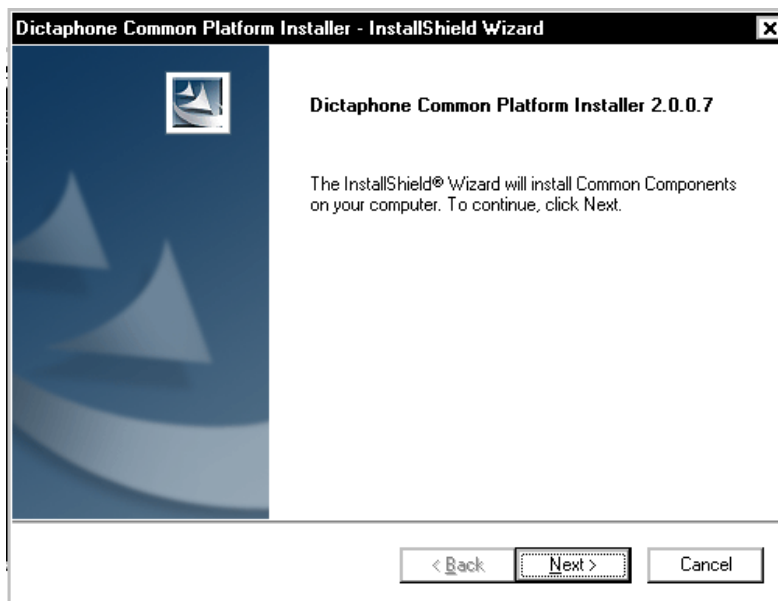


FIGURE 5-286 CPI Welcome Dialog

3. Click **Next** and [Figure 5-287](#) will be displayed.

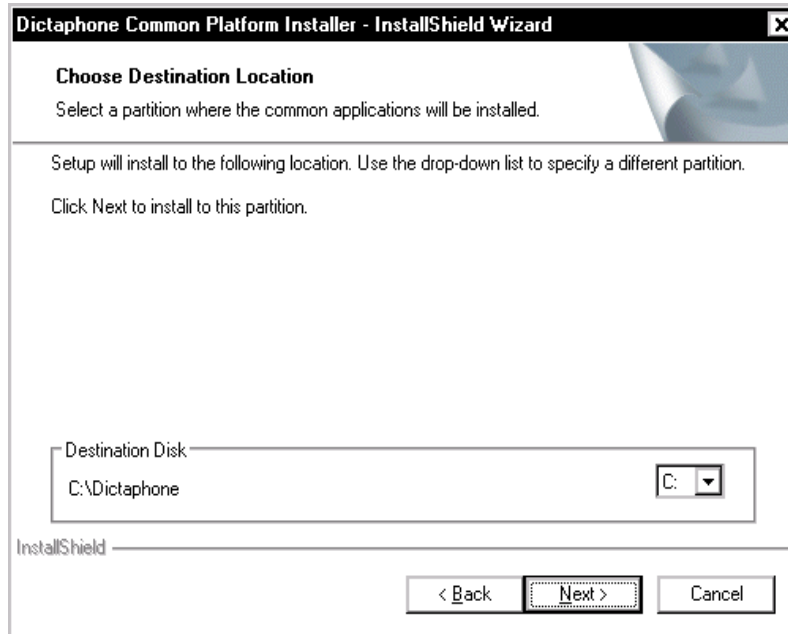


FIGURE 5-287 Destination Location Dialog

4. Accept the default destination location of **C:\Dictaphone** and click **Next**.
The dialog shown in [Figure 5-288](#) will be displayed.

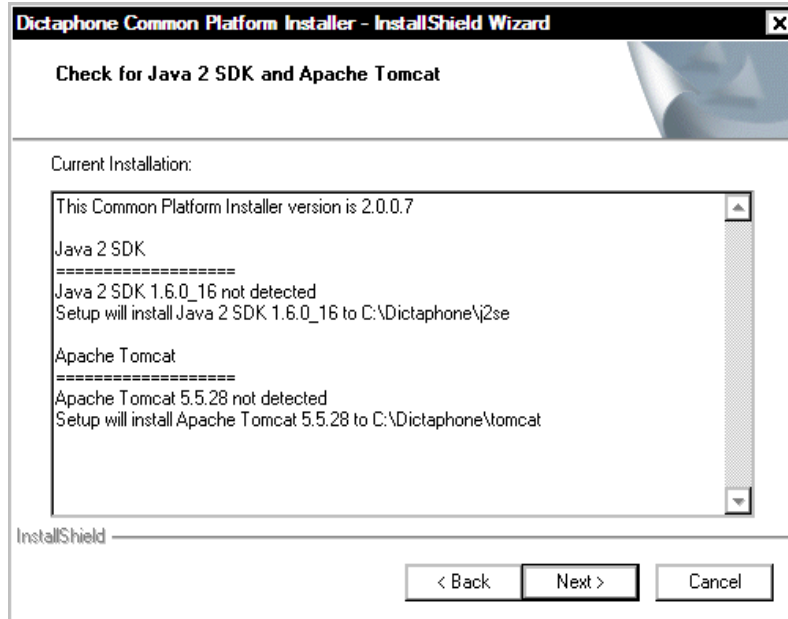


FIGURE 5-288 Java/Tomcat Check Display

5. Click **Next** to begin the installation of **Java 2 SDK** and **Apache Tomcat**.
Be patient as the installation takes some time.
Eventually the dialog shown in [Figure 5-289](#) will be displayed.

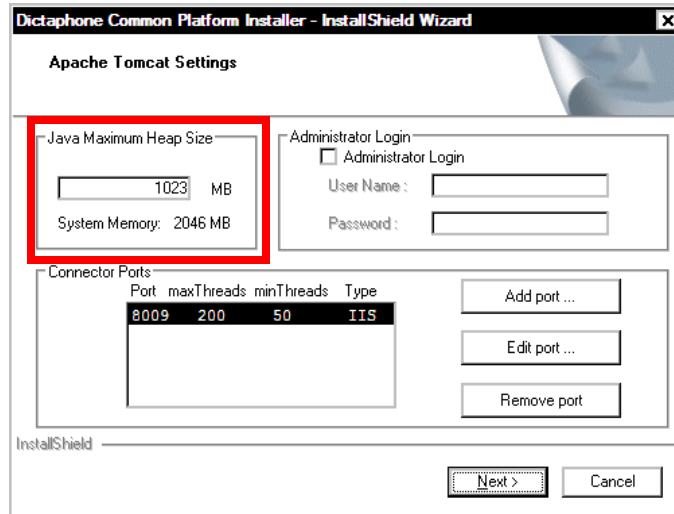


FIGURE 5-289 Apache Tomcat Settings

6. Accept the defaults, as shown in [Figure 5-289](#). The maximum heap size on your server may be different, depending on the amount of RAM installed.



*For **JAVA Maximum Heap Size**, CPI uses 50% of the installed system RAM, however, this value can never be larger than 1200MB. Based on the amount of RAM installed in a PCC built EWS server, this upper size limitation should not be reached.*

7. Click **Next**, and the dialog shown in [Figure 5-290](#) will be displayed.

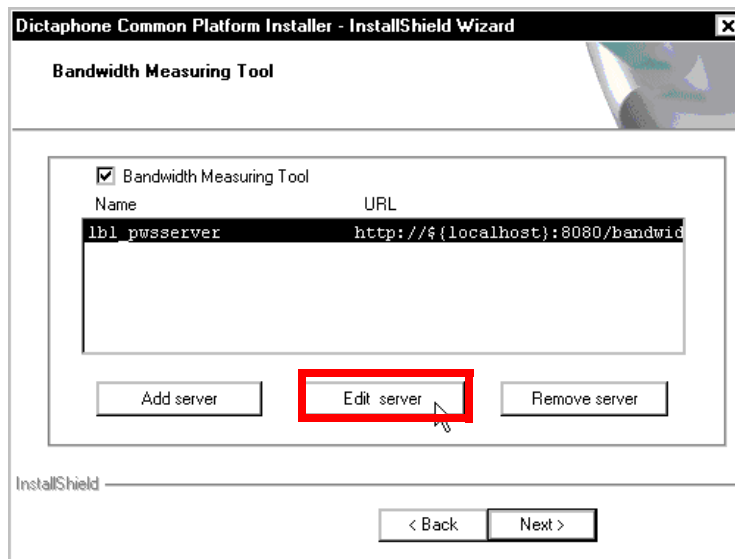


FIGURE 5-290 Bandwidth Measuring Tool Dialog

8. Place a check in the **Bandwidth Measuring Tool** check box and the InstallShield will immediately install the WAR files for this tool.

9. When this process is complete, click the **Edit server** button, and the dialog shown in [Figure 5-291](#) will be displayed.

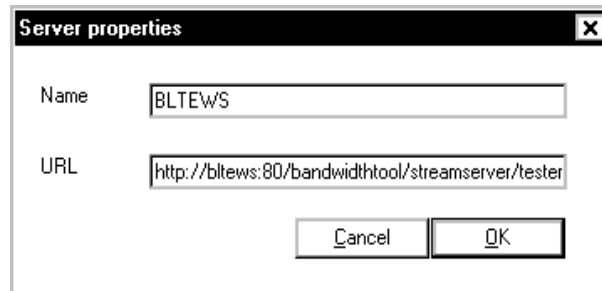


FIGURE 5-291 Edit Server Dialog

10. Edit the **URL** text box to read as follows:
http://servername:80/bandwidthtool/streamserver/tester
 where **servername** is the NETBIOS name of the **EWS Web** server
11. Click **OK**, and then, click **Next**.
 The dialog shown in [Figure 5-292](#) will be displayed.

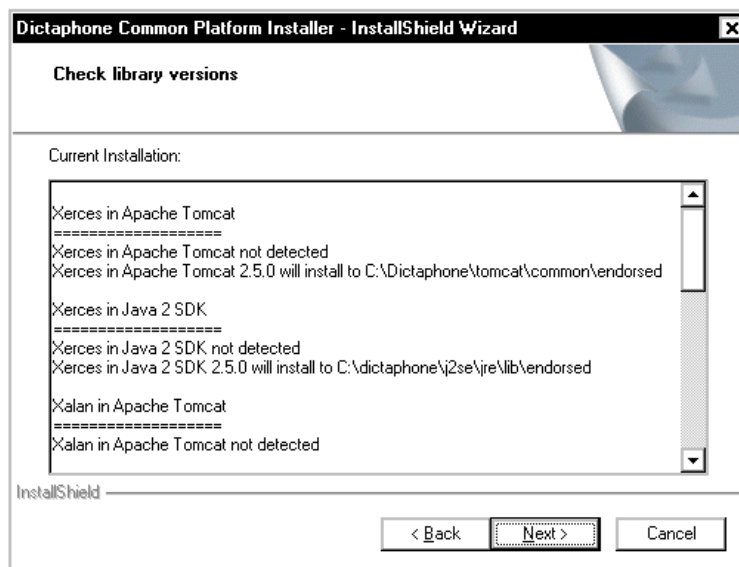


FIGURE 5-292 Check Library Versions Dialog

12. Click **Next** and shortly, the dialog shown in [Figure 5-293](#) will be displayed.

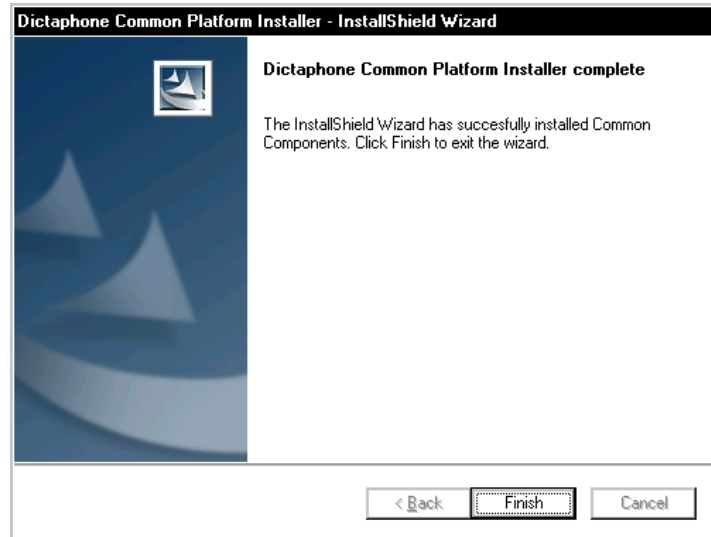


FIGURE 5-293 CPI Install Complete Dialog

13. Click **Finish** and consult [Table 5-19](#), to determine the next procedure to complete.

TABLE 5-19 Next Procedure to Follow

Is SSL Being Used?	Continue With
Yes	Pre-SDK Installation SSL Configuration, page 5-240
No	PSSDK Database Installation, page 5-251

Pre-SDK Installation SSL Configuration

PowerScribe SDK supports the use of SSL security over the Internet. However, the software assumes that a valid IIS **Client Authentication Certificate** is properly set up and configured prior to PowerScribe SDK installation.

Installation of this certificate is the responsibility of the customer, and should only be accomplished by their experienced network security professionals.

The steps provided in these instructions **must** be performed prior to installing and configuring PowerScribe SDK.

These instructions presume that the SSL certificate has already been obtained and installed by the customer.

Verifying the Certificate is Properly Installed

Ensure that the Server Authentication Certificate has been properly installed into the SDK Web Server by doing the following:

1. First, create the directory **C:\SSL**, which directory will be required to be used while the Internet Services Manager configuration windows are open.
2. Select **Start | Settings | Control Panel | Administrative Tools | Internet Services Manager**.
3. Right-click **Default Web Site** and choose **Properties**.
4. Select the **Directory Security** tab and the dialog shown in [Figure 5-294](#) will be displayed.

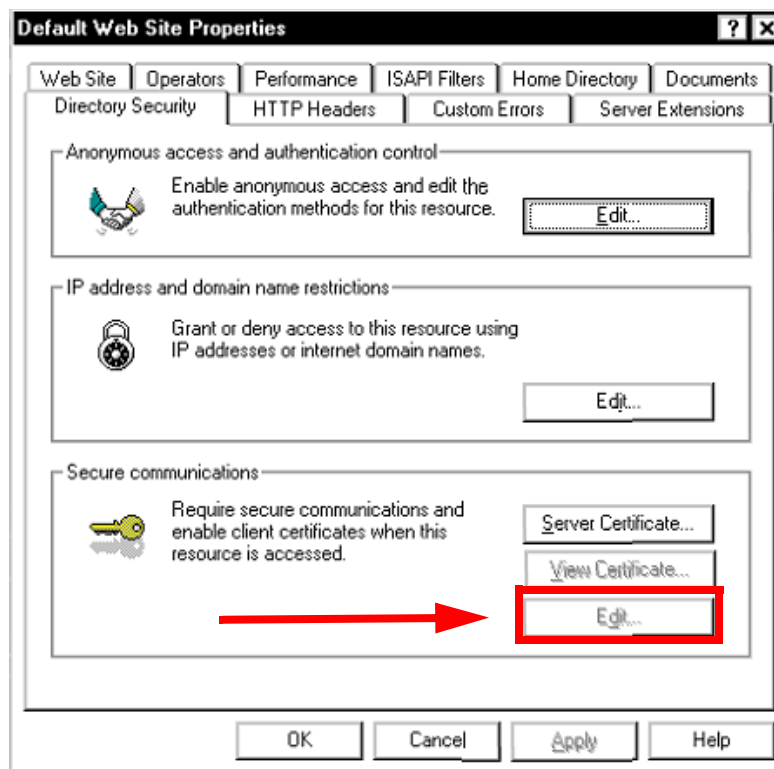


FIGURE 5-294 Directory Security Tab

Note that in the **Secure communications** portion of the [Figure 5-294](#) dialog, that the **Edit** buttons is **NOT** available (grayed out), meaning the certificate is **NOT** properly installed.

5. It is possible that a certificate is installed, and NOT valid, so you should check validity next by clicking the **View Certificate** button.

You should see a dialog for a **valid** certificate very similar to that shown in [Figure 5-295](#). Check carefully to ensure there are no error statements. An error indication, which means a certificate is **NOT valid**, is shown in [Figure 5-296](#).



FIGURE 5-295 Certificate(Valid)



IMPORTANT

Make a note of the “**Issued to:**” entry highlighted in [Figure 5-295](#), which entry is the certificate name issued to the web site. This name will be used again throughout this installation and will be the **web site name** you use when asked for that information.

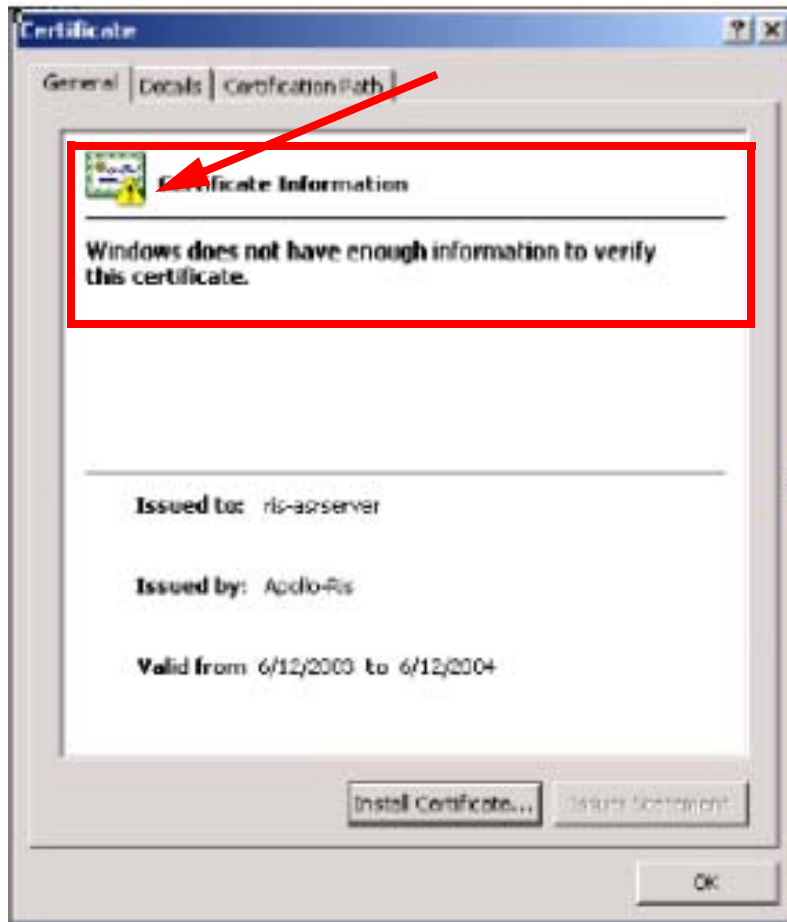


FIGURE 5-296 Certificate (Invalid)

6. If you have seen an error indication, or the server certificate is invalid, advise the Customer representative that correction of this condition, which is a customer responsibility, must be accomplished before you can continue with this installation.
7. Once you are certain that the server secure communications certificate is valid, continue with the next procedure, [Export SSL Certificate](#).



IMPORTANT

*Before continuing, open a command prompt and ping the web server using the **web site name** which was just assigned in [Figure 5-295](#). If you are unable to ping the web server using the web site name, contact the customer IT department so that they can update their DNS servers.*

Export SSL Certificate

8. While still viewing the [Figure 5-295](#) dialog for the valid certificate, click the **Details** tab, and the dialog shown in [Figure 5-297](#) will be displayed.

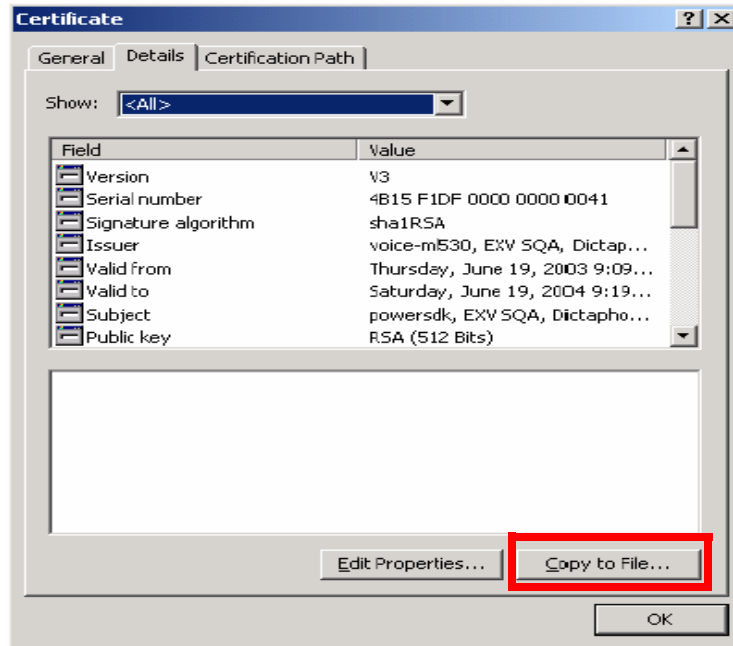


FIGURE 5-297 Certificate Details Tab Dialog

The valid certificate must now be exported for use in the configuration of Tomcat SSL.

9. To export the certificate click the **Copy to File** button, highlighted in [Figure 5-297](#).

The dialog shown in [Figure 5-298](#) will be displayed.



FIGURE 5-298 Certificate Export Wizard Welcome Dialog

10. Click Next, and the dialog shown in [Figure 5-299](#) will be displayed.

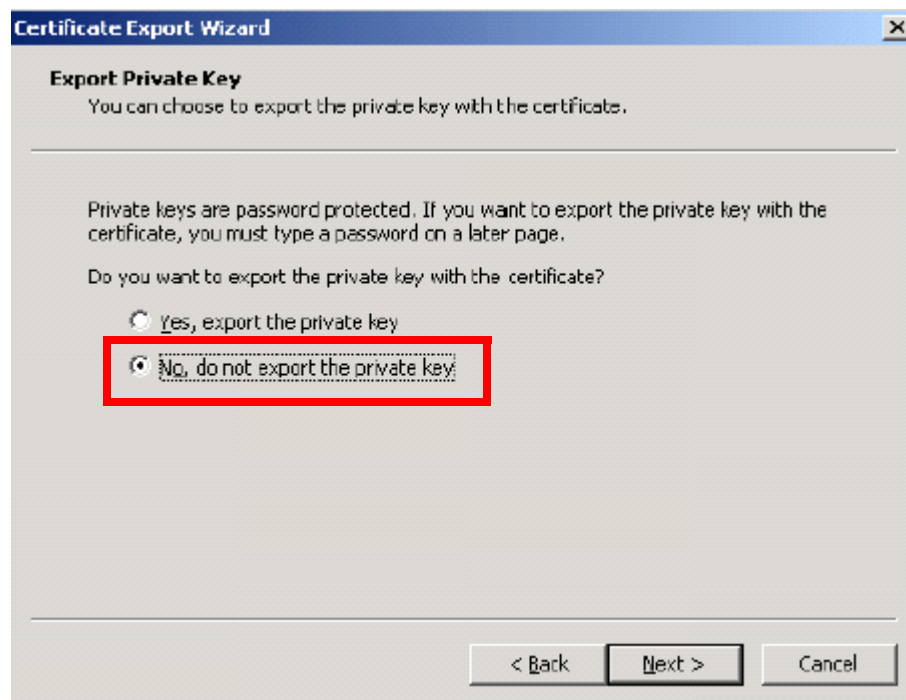


FIGURE 5-299 Export Private Key Dialog

11. Ensure that the **No, do not export the private key** radio button is selected, and then, click **Next** to continue.

The dialog shown in [Figure 5-300](#) will be displayed.

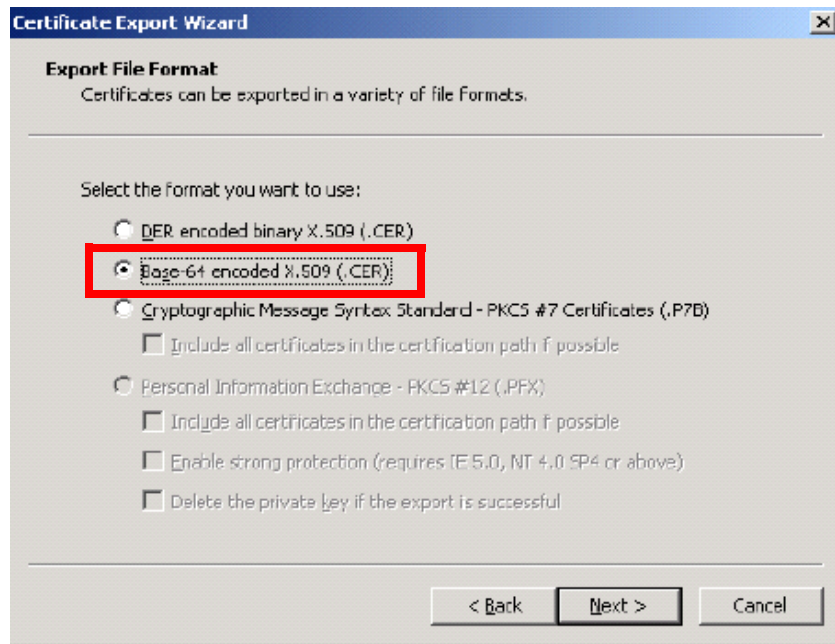


FIGURE 5-300 Export File Format Dialog

12. Select the **Base-64 encoded X.509 (CER)** radio button, and then, click **Next** to continue.

The dialog shown in [Figure 5-301](#) will be displayed.

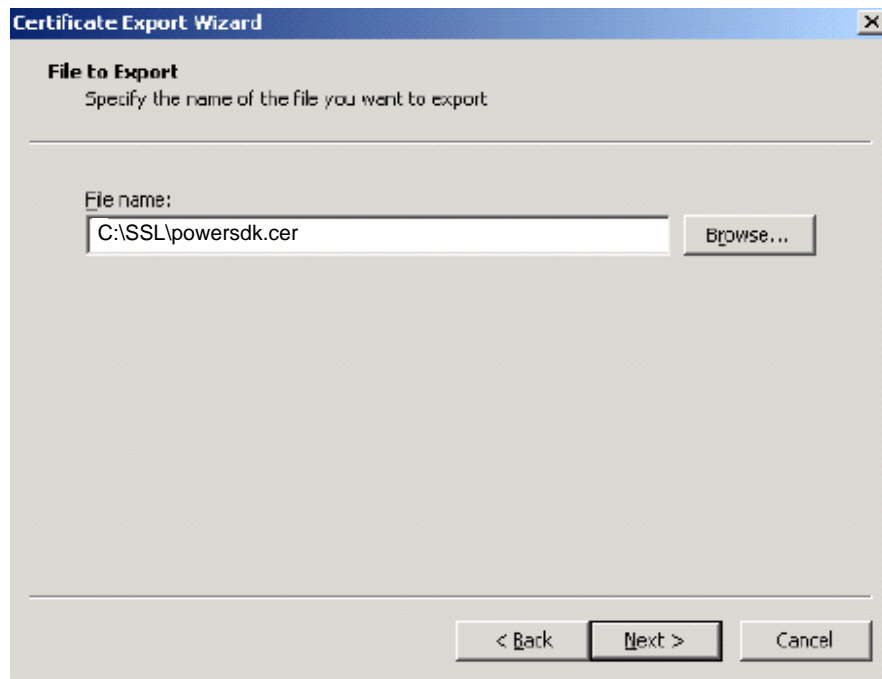


FIGURE 5-301 File to Export Dialog

13. In the **File name:** text box shown in [Figure 5-301](#), enter the following:
C:\SSL\powersdk.cer.
14. Click **Next**, and the dialog shown in [Figure 5-302](#) will be displayed.



FIGURE 5-302 Export Complete Dialog

Note that the information you specified is shown. The **powersdk.cer** file will be saved in the **C:\SSL** directory.

15. Verify that the [Figure 5-302](#) information is correct, and then, click **Finish** to complete the export of the certificate.
16. Continue with the next procedure, [Generate a .keystore File](#).

Generate a .keystore File

A **.keystore** file is generated on the EWS Web server that PowerScribe SDK will use for SSL validation checks. To generate the .keystore file, do the following:

1. Select **Start | Run**, and then, type **Cmd** in the **Open:** field, as illustrated in [Figure 5-303](#).

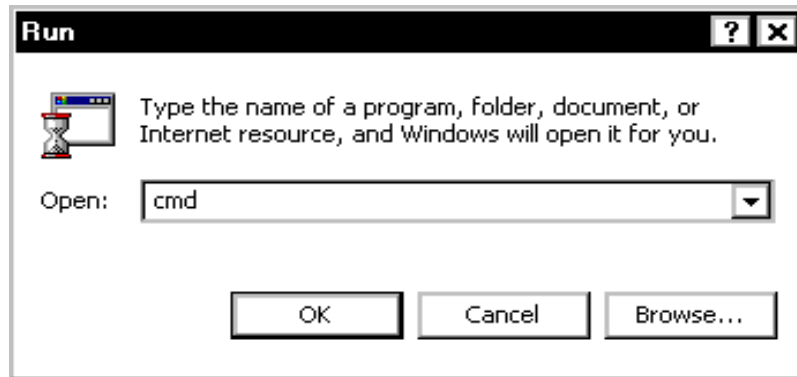


FIGURE 5-303 Run Dialog

2. Click **OK**.
3. A **CMD prompt** window will be displayed, as shown in [Figure 5-304](#).

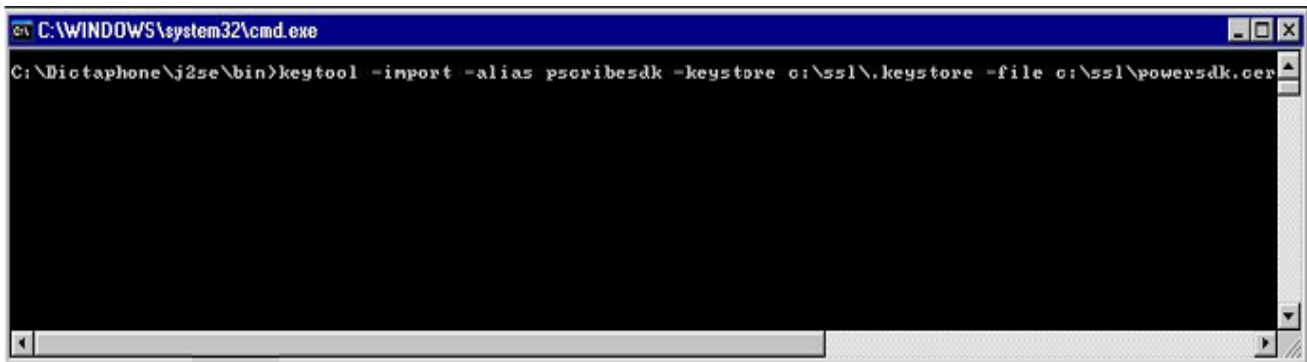


FIGURE 5-304 CMD Prompt Dialog 1

4. At the **C:\>** prompt, type the following change directory command:
cd dictaphone\j2se\bin
5. At the **C:\>dictaphone\j2se\bin** prompt, type the following command, as illustrated in [Figure 5-304](#):
keytool -import -alias pscribesdk -keystore c:\ssl\keystore -file c:\ssl\powersdk.cer
6. Press <Enter> and a **cmd prompt** window, very similar to that shown in [Figure 5-305](#) will be displayed.

```

C:\WINNT\system32\cmd.exe
Microsoft Windows 2000 [Version 5.00.2195]
(C) Copyright 1985-2000 Microsoft Corp.

C:\Documents and Settings\Administrator>cd\dictaphone\j2se\bin

C:\Dictaphone\j2se\bin>keytool -import -alias pscribesdk -keystore c:\ssl\keystore -file c:\ssl\powersdk.cer
Enter keystore password: pscribesdk
Owner: CN=nlprews, OU=Technical services, O=Technical services, L=Florida, ST=Melbourne, C=US
Issuer: CN=Dictaphone, OU=Technical services, O=Nuance, L=Melbourne, ST=Florida, C=US
Serial number: 1dc8f5c100000000000003
Valid from: Fri Apr 20 10:13:57 EDT 2007 until: Sun Apr 20 10:23:57 EDT 2008
Certificate fingerprints:
    MD5:  AF:48:DF:4E:D2:49:F6:25:30:76:85:80:19:AB:73:84
    SHA1: 74:7C:AC:8B:11:C7:83:83:16:EB:8E:B6:B8:2B:85:03:02:D7:99:CE
Trust this certificate? [no]: yes
Certificate was added to keystore

C:\Dictaphone\j2se\bin>

```

FIGURE 5-305 Cmd Prompt Dialog 2

7. At the **Enter keystore password:** line, as illustrated in the [Figure 5-305](#) dialog, enter a password for the certificate. The password will always be **pscribesdk**.
8. At the **Trust this certificate? [no]:** line, as illustrated in the [Figure 5-305](#) dialog, type **yes**.
9. Press **<Enter>**.

You will see the message **Certificate was added to keystore** displayed, as seen in the [Figure 5-305](#) dialog.

Importing of Certificate Into JAVA

1. Select **Start | Run**, and then, type **cmd** in the **Open:** field, as illustrated in [Figure 5-306](#).

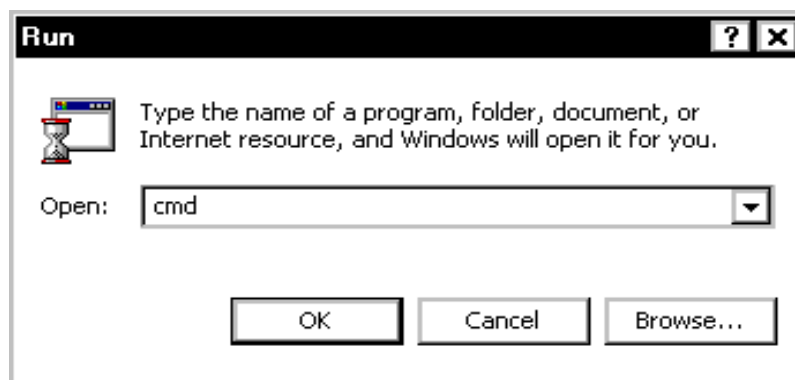


FIGURE 5-306 Run Dialog

2. Click **OK**.
A **CMD prompt** window will be displayed, as shown in [Figure 5-307](#).

```

C:\Windows\system32\cmd.exe
C:\Dictaphone>keytool -import -alias -file c:\ssl\powersdk.cer -storepass changeit
-keystore "C:\Dictaphone\j2se\jre\lib\security\cacerts"

```

FIGURE 5-307 Cmd Prompt Dialog 3

3. At the **C:** prompt, type the following change directory command:
cd dictaphone\j2se\bin
4. At the **C:\dictaphone\j2se\bin** prompt, type the following command, as illustrated in [Figure 5-307](#):
keytool -import -alias pscridesdk -file c:\ssl\powersdk.cer -storepass changeit -keystore "c:\Dictaphone\j2se\jre\lib\security\cacerts"



The path to **cacerts** does not change. There will more than likely be multiple **cacerts** files on the PC, but this file must be used, and not any others.

Press **<Enter>** and a **cmd prompt** window, very similar to that shown in [Figure 5-308](#) will be displayed.

```

C:\WINNT\system32\cmd.exe
C:\Dictaphone\j2se\bin>keytool -import -alias pscridesdk -file c:\ssl\powersdk.cer -stor
epass changeit -keystore "C:\Dictaphone\j2se\jre\lib\security\cacerts"
Owner: CN=nlprews, OU=technical services, O=Nuance, L=melbourne, ST=florida, C=US
Issuer: CN=Dictaphone, OU=Technical services, O=Nuance, L=Melbourne, ST=Florida, C=US
Serial number: 6141d20900000000000004
Valid from: Mon Sep 17 14:08:49 GMT 2007 until: Wed Sep 17 14:18:49 GMT 2008
Certificate fingerprints:
    MD5: 5C:2D:3A:45:20:84:B0:9A:35:89:51:D9:D8:2E:57:DE
    SHA1: 58:B6:3F:5D:CB:CE:DF:14:9D:EE:28:44:0D:AA:40:15:9A:E8:49:12
Trust this certificate? [no]: yes
Certificate was added to keystore
C:\Dictaphone\j2se\bin>

```

FIGURE 5-308 Cmd Prompt Dialog 4

5. At the **Trust this certificate? [no]:** line, as illustrated in the [Figure 5-308](#) dialog, type **yes**.
6. Press **<Enter>**.
You will see the message **Certificate was added to keystore** displayed, as seen in the [Figure 5-308](#) dialog.
7. Close all open windows.

The Pre-SDK Installation SSL Configuration is now complete.

8. Consult [Table 5-20](#) to determine the next procedure to complete.

TABLE 5-20 Next Procedure to Follow

Type of Installation?	Continue With
Single Server Environment	PSSDK Database Installation, page 5-251
Multiple Server Environment	Common Platform Installer 2.0.0.7, page 5-321

PSSDK Database Installation

The Enterprise Workstation server requires the installation of **Version 3.2 SP2** of PSSDK on a server with SQL 2005 or SQL 2008 having been previously installed. This installation was accomplished in a Windows 2008/SQL 2008 environment.

To install the program, do the following:

1. On the EWS Web Server, open the folder `nn:\Software\SDK 3.2 SP2\PSSDK`, and then, locate and open the **DBSetup** folder.
2. Double-click the file **SQLDBSetup.bat**.

The dialog shown in [Figure 5-309](#) is displayed.

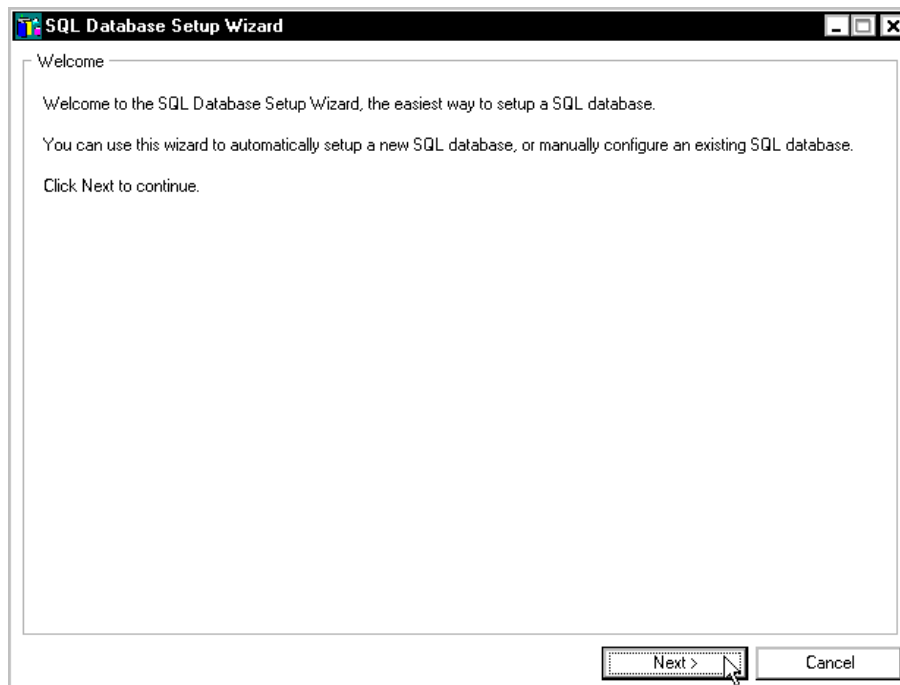


FIGURE 5-309 Database Setup Welcome Dialog

3. Click **Next**, and a dialog very similar to that shown in [Figure 5-310](#) will be displayed.

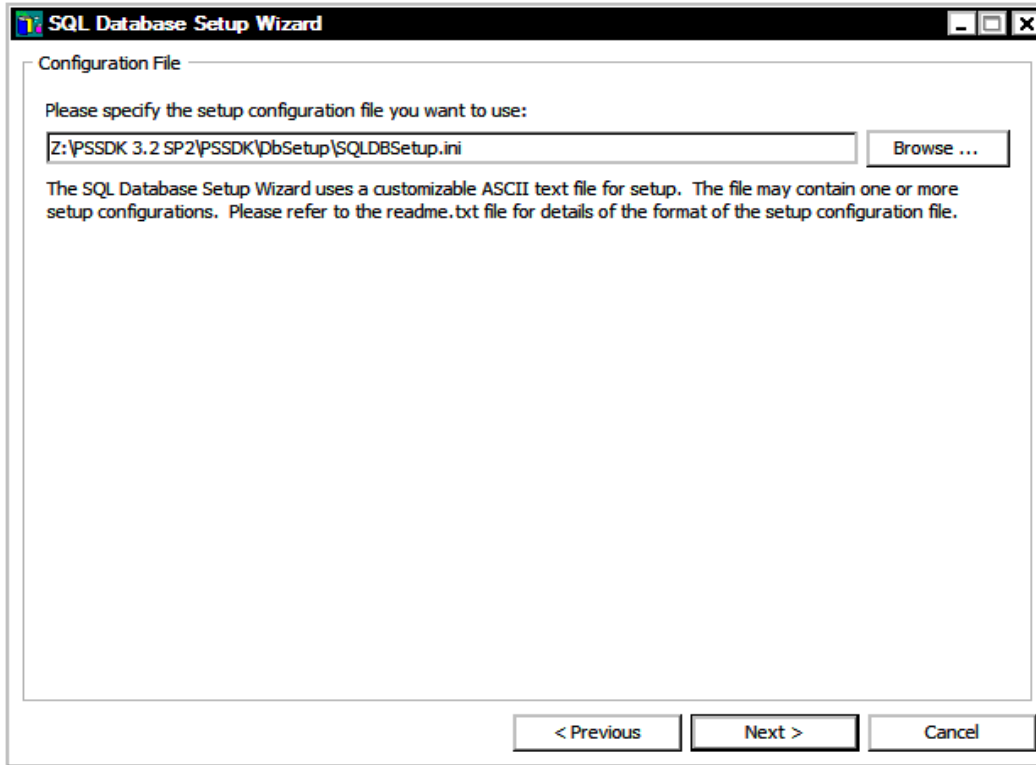


FIGURE 5-310 PowerScribe SDK Configuration File Dialog

4. Accept the default configuration file and click **Next** to continue, and the Configuration Setup dialog, [Figure 5-311](#), will be displayed.



*The path that you will see for the **SQLDBSetup.ini** file shown in [Figure 5-310](#) will always point to the location from which you ran the database executable - **DO NOT** change this path.*

FIGURE 5-311 Configuration Setup Dialog

5. As depicted in [Figure 5-311](#), complete the Configuration Setup dialog as follows:

- Setup Type: **New PScripte SDK Database**

*Always select the **Setup Type** first, otherwise, information entered elsewhere, e.g., paths, will be incorrectly set back to defaults.*



- SQL Server: [Enter the name of the **Enterprise Workstation server** you are installing the PScripte SDK SQL devices on]
- Login: **sa**
- Password: The SQL Administrator password (this is the password you entered when you installed SQL Server on this server)
- Data File Name: **PScripteSDK**
- Data Location Name: **F:\PScripteSDK_DATA\PScripteSDK.mdf**
 - ◆ Initial Size: **80** Growth **10**
- Log File Name: **PScripteSDKLog**
- Log File Location: **E:\PScripteSDK_DATA\PScripteSDKLog.ldf**
 - ◆ Initial Size: **20** Growth **10**

6. Accept the defaults for the remainder of the items and click **Next** to continue.

7. SQL will begin building the **list of scripts** which will be executed in the creation of the PScripte SDK database. This will take a few moments.

You will see the dialog shown in [Figure 5-312](#) displayed on the screen while this is occurring.

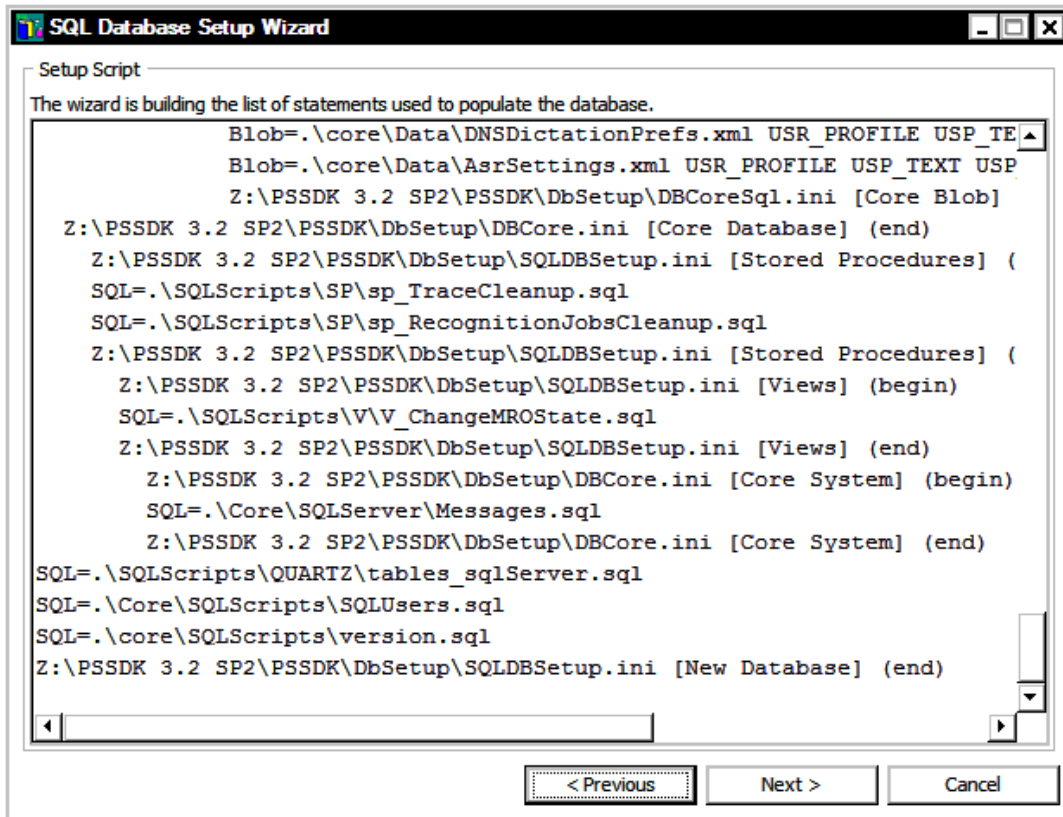


FIGURE 5-312 Setup Script Dialog

8. When the **Next** button becomes active, click **Next** to start building the database.
9. A **Script Run** dialog very similar to that shown in [Figure 5-313](#) will be displayed. Note the **Start Time**.

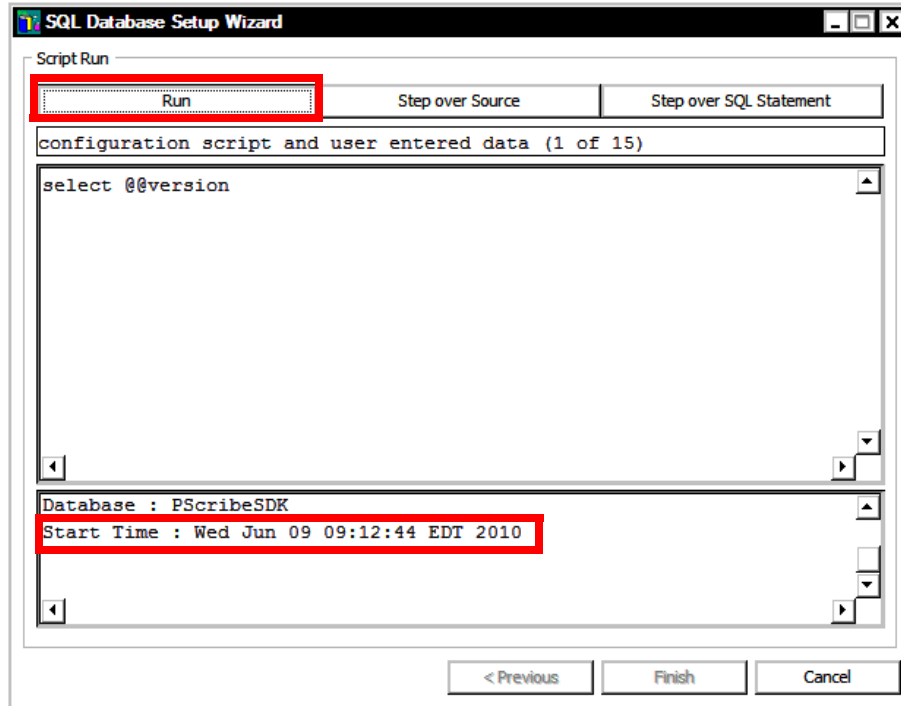


FIGURE 5-313 SQL Script Run Start Dialog

10. Click the **Run** button to begin building the PScripte SDK database.



IMPORTANT

***DO NOT** disturb this process while it is running. It will take several minutes for the process to complete.*

When the process completes, you will see the **Script Run Stop** dialog shown in [Figure 5-314](#) displayed. Note the **Stop Time**, and the fact that the **Finish** button is now active.

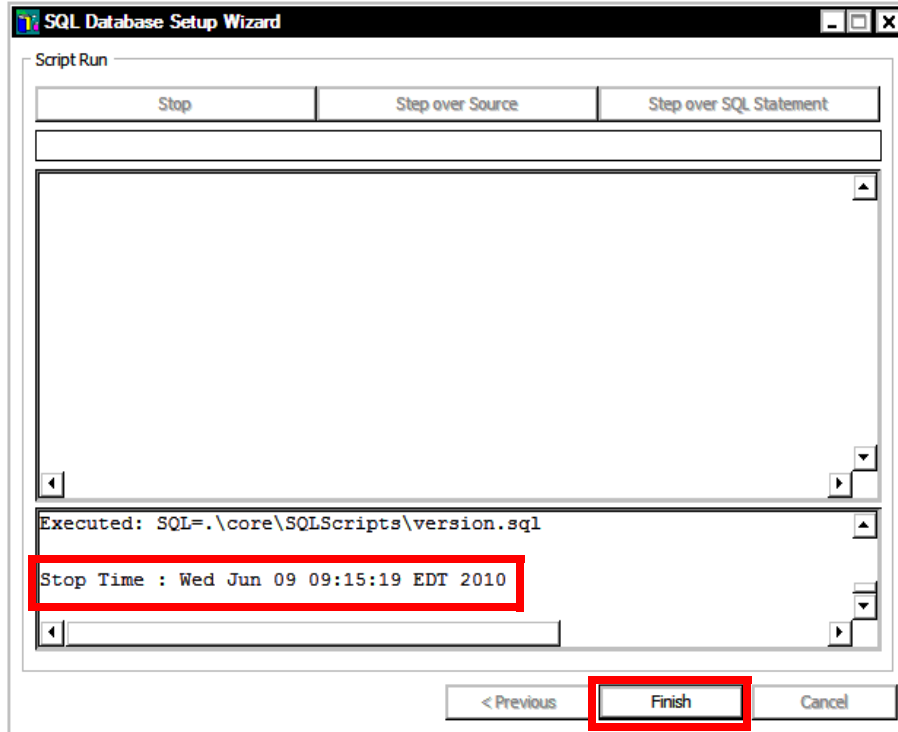


FIGURE 5-314 SQL Script Run Stop Dialog

11. Click **Finish** to complete the database setup.
12. Select **Start | Programs | Microsoft SQL Server | SQL Server Management Studio**.
13. The dialog shown in [Figure 5-315](#) will be displayed.

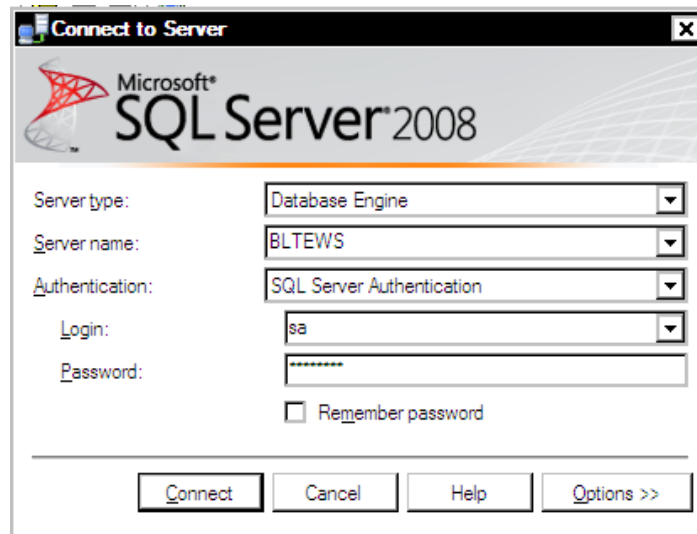


FIGURE 5-315 SQL Login Dialog

14. Login and then do the following, as illustrated in [Figure 5-316](#).

- Expand the menu by clicking <+> beside **Databases**
- Expand the menu by clicking <+> beside **PWriteSDK**
- Click **Tables**, and a list of tables, [Figure 5-316](#), should appear on the right.

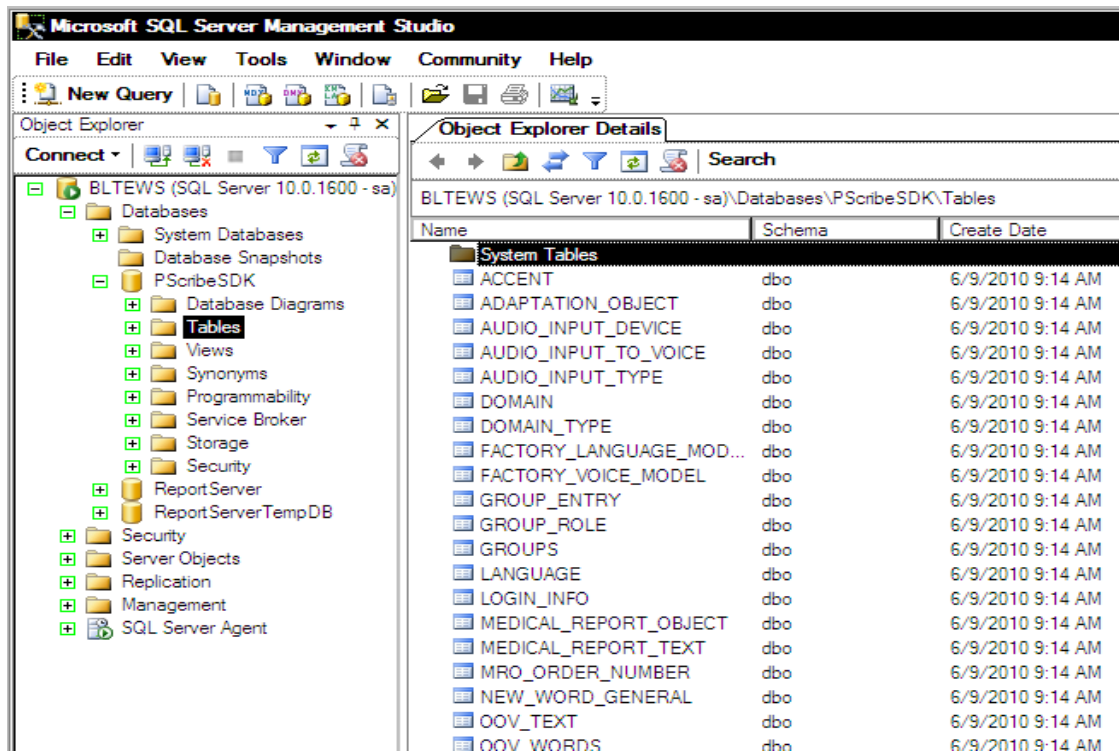


FIGURE 5-316 PWriteSDK Tables

15. After ensuring that the PWriteSDK tables have been created, close the SQL Server Management Studio.
16. Continue with the next procedure, [SDK Web Server Installation](#).

SDK Web Server Installation



IMPORTANT

*As this installation progresses, you will be asked to provide the name/password of the SDK user for PWriteSDK_Data virtual director access (see [Figure 5-320](#)). This user/password can be same, or different than the SQL server user. If the user will be different, it is important that the user is created **PRIOR** to beginning this procedure.*

The Enterprise Workstation server requires the installation of **Version 3.2 SP 2** of PowerScribe SDK.

To install the program, do the following:

1. Go to the folder `nn:\Software\SDK 3.2 SP 2` and open the folder named **PSSDK\PSDKServer**.

2. Double-click the file **setup.exe** to begin the installation process.
In a few moments the **Welcome** dialog will be displayed.
3. Click **Next**, and when the **Dictaphone License Agreement** is displayed, click **Yes** to accept the agreement.
4. When the **Microsoft License Agreement** is displayed, click **Yes** to accept the agreement.
5. The dialog shown in [Figure 5-317](#) will be displayed.

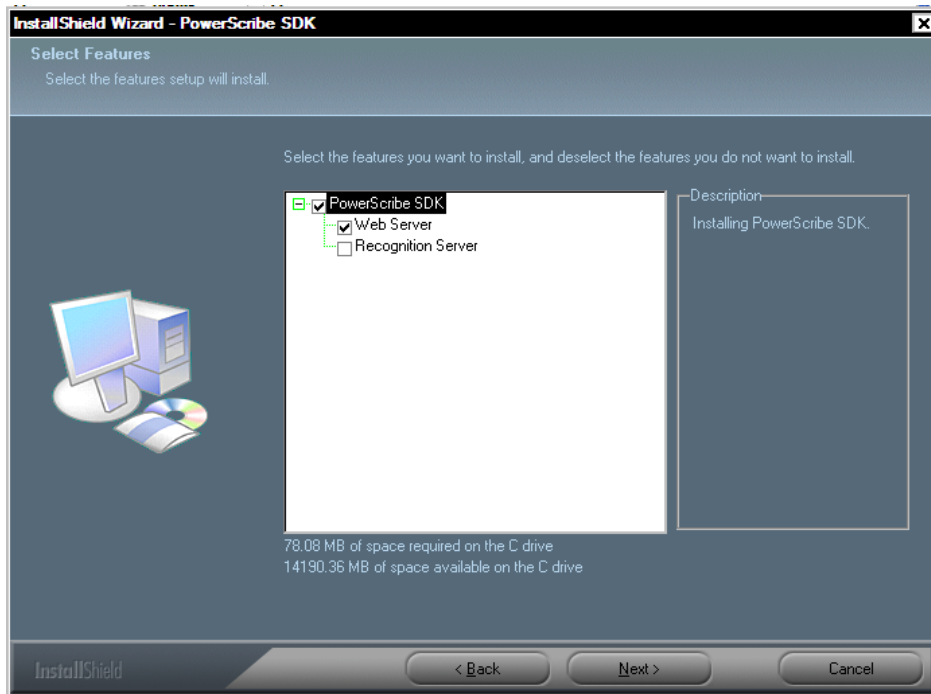


FIGURE 5-317 SDK Select Features Dialog

6. Ensure that the **Web Server** check box is checked, and **UNCHECK** the **Recognition Server** check box, as illustrated in [Figure 5-317](#).
7. Click **Next** and the dialog shown in [Figure 5-318](#) will be displayed.

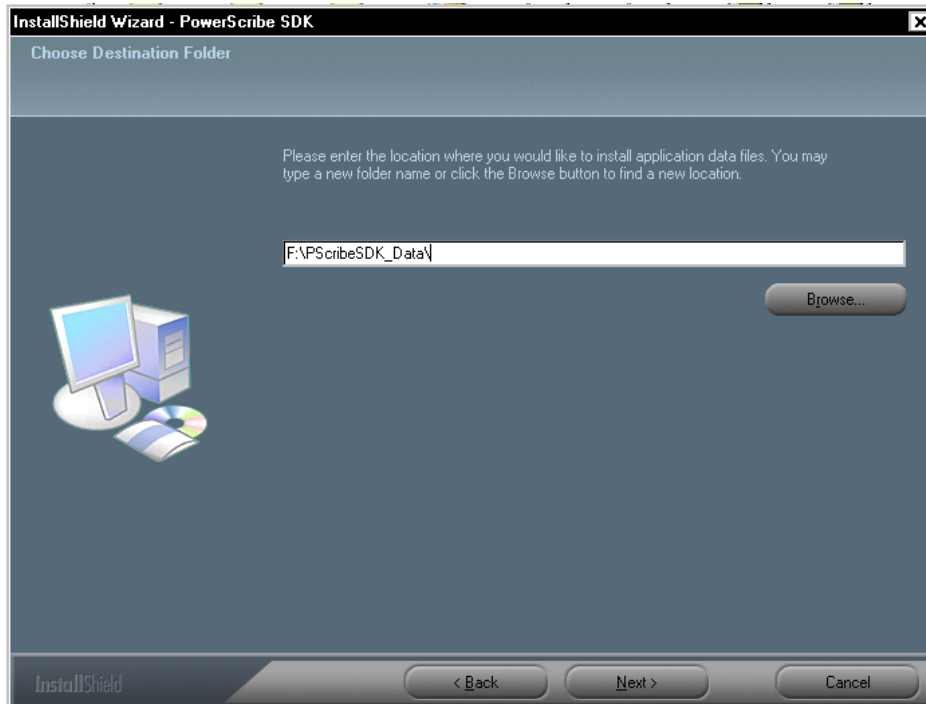


FIGURE 5-318 SDK Destination Location Dialog

8. Enter the location where audio files are stored, e.g., **F:\PScribeSDK_DATA**.

This is the location you identified when you completed the [Figure 5-295](#) dialog ([page 5-242](#)) while installing the database.

9. Click **Next**, and [Figure 5-321](#) will be displayed.

A dialog ([Figure 5-319](#)) may appear which states **The folder does not exist. Should Setup create it?**

10. Should the [Figure 5-319](#) dialog be displayed, click **Yes** to create the folder.

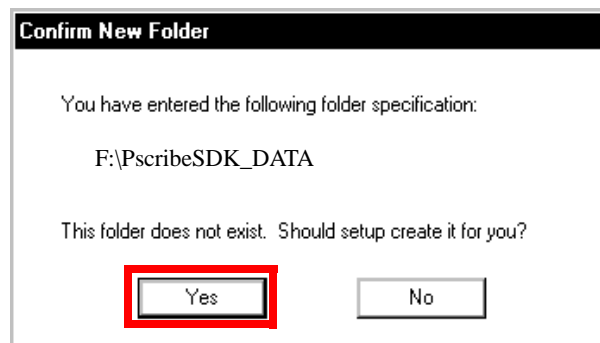


FIGURE 5-319 Confirm New Folder Dialog

11. After clicking **Yes**, the dialog shown in [Figure 5-320](#) will be displayed.

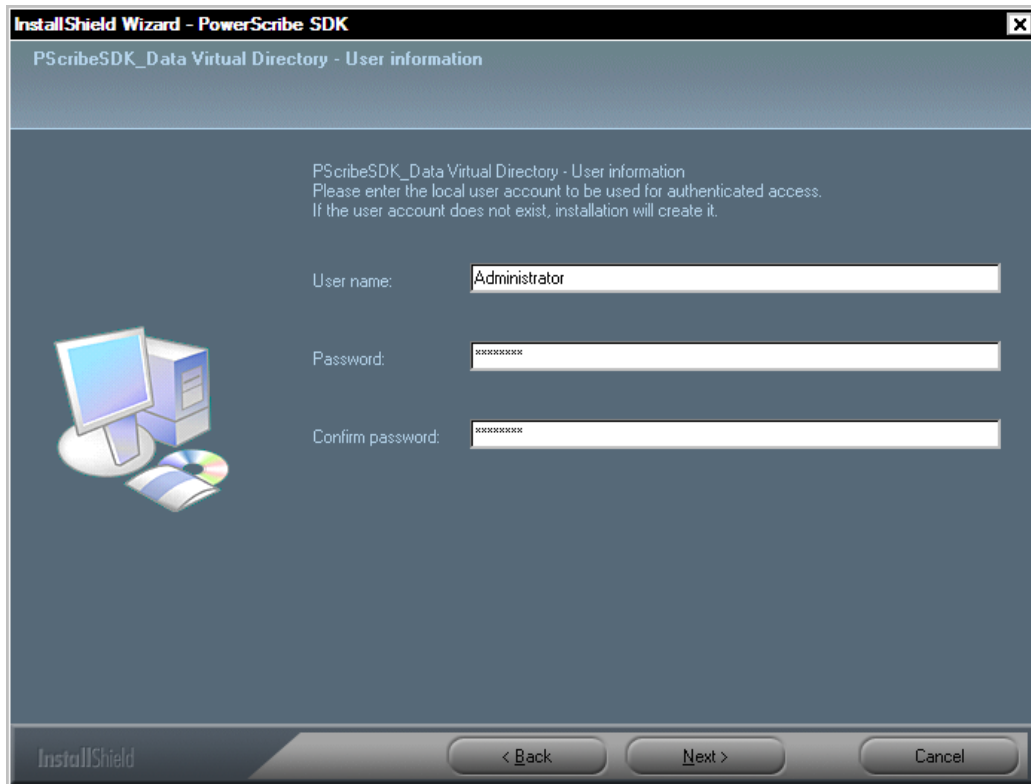


FIGURE 5-320 User Information Dialog

12. Enter the appropriate user name and password in the [Figure 5-320](#) dialog.
13. Click Next, and [Figure 5-321](#) will be displayed.

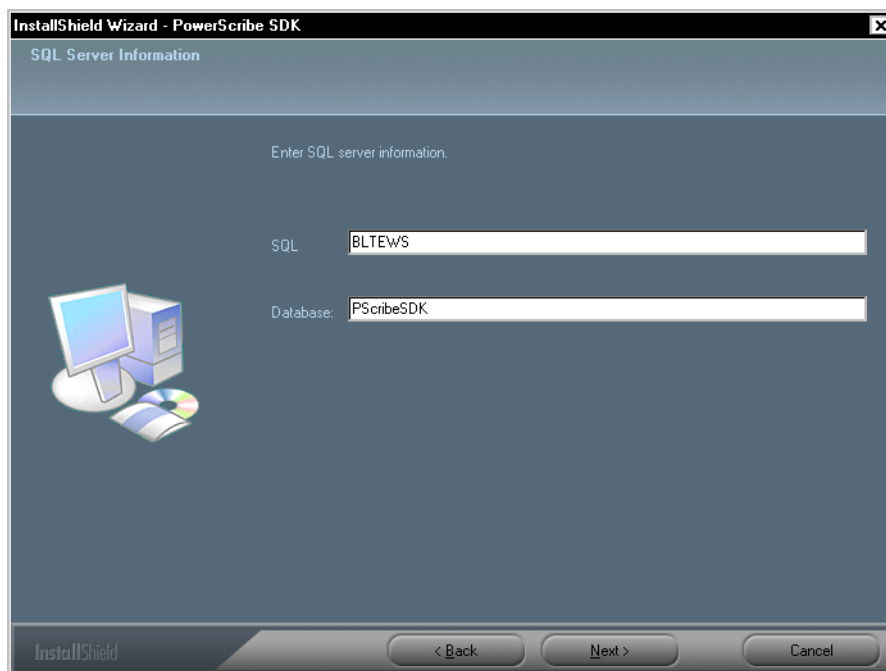


FIGURE 5-321 SQL Server Information Dialog

14. Complete the [Figure 5-321](#) dialog as follows:
 - SQL: name of the SQL instance residing on the EWS Web server (typically this name will match the NETBIOS name of the Web server)
 - Database: **PScribeSDK**
15. Click **Next**, and the dialog shown in [Figure 5-322](#) will be displayed.

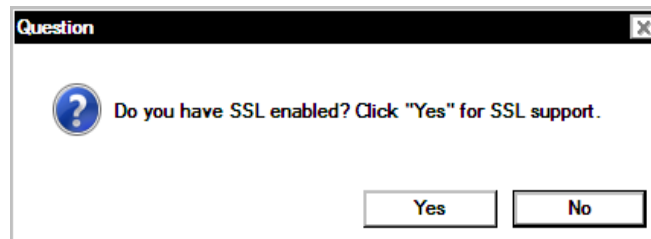


FIGURE 5-322 SSL Enabled Dialog

16. Click the appropriate button to continue and the display shown in [Figure 5-323](#) will be displayed.

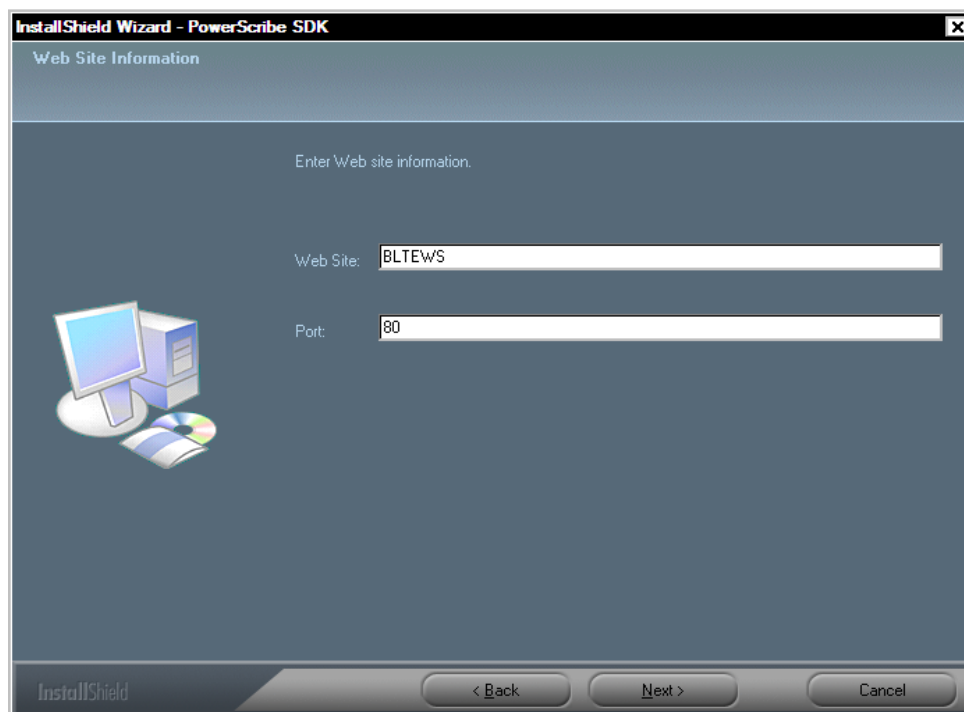


FIGURE 5-323 Web Site Information Dialog

17. Complete the [Figure 5-323](#) dialog as follows:
 - If this web site **uses SSL**, enter the following:
 - ◆ Web Site: **Web Site Name** from [Figure 5-295](#)
 - ◆ Port: **443**
 - If this web site **DOES NOT use SSL**, enter the following:

- ◆ Web Site: **Web Site Name** from [Figure 5-295](#)
- ◆ Port: **80**

18. Click **Next**, and the dialog shown in [Figure 5-324](#) will be displayed.

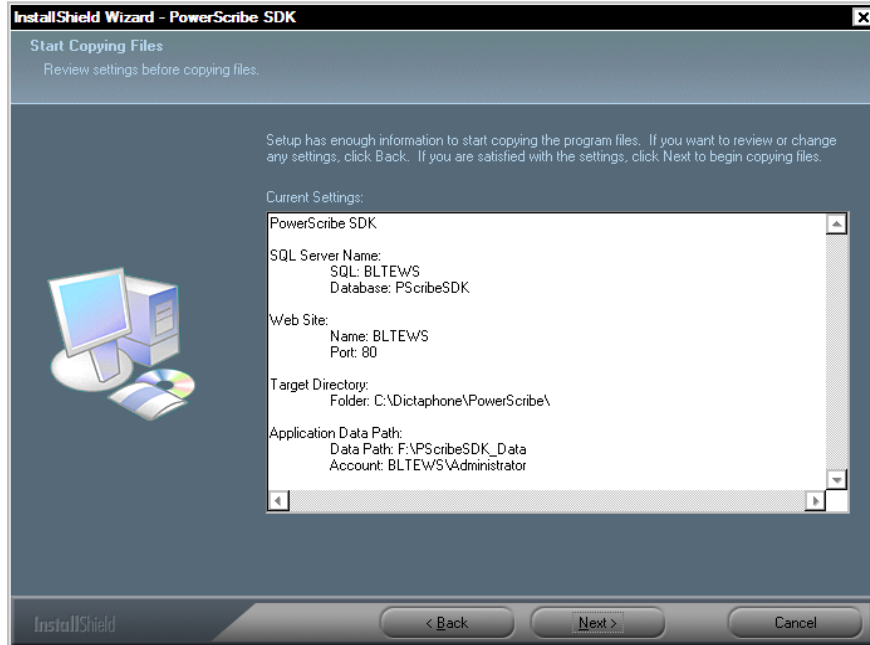


FIGURE 5-324 Start Copying Files Display

19. After reviewing settings in the [Figure 5-324](#), click **Next** and the **Setup Status** display shown in [Figure 5-325](#) will be shown as installation begins.

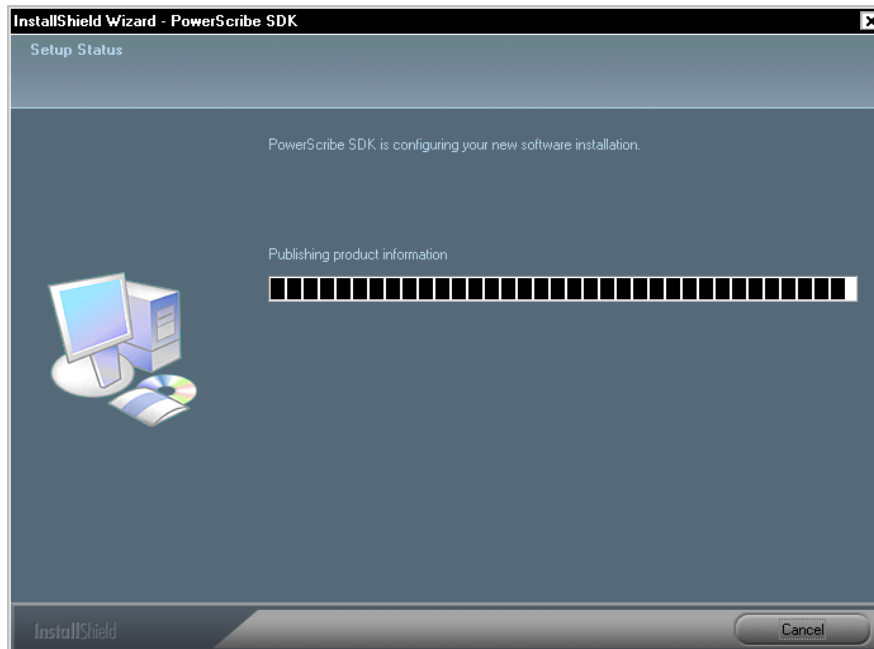


FIGURE 5-325 Setup Status Display

20. In a short while, the dialog shown in [Figure 5-326](#) will be displayed.

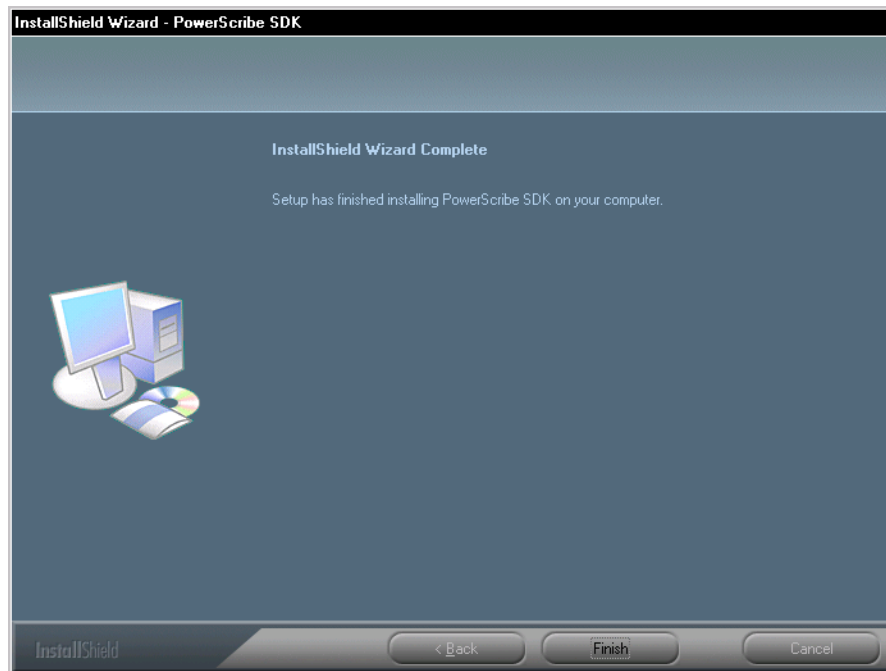


FIGURE 5-326 Installation Complete Dialog

21. Click **Finish** and continue with the next procedure, [IIS Configuration \(Windows 2003 ONLY\)](#). If O/S is Windows 2008, go to [IIS Configuration \(Windows 2008 ONLY\)](#), page 5-267.

IIS Configuration (Windows 2003 ONLY)

1. Select **Start | Programs | Administrative Tools | IIS Manager**.
2. Expand the local server tree, and the dialog shown in [Figure 5-327](#) will be displayed.

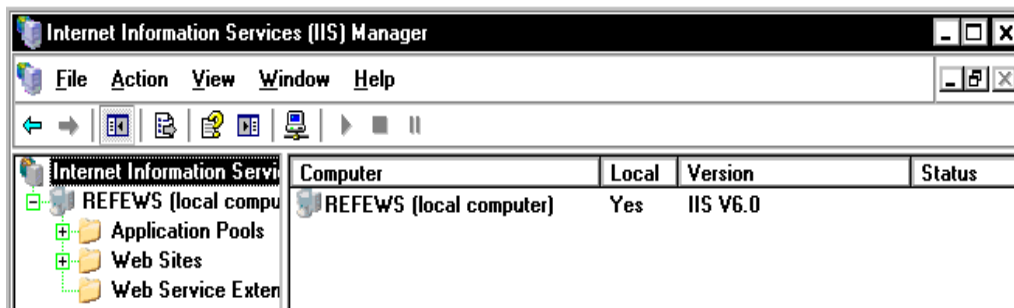


FIGURE 5-327 IIS Manager Dialog

3. (**Windows 2003 ONLY**) Right-click **Web Sites** and select **Properties**, and the dialog shown in [Figure 5-328](#) will be displayed.

Note that the Service tab is selected in the [Figure 5-328](#) dialog.

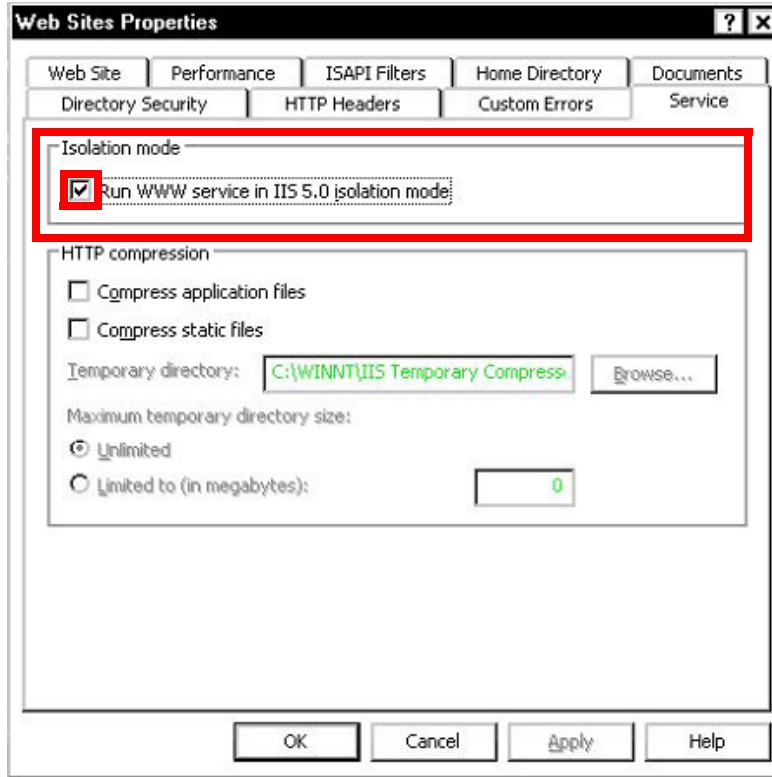


FIGURE 5-328 Web Sites Properties with Service Tab Dialog

4. (Windows 2003 ONLY) In the **Isolation mode** portion of the [Figure 5-328](#) dialog, ensure that the **Run WWW service in IIS 5.0 isolation mode** check box is **checked**.
5. Expand the **Default Web Site**, as shown in [Figure 5-329](#).

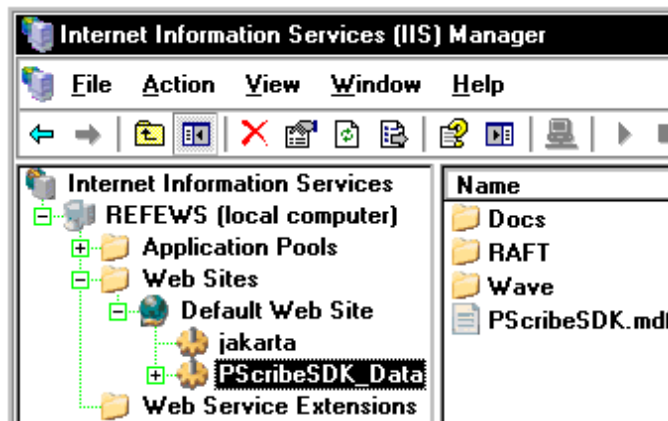


FIGURE 5-329 IIS Dialog

6. Ensure that there is only **one** entry of **PScribeSDK_DATA** in the tree.
7. If more than one entry is found, delete any duplicate entries.

8. Right-click the **PScribeSDK_DATA** virtual directory, select **Properties**, and the dialog shown in [Figure 5-330](#) will be displayed.

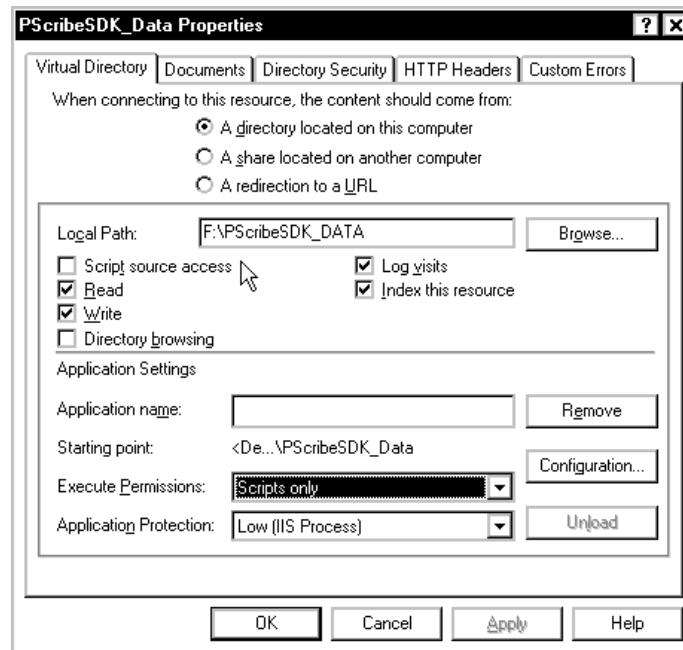


FIGURE 5-330 PScribeSDK_DATA Properties Dialog

9. Ensure the settings are as follows, and as illustrated in [Figure 5-330](#).



On a typical install, the 'Local Path' value may be set to the incorrect value. Ensure that it is properly set to the value shown below. This should correspond to the value used in Step #8 on [page 5-259](#).

- Local Path: **F:\PScribeSDK_DATA**
 - Access rights: **Read** and **Write**
 - Execute Permissions: **Scripts only**
10. Click **OK**.
11. Right-click the **jakarta** virtual directory, select **Properties**, and the dialog shown in [Figure 5-331](#) will be displayed.

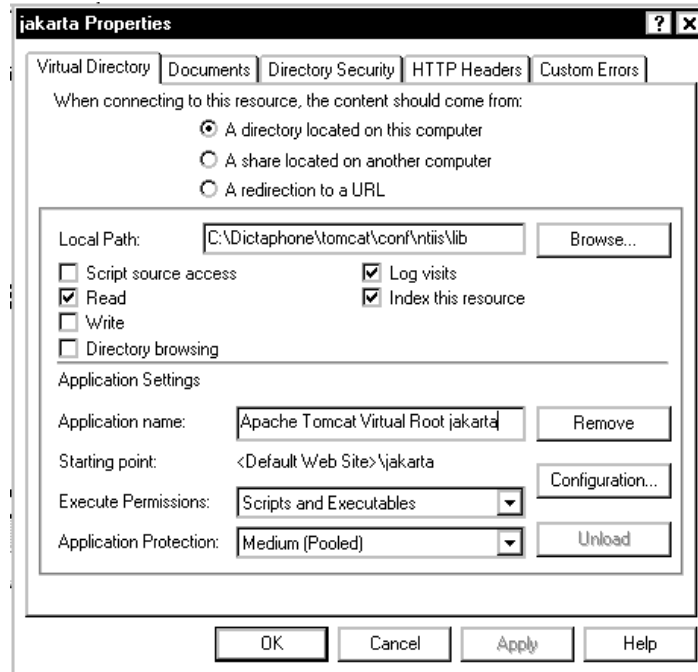


FIGURE 5-331 jakarta Virtual Directory Properties Dialog

12. Ensure the settings are as follows, and as illustrated in [Figure 5-331](#).
 - Local Path: **C:\Dictaphone\tomcat\conf\ntiis\lib**
 - Access rights: **Read**
 - Execute Permissions: **Scripts and Executables**
 - **DO NOT** change any of the other default choices.
13. Click **OK** and close all **Internet Information Services** dialogs.
14. Select **Start | Programs | Administrative Tools | Services** to launch the Windows Services utility.
15. Shut down the following services, in order:
 - **Apache Tomcat**
 - **World Wide Web Publishing Service**
16. Start the following services, in order:
 - **World Wide Web Publishing Service**
 - **Apache Tomcat**
17. Close the Services utility.
18. Continue with the next procedure, [Language Model Installation](#).

IIS Configuration (Windows 2008 ONLY)

1. Select **Start | Programs | Administrative Tools | IIS Manager** to display the dialog shown in [Figure 5-332](#).

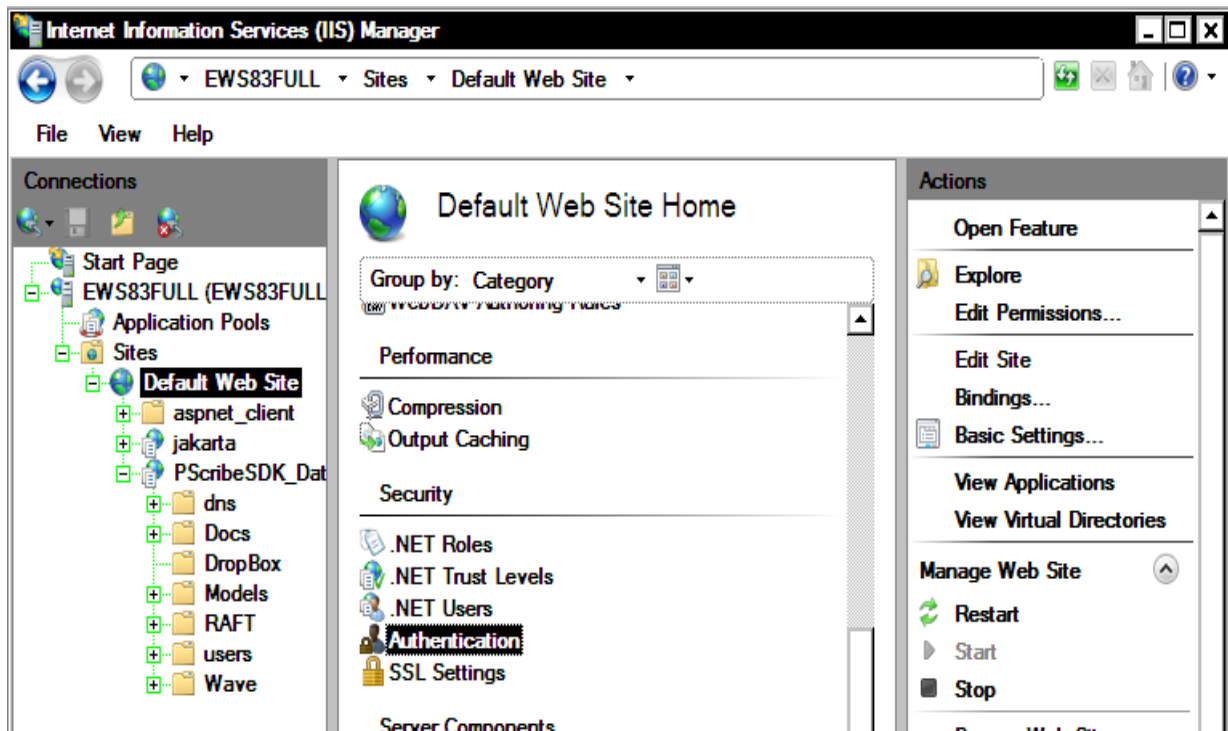


FIGURE 5-332 IIS Manager Default Web Site Display

2. As shown in [Figure 5-332](#), select Default Web Site, and then, under the **Security** choices in the center panel, double-click **Authentication**.

[Figure 5-333](#) will be displayed.

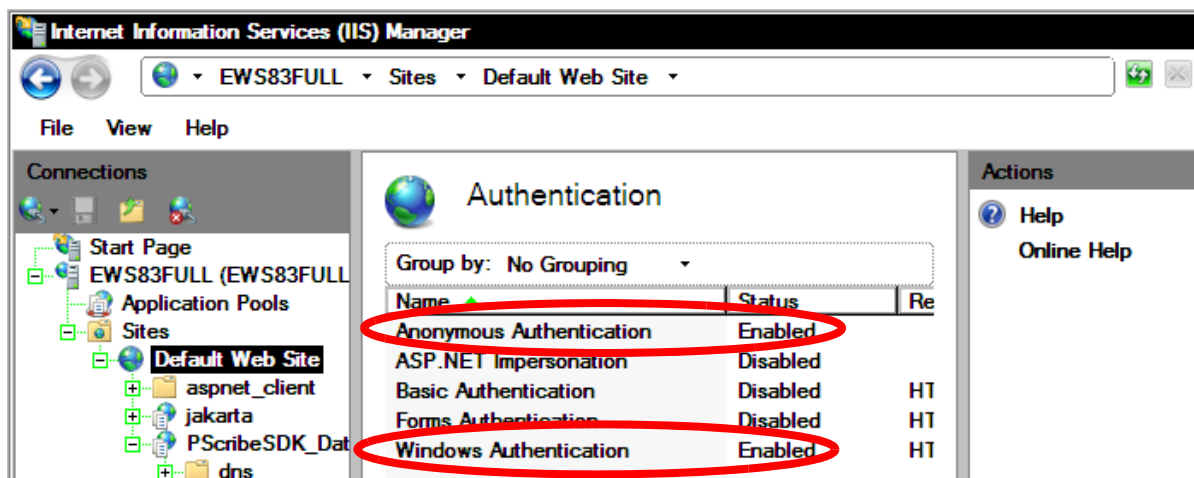


FIGURE 5-333 Default Web Site Authentication Configuration

3. Ensure that the **Authentication** settings are as shown in [Figure 5-333](#).
4. Next, select **PScribeSDK_Data**, and then, under the **Security** choices in the center panel, double-click **Authentication**.

[Figure 5-334](#) will be displayed.

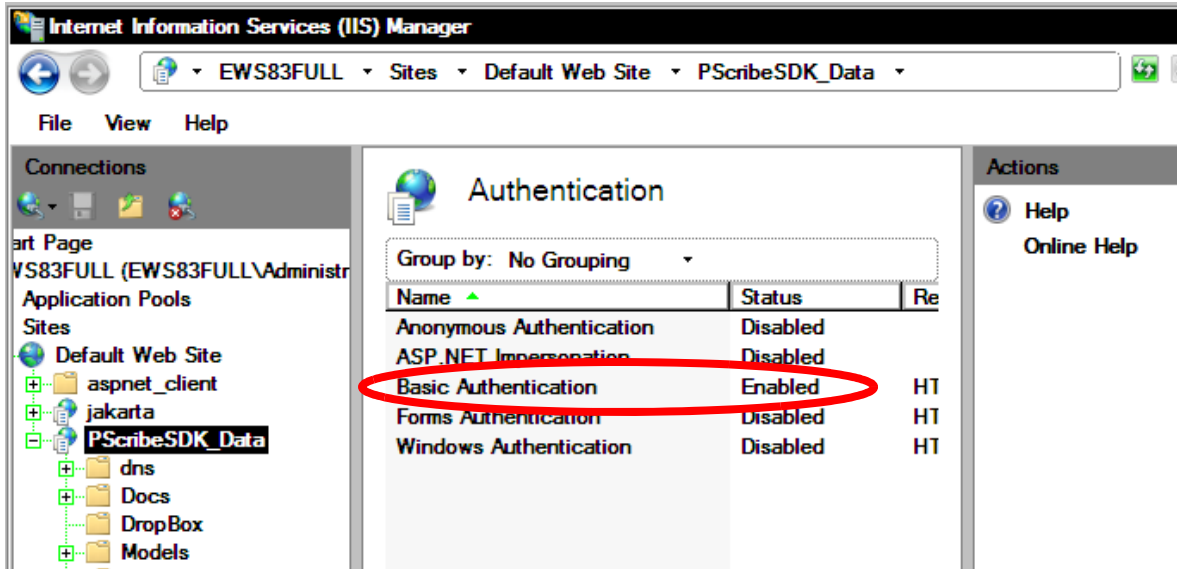


FIGURE 5-334 PScribeSDK_Data Authentication Configuration

5. Ensure that the **Authentication** settings are as shown in [Figure 5-334](#).
6. Next, select **DropBox**, and then, under the **Security** choices in the center panel, double-click **Authentication**.
7. [Figure 5-335](#) will be displayed.

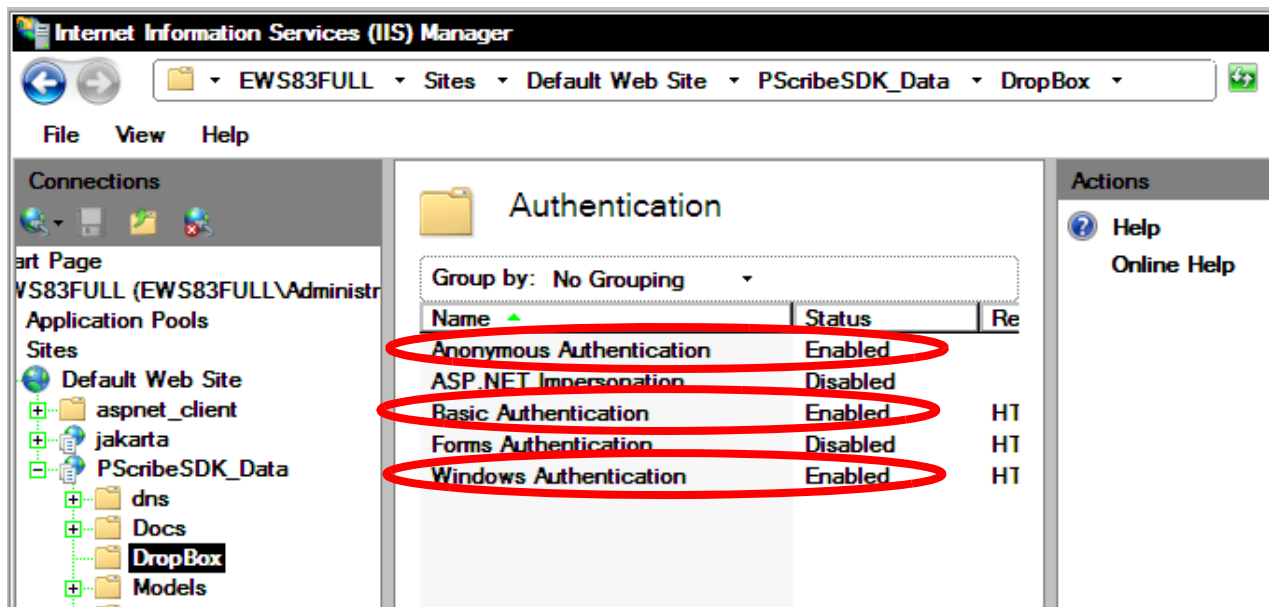


FIGURE 5-335 DropBox Authentication Configuration

8. Ensure that the **Authentication** settings are as shown in [Figure 5-335](#).
9. Next, select **Anonymous Authentication** and in the **Actions** panel, click **Edit** to display [Figure 5-336](#).

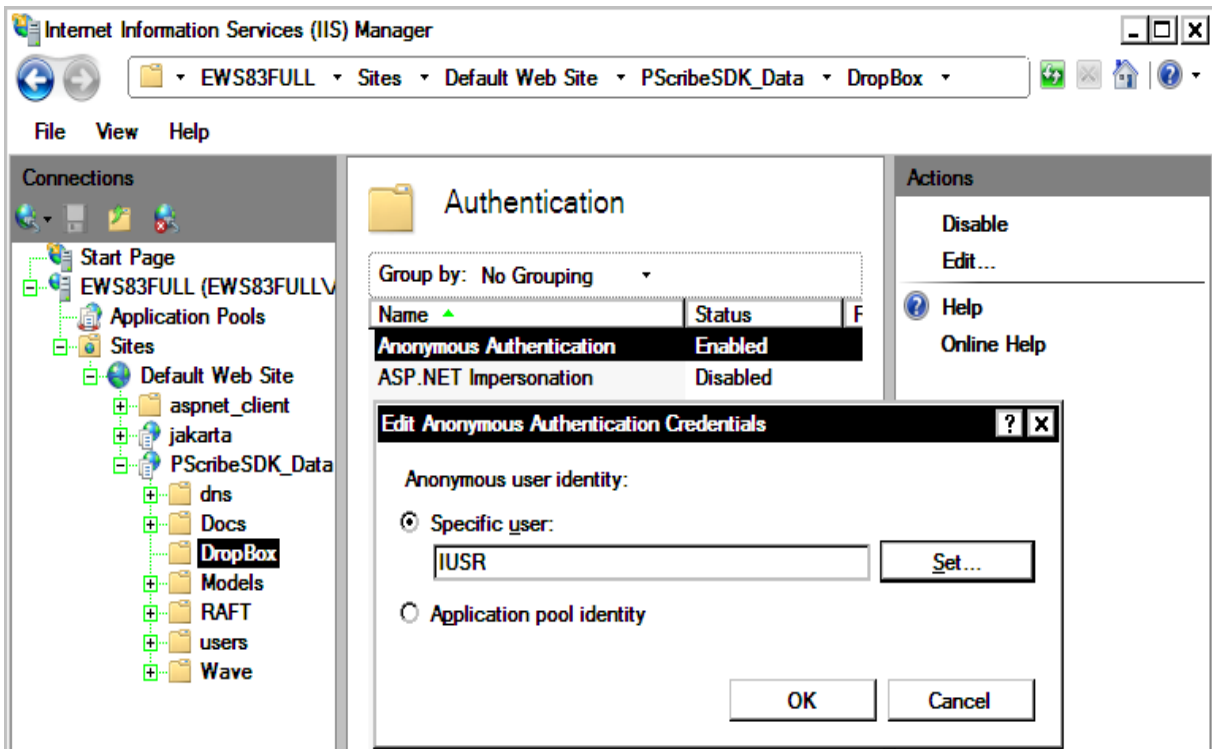


FIGURE 5-336 Anonymous Authentication Edit Dialog

10. Click **Set** and [Figure 5-337](#) will be displayed.

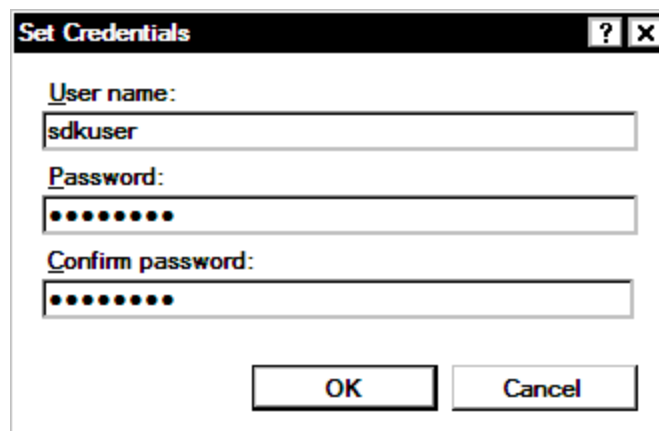


FIGURE 5-337 Anonymous Authentication Set Credentials Dialog

11. Complete the [Figure 5-337](#) dialog as follows:
 - **User name:** enter the name of the sdk user
 - **Password:** and **Confirm Password:** enter the user password in both text boxes

12. Click **OK**, and then, click **OK** once again.
13. Next, select **Default Web Site** and repeat **Steps 9 through 12** for **Anonymous Authentication**.
14. Close IIS Manager and continue with the next procedure, [Language Model Installation](#).

Language Model Installation

1. Go to the folder `nn:\Software\SDK 3.2 SP2` and open the folder named **PSSDK\LMSetup**.
2. Double-click the file **LmDataSetup.bat**.
3. The command prompt window shown in [Figure 5-338](#) will be displayed and will remain until the Language Models have completed installation. **DO NOT** close this window.



FIGURE 5-338 Command Prompt Window

In a moment the **Login** dialog shown in [Figure 5-339](#) will be displayed. It is displayed on top of a window labeled **LM Data Setup (Medical, ENU)**.

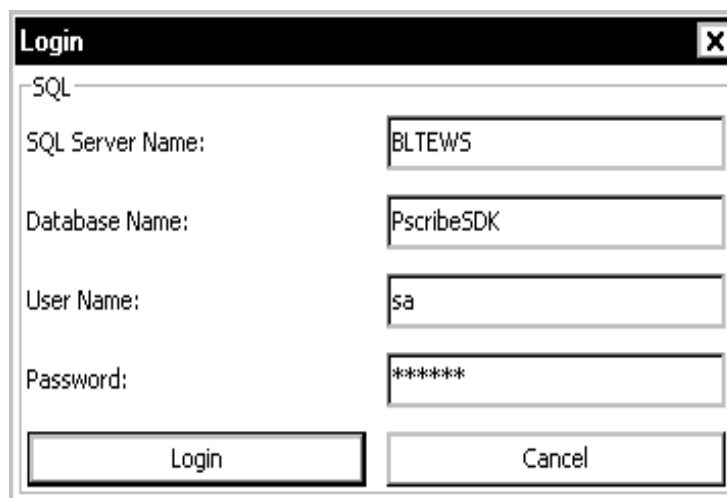


FIGURE 5-339 Login Dialog

4. Complete the [Figure 5-339](#) dialog as follows:
 - a. Enter the name of the SQL server
 - b. Enter the name of the database where the Language Models will be used
 - c. Enter the SQL user name and password that grant access to the database in SQL.
5. Click **Login**.

The LM Data Setup dialog shown in [Figure 5-340](#) will now be fully displayed.

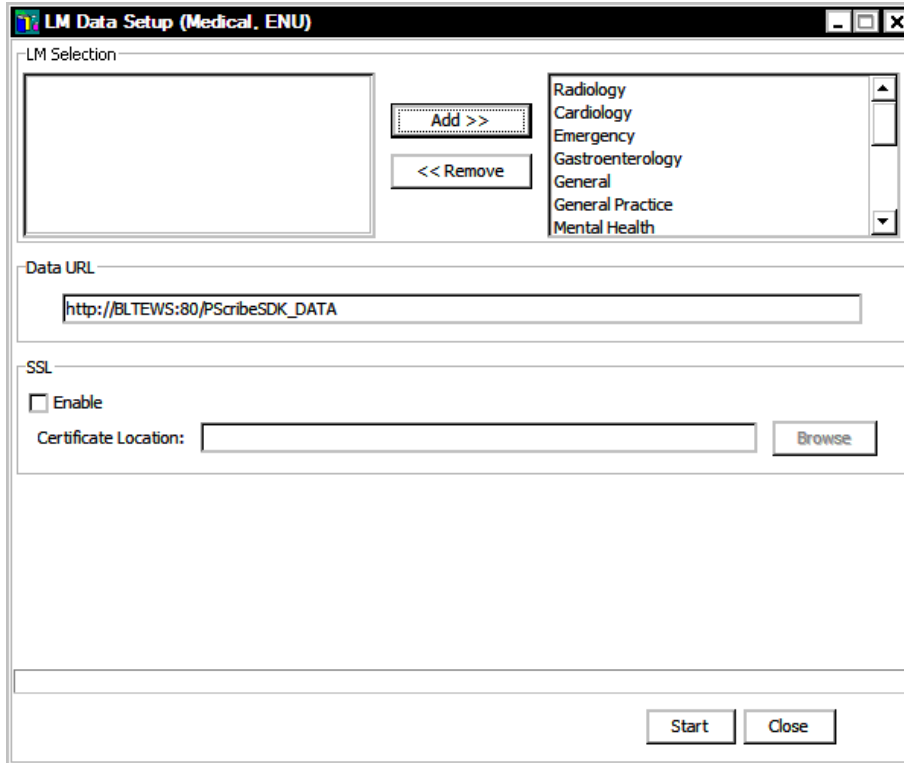


FIGURE 5-340 LM Data Setup Dialog

6. Do the following using the [Figure 5-340](#) dialog as a guide:
 - Select **ALL** of the language models in the left pane and click **Add**.
 - Verify that **ALL** required language models are in the **Add** column; there should be NO LMs in the left pane of the [Figure 5-340](#) dialog.
 - If **SSL** is being used change the **Data URL** shown in [Figure 5-340](#) to read as follows:

https://[web site name(same as in [Figure 5-295](#)]):443/pscribesdk_DATA
 - Even if **SSL** is being used, **DO NOT** check the enable check box and **DO NOT** enter the **Certificate Location**.
7. Click **Start**. and the dialog shown in will be displayed.

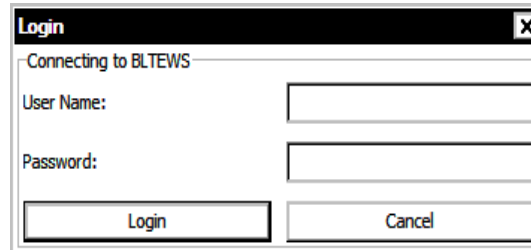


FIGURE 5-341 LM Data Setup Login Dialog

8. Enter the appropriate user name and password in the [Figure 5-341](#) dialog.
9. Click Login and installation of the language models will begin.

A progress bar ([Figure 5-342](#)) will be displayed at the bottom of the dialog as the language models are installed.

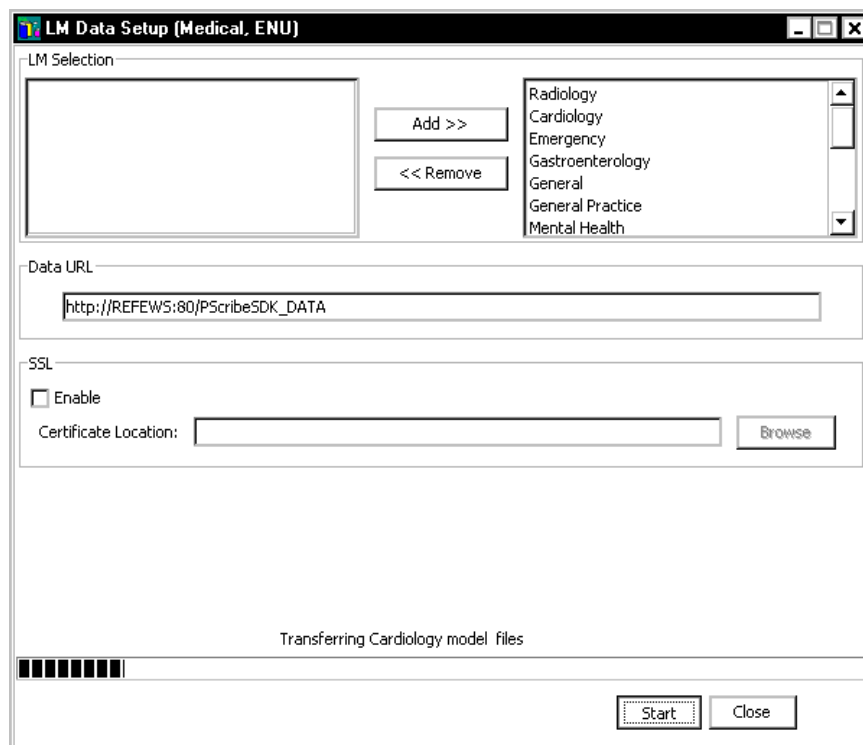


FIGURE 5-342 LM Data Setup Progress Dialog



The installation of the Language Models is a lengthy process. **DO NOT** disturb the process while it is running.

10. When complete, the dialog shown in [Figure 5-343](#) will be displayed.

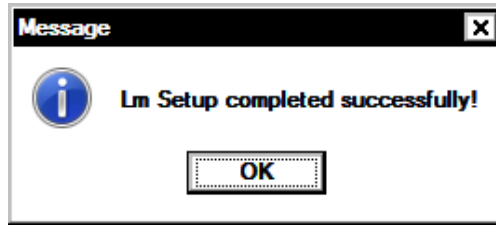


FIGURE 5-343 LM Setup Complete Dialog

11. Click **OK**, and then, click **Close** to close the **LM Data Setup** window.
12. Close other open windows and start the open the Windows Services Manager.
13. Stop and restart the **Apache Tomcat** service.
14. Close any open windows and continue with the next procedure, [Establish Apache Tomcat as an MSSQLSERVER Dependent Service](#).

Establish Apache Tomcat as an MSSQLSERVER Dependent Service

1. Select **Start | Run**, and type **regedt32** in the **Open:** text box.
2. Click **OK**.
3. Locate and select the following key:

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Tomcat5

The dialog shown in [Figure 5-344](#) will be displayed:

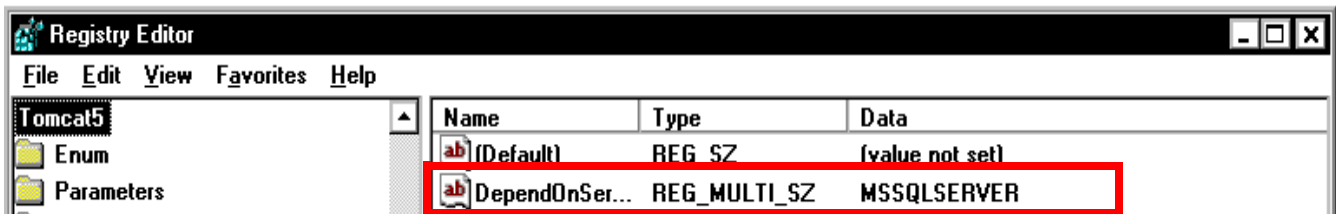


FIGURE 5-344 Apache Tomcat Registry Key

4. In the right pane, double-click on the **DependOnService** value that you see highlighted in [Figure 5-344](#).



If the **DependOnService** value does not exist, then create a new Multi-String value, with a data type of **REG_MULTI_SZ**, and Value data of **MSSQLSERVER**.

The dialog shown in [Figure 5-345](#) will be displayed:

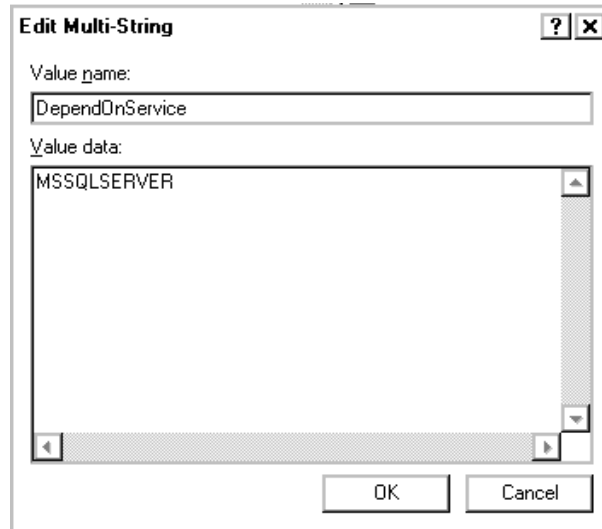


FIGURE 5-345 Multi-String Editor Dialog

5. Type **MSSQLSERVER** on the Value data first line as shown in the [Figure 5-345](#) dialog.
6. Click **OK**.
7. Close the registry editor and continue with the next procedure, [Services Configuration](#).

Services Configuration

1. Double-click the **Services** icon to open **Windows Service Manager**.
2. Scroll down and find the **Apache Tomcat** service.
3. If the service is not started, then right-click the **Apache Tomcat** service and select **Start** from the drop-down menu.



*If the Apache Tomcat service fails to start, it may be because the Windows user account that is launching the service does not have the **Log on as a Service right** assigned. If so, this will be rectified in the steps below.*

4. After the service starts, right-click **Apache Tomcat**, and select **Properties** from the drop-down menu.
5. On the **General** tab, open the **Startup type:** drop-down list button, and ensure that **Automatic** is selected.
6. Next, click the **Log On** tab and the dialog shown in [Figure 5-346](#) will be displayed.

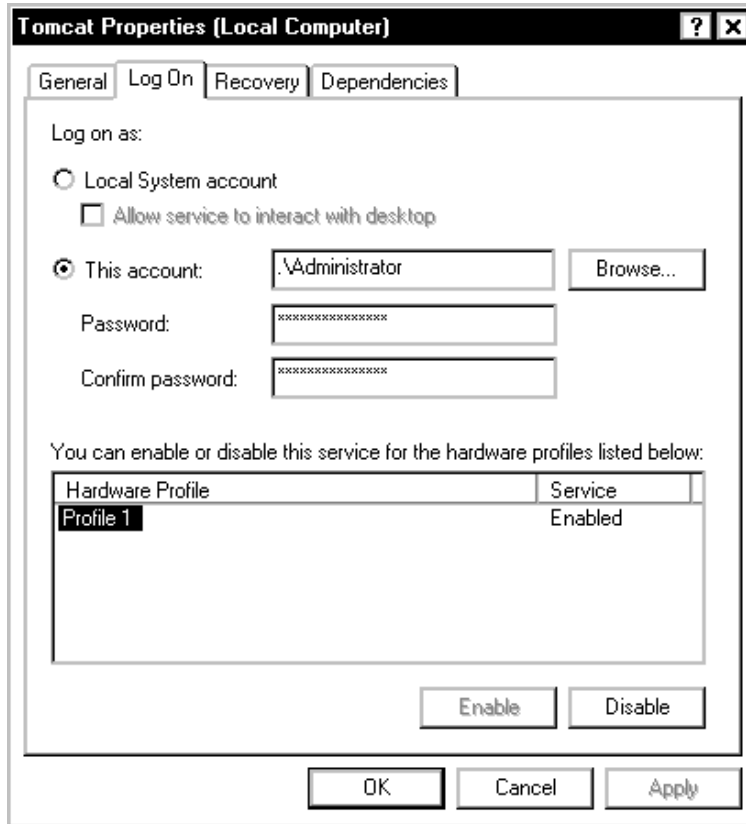


FIGURE 5-346 Log On Dialog

7. If Apache Tomcat is configured to start with a Local System account, then:
 - Select **This Account**
 - Click **Browse** and select a user that has full local Administrative rights
8. On the **Log On** tab, reenter the user password again, in the **Password** and **Confirm password** fields.
9. Click **OK**.
10. You may see a Microsoft Management Console(MMC) prompt displayed, such as that shown in [Figure 5-347](#). Click **OK** if the prompt is displayed.

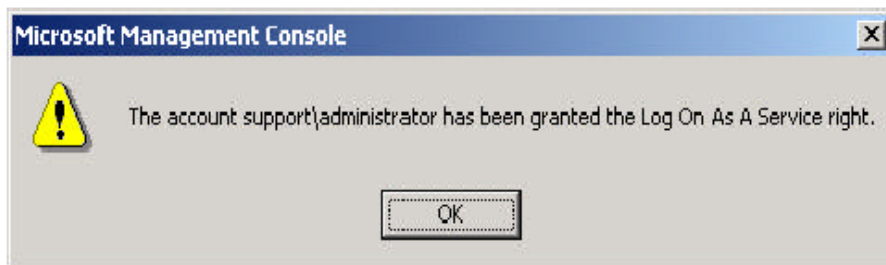


FIGURE 5-347 MMC Prompt Dialog

11. **Stop** and **Start** the Apache Tomcat service.
12. With the **Apache Tomcat** service configured, and running, close all windows.
13. Close all open windows, and continue with the next procedure, [File Download Configuration](#).

File Download Configuration

This configuration procedure is performed on the Enterprise Workstation server (single server install) and the SDK Web server (multi-server install). Throughout the procedure these platforms will be referred to as the EWS/SDK server. The procedures for both servers are exactly the same.

1. On the **EWS/SDK** server, open **Internet Explorer**.
2. Consult [Table 5-21](#) and enter the appropriate URL:

TABLE 5-21 URL to Enter

What server is being installed?	Enter this URL
Enterprise Workstation Server	http://[web site name]/pscribesdk/admin/
SDK Web Server	http://[web site name]/pscribesdk/admin/



DO NOT include the brackets from the above when entering the server name. URL is **case-sensitive**, so do everything in lower case. **If this is an SSL server change http to https.**

3. Press <Enter> and the dialog shown in [Figure 5-348](#) **MAY** be displayed.

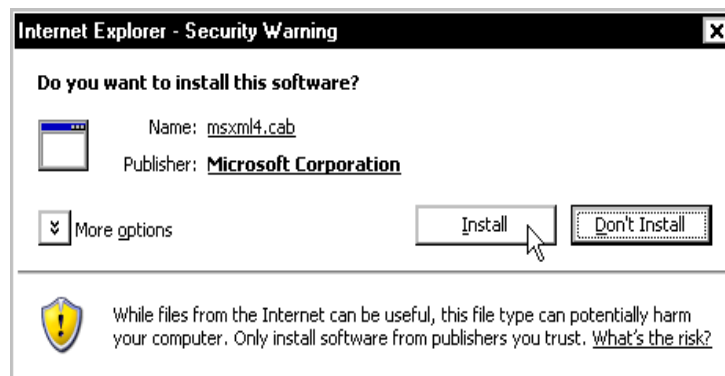


FIGURE 5-348 Microsoft Security Warning Dialog

4. If [Figure 5-348](#) is displayed, click **Install**, and the dialog shown in [Figure 5-349](#) **MAY** be displayed.

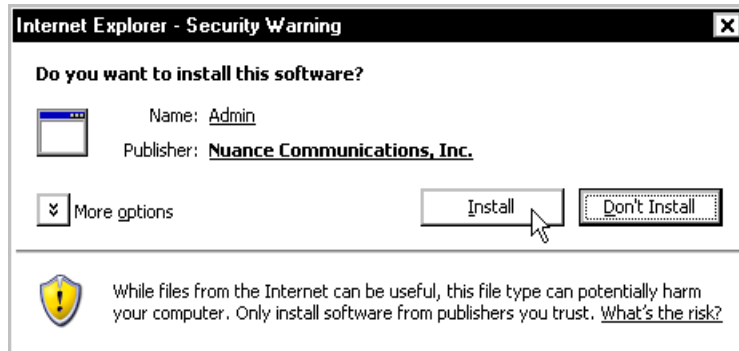


FIGURE 5-349 Nuance Security Warning Dialog

5. If [Figure 5-349](#) is displayed, click **Install** and in a few moments, the PowerScribe SDK Administrator dialog shown in [Figure 5-350](#) will be displayed.

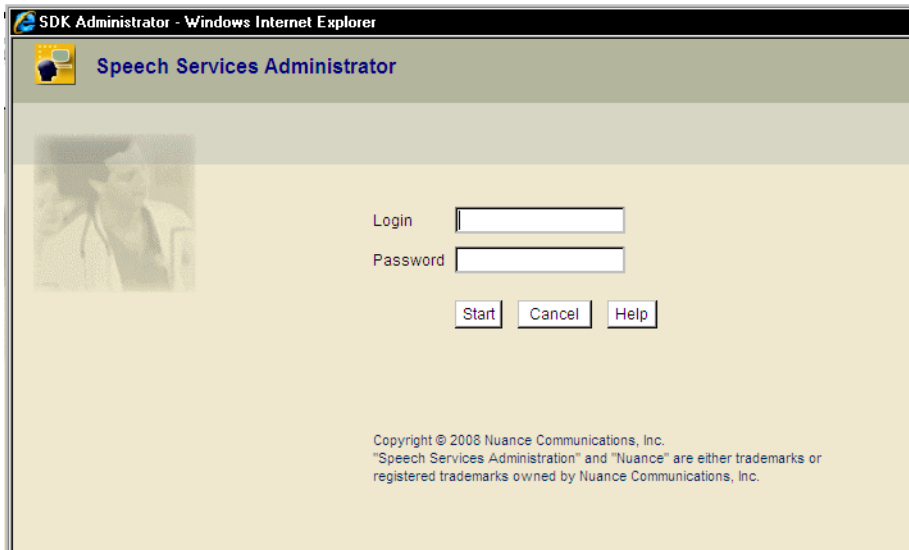


FIGURE 5-350 PowerScribe SDK Administrator Dialog

You may see the dialog shown in [Figure 5-351](#) the first time you log in.

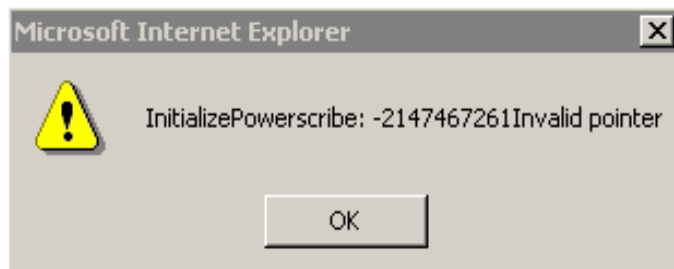


FIGURE 5-351 Initialize PowerScribe Error Dialog

6. If the [Figure 5-351](#) dialog is displayed, click **OK**, and continue.
7. You may also see the dialog shown in [Figure 5-352](#).

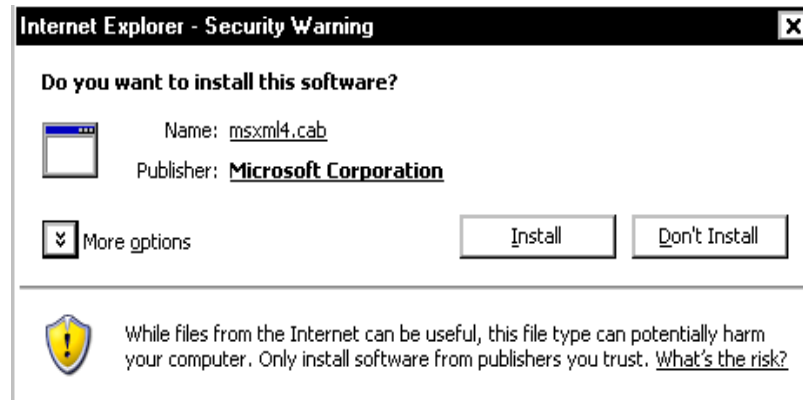


FIGURE 5-352 msxml4.cab Dialog

8. Click **Install** if the [Figure 5-352](#), or any other similar dialogs, are displayed.
9. Login to the PowerScribe SDK with the following information:
 - User Name: **Admin**
 - Password: leave blank
10. Click **Start**.
11. The dialog shown in [Figure 5-353](#) will be displayed.



FIGURE 5-353 Administrator Dialog

12. Click the **Parameters** tab and the dialog shown in [Figure 5-354](#) will be displayed.

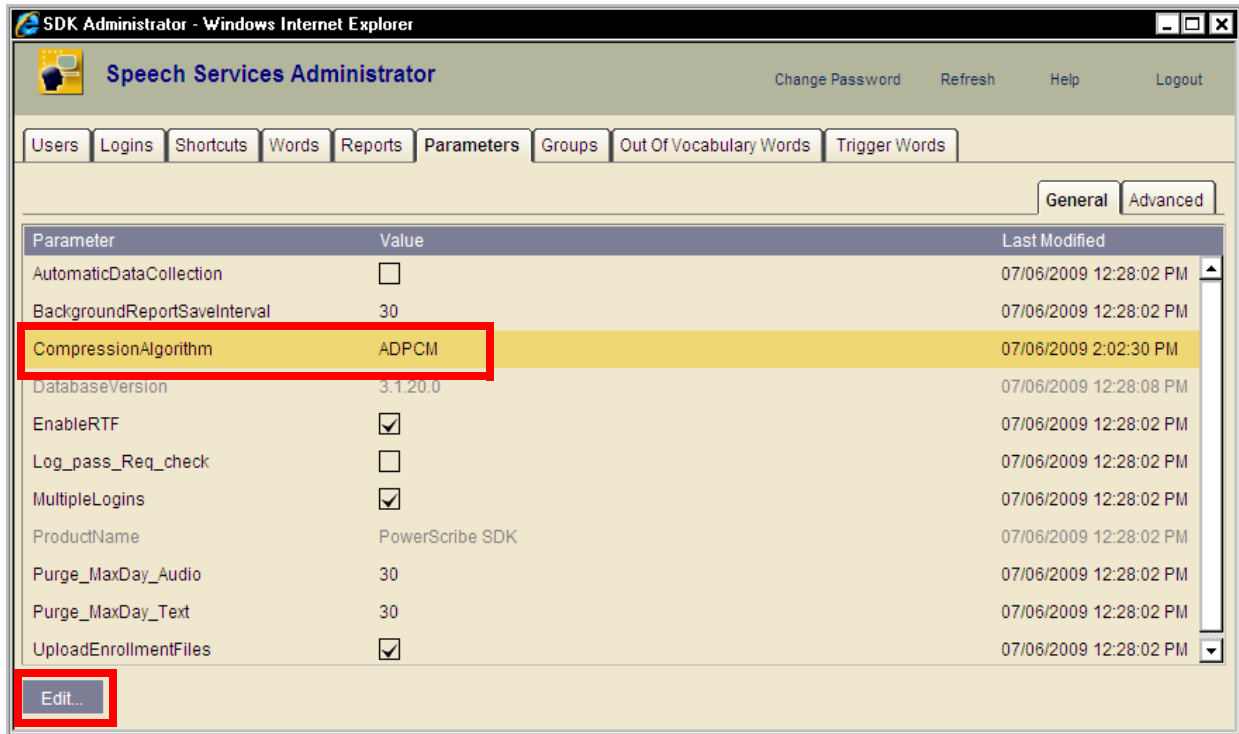


FIGURE 5-354 Parameters Tab Dialog

13. Highlight the **CompressionAlgorithm** parameter and then, select **Edit**.

14. The dialog shown in [Figure 5-355](#) will be displayed.

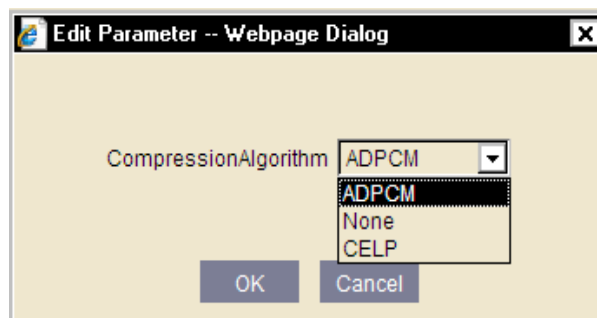


FIGURE 5-355 Edit CompressionAlgorithm Dialog

15. Select **ADPCM** from the list box, and then, click **OK** to return to the [Figure 5-354](#) dialog.

16. Ensure that [Figure 5-354](#) displays a **CompressionAlgorithm** of **ADPCM**.

17. Leave the [Figure 5-354](#) dialog open and continue with the next procedure, [Testing PowerScribe SDK Functionality](#).

Testing PowerScribe SDK Functionality

Before continuing with the remainder of the server installation, it is necessary to test PowerScribe SDK functionality. Should the later installation procedures develop any issues for resolution, PowerScribe SDK can be eliminated from the troubleshooting process.

The procedure for testing this functionality is accomplished on both the single server EWS installation and the multi-server SDK Web server, and is exactly the same on both servers.

Creating a Test User

1. With the [Figure 5-354](#) open, click the **Users** tab to display [Figure 5-356](#).



FIGURE 5-356 PowerScribe SDK Users Dialog

2. Click the **New** button and the dialog shown in [Figure 5-357](#) will be displayed.

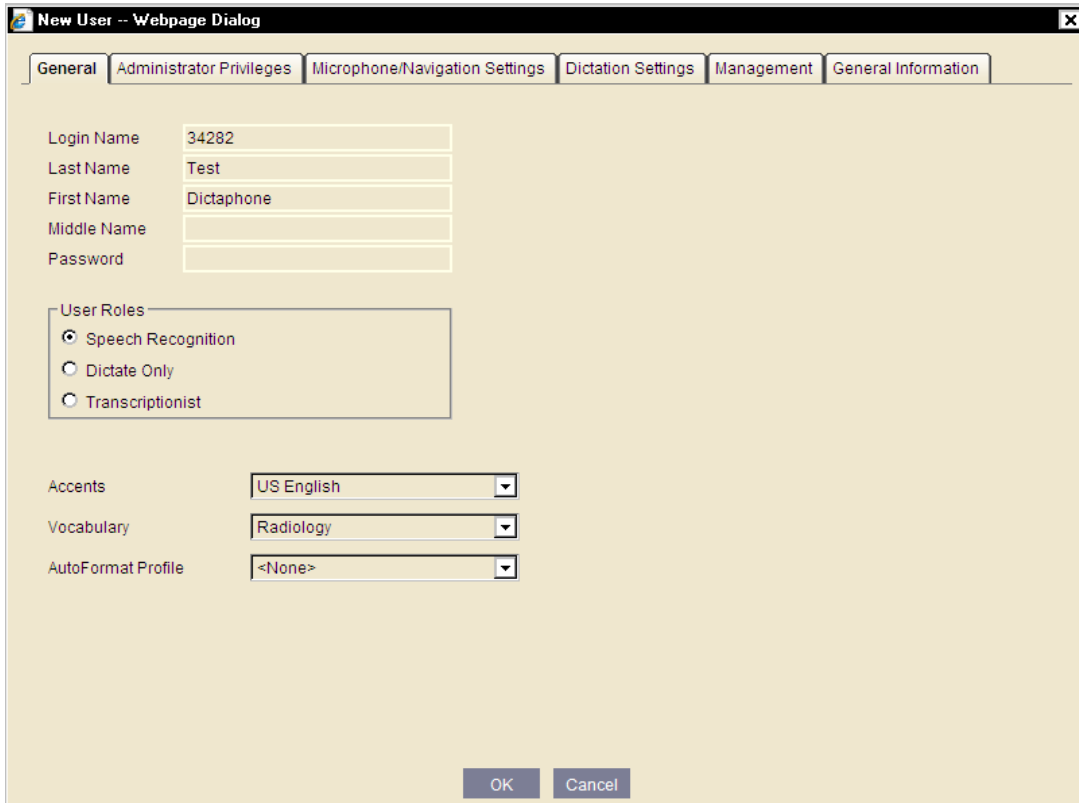


FIGURE 5-357 User Properties General Tab Dialog

3. Complete items under the **General** tab as follows, and as shown in [Figure 5-357](#).
 - **Login Name:** 34282
 - **Last Name:** Test
 - **First Name:** Dictaphone
 - **DO NOT** add Logon password
 - **User Roles:** select the **Speech Recognition** radio button
 - **Accents** and **Vocabulary** can be left at default for testing purposes.
4. Click **OK**, and the dialog shown in [Figure 5-358](#) will be displayed.

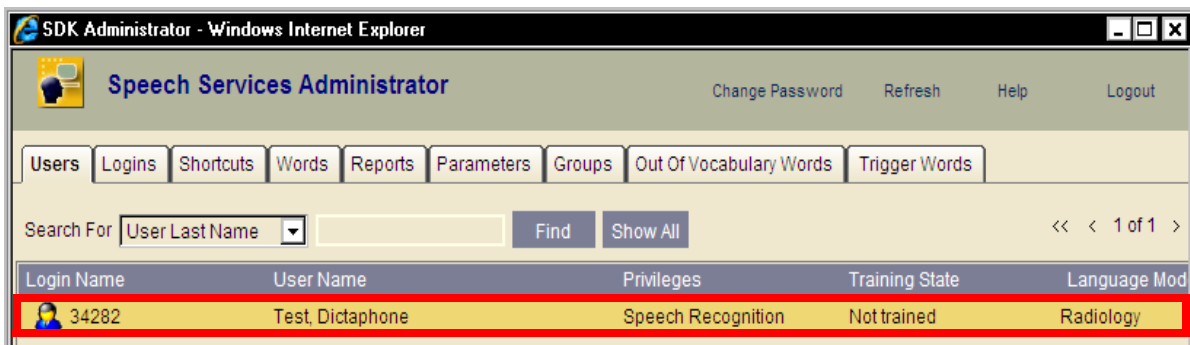


FIGURE 5-358 SDK Users Dialog

- With the test user created, click **Logout** at top right of display and the dialog shown in [Figure 5-359](#) will be displayed.

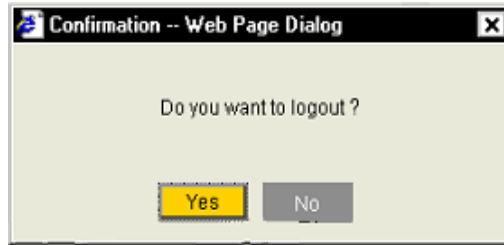


FIGURE 5-359 Logout Confirmation Dialog

- Click **Yes**, and then, close all Internet Explorer windows.
- Open **Internet Explorer** and enter the appropriate URL, as shown in [Table 5-22](#).
Doing this will test the ability of a user to log in from a client workstation.

TABLE 5-22 Required URL Entry

What server is being installed?	URL to Enter
Enterprise Workstation Server	http://[EWS Server Name]/pscribesdk/samples/ClassicReport
SDK Web Server	http://[SDK Server Name]/pscribesdk/samples/ClassicReport

(Note: URL is case sensitive)

- The dialog shown in [Figure 5-361](#) will be displayed.

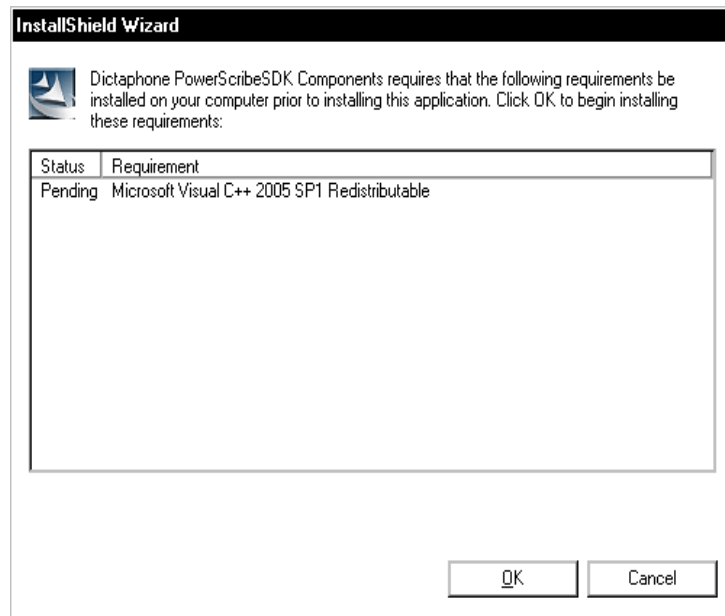


FIGURE 5-360 C++ 2005 SP1 Redistributable Dialog

- Click **OK** and following the installation procedure, the dialog shown in [Figure 5-361](#) may be displayed.

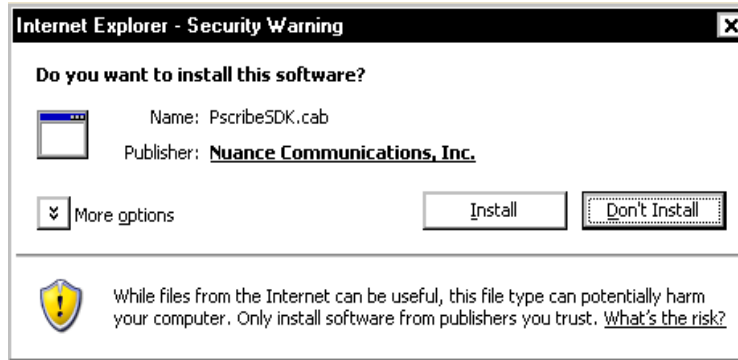


FIGURE 5-361 Nuance SDK Security Warning Dialog

10. If [Figure 5-361](#) is displayed, click **Install** and the dialog shown in [Figure 5-362](#) will be displayed.



FIGURE 5-362 SDK Components Install Welcome Dialog

11. Click **Next**, and [Figure 5-363](#) will be displayed.

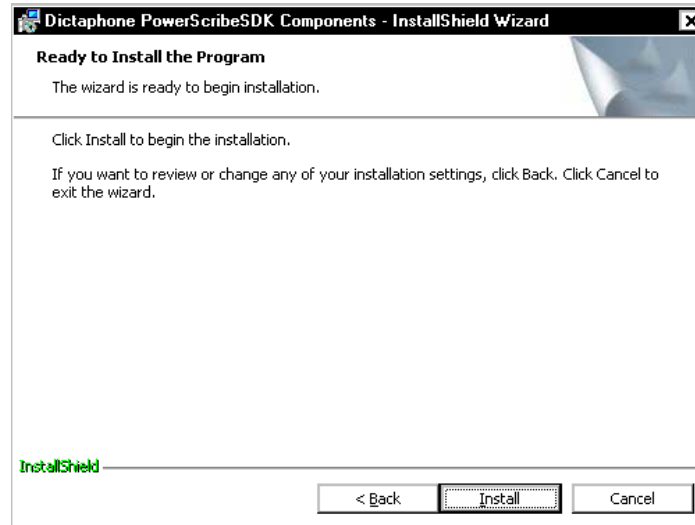


FIGURE 5-363 SDK Components Ready to Install Dialog

12. Click **Install**, and shortly, following the installation of several files, the dialog shown in [Figure 5-364](#) will be displayed.

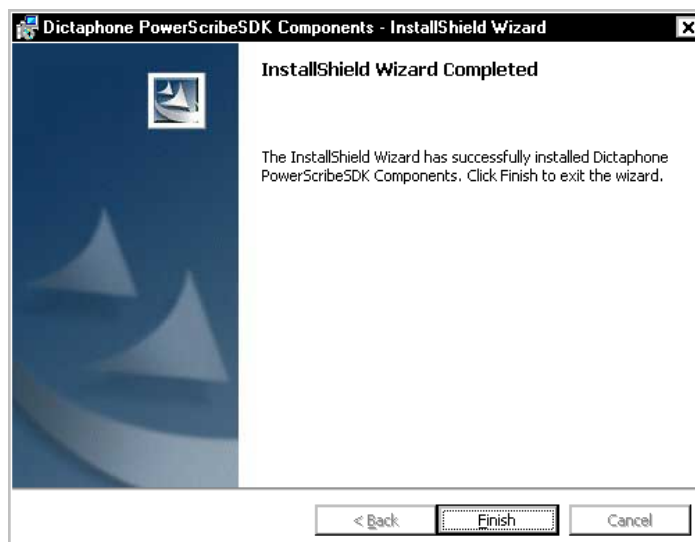


FIGURE 5-364 SDK Components Successful Install Dialog

13. Click **Finish**, and in a short time, the dialog shown in [Figure 5-366](#) will be displayed.

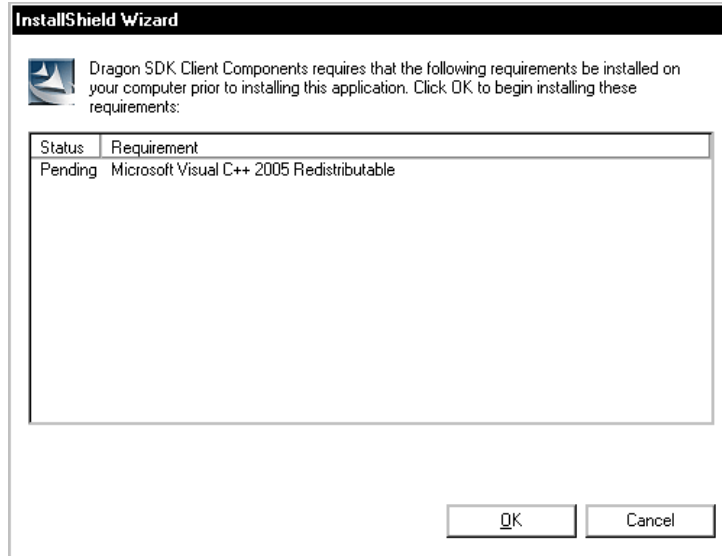


FIGURE 5-365 C++ 2005 Redistributable Dialog



*This is the second iteration of the C++ Redistributable. This is **OK** - continue with the installation.*

- 14. Click **OK** to continue, and the dialog shown in [Figure 5-366](#) **MAY** be displayed.

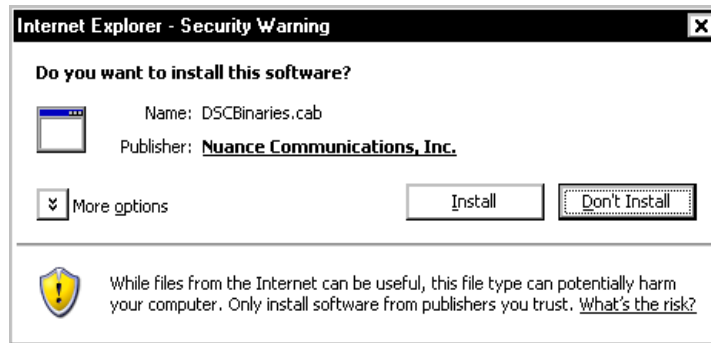


FIGURE 5-366 Nuance SDK Security Warning Dialog

- 15. Click **Install**, and the dialog shown in [Figure 5-367](#) will be displayed.



FIGURE 5-367 Dragon SDK Client Install Welcome Dialog

16. Click **Next**, and [Figure 5-368](#) will be displayed.

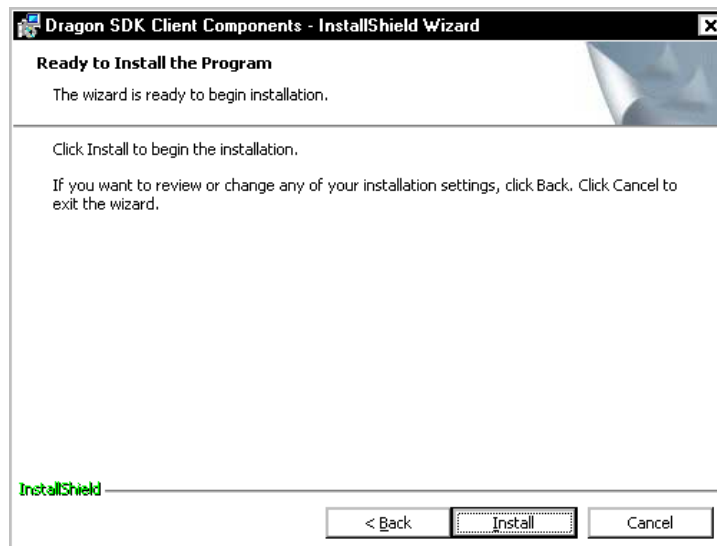


FIGURE 5-368 Dragon SDK Client Ready to Install Dialog

17. Click **Install**, and in a short time the dialog shown in [Figure 5-369](#) will be displayed.



FIGURE 5-369 Dragon SDK Client Successful Install Dialog

18. Click **Finish** and the dialog shown in [Figure 5-370](#) will be displayed.

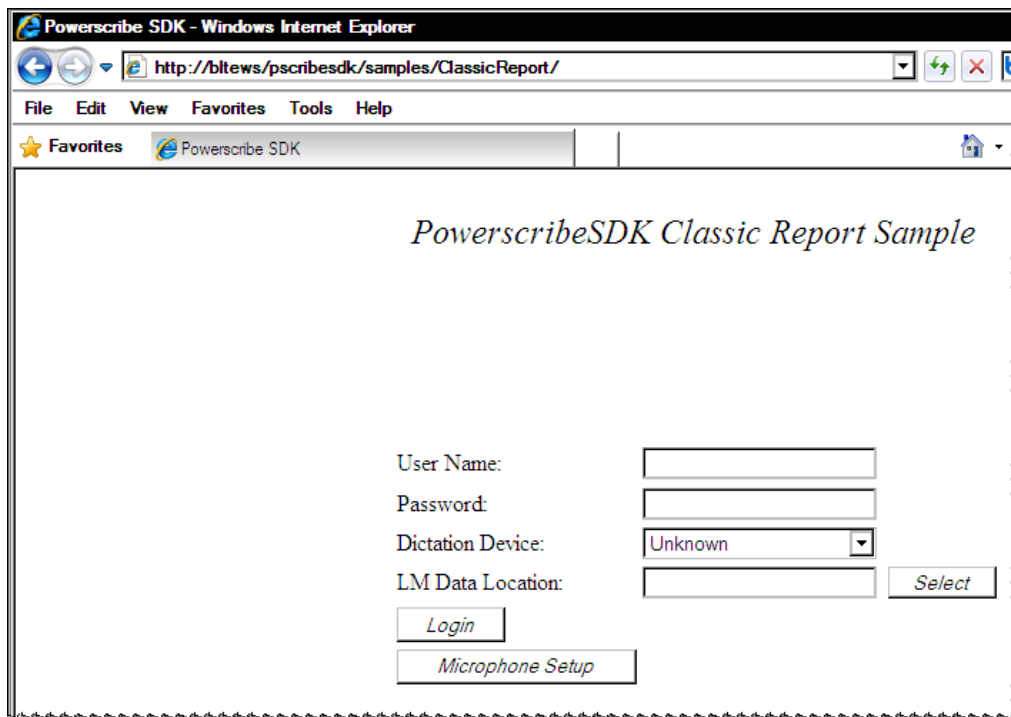


FIGURE 5-370 PowerScribe SDK Login Dialog

NOTE *DO NOT* enter any information in the [Figure 5-370](#) dialog. You do not want to log in from the web server, as the first dialog displayed is a MicWiz dialog, and you have no microphone attached to the web server.

19. Close Internet Explorer.

You may see a dialog similar to that shown in [Figure 5-371](#).



FIGURE 5-371 Internet Explorer Warning Dialog

20. Should the [Figure 5-371](#) dialog be displayed, click **OK**.
 21. Continue with the next procedure, [Dictating with the Test User](#).
-

Dictating with the Test User

The procedures which follow **MUST** be accomplished on a **Client workstation**. These procedures closely parallel what you will see if you are connecting to the Web server from a **NEW** client workstation.

The **Client workstation** must be equipped with a **PowerScribe USB Microphone**, be running **Internet Explorer 6.0, SP1** (minimum), and have **Direct X 9.0** (minimum) installed.

Once you have validated that the Client workstation is properly equipped, continue with these procedures.

1. On the Client workstation, open **Internet Explorer**, and select **Tools | Internet Options** from the menu.
2. Click the **Security** tab and the dialog shown in [Figure 5-372](#) will be displayed.

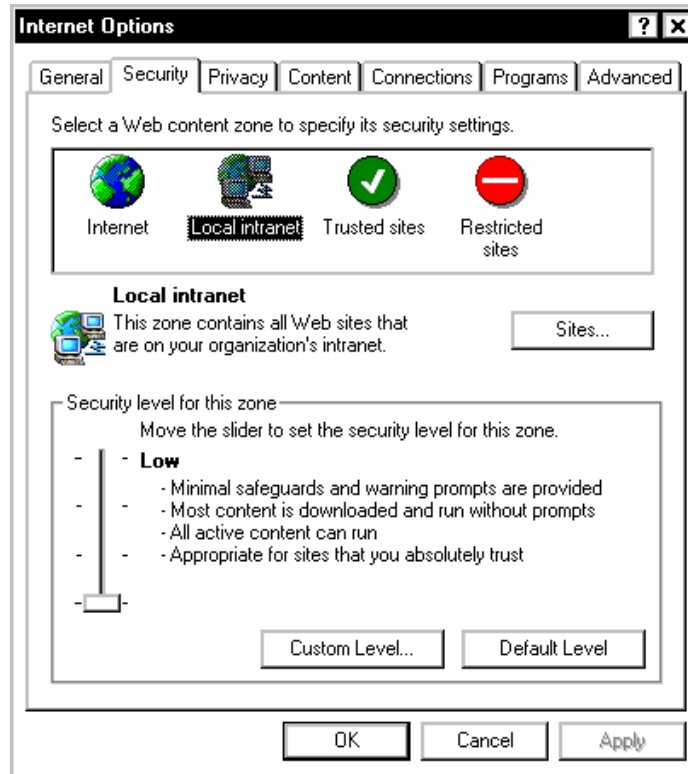


FIGURE 5-372 Internet Explorer Security Options

3. Click the **Local Intranet** option.
4. Click the **Default Level** button.
5. Move the **Security level for this zone slider** to the bottom, so that the security level is set to **Low** as shown in [Figure 5-372](#).
6. Click **OK** to close the **Internet Options** dialog.
7. Shut down and restart **Internet Explorer**.
8. Relaunch **Internet Explorer** and enter the appropriate URL, as shown in [Table 5-23](#).

TABLE 5-23 Required URL Entry

What server is being installed?	URL to Enter
Enterprise Workstation Server	http://[EWS Server Name]/pscribesdk/samples/ClassicReport/
SDK Web Server	http://[SDK Server Name]/pscribesdk/samples/ClassicReport/



DO NOT include the brackets from the above when entering the server name. URL is **case-sensitive**, so do everything in lower case. **If this is an SSL server change http to https.**

The dialog shown in [Figure 5-373](#) will be displayed.

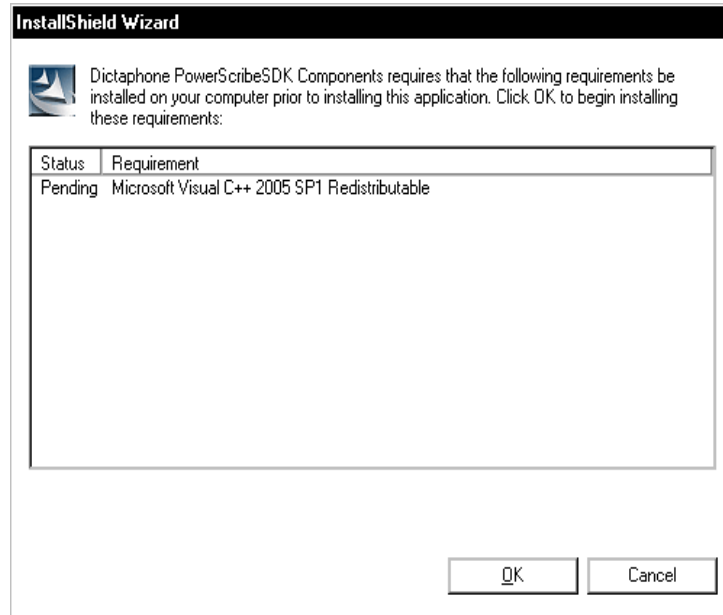


FIGURE 5-373 C++ 2005 SP1 Redistributable Dialog

- Click **OK** to install, and in a short time, the dialog shown in [Figure 5-366](#) will be displayed.

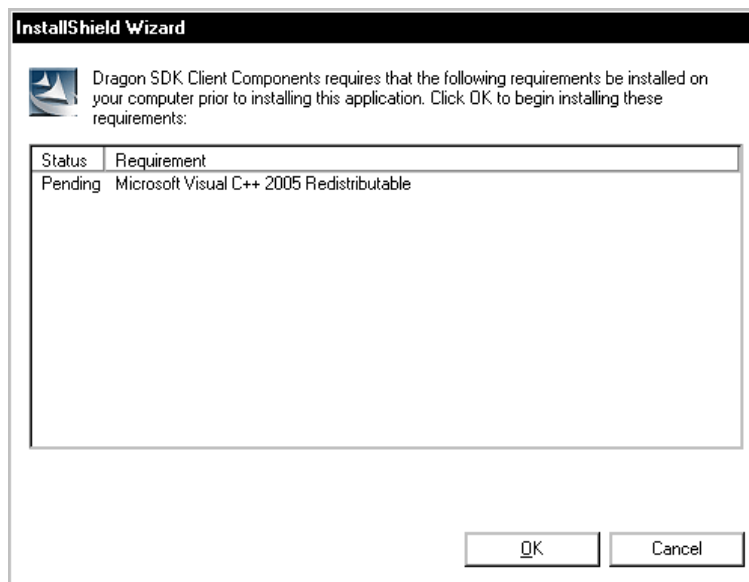


FIGURE 5-374 C++ 2005 Redistributable Dialog



*This is the second iteration of the C++ Redistributable. This is **OK** - continue with the installation.*

- Click **OK**, and following installation of C++, the dialog shown in [Figure 5-375](#) will be displayed.

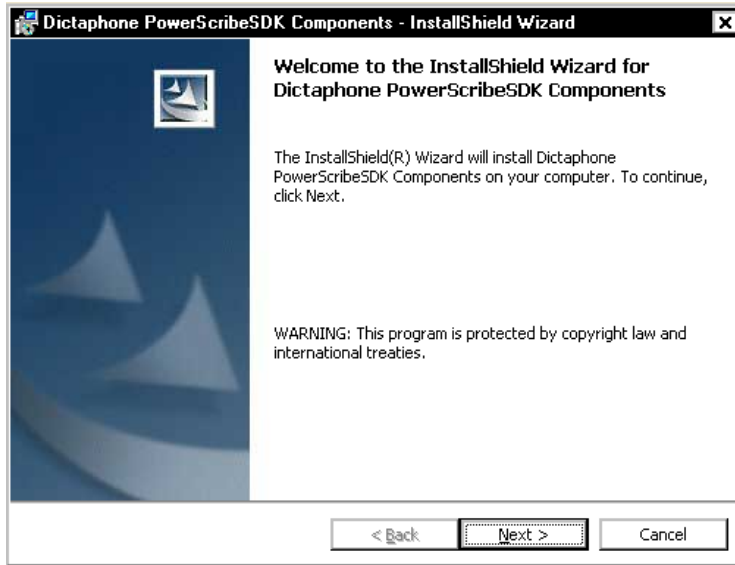


FIGURE 5-375 SDK Components Install Welcome Dialog

11. Click **Next**, and [Figure 5-376](#) will be displayed.

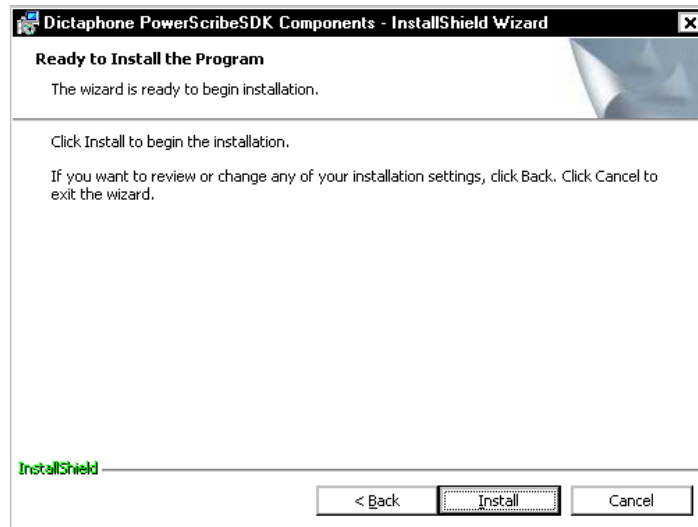


FIGURE 5-376 SDK Components Ready to Install Dialog

12. Click **Install**, and shortly, following the installation of several files, the dialog shown in [Figure 5-377](#) will be displayed.

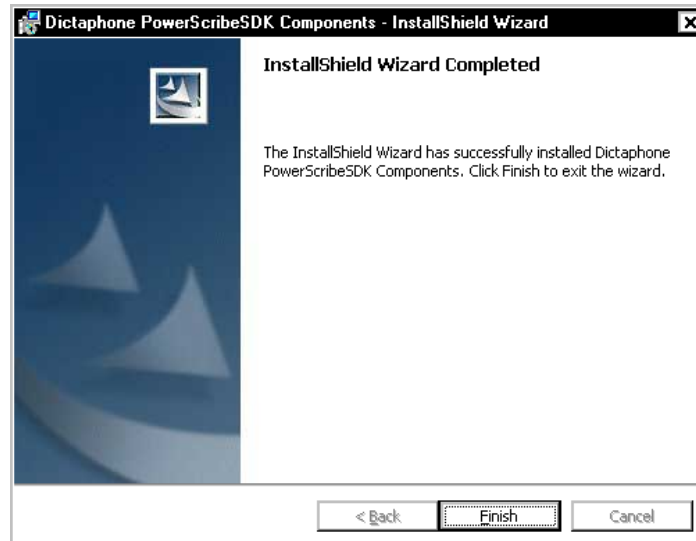


FIGURE 5-377 SDK Components Successful Install Dialog

13. Click **Finish**, and in a short time, the dialog shown in [Figure 5-366](#) will be displayed.

One or several of the dialogs shown in [Figure 5-378](#) **MAY** be displayed:

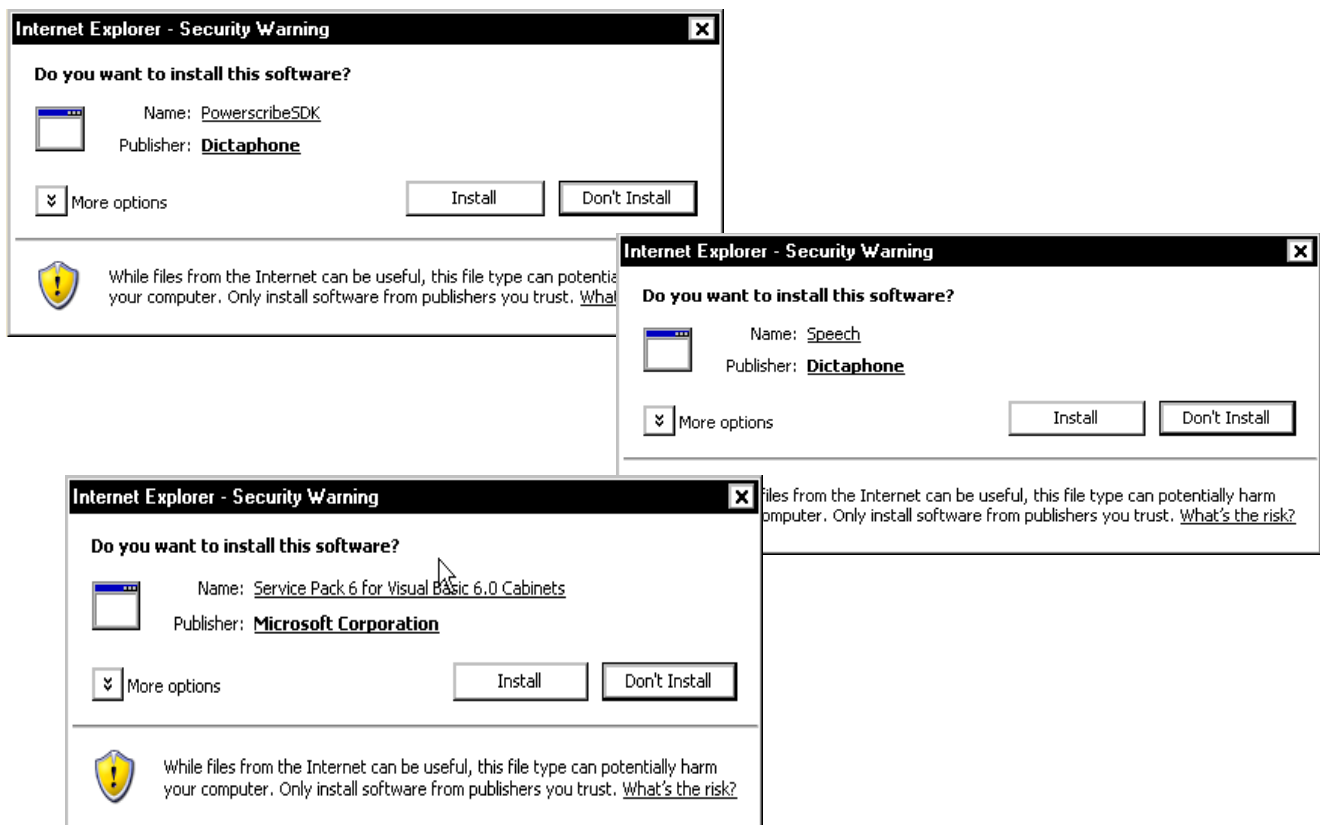


FIGURE 5-378 Possible Initial Login Dialogs

14. For any one, or all of the dialogs which appear in [Figure 5-378](#), the correct option is to always select the **Install** button.
15. Eventually, the Login dialog shown in [Figure 5-379](#) will be displayed.

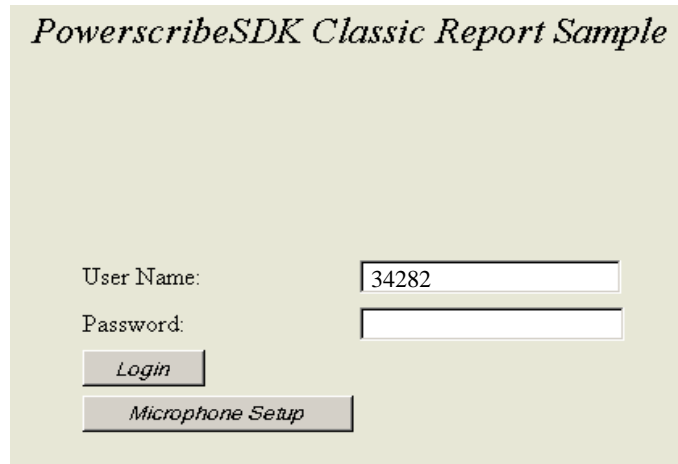


FIGURE 5-379 Login Dialog



You may have to reboot the workstation to perform the following steps, especially if significant application installation occurred immediately beforehand.

16. Enter the **User Name:** of **34282**, the Login ID of the Dictaphone Test User you created a short time ago, and then click Login. Should you see an error at this point, simply close Internet Explorer and go back to Step 8, above.

In a short time the initial language model is downloaded from the web server.

The Microphone Wizard dialog shown in [Figure 5-380](#) will be displayed.

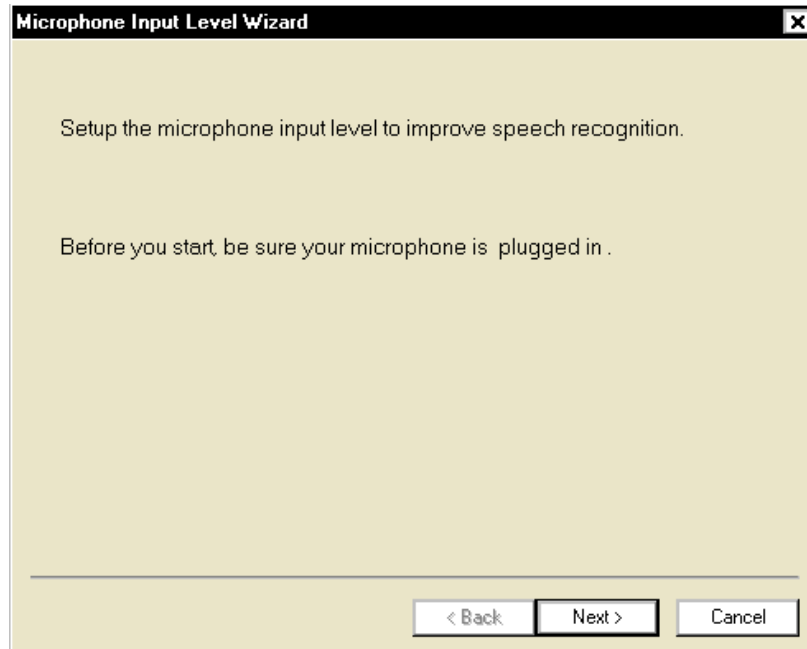


FIGURE 5-380 User Properties User Tab Dialog



Occasionally the [Figure 5-380](#) dialog can be hidden by the Internet Explorer window. If you do not see it displayed after 2 or 3 minutes, minimize (**DO NOT close**) the Internet Explorer window, and you should then see the Mic Wizard dialog.

- Click **Next** and the **Adjusting Input Level** dialog shown in [Figure 5-381](#) will be displayed.

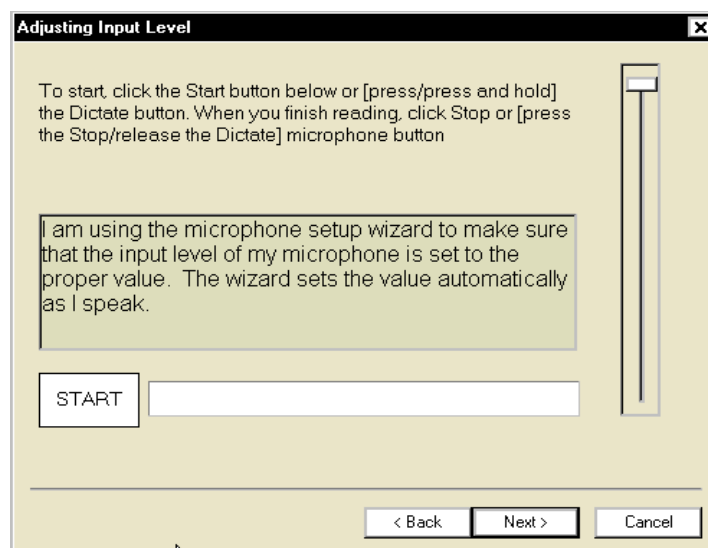


FIGURE 5-381 Adjusting Input Level Dialog

18. Follow the instructions displayed in the [Figure 5-381](#) dialog to adjust the microphone input level to the proper setting.



Either the **Start** button on the screen or the **Dictate** button on the PowerMic can be used to start dictation.

19. Click **Stop** when done reading the script.
20. After clicking **Next**, the dialog shown in [Figure 5-382](#) will be displayed.

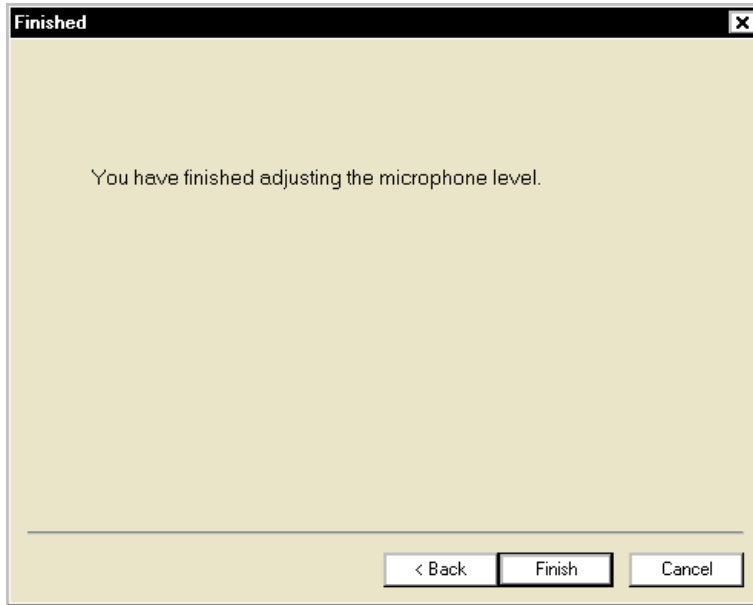


FIGURE 5-382 Microphone Adjustment Completion Dialog

A **Welcome to PowerScribe** display may be seen.

21. Click **Finish**, and following some additional downloading of files, the **Training** dialog shown in [Figure 5-383](#) will be displayed.

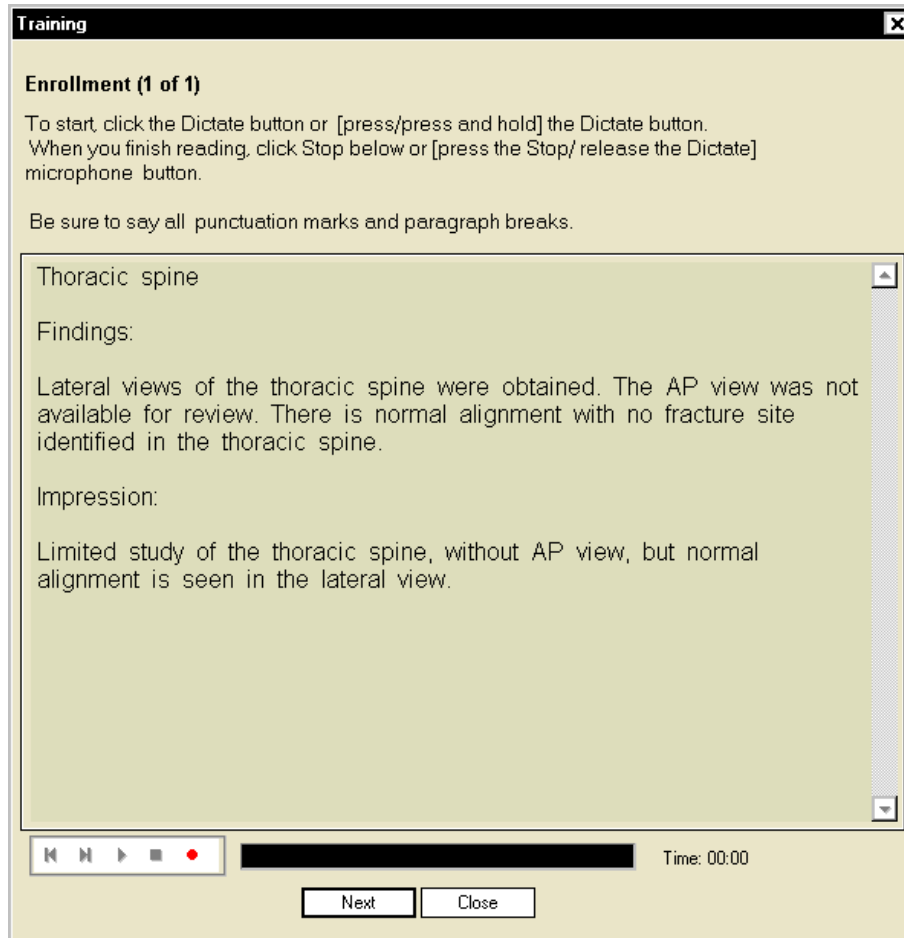


FIGURE 5-383 Enrollment Dictation Text

22. Press and hold the **Dictate** button on the microphone and read the text on the screen.
23. Once you have completed the dictation, release the **Dictate** button to toggle record to off.

After completion of the dictation, there may be a momentary lag until the **Next** button becomes active.

24. Click **Next**.

There may be a delay here during the processing of the enrollment text. Wait for the [Figure 5-384](#) dialog to be displayed.

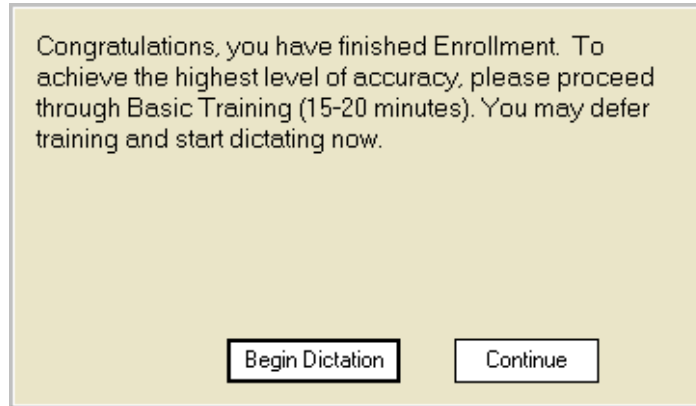


FIGURE 5-384 Enrollment Process Complete Dialog

25. Click **Begin Dictation** and the dialog shown in [Figure 5-385](#) will be displayed.

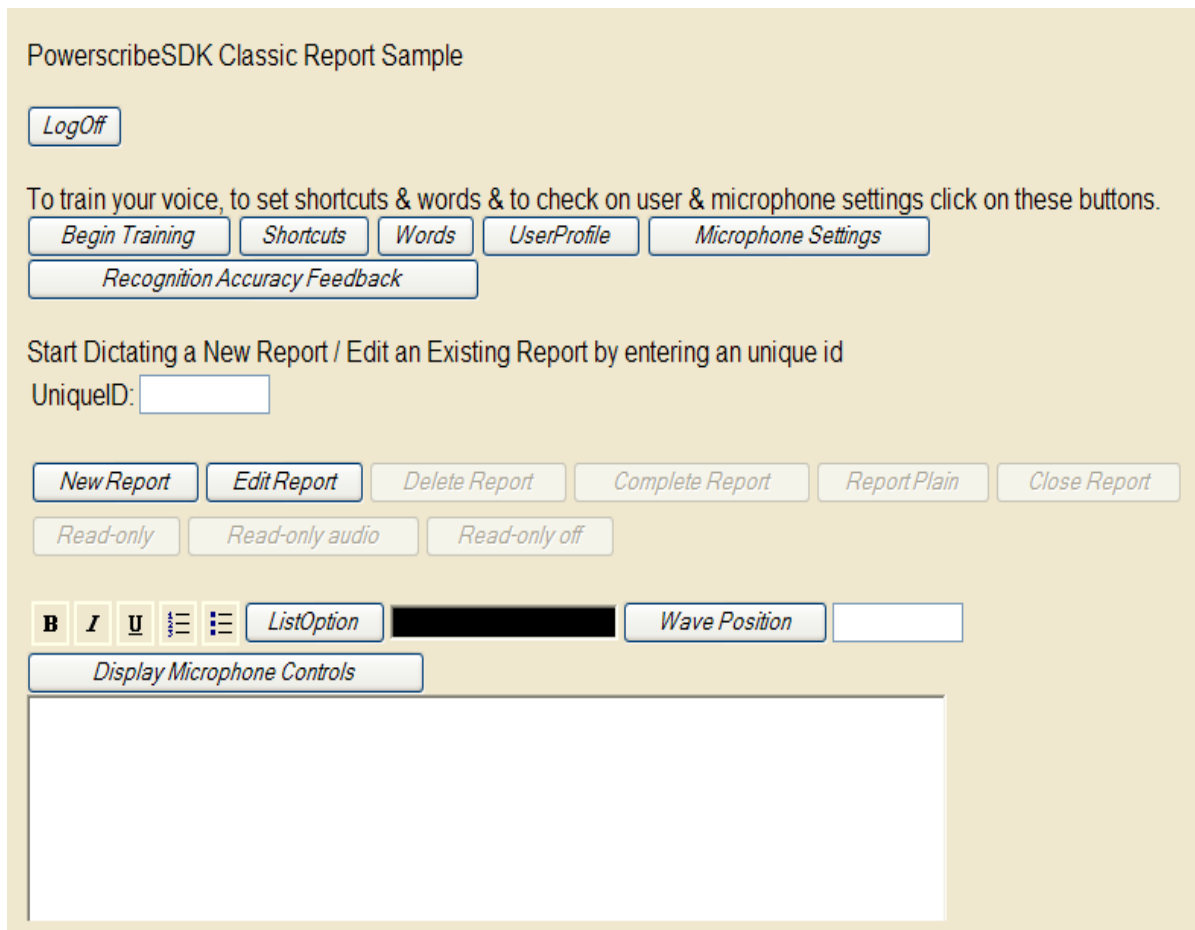


FIGURE 5-385 Standard User Dictation Dialog

Arriving at this dialog completes a successful functionality check of the PowerScribe SDK dictation feature.

**IMPORTANT**

If you encounter any USB microphone issues, such as the microphone freezing in the middle of dictation, the following folders contain log files which can be of assistance in determining what the problem is: `C:\Documents and Settings\<NTUserName>\Application Data\Dictaphone\HSG\Trace\HSGAudio (Miclog.txt)`, and `C:\Documents and Settings\<NTUserName>\Application Data\Dictaphone\HSG\Trace\HSGRecorder (Recoglog.txt)`. Make sure you have **Show Hidden Files** selected in **File Options** so that you are able to see the **Application Data** folder.

26. Click **LogOff**.
27. Close all open Internet Explorer windows.
28. On the Web server, open Windows Service Manager and **STOP** the **Apache Tomcat** service.
29. **Reboot** the server, and then, log in with an Administrative level user to verify that the **Apache Tomcat** service started successfully.
30. Next, take note of the tool bar and determine if the **Java Update** icon, as seen in [Figure 5-386](#), is displayed. If **NOT displayed**, go to [Table 5-24](#).

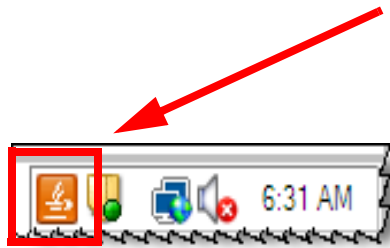


FIGURE 5-386 Java Update Icon Display

31. If the icon is displayed, right-click the **Java Update** icon and select **Properties** to display the dialog shown in [Figure 5-387](#).

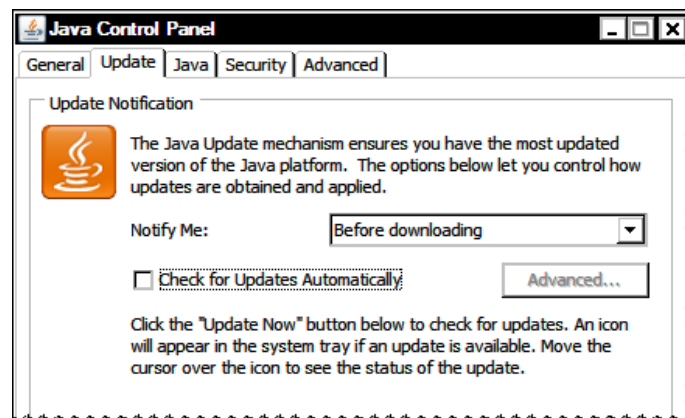


FIGURE 5-387 Java Control Panel Update Dialog

32. With the Update tab selected, as shown in [Figure 5-387](#), uncheck the check box entitled **Check for Updates Automatically**.
33. Click **Apply**, and then, click **OK** to close the Java Control Panel.
34. Close all open windows and consult [Table 5-24](#) to determine which procedure to complete next.

TABLE 5-24 Procedure to Complete Next

What server is being installed?	Next Procedure
Enterprise Workstation Server	Enterprise Workstation Web Server Installation, page 5-301
SDK Web Server	EWS Standalone Web Server Installation, page 5-348

Enterprise Workstation Web Server Installation

Determining Client Licenses

When installing Enterprise Workstation, it will be necessary to provide license data for each of the capabilities provided. The number of licenses the customer has purchased for **WebDictate**, **eSig**, and/or **SelfEdit**, will be shown in the original **B700**. Your District office will be able to assist you in obtaining this licensing information.

Continue with the procedure [Software Installation](#).

Software Installation

1. Log on to the **EWS Server** using the Administrator account.
2. Create the following folder on the largest drive, **other than drive C**, of the Enterprise Workstation Web Server:
nn:\Software\EXVoice 81.0.3065
3. Using the EXVoice Installation CD (PN **1000062-110**), copy all folders/files to the newly-created directory **nn:\Software\EXVoice 81.0.3065**. This will make the files readily available for remote repairs.
4. Close all open applications and ensure that the **Windows Service Manager** is **NOT** open.
5. Go to **nn:\Software\EXVoice 81.0.3065** and open the folder **EXV Server Installations**.
6. Double-click the file **Dictaphone EXV EWS Services.exe**, and the dialog shown in [Figure 5-388](#) will be displayed.

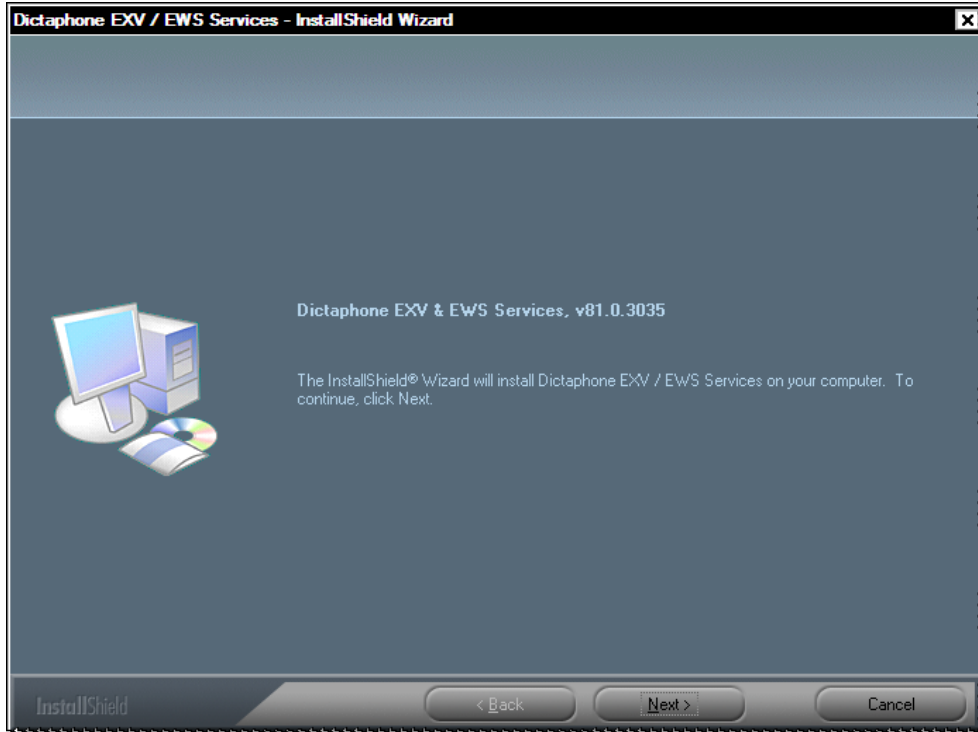


FIGURE 5-388 EXVoice Initial Install Dialog

7. Click **Next** and when the license dialog is displayed click **Yes** to accept.
8. Click **Next** and the dialog shown in [Figure 5-389](#) will be displayed.

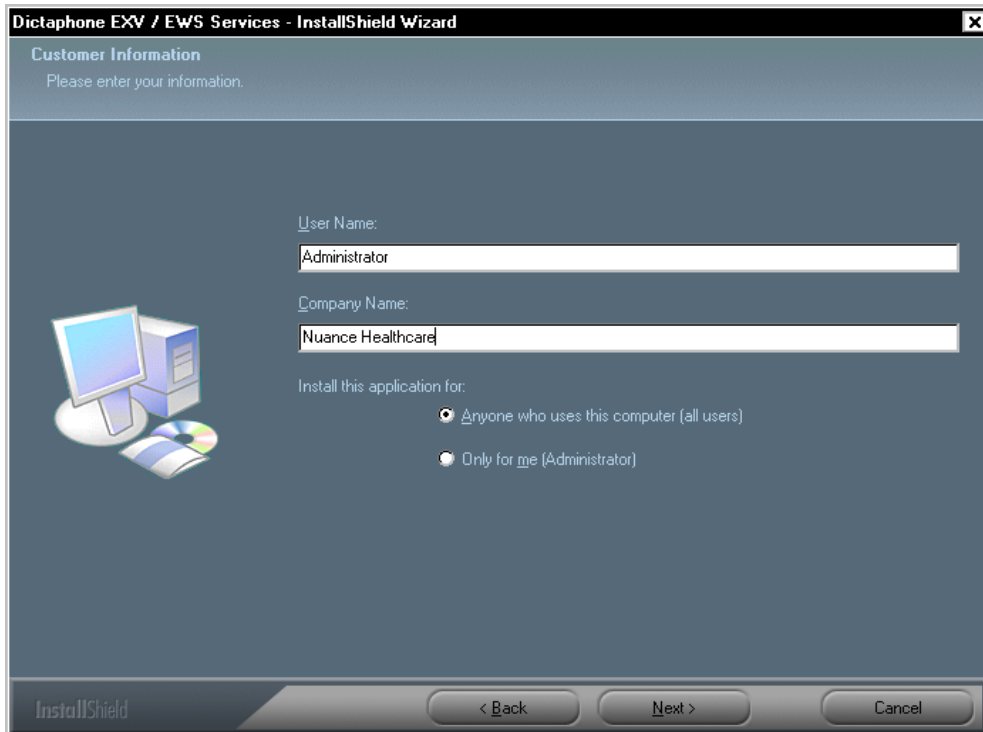


FIGURE 5-389 Customer Information Dialog

9. Enter the appropriate customer information in the [Figure 5-389](#) dialog, and then click **Next** to continue.
10. The dialog shown in [Figure 5-390](#) will be displayed.

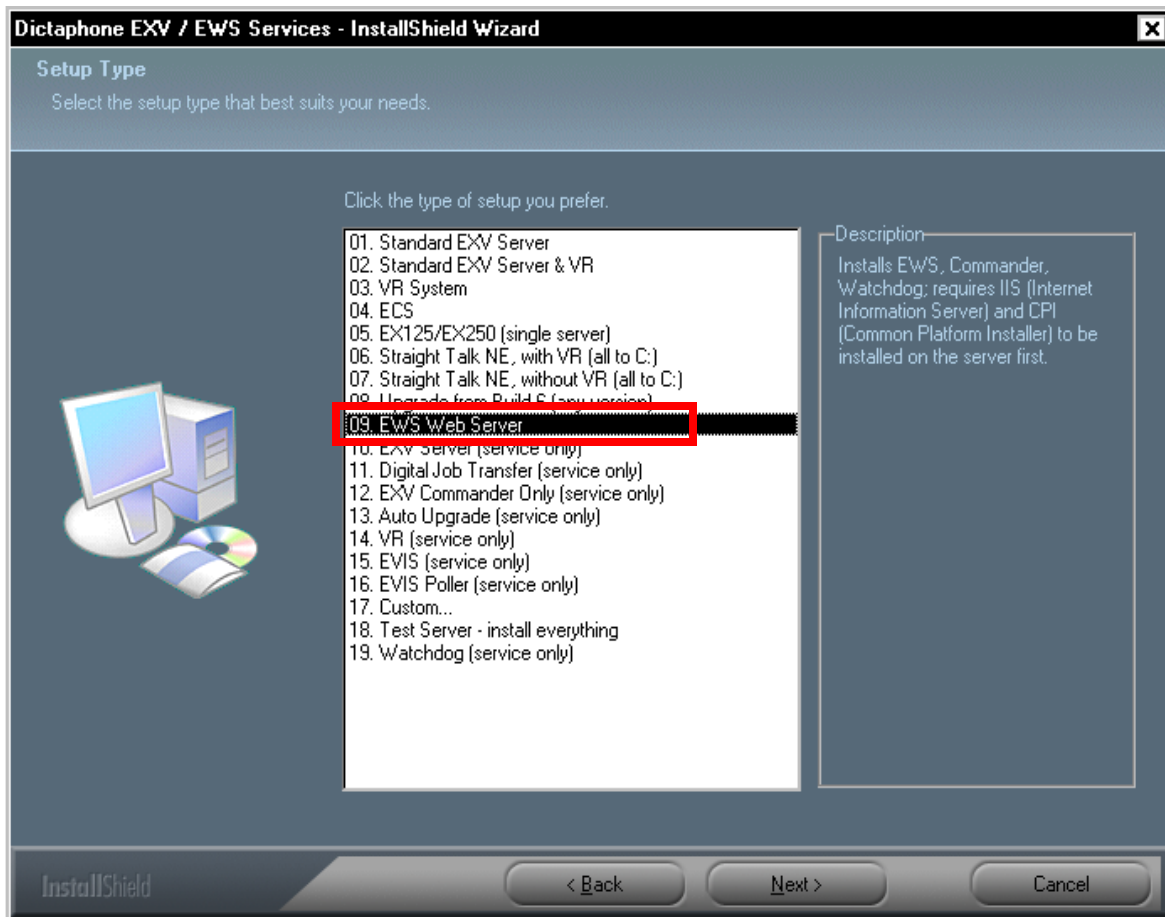


FIGURE 5-390 Setup Type Dialog

11. Select **09. EWS Web Server**, and then, click **Next**.
12. The dialog shown in [Figure 5-391](#) will be displayed.

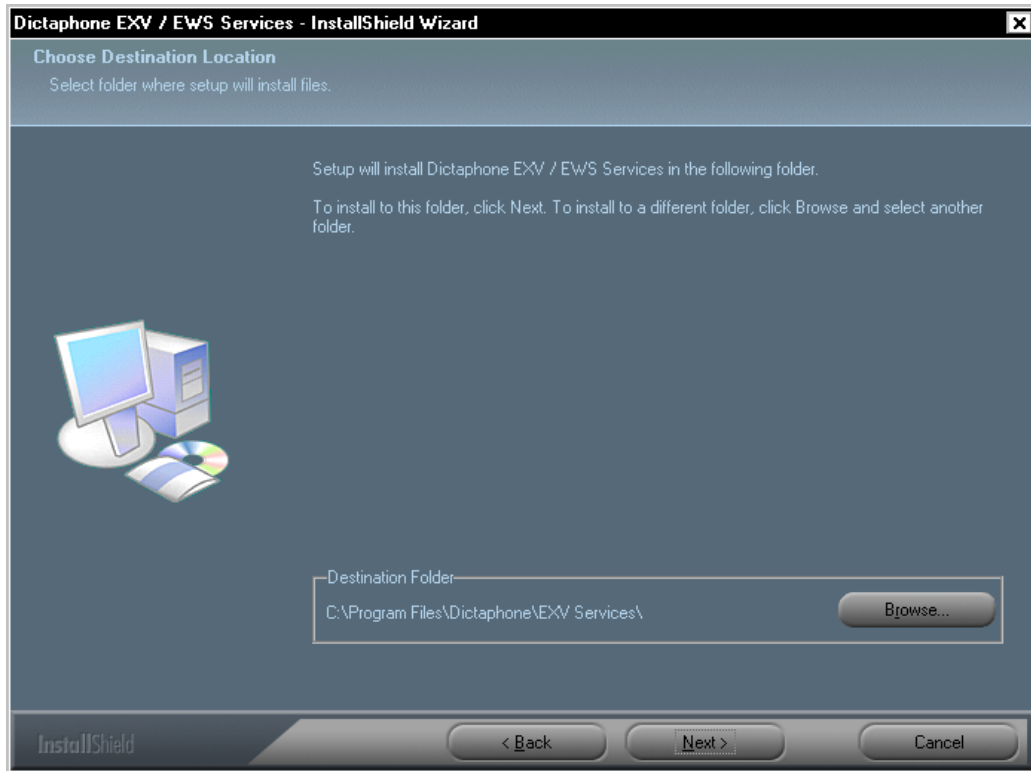


FIGURE 5-391 File Download Dialog

1. Click **Next**, and the **Database Server** dialog, [Figure 5-392](#), is displayed.

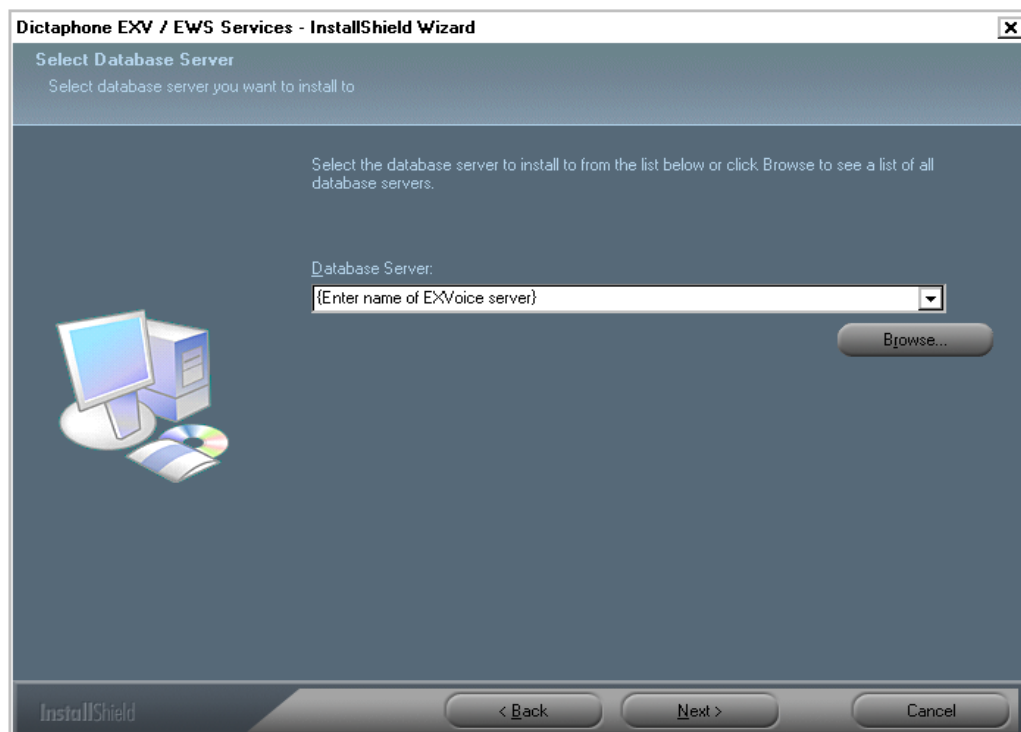


FIGURE 5-392 Database Server Dialog

2. Enter the name of the **EXVoice** server.
3. Click **Next** and [Figure 5-393](#) will be displayed.

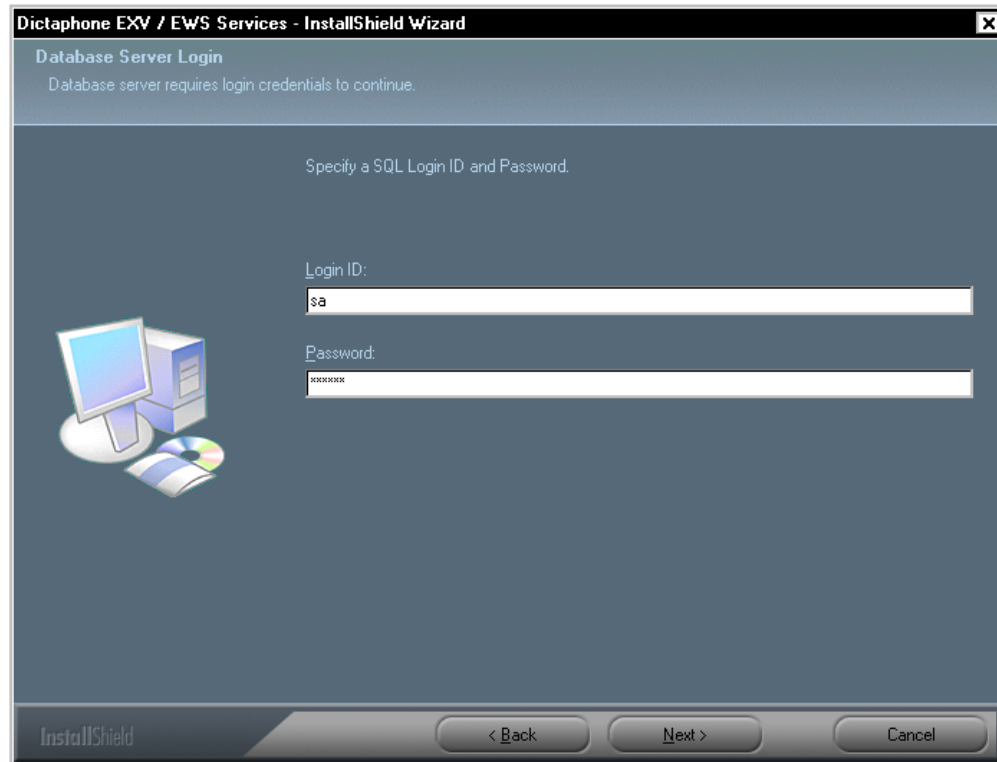


FIGURE 5-393 Database Server Login Dialog

4. In the [Figure 5-393](#) dialog, enter the Login ID of sa and the sa Password for the EXVoice data server.
5. Click **Next**, and the dialog shown in [Figure 5-394](#) will be displayed.

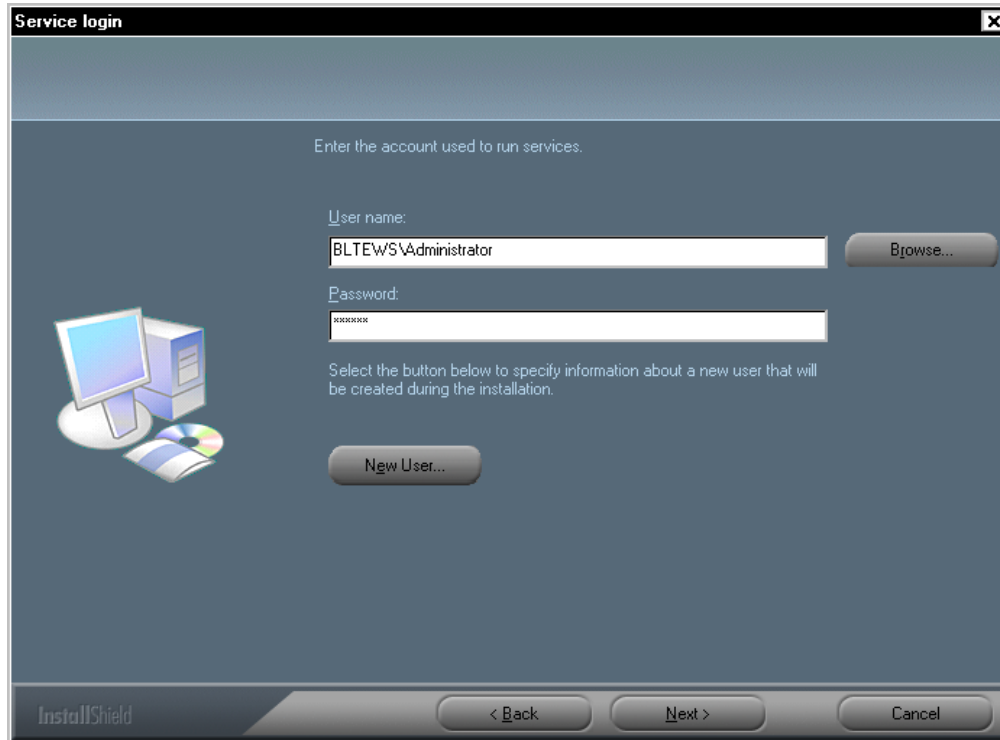


FIGURE 5-394 Service Login Dialog



Take note of the **New User** radio button in the [Figure 5-394](#) dialog. This allows the creation of a new user during the installation, should that be required as a part of the installation process. Checking this button displays the New User dialog shown in [Figure 5-395](#). Dialog completion is self-explanatory.

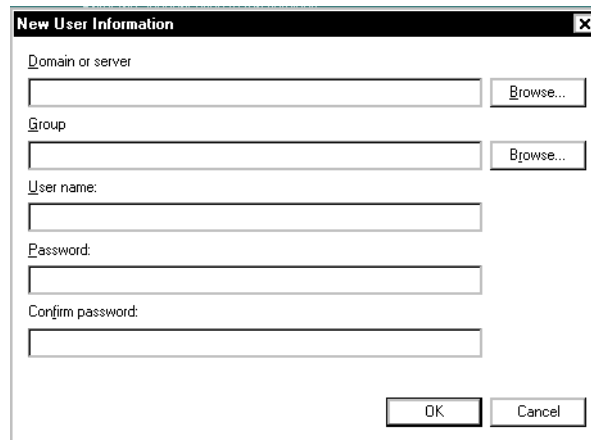


FIGURE 5-395 New User Dialog

6. Enter the **Administrator** user name and password in the [Figure 5-394](#) dialog, and then, click **Next** to continue.

7. The dialog shown in [Figure 5-396](#) will be displayed.

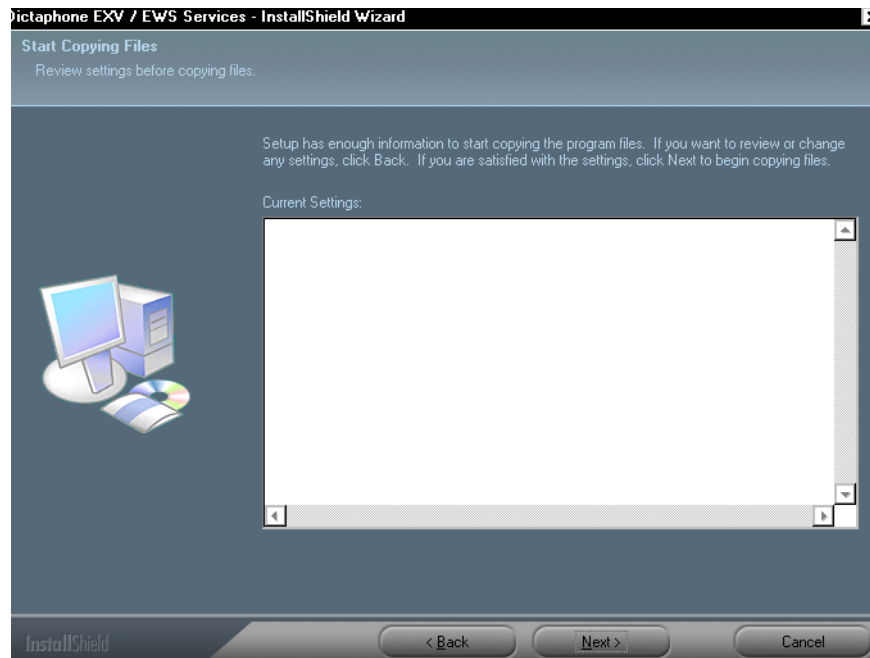


FIGURE 5-396 Start Copying Files Dialog

8. Verify any settings information shown in the [Figure 5-396](#) dialog (will probably be blank on an initial installation of Version 7), and then, click **Next** to continue.

As the installation progresses, the [Figure 5-397](#) dialog will be displayed advising of the status of the process.

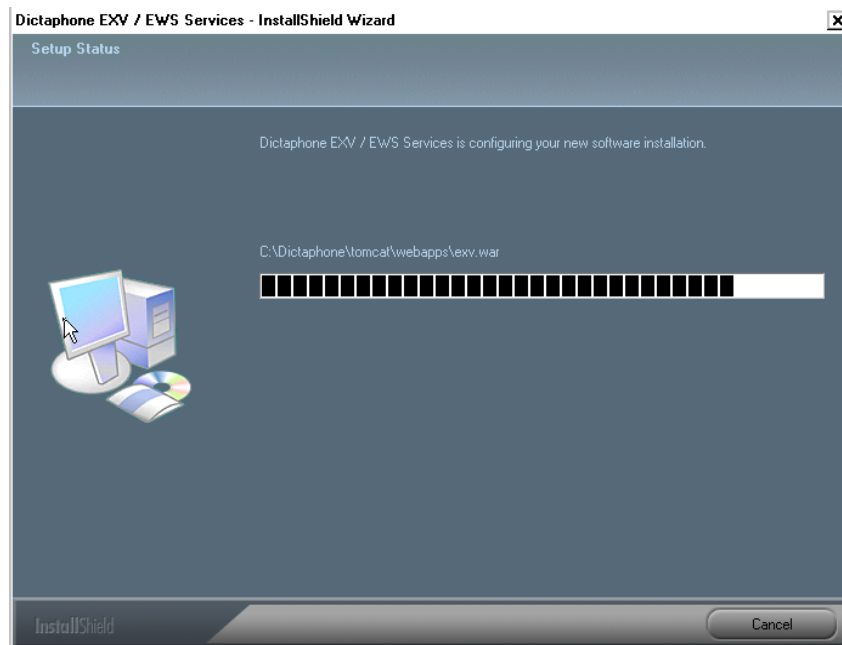


FIGURE 5-397 Setup Status Dialog



*There is a delay here that could last for some time, dependent on the complexity of the system being installed. Be patient, and **DO NOT disturb this process.***

9. When the installation process is finished, the **InstallShield Wizard** dialog shown in [Figure 5-398](#) will be displayed.

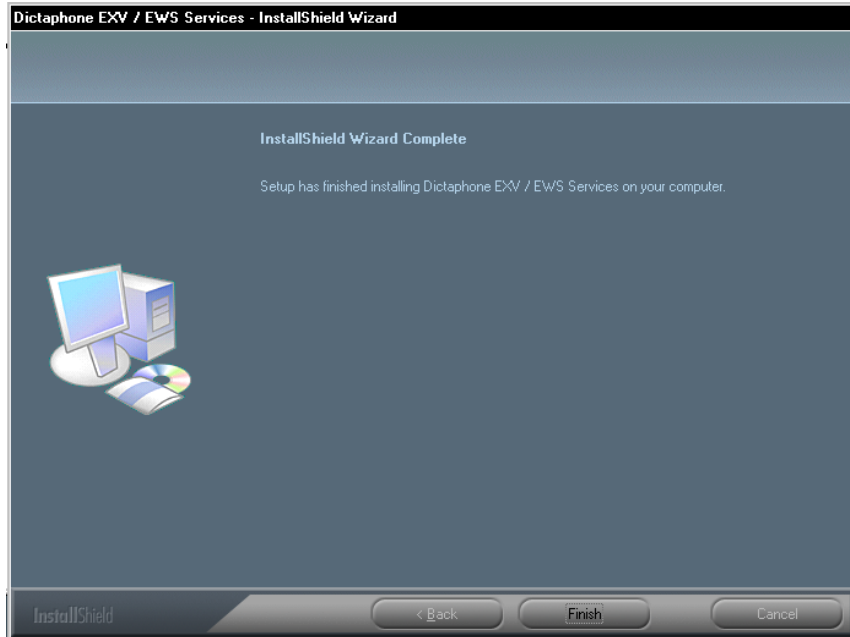


FIGURE 5-398 InstallShield Wizard Complete Dialog

10. Click **Finish** and the dialog shown in [Figure 5-399](#) will be displayed.

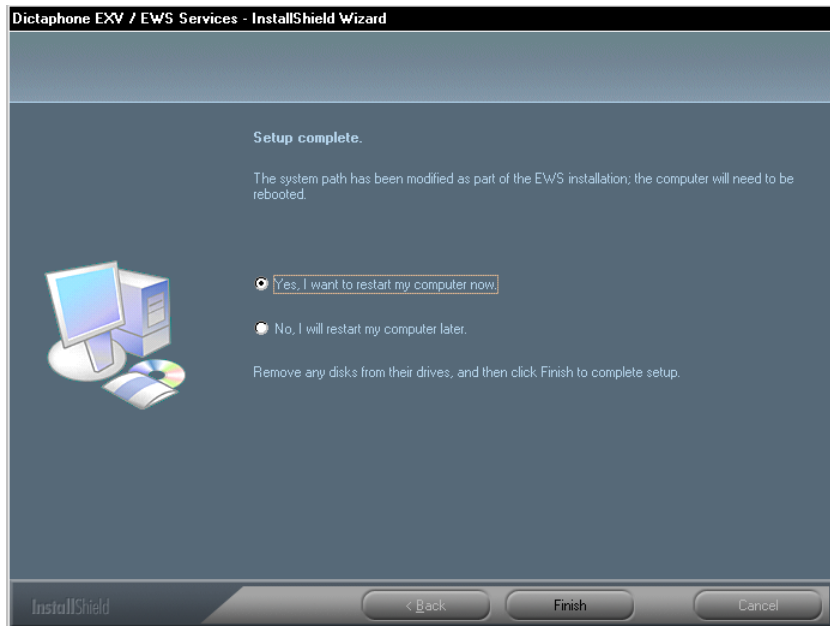


FIGURE 5-399 Setup Complete Dialog

11. Select the **Yes, I want to restart...** radio button, and then, click **Finish**.
 12. When the system restarts, check the **Dictaphone EXV Watchdog** service and the **Dictaphone Enterprise Commander** service, to ensure they have started. If they failed to start, or **are not listed** in the **Services** panel do the following:
 - a. Go to a command prompt and change directory to **C:\VoiceNet\Applications**.
 - b. To start the services type the following at the command prompt:
 - `watchdog -install <server or domain>\<account name> <password>`
 - `excommander -install <server or domain>\<account name> <password>`
-

Update DocNetServer File on EXText Server



*Ensure that you have downloaded the file **DocNetServer_Update.exe**, (V.8.1.156.5) from the Services portal before beginning this procedure.*

1. On the **EXText** server, open Windows Service Manager and ensure that all EXText services are **STOPPED**.
2. Open the folder C:\DocNet\bin and rename the file **docnetserver.exe** and **Dictaphone.EXText.Server.dll** by changing the filename extensions to **.bak**.
3. Copy the file you downloaded (DocNetServer_Update) to the folder C:\DocNet\bin on the EXText server.
4. Double-click the file to execute and the 2 above named files (Version 8.1.156.5) will be extracted into the directory.
5. Close all open windows and continue with the next procedure, [EXV Service Controller](#), beginning on [page 5-369](#).

Part III – EWS Multi-Server Environment Installation

The Multi-Server EWS Environment section is currently under revision. Please call Technical Services prior to doing an EWS installation in a multi-server environment.

SDK SQL Server Installation

This procedure is applicable ONLY to the installation of a standalone SQL server in an EWS multi-server environment. If you are installing a single EWS server, with all software components (EWS/SDK Web server, SDK Database) on that server, go to [Part II – Single Server Environment](#), beginning on [page 5-236](#), and follow that procedure.

Continue with the procedure [JAVA 1.6.0_16 Installation](#) to begin the installation of a standalone SDK SQL server.

JAVA 1.6.0_16 Installation

The standalone SDK SQL server requires Version 1.6.0_16 of JAVA. This application can be found in a compressed self-extracting format on the **SDK 3.2 SP2** installation DVD (PN **3300007-113**), which files you earlier copied to **nn:\Software\SDK 3.2 SP2**.

1. To install JAVA, do the following:
2. Go to the folder **nn:\Software\SDK 3.2 SP2**. and open the folder **\CPI\j2sdk**.
3. Double-click the file **jdk-6u16-windows-i586.exe**.
4. An **Extracting Files** dialog will be displayed, followed by the **License Agreement** dialog shown in [Figure 5-400](#).

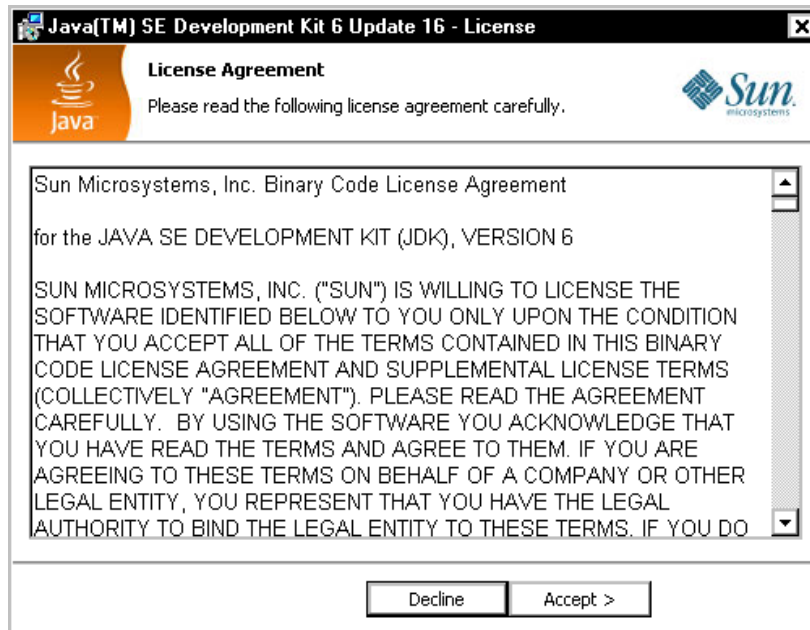


FIGURE 5-400 JAVA License Agreement

5. Click the **Accept** button, and the dialog shown in [Figure 5-401](#) will be displayed.

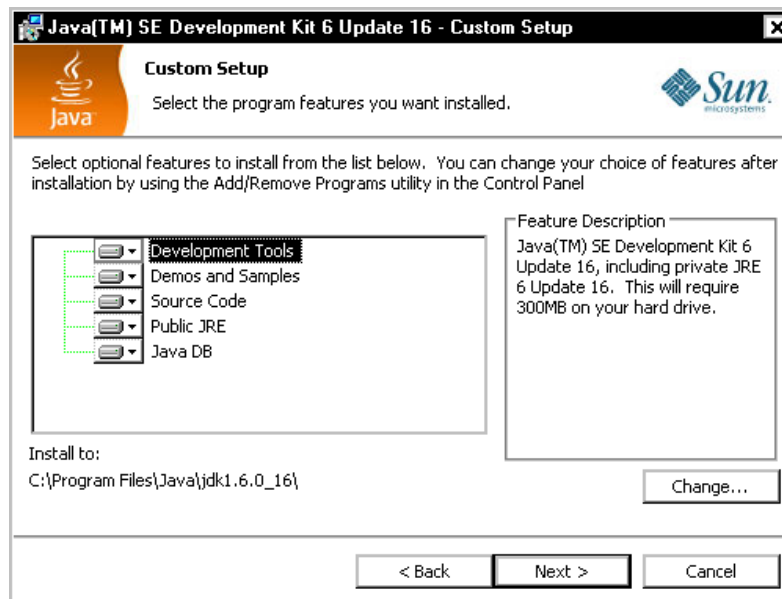


FIGURE 5-401 JAVA Custom Setup Dialog

6. Accept the default choices and click **Next** to continue.
The dialog shown in [Figure 5-402](#) will be displayed.

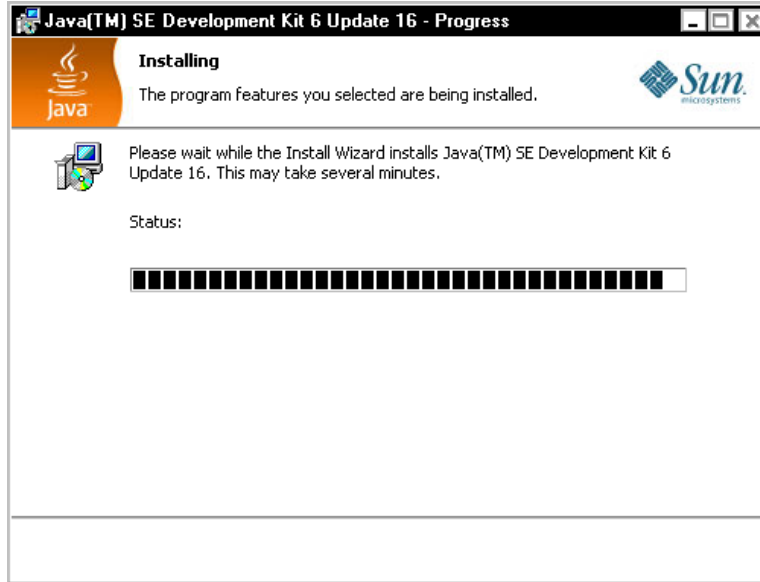


FIGURE 5-402 Install Progress Dialog

In a short time the dialog shown in will be displayed.

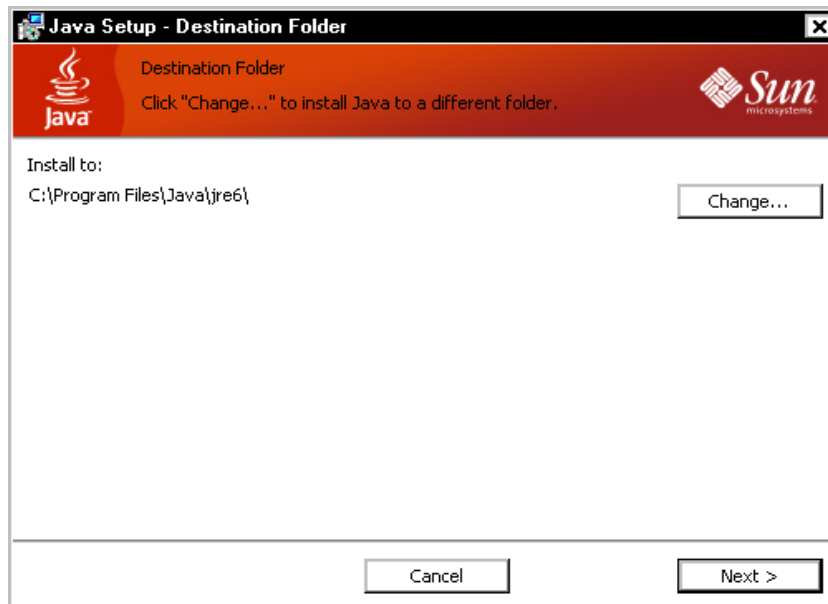


FIGURE 5-403 Destination Folder Dialog

7. A Java setup progress dialog will be displayed while Java installs, and shortly, will be displayed.

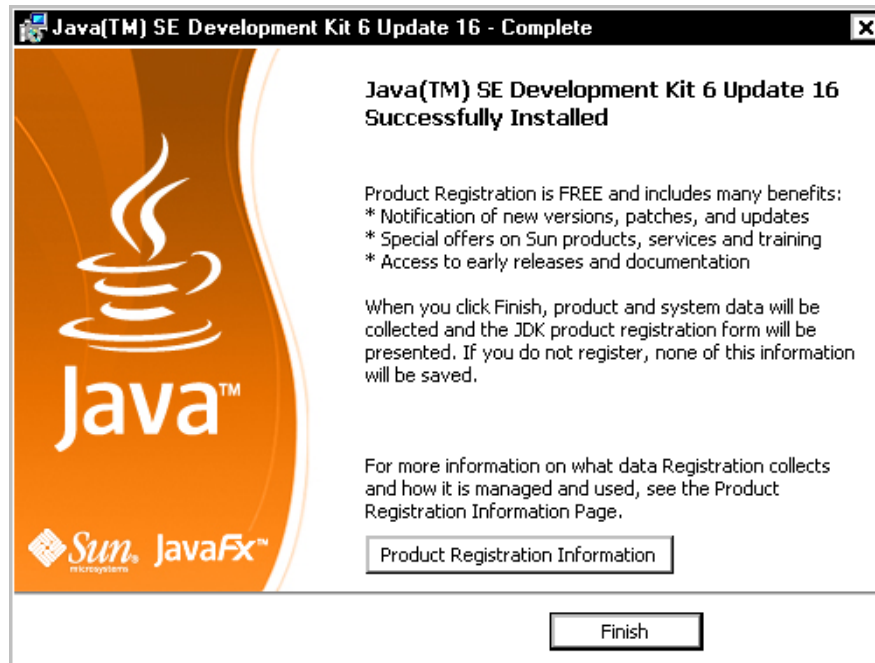


FIGURE 5-404 Install Complete Dialog

8. Continue with the next procedure, [PowerScribe SDK Database Installation](#).

PowerScribe SDK Database Installation

The SDK SQL server requires the installation of **Version 3.2 SP2** of the PowerScribe SDK database

To install the program, do the following:

1. On the desktop, right-click **My Computer** and select **Properties**.
2. Click the **Advanced** tab, and then, click the **Environment Variables** button.
3. In the **System variables** pane, click the **New** button, and the dialog shown in [Figure 5-405](#) will be displayed.



FIGURE 5-405 New System Variable Dialog

4. Enter the following information, as seen in the [Figure 5-405](#) dialog.

- Variable name: **JAVA_HOME**
 - Variable value: **C:\Program Files\Java\jdk1.6.0_16**
5. Click **OK**, and then, click **OK** once again to close the **Environment Variables** windows.
 6. Close the **System Properties** window.
 7. Continuing on the SDK SQL Server, open the folder **nn:\Software\SDK 3.2 SP2\PSSDK 3.2 SP2**, and then, locate and open the **DBSetup** folder.
 8. Double-click the file **SQLDBSetup.bat**, and shortly the dialog shown in [Figure 5-406](#) is displayed.

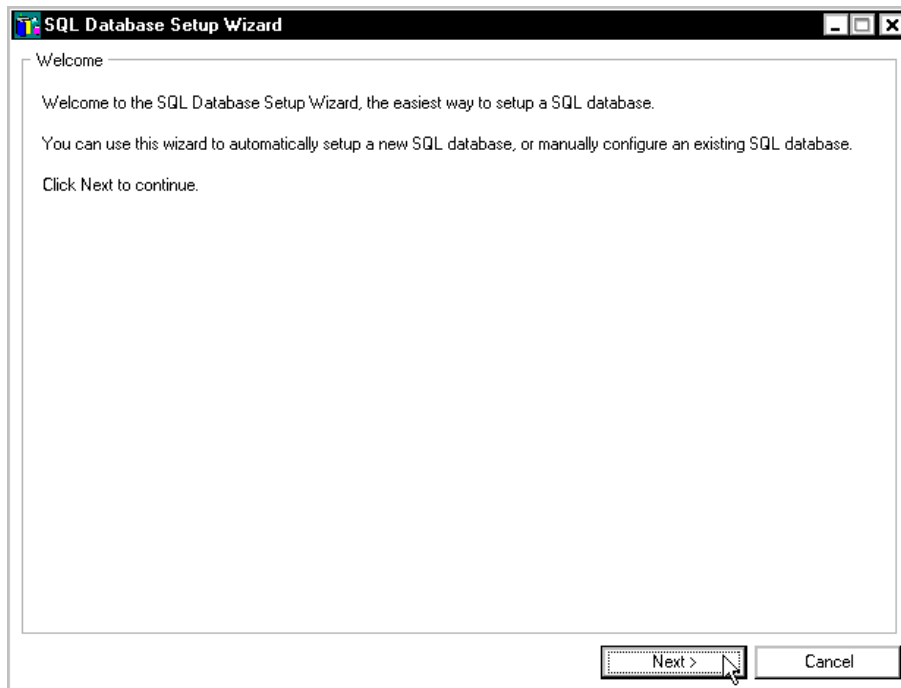


FIGURE 5-406 Database Setup Welcome Dialog

9. Click **Next**, and a dialog very similar to that shown in [Figure 5-407](#) will be displayed.

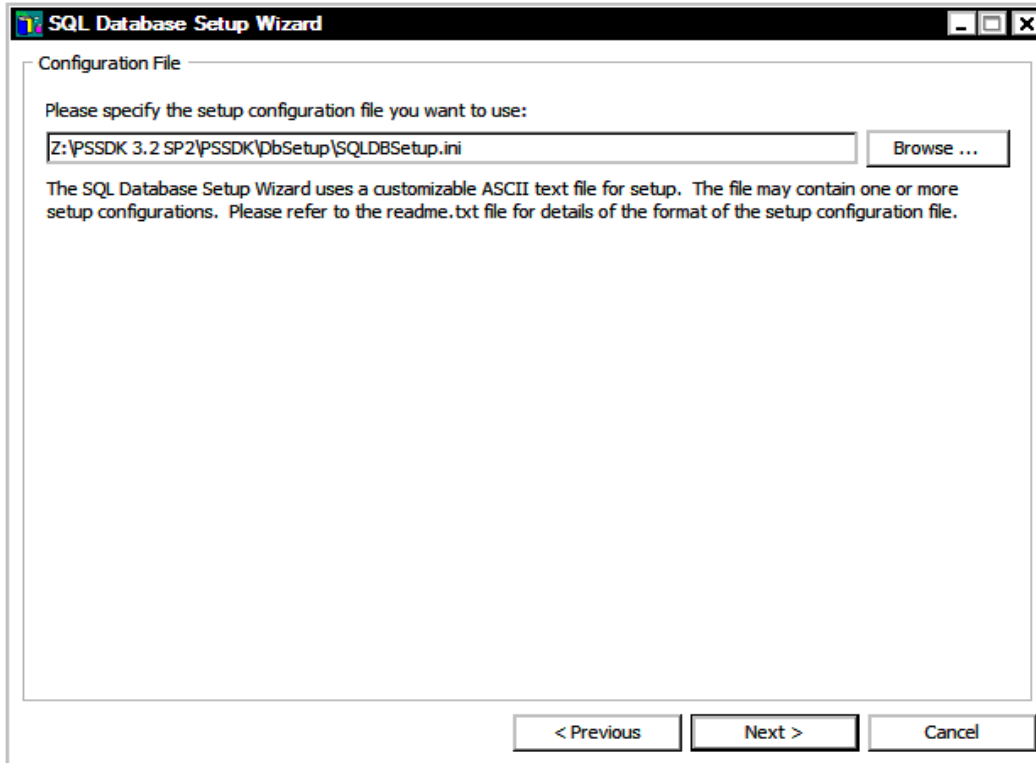


FIGURE 5-407 PowerScribe SDK Configuration File Dialog

10. Accept the default configuration file and click **Next** to continue, and the Configuration Setup dialog, [Figure 5-408](#), will be displayed.



*The path that you will see for the **SQLDBSetup.ini** file shown in [Figure 5-310](#) will always point to the location from which you ran the database executable - **DO NOT** change this path.*

The screenshot shows the 'SQL Database Setup Wizard' window. The title bar reads 'SQL Database Setup Wizard'. The main area is titled 'Configuration Setup'. It contains several input fields and dropdown menus:

- Setup Type:** A dropdown menu set to 'New PScribe SDK Database'.
- SQL Server:** A dropdown menu set to 'BLTEW5SQL'.
- Login:** A text box containing 'sa'.
- Password:** A text box containing '*****'.
- Database name:** A text box containing 'PScribeSDK'.
- Data File Name:** A text box containing 'PScribeSDK'.
- Initial Size:** A text box containing '80'.
- Growth:** A text box containing '10'.
- MB:** A dropdown menu set to 'MB'.
- Location:** A text box containing 'F:\PScribeSDK_DATA\PScribeSDK.mdf' and a 'Browse ...' button.
- Log File Name:** A text box containing 'PScribeSDKLog'.
- Initial Size:** A text box containing '20'.
- Growth:** A text box containing '10'.
- MB:** A dropdown menu set to 'MB'.
- Location:** A text box containing 'E:\PScribeSDK_DATA\PScribeSDKLog.ldf' and a 'Browse ...' button.

At the bottom of the dialog are three buttons: '< Previous', 'Next >', and 'Cancel'.

FIGURE 5-408 Configuration Setup Dialog

11. As depicted in [Figure 5-408](#), complete the Configuration Setup dialog as follows:

- **Setup Type: New PScribe SDK Database**

*Always select the **Setup Type** first, otherwise, information entered elsewhere, e.g., paths, will be incorrectly set back to defaults.*



- **SQL Server:** [Enter the name of the **Enterprise Workstation server** you are installing the PScribe SDK SQL devices on]
- **Login:** **sa**
- **Password:** The SQL Administrator password (this is the password you entered when you installed SQL Server on this server)
- **Data File Name:** **PScribeSDK**
- **Data Location Name:** **F:\PScribeSDK_DATA\PScribeSDK.mdf**
 - ◆ **Initial Size: 80 Growth 10**
- **Log File Name:** **PScribeSDKLog**
- **Log File Location:** **E:\PScribeSDK_DATA\PScribeSDKLog.ldf**
 - ◆ **Initial Size: 20 Growth 10**

12. Accept the defaults for the remainder of the items and click **Next** to continue.

13. SQL will begin building the **list of scripts** which will be executed in the creation of the PScribe SDK database. This will take a few moments.

You will see the dialog shown in [Figure 5-409](#) displayed on the screen while this is occurring.

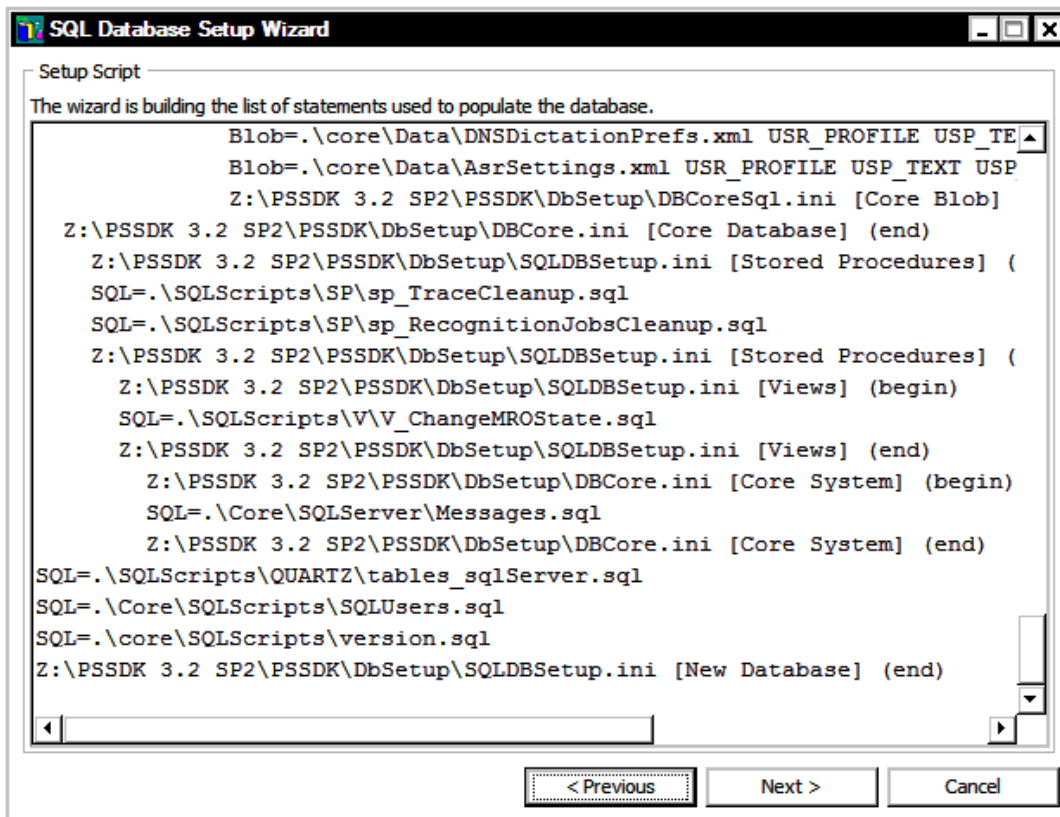


FIGURE 5-409 Setup Script Dialog

14. When the **Next** button becomes active, click **Next** to start building the database.
15. A **Script Run** dialog very similar to that shown in [Figure 5-410](#) will be displayed. Note the **Start Time**.

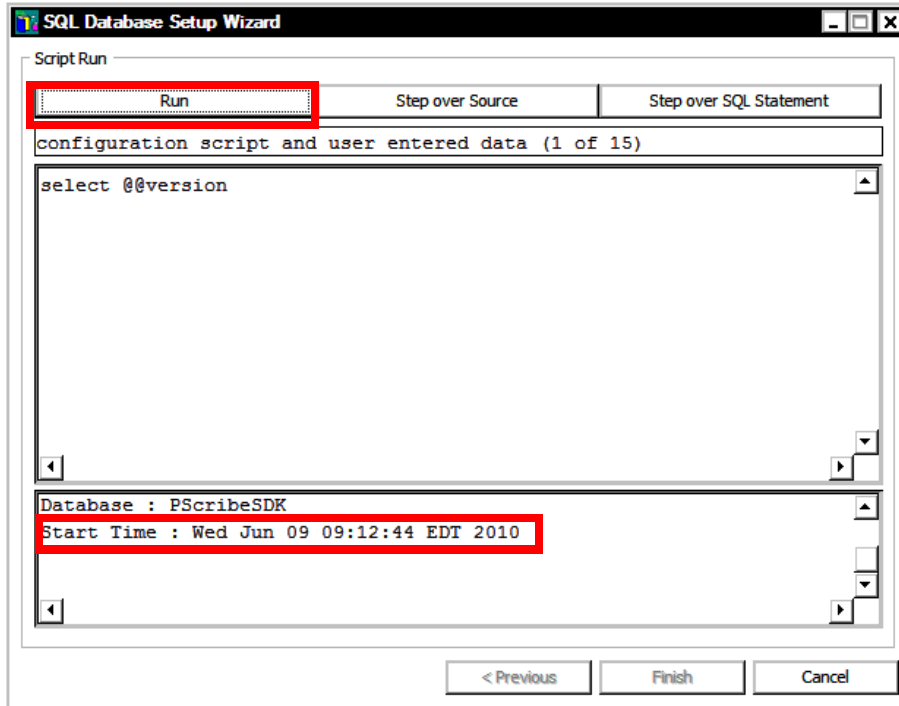


FIGURE 5-410 SQL Script Run Start Dialog

16. Click the **Run** button to begin building the PScripte SDK database.



IMPORTANT

***DO NOT** disturb this process while it is running. It will take several minutes for the process to complete.*

When the process completes, you will see the **Script Run Stop** dialog shown in [Figure 5-411](#) displayed. Note the **Stop Time**, and the fact that the **Finish** button is now active.

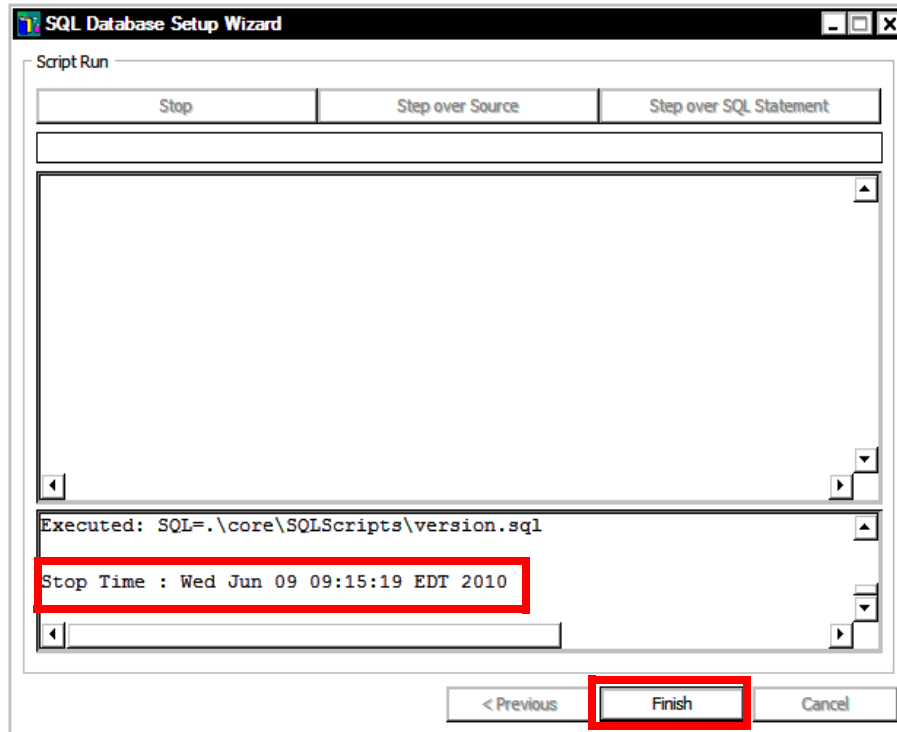


FIGURE 5-411 SQL Script Run Stop Dialog

17. Click **Finish** to complete the database setup.
18. Select **Start | Programs | Microsoft SQL Server | SQL Server Management Studio**.
19. The dialog shown in [Figure 5-315](#) will be displayed.

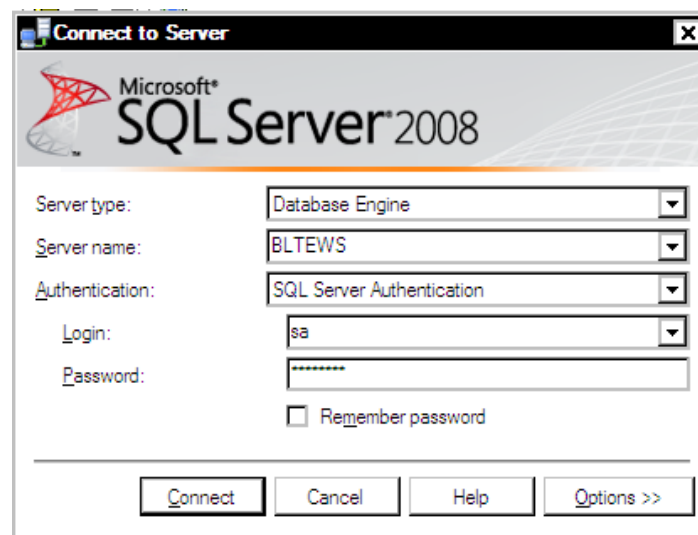


FIGURE 5-412 SQL Login Dialog

20. Login and then do the following, as illustrated in [Figure 5-413](#).

- Expand the menu by clicking <+> beside **Databases**
- Expand the menu by clicking <+> beside **PWriteSDK**
- Click **Tables**, and a list of tables as seen in [Figure 5-413](#), should appear in the right pane.

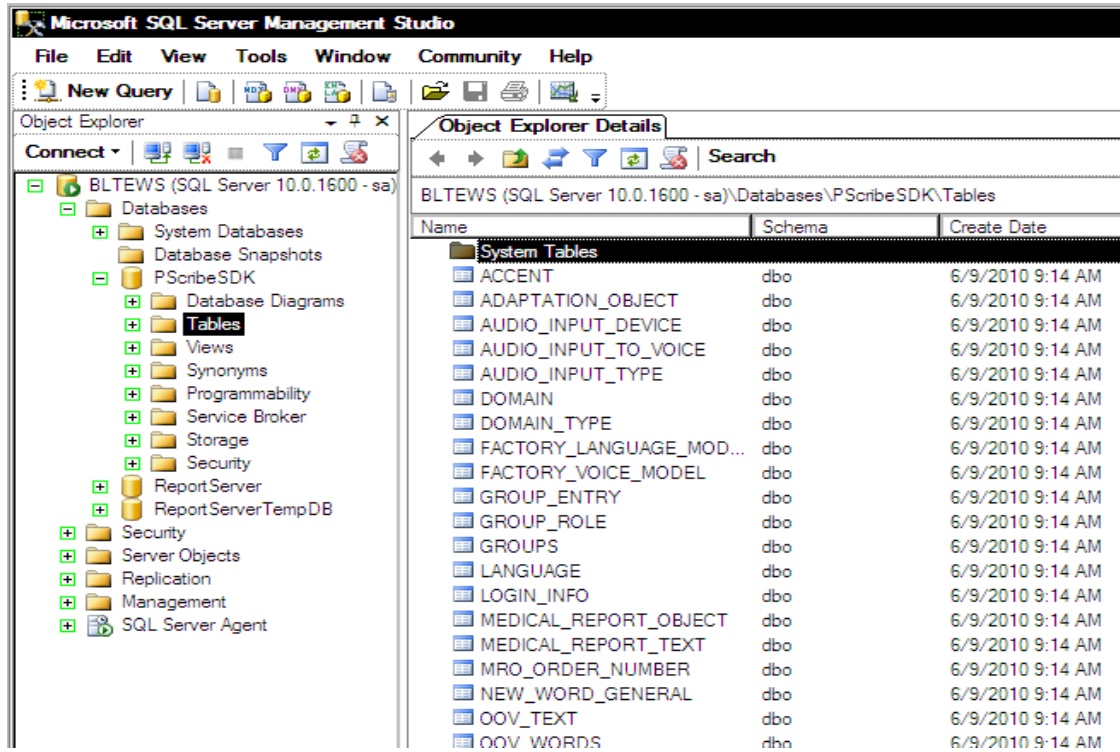


FIGURE 5-413 PWriteSDK Tables

21. After ensuring that the PWriteSDK tables have been created, close the SQL Server Management Studio.
22. Continue with the next procedure, [SDK Standalone Web Server Installation](#).

SDK Standalone Web Server Installation

**IMPORTANT**

Verify that Internet Information Services (IIS) is installed. If it is **NOT** installed, use the operating system CD to install IIS before continuing.

**IMPORTANT**

*The installation instructions which follow have been prepared for systems in both **non-SSL** and **SSL** environments. At those points in the installation where the procedure varies, a decision table will allow you to choose the correct instruction path.*

Pre-SDK Installation SSL Configuration

PowerScribe SDK supports the use of SSL security over the Internet. However, the software assumes that a valid IIS **Client Authentication Certificate** is properly set up and configured prior to PowerScribe SDK installation.

Installation of this certificate is the responsibility of the customer, and should only be accomplished by their experienced network security professionals. These instructions presume that the SSL certificate has already been obtained and installed by the customer.

Consult [Table 5-25](#) to determine the first procedure to complete.

TABLE 5-25 Next Procedure to Follow

Is SSL Being Used?	Continue With
Yes	Verifying the Certificate is Properly Installed, page 5-240
No	Common Platform Installer 2.0.0.7, page 5-321

Common Platform Installer 2.0.0.7

The Enterprise Workstation server requires installation of Version 2.0.0.7 of the Common Platform Installer(CPI). The CPI will check the version of JAVA and Apache Tomcat that are currently installed. After checking, the appropriate versions for the EWS server environment (if not installed) will be automatically installed.

1. On the EWS Web Server, open the folder **nn:\Software\SDK 3.2 SP2\CPI**.
2. Double-click the file **Common_Platform_Installer.bat**, then click **Run**, and the dialog shown in [Figure 5-414](#) will be displayed.

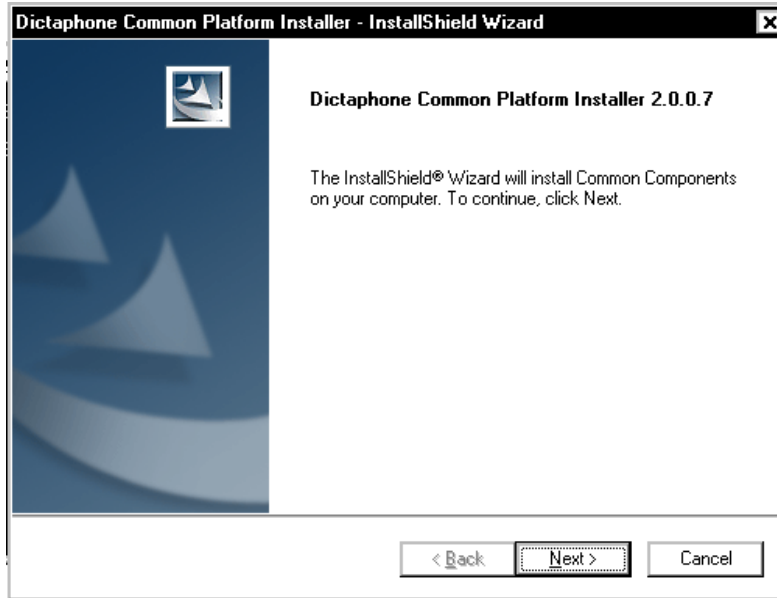


FIGURE 5-414 CPI Welcome Dialog

3. Click **Next** and [Figure 5-415](#) will be displayed.

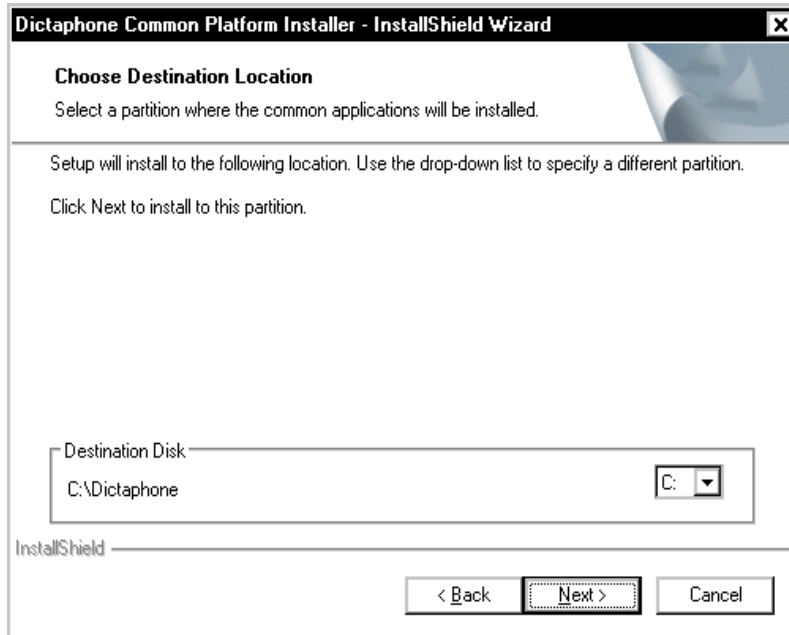


FIGURE 5-415 Destination Location Dialog

4. Accept the default destination location of **C:\Dictaphone** and click **Next**. The dialog shown in [Figure 5-416](#) will be displayed.

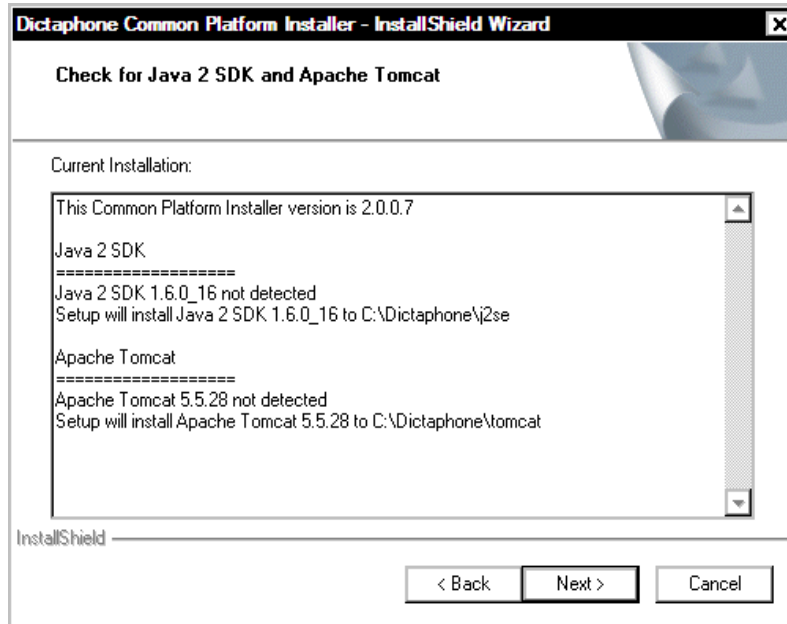


FIGURE 5-416 Java/Tomcat Check Display

- Click **Next** to begin the installation of **Java 2 SDK** and **Apache Tomcat**.
Be patient as the installation takes some time.
Eventually the dialog shown in [Figure 5-417](#) will be displayed.

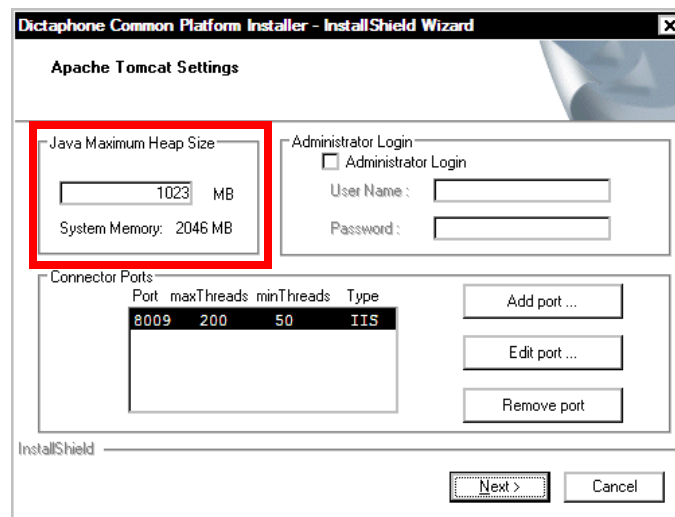


FIGURE 5-417 Apache Tomcat Settings

- Accept the defaults, as shown in [Figure 5-417](#). The maximum heap size on your server may be different, depending on the amount of RAM installed.



*For **JAVA Maximum Heap Size**, CPI uses 50% of the installed system RAM, however, this value can never be larger than 1200MB. Based on*

the amount of RAM installed in a PCC built EWS server, this upper size limitation should not be reached.

7. Click **Next**, and the dialog shown in [Figure 5-418](#) will be displayed.

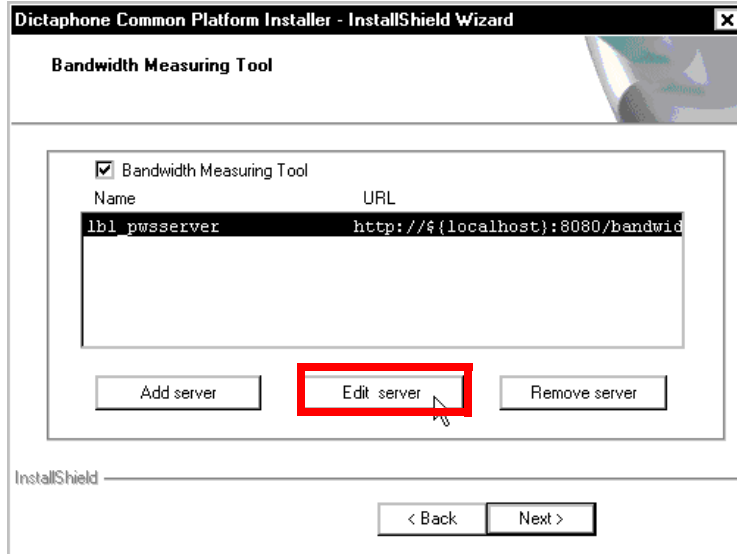


FIGURE 5-418 Bandwidth Measuring Tool Dialog

8. Place a check in the **Bandwidth Measuring Tool** check box and the InstallShield will immediately install the WAR files for this tool.
9. When this process is complete, click the **Edit server** button, and the dialog shown in [Figure 5-419](#) will be displayed.



FIGURE 5-419 Edit Server Dialog

10. Edit the **URL** text box to read as follows:
http://servername:80/bandwidthtool/streamserver/tester
 where **servername** is the NETBIOS name of the **EWS Web** server
11. Click **OK**, and then, click **Next**.
 The dialog shown in [Figure 5-420](#) will be displayed.

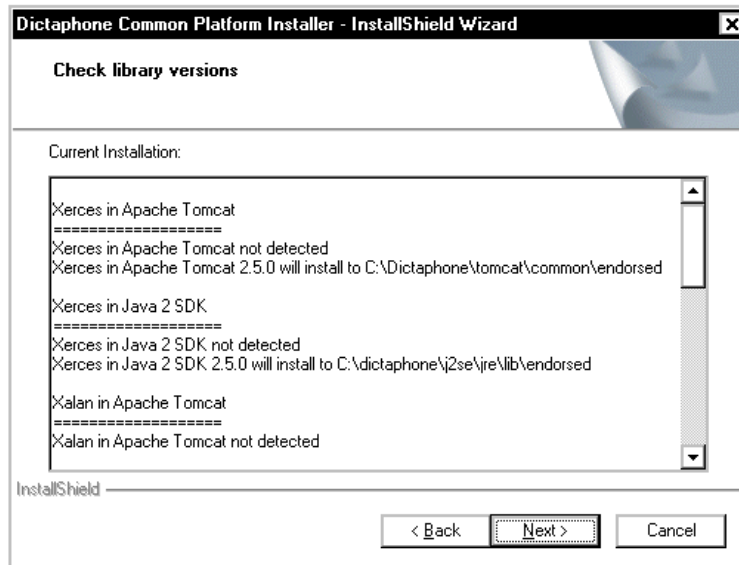


FIGURE 5-420 Check Library Versions Dialog

12. Click **Next** and shortly, the dialog shown in [Figure 5-421](#) will be displayed.

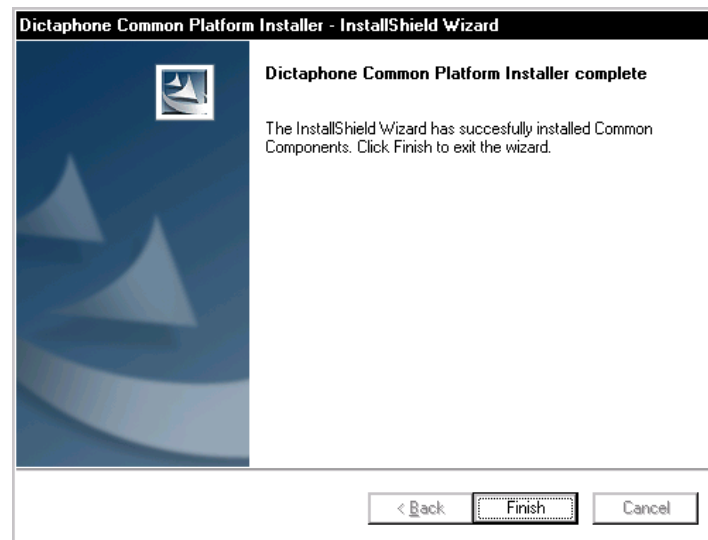


FIGURE 5-421 CPI Install Complete Dialog

13. Click **Finish** and remove the **CPI installation CD** from the CD-ROM drive.
14. **Reboot** the server.
15. Following the reboot, log in with the Windows Administrator user, and continue with the next procedure, [SDK Web Server Installation](#).

SDK Web Server Installation

The Enterprise Workstation server requires the installation of **Version 3.2 SP 2** of PowerScribe SDK.

To install the program, do the following:

1. Go to the folder **nn:\Software\SDK 3.2 SP 2** and open the folder named **PSSDK\PSDKServer**.
2. Double-click the file **setup.exe** to begin the installation process.
In a few moments the **Welcome** dialog will be displayed.
3. Click **Next**, and when the **Dictaphone License Agreement** is displayed, click **Yes** to accept the agreement.
4. When the **Microsoft License Agreement** is displayed, click **Yes** to accept the agreement.
5. The **Select Features** dialog, [Figure 5-422](#), will be displayed.

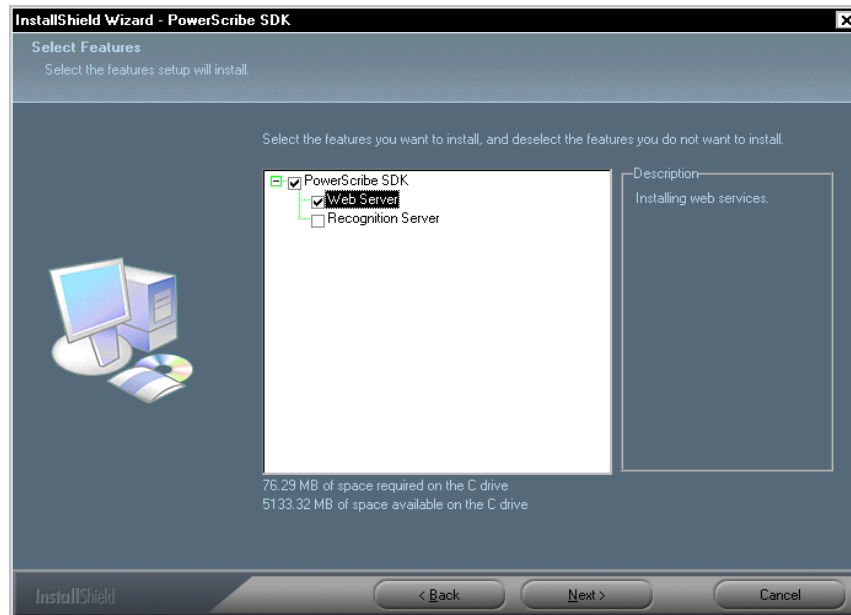


FIGURE 5-422 Select Features Dialog

6. As shown in [Figure 5-422](#), check **ONLY** the **Web Server** check box.



DO NOT place a check in the *Recognition Server* check box.

IMPORTANT

7. Click **Next** to continue, and the **Destination Location** dialog, [Figure 5-423](#), will be displayed.

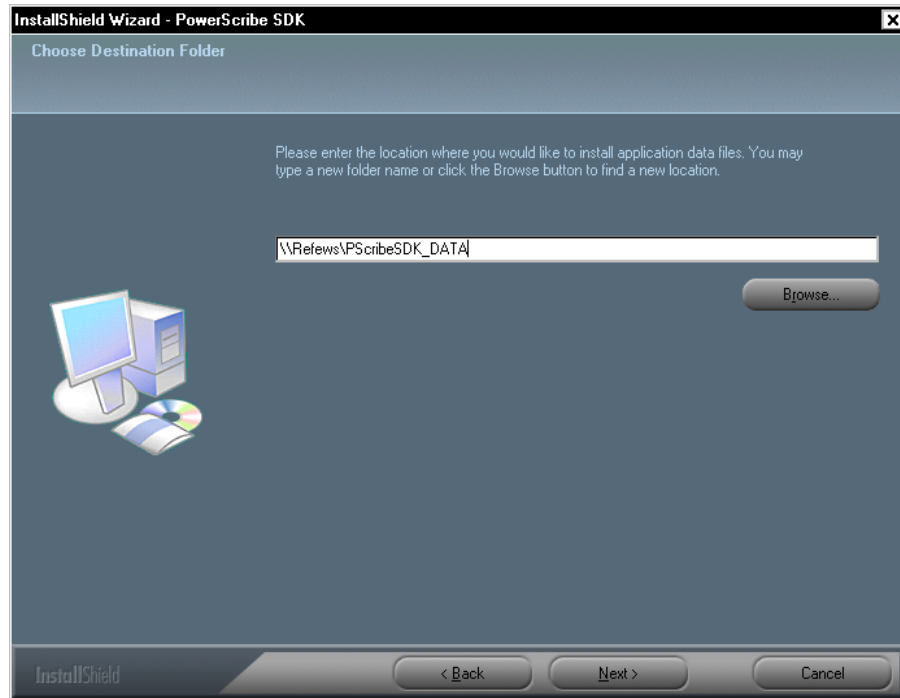


FIGURE 5-423 Destination Location Dialog

8. Enter the UNC (or local) path to the location of **PScribeSDK_Data** on the standalone SDK SQL server, and then, click **Next** to continue.

The dialog shown in [Figure 5-424](#) will be displayed.

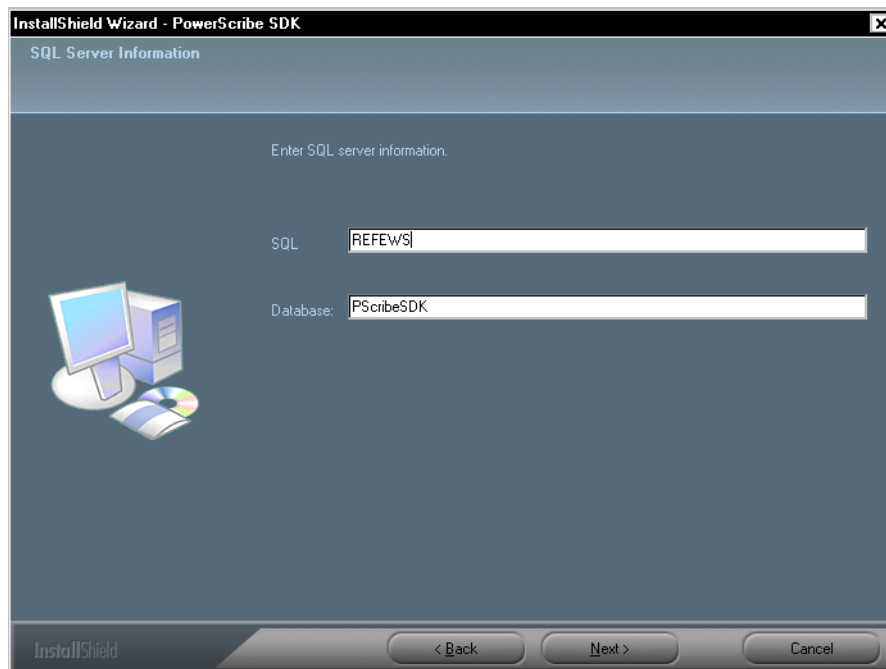


FIGURE 5-424 SQL Server Information Dialog

9. Enter the following information in the [Figure 5-424](#) dialog.
 - SQL: enter the name or IP address of the SDK SQL Server
 - Database: enter PScripteSDK
10. Click **Next**, and the dialog shown in [Figure 5-425](#) will be displayed.

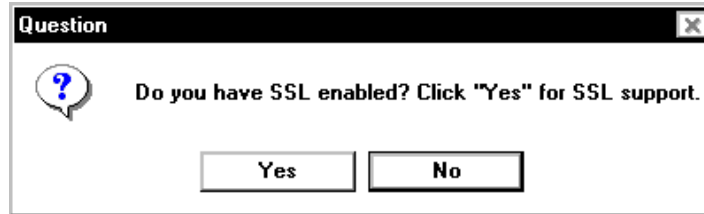


FIGURE 5-425 SSL Dialog

11. Refer to [Table 5-26](#) for the next step to follow in this procedure.

TABLE 5-26 Next Step in Procedure

Is SSL Enabled?	Continue With
Yes	Step 12
No	Step 16

12. Click **Yes** to support SSL being enabled.
The dialog shown in [Figure 5-426](#) will be displayed.

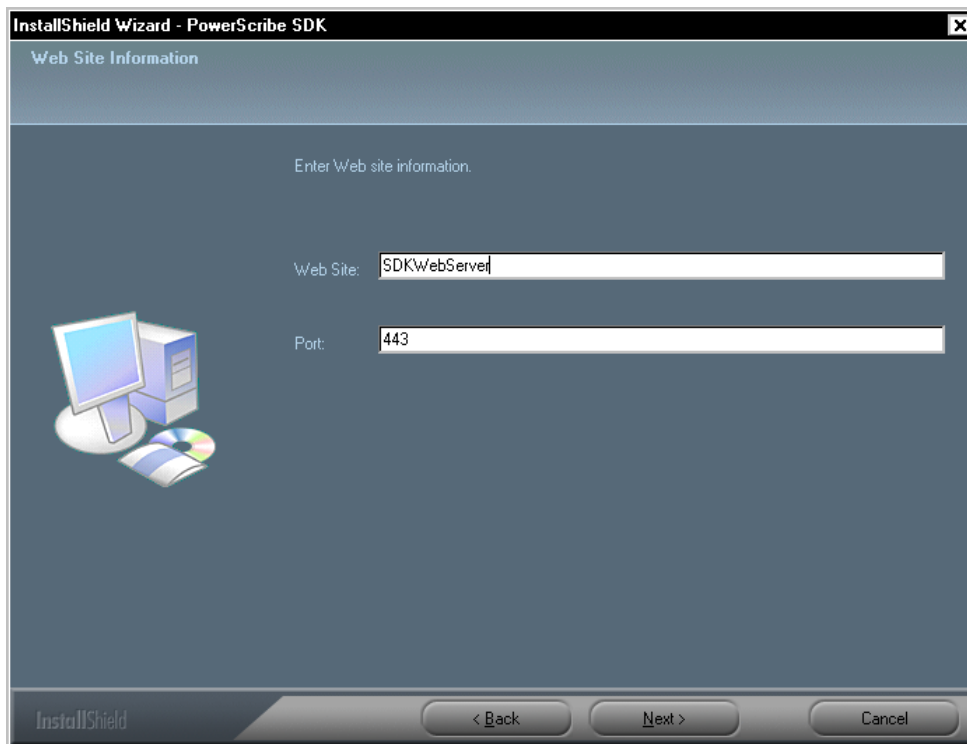


FIGURE 5-426 Web Site Information Dialog

13. Complete the [Figure 5-426](#) dialog by inserting the name of the web site on the SDK Web server. Please read the **Important** note below before completing this dialog.

**IMPORTANT**

*In general, the value entered in **Web Site:** (sometimes displayed as **Web Server:** in earlier versions of SDK) should be whatever you will use when attempting to connect to anything within the SDK through the browser, such as the Admin UI, **or** when trying to initialize the SDK through the APIs. For example, if you have a web server called `sdkserver1` hosting a website that the SDK will live in called `www.mysdksrvr.com`, then `www.mysdksrvr.com` is what you need to provide during installation. Attempting to connect to or initialize the SDK after the fact with any other means (including server IP) will produce unwanted and inconsistent results.*

14. Accept the default of **Port 443**.
15. Click Next to continue, and then, go to **Step 22**, and view [Figure 5-428](#).
16. Click **No** to continue.

The dialog shown in [Figure 5-427](#) will be displayed.

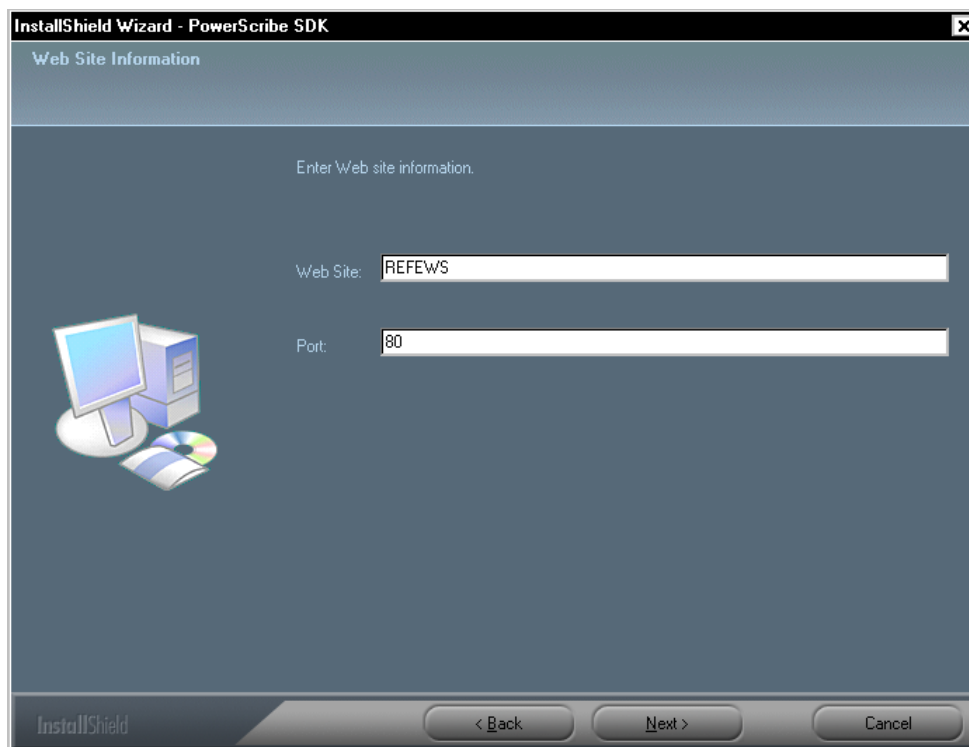


FIGURE 5-427 Web Site Information Dialog

17. Complete the [Figure 5-427](#) dialog by inserting the name of the web site on the SDK Web server. Please read the **Important** note above before completing this dialog.

18. Accept the default of **Port 80**.
19. Click **Next** to continue.

The Start Copying Files dialog shown in [Figure 5-428](#) will be displayed. Ensure that the current settings displayed on the web server you are installing are correct.

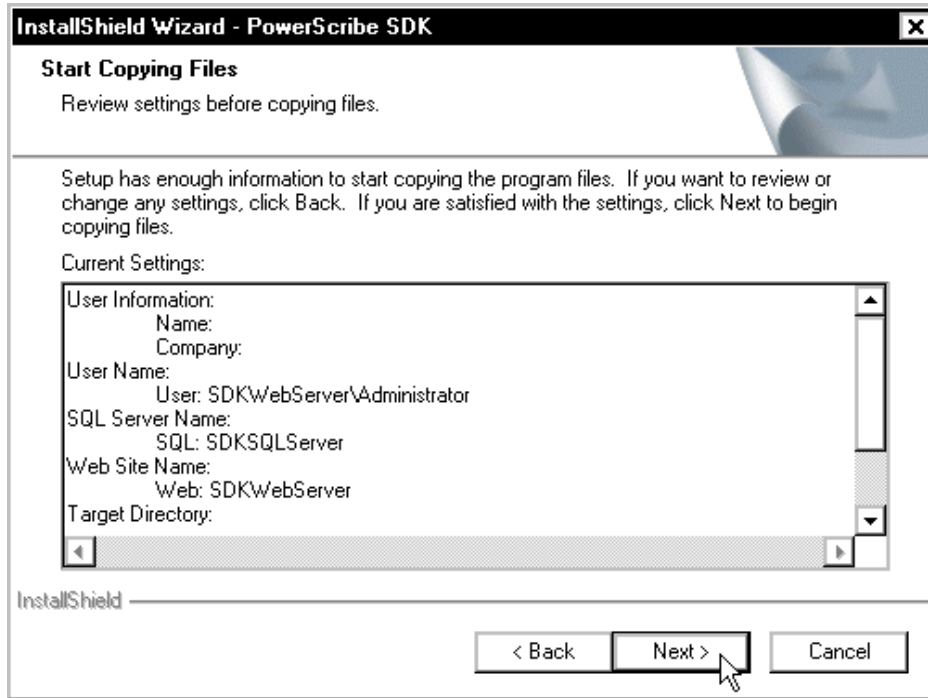


FIGURE 5-428 Start Copying Files Dialog

20. After reviewing **Current Settings** for accuracy, click **Next**.
In a short time, the dialog shown in [Figure 5-429](#) will be displayed.

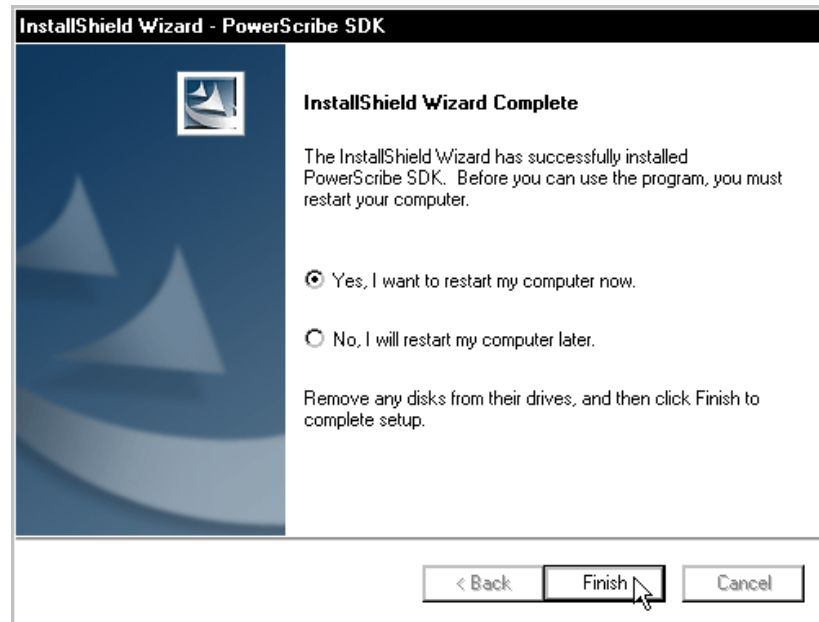


FIGURE 5-429 InstallShield Wizard Complete Dialog

21. Click **Finish** and reboot the server.
22. Following the reboot, log in with the Windows Administrator user. The PowerScribeSDK Setup will spend a few minutes completing the installation, following which you will continue with the procedure.

```

C:\WINNT\System32\cmd.exe
Microsoft Windows 2000 [Version 5.00.2195]
(C) Copyright 1985-2000 Microsoft Corp.

C:\>cd dictaphone\powerscribe\conf

C:\Dictaphone\PowerScribe\conf>deployservices
This test assumes a server URL of http://localhost:8080/soap/servlet/rpcrouter
Deploying the DbServer service...
Deploying the Table service...
Deploying the PsService service...
Deploying the BroadcastMonitor service...
Deploying the Recognition monitor service...
Deploying the AdminManager service...
Deploying the WordManager service...
Deploying the UserManager service...
Deploying the ShortcutManager service...

C:\Dictaphone\PowerScribe\conf>

```

FIGURE 5-430 Deploy Services Command Window Display

23. Continue with the next procedure, [IIS Configuration \(Windows 2003 ONLY\)](#). If Windows 2008, go to [IIS Configuration \(Windows 2008 ONLY\)](#), page 5-335.

IIS Configuration (Windows 2003 ONLY)

Do the following to verify correct settings for **Internet Information Services**.

1. Select **Start | Programs | Administrative Tools | Internet Services Manager**.
2. Expand the local server, and then, expand the **Default Web Site**, as shown in [Figure 5-431](#).

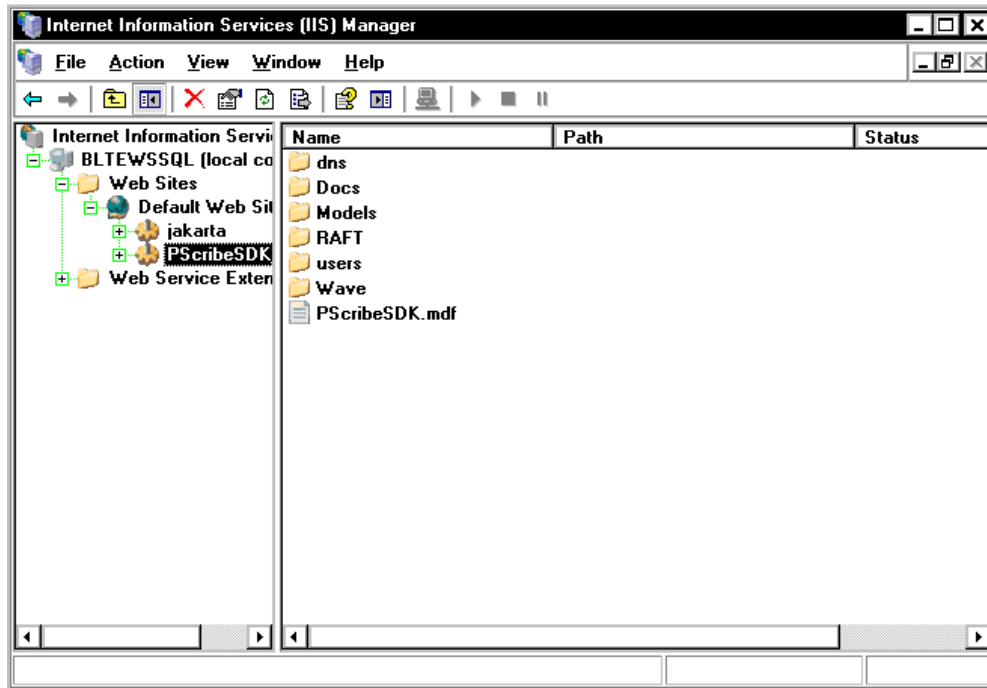


FIGURE 5-431 IIS Dialog

3. Ensure that there is only **one** entry of **PScribeSDK_DATA** in the tree.
4. If more than one entry is found, delete any duplicate entries.
5. Right-click the **PScribeSDK_DATA** virtual directory, select **Properties**, and the dialog shown in [Figure 5-432](#) will be displayed.

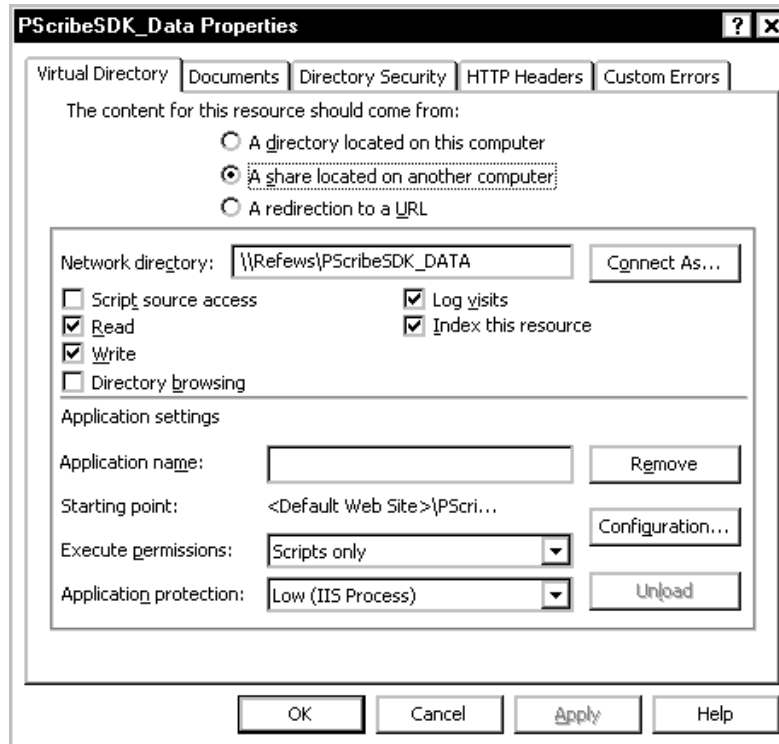


FIGURE 5-432 PScribeSDK_DATA Properties Dialog

6. Ensure the settings are as follows, and as illustrated in [Figure 5-432](#).



Ensure that the path to the PScribeSDK_DATA folder is properly set to the correct location. This should correspond to the value used in Step #10 on [page 5-327](#).

- Path examples:
 - ◆ Local path - F:\PScribeSDK_DATA
 - ◆ Network path - \\Refews\PScribeSDK_DATA
- Access rights: **Read** and **Write**
- Execute Permissions: **Scripts only**

7. Click **OK**.



IMPORTANT

*If the connection to the PScribeSDK_DATA folder is on a separate server, ensure that the user on the web server has the necessary administrative rights to connect to that folder. If necessary, click the **Connect As...** button, as seen in the [Figure 5-432](#) dialog to establish the necessary network security credentials.*

8. Right-click the **jakarta** virtual directory, select **Properties**, and the dialog shown in [Figure 5-433](#) will be displayed.

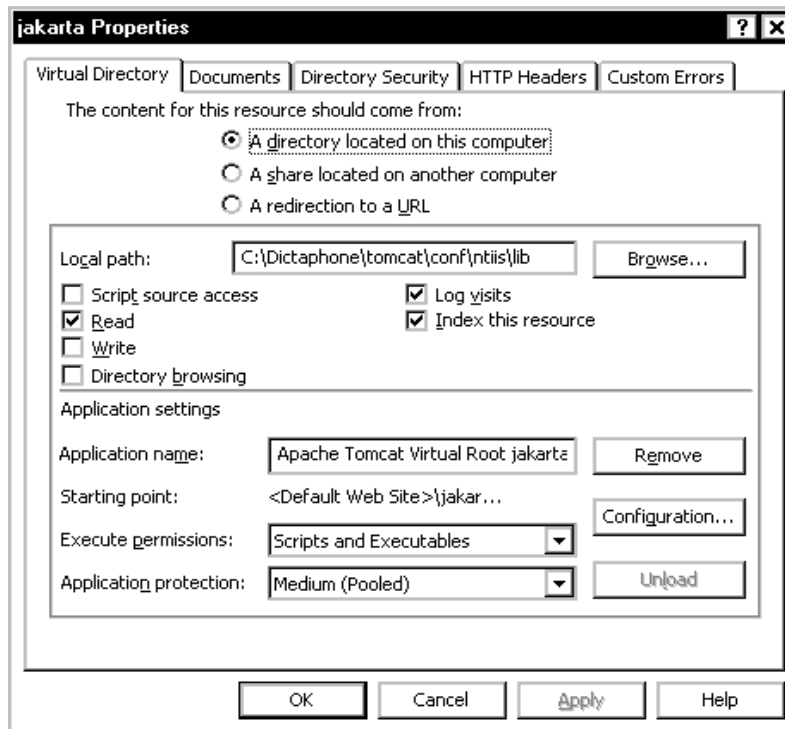


FIGURE 5-433 jakarta Virtual Directory Properties Dialog

9. Ensure the settings are as follows, and as illustrated in [Figure 5-433](#).
- Local Path: **C:\Dictaphone\tomcat\conf\ntis\lib**
 - Access rights: **Read**
 - Execute Permissions: **Scripts and Executables**
10. Click **OK**.
11. Click **OK** and close all **Internet Information Services** dialogs.
12. Select **Start | Programs | Administrative Tools | Services** to launch the Windows Services utility.
13. Shut down the following services, in order:
- Apache Tomcat
 - World Wide Web Publishing Service
14. Start the following services, in order:
- World Wide Web Publishing Service
 - Apache Tomcat



*If the Apache Tomcat service fails to start, it may be because the Windows user account that is launching the service does not have the **Log on as a Service right** assigned.*

15. Continue with the next procedure, [Services Configuration](#), on [page 5-338](#).

IIS Configuration (Windows 2008 ONLY)

1. Select **Start | Programs | Administrative Tools | IIS Manager** to display the dialog shown in [Figure 5-434](#).

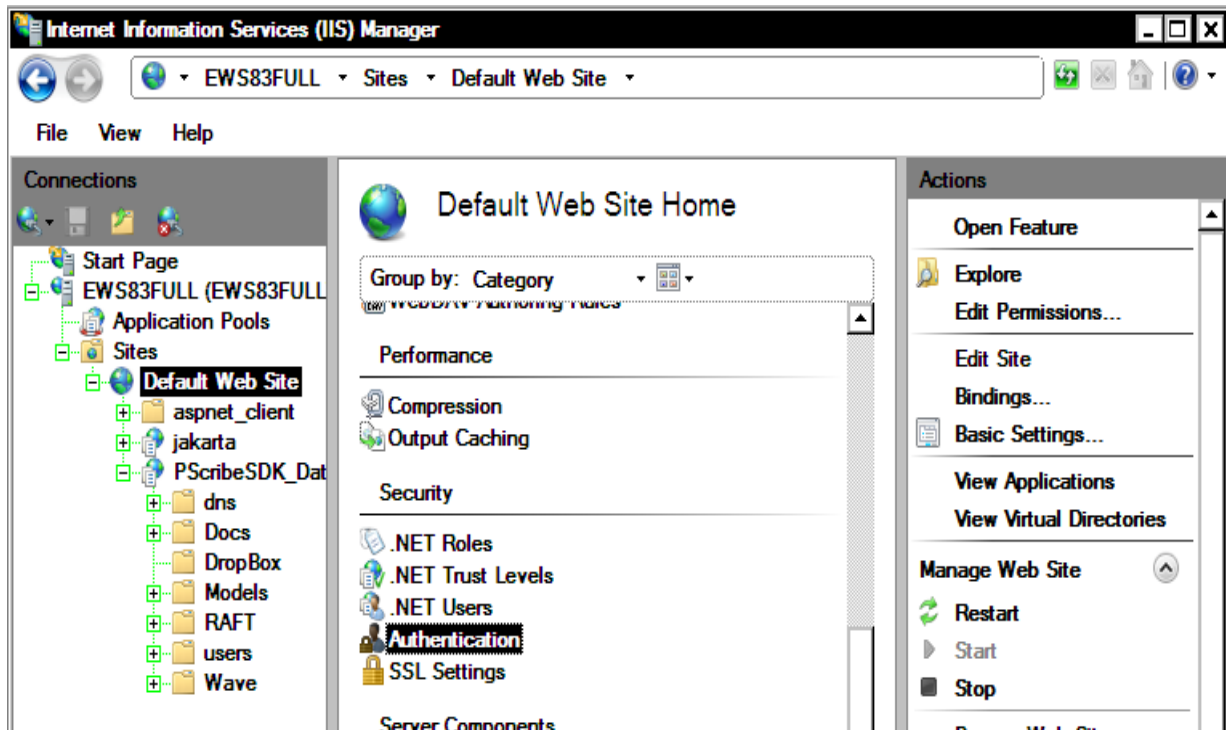


FIGURE 5-434 IIS Manager Default Web Site Display

2. As shown in [Figure 5-434](#), select Default Web Site, and then, under the **Security** choices in the center panel, double-click **Authentication**.

[Figure 5-435](#) will be displayed.

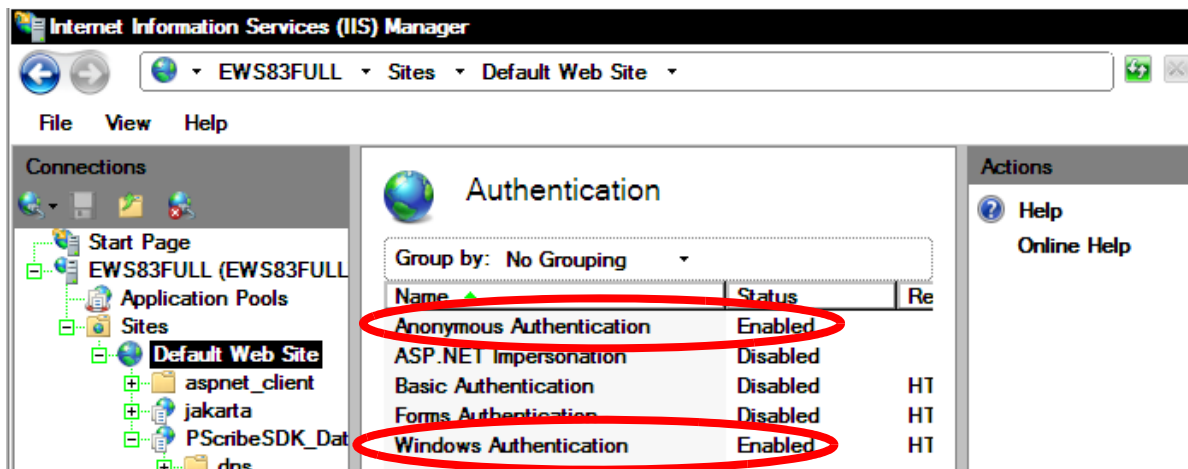


FIGURE 5-435 Default Web Site Authentication Configuration

3. Ensure that the **Authentication** settings are as shown in [Figure 5-435](#).
4. Next, select **PScribeSDK_Data**, and then, under the **Security** choices in the center panel, double-click **Authentication**.

[Figure 5-436](#) will be displayed.

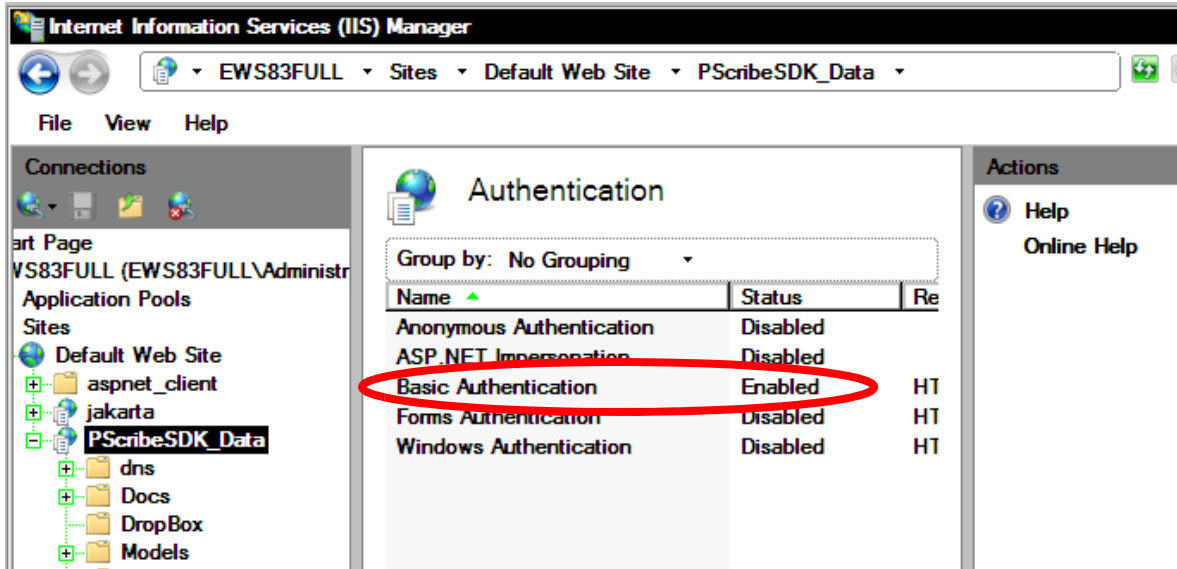


FIGURE 5-436 PScribeSDK_Data Authentication Configuration

5. Ensure that the **Authentication** settings are as shown in [Figure 5-436](#).
6. Next, select **DropBox**, and then, under the **Security** choices in the center panel, double-click **Authentication**.
7. [Figure 5-437](#) will be displayed.

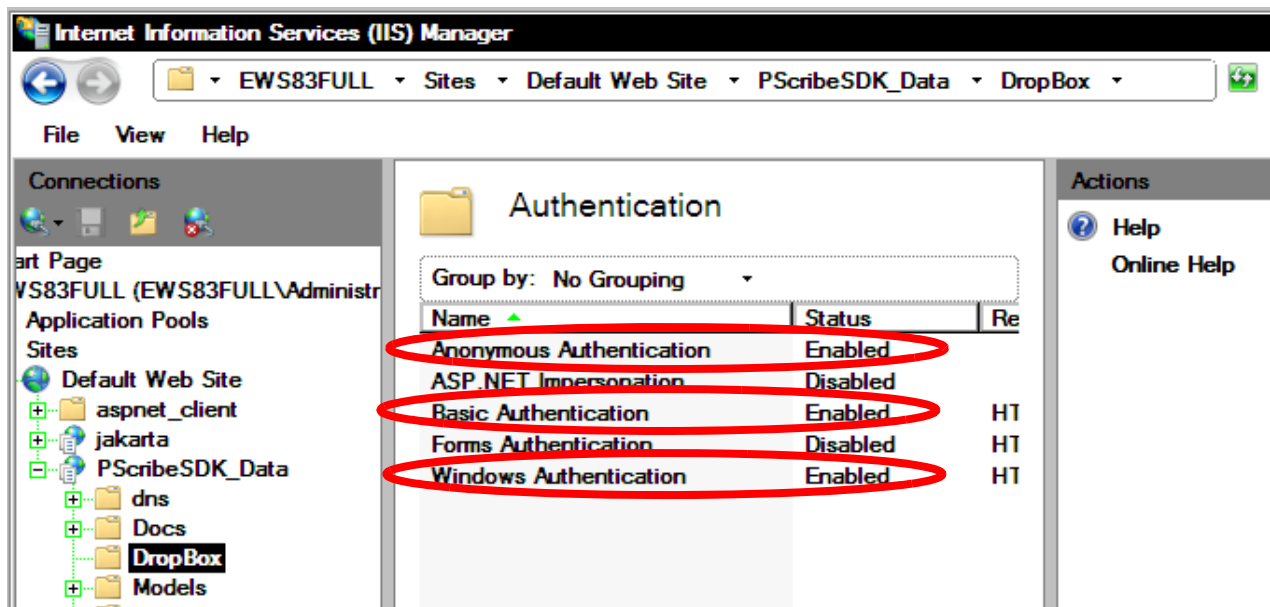


FIGURE 5-437 DropBox Authentication Configuration

8. Ensure that the **Authentication** settings are as shown in [Figure 5-437](#).
9. Next, select **Anonymous Authentication** and in the **Actions** panel, click **Edit** to display [Figure 5-438](#).

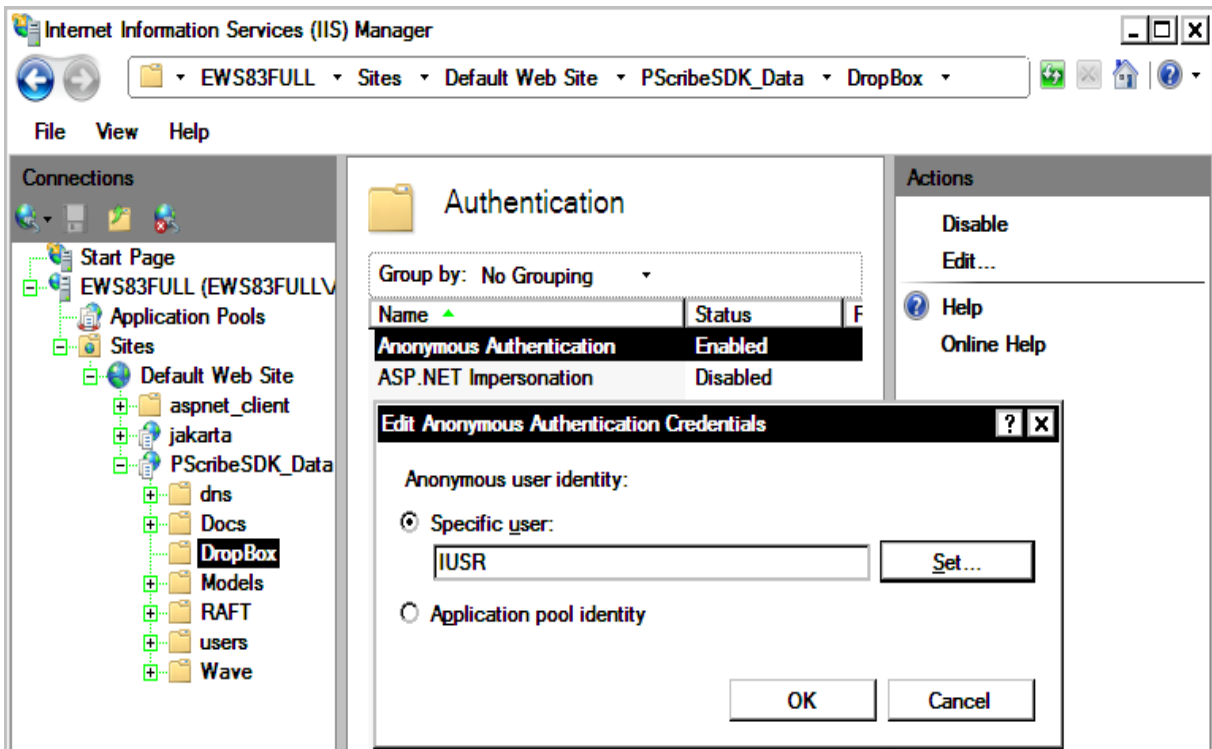


FIGURE 5-438 Anonymous Authentication Edit Dialog

10. Click **Set** and [Figure 5-439](#) will be displayed.

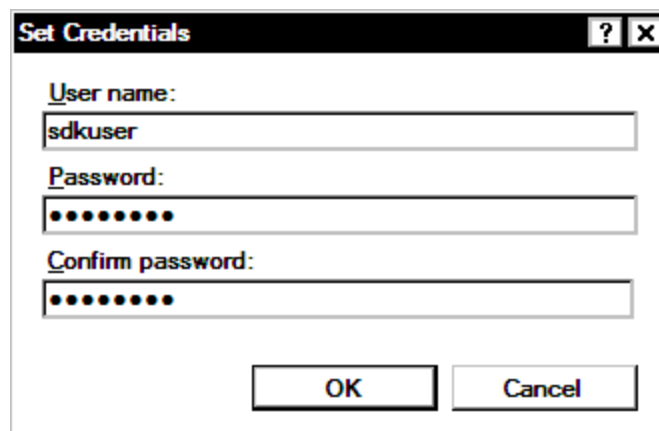


FIGURE 5-439 Anonymous Authentication Set Credentials Dialog

11. Complete the [Figure 5-439](#) dialog as follows:
 - **User name:** enter the name of the sdk user
 - **Password:** and **Confirm Password:** enter the user password in both text boxes

12. Click **OK**, and then, click **OK** once again.
 13. Next, select **Default Web Site** and repeat **Steps 9 through 12** for **Anonymous Authentication**.
 14. Continue with the next procedure, [Services Configuration](#).
-

Services Configuration

1. Select **Start | Settings | Control Panel** and double-click the **Administrative Tools** icon.
2. Double-click the **Services** icon.
3. Scroll down and find the **Apache Tomcat** service.
4. If the service is not started, then right-click the **Apache Tomcat** service and select **Start** from the drop-down menu.
5. After the service starts, right-click **Apache Tomcat**, and select **Properties** from the drop-down menu.
6. On the **General** tab, open the **Startup type:** drop-down list button, and ensure that **Automatic** is selected.
7. Next, click the **Log On** tab and the dialog shown in [Figure 5-440](#) will be displayed.

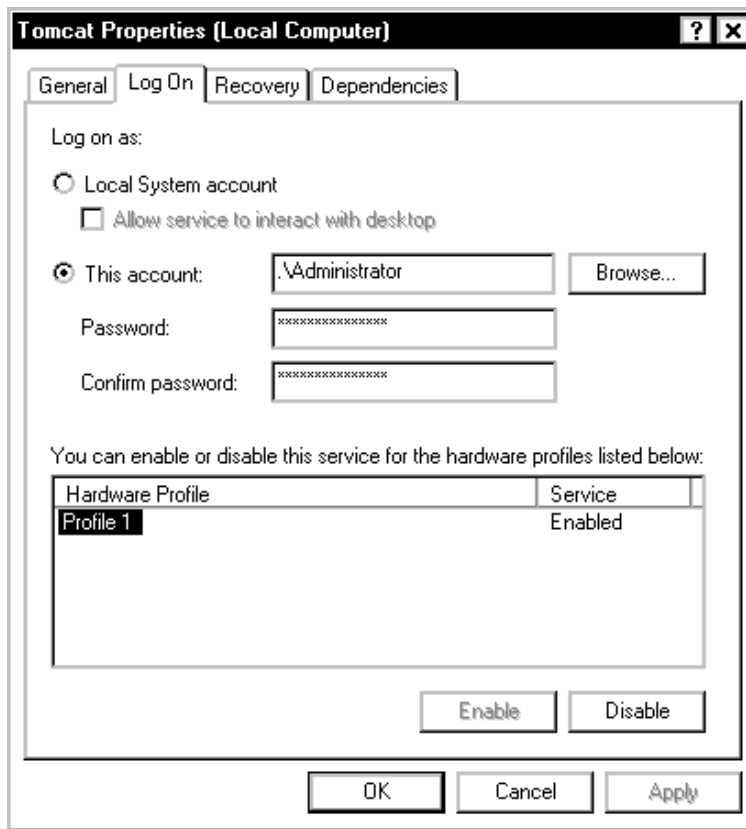


FIGURE 5-440 Log On Dialog

8. On the **Log On** tab, reenter the user password again, in the **Password** and **Confirm password** fields.
9. Click **OK**.
10. You may see a Microsoft Management Console(MMC) prompt displayed, such as that shown in [Figure 5-441](#). Click **OK** if the prompt is displayed.

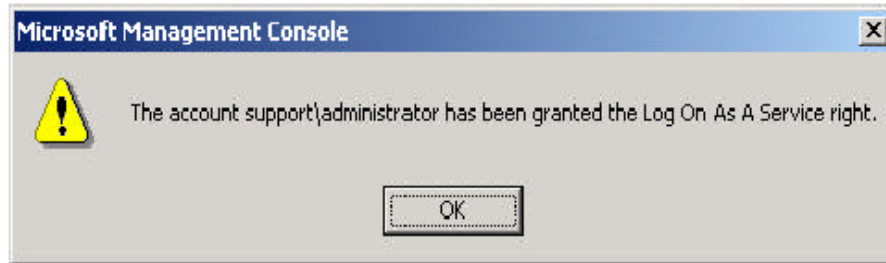


FIGURE 5-441 MMC Prompt Dialog

11. **Stop** and **Start** the Apache Tomcat service.
12. With the **Apache Tomcat** service configured, and running, close all windows.
13. Continue with the next procedure, [Language Model Installation](#).

Language Model Installation

1. Go to the folder `nn:\Software\SDK 3.1.23` and open the folder named `PSSDK_3.1.23.0\LMSETUP`.
2. Double-click the file `LMDATASETUP.BAT` to begin the installation process.
3. The command prompt window shown in [Figure 5-442](#) will be displayed and will remain until the Language Models have completed installation. **DO NOT** close this window.



FIGURE 5-442 Command Prompt Window

In a moment the **Login** dialog shown in [Figure 5-443](#) will be displayed.

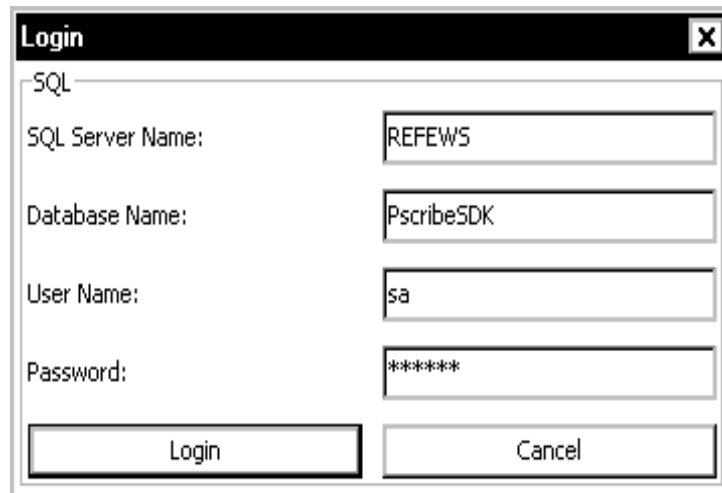


FIGURE 5-443 Login Dialog

4. At the **Login** dialog, do the following:
 - a. Enter the name of the SQL server
 - b. Enter the name of the database where the Language Models will be used
 - c. Enter the SQL user name and password that has access to the database in SQL.
5. Click **Login**.

The LM Data Setup dialog shown in [Figure 5-444](#) will be displayed.

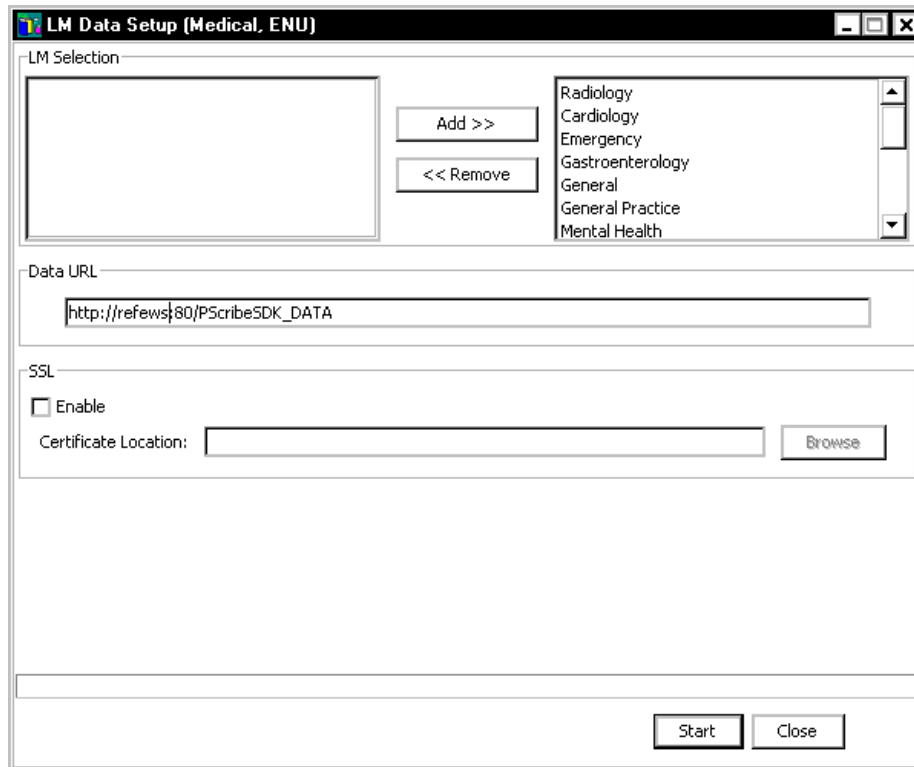


FIGURE 5-444 LM Data Setup Dialog

6. Do the following using the [Figure 5-444](#) dialog as a guide:
 - Verify that **ALL** required language models are in the **Add** column; there should be NO LMs in the left pane of the [Figure 5-444](#) dialog.
 - If SSL is being used change the **Data URL** shown in [Figure 5-444](#) to read as follows:

https://[web site name(same as in [Figure 5-295](#)):443/pscribesdk_DATA
 - Even if **SSL** is being used, **DO NOT** check the enable check box and **DO NOT** enter the **Certificate Location**.
7. Click **Start** and the dialog shown in [Figure 5-445](#) will be displayed.

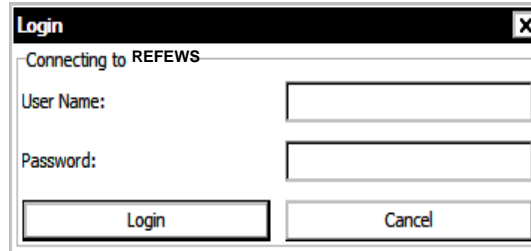


FIGURE 5-445 LM Data Setup Login Dialog

8. Enter the appropriate user name and password in the [Figure 5-445](#) dialog.
9. Click Login and installation of the language models will begin.
10. A progress bar ([Figure 5-446](#)) will be displayed at the bottom of the dialog as the language models are installed.

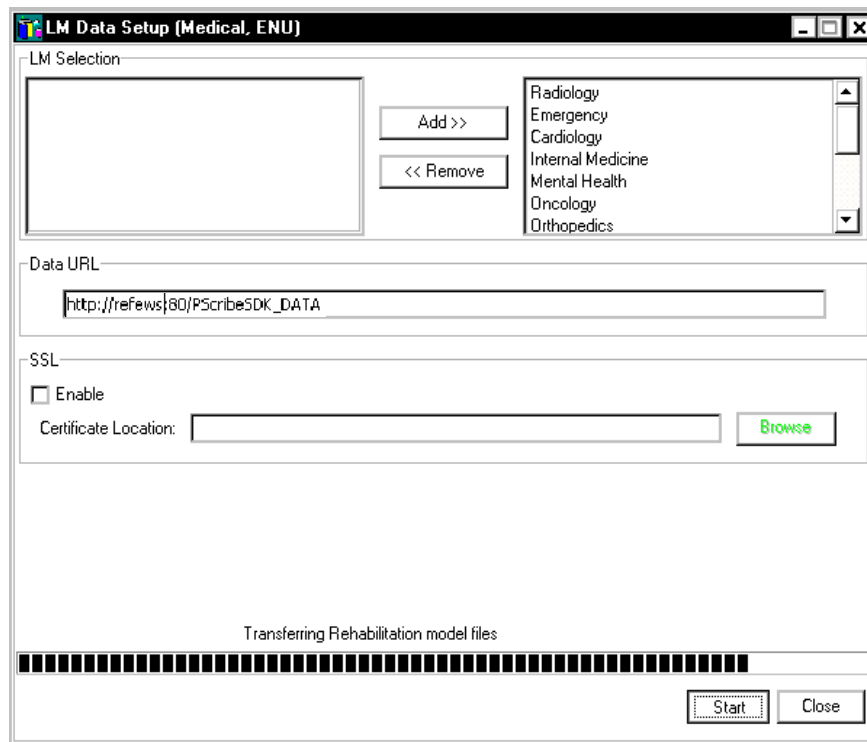


FIGURE 5-446 LM Data Setup Progress Dialog



The installation of the Language Models is a lengthy process. **DO NOT** disturb the process while it is running.

11. When complete, the dialog shown in [Figure 5-447](#) will be displayed.

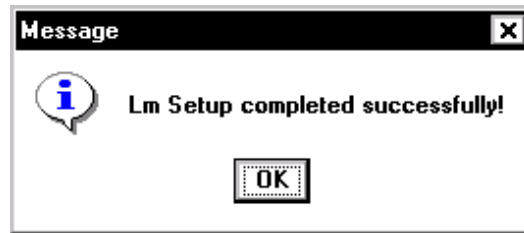


FIGURE 5-447 LM Setup Complete Dialog

12. Click **OK**, and then, click **Close** to close the **LMK Data Setup** window.
13. Stop and restart the **Apache Tomcat** service.
14. Close all open windows, and continue with the next procedure, [Install the Watchdog Service](#).

Install the Watchdog Service

Perform the following steps on the **SDK Web Server** to install and configure the Watchdog service.

1. Create the following folder if it does not exist:

C:\Program Files\Dictaphone\EXV Services



IMPORTANT

*Although you are installing the Watchdog service on the SDK Server, it **must** reside in the **C:\Program Files\Dictaphone\EXV Services** folder or it will not function*

2. Copy the following files from the **C:\Program Files\Dictaphone\EXV Services** directory on the EXVoice Data Server to the **C:\Program Files\Dictaphone\EXV Services** directory on the SDK Server:

Watchdog.exe
EXVCommon.dll
EXVServicecore.dll
EEVEventLogMessages.dll
mfc71.dll
msvcr71.dll

3. Select **Start | Programs | Accessories | Command Prompt** to open a Command Prompt window.
4. Type the following to navigate to the C:\Program Files\Dictaphone\EXV Services folder:

cd C:\Program Files\Dictaphone\EXV Services <Enter>

- Enter the following to install the Watchdog service in Windows:

Watchdog -install <SDK_Server_Name>\Administrator <password>

where

- ◆ <SDK_Server_Name> = the computer name of the SDK Server (e.g., SDKWebServer)
- ◆ <password> = the password for the Windows Administrator user

```

C:\WINDOWS\system32\cmd.exe
Microsoft Windows [Version 5.2.3790]
(C) Copyright 1985-2003 Microsoft Corp.

C:\Documents and Settings\Administrator>cd c:\Program Files\Dictaphone\EXU Services

C:\Program Files\Dictaphone\EXU Services>watchdog -install bltewssql\Administrator or 333070
07:25:11 [t:628] Checking MUTEX (Dictaphone EXU Watchdog)...
07:25:11 [t:628] Mutex does not exist. Starting...
07:25:11 [t:628] Service installed.
07:25:11 [t:628] EEU Watchdog application object destructor called.
07:25:11 [t:628] CService::~CService begins...
07:25:11 [t:628] Deleting service table...
07:25:11 [t:628] CService: Closing sink...
07:25:11 [t:628] CService: Deleting event logger...
07:25:11 [t:628] CService: Deleting shutdown event...
07:25:11 [t:628] CService: Closing singularity mutex...
07:25:11 [t:628] CService: Closing shutdown syncro event...
07:25:11 [t:628] CService::~CService completed.

C:\Program Files\Dictaphone\EXU Services>

```

- Enter the following to run the Watchdog service in console mode:

Watchdog -console

Watchdog should poll for active services once every 5 seconds.

- Press the letter **X** on the keyboard to stop Watchdog.
- Close the Command Prompt window.
- Select **Start/Run**, enter **regedt32** in the Open field, and click **OK**.
- Select the following:
[HKEY_LOCAL_MACHINE]/SOFTWARE/Dictaphone/VoiceNet/Watchdog
- Double-click the **ServicesToWatch** value, and the dialog shown in [Figure 5-448](#) will be displayed.

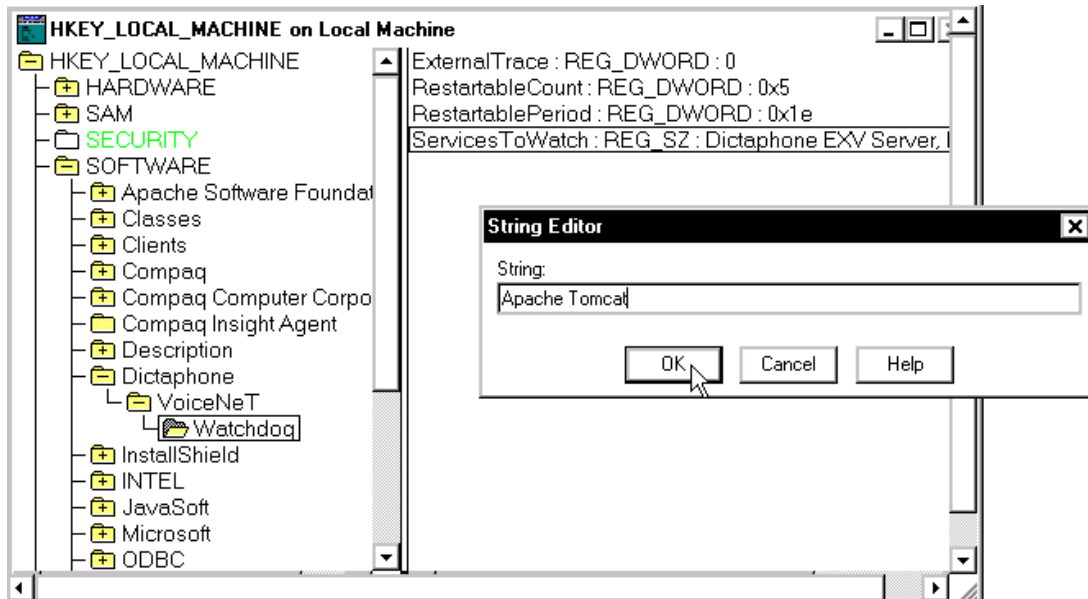


FIGURE 5-448 Watchdog String Editor Display

12. Remove the default string, and enter the following value:
Apache Tomcat
13. Click **OK**.
14. Double-click the **RestartableCount** value, and the dialog shown in [Figure 5-449](#) will be displayed.

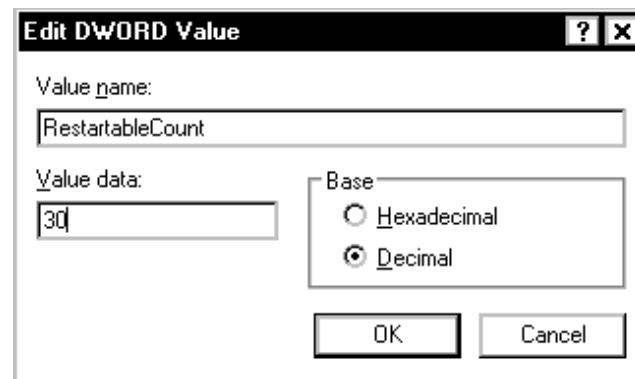


FIGURE 5-449 Restartable Count Dialog

15. Select a Base type of **Decimal**, enter **30** in the **Value data** field, and click **OK**.
16. Double-click the **RestartablePeriod** value., and the dialog shown in [Figure 5-450](#) will be displayed.

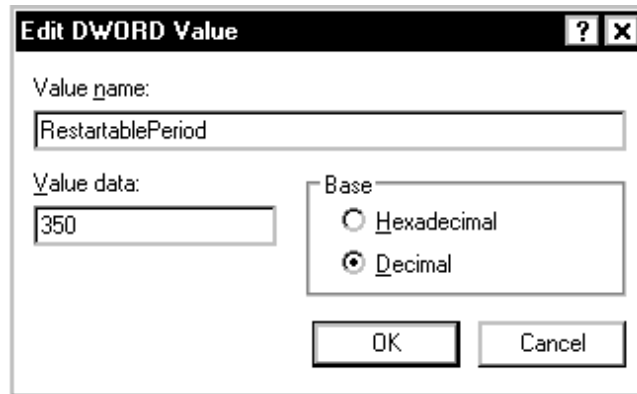


FIGURE 5-450 Restartable Period Dialog

17. Select a Base type of **Decimal**, enter **360** in the **Value data** field, and click **OK**.
18. Close the Registry Editor utility.
19. Select **Start/Programs/Administrative Tools/Services** to open the Windows Services utility.
20. In the list of services, verify that the **Dictaphone EXV Watchdog** service exists.
21. Right-click **Dictaphone EXV Watchdog**, select **Start**, and verify that the service starts properly.
22. Open the **Event Viewer** application log, and verify that the **Dictaphone EXV Watchdog** service successfully started.

23. In the Event Viewer log, verify that the service is now watching the **Apache Tomcat** service as shown in the [Figure 5-451](#) display.

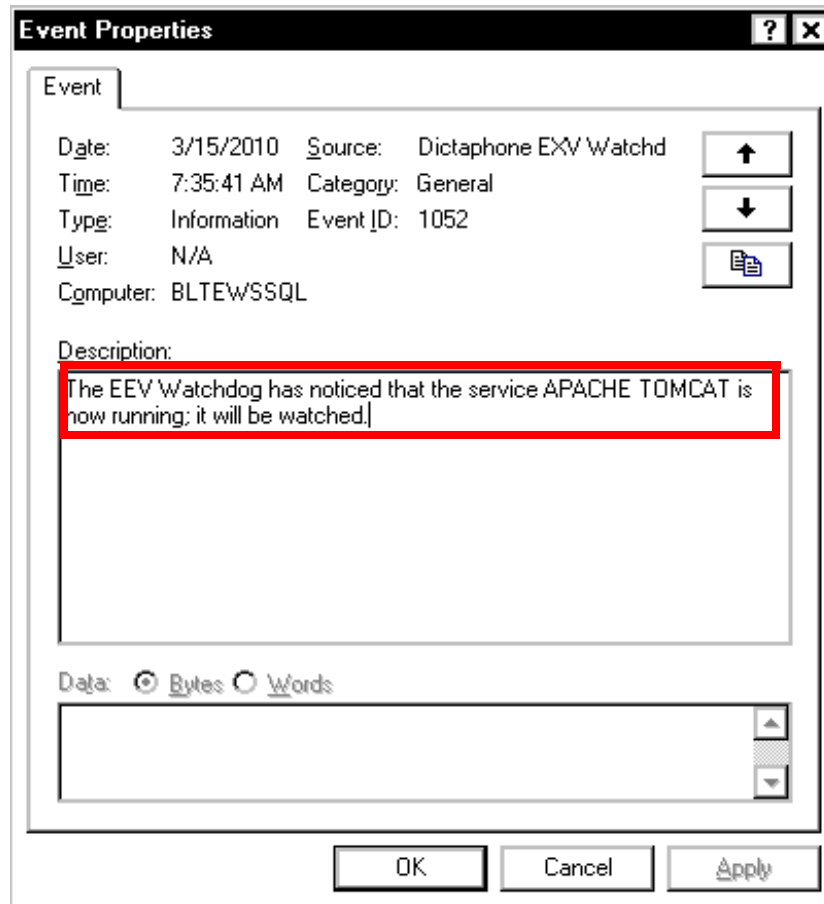


FIGURE 5-451 Event Viewer Display

24. Close all open windows and continue with the procedure [File Download Configuration](#), beginning on [page 5-277](#).

EWS Standalone Web Server Installation



IMPORTANT

Verify that Internet Information Services (IIS) is installed. If it is **NOT** installed, complete the procedure [Verify\Install Internet Information Services \(IIS\)](#), beginning on [page 5-227](#) before continuing.

After verifying/installing IIS, continue with the procedure, [Before You Begin](#).

Before You Begin

SQL 2008 **requires** the following programs to be installed prior to commencing the installation of SQL 2008:

- **Windows Installer 4.5**
- **.NET Framework 3.5 SP1 (minimum)**

Once you have verified that the two aforementioned programs are installed, continue with the procedure [SQL 2008 Client Installation](#).

SQL 2008 Client Installation

Installing SQL Server 2008 requires that the installer is logged on as an Administrator, or as a domain user who has local administrative rights. Run the SQL Server install program as follows:

1. Log on to **Windows 2008** as an Administrator, or as a domain user who has local administrative rights.
2. Insert the SQL Server 2008 DVD.

The install program will automatically execute. The name of the file is usually:

<CD Drive>\autorun.exe

The dialog shown in [Figure 5-452](#) will be displayed.

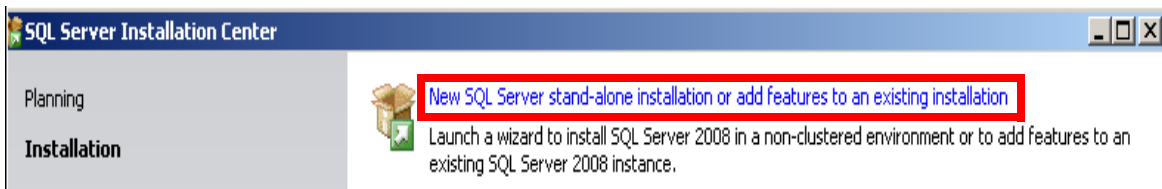


FIGURE 5-452 SQL 2008 Initial Splash Screen Display

3. Click Installation and select the **New SQL Server stand-alone....** option as highlighted in [Figure 5-452](#), and the dialog shown in [Figure 5-453](#) will be displayed.

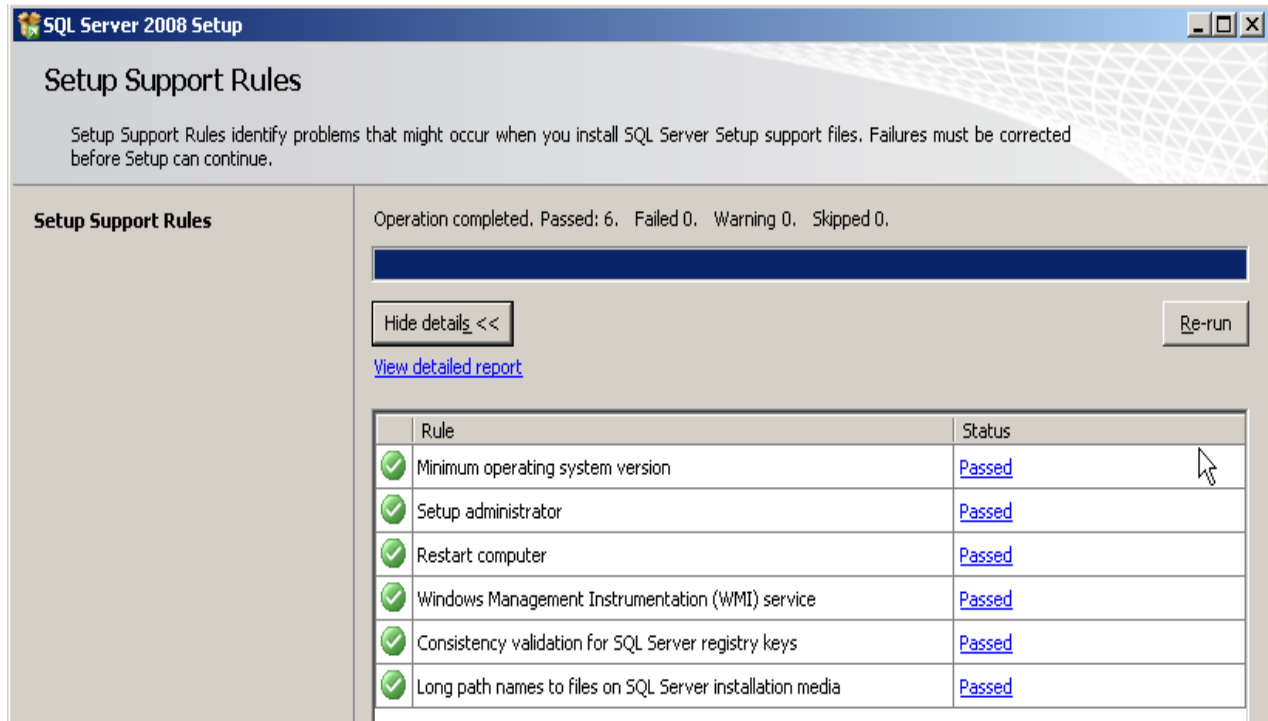


FIGURE 5-453 Setup Support Rules Dialog

SQL automatically tests for a number of requirements, and then, presents them in the dialog you see in [Figure 5-453](#).

- If the **Status** column displays any **Failed** test, **STOP** and correct the issue before continuing with the installation.
- When the [Figure 5-453](#) dialog shows a Status of **Passed** for **ALL** tests, click **OK** to continue and [Figure 5-455](#) is displayed.

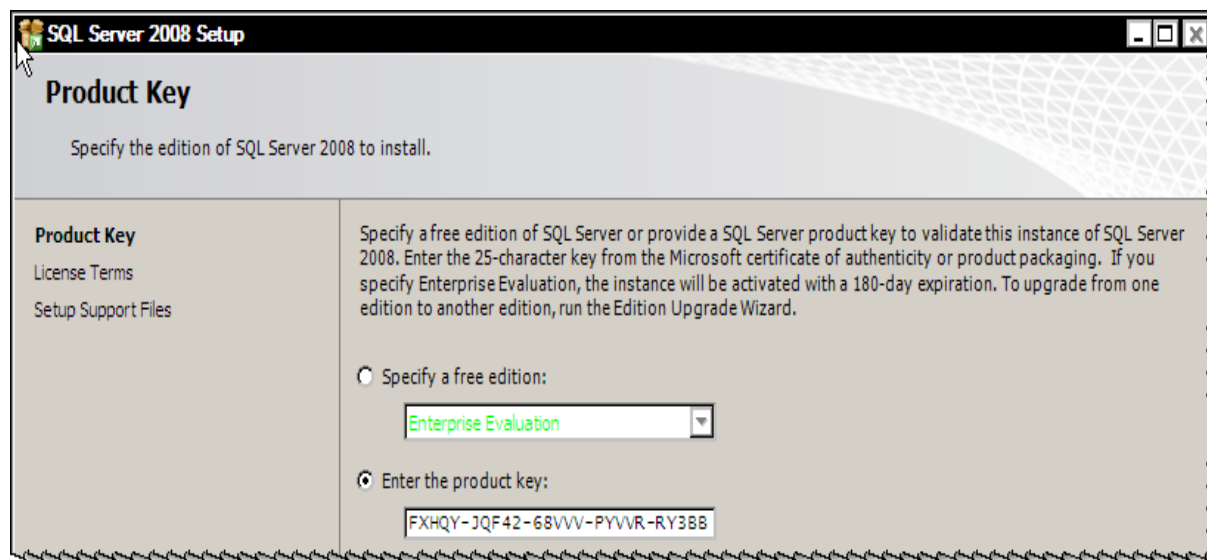


FIGURE 5-454 SQL Product Key Dialog

6. Enter the product key in the [Figure 5-454](#) dialog, and then, click **Next** to display the **Microsoft Software License Terms** dialog.
7. Place a check in the **I accept the license terms** check box, and then, click **Next** to display [Figure 5-455](#).

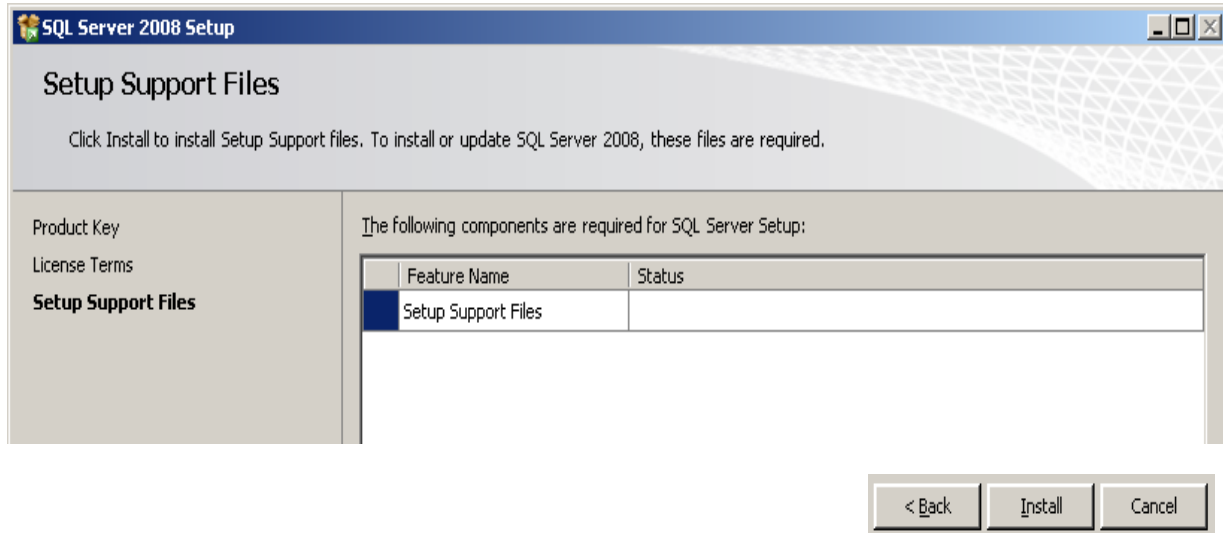


FIGURE 5-455 Setup Support Files Dialog

8. Click **Install**, and shortly, [Figure 5-456](#) will be displayed.

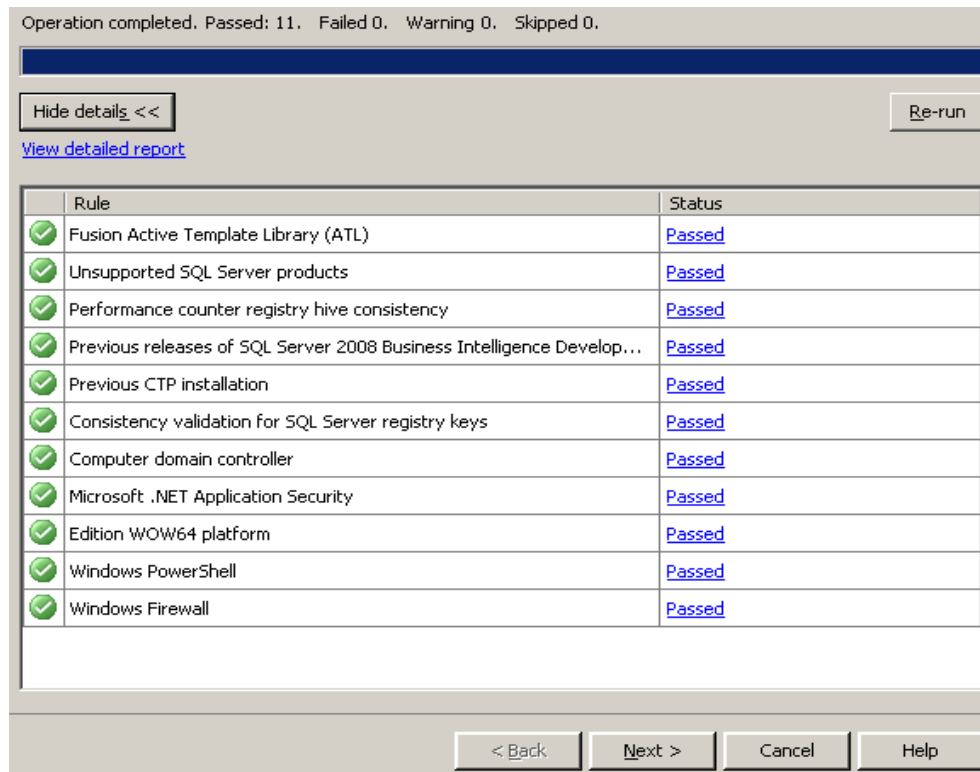


FIGURE 5-456 Setup Support Rules Report Display

- If the **Status** column displays any **Failed** test, **STOP** and correct the issue before continuing with the installation.



IMPORTANT

Take note of the fact that the Windows 2008 firewall was turned OFF for this installation. If the Windows firewall is ON at the customer site you are installing, the firewall will require some configuration before clients will be able to connect.

- Click **Next** and will be displayed.

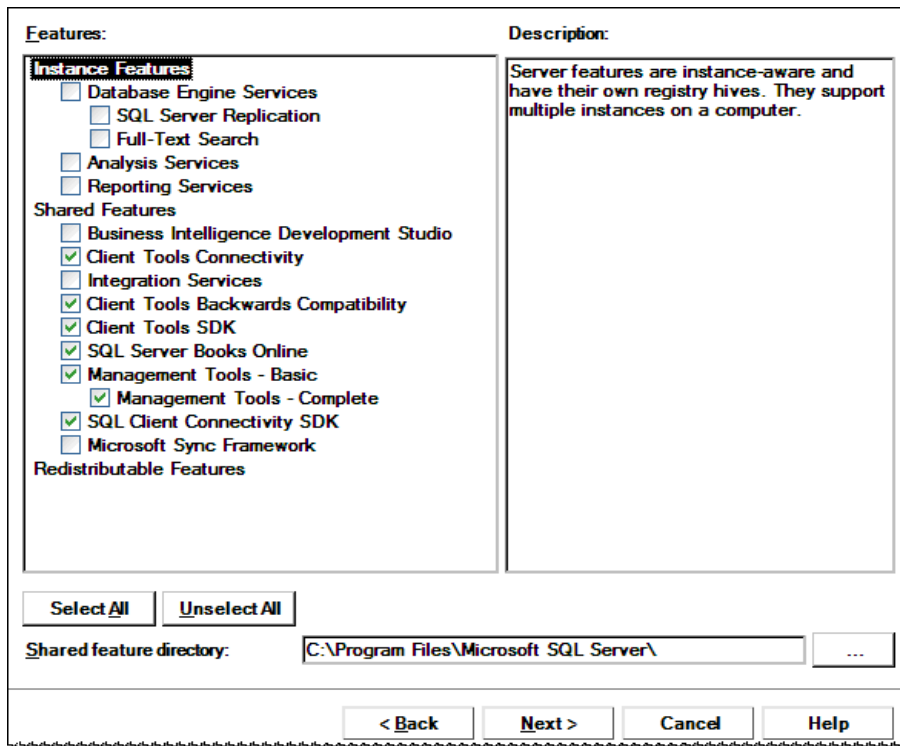


FIGURE 5-457 SQL 2008 Feature Selection Dialog

- As illustrated in [Figure 5-457](#) select ONLY the features which have a check in the check boxes.
- Click **Next** and [Figure 5-458](#) will be displayed.

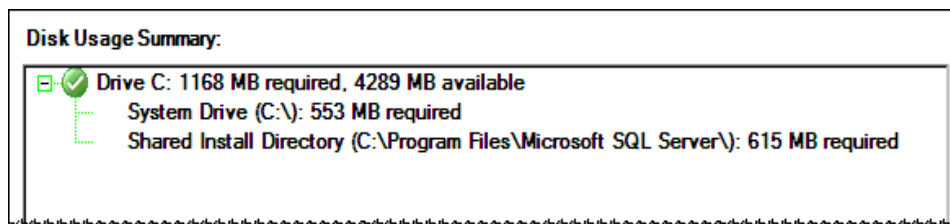


FIGURE 5-458 Disk Usage Summary Display

- Click **Next** and [Figure 5-459](#) will be displayed.

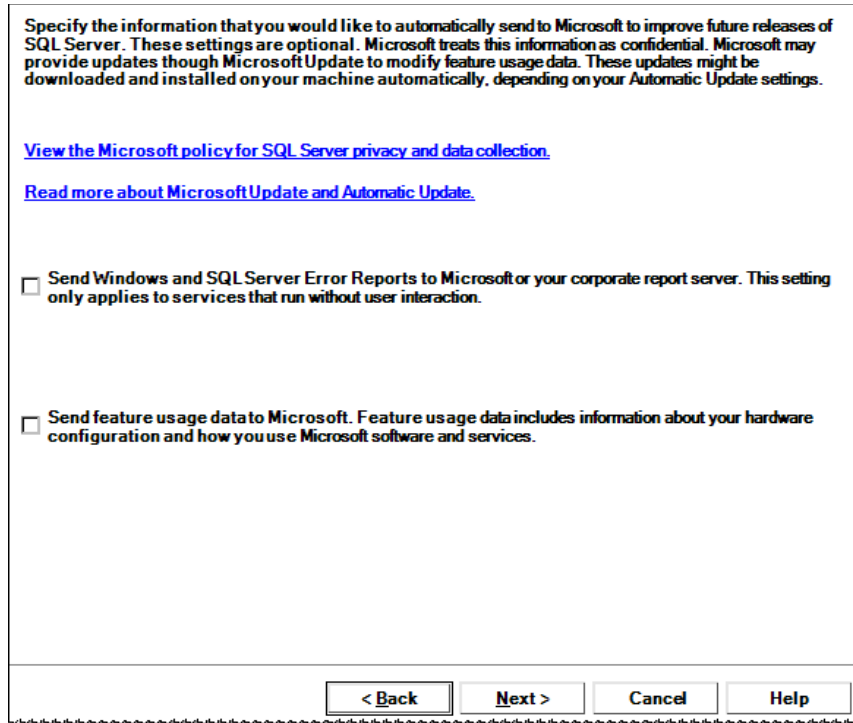


FIGURE 5-459 SQL Error and Usage Reporting Dialog

14. Ensure that both check boxes in [Figure 5-459](#) are **UNCHECKED**, and then, click **Next** and the **Installation Rules** dialog will be displayed.

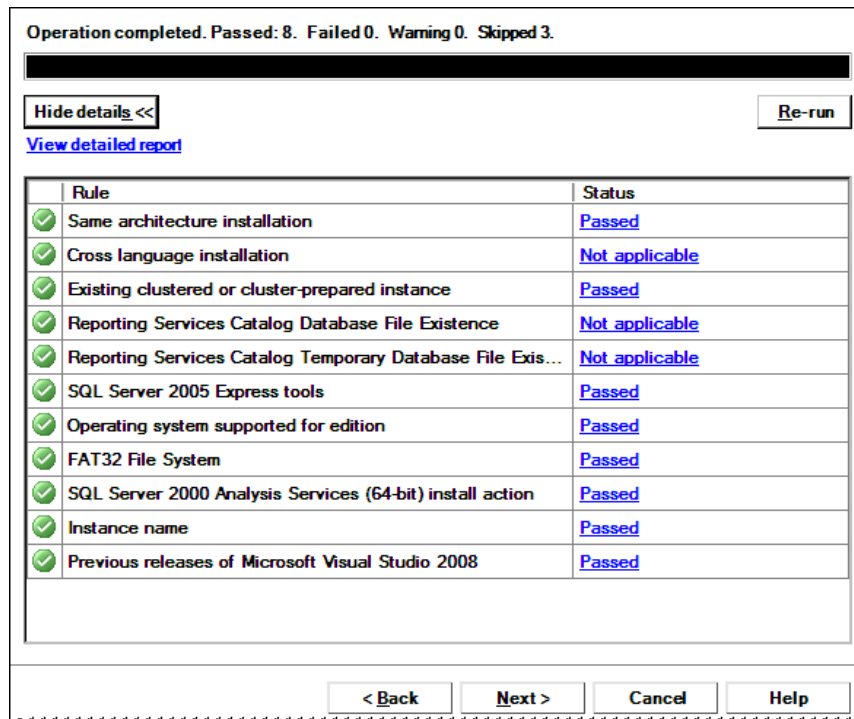


FIGURE 5-460 Installation Rules Display

15. Click **Next** and the dialog shown in [Figure 5-461](#) will be displayed.

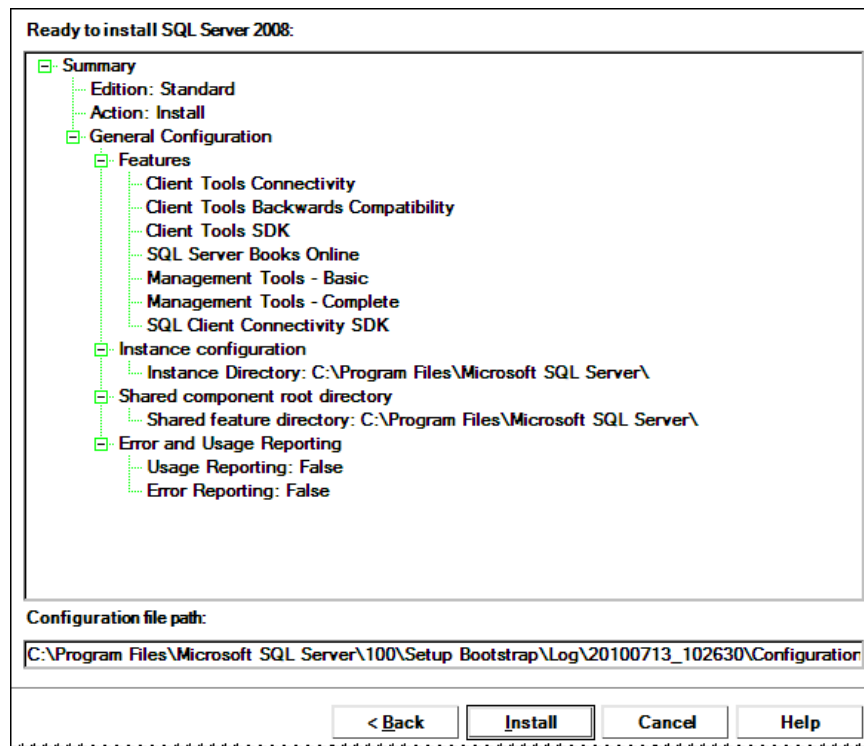


FIGURE 5-461 Ready to Install Dialog

16. Verify that the [Figure 5-461](#) settings are correct, and then, click **Install**.

The **Installation Progress** dialog shown in [Figure 5-462](#) will be displayed as the installation of SQL takes place.

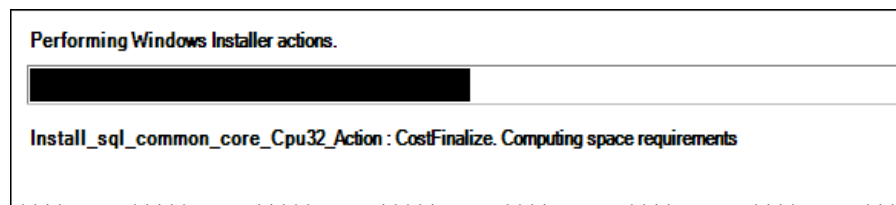


FIGURE 5-462 SQL Installation Progress Dialog

When the installation is complete, the **Next** button at the bottom of the screen will become active, and the **Setup process complete** display will appear ([Figure 5-463](#)).

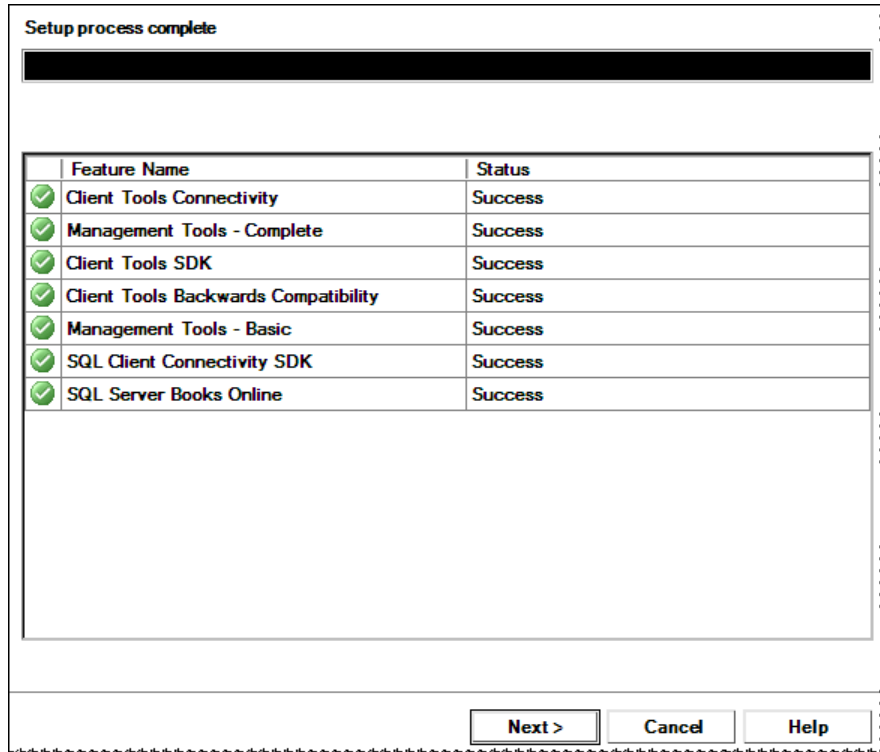


FIGURE 5-463 Setup Process Complete Display

17. With the Status column displaying Success for **ALL** features installed, click Next to continue.
18. The setup program saves a summary log file of the installation to the SQL program directory, as illustrated in .

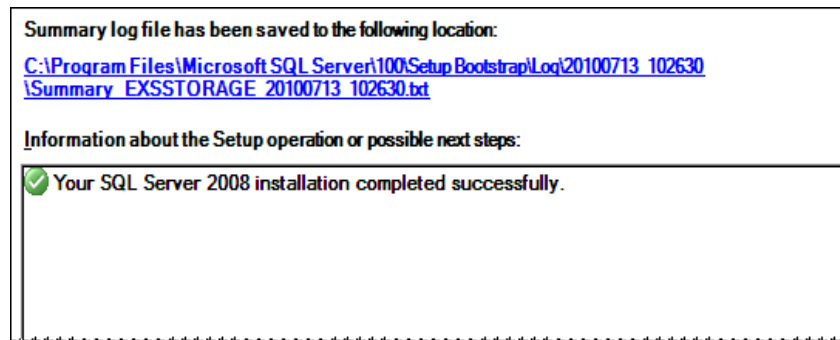


FIGURE 5-464 Summary Log Display

19. Click Close and continue with the procedure [Determining Client Licenses](#).

Determining Client Licenses

When installing Enterprise Workstation, it will be necessary to provide license data for each of the capabilities provided. The number of licenses the customer has purchased for **WebDictate**, **eSig**, and/or **SelfEdit**, will be shown in the original **B700**. Your supervisor will be able to assist you in obtaining this licensing information.

Continue with the procedure [Software Installation](#).

EWS Software Installation

Common Platform Installer

The EWS Web server requires installation of Version 2.0.0.7 of the Common Platform Installer(CPI). The CPI will check the version of JAVA and Apache Tomcat that are currently installed. After checking, the appropriate versions for the EWS server environment, if not installed, will be automatically installed.

1. On the EWS Web Server, open the folder **nn:\Software\SDK 3.2 SP2\CPI**.
2. Double-click the file **Common_Platform_Installer.bat**, then click **Run**, and the dialog shown in [Figure 5-465](#) will be displayed.

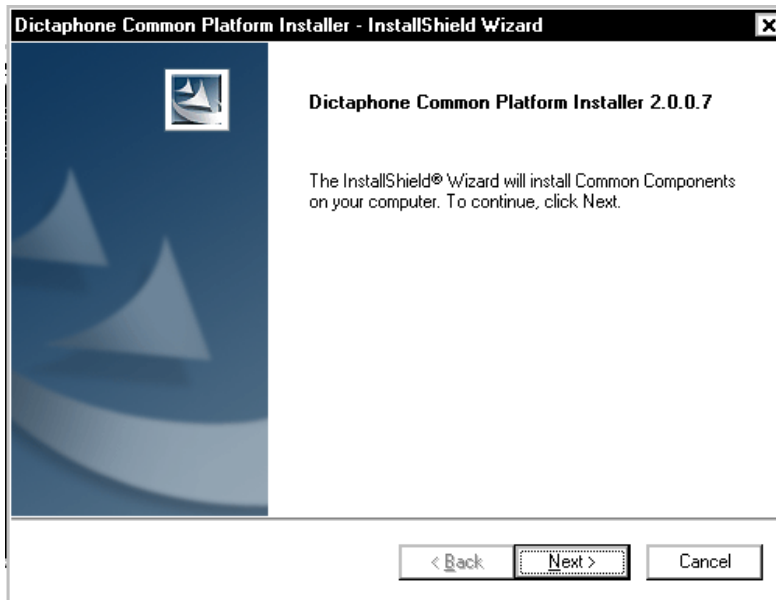


FIGURE 5-465 CPI Welcome Dialog

3. Click **Next** and [Figure 5-466](#) will be displayed.

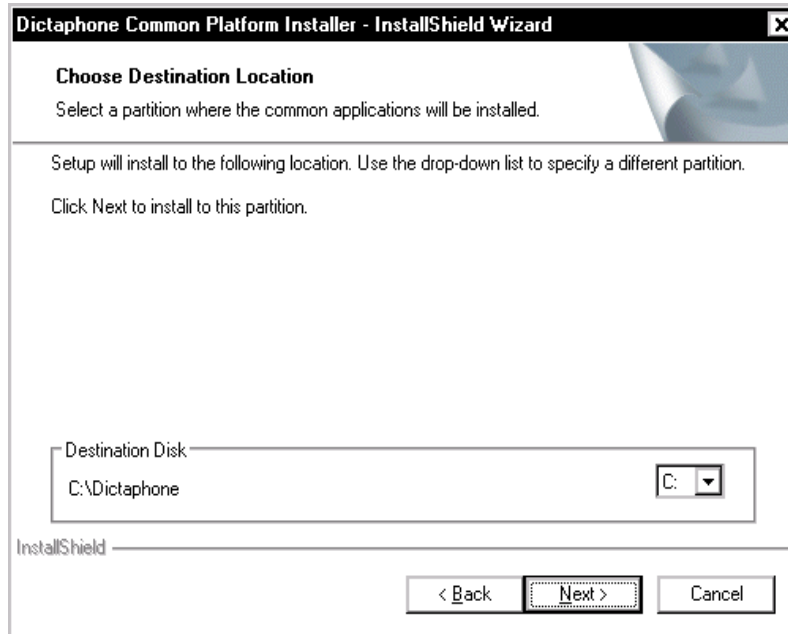


FIGURE 5-466 Destination Location Dialog

4. Accept the default destination location of **C:\Dictaphone** and click **Next**.
The dialog shown in [Figure 5-467](#) will be displayed.

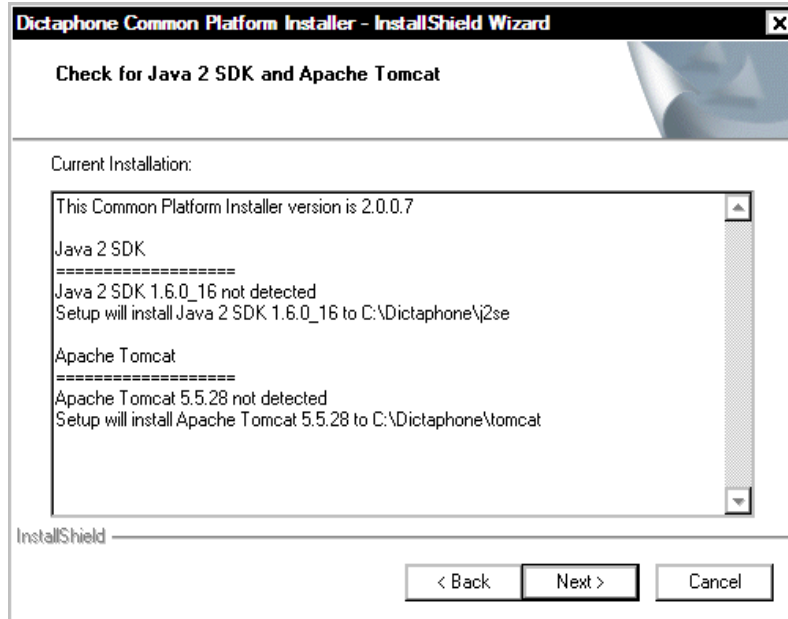


FIGURE 5-467 Java/Tomcat Check Display

5. Click **Next** to begin the installation of **Java 2 SDK** and **Apache Tomcat**.
Be patient as the installation takes some time.
Eventually the dialog shown in [Figure 5-468](#) will be displayed.

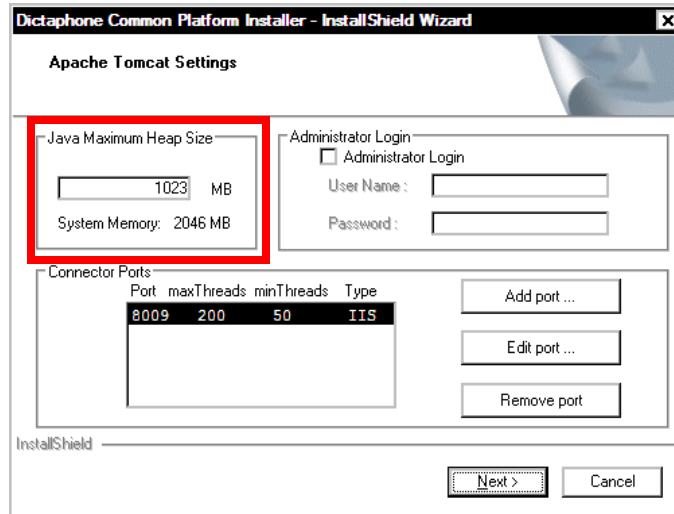


FIGURE 5-468 Apache Tomcat Settings

6. Accept the defaults, as shown in [Figure 5-468](#). The maximum heap size on your server may be different, depending on the amount of RAM installed.



*For **JAVA Maximum Heap Size**, CPI uses 50% of the installed system RAM, however, this value can never be larger than 1200MB. Based on the amount of RAM installed in a PCC built EWS server, this upper size limitation should not be reached.*

7. Click **Next**, and the dialog shown in [Figure 5-469](#) will be displayed.

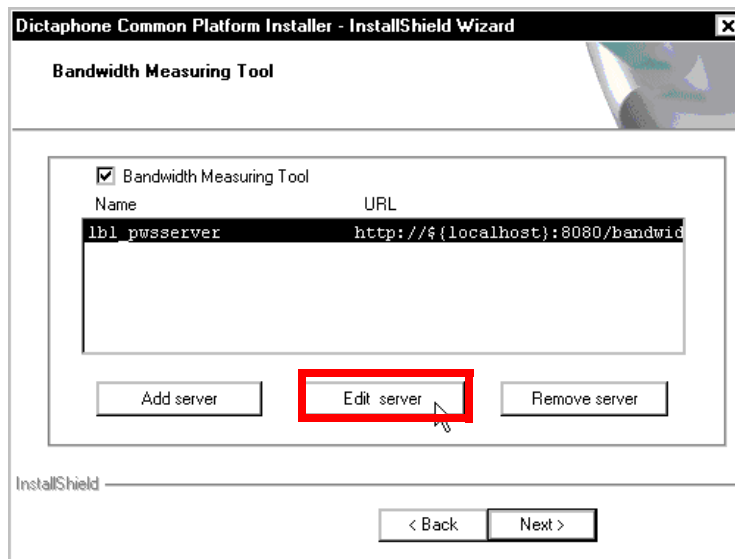


FIGURE 5-469 Bandwidth Measuring Tool Dialog

8. Place a check in the **Bandwidth Measuring Tool** check box and the InstallShield will immediately install the WAR files for this tool.

9. When this process is complete, click the **Edit server** button, and the dialog shown in [Figure 5-470](#) will be displayed.

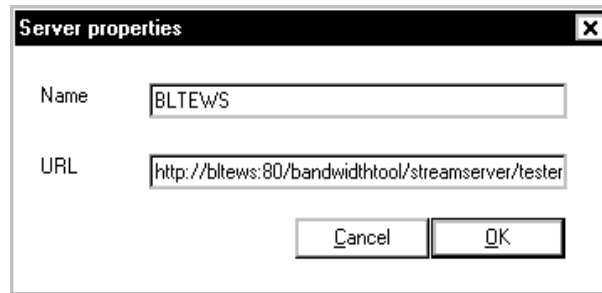


FIGURE 5-470 Edit Server Dialog

10. Edit the **URL** text box to read as follows:
http://servername:80/bandwidthtool/streamserver/tester
 where **servername** is the NETBIOS name of the **EWS Web** server
11. Click **OK**, and then, click **Next**.
 The dialog shown in [Figure 5-471](#) will be displayed.

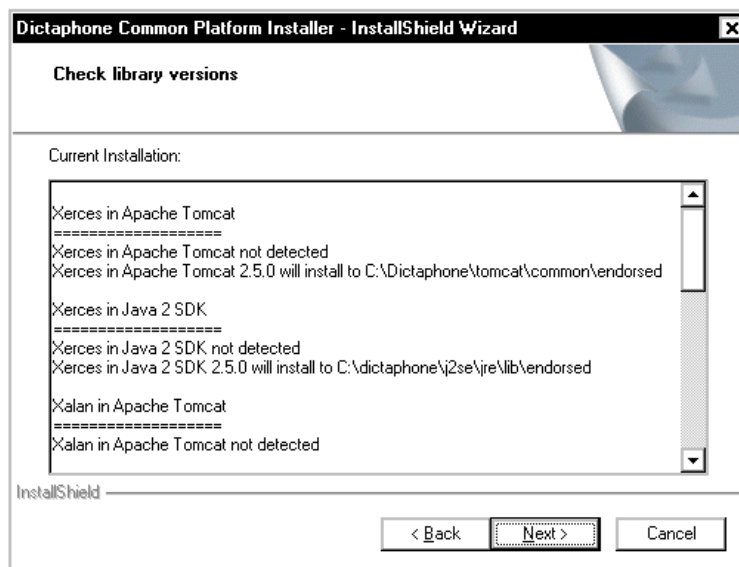


FIGURE 5-471 Check Library Versions Dialog

12. Click **Next** and shortly, the dialog shown in [Figure 5-472](#) will be displayed.

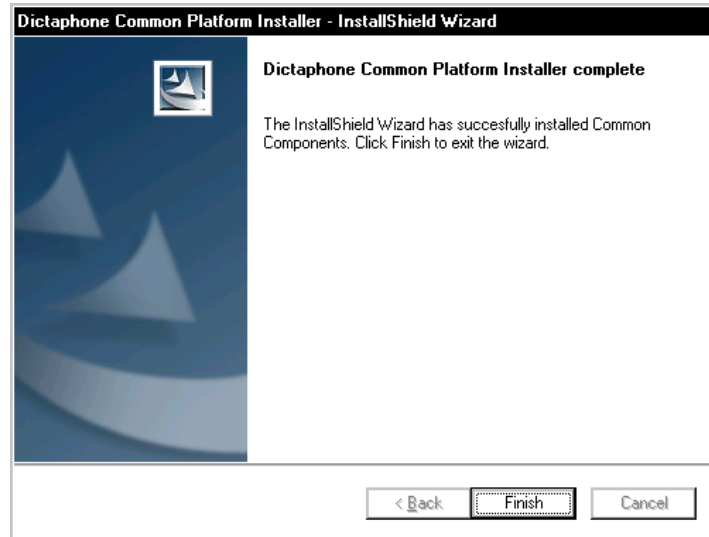


FIGURE 5-472 CPI Install Complete Dialog

13. Click **Finish** and remove the **CPI installation CD** from the CD-ROM drive.
-

Install the EWS Web Server Software

On the EWS Web Server, do the following:

14. Create the following folder on the largest drive, **other than drive C**, of the Enterprise Workstation Web Server:
nn:\Software\EXVoice 81.0.3065
15. Using the EXVoice Installation CD (PN **1000062-110**), copy all folders/files to the newly-created directory **nn:\Software\EXVoice 81.0.3065**. This will make the files readily available for remote repairs.
16. Close all open applications and ensure that the **Windows Service Manager** is **NOT** open.
17. Go to **nn:\Software\EXVoice 81.0.3065** and open the folder **EXV Server Installations**.
18. Double-click the file **Dictaphone EXV EWS Services.exe**, and the dialog and the dialog shown in [Figure 5-473](#) will be displayed.

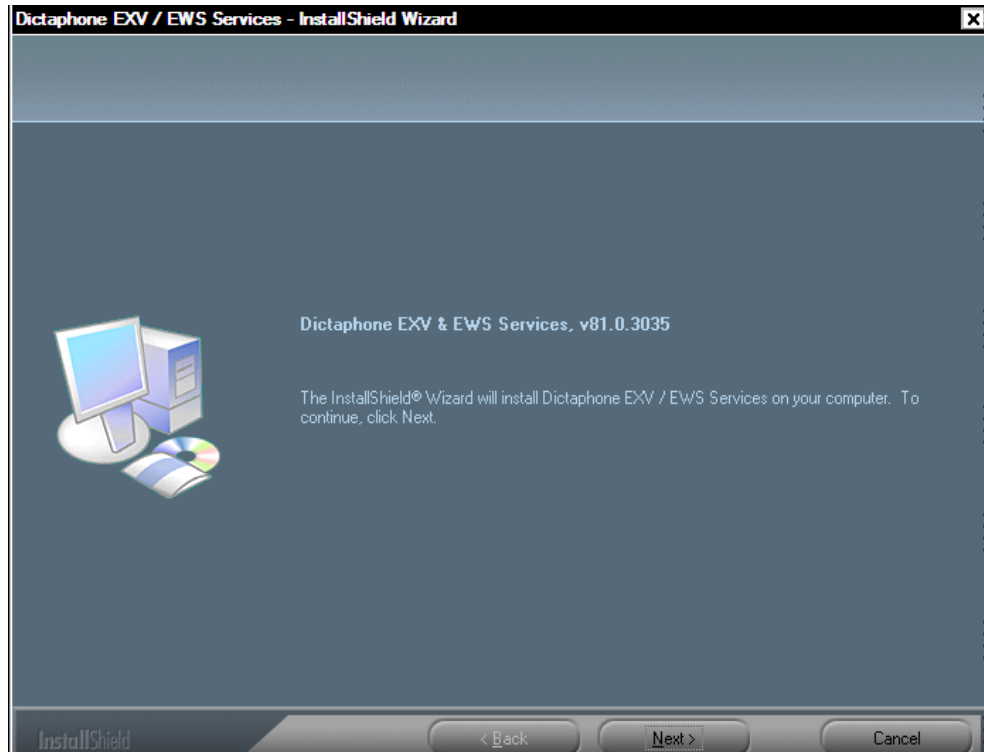


FIGURE 5-473 EXVoice Initial Install Dialog

19. Click **Next** and when the license dialog is displayed click **Yes** to accept.
20. Click **Next** and the dialog shown in [Figure 5-474](#) will be displayed.

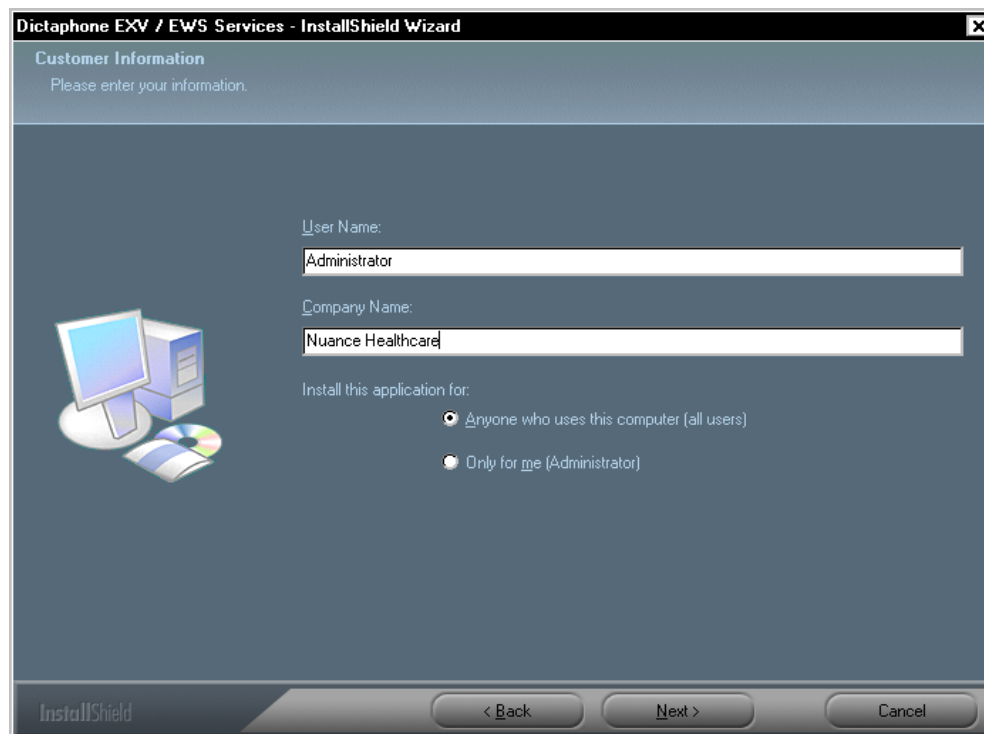


FIGURE 5-474 Customer Information Dialog

21. Enter the appropriate customer information in the [Figure 5-474](#) dialog, and then click **Next** to continue.
22. The dialog shown in [Figure 5-475](#) will be displayed.

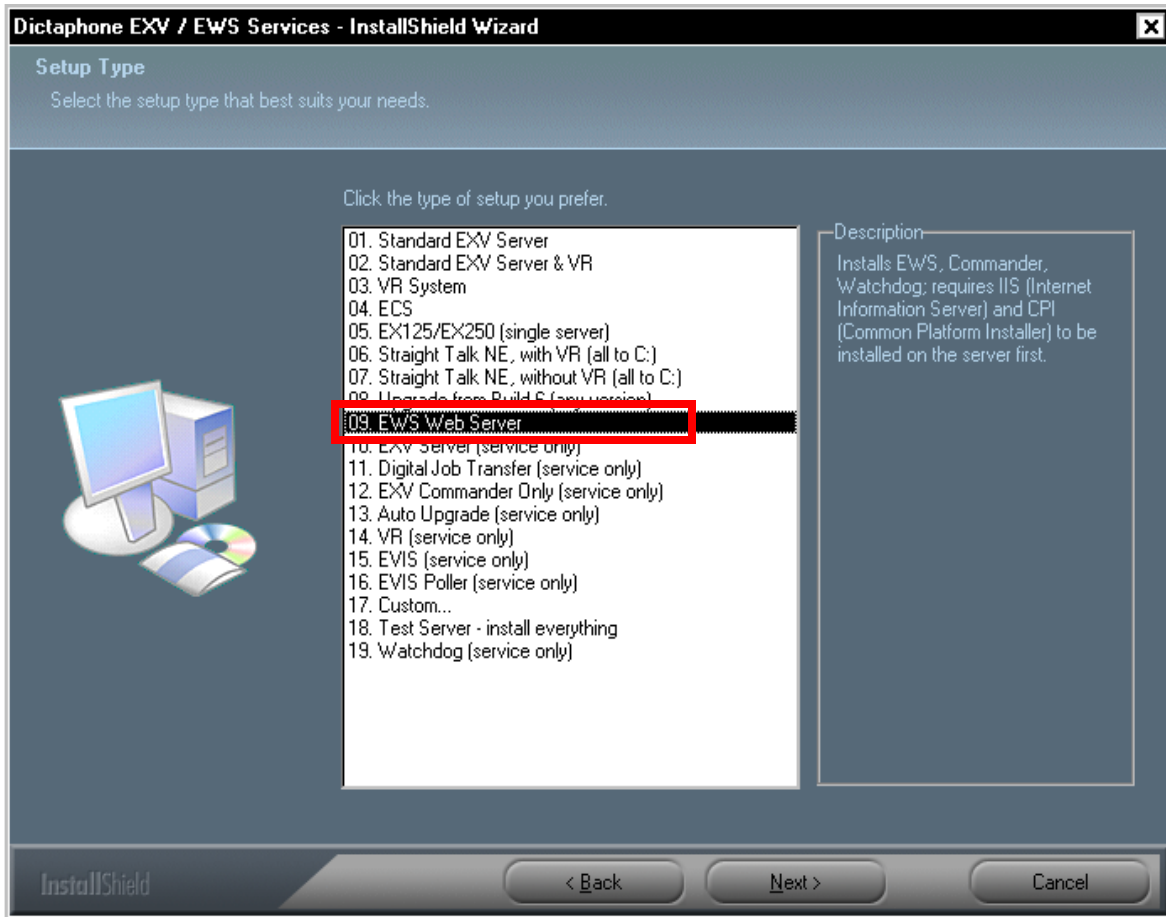


FIGURE 5-475 Setup Type Dialog

23. Select **09. EWS Web Server**, and then, click **Next**.
24. The dialog shown in [Figure 5-476](#) will be displayed.

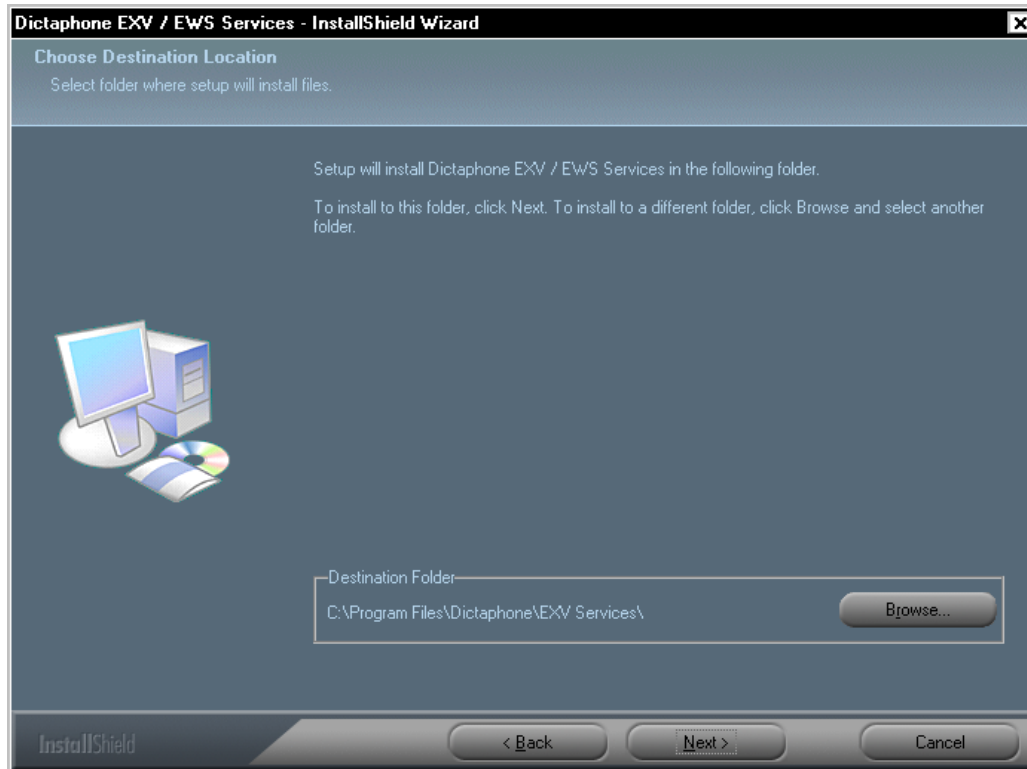


FIGURE 5-476 Destination Location Dialog

1. Click **Next**, and the **Database Server** dialog, [Figure 5-477](#), is displayed.

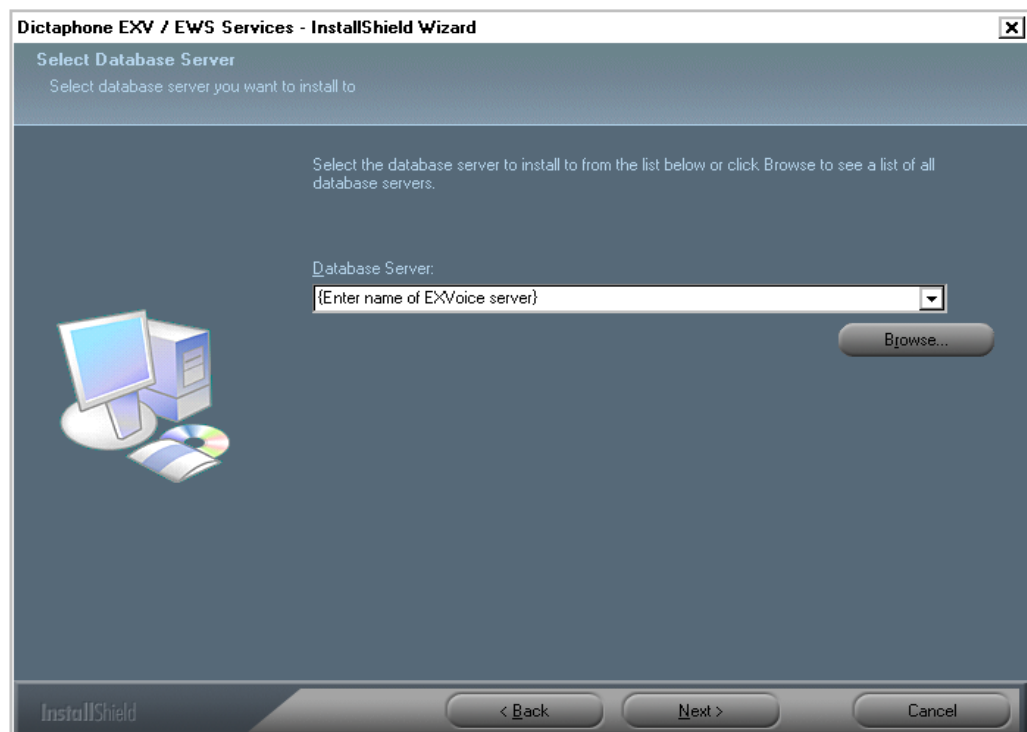


FIGURE 5-477 Database Server Dialog

2. Enter the name of the **EXVoice** server.
3. Click **Next** and [Figure 5-478](#) will be displayed.

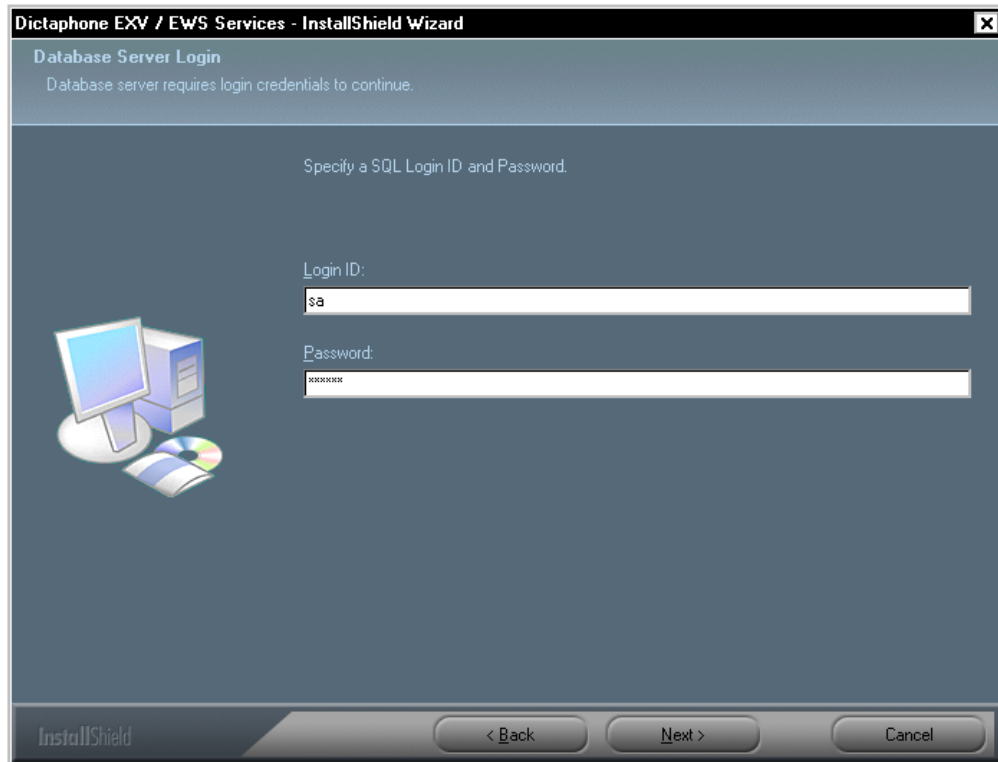


FIGURE 5-478 Database Server Login Dialog

4. In the [Figure 5-478](#) dialog, enter the Login ID of sa and the sa Password for the EXVoice data server.
5. Click **Next**, and the dialog shown in [Figure 5-479](#) will be displayed.

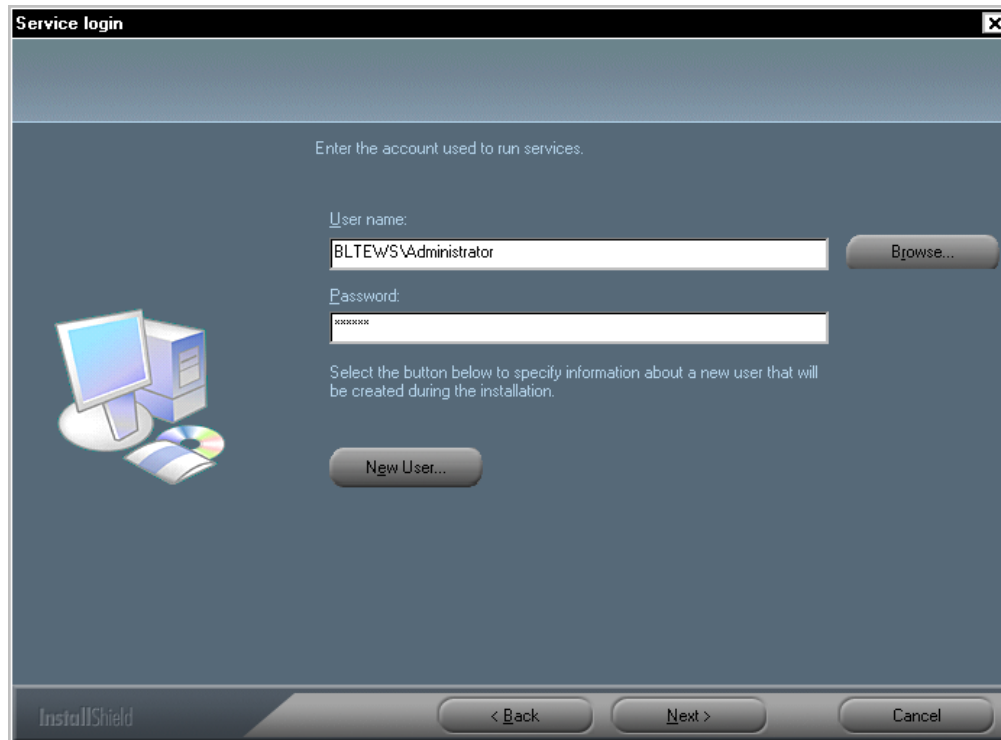


FIGURE 5-479 Service Login Dialog



Take note of the **New User** radio button in the [Figure 5-479](#) dialog. This allows the creation of a new user during the installation, should that be required as a part of the installation process. Checking this button displays the New User dialog shown in [Figure 5-480](#). Dialog completion is self-explanatory.

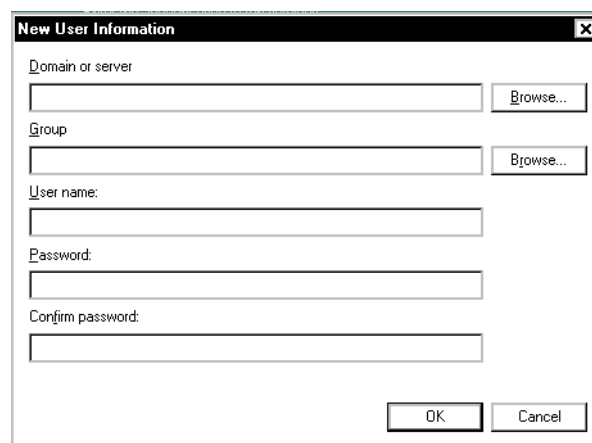


FIGURE 5-480 New User Dialog

6. Enter the **Administrator** user name and password in the [Figure 5-479](#) dialog, and then, click **Next** to continue.

7. The dialog shown in [Figure 5-481](#) will be displayed.

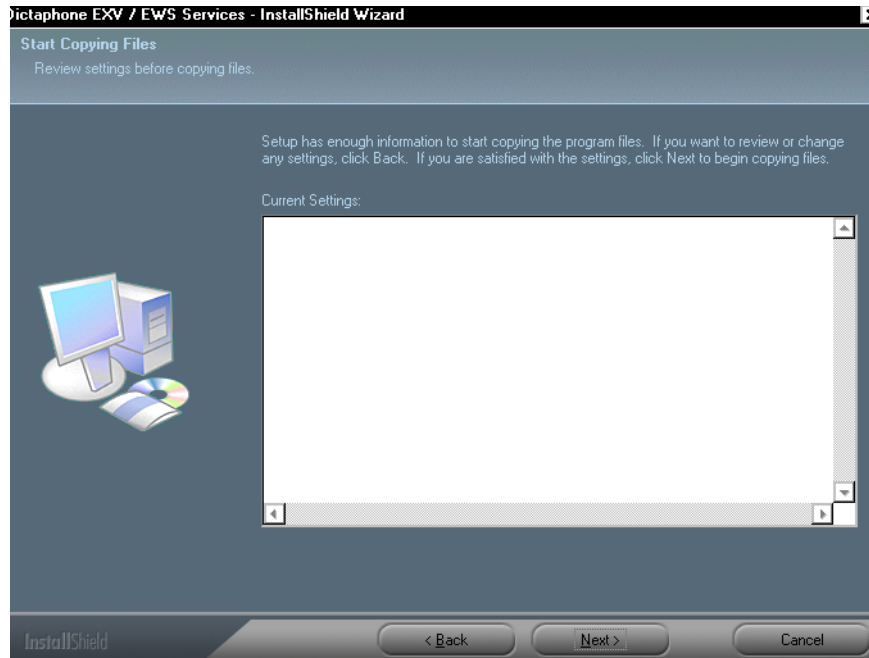


FIGURE 5-481 Start Copying Files Dialog

8. Verify any settings information shown in the [Figure 5-481](#) dialog (will probably be blank on an initial installation of Version 7), and then, click **Next** to continue.

As the installation progresses, the [Figure 5-482](#) dialog will be displayed advising of the status of the process.

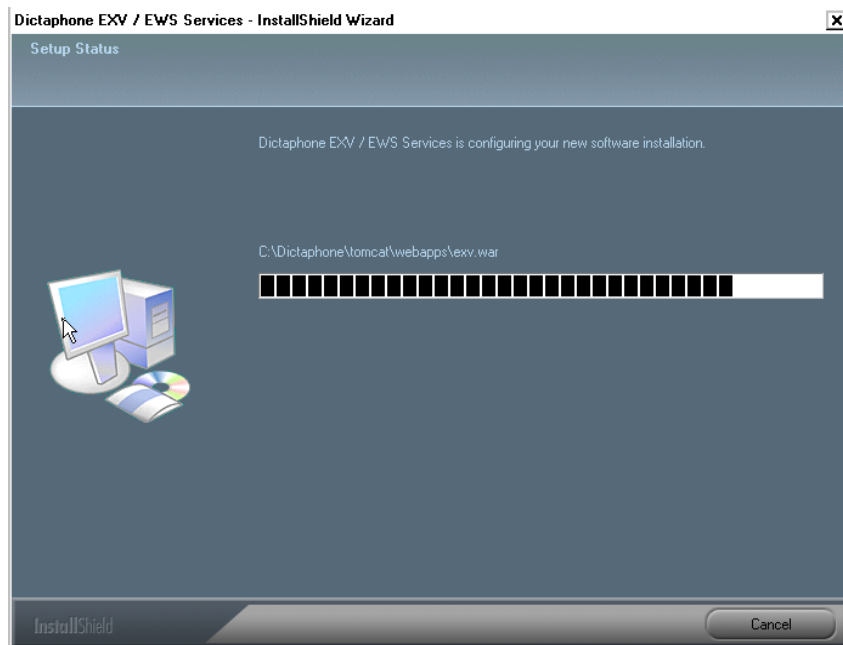


FIGURE 5-482 Setup Status Dialog



*There is a delay here that could last for some time, dependent on the complexity of the system being installed. Be patient, and **DO NOT disturb this process.***

9. When the installation process is finished, the **InstallShield Wizard** dialog shown in [Figure 5-483](#) will be displayed.

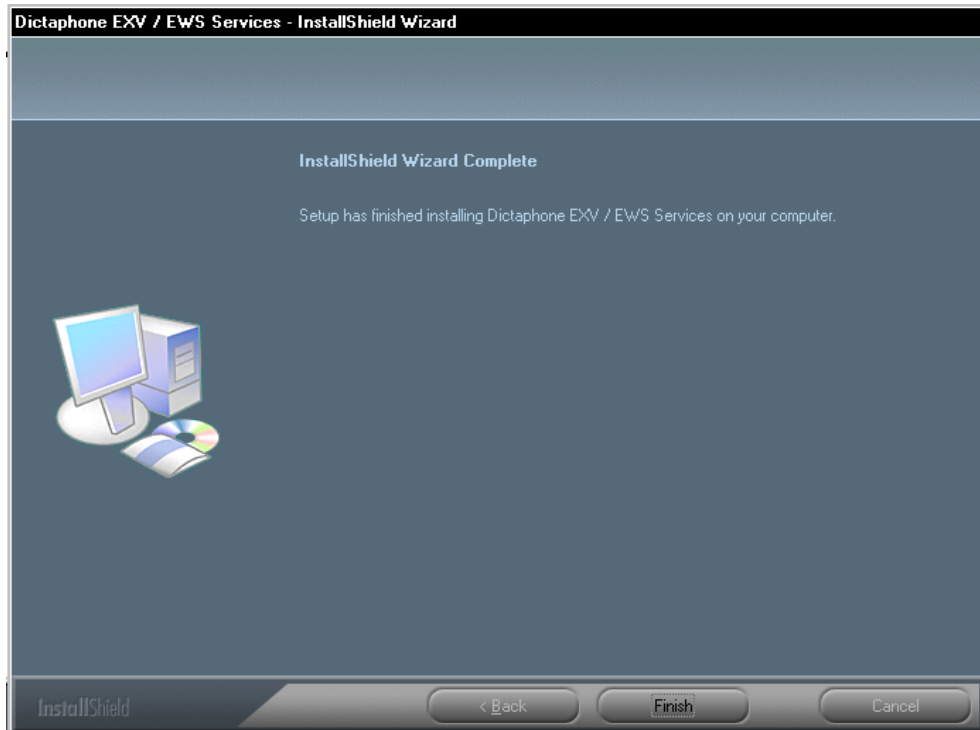


FIGURE 5-483 InstallShield Wizard Complete Dialog

10. Click **Finish** and the dialog shown in [Figure 5-484](#) will be displayed.



FIGURE 5-484 Setup Complete Dialog

11. Select the **Yes, I want to restart...** radio button, and then, click **Finish**.
12. When the system restarts, check the **Dictaphone EXV Watchdog** service and the **Dictaphone Enterprise Commander** service, to ensure they have started. If they failed to start, or **are not listed** in the **Services** panel do the following:
13. Select the **Yes I want to restart....** radio button, and then, click **Next** to continue.
14. When the system restarts, verify that the following services are installed and running:
 - **Dictaphone Enterprise Commander**
 - **Dictaphone EXV Watchdog**
 - **World Wide Web Publishing Service**
15. While still in Services Manager, locate the **Apache Tomcat** service.
16. Right-click **Apache Tomcat** and select **Properties**.
17. **Disable** the **Apache Tomcat** service.
18. Close all open windows and continue with the procedure [EXV Service Controller](#).

EXV Service Controller

1. Select **Start | Programs | Dictaphone | Dictaphone EXV Tools | EXV Service Controller** to start the EXV Service Controller.

A **Language Selection** dialog, [Figure 5-485](#), may be displayed.

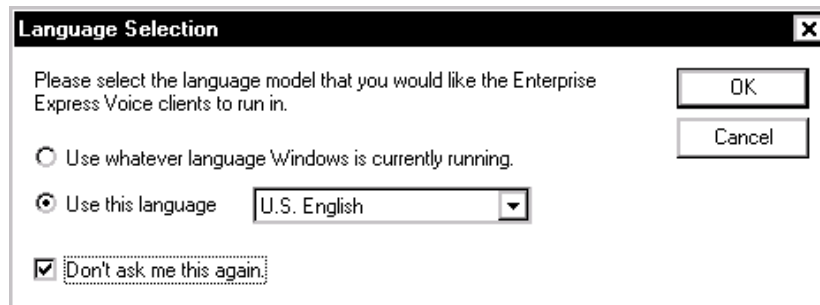


FIGURE 5-485 Language Selection Dialog

2. Ensure the **U.S. English** language radio button is selected, and place a check in the **Don't ask me this again.** check box.
3. Click **OK**.

The **License Agreement** may be displayed.

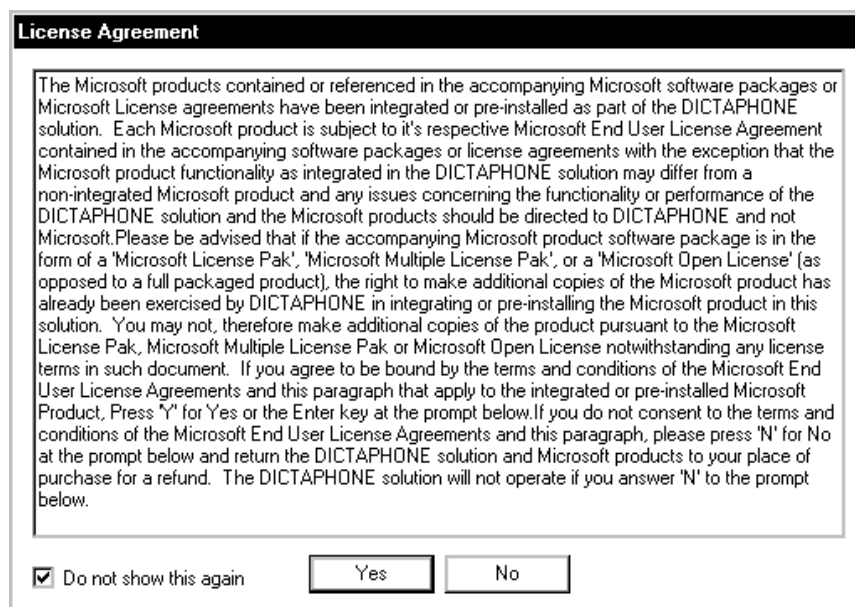


FIGURE 5-486 License Agreement

4. Place a check in the **Do not show this again** check box, and then, click **Yes**.

The **Access Password** dialog, [Figure 5-487](#), will be displayed.

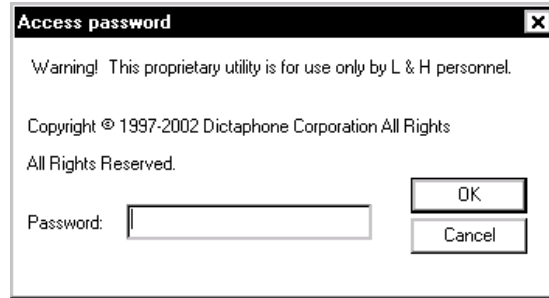


FIGURE 5-487 Access Password Dialog

5. Enter the **standard Dictaphone EXVoice service** password, and then click **OK**.
The **Dictaphone Voice Service Controller**, [Figure 5-488](#), will open.

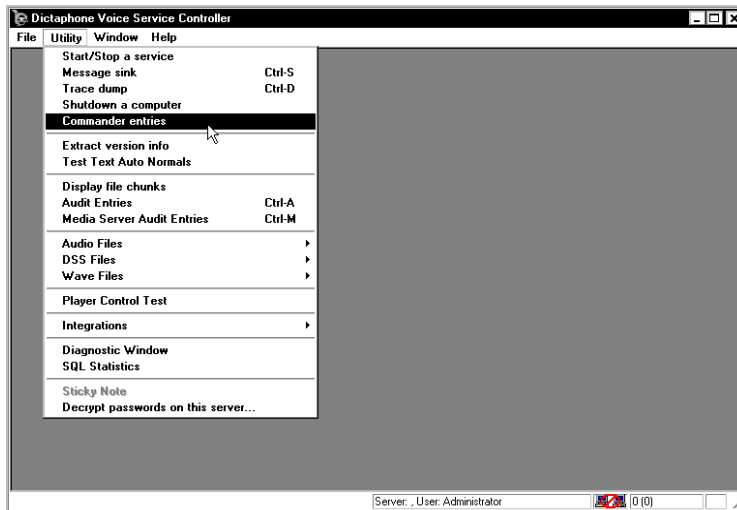


FIGURE 5-488 Service Controller Dialog

6. From the menu, select **Utility | Commander entries**.
The dialog shown in [Figure 5-489](#) will be displayed.

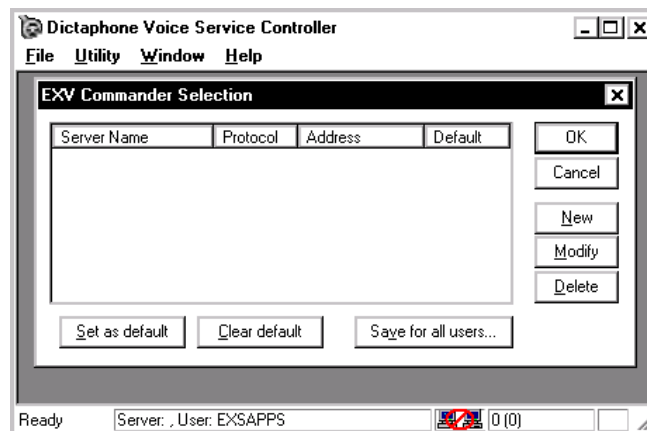


FIGURE 5-489 EXV Commander Selection Dialog

7. Click the **New** button and the dialog shown in [Figure 5-490](#) will be displayed.



FIGURE 5-490 New EXV Server Registration Dialog

8. Complete the dialog as follows:
- **Name:** Enter the **NETBIOS name** of the **EWS Web** server
 - **Address:** Enter the **IP Address** of the **EWS Web** server
 - Click **OK**

The Commander Selection dialog will now look very similar to that shown in [Figure 5-491](#).

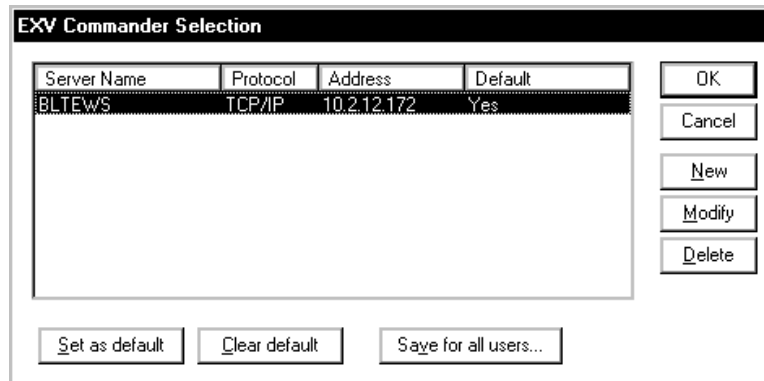


FIGURE 5-491 Commander Selection Dialog

9. Next, highlight the **Web** server, and click the **Set as default** button.
10. Click **Save for all users**, and the dialog shown in [Figure 5-492](#) will be displayed.

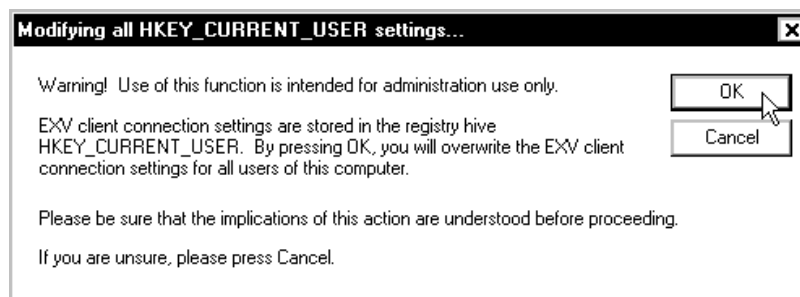


FIGURE 5-492 Modify Registry Settings Dialog

11. Click **OK**.

12. Double-click the EWS web server entry and the dialog shown in [Figure 5-493](#) will be displayed.

Type	Server	Address	Ena...	Online	Current Load	Last Report
VN Server	BLTVOICE	BLTVOICE	Yes	Yes	0	06/11/2010 0...
DJT (Network)	BLTVOICE	BLTVOICE	Yes	Yes	0	06/11/2010 0...
Evis	BLTVOICE	BLTVOICE	Yes	Yes	16	06/11/2010 0...
AutoUpgrade	BLTVOICE	BLTVOICE	Yes	Yes	0	06/11/2010 0...
EXT Server	BLTTEXT	BLTTEXT	Yes	Yes	0	06/11/2010 0...

FIGURE 5-493 Commander Services Final Dialog



IMPORTANT

Check the [Figure 5-493](#) dialog that is displayed carefully, and ensure that all server information is **accurate** and **complete**. Also, make certain that the *EVIS* service, and the *EXTtext* server are shown. If these latter two are not present, they **MUST** be added.



NOTE

Some services may not be Online because the service is not running on the *EXVoice* data server, e.g., *DJT*.

13. If services need to be added, perform the following steps:
 - a. Right-click in a blank area of the Service Controller dialog and select **New Service** from the drop down menu.
The dialog shown in [Figure 5-494](#) will be displayed.

FIGURE 5-494 New Service Dialog

- b. Select the appropriate Service Type from the **Service Type** list box
- c. Enter the **Server Name**.
- d. Enter the **Server Address (TCP/IP)**
- e. Place a check in the **Enabled** check box
- f. Click **OK**

The service should now display in the list of services in **Commander Services**.

14. Ensure that all services have an **Enabled** status of **Yes**.
15. Ensure that all services have an **Online** status of **Yes**.



If a service was freshly added, the Service Controller utility may have to be shut down and restarted for the status to properly update on the screen.

16. Close the **Service Controller** utility.



If any changes were made, reopen the Service Controller and verify that all settings are correct.

17. Continue with the next procedure, [Apply Latest EXVoice Patch to the EWS Server](#).

Apply Latest EXVoice Patch to the EWS Server

1. At the current time there are no additional EWS Server patches for EXVoice Version 8.1.
2. Open the Windows Service Manager and shut down the following services:
 - **Dictaphone EXV Watchdog**
 - **Dictaphone Enterprise Commander**
 - **Apache Tomcat**
3. Reboot the server, and following a successful reboot, continue with the next procedure, [Configure System Settings on the EWS Server](#).

Configure System Settings on the EWS Server

1. On the EWS Web Server, start Internet Explorer and go to the following URL:
http://ewsserver/exv
2. Replace *ewsserver* with the NETBIOS name of the EWS Web server you are configuring.

The dialog shown in [Figure 5-495](#) will be displayed.

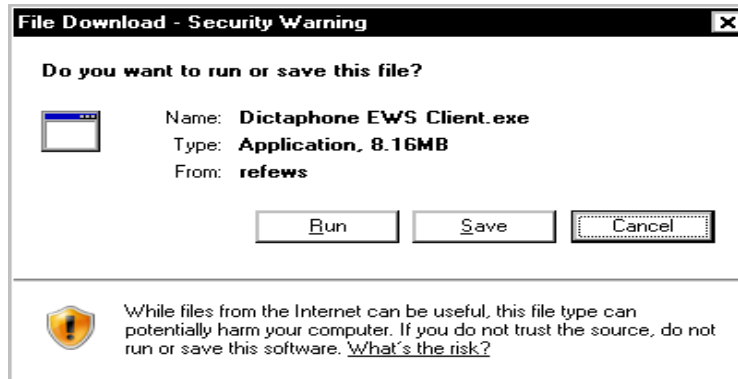


FIGURE 5-495 EWS Security Warning Dialog

3. Click **Run** and the dialog shown in [Figure 5-496](#) will be displayed.

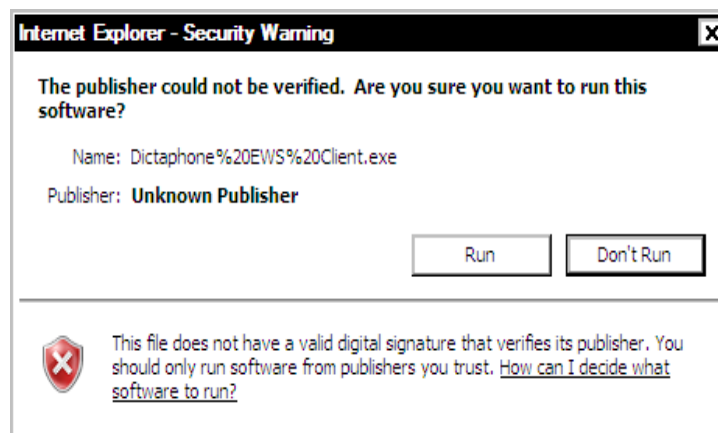


FIGURE 5-496 EWS Client Security Warning Dialog

4. Click **Run** and the dialog shown in [Figure 5-498](#) will be displayed.

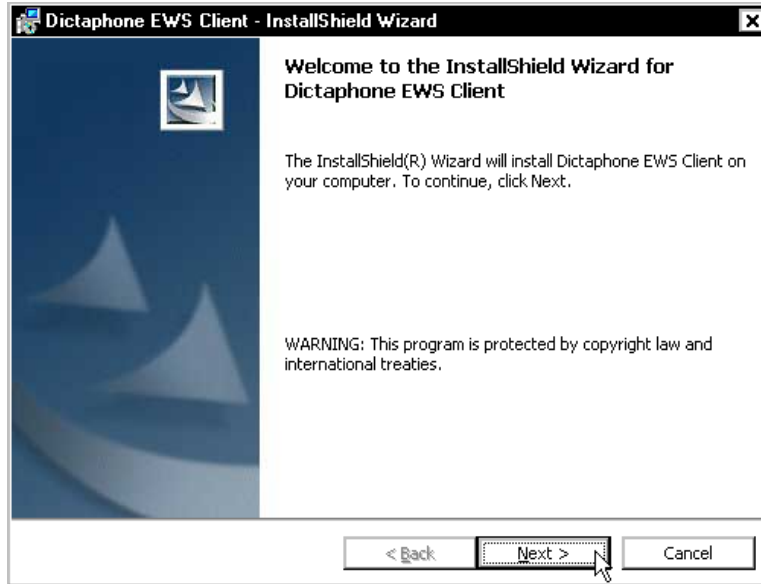


FIGURE 5-497 EWS Client Welcome Dialog

5. Click Next to display the [Figure 5-498](#) dialog.

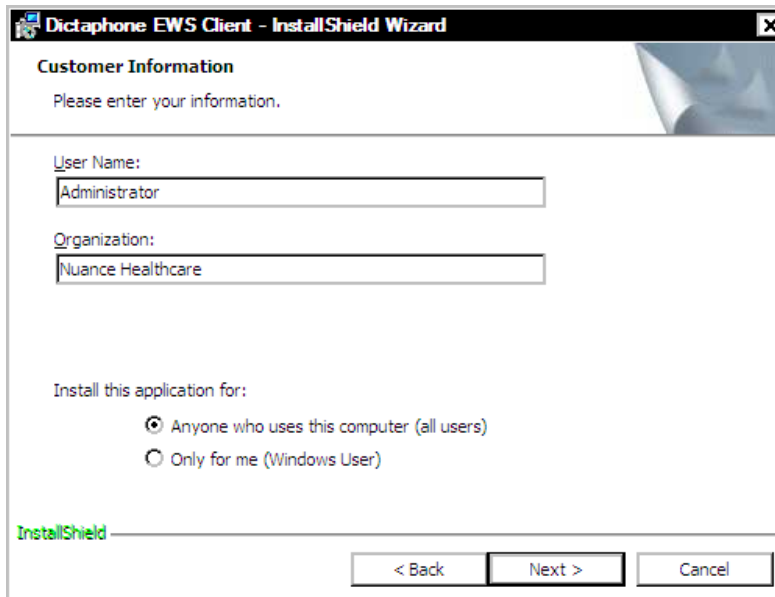


FIGURE 5-498 Customer Information Dialog

6. Complete the [Figure 5-498](#) dialog as follows:
 - Enter the customer name and organization
 - Select the **Anyone who uses....** radio button
7. Click **Next** and the dialog shown in [Figure 5-499](#) will be displayed.



FIGURE 5-499 Destination Folder Dialog

8. Accept the default installation directory of **C:\Program Files\Dictaphone\Dictaphone EWS Client**.
9. Click **Next**, and the dialog shown in [Figure 5-500](#) will be displayed.

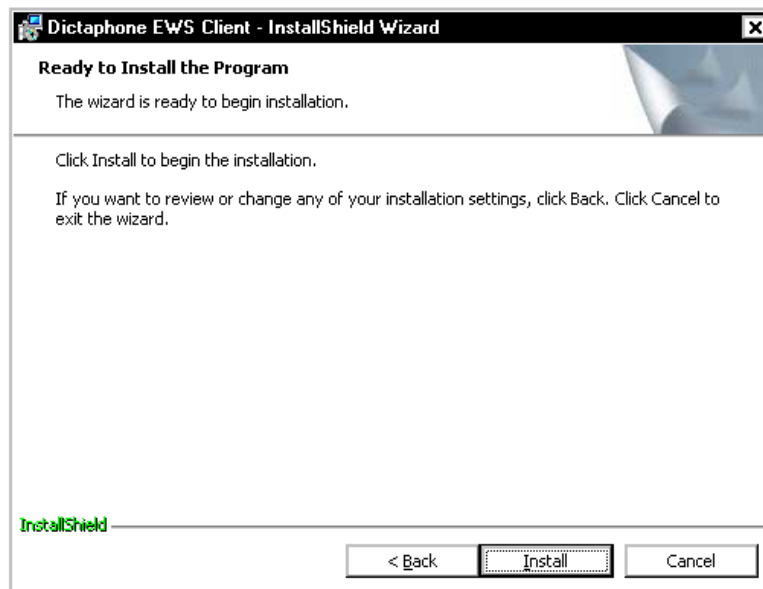


FIGURE 5-500 Ready to Install Dialog

10. Click **Install** and the dialog shown in [Figure 5-501](#) will be displayed.

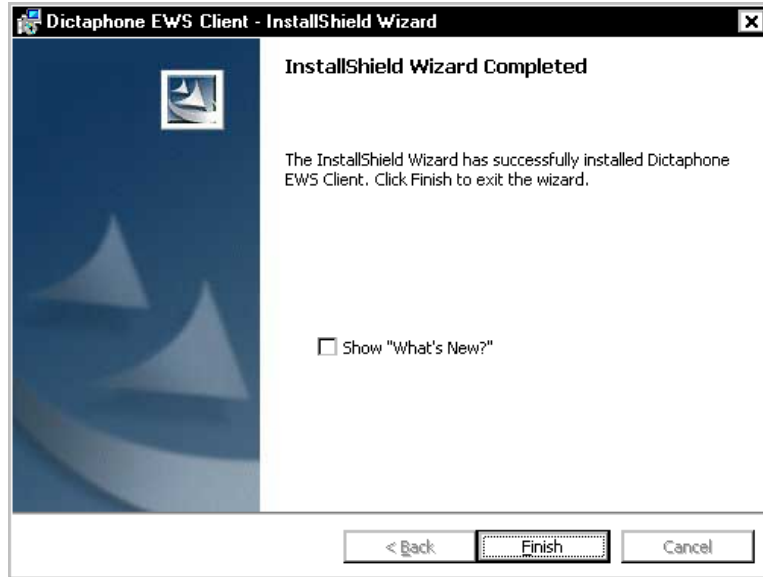


FIGURE 5-501 InstallShield Complete Dialog

11. Click **Finish**, and the dialog shown in [Figure 5-502](#) will be displayed.

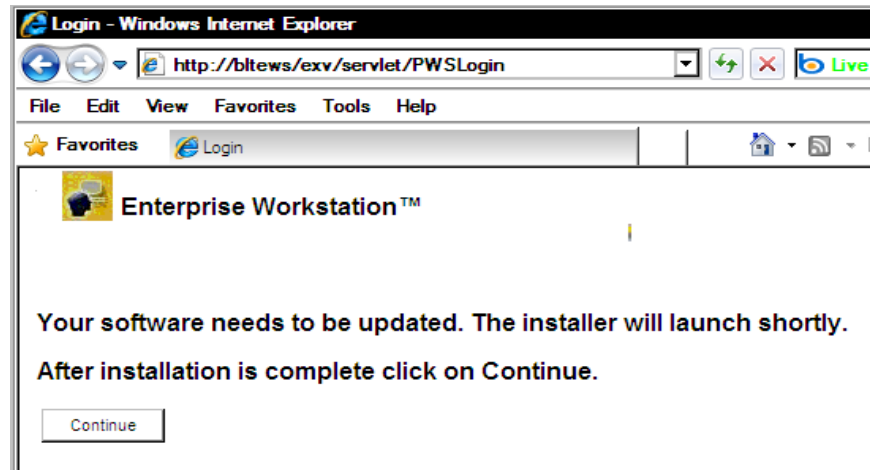


FIGURE 5-502 EWS Software Dialog

12. Click **Continue**, and the server will check for any further software updates that are required.



*If a message is displayed stating that your Client settings are not correct, refer to **Knowledge Base Solution #12205** for the proper settings.*

13. If no updates are required, the dialog shown in [Figure 5-503](#) will be displayed.

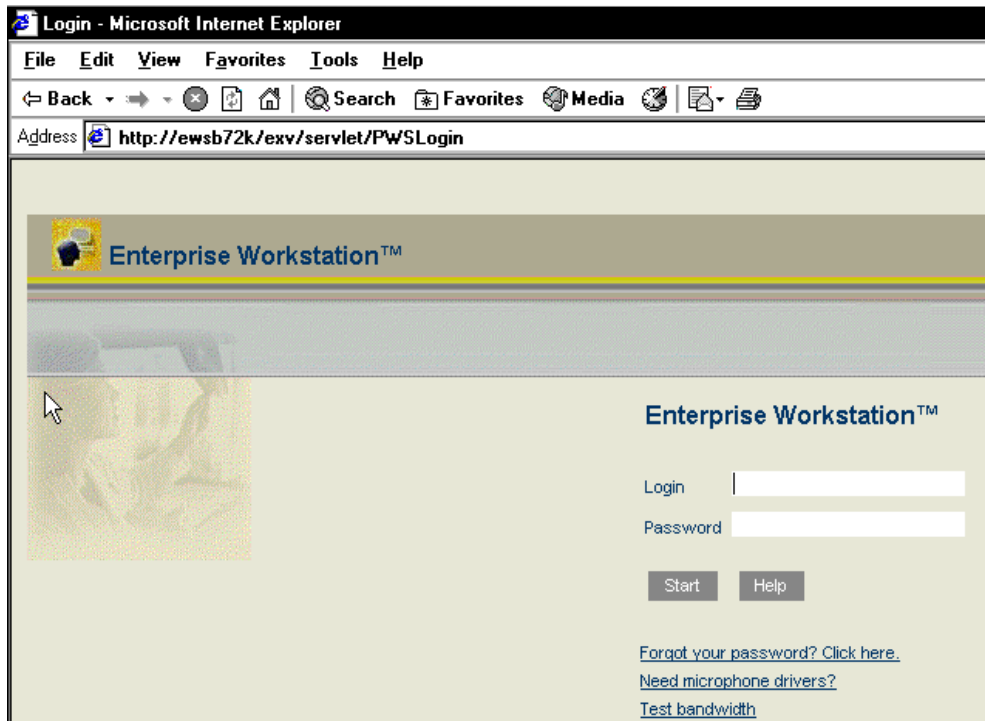


FIGURE 5-503 EWS Login Dialog

14. Enter a Login of **sys.admin**, and then, click **Start**.
15. The dialog shown in [Figure 5-504](#) will be displayed.

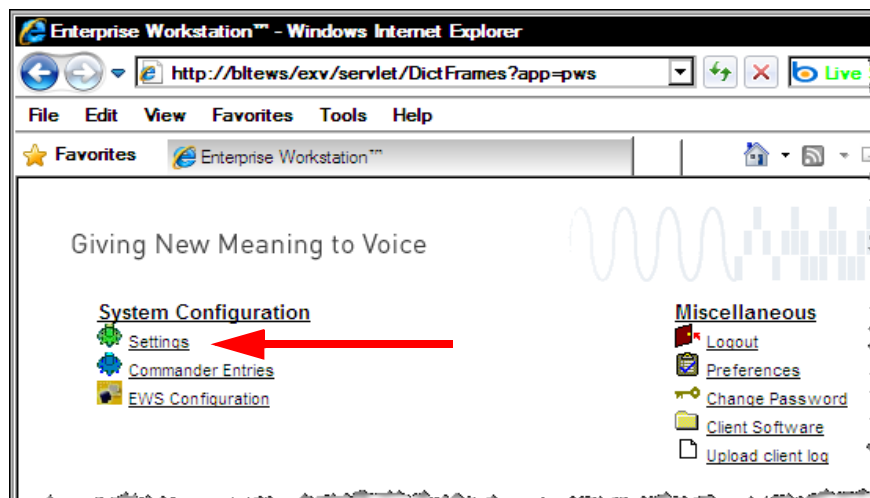


FIGURE 5-504 Sys.Admin Login Start Page Dialog

Take note of the **Settings** choice shown in the [Figure 5-504](#) dialog. This is the area you are concerned with.

Note that beginning with this version, the **Commander** can be configured within EWS.

16. Click **Settings**, and the Settings page will be displayed.

Enterprise Express Text SQL Server Override	BLTTEXT
Enterprise Express Text SQL Login Override	sa
Enterprise Express Text SQL Password Override	••••••••
Allow Pre-Authorized Logins	<input type="checkbox"/>
Maximum Document Upload Size (bytes)	20000000
Use Document Upload Checksum	<input type="checkbox"/>
Display Hidden Text	<input type="checkbox"/>

FIGURE 5-505 EXText SQL & Hidden Text Settings

17. Scroll down and locate the entries you see highlighted in [Figure 5-505](#). Ensure that the **EXText server name**, **SQL Login**, and **SQL password** are entered correctly, and that the Display Hidden Text check box is **UNCHECKED**. Should any entries be absent, or incorrect, complete the entries correctly.
18. Scroll down and locate the entries highlighted in [Figure 5-506](#).

File Upload Control Height	50
File Upload Control Width	500
File Upload Block Size	14596
File Upload Shutdown Delay	1

FIGURE 5-506 File Upload Parameters

19. Ensure the following entries are made in the [Figure 5-506](#) dialog:
 - **File Upload Block Size - 14596**
 - **File Upload Shutdown Delay - 1**
20. Next, scroll down and locate the entries you see highlighted in [Figure 5-507](#).

Save self-edit report when signing	<input checked="" type="checkbox"/>
Use synchronous saves for self-edit	<input type="checkbox"/>
Disable EWS checks for loss of work on window close	<input type="checkbox"/>
Enable EWS voice commands	<input type="checkbox"/>
Enable multi-user voice editing	<input type="checkbox"/>
Uncle with text (include concordance when send for transcription)	<input type="checkbox"/>

FIGURE 5-507 EWS Edit Settings

21. Ensure that the check box settings displayed in [Figure 5-507](#) are configured as follows:
 - Save self-edit report when signing - **Checked**
 - Enable EWS voice commands - **Unchecked**
 - Enable multi-user voice editing - **Unchecked**
 - Uncle with text (include.....) - **Unchecked**
22. Next, scroll down and locate the entries you see highlighted in [Figure 5-508](#).

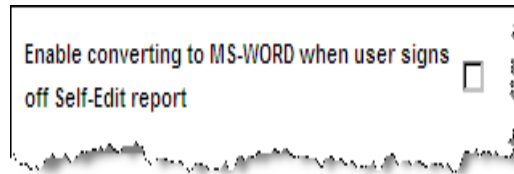


FIGURE 5-508 Enable converting to MS_WORD Setting Dialog

23. Ensure that the check box is **Unchecked**, as shown in [Figure 5-508](#)
24. Scroll to the bottom of the page and click the **Update** button.
25. **Logout** of EWS and close Internet Explorer.
26. Continue with the procedure [Client Workstation Installation](#).

Client Workstation Installation



The **FIRST** thing to check on a Client workstation install is to find out if PowerScribe has ever been installed on that workstation. If you find that PowerScribe was **EVER** installed on the machine, you must first uninstall a number of dlls before proceeding further. These dlls are left behind, even when doing an Add/Remove uninstall of the PowerScribe application. Failure to remove these dlls will seriously corrupt the work flow of the Enterprise Workstation. To uninstall these dlls, do the following:

- Download the file **PWSClientRemove.bat** from the Dictaphone DPC intranet site at the following URL:

<http://dpc.dictaphone.com/download/enterpriseworkstation.asp>

- Place the batch file in a convenient folder on the Client workstation and double-click the file to execute.

The offending dlls from the previous PowerScribe installation will be removed, and you may continue installing the Client workstation.

Ensure that the client workstation meets the minimum specified configuration as specified in [Hardware and Software](#).

1. Verify that the workstation has the following software installed:
 - Windows XP, Windows 2000 Professional, or Windows NT 4.0 (SP6a)
 - Internet Explorer 6.0 SP1



It is critically important that you ensure that there are NO pop-up blockers running on ANY EWS client workstation.

IMPORTANT

- Microsoft Word 2000/2003 or XP (if customer has purchased Self-Edit and/or eSig). The Word version used must be compatible with the version of Word being used on the **EXText** system.)



*Microsoft Word is **not** provided by Dictaphone for installation on the EWS Client Workstation. This is a customer responsibility.*

2. Should you find that the correct version of Internet Explorer is not installed, use the following procedures to install the correct software:
 - Internet Explorer 6.0 - [Verify/Install Internet Explorer 8.0 via Internet](#), beginning on [page 5-222](#).



Even if you find that the correct version of Internet Explorer is installed, go to the referenced procedures shown here and check for any special configurations, e.g., Security Settings, etc., which may require change.

IMPORTANT

3. Verify that the workstation has a PowerMic USB, PowerMic + Scanner USB, or PowerScanner (serial) microphone attached.
 4. Complete the following procedure which is part of the [Part I – All Servers](#) procedures that were completed for all servers.
 - [Verify/Install DirectX 9.0 Installation](#), beginning on [page 5-219](#).
-

Configuring Client Workstation for Multiple Users

It is not uncommon for more than one user to share a single client workstation with Security Zone settings for each user stored in the **HKEY_CURRENT_USER** registry key. This key is dynamically loaded for each user, and the settings one user makes do not affect the settings of other users. By creating a registry key of **HKEY_LOCAL_MACHINE\Software\Policies\Microsoft\Windows\CurrentVersion\InternetSettings\Security_HKLM_only**, and setting its **DWORD** value to **1**, it is possible to bypass these individual user settings, and ensure that **all users use the same Security Zone settings**.

In any installation of a Client Workstation where multiple users are using the same workstation, it is important to add the registry key shown above.

To add the registry key, do the following:

1. Obtain a copy of **ActiveX.reg**, which is available at the following URL:
<http://dpc.dictaphone.com/download/enterprise workstation.asp>
2. Double-click **ActiveX.reg** and the **Internet Settings** registry key shown in [Figure 5-509](#) will be added to the registry.

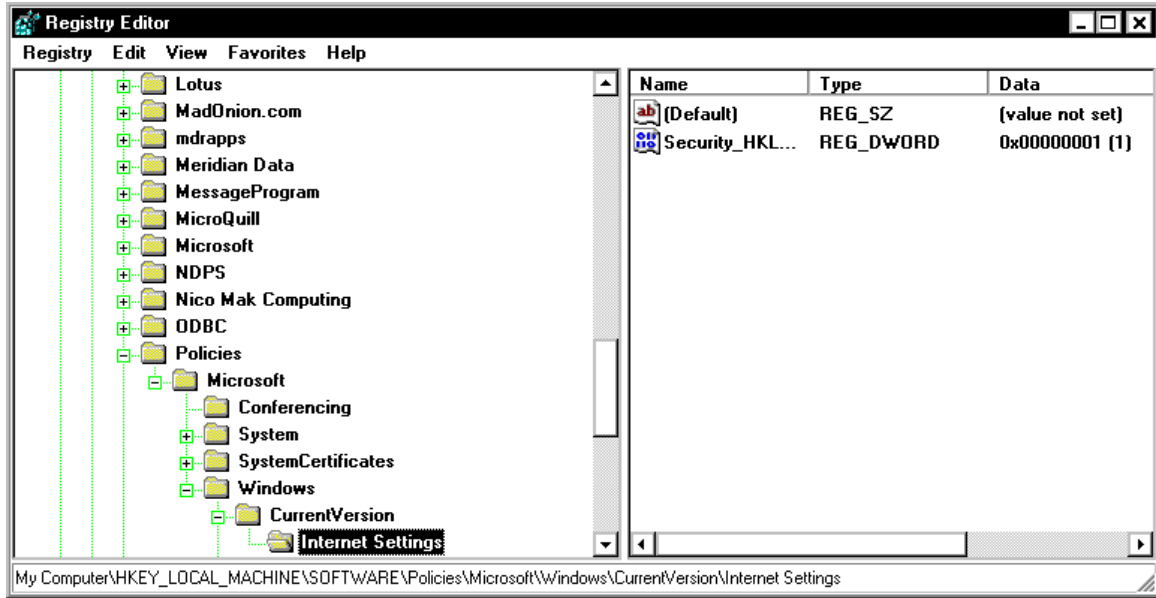


FIGURE 5-509 Internet Settings Registry Key

3. Next, open **Internet Explorer**.
4. Select **Tools | Internet Options** and click the **Security** tab.
5. Click **Local Intranet**, and then click **Custom Level**.

The dialog shown in [Figure 5-510](#) will be displayed.

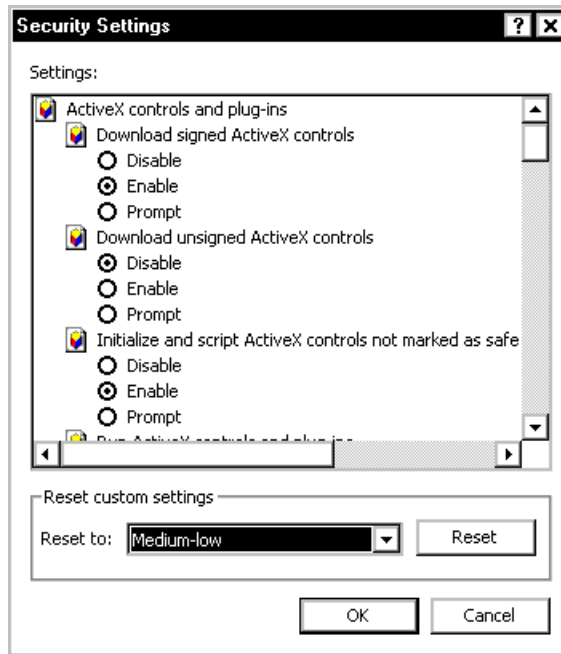


FIGURE 5-510 ActiveX and Java Security Settings Dialog

6. Set all ActiveX controls to **Enable**. There are several items that need to be enabled which are not shown in the [Figure 5-510](#) dialog. All settings which need to be **enabled** are as follows:
 - Download signed ActiveX controls
 - Initialize and script ActiveX controls not marked as safe (**See Note below**)
 - Run ActiveX controls and plug-ins
 - Script ActiveX controls marked safe for scripting
 - Set Java permissions to **Low safety**
 - Set Scripting of Java applets to **Enable**



*"Not marked as safe" simply means that the ActiveX control accesses the user disk, or some other such "internal" device action is accomplished. This is the Microsoft strict definition of "not marked as safe." Should a client be concerned about having this control enabled, which enabling is absolutely essential for our software to work correctly, they should add our URL as a trusted site and only enable for the trusted site security zone. The URL would be added under **Internet Options, Security, Trusted Sites**.*

7. Returning to the [Figure 5-510](#) dialog, under the **Reset custom settings** portion of the dialog, ensure that **Medium-Low** is displayed, and then, click **Reset**.
8. Click **OK**.



IMPORTANT

*Even if you did not change anything in the [Figure 5-510](#) dialog, be certain to exit the dialog by clicking **OK**, so that current settings are maintained.*

This series of actions which you just accomplished will set the default settings, and all users who log in to that workstation will be operating under these defaults.

9. Close **Internet Explorer**.
10. Complete EWS client workstation installation instructions can be found at the following locations in this manual:
 - [Installing the EWS Client, page 6-213](#)
11. Continue with the next procedure, [Recognition Server Installation](#).

Recognition Server Installation



IMPORTANT

*If you have installed the Recognition Server before installing the EWS Web server, you must stop and start both **SDKWatchdog** and **PSRecogServer** services before proceeding further.*



IMPORTANT

*A Recognition Server is required hardware if the customer has purchased self-edit licenses. In any case where the customer has **not** purchased self-edit licenses, installation of a Recognition Server is optional, and not required.*



NETFramework 3.5 SP1 must be installed on the Recognition server prior to the installation of the EWS software.

The procedures shown in this section are required to be performed on each **EWS Recognition** server.

The procedures outlined in this section are **ONLY** required if the customer has purchased a Recognition Server. If that is the case, continue with the procedure [Verify/Install .NET Framework](#).

If there is no Recognition Server to install, continue with the procedure [Configure Symantec AntiVirus for EWS](#), beginning on [page 5-396](#).

Verify/Install .NET Framework

The .NET Framework version required to be installed on the Recognition server is **Version 2.0**. The first step is to verify which version, if any, is installed on the server.

1. On the **EWS Recognition** server, open the folder **C:\Windows\Microsoft.NET\Framework\3.5**, and determine if a folder named **Microsoft .NET Framework 3.5 SP1** is located therein.



*If the folder **DOES NOT** exist, this means that Version 3.5 SP1 of .NET Framework is **NOT** installed. If this is the case, continue with the procedure [Install .NET Framework](#).*

2. The software can be obtained from Microsoft by clicking [here](#). The files for installing .NET Framework 3.5 SP1 are also available on the **EXEditor 8.1.0.5DVD (PN 1000183-112)**, in the following folder:

ISSetupPrerequisites\{074EE22F-2485-4FED-83D1-AAC36C3D9ED0}

3. Obtain the software and store it in a convenient location on the EWS Recognition server hard drive.

If the folder *DOES* exist, continue with the procedure [Recognition Server Software Installation](#), beginning on [page 5-387](#).

Install .NET Framework

1. Follow the procedures found at [Install .NET Framework 3.5 SP1](#), on [page 5-192](#) of this section.
 2. When the installation is complete, return here and continue with the procedure [Recognition Server Software Installation](#).
-

Recognition Server Software Installation

To install the Recognition Server software, do the following:

1. Insert the **PowerScribe SDK** Installation DVD (PN 3300007-113) into the DVD drive and go to the folder **PSSDK_3.2 SP2\PSSDK\PSDKSERVER**.
2. Double-click the file **setup.exe** to begin the installation process.
In a few moments the **Welcome** dialog will be displayed.
3. Click **Next**, and when the **Dictaphone License Agreement** is displayed, click **Yes** to accept the agreement.
4. When the **Microsoft License Agreement** is displayed, click **Yes** to accept the agreement.
5. The dialog shown in [Figure 5-511](#) will be displayed.

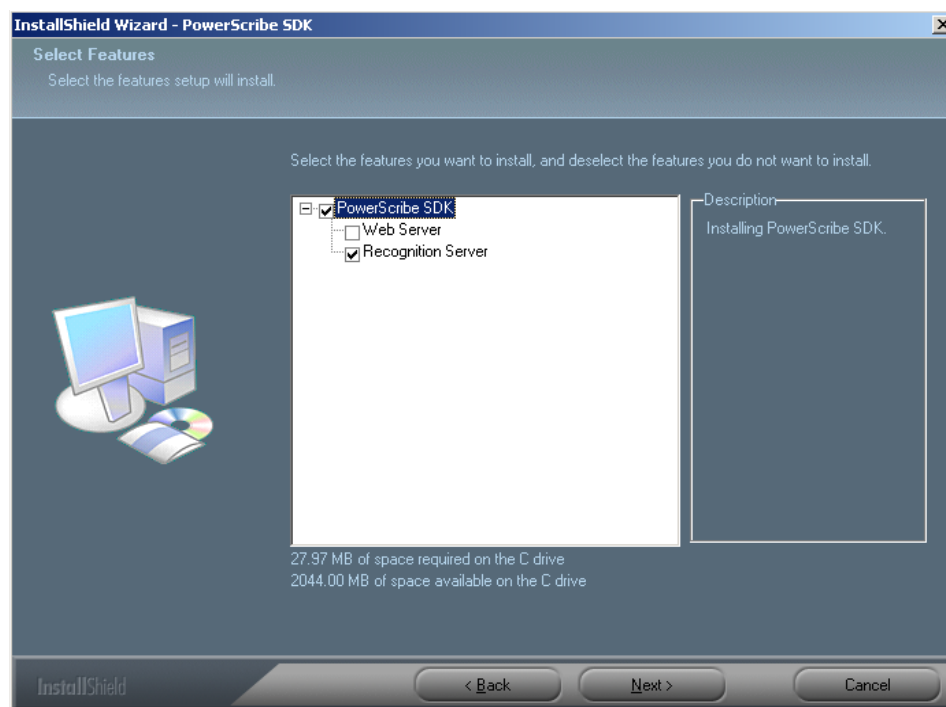


FIGURE 5-511 Select Features Dialog

6. Place a check in the **Recognition Server** check box **ONLY**.

DO NOT check the Web Server check box.

The **PowerScribe SDK** box will be checked automatically when the Recognition Server box is checked.

7. Click **Next** to continue.

The **Choose Destination Location** dialog, [Figure 5-512](#), is displayed.

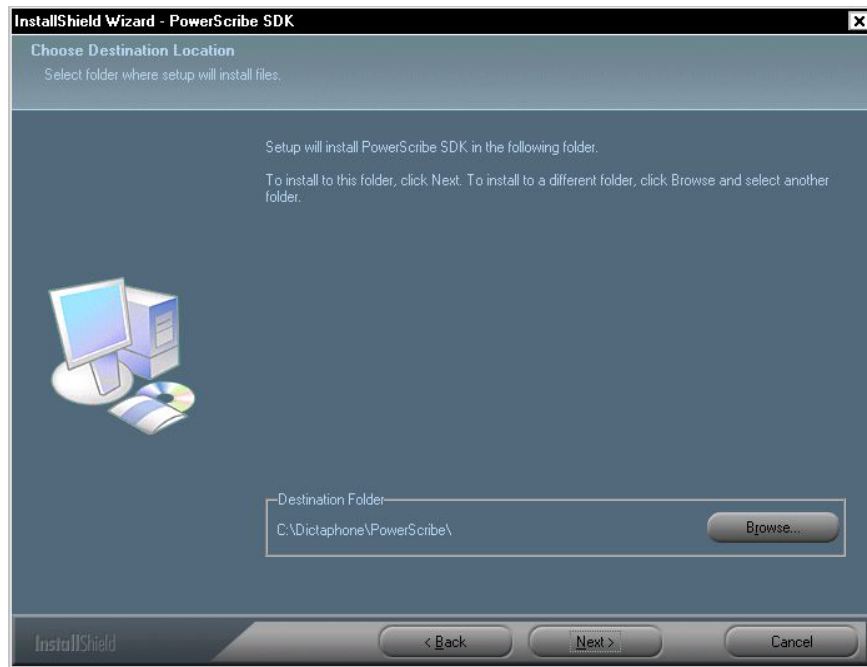


FIGURE 5-512 Destination Location Dialog

8. Accept the default destination location of **C:\Dictaphone\PowerScribe**, and then, click **Next** to continue.
9. The **SSL Question** dialog shown in [Figure 5-513](#) is displayed.

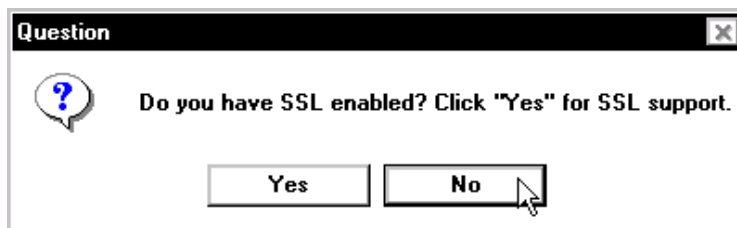


FIGURE 5-513 SSL Question Dialog

10. Select the appropriate answer (**Yes/No**), based on whether or not SSL is enabled. The dialog shown in [Figure 5-514](#) will be displayed.

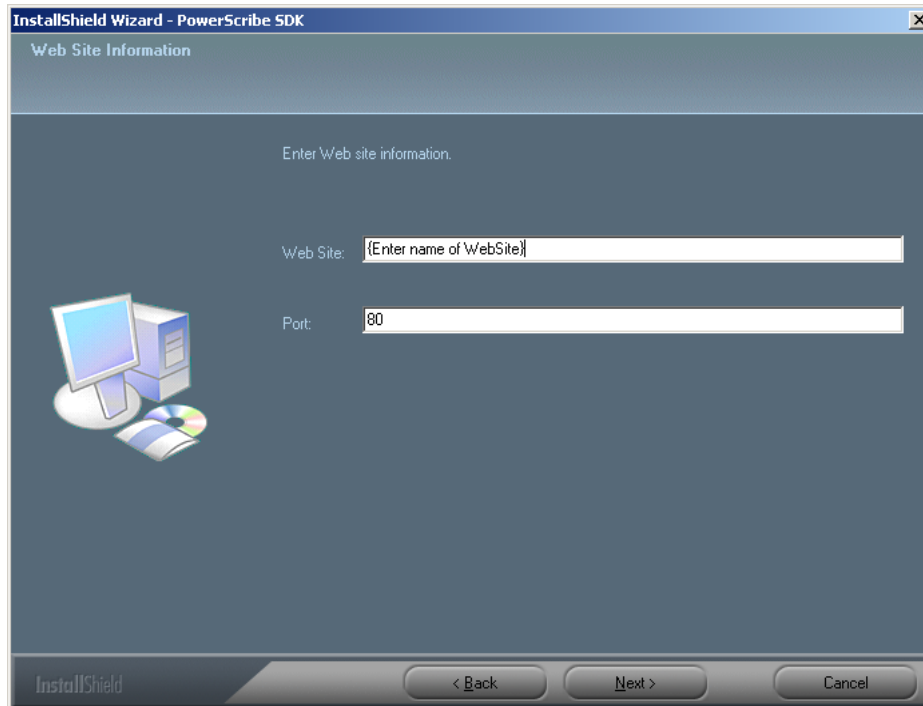


FIGURE 5-514 Website Information Dialog

11. Complete the [Figure 5-514](#) dialog by inserting the name of the web site. This will be the web site on the SDK Web server. Please read the **Important** note below before completing this dialog.



IMPORTANT

*In general, the value entered in **Web Site:** (sometimes displayed as **Web Server:** in earlier versions of SDK) should be whatever you will use when attempting to connect to anything within the SDK through the browser, such as the Admin UI, **or** when trying to initialize the SDK through the APIs. For example, if you have a web server called `sdksrvr1` hosting a website that the SDK will live in called `www.mysdksrvr.com`, then `www.mysdksrvr.com` is what you need to provide during installation. Attempting to connect to or initialize the SDK after the fact with any other means (including server IP) will produce unwanted and inconsistent results.*



IMPORTANT

*If SSL is being used on this server, the name you enter in the [Figure 5-514](#) dialog must be the name of the server entered on the certificate (See [Figure 5-295](#)), and the **Port** must be changed from 80 to **443**. This is very important to remember, since the server name on the SSL certificate can be different than the NETBIOS name of the server.*

12. After entering the **Web Site:** name, and for the **Port:** entry, use 80 for non-SSL and 443 for SSL. Then, click **Next** to continue.

The dialog shown in [Figure 5-515](#) will be displayed.

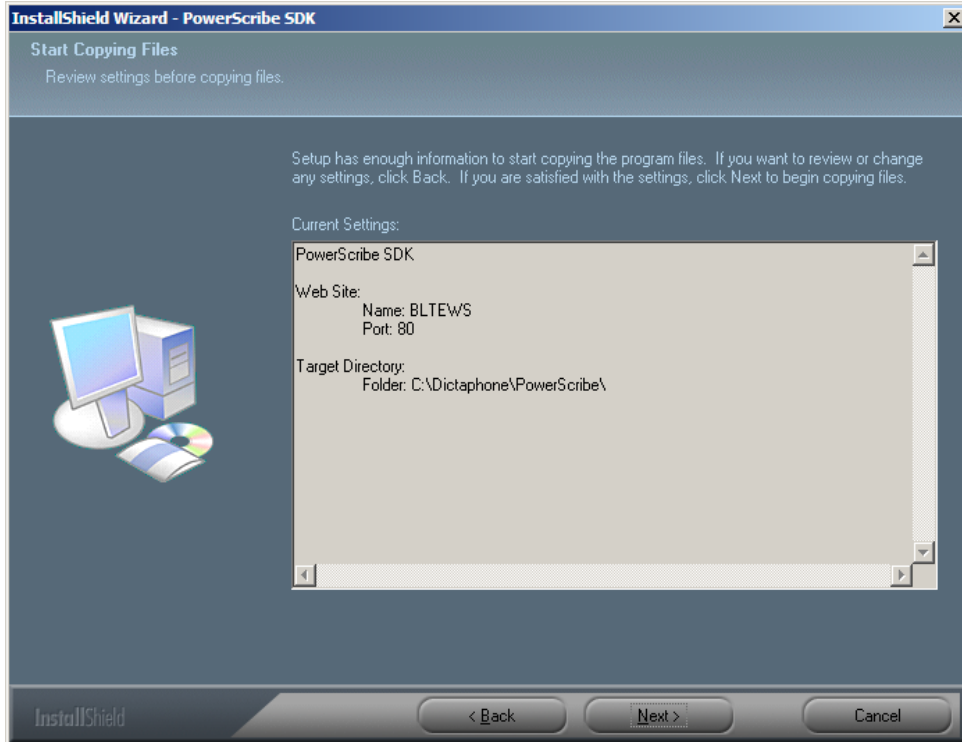


FIGURE 5-515 Start Copying Files Dialog

13. Verify that the settings shown in the [Figure 5-515](#) dialog are correct, and then, click **Next**.
14. In a short while, the dialog shown in [Figure 5-516](#) will be displayed.

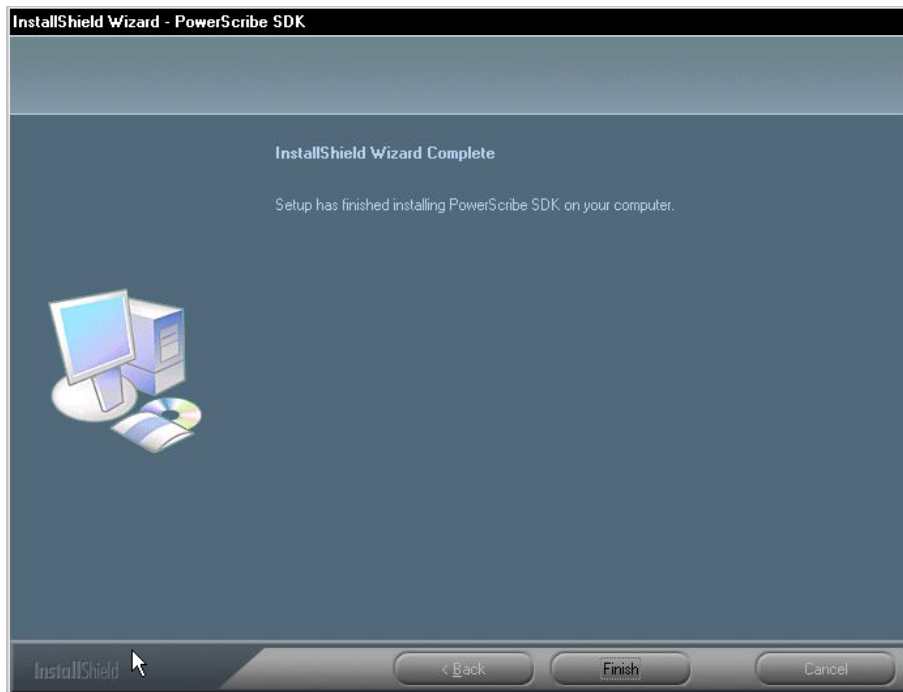


FIGURE 5-516 InstallShield Complete Dialog

15. Click **Finish** to complete the installation.
16. Select **Start | Settings | Control Panel | Administrative Tools** and double-click the **Services** icon.
17. If the SDKWatchdog service is running, **stop** the service.
18. Right-click the **PSRecogServer** service and select **Properties** from the drop down menu.
19. On the **General** tab, do the following:
 - Start the **PSRecogServer** service, if it is not already started



*The PSRecogServer service may not start because of insufficient rights assigned to the user configured to start the service. The error experienced will be an Error **1069:the service did not start due to a logon failure**. If this is the case, the situation will be rectified in the steps below.*

- Set **PSRecogServer** service to **Automatic** startup
20. Next, click the **Log On** tab and the dialog shown in [Figure 5-517](#) will be displayed.

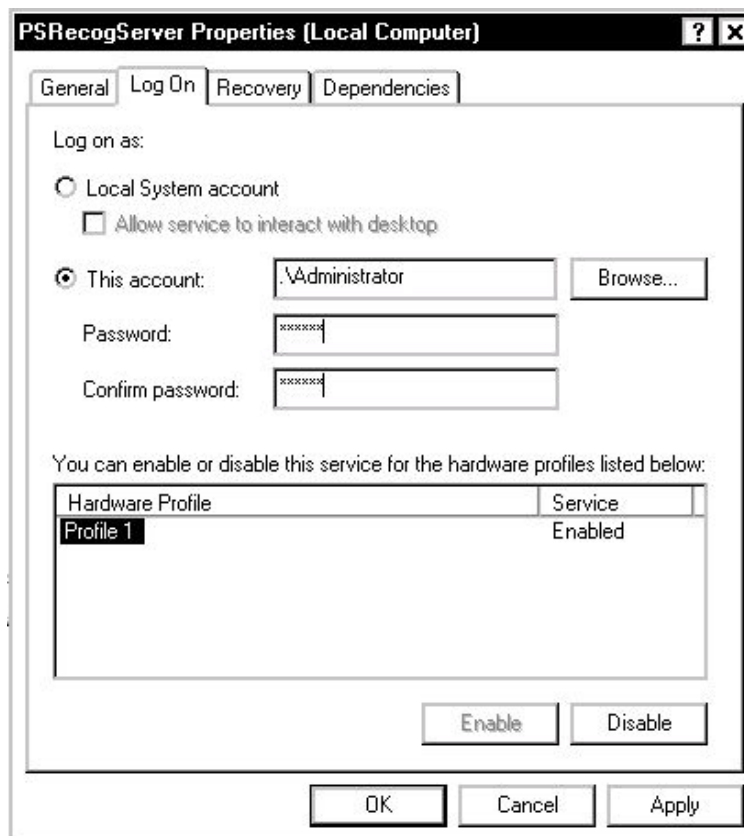


FIGURE 5-517 Log On Dialog



The logon may be defaulted to a Local System account. If so, then select “**This account**”, then click **Browse** and select a user that has local administrative rights.

21. On the **Log On** tab, enter the user password in the **Password** and **Confirm password** fields.
22. Click **Apply**.
23. You may see a Microsoft Management Console(MMC) prompt displayed, such as that shown in [Figure 5-518](#). Click **OK** if the prompt is displayed.

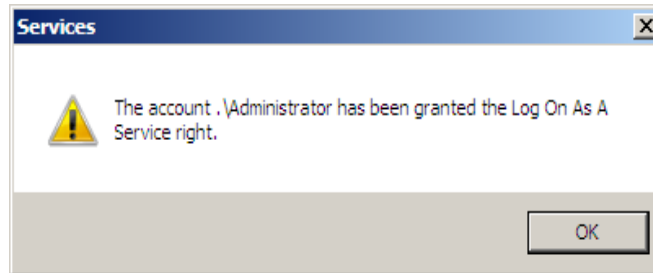


FIGURE 5-518 MMC Prompt Dialog

24. You may see a shared folders dialog box, [Figure 5-519](#). If so, click **OK**.

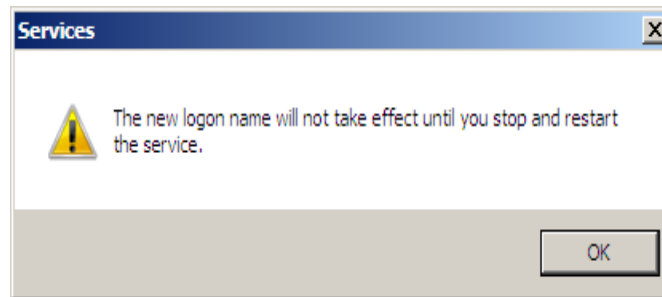


FIGURE 5-519 Shared Folders Dialog

25. Click the **General** tab.
26. **Stop** and **Start** the **PSRecogServer** service.
27. Click **OK** to close the **PSRecogServer Properties** dialog.
28. Perform **Steps 19 through 28** for the **SDKWatchdog** service.
29. With the **PSRecogServer** and **SDKWatchdog** services configured, and running, close all **Control Panel** windows.
30. Open the Event Viewer application log and ensure that both services started successfully. Ensure that the **SDKWatchdog** service is watching the **PSRecogServer** service ([Figure 5-520](#)).

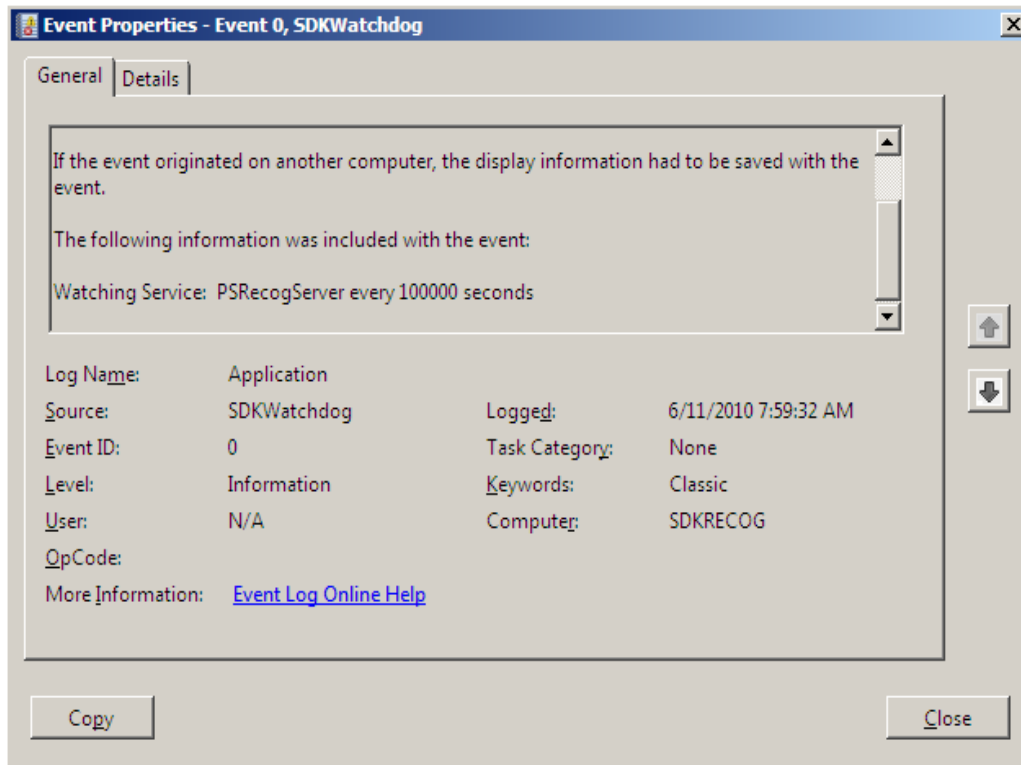


FIGURE 5-520 Event Properties Dialog

31. On the EWS Web server, open Internet Explorer and connect to the following URL:

`http://[server name]/pssdk/RecMonitor/start.html`

where **[server name]** represents the **EWS Web** server name. Be careful as the connection string is case-sensitive.

The dialog shown in [Figure 5-521](#) will be displayed.

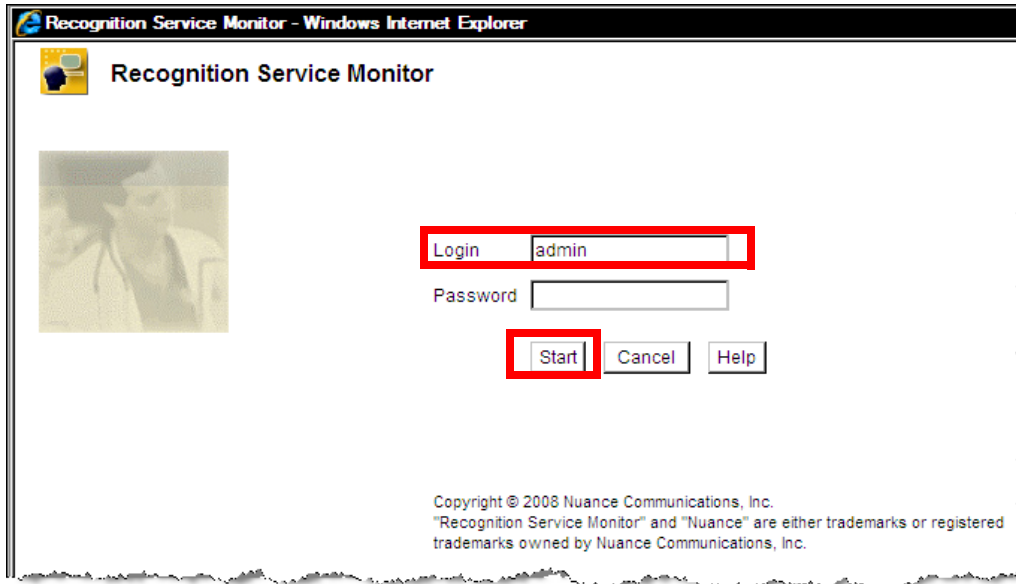


FIGURE 5-521 Login Dialog

32. Enter **Admin** for the Login and click **Start**, and the dialog shown in [Figure 5-522](#) will be displayed.

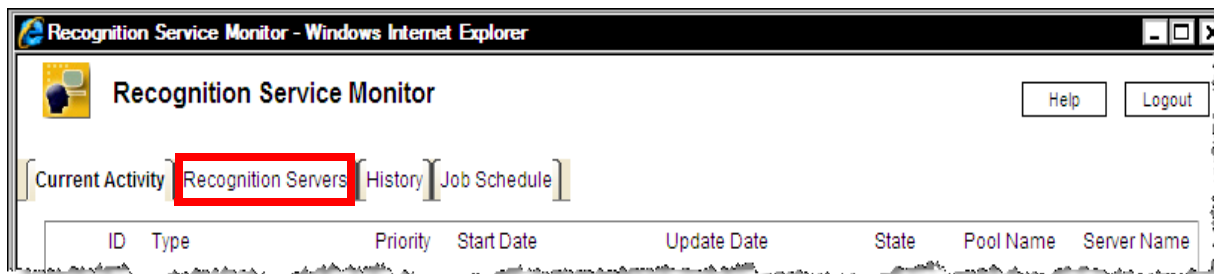


FIGURE 5-522 Login Display Dialog

33. Click **Recognition Servers**, and the dialog shown in [Figure 5-523](#) will be displayed.

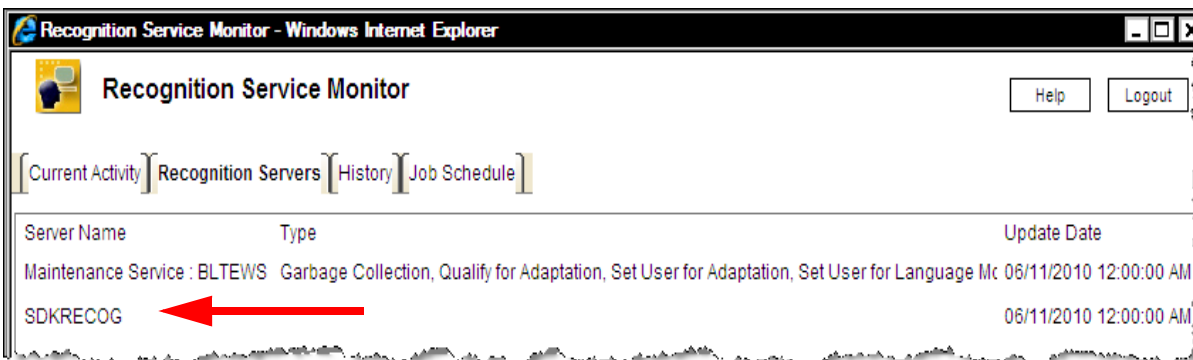


FIGURE 5-523 Recognition Server Display

34. Ensure that the **EWS Recognition** server is displayed.
35. **Logout** and close Internet Explorer.
36. Close all open windows and continue with the next procedure, [Configure Symantec AntiVirus for EWS](#).

Configure Symantec AntiVirus for EWS



IMPORTANT

*This configuration of Symantec AntiVirus applies specifically to an environment with an EWS Server installed. The procedures apply to the **EWS Web Server, SDK Web Server, EWS Recognition Server, and the individual EWS Client Workstations.***



These procedures were developed using the Version 7 Corporate edition of Symantec AntiVirus, and there may be some minor differences in the interface if you are using a later version of the antivirus software.

EWS Web Server Configuration

1. Select **Start | Programs | Norton AntiVirus**, and the dialog shown in [Figure 5-524](#) will be displayed.

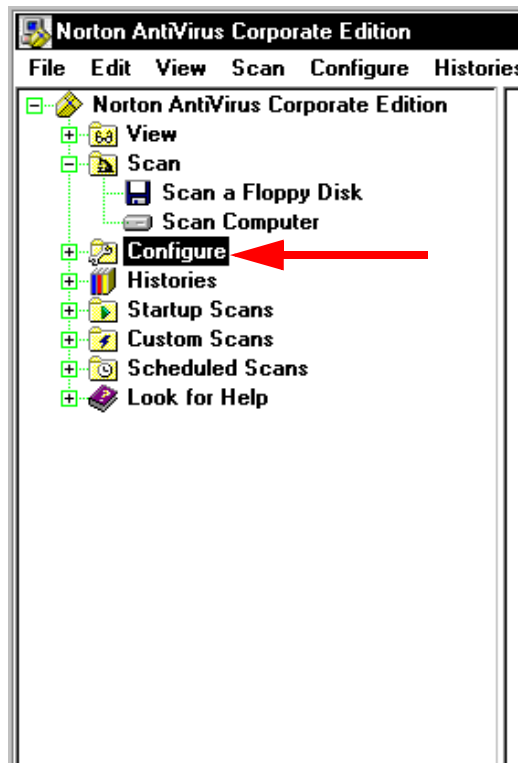


FIGURE 5-524 Norton AntiVirus Menu Tree Dialog

2. Expand the **Configure** tree and select the **File System Realtime Protection** item. The dialog shown in [Figure 5-525](#) will be displayed.

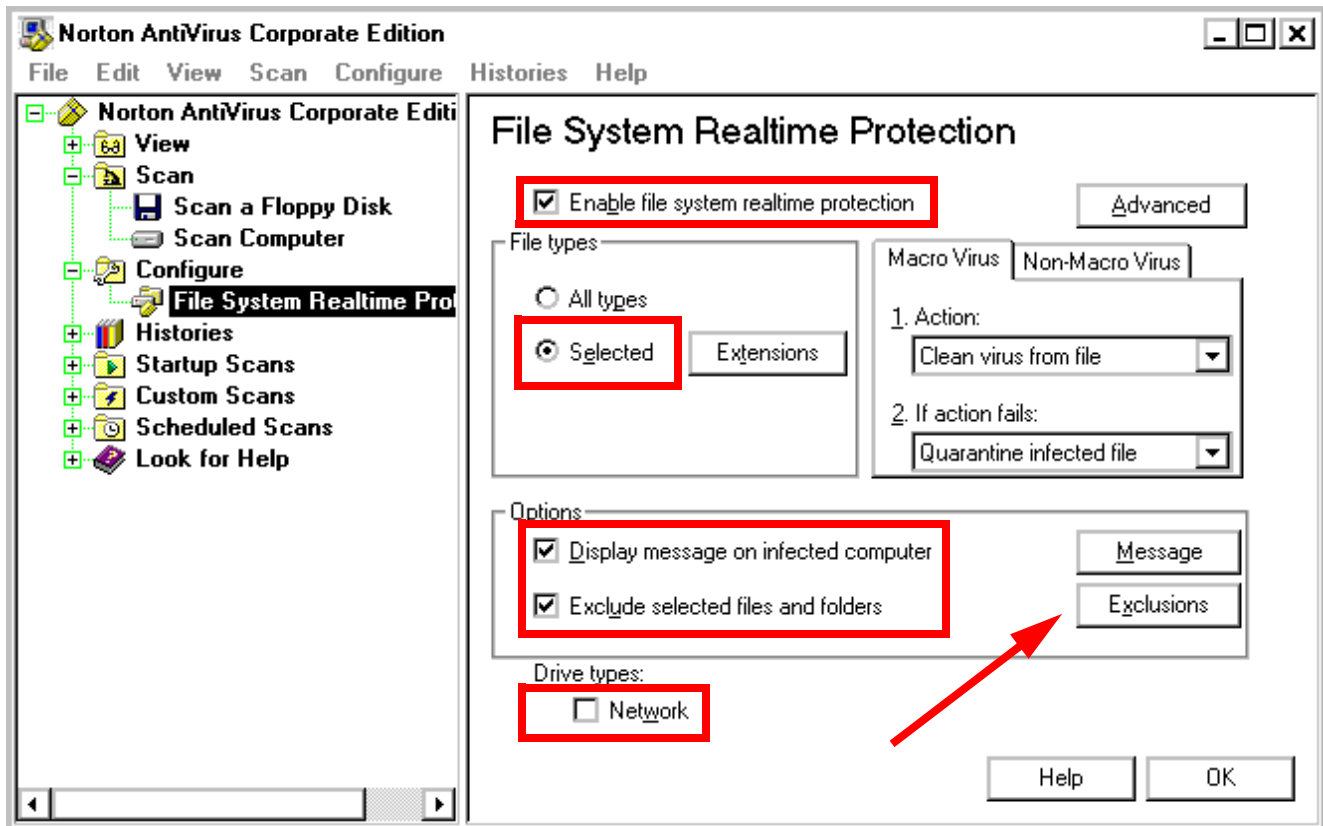


FIGURE 5-525 File System Realtime Protection Dialog

3. Ensure that the [Figure 5-525](#) dialog is configured as follows:
 - **Enable file system realtime protection** check box is **checked**
 - Radio button **Selected** is chosen for **File Types**
 - Both check boxes in the **Options** area are **checked**
 - **Network** check box is **unchecked**
4. Click the **Exclusions** button, and the dialog shown in [Figure 5-526](#) will be displayed.

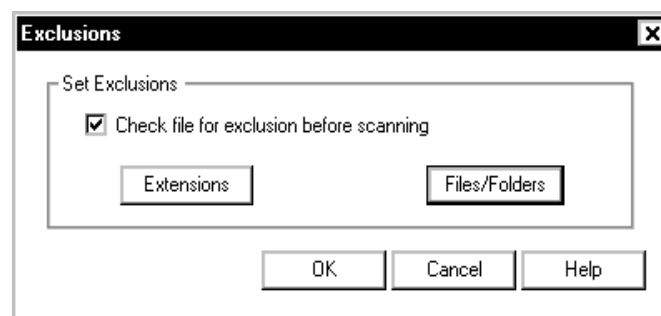


FIGURE 5-526 Exclusions Dialog

5. Place a check in the **Check file for exclu.....** check box.

- Next, click the **Extensions** button and the dialog shown in [Figure 5-527](#) will be displayed.

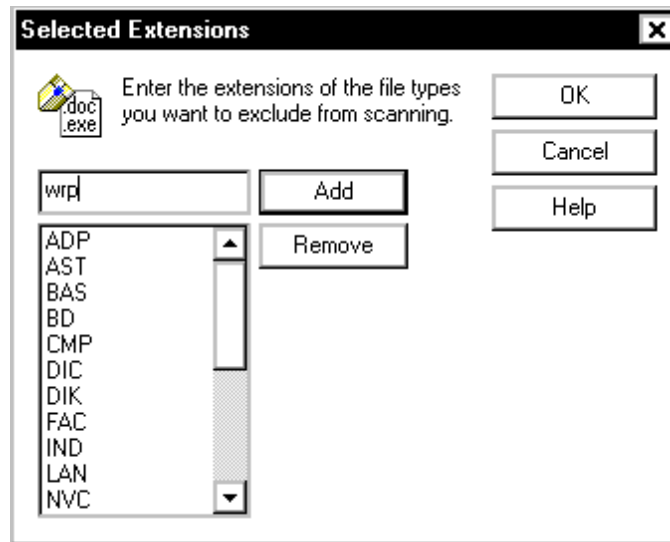


FIGURE 5-527 Selected Extensions to Exclude Dialog

- Enter the following 22 extensions into the [Figure 5-527](#) dialog.
ADP, AST, BAS, BD, CMP, DIC, DIK, DOC, FAC, IND, LAN, NVC, PAR, PVC, REC, RWR, RTF, SIG, SVC, USR, VTD, WAV, and WRP
- Click **OK** and you will be returned to the [Figure 5-526](#) dialog.
- Click the **Files/Folders** button, and the dialog shown in [Figure 5-528](#) will be displayed.

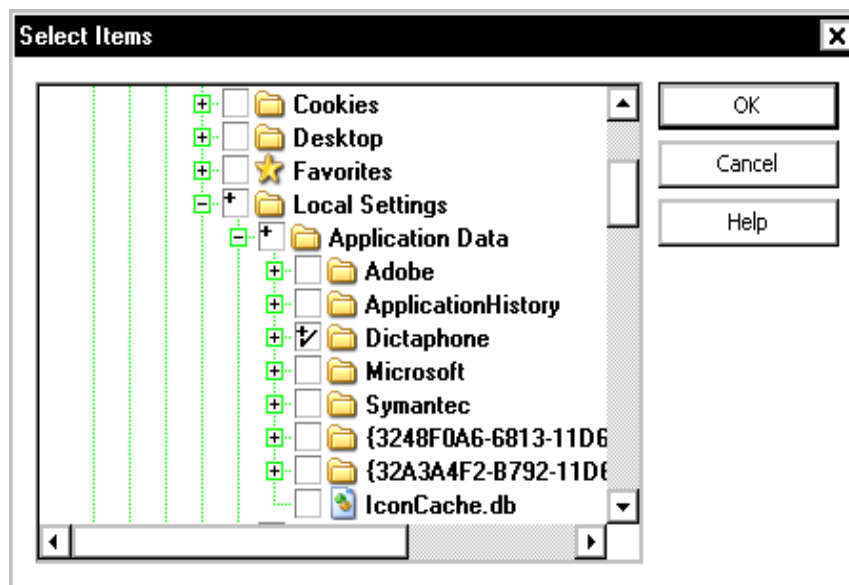


FIGURE 5-528 Files/Folders Exclusion Dialog

- Select the following folder for exclusion, as illustrated in [Figure 5-528](#).

- C:\Documents and Settings | <User> | Local Settings | Application Data | Dictaphone

This will automatically select **all** sub-folders in the **Dictaphone** folder, and **that is what you want**.

11. Next, locate the **PScribeSDK_Data** folder, and exclude that folder and all sub folders within, as illustrated in [Figure 5-529](#).

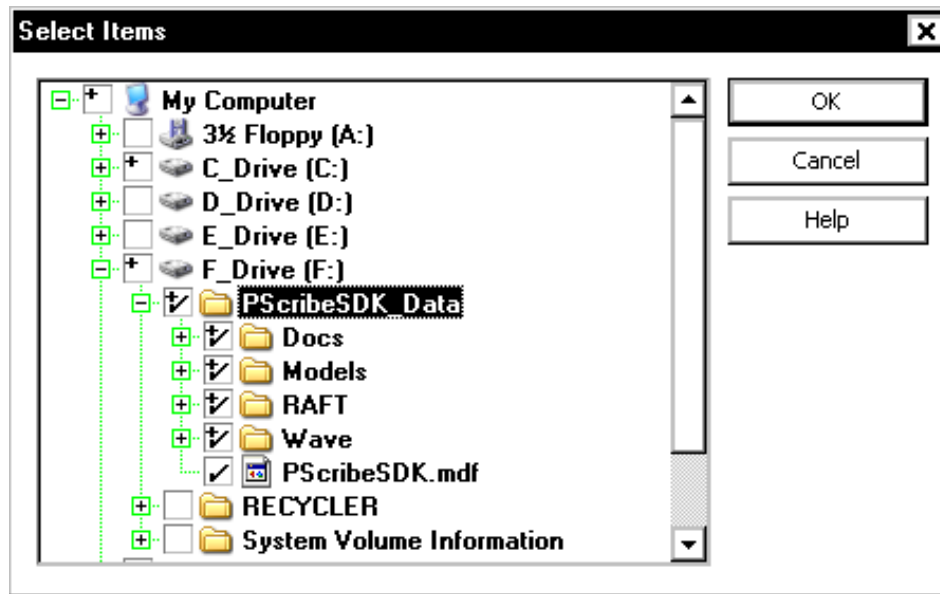


FIGURE 5-529 PScribeSDK_Data Folder & Sub folder Exclusion

12. Click **OK**, **OK**, and then, **OK** one more time.
13. Click **Exit** to close the **Norton AntiVirus** configuration menu.
14. Continue with the next procedure, [EWS Recognition Server Configuration](#).

EWS Recognition Server Configuration

1. Complete the following procedures, detailed above, in [EWS Web Server Configuration](#), on the **Recognition** server.

File Extensions Exclusions

Complete **Steps 1 through 7** of the [EWS Web Server Configuration](#) procedure.

Exclude the PScribeSDK_Data Folder

Complete **Steps 10 through 12** of the [EWS Web Server Configuration](#) procedure.

2. Close the **Norton AntiVirus** configuration menu.
3. Continue with the next procedure, [EWS Client Workstation Configuration](#).

EWS Client Workstation Configuration

1. Complete the following procedures, detailed above, in [EWS Web Server Configuration](#), on the **Recognition** server.

File Extensions Exclusions

2. Complete **Steps 1 through 7** of the [EWS Web Server Configuration](#) procedure.
3. Click **OK, OK**, and then click **Exit** to close the Norton AntiVirus configuration menu.
4. Continue with the next procedure, if required, [Upgrade/Verify the EXVoice & EXText Servers](#).

Upgrade/Verify the EXVoice & EXText Servers

Before continuing on the EWS server, verify and/or upgrade the EXVoice and EXText servers as indicated below.

To upgrade the EXVoice Server, go to [Upgrade the EXVoice Data Server](#), in the [Upgrading EXVoice to Version 8.1](#) section of this manual, beginning on [page 6-13](#).

To upgrade the EXText server, go to the procedure [Upgrading EXText Server to Version 8.1](#), in the [System Upgrades - VER. 8.1](#) section of this manual, beginning on [page 6-99](#).

Once both the EXVoice and EXText servers have been upgraded, continue with the next procedure, [License Burning for EXVoice](#).

License Burning for EXVoice

Refer to the procedure [License Burning for EWS/EXVoice/EXSpeech](#), on [page 6-239](#) of this manual.

Once EXVoice licensing is complete, return here and continue with the next procedure, [License Burning for EXText](#).

License Burning for EXText



Before accomplishing this procedure, the EXText server **MUST** be upgraded to Version 8, which version is compatible with the EWS server you are connecting to.

IMPORTANT

To install EWS licenses on the EXText server, do the following:

1. On the EXText server, open the folder **C:\DocNet\Bin**.
2. Locate the file **DNFeatures.exe**, and double-click to execute the program.

The dialog shown in [Figure 5-530](#) will be displayed.

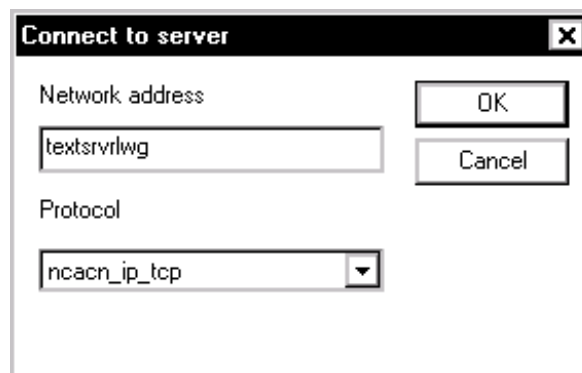


FIGURE 5-530 Connect to Server Dialog

3. Enter the NETBIOS name of the **EXText** server, and select the appropriate protocol.
4. Click **OK** and the dialog shown in [Figure 5-531](#) will be displayed.

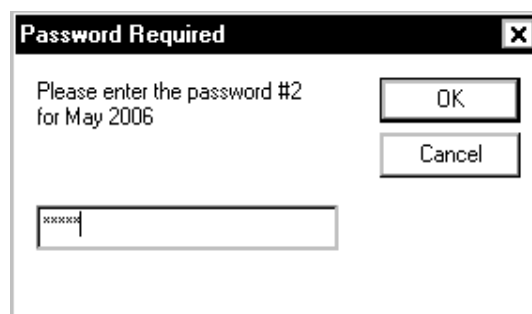


FIGURE 5-531 Password Required Dialog

5. Enter the required password in the [Figure 5-531](#) dialog, and then, click **OK** to continue.
6. The dialog shown in [Figure 5-532](#) will be displayed.

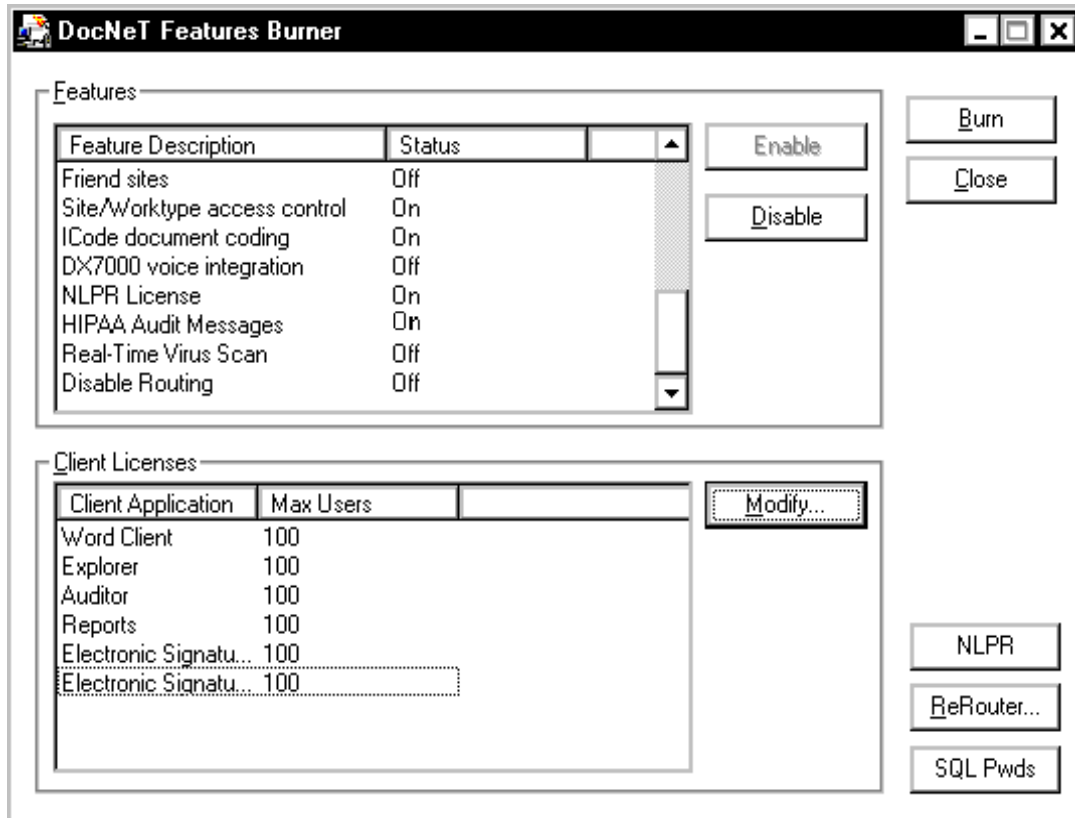


FIGURE 5-532 DocNet Features Burner Dialog

7. When the [Figure 5-532](#) dialog is displayed, do the following:
 - In the **Features** section, ensure that **EX voice integration** and **HIPAA Audit Messages** options are set to **ON**
 - In the **Features** section, enable those features which the customer has purchased
 - In the **Client Licenses** section, modify Max Users to reflect the number of EWS Signature licenses which the customer has purchased
8. Once the **Features** section is accurately completed, click **Burn**.
The dialog shown in [Figure 5-533](#) will be displayed.

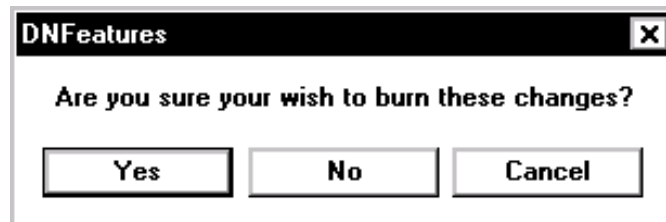


FIGURE 5-533 DNFeatures Verification Dialog

9. Click **Yes**, and the dialog shown in [Figure 5-534](#) will be displayed.

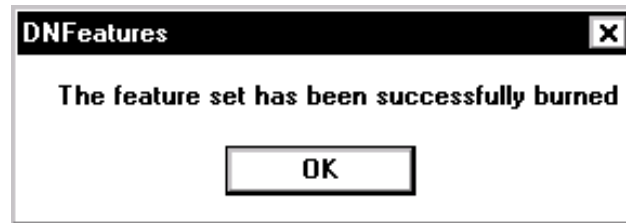


FIGURE 5-534 Successful FeatureBurn Dialog

10. Click **OK** and you are returned to the desktop.
 11. Follow the procedure [Creating an Automated System Recovery Backup Set](#), on [page 8-23](#) for all servers you have just installed.
 12. Continue with the next procedure, [Functionality Check](#).
-

Functionality Check

Go to the section [System Functionality](#) and perform a complete functionality test to ensure that the system is performing all functions in a correct manner.

ATS Configuration Documentation

There is an excellent Administrative document posted on the Dictaphone web site which can be very helpful in configuring/using the Enterprise Workstation. This document can be found at the following URL:

<http://dpc.dictaphone.com/content/sales/opmanual/L2755001.pdf>

Web Server Backup Strategies



The strategy presented here is only one way of implementing a backup of the Web Server virtual directory. This procedure is designed to serve as a guideline for backing up, and as time passes, will be refined to incorporate new and improved methods of accomplishing this task.

In the event an EWS Web Server needs to be recovered, it is strongly recommended that a full backup of the server database be taken at a minimum of once a night through SQL Server.

To implement this type of a backup, do the following:

1. Select **Start | Programs | Microsoft SQL Server | Enterprise Manager**
2. Expand the **Microsoft SQL Servers | SQL Server Group | [Web Server name] | Databases**

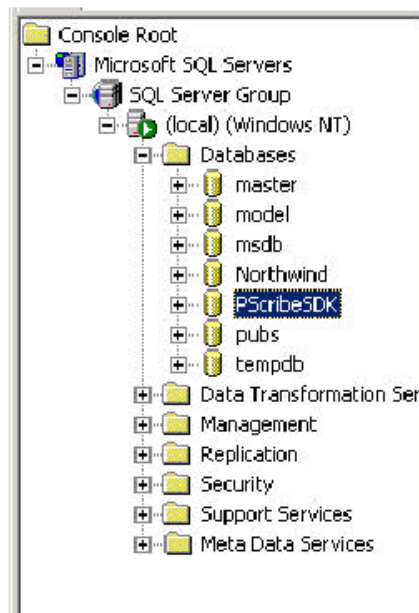


FIGURE 5-535 Database Expansion Display

3. Right-click the **PscribeSDK** database and choose **All Tasks > Backup Database**
4. The dialog shown in [Figure 5-536](#) will be displayed.

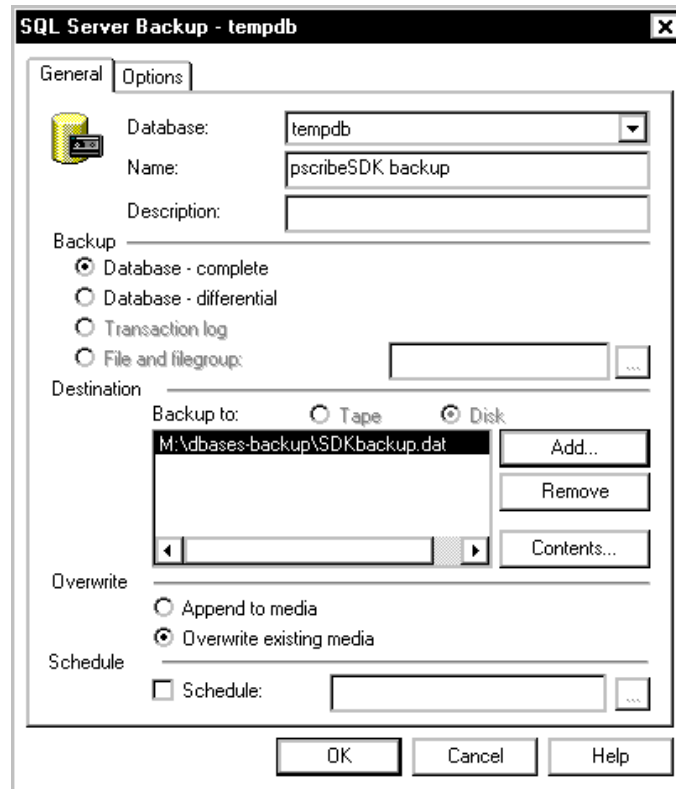


FIGURE 5-536 SQL Server Backup General Tab Dialog

5. On the **General** tab, do the following:
 - a. In the **Backup** section, select the radio button **Database complete**
 - b. In the **Destination** section, click **Add**

The dialog shown in [Figure 5-537](#) will be displayed.

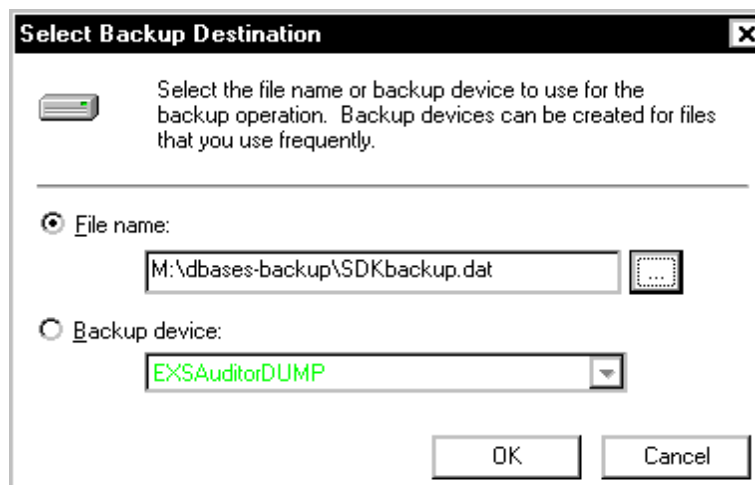


FIGURE 5-537 Select Backup Destination Dialog

- c. Click the **Browse** button and the dialog shown in [Figure 5-538](#) will be displayed.

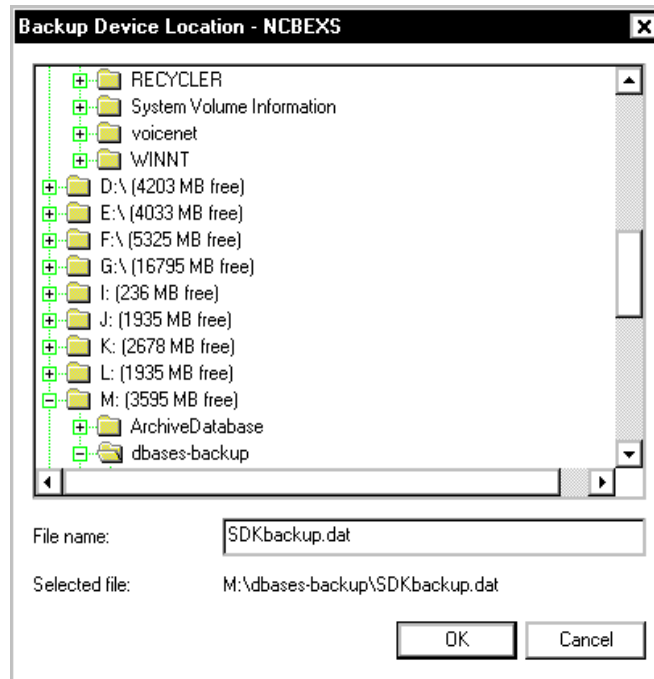


FIGURE 5-538 Backup Device Location Dialog

- d. Choose a directory, and enter a name for the file (**be sure you include the .dat extension**)
- e. Click **OK two times** to return to the **General** tab
6. Referring to [Figure 5-536](#), in the **Overwrite** section, choose **Overwrite existing media**
7. In the **Schedule** section, do the following:
 - a. Check the **Schedule** box and click the **Browse** button
The Edit Schedule dialog shown in [Figure 5-539](#) will be displayed

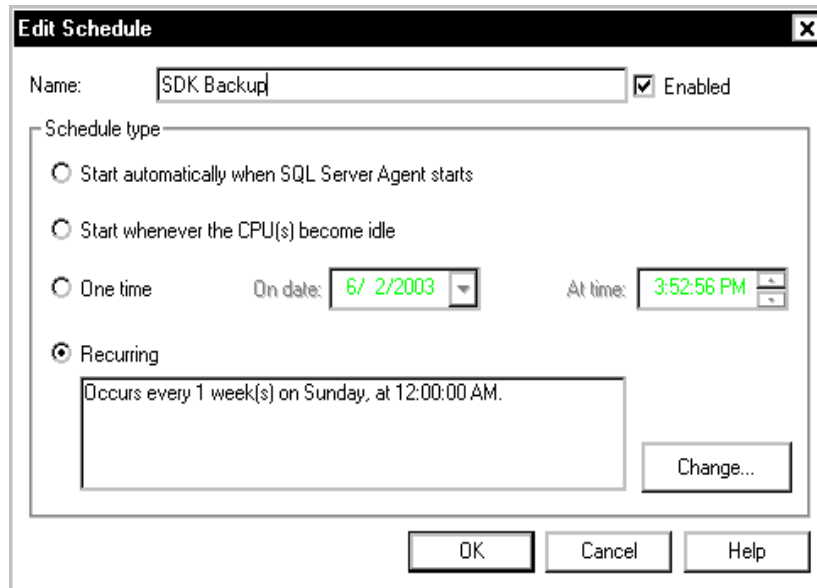


FIGURE 5-539 Edit Schedule Dialog

- b. Create a **Name** for the scheduled task and check the **Enabled** check box
- c. Select the **Recurring** radio button, and then click **Change**

The dialog shown in [Figure 5-540](#) will be displayed

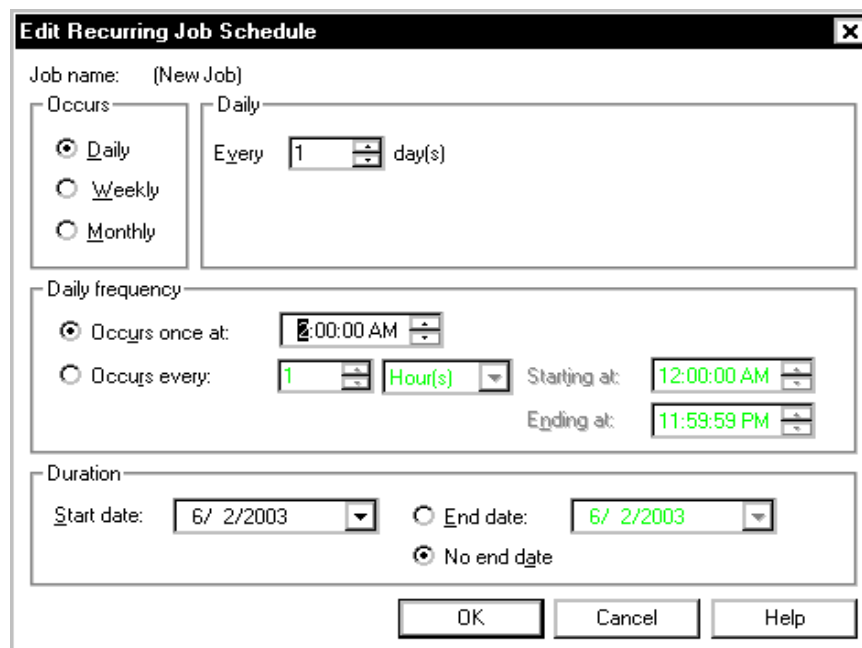


FIGURE 5-540 Recurring Job Schedule Dialog

- d. Do the following in the [Figure 5-540](#) dialog:
 - ◆ In the **Occurs** section, select the **Daily** radio button

- ◆ In the **Daily Frequency** section, choose a time that the backup will start
 - ◆ In the **Duration** section make sure that the start date is the **current date** and that the **No end date** radio button is selected
 - ◆ Click **OK**
- e. Click **OK** once again to return to the **General** tab, which now looks very similar to that shown in [Figure 5-541](#).

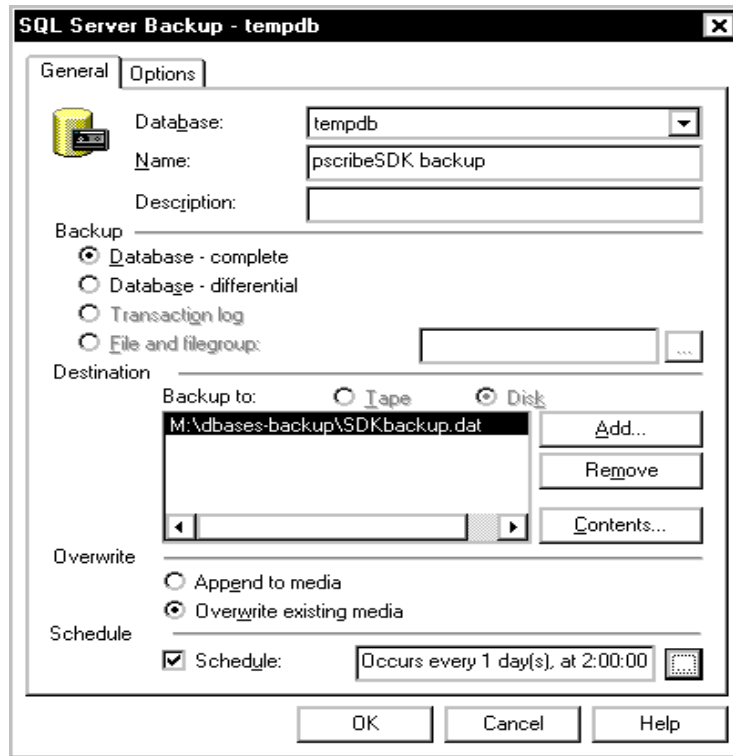


FIGURE 5-541 Completed General Tab Dialog

8. Click **OK** to exit the dialog.

With the Scheduling part of the backup completed, SQL will automatically setup the SQL job that will automate the backup every night.

You can view this job in **Enterprise Manager** by going into **Microsoft SQL Servers [SQL Server Group] | [Web Server name] | Management | SQL Server Agent** and click the **Jobs** option.



The SQL Server Agent service must be running in order for these jobs to run automatically. You may have to click the **Refresh** button on the tool bar to observe the newly created job.

9. Continue with the next procedure, [Web Server Data Backup](#).

Web Server Data Backup

In order to make a full recovery of an EWS Web Server, a backup of the **PscribeSDK_Data** directory on the Web Server should be made as close to the server database backup as possible to ensure continuity throughout the recovery. This directory stores the language models, user voice models, and wave files for training and reports. **This data cannot be recovered from a database backup alone**, so it is strongly recommended that any backup strategy implemented at a client site include this directory along with the database backup. This will ensure a full recovery of the EWS Web server in the event of a disaster.

One way of implementing this is through the use of a batch file that can be scheduled to run automatically in SQL in conjunction with the database backup job.

The following is a step-by-step process for implementing this type of backup strategy.

1. Create a batch file by doing the following:
 - a. Right-click anywhere on the hard drive of the web server
 - b. Create a new text document
 - c. Give the file any name, but change the file extension from .TXT to **.BAT**
2. Right-click the batch file and choose **Edit**
3. The syntax for the batch file command will be:

```
XCOPY [source] [destination] /e /d /y
```

Example:

```
XCOPY F:\PscribeSDK_DATA\models\*. * G:\SDK_Backup\models\*. * /e /d /y
```

```
REM
```

```
XCOPY F:\pscribesdk_data\wave\*. * G:\SDK_Backup\Wave\*. * /e /d /y
```

/e – Copies all directories and sub-directories from source to destination even if the directories are empty

/d – Copies only the files that have changed or have been added since the last copy

/y – Copies all files and folders without prompting to overwrite any existing directories or files

4. Once the batch file has been created and properly set up it can be configured to run automatically using SQL in the same way that the database backup is done. This is implemented by doing the following:
 - a. Select **Start | Programs | Microsoft SQL Server | Enterprise Manager**
 - b. Expand **Microsoft SQL Servers | SQL Server Group | [SQL Server name] | Management | SQL Server Agent**
 - c. Select **Jobs**



The SQL Server Agent service must be running in order for these jobs to run automatically.

- d. Right-click the **PScribe_SDK** backup job, and select **Properties**
- e. Click the **Steps** tab and the dialog shown in [Figure 5-542](#) will be displayed

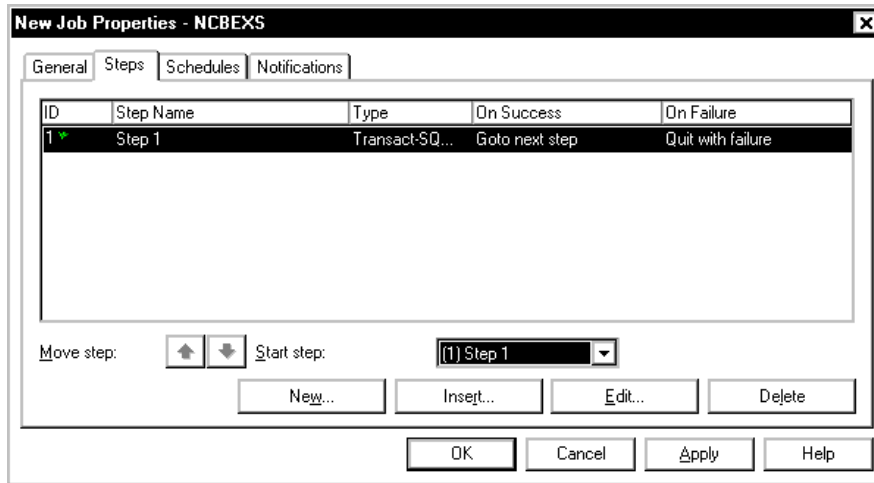


FIGURE 5-542 Steps Tab Dialog

- f. Click **Edit**, and then, click the **Advanced** tab.
The dialog shown in [Figure 5-543](#) will be displayed

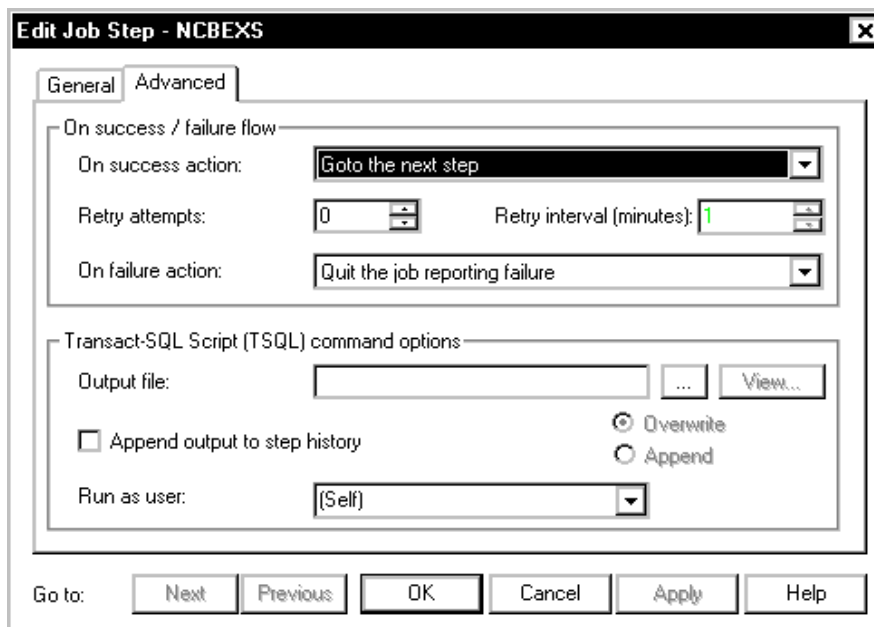


FIGURE 5-543 Edit Job Step Dialog

- g. On the **Advanced** tab, open the **On success action:** list box and choose **Go to the next step**
- h. Click **Apply**, and then, click **OK** and you will be returned to the [Figure 5-542](#) dialog

- i. Click **New** to set up the second step for executing the batch file you created
The dialog shown in [Figure 5-544](#) will be displayed

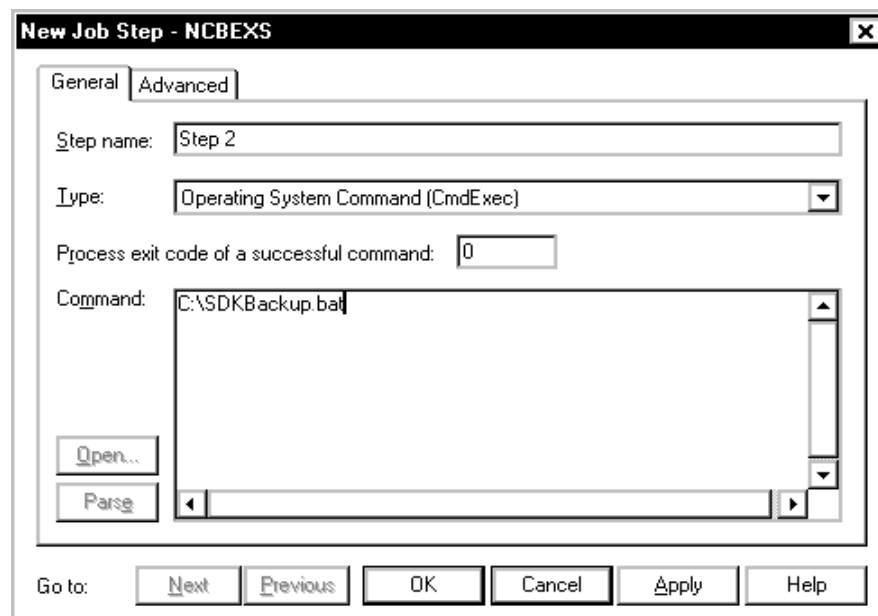


FIGURE 5-544 Step 2 Dialog

- j. On the **General** tab, do the following:
 - ◆ Create a name for this step, different from the name for Step 1
 - ◆ Open the **Type:** list box and choose **Operating System Command (CmdExec)**
 - ◆ In the **Command:** section, type the path to the batch file you created, being sure to include the **name** of the batch file
Example: **C:\SDKBackup.bat** (if the batch file were located on the root of the C:\ drive)



*If the path to the batch file contains **spaces**, it will need surrounding double quotes. (Example: “C:\SDK Backup\backup.bat”)*

- k. Click **Apply**
- l. Click the **Advanced** tab and the dialog shown in [Figure 5-545](#) will be displayed.

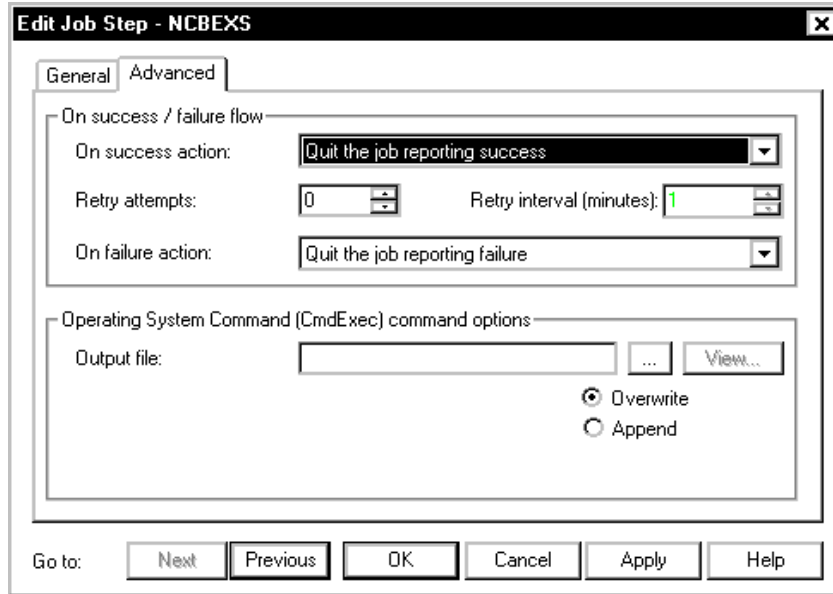


FIGURE 5-545 Step 2 Advanced Tab Dialog

- m. Open the **On success action:** list box, and choose **Quit the job reporting success**
- n. Click **Apply**, and then, click **OK**, which return you to the **Steps** tab, [Figure 5-542](#).
Note that both steps are listed.
- o. Click **OK**, and then, click **OK**.
- p. This will return you to the dialog shown in [Figure 5-546](#).

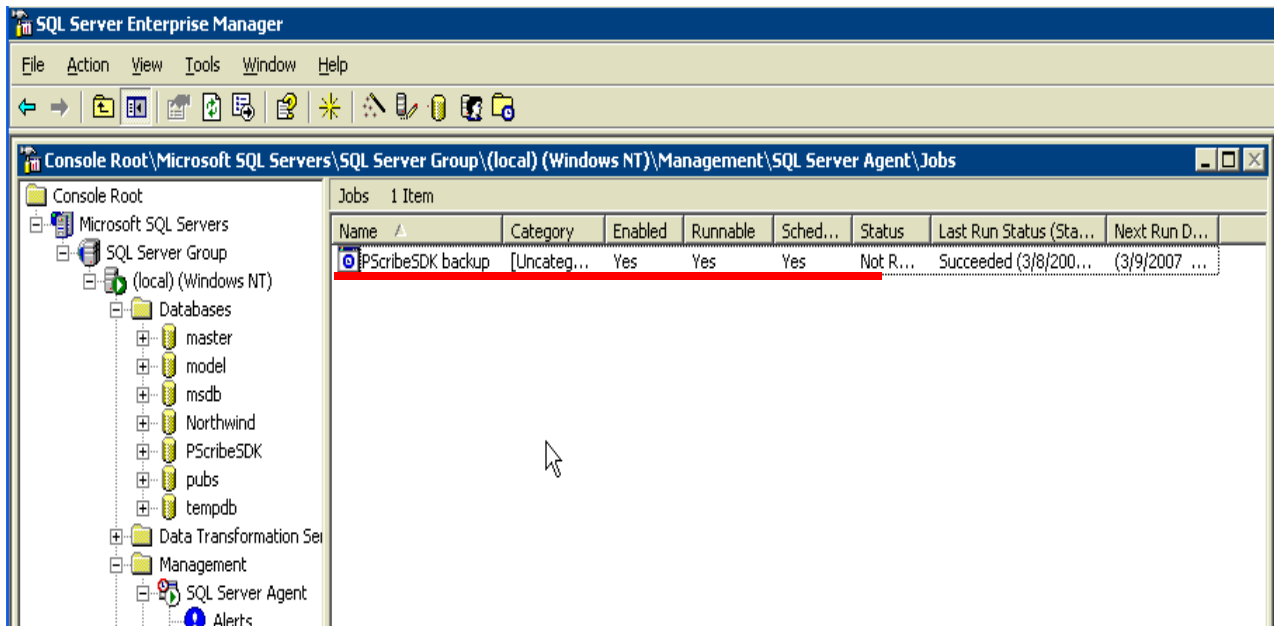


FIGURE 5-546 SQL Jobs Display

Note the addition of the **PSubscribeSDK backup** job.

Test the PSubscribeSDK Backup Job

1. Right-click the **PSubscribeSDK backup** job and the dialog shown in [Figure 5-547](#) will be displayed.

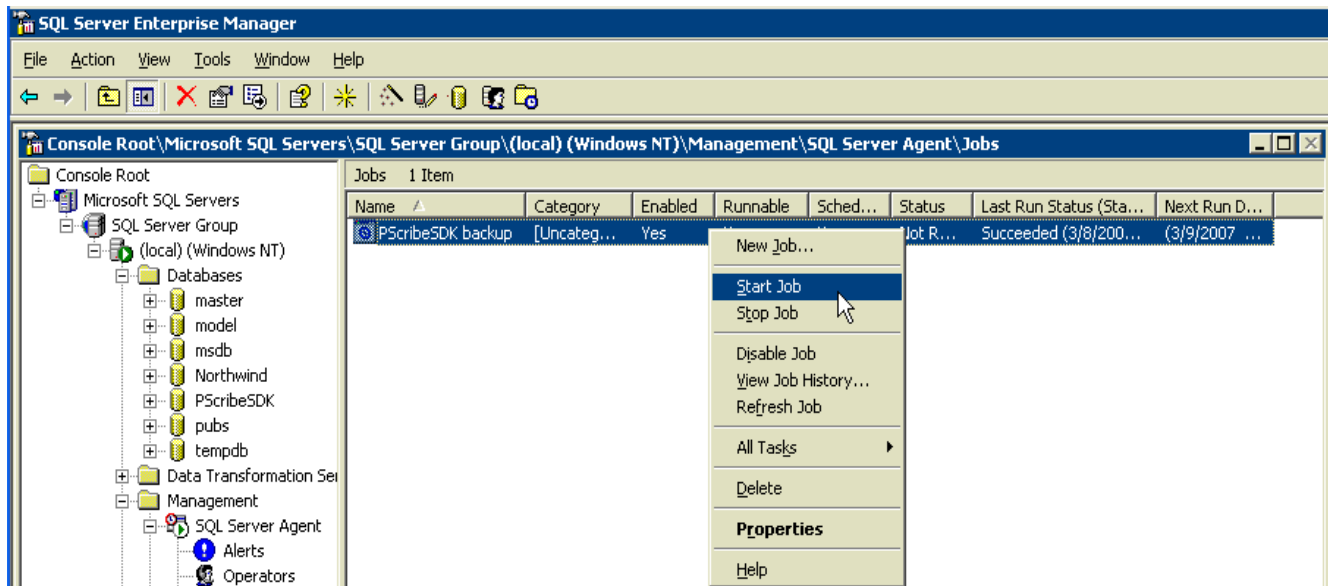


FIGURE 5-547 SQL Start Job Dialog #1

2. Select **Start Job**.

The dialog shown in [Figure 5-548](#) will be displayed.

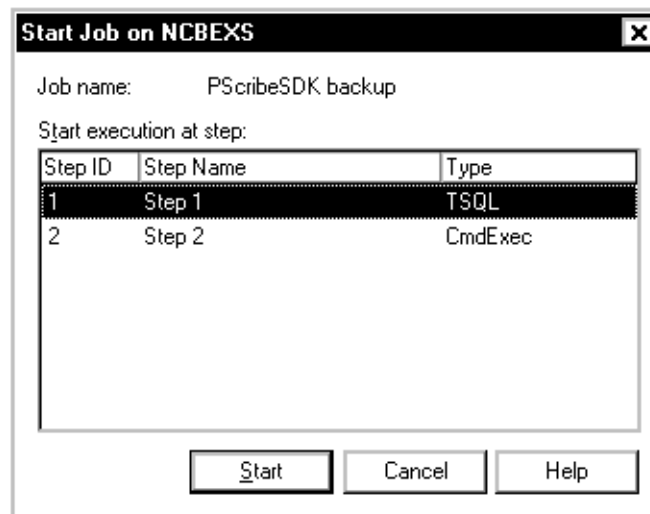


FIGURE 5-548 SQL Start Job Dialog #2

3. With **Step 1** selected, click **Start**.

You will be returned to the [Figure 5-546](#) dialog.

- Right-click the job, and then, select **Refresh Job**, and the dialog shown in [Figure 5-549](#) will be displayed.

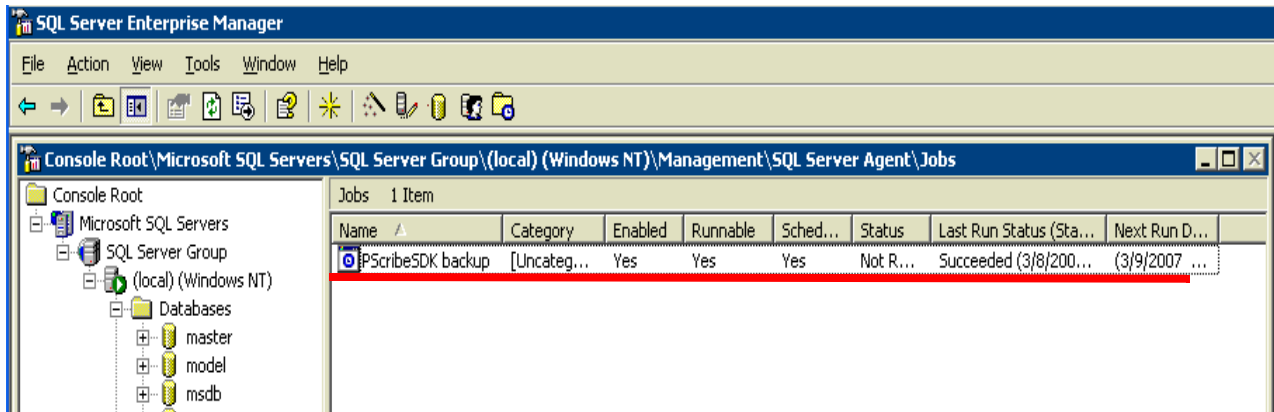


FIGURE 5-549 SQL Job Success Dialog

- Right-click the job once again, and select **View Job History**.

The dialog shown in [Figure 5-550](#) will be displayed.

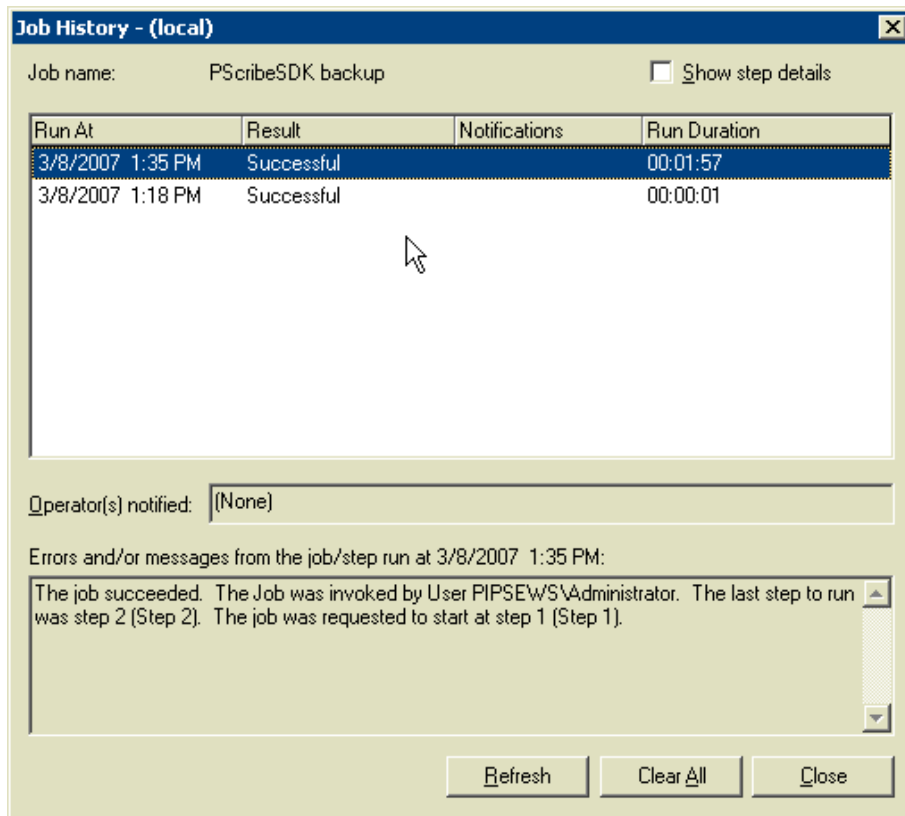


FIGURE 5-550 SQL Job History With Steps Shown Dialog

In the [Figure 5-550](#) dialog you can see the individual steps as they were executed.

6. Click **Close**, and then close SQL Enterprise Manager.
7. Continue with the next procedure, [MSDB Overflow Protection](#).

MSDB Overflow Protection

See Knowledge Base Article KBIHS-1178.

GoMD Web Server Software Installation

This section prescribes the procedures to be followed in doing a full installation of a Version 11.0.11 GoMD web server on a Windows 2003 server platform. The procedures can be accomplished on a Dictaphone or customer-provided server platform.

Table of Contents

GoMD Web Server Software Installation	5-419
Table of Contents	5-419
Requirements	5-419
Obtain Software	5-420
Pre-Software Install Server Configuration	5-421
Create Folders	5-421
Configure Internet Explorer	5-421
Software Installation	5-425
IIS Installation	5-425
Configure Initial IIS Settings	5-427
CPI Installation	5-428
Install the GoMD Web Server Software	5-432
Configure Commander Entries	5-439
Install GoMD Forwarding Service and Active Server Pages	5-441
Configure/Verify Web Server Virtual Directory Settings	5-444
Update the EXText COM Objects Files	5-445
Configure the GoMD Web Server	5-448
Verify/Update the User Logon for Services	5-450
Verify/Update Licensing for GoMD	5-451
GoMD Checkout Procedure	5-452

Requirements

- Verify that the minimum hardware and software requirements are met. Refer to the [Hardware and Software](#) section, [page 3-20](#).
- A GoMD web server is required in all GoMD environments, **except where UFT docking with Dictate Only** is used, which does not require the web server.
- Obtain the software required for the Version **11.0.11** installation, as follows:
 - ◆ Part Number - **3600002-118** GoMD Server/Client Software
 - ◆ Part Number - **1000062-310** EXVoice V8.1 Software
 - ◆ The files **EXText COM Objects.msi** and **CPI_2.0.0.7.exe** are required, and these files are available for download in the GoMD software section of the Dictaphone Service Portal. Download these files and have them available before going on-site.

Obtain Software



All software referred to below is also available in the GoMD Software Download section of the Services portal.

1. Log on to the **GoMD Server** using the Administrator account.
2. Create the following folder on the largest drive, **other than drive C**, of the Enterprise Express Voice Data Server:
D:\Software\GoMD
3. Using the **GoMD** Installation CD (PN **3600002-118**), copy the folder **nn:\GoMD\GOMD EX COMMUNICATIONS V11.0.11** to the newly-created directory **D:\Software\GoMD**. This will make the files readily available for remote repairs.
4. **Move** the files **EXText COM Objects.msi** and **CPI_2.0.0.7.exe** that you downloaded into the folder **D:\Software\GoMD**.

Pre-Software Install Server Configuration

Create Folders

Create the following folders: (on any drive other than C:)

- \GoMD
 - \GoMD\Backup
-

Configure Internet Explorer

1. Start **Internet Explorer**.
2. From the menu, select **Tools | Internet Options**.
3. Click the **Security** tab and the dialog shown in [Figure 5-553](#) will be displayed.

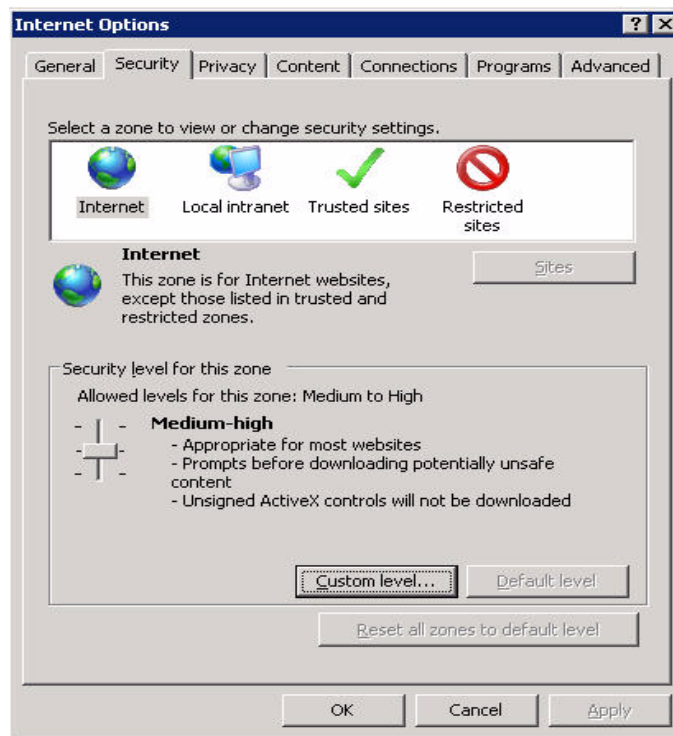


FIGURE 5-551 Internet Security Options

4. Click **Custom Level** and the dialog shown in [Figure 5-552](#) will be displayed.

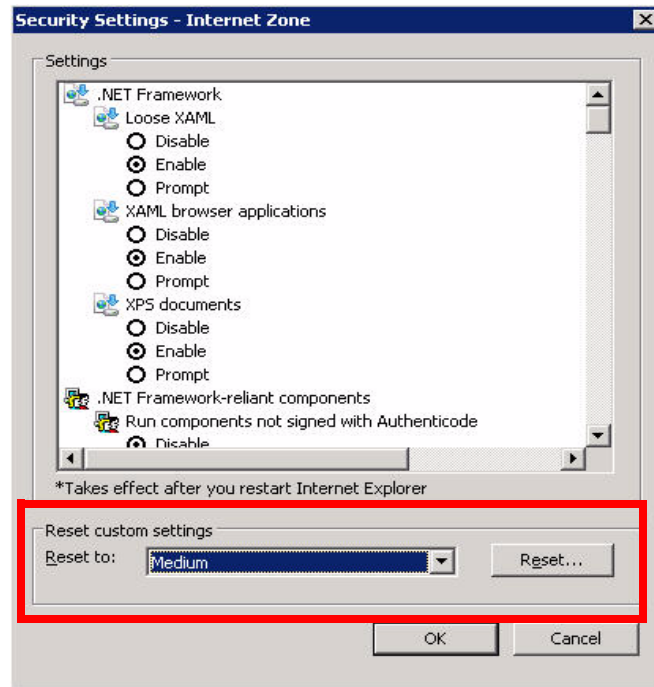


FIGURE 5-552 Internet Security Settings

5. In the **Reset custom settings** area, select **Medium** as shown in [Figure 5-552](#).
6. Click **Reset**, and then click **Yes** when the warning message is displayed.
7. Click **OK**, and then, click **Apply**.
8. Remaining on the **Security** tab, select **Local Intranet**, and then, click **Custom Level**.

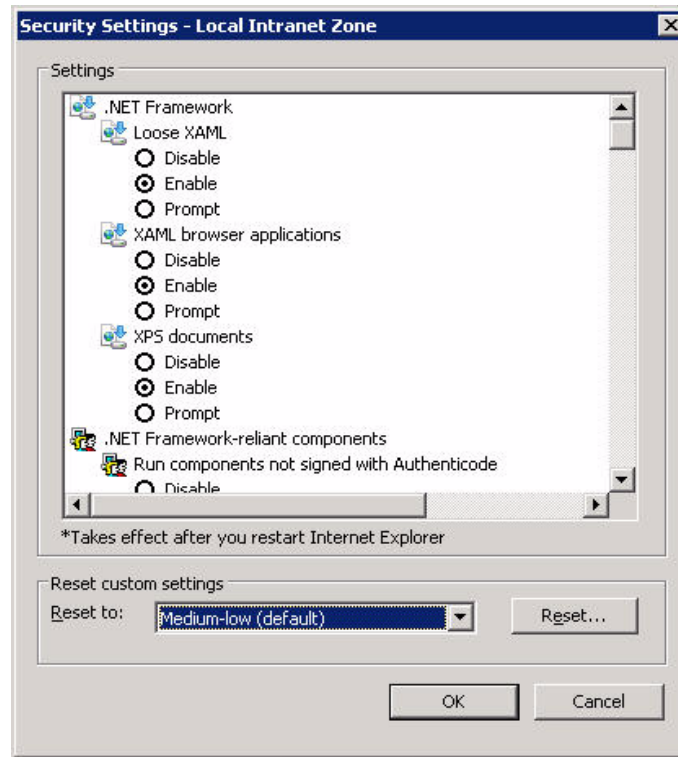


FIGURE 5-553 Local Intranet Security Options

9. In the Settings area, select the **Enable** radio button for each of the following items:
- **Download signed ActiveX controls**
 - **Initialize and script ActiveX controls not marked as safe (see Note below)**
 - **Run ActiveX controls and plug-ins**
 - **Script ActiveX controls marked safe for scripting**
 - **File download**
 - **Allow META REFRESH**
 - **Launching programs and files in an IFRAME**



*"Not marked as safe" simply means that the ActiveX control accesses the user disk, or some other such "internal" device action is accomplished. This is the Microsoft strict definition of "not marked as safe." Should a client be concerned about having this control enabled, which enabling is absolutely essential for our software to work correctly, they should add our URL as a trusted site and only enable for the trusted site security zone. The URL would be added under **Internet Options, Security, Trusted Sites.***

10. Click **OK** to close the **Local Intranet Security Settings** window, and the dialog shown in [Figure 5-554](#) will be displayed.

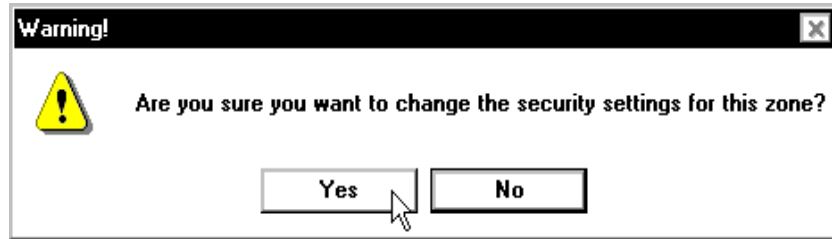


FIGURE 5-554 Security Settings Warning Dialog

11. Click **Yes** to continue.
12. Next, click the **Internet Options | Advanced** tab, and verify/make the following changes:
 - Enable third-party browser extensions - **UNCHECK**
 - Reuse windows for launching shortcuts - **CHECK**
 - Use HTTP 1.1 - **CHECK**
 - Click **OK**, and then, click **OK** once again to close the **Internet Options** dialog.
13. Close **Internet Explorer**.
14. Continue with [Software Installation](#).

Software Installation

IIS Installation

1. Open the **Windows Control Panel** and double-click **Add or Remove Programs**.
2. Click **Add/Remove Windows Components**, highlight **Application Server** (Figure 5-555), and then, click **Details** (Figure 5-556).

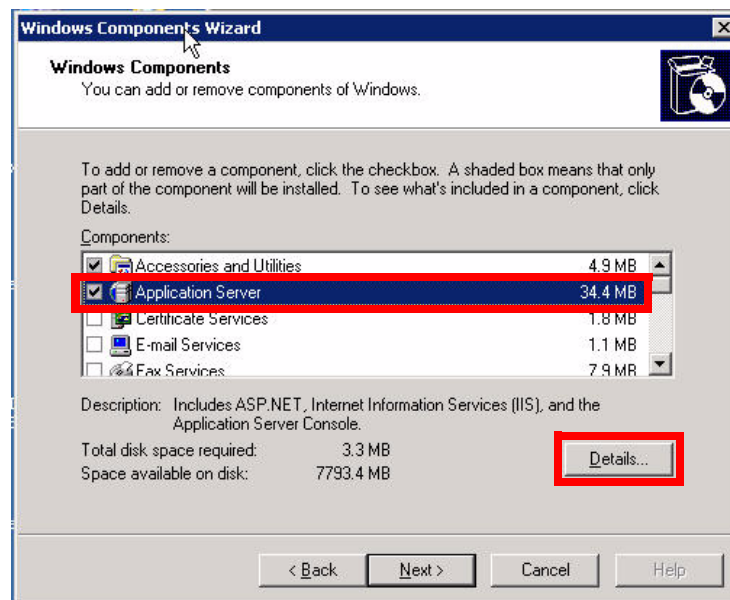


FIGURE 5-555 Windows Components Dialog

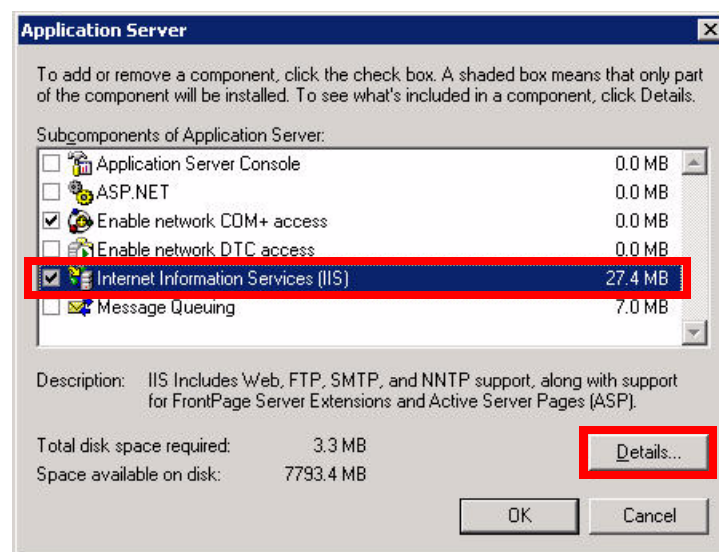


FIGURE 5-556 Application Server Subcomponents Dialog

- Highlight **Internet Information Services (IIS)**, and then, click **Details** to display [Figure 5-557](#).

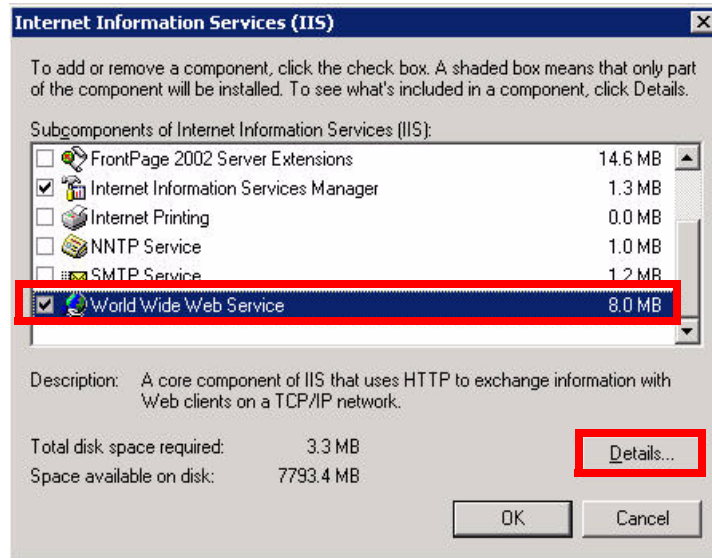


FIGURE 5-557 IIS Subcomponents Dialog

- Highlight **World Wide Web Service**, and then, click **Details** to display [Figure 5-558](#).

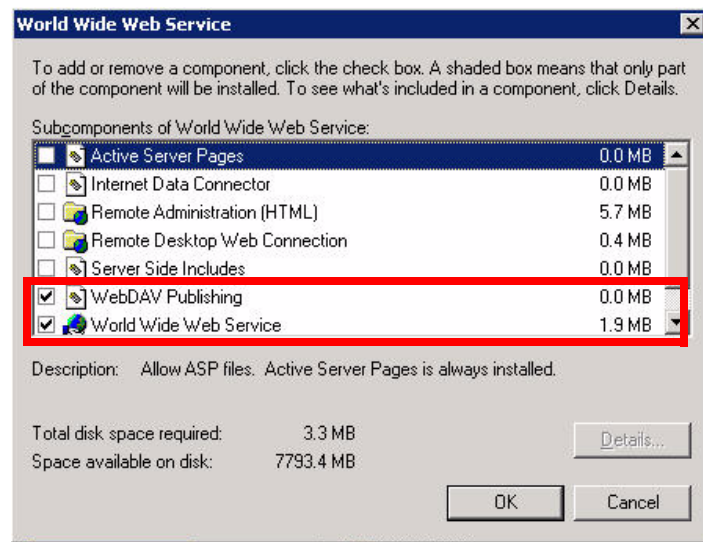


FIGURE 5-558 WWW Service Subcomponents Dialog

- As shown in [Figure 5-558](#), select the following options by placing a check in the respective check box:
 - WebDAV Publishing
 - World Wide Web Service
- Click **OK**, **OK**, and then click **OK** a third time.

7. Click **Next** to install IIS.
8. Click **Finish**, and continue with the procedure [Configure Initial IIS Settings](#).

Configure Initial IIS Settings

1. Select **Start | Programs | Administrative Tools | Internet Services Manager**.
A display very similar to that shown in [Figure 5-559](#) will be displayed.

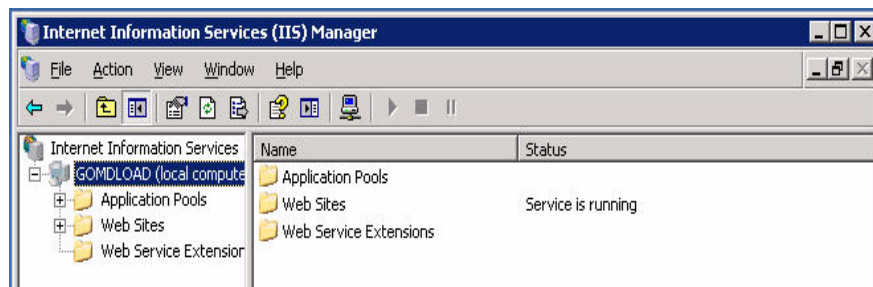


FIGURE 5-559 IIS Manager Display

Right-click **Server Name (local computer)** and select **Properties** to show the dialog seen in [Figure 5-560](#).

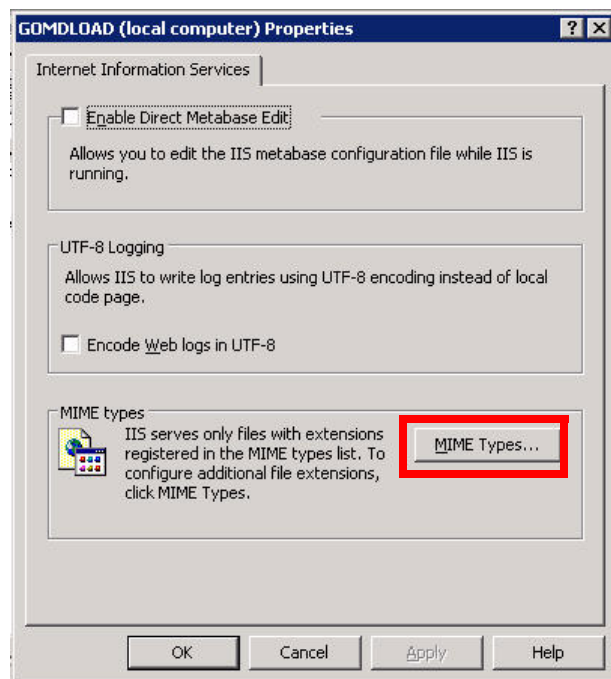


FIGURE 5-560 IIS Properties Dialog

2. Click **Mime types...** and when the list of file names appears, scroll down and verify that the following file extension is present:
 - **.wav** audio/wav
 Add that file extension if it is not present.

3. Click **New**, and enter the following new extension:
 - Extension = **.rpt**
 - Properties = **text/plain**
4. Click **OK**, and then click **New**, to add this second new extension:
 - Extension = **.properties**
 - Properties = **properties file**
5. Click **OK**, and then, click **OK** once again.
6. Click **Apply**, and then click **OK**.
7. Select **Web Service Extensions** and the dialog shown in [Figure 5-561](#) will be displayed.

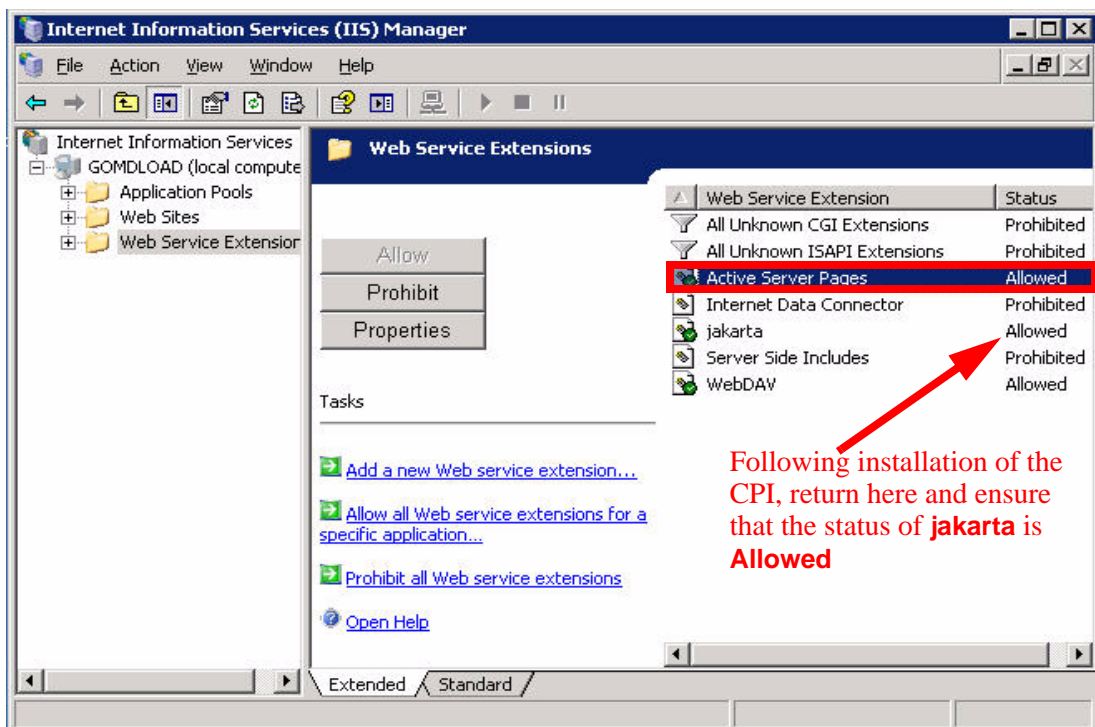


FIGURE 5-561 Web Service Extensions Dialog

8. Right-click **Active Server Pages** and select **Allow**.
9. Close the **IIS Manager**, and continue with the next procedure, [CPI Installation](#).

CPI Installation

The GoMD server requires installation of **Version 2.0.0.7** of the **Common Platform Installer(CPI)**. The CPI will check the version of JAVA and Apache Tomcat that are currently installed. After checking, the appropriate versions for the GoMD server environment (if not installed) will be automatically installed.

1. On the GoMD Server, after logging in as a user with administrative rights, go to the folder **D:\Software\GoMD** and locate the file **CPI_2.0.0.7.exe**.

2. Double-click the compressed file **CPI_2.0.0.7.exe** and CPI installation files will be extracted into the folder **C:\CPI**.
3. Open the folder **C:\CPI** and double-click the file **Common_Platform_Installer.bat**.

The dialog shown in [Figure 5-562](#) will be displayed.

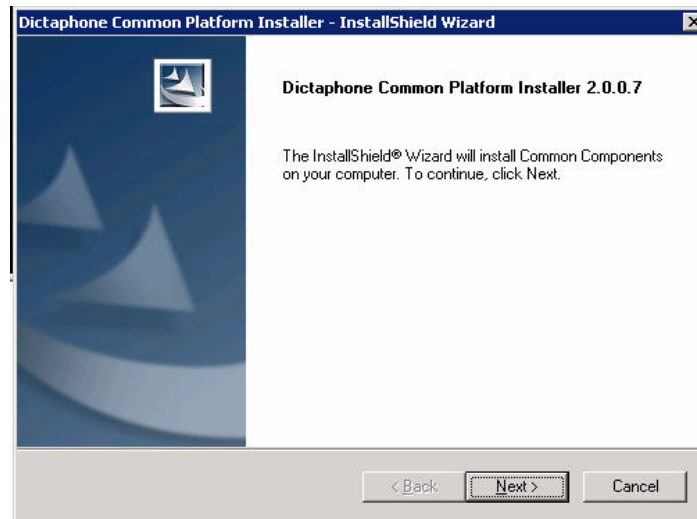


FIGURE 5-562 CPI Welcome Dialog

4. Click **Next** and [Figure 5-563](#) will be displayed.

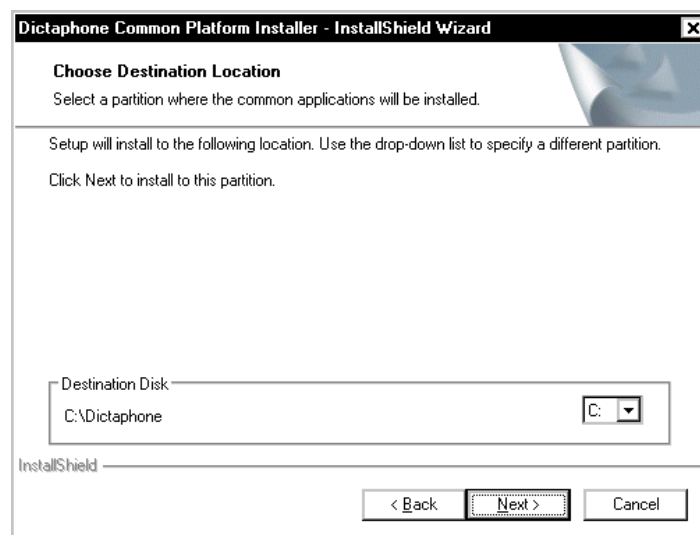


FIGURE 5-563 Destination Location Dialog

5. Accept the default destination location of **C:\Dictaphone** and click **Next**.
The dialog shown in [Figure 5-564](#) will be displayed.

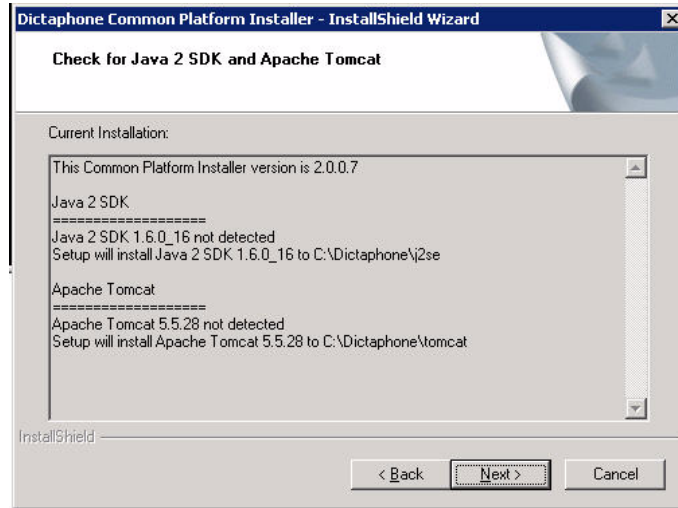


FIGURE 5-564 Java/Tomcat Check Display

6. Click **Next** to begin the installation of **Java 2 SDK** and **Apache Tomcat**.
Be patient as the installation takes some time.
Eventually the dialog shown in [Figure 5-565](#) will be displayed.

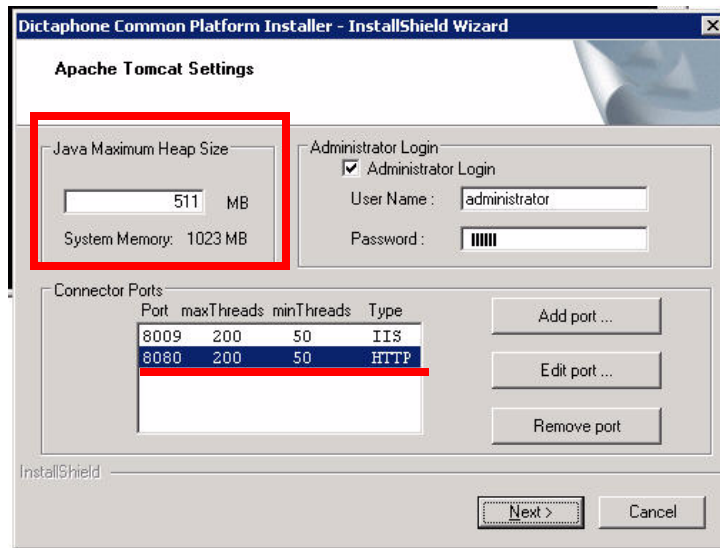


FIGURE 5-565 Apache Tomcat Settings

7. The maximum heap size on your server may be different than that shown in [Figure 5-565](#), depending on the amount of RAM installed, as described in the note below.



*The GoMD web server requires that Port 8080 be available in the Connector Ports section, as shown in [Figure 5-565](#). If Port 8080 is not shown in the [Figure 5-565](#) dialog, click the Add port... button and add Port 8080. **DO NOT** check IIS or SSL check boxes. **DO NOT** remove Port 8009. You will also have to add the User Name and Password of the local administrator account, shown in the Administrator Login section above.*



For **JAVA Maximum Heap Size**, CPI uses 50% of the installed system RAM, however, this value can **never** be larger than 1200MB.

- Click **Next**, and the dialog shown in [Figure 5-566](#) will be displayed.

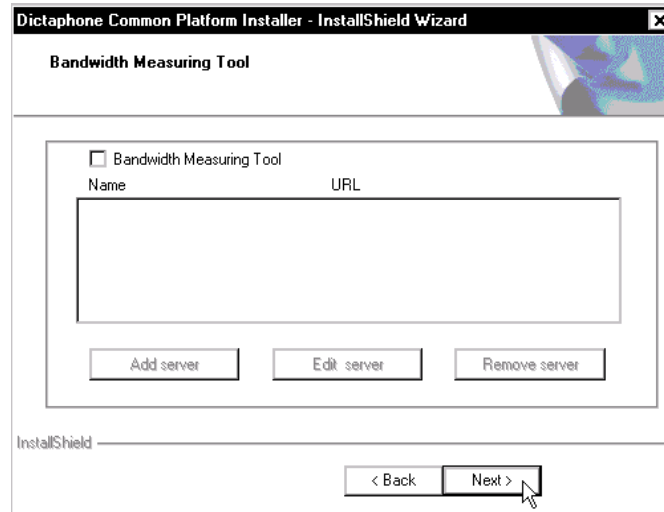


FIGURE 5-566 Bandwidth Measuring Tool Dialog

- Leave the **Bandwidth Measuring Tool** check box unchecked, and then, click **Next**.

The dialog shown in [Figure 5-567](#) will be displayed.

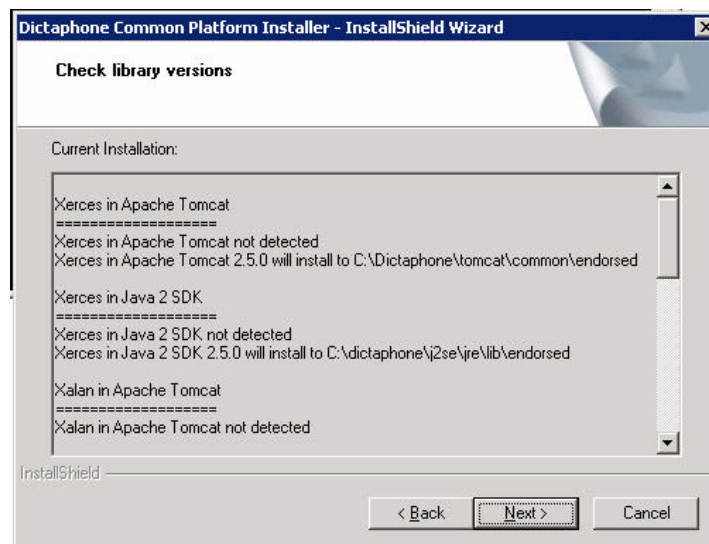


FIGURE 5-567 Check Library Versions Dialog

- Click **Next** and the dialog shown in [Figure 5-568](#) will be displayed.

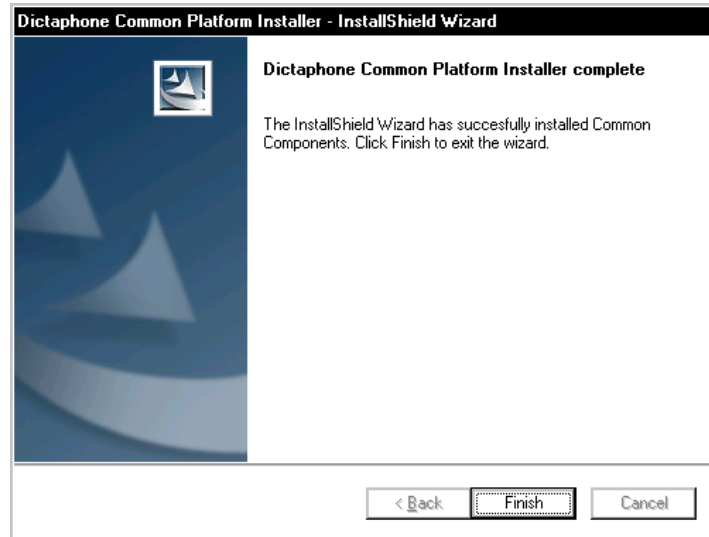


FIGURE 5-568 CPI Install Complete Dialog

11. Click **Finish**.

BE PATIENT as this may take a few minutes. (When complete, the command prompt window will automatically close.)

Close any open dialog boxes, and then, continue with the next procedure, [Install the GoMD Web Server Software](#).

Install the GoMD Web Server Software

To install the GoMD Web server software, do the following:

1. Ensure that you have the name of the SQL Database server (**EXVoice**), and the SA login and password, which will be required later in this procedure.
2. Ensure that **Windows Service Manager** is closed.
3. Insert the CD containing the EXVoice V8.0 (PN **1000062-310**) software into the CD-ROM drive of the GoMD web server.
4. On the CD, locate the file **\\EXV Server Installations\\Dictaphone EXV EWS Services.exe** and **double-click** to execute.

Following a delay while the MSI installer unpacks files, the dialog shown in [Figure 5-569](#) will be displayed.

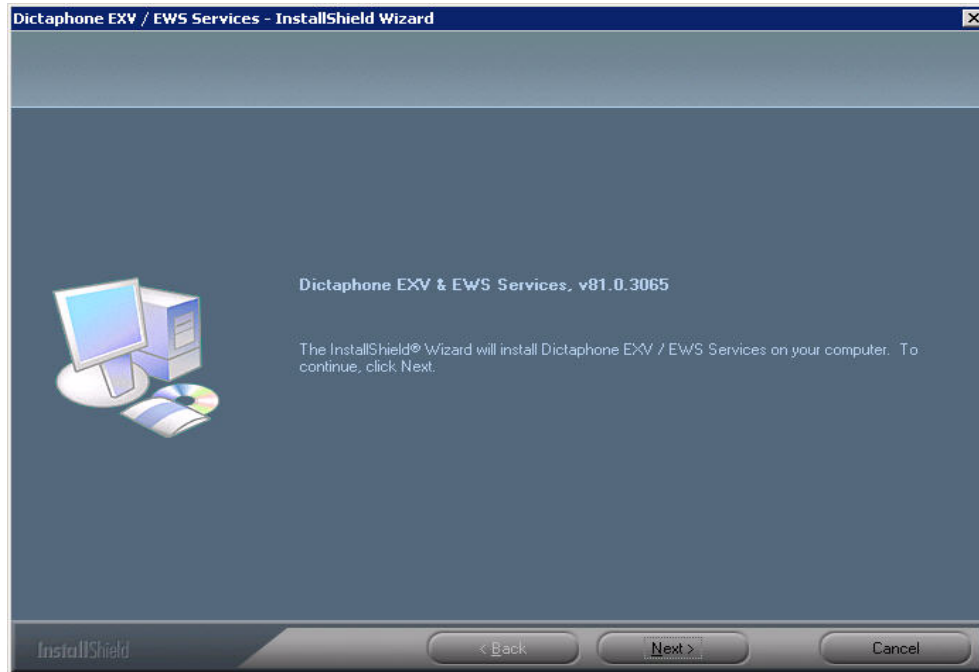


FIGURE 5-569 Initial EXVoice Software Install Dialog

5. Click **Next**.
6. When the **License Agreement** is displayed, click **Yes** to accept the agreement. The Customer Information Dialog, [Figure 5-570](#), will be displayed.

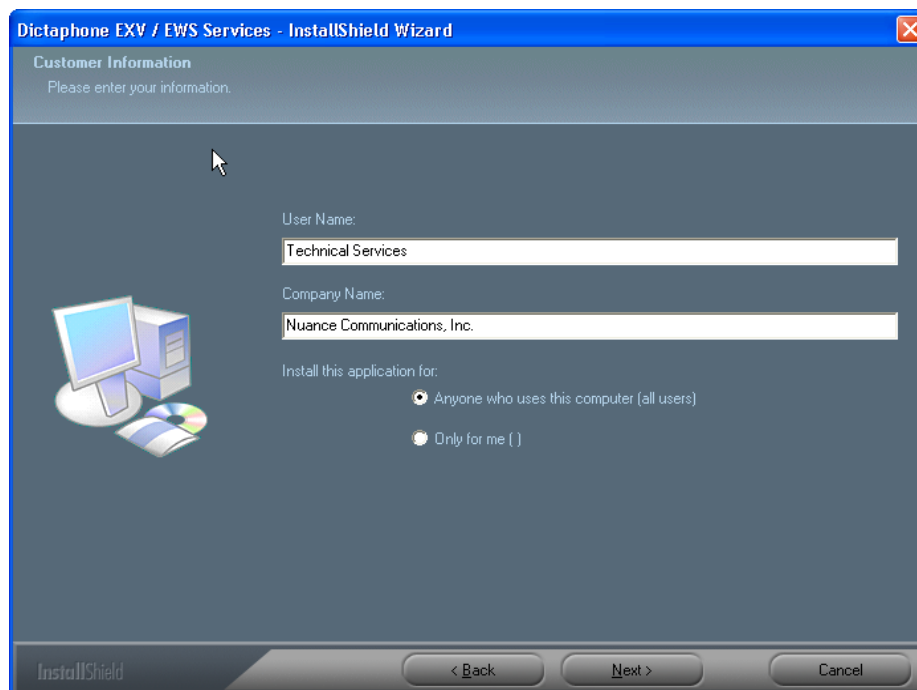


FIGURE 5-570 Customer Information Dialog

7. Enter the **User Name** and the **Company Name** in the [Figure 5-570](#) dialog, and select the appropriate radio button, which will normally be **Anyone who uses this computer**.
8. Click **Next** to continue and the [Figure 5-571](#) dialog will be displayed.

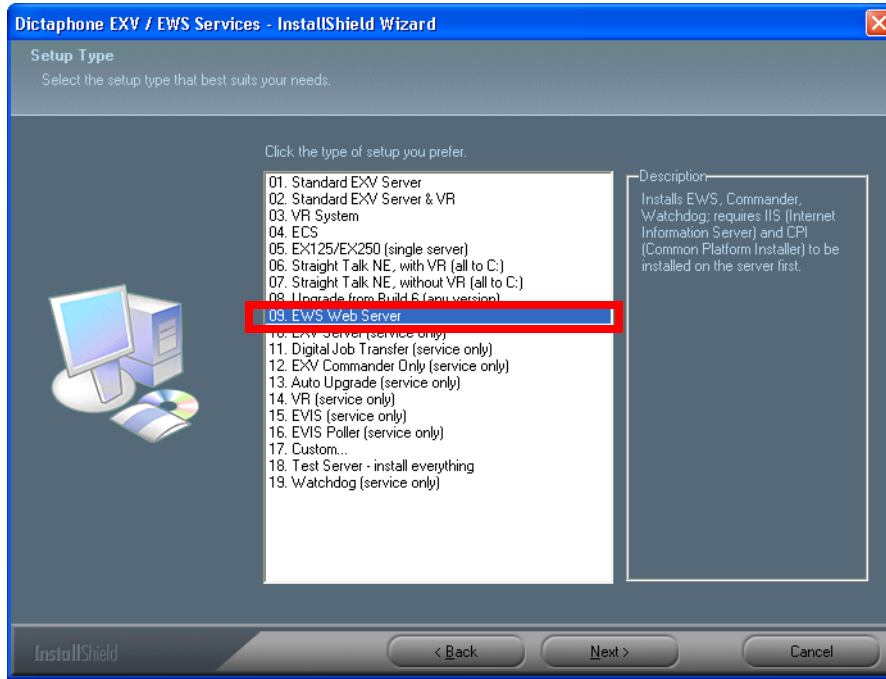


FIGURE 5-571 Setup Type Dialog

9. Select item **09. EWS Web Server**, and then, click **Next** to continue.
10. The dialog shown in will be displayed.

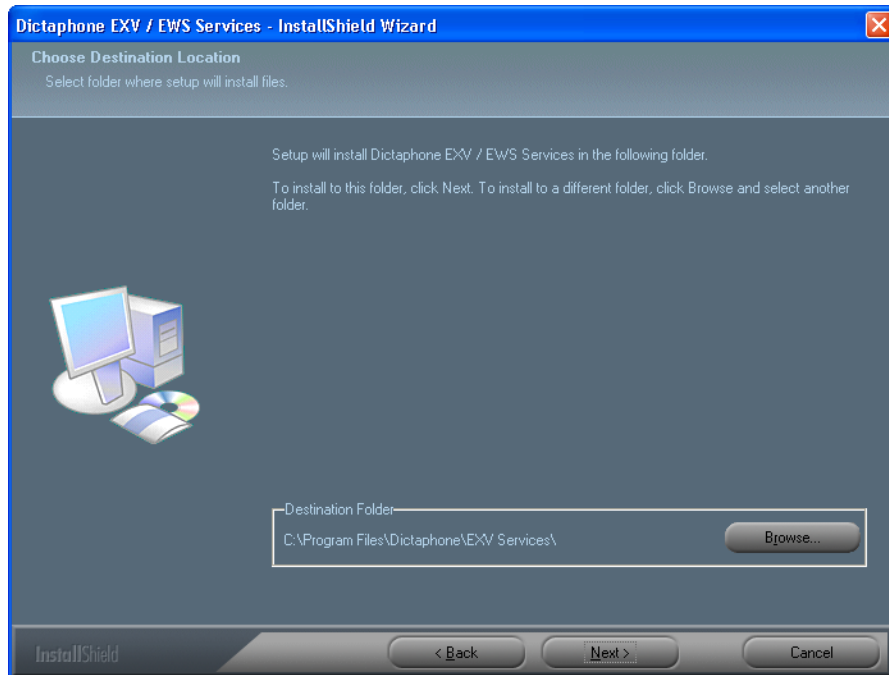


FIGURE 5-572 Destination Location Dialog

11. Accept the default destination of **C:\Program Files\Dictaphone\EXV Services**, and then, click **Next** to continue.
12. The database server dialog shown in [Figure 5-573](#) will be displayed.

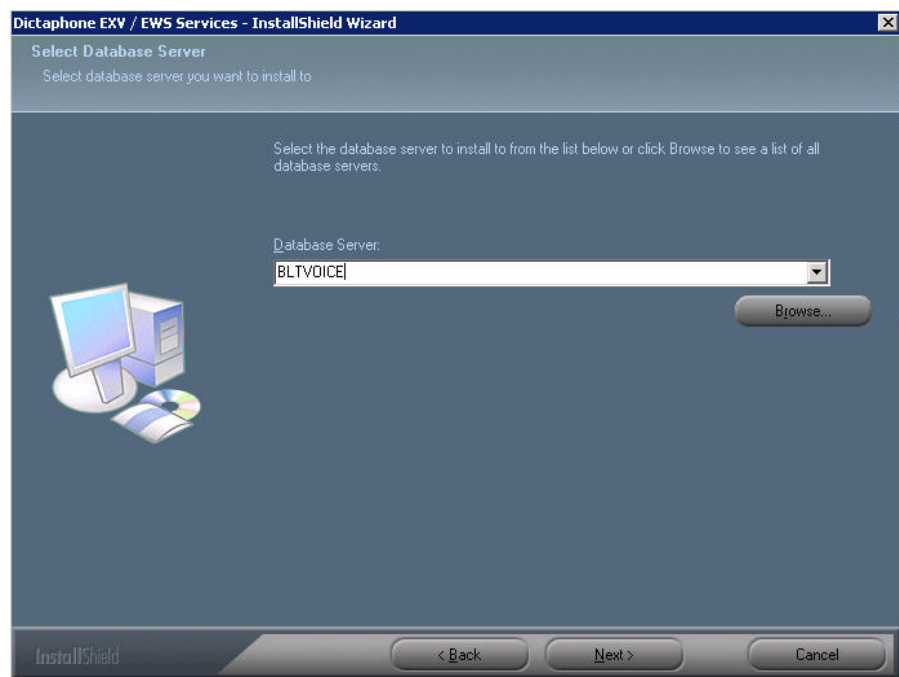


FIGURE 5-573 Database Server Dialog

13. Enter the NETBIOS name of the **EXVoice** server, and then, click **Next**.

The dialog shown in [Figure 5-574](#) will be displayed.

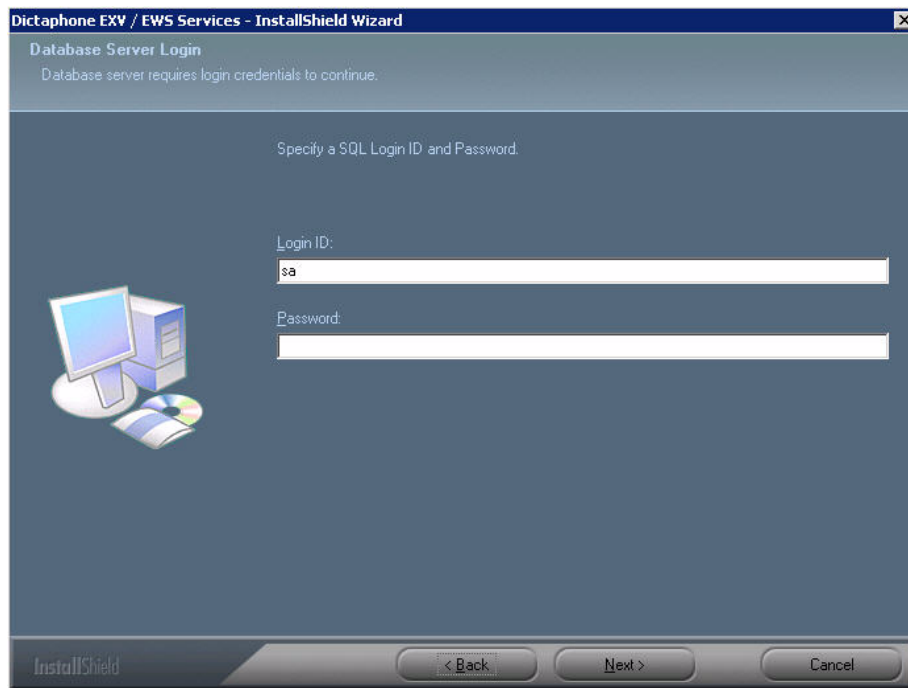


FIGURE 5-574 Database Server Login Dialog

14. Complete the [Figure 5-574](#) dialog as follows:
 - Login ID: enter sa
 - Password: [enter the sa password]
15. Click **Next** and the dialog shown in [Figure 5-575](#) will be displayed.

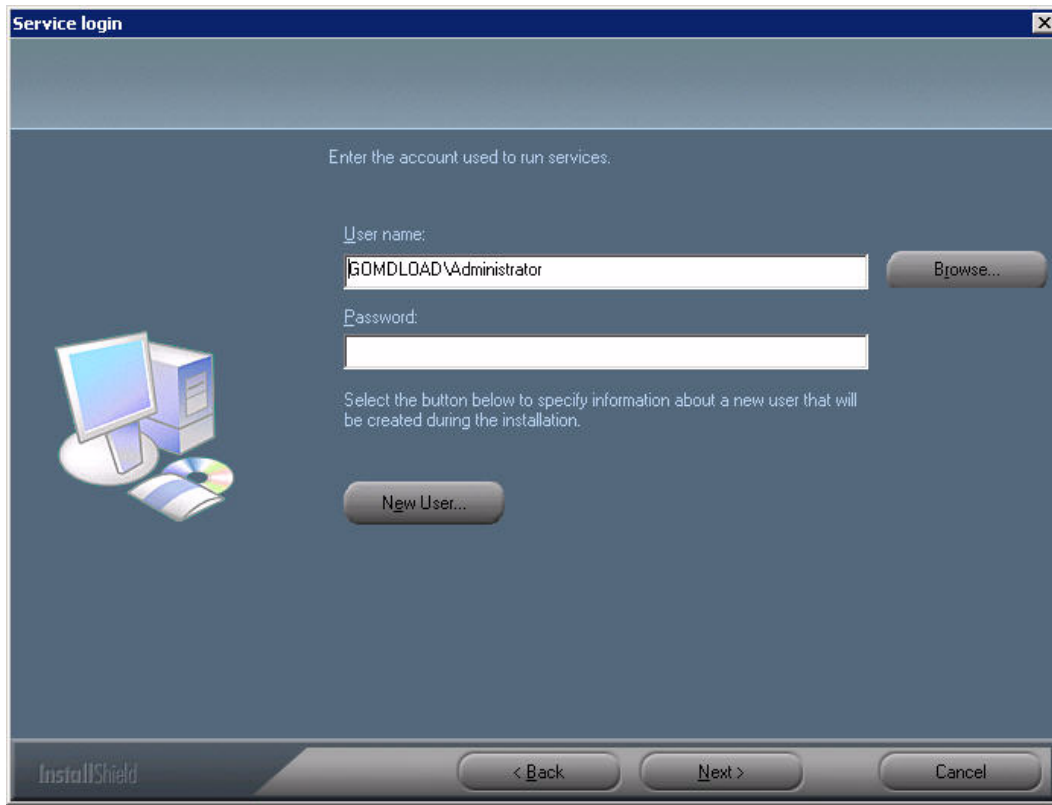


FIGURE 5-575 Services Login Dialog



Take note of the New User radio button in the [Figure 5-575](#) dialog. This allows the creation of a new user during the installation, should that be required as a part of the upgrade process. Checking this button displays the New User dialog shown in [Figure 5-576](#). Dialog completion is self-explanatory.

FIGURE 5-576 New User Dialog

16. Enter the GoMD **Administrator** user name and password in the [Figure 5-575](#) dialog, and then, click **Next** to continue.

The dialog shown in [Figure 5-577](#) will be displayed.

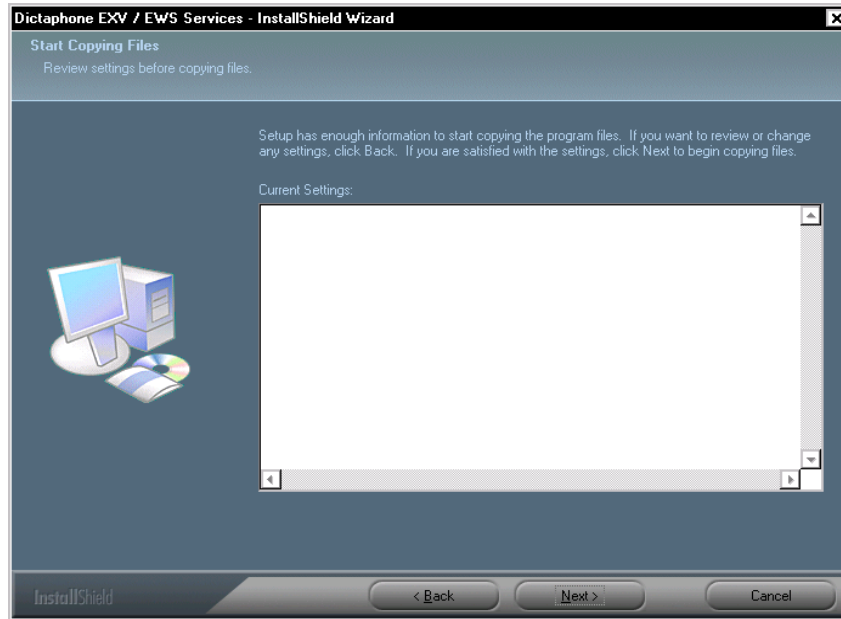


FIGURE 5-577 Start Copying Files Dialog

17. Verify any settings information shown in this dialog (may be blank), and then, click **Next** to continue.
18. As the upgrade progresses, the [Figure 5-578](#) dialog will be displayed advising of the status of the upgrade process.

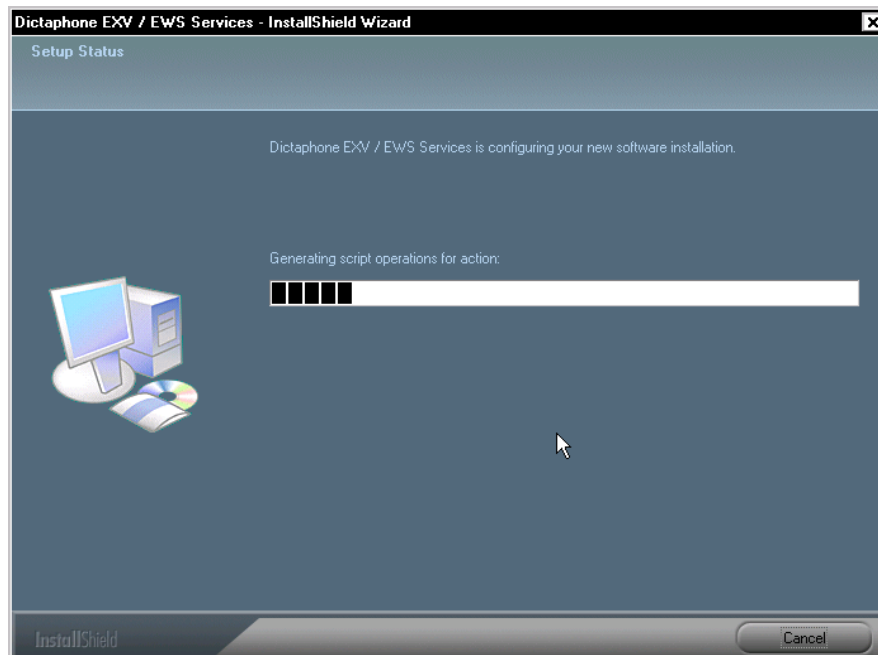


FIGURE 5-578 Setup Status Dialog

When the upgrade completes, the dialog shown in [Figure 5-579](#) will be displayed.

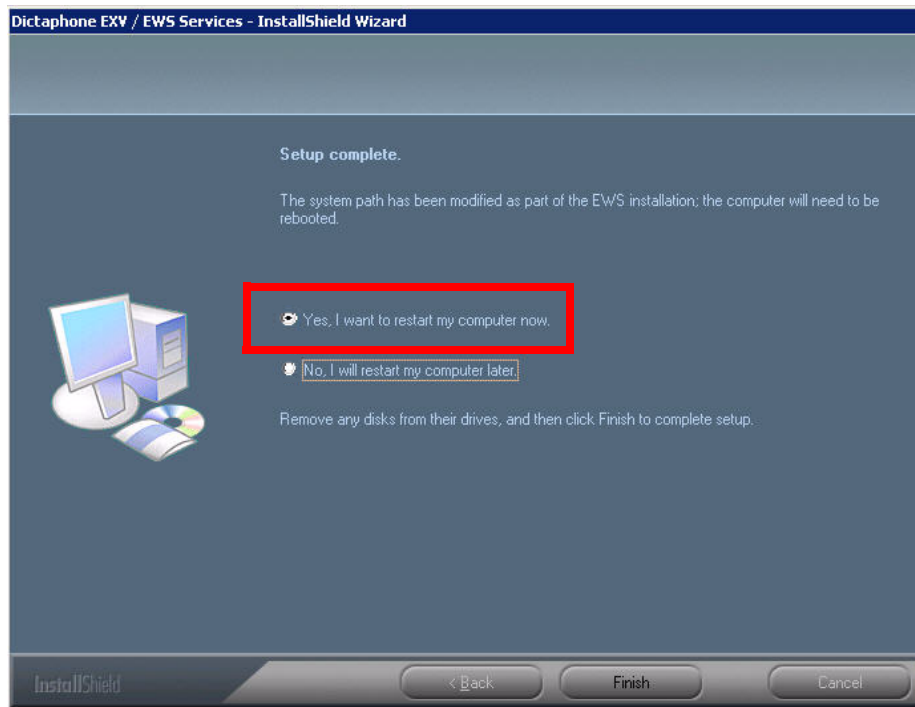


FIGURE 5-579 InstallShield Wizard Complete Dialog

19. Select the Yes radio button, and then, click **Finish**.
20. Continue with the next procedure, [Configure Commander Entries](#).

Configure Commander Entries

1. Select **Start | Programs | Dictaphone | Dictaphone EXV Tools | EXV Service Controller**, and the dialog shown in [Figure 5-580](#) will be displayed.

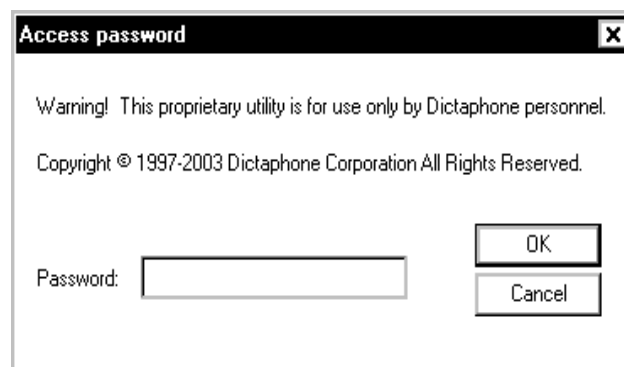


FIGURE 5-580 Service Controller Password Dialog

2. Enter the service password and click **OK**.

- When the Controller window is displayed, select **Utility | Commander entries** from the menu to display the **EXV Commander Selection** dialog shown in [Figure 5-581](#).

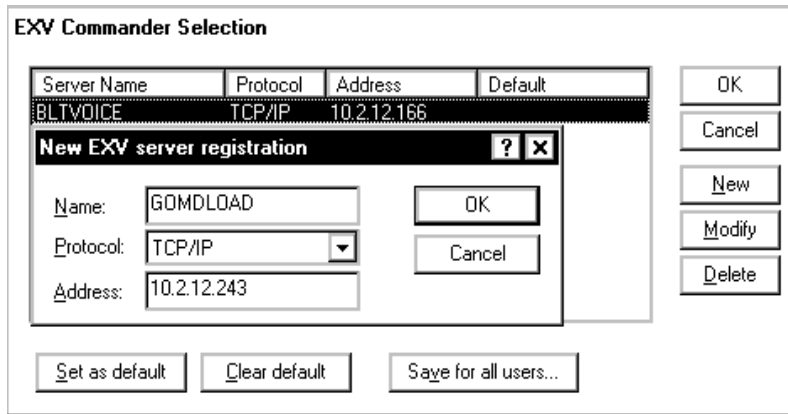


FIGURE 5-581 EXV Commander Selection Dialog

- Select **New** and you will see the **New EXV server registration** dialog shown in [Figure 5-581](#).
- Complete the server registration as follows:
 - **Name:** the NetBIOS name of the GoMD web server
 - **Protocol:** accept the default TCP/IP protocol
 - **Address:** the IP address of the GoMD web server
- Click **OK** and the **Commander Selection** dialog, [Figure 5-582](#), will be redisplayed.

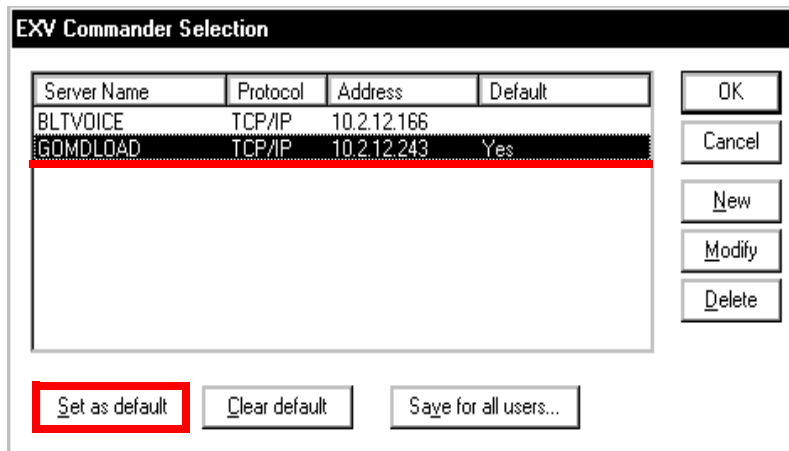
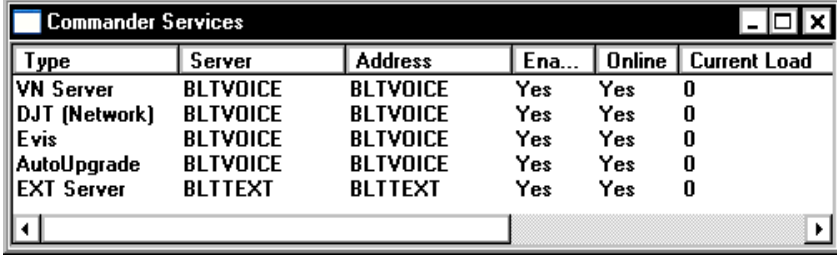


FIGURE 5-582 Commander Selection Dialog

- Highlight the GoMD web server that you just added and click the **Set as default** button.
- Repeat **Steps 4 and 5**, above, and add the **EXVoice** server.
- Click **OK** and the dialog shown in [Figure 5-583](#) will be displayed.



Type	Server	Address	Ena...	Online	Current Load
VN Server	BLTVOICE	BLTVOICE	Yes	Yes	0
DJT (Network)	BLTVOICE	BLTVOICE	Yes	Yes	0
Evis	BLTVOICE	BLTVOICE	Yes	Yes	0
AutoUpgrade	BLTVOICE	BLTVOICE	Yes	Yes	0
EXT Server	BLTTEXT	BLTTEXT	Yes	Yes	0

FIGURE 5-583 Commander Services Dialog

- If you find it necessary to change any entries, right-click on the line that requires change and select **Modify Services**. Enter the correct information and then, click **OK**.



The Commander Services window will display the Dictaphone services that are installed on the EXVoice Data Server. Ensure that VNServer, EVIS, and AutoUpgrade Services appear here. EXText Server appears when there is a Voice to Text Integration.

- Close the Service Controller utility and continue with the procedure [Install GoMD Forwarding Service and Active Server Pages](#).

Install GoMD Forwarding Service and Active Server Pages

- Open the folder **D:\Software\GoMD\Build 11.0.11**.
- Double-click the file **setup.exe** and [Figure 5-584](#) will be displayed..

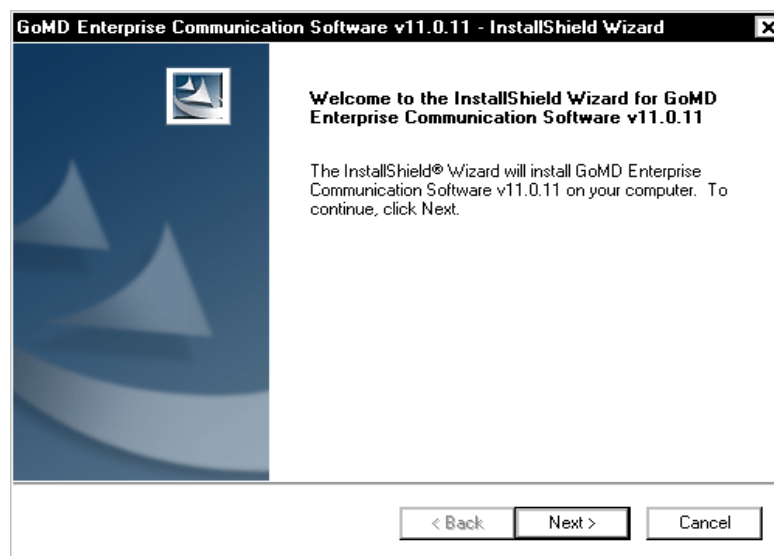


FIGURE 5-584 GoMD Welcome Dialog

- Click Next and the **License** screen is displayed.

4. Select the radio button **I accept the terms of.....**, and then, click **Next**.

The dialog shown in [Figure 5-585](#) is displayed.

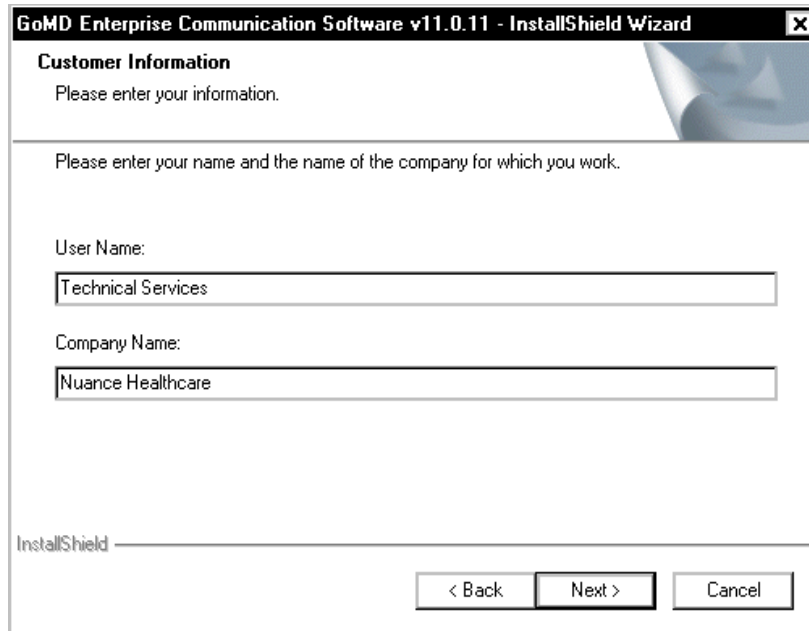


FIGURE 5-585 Customer Information Dialog

5. Enter the **User Name** and the **Company Name** in the [Figure 5-585](#) dialog, and then, click **Next**.

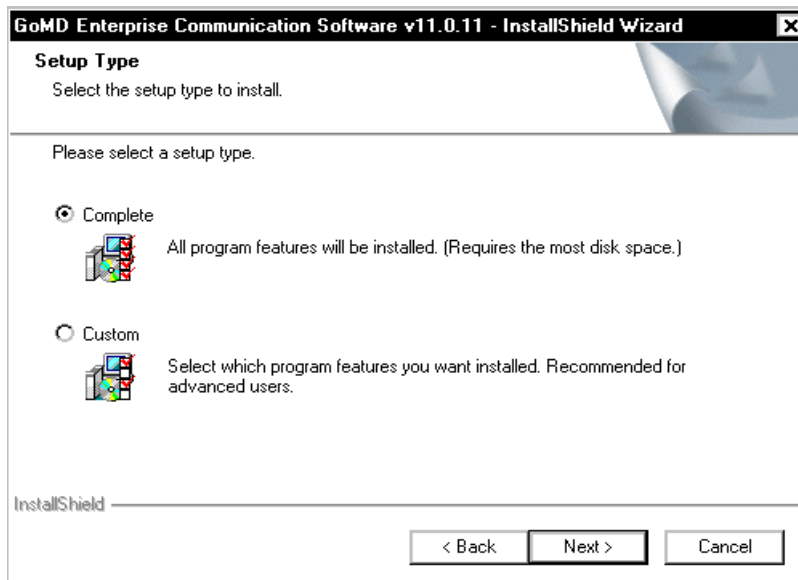


FIGURE 5-586 Setup Type Dialog

6. When the **Setup Type** dialog ([Figure 5-586](#)) is displayed, select the **Complete** radio button, and then, click **Next**.

[Figure 5-587](#) will be displayed.

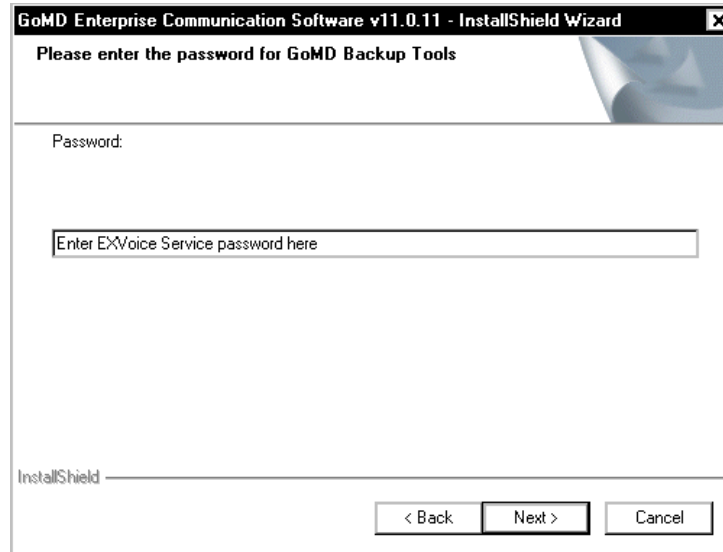


FIGURE 5-587 Password Dialog

7. Enter the EXVoice service password, and then, click **Next**.
8. At the **Ready to Install** screen, click **Install**, and the dialog shown in [Figure 5-588](#) will be displayed.

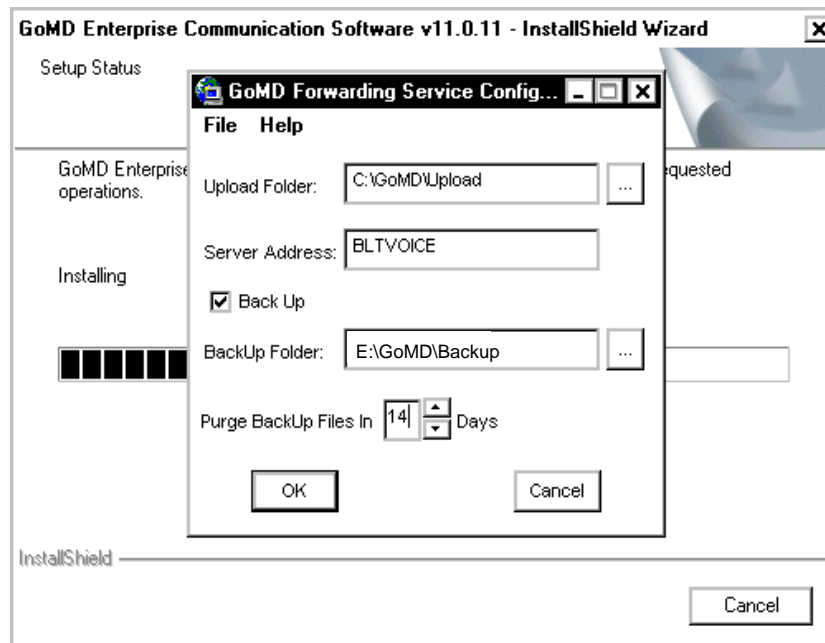


FIGURE 5-588 Select EXV version Dialog

9. Complete the [Figure 5-588](#) dialog as follows:
 - Upload Folder: **C:\GoMD\Upload**
 - Server Address: Enter the EXVoice IP address or name

- BackUp Folder: **E:\GoMD\Backup** (this drive letter can change to any drive other than C:)
 - Purge BackUp Files In: set to a minimum of **14 days**
10. Click **OK** and [Figure 5-589](#) will be displayed

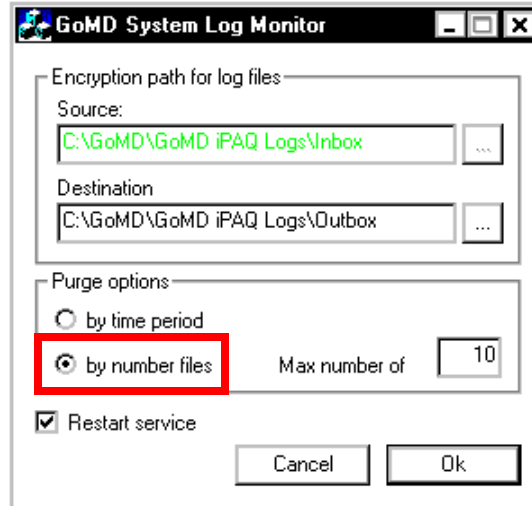


FIGURE 5-589 GoMD System Log Monitor Dialog

11. Ensure that the **by number files** radio button is selected.
12. Click **OK**, and when the **InstallShield Wizard Complete** dialog is displayed, click **Finish**.
13. Continue with the next procedure, [Configure/Verify Web Server Virtual Directory Settings](#).

Configure/Verify Web Server Virtual Directory Settings

1. Select the following:
Start/All Programs/Administrative Tools/Internet Information Services Manager.
2. Browse to **Server name (local computer)\Web Sites\Default Web Site**.
3. Right-click **Default Web Site** and select **Properties**.
4. Click the **Directory Security** tab.
5. Under **Authentication and access control**, click the **Edit** button.
6. Verify the following options are **checked**, as illustrated in [Figure 5-570](#):
 - **Enable Anonymous access**
 - **Integrated Windows authentication**

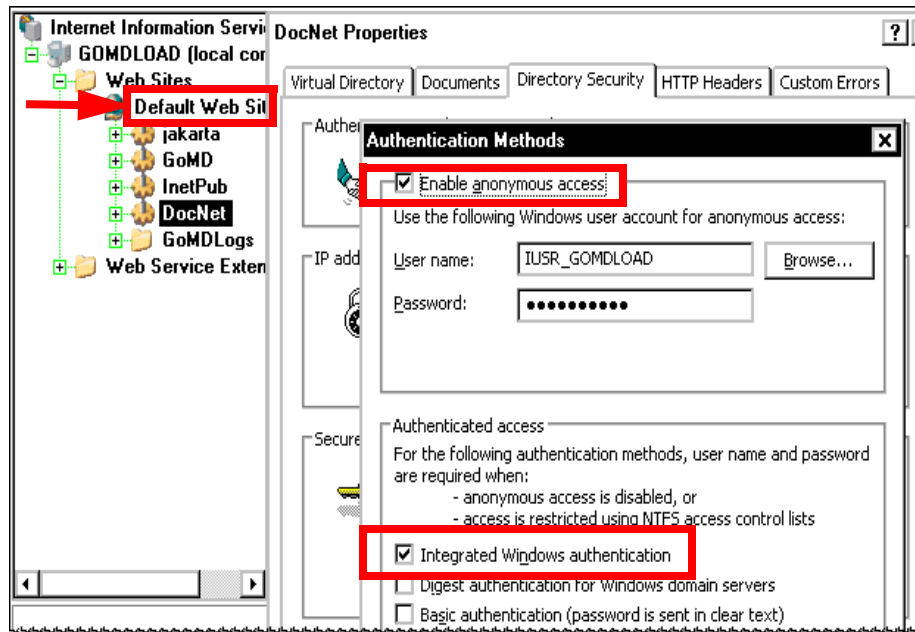


FIGURE 5-590 IIS Directory Security Dialog

7. Click **OK**, **Apply**, and then click **OK** once again.
8. Close the IIS Manager and continue with the procedure [Update the EXText COM Objects Files](#).

Update the EXText COM Objects Files

1. Open the folder **D:\Software\GoMD** and locate the file **EXText COM Objects.msi**.
2. Double-click the **EXText COM Objects.msi** file and the following files will be extracted into various folders:
 - **DocNetClientObjects.dll**
 - **DocNetObjects.dll**
 - **DocNetUtils.dll**

The absence of errors during this installation indicates successful registration of the DocNet dll files.

3. You can note the locations of the DocNet files listed above in the Search dialog shown in [Figure 5-591](#).

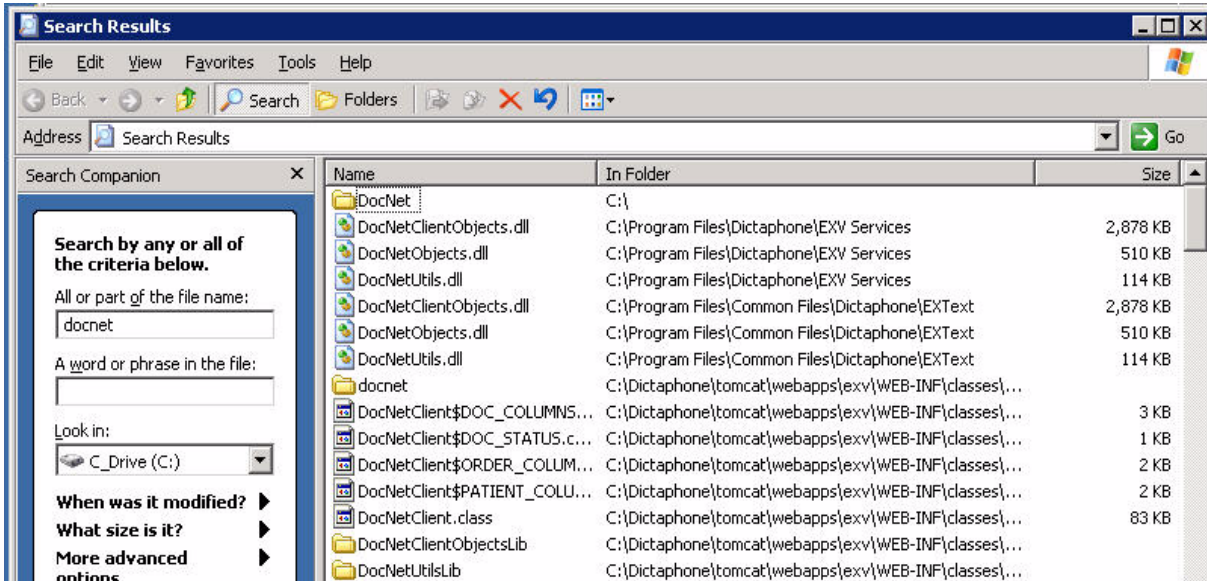


FIGURE 5-591 Location of DocNet .dll Files Display

- Open the appropriate folder, as seen in [Figure 5-591](#), right-click the file **DocNetUtils.dll**, and select **Properties**.

[Figure 5-592](#) will be displayed.

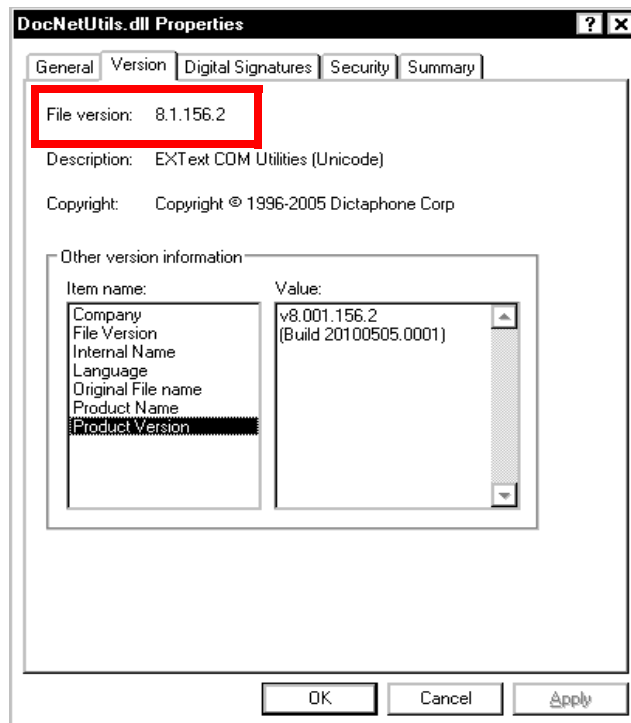


FIGURE 5-592 DocNetUtils.dll Properties Dialog

- Verify that the version of DocNetUtils.dll is 8.1.156.2, as illustrated in [Figure 5-592](#).

6. Continue with the next procedure, [Configure the GoMD Web Server](#).

Configure the GoMD Web Server

1. On the GoMD web server, open Internet Explorer browser and in the address window, type the following address:

http://localhost/exv and press **Enter**.

You may see the dialog shown in [Figure 5-593](#).

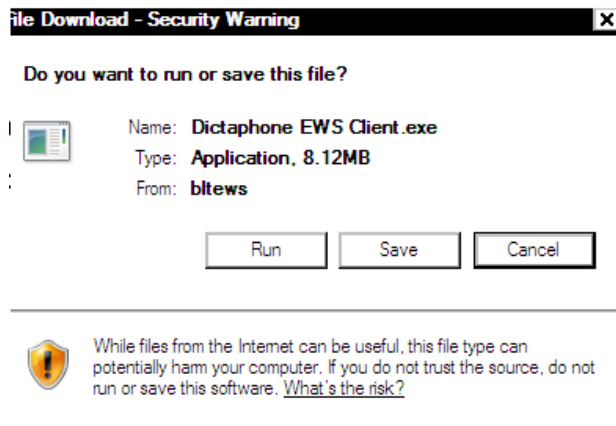


FIGURE 5-593 Security Warning Dialog

2. Should the [Figure 5-593](#) dialog be displayed, click **Run**, and the Client installation will proceed.
3. As the installation progresses, accept **ALL** defaults.
4. When complete, click **Continue**.
5. Enter a User Name and Password to login to EXVoice. Use **sys.admin** with a blank password or any other account that has administrator rights. Press **Start**.
6. From the heading *System Administration*, select the **Settings** link.
7. The dialog shown in [Figure 5-594](#) will be displayed.

FIGURE 5-594 EWS Settings Dialog

8. Configure the following, as highlighted in [Figure 5-594](#):
 - ◆ Maximum Document Upload Size (bytes) - set to **50,000,000**
 - ◆ Use Multipart File Upload must be **checked**.
 - ◆ Set Multipart Upload Directory to **C:\GoMD\upload**
 - ◆ **File Upload Checksum** must be **unchecked**



Do not confuse this setting with Use Document Upload Checksum, which also is normally unchecked.

IMPORTANT

9. Click the **Update** button for these settings to take effect.
10. Scroll to the bottom of the page and click the **Update** button.
11. Close the application and continue with the next procedure, [Verify/Update the User Logon for Services](#).

Verify/Update the User Logon for Services



IMPORTANT

It is essential that ALL GoMD, Dictaphone, and Tomcat services are started with the same account that is used to start EXVoice services on the EXVoice server.

1. To verify that service logons are correct, open Windows Services to display a dialog similar to that shown in .

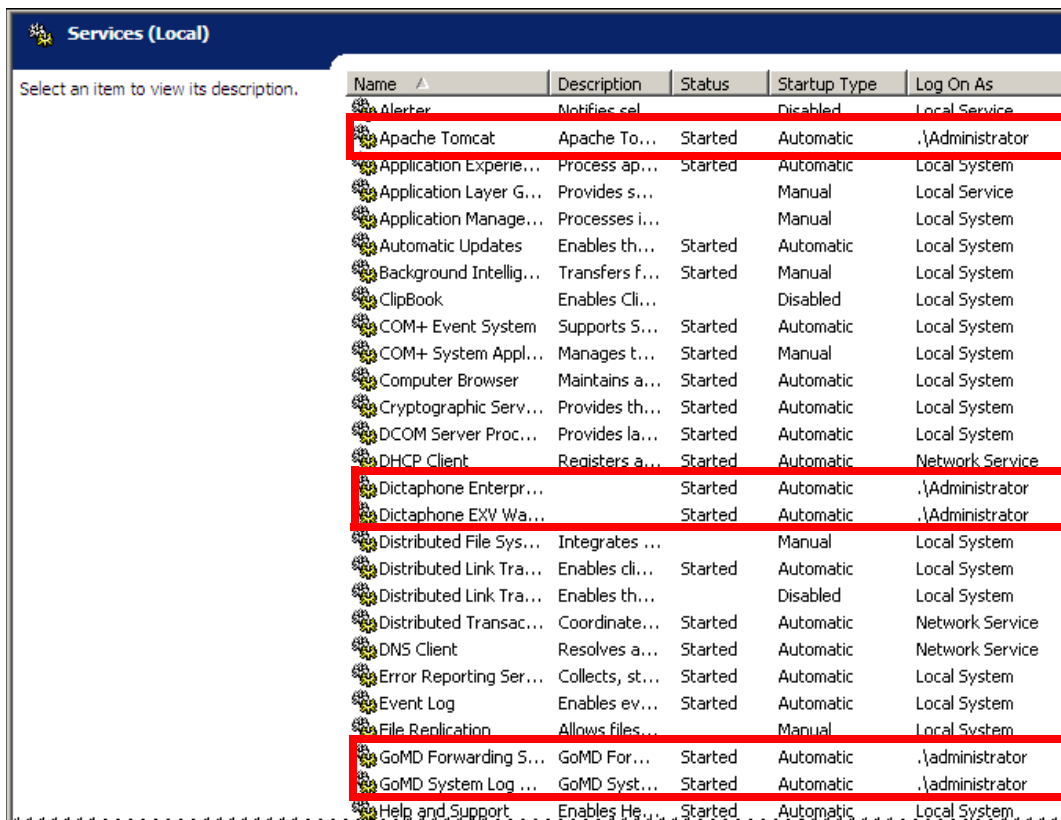


FIGURE 5-595 Windows Services Dialog

2. For each of the 5 services highlighted in [Figure 5-595](#), verify that the logon and password are all in agreement with the EXVoice logon and password.
3. If necessary, update any service with the correct logon and password.
4. Close the Services window and continue with the next procedure, [Verify/Update Licensing for GoMD](#).

Verify/Update Licensing for GoMD

The current version of EXVoice requires that each individual GoMD user must have an **Enterprise Express Web**, as well as an **EWS Electronic Signature** license.

Failure to assign these licenses will result in unsatisfactory performance of required GoMD functions.

To verify/assign these licenses have been assigned, do the following **FOR EACH GoMD USER**:

1. On the **EXVoice** server, start **EXVoice Explorer**, open the site where GoMD users are located, and click **Users**.
2. When the **Users** screen appears, right-click an individual user and select **Assign Seat Licenses** as shown in [Figure 5-596](#).

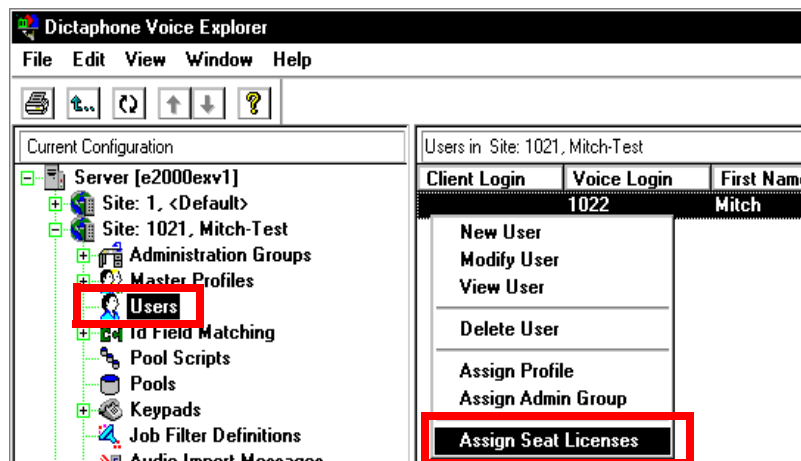


FIGURE 5-596 EXVoice Explorer Dialog

A dialog very similar to that shown in [Figure 5-597](#) will be displayed.

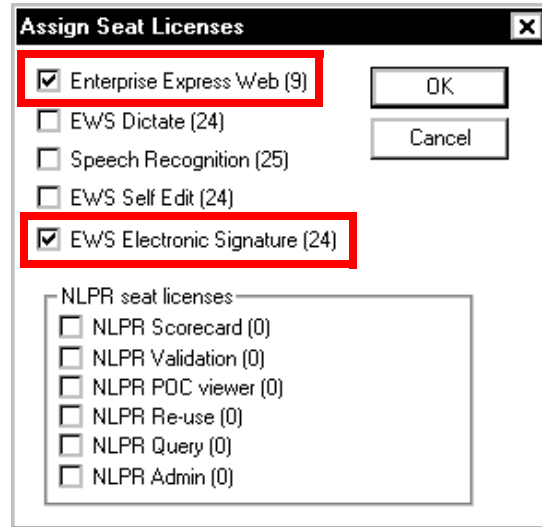


FIGURE 5-597 EXVoice License Dialog

3. The two licenses, whose absence, will adversely affect the GoMD user are shown highlighted in [Figure 5-597](#).
4. Ensure that **EACH** GoMD user, **at a minimum**, has been assigned an **Enterprise Express Web** and an **EWS Electronic Signature** license.

The license is assigned by placing a check in the appropriate check box, as seen in [Figure 5-597](#).

5. Once you have completed checking EACH GoMD user to ensure they have the appropriate licenses, continue with the [GoMD Checkout Procedure](#).

GoMD Checkout Procedure

1. Go to the **Solution # 12215** and use the checkout procedures therein to verify that the GoMD system is working correctly. Note that this solution document is based on an EXVoice 6.5 upgrade, and the document is currently under revision. In the interim, the checkout concepts shown herein are still applicable and should be used.
2. Once the checkout is finished, the upgrade is complete.



IMPORTANT

Upgrades are NOT complete until you ensure that the system is functioning correctly.

SYSTEM UPGRADES

6

Table of Contents

Table of Contents	6-1
System Upgrades - VER. 8.1	6-4
Enterprise Express Reporting	6-5
Minimum Requirements for Upgrade to 8.1	6-7
Pre-servicing Requirement	6-7
Login Requirement	6-7
Enterprise Express Voice	6-7
Hardware	6-7
Dictaphone Software	6-8
Enterprise Express Text	6-8
Hardware	6-8
Dictaphone Software	6-8
Enterprise Express Speech	6-9
Hardware & Software	6-9
Enterprise Workstation	6-10
Hardware	6-10
Dictaphone Software - EXVoice and SDK	6-10
Stop All Services	6-12
Upgrading EXVoice to Version 8.1	6-13
Estimating Time for EXVoice Database Upgrade	6-13
Before You Begin	6-14
Patch Operating System	6-14
Determine the Existence of iChart Billing Database	6-19
Checking for the Existence of iChart Triggers	6-20
Following Upgrade Completion	6-23
Verify Database Compatibility Level	6-24
Execute Pre-Upgrade SQL Script (6.5 Systems ONLY)	6-25
Verify/Install Dialogic Drivers	6-29
Verify EXVoice Commander Settings	6-29
Upgrade the EXVoice Data Server	6-31
Finalize EXVoice Upgrade	6-41
Migrate EXSpeech Server	6-43
Apply Latest EXVoice Software Patch - VNServer.exe	6-47
Apply EXCommander.exe Patch	6-48
Upgrade the EXVoice VR Server	6-49
Upgrading ASR Core and REW to Version 8.1	6-52
Uninstall Existing ASRCORE	6-52

Install ASRCore Version 8.1 (5.2.8.31)	6-53
Upgrade REW to Version 81.0.3065	6-57
VMware Virtual REW Server Installation	6-62
Brief Overview of VMware ESX Server	6-62
Changing the IP Address on the VMware Service Console	6-64
Install Virtual Infrastructure Client.	6-65
Changing Other Networking Information.	6-67
Licensing.	6-69
Registering the Activation Code	6-70
Combining Multiple License Keys	6-73
Entering the License Key in the Server	6-76
Managing the Virtual REWs.	6-78
Powering Up the Virtual REWs	6-81
Configuring the Virtual REWs	6-82
Verify Software Versions on Virtual REWs.	6-83
Verify Services Logons (ALL REWs)	6-84
Reboot the VMware ESX Server	6-85
Restart Virtual Infrastructure Client	6-86
Configure Speech Settings in EXVoice Explorer	6-88
Server Settings	6-88
Site Settings	6-89
EXS Administration Settings	6-90
Configure EXVoice Service Controller	6-94
REW Loaner Server Removal Procedure	6-98
Upgrading EXText Server to Version 8.1	6-99
Service Utility Hot Fix.	6-104
Apply EXText Server Patch.	6-105
Finalize EXText Server Upgrade.	6-105
Install EXText Tools	6-105
Upgrade EXText Clients on Server	6-109
Install EX Editor on the EXText Server.	6-111
Configure Server Settings.	6-112
Upgrade the EXText Router to Version 8.1	6-113
Install EX Editor/FAX Printer on Router.	6-116
Determine if Watchdog is Installed/Configured	6-116
Install/Configure Watchdog on the EXText Server/Router.	6-117
Update the Gateway Server	6-122
Upgrading EXText Client Workstation to 8.1	6-123
Word 2007 Installation	6-123
Remove Any Existing Version of Word	6-123
Install Word 2007.	6-124
Configure Microsoft Word 2007	6-130
Configure Word 2007 Line and Paragraph Spacing	6-140
Upgrade EXText Software to 8.1	6-142
Upgrade the Word Client	6-142
Upgrading EX Editor to 8.1.0.5	6-145
Verify .NET Framework Version	6-145
Download and Install .NET Framework Family Update Files.	6-147

Install EX Editor Software Upgrade	6-151
Test EX Editor	6-153
Upgrading EWS/SDK to Version 81.0.3065/3.2 SP2	6-157
Before You Begin	6-157
Required Software	6-157
Generic Accession Numbers	6-158
Clearing Common Worktypes	6-158
Determining Current SDK Version	6-159
SDK Upgrade Procedure to Follow	6-160
EWS/SDK Upgrade Installation Roadmap	6-161
Installing the SDK 3.2 SP2 Upgrade	6-163
Stop Services	6-163
Backing Up the SDK Database	6-163
Create Backup of the SDK Application Folder	6-166
Uninstall PowerScribe SDK	6-167
Upgrade the SDK Database to Version 3.2 SP2	6-168
Verify/Configure IIS 7.0 (Windows 2008 ONLY)	6-173
Configure IIS 6 WMI Compatibility	6-173
Configure IIS Authentication (Windows 2008 ONLY)	6-175
Install Common Platform Installer (CPI) Version 2.0.0.7	6-178
Install Version 3.2 SP2 of PSSDKServer	6-184
Configure/Verify Default Web Site Properties	6-190
Upgrade the Language Models	6-192
Establish Apache Tomcat as an MSSQLSERVER Dependent Service	6-195
Upgrading the EWS Server to Version 81.0.3065	6-197
Update DocNetServer File on EXText Server	6-206
Configuration of the Service Controller	6-206
EXV Service Controller	6-206
Verify Correct Web File Version	6-210
Installing the EWS Client	6-213
Upgrading the Recognition Server to SDK 3.2. SP2	6-221
Verify/Install .NET Framework	6-221
Install .NET Framework	6-221
Upgrade Software to Version 3.2 SP2	6-223
Modify PSSDK Web Server Setting	6-231
Upgrading a GoMD Server to Version 8	6-233
Install CPI 2.0.0.7	6-233
Upgrade the GoMD Web Server	6-233
Verifying the DocNet Client COM Objects	6-235
License Burning for EWS/EXVoice/EXSpeech	6-236
Important Licensing Information in the EXText Environment	6-236
EXText Environment TransNet Licensing	6-237
License Burning Procedure	6-237
License Burning for EXText	6-239

System Upgrades - VER. 8.1



Before you proceed further, if you are upgrading or migrating an EXVoice or EXText server, go to [Determine the Existence of iChart Billing Database on page 6-19](#).



IMPORTANT

Upgrades are NOT complete until you ensure that the system is functioning correctly. The [System Functionality Checks](#) in Section 7 of this manual can assist you in determining correct operation.

This section of the manual contains procedures for upgrading of systems to the currently released version of software. Systems included, the current base **released version of software**, and part numbers for that software, are as follows:

- **Enterprise Workstation - EWS 81.0.3065/SDK 3.2 SP2(DVD releases)**
 - ◆ Part Number - **3300007-113** PSSDK V3.2 SP2 Software
 - ◆ Part Number - **1000062-310** EXVoice V81.0.3065 Software ONLY
- **Enterprise Express Voice - 81.0.3065 (DVD releases)**
 - ◆ Part Number - **1000062-110** EXVoice V81.0.3065 with SQL2008 Standard
 - ◆ Part Number - **1000062-310** EXVoice V81.0.3065 Software(Server and Client) ONLY
 - ◆ Part Number - **1000051-110** EXVoice V81.0.3065 Client Software ONLY
 - ◆ Part Number - **3300093-003** ASR Core 8.0.0.5
 - ◆ Part Number - **0139129-109** Disk 1 of 2 Dialogic V6.0 SU243 (WIN 2008 & Vista ONLY)
 - ◆ Part Number - **0139129-109** Disk 2 of 2 Dialogic V6.0 SU243 (WIN 2003 & XP ONLY)
- **Enterprise Express Text - 8.1.156.2 (DVD releases)**
 - ◆ Part Number - **1000063-111** EXText V8.1.156.2 with SQL2008 Standard
 - ◆ Part Number - **1000063-311** EXText V8.1.156.2 Software ONLY
 - ◆ Part Number - **1000183-112** EX Editor V8.1.0.5
- **Enterprise Consolidated Server (ECS) - Build 8.0**
 - ◆ Part Number - The Enterprise Consolidated Server is a combination server that includes several Dictaphone products installed on a single platform. To upgrade an ECS requires the Enterprise Express Voice, Text, ASRCORE, and Enterprise Workstation software. Voice, text, and EWS are installed on the same single platform. Upgrading each of these software components is

required when doing an ECS upgrade. Software to be used is as specified above for each individual server platform.

TABLE 6-1 Compatible Software Versions*

Dictaphone Enterprise Software Compatible Versions			
EXVoice/ EXSpeech	EXS REW/ASR Core	EXText/EX Editor	EWS/SDK
81.0.3065	81.0.3065/ 8.0.0.5	8.1.156.2/ 8.1.0.5	81.0.3065/ 2.1.47/3.2 SP2

* - If you are installing older versions of any of the above software, you should consult the Enterprise Express System (**Build 7 Service Pack 3**) manual, PN [889560](#), and/or the **Build 7.5** Service manual, PN [889566](#). Also, be sure to consult the third party [Software Compatibility Matrix](#) posted on the Service portal.



REX and Reports Module are NOT SUPPORTED in Version 8.1 of the Enterprise Speech System.

IMPORTANT

Enterprise Express Reporting

Enterprise Express Reporting (EXR) is an integral part of the installation or upgrade to **EXSpeech 8.0**.

It is important for the service person to understand that this relatively new, and required interface was established with the advent of EXSpeech Turbo (**Version 5.2.0.2**), and may require Service assistance.

The software/interface required for this reporting system will **NOT** be installed by Service, and will be coordinated among the Dictaphone Project Manager, IDC personnel, and the customer IT designate. Service personnel must have a basic understanding of the reporting system, given that there could be an impact on EXSpeech system operations, and/or additional configuration of EXSpeech may be required.

Examples of service involvement are:

- SQL Server Agent **MUST** be running for the reporting feature to work, and traditionally, SQL Agent is disabled in most EXSpeech systems.
- IDC will establish a VPN tunnel into the EXSpeech system to install required software and facilitate report retrieval. Initially, IDC may require system information (passwords, configuration) which Service is best able to provide.
- Via the VPN tunnel, on a 24/7 basis, IDC will be replicating EXSpeech data, and transmitting it out to the IDC Admin web server; this could impact EXSpeech system operations.

System Upgrades

This subject will be a topic of discussion at the Weekly Technical Services Upgrade meeting whenever an EXSpeech system is scheduled for upgrade or installation of Version 8.

For additional information, an overview/feature summary of this reporting system can be seen at [EX Reporting Overview](#).

Minimum Requirements for Upgrade to 8.1

Pre-servicing Requirement

Effective immediately, **ALL** local field service activity on systems which have the **Remote Diagnostics Infrastructure** in place **MUST** be preceded by the use of the new RDCConnect application.

This application is a tool designed to notify remote support of customer on-site service being performed by local field service. The use of the RDCConnect application is fully explained, with the required software attached, in **Knowledge Base Solution 13167**, which is available in Oracle for internal viewing only.

To determine if the **Remote Diagnostics Infrastructure** is installed on the system you are going to service, do the following:

1. Open the Windows Service Manager.
 2. Scroll to locate the service **DistributedManagementFramework:Agency**
 3. If the service is present, ensure that it is running, and then *comply with the procedures specified in **KB 13167** before beginning your normal service activity.*
 4. Do not forget to re-run the RDCConnect application when service is complete.
-

Login Requirement

In Version 8, it is extremely critical that logins are synchronized across the various Enterprise services to ensure efficient communication among these servers. At a minimum, the following is required:

At that location where the EXSpeech Dictators and Site folders exist, the OS login to that server(s) **MUST** match the EXVoice services login.

For text file processing, the EXText OS login **MUST** match the EXVoice Services login.

The REW service login **MUST** match the EXVoice service login.

Enterprise Express Voice

Hardware

Check the [Hardware and Software](#) section of the manual, beginning on [page 3-3](#), to ensure that the EXVoice hardware and third party software is compatible with an upgrade to Version 8. Ensure that there is a minimum of 2.0 GB of free space on Drive C:\ before commencing any upgrade.

Dictaphone Software

Version **6.5.x.x** is the **minimum** EXVoice software version required for upgrading directly to Version 81.0.3065.

You can check the version of EXVoice software installed by opening the folder **C:\Program Files\Dictaphone\EXV Services** and locating the file **vnserver.exe**. Once located, right-click **vnserver.exe**, select **Properties**, and then, click the **Version** tab, to display an image similar to that shown in [Figure 6-1](#).



FIGURE 6-1 EXVoice Data Server Version Display

If you find the EXVoice version is **less than 6.5.x.x**, go to <http://dpc.dictaphone.com/content/MANUALS/889560/Sect6a.pdf>, and upgrade the server to Version 70.4.5150 before continuing.

Enterprise Express Text

Hardware

Check the [Hardware and Software](#) section of the manual, beginning on [page 3-7](#), to ensure that the EXText hardware and third party software is compatible with an upgrade to Version 8.

Dictaphone Software

Version **6.4.x.x** is the **minimum** EXText software version required for upgrading directly to Version 8.1.156.2.

You can check the version of EXText software installed by opening the folder **C:\Docnet\bin** and locating the file **DocNetServer.exe**. Once located, right-click **DocNetServer.exe**, select **Properties**, and then, click the **Version** tab, to display an image similar to that shown in [Figure 6-2](#).

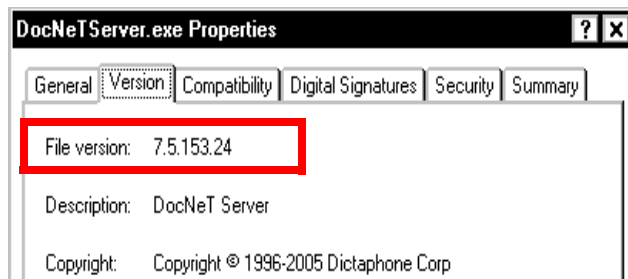


FIGURE 6-2 EXText Data Server Version Display

If you find the EXText version is **less than 6.4.x.x**, go to <http://dpc.dictaphone.com/content/MANUALS/889560/Sect6a.pdf>, and upgrade the server to Version 7.1.144.54, before continuing.

Enterprise Express Speech

Hardware & Software

Effective with the release of Version 8.0 software, a previous existing EXSpeech management server can serve a function of data storage, if required, since the Management server is no longer needed. EXSpeech management functions required in Version 8.0 (and subsequent versions) will be embedded in the EXVoice software releases. The **Dictators** folder can reside on any platform to which there is network connectivity.

It is important, **prior** to making this transition to a combined EXVoice/EXSpeech server, that you ensure that the current EXSpeech server has an appropriate version of software installed, i.e., one that is eligible for a direct upgrade to Version 8.0, as shown below.

Version 5.0.1.0, Service Pack 1, is the minimum EXSpeech software version required for upgrading directly to Version 8.1.

You can check the version of EXSpeech software installed by opening the folder **C:\EXSpeech** and locating the file **EXSpeech.exe**. Once located, right-click **EXSpeech.exe**, select **Properties**, and then, click the **Version** tab, as shown in [Figure 6-3](#).



IMPORTANT

Unlike in previous upgrade scenarios, where EXVoice dictators could begin dictating as soon as the EXVoice server was upgraded, this is NO LONGER POSSIBLE if there is an EXSpeech server in the upgrade mix. Following the migration of EXSpeech data to the EXVoice database, installing of VR, and recycling of the EXVoice services, THEN, AND ONLY THEN, can user dictation resume.

There are two situations which require the involvement/participation of agencies outside Service, and these are as follows:

EXSpeech Less Than Version 5.2.0.22 All upgrades of EXSpeech to Version 8.1 that are currently less than Version 5.2.0.22 (EXS Turbo) **require** the involvement of Sales Engineering and Professional Services. **Dictators will have to Re-Adapt if EXS is less than 5.2.x.x.**

EXSpeech Equal to or Greater Than Version 5.2.0.22 All upgrades of EXSpeech to Version 8.1 that currently have EXS Turbo (5.2.0.22 or greater) installed, **and** are being upgraded for the purpose of using the **EX Editor** application, **require** involvement of Professional Services for training and/or managing the EX Editor rollout.



*Upgrades of an EXSpeech Turbo system (Version \geq 5.2.0.22) that are **NOT** going to use EX Editor **DO NOT** require Professional Services involvement.*

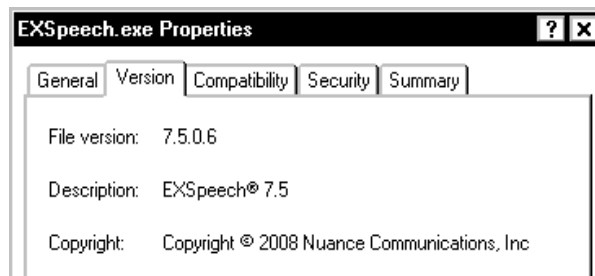


FIGURE 6-3 EXSpeech Data Server Version Display

If you find the EXSpeech version is **less than 5.0.1.0**, go to <http://dpc.dictaphone.com/content/MANUALS/889560/Sect6a.pdf>, and upgrade the server to Version 5.0.1.0 before continuing.

Enterprise Workstation

Hardware

Check the [Hardware and Software](#) section of the manual, beginning on [page 3-12](#), to ensure that the EWS hardware and third party software is compatible with an upgrade to Version 8.0. Ensure that there is a minimum of 2.0GB of free space on Drive C:\ before commencing any upgrade.

Dictaphone Software - EXVoice and SDK

EXVoice Version

Version **6.5.x.x** is the **minimum** EXVoice software version required for upgrading EWS directly to Version 8.

You can check the version of EXVoice software installed on EWS by starting Internet Explorer and entering the URL [http://\[name of EWS server\]/exv/version.rc](http://[name of EWS server]/exv/version.rc) in the Internet Address line, as shown in [Figure 6-4](#).

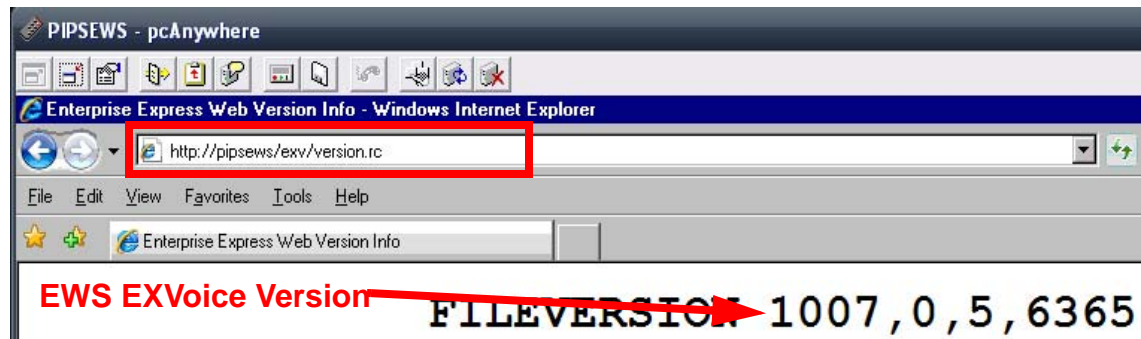


FIGURE 6-4 EWS Version Display

If you find the EXVoice version installed in EWS is **less than 6.5.x.x**, go to [Upgrading SDK/EWS to Version 1.4.6/2.0.1](#), located in the [System Upgrades](#) section of PN [889553](#).

SDK Version

Version **2.1.45.1** of SDK is the minimum SDK software version required for upgrading EWS directly to Version 3.2 SP2.

If the EWS server is at an SDK version less than 2.1.45.1 go to the procedure [Upgrading SDK/EWS to Version 2.1.45.1](#), located in the Systems Upgrades section of PN [889560](#).

Stop All Services

Stop all **Dictaphone services** on the following servers: (**DO NOT** stop SQL services)

HIS Gateway

EXVoice Data Server

EXVoice VR Server

EXText Data/Router Servers

EXSpeech Management/REW Servers - **In addition to stopping the EXSpeech services, set all services to Disabled.**

EWS Server

Upgrading EXVoice to Version 8.1

Estimating Time for EXVoice Database Upgrade

Time required to upgrade the EXVoice database can be estimated by knowing the number of records in that database. The **EXSWT_InputType** table in the **VNetUserConfig** database is the table which can be queried to determine the number of unique records in the database.

1. Open **SQL Query Analyzer**, and, as highlighted in [Figure 6-5](#), select the **VNetUserConfig** database.

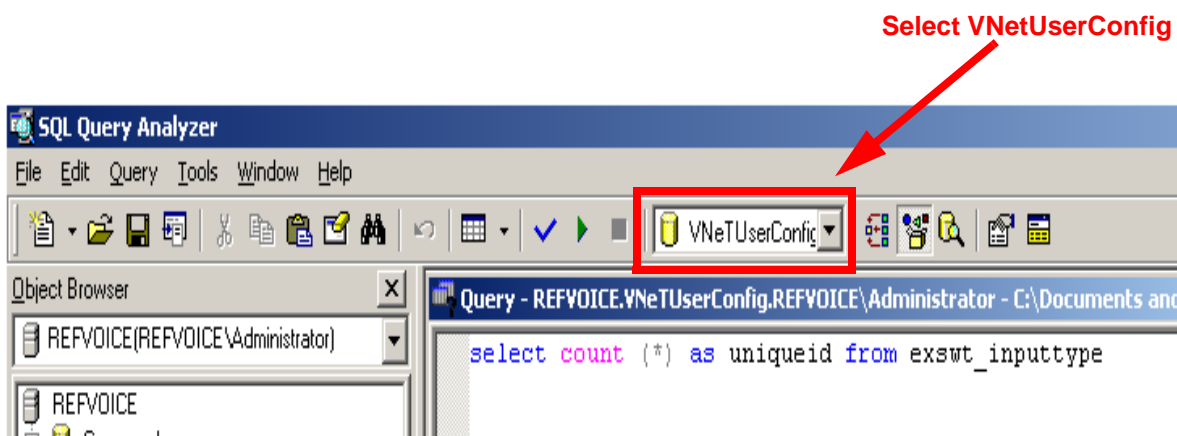


FIGURE 6-5 SQL Query Analyzer Display

2. Execute the following query to make the record number determination:

```
select count (*) as uniqueid from exswt_inputtype
```

The total unique records number returned can then be interpreted to estimate the database upgrade time, as follows:

returned / 16,000 (approximate # of records processed per minute) = # of minutes required to upgrade database

As an example, assuming the select statement above returns 340,000 unique records, the estimate would be $340,000 / 16,000 = 21.25$ minutes (approximately) to complete database upgrade.

Before You Begin



*If you are upgrading an Enterprise **Voice** server that is running the **Windows 2003** operating system, complete the [Patch Operating System](#) procedure before doing anything else. **Failure to complete this procedure will result in an error during the installation process.***

Patch Operating System

This patch will correct an error which occurs when the current Enterprise Voice InstallShield is run on a Windows 2003 operating system machine. Further information regarding the error which the patch corrects can be found in [Microsoft Knowledge Base Article 925336](#).

The patch file you must download for installation can be obtained by [clicking here](#). Store the file you download, **WindowsServer2003-KB925336-x86-ENU.exe**, in a convenient location on your hard drive.

Once you have obtained the patch file, do the following to complete installation.

On the Enterprise Voice server:

1. Verify that all Voice services remain stopped, **and** set **all** Voice services to **Manual**.
2. Stop the **MSSQLSERVER** service.
3. Go to **Add/Remove Programs** and select **Add/Remove Windows Components**.

4. Scroll down to the **Internet Explorer Enhanced Security Configuration** entry and remove the check from the check box, as shown in [Figure 6-6](#).

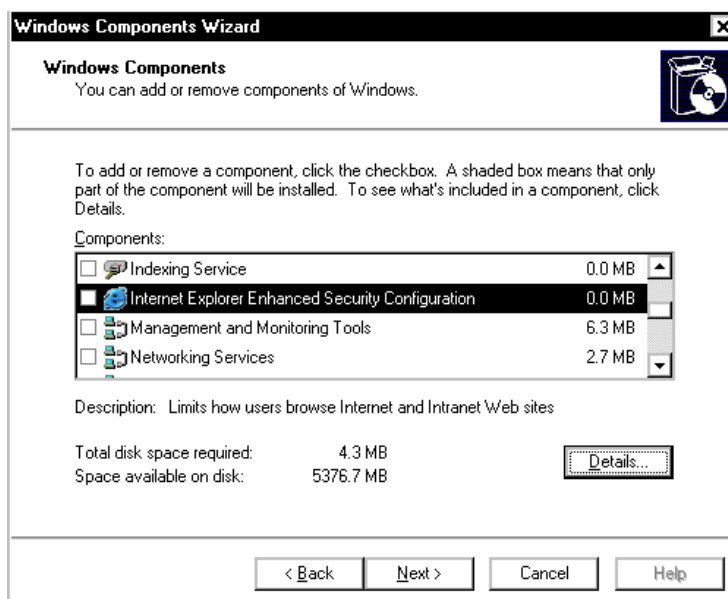


FIGURE 6-6 Windows Components Dialog

5. Click **Next**, then, components will be configured, and shortly, the Wizard completion dialog will be displayed.
6. Click **Finish**, and close the **Add/Remove Programs** dialog and the **Control Panel**.
7. **Reboot** the server.
8. When the server reboots, verify that the **Voice services remain stopped**, and, that the **MSSQLSERVER service is running**.
9. Go to the location where you stored the patch file you downloaded and double-click the file to execute.
10. When the **Open File - Security Warning** dialog is displayed, click **Run**.
11. The dialog shown in [Figure 6-7](#) will be displayed.

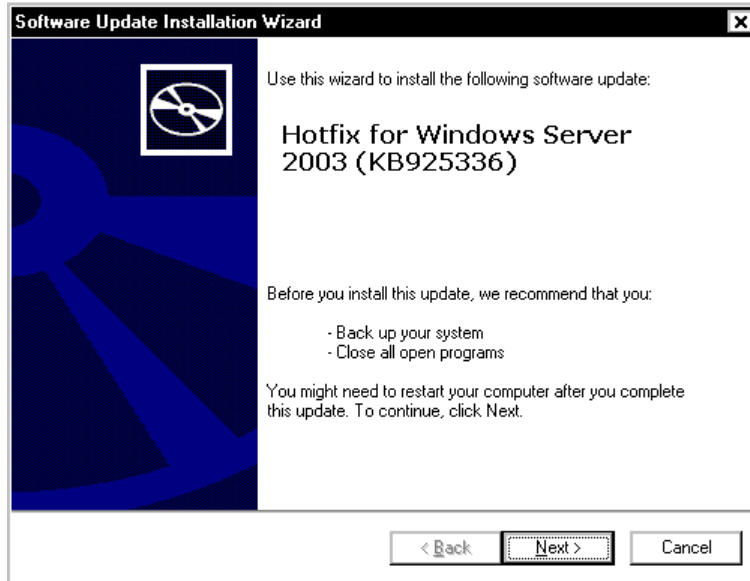


FIGURE 6-7 Windows 2003 Software Update Dialog

12. Click **Next**, and when the **License** dialog is displayed, select the **I Agree** radio button, and click **Next**.
13. The dialog shown in [Figure 6-8](#) will be displayed as the system is updated.

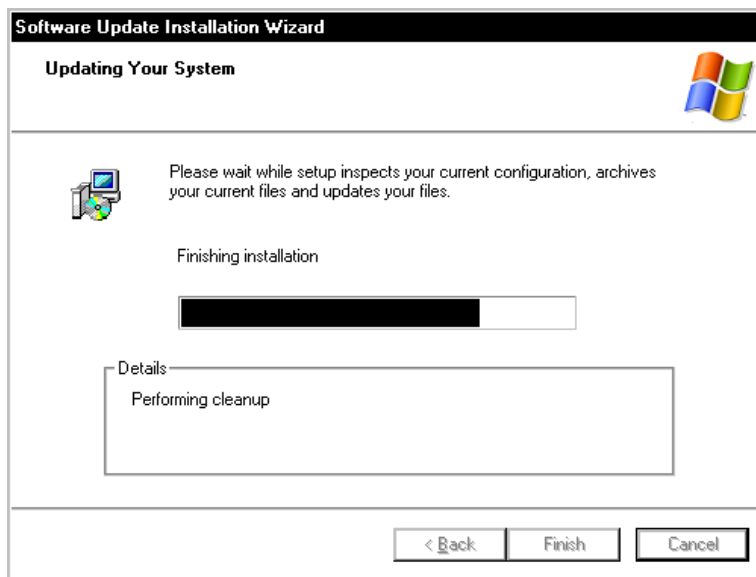


FIGURE 6-8 Updating System Dialog

14. When the Installation Complete dialog is displayed, place a check in the **Do not restart now** check box, and then click **Finish**.
15. Use the same procedures you followed in Steps 3 through 6 above, and **re-enable** the **Internet Explorer Enhanced Security Configuration** entry by **placing a check in the check box**.
16. **Reboot** the server and continue on the next page when the server restarts.

**IMPORTANT**

Before continuing, ensure you have read and complied with the [Pre-servicing Requirement](#) procedure on [page 6-7](#).

If you have NOT accomplished the procedure [Determine the Existence of iChart Billing Database](#), on [page 6-19](#), **STOP** and do it now before continuing.

**IMPORTANT**

If you are upgrading a system that already has some version of Build 7 software installed (**vnserver.exe version of 70.2.2180/2265/3120**), and the server has been renamed, or the sa password changed, since upgrading to that version, be very cautious when completing the [Upgrade the EXVoice Data Server](#), beginning on [page 6-31](#), as a special procedure may be necessary.

**IMPORTANT**

Before going any further, consult [Table 6-2](#), below, to determine if this upgrade requires that software on other Dictaphone servers be upgraded as well. Also, go to the **Dictaphone Service** portal and check the **Software Compatibility Matrix** (under Enterprise Express choice on portal menu) for 3d party software compatibility. *When you upgrade the EXVoice server, you must upgrade EXVoice to that same version on all other Enterprise servers in the system that have EXVoice installed, i.e., EWS Web Server, GoMD Web Server.*

TABLE 6-2 Compatible Software Versions*

Dictaphone Enterprise Software Compatible Versions			
EXVoice/ EXSpeech	EXS REW/ASR Core	EXText/EX Editor	EWS/SDK
81.0.3065	81.0.3065/ 8.0.0.5	8.1.156.2/ 8.1.0.5	81.0.3065/ 2.1.47/3.2 SP2

* - If you are installing older versions of any of the above software, you should be using the Enterprise Express System manual, PN **889560**, or prior. Also, be sure to consult the **Software Compatibility Matrix** posted on the Service portal.

Before commencing any upgrade, follow the procedure for [Creating an Automated System Recovery Backup Set](#), on [page 8-23](#), to make an updated copy of this important disk.

The upgrade process detailed in this section can only be accomplished on an EXVoice server which has a minimum of **Version 6.5** installed, and minimum free space of **2.0 GB** on the **C:** system drive. If an EXSpeech server is part of the system being upgraded, **version 5.0.1.0, Service Pack 1**, is the **minimum EXSpeech software version required for upgrading directly to Version 8.0**.

If you are upgrading a Version 4 EXVoice system to Version 8.0.0.3065, go to the Legacy Upgrades section of the manual PN 889560 and follow the procedures specified there to upgrade to Build 5, Service Pack 25, before commencing a Version 6/8 upgrade.



IMPORTANT

If you are upgrading a Version 4 system to Version 8 it is very likely that you will have to upgrade hardware to meet minimum hardware specifications. See [Hardware and Software](#) for minimum hardware specifications.

If you are upgrading a Version 5, SP 25(or higher version service pack) EXVoice system to Version 6.5.0.18, go to the Legacy Upgrades section of the manual PN 889560 and follow the procedures specified there to upgrade to Version 6.

The upgrade to the EXVoice server consists of choosing the appropriate item from the EXVoice V8.1 full install DVD (PN **1000062-110**). All subsequent EXVoice upgrade releases will be applied in the same manner. Make sure you have the referenced DVD available before going on site. The DVD can be ordered through normal channels, or .iso images can be downloaded from the software download section of the Service portal.

Ensure that you have downloaded the file **PrimaryKeyCheck-b7.sql** from the Dictaphone Service portal and stored it in a convenient location on the **EXVoice** server.



IMPORTANT

You only need the PrimaryKeyCheck-b7.sql script if you are upgrading from Build 6.5 of EXVoice; it should not be run on any system that is already at Build 7 or higher.

If there are multiple VR servers in the Enterprise system you are upgrading, **each server** must have the upgraded files installed.

Before continuing, do the following:

1. Create the following folder on the largest drive, **other than drive C**, of the Enterprise Express Voice Data Server:
nn:\Software\EXVoice 81.0.3065
2. Using the EXVoice Installation DVD (PN **1000062-110**), copy all folders/files to the newly-created directory **nn:\Software\EXVoice 81.0.3065**. This will make the files readily available for remote repairs.
3. Close all open applications.

The following sections require scheduled downtime on EXVoice, EXText, and EXSpeech (if installed). Schedule this downtime beforehand with the customer.

Determine the Existence of iChart Billing Database



*You are **NOT AUTHORIZED** to use any trigger removal tools on EXVoice or EXText databases containing a StagingArea database. The **ONLY** agency authorized to remove iChart database triggers is IDC.trigger*



IMPORTANT

Keep in mind that not all onsite systems databases are setup the same way. There are different versions of staging area databases, triggers and scripts used to create, modify and remove them. Scripts are not compatible between versions. Using incompatible scripts will result in permanent loss of customer data. If you have any questions please contact Technical Services.

Perform this procedure prior to ANY upgrade or migration of an EXVoice or EXText server.

iChart Billing replication might be set up on an **EXVoice** or **EXText** system under the following circumstance:

- If the site is a direct iChart account or passthrough site for iChart.
- If EXSpeech 7.5 or 8.0 is installed; iChart Billing replication will be set up for the purpose of providing Speech Reporting capabilities.

It is critical to the success of an upgrade or migration to identify the existence of iChart Billing well prior to an upgrade. If iChart Billing is not disabled, the upgrade or migration of an EXVoice or EXText system will fail. On a site that has iChart Billing, all upgrades and migrations **must be coordinated with iChart Operations**. They will need to disable the replication immediately prior to the upgrade, and then re-enable it afterwards.

There is a list of known iChart accounts available on the **Sharepoint** site for the **Enterprise Express Upgrade** meeting. Additionally, when in doubt over the status of a particular site, it is critical to either identify it during the EE Upgrade meeting; or else contact iChart Operations directly at **iChartIDC@nuance.com**.

As a failsafe, immediately prior to any upgrade or migration of EXVoice or EXText system, perform the following steps on both servers to determine the existence of iChart Billing. If it does exist, then you must **STOP** and coordinate the upgrade with iChart Operations (**iChartIDC@nuance.com**).

1. Open SQL Enterprise Manager.
2. Expand the **Microsoft SQL Server tree** to show **ALL** existing databases, as reflected in [Figure 6-9](#).

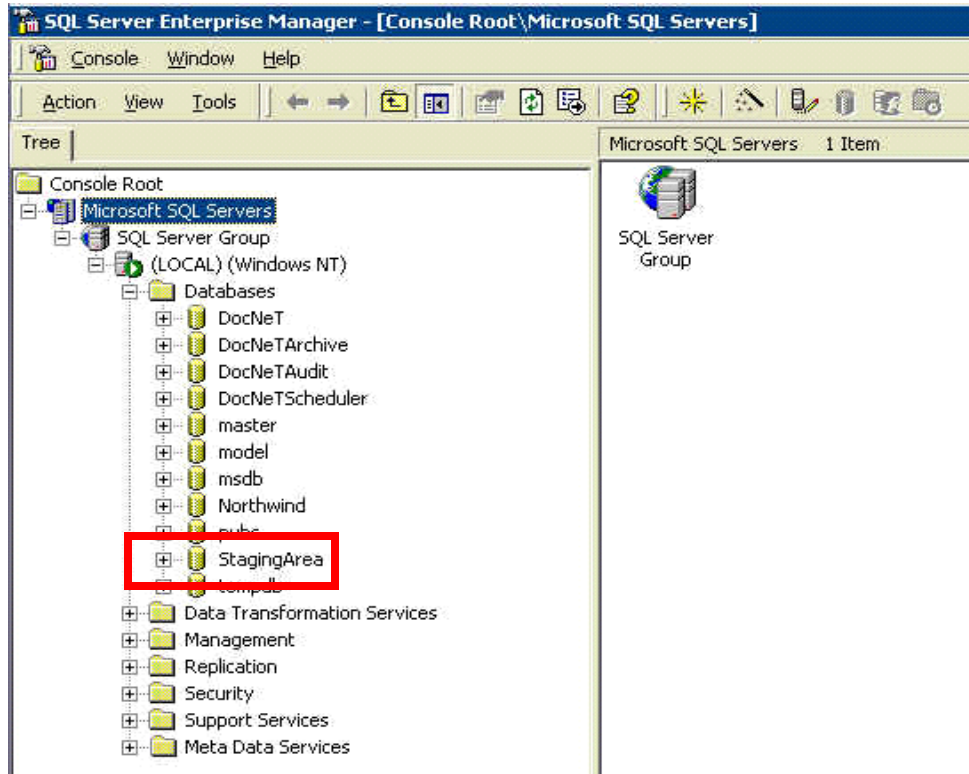


FIGURE 6-9 SQL Enterprise Manager Expanded Databases Tree

3. If you see a database called **StagingArea** then >>>**STOP**<<<.
4. Do not proceed with the upgrade. Contact **iChart OPS** to schedule the temporary disabling of the iChart replication process. **DO NOT** start the upgrade/migration until iChart Operations *verifies that the replication process has been disabled*, and you check the system by accomplishing the following procedure, [Checking for the Existence of iChart Triggers](#), beginning on [page 6-20](#).
5. If you determine that there are no StagingArea database entries on the EXVoice or EXText server, continue with the upgrade/migration in the normal fashion.

Checking for the Existence of iChart Triggers

Once iChart Operations has reported back that the iChart Billing replication process has been disabled, it is critical to perform the following steps, immediately prior to the upgrade, to ensure that no triggers of any kind exist on the user databases. Any lingering triggers on the EXVoice or EXText application databases will interfere with the upgrade process.

There are typically triggers that exist on the SQL system databases, don't confuse these with the EXVoice and EXText user databases; these triggers are normal and should not interfere with any upgrade process.

If there are circumstances arising that prevent the upgrade from being performed, and if you cannot contact the pre-arranged contact person, the IDC can be contacted directly via the IDC on-call pager at 877-973-9770.

Perform the following steps on the EXVoice Data and EXText servers, prior to performing an upgrade.

1. In SQL 2005/2008, open **SQL Server Management Studio**.
2. Click **New Query**.

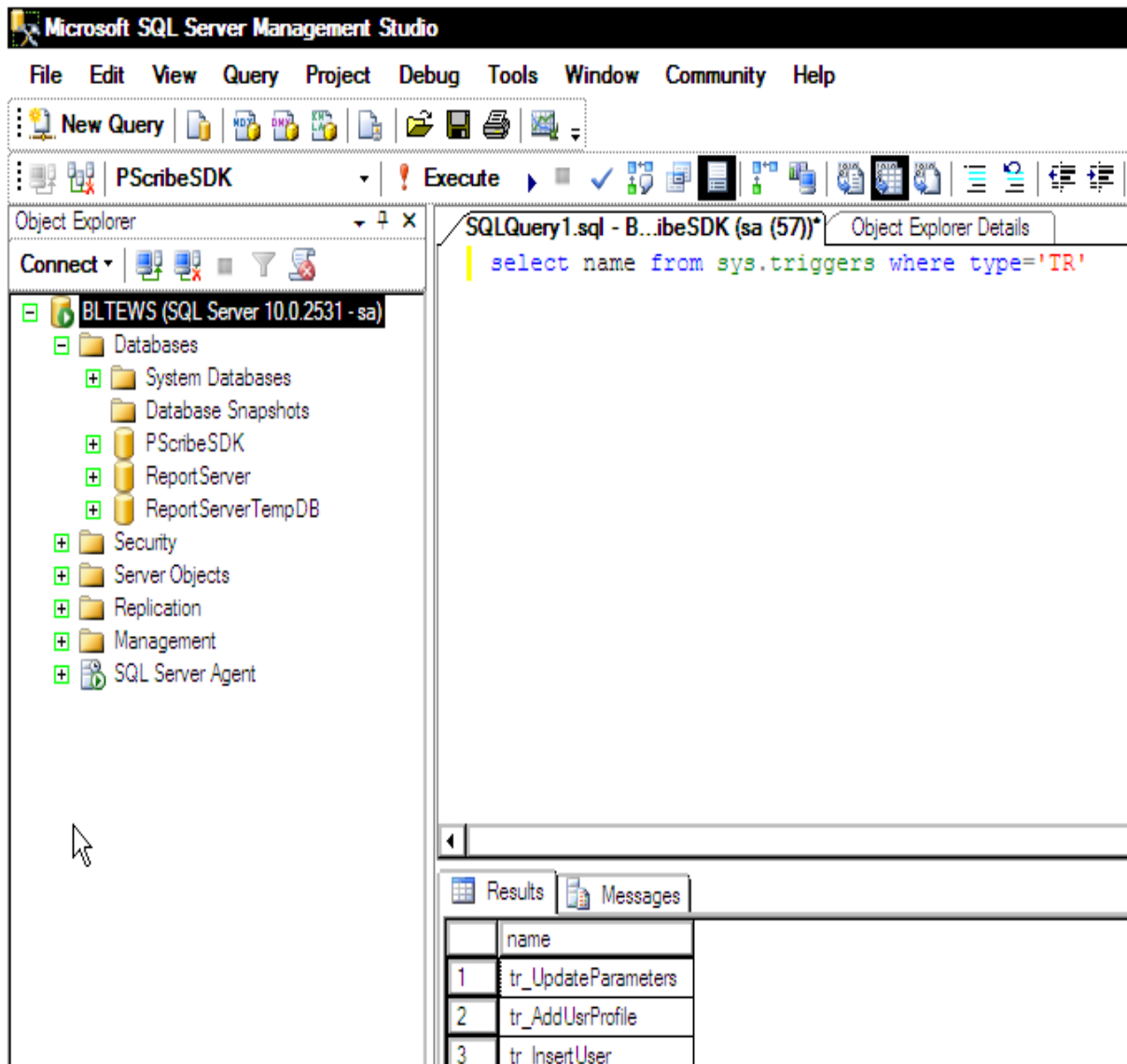


FIGURE 6-10 SQL Triggers Check

3. Enter a query as shown in [Figure 6-10](#) (**select name from sys.triggers where type='TR'**), and then, select **each of the EXVoice/EXText databases** and execute the query. Scroll through the search results. If any triggers exist, then you must **STOP**, and **DO NOT** perform the upgrade.

Note: Different versions of the software have different triggers. The following table contains information on the triggers that may be found on a typical EXVoice / EXText system. Prior to the upgrade, there should be NO TRIGGERS on any of the Voice or Text databases. In rare instances, the customer or some other third party may have

added triggers to assorted Enterprise Express tables. These triggers must also be removed prior to an upgrade.

EXVoice

Database	Trigger
VNeTOffline	Aud_Purged_DELETE
VNeTOffline	Aud_Purged_INSERT
VNeTOffline	Aud_Purged_UPDATE
VNeTUserConfigEXSAdapted	DELETE
VNeTUserConfigEXSAdapted	INSERT

EXText

Database	Trigger
DocNeT	Document_INSERT
DocNeT	Document_UPDATE
DocNeT	Document_DELETE
DocNeT	Provider_INSERT
DocNeT	Provider_UPDATE

EXVoice

Database	Trigger
VNeTUserConfig	EXSAdapted_UPDATE
VNeTUserConfig	EXSCorrectedText_DELETE
VNeTUserConfig	EXSCorrectedText_INSERT
VNeTUserConfig	EXSCorrectedTEXT_UPDATE
VNeTUserConfig	EXSFlmeter_DELETE
VNeTUserConfig	EXSFlmeter_INSERT
VNeTUserConfig	EXSFlmeter_UPDATE
VNeTUserConfig	EXSLM_User_DELETE
VNeTUserConfig	EXSLM_User_INSERT
VNeTUserConfig	EXSLM_User_UPDATE
VNeTUserConfig	EXSWT_InputType_DELETE
VNeTUserConfig	EXSWT_InputType_INSERT
VNeTUserConfig	EXSWT_InputType_UPDATE
VNeTUserConfig	Site_DELETE
VNeTUserConfig	Site_INSERT
VNeTUserConfig	Site_UPDATE
VNeTUserConfig	VoiceUserBio_DELETE
VNeTUserConfig	VoiceUserBio_INSERT
VNeTUserConfig	VoiceUserBio_UPDATE
VNeTOnline	Aud_Online_DELETE
VNeTOnline	Aud_Online_INSERT
VNeTOnline	Aud_Online_UPDATE

EXText

Database	Trigger
DocNeT	Provider_DELETE
DocNeT	Site_INSERT
DocNeT	Site_UPDATE
DocNeT	Site_DELETE
DocNeT	Trans_INSERT
DocNeT	Trans_UPDATE
DocNeT	Trans_DELETE
DocNeT	QaQueue_INSERT
DocNeT	QaQueue_UPDATE
DocNeT	QaQueue_DELETE
DocNeT	Worktype_INSERT
DocNeT	Worktype_UPDATE
DocNeT	Worktype_DELETE
DocNeT	QAReason_INSERT
DocNeT	QAReason_UPDATE
DocNeT	QAReason_DELETE
DocNeT	DocRev_INSERT
DocNeT	DocRev_UPDATE
DocNeT	DocRev_DELETE
DocNeT	SpeechMetrics_INSERT
DocNeT	SpeechMetrics_UPDATE
DocNeT	SpeechMetrics_DELETE

Following Upgrade Completion

Once the upgrade is completed (including the checkout procedure), inform your contact person at the IDC that the upgrade is done. The IDC will then connect back in and enable the triggers, they may do this immediately or not until the next business day.

Ensure that the SQLSERVERAGENT service is running after the upgrade. iChart Billing uses a SQL Server Agent job called Purge StagingArea DB that must run periodically, to remove old data from the StagingArea database. If this job is disabled the StagingArea database will grow and fill up the hard drive.

Continue with the procedure [Verify Database Compatibility Level](#).

Verify Database Compatibility Level

1. Select **Start | Microsoft SQL Server 2005 | SQL Server Management Studio** and log in to SQL Server to display the [Figure 6-11](#) dialog.

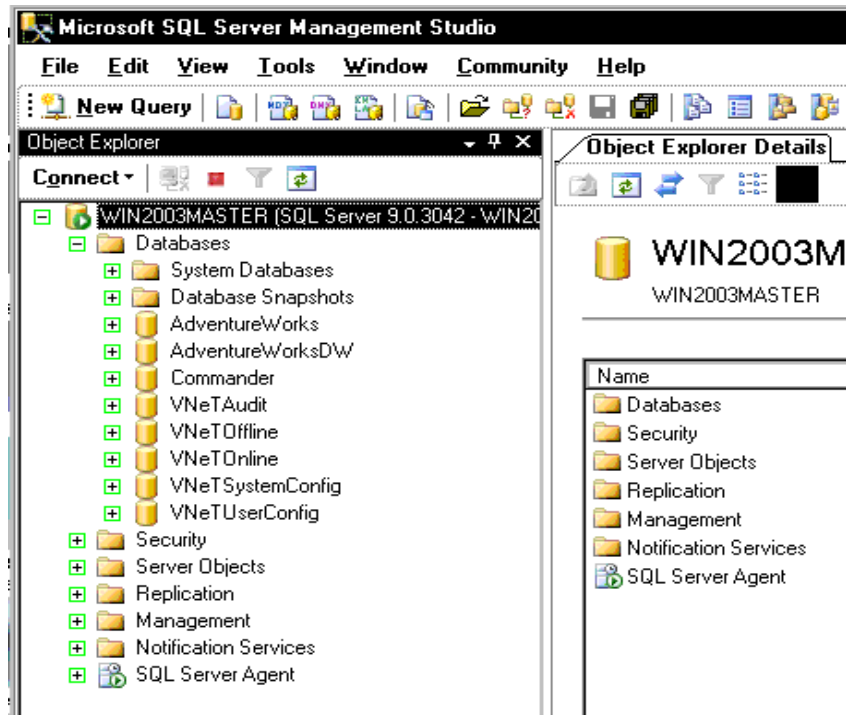


FIGURE 6-11 SQL Server Management Studio Display

2. With **Databases** expanded, right-click the **Commander** database and select **Properties** to display [Figure 6-12](#).

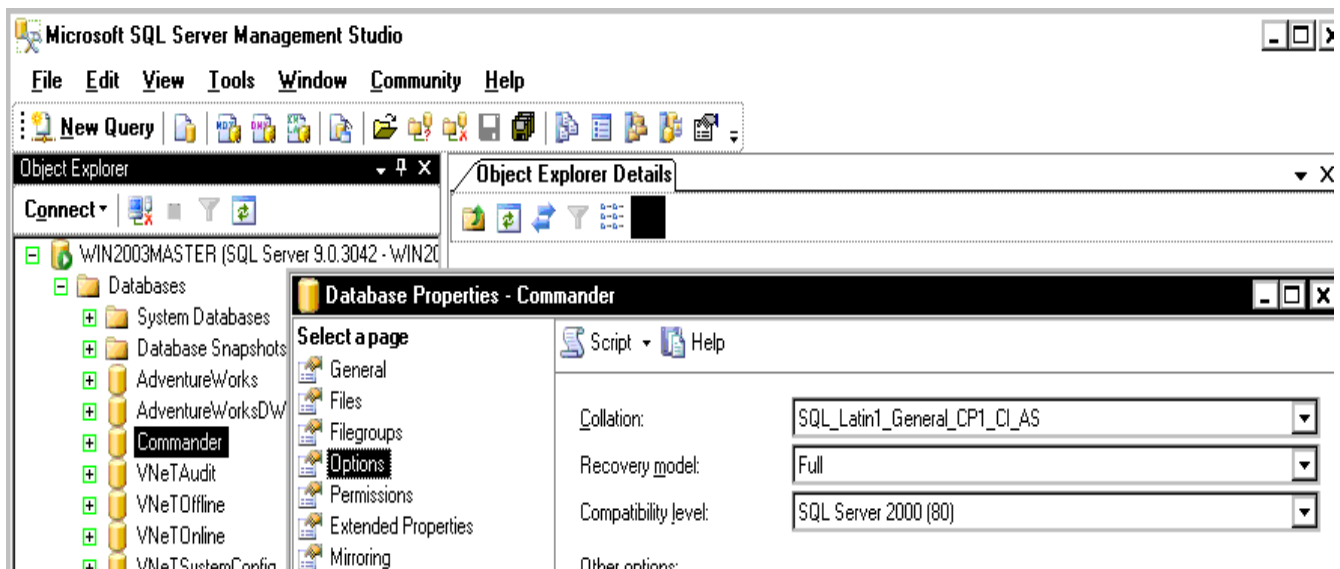


FIGURE 6-12 Commander Database Properties Dialog

- With the **Options** tab selected, as shown in [Figure 6-12](#), use the list box to select a **Compatibility level of SQL Server 2000 (80)**.

This change will automatically populate to the other EXVoice databases (e.g., VNETxxxx).

- Close **SQL Server Management Studio** and continue with the procedure [Execute Pre-Upgrade SQL Script \(6.5 Systems ONLY\)](#).

Execute Pre-Upgrade SQL Script (6.5 Systems **ONLY**)



*You only need the **PrimaryKeyCheck-b7.sql** script if you are upgrading from Build 6.5 of EXVoice; it should **NOT** be run on any system that is already at Build 7.*

Prior to beginning the upgrade of a Version 6.5 EXVoice server, it is necessary to determine that a particular database configuration exists, and this will be accomplished by executing the SQL script **PrimaryKeyCheck-b7.sql**.

As reflected above in the [Before You Begin](#) section, you should have already downloaded this script from the Service portal.

To execute the **PrimaryKeyCheck-b7.sql** script, do the following:

- On the **EXVoice** server, select **Start | Programs | Microsoft SQL Server | Query Analyzer**.

The dialog shown in [Figure 6-13](#) will be displayed.

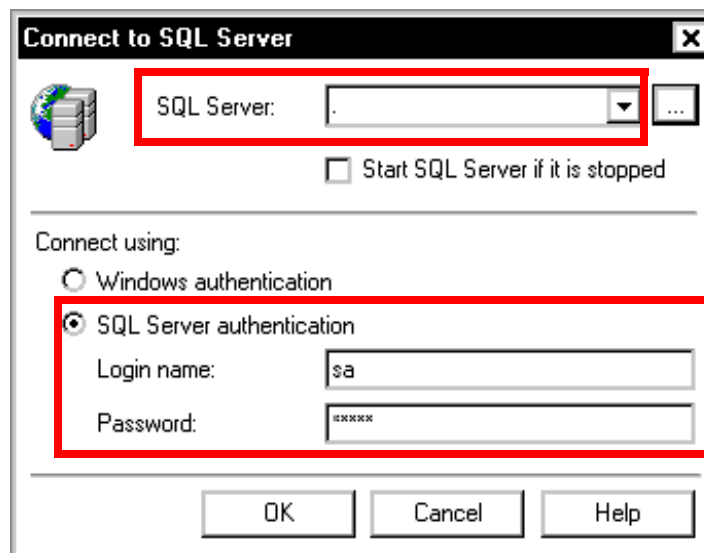


FIGURE 6-13 SQL Connection Dialog

- Complete the [Figure 6-13](#) dialog as follows:
 - SQL Server: accept the **default** local server

- Select the **SQL Server authentication** radio button
 - Enter the **sa Login name** and the **sa password**
3. Click **OK**, and the dialog shown in [Figure 6-14](#) will be displayed.

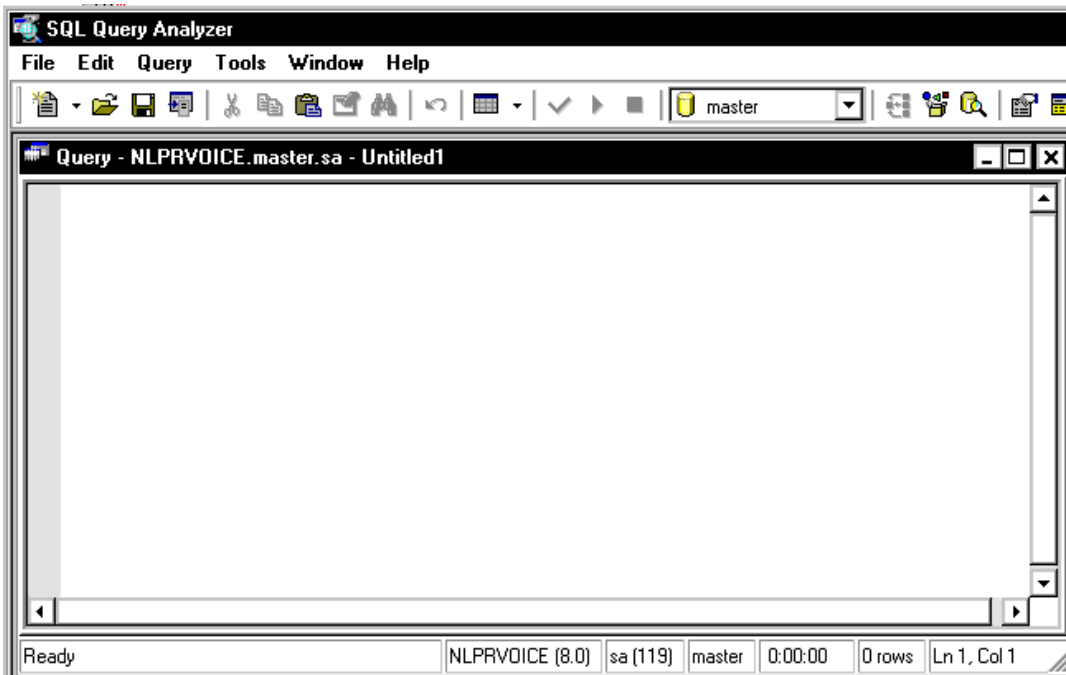


FIGURE 6-14 New Query Window Dialog

4. Select **File | Open**, and browse to the location on the **EXVoice** server where you stored the **PrimaryKeyCheck-b7.sql** script, as shown in [Figure 6-15](#).

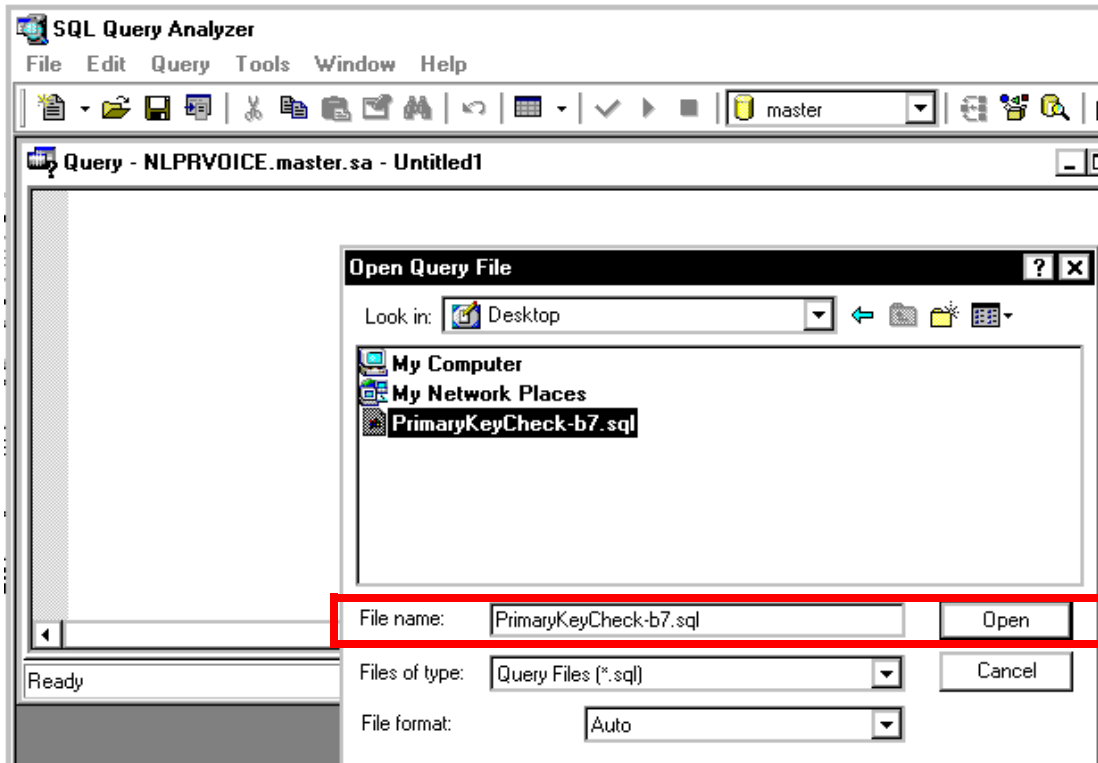


FIGURE 6-15 Opening the SQL Script Dialog

- Once the file is selected, click **Open** and the dialog shown in [Figure 6-16](#) will be displayed.

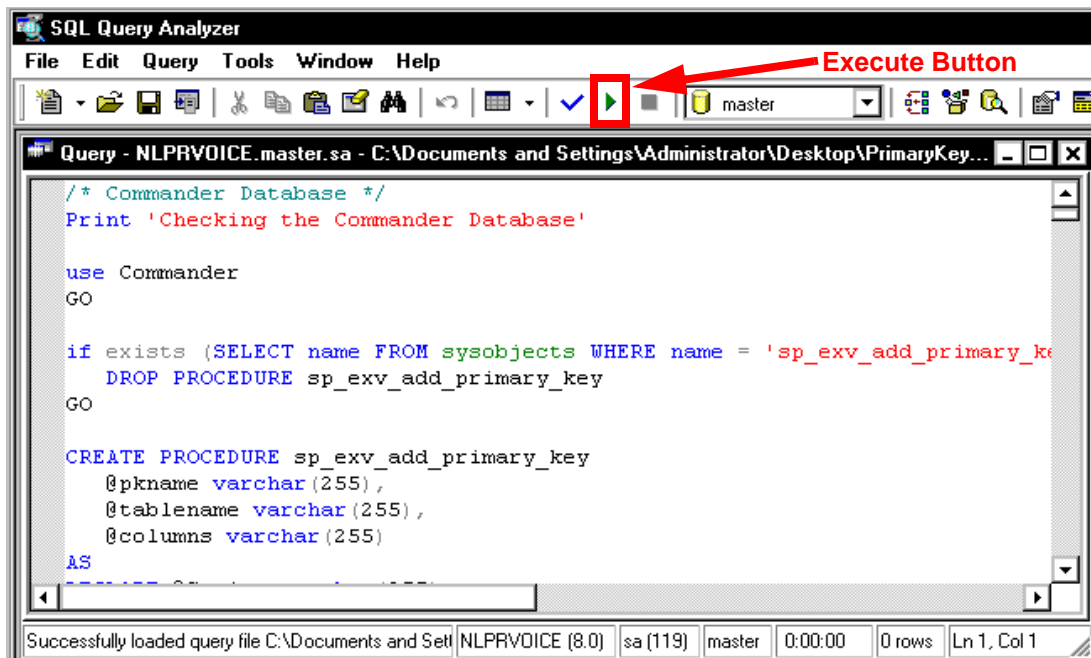


FIGURE 6-16 SQL Query With PrimaryKeyCheck-b7.sql Opened

6. With the **PrimaryKeyCheck-b7.sql** query opened, click the **Execute** key (highlighted in [Figure 6-16](#)) to run the script.
7. In a short time, a dialog very similar to that shown in [Figure 6-17](#) will be displayed.

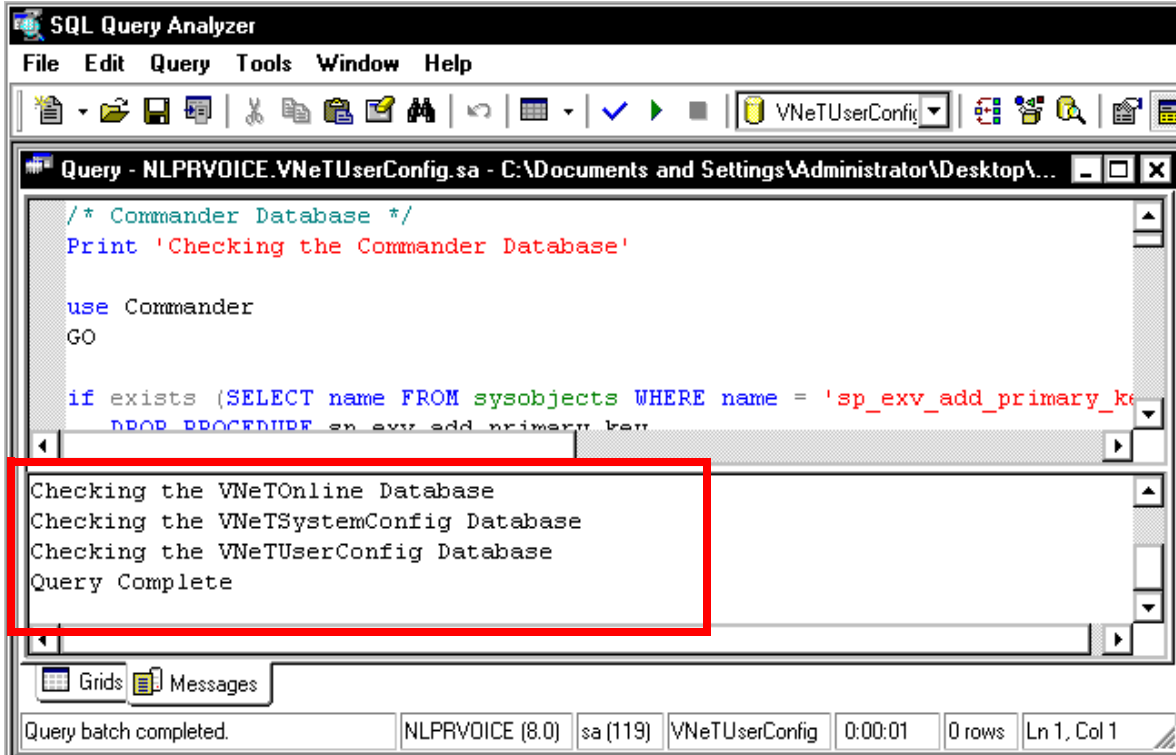


FIGURE 6-17 Completed Query Dialog

8. If **no errors** are reported and **Query Complete** is displayed, as seen in the lower half of the [Figure 6-17 Query](#) window, close all open **SQL** windows, and continue with the procedure [Verify/Install Dialogic Drivers](#), beginning on [page 6-29](#).
9. When running the **PrimaryKeyCheck-b7.sql** script two possible error scenarios have been observed in the field, as follows:
 - **First possible error - CREATE UNIQUE INDEX terminated because a duplicate key was found for index ID 1. Most significant primary key is '0'**

To correct this error, do the following:

 - ♦ Backup the **VNetUserConfig** database
 - ♦ enter the following in the query window:


```

use vnetuserconfig
truncate table awlmadapt
                            
```
 - ♦ Press <F5> to execute the command
 - ♦ Once the query executes successfully, repeat **Steps 4 through 8** above.
 - ♦ If you still have an error condition not discussed here, **STOP** and call Technical Services.

- **Second possible error - Cannot define PRIMARY KEY constraint on nullable column in table 'AWBrandDrugs'**



*AWBrandDrugs is an **example** table used to reflect the error condition; the error that you actually see may relate to a different table.*

To correct this error, do the following:

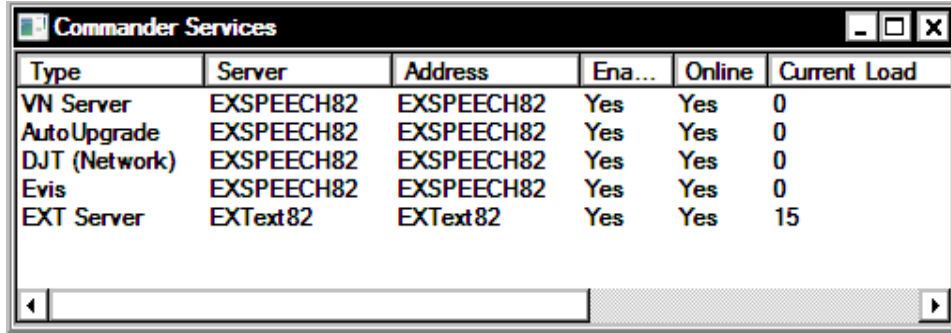
- ◆ Backup the **VNetUserConfig** database
 - ◆ In **SQL Enterprise Manager**, right-click on the table shown in the error message and select **Design Table**
 - ◆ In the **Allow Nulls** column of the table, click any checkmarks that exist to remove them
 - ◆ Close the table, saving any changes that you made to remove checkmarks
 - ◆ Close SQL Enterprise Manager
 - ◆ Open SQL Query window and repeat **Steps 4 through 8** above.
 - ◆ If you still have an error condition not discussed here, **STOP** and call Technical Services.
10. Following successful execution of this procedure, continue with [Verify/Install Dialogic Drivers](#).
-

Verify/Install Dialogic Drivers

1. Ensure that the proper Dialog drivers are installed by going to the procedure [Install Dialogic Voice Card](#), on [page 4-48](#) of this manual.
 2. Once the Dialogic drivers are verified/installed, continue with the next procedure, [Verify EXVoice Commander Settings](#).
-

Verify EXVoice Commander Settings

1. Continuing on the **EXSpeech** server, start the **Service Controller** and log on with the appropriate **EXVoice** password.
2. From the menu, select **Utility | Commander entries** and a dialog similar to that shown in [Figure 6-18](#) will be displayed.



The screenshot shows a window titled "Commander Services" with a table of service information. The table has six columns: Type, Server, Address, Ena..., Online, and Current Load. There are five rows of data.

Type	Server	Address	Ena...	Online	Current Load
VN Server	EXSPEECH82	EXSPEECH82	Yes	Yes	0
AutoUpgrade	EXSPEECH82	EXSPEECH82	Yes	Yes	0
DJT (Network)	EXSPEECH82	EXSPEECH82	Yes	Yes	0
Evis	EXSPEECH82	EXSPEECH82	Yes	Yes	0
EXT Server	EXTtext82	EXTtext82	Yes	Yes	15

FIGURE 6-18 EXV Commander Selection Dialog

3. Click **OK** and **Commander Services** will be displayed.
4. Take note of the entries you see in the **Commander Services** dialog, as you will want to ensure that they remain the same following the upgrade of the system.
5. Close the Commander Services dialog.
6. Once you have taken note of the services, continue with the next procedure, [Upgrade the EXVoice Data Server](#).

Upgrade the EXVoice Data Server



IMPORTANT

Before beginning these procedures, ensure that you backup the EXVoice database(s).

To upgrade the EXVoice server, do the following:

1. Ensure that all Enterprise EXV services remain stopped. **DO NOT** shut down the SQL services.
2. Ensure that **Windows Service Manager** is closed.
3. Consult [Table 6-3](#) to determine the next step to follow.

TABLE 6-3 What is Version of vnserver.exe

VNSERVER.EXE VERSION	Go to
70.2.2180 or greater	Table 6-4
Any version less than 70.2.2180	Step 5

TABLE 6-4 Server Name

Has EXVoice Server been renamed or sa password changed since upgrade?	Continue with
YES	Step 4
NO	Step 5

4. Do the following to allow the current server name to continue in use, and allow the upgrade to complete without error:
 - a. Select **Start | Run**.
 - b. Enter the following in the **Open:** text box -


```
nn:\Software\EXVoice 81.0.3065\EXV Server Installations\Dictaphone EXV EWS Services.exe /v"IS_SQLSERVER_DO_NOT_USE_REG=1 IS_SQLSERVER_SERVER=[enter current server name here] IS_SQLSERVER_AUTHENTICATION=1 IS_SQLSERVER_USERNAME=sa IS_SQLSERVER_PASSWORD=[enter current SQL sa password here]"
```
 - c. **NOTE that the only places a space appears in the above statement is following the items in red, and, be certain to drop the brackets when entering the server name and sa password.**
 - d. Click OK.
5. Open the folder **nn:\Software\EXVoice 81.0.3065\EXV Server Installations**, and double-click the file **Dictaphone EXV EWS Services.exe**.

The dialog shown in [Figure 6-19](#) may be displayed.

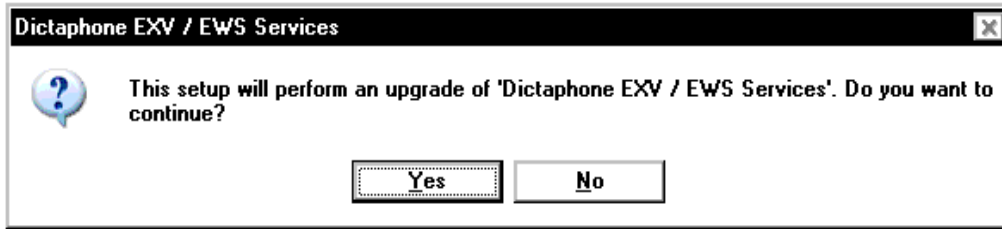


FIGURE 6-19 EXVoice Initial Upgrade Dialog

6. Click **Yes** and following a brief delay while the MSI installer unpacks files, [Figure 6-20](#) will be displayed.

If you are upgrading a system that is at a version less than Build 7 (70.4.xxxx) the [Figure 6-20](#) will look somewhat different and contain the boldface statement **Dictaphone EXV / EWS Services, v xx.xx.xx.xxxx**. This is normal.

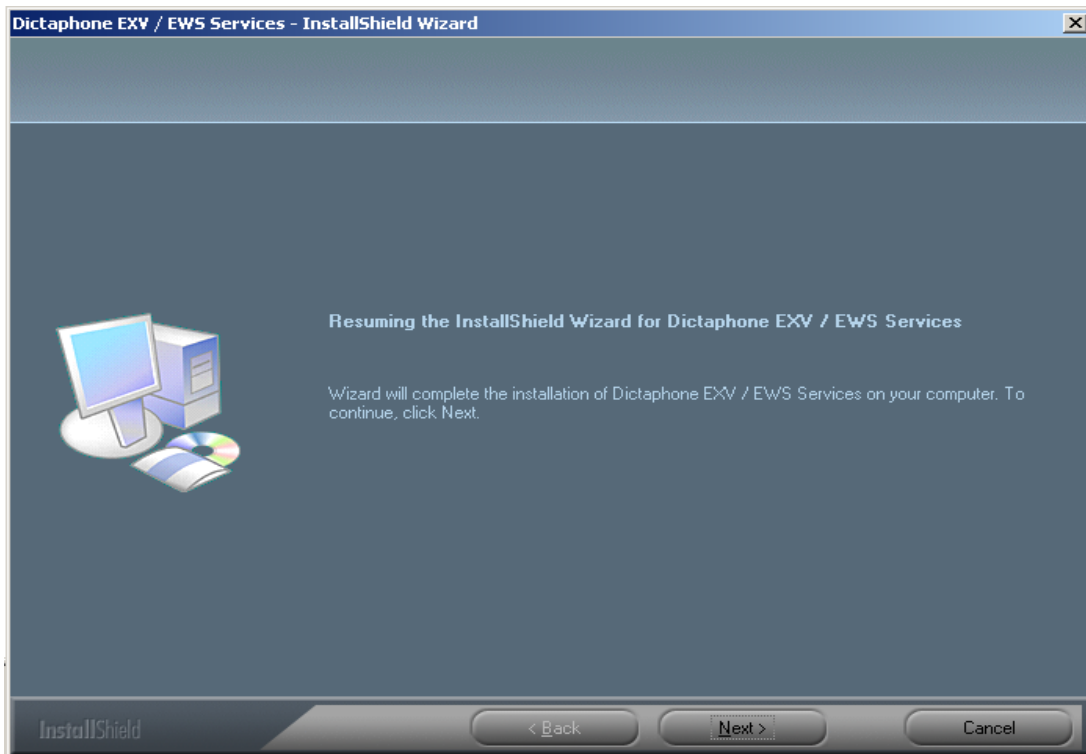


FIGURE 6-20 Initial EXVoice Software Install Dialog

7. Click **Next**.



*If you are upgrading an EXVoice system that has Version 70.2.2180 or higher already installed, you will only see the [Figure 6-20](#) initial dialog, then, the **Setup Status** ([Figure 6-28](#)) dialog, the **Schema Changes** ([Figure 6-29](#)) dialog, and, after a short while, the [Figure 6-38](#) InstallShield Complete dialog.*

- When the **Microsoft License Agreement** is displayed, click **Yes** to accept the agreement.

The Customer Information Dialog, [Figure 6-21](#), will be displayed.

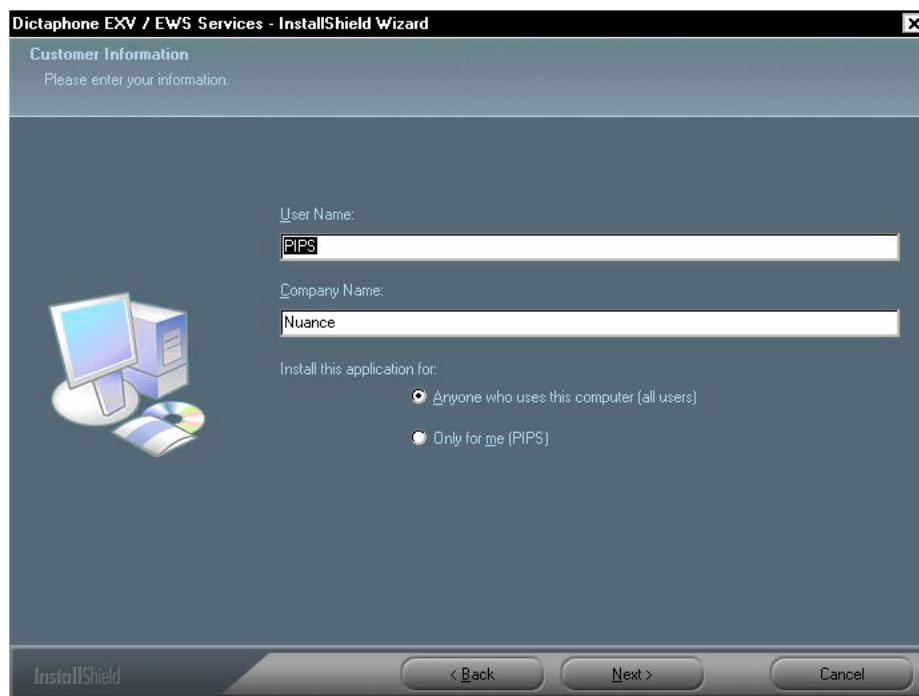


FIGURE 6-21 Customer Information Dialog

- Enter the **User Name** and the **Company Name** in the [Figure 6-21](#) dialog, and select the appropriate radio button, which will normally be **Anyone who uses this computer**.
- Click **Next** to continue and the [Figure 6-22](#) dialog will be displayed.

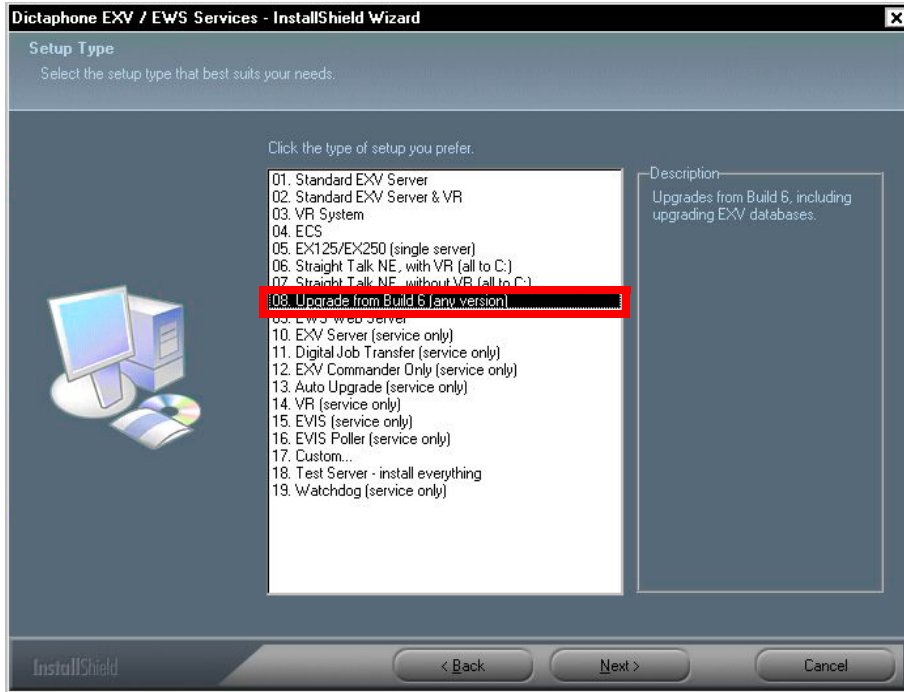


FIGURE 6-22 Setup Type Dialog

11. Select item **08. Upgrade from Build 6 (any version)**, and then, click **Next** to continue.
12. The destination location dialog shown in [Figure 6-24](#) will be displayed.

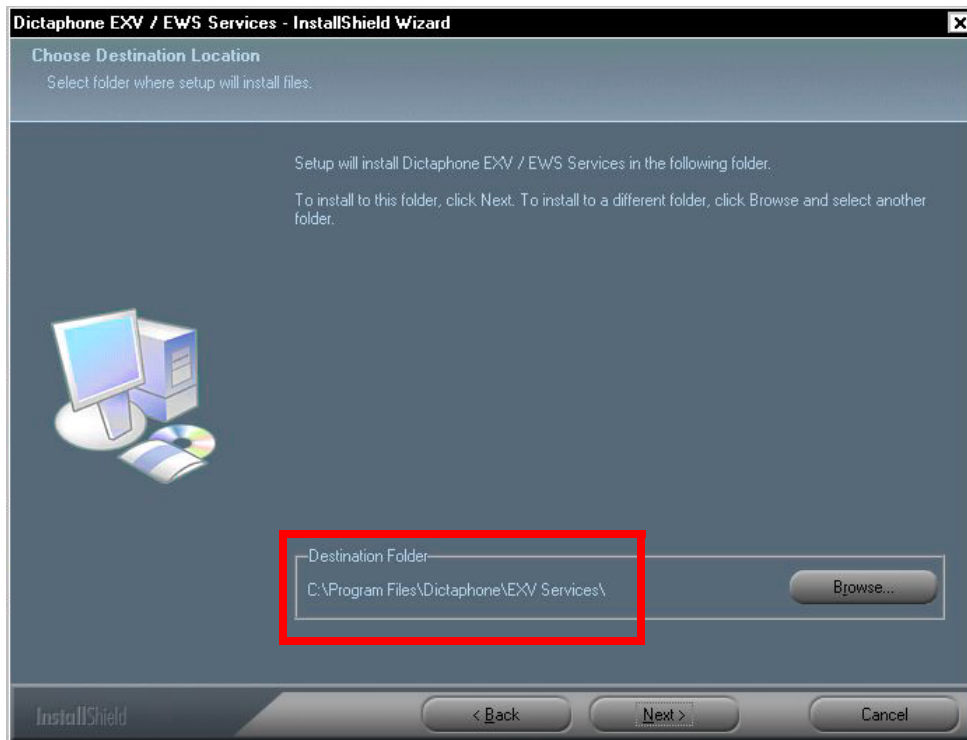


FIGURE 6-23 Destination Location Dialog

13. Ensure that the **Destination Folder** shown is correct, and then, click **Next** to continue.



If you are installing a VR server, you will see the Commander dialog prior to [Figure 6-24](#).

FIGURE 6-24 Database Server Dialog

14. Complete the [Figure 6-24](#) dialog as follows:
 - Database Server: [Enter the NETBIOS name of the EXVoice server here]
 - ◆ Select **SQL Server authentication.....** radio button
 - Login ID: sa
 - Password: [enter the sa password]
15. Click **Next** and the dialog shown in [Figure 6-25](#) will be displayed.

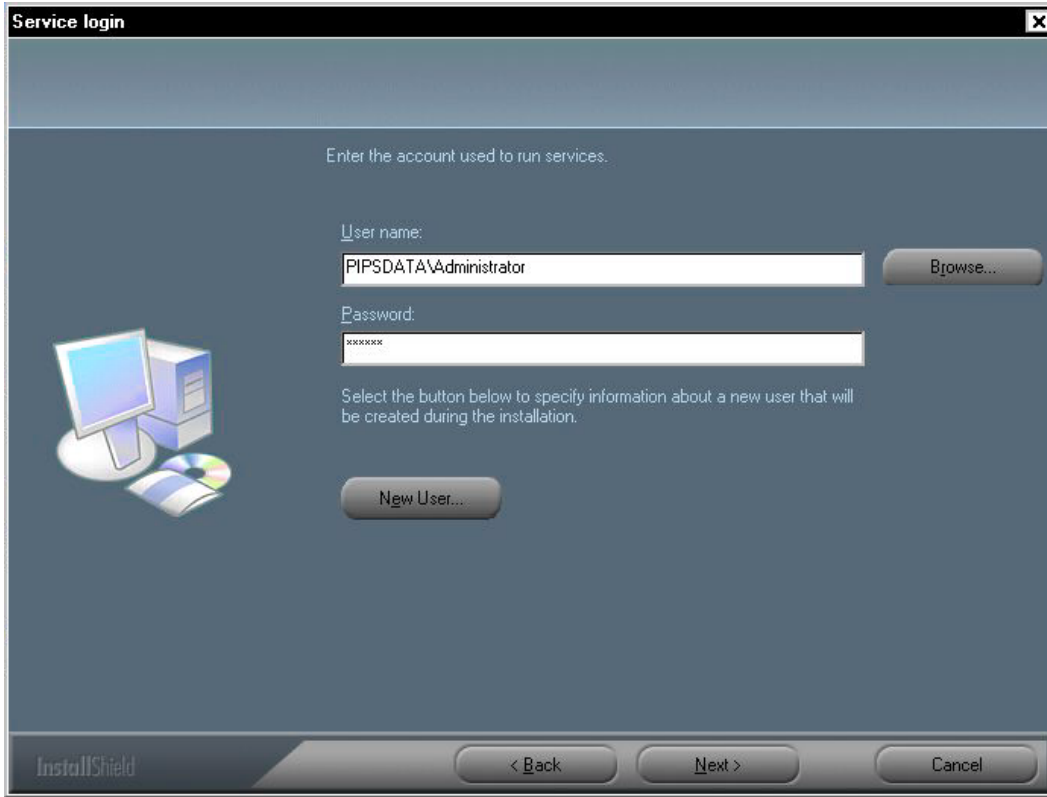


FIGURE 6-25 Services Login Dialog



Take note of the New User radio button in the [Figure 6-25](#) dialog. This allows the creation of a new user during the installation, should that be required as a part of the upgrade process. Checking this button displays the New User dialog shown in [Figure 6-26](#). Dialog completion is self-explanatory.

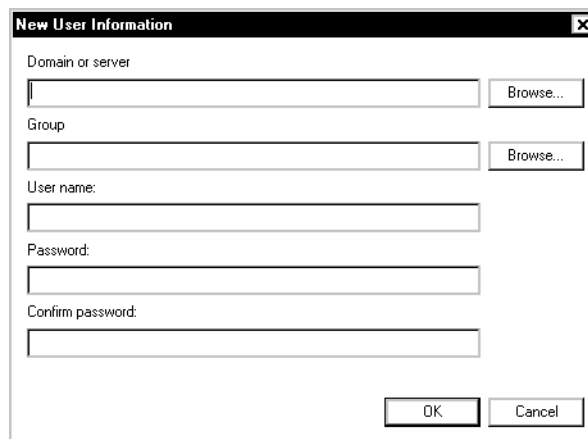


FIGURE 6-26 New User Dialog

16. Enter the **Administrator** user name and password in the [Figure 6-25](#) dialog, and then, click **Next** to continue.

The dialog shown in [Figure 6-27](#) will be displayed.

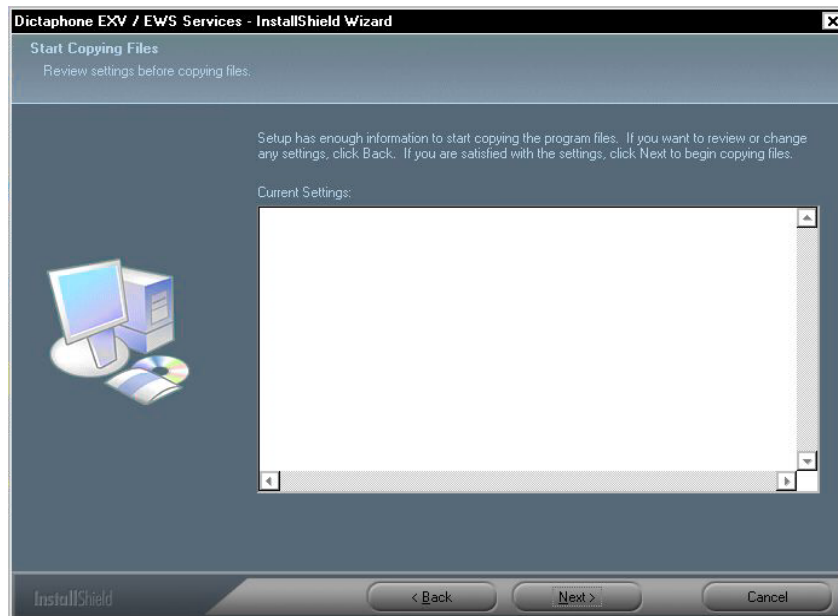


FIGURE 6-27 Start Copying Files Dialog

17. Verify any settings information shown in this dialog (will probably be blank on an initial upgrade), and then, click **Next** to continue.
18. As the upgrade progresses, the [Figure 6-28](#) dialog will be displayed advising of the status of the upgrade process.

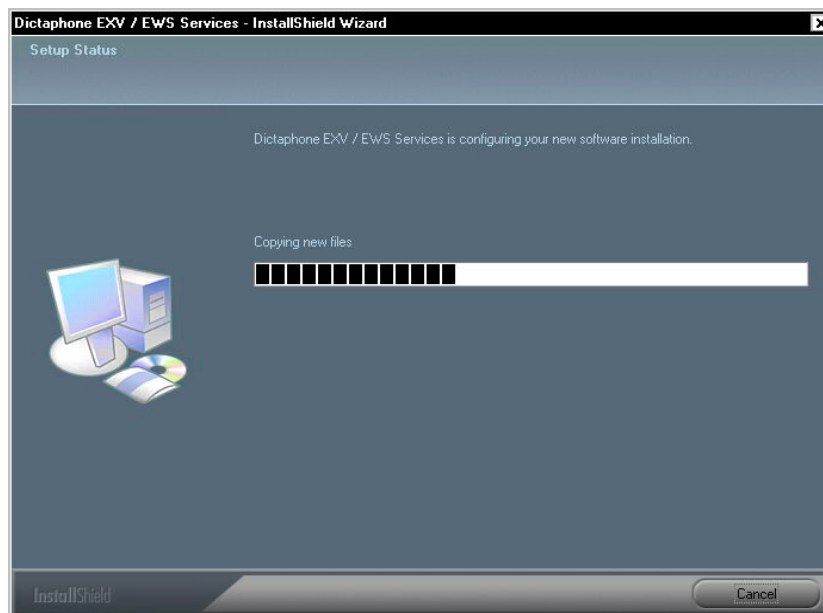


FIGURE 6-28 Setup Status Dialog



There is a delay here that could last for some time, dependent on the complexity of the system being upgraded. Be patient and **do not disturb this process**.

Database schema changes, based on the consolidation of the EXSpeech database on the EXVoice server, will be seen as displayed in [Figure 6-29](#).

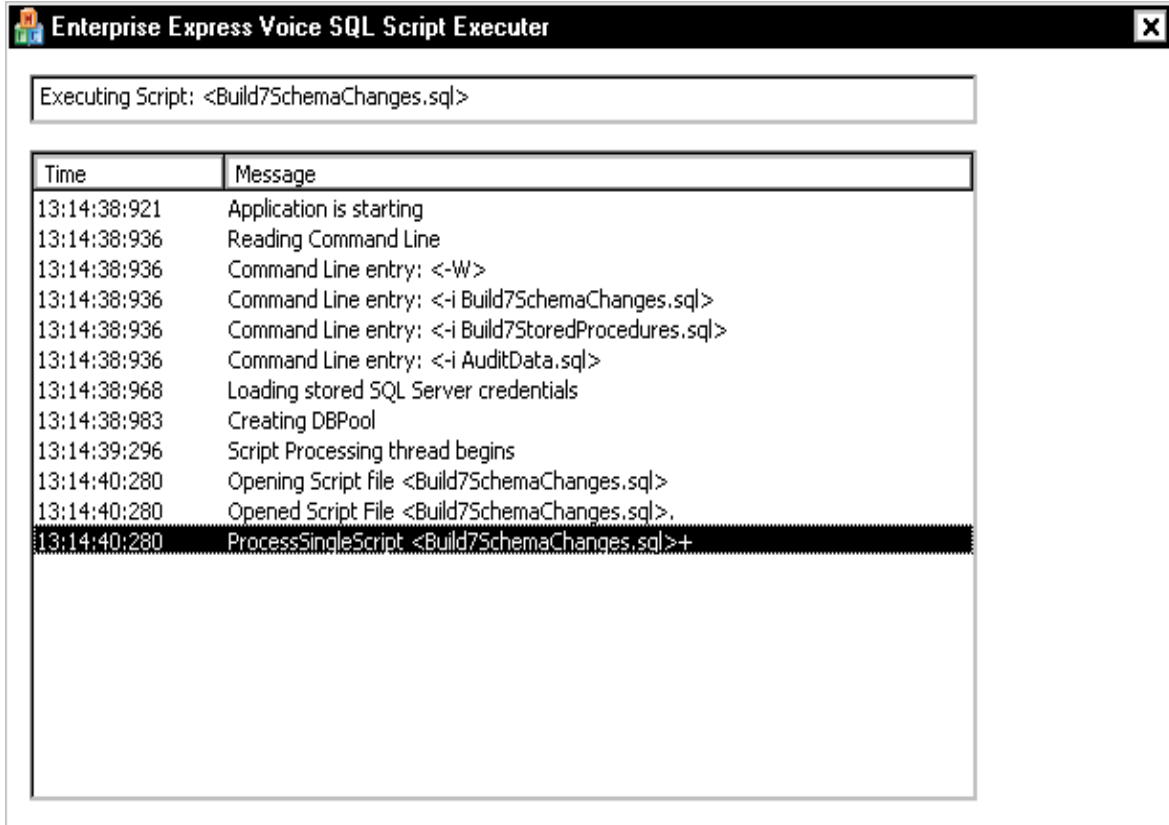


FIGURE 6-29 Schema Changes Display

The dialog shown in [Figure 6-30](#) may be displayed near the end of the install process if you are installing a combined Data/VR server. If you are installing the VR server separately, [Figure 6-38](#) will be displayed.

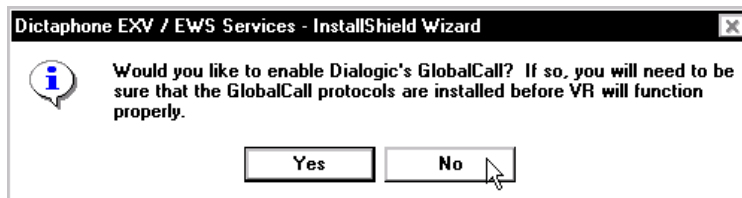


FIGURE 6-30 GlobalCall Enable Dialog

19. Click **No** and the dialog shown in [Figure 6-31](#) may be displayed.

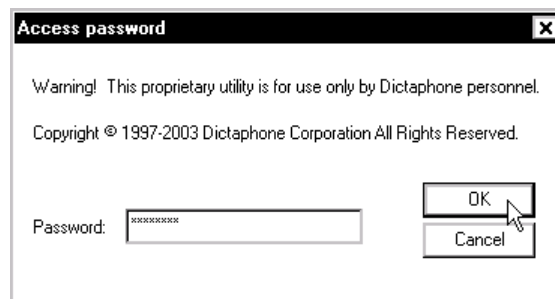


FIGURE 6-31 EXVoice Service Password Dialog

20. Enter the **Service password** and click **OK**.
21. The dialog shown in [Figure 6-32](#) will be displayed.

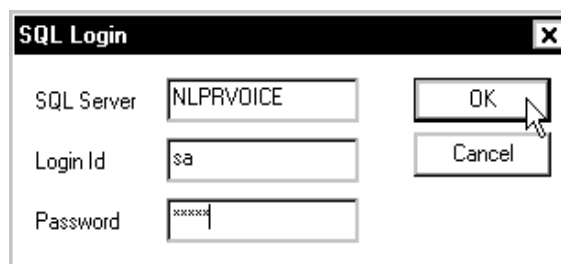


FIGURE 6-32 SQL Login Dialog

22. Enter the appropriate login information and click **OK**.
The dialog shown in [Figure 6-33](#) will be displayed.

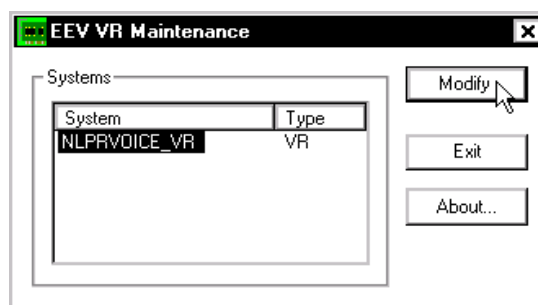


FIGURE 6-33 EEV VR Maintenance Dialog

23. Click **Modify**, and the dialog shown in [Figure 6-34](#) will be seen; if [Figure 6-33](#) is **NOT** displayed, skip to **Step 28** and continue from that point.

Clicking **Modify** results in the display of the dialog shown in [Figure 6-34](#).

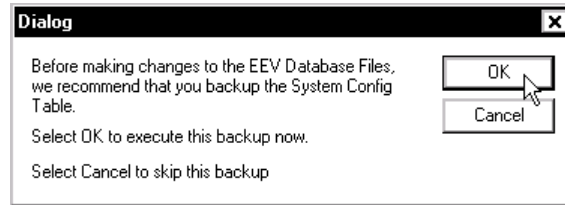


FIGURE 6-34 System Config Backup Dialog

- 24. Click **OK** to backup the System Config table and [Figure 6-35](#) will be displayed.

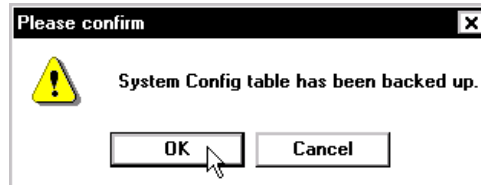


FIGURE 6-35 Confirm Backup Dialog

- 25. Click **OK** to confirm and [Figure 6-36](#) will be displayed.

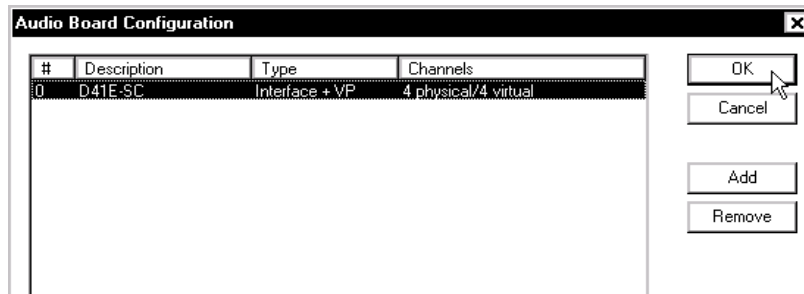


FIGURE 6-36 Audio Board Configuration Dialog

- 26. Verify/change the configuration presented in the [Figure 6-36](#) dialog, and then, click **OK** to continue.

The dialog shown in [Figure 6-37](#) will be displayed, signifying completion of VR maintenance.

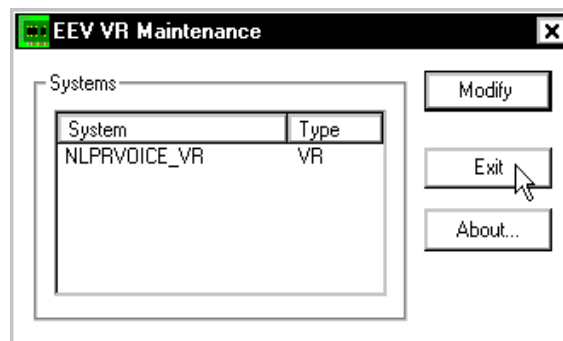


FIGURE 6-37 VR Maintenance Completion Dialog

27. Click **Exit** to close the VR Maintenance utility.

Several minutes may pass while VR services are being configured. Please be patient.

When the upgrade completes, the dialog shown in [Figure 6-38](#) will be displayed.

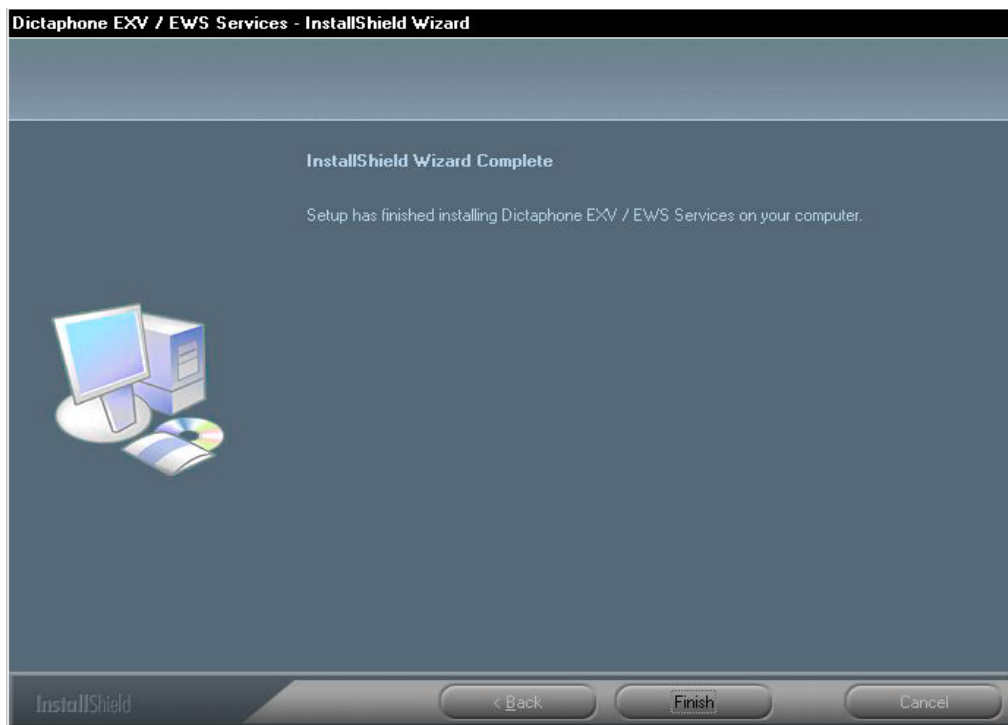


FIGURE 6-38 InstallShield Wizard Complete Dialog

28. Click **Finish**.
29. Open **Windows Service Manager** and do the following for **ALL** EXVoice services:
 - Select **Properties** and set each service back to **Automatic**, and then **STOP** each EXVoice service.
30. Close all open windows and reboot the server.
31. Once the server reboots, open **Windows Service Manager** and verify that all EXVoice services started.
32. Continue with the next procedure, [Finalize EXVoice Upgrade](#).

Finalize EXVoice Upgrade

1. Open the **Event Viewer** application log and ensure that **Watchdog** is watching all EXVoice services.
2. Go to the folder **C:\Program Files\Dictaphone\EXV Services**, locate and run the file **servicecontroller.exe**.

3. Select **Utility | Commander** entries and ensure that the EXVoice server is displayed.
4. **Close** the Service Controller.
5. Check **ALL** the installed **EXVoice Client shortcuts** (Job Lister, Explorer, etc.) and ensure that these applications are still working. If you find they are not, reinstall the clients.



While completing Steps 2 and 3, above, the various clients will indicate an immediate update. This update should be allowed to be completed at this time. Accept **ALL** the default choices you are presented with during the autoupgrade process.

6. If the customer is using the Customization Client, go to the procedure [Install/Upgrade EXS Customization Client](#), on [page 5-36](#) and upgrade following the instructions presented there. Otherwise, continue with Step 7.
7. Open the Registry Editor and go to the following key, as depicted in:

HKEY_LOCAL_MACHINE | SOFTWARE | Dictaphone | VoiceNet | Server

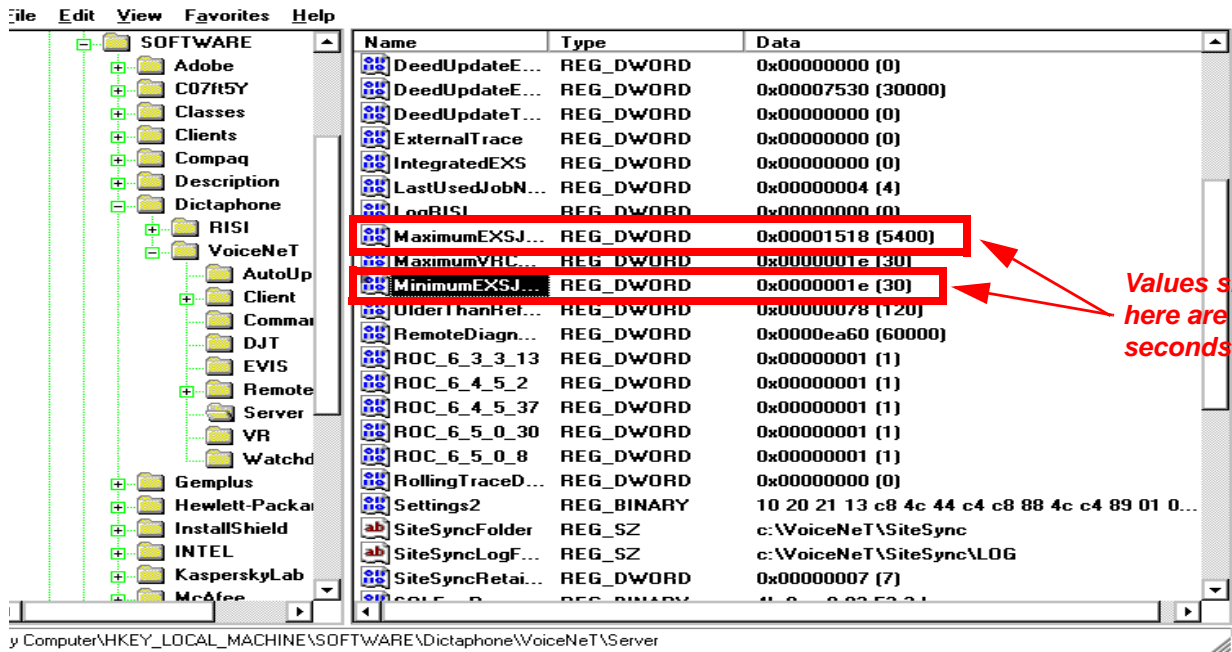


FIGURE 6-39 VoiceNet Server Registry Dialog

8. Ensure that the **MaximumEXSJobLength** DWORD value is set to **5400** as shown in [Figure 6-39](#). If the value is incorrect, change it.
9. Ensure that the **MinimumEXSJobLength** DWORD value is set to **30** as shown in [Figure 6-39](#). If the value is incorrect, change it.
10. Save any changes made, and then, continue with the next procedure, [Migrate EXSpeech Server](#).

Migrate EXSpeech Server

IMPORTANT: Ensure the EXVoice server is up and running before continuing.

1. On the **EXSpeech** server, insert the **EXVoice 81.0.3065 DVD** and open the folder **EXV Client Installations**.
2. Double-click the file **Dictaphone EXV Service Controller.exe** and [Figure 6-40](#) will be displayed.

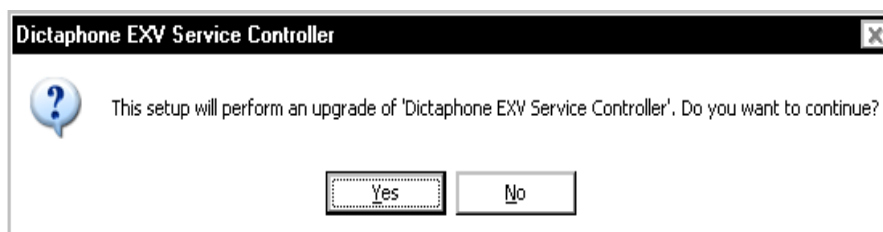


FIGURE 6-40 EXV Service Controller Upgrade Display

3. Click **Yes** and [Figure 6-41](#) will be displayed.

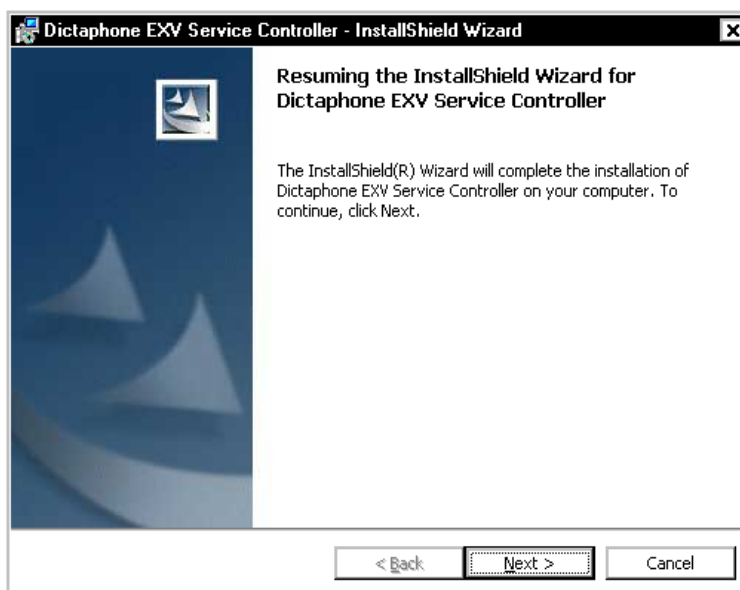


FIGURE 6-41 Resuming InstallShield Dialog

4. Click **Next**, and then, click **Finish** when the InstallShield complete dialog is displayed.
5. Continuing on the **EXSpeech** server, start the **Service Controller** and log on with the appropriate **EXVoice** password.
6. From the menu, select **Utility | Commander entries** and ensure that the EXVoice server that you just upgraded is present, an example of which is seen in [Figure 6-42](#).

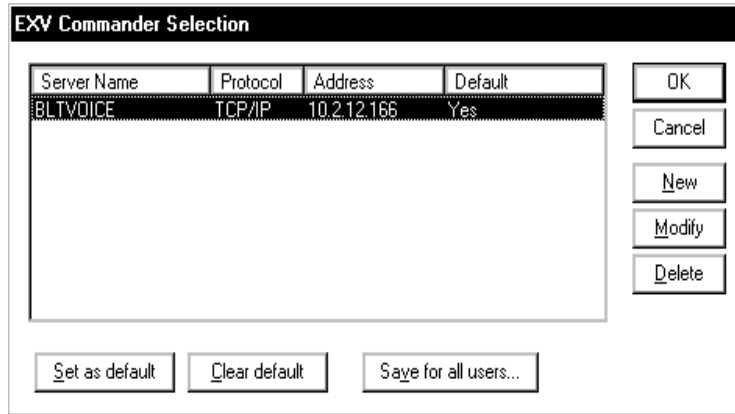


FIGURE 6-42 EXV Commander Selection Dialog

7. Click **OK** and **Commander Services** will be displayed.
8. Close the Commander Services dialog.
9. From the Service Controller menu, choose **Utility | EXS | Migrate EXS Management Server to v8.0 (from any previous version)....**

The dialog shown in [Figure 6-43](#) will be displayed.

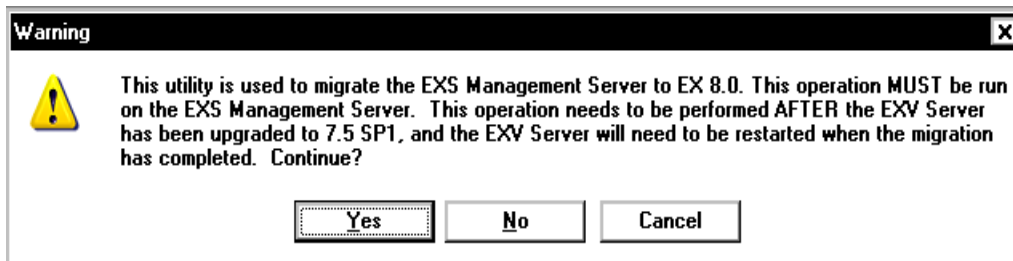


FIGURE 6-43 Migrate Warning Dialog

10. Take note of the information, and then, click **Yes** to continue data migration.

The dialog shown in [Figure 6-44](#) will be displayed.

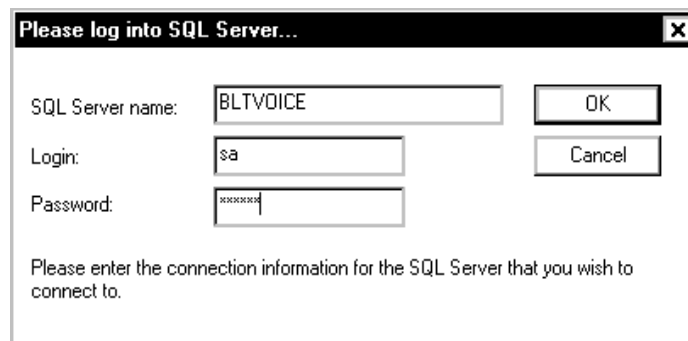


FIGURE 6-44 SQL Server Login Dialog

11. Enter the **EXVoice Data** server name and the sa password in the [Figure 6-44](#) dialog, and then, click **OK**.

Following successful migration of the EXSpeech Management server registry settings, the dialog shown in [Figure 6-45](#) will be displayed.

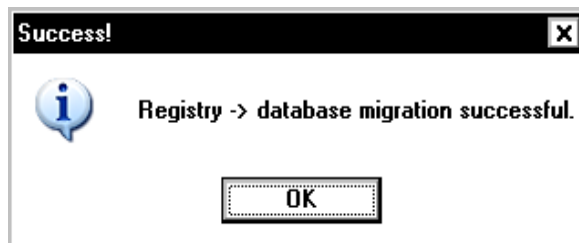


FIGURE 6-45 Data Migration Success Dialog

12. Click **OK**, and the dialog shown in [Figure 6-47](#) will be displayed when the EXSpeech data migration is complete. **DO NOT** disturb the servers while this process is ongoing.



If this is a new build and there is no data in the EXSpeech tables, such as in a new server build, or, this is an upgrade from EXSpeech later than 5.0 SP1 (e.g. Turbo 5.2 or EXSpeech 7.5), the dialog shown in [Figure 6-46](#) will be displayed.

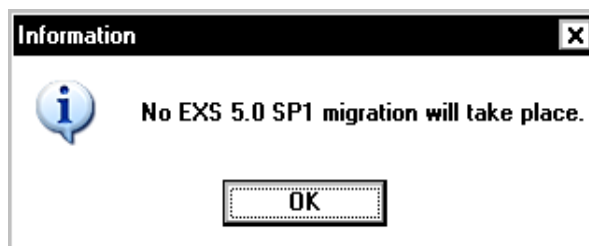


FIGURE 6-46 Migration No Data Information Dialog

13. Click **OK** to close the dialog
14. Should the [Figure 6-46](#) dialog be displayed, click **OK** to continue.

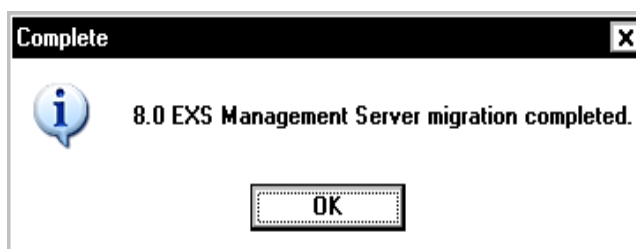


FIGURE 6-47 Migration Complete Dialog



Details of the migration you just completed were saved in the file **EXS80_Migration_log.txt** in the root of the **C:** drive.

15. **Stop** and then **restart** the **EXV Server** service on the EXVoice server.
16. In the **EXVoice Service Controller**, select **EXS | REWs and Service Control**, which may display the [Figure 6-48](#) dialog.

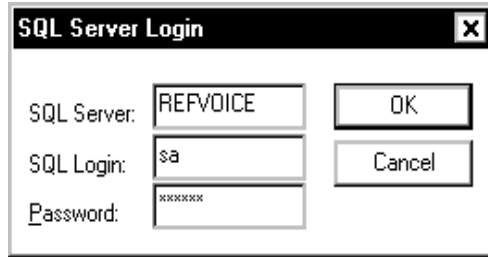


FIGURE 6-48 SQL Login Dialog

17. Enter the appropriate information in the [Figure 6-48](#) dialog, and click **OK** to display the **EXS REW List** dialog.

Note the **Properties** choice buttons in the lower right of the [Figure 6-48](#) dialog, as seen in [Figure 6-49](#).

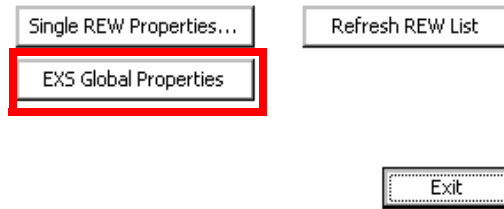


FIGURE 6-49 Properties Choice Dialog

18. Click the **EXS Global Properties** button to display the [Figure 6-50](#) dialog.

EXS Global Properties

Data from the CustomerSettings table that is inaccessible elsewhere:

FLM iterations:

File count for FLM #1:

Minutes for Adaptation #1:

Minutes for Adaptation #2:

Retain how many wave files (minutes):

Retain how many text files (KB):

Purge wave files older than (days):

Disable REW on disk > X % full:

Customization per site (generally for iChart only)

This check box is only checked when a customer has multiple sites and uses individual customization for each site.

FIGURE 6-50 EXS Global Properties Dialog

19. Note the **Retain how many....** highlighted text boxes of the [Figure 6-50](#) dialog, and ensure that the entries on the system you are configuring are exactly the same as illustrated here.
20. With the entries as illustrated, click **OK**, and then, click **Exit** to return to the **Service Controller** main dialog.
21. Close all remaining open dialog windows.
22. Continue with the procedure [Apply Latest EXVoice Software Patch - VNServer.exe..](#)

Apply Latest EXVoice Software Patch - VNServer.exe



Ensure that you have downloaded the latest **vnserver.exe** file (Version **81.0.3078**), which is available on the Dictaphone Services Portal, and placed it in a convenient location on the EXVoice Data server.

1. **STOP** all EXVoice services before continuing.
1. Open the folder **C:\Program Files\Dictaphone\EXV Services**, and backup the file **vnserver.exe**.
2. Copy the new **vnserver.exe** file (Version **81.0.3078**) that you downloaded into the folder.

3. Restart EXVoice services and ensure system is functioning properly.
-

Apply EXCommander.exe Patch



*Ensure that you have downloaded the file **EXCommander_81_0_3066.zip** from the EXVoice download area of the Services portal before continuing this procedure.*

1. Make a backup copy of the existing **excommander.exe** file.
2. Shut down **EXV Watchdog** and **EXV Commander** services.
3. Replace the existing **excommander.exe** with the patch version downloaded.
4. Restart EXV Commander and EXV Watchdog services.
5. Connect with an EXV Client, verifying connectivity with the EXV Server.
6. With connectivity verified, normal operations can be resumed.

Upgrade the EXVoice VR Server

1. Ensure that **Windows Service Manager** is closed.
2. Insert the DVD containing the EXVoice Version **81.0.3065** software (PN **1000062-110**) into the DVD drive of the EXVoice VR server.
3. On the DVD, locate the file **\\EXV Server Installations\\Dictaphone EXV EWS Services.exe** and **double-click** to execute.

The dialog shown in [Figure 6-51](#) will be displayed.

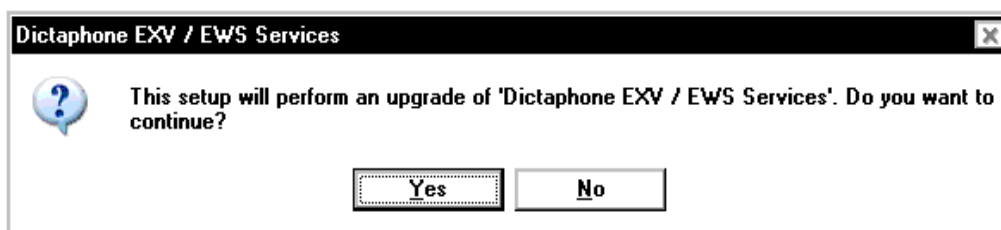


FIGURE 6-51 EXVoice Initial Upgrade Dialog

Following a delay of several minutes while the MSI installer unpacks files, the dialog shown in [Figure 6-52](#) will be displayed.

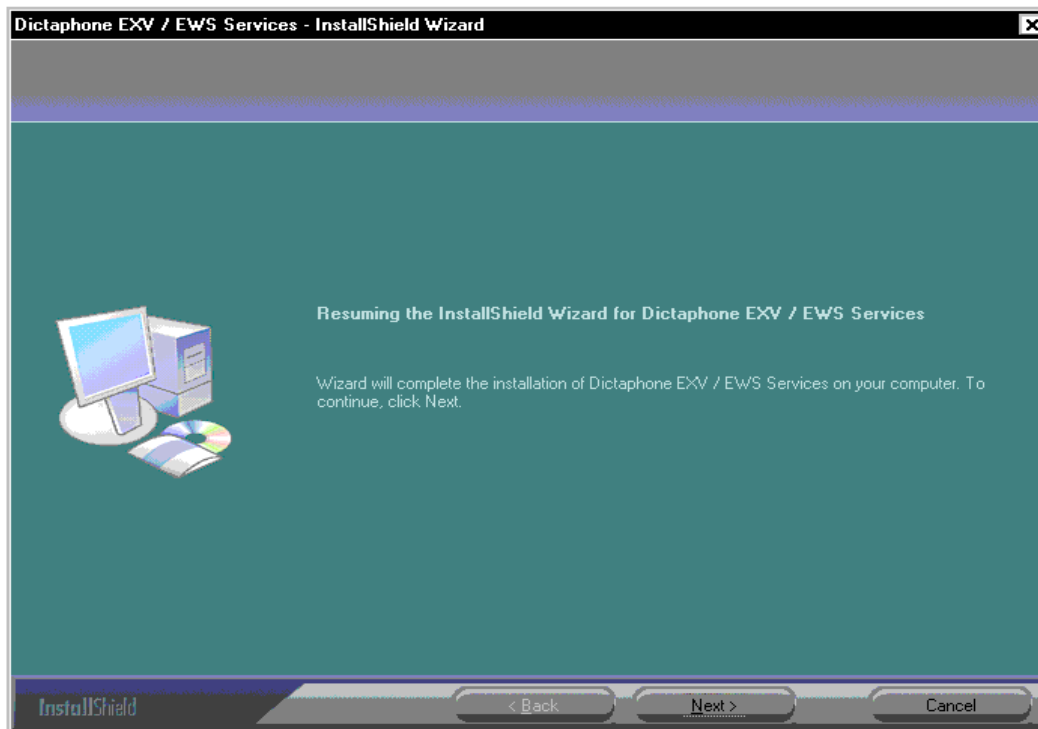


FIGURE 6-52 EXVoice InstallShield Resuming Dialog

4. Click **Next** and [Figure 6-53](#) will be displayed as EXVoice files are upgraded.

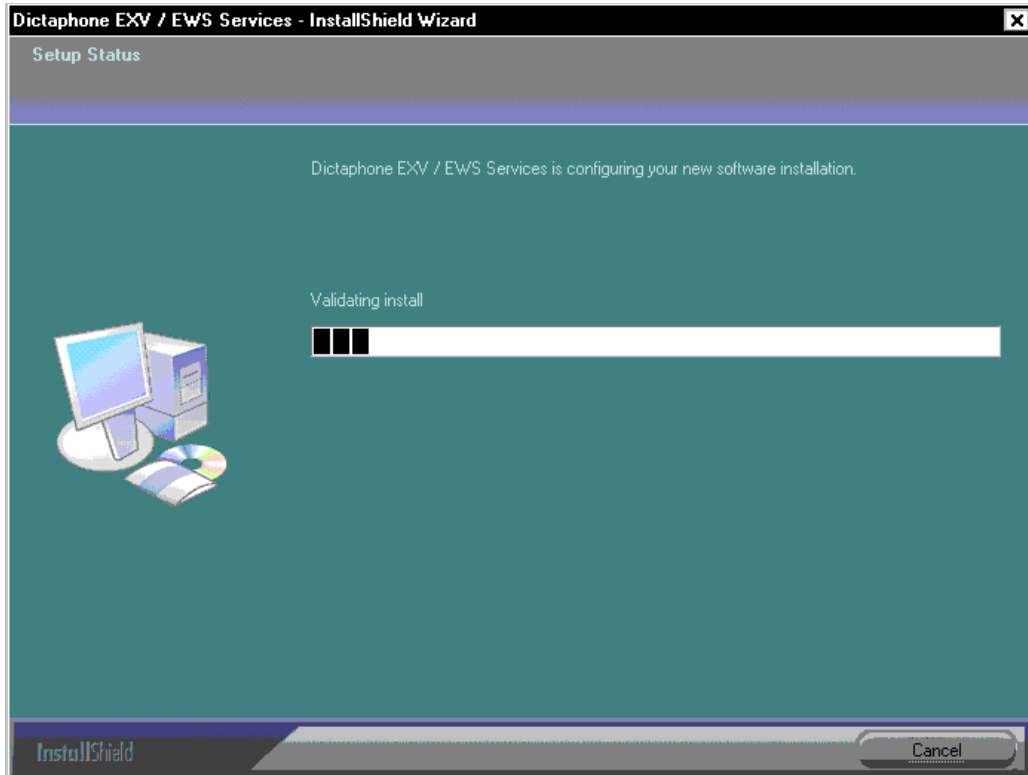


FIGURE 6-53 EXVoice Setup Status Dialog

In a short time the dialog shown in [Figure 6-54](#) will be displayed.

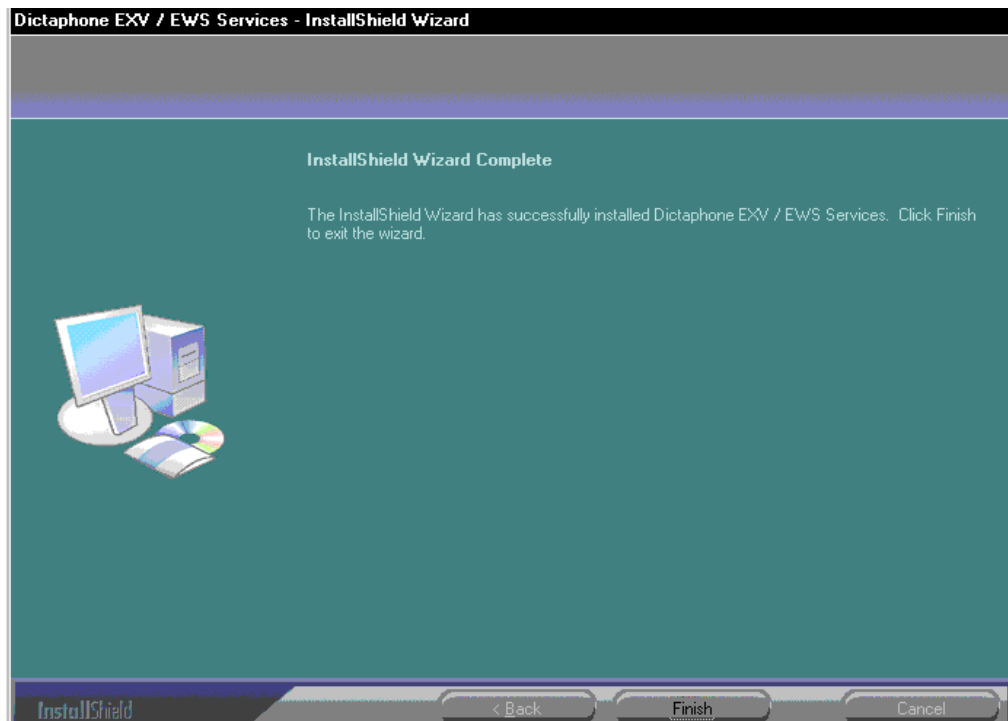


FIGURE 6-54 InstallShield Complete Dialog

5. Click **Finish**, ensure all EXVoice services are stopped, and then, reboot the EXVoice VR Server.
6. Once the server reboots, open **Windows Service Manager** and verify that all VR services started.
7. Following verification of service startup, the upgrade of the EXVoice VR server is finished.
8. Continue with the next procedure, [Upgrading ASR Core and REW to Version 8.1](#).

Upgrading ASR Core and REW to Version 8.1

If the system you are upgrading has multiple REWs, this procedure must be completed on EACH REW.



To upgrade the **REW Server**, you must have a minimum of **1 GB of RAM** installed on the server.

IMPORTANT

Uninstall Existing ASRCore

1. Open the Control Panel and select **Add or Remove Programs**.
2. The dialog shown in [Figure 6-55](#) will be displayed.



Instances have been observed wherein the Dragon S2Data Installer has not been listed in the Add or Remove Programs dialog. This anomaly has been taken into consideration in the instructions which follow, therefore, should it occur, simply continue with the uninstall of ASRCore only.



FIGURE 6-55 Add or Remove Programs Dialog

3. Uninstall the following programs, as highlighted in [Figure 6-55](#).
 - ◆ **Dictaphone ASRcore 5.2**
 - ◆ **Dragon S2DATA Installer**
4. Close the Add/Remove dialog when uninstalls are completed.
5. On the **D:** drive manually delete the following ASRCORE folders that remain, should the uninstall not have already removed them:
 - **\asrcore**
 - **\asirecognition**

- \factory defaults
 - \temp
 - \s2data
 - \s2Userdata
6. Following removal of any folders listed above, continue with the next procedure, [Install ASRCORE Version 8.1 \(5.2.8.31\)](#).
-

Install ASRCORE Version 8.1 (5.2.8.31)

1. To ensure required ASRCORE files are readily available for remote repairs, create the following folders on the largest drive, **other than drive C**, of the Enterprise Speech REW Server:
 - **nn:\Software\ASR Core 8.0.0.5**
 - **nn:\Software\REW**
2. Copy the following to the folders you just created:
 - Using the ASR Core 8.0.0.5 Installation DVD (PN **3300093-003**), locate the copy all files to the newly created directory **nn:\Software\ASR Core 8.0.0.5**.
 - Using the EXVoice 81.0.3065 Installation DVD (PN **1000062-110**), open the EXV Server Installations folder, then, locate and copy the **Dictaphone EXS REW.exe** and **.msi** files to the newly created directory **nn:\Software\REW**.



IMPORTANT

*Before continuing, ensure that the **Dictaphone EXV Watchdog** and **EXSREW_SERVER** services have been stopped. If there are a large number of REW servers, use the **Version 8.0 Service Controller** tool to stop services on all REWs **simultaneously**.*

3. Open the folder **nn:\Software\ASR Core 8.0.0.5** and locate the file **Setup.exe**.
4. Double-click **Setup.exe** to execute the file.

Shortly, the dialog shown in [Figure 6-56](#) will be displayed.

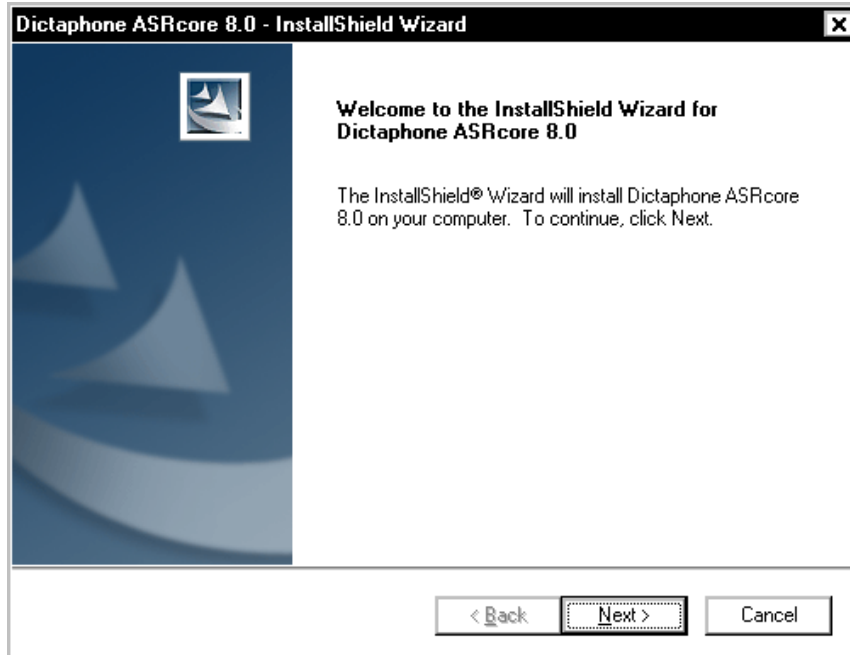


FIGURE 6-56 ASRCore 8.0 Upgrade Dialog

5. Click **Next**, and the dialog shown in [Figure 6-57](#) will be displayed.

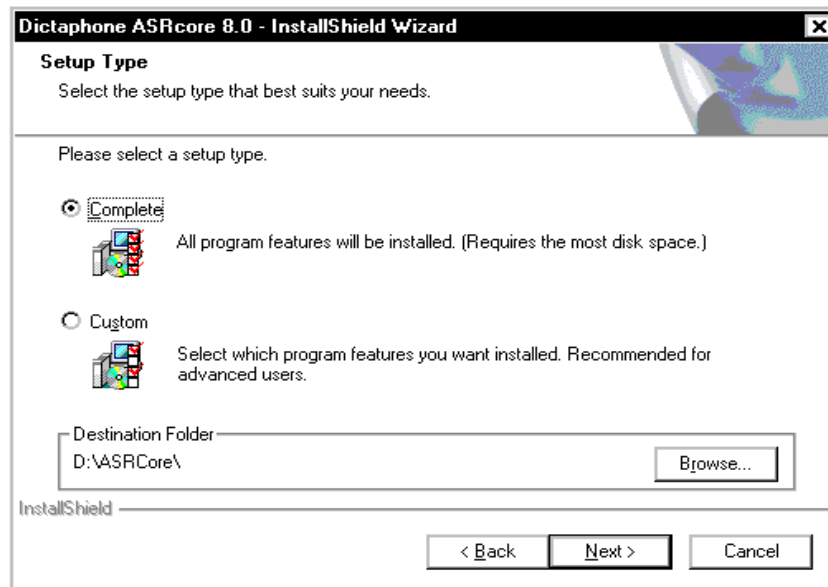


FIGURE 6-57 Setup Type Dialog

6. Ensure that the Destination is **D:\ASRCore**.
Click **Next**, and the dialog shown in [Figure 6-58](#) will be displayed.

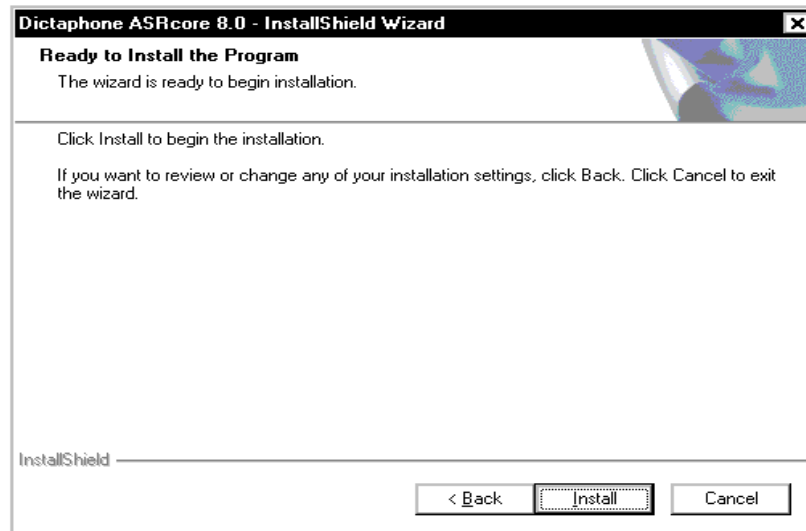


FIGURE 6-58 ASRCORE InstallShield Dialog

7. Click **Install**, and in a few moments, the dialog shown in [Figure 6-59](#) will be displayed.

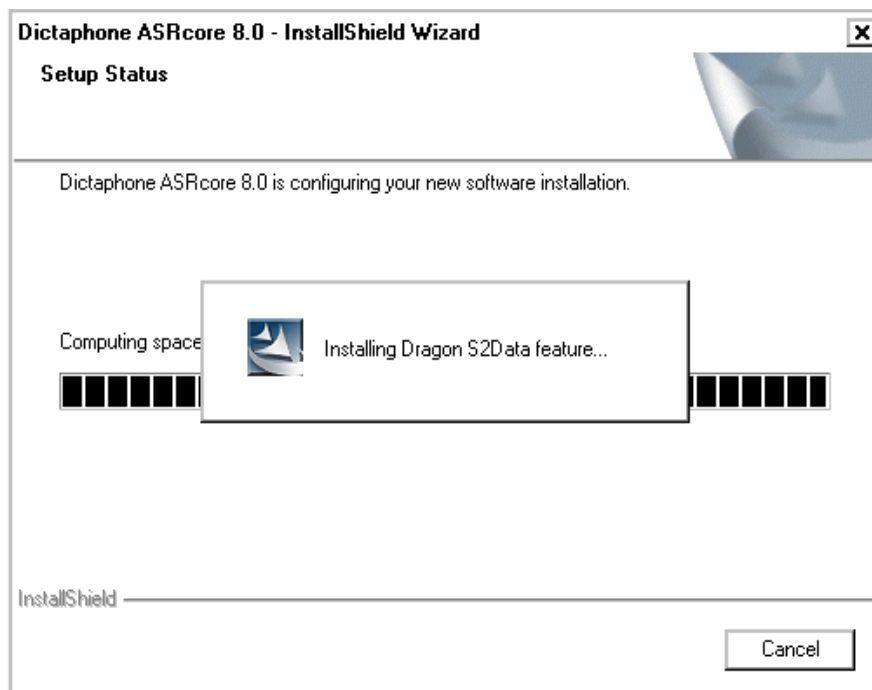


FIGURE 6-59 Setup Status Dialog

After a delay as the software is installed, the dialog shown in [Figure 6-60](#) will be displayed, signifying successful completion of the ASRCORE installation of Version 5.2.8.31. **DO NOT DISTURB THIS PROCESS.**

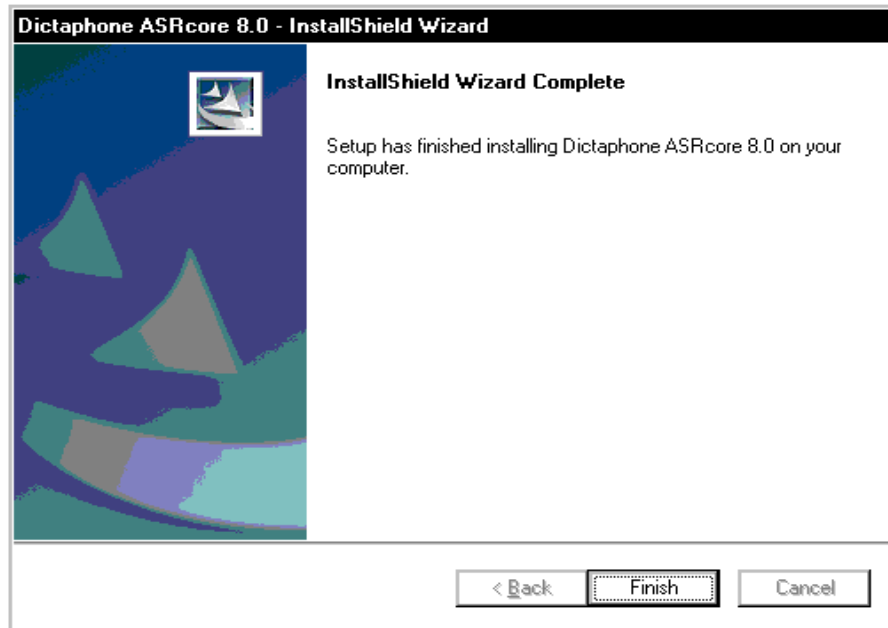


FIGURE 6-60 Setup Complete Dialog

8. Click **OK**, and then, continue with the next procedure, [Upgrade REW to Version 81.0.3065](#).

Upgrade REW to Version 81.0.3065

If the system you are upgrading has multiple REWs, this procedure must be completed on EACH REW.

1. Ensure that the EXSREW server services remain stopped.
2. Insert the DVD containing the EXVoice Version **81.0.3065** software (PN **1000062-110**) into the DVD drive of the REW server.
3. On the DVD, locate the file **\\EXV Server Installations\Dictaphone EXS REW.exe** and **double-click** to execute.

Shortly, the dialog shown in [Figure 6-61](#) will be displayed.

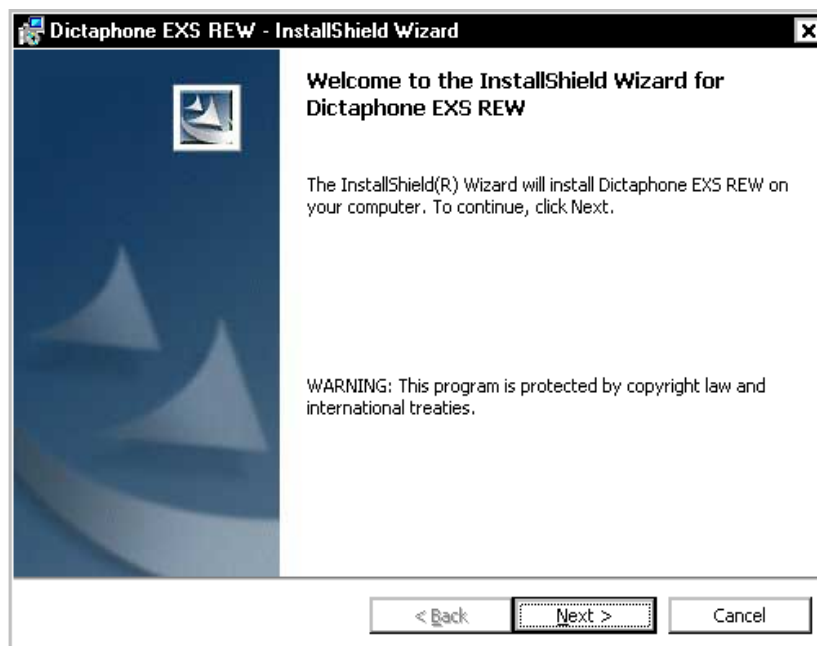


FIGURE 6-61 REW InstallShield Welcome Dialog

4. Click **Next** and the dialog shown in [Figure 6-62](#) will be displayed.

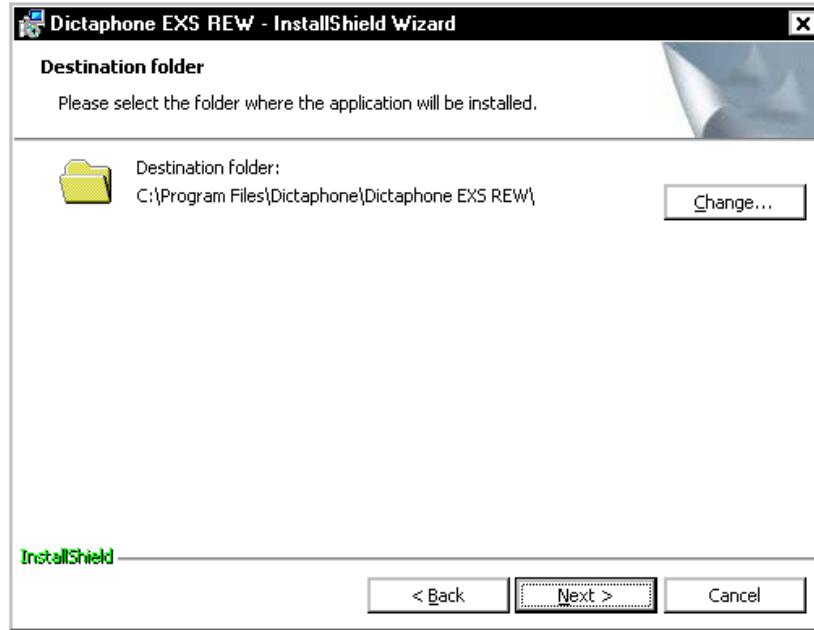


FIGURE 6-62 Destination Location Dialog

5. Accept the default destination folder of **C:\Program Files\Dictaphone\Dictaphone EXS REW**, and then, click **Next** to continue.

[Figure 6-63](#) will be displayed.

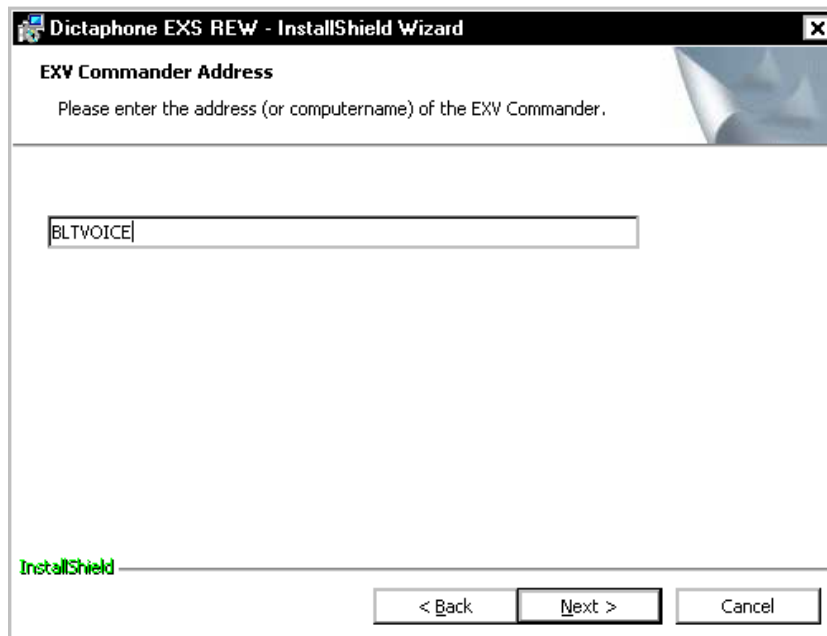


FIGURE 6-63 EXV Commander Address Dialog

6. Enter the IP address or NETBIOS name of the **EXVoice Data Server**.
7. Click **Next**, and the dialog shown in [Figure 6-64](#) will be displayed.

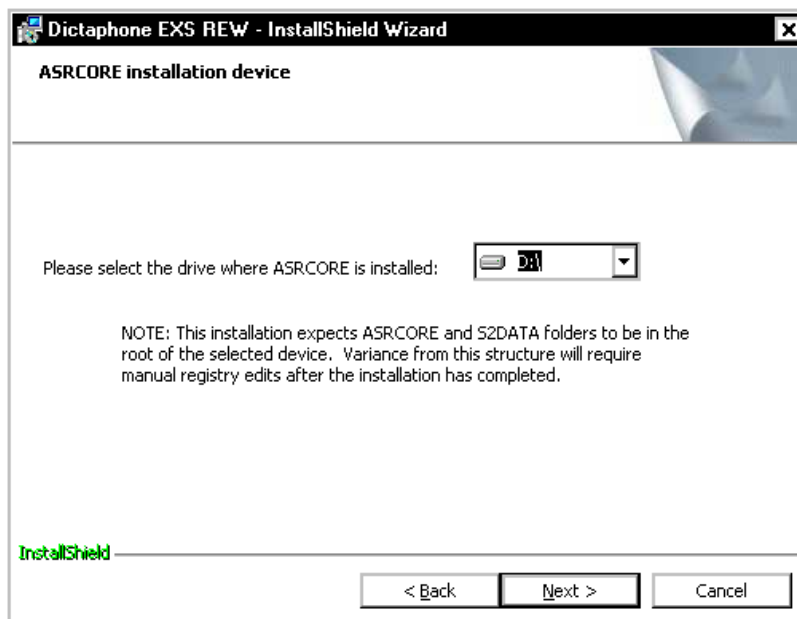
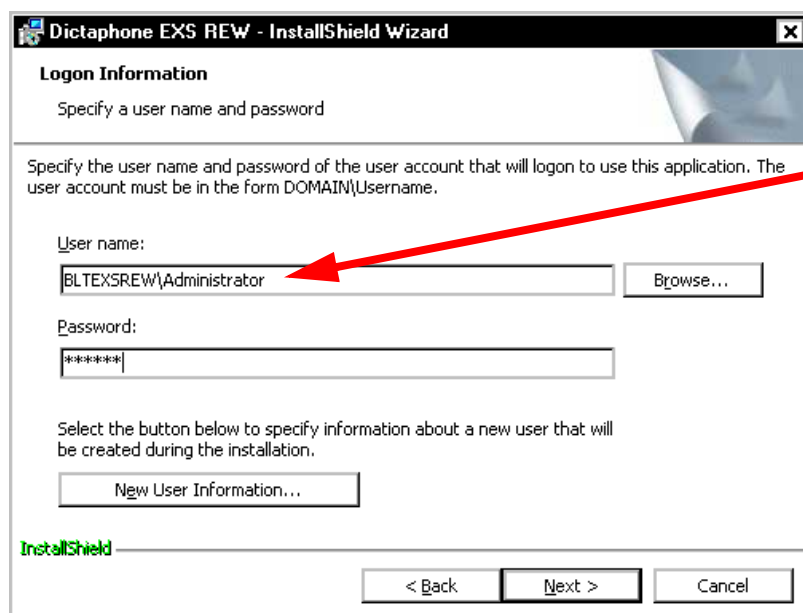


FIGURE 6-64 ASR Core Installation Device Dialog

8. The **typical** path for ASRCore software is **D:**, as shown in [Figure 6-64](#). Should the ASR Core software be located on a drive other than D:\, ensure you select the correct drive before moving on to Step 10.
9. Click **Next** and the dialog shown in [Figure 6-65](#) will be displayed.



If no domain then enter server name\user name. It is essential that the EXSREW Server service MUST start with the same user as VNServer on the EXVoice server.

FIGURE 6-65 Logon Information Dialog

10. Enter the following information in the [Figure 6-65](#) dialog:
 - User name: enter in the form of **Domain\username** (if no domain, use server name in place of domain)

- Password: enter appropriate password



IMPORTANT

*For successful file copies between EXVoice and the REWs, the **EXVoice services user account and password** must be used for the **REW service as well**. That same user account and password must be used on the EXText server to allow EXVoice to retrieve the.txt files used by File Collection, LMA, LMID, etc.*

11. Click **Next** and the dialog shown in [Figure 6-66](#) will be displayed.

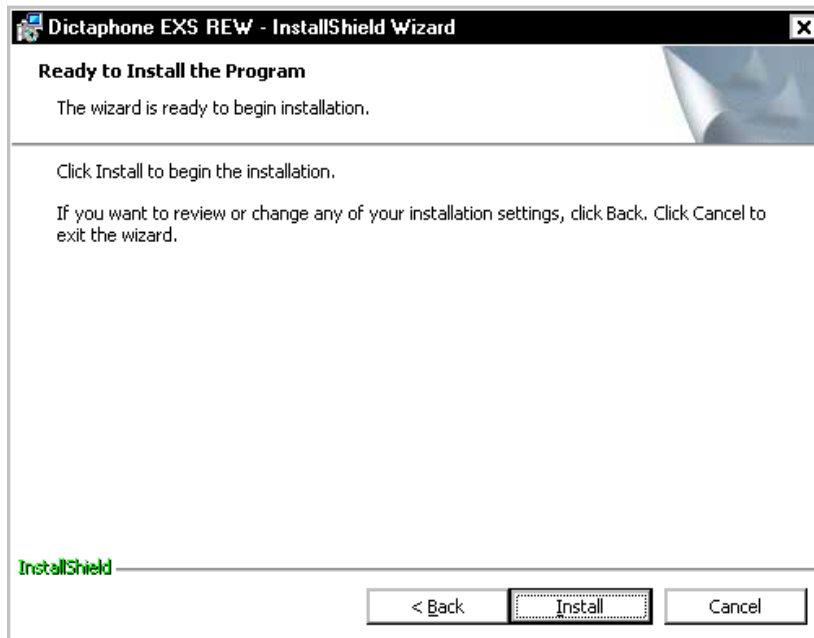


FIGURE 6-66 Ready to Install Dialog

12. Click **Install**, and shortly, the dialog shown in [Figure 6-67](#) will be displayed.

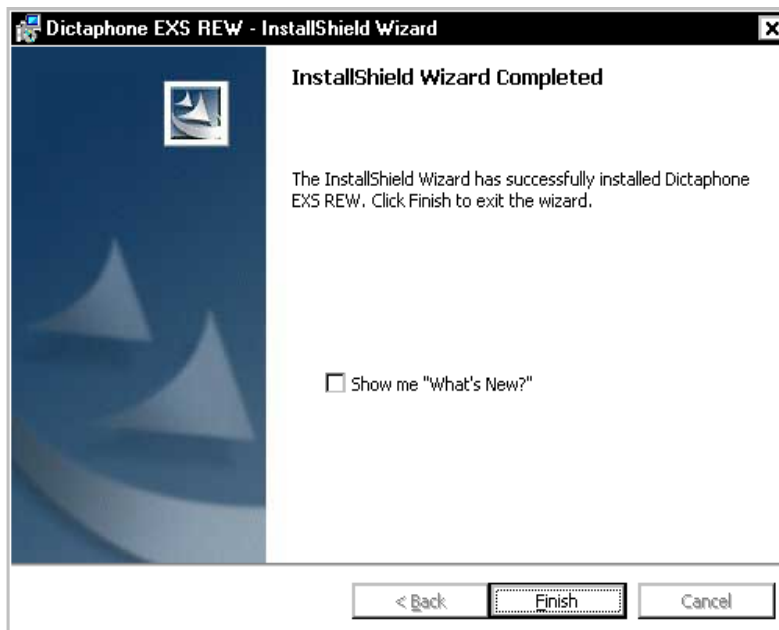


FIGURE 6-67 InstallShield Complete Dialog

13. Click **Finish**, and then, ensure that the the **Dictaphone EXS REW** and **Dictaphone EXV Watchdog** services have started.
14. Close all open windows and consult [Table 6-5](#) to determine the next procedure to be completed.

TABLE 6-5 Next Procedure to Complete

Is a VMware Virtual REW Server Being Installed?	Continue with
Yes	VMware Virtual REW Server Installation, page 6-62
No	Verify Services Logons (ALL REWs), page 6-84

VMware Virtual REW Server Installation



IMPORTANT

Before continuing, ensure you have read and complied with the [Pre-servicing Requirement](#) procedure on [page 6-7](#).



IMPORTANT

The procedures specified in this section **MUST BE ACCOMPLISHED ON EACH** VMware ESX/virtual REW server. The procedures shown in [Table 6-6](#) apply to both loaner and customer owned servers. The **ONLY** listed procedure which is **NOT** applicable to a loaner server is the [Licensing](#) procedure. All loaner servers are shipped with complete licensing features activated.

Brief Overview of VMware ESX Server

VMware ESX server is approved as a virtualization environment for EXSpeech 7.5 and 8.0 REW servers. When the VMware ESX software is installed, a scaled down version of Linux Red Hat is installed as the host operating system. At the present time, servers built in the PCC can support up to 8 virtual REWs. There must be a dedicated processor (or core) and 1GB of RAM per virtual REW.

TABLE 6-6 Virtual REW Server Installation Roadmap

Requirement Complete	Software to be Installed/Procedure to be Followed	Page in Manual
<input type="checkbox"/>	Changing the IP Address on the VMware Service Console	page 6-64
<input type="checkbox"/>	Install Virtual Infrastructure Client	page 6-65
<input type="checkbox"/>	Changing Other Networking Information	page 6-67
<input type="checkbox"/>	Licensing (DO NOT COMPLETE for a loaner REW server)	page 6-69
<input type="checkbox"/>	Registering the Activation Code (DO NOT COMPLETE for a loaner REW server)	page 6-70
<input type="checkbox"/>	Combining Multiple License Keys (DO NOT COMPLETE for a loaner REW server)	page 6-73
<input type="checkbox"/>	Entering the License Key in the Server (DO NOT COMPLETE for a loaner REW server)	page 6-76
<input type="checkbox"/>	Managing the Virtual REWs	page 6-78
<input type="checkbox"/>	Powering Up the Virtual REWs	page 6-81

TABLE 6-6 Virtual REW Server Installation Roadmap

Requirement Complete	Software to be Installed/Procedure to be Followed	Page in Manual
<input type="checkbox"/>	Configuring the Virtual REWs	page 6-82
<input type="checkbox"/>	Verify Software Versions on Virtual REWs	page 6-83
<input type="checkbox"/>	Reboot the VMware ESX Server	page 6-85
<input type="checkbox"/>	Restart Virtual Infrastructure Client	page 6-86
<input type="checkbox"/>	Configure Speech Settings in EXVoice Explorer	page 6-88

Changing the IP Address on the VMware Service Console



The IP address of the VMware Service Console must be an IP address which will be consistent with the other Nuance servers on the network, and will usually be provided by a customer IT representative. This IP address needs to be set directly on the VMware server. The IP Addresses for each virtual REW can be set later through the Virtual Infrastructure Client console view.

1. You must physically be in front of the VMware server. At the main screen ([Figure 6-68](#)), you will press Alt-F1. [Figure 6-68](#) reflects an ESX server which is fully booted.

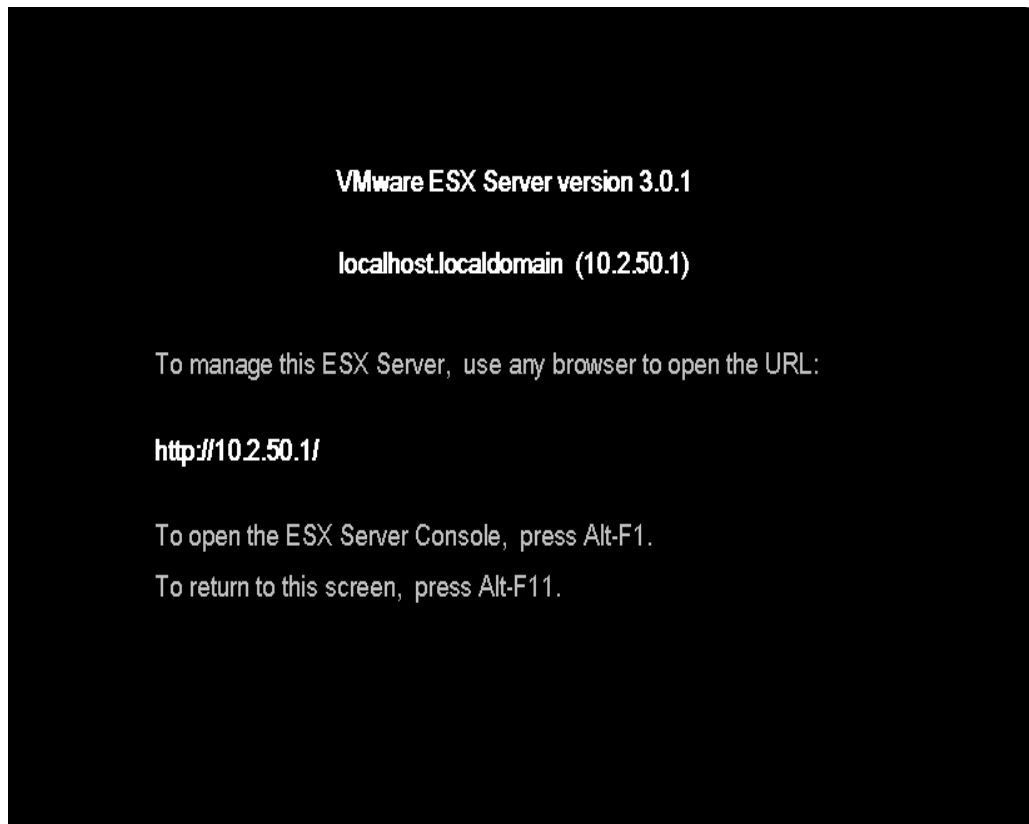


FIGURE 6-68 VMware Main Screen

2. You must then log in using a user name of root and a password. The password is the same as the administrator password on the REWs (this password is dictaxxxx, where xxxx = the last 4 digits/characters of the Dictaphone serial number – **ALL CHARS IN LOWER CASE**).
3. Once logged in, you can see your current IP Address by typing the following command:

esxcfg-vswif -l

- To change the IP address of the VMware Service Console, type the following command:

```
esxcfg-vswif -i new_IP_Address -n subnet_mask vswif0
```

Example – esxcfg-vswif -i 10.1.10.10 -n 255.255.0.0 vswif0

- Next, you must reboot the VMware server by typing the following command:

```
shutdown -r now
```

Install Virtual Infrastructure Client

- Once you have the correct IP address assigned to the VMWare Service Console, go to the **EXSpeech Management Server**, open **Internet Explorer**, and browse to the IP Address of the ESX Server (<http://0.0.0.0>), where you will see the [Figure 6-69](#) dialog displayed.

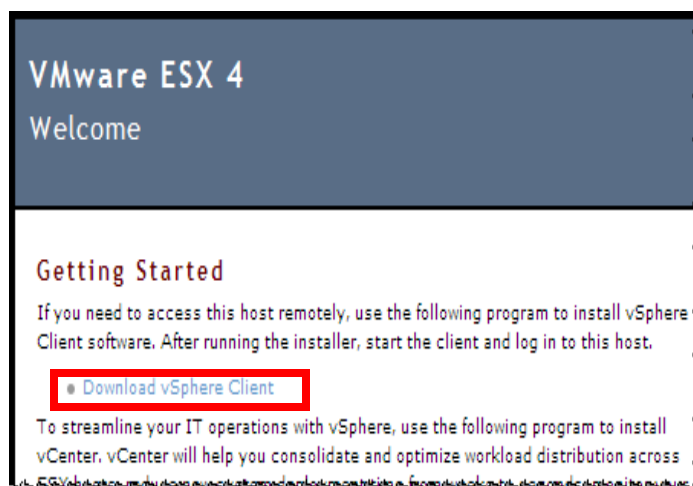


FIGURE 6-69 VMware ESX Server Start Dialog

- Click **Download the VMware vSphere Client** and [Figure 6-70](#) will be displayed.



FIGURE 6-70 Security Warning Dialog

3. Click **Run**, and the [Figure 6-71](#) dialog may be displayed.



FIGURE 6-71 VMware Warning Dialog

4. Click **Run**, and at the **Choose Setup Language** dialog, choose the appropriate language, and then click **OK**.
5. When the **Welcome** dialog is displayed, click **Next**.
6. When the **License Agreement** is displayed, select the **I agree to the terms.....** radio button, and then, click **Next** to continue.
7. The Customer Information dialog shown in [Figure 6-72](#) is displayed.

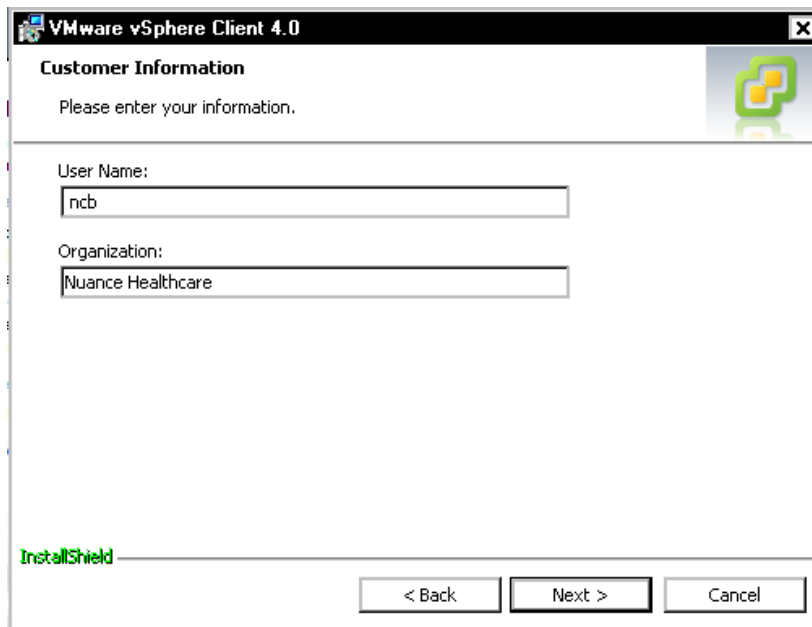


FIGURE 6-72 Customer Information Dialog

8. Enter the appropriate information in the [Figure 6-72](#) dialog, and then, click **Next** to continue.
9. When the **Custom Setup** dialog is displayed, click **Next** to accept the default setup.

10. At the **Installation** dialog, click **Install**, and the [Figure 6-73](#) dialog will be displayed as the software is installed.

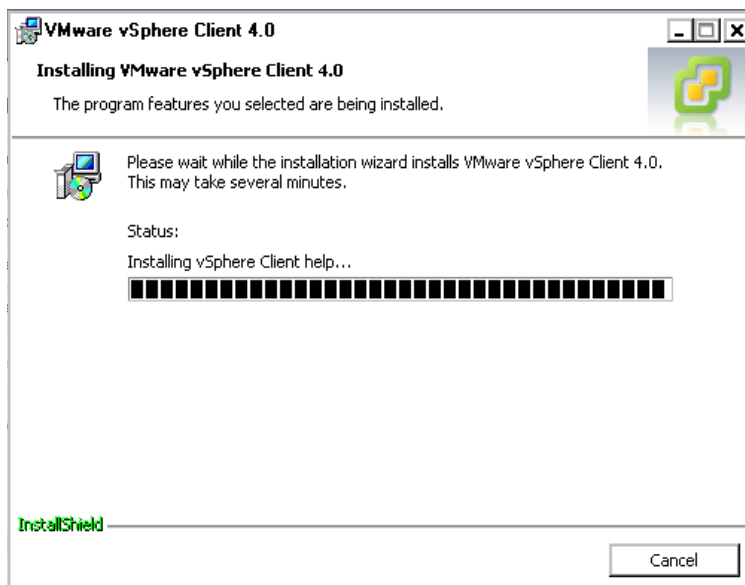


FIGURE 6-73 Program Install Status Display

11. Once installation is complete, click **Finish** to close the InstallShield wizard.
12. Continue with the [Changing Other Networking Information](#) procedure.

Changing Other Networking Information

Working with the customer IT representative, accomplish each of the following actions related to networking

1. Login to the Infrastructure Client using the ESX Server IP Address, a user name of root, and password (root/dictaxxxx).
2. At the top left, click **the server ip address** to display the [Figure 6-74](#) dialog.



The network settings you are adjusting here are for the ESX Host Server, and DO NOT apply to the individual Virtual REW machines mounted on that server.

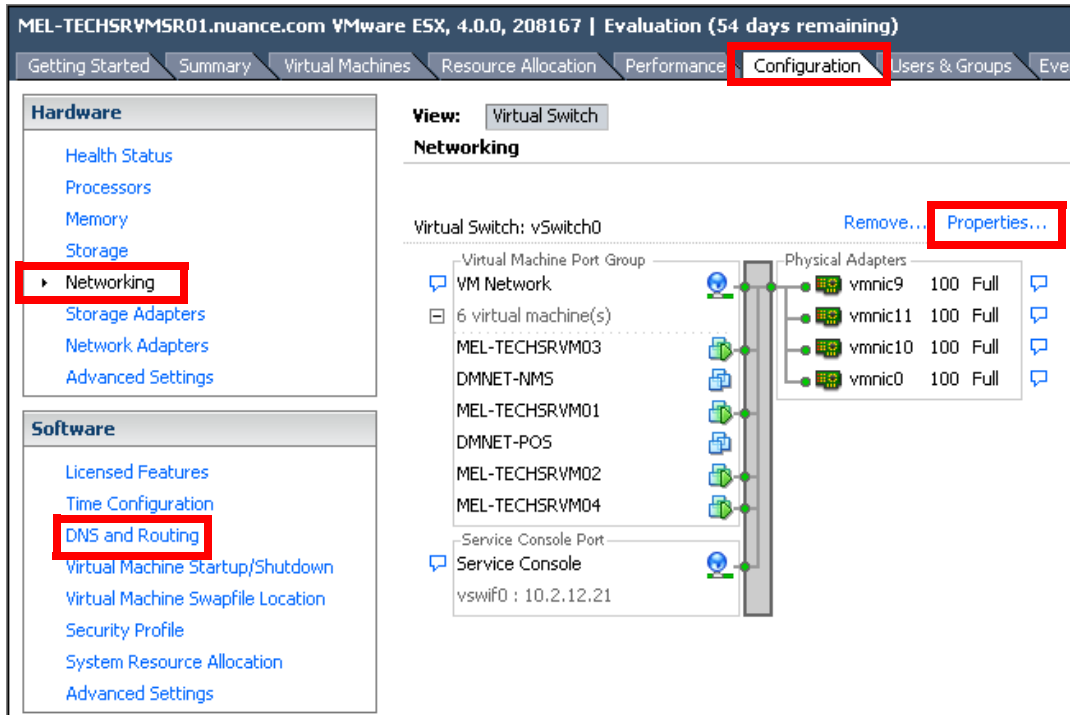


FIGURE 6-74 Configuration Tab View with Networking Selected

3. The **DNS server** and **Gateway** can be changed through the **Configuration** tab, as follows:
 - Click the **Configuration** tab.
 - Click **Networking** (note that you can also use **DNS and Routing**)
 - Click **Properties** to display the [Figure 6-75](#) dialog

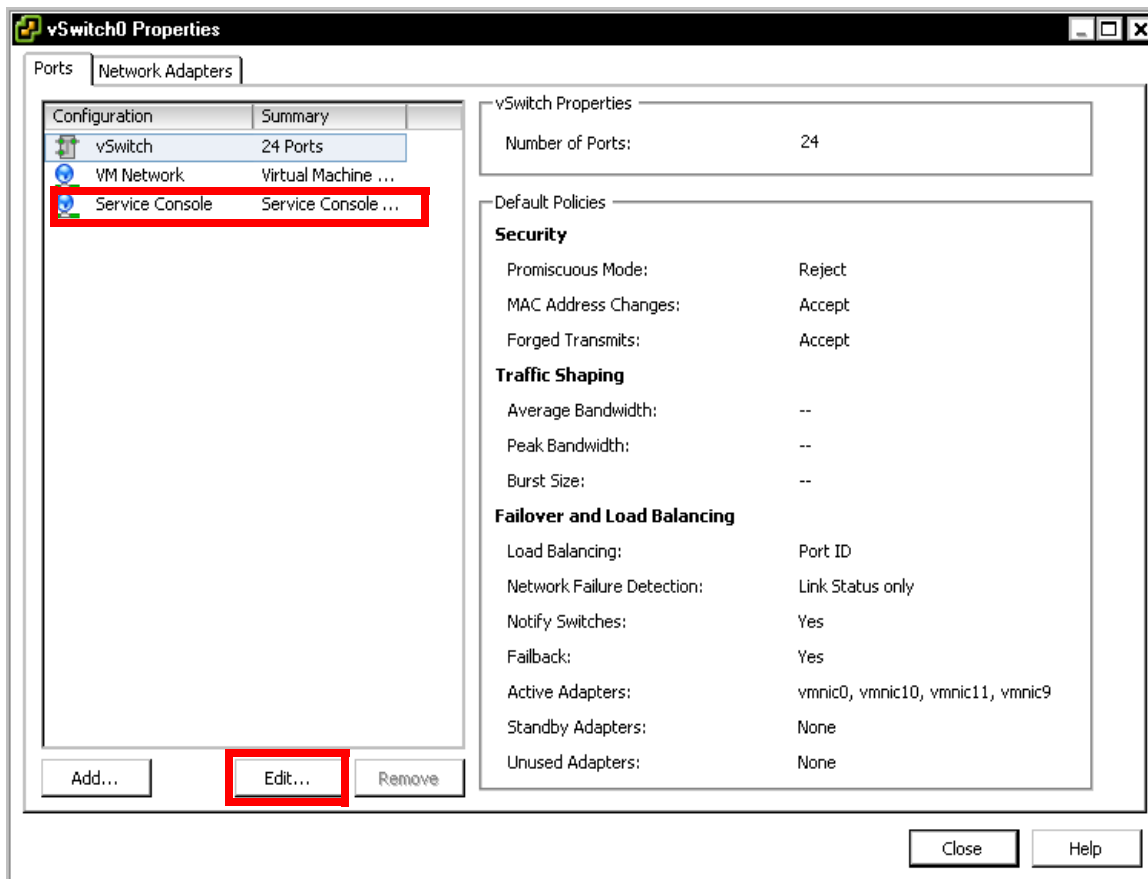


FIGURE 6-75 Properties Dialog

- Click **Service Console**, and then click **Edit**
 - When the Warning dialog is displayed, click **Continue modifying this connection...**
 - Next, click **Edit**, and under the **Routing** tab, you can modify the **Default Gateway** address
 - In the **DNS Configuration** tab, you can modify the **DNS Server** address and the **host name**.
4. If you are installing a **loaner virtual REW** server, continue with [Managing the Virtual REWs](#) on [page 6-78](#). Otherwise, continue with the procedure [Licensing](#).

Licensing

The VMware server is shipped containing an envelope(s) marked **DO NOT DISCARD - Software License Enclosed**. Inside the envelope you will find the **Activation Code** for the VMware license. You need this Activation Code to continue this procedure.

Licensing consists of the following three procedures, all of which **MUST** be accomplished, in the order listed, on each **VMware ESX Host** server you are installing:

- [Registering the Activation Code](#)

- [Combining Multiple License Keys](#)
- [Entering the License Key in the Server](#)

Registering the Activation Code



*There is an Activation Code for **each** CPU, so normally, you will find two envelopes accompanying each server, as PCC built VMware servers usually have two processors.*

1. Once you have located the activation code(s), open Internet Explorer and enter the following URL.

www.vmware.com/code/hp

The [Figure 6-76](#) dialog is displayed.

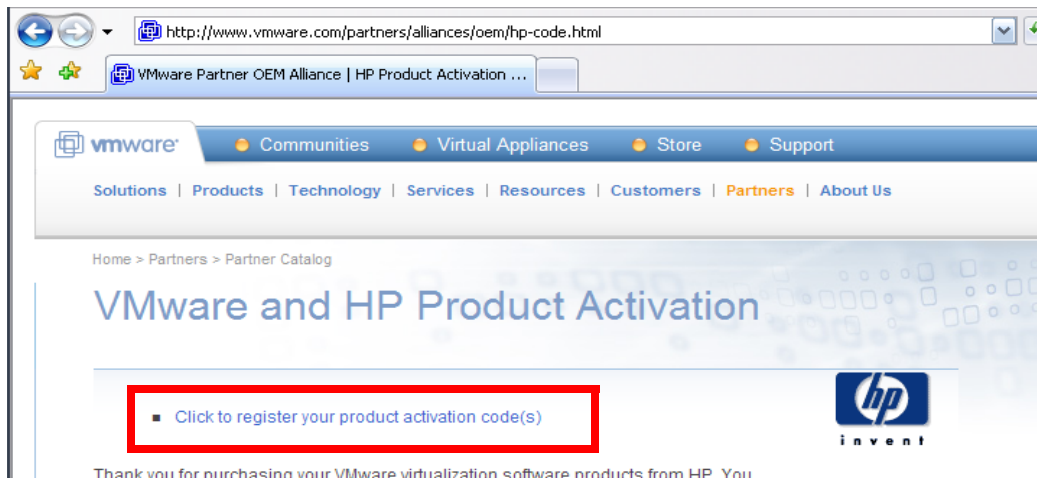


FIGURE 6-76 VMware Activation Dialog

2. Click the entry **Click to register your product activation code(s)**. The dialog shown in [Figure 6-77](#) will be displayed.

You purchased VMware products from HP, and you received one or more Partner Activation Codes for these products.

In order to deploy the VMware product(s) you purchased from HP you need to:

1. Register the Partner Activation Code(s) to your name. If you have registered with VMware in the past, sign in below. If you are new to VMware, click the "Register" button to continue.
2. After you sign in or register, you will be sent an email with your product serial number(s), or a license activation code, and further instructions for activating the products you purchased.
3. For VMware Infrastructure products, your license activation codes will then be used to generate license files to install on your hosts or on your central license server

<p>Current Customers Enter Your Email and VMware Password:</p> <p>E-mail address: <input type="text"/></p> <p>Password: <input type="password"/></p> <p>Forgot your password? Click here.</p> <p><input type="button" value="Sign In"/></p>	<p>New Customers Click Below to Register:</p> <p><input type="button" value="Register"/></p>
--	---

FIGURE 6-77 Product Activation Login Dialog

3. Enter your **VMware** login and password, or, if you have not registered on this web site in the past, you will need to click on **Register** to create a new account.

After logging in, you will see the [Figure 6-78](#) dialog.

VMware Partner Activation Code Registration

Paste up to 20 Partner Activation Code(s) you received from HP in the text box below.

If you have more than 20 Partner Activation Codes to register, [Click here](#)

Instructions :

- 1) Enter one Partner Activation Code or SerialNumber per line.
- 2) If your Partner Activation Code contains a 0, please note that in all cases "0" is the digit zero and not the letter "O".
- 3) After entering all of your Partner Activation Codes and Serial Numbers, click "Continue".

Partner Activation Code(s):

12345-67890-3456-7891

FIGURE 6-78 Activation Code Registration Dialog

4. Enter the **Activation Code(s)** which you found inside the provided envelopes, and then, scroll to the bottom of the screen and click **Continue**.
5. When the **Add License Administrator** dialog is displayed, click **Continue**.

The dialog shown in [Figure 6-79](#) will be displayed.

VMware Confirmation Page

This is the product redemption information for the serial number(s)/PAC(s) registered. Please keep this information for your records.

Home > VMware Store

SerialNumber:xxxxx-xxxxx-xxxxx-xxxxx (Your serial number will be shown here)

VMware Infrastructure Foundation for 2 processors

Subscription - 1 year term

Subscription Start Date : 04/07/2008

Subscription End Date : 04/07/2009

Support Level = No Support

-If this redemption information is correct, please click **CONTINUE**.

-If this redemption information is NOT correct, please either click **BACK** to return to the "VMware Partner Activation Code Registration" page OR click **CANCEL** to return to the Log in Page to restart this transaction.(Please note, clicking **CANCEL** will clear all the information entered.)



FIGURE 6-79 VMware Confirmation Dialog

6. Click [**PrtScn**] to save an **.mht** copy of this page for later reference, if required.
7. Click **Continue**.



You will need to repeat the [Registering the Activation Code](#) procedure for EACH VMware server that you have installed at this customer site.

8. Next, with the Activation Code(s) registered, continue with the procedure [Combining Multiple License Keys](#).

Combining Multiple License Keys



VMware license keys are now issued individually for each processor socket in a server. PCC built VMware servers, as a rule, will contain at least 2 processors (each with typically 4 cores per processor). On servers with multiple processors, it will be necessary to combine the individual license keys that VMware provides.

On VMware servers containing more than one CPU, which is typically the case, it is necessary to combine license keys to create one larger capacity key for a single server. If the VMware server you are licensing has a single CPU, skip this procedure and continue with [Entering the License Key in the Server](#), beginning on [page 6-76](#).

1. Create the combined license key by going to the following URL:

<http://www.vmware.com/support/licensing.html>

The dialog shown in [Figure 6-80](#) will be displayed.

VMware Product License Keys

Use this portal to:

- View product license keys purchased from VMware, or given administrator rights
- Divide license keys to create multiple smaller capacity license keys
- **Combine license keys to create a single larger capacity license key**
- Downgrade license keys to a previous product version (only applicable for certain products)
- View the complete history of license key upgrades, downgrades, combinations, and divisions performed

FIGURE 6-80 License Activation Codes Start Dialog

2. Scroll down the page where [Figure 6-80](#) is displayed until you see the dialog shown in [Figure 6-81](#).

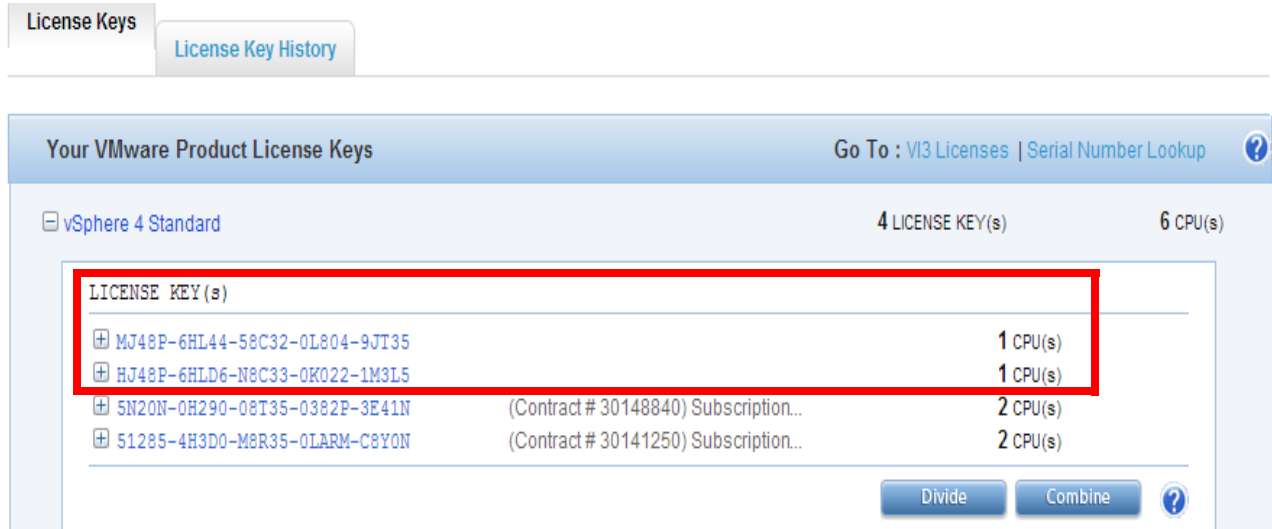


FIGURE 6-81 License Keys Dialog

The highlighted area of the [Figure 6-81](#) dialog displays the two license keys that were provided for a server with 2 CPUs, the server that is being used to illustrate this process. At this point it is necessary to combine the two licenses into one.

3. Click **Combine** to display the dialog shown in [Figure 6-82](#).

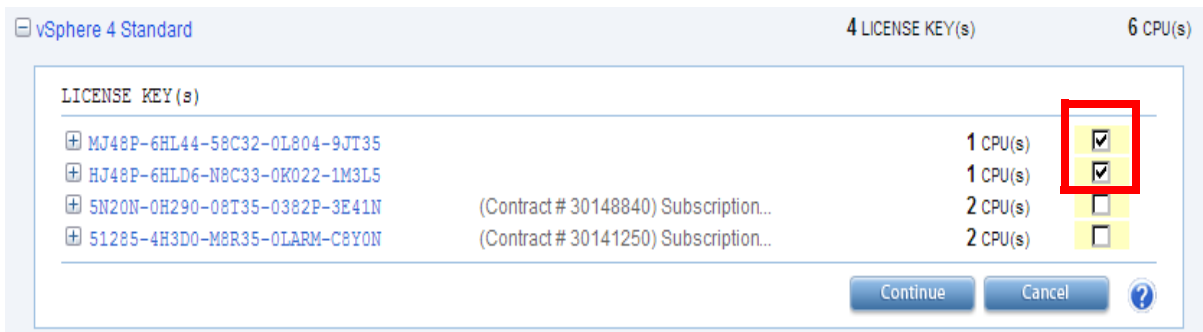


FIGURE 6-82 Combine License Keys Dialog

4. As shown in [Figure 6-82](#), place a check in the check box for the licenses that you wish to combine.
5. Click **Continue**, and [Figure 6-83](#) will be displayed.

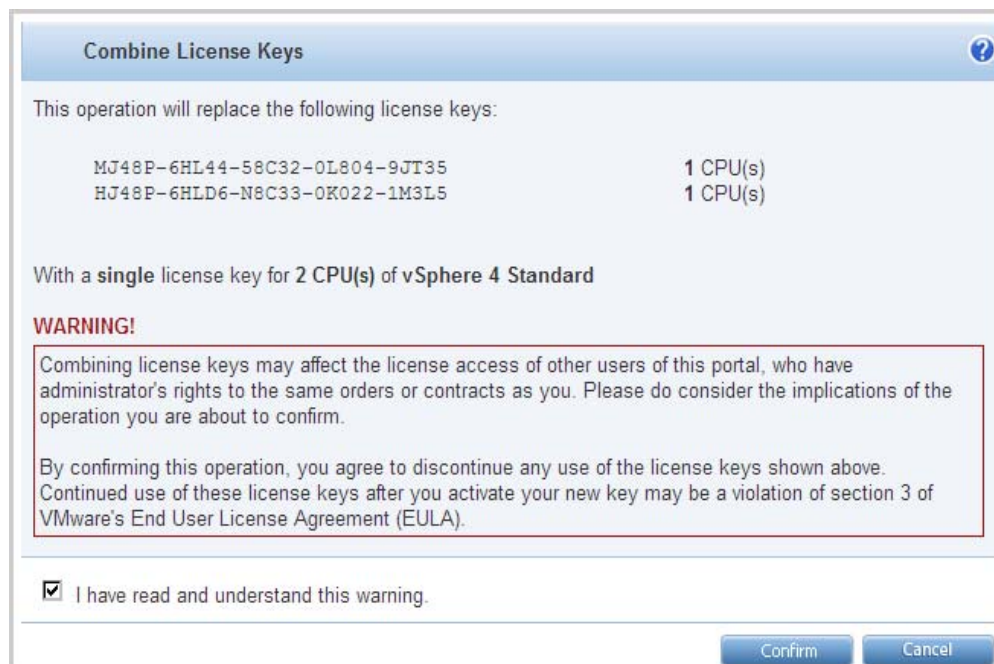


FIGURE 6-83 Combine License Keys Confirm Dialog

- Place a check in the **I have read.....** check box, and then, click **Confirm** to display [Figure 6-84](#).

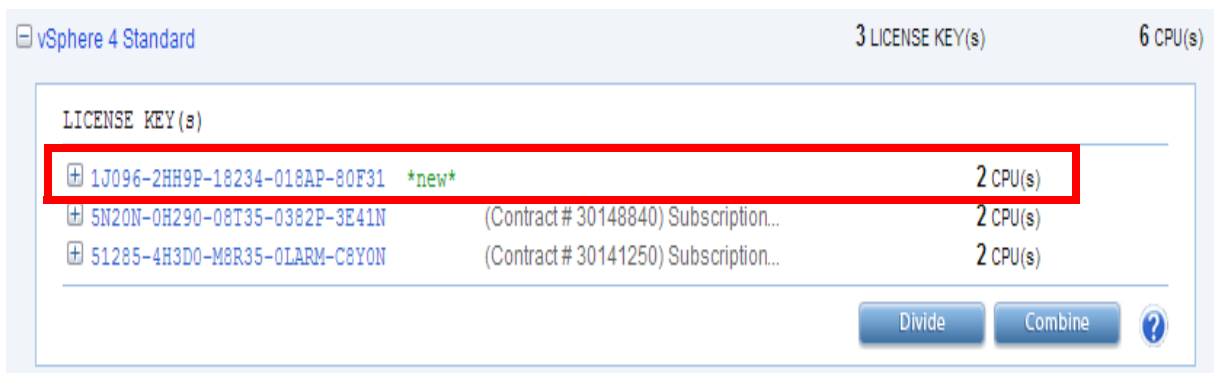


FIGURE 6-84 Combined Keys Dialog

Take note of the fact that the two separate license keys selected in [Figure 6-82](#) have now been combined into a single key.

- Copy and paste the new license key into Notepad as you will need to recall it in the next procedure.
- Exit** from VMware portal and continue with the next procedure, [Entering the License Key in the Server](#).

Entering the License Key in the Server

1. Using the vSphere client, log in to the VMware server, and the dialog shown in [Figure 6-85](#) will be displayed.

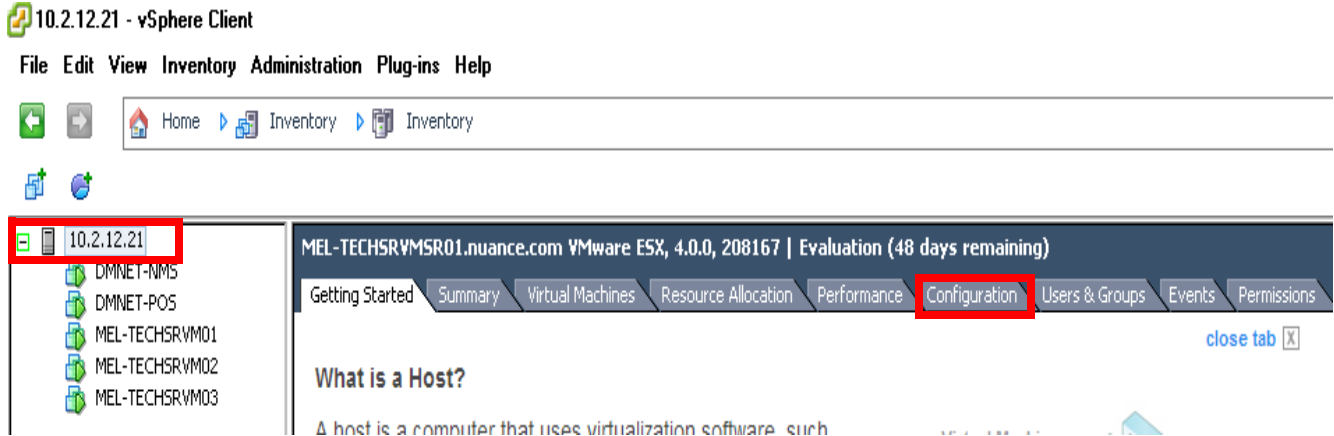


FIGURE 6-85 vSphere Client Login Display

2. Click the **Configuration** tab and the dialog shown in [Figure 6-86](#) will be displayed.

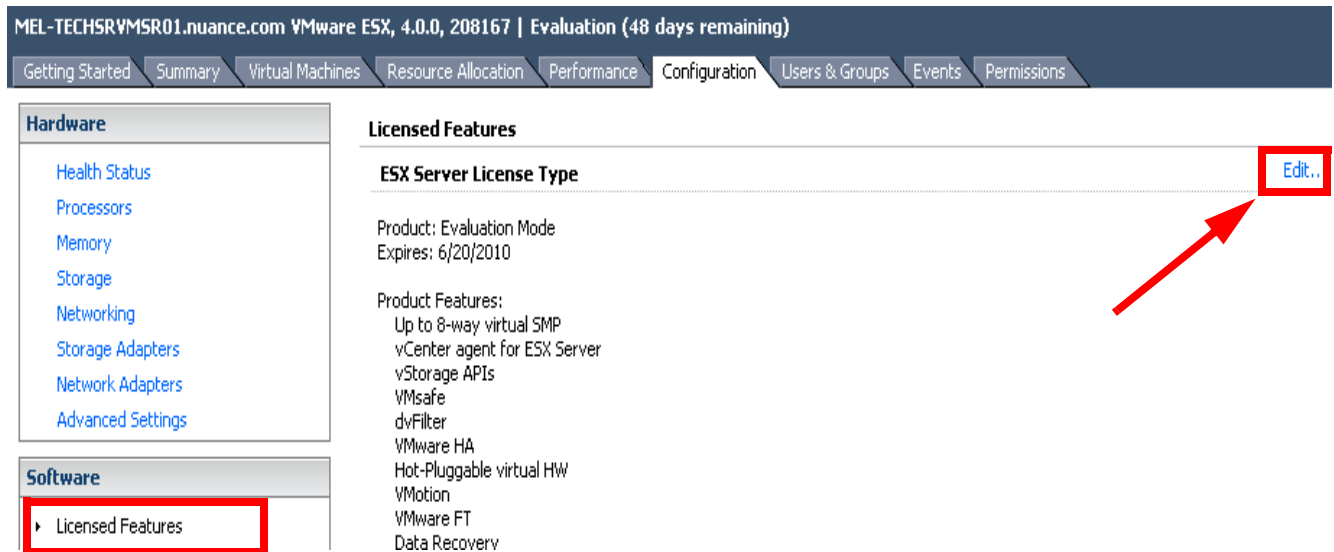


FIGURE 6-86 Configuration Tab Display

3. Click **Licensed Features**, and then, click **Edit**, as shown above. The dialog shown in [Figure 6-87](#) will be displayed.

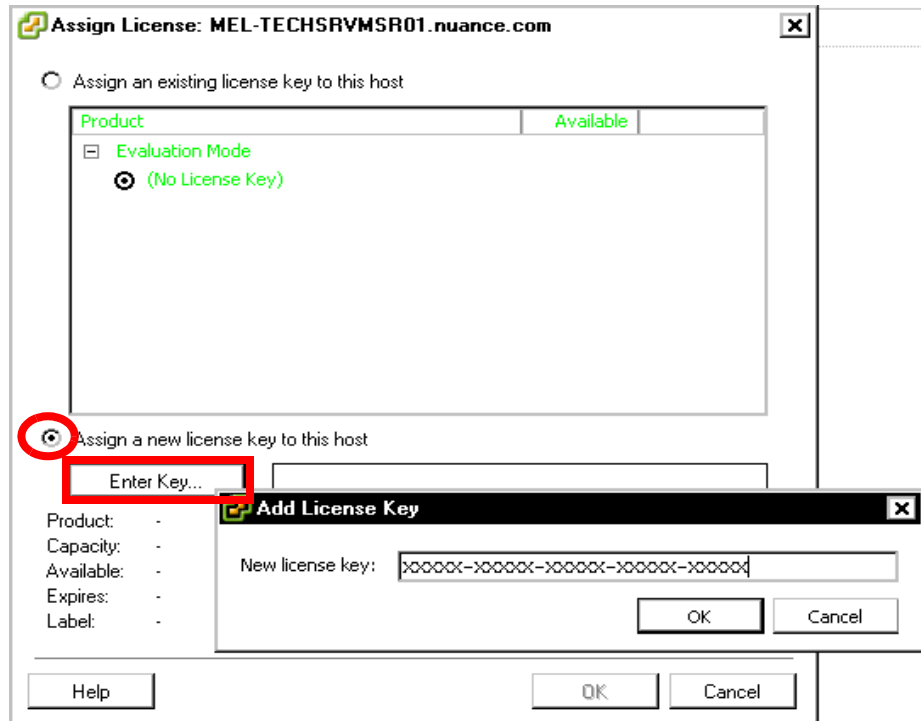


FIGURE 6-87 Assign License Dialog

4. Select the **Assign a new lic.....** radio button, and then, click **Enter Key....**
5. In the **Add License Key** dialog which you see displayed in [Figure 6-87](#), enter the license key which you received from VMware.
6. Click **OK**, and then, click **OK** once again, and [Figure 6-88](#) will be displayed.

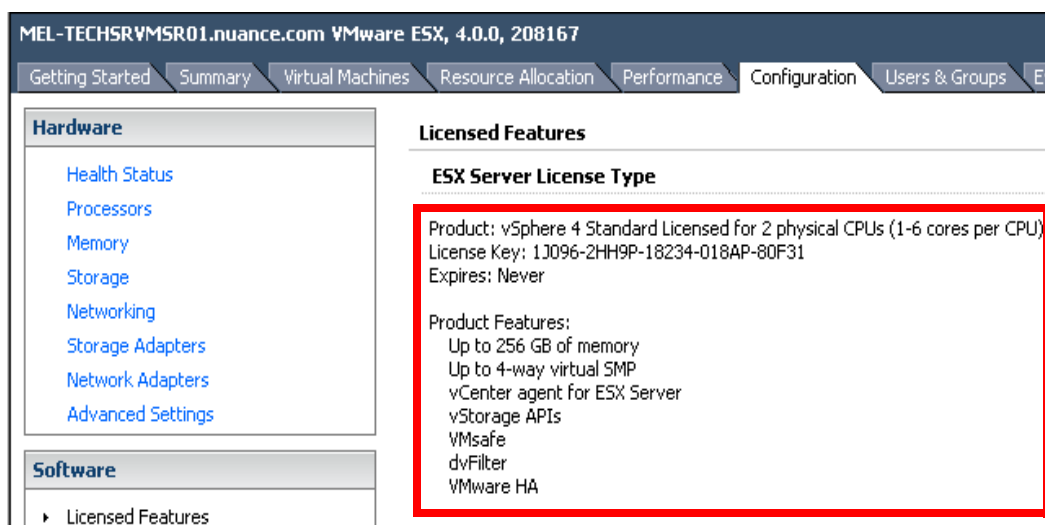


FIGURE 6-88 Licensed Features Dialog

Note, that in contrast to the earlier Licensed Features display ([Figure 6-86](#)), the server is now shown as licensed, and the licensed features are provided.

7. Continue with the next procedure, [Managing the Virtual REWs](#).

Managing the Virtual REWs

1. Continuing with the **Configuration** tab, go to the **Software** section and click on **Virtual Machine Startup/Shutdown**.
2. Click **Properties** at the top right of the screen and the dialog shown in [Figure 6-89](#) will be displayed.

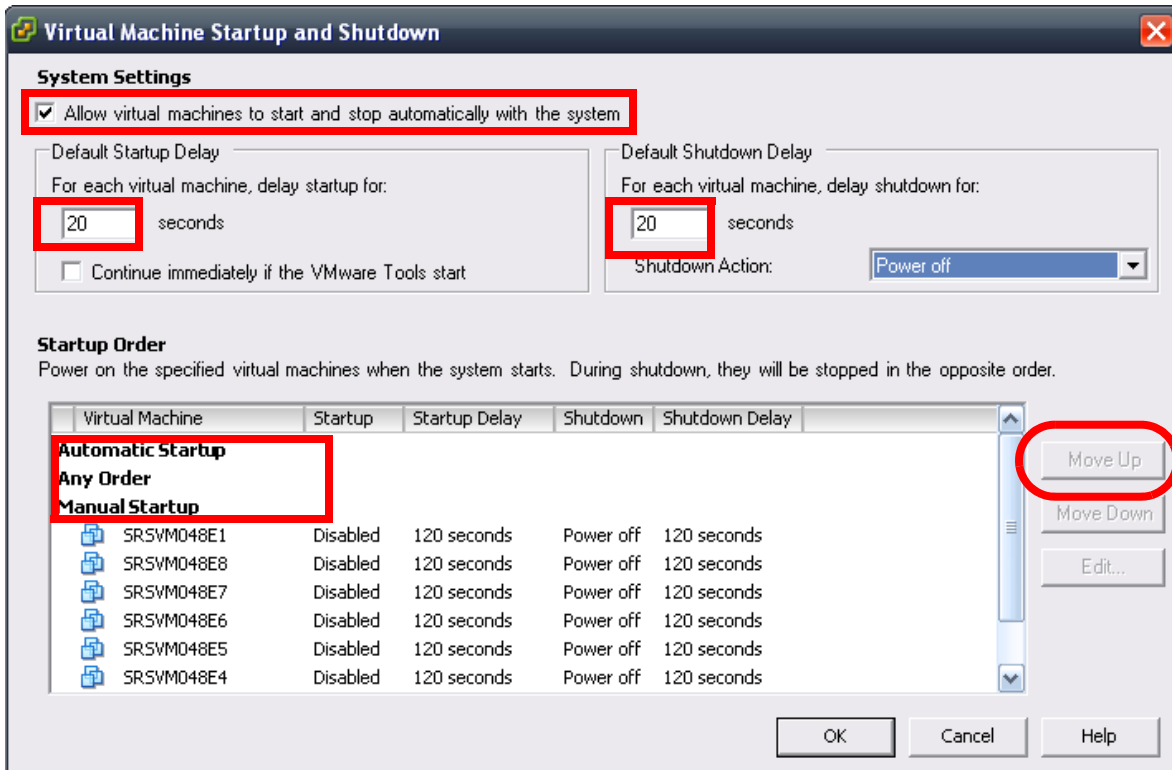


FIGURE 6-89 System Settings for Virtual REW Startup/Shutdown Dialog

3. Ensure that the [Figure 6-89](#) dialog is configured as follows:
 - A check is placed in the **Allow virtual machines to start.....** check box
 - The **Default Startup Delay** and **Default Shutdown Delay** text boxes each reflect a **20 seconds** delay
4. Continuing with the [Figure 6-89](#) dialog, notice in the bottom pane that there are three startup possibilities (**Automatic Startup**, **Any Order**, and **Manual Startup**). Normally, on new systems, all virtual REWs will be shown under **Manual Startup**, as reflected above.
5. **Change** the **Manual Startup** of the machines to **Automatic** by doing the following:
 - Select the first Virtual machine and click **Move Up** until the machine is directly under **Automatic Startup**.

6. Repeat **Step 5** for all the remaining virtual REWs.



IMPORTANT

Ensure you scroll down to ensure that no REWs are left under the Manual Startup section, as some REWs will remain hidden from view after moving several up to Automatic Startup.

7. In this 8 virtual machine setup, [Figure 6-90](#) reflects all REWs set for Automatic Startup.

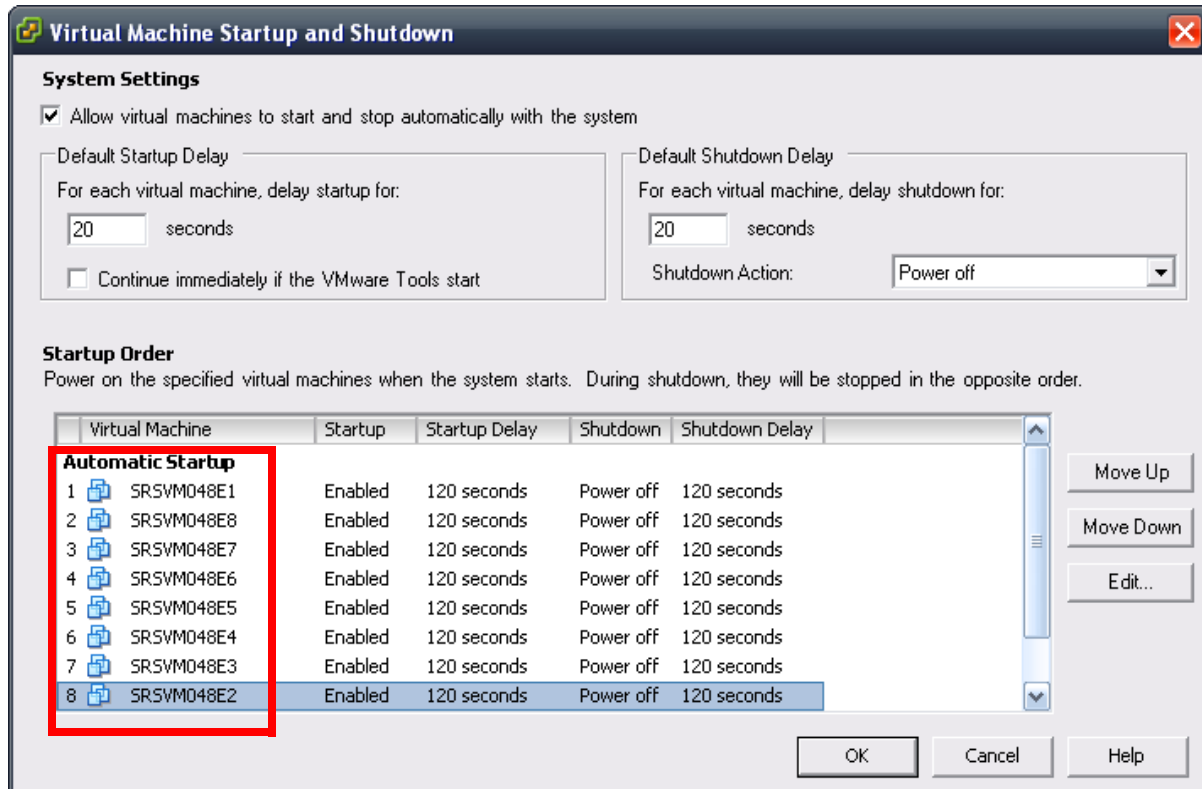


FIGURE 6-90 REWs Set for Automatic Startup Dialog

8. Click **OK** and the final **Configuration** screen, reflecting all changes you made, will be as seen in [Figure 6-91](#).

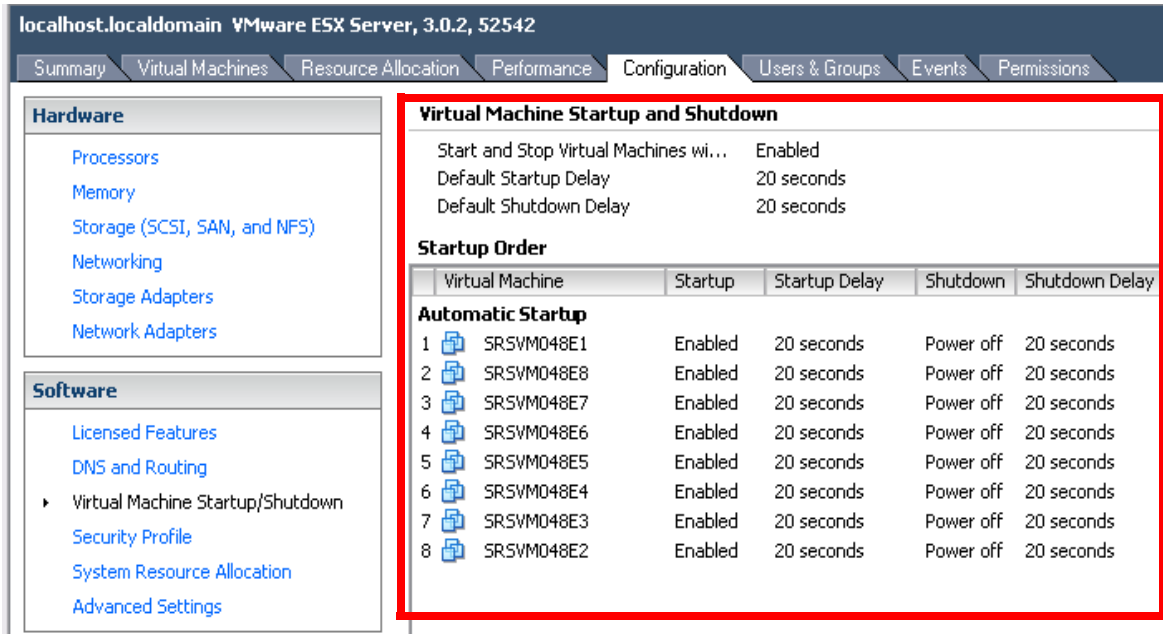


FIGURE 6-91 Final Configuration Display

- Continue with the next procedure, [Powering Up the Virtual REWs.](#)

Powering Up the Virtual REWs

Assigning IP addresses, accomplishing other network configuration, and configuring the REW registry are the next procedures to be accomplished for newly installed systems.

1. Click the **Virtual Machines** tab to display the dialog shown in [Figure 6-92](#).

localhost.localdomain VMware ESX Server, 3.0.2, 52542

Summary Virtual Machines Resource Allocation Performance Configuration Users & Groups Events Permissions

Name, State, Host or Guest OS contains: ▾

Name	State	Status	Host CPU - MHz	Host Mem - MB	Guest Mem - %	Notes
SRSVM048E3	Powered Off	○○●	0	0	0	
SRSVM048E4	Powered Off	○○●	0	0	0	
SRSVM048E5	Powered Off	○○●	0	0	0	
SRSVM048E2	Powered Off	○○●	0	0	0	
SRSVM048E6	Powered Off	○○●	0	0	0	
SRSVM048E7	Powered Off	○○●	0	0	0	
SRSVM048E8	Powered Off	○○●	0	0	0	
SRSVM048E1	Powered Off	○○●	0	0	0	

FIGURE 6-92 Virtual Machines Powered Off Dialog

2. Select **ALL** of the virtual REWs, and then, **right-click** anyplace in the selected area and choose **Power On** from the drop-down menu.

The [Figure 6-92](#) dialog will start to change, and in several minutes, you will see a dialog very similar to that shown in [Figure 6-93](#).

localhost.localdomain VMware ESX Server, 3.0.2, 52542

Summary Virtual Machines Resource Allocation Performance Configuration Users & Groups Events Permissions

Name, State, Host or Guest OS contains: ▾

Name	State	Status	Host CPU - MHz	Host Mem - MB	Guest Mem - %	Notes
SRSVM048E3	Powered On	○○●	1078	1059	92	
SRSVM048E4	Powered On	○○●	1071	1060	92	
SRSVM048E5	Powered On	○○●	959	1058	92	
SRSVM048E2	Powered On	○○●	1240	1061	92	
SRSVM048E6	Powered On	○○●	581	1052	75	
SRSVM048E7	Powered On	○○●	891	1020	89	
SRSVM048E8	Powered On	○○●	780	1027	90	
SRSVM048E1	Powered On	○○●	1016	1025	89	

FIGURE 6-93 Virtual Machines Powered On Display

3. Once you verify that all machines have a **State** of **Powered On** continue with the procedure [Configuring the Virtual REWs](#).

Configuring the Virtual REWs

1. Right-click on the first listed machine shown in [Figure 6-93](#) and select **Open Console** from the drop-down menu.
2. When presented with the virtual machine **Windows logon screen**, log on as **Administrator** using the **dictaxxx password** that you used earlier.
3. When Windows boots, right-click the **My Network Places** icon and select **Properties**.
4. Right-click **Local Area Connection** and select **Properties**.
5. Highlight the **Internet Protocol (TCP/IP)** selection and click the **Properties** button.
6. The dialog shown in [Figure 6-94](#) will be displayed.

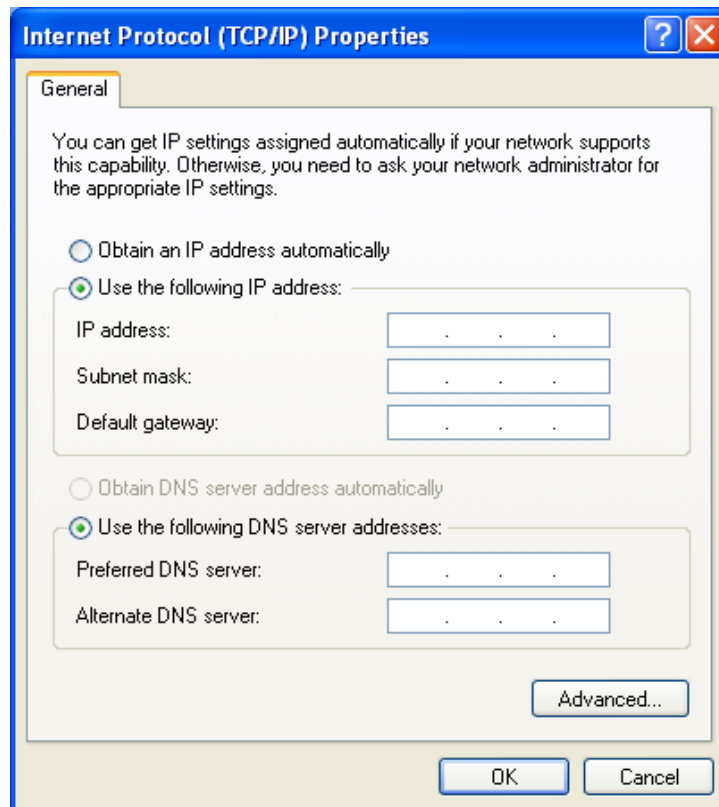


FIGURE 6-94 TCP/IP Properties Dialog

7. Enter the correct static **IP address**, **subnet mask** and **default gateway** in the [Figure 6-94](#) dialog.
8. Close all open Network configuration windows and continue with the procedure [Verify Software Versions on Virtual REWs](#).

Verify Software Versions on Virtual REWs

Verify that each virtual REW has the correct version of **EXSpeech 8.1** software installed by doing the following:

- ◆ Open the folder **C:\Program Files\Dictaphone\Dictaphone EXS REW** and locate the file **REWrapper.exe**.
- ◆ Right-click **REWrapper.exe** and select **Properties**.
- ◆ Click the **Version** tab and verify a **MINIMUM** file version of **1008.1.0.3065**.
- ◆ Close the open folders.
- ◆ Open the folder **D:\ASRCore** and locate the file **asrcore.dll**.
- ◆ Right-click **asrcore.dll** and select **Properties**.
- ◆ Click the **Version** tab and verify a **MINIMUM** file version of **5.2.8.31**.
- ◆ Close the open folders.
- ◆ Continue with the next procedure, [Verify Services Logons \(ALL REWs\)](#).

Verify Services Logons (ALL REWs)

1. Open **Windows Service Manager** and verify the following:
 - Check the **Properties** of the **EXSREW_SERVER service** and ensure that the **Log On** tab shows a **This Account:** logon with the **SAME** logon and password as the **EXVoice Management services**.
 - Check the **Properties** of the **Dictaphone EXV Watchdog service** and ensure that the **Log On** tab shows a **This Account:** logon with the **SAME** logon and password as the **EXVoice Management services**.
2. Close all open windows and select **Start | Shutdown** for this virtual machine.
3. Repeat the following procedures for all remaining REWs:
 - [Configuring the Virtual REWs](#)
 - [Verify Software Versions on Virtual REWs](#)
 - [Verify Services Logons \(ALL REWs\)](#)
4. Once these procedures have been completed for ALL REWs, continue with the procedure [Reboot the VMware ESX Server](#).
5. If you do NOT have a VMware ESX server, then continue with the procedure [Configure Speech Settings in EXVoice Explorer](#), beginning on [page 6-88](#).

Reboot the VMware ESX Server

1. With all virtual REWs configured and shut down, right-click `localhost.localdomain` and select **Reboot**.
2. The dialog shown in [Figure 6-95](#) will be displayed.

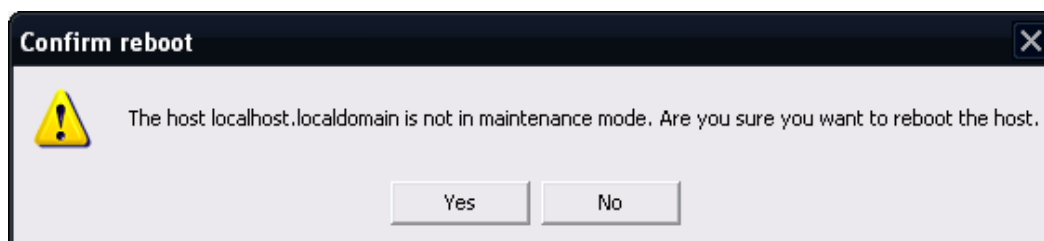


FIGURE 6-95 Confirm VMware Server Reboot

3. Click **Yes**, and the dialog shown in [Figure 6-96](#) will be displayed.

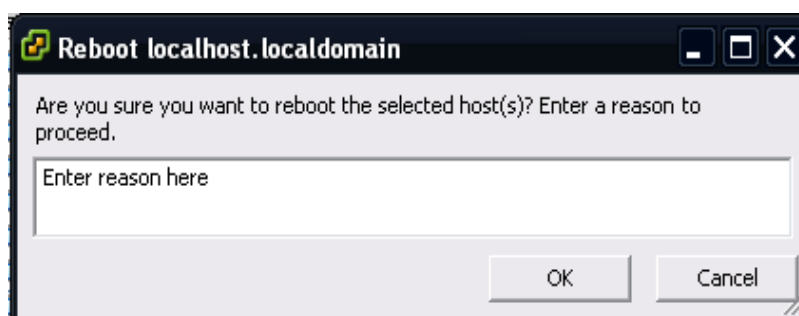


FIGURE 6-96 Enter Reason for Reboot Dialog

4. Click **OK** when the [Figure 6-96](#) dialog displays, and shortly, you may see the [Figure 6-97](#) dialog.



FIGURE 6-97 Unknown Connection Error Dialog

5. Click **OK**, and wait for the [Figure 6-98](#) dialog to appear.

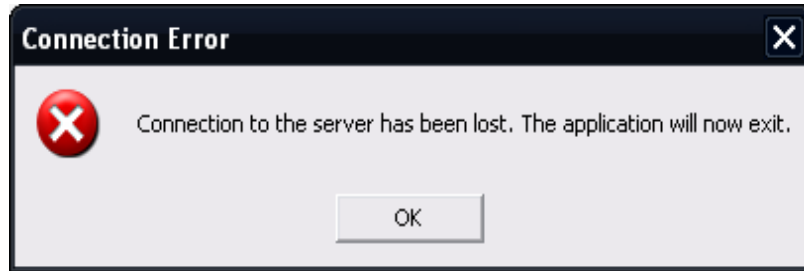


FIGURE 6-98 Connection Lost Dialog

6. Click **OK**.
7. Wait several minutes to allow time for the VMware ESX server to reboot, and then continue with the procedure [Restart Virtual Infrastructure Client](#).

Restart Virtual Infrastructure Client

1. On the EXS Management server, run the **Virtual Infrastructure Client** to reconnect to the VMware ESX server.
2. Once connected, log on as root/dictaxxxx.
3. When the client window is displayed, click the **Virtual Machines** tab.
4. Select **ALL** virtual REWs, right-click anywhere in the selected area and choose **Power On** from the drop-down menu.
5. Leave it displayed until **ALL the virtual REWs show a state of Powered On**.
6. Once all the virtual REWs show a state of **Powered On**, do the following:
 - a. Right-click **one** of the virtual REWs and select **Console View** from the drop-down menu.
 - b. Log on as **Administrator/dictaxxxx**, or any user with administrative rights.
 - c. Open the **Windows Service Manager** and verify that:
 1. **EXSREW_SERVER** service is Started
 2. **Dictaphone EXV Watchdog** service is Started
 - d. Once you verify that the two services **started correctly**, **STOP** these services and close **Windows Service Manager**.
 - e. Select **Start | Shutdown** to shut down and power off the virtual REW that you just checked.
 - f. Close the virtual REW window for the machine you just checked.

When you return to the **Virtual Machines** tab view, you will notice that the virtual REW you just checked is now **Powered Off**, as reflected in [Figure 6-99](#).

localhost.localdomain VMware ESX Server, 3.0.2, 52542

Summary Virtual Machines Resource Allocation Performance Configuration Users & Groups Events Permissions

Name, State, Host or Guest OS contains: Clear

Name	State	Status	Host CPU - MHz	Host Mem - MB	Guest Mem - %
SRSVM048E3	Powered On	○○●	25	1021	91
SRSVM048E4	Powered On	○○●	22	1015	92
SRSVM048E5	Powered On	○○●	23	1016	89
SRSVM048E2	Powered On	○○●	41	1017	89
SRSVM048E6	Powered On	○○●	47	1017	57
SRSVM048E7	Powered On	○○●	23	1016	89
SRSVM048E8	Powered On	○○●	47	990	91
SRSVM048E1	Powered Off	○○○	0	0	0

Machine Just Checked (with red arrow pointing to SRSVM048E1)

FIGURE 6-99 Virtual Machines Tab After Checking First REW

7. Repeat **Step 6**, above, for ALL remaining **Powered On** virtual REWs.
8. Once Steps 6 and 7 are complete for all virtual REWs, select **ALL** virtual REWs, right-click anywhere in the selected area and choose **Power On** from the drop-down menu.
9. Leave [Figure 6-99](#) displayed until **ALL the virtual REWs show a state of Powered On**.
10. Once all the virtual REWs show a state of **Powered On**, continue with the procedure [Configure Speech Settings in EXVoice Explorer](#)

Configure Speech Settings in EXVoice Explorer

1. With all REWs powered on, go to the **EXVoice Management** server and start **EXVoice Explorer**, logging on as **sys.admin**.

Server Settings

2. Right-click **Server[server Name]** at the top of the **Current Configuration** pane, and then, select **Modify Server Settings** to display the dialog shown in [Figure 6-100](#).

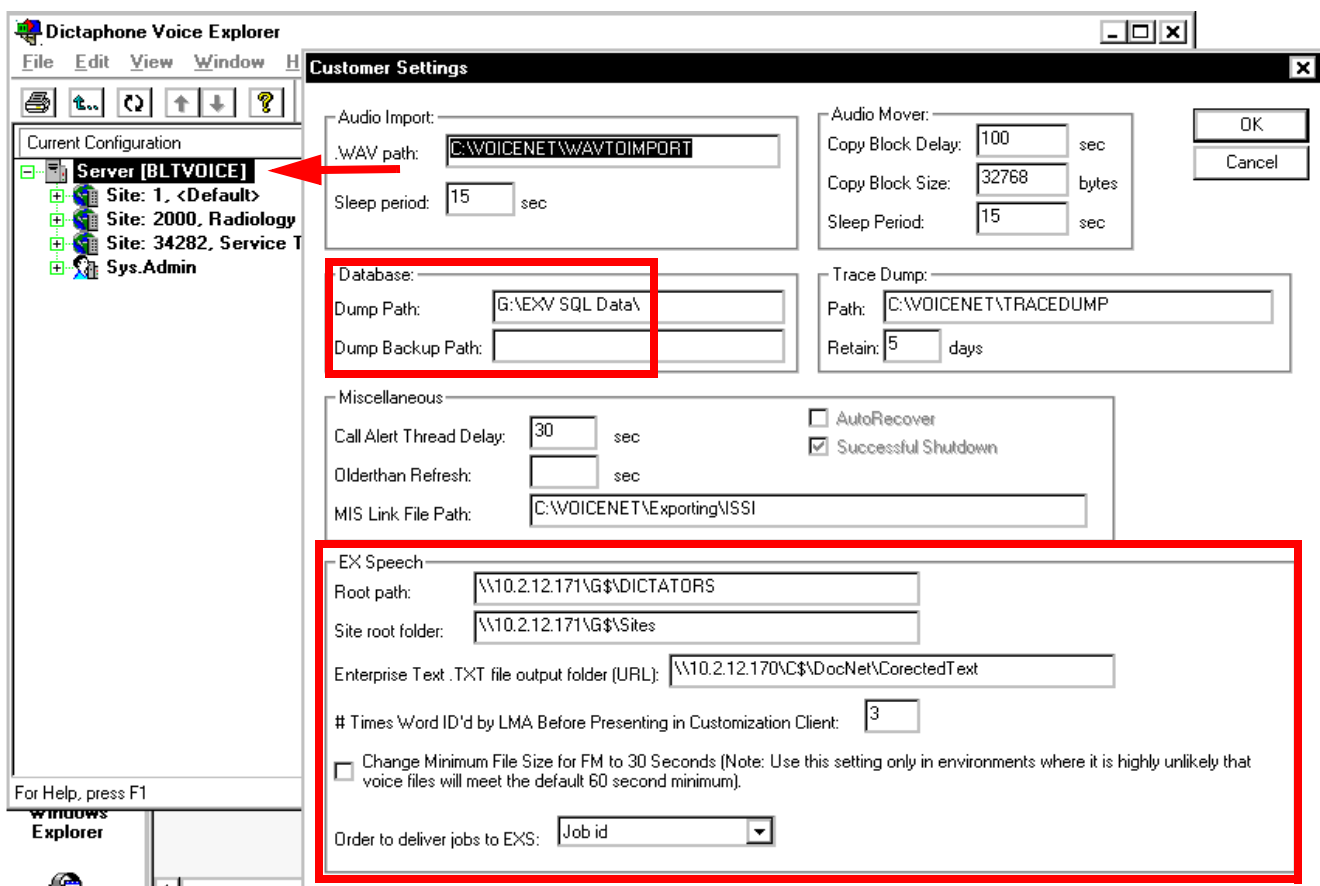


FIGURE 6-100 Voice Explorer Modify Server Settings Dialog

3. Verify the following settings in the [Figure 6-100](#) dialog (**EXSpeech** section), making any required changes:
 - That the **Dump Path:** as specified when the EXVoice software was installed, is correct - if the EXVoice SQL Server is located on a separate server, ensure that a UNC path is entered here, e.g. **\\[SQL Server Name]\G\$\SQL Data Dumps\DATA**
 - That the **Dump Backup Path:** is blank

- Root path - path to the dictators folder - MUST be a UNC path as shown, e.g. **\\10.2.12.171\G\$\DICTATORS**
 - Site root folder - path to the site info files - must be a UNC path as shown, e.g., **\\10.2.12.171\G\$\Sites**
 - Enterprise Text .TXT file output folder - path to the .TXT files on the EXText server - must be a UNC path as shown, e.g. **\\10.2.12.170\C\$\DocNet\CorrectedText**
 - # Times Word ID'd by LMA..... - default is **3** - **DO NOT CHANGE** - unless instructed to do so by Technical Services
 - Change Minimum File Size..... check box - default is **unchecked** - **DO NOT CHANGE** - unless instructed to do so by Technical or Professional Services
 - Order to deliver jobs to EXS - default is **Job ID** - some customers may prefer to have this set to **Priority + Job ID**
4. With **Server** settings correctly configured, click **OK**, and then, continue with the next step, under [Site Settings](#).
-

Site Settings



The steps under Site Settings need to be performed for each Site ID using EXSpeech.

5. Right-click a site and select **Modify Site**, as shown in [Figure 6-101](#).

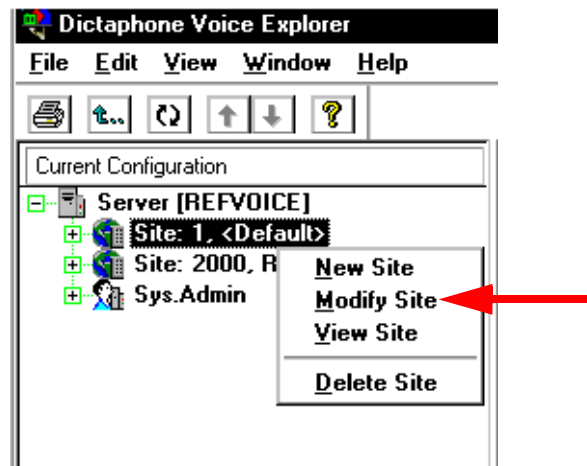


FIGURE 6-101 Modify Site Selection Menu

The dialog shown in [Figure 6-102](#), with the **EXSpeech Settings** tab selected, will be displayed.

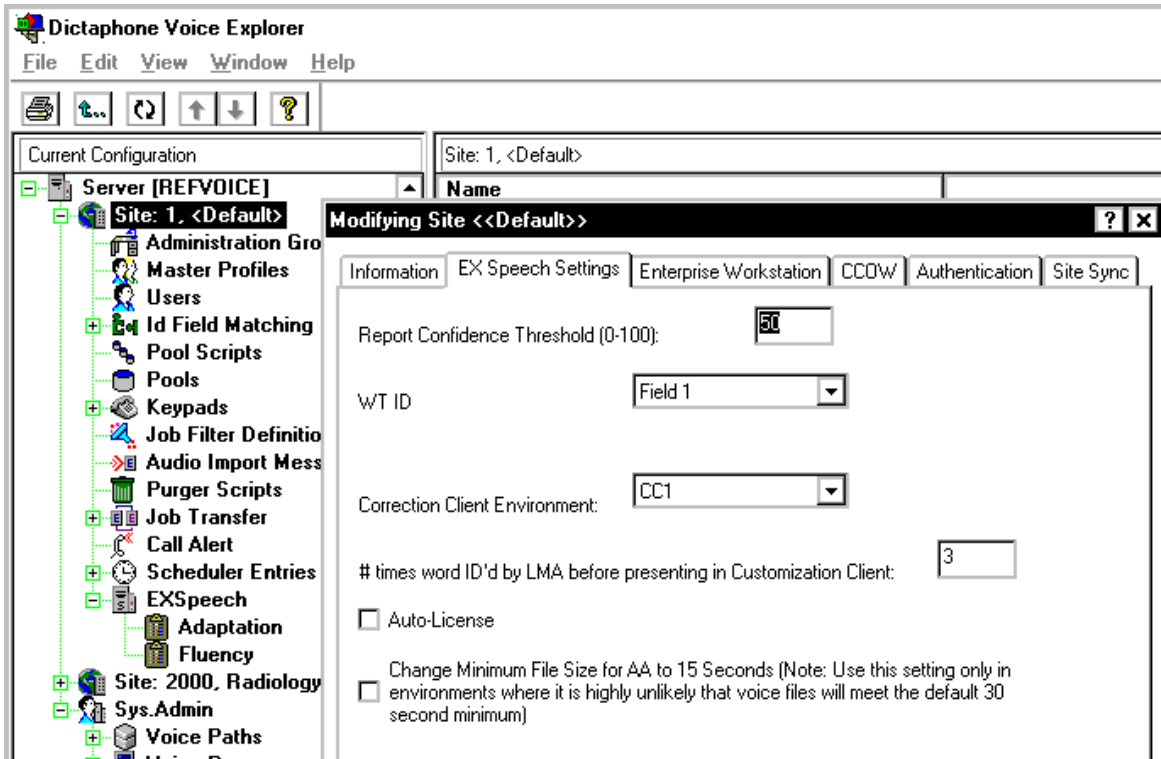


FIGURE 6-102 Site EXSpeech Settings Dialog

6. Verify the following settings in the [Figure 6-102](#) dialog (**EXSpeech Settings tab**), making any required changes:
 - Report Confidence Threshold (0-100) - Default is **50** - **DO NOT CHANGE** unless instructed to do so by Technical Services
 - WT ID - set this to the Field ID number which contains the **WT IDs**
 - Correction Client Environment - set to **CC1**(the only choice)
 - # Times Word ID'd by LMA..... - default is **3** - **DO NOT CHANGE** - unless instructed to do so by Technical Services
 - Auto-License check box - default is **unchecked** - can be checked if customer wishes dictators to be licensed automatically when they become evaluated as Draft Dictators
 - Change Minimum File Size for AA..... check box - default is **unchecked** - should only be changed if instructed to do so by Technical or Professional Services
7. With **Site** settings correctly configured, click **OK**, and then, continue with the next step, under [EXS Administration Settings](#).

EXS Administration Settings



*The steps under Site Settings need to be performed for **each Site ID and REW** using EXSpeech.*

8. Expand the **Sys.Admin** tree and then, expand the **EXS Administration** tree, as shown in [Figure 6-103](#).

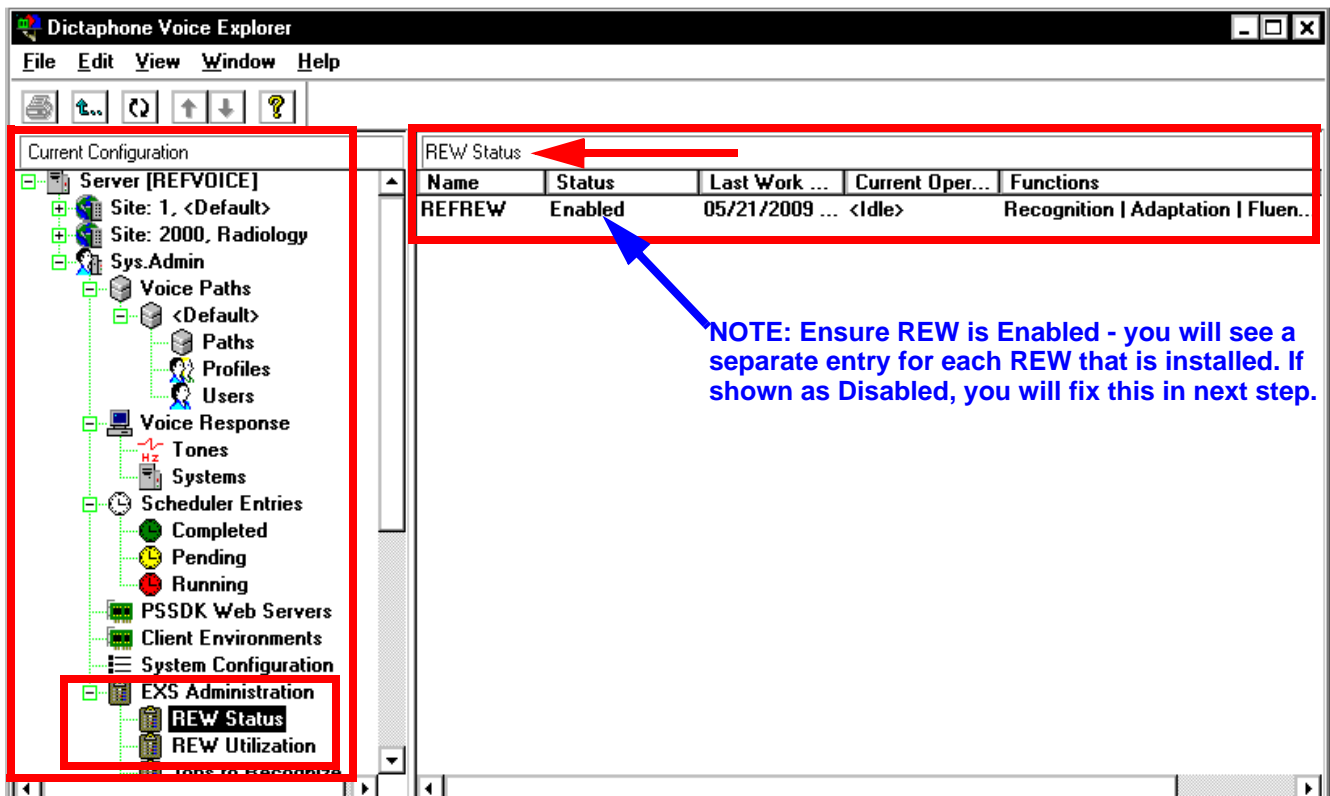


FIGURE 6-103 EXS Administration Settings Dialog

9. With EXVoice Explorer open, as shown in [Figure 6-103](#), and **REW Status** selected, right-click an REW and select **Properties**.

The dialog shown in [Figure 6-104](#) will be displayed.

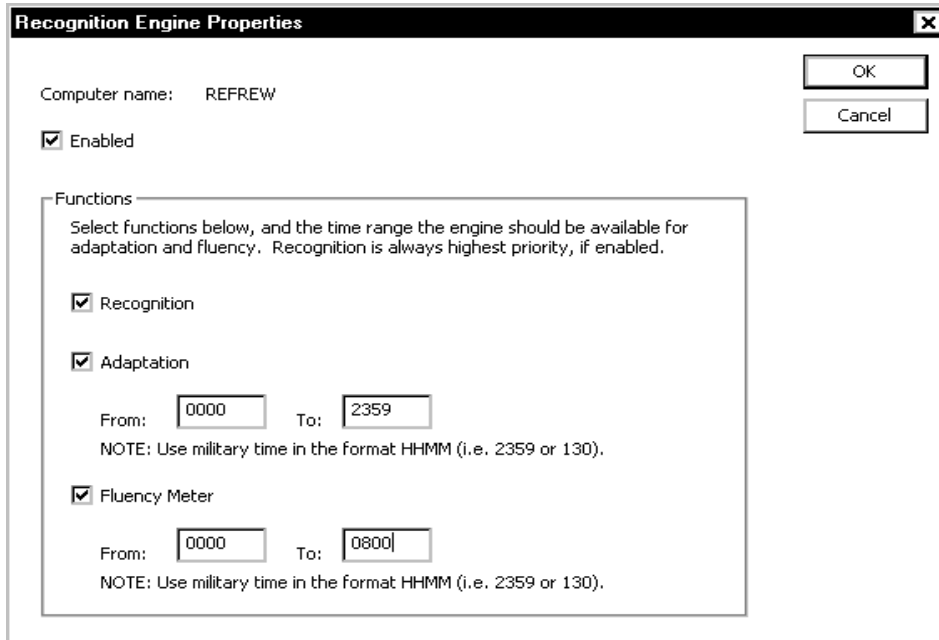


FIGURE 6-104 REW Properties Dialog

10. Take note of these areas of the [Figure 6-104](#) dialog:
 - REW **Enabled** check box is checked.
 - REW is set for continuous **Recognition** - this is the default setting
 - REW is set for continuous Adaptation - default setting is unchecked
 - REW is set for Fluency Meter for 12 hours each 24 hour period - default setting is unchecked



The settings you see in [Figure 6-104](#) are example settings only; the criteria you should use for determining the settings on the system you are configuring is shown in [Table 6-7](#), below, which contains an 8 REW configuration.

11. Configure any virtual REWs in accordance with the information provided in [Table 6-7](#), and note that this configuration is as shown in [Figure 6-104](#).
12. Configure all **OTHER** customer owned REWs (virtual or otherwise) in accordance with the information provided in [Table 6-7](#).

TABLE 6-7 REW Configuration - 8 Virtual REWs Online Example

Type of Installation	Modify Cluster Configured as Follows Until 90% of speech volume re-adapted	Modify Cluster Configured as Follows After 90% of speech volume re-adapted
Existing system upgrade to EXS 8.0 with NO additional Speech ramping and loaner REW Server is installed, or	4 Virtual REWs set to Continuous Adaptation (0000-2359) +Fluency Meter check box unchecked	Loaner REW server removed (in coordination with Professional Services)
Existing system upgrade to EXS 8.0 with scheduled additional Speech ramping and loaner REW Server is installed	4 Virtual REWs set to Continuous Adaptation (0000-2359) + Continuous Fluency Meter (0000-2359) All customer owned REWs (new and existing set to Recognition ONLY) Adaptation and Fluency Meter check boxes unchecked	All customer owned REWs set as follows: Recognition -check box checked Adaptation and Fluency Meter check boxes - checked - (0000-0800)
New EXSpeech 8.0 installation with NO loaner REW server, or	All customer owned REWs set as follows: Recognition - check box checked Adaptation and Fluency Meter check boxes checked - (0000-0800)	
Existing EXSpeech 8.0 customer who is adding speech volume with NO loaner REW server	EXAMPLE: Customer has 12 REWs (virtual and logical combined) - configuration is as follows: Recognition - check box checked Adaptation and Fluency Meter check boxes checked (0000-0800)	

13. Once all REWs have been configured, close **EXVoice Explorer** and return to the **Virtual Infrastructure Client** view on the **Management** server.
14. With **ALL REWs showing a state of Powered On**, continue with the next procedure, [Configure EXVoice Service Controller](#).

Configure EXVoice Service Controller

1. On the **EXVoice Management** server, with all REWs powered on, start the EXVoice **Service Controller**.
2. From the menu, select **Utility | EXS | REWs and Service Control**.

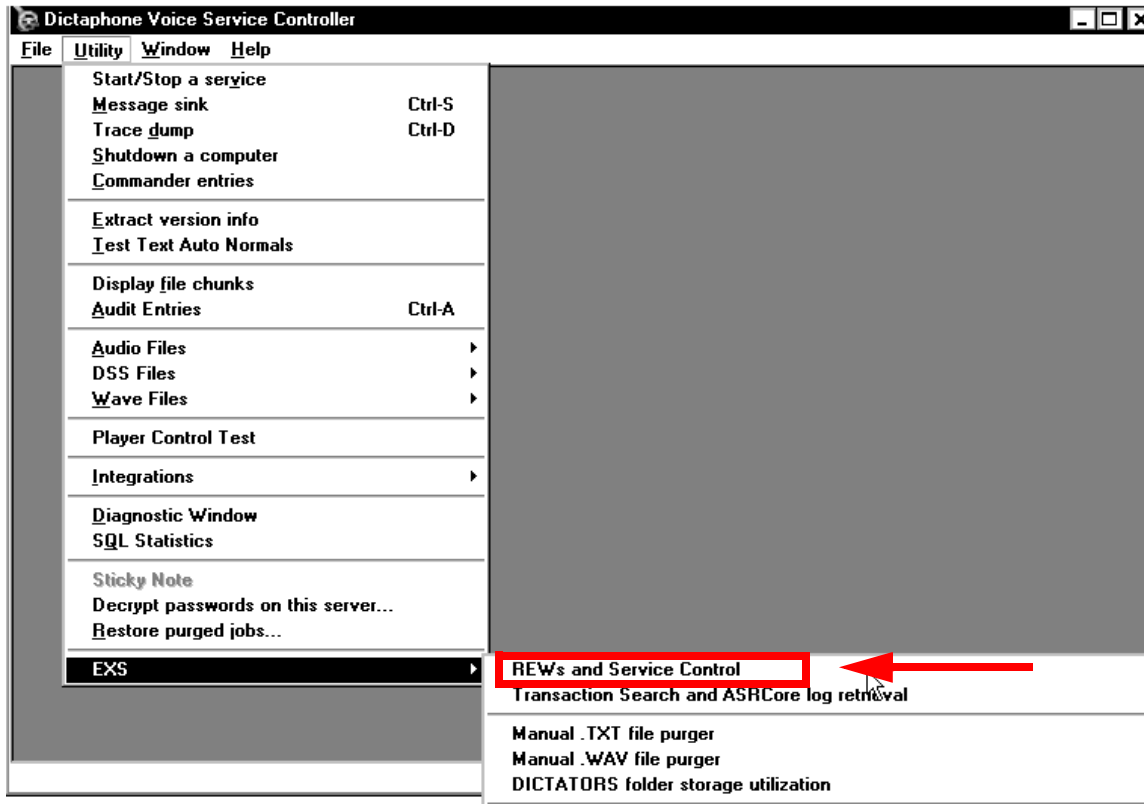


FIGURE 6-105 Initial Service Controller Dialog

3. From the menu, select **Utility | EXS | REWs and Service Control**, as shown in [Figure 6-105](#).

The dialog shown in [Figure 6-106](#) will be displayed.

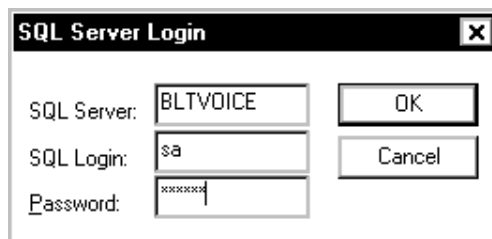


FIGURE 6-106 SQL Server Login Dialog

4. Enter the appropriate SQL Server login data, and then, click **OK** to display the [Figure 6-107](#) dialog.



FIGURE 6-107 EXS REW List Dialog

5. Select a listed REW server, and then, in the area you see highlighted in [Figure 6-107](#), click **Get Service Status** and ensure information for the server is correct.
6. Next, click the single **REW Properties** button and the dialog shown in [Figure 6-108](#) will be displayed for the server you selected.

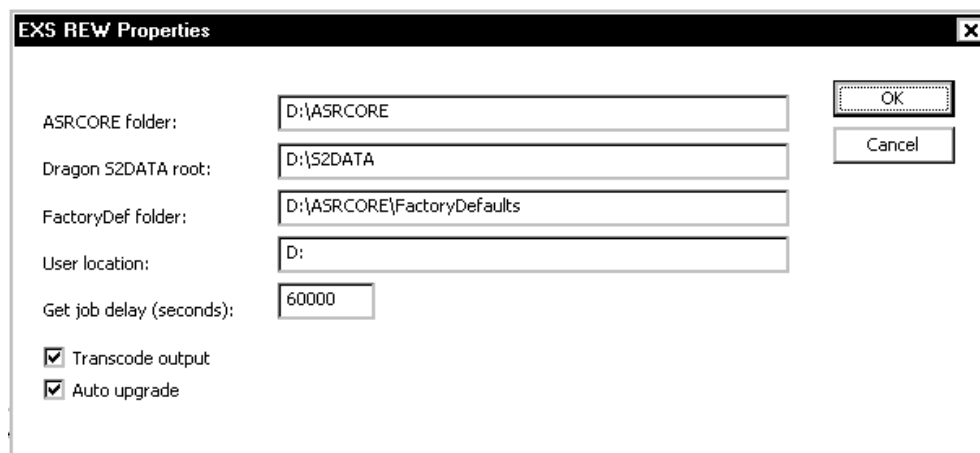


FIGURE 6-108 EXS REW Properties Dialog

7. Verify that the properties displayed in [Figure 6-108](#), which were populated during the REW installation, are correct, as follows:
 - All paths have been entered correctly
 - The **Get job delay (seconds):** list box contains a **60000**
 - The **Transcode output** check box is **checked**
 - The **Auto upgrade** check box is **checked**
8. Once the [Figure 6-108](#) properties are verified, click **OK** to return to the EXS REW list dialog ([Figure 6-107](#)).
9. Click the **EXS Global Properties** button to display the dialog shown in [Figure 6-109](#).

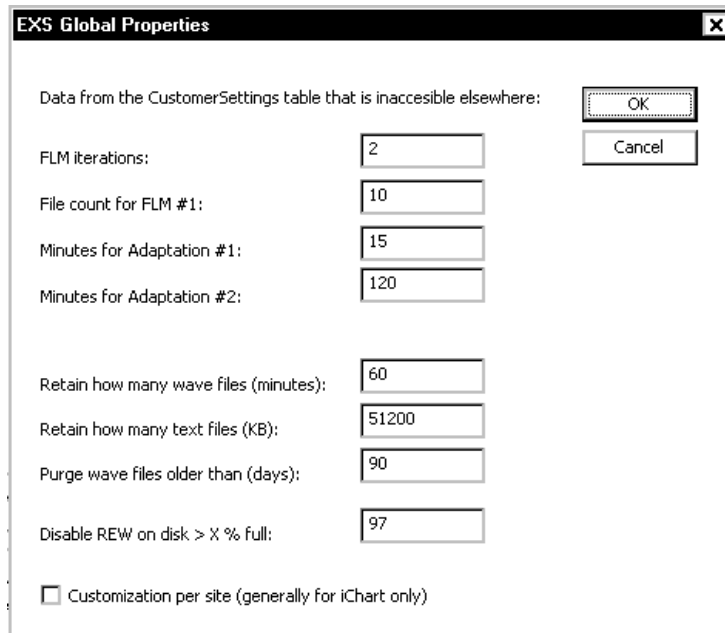


FIGURE 6-109 EXS REW Global Properties

The values shown in the [Figure 6-109](#) dialog are the default values which are input during installation of each REW, and there is no need to change them.

The Customization per site..... check box is **ONLY** checked when the customer wishes to have **Customization Client settings per each site**. This customization is normally associated with an iChart installation.

10. Once the [Figure 6-109](#) properties are verified, click **OK** to return to the EXS REW list dialog ([Figure 6-107](#)).
11. Ensure that you complete **Steps 5 through 10** for **EACH REW server listed**, and then, click **Exit** to return to the EXV Service Controller dialog ([Figure 6-105](#)).
12. Close the EXV Service Controller and continue with the next procedure, [License Burning for EWS/EXVoice/EXSpeech](#)



IMPORTANT

Upgrades are NOT complete until you ensure that the system is functioning correctly. The [System Functionality Checks](#) in Section 7 of this manual can assist you in determining correct operation.

REW Loaner Server Removal Procedure

When the REW loaner server(s) needs to be removed from the customer system, do the following:

- a. Shutdown EXV Watchdog and EXSREW_Server service on all of the REWs to be removed.
- b. Go to EXVoice Explorer and click on Recognition Status (leave this open).
- c. On the EXVoice Data server, open SQL Enterprise Manager and click on the plus sign next to the VNeTSystemConfig database
- d. Click on Tables, then right-click the EXSClusterData table and select Open Table and select Return All Rows.
- e. Highlight all of the rows which are the servers to be removed, and then hit the delete button on the keyboard.
- f. Click the ! button on the menu bar and make sure the REWs are removed.
- g. Go back to EXVoice Explorer, and click on Recognition Engine status again to refresh the screen. The Loaner REWs will disappear.
- h. Remove the hardware.

Upgrading EXText Server to Version 8.1



IMPORTANT

Before continuing, ensure you have read and complied with the [Pre-servicing Requirement](#) procedure on [page 6-7](#).



IMPORTANT

If Word 2007 is being used at this site it is necessary to install EX Editor on either the EXText Server or EXText Router. If the Router is installed as a separate server, this is the preferred server on which to install EX Editor; otherwise, install EX Editor on the EXText Data server.



IMPORTANT

REX and Reports Module are NOT supported in Enterprise Speech Version 8.1.



CAUTION

The Microsoft Office Live Workspace add-in, and all Office Live Updates, are NOT supported in EXText.

1. Execute the procedure [Determine the Existence of iChart Billing Database](#), beginning on [page 6-19](#), before continuing this upgrade.
2. Create the following folders on the largest drive, **other than drive C**, of the Enterprise Express Text Server/Router:
 - nn:\Software\EEText 8.1.156.2**
 - nn:\Software\Ex Editor 8.1.0.5**
3. Using the EXText Installation DVD (PN **1000063-x11**), copy the **EXT Server.exe**, **EXT Tools.msi**, and **EXT Client.msi** files to the newly-created directory **nn:\Software\EEText8.1.156.2**. Using the EX Editor DVD (PN **1000183-112**) copy all files to the newly-created directory **nn:\Software\EX Editor 8.1.0.5**. This will make the files available for remote repairs, and will allow the Client Workstations to map to the EXText Server and download the Client Workstation software.
4. If an **EWS** server is present in the system you are upgrading, download the file **DocNetServer.exe (Version 8.1.156.5)** from the EXText software download section of the Service portal and store the file in a convenient hard drive location on the EXText server.
5. If **RightFax Version 9.4** is being used on this EXText system, download the file **RF_9.4_Updater.exe** from the EXText software download section of the Service portal and store the file in a convenient hard drive location on the EXText server where the router is installed.
6. Close all open applications.
7. Open **Windows Service Manager** and ensure that all EXText services are stopped.

8. Set the **DocNetServer** service to **Manual**.
9. Open **Windows Task Manager** and ensure that there are no instances of **WINWORD.EXE** running. If you find any running, end the process for all such instances.
10. Ensure that **Windows Service Manager** is closed.
11. Open the folder **nn:\Software\EEText 8.1.156.2**, locate the **EXT Server.exe** file, and double-click to execute.

The dialog shown in [Figure 6-110](#) may be displayed.



FIGURE 6-110 EXText 8.0 Security Warning Dialog

12. Click **Run**, and the dialog shown in [Figure 6-111](#) will be displayed.

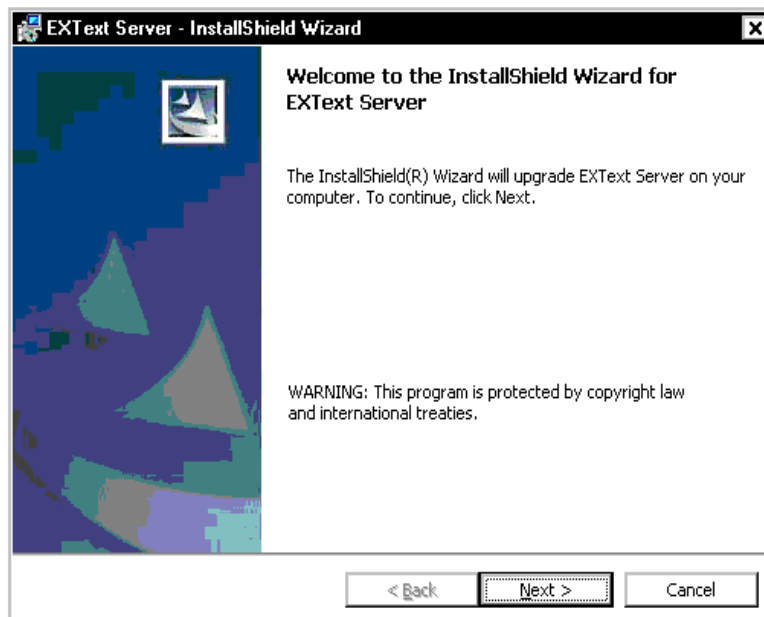
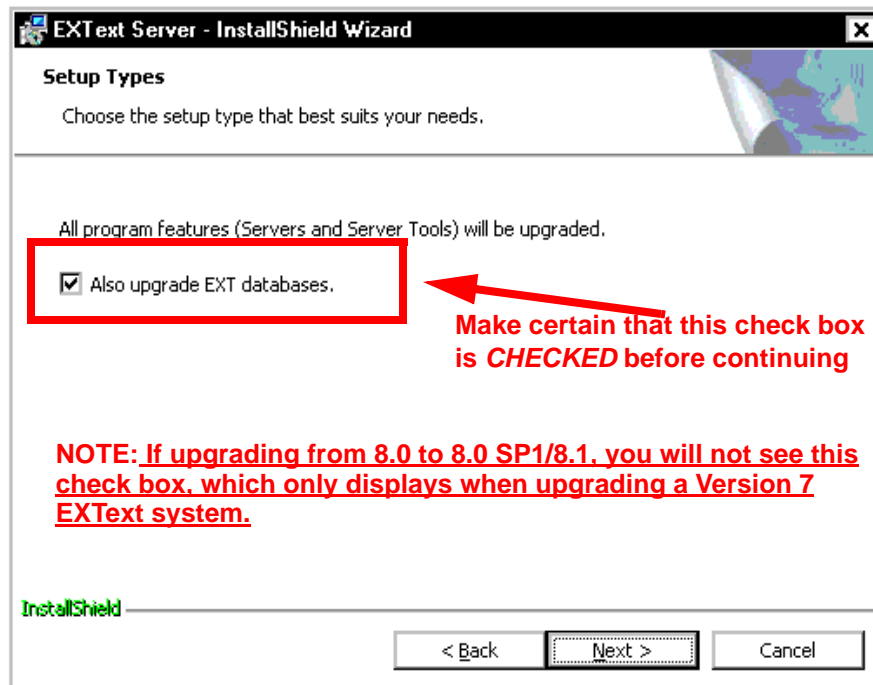


FIGURE 6-111 EXText 8.0 Upgrade Welcome Dialog

13. Click **Next** and the dialog shown in [Figure 6-112](#) will be displayed.

**FIGURE 6-112** Setup Types Dialog

The check box shown in [Figure 6-112](#) will always be checked if the EXText SQL databases are on the local server being upgraded, **which is typically the case**.

14. With [Figure 6-112](#) configured correctly, click **Next** to continue, and the dialog shown in [Figure 6-113](#) will be displayed.

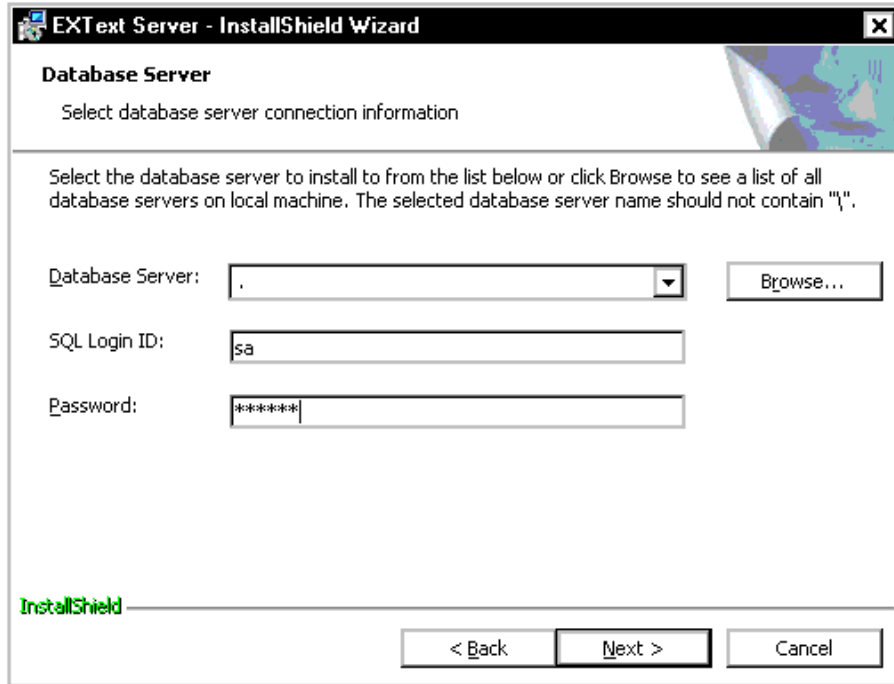


FIGURE 6-113 Database Server Dialog

15. Enter the appropriate database server (NetBios name or IP address), and the SQL login and password in the [Figure 6-113](#) dialog.
16. Click **Next** and [Figure 6-114](#) will be displayed.

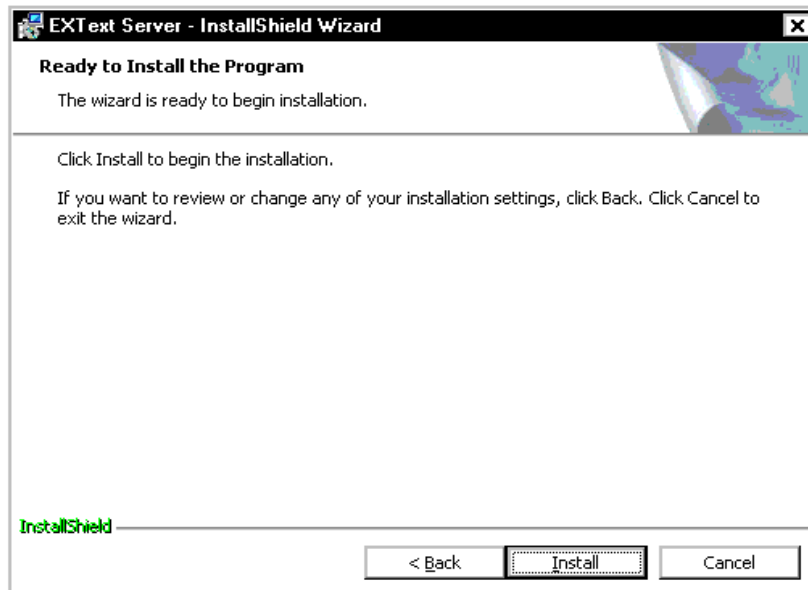


FIGURE 6-114 Ready to Install Dialog

17. Click **Install** and the upgrade will commence. In a short time, the dialog shown in [Figure 6-115](#) will be displayed.

The What's New dialog you will also see can be dismissed.

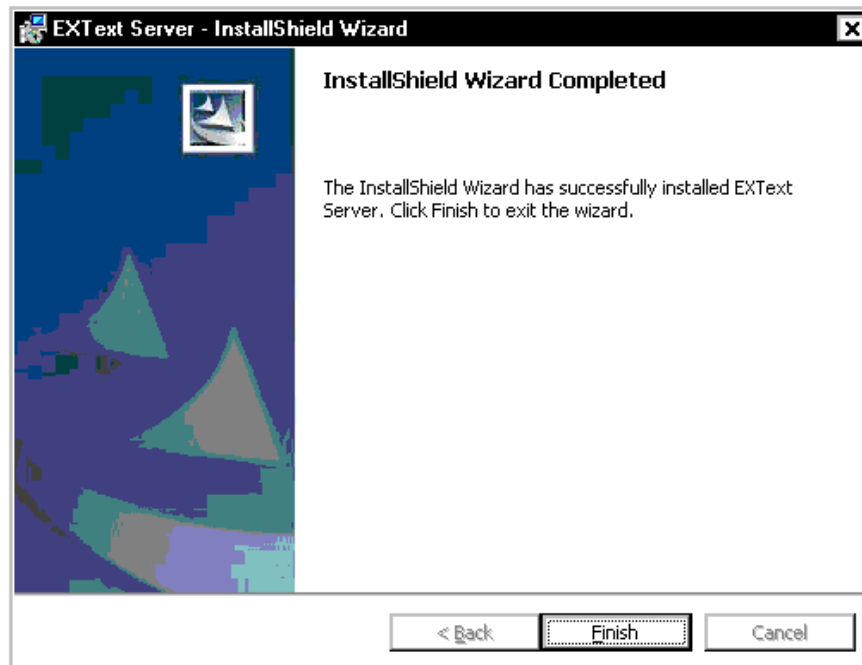


FIGURE 6-115 InstallShield Complete Dialog

18. Click **Finish** and the dialog shown in [Figure 6-116](#) will be displayed.

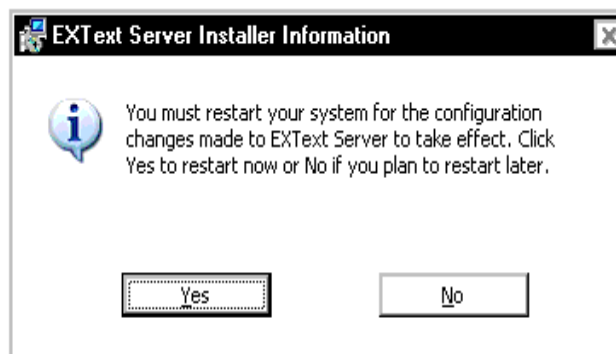


FIGURE 6-116 Text Installer Reboot Dialog

19. Click **No** to restart the server, and go to to determine the next procedure to follow.
20. Open the directory `nn:\Software\EX Editor 8.1.0.5`, and copy the following files to the `C:\DocNet\bin` folder on the EXText server:
- **EX Editor Site.msi**
 - **Ex Editor.msi**
 - **EX Editor Auto Upgrade.msi**
21. Open the directory `nn:\Software\EEText 8.1.156.2`, and copy the following files to the `C:\DocNet\bin` folder on the EXText server:
- **EXT Client.msi**

- **EXT Tools.msi**
- **Correction Client 1.0.msi**

As clients log in to their client workstations, the EXText applications which they have installed (Tools, Correction Client, etc.) will be auto-upgraded.

22. Open the directory **C:\DocNet\bin**, and delete the files **CorrEdUpdater.exe** and/or **VianixDelivery.xxx**, if any of those files exists in the directory.

Vianix was removed from support in Version 7.5, and the CorrEdUpdater file has been replaced by **Correction Client 1.0.msi**.
23. Close all open folders.
24. Open **Windows Service Manager** and set the **DocNetServer** service to **Automatic**.
25. If the system you are installing has a **separate DocNetRouter server**, locate the **DocNetRouter** service on the EXText Data server and set that service to **Disabled**, and then, continue with **Step 29**.
26. If the **DocNetRouter service** is running on the **EXText Data server**, and **RightFax Version 9.4** is being used, go to the location where you stored the file **RF_9.4_Updater.exe**; otherwise, continue with **Step 29**.
27. Double-click the file to **RF_9.4_Updater.exe** to execute.
28. Executing this file will place the following updated files in the **C:\DocNet\bin** directory, overwriting files of the same name:

rfwin32.dll, rfi32rpc.ndr, and rfi32smb.ndr
29. Open **C:\DocNet\bin** and verify that the file **rfwin32.dll** is version **9.4.0.239**.
30. Consult [Table 6-8](#) to determine the next procedure to follow.

TABLE 6-8 Next Procedure to Complete

Does the Text server have Windows 2008 installed?	Continue with
Yes	Service Utility Hot Fix, page 6-104
No	Finalize EXText Server Upgrade, page 6-105

Service Utility Hot Fix



*This hot fix is for EXText servers with Windows 2008 installed **ONLY**. Before continuing with this procedure, ensure that you have downloaded the file *Dictaphone.EXText.Base.dll* (Ver. 8.1.156.4) from the EXText software download area of the Services portal.*

1. Open **Windows Service Manager** and ensure that all EXText DocNet services are STOPPED.

2. Open **C:\DocNet\bin** and rename the file **Dictaphone.EXText.Base.dll** to **Dictaphone.EXText.Base.Orig.dll**.
 3. Copy the downloaded file **Dictaphone.EXText.Base.dll** into the **C:\DocNet\bin** folder.
 4. Close all open windows and continue with the next procedure, [Apply EXText Server Patch](#).
-

Apply EXText Server Patch



*Before beginning, download the file **StyleSheetForPutXMLDocument_NLPR_Schema.xsl** from the EXText download area of the Services portal.*

IMPORTANT

1. Place the file you downloaded in a convenient temporary location of the **EXText server**.
 2. Make a backup copy of the following file, which is located in the **C:\DocNet\bin** directory:
StyleSheetForPutXMLDocument_NLPR_Schema.xsl
 3. Copy the updated file you downloaded into the **C:\DocNet\bin** directory.
 4. Continue with the next procedure, [Finalize EXText Server Upgrade](#).
-

Finalize EXText Server Upgrade

1. Restart the EXText server, and following restart, open the **Windows Services Manager** and confirm that the EXText services have started.
 2. Once verified, stop the services and continue with the next procedure, [Install EXText Tools](#).
-

Install EXText Tools



*Ensure that all EXText services remain **STOPPED** before beginning this procedure.*

IMPORTANT

The EXText Tools application installs the **Monitor** and the **Routing Queue Viewer** applications. These two programs have been moved to a separate installer to allow for them to be installed and upgraded on a server, a client workstation, or on a standalone workstation.

1. Open the folder **C:\DocNet\bin**, locate and execute the file **EXT Tools.msi**.
2. The dialog shown in [Figure 6-117](#) will be displayed.

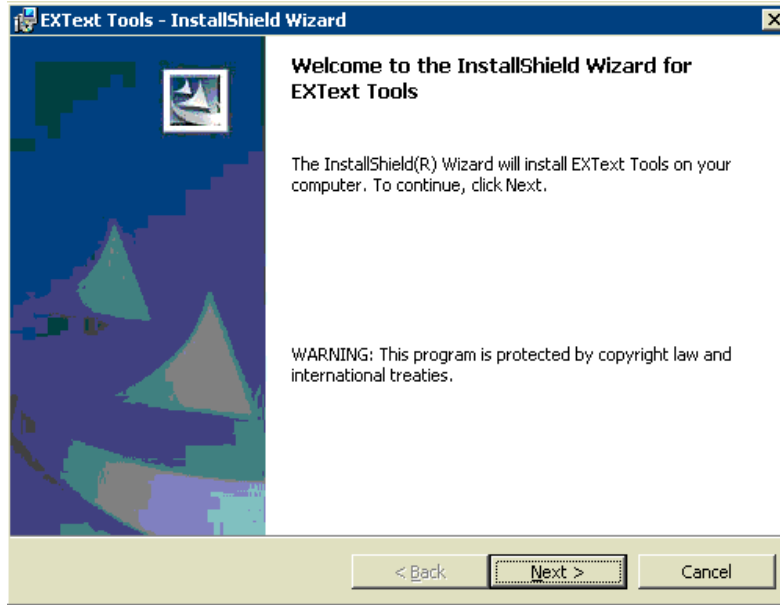


FIGURE 6-117 EXText Tools Welcome Dialog

3. Click **Next**, and the dialog shown in [Figure 6-118](#) will be displayed.

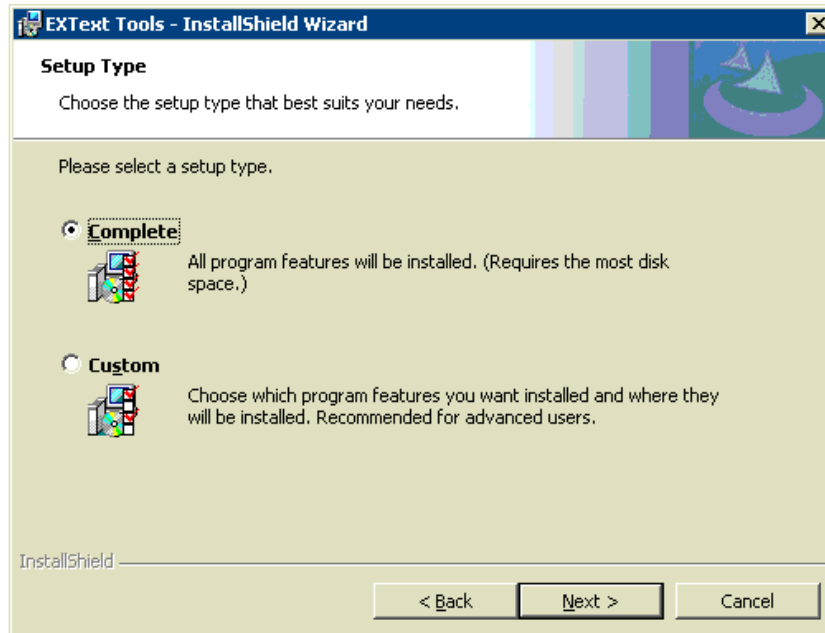


FIGURE 6-118 EXText Tools Setup Type Dialog



*If EXText Tools has previously been installed on this computer the [Figure 6-118](#) dialog will be replaced with a Modify/Repair/Remove dialog. Should that occur, select the **Modify** radio button, click **Next**, **Next**, and then **Install**. Any required upgrade of EXText Tools will then take place..*

4. Select the appropriate radio button, as follows:
 - **Complete** - will install both EXText Monitor and Routing Queue Viewer, the procedure we will use to illustrate this installation, and, will normally be the choice for installation on the EXText server.
 - **Custom** - will allow the user to disable the tool that should not be installed, as shown in [Figure 6-119](#).

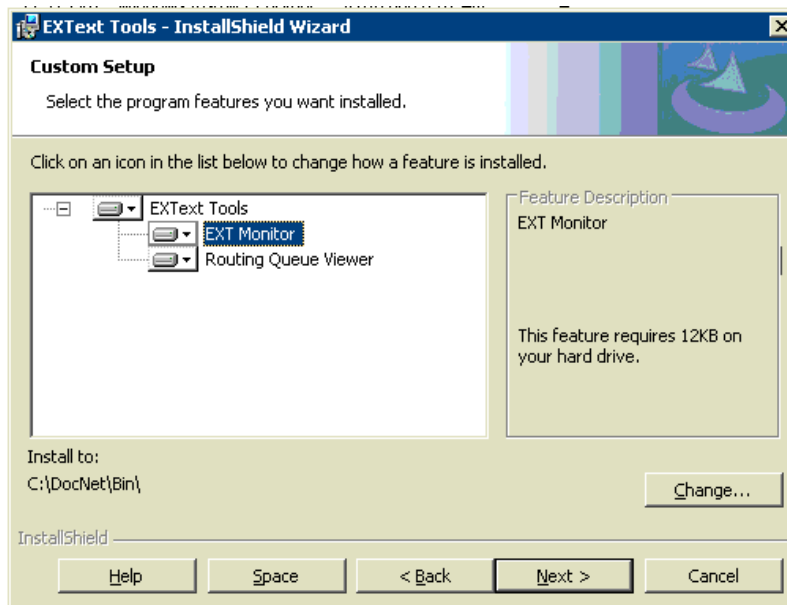


FIGURE 6-119 EXText Tools Custom Setup Dialog

5. With the **Complete** radio button selected, click **Next** to install both **Monitor** and **Routing Queue Viewer**.
6. When the **Ready to Install** dialog is displayed, click **Next** to continue.
7. Shortly, the dialog shown in [Figure 6-120](#) will be displayed.

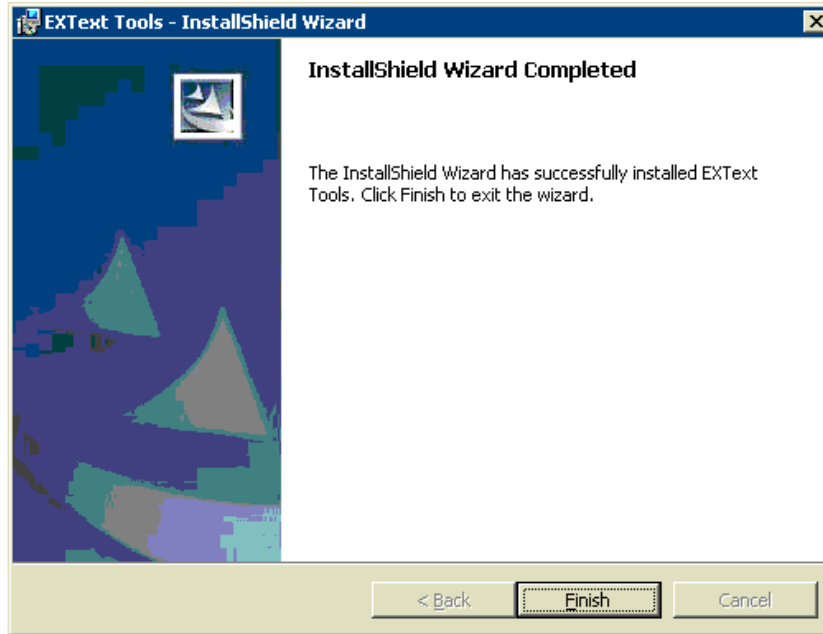


FIGURE 6-120 EXText Tools InstallShield Complete Dialog

8. Click **Finish** and continue with the next procedure, [Upgrade EXText Clients on Server](#).



*If Routing Queue Viewer and/or Monitor are **currently installed** on the EXText Client workstation, they will be automatically upgraded the next time the workstation is started.*

Upgrade EXText Clients on Server

1. On the **EXText server**, open the folder **C:\DocNet\bin** locate the **EXT Client.msi** file, and double-click to execute.
2. The dialog shown in [Figure 6-121](#) will be displayed.

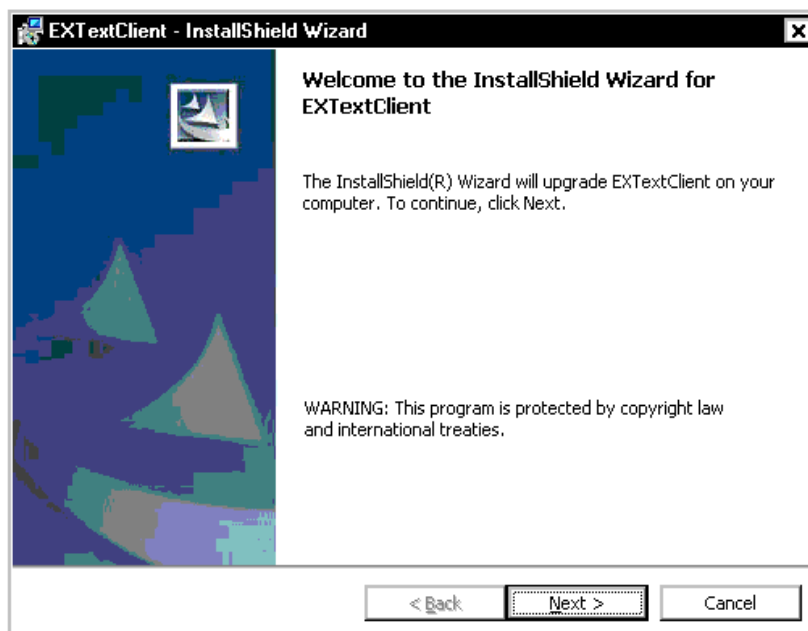


FIGURE 6-121 EXText Clients Upgrade Welcome Dialog

3. Click **Next** and [Figure 6-122](#) will be displayed.

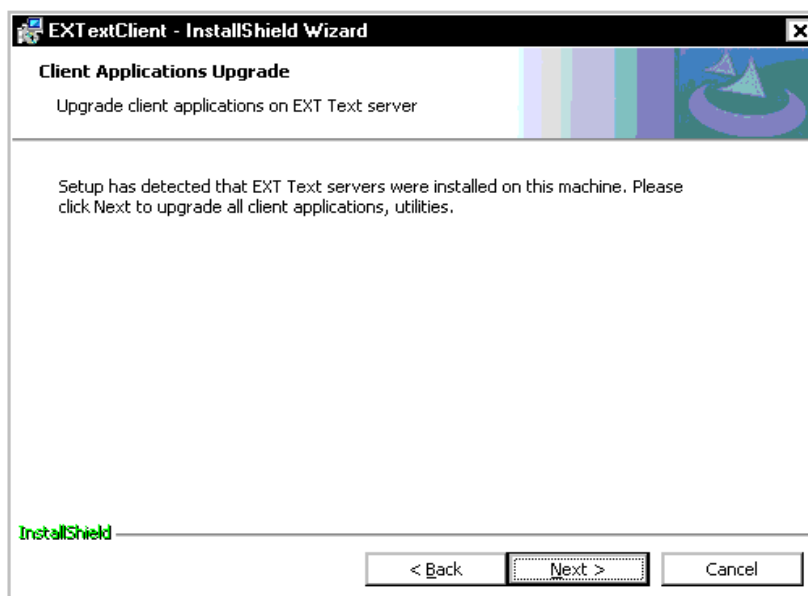


FIGURE 6-122 Client Applications Upgrade Dialog

4. Click **Next**, to signify that you wish to upgrade all client applications and utilities installed on the **EXText Server**.

[Figure 6-123](#) will be displayed.

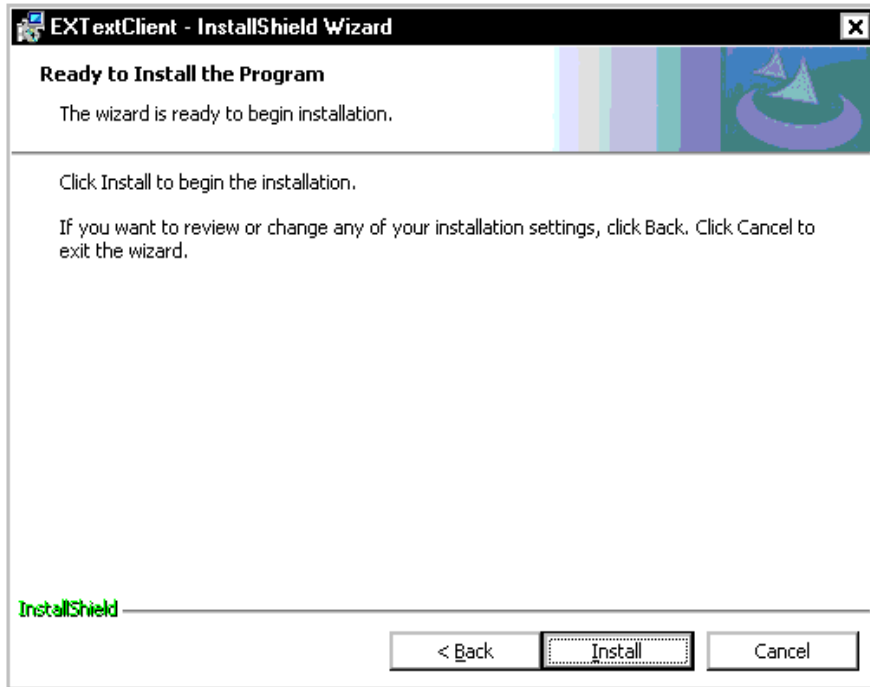


FIGURE 6-123 Ready to Install Dialog

5. Click **Install**, and shortly, the dialog shown in [Figure 6-124](#) will be displayed.

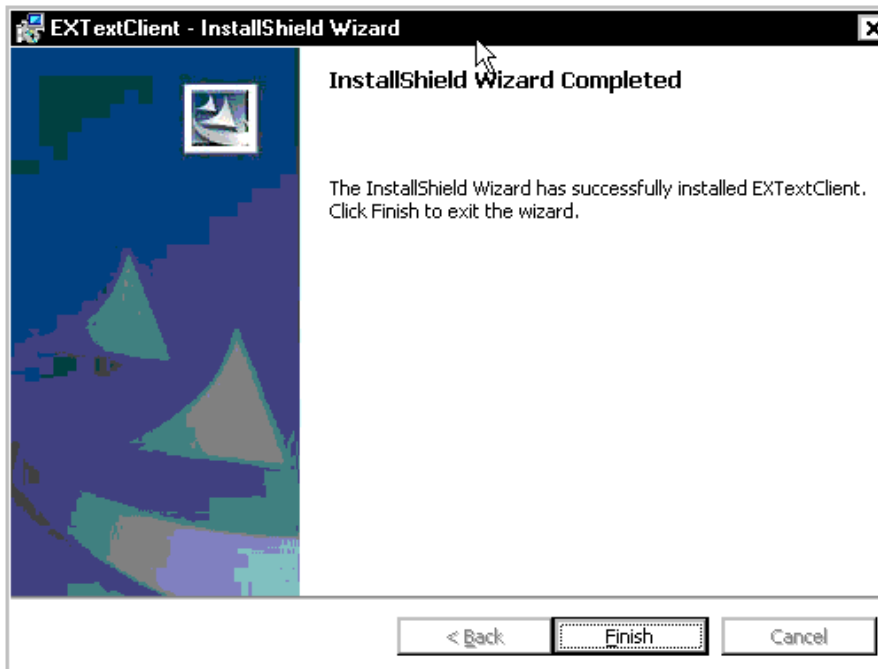


FIGURE 6-124 InstallShield Wizard Complete Dialog

6. Click **Finish**.
7. Open **Windows Service Manager** and start the **DocNetServer** service.
8. Close **Windows Service Manager**.
9. Open **EXText Explorer** and perform the following steps: (these steps are required to ensure that all edit jobs are correctly processed)
 - Right-click the customer site, and select **Edit site profile**
 - Click the **EXEditor Macros** tab
 - Click **OK** (no need to change anything)
 - Repeat these 3 steps for all other customer sites

All jobs for the sites you edited will now be processed correctly.

10. Close **EXText Explorer** and consult [Table 6-9](#) to determine the next procedure to follow.

TABLE 6-9 Next Procedure

Is this site using Word 2007	Next Procedure
Yes	Consult Table 6-10
No	Configure Server Settings, page 6-112

TABLE 6-10 Next Procedure

Is the Router installed on a separate server?	Next Procedure
Yes	Configure Server Settings, page 6-112
No	Install EX Editor on the EXText Server

Install EX Editor on the EXText Server



*It is necessary to install the EX Editor program (Version 8.1.0.5) on the EXText Server **or** the separate Router server (preferred location). The purpose is to support the customer service need for the creation and/or review of documents in the Word 2007 environment.*

1. Install EX Editor, Version 8.1.0.5, on the EXText Server, using the same procedure as applied on the Client Workstation. This procedure, [Install EX Editor 8.1.0.5 on Client Workstation](#), begins on [page 5-189](#) of this manual.
2. Following the installation of EX Editor, return here and continue with the procedure [Configure Server Settings](#).

Configure Server Settings

1. Select **Start | Programs | EXText Client Applications | Settings** and the dialog shown in [Figure 6-125](#) will be displayed.

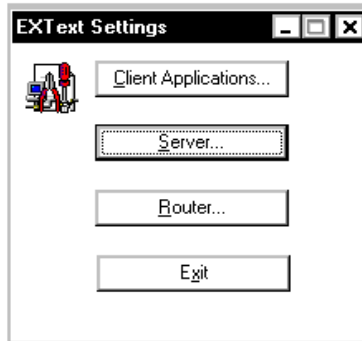


FIGURE 6-125 Server Settings Menu Dialog

2. Click **Server**, and then select the **General** tab to display the dialog shown in [Figure 6-126](#).

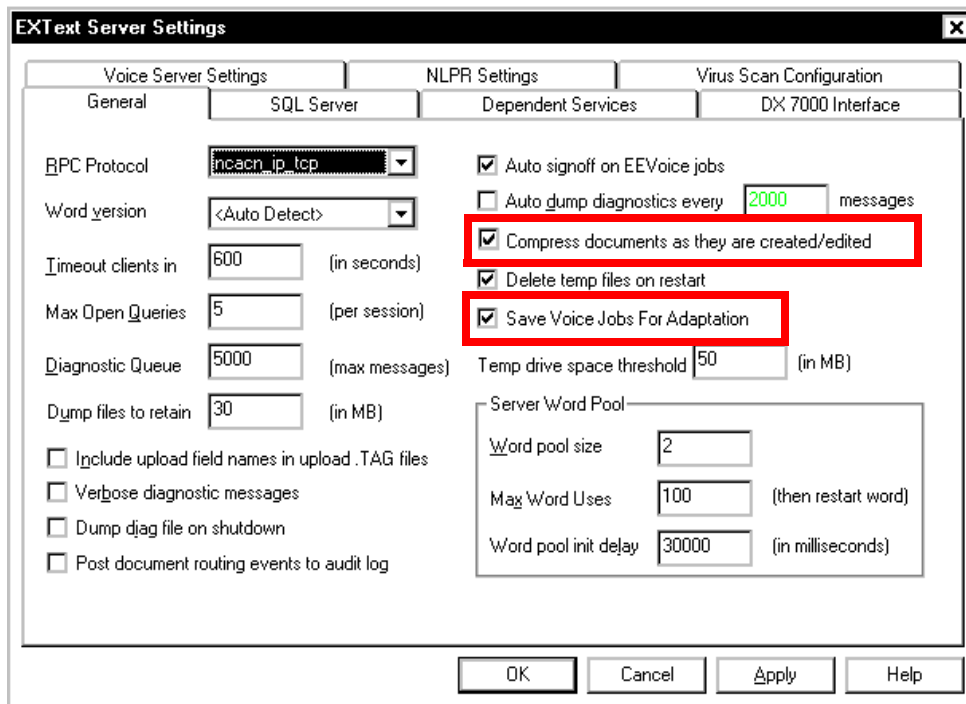


FIGURE 6-126 EXText General Settings Dialog

3. Ensure that the following check boxes are **checked**, as shown in [Figure 6-126](#).
 - **Compress documents as they are created/edited**
 - **Save Voice Jobs For Adaptation**
4. Stop **DocNetServer** service.

5. Click **Apply**, and then, close all open windows and **reboot** the server.
6. If the **EXText Router** is installed on a separate server, continue with the procedure [Upgrade the EXText Router to Version 8.1](#); otherwise, continue with the procedure [Determine if Watchdog is Installed/Configured](#), beginning on [page 6-116](#).

Upgrade the EXText Router to Version 8.1



IMPORTANT

*If RightFax Version 9.4 is installed on this router, you will require the file **RF_9.4_Updater.exe**. This self-extracting file is available in the EXText software download area of the Service portal. You should obtain this file and place it in a convenient hard drive location on the **EXText Router** server before continuing.*

1. Close all open applications.
2. Open **Windows Service Manager** and ensure that all EXText services are stopped.
3. Open **Windows Task Manager** and ensure that there are no instances of **WINWORD.EXE** running. If you find any running, end the process for all such instances.
4. Ensure that **Windows Service Manager** is closed.
5. Map to the location on the EXText server where the **EXText 8.1** files are stored, (or use the EXText Installation/Upgrade DVD - PN **1000063-x11**).
6. Locate the **EXT Server.exe** file, and double-click to execute.

The dialog shown in [Figure 6-127](#) may be displayed.

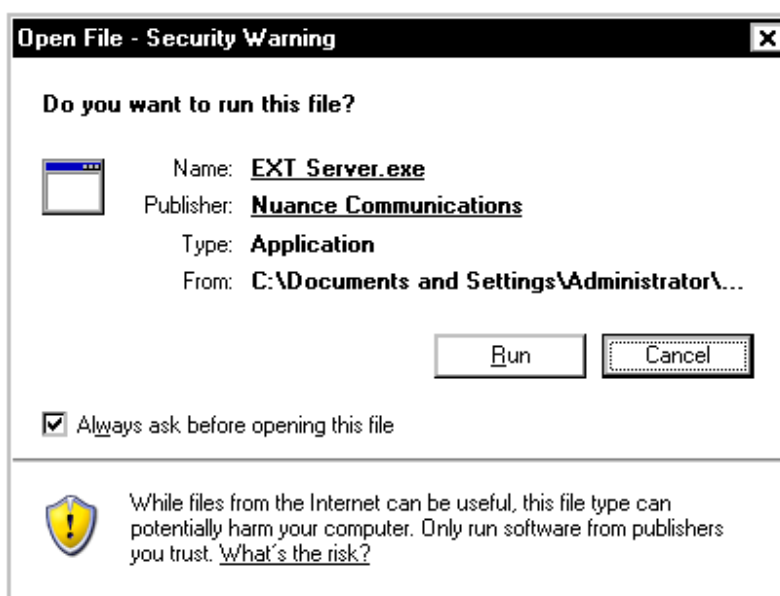


FIGURE 6-127 EXText 8.0 Security Warning Dialog

7. Click **Run**, and the dialog shown in [Figure 6-128](#) will be displayed.

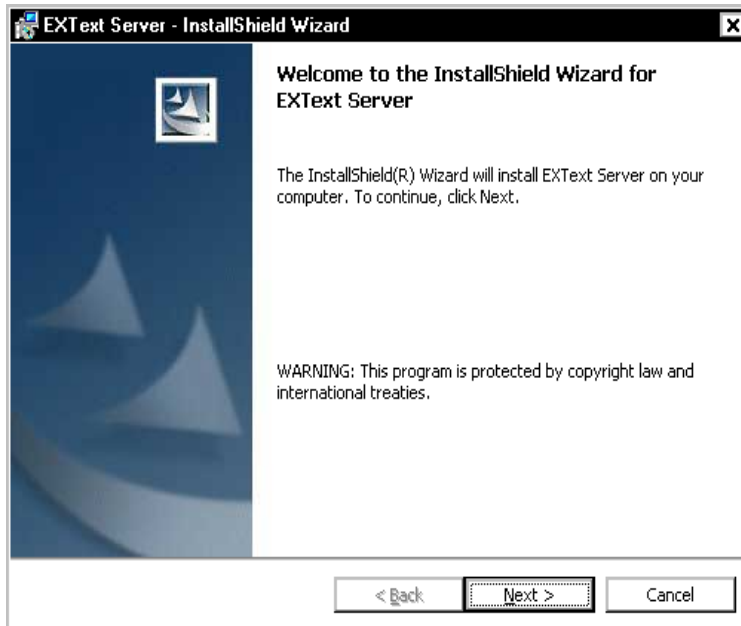


FIGURE 6-128 EXText 8.1 Upgrade Welcome Dialog

8. Click **Next** and the dialog shown in [Figure 6-132](#) will be displayed.

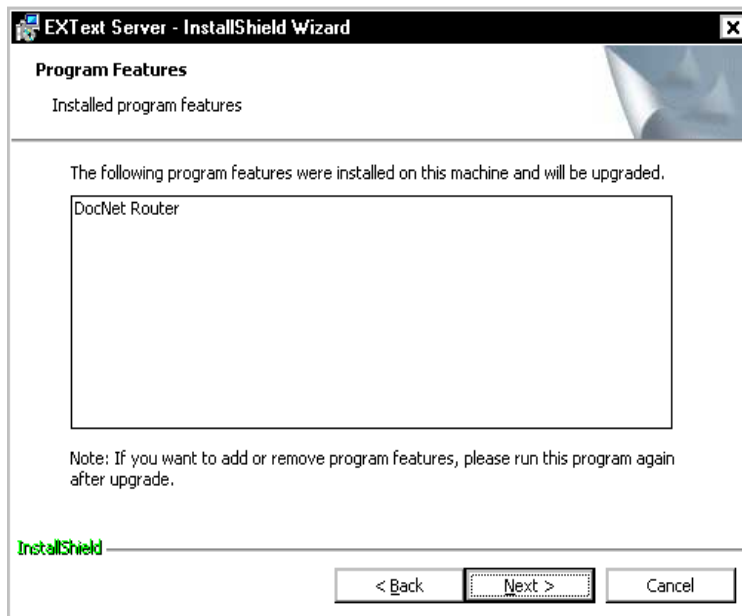


FIGURE 6-129 Program Features Dialog

9. Click **Next**, and then, when the **Ready to Install the Program** dialog is displayed, click **Install**.

In a short time, the dialog shown in [Figure 6-130](#) will be displayed.

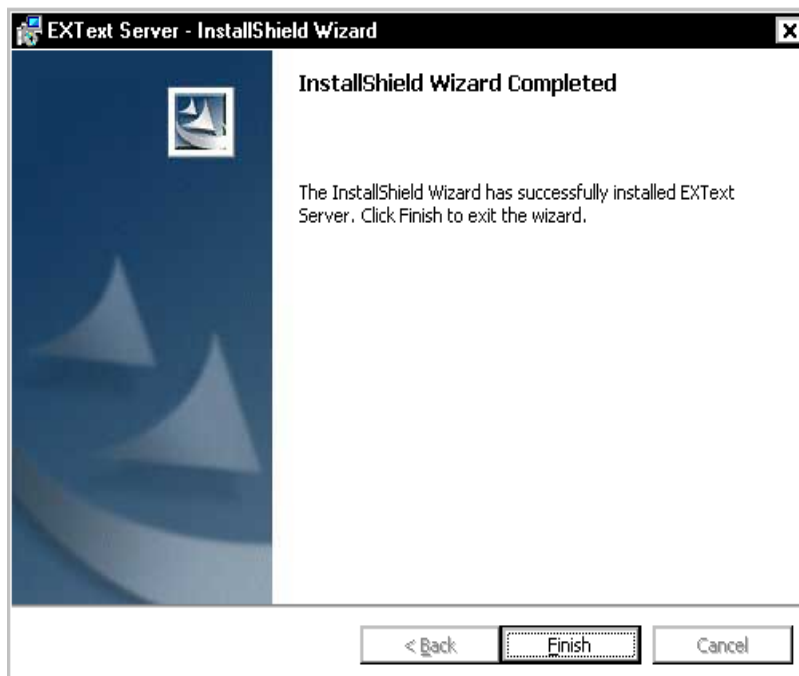


FIGURE 6-130 InstallShield Wizard Complete Dialog

10. Click Finish, and the dialog shown in [Figure 6-131](#) will be displayed.

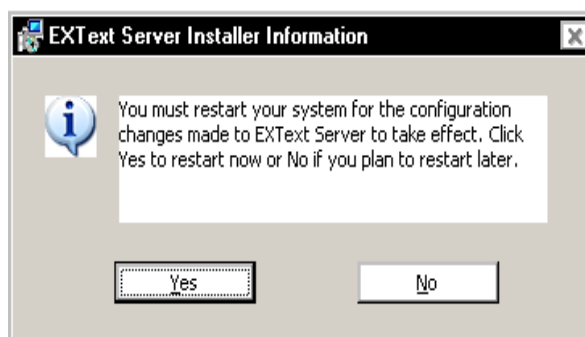


FIGURE 6-131 Installer Restart Dialog

11. Consult [Table 6-11](#) to determine the next step to follow.

TABLE 6-11 Next Step

Is RightFax Version 9.4 Installed?	Go to
Yes	Step 12
No	Step 17

12. Click **No** to restart later.
13. Go to the location on the **EXText Router** server where you stored the file **RF_9.4_Updater.exe**, and then, double-click the file to execute.

14. Executing this file will place the following updated files in the **C:\DocNet\bin** directory, overwriting files of the same name:
rfwin32.dll, **rfi32rpc.ndr**, and **rfi32smb.ndr**
15. Open **C:\DocNet\bin** and verify that the file **rfwin32.dll** is version **9.4.0.239**.
16. Restart the router, and then, following restart of the Router server, continue by consulting [Table 6-12](#).
17. Click **Yes** to restart the Router server.
18. Following restart of the Router server, consult [Table 6-12](#) to determine the next procedure to follow.

TABLE 6-12 Next Procedure

Is this site using Word 2007?	Next Procedure
Yes	Install EX Editor/FAX Printer on Router, page 6-116
No	Installing the Print Driver for Faxing, page 5-159

Install EX Editor/FAX Printer on Router



It is necessary to install the EX Editor program (Version 8.1.0.5) on the EXText Router server to support the customer service need for the creation and/or review of documents.

1. Install EX Editor, Version 8.1.0.5 on the EXText Router, using the same procedure as applied on the Client Workstation. This procedure, [Install EX Editor 8.1.0.5 on Client Workstation](#), begins on [page 5-189](#) of this manual.
2. Install the FAX print driver and FAX printer as shown in the procedures [Installing the Print Driver for Faxing](#) and [Adding the Fax Printer](#), beginning on [page 5-159](#).
3. Following the installation of EX Editor and the FAX printer driver/printer, return here and continue with the procedure [Determine if Watchdog is Installed/Configured..](#)

Determine if Watchdog is Installed/Configured

1. Following the reboot of the EXText server, go to the server where the **EXText Router** is located (e.g., this could be on either the EXText server, or on a separate Router server).
2. First, check to see if **Router Watchdog** is already configured by doing the following:
 - a. On the **EXText Router** server, select **Start/Run**, enter **regedit** in the Open field, and click **OK**.
 - b. Locate the following key:

[HKEY_LOCAL_MACHINE]/SOFTWARE/Dictaphone/VoiceNet/Watchdog

- c. When you locate the key you should see the [Figure 6-132](#) display:

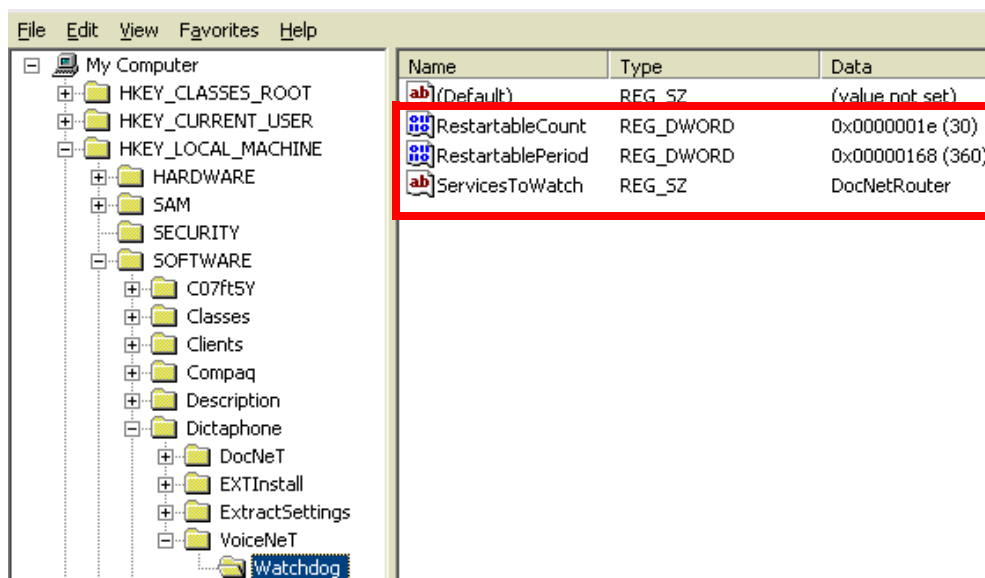


FIGURE 6-132 Watchdog Registry Key Display

- d. If you **DO NOT** find the key, continue with the procedure [Install/Configure Watchdog on the EXText Server/Router](#) below.
- e. If the key is present, verify that the settings highlighted in [Figure 6-132](#) are present and have Data values **EXACTLY** as seen in [Figure 6-132](#).
- f. If the settings are **NOT** the same as shown in [Figure 6-132](#), continue with **Step 15** of the procedure [Install/Configure Watchdog on the EXText Server/Router](#).
- g. If the settings are correct, continue with the procedure [Update the Gateway Server](#), beginning on [page 6-122](#).

Install/Configure Watchdog on the EXText Server/Router



*Before beginning this procedure ensure that you have downloaded the Watchdog file, **Router_Watchdog.exe**, from the Dictaphone Service portal, and placed it in a convenient hard drive location on the EXText server/router.*

Perform the following steps on the server where the **EXText Router** is located (e.g., this could be on either the EXText server, or on a separate Router server).



IMPORTANT

*Although you are installing the Watchdog service on an EXText server, it **must** reside in the C:\voicenet\applications folder or it will not function.*

3. Go to the local hard drive location where you stored the **Router_Watchdog.exe** file.
4. Double-click **Router_Watchdog.exe** and the dialog shown in [Figure 6-133](#) will be displayed.

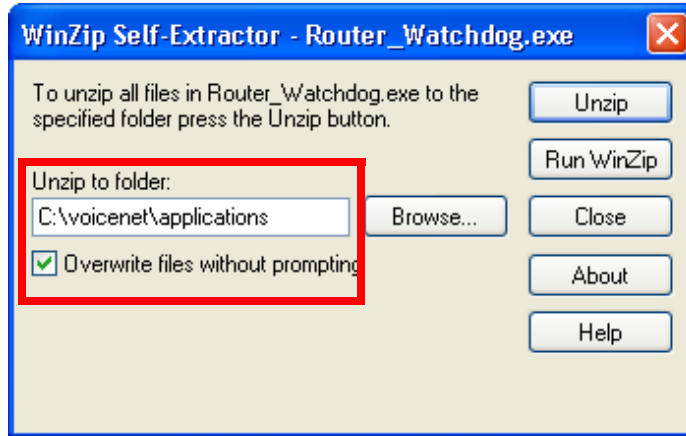


FIGURE 6-133 Watchdog Files Extraction Dialog

5. Ensure that the **Unzip to folder:** text box reads **C:\voicenet\applications**, the location where **Watchdog** files must be installed, and, that the **Overwrite** check box is selected, as shown in [Figure 6-133](#).
6. Click **Unzip**, and in a few moments, you will see the dialog in [Figure 6-134](#) displayed.

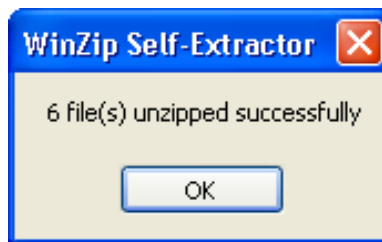


FIGURE 6-134 Successful Extraction Dialog

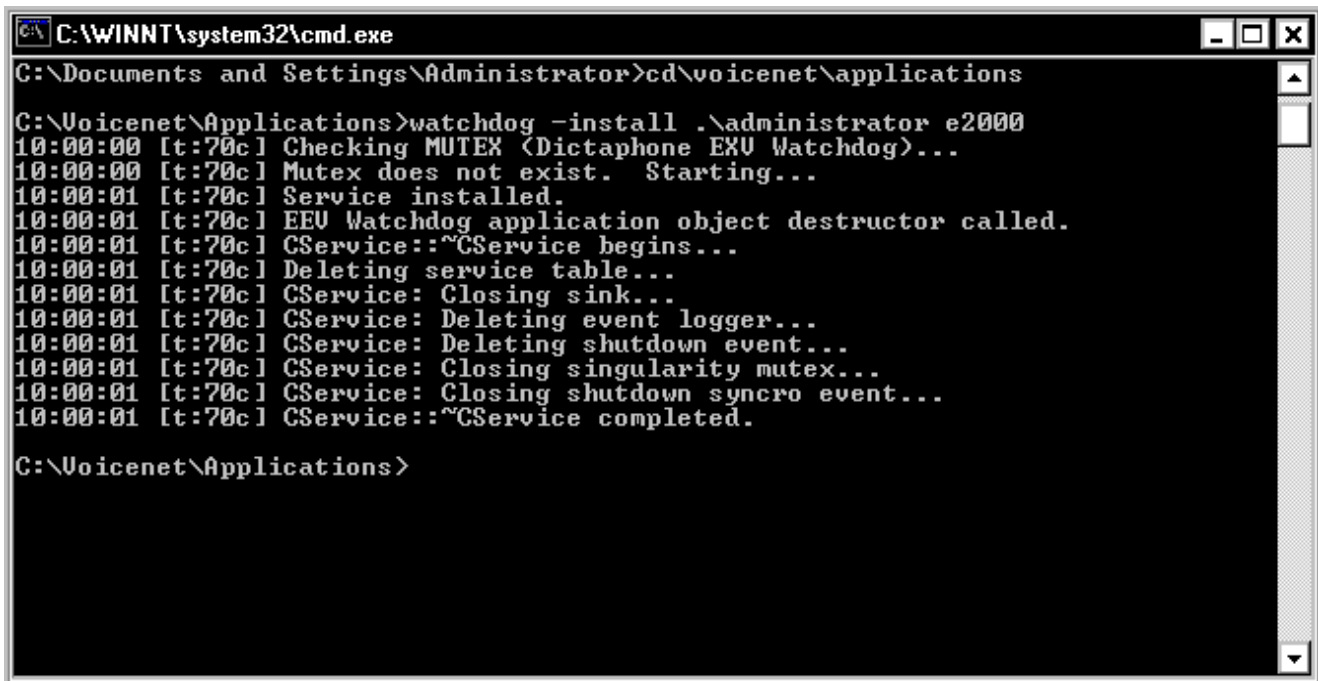
7. Click **OK**.
8. Select **Start/Programs/Accessories/Command Prompt** to open a Command Prompt window.
9. Type the following to navigate to the C:\voicenet\applications folder:
cd C:\voicenet\applications <Enter>

10. Enter the following to install the Watchdog service in Windows:

Watchdog -install .\Administrator <password>

where

- ◆ <password> = the password for the Windows Administrator user



```

C:\WINNT\system32\cmd.exe
C:\Documents and Settings\Administrator>cd\voicenet\applications
C:\Voicenet\Applications>watchdog -install .\administrator e2000
10:00:00 [t:70c] Checking MUTEX (Dictaphone EXU Watchdog)...
10:00:00 [t:70c] Mutex does not exist. Starting...
10:00:01 [t:70c] Service installed.
10:00:01 [t:70c] EEU Watchdog application object destructor called.
10:00:01 [t:70c] CService::~CService begins...
10:00:01 [t:70c] Deleting service table...
10:00:01 [t:70c] CService: Closing sink...
10:00:01 [t:70c] CService: Deleting event logger...
10:00:01 [t:70c] CService: Deleting shutdown event...
10:00:01 [t:70c] CService: Closing singularity mutex...
10:00:01 [t:70c] CService: Closing shutdown syncro event...
10:00:01 [t:70c] CService::~CService completed.

C:\Voicenet\Applications>

```

11. Enter the following to run the Watchdog service in console mode:

Watchdog -console

Watchdog should poll for active services once every 5 seconds.

12. Press the letter **X** on the keyboard to stop Watchdog.
13. Close the Command Prompt window.
14. Select **Start/Run**, enter **regedit** in the Open field, and click **OK**.
15. Select the following:
- [HKEY_LOCAL_MACHINE]\SOFTWARE\Dictaphone\VoiceNet\Watchdog**
16. Double-click the **ServicesToWatch** value, and the dialog shown in [Figure 6-135](#) will be displayed.

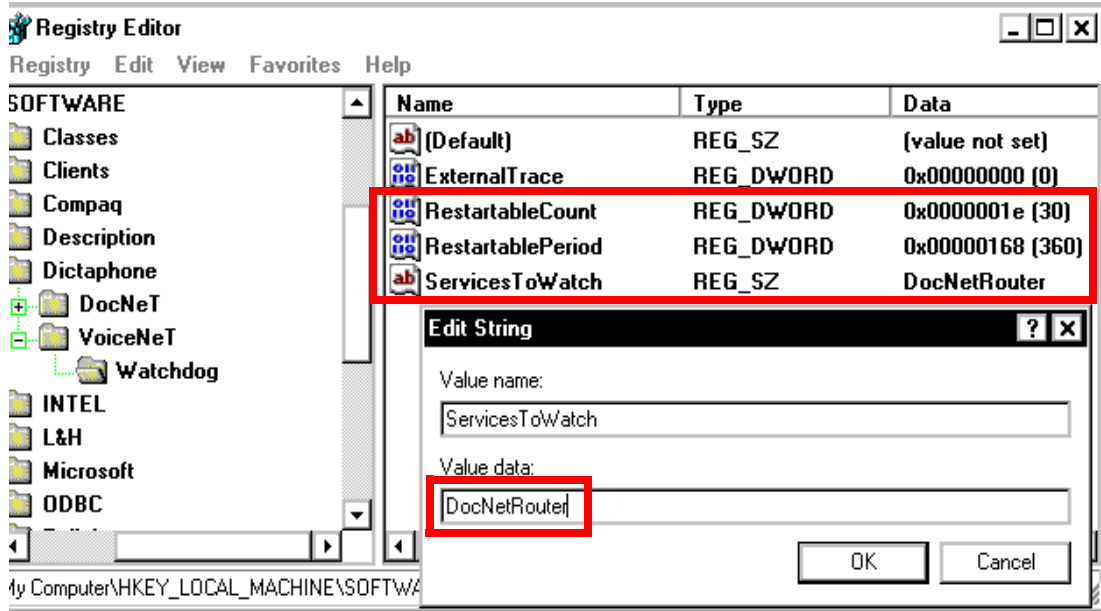


FIGURE 6-135 Watchdog String Editor Display

- Remove the default string, and enter the following value, as shown in [Figure 6-135](#):

DocNetRouter

- Click **OK**.
- Double-click the **RestartableCount** value, and the dialog shown in [Figure 6-136](#) will be displayed.

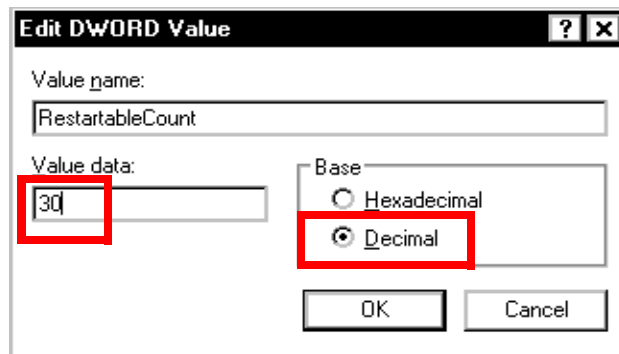


FIGURE 6-136 Restartable Count Dialog

- Select a Base type of **Decimal**, enter **30** in the **Value data** field, and click **OK**.
- Double-click the **RestartablePeriod** value, and the dialog shown in [Figure 6-137](#) will be displayed.

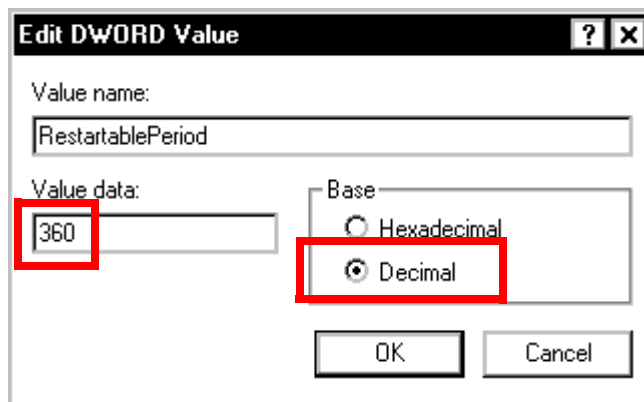


FIGURE 6-137 Restartable Period Dialog

22. Select a Base type of **Decimal**, enter **360** in the **Value data** field, and click **OK**.
23. Close the Registry Editor utility.
24. Select **Start/Programs/Administrative Tools/Services** to open the Windows Services utility.
25. In the list of services, verify that the **Dictaphone EXV Watchdog** service exists.
26. Right-click **Dictaphone EXV Watchdog**, select **Start**, and verify that the service starts properly.
27. Open the **Event Viewer** application log, and verify that the **Dictaphone EXV Watchdog** service successfully started.

28. In the **Event Viewer** log, verify that the service is now watching the **DocNetRouter** service as shown in the [Figure 6-138](#) display.

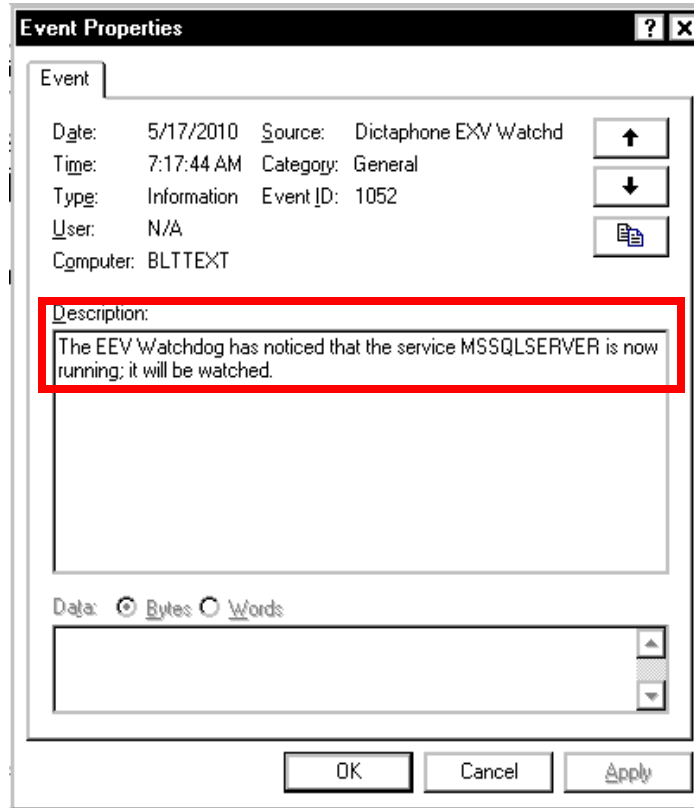


FIGURE 6-138 Event Viewer Display

29. Reboot the server and ensure all services start correctly.
30. Continue with the next procedure, [Update Gateway Server](#).

Update the Gateway Server

To update the Gateway server, follow the procedure [Update Gateway Server](#), beginning on [page 5-179](#) of the manual.

When complete, continue with the procedure [Upgrading EXText Client Workstation to 8.1](#).

Upgrading EXText Client Workstation to 8.1



Before commencing an upgrade, it is critically important that you have carefully reviewed the several possible variations of the EXText Client Workstation (both software and hardware) that are shown in [Figure 3-7](#) and [Figure 3-8](#) of the [Hardware and Software](#) section.

Word 2007 Installation



Word 2003 is also compatible with Version 8.0 of EXText. If you need to upgrade Word to 2003 as a part of this installation, the procedures to follow can be found in the EXText Installation section of Service Manual 889560.

*If using Word 2007, Word 2007 **Professional** or Word 2007 **Standard** are the **ONLY** versions that can be installed on the EXText Client Workstation.*



*The Microsoft Office Live Workspace add-in, and all Office Live Updates, are **NOT** supported in EXText.*

Remove Any Existing Version of Word

All Version 8+ EXText installations require the installation of **Word 2003/2007 BEFORE** commencing the installation of the EXText software. If an older version of Microsoft Word is currently on the EXText Client workstation, it **MUST BE UNINSTALLED** prior to the installation of Microsoft Word 2007. (See note above if you are installing Word 2003)

The procedure for uninstalling any previous version of Word is as follows:

1. Select **Start | Settings | Control Panel**, and then, double-click the **Add/Remove Programs** applet.

The dialog shown in [Figure 6-139](#) will be displayed.

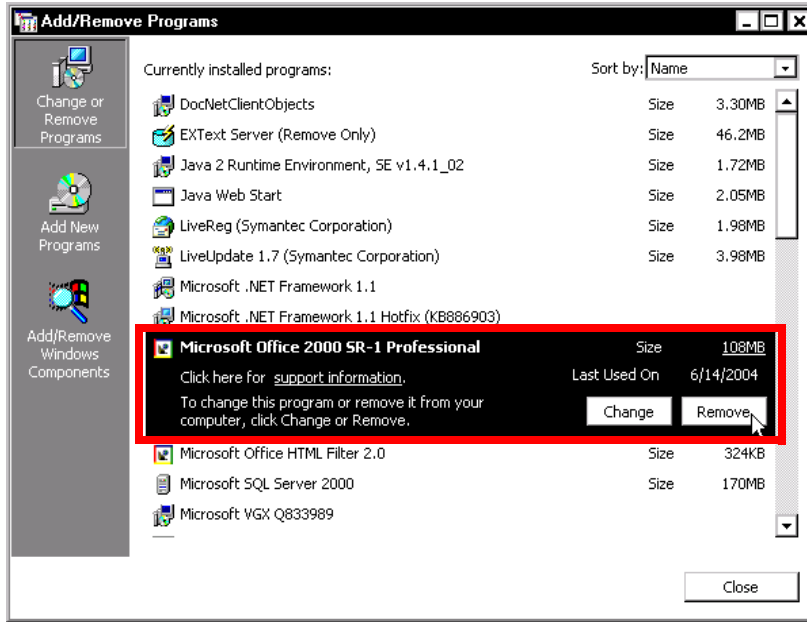


FIGURE 6-139 Add/Remove Programs Dialog

2. Select the appropriate application (Microsoft Office or Word) and click **Remove**.



These steps you take may vary somewhat depending of which version of Microsoft Word that is installed on the EXText Client workstation.

The dialog shown in [Figure 6-140](#) will be displayed.

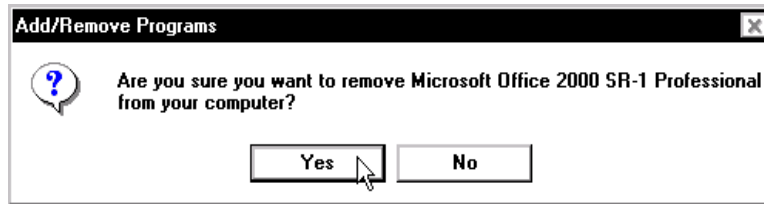


FIGURE 6-140 Add/Remove Confirm Removal Dialog

3. Click **Yes**.
4. The removal will then be accomplished, Upon completion, close all windows and reboot the server.
5. When the server reboots, log in with an administrative user, and continue with the next procedure, [Install Word 2007](#).

Install Word 2007

1. Insert the **Word 2007 CD** into the CD-ROM drive on the EXText server.
2. If the CD does not autostart, run **setup.exe** from the root of the CD.

3. The dialog shown in [Figure 6-141](#) will be displayed.

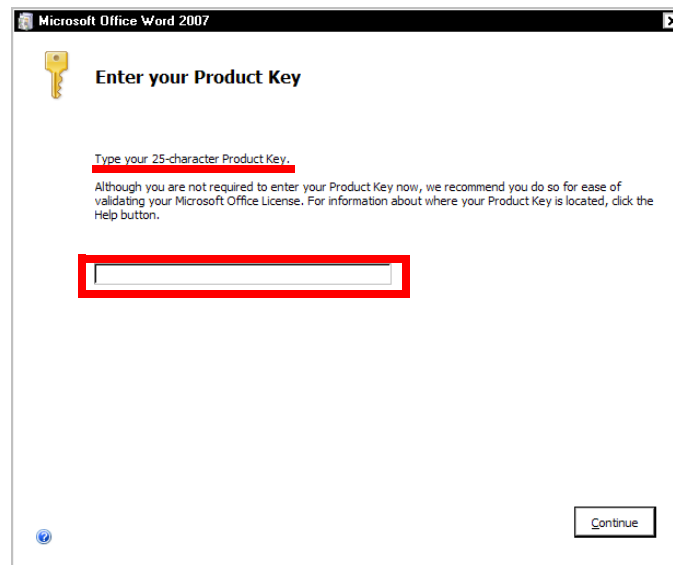


FIGURE 6-141 Product Key Dialog

4. Enter the product key, which is normally found on the product case.
5. Click **Next**, and the dialog shown in [Figure 6-142](#) will be displayed.

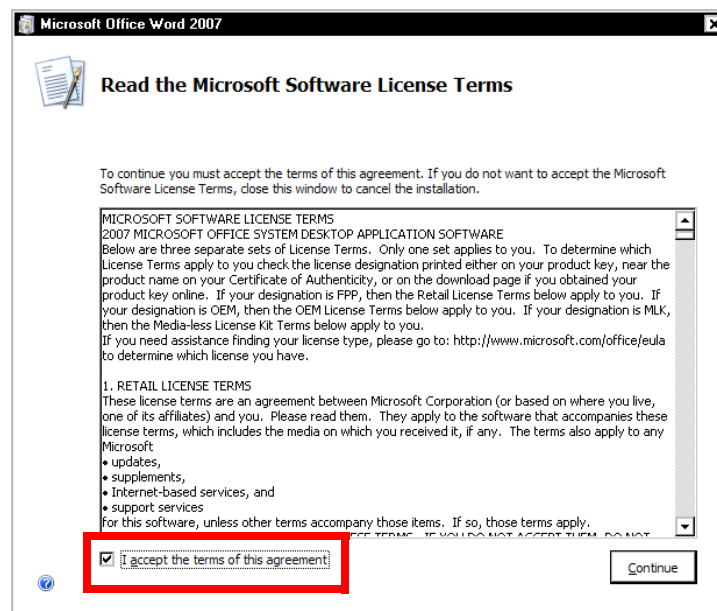


FIGURE 6-142 License Agreement Dialog

6. Place a check in the **I accept the terms.....** check box, and then, click **Continue**.
The dialog shown in [Figure 6-143](#) will be displayed.

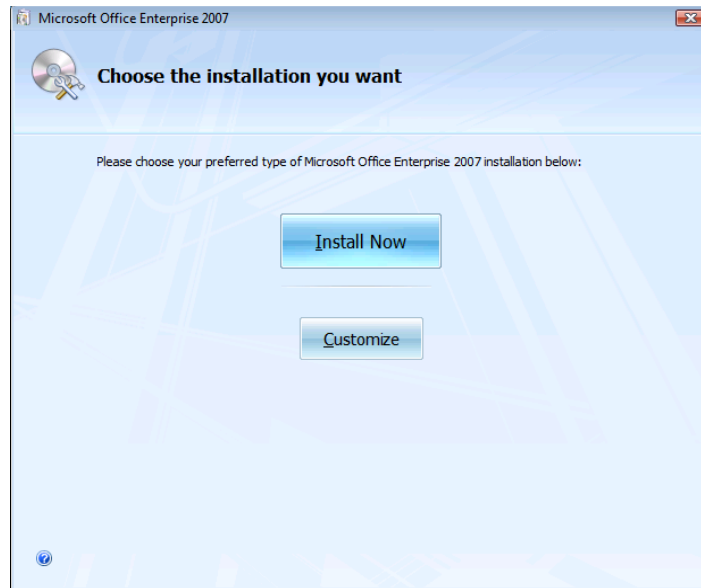


FIGURE 6-143 Choose Installation Dialog



IMPORTANT

You must perform a Custom installation. If you perform a Typical installation, certain options will be installed that conflict with the EXText software and errors will occur.

7. Select the **Customize** option.

If you are installing Microsoft Word 2007 from a Microsoft Office 2007 CD, uncheck the other Office programs (e.g., MS Excel, MS PowerPoint) so that they do not install.

The dialog shown in [Figure 6-144](#) will be displayed.

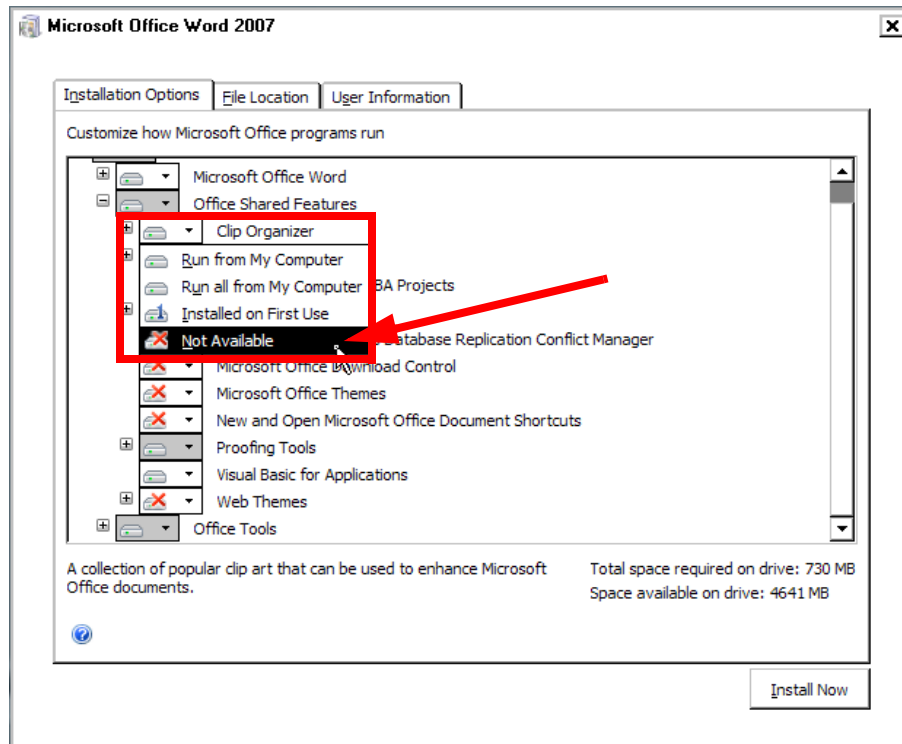


FIGURE 6-144 Microsoft Office Word Shared Features Configuration

8. Expand the **Office Shared Features** selection and configure as follows:
 - a. For each of the following features, select the list box for that feature and click **Not Available**, as shown in [Figure 6-144](#).
 - ◆ Clip Organizer
 - ◆ Digital Certificate for VBA Projects
 - ◆ International Support
 - ◆ Microsoft Office Access Database Replication Conflict Manager
 - ◆ Microsoft Office Download Control
 - ◆ Microsoft Office Themes
 - ◆ New and Open Microsoft Office Documents Shortcuts
 - ◆ Web Themes
 - b. For each of the following features, select the list box for that feature and click **Run all from My Computer**, as shown in [Figure 6-144](#).
 - ◆ Converters and Filters
 - ◆ Proofing Tools
 - ◆ Visual Basic for Applications
9. Next, expand the **Office Tools** selection and [Figure 6-145](#) will be displayed.

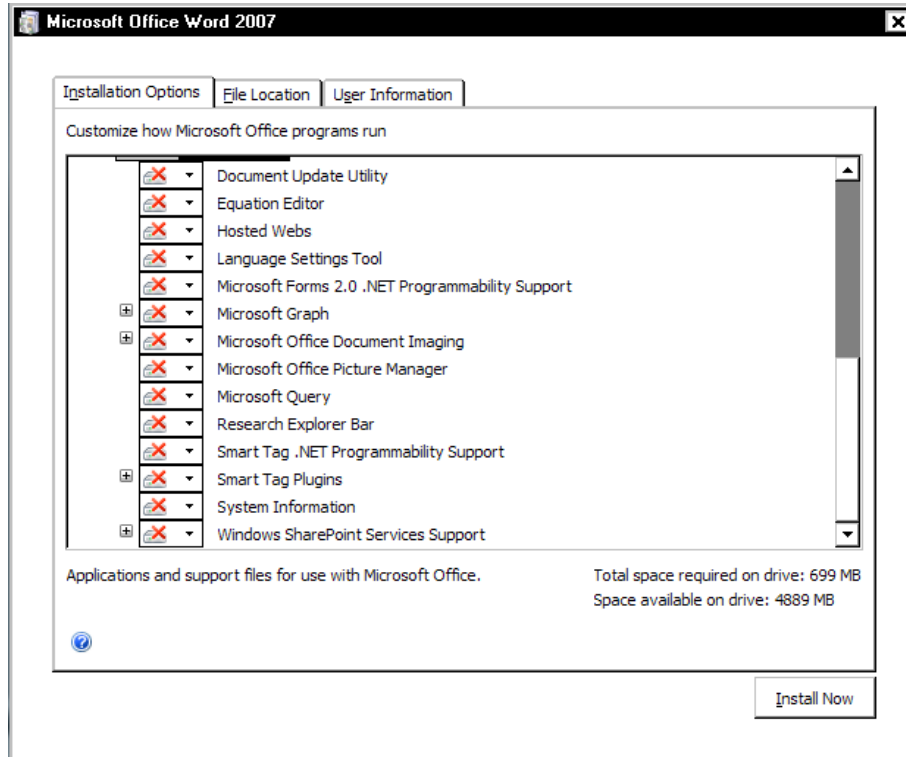


FIGURE 6-145 Microsoft Office Word Office Tools Configuration

10. For **ALL** of the features under **Office Tools**, select the list box for each feature and click **Not Available**.

Once you have completed this configuration, the result for the **Office Tools** section should be as shown in [Figure 6-145](#).

11. Click **Install Now** and [Figure 6-146](#) will be shown as the installation progresses.

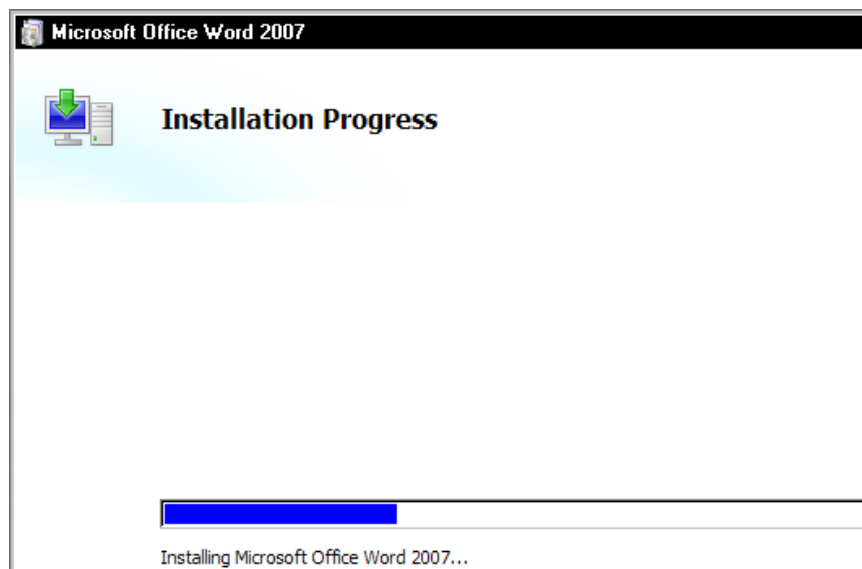


FIGURE 6-146 Microsoft Word Installation Progress Display

When the installation is complete [Figure 6-147](#) will be displayed.

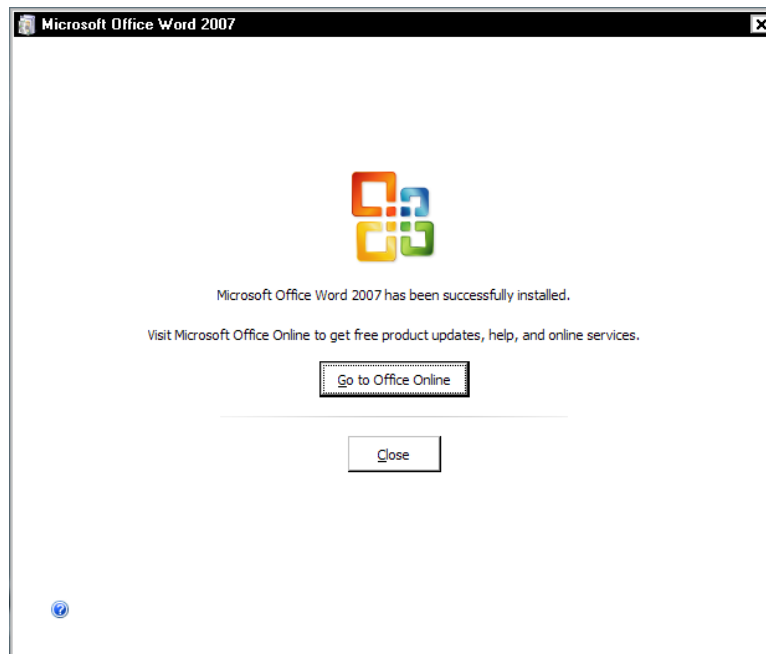


FIGURE 6-147 Microsoft Word Install Complete Dialog

12. Click **Close** and continue with the procedure [Configure Microsoft Word 2007](#).

Configure Microsoft Word 2007

You must make some final changes to Microsoft Word 2007 within the application to allow proper function and compatibility with EXText software. Use the following steps to perform the final configuration for the Microsoft Word 2007 application on the EXText Client workstation.

1. Start **Microsoft Word 2007** and the dialog shown in [Figure 6-148](#) will be displayed.

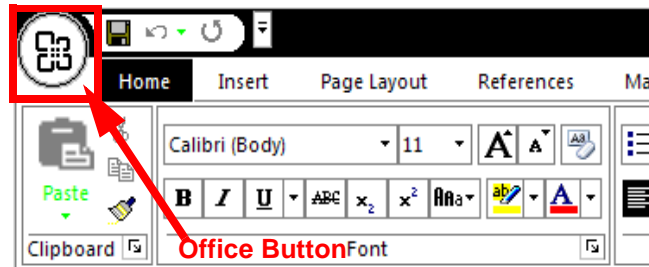


FIGURE 6-148 Word 2007 Default Menu Display

2. Click the **Office Button**, and then, click the **Word Options** selection.
3. The dialog shown in [Figure 6-149](#) will be displayed.

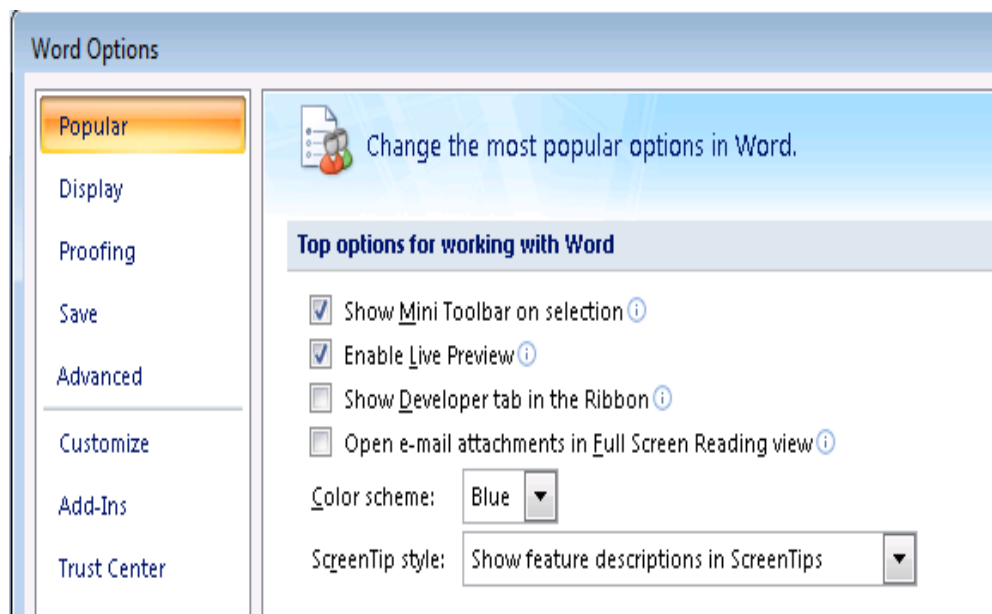


FIGURE 6-149 Word Options *Popular* Dialog

4. Configure [Figure 6-149](#) as shown above. Take note that you may have to remove a check from the **Always use ClearType** check box, which is not shown here, and when you do this, [Figure 6-150](#) will display. Should this occur, simply click **OK** and continue.

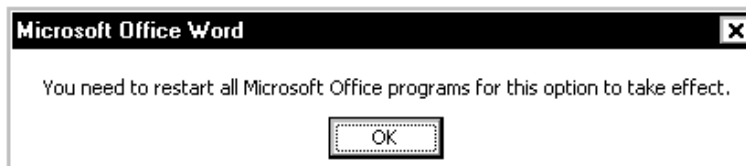


FIGURE 6-150 Microsoft Word Restart Dialog

- Once **Popular** options are configured as shown in [Figure 6-149](#), click the **Display** options and [Figure 6-151](#) will be displayed.

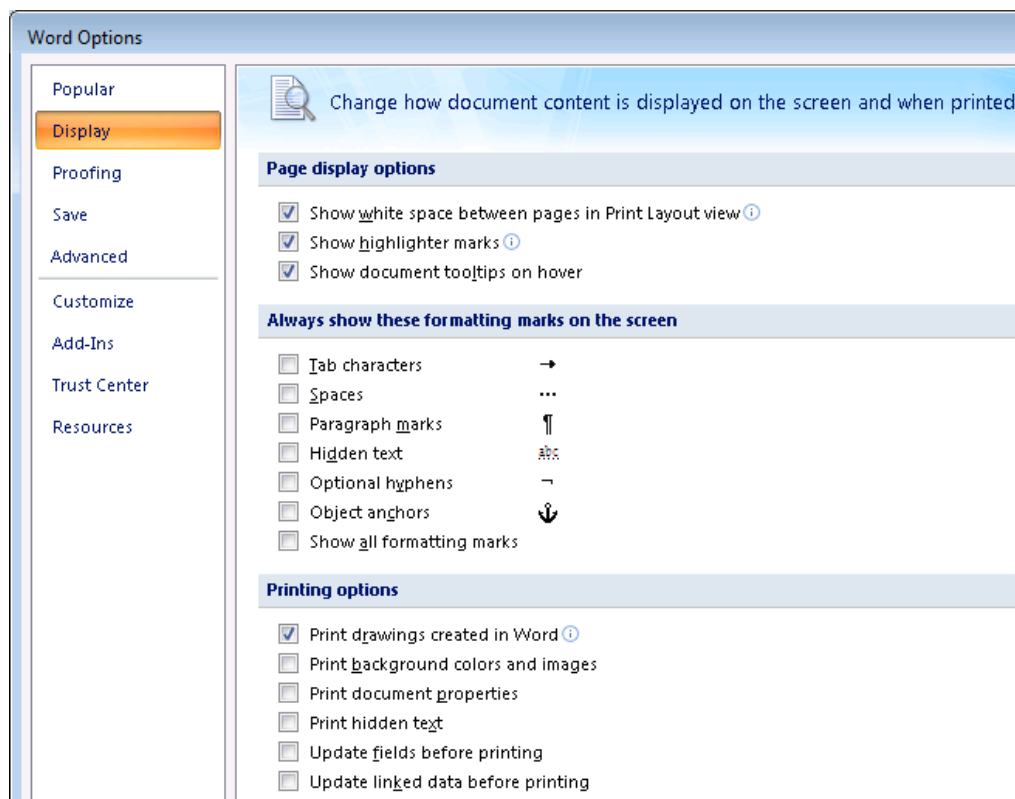


FIGURE 6-151 Word Options *Display* Dialog

- Configure the **Display** options as shown in [Figure 6-151](#) and when completed, click the **Proofing** options. [Figure 6-152](#) will be displayed.

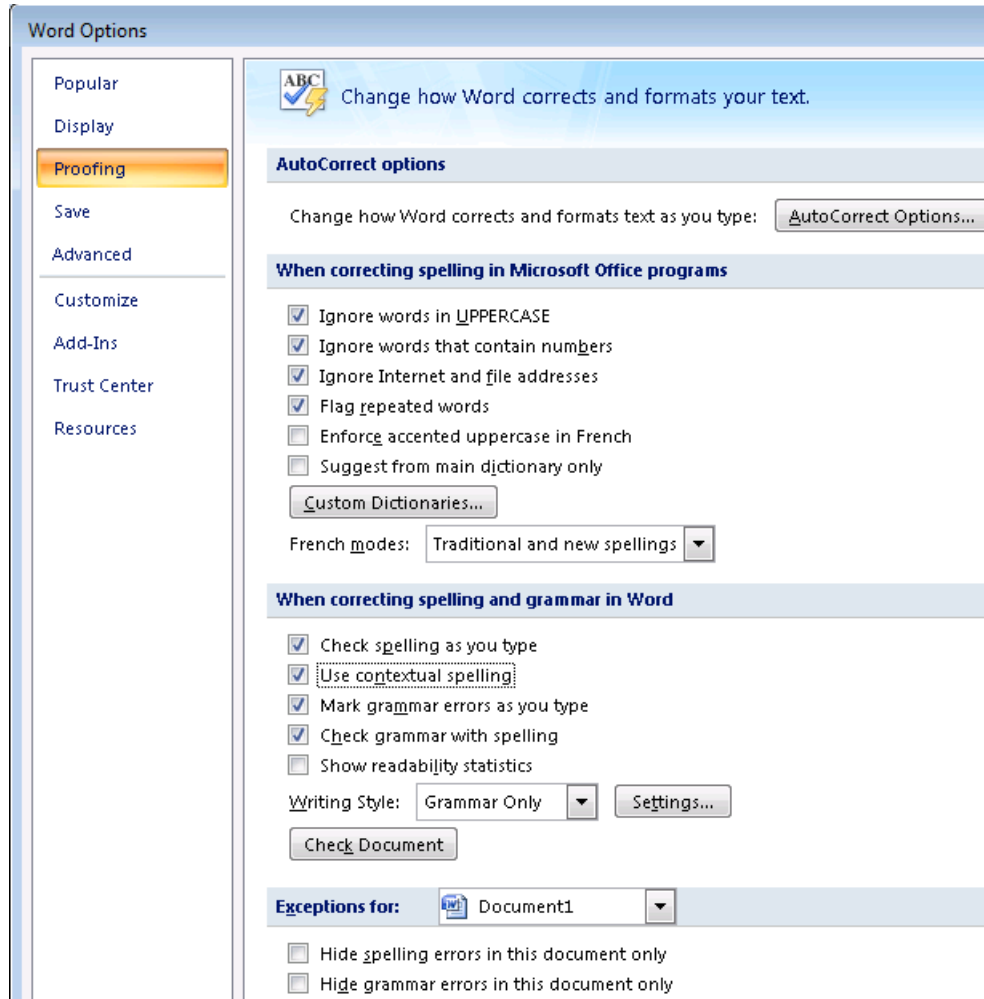


FIGURE 6-152 Word Options Proofing Dialog

7. Configure the **Proofing** options as shown in [Figure 6-152](#) and when completed, click the **Save** options.

[Figure 6-153](#) will be displayed.

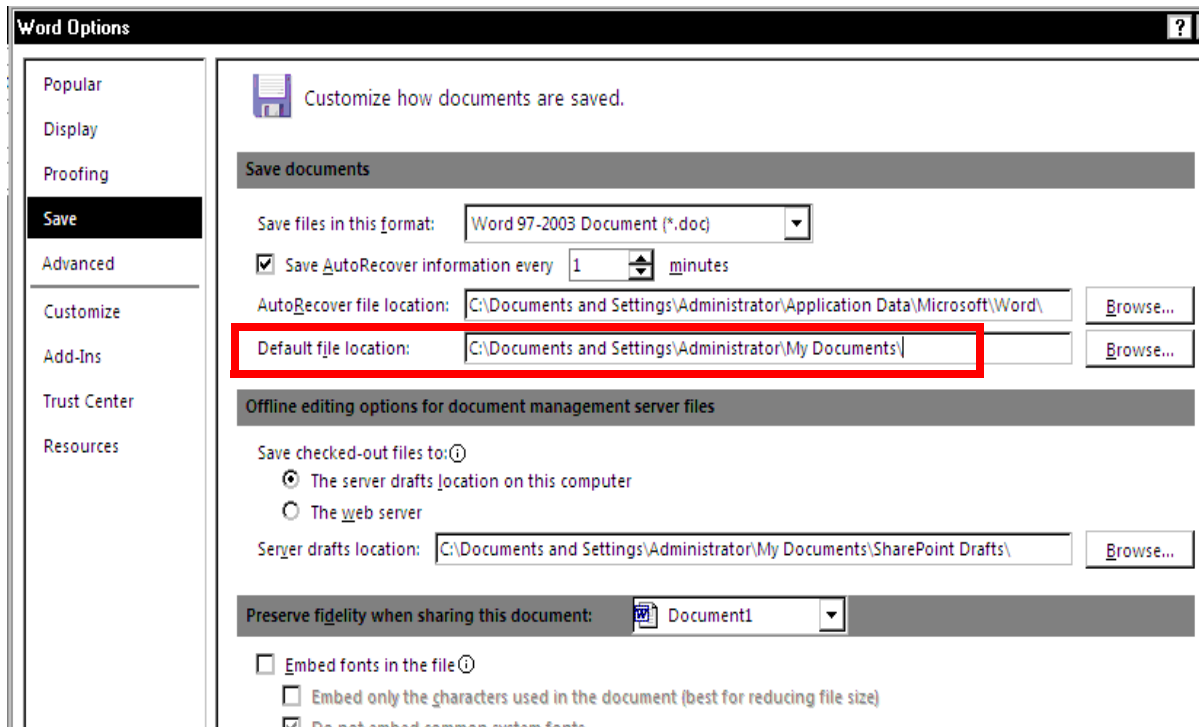


FIGURE 6-153 Word Options Save Dialog

- Configure the **Save** options as shown in [Figure 6-153](#) and when completed, click the **Advanced** options.

[Figure 6-154](#) will be displayed.

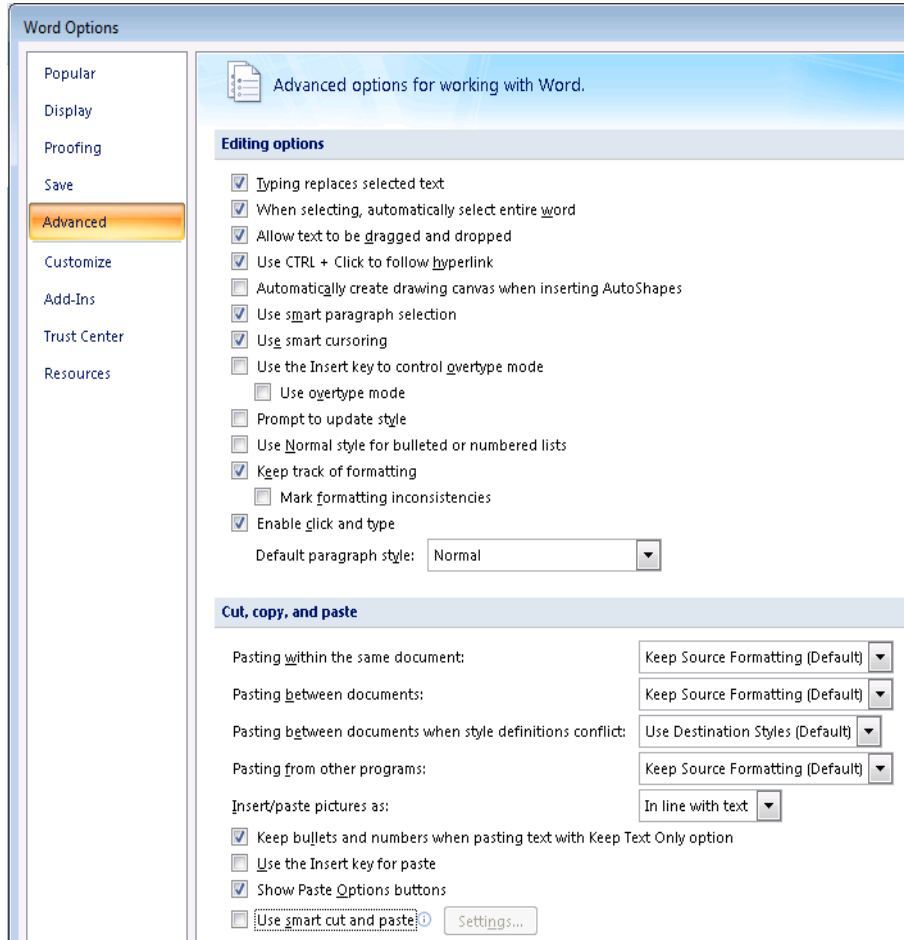


FIGURE 6-154 Word Options Advanced #1 Dialog

9. Configure the **Advanced** options (#1) as shown in [Figure 6-154](#) and when completed, scroll down to display the **Advanced** options (#2) dialog.

[Figure 6-155](#) will be displayed.

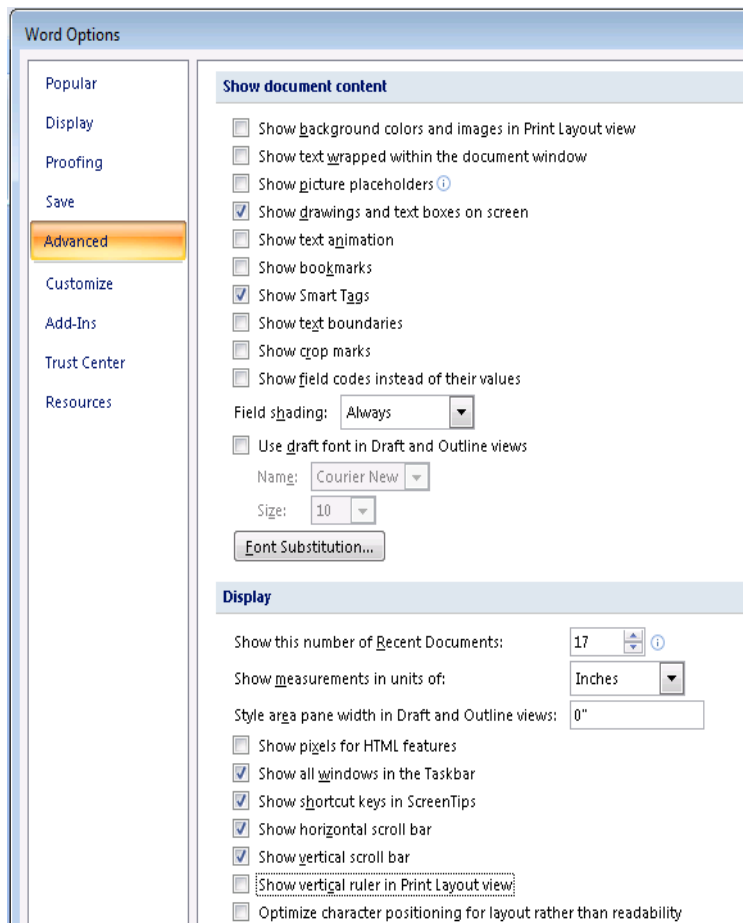


FIGURE 6-155 Word Options Advanced #2 Dialog

- Configure the **Advanced** options (#2) as shown in [Figure 6-155](#) and when completed, scroll down to display the **Advanced** options (#3) dialog.

[Figure 6-156](#) will be displayed.

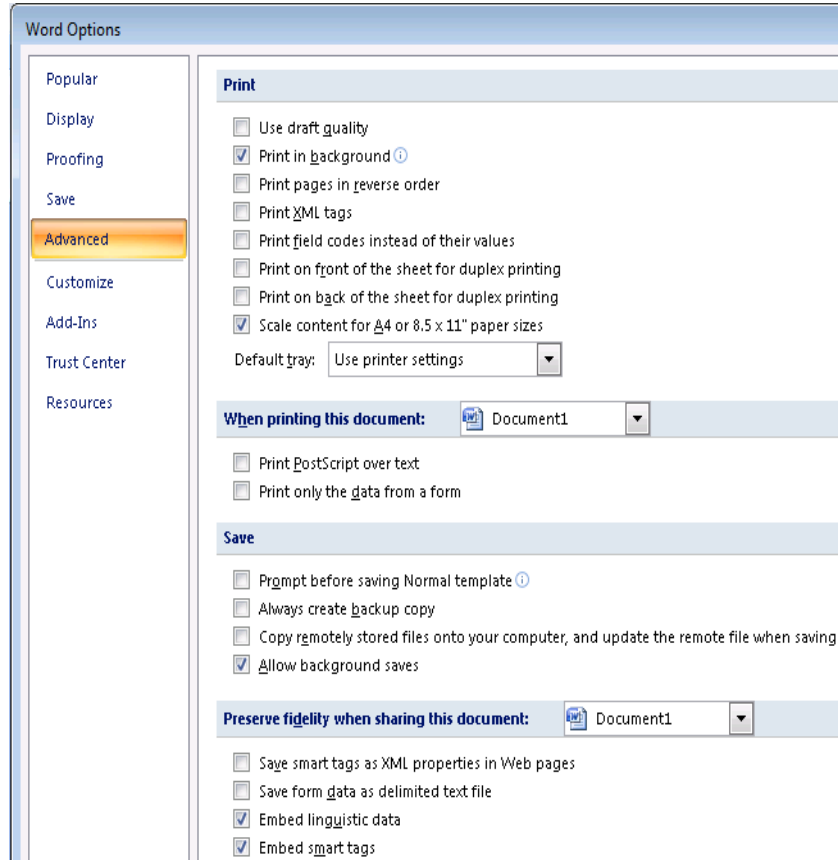


FIGURE 6-156 Word Options Advanced #3 Dialog

11. Configure the **Advanced** options (#3) as shown in [Figure 6-156](#) and when completed, scroll down to display the **Advanced** options (#4) dialog. [Figure 6-157](#) will be displayed.

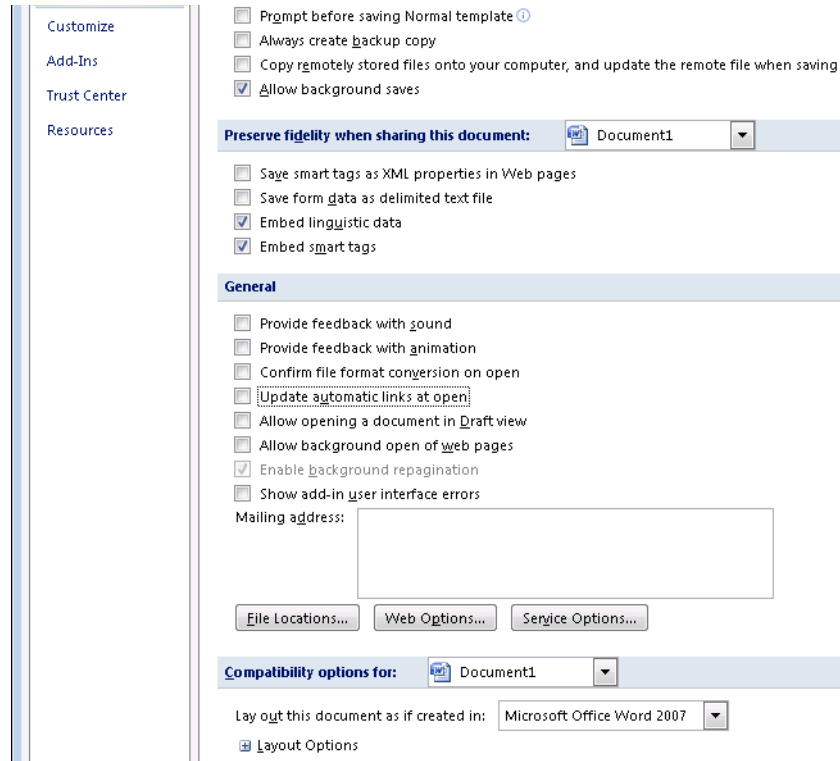


FIGURE 6-157 Word Options Advanced #4 Dialog

12. Configure the **Advanced** options (#4) as shown in [Figure 6-157](#) and when completed, click the **Trust Center** options.

[Figure 6-158](#) will be displayed.

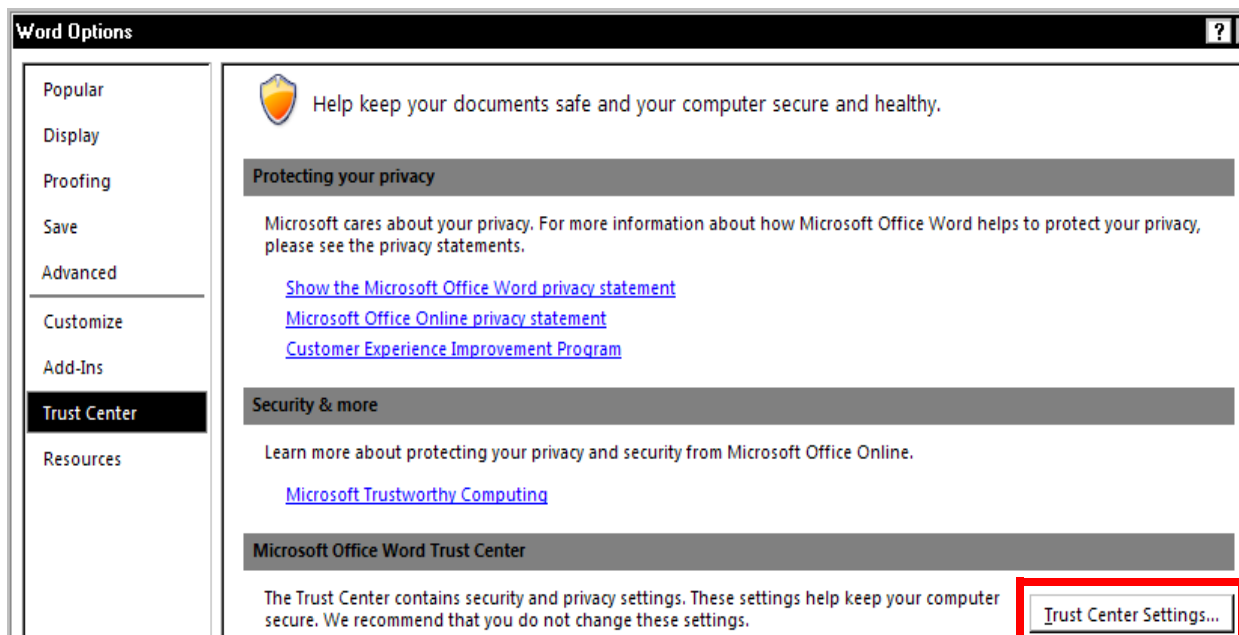


FIGURE 6-158 Word Options Trust Center Main Display

- Click the **Trust Center Settings...** button, and [Figure 6-159](#) will be displayed.

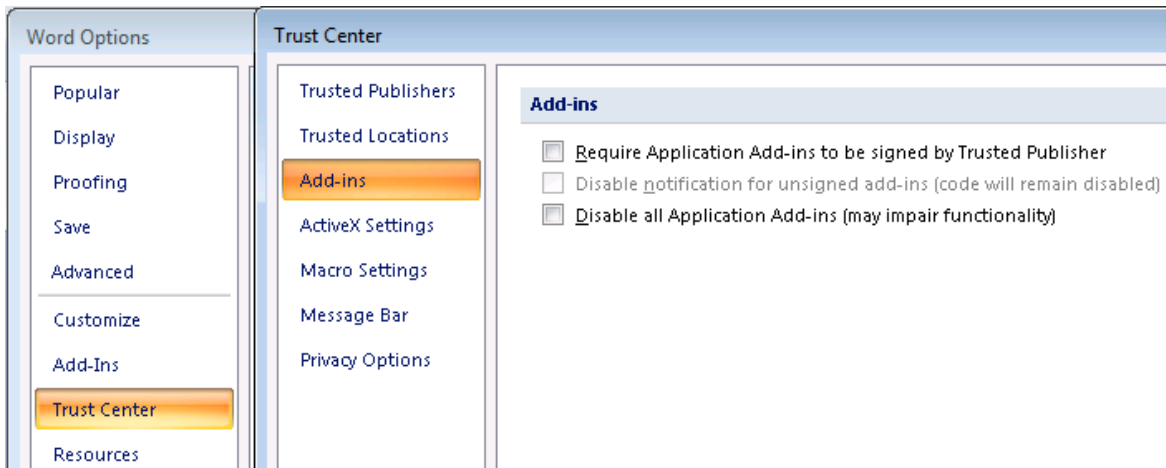


FIGURE 6-159 Trust Center Add-ins Word Options

- Click **Add-ins** and ensure that all check boxes for **Add-ins** options are unchecked, as shown in [Figure 6-159](#).
- Click **ActiveX Settings** and the dialog shown in [Figure 6-160](#) will be displayed.

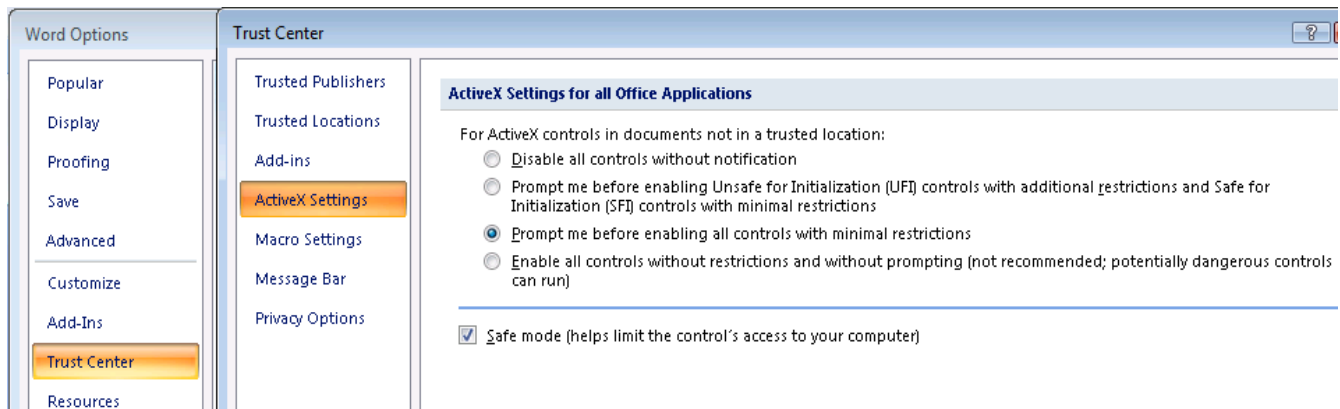


FIGURE 6-160 Trust Center ActiveX Settings Word Options

- Ensure that all check boxes for **ActiveX Settings** options are configured as shown in [Figure 6-160](#).
- Click **Macro Settings** and the dialog shown in [Figure 6-161](#) will be displayed.

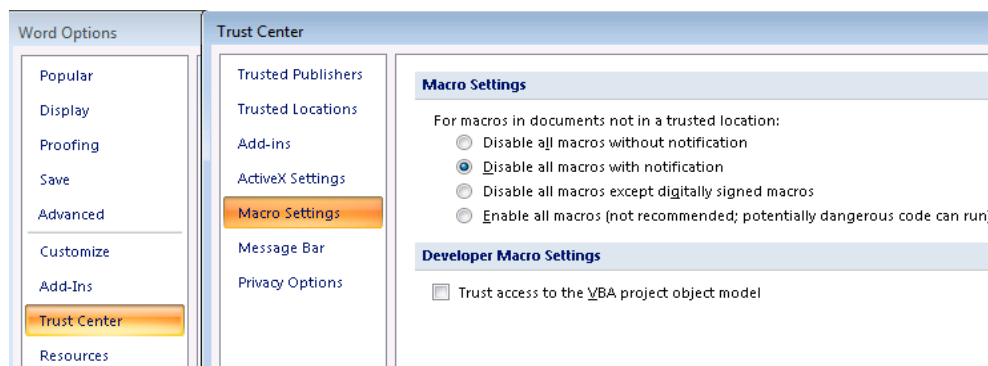


FIGURE 6-161 Trust Center Macro Settings Word Options

18. Ensure that all check boxes for **Macro Settings** options are configured as shown in [Figure 6-161](#).
19. Click **Message Bar** and the dialog shown in [Figure 6-161](#) will be displayed.

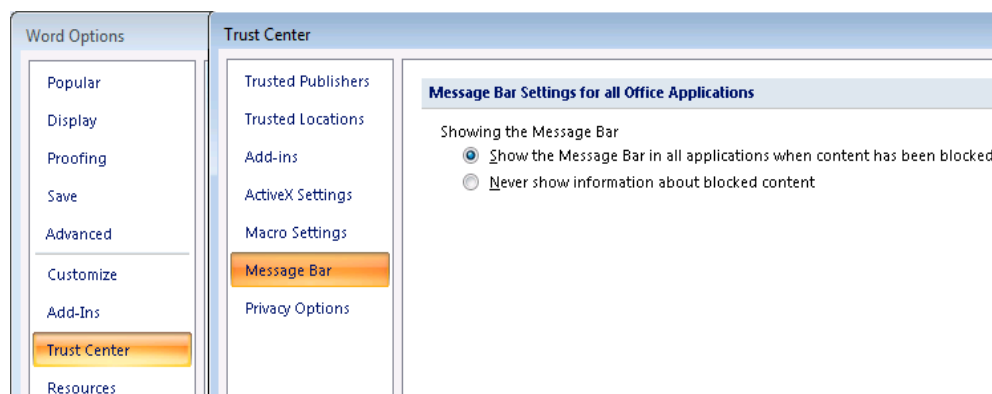


FIGURE 6-162 Trust Center Message Bar Word Options

20. Ensure that all check boxes for **Message Bar** options are configured as shown in [Figure 6-162](#).
21. Click **Privacy Options** and the dialog shown in [Figure 6-163](#) will be displayed.

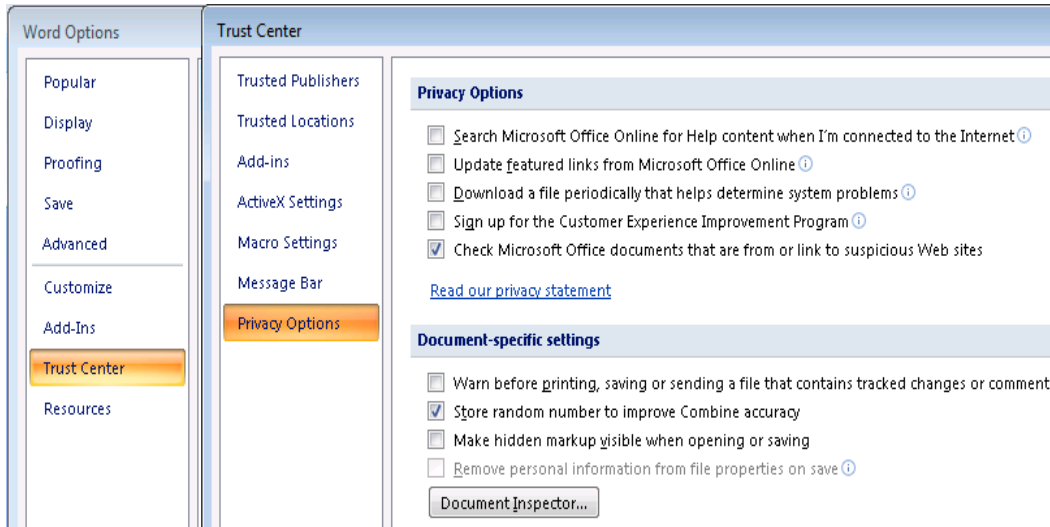


FIGURE 6-163 Trust Center Privacy Options for Word

22. Ensure that all check boxes for **Privacy Options** are configured as shown in [Figure 6-163](#).
23. Click **OK**, and then, click OK again to return to the main Microsoft Word document editing screen.
24. Continue with the procedure [Configure Word 2007 Line and Paragraph Spacing](#).

Configure Word 2007 Line and Paragraph Spacing

When Microsoft released Word 2007 the default line and paragraph spacing was changed from previous versions as shown here:

Spacing option	Word 2007	Word 2003 and earlier versions of Word
After	14 px	0 pt
Line spacing	Multiple	Single
At	1.15	blank

When using Word 2007 to create templates in Enterprise Text, these new default settings cause information in documents to be incorrectly displayed. To preclude this from happening, it is essential that you change the default settings in any Word 2007 environment where Enterprise Text templates are created.

To revert to Word 2003 default line and paragraph spacing, do the following:

1. Ensure that EX Editor and Enterprise Text Explorer are **NOT** running on the machine where you are making these changes.
2. Ensure Word 2007 is still open.
3. With **Home** menu item selected, choose **Change Styles**.
4. Select **Style Set** and click **Word 2003**.

5. Click **Change Styles** once again.
6. Click **Set as Default**.
7. Exit Word 2007.

Enterprise Text templates subsequently created in Word 2007 will now display correctly.

8. Continue with the procedure [Upgrade EXText Software to 8.1](#).

Upgrade EXText Software to 8.1



After upgrading the workstation to Version 8.1 **DO NOT** attempt to run **Start | Programs | EXT Client Applications | Upgrade**. This automatic upgrade feature for all client applications is not compatible with the new client app .msi files and will result in error messages. Each client application will be upgraded as it is run from the workstation.

1. On the EXText Client workstation, open the folder **C:\Docnet\bin** and locate the file **CorrEdUpdater.exe**.
2. If the file exists, **DELETE** CorrEdUpdater.exe. This file has been replaced by **Correction Client 1.0.msi**.
3. Close all open windows and continue with the procedure [Upgrade the Word Client](#)

Upgrade the Word Client



Word Client is **NOT** compatible with any installation which uses Word 2007 or has the VISTA operating system installed.



CAUTION

The Microsoft Office Live Workspace add-in, and all Office Live Updates, are **NOT** supported in EXText.

1. On the **EXText Client Workstation**, open the folder **C:\DocNet\bin** and locate the file **wc32.exe**.
2. Double-click **wc32.exe**, and the dialog shown in [Figure 6-164](#) will be displayed.

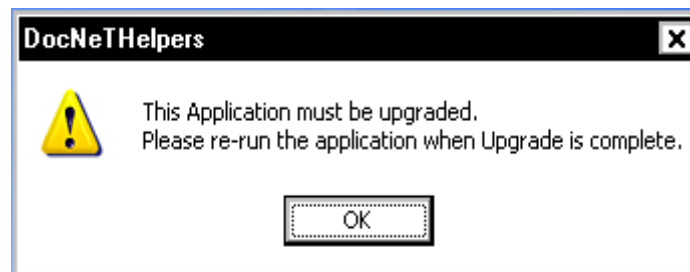


FIGURE 6-164 DocNetHelpers Dialog

3. Note the instructions shown in [Figure 6-164](#) regarding the re-run of Word Client after upgrade, and then, click **OK**.

The dialog shown in [Figure 6-165](#) will be displayed during the upgrade.

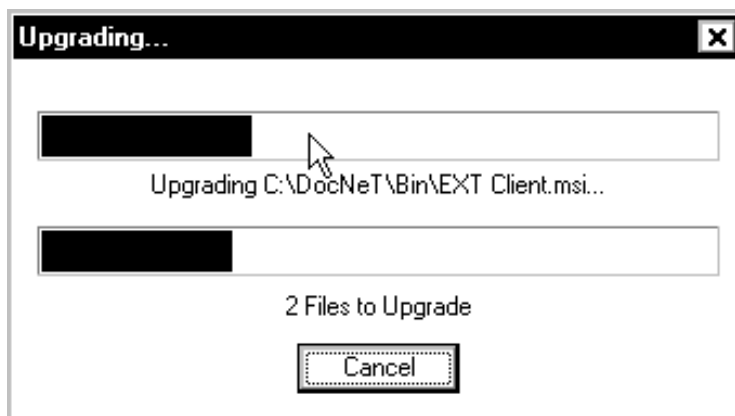


FIGURE 6-165 Word Client Upgrading Dialog

Following the upgrade of 1 or 2 files, the dialogs will disappear, signifying completion of the upgrade.

4. Once again, double-click **wc32.exe** and the dialog shown in [Figure 6-166](#) will be displayed.

The dialog shown in [Figure 6-166](#) will be displayed.

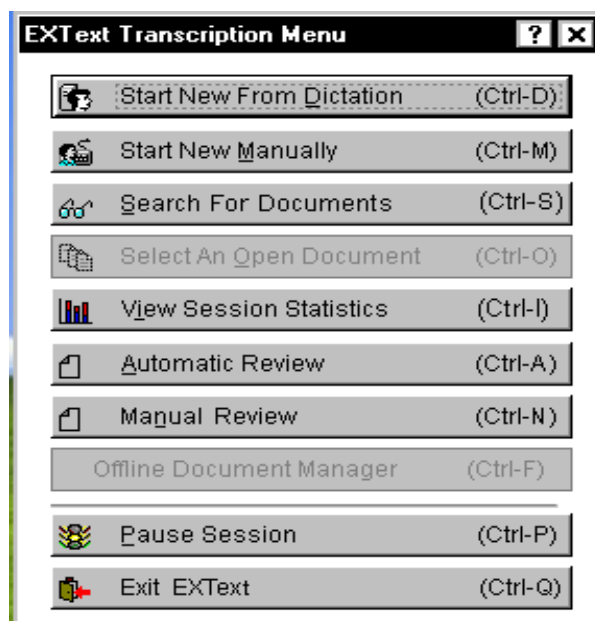


FIGURE 6-166 Word Client Transcription Menu Dialog

5. Click Search for Documents and the dialog shown in [Figure 6-167](#) will be displayed.

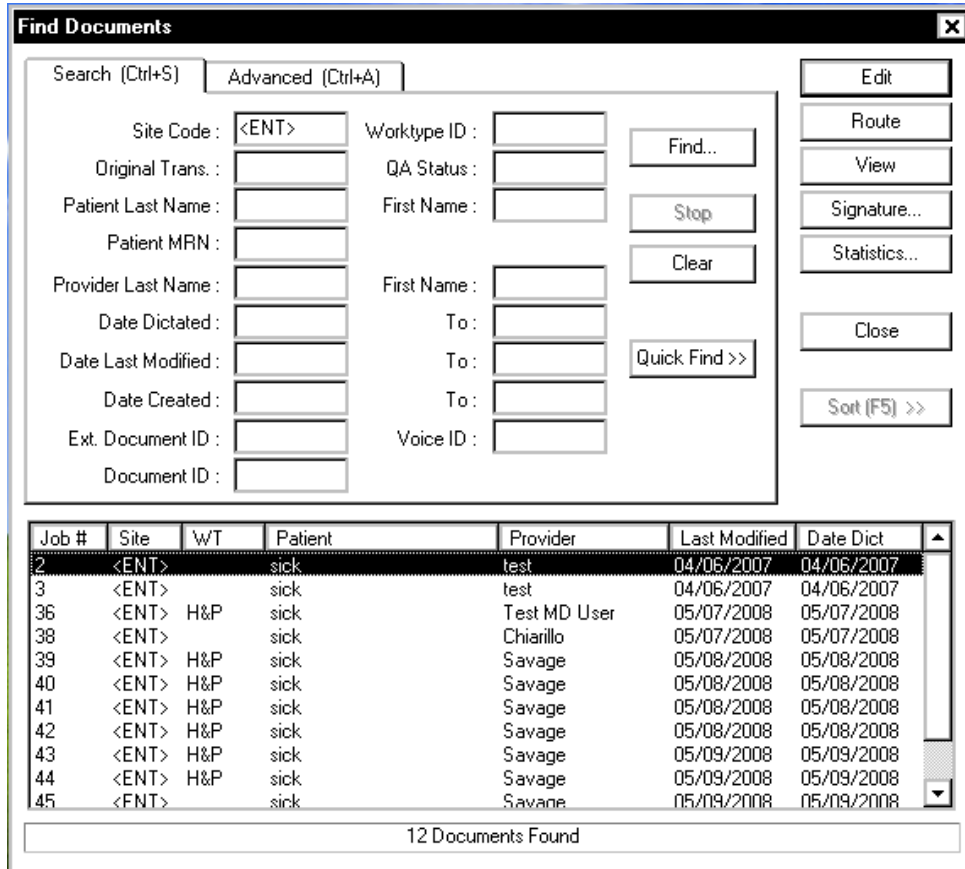


FIGURE 6-167 Find Documents Dialog

6. Enter a **Site Code** and then, click **Find**.

The lower pane of the [Figure 6-167](#) dialog should be filled with data, similar to the example you see here, signifying EXText database connectivity.

7. Click **Close** and exit the text editor, and the dialog shown in [Figure 6-168](#) will be displayed.

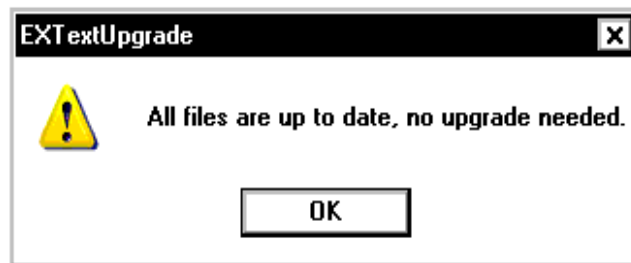


FIGURE 6-168 EXText Upgrade Complete Dialog

Upgrading EX Editor to 8.1.0.5

The Microsoft Office Live Workspace add-in, and all Office Live Updates, are NOT supported in EXText.



ONLY use this procedure to upgrade EX Editor on a Version 8.1.156.xx system. If you are upgrading EX Editor on a Version 8.0.156.xx system, go to the procedure [Upgrading EX Editor to 8.0.1.3 on an EXText 8.0 System](#) on [page 8-10](#), in the [Servicing](#) section of this manual.

Verify .NET Framework Version



This procedure was accomplished on an XP client workstation. You will notice minor differences in the procedure if the Vista operating system is installed.

.NET Framework Version 3.5 and Family Update files are required on each client workstation to ensure correct operation of the EX Editor software.

To verify correct **.NET Framework** software installation, do the following:

1. On the client workstation, open the **Control Panel** and select **Add/Remove Programs**.
2. Ensure that the **Show Updates** option check box is checked.
3. Scroll down until you get to the **.NET Framework** area, and if the correct software and family updates are installed you will see a display very similar to that shown in [Figure 6-169](#), and you will note **each** of the **three highlighted KB articles**.

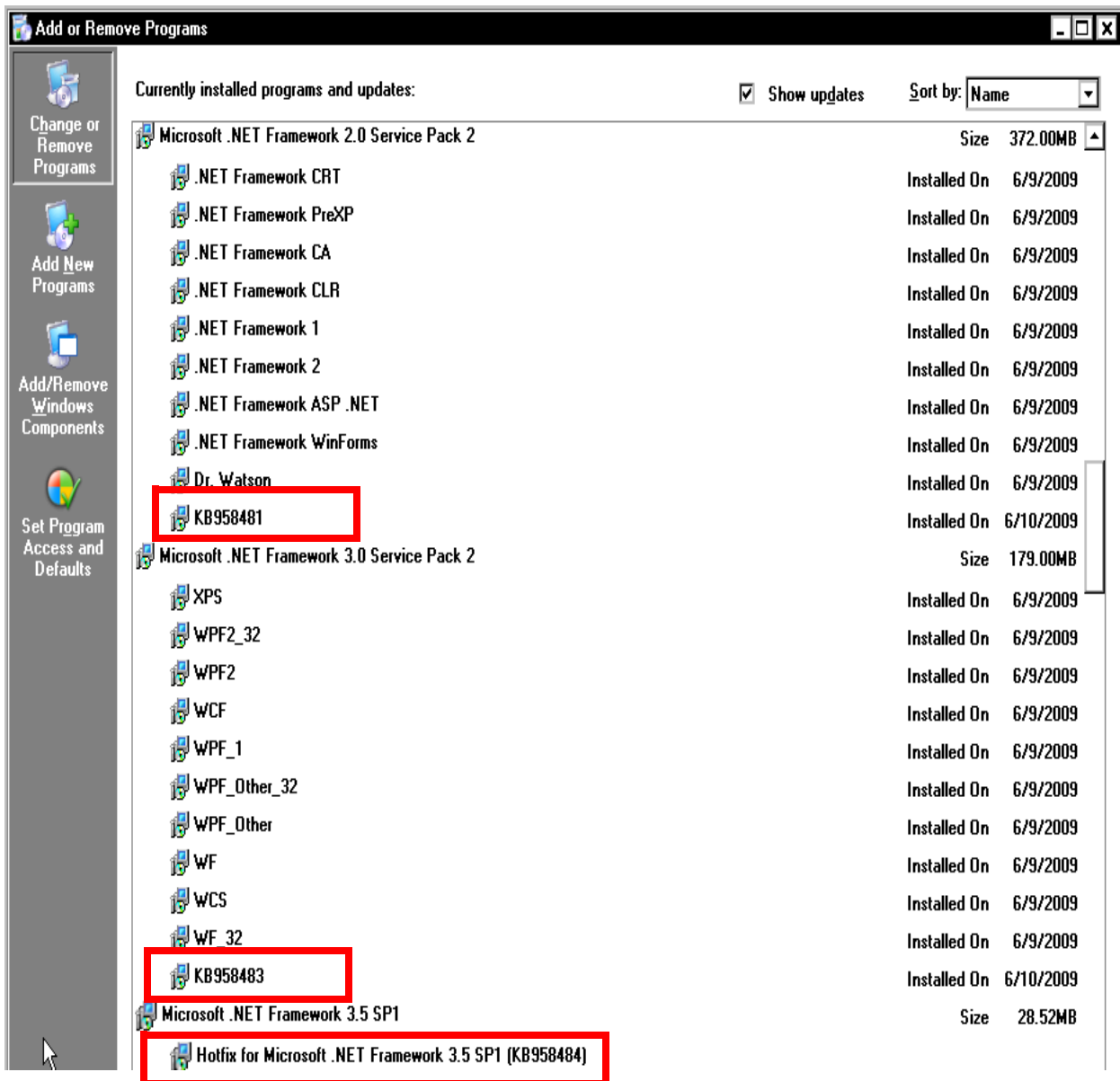


FIGURE 6-169 .NET Framework 3.5 SP1 with Family Updates Installed

4. Should you **NOT** see **ALL** three highlighted KB Articles installed, you must update NET Framework before continuing, or EX Editor **WILL NOT** work correctly.
5. To install these KB Article updates continue with the procedure [Download and Install .NET Framework Family Update Files](#).
6. If you find that all three KB Articles have been installed, continue with the procedure [Install EX Editor Software Upgrade](#), beginning on [page 6-151](#).

Download and Install .NET Framework Family Update Files

1. Open **Internet Explorer** and click [Updates \(XP\)](#) or [Vista .NET Updates \(Vista\)](#) to open the location for NET. Framework 3.5 SP1 family update files.



IMPORTANT

There have been some reports that when applying the Family Updates in a VISTA environment, with .NET Framework 2.0 and 3.0 not listed in Add/Remove programs, that an error may occur. Should this happen to you, ignore the error and continue to follow install/upgrade procedures.

2. Scroll down the page to the **Files in This Download** area, where you will see the information shown in [Figure 6-170](#) displayed.

Files in This Download

The links in this section correspond to separate files available in this download. Download the files most appropriate for you.

File Name:	File Size	
NDP20SP2-KB958481-x86.exe	8.6 MB	Download
NDP30SP2-KB958483-x86.exe	6.9 MB	Download
NDP35SP1-KB958484-x86.exe	1.4 MB	Download

FIGURE 6-170 .NET Framework Family Update Files

3. Locate the file **NDP20SP2-KB958481-x86.exe** and click the **Download** button to display the [Figure 6-171](#) dialog.

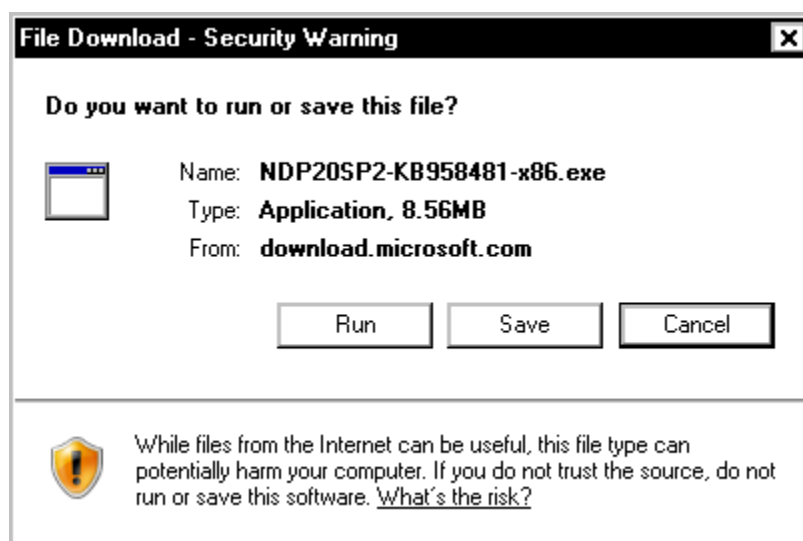


FIGURE 6-171 File Download -Security Warning Dialog

- Click **Run** and shortly, [Figure 6-172](#) will be displayed.

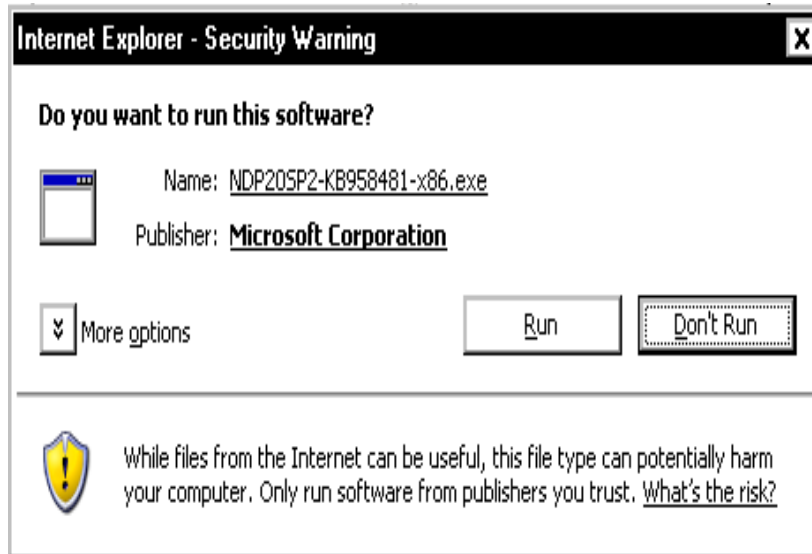


FIGURE 6-172 File Download -Security Warning Dialog #2

- Click **Run** and [Figure 6-173](#) will be displayed.

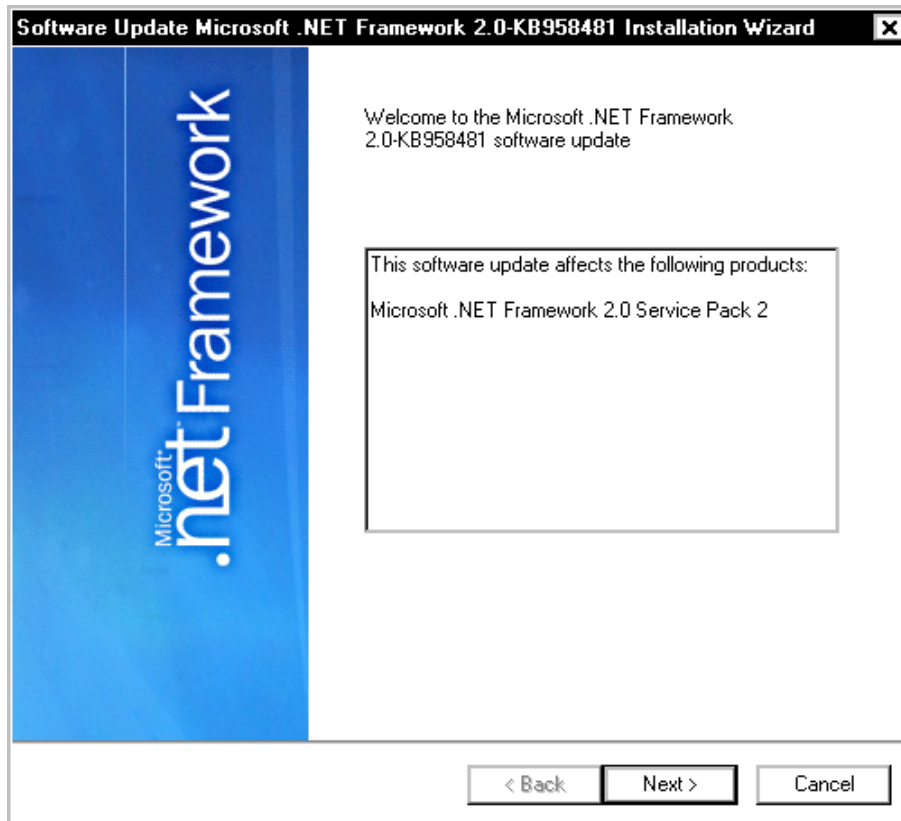


FIGURE 6-173 .NET Framework 2.0 SP2 Welcome Dialog

- Click **Next** and [Figure 6-174](#) is displayed.

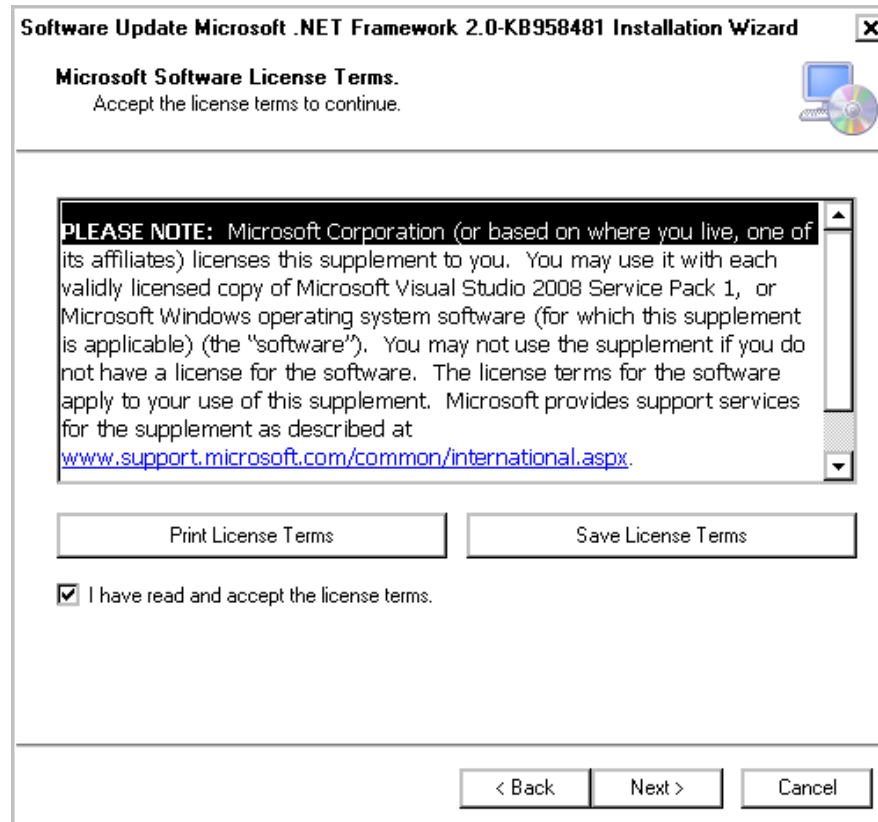


FIGURE 6-174 Licensing Dialog

7. Place a check in the **I have read and.....** check box, and then, click **Next**.

[Figure 6-175](#) will be displayed as the update is installed.

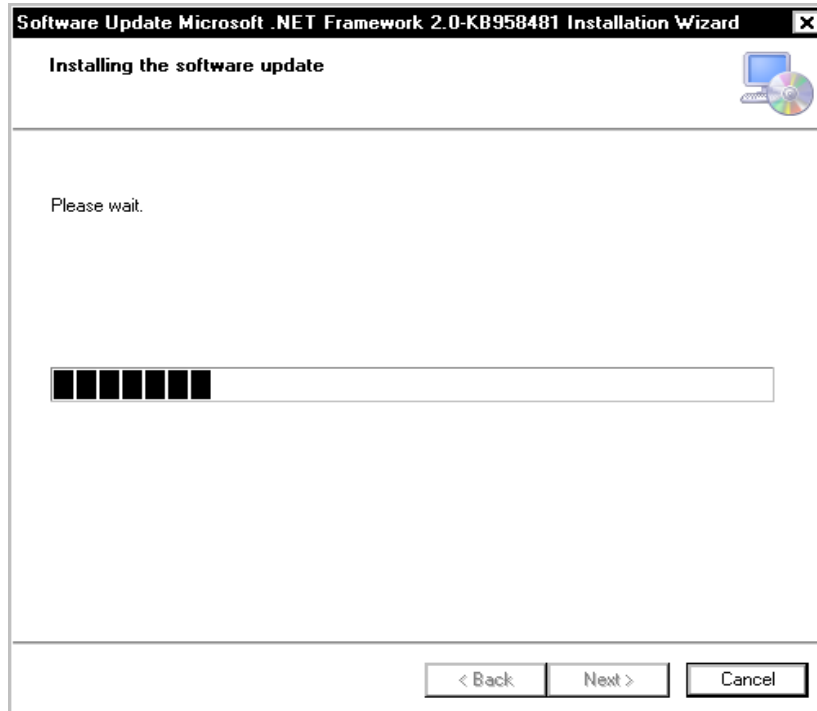


FIGURE 6-175 Installing Update Dialog

8. A short time later, [Figure 6-176](#) will be displayed.

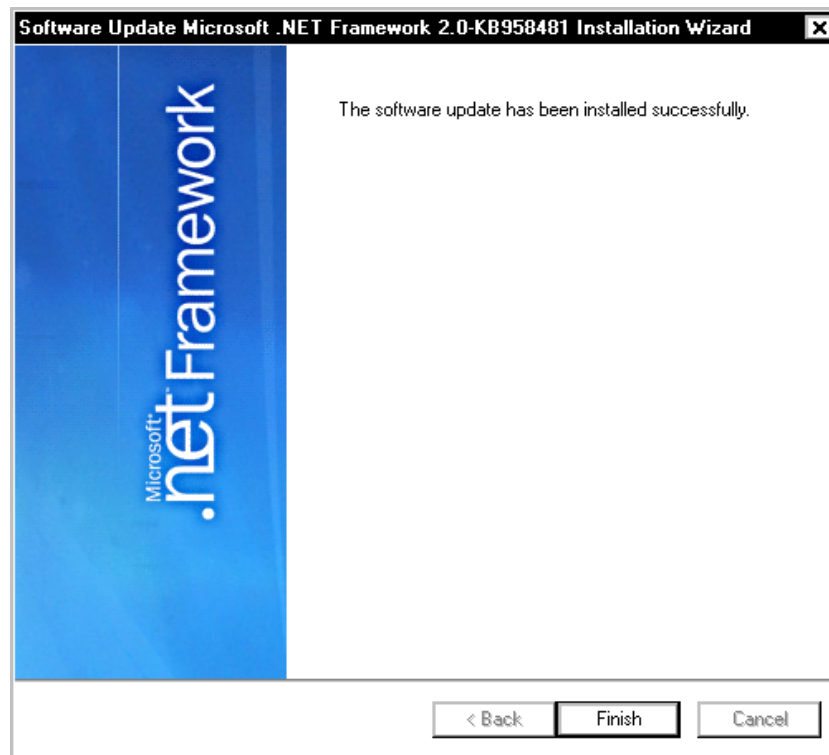


FIGURE 6-176 Installation Complete Dialog

9. Click **Finish** and you are returned to the Internet Explorer page displaying the [Figure 6-170](#) dialog.
10. Click the **Download** button for the file **NDP30SP2-KB958483-x86.exe** and repeat **Steps 4 through 9**.
11. Click the **Download** button for the file **NDP35SP1-KB958484-x86.exe** and repeat **Steps 4 through 9**.
12. Once all three family update files are installed, close Internet Explorer and continue with the procedure [Install EX Editor Software Upgrade](#).

Install EX Editor Software Upgrade



IMPORTANT

*Customer environments that are using Enterprise Editor should **use Microsoft® Word 2003 or Word 2007 ONLY**. This applies to all transcription client applications that transcribe on a single Enterprise Speech System. Customers should not use Microsoft® Word 2002 or Word 2000 to avoid potential compatibility issues with documents. Specifically, these versions of Microsoft® Word do not support XML tags. Therefore, transcriptionists that use Microsoft® Word 2000 or 2002 and edit documents created from Enterprise Editor will introduce unwanted XML symbols into documents.*

The current version of EX Editor software is **8.1.0.5**, released on CD, PN **1000183-112**. To update any **currently installed** 8.0 version of EX Editor, do the following:



IMPORTANT

All installations of EXEditor 8.1.0.5 require that Version 81.0.3065 (or greater) of VNServer is installed on the EXVoice server.

1. Place the current EX Editor CD (PN **1000183-112**) in the CD-ROM drive on the EXText server.
2. Copy the following files from the CD to the directory **C:\DocNet\bin** on the EXText server.
 - **EX Editor Auto Upgrade.msi**
 - **EX Editor Site.msi**
 - **EX Editor.msi**



CAUTION

Double-check to ensure that the correct files are copied into C:\Docnet\bin on the EXText server. Go to that location, right-click on each of the above listed .msi files, and under the Summary tab, verify that each file has a version of 8.1.0.5.

3. No further action is required, as the next time a client workstation logs on to the network, that client will be automatically upgraded to the latest version of EX Editor software.

Following completion of the above procedure, you should complete the procedure [Test EX Editor, page 6-153](#), on at least one workstation to ensure the upgrade takes place and that EX Editor is functioning correctly.

Test EX Editor

1. Select **Start | Programs | EXText Client Applications | Enterprise Express Editor**, and the dialog shown in [Figure 6-177](#) will be displayed.



FIGURE 6-177 EX Editor Logon Dialog

2. Enter a Logon ID/Password of **admin/admin**, click **OK**, and the dialog shown in [Figure 6-178](#) will be displayed. (If this is a new installation the [Figure 6-178](#) will not be seen, and you will instead see [Figure 6-179](#) displayed.)

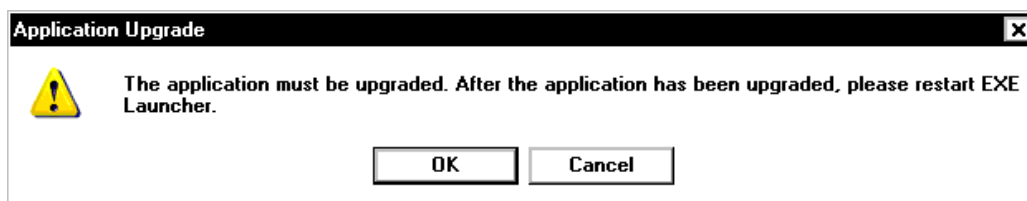


FIGURE 6-178 EX Editor Upgrade Notification Dialog

3. Click **OK**, and the EX Editor application will be upgraded.
4. Once the upgrade is complete, start EX Editor again, and the dialog shown in [Figure 6-179](#) will be displayed.

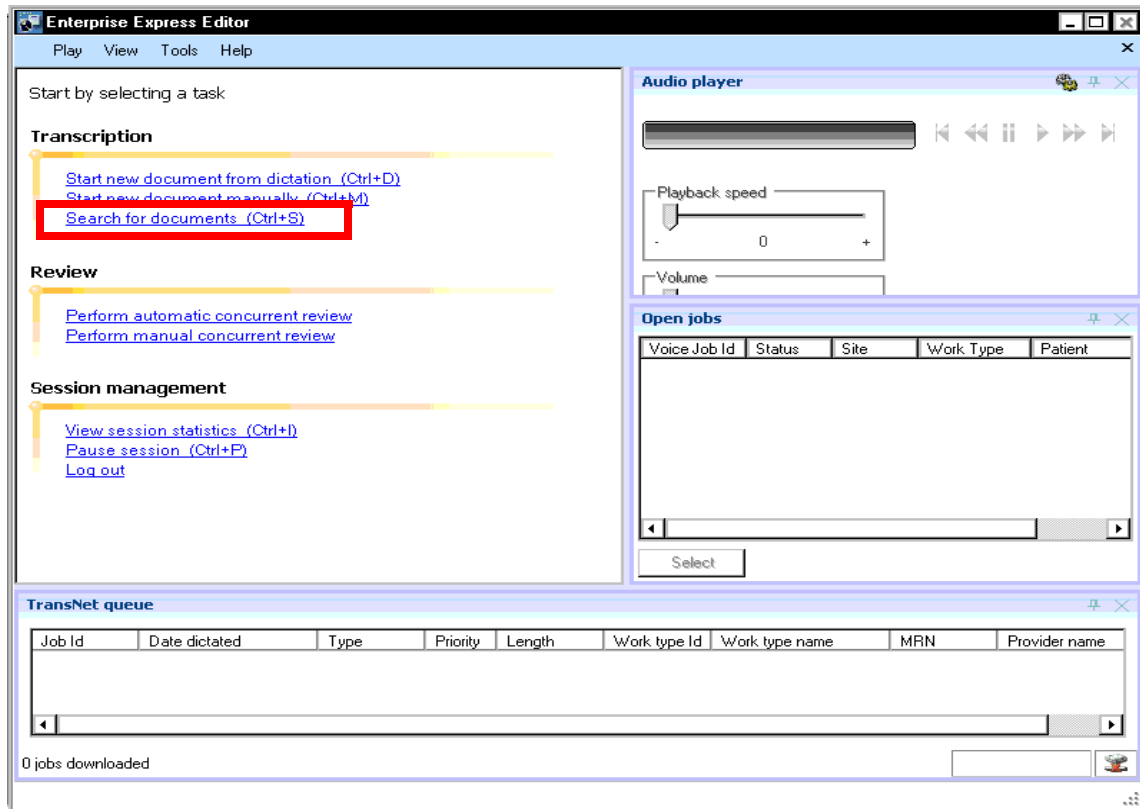


FIGURE 6-179 EX Editor Startup Dialog

5. Click **Search for documents**, and the dialog shown in [Figure 6-180](#) will be displayed.

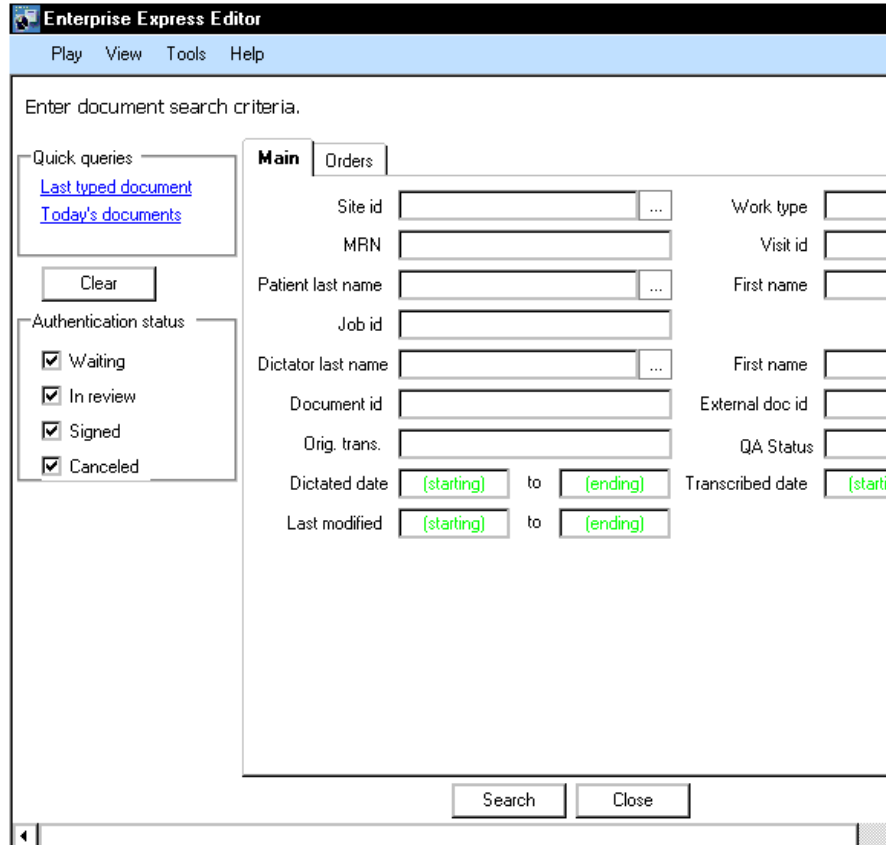


FIGURE 6-180 Search for Documents Dialog #1

6. Accept the defaults and click the **Search** button.
7. A dialog similar to that shown in [Figure 6-181](#) will be displayed.

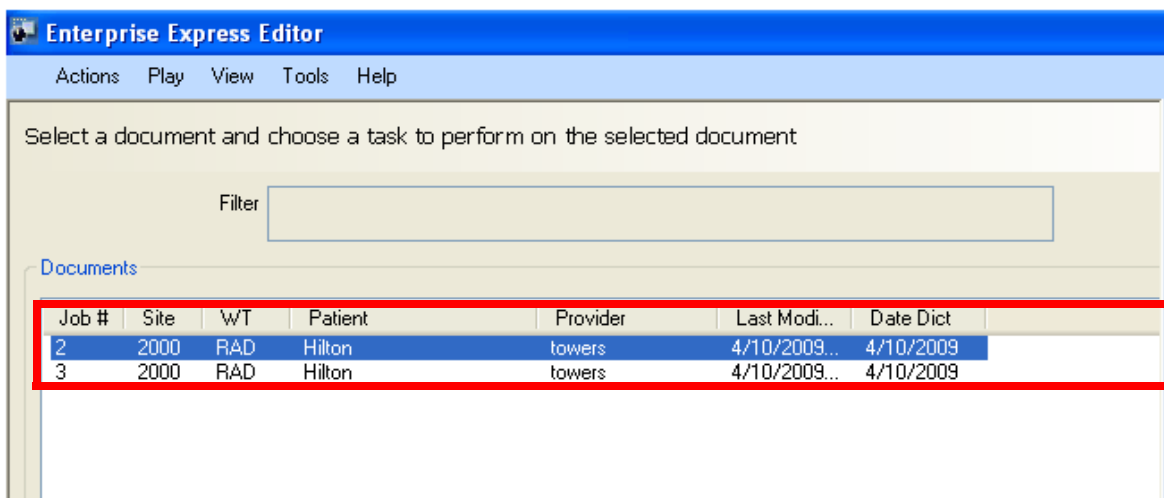


FIGURE 6-181 Search for Documents Dialog #2

8. The documents shown as found in the highlighted area of the [Figure 6-181](#) dialog demonstrate connectivity with the EXText server database. (On a new installation it is unlikely that any documents will be available).
9. Close EX Editor.
10. The EXText Client Workstation upgrade is finished.

Upgrading EWS/SDK to Version 81.0.3065/3.2 SP2

Before You Begin



Before going any further, consult [Table 6-13](#), below, to determine if this upgrade requires that software on other Dictaphone servers be upgraded as well. Also, go to the **Dictaphone Service** portal and check the **Software Compatibility Matrix** (under Enterprise Express choice on portal menu) for 3d party software compatibility.

TABLE 6-13 Compatible Software Versions*

Dictaphone Enterprise Software Compatible Versions			
EXVoice/ EXSpeech	EXS REW/ASR Core	EXText/EX Editor	EWS/SDK
81.0.3065	81.0.3065/ 8.0.0.5	8.1.156.2/ 8.1.0.5	81.0.3065/ 2.1.47/3.2 SP2

* - If you are installing older versions of any of the above software, you should be using the Enterprise Express System (**Version III**) manual, PN **889566**, or prior. Also, be sure to consult the third party **Software Compatibility Matrix** posted on the Service portal.

Required Software

The upgrade files for Version 3.1.23 are contained on a DVD (PN **3300007-113**), available for ordering, or for download from the Service portal or <http://dpc.dictaphone.com>.

These files should be placed in a convenient hard drive location on the server you are upgrading.

Version 80.1.xxxx of EXVoice is available on DVD (PN **1000062-x09**) and may be ordered, or downloaded as an .iso file from the Services portal.

Fixes and/or enhancements included in these upgrade files can be seen in the [Enhancements](#) section of this manual.

Generic Accession Numbers



IMPORTANT

If you are doing an upgrade of an **SP2 or greater** EWS server, **and**, the customer is currently using **Generic Accession Numbers**, it is essential that the existing **GenericOrders.xml** file be copied to a server other than the EWS server before beginning the procedure. **Failure to do this will result in a complete loss of all previous Accession Number configurations.** The **GenericOrders.xml** file is located in the directory **C:\Dictaphone\tomcat\webapps\lexv**.

Clearing Common Worktypes



IMPORTANT

This important procedure applies **ONLY** to systems that are currently being upgraded to the Build 8 software for the **first time**. If you already have a Build 7 EWS server (version of SDK would be **2.1.45** or greater), then you can skip the rest of this procedure and continue with the procedure [Determining Current SDK Version](#).

As described in the Enhancements section of the manual, and repeated below in [Figure 6-182](#), EWS 3.0 allows the selection of specific common worktypes for individual users.

Common Worktypes is a tab on the EXT usertype setup. It existed in EXT 6.4, but was not used by EWS. The problem is that in EXText 6.4, Common Worktypes were set to some unknown value. This was not an issue because they were not used. On an upgrade to EXT 7, the Common Worktypes retain their value from 6.4, so there could be a potential problem in EWS.

*If the Common Worktypes are cleared, EWS will default to whatever is available via Site/WT access. This is how things work now in EWS 2.0, so there would be no change to the user. **However, if the Common Worktypes are not cleared, then EWS will use whatever the existing values are, which will most likely be incorrect.** Ensure that an ATS or the PM clears out all common worktypes before, or immediately after an upgrade (prior to any users using the system).*

Ensure that coordination has been effected with the Project Manager or ATS before commencing the upgrade to clear common worktypes, and thus, prevent errors from occurring.

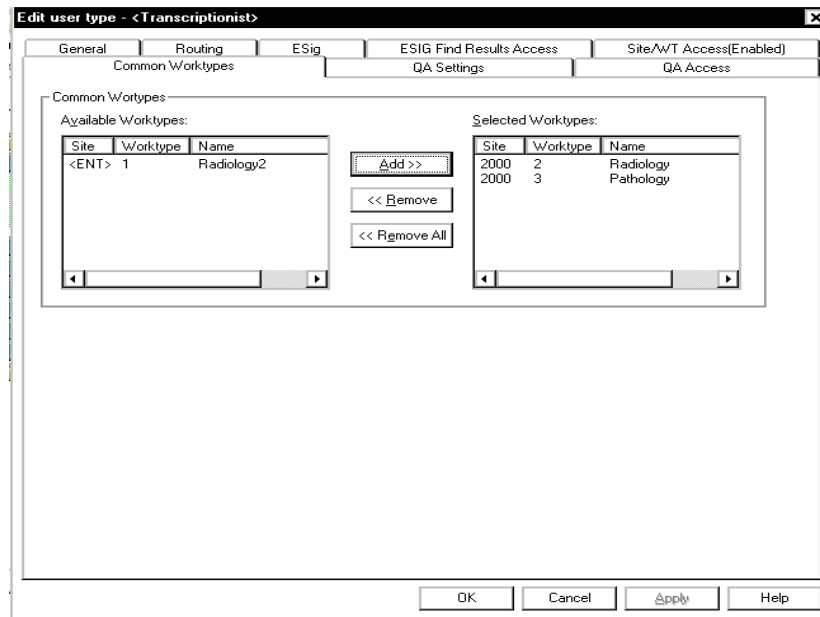


FIGURE 6-182 Edit user type - EXText Dialog

Determining Current SDK Version

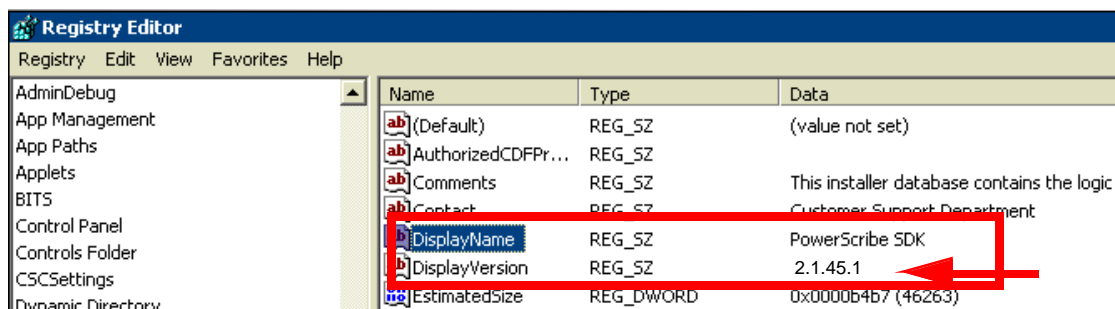
Upgrading to Version 3.2 SP2 **or** 2.1.47.1 of SDK and Version 81.0.3065 of EWS requires that a **minimum** of Version **2.1.45.x** of SDK is installed on the EWS server and the Recognition server (if one is present).

You can check the current version of SDK by doing the following:

- From the desktop, select **Start | Run** and type **regedit**
- Go to the following key:

HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\CurrentVersion\Installer\UserData

- Select **UserData** and from the menu, select **Edit | Find**
- Type **PowerScribe SDK** in the text box and press **Find Next** (you may have to **Find Next** more than once)
- Shortly you should see a display very similar to that shown below.



Note the **version number of SDK**, in this case, 2.1.45.1.

Prior to the SDK upgrade to Version 3.2 SP2 **or** 2.1.47.1, the **EXVoice** server must be upgraded to a **minimum** of Version **80.1.3065**.

Ensure that **SQL** is running on the **EXVoice server** throughout the course of the upgrade of the EWS server.

Prior to the installation, determine the location of the audio files and language models. On a default PCC-loaded system, this is typically the **F:\PScribeSDK_Data** directory.

SDK Upgrade Procedure to Follow

Consult [Table 6-14](#) to determine what path to follow in upgrading the **SDK portion** of the EWS server

Note that the procedure prescribed assumes a current **minimum SDK version of 2.1.45.x**. If this is **NOT** the case, you should go to Service Manual [889560](#) and to the procedure *Upgrading SDK/EWS to Version 2.1.45.1*.

TABLE 6-14 Next Procedure

Upgrading to SDK Version ?	Next Procedure
2.1.47.1	Installing the SDK 2.1.47.1 Upgrade, page 8-3
3.2 SP2	Installing the SDK 3.2 SP2 Upgrade, page 6-163

EWS/SDK Upgrade Installation Roadmap

TABLE 6-15 Enterprise Express EWS/SDK Upgrade Installation Roadmap

Requirement Complete	Software to be Installed/Procedure to be Followed	Page in Manual
UPGRADING THE EWS SERVER		
<input type="checkbox"/>	Installing the SDK 3.2 SP2 Upgrade	page 6-163
<input type="checkbox"/>	Stop Services	page 6-163
<input type="checkbox"/>	Backing Up the SDK Database	page 6-163
<input type="checkbox"/>	Close SQL Enterprise Manager, and continue with the next procedure, Create Backup of the SDK Application Folder.	page 6-166
<input type="checkbox"/>	Create Backup of the SDK Application Folder	page 6-166
<input type="checkbox"/>	Uninstall PowerScribe SDK	page 6-167
<input type="checkbox"/>	Upgrade the SDK Database to Version 3.2 SP2	page 6-168
<input type="checkbox"/>	Verify/Configure IIS 7.0 (Windows 2008 ONLY)	page 6-173
<input type="checkbox"/>	Configure IIS Authentication (Windows 2008 ONLY)	page 6-175
<input type="checkbox"/>	Install Common Platform Installer (CPI) Version 2.0.0.7	page 6-178
<input type="checkbox"/>	Install Version 3.2 SP2 of PSSDKServer	page 6-184
<input type="checkbox"/>	Pre-SDK Installation SSL Configuration (IF REQUIRED)	page 5-321
<input type="checkbox"/>	Configure/Verify Default Web Site Properties	page 6-190
<input type="checkbox"/>	Upgrade the Language Models	page 6-192
<input type="checkbox"/>	Establish Apache Tomcat as an MSSQLSERVER Dependent Service	page 6-195
<input type="checkbox"/>	Upgrading the EWS Server to Version 81.0.3065	page 6-197
<input type="checkbox"/>	Configuration of the Service Controller	page 6-206
<input type="checkbox"/>	Verify Correct Web File Version	page 6-210
<input type="checkbox"/>	Installing the EWS Client	page 6-213
UPGRADING THE EWS RECOGNITION SERVER		
<input type="checkbox"/>	Upgrading the Recognition Server to SDK 3.2. SP2	page 6-221
<input type="checkbox"/>	Verify/Install .NET Framework	page 6-221
<input type="checkbox"/>	Upgrade Software to Version 3.2 SP2	page 6-223
<input type="checkbox"/>	License Burning for EWS/EXVoice/EXSpeech	page 6-236

Installing the SDK 3.2 SP2 Upgrade

1. Create the following folders on the largest drive, **other than drive C**, of the Enterprise Express EWS Server:

nn:\Software\SDK 3.2 SP2

nn:\Software\EXVoice

2. Using the Powerscribe SDK Installation DVD (PN **3300007-113**), copy all folders/files to the directory **nn:\Software\SDK 3.2 SP2**.
3. Using the Enterprise Express Voice CD, (PN **1000062-x09**), copy the folder EXV Server Installations to the directory **nn:\Software\EXVoice**.

The software files are now on the server and readily available for remote repairs.

4. Close all open windows.
-

Stop Services

1. On the **EWS Recognition** server, open the **Services** window, **STOP** the following services and set them to **Manual** startup:

- **SDKWatchdog**
- **PSRecogServer**

2. Close the **Services** window.

3. On the **EWS Server**, open the **Services** window, **STOP** the following services and set them to **Manual** startup:

- **Dictaphone EXV Watchdog**
- **Dictaphone Enterprise Commander**
- **Apache Tomcat**
- Verify that **MSSQLServer** service is running

4. Close the **Services** window.
-

Backing Up the SDK Database

1. Start **SQL Enterprise Manager**.
2. Open the SQL Server tree and locate the **PScribeSDK** database.
3. Right-click **PScribeSDK** and select **All Tasks | Backup Database**, as shown in [Figure 6-183](#).

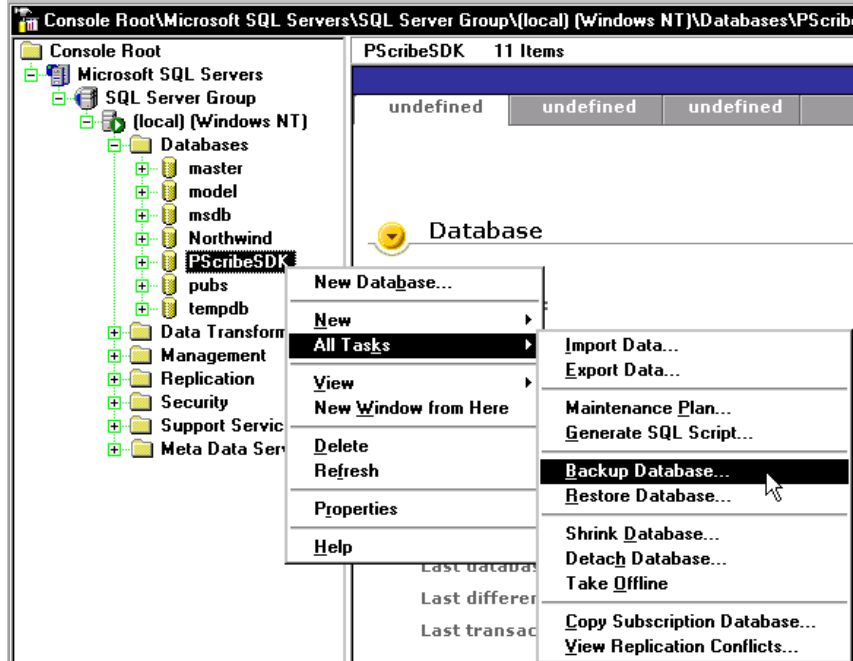


FIGURE 6-183 SQL Backup Database Selection

The dialog shown in [Figure 6-184](#) will be displayed.

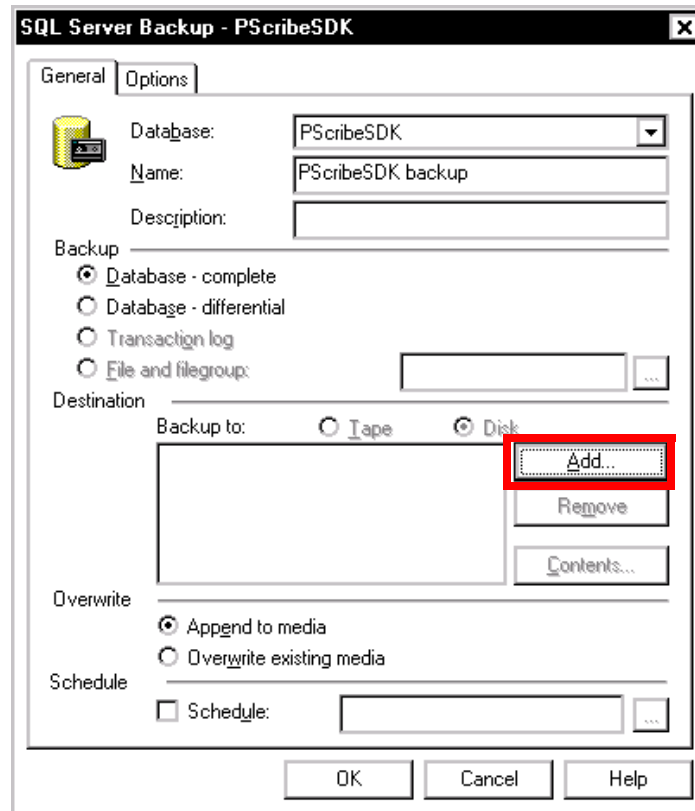


FIGURE 6-184 SQL Server Backup Dialog

- In the **Destination** section of the [Figure 6-184](#) dialog, click **Add**.
The dialog shown in [Figure 6-185](#) will be displayed.

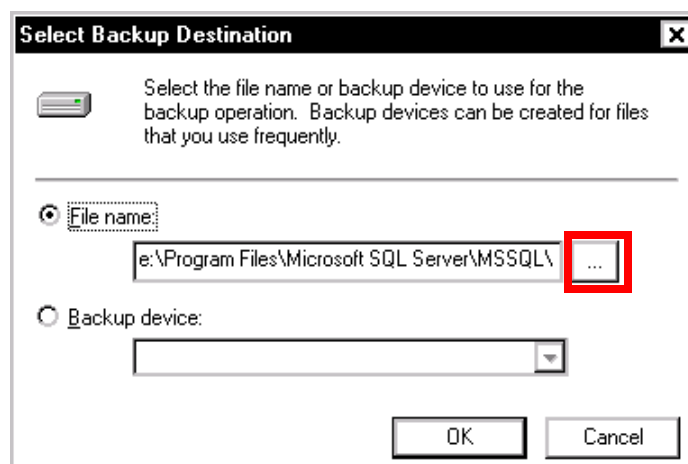


FIGURE 6-185 Add File Name Dialog

- Click the **Browse** button and [Figure 6-186](#) will be displayed.

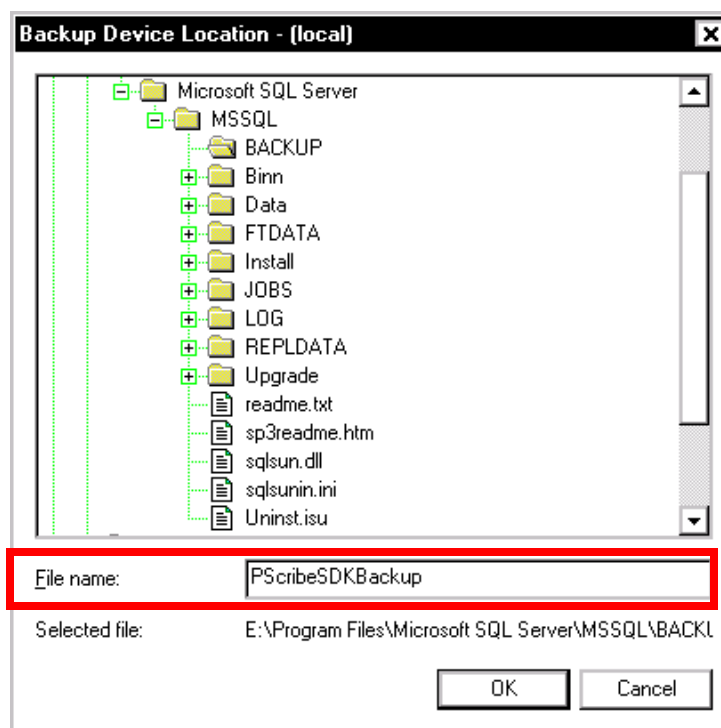


FIGURE 6-186 File Name Dialog

- In the **Filename:** text box, enter the file name **PScribeSDKBackup**, as shown in [Figure 6-186](#).
- Click **OK**, and then, click **OK** once again.
- You now see the completed **Backup** dialog, as shown in [Figure 6-187](#).

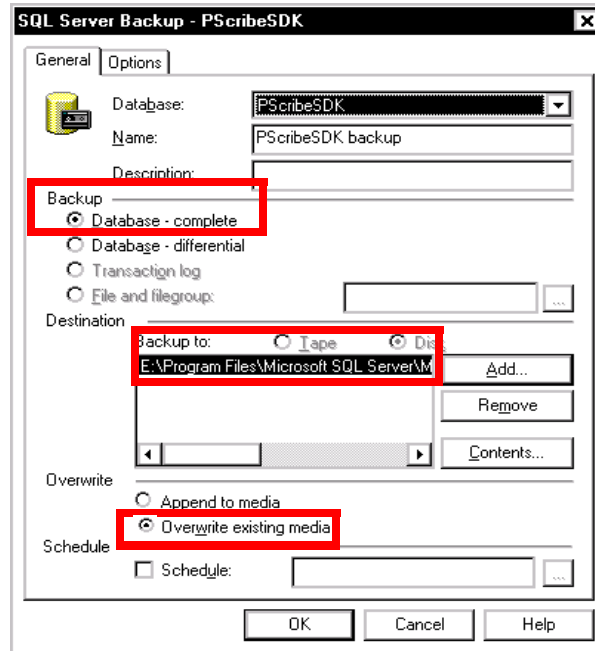


FIGURE 6-187 Completed Database Backup Dialog

9. With the **Overwrite existing media** radio button selected, click **OK** to backup the database.
10. The dialog shown in [Figure 6-188](#) will be displayed when the backup is completed.

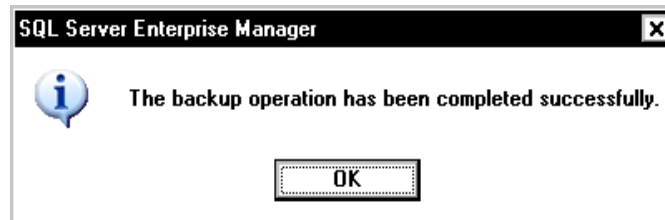


FIGURE 6-188 Backup Completed Dialog

11. Close **SQL Enterprise Manager**, and continue with the next procedure, [Create Backup of the SDK Application Folder](#).

Create Backup of the SDK Application Folder

1. Launch **Windows Explorer** and determine the location of the **PScribeSDK_Data** folder.

The folder is typically found on the **F:** or **G:** drive.

2. Identify a location that has sufficient drive space to make a backup copy of this folder.

The location can be a local or network drive.

3. Make a backup copy of the **PScribeSDK_Data** folder to the location you identified.



You may find it necessary to stop MSSQLSERVER prior to copying should you get a sharing violation dialog box. After copying is complete, restart MSSQLSERVER and SQLSERVERAGENT.



*In some installations, the PScribeSDK database is also in this same folder. If it is, then you will not be able to make a copy of the PScribeSDK_Data folder. Instead, make a copy of the **Models** and **Wave** subdirectories.*

4. Close **Windows Explorer**.
5. Ensure that MSSQLSERVER and SQLSERVERAGENT are running, and then, continue with the next procedure, [Uninstall PowerScribe SDK](#)

Uninstall PowerScribe SDK

1. On the **EWS Server**, click **Start | Settings | Control Panel** and select **Add or Remove Programs**.
2. Locate and select **PowerScribe SDK**.
3. Select **Change/Remove** and uninstall the program, and the dialog shown in [Figure 6-189](#) will be displayed.

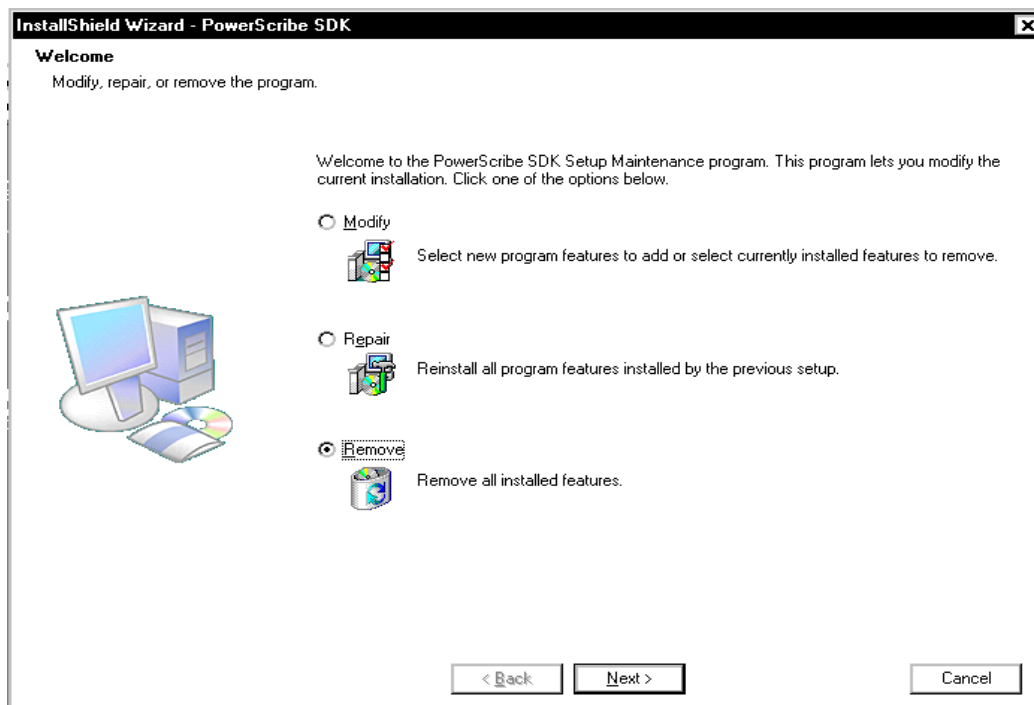


FIGURE 6-189 PowerScribe SDK Uninstall Dialog

4. Select the **Remove** radio button, and then, click **Next**.
5. The dialog shown in [Figure 6-190](#) will be displayed.

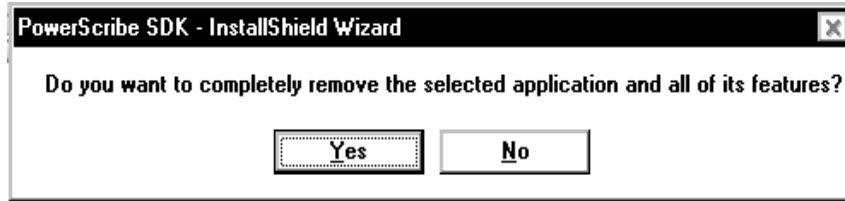


FIGURE 6-190 Confirm Uninstall Dialog

6. Click **Yes**, and following completion of the removal of the PowerScribe SDK application, the dialog shown in [Figure 6-191](#) will be displayed.

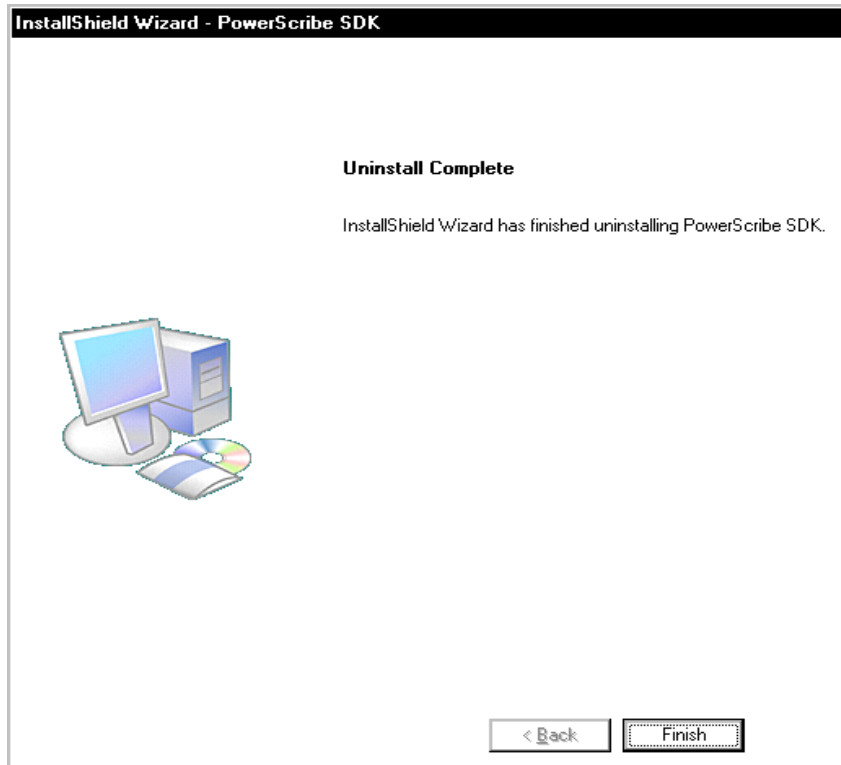


FIGURE 6-191 Uninstall Complete Dialog

7. Click **Finish**, and then, reboot the computer.
8. Continue with the next procedure, [Upgrade the SDK Database to Version 3.2 SP2](#).

Upgrade the SDK Database to Version 3.2 SP2

1. Go to the folder **nn:\Software\SDK 3.2 SP2** and open the folder named **PSSDK\DbSetup**.
2. Double-click the file **SQLDBSetup.bat** to begin the installation process.
3. When the Welcome dialog is displayed, click **Next** to display [Figure 6-194](#).

The dialog shown in [Figure 6-192](#) may be displayed.

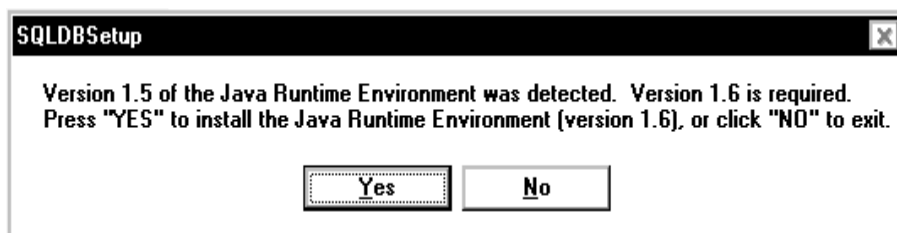


FIGURE 6-192 Java Environment Dialog

4. Click **Yes** to upgrade the JAVA runtime environment and the **JAVA License Agreement** will be displayed.
5. Select the **I accept the terms.....** button, and then, click **Next** to continue.

The dialog shown in [Figure 6-193](#) may be displayed.

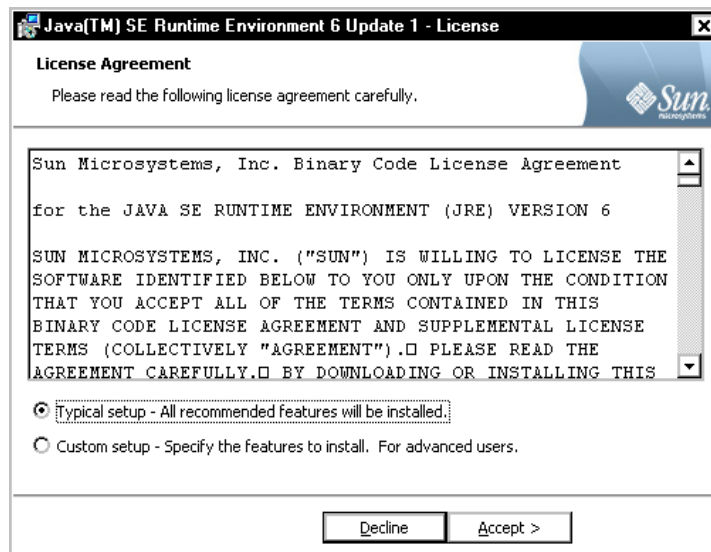


FIGURE 6-193 JAVA Setup Type Dialog

6. Select the **Typical** radio button, and then, click **Accept** to continue.
In a short while the **Installation Completed** dialog will be displayed.
7. Click **Finish** and the **SQL Database Setup Wizard Welcome** dialog is displayed.
8. Click **Next** and the dialog shown in [Figure 6-194](#) will be displayed.

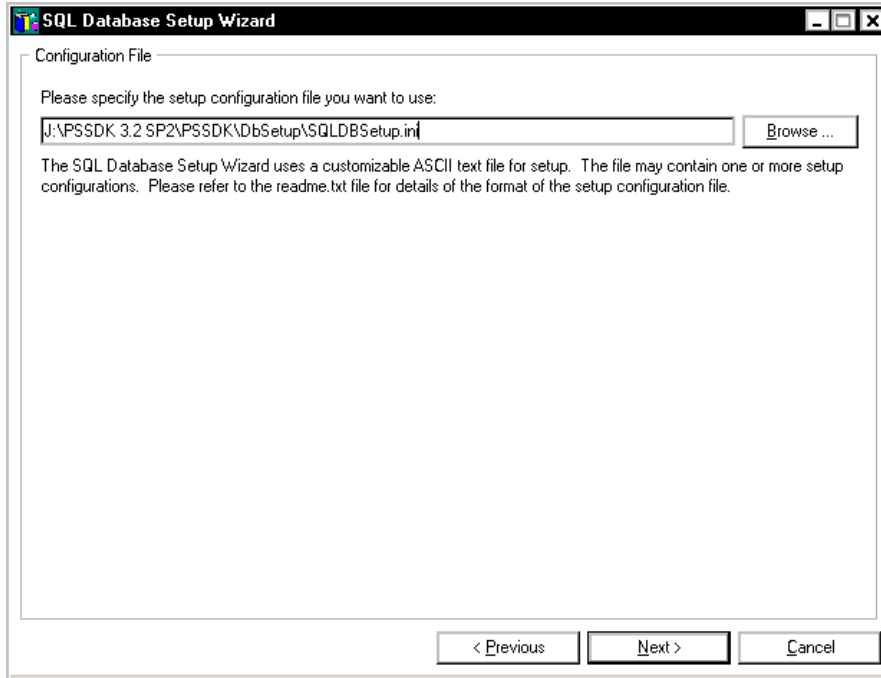


FIGURE 6-194 Setup Configuration File Dialog

9. Accept the default path, and click **Next** to continue.
10. The dialog shown in [Figure 6-195](#) will be displayed.

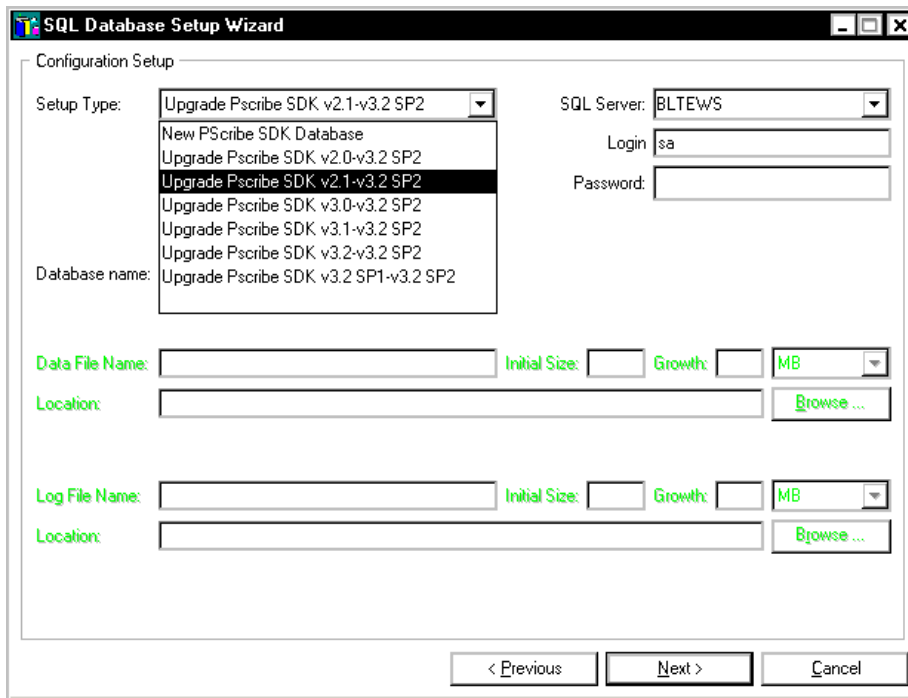


FIGURE 6-195 Setup Type Dialog

11. When the [Figure 6-195](#) dialog is displayed, complete as follows:

- From the **Setup Type** list box, choose the appropriate option, based on the version number you discovered when you completed the [Determining Current SDK Version](#) procedure on [page 6-159](#).
 - Verify SQL login name and enter SA password
 - Verify the correct database name of **PScribeSDK** is shown in the **Database name:** field
12. Click **Next**.
 13. SQL upgrade scripts will be created, and when complete, the dialog shown in [Figure 6-196](#) will be displayed, with the **Next** button active.

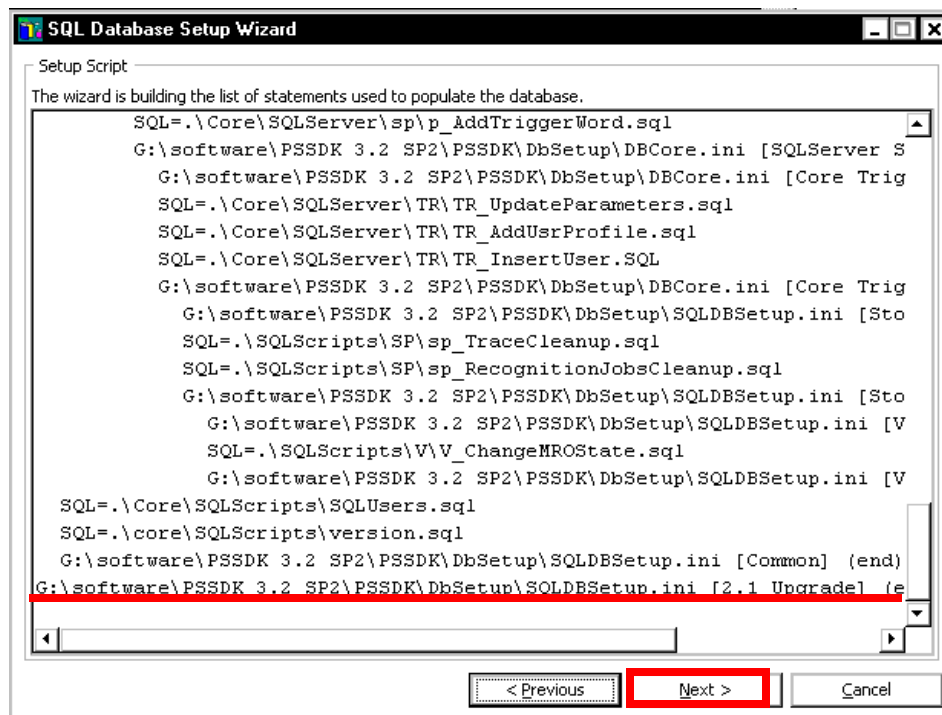


FIGURE 6-196 SQL Database Upgrade Script Dialog

14. Click **Next**, and the dialog shown in [Figure 6-197](#) will be displayed.

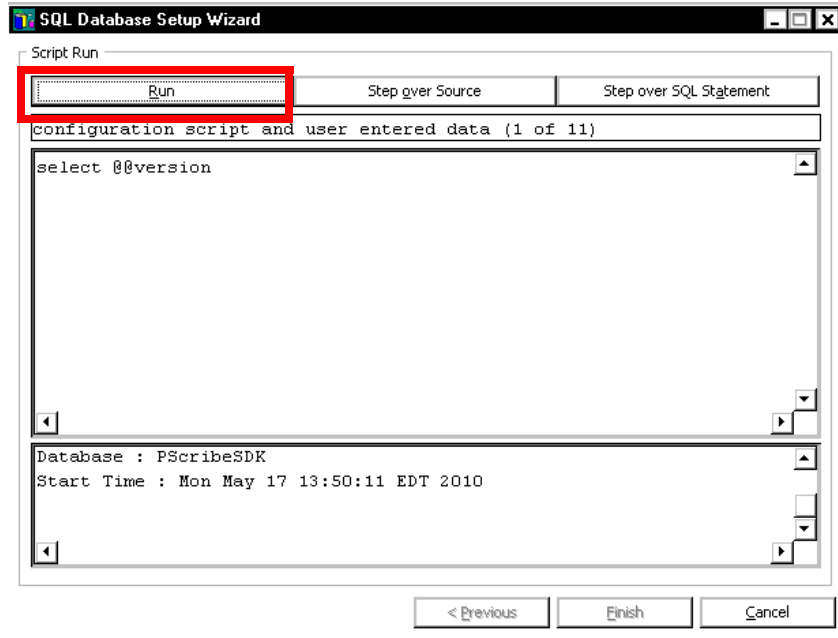


FIGURE 6-197 Script Configuration Dialog

15. Click **Run**, and when the SQL scripts are complete, the dialog shown in [Figure 6-198](#) will be displayed.

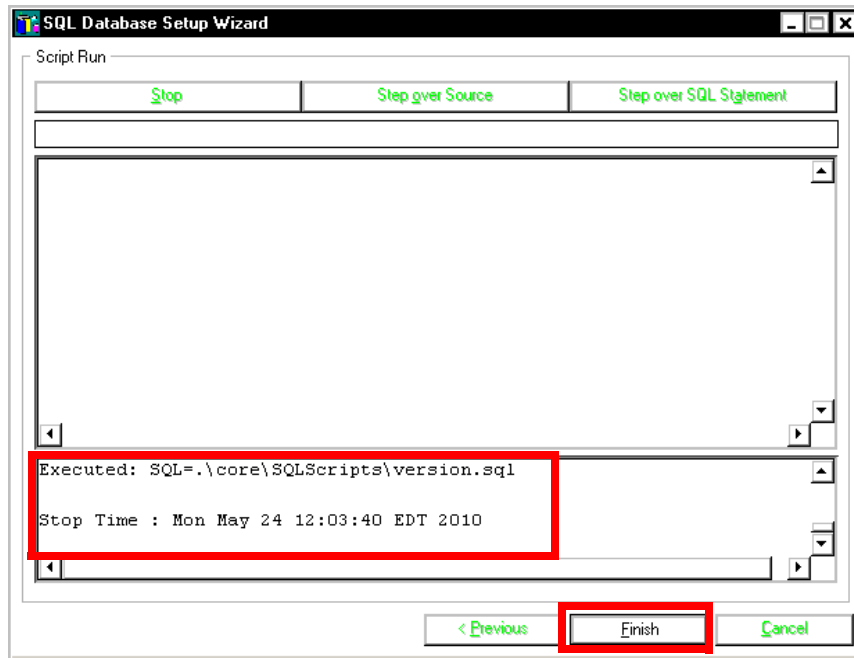


FIGURE 6-198 SQL Configuration Complete Dialog

16. Click **Finish** and the database upgrade is complete.

Verify/Configure IIS 7.0 (Windows 2008 ONLY)

**IMPORTANT**

These procedures are only necessary if the operating system is Windows 2008. If OS is Windows 2003, go directly to the procedure [Install Common Platform Installer \(CPI\) Version 2.0.0.7](#), on page [page 6-178](#).

Configure IIS 6 WMI Compatibility

1. Open **Server Manager**.
2. Click **Roles** and you will note that **Web Server (IIS)** is installed, as seen in [Figure 6-199](#).

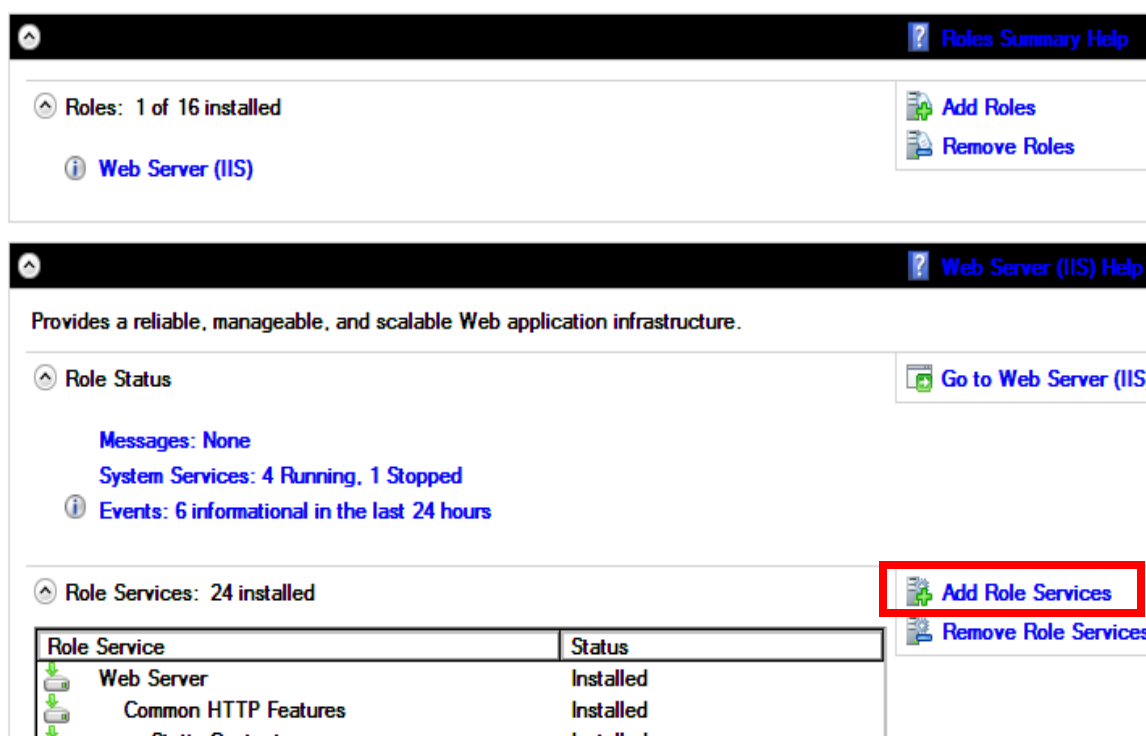


FIGURE 6-199 Web Server (IIS) Roles Display

3. Click **Add Role Services** to display the dialog seen in [Figure 6-200](#).

Select the role services to install for Web Server (IIS):

Role services:

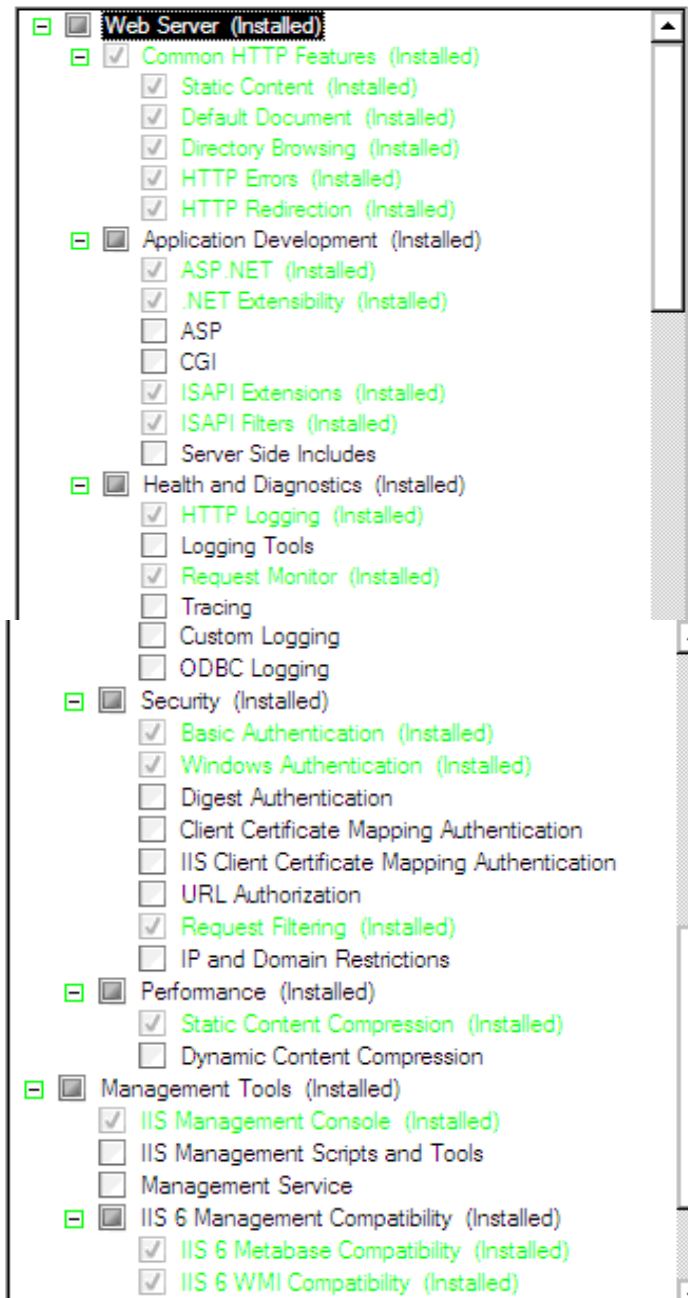


FIGURE 6-200 IIS Role Services Dialog

4. Scroll down in **Role Services** and ensure that the check boxes you see checked in [Figure 6-200](#) are checked on the system you are upgrading. If these boxes are checked, skip the rest of this procedure and continue with [Install Common Platform Installer \(CPI\) Version 2.0.0.7](#), on [page 6-178](#).
5. If there are boxes which are **NOT** checked, **check them**, click **Next**, and then, click **Install**.
6. In a short while [Figure 6-201](#) will be displayed, signifying a successful install.

The following roles, role services, or features were installed successfully:

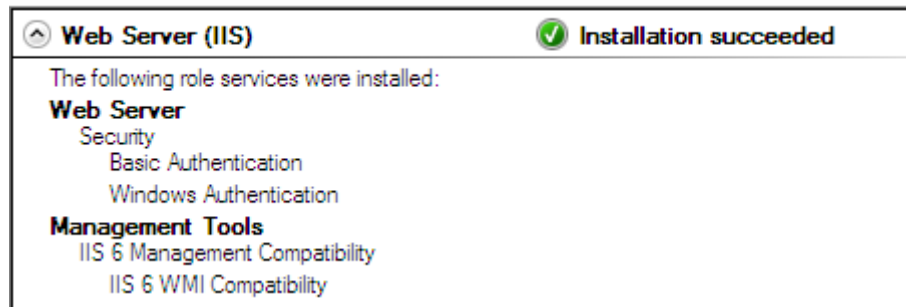


FIGURE 6-201 Role Services Installation Success Display



*You **MUST** reboot after adding these Role Services to IIS.*

IMPORTANT

7. Following completion of the installation, close all open Server Manager windows and **reboot** the server.
8. Following reboot, continue with the next procedure, [Configure IIS Authentication \(Windows 2008 ONLY\)](#).

Configure IIS Authentication (Windows 2008 ONLY)

1. Select **Start | Programs | Administrative Tools | IIS Manager** to display the dialog shown in [Figure 6-202](#).

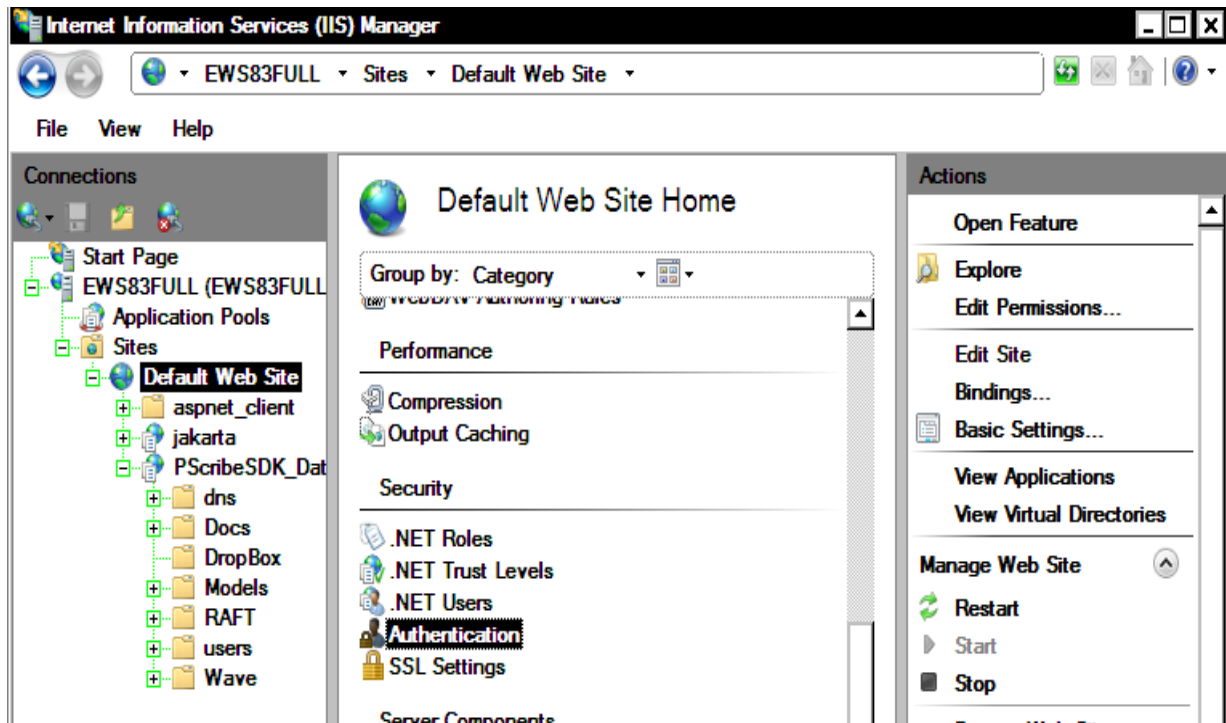


FIGURE 6-202 IIS Manager Default Web Site Display

- As shown in [Figure 6-202](#), select Default Web Site, and then, under the **Security** choices in the center panel, double-click **Authentication**.

[Figure 6-203](#) will be displayed.

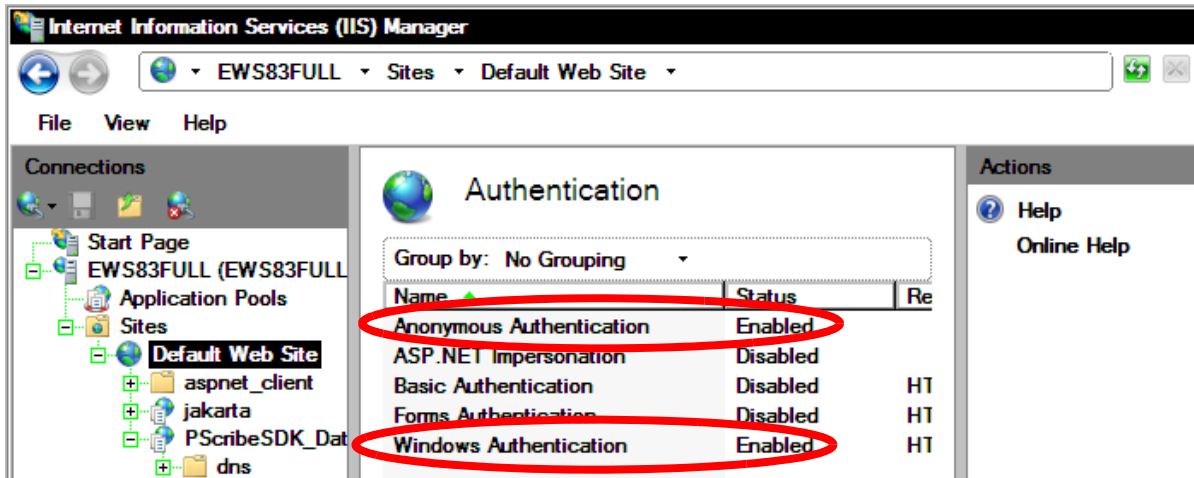


FIGURE 6-203 Default Web Site Authentication Configuration

- Ensure that the **Authentication** settings are as shown in [Figure 6-203](#).
- Next, select **PScribeSDK_Data**, and then, under the **Security** choices in the center panel, double-click **Authentication**.

[Figure 6-204](#) will be displayed.

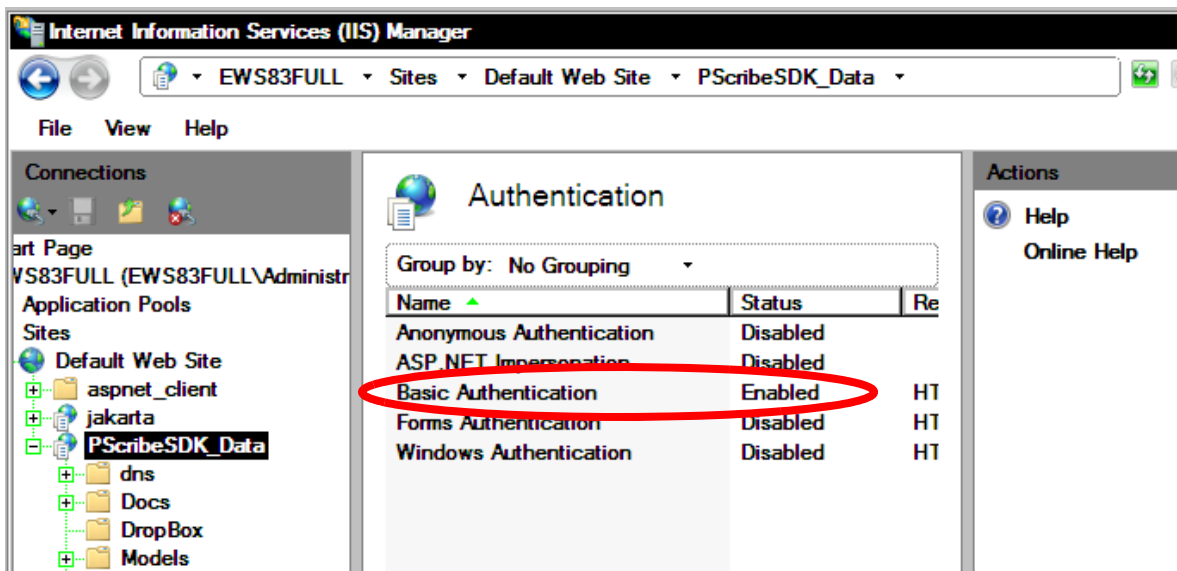


FIGURE 6-204 PScribeSDK_Data Authentication Configuration

- Ensure that the **Authentication** settings are as shown in [Figure 6-204](#).
- Next, select **DropBox**, and then, under the **Security** choices in the center panel, double-click **Authentication**.

7. [Figure 6-205](#) will be displayed.

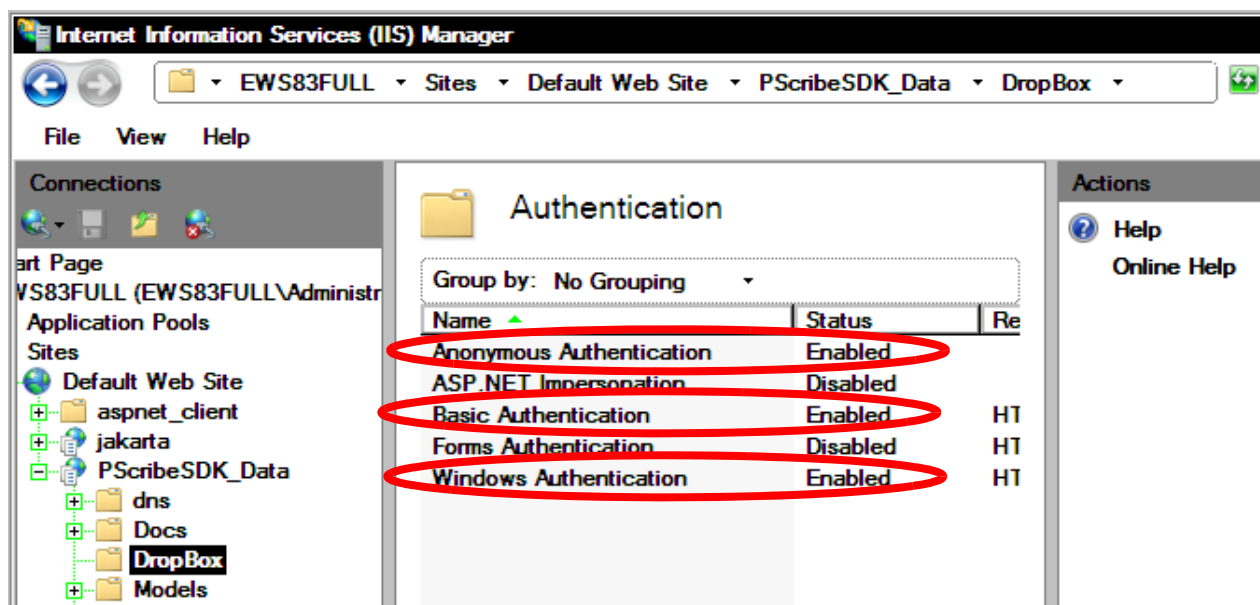


FIGURE 6-205 DropBox Authentication Configuration

8. Ensure that the **Authentication** settings are as shown in [Figure 6-205](#).
9. Next, select **Anonymous Authentication** and in the **Actions** panel, click **Edit** to display [Figure 6-206](#).

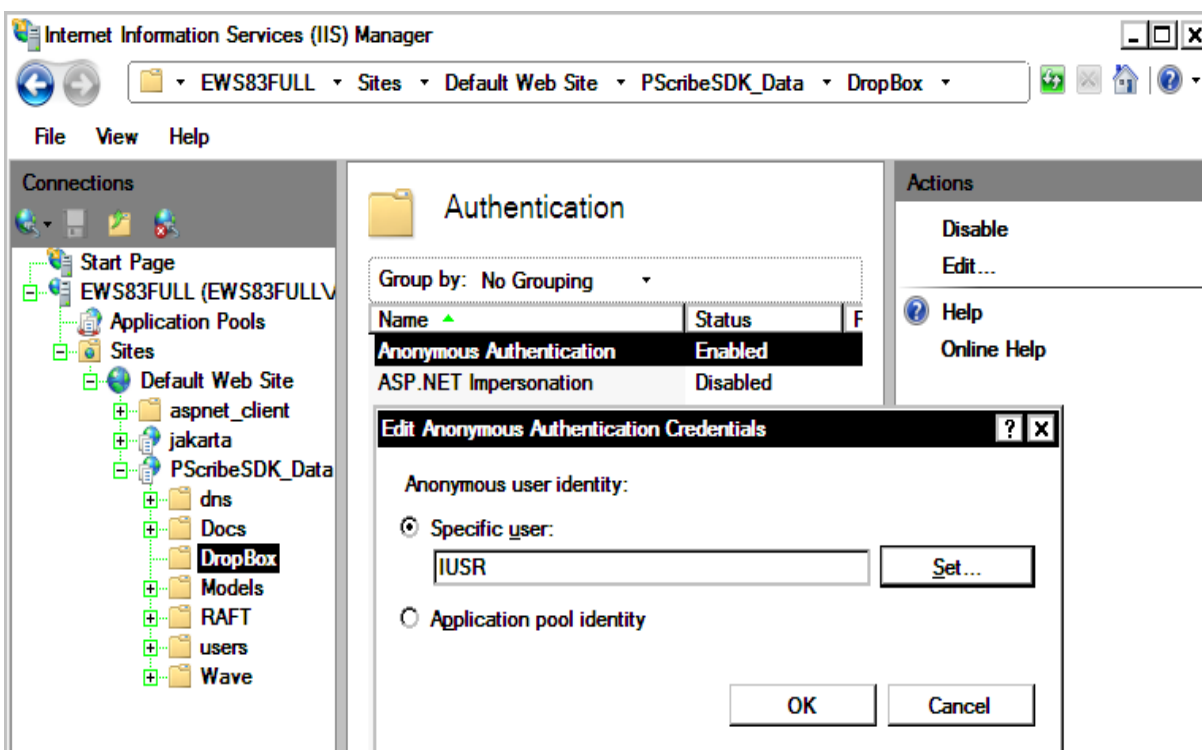


FIGURE 6-206 Anonymous Authentication Edit Dialog

10. Click **Set** and [Figure 6-207](#) will be displayed.

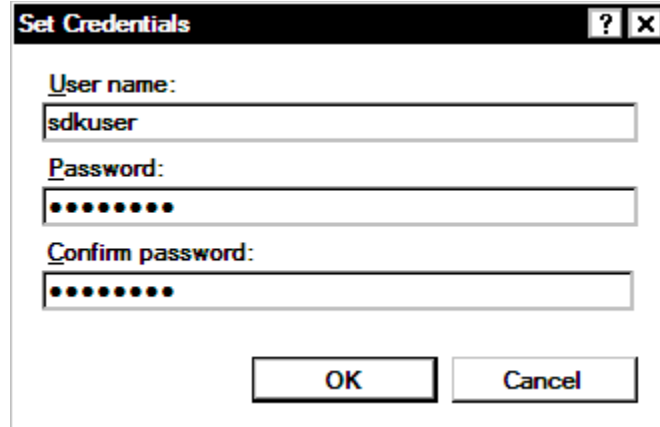


FIGURE 6-207 Anonymous Authentication Set Credentials Dialog

11. Complete the [Figure 6-207](#) dialog as follows:
 - **User name:** enter the name of the sdk user
 - **Password:** and **Confirm Password:** enter the user password in both text boxes
 12. Click **OK**, and then, click **OK** once again.
 13. Next, select **Default Web Site** and repeat **Steps 9 through 12** for **Anonymous Authentication**.
 14. Continue with the next procedure, [Install Common Platform Installer \(CPI\) Version 2.0.0.7](#).
-

Install Common Platform Installer (CPI) Version 2.0.0.7



Before beginning this procedure, check to see if Version 2.0.0.7 is installed. Go to `HKEY_LOCAL_MACHINE/Software/Dictaphone`. Select the folder `CPI` and in the right panel, check the `CPI Version` key. If the version is 2.0.0.7, exit this procedure and consult [Table 6-16](#) on [page 6-183](#) to find the next procedure to be performed. If version is less than 2.0.0.7, continue with this procedure.

1. On the EWS Web/GoMD Server, go to `nn:\Software\CPI`.
2. Locate and double-click the file `Common_Platform_Installer.bat`, and the dialog shown in [Figure 6-208](#) will be displayed.

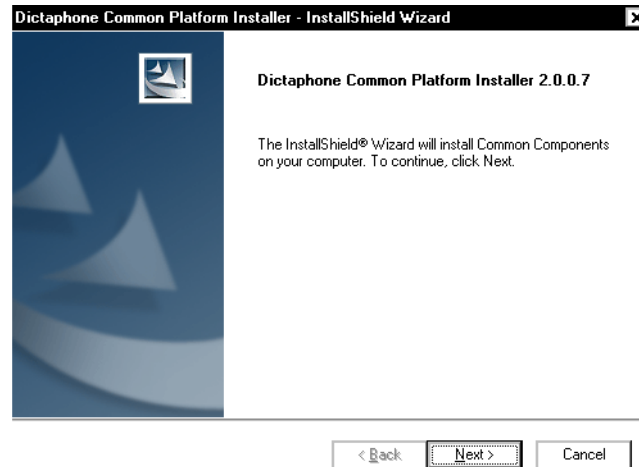


FIGURE 6-208 CPI Welcome Dialog

3. Click **Next** and [Figure 6-209](#) will be displayed.

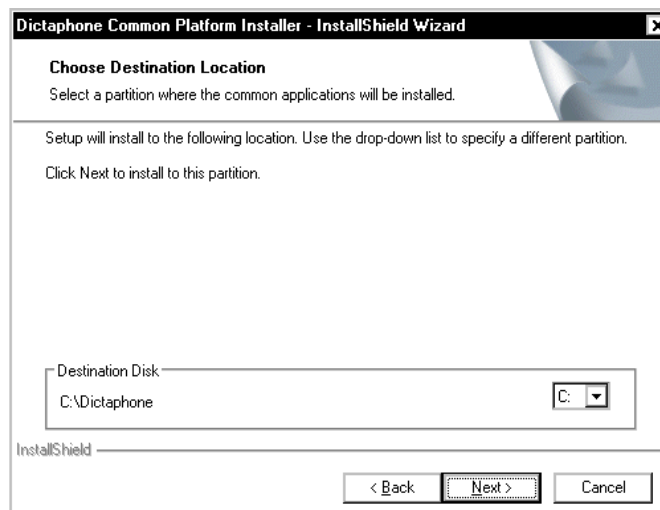


FIGURE 6-209 Destination Location Dialog

4. Accept the default destination location and click **Next** to display [Figure 6-210](#).

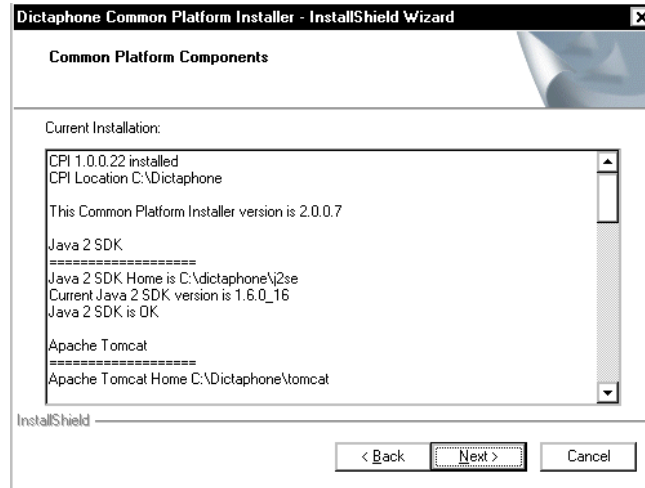


FIGURE 6-210 Common Platform Components

5. Click **Next** and the dialog shown in [Figure 6-212](#) may be displayed.

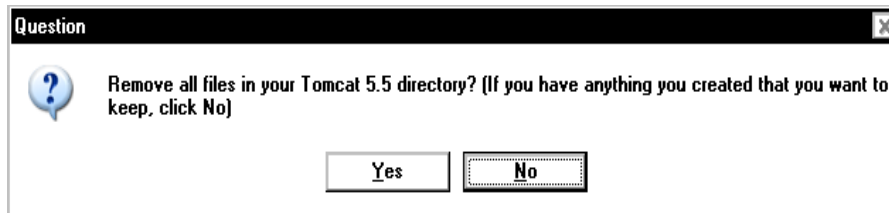


FIGURE 6-211 Remove Files Confirm Dialog

6. Click **Yes** and after a brief time, [Figure 6-212](#) will be displayed.

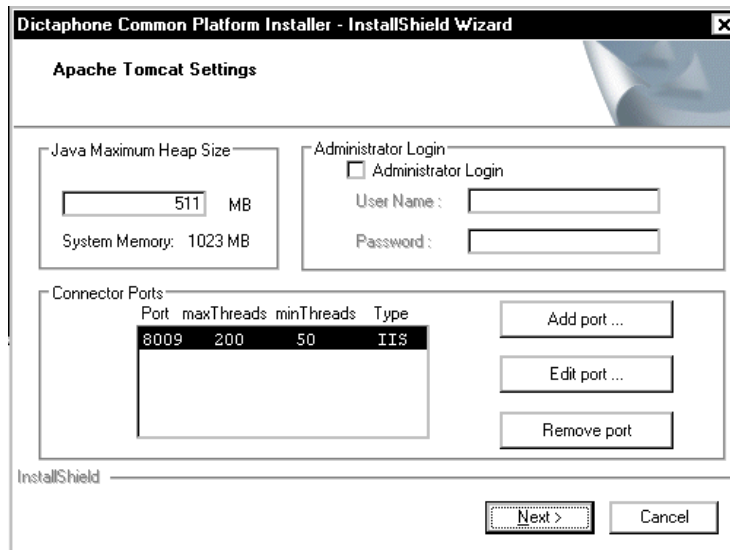


FIGURE 6-212 Apache Tomcat Settings

7. Accept the defaults, as shown in [Figure 6-212](#). The maximum heap size on your server may be different, depending on the amount of RAM installed.



For **JAVA Maximum Heap Size**, CPI uses 50% of the installed system RAM, however, this value can never be larger than 1200MB. Based on the amount of RAM installed in a PCC built EWS server, this upper size limitation should never be reached.

8. Click **Next**, and the dialog shown in [Figure 6-213](#) will be displayed.

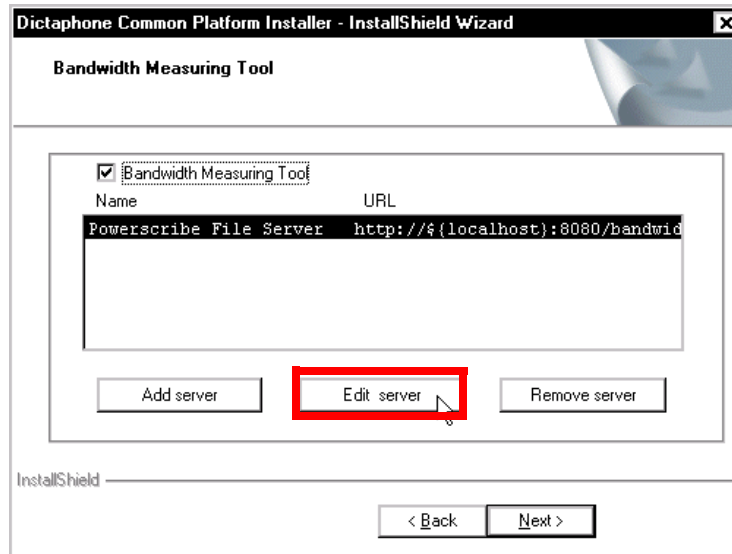


FIGURE 6-213 Bandwidth Measuring Tool Dialog

9. Place a check in the **Bandwidth Measuring Tool** check box and the InstallShield will immediately install the WAR files for this tool.
10. When this process is complete, click the **Edit server** button, and the dialog shown in [Figure 6-214](#) will be displayed.

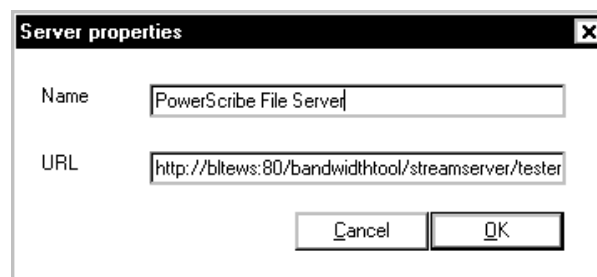


FIGURE 6-214 Edit Server Dialog

11. If necessary, edit the **URL** text box to read as follows:
URL: `http://EWSWebservername:80/bandwidthtool/streamserver/tester`
 where **EWSWebservername** is typically the NETBIOS name of the **EWS** Web server



If SSL is enabled, the URL shown above would read the same with these exceptions:

http would be changed to **https**

Port 80 would be changed to **443**

EWS Web server name would be changed to **web site name** as specified on the SSL certificate

12. Click **OK**, and then, click **Next**.

The dialog shown in [Figure 6-215](#) will be displayed.

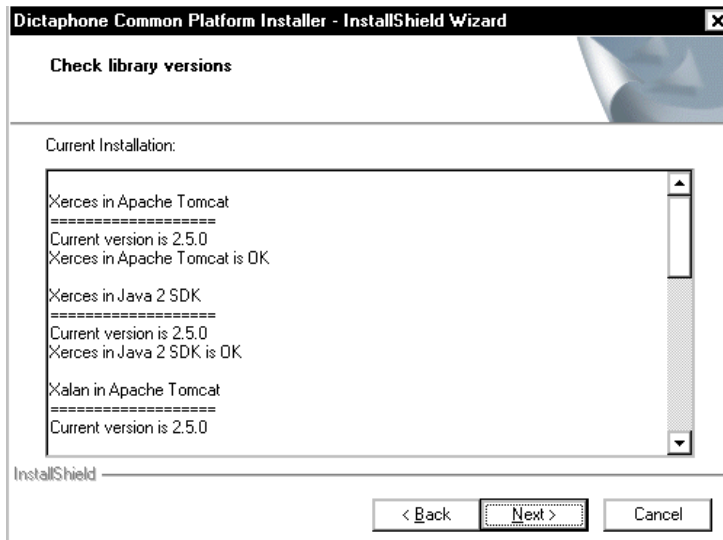


FIGURE 6-215 Check Library Versions Dialog

13. Click **Next** and in a few moments, the dialog shown in [Figure 6-216](#) will be displayed.

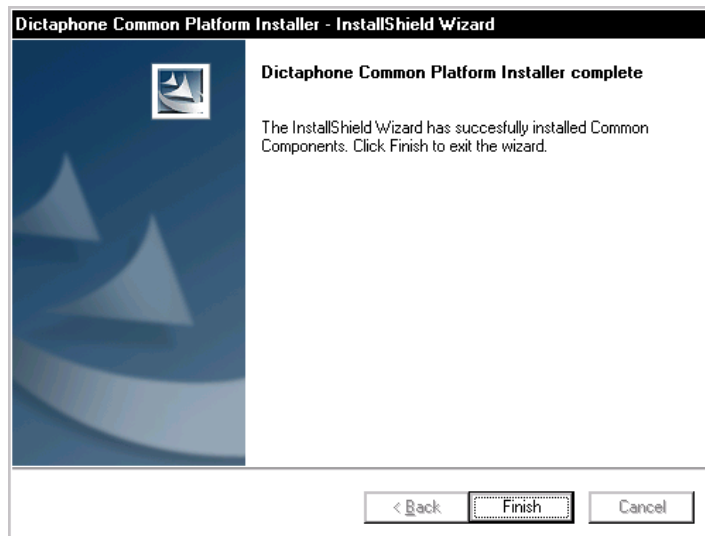


FIGURE 6-216 CPI Install Complete Dialog

14. Click **Finish**.



DO NOT close the command prompt window. It will close momentarily.

15. Consult [Table 6-16](#), to determine the next procedure to complete.

TABLE 6-16 Next Procedure Decision

Is SSL Currently Being Used?	Continue With
Yes	Install Version 3.2 SP2 of PSSDKServer, page 6-184 ,
No	Table 6-17

TABLE 6-17 Next Procedure to Follow

Do you plan to implement SSL use with this upgrade?	Continue With
Yes	Pre-SDK Installation SSL Configuration, page 5-321
No	Install Version 3.2 SP2 of PSSDKServer, page 6-184

Install Version 3.2 SP2 of PSSDKServer



IMPORTANT

If you are currently using **SSL**, copy the folder **C:\SSL** to a separate hard drive location. Following completion of the backup, **DELETE** the **C:\SSL** folder.



IMPORTANT

As this installation progresses, you will be asked to provide the name/password of the SDK user (see [Figure 6-219](#)). This user/password can be same, or different than the SQL server user. If the user will be different, it is important that the user is created **PRIOR** to beginning this procedure.

1. Go to the folder **nn:\Software\PSSDK 3.2 SP2** and open the folder named **PSSDK\PSDKServer**.
2. Double-click the file **setup.exe** to begin the installation process.
In a few moments the **Welcome** dialog will be displayed.
3. Click **Next**, and when the **Dictaphone License Agreement** is displayed, click **Yes** to accept the agreement.
4. When the **Microsoft License Agreement** is displayed, click **Yes** to accept the agreement.
5. The dialog shown in [Figure 6-217](#) will be displayed.

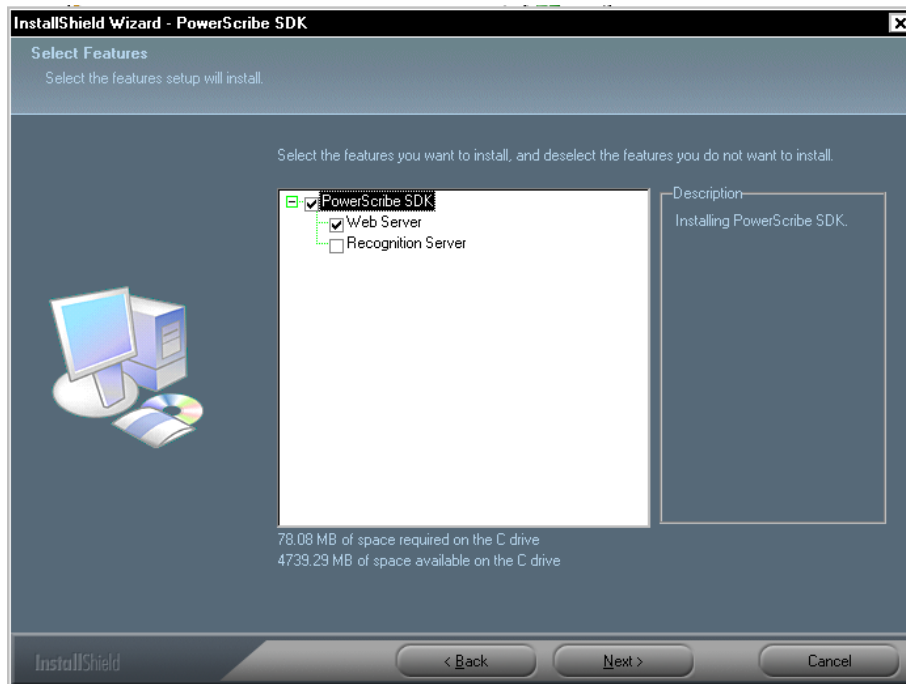


FIGURE 6-217 SDK Select Features Dialog

6. Ensure that the **Web Server** check box is checked, and **UNCHECK** the **Recognition Server** check box, as illustrated in [Figure 6-217](#).
7. Click **Next** and the dialog shown in [Figure 6-218](#) will be displayed.

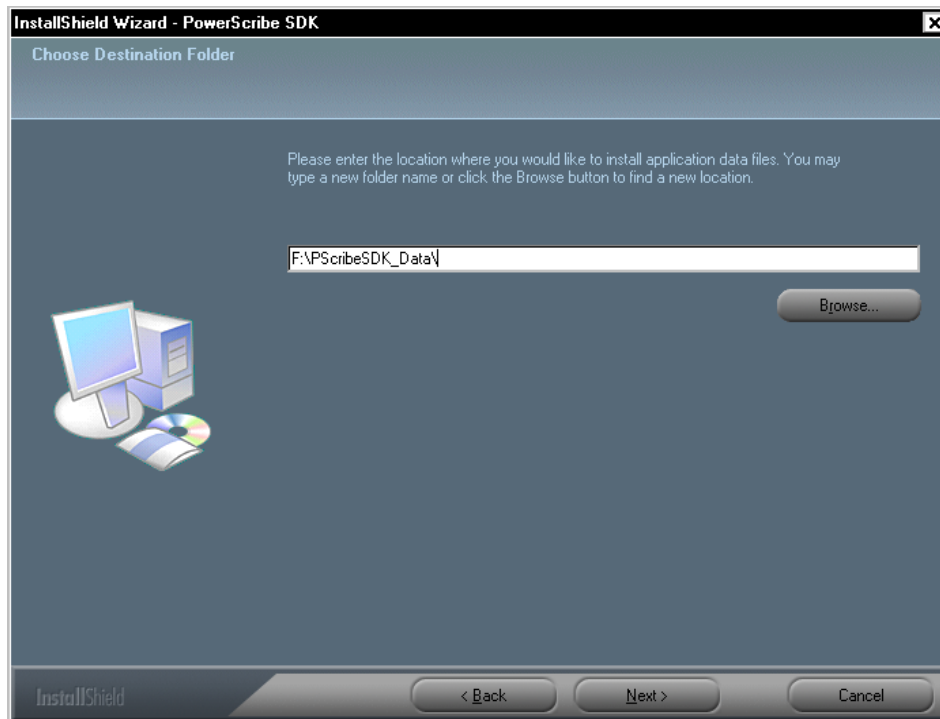


FIGURE 6-218 SDK Destination Location Dialog

8. Enter the location where audio files are stored, e.g., **F:\PScribeSDK_Data**. This is the location you identified **PRIOR** to beginning the installation process.
9. Click **Next**, and [Figure 6-219](#) will be displayed.

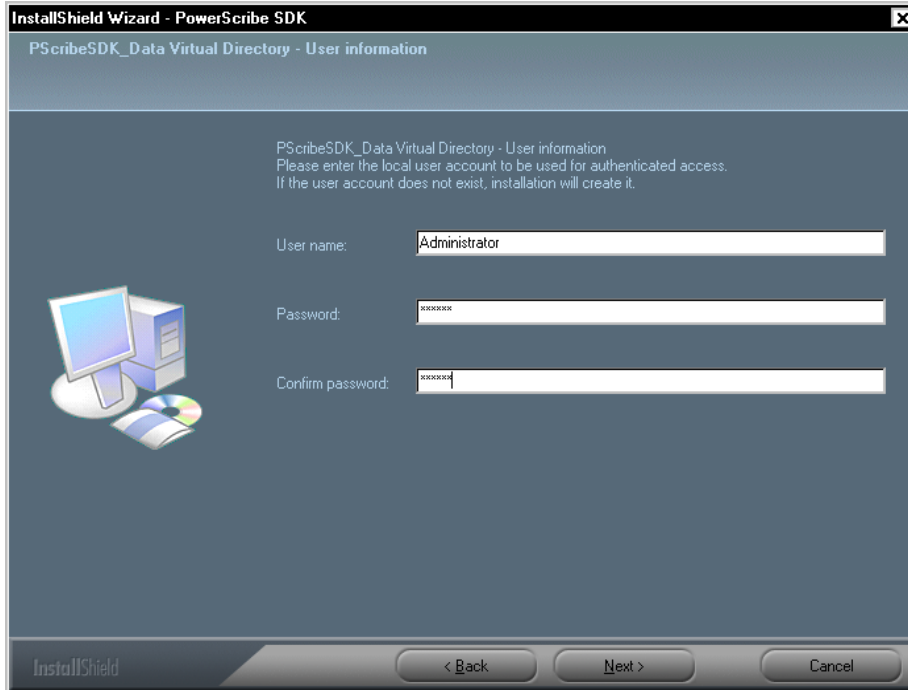


FIGURE 6-219 User Information Dialog

10. Enter the appropriate user information in the [Figure 6-219](#) dialog. and then, click **Next** to display [Figure 6-220](#).

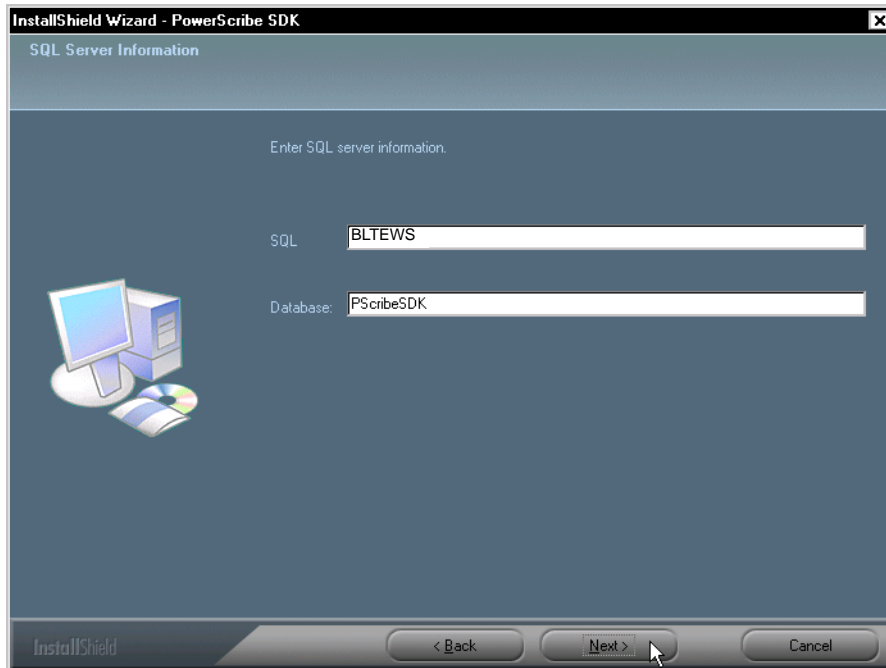


FIGURE 6-220 SQL Server Information Dialog

11. Complete the [Figure 6-220](#) dialog as follows:

- SQL: the SQL Instance Name being used for the PSSDK, typically in a non-SSL environment the **NETBIOS name of the EWS Server**
 - Database: **PSubscribeSDK**
12. Click **Next**, and the dialog shown in [Figure 6-222](#) will be displayed.

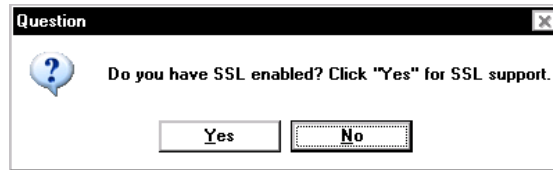


FIGURE 6-221 SSL Enabled Dialog

13. Click the appropriate button to continue and the display shown in [Figure 6-222](#) will be displayed.

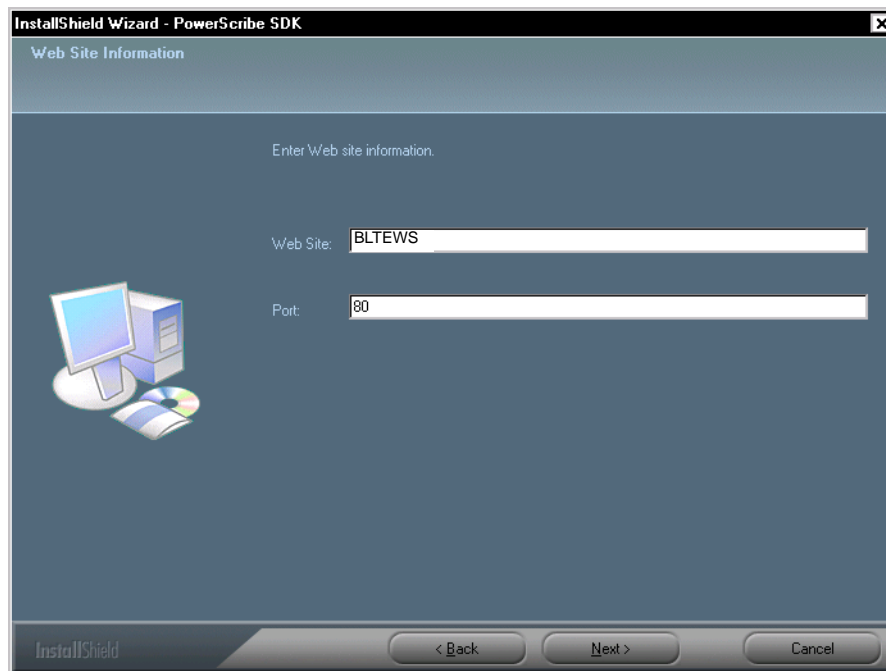


FIGURE 6-222 Web Site Information Dialog

14. Complete the [Figure 6-222](#) dialog as follows:
- If this web site **uses SSL**, enter the following:
 - ◆ Web Site: **Web Site Name from the Issued to: portion of the SSL Certificate, as shown in [Figure 5-295](#).**
 - ◆ Port: **443**
 - If this web site **DOES NOT use SSL**, enter the following:
 - ◆ Web Site: **Web Server Name**
 - ◆ Port: **80**
15. Click **Next**, and the dialog shown in [Figure 6-223](#) will be displayed.

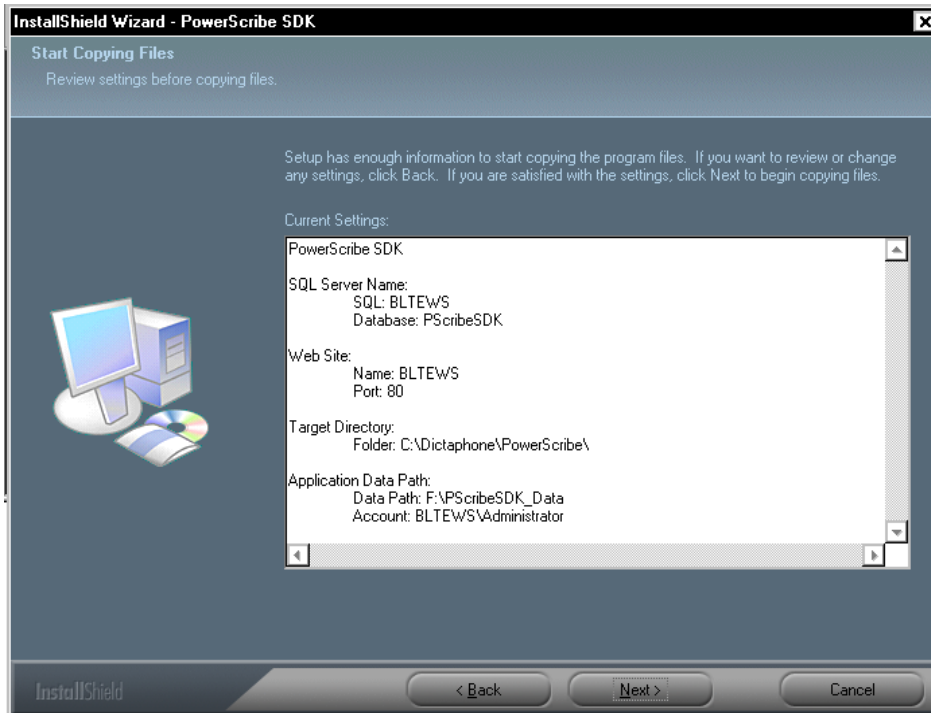


FIGURE 6-223 Start Copying Files Display

16. After reviewing settings in the [Figure 6-223](#), click **Next** and the **Setup Status** display shown in [Figure 6-224](#) will be shown as installation begins.

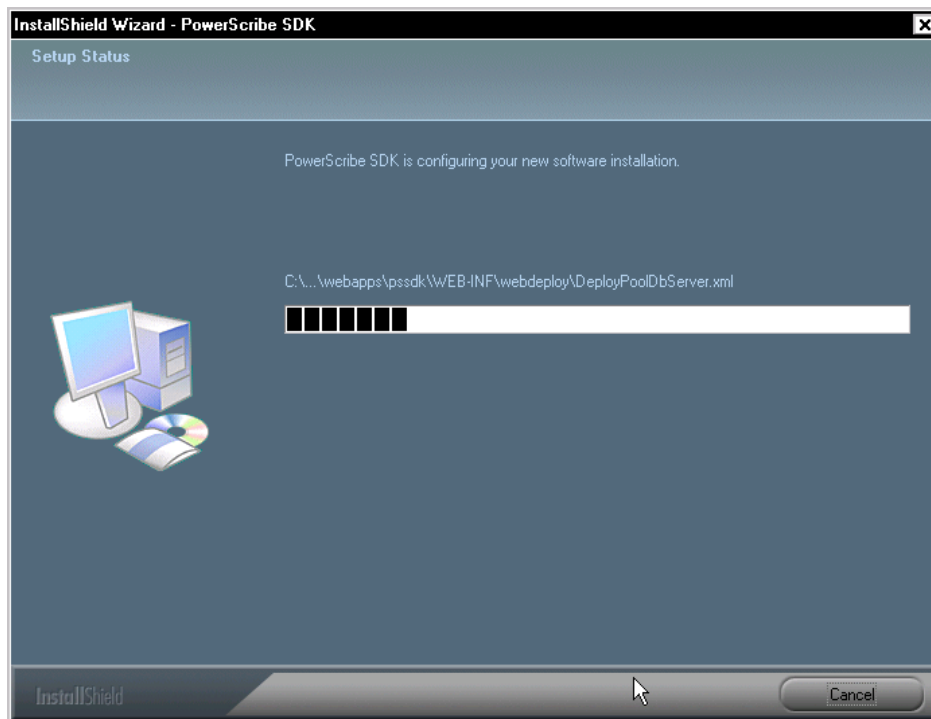


FIGURE 6-224 Setup Status Display

17. In a short while, the dialog shown in [Figure 6-225](#) will be displayed.

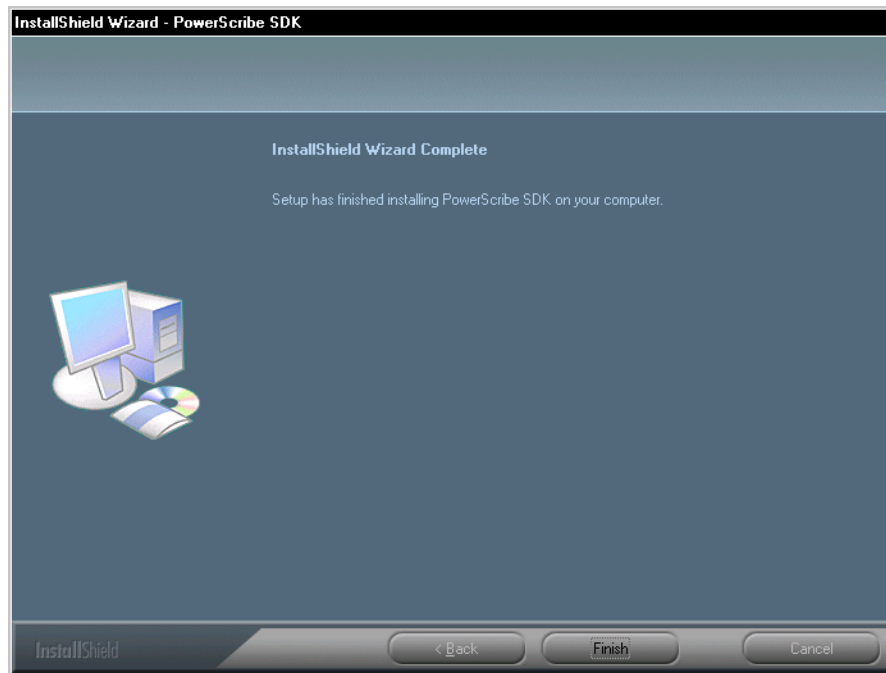


FIGURE 6-225 Installation Complete Dialog

18. Click **Finish**.
19. Open the folder **F:\PScribeSDK_DATA\Models\Engine** and locate the file **Engine.rwr**.
20. Use Notepad to edit the file **engine.rwr** as follows:
 - Use **Edit | Find** to locate the term **CENTURY_ROLLOVER**.
 - When found, ensure that it reads **CENTURY_ROLLOVER = 12**; if any other number than 12 appears, change that number to 12.
 - If you had to make changes to the file, save the file, and then, exit Notepad.
21. Continue with the next procedure, [Configure\Verify Default Web Site Properties](#).

Configure\Verify Default Web Site Properties

1. Select **Start | Programs | Administrative Tools | IIS Manager**.

A dialog very similar to that shown in [Figure 6-226](#) will be displayed.



FIGURE 6-226 IIS Manager Display

2. Expand the **EWS Server** and the **Web Sites** tree so that the **Default Web Site** is in view, as shown in [Figure 6-226](#).
3. Right-click **Default Web Site** and choose **Properties**, displaying the dialog shown in [Figure 6-227](#), with the **ISAPI Filters** tab selected.

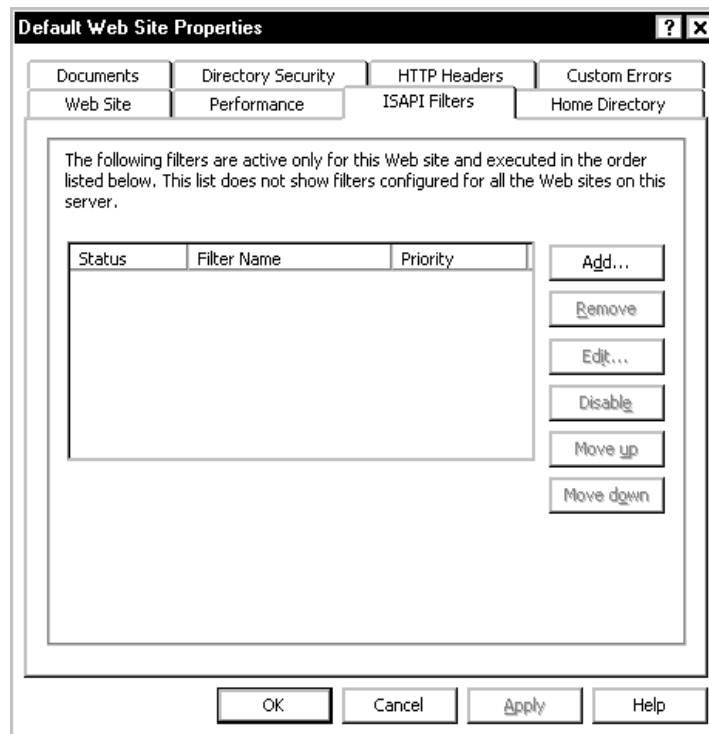


FIGURE 6-227 Default Web Site Properties with ISAPI Filters Tab Selected

4. The dialog you see in [Figure 6-227](#) is **CORRECT** with **NO** entry listed.
5. With the blank dialog shown, close the **IIS Manager**.

6. Open **Windows Services Manager** and stop and start the **World Wide Web Publishing** service.
7. Close **Windows Service Manager** and continue with the next procedure, [Upgrade the Language Models](#)

Upgrade the Language Models



If upgrading the Language Models remotely, i.e., via pcAnywhere, some screens are not visible as a result of Java idiosyncrasies. Completion of this procedure will most likely require a service person at the console



IMPORTANT

Before beginning this procedure, ensure that Anonymous Access is enabled in the Internet Information Services for PScripteSDK_Data. This is a default setting and enabled as part of the initial installation of the EWS server. If not enabled, an error will occur during this part of the EWS server upgrade.

1. On the EWS server, open the folder **nn:\Software\PSSDK 3.2 SP2\PSSDK\LMSetup**.
2. Locate and run the file **LMDataSetup.bat**.
3. The dialog shown in [Figure 6-228](#) will be displayed.

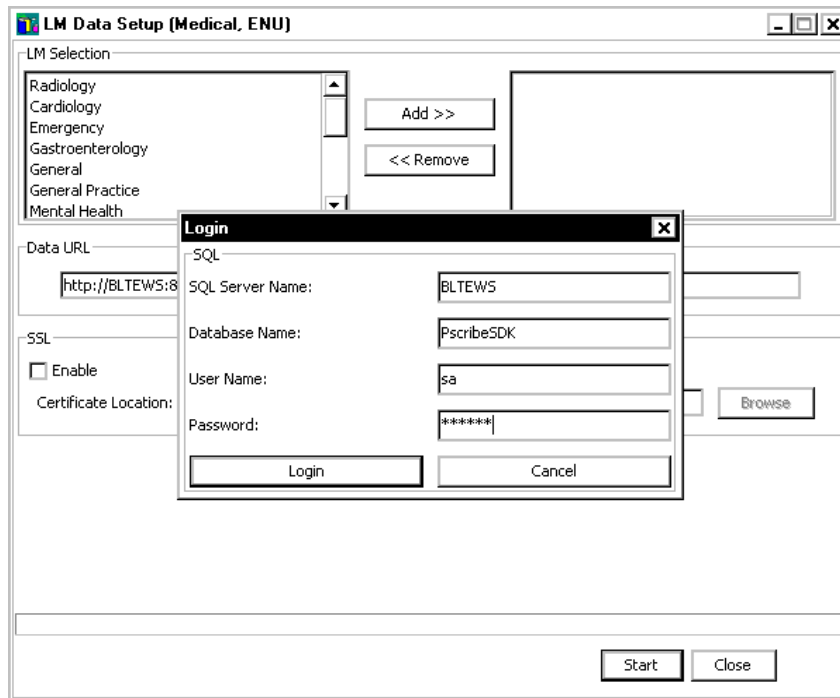


FIGURE 6-228 LM Data Login Dialog

4. **Verify** information in the Login display, enter the sa password, and then, click **Login**.
5. The dialog shown in [Figure 6-229](#) will be displayed.

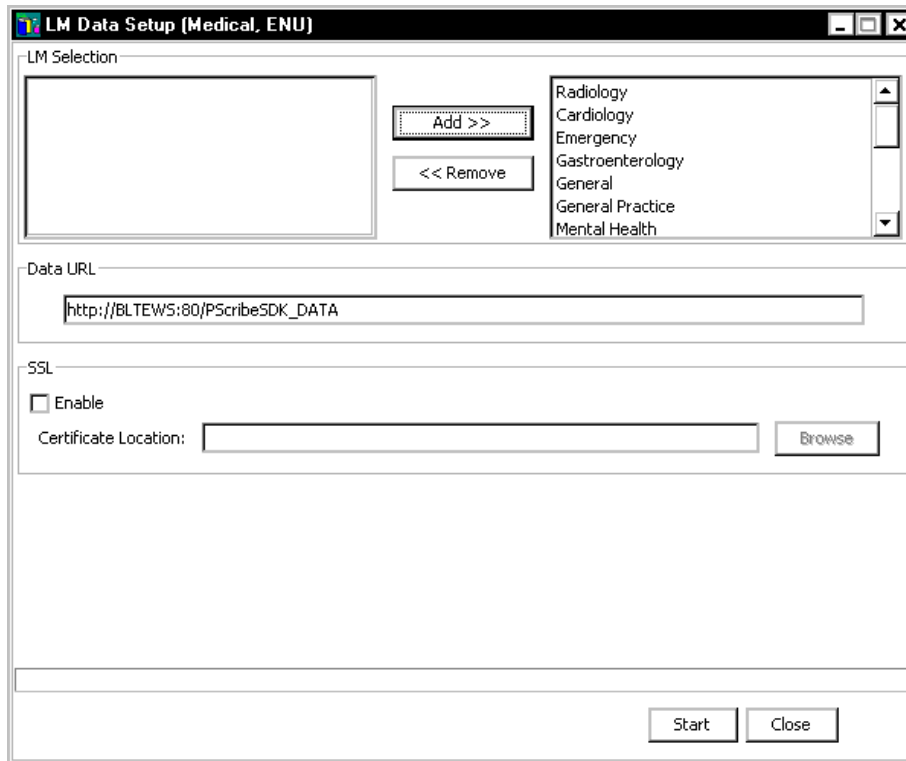


FIGURE 6-229 Language Model Selection Dialog

6. Do the following using the [Figure 6-229](#) dialog as a guide:
- Verify that **ALL** language models are in the **Add** column; there should be **NO** LM's in the left pane of the [Figure 6-229](#) dialog.
 - If the customer is **NOT** using SSL, ensure that Data URL reads **http://[Web Site Name]:80/PscribeSDK_DATA** - do not include the brackets [] - see [Figure 6-229](#) for a correct sample entry
 - If the customer **IS** using SSL, ensure that the Data URL reads **https://[Web Site Name]:443/PscribeSDK_DATA** - do not include the brackets []
 - Even if **SSL** is being used, **DO NOT** check the enable check box and **DO NOT** enter the **Certificate Location**.



Ports 80 and 443 are the respective non-SSL/SSL default ports assigned during installation. If you get an error when attempting to upgrade the LMs, first, check to see that you have entered the URL correctly, and then, if the error is still not resolved, go to the Default Web Site IIS Configuration and verify the port number is correct. (See highlighted area of [Figure 6-230](#))

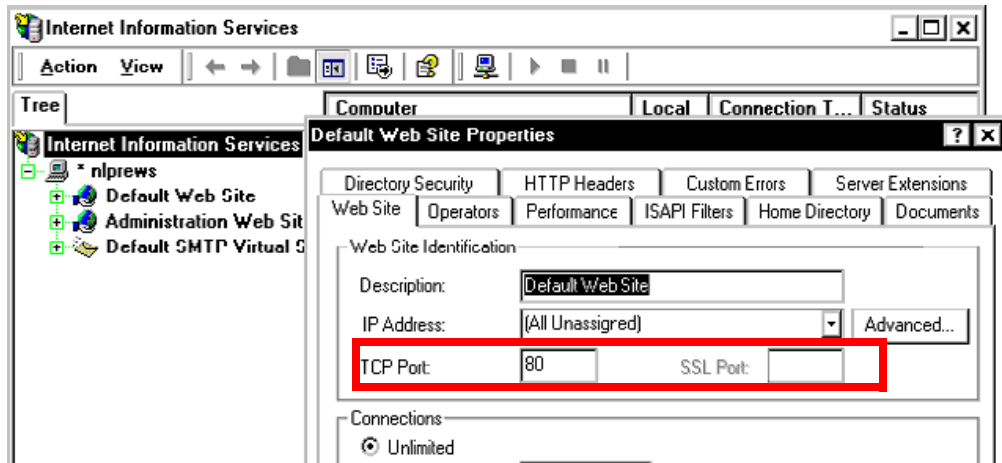


FIGURE 6-230 Example Default Web Site Properties Dialog

7. Click **Start** and the dialog shown in [Figure 6-231](#) will be displayed.

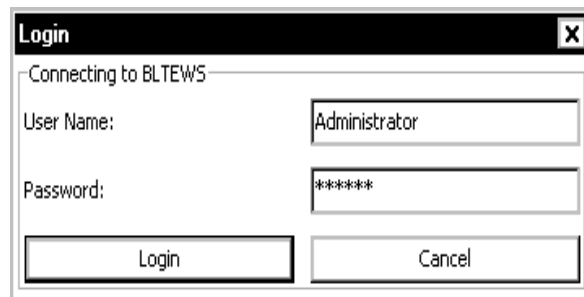


FIGURE 6-231 EWS Server Login Dialog

8. Enter the appropriate Login data, and then, click **Login**.
9. A progress bar will be displayed at the bottom of the [Figure 6-229](#) dialog as the language models are installed.

This process takes some time - **DO NOT DISTURB** during file transfer.

10. During this process, near the end, the dialog shown in [Figure 6-232](#) will be displayed.

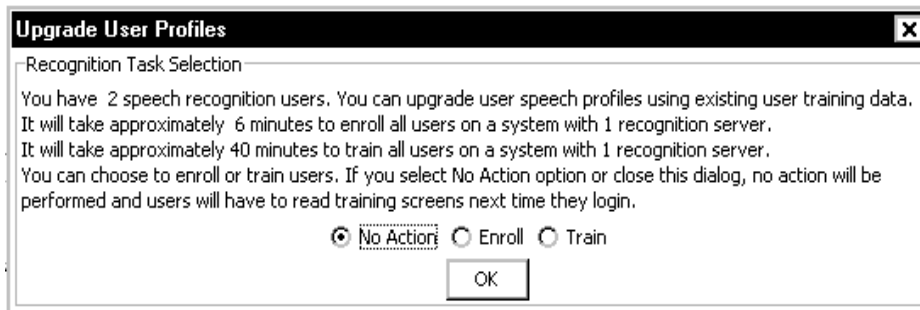


FIGURE 6-232 Upgrade User Profiles Dialog

11. Ensure the **No Action** radio button is selected, and then, click **OK** to continue.
12. The dialog shown in [Figure 6-233](#) will be displayed.

FIGURE 6-233 LM Setup Complete Dialog

13. Click **OK**, and then, click **Close** to close the **LM Data Setup** window.
 14. Stop and restart the Apache Tomcat service.
 15. Close any open windows and continue with the next procedure, [Establish Apache Tomcat as an MSSQLSERVER Dependent Service](#).
-

Establish Apache Tomcat as an MSSQLSERVER Dependent Service

1. Select **Start | Run**, and type **regedt32** in the **Open:** text box.
2. Click **OK**.
3. Locate and select the following key:
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Tomcat5

The dialog shown in [Figure 6-234](#) will be displayed:

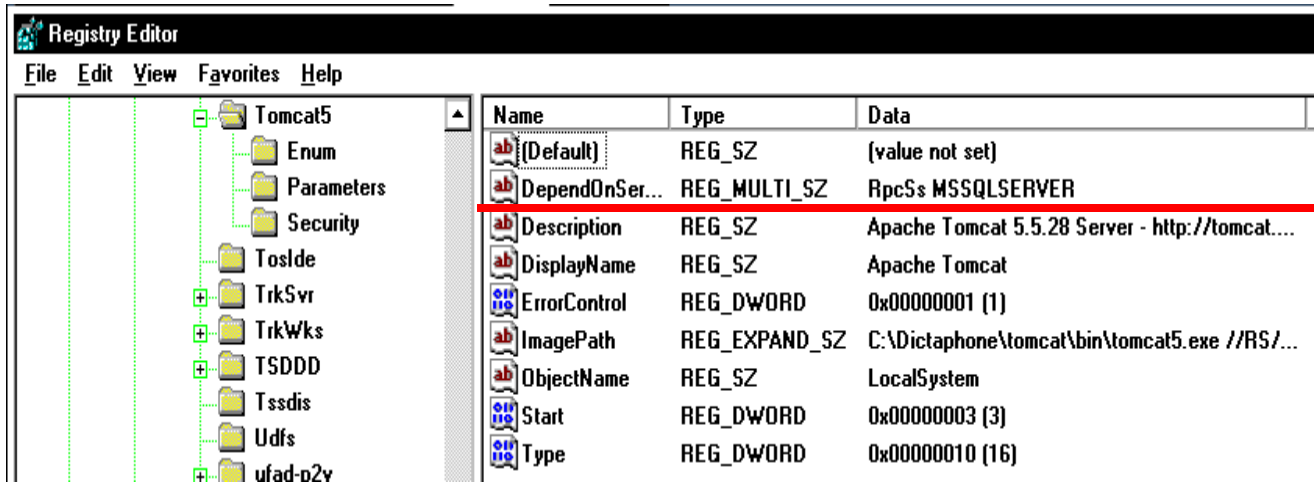


FIGURE 6-234 Apache Tomcat Registry Key

- In the right pane, double-click on the **DependOnService** key that you see highlighted in [Figure 6-234](#).



If the **DependOnService** value does not exist, then create it, with a data type of **REG_MULTI_SZ**.

The dialog shown in [Figure 6-235](#) will be displayed:

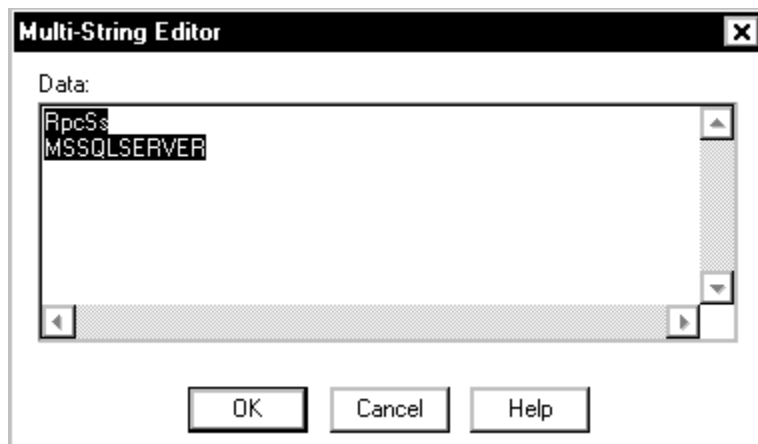


FIGURE 6-235 Multi-String Editor Dialog

- Enter the following in the Editor, as shown in [Figure 6-235](#):
 - Line 1: **RpcSs**
 - Line 2: **MSSQLSERVER**
- Click **OK** and close all open registry windows.
- Continue with the next procedure, [Upgrading the EWS Server to Version 81.0.3065](#).

Upgrading the EWS Server to Version 81.0.3065

Before beginning this procedure, verify that you have a minimum of **2GB** of free space on the **C:** drive.

To upgrade the EWS server to Version 8.1, do the following:

1. Ensure that **Windows Service Manager** is closed.
2. Go to the folder **nn:\Software\EXVoice**, and open the **EXV Server Installations** folder.
3. Locate the file **Dictaphone EXV EWS Services.exe** and **double-click** to execute.
4. The dialog shown in [Figure 6-236](#) will be displayed.

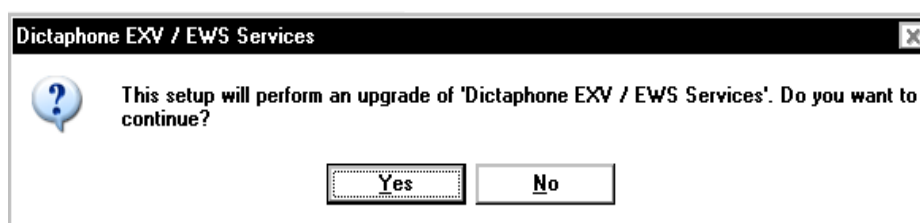


FIGURE 6-236 Upgrade Decision Dialog

5. Click **Yes**, and following a delay of a few minutes while the MSI installer unpacks files, the dialog shown in [Figure 6-237](#) will be displayed.

If you are upgrading a system that is **NOT** already at some version of Build 7 (70.4.xxxx) the [Figure 6-237](#) will look somewhat different and contain the boldface statement **Dictaphone EXV / EWS Services vxxx.x.x.xxxx**. This is normal.

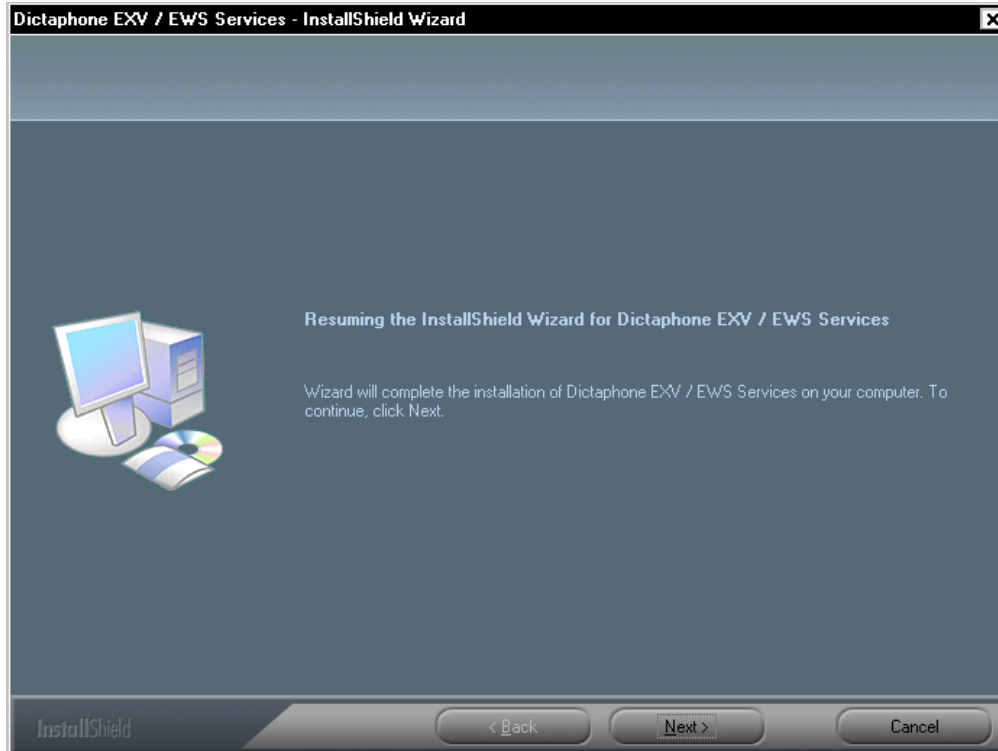


FIGURE 6-237 Initial EXVoice Software Install Dialog

6. Click **Next**.



*If you are upgrading an EWS system that has EXVoice Version 70.2.2180 or higher already installed, you will only see the [Figure 6-237](#) initial dialog, then, the **Setup Status** dialog ([Figure 6-245](#)), and, after a short while, the [Figure 6-247](#) **InstallShield Complete** dialog.*

7. When the **Microsoft License Agreement** is displayed, click **Yes** to accept the agreement.
The **Dictaphone License Agreement** will be displayed.
8. Select the **I accept the terms.....** radio button, and then, click **Next** to continue.
9. The Customer Information Dialog, [Figure 6-238](#), will be displayed.

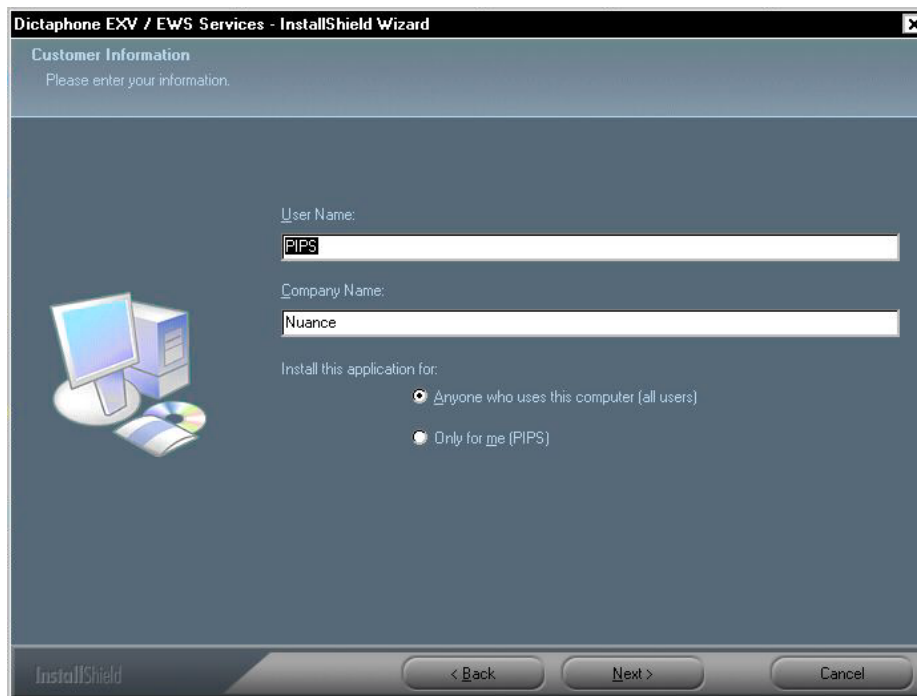


FIGURE 6-238 Customer Information Dialog

10. Enter the **User Name** and the **Company Name** in the [Figure 6-238](#) dialog, and select the appropriate radio button, which will normally be **Anyone who uses this computer**.
11. Click **Next** to continue and the [Figure 6-239](#) dialog will be displayed.

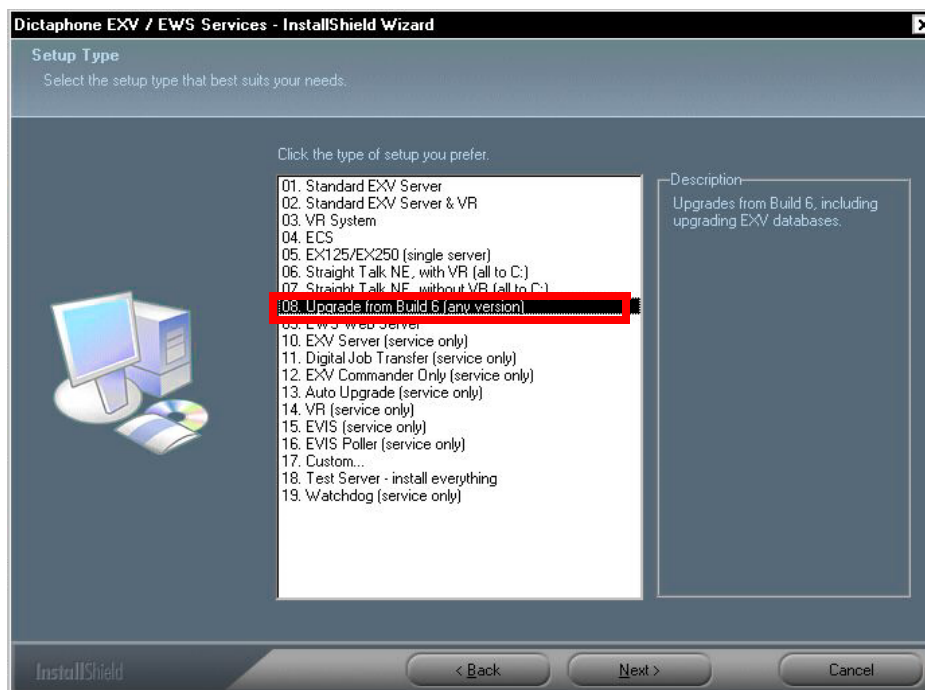


FIGURE 6-239 Setup Type Dialog

12. Select item **08. Upgrade from Build 6 (any version)**, and then, click **Next** to continue.
13. The dialog shown in [Figure 6-240](#) will be displayed.

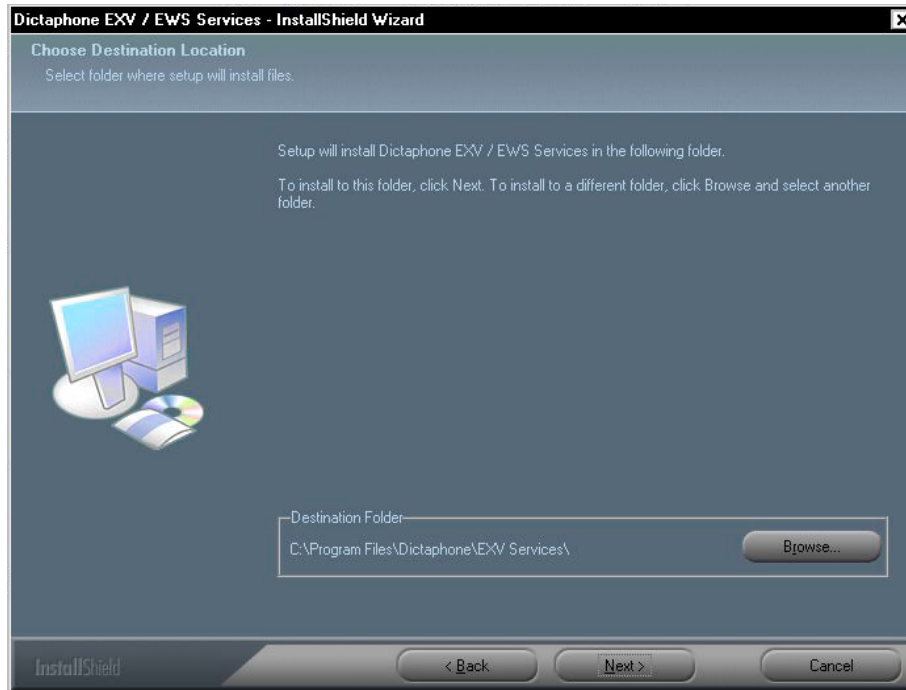


FIGURE 6-240 Destination Location Dialog

14. Accept the default destination of **C:\Program Files\Dictaphone\EXV Services**, and then, click **Next** to continue.
15. The dialog shown in [Figure 6-241](#) will be displayed.

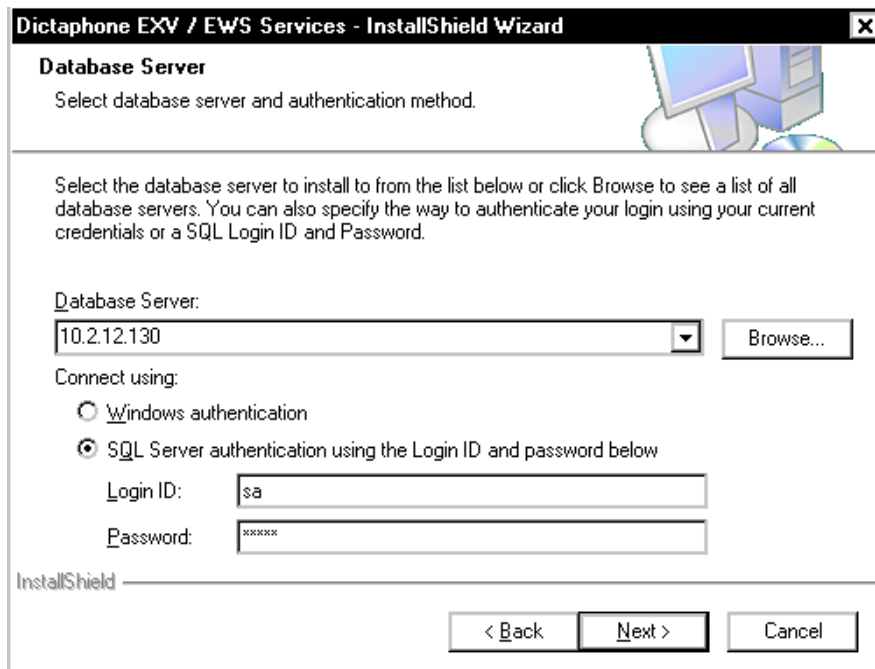


FIGURE 6-241 Database Location Dialog

16. Complete the [Figure 6-241](#) dialog as follows:
 - Database Server: Type the IP address of the **EXVoice** server(**NOT** the EWS server)
 - ◆ Select **SQL Server authentication.....** radio button
 - Login ID: sa
 - Password: [enter the sa password for the EXVoice database]
17. Click **Next** and the dialog shown in [Figure 6-242](#) will be displayed.

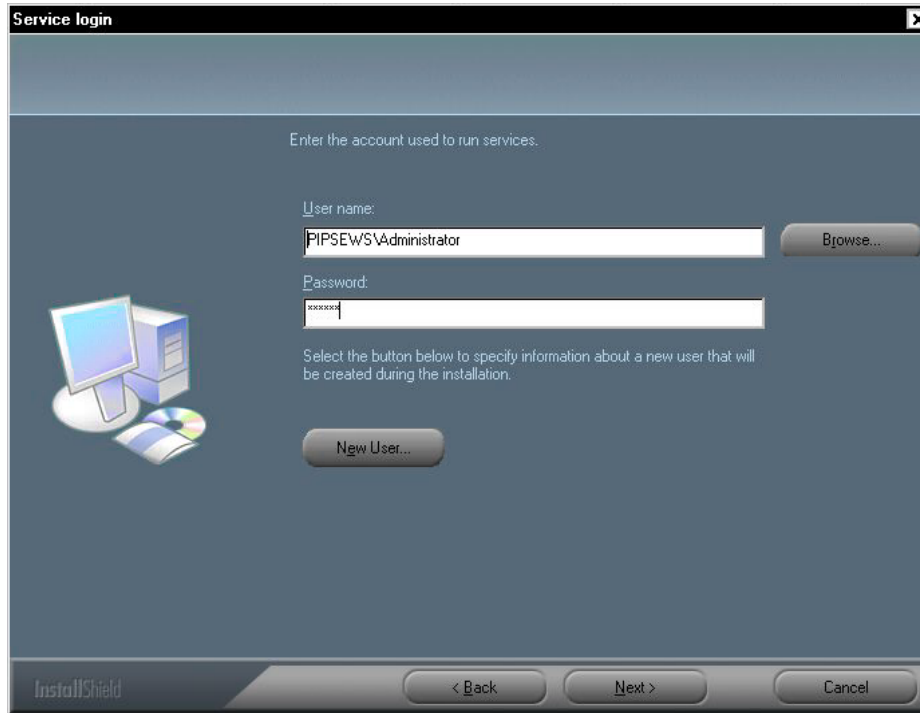


FIGURE 6-242 Services Login Dialog



Take note of the New User radio button in the [Figure 6-242](#) dialog. This allows the creation of a new user during the installation, should that be required as a part of the upgrade process. Checking this button displays the New User dialog shown in [Figure 6-243](#). Dialog completion is self-explanatory.

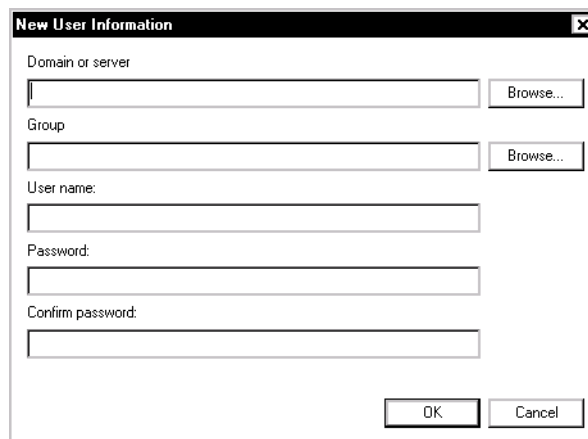


FIGURE 6-243 New User Dialog

18. After entering the local OS **Administrator** user name and password in the [Figure 6-242](#) dialog, and then click **Next** to continue.

The dialog shown in [Figure 6-244](#) will be displayed.

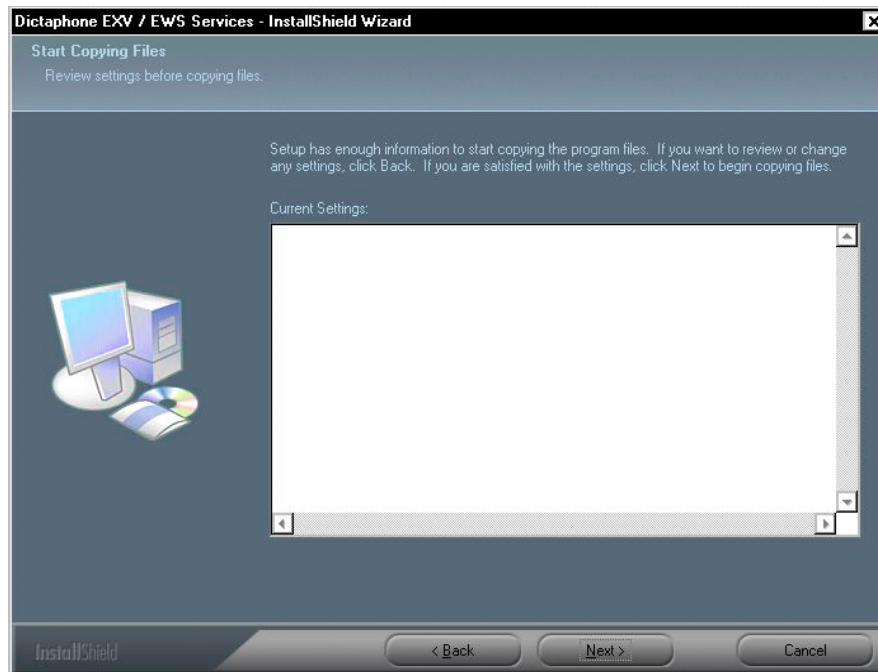


FIGURE 6-244 Start Copying Files Dialog

19. Verify any settings information shown in this dialog (will probably be blank on an initial upgrade), and then, click **Next** to continue.
20. As the upgrade progresses, the [Figure 6-245](#) and [Figure 6-246](#) dialogs will be displayed advising of the status of the upgrade process.

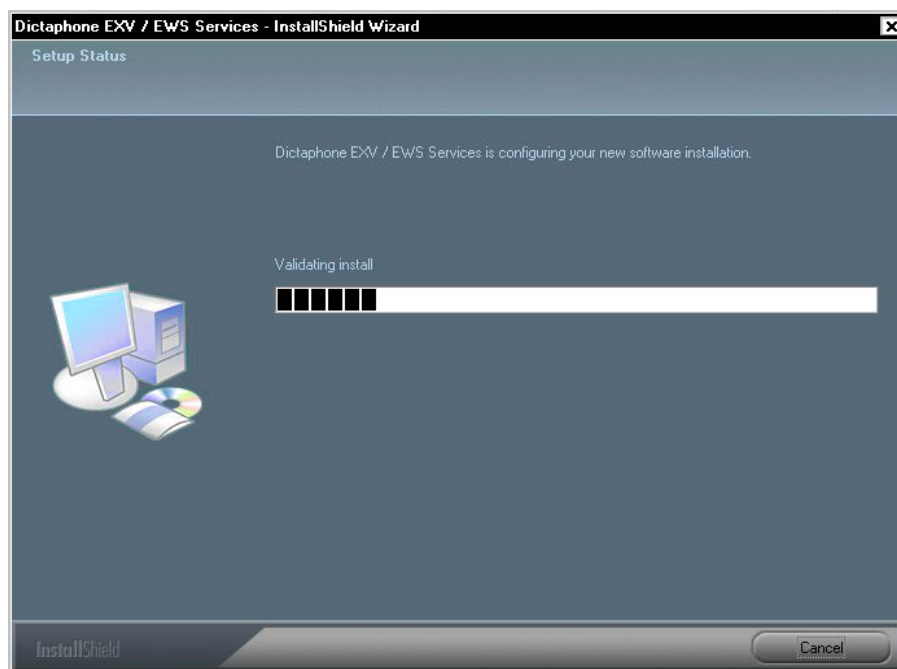


FIGURE 6-245 Setup Status Dialog

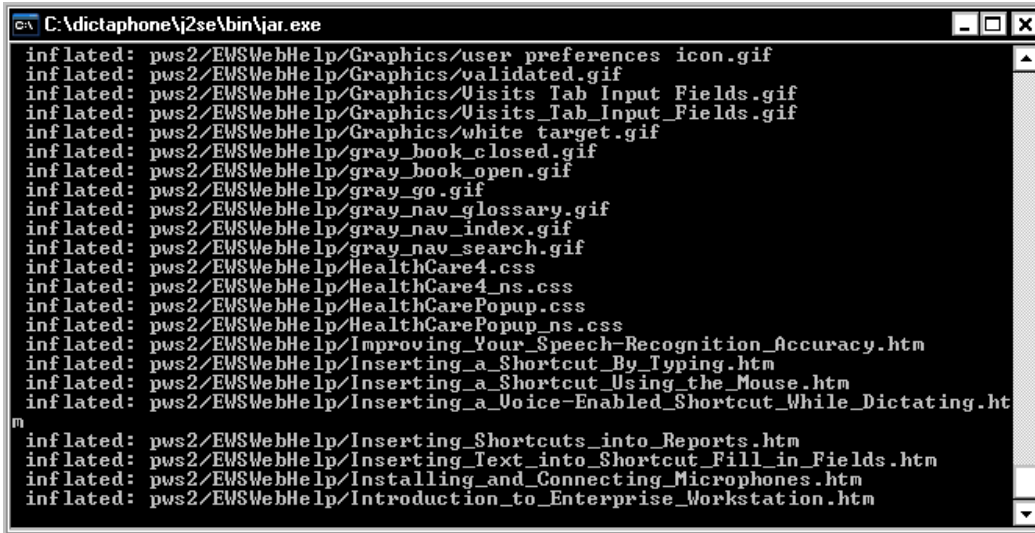


FIGURE 6-246 Setup Progress Command Prompt Dialog



*There is a delay here that could last for some time, dependent on the complexity of the system being upgraded. Be patient and **do not disturb this process.***

When the upgrade completes, the dialog shown in [Figure 6-247](#) will be displayed.

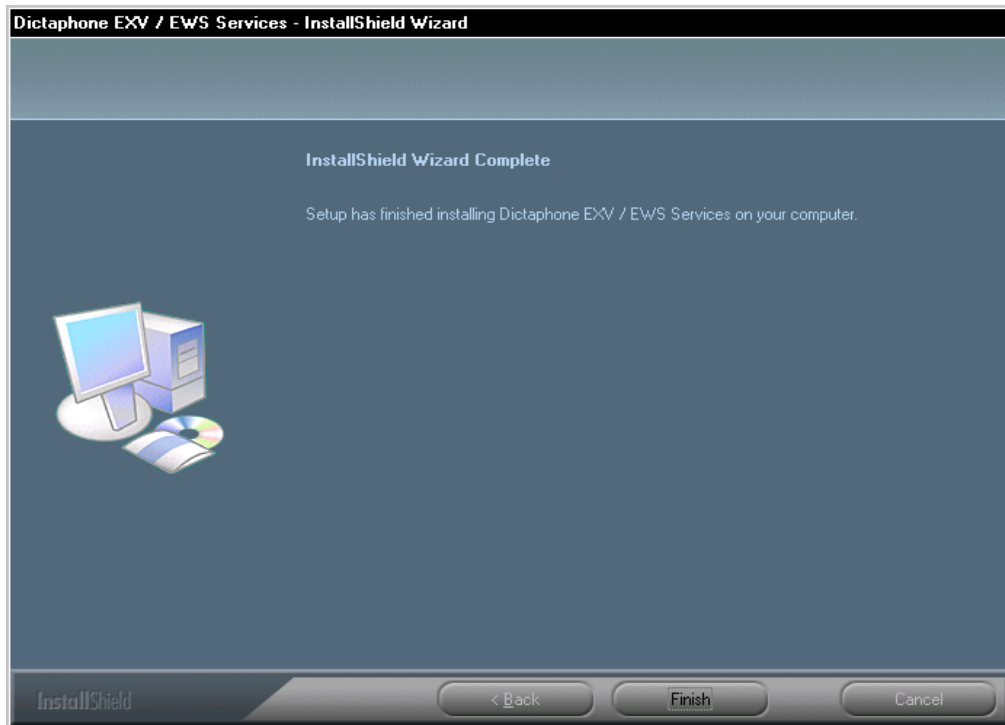


FIGURE 6-247 InstallShield Wizard Complete Dialog

21. Click **Finish**, and the dialog shown in [Figure 6-248](#) will be displayed.

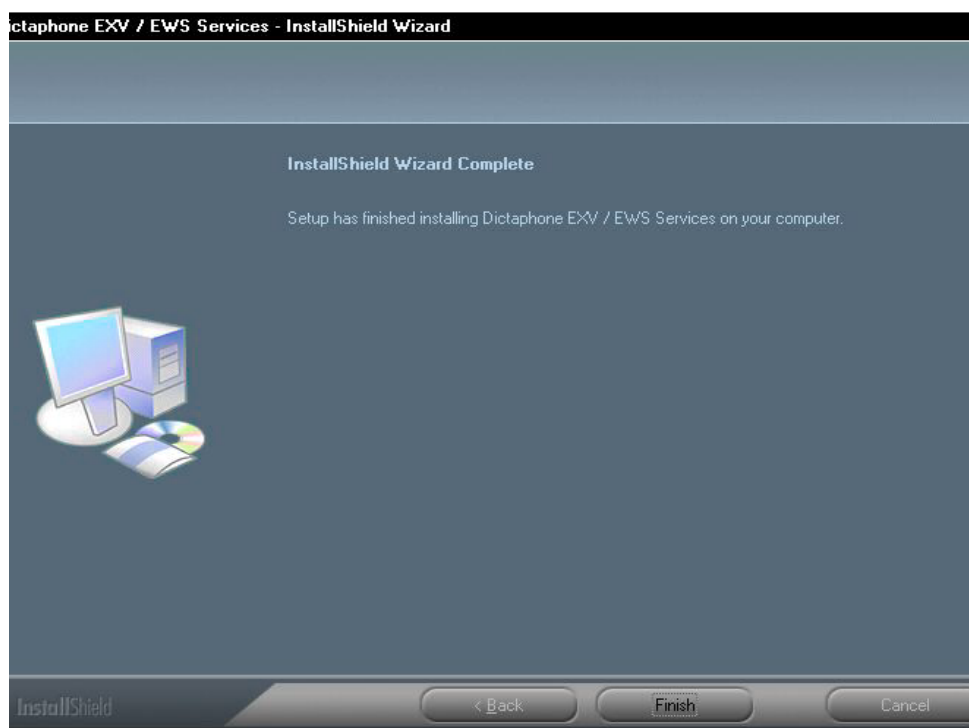


FIGURE 6-248 Setup Complete Dialog

22. Click **Finish**.
23. Consult [Table 6-18](#) to determine next procedure to complete.

TABLE 6-18 Next Procedure

Is Customer Using Generic Accession Numbers (Consult PM or Customer Rep for Answer)	Next Procedure
YES	Step 24
NO	Step 25

24. Go to the location where you stored the **backup copy** of the **C:\Dictaphone\Tomcat\webapps\exv** folder, and do the following:
- Locate the file **GenericOrders.xml** and copy this file from the backup folder to the new **C:\Dictaphone\Tomcat\webapps\exv** folder.
- This will preserve the existing accession numbers scheme which the customer had previously configured in this file.
25. Close all open Explorer windows and continue with the next procedure, [Update DocNetServer File on EXText Server](#).

Update DocNetServer File on EXText Server



Ensure that you have downloaded the file **DocNetServer_Update.exe**, (V.8.1.156.5) from the Services portal before beginning this procedure.

1. On the **EXText** server, open Windows Service Manager and ensure that all EXText services are **STOPPED**.
2. Open the folder C:\DocNet\bin and rename the file **docnetserver.exe** and **Dictaphone.EXText.Server.dll** by changing the filename extensions to **.bak**.
3. Copy the file you downloaded (DocNetServer_Update) to the folder C:\DocNet\bin on the EXText server.
4. Double-click the file to execute and the 2 above named files (Version 8.1.156.5) will be extracted into the directory.
5. Close all open Explorer windows and continue with the next procedure, [Configuration of the Service Controller](#).

Configuration of the Service Controller

Once the Web server has restarted, the configuration of the Service Controller must be addressed, as shown here.

EXV Service Controller

1. On the EWS Web server, select **Start | Programs | Dictaphone EXV Tools | Service Controller** to start the EXV Service Controller.

A **Language Selection** dialog, [Figure 6-249](#), may be displayed.

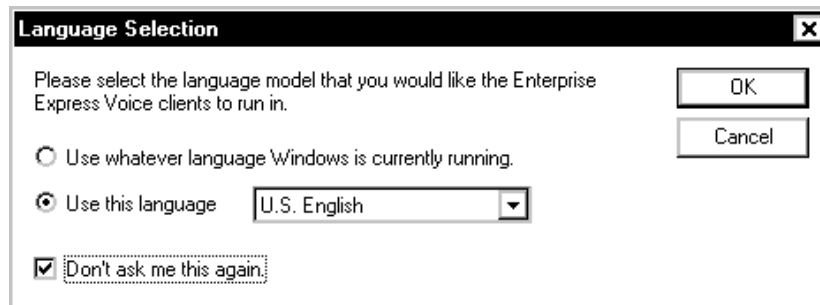


FIGURE 6-249 Language Selection Dialog

2. Ensure the **U.S. English** language radio button is selected, and place a check in the **Don't ask me this again.** check box.
3. Click **OK**.

The License Agreement may be displayed.

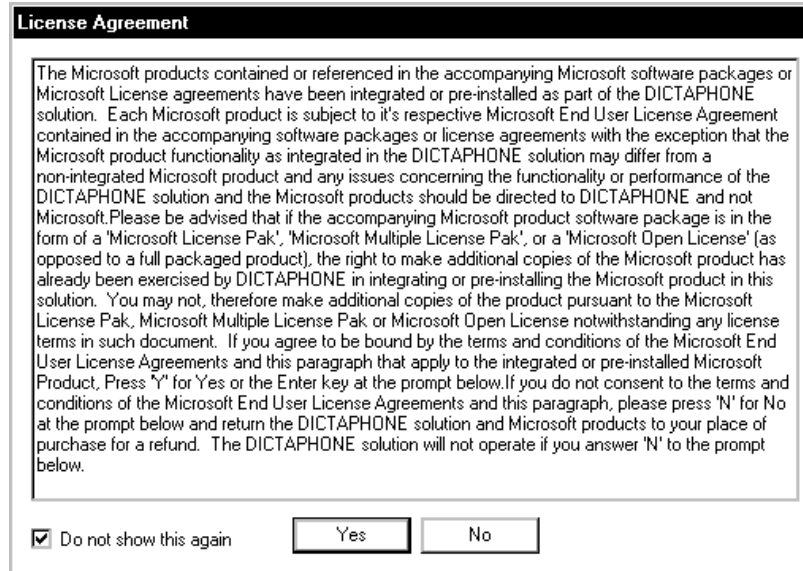


FIGURE 6-250 License Agreement

4. Place a check in the **Do not show this again** check box, and then, click **Yes**.
The Access Password dialog, [Figure 6-251](#), will be displayed.

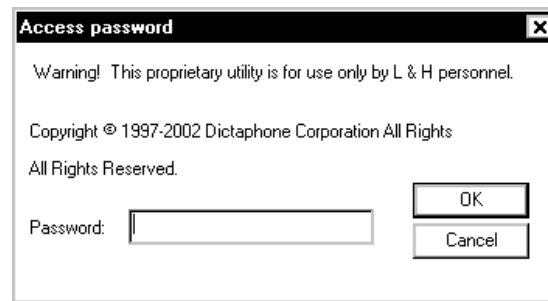


FIGURE 6-251 Access Password Dialog

5. Enter the **standard Dictaphone service** password, and then click **OK**.
The **Dictaphone Voice Service Controller**, [Figure 6-252](#), will open.

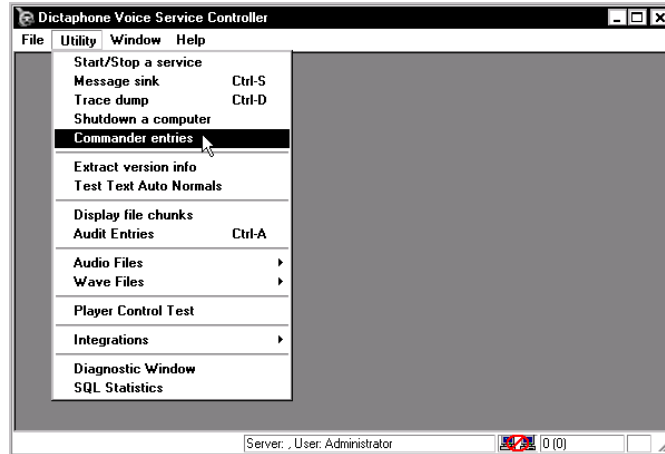


FIGURE 6-252 Service Controller Dialog

6. From the menu, select **Utility | Commander entries**.
The dialog shown in [Figure 6-253](#) will be displayed.

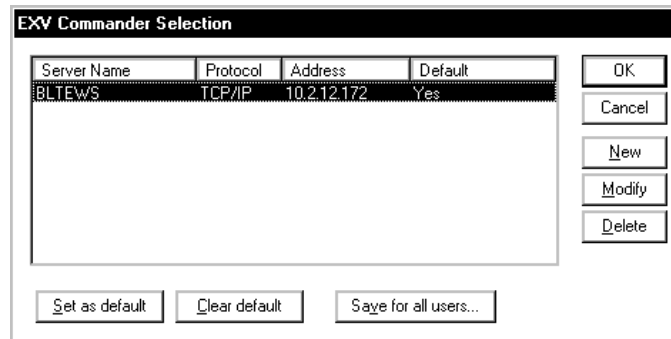


FIGURE 6-253 EXV Commander Selection Dialog

7. Next, highlight the **Web** server, and if the server is not set as default in the [Figure 6-253](#) dialog, click the **Set as default** button to correct this.
8. Click **Save for all users**, and the dialog shown in [Figure 6-254](#) will be displayed.

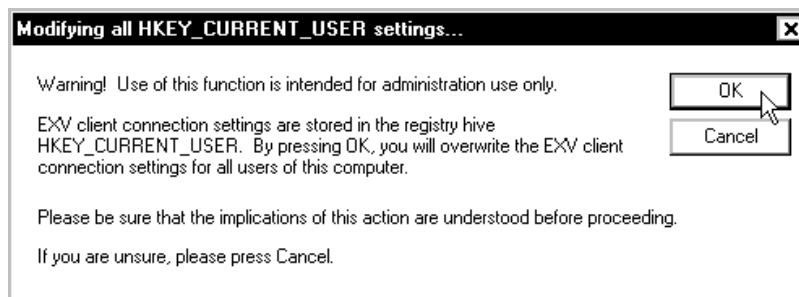
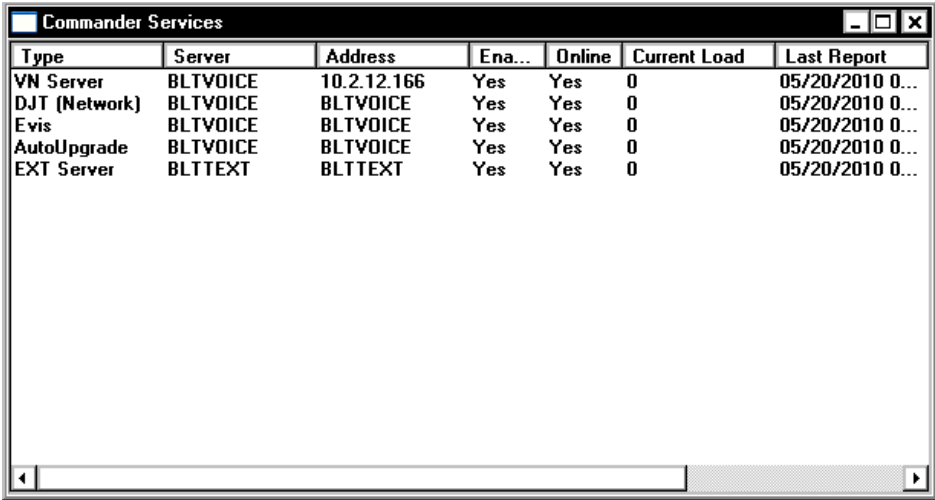


FIGURE 6-254 Modify Registry Settings Dialog

9. Click **OK**.

10. Double-click the EWS web server entry and the dialog shown in [Figure 6-255](#) will be displayed.



Type	Server	Address	Ena...	Online	Current Load	Last Report
VN Server	BLTVOICE	10.2.12.166	Yes	Yes	0	05/20/2010 0...
DJT (Network)	BLTVOICE	BLTVOICE	Yes	Yes	0	05/20/2010 0...
Evis	BLTVOICE	BLTVOICE	Yes	Yes	0	05/20/2010 0...
AutoUpgrade	BLTVOICE	BLTVOICE	Yes	Yes	0	05/20/2010 0...
EXT Server	BLTTEXT	BLTTEXT	Yes	Yes	0	05/20/2010 0...

FIGURE 6-255 Commander Services Final Dialog



IMPORTANT

Check the [Figure 6-255](#) dialog that is displayed carefully, and ensure that all server information is **accurate** and **complete**. Also, make certain that the *EVIS* service, and the *EXText* server are shown. If these latter two are not present, they **MUST** be added.



NOTE

Some services may not be *Online* because the service is not running on the *EXVoice* data server, e.g., *DJT*.

11. If services need to be added, perform the following steps:
- Right-click in a blank area of the Service Controller dialog and select **New Service** from the drop down menu.
The dialog shown in [Figure 6-256](#) will be displayed.

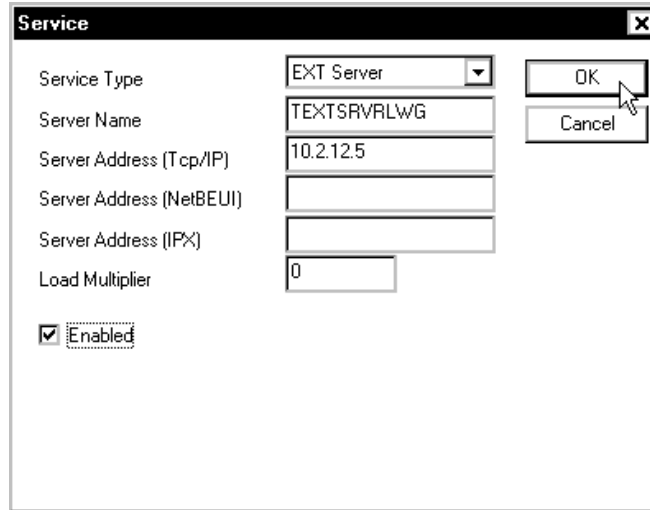


FIGURE 6-256 New Service Dialog

- b. Select the appropriate Service Type from the **Service Type** list box
- c. Enter the **Server Name**.
- d. Enter the **Server Address (TCP/IP)**
- e. Place a check in the **Enabled** check box
- f. Click **OK**

The service should now display in the list of services in **Commander Services**.

12. Ensure that all services have an **Enabled** status of **Yes**.
13. Ensure that all services have an **Online** status of **Yes**.



If a service was freshly added, the Service Controller utility may have to be shut down and restarted for the status to properly update on the screen.

14. Close the **Service Controller** utility.
15. Following the successful reboot of the server, follow the procedure [Creating an Updated ASR Backup Set](#), on [page 8-28](#), to make an updated copy of this important disk.
16. Once the Emergency Repair Disk procedure is completed, continue with the next procedure, [Verify Correct Web File Version](#).

Verify Correct Web File Version

1. Open the folder **C:\Dictaphone\Tomcat\webapps\exv** and locate the file **version.rc**, as shown in [Figure 6-257](#).

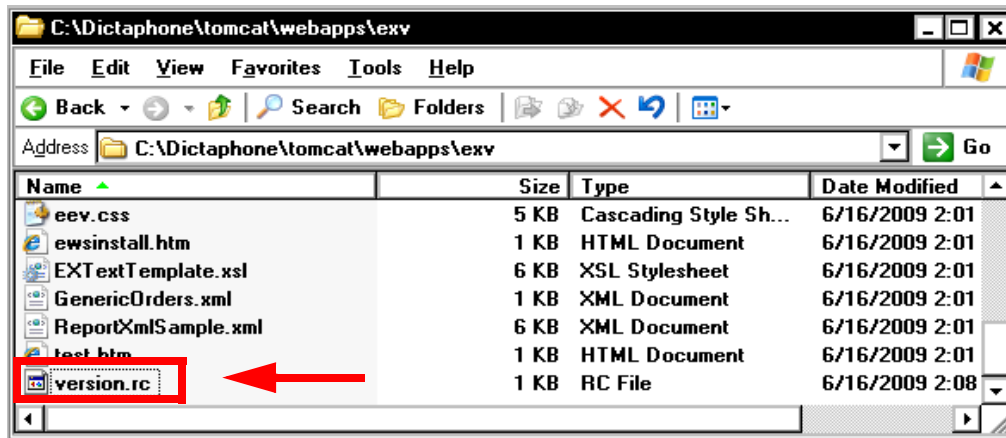


FIGURE 6-257 EXV Folder Display

- Open **version.rc** in Notepad and a display very similar to that shown in [Figure 6-258](#) will be seen.



FIGURE 6-258 Version.rc Text Display

The **FILEVERSION** line seen in [Figure 6-258](#) appears near the bottom of the **version.rc** text display.

- Verify that the version shown, as highlighted in [Figure 6-258](#), is the same as the version of EXVoice which is installed. In this case, EXVoice version is **1008.1.0.3035**. You can check the version of EXVoice installed by looking in the **C:\Program Files\Dictaphone\EXV Services** folder and bringing up **Properties** for the file **exvcommanderclient.dll**.
- If the version shown is **not** correct, do the following:
 - Close all open windows.
 - Open the **Windows Service Manager** and stop the following services:
Dictaphone EXV Watchdog

Apache Tomcat

Dictaphone Enterprise Commander

- c. Close the **Windows Service Manager**.
 - d. Open the folder **C:\Dictaphone\Tomcat\webapps** and locate the **exv** folder.
 - e. **Move** the **exv** folder to a location on a different hard drive.
 - f. Leave the **webapps** folder open and open the **Windows Service Manager**.
 - g. Restart the **Apache Tomcat** service.
With the webapps folder open, you should be able to observe that the **exv** folder is being recreated by Apache.
 - h. Open the **exv** folder and when **version.rc** is present, repeat **Steps 2 and 3**, above
 - i. If the version shown is still not correct, **stop** and call Technical Services.
5. Restart the **Dictaphone Enterprise Commander** and **Dictaphone EXV Watchdog** services.
 6. Continue with the next procedure [Installing the EWS Client](#).

Installing the EWS Client

1. Ensure that **ALL** EWS users are off the system.
2. Next, go to the EWS **Web** server and launch **Internet Explorer**.
3. Go to the following URL:

http://<server-name>/exv

Where <server-name> is the **EWS Web server** host name

The dialog shown in [Figure 6-259](#) will be displayed.

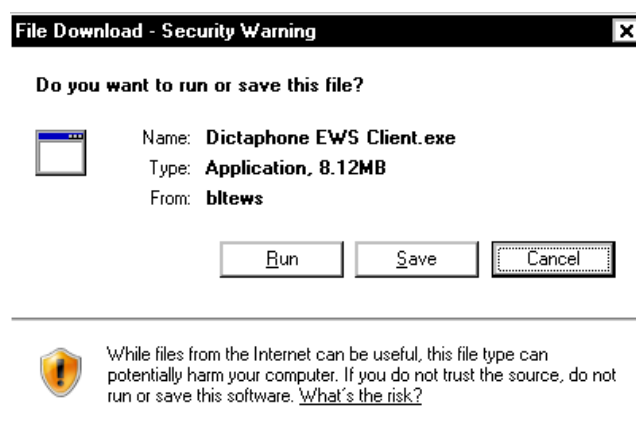


FIGURE 6-259 EWS Client Install Dialog

4. Click **Run**, and then, accept all the dialogs which may be displayed; eventually [Figure 6-261](#) will be displayed.



If you are running Internet Explorer 7 you may receive an error here that will not allow you to log into the web server. This error is caused by IE7's default configuration of Enhanced Security measures. To correct this do the following:

- Open the **Control Panel** and select **Add or Remove Programs**
- Click **Add/Remove Windows Components** from the left panel
- Locate the IE security entry you see highlighted in and **uncheck** the check box



Description: Limits how users browse Internet and Intranet Web sites

FIGURE 6-260 IE Security Entry Dialog

- Close all open windows and start again with Step 2, above. IE7 should allow the EWS client to open now.



The following steps are for a Windows 2000 platform. If running Window 2003, the steps will be somewhat different.

5. Shortly the dialog shown in [Figure 6-261](#) will be displayed.

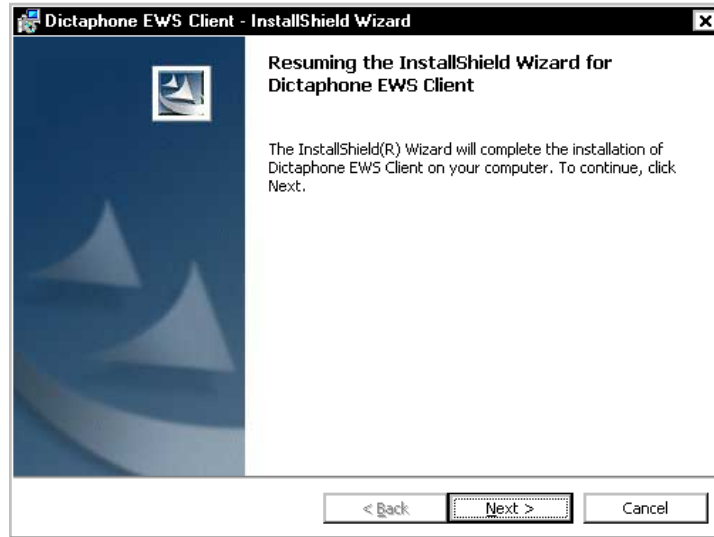


FIGURE 6-261 EWS Client Welcome Dialog

6. Click **Next** and the Dictaphone License Agreement **may** be displayed.
7. Select the **I accept.....** radio button, and then click **Next**.

The dialog shown in [Figure 6-262](#) will be displayed.



If upgrading from a previous client version, the next dialog you will see will be [Figure 6-265](#).

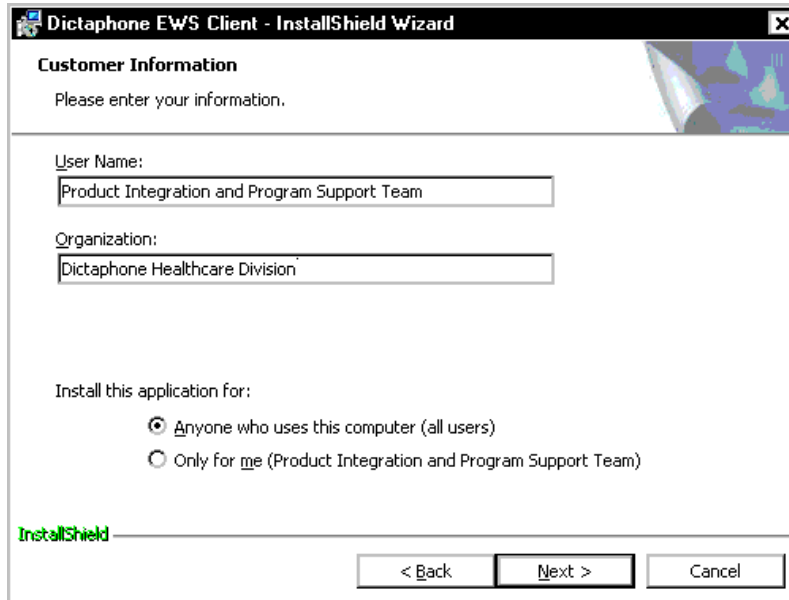


FIGURE 6-262 Customer Information Dialog

8. Enter the appropriate information in the [Figure 6-262](#) dialog, and then, click **Next** to continue.

The dialog shown in [Figure 6-263](#) will be displayed.

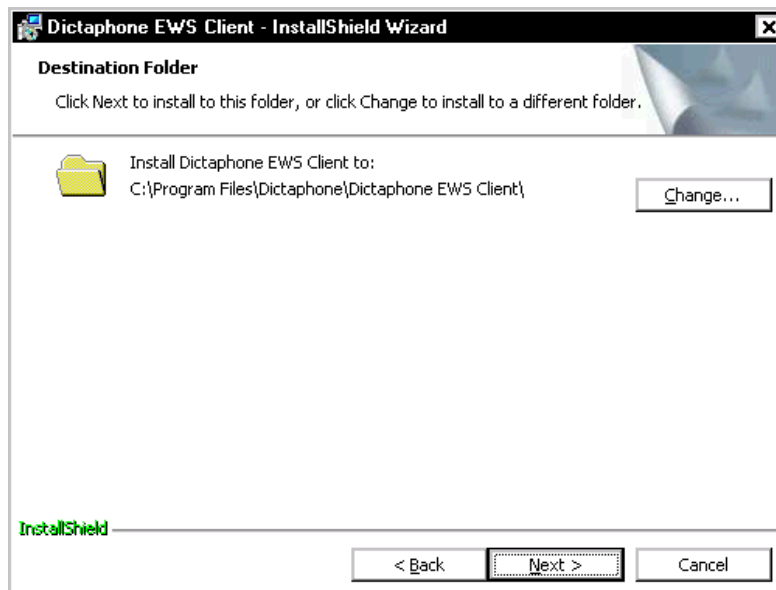


FIGURE 6-263 Destination Folder Dialog

9. Accept the default destination of **C:\Program Files\Dictaphone EWS Client**, and then, click **Next** to continue.

The dialog shown in [Figure 6-264](#) will be displayed.

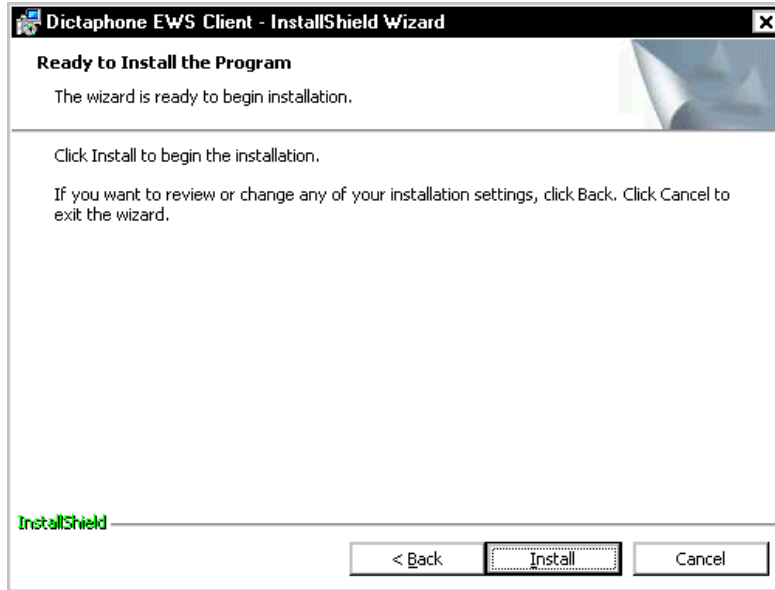


FIGURE 6-264 Ready to Install Dialog

10. Click **Install** and in a short time, the dialog shown in [Figure 6-265](#) will be displayed.

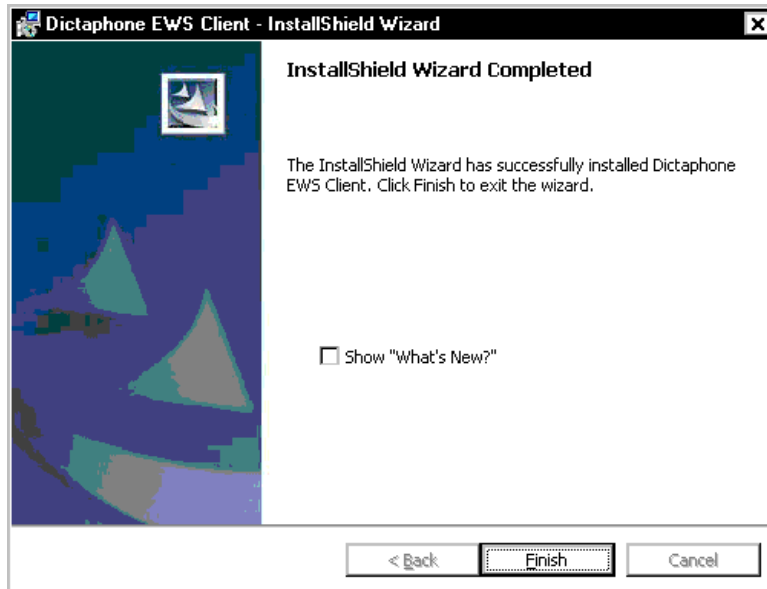


FIGURE 6-265 EWS Client Install Complete Dialog

11. Click **Finish**, and then login to Internet Explorer as before.

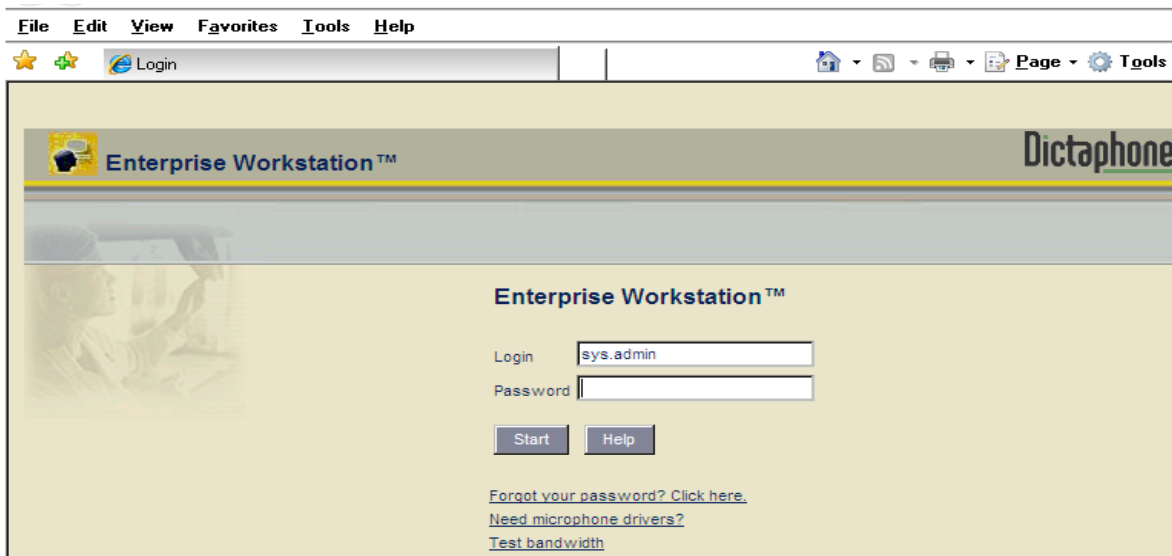


FIGURE 6-266 Software Update Information

12. Click *Start*, logging in as **sys.admin**, and the dialog shown [Figure 6-267](#) in will be displayed.

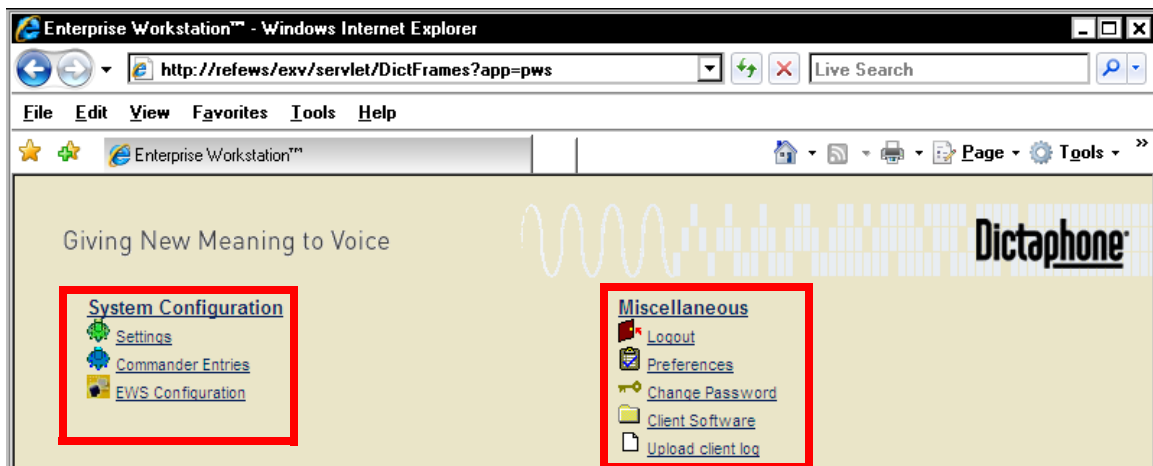


FIGURE 6-267 System Administration Menu Display

13. In the **System Configuration** section, select **Settings**.
14. The dialog shown in [Figure 6-268](#) will be displayed.

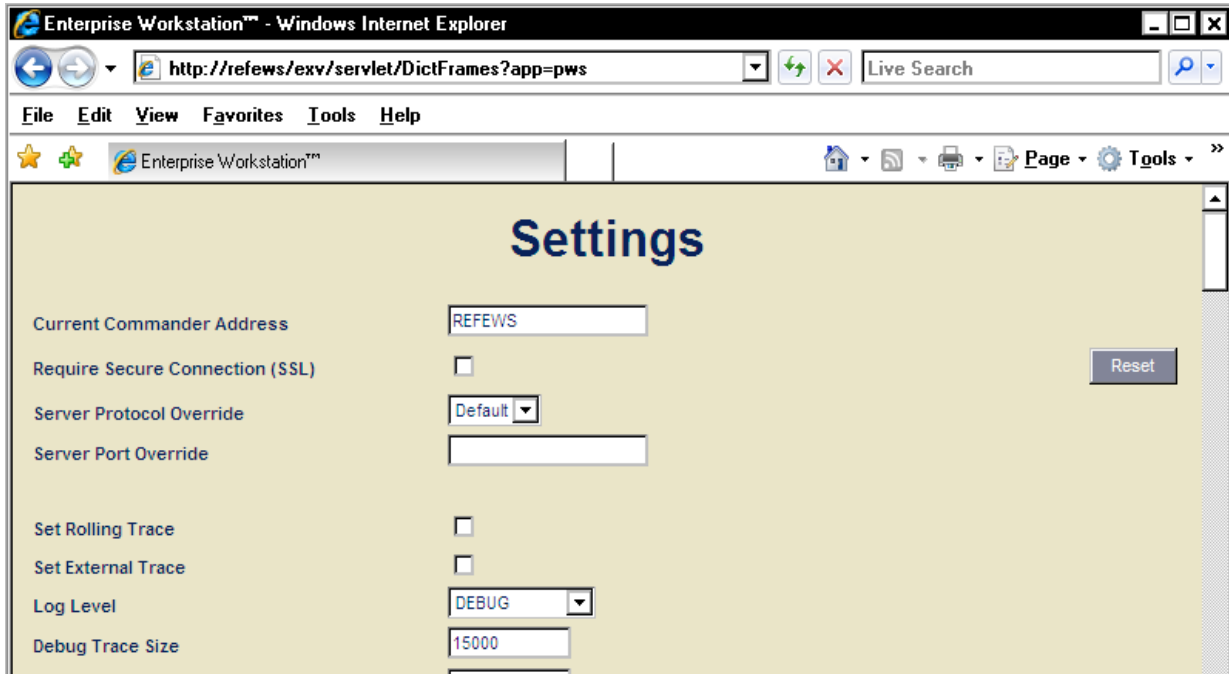


FIGURE 6-268 Settings Dialog

15. With the **Settings Dialog** correctly displayed, scroll down and locate the **Display Hidden Text** setting, as shown in [Figure 6-269](#).

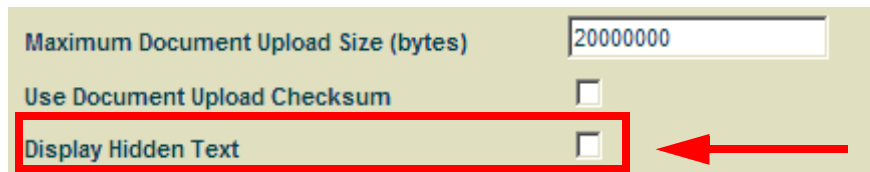


FIGURE 6-269 Display Hidden Text Setting Dialog

16. Ensure that the **Display Hidden Text** check box is **UNCHECKED**.
17. Scroll down to the setting **Enable converting to MS-WORD when user.....**, as shown in [Figure 6-270](#)

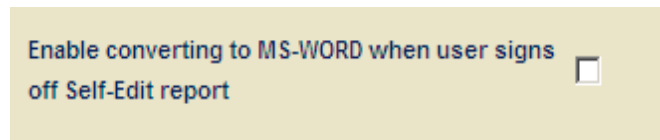


FIGURE 6-270 MS-Word Conversion Dialog

18. Ensure that the **Enable converting to MS-WORD when user.....** check box is **UNCHECKED**.
19. Scroll to the bottom of the Settings page and click the **Update** button.
20. Close all Settings dialog windows and log out of EWS.

21. Next, continuing in Internet Explorer, execute the following URL in the browser address line:

http://[EWS Server Name]/pssdk/admin

The dialog shown in [Figure 6-271](#) will be displayed.

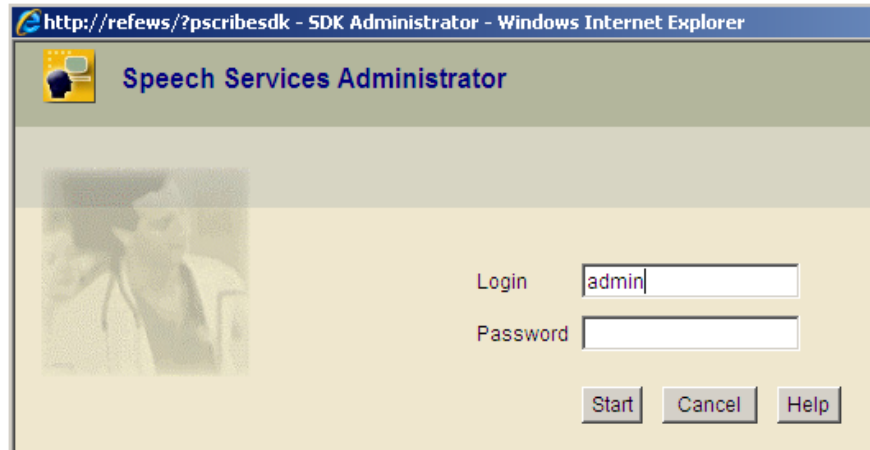


FIGURE 6-271 SDK Administrator Dialog

22. Enter a **Login** of admin, and then, press **Start**.
23. Click the **Parameters** tab to display [Figure 6-272](#).

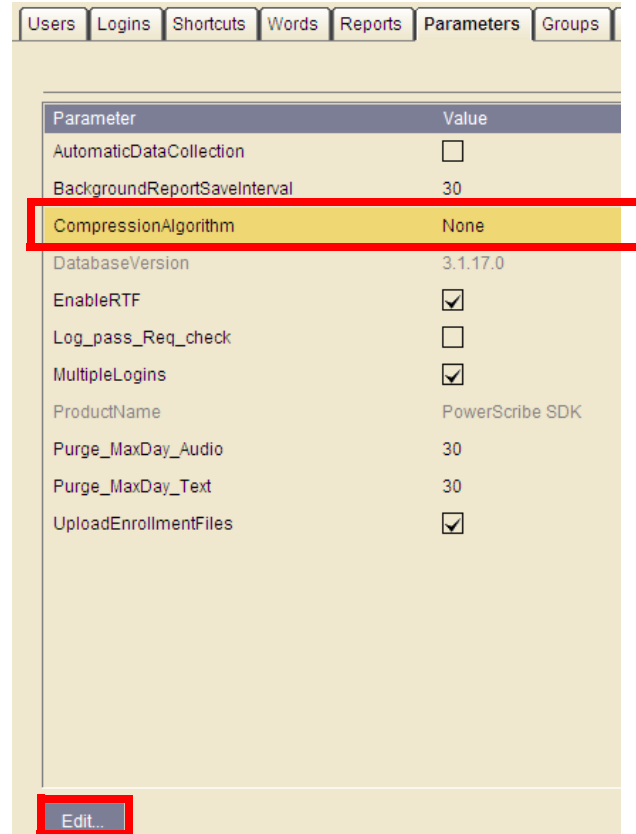


FIGURE 6-272 SDK Parameters Dialog

24. With the **CompressionAlgorithm** parameter highlighted, click the **Edit** button.
The dialog shown in [Figure 6-273](#) will be displayed.

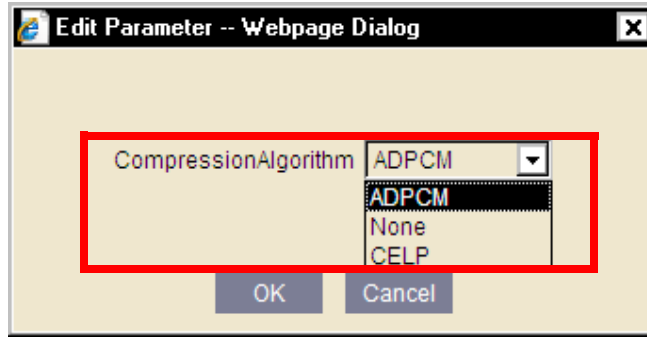


FIGURE 6-273 CompressionAlgorithm Parameter Setting Dialog

25. As shown in [Figure 6-273](#), select **ADPCM** in the list box, and then, click **OK** to return to the [Figure 6-272](#) dialog.
26. Note that the **Value** for **CompressionAlgorithm** is now **ADPCM**.
27. Go to the top right of the SDK Administrator page and **Logout** of SDK.
28. Close Internet Explorer.
29. Close any open windows and continue with the next procedure, [Upgrading the Recognition Server to SDK 3.2. SP2](#).

Upgrading the Recognition Server to SDK 3.2. SP2



Framework 2.0 must be installed on the Recognition server prior to the upgrade.

These steps are performed on each **EWS Recognition** server.

Verify/Install .NET Framework

The .NET Framework version required to be installed on the Recognition server is **Version 2.0**. The first step is to verify which version, if any, is installed on the server.

1. On the **EWS Recognition** server, open the folder **C:\Windows\Microsoft.NET\Framework**, and determine if a folder named **v2.0.50xxx** is located therein.

*If the folder **DOES NOT** exist, this means that Version 2 of .NET Framework is **NOT** installed. If this is the case, continue with the procedure [Install .NET Framework](#).*

The software can be obtained from Microsoft by clicking [here](#).

2. Download the software and store it in a convenient location on the EWS Recognition server hard drive.

*If the folder **DOES** exist, continue with the procedure [Upgrade Software to Version 3.2 SP2](#), beginning on [page 6-223](#).*

Install .NET Framework

1. On the **Recognition** server, stop the following services and set them to **Manual** startup:
 - **SDKWatchdog**
 - **PSRecogServer**
2. Open the folder where you stored the file dotnetfx.exe that you downloaded. Double-click the file to execute.
3. Click Run when the Security Warning is displayed.
The dialog shown in [Figure 6-274](#) will be displayed:

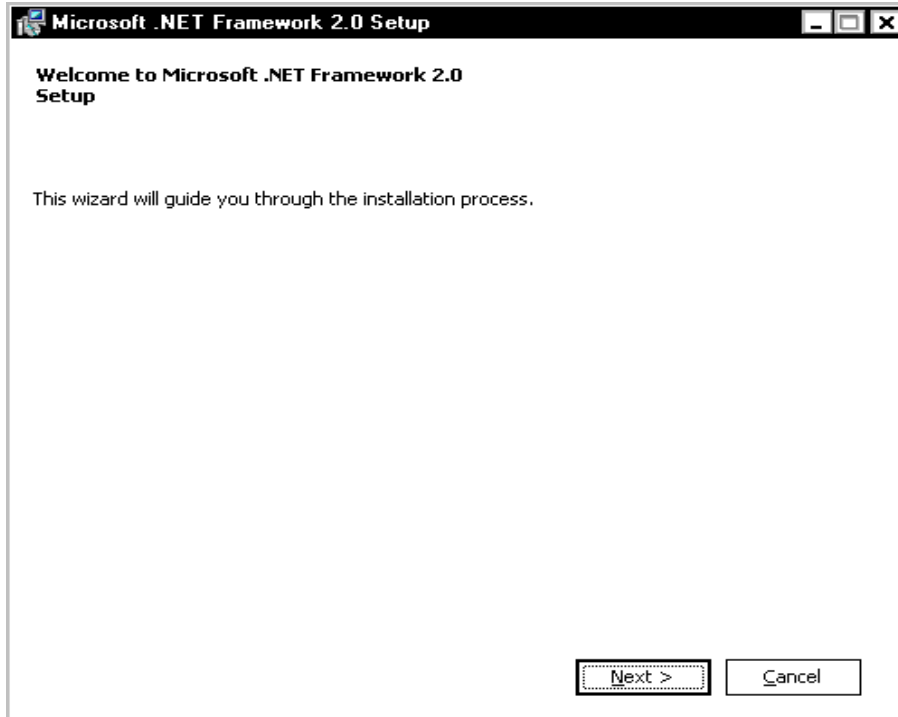


FIGURE 6-274 Install .NET Framework Dialog

4. Click **Next** and the dialog shown in [Figure 6-275](#) will be displayed.

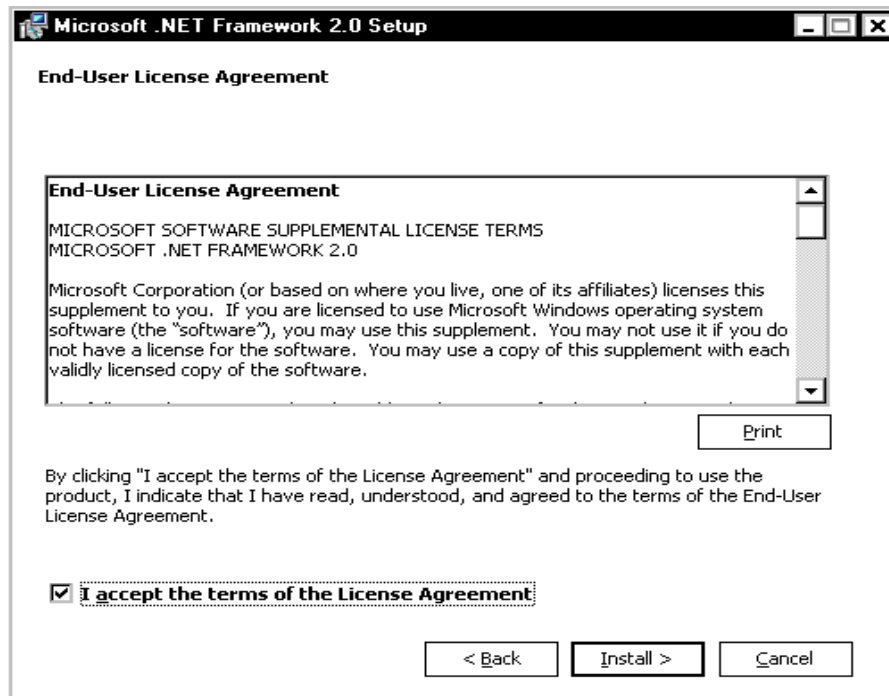


FIGURE 6-275 .NET Framework License Agreement

5. Check the **I accept....** check box, and then, click **Install**.

6. In a short while, the dialog shown in [Figure 6-276](#) will be displayed.



FIGURE 6-276 .NET Framework Install Complete Dialog

7. Click Finish, and then, continue with the next procedure, [Upgrade Software to Version 3.2 SP2](#).

Upgrade Software to Version 3.2 SP2

1. Select **Start | Settings | Control Panel**, and open **Add/Remove Programs**.

The dialog shown in [Figure 6-277](#) will be displayed.

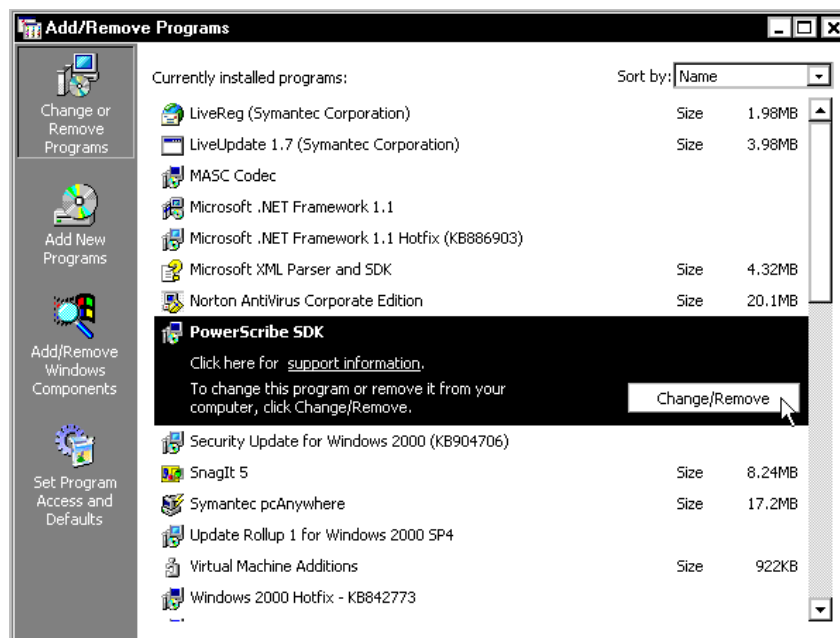


FIGURE 6-277 Add/Remove Programs Dialog

2. Select **PowerScribe SDK**, and then, click **Change/Remove**.
The dialog shown in [Figure 6-278](#) will be displayed.

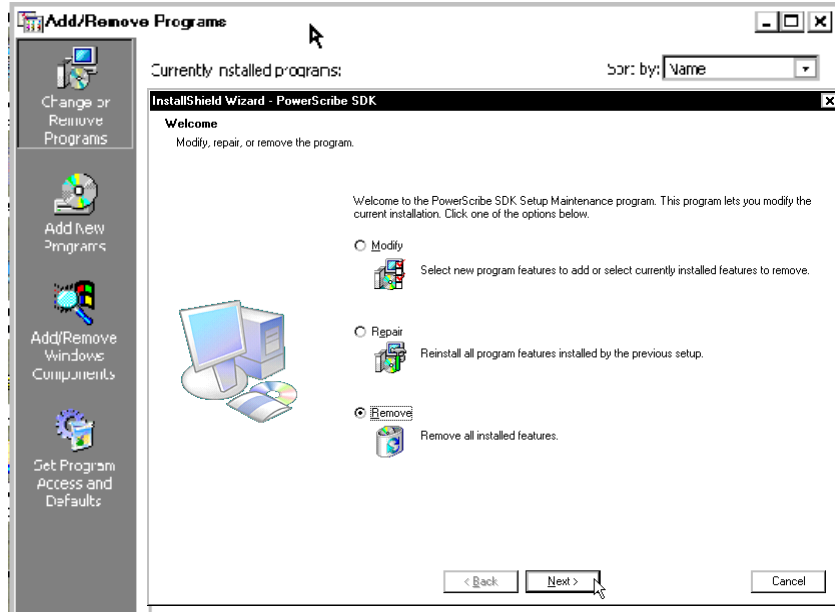


FIGURE 6-278 Add/Remove Programs Dialog

3. Select the **Remove** radio button, and then, click **Next**.
The dialog shown in [Figure 6-279](#) will be displayed.

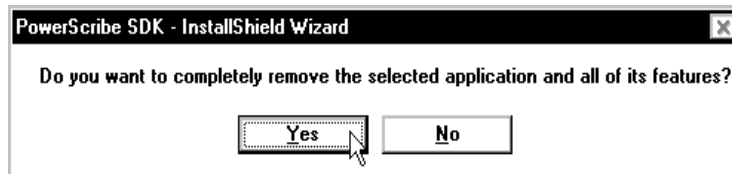


FIGURE 6-279 Confirm Uninstall Dialog

4. Click **Yes** and the dialog shown in [Figure 6-280](#) will be displayed when the application is removed.

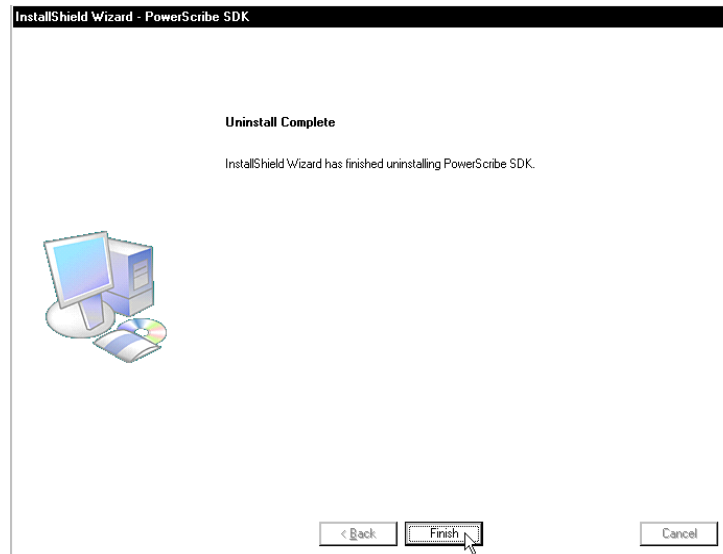


FIGURE 6-280 Uninstall Complete Dialog

5. Click **Finish**, and then, radio button, and then, reboot the server.
6. Following the reboot, create the following folder on the largest drive, **other than drive C**, of the Enterprise Express EWS Recognition Server:
nn:\Software\SDK 3.2 SP2
7. Using the SDK Installation DVD (PN **3300007-112**), open the folder **PSSDK** and copy the **PSDKServer** folder to the newly-created directory **nn:\Software\SDK 3.2 SP2**.

The software files are now on the server and readily available for remote repairs.

8. Open the folder named **PSSDK/PSDKServer**.
9. Launch the file **setup.exe**.

The dialog shown in [Figure 6-281](#) will be displayed.

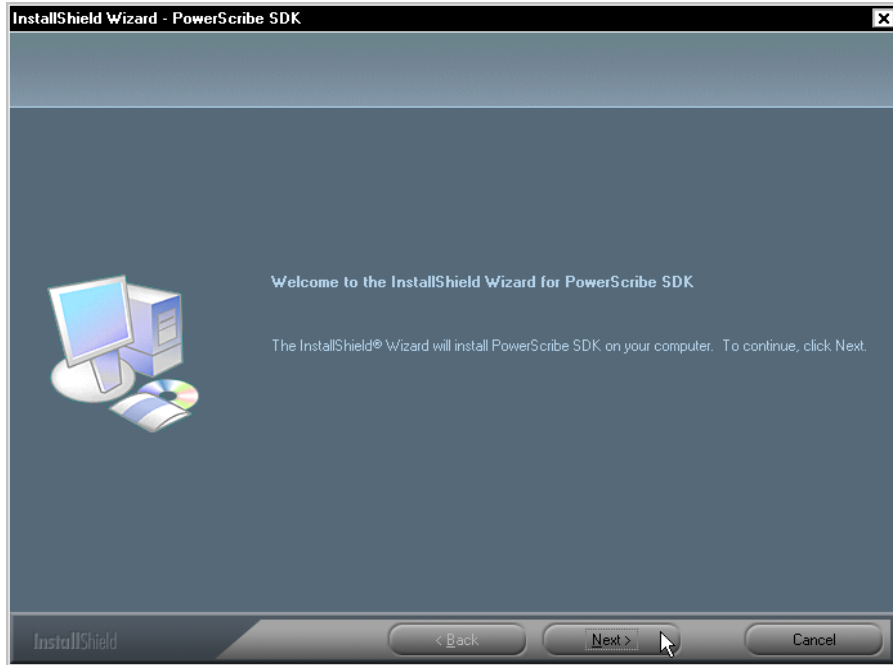


FIGURE 6-281 PowerScribe SDK Welcome Dialog

10. Click **Next** and the **License Agreement** will be displayed.
11. Click **Yes** to accept and the second **License Agreement** will be displayed.
12. Click **Yes** to accept the second agreement, and the dialog shown in [Figure 6-282](#) will be displayed.

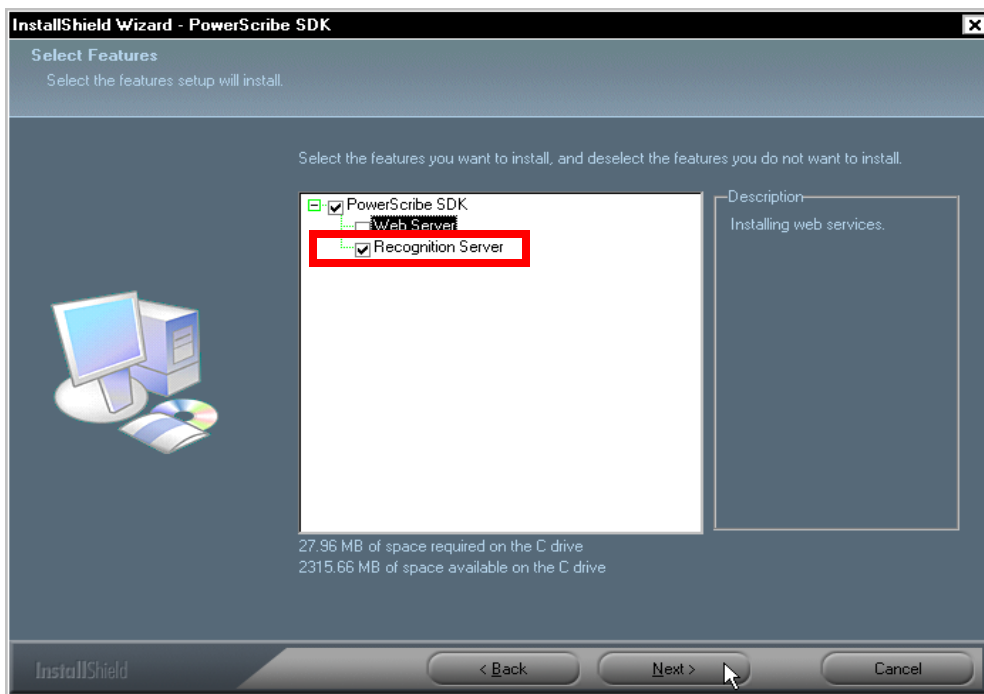


FIGURE 6-282 Select Features Dialog



The **PowerScribe SDK** check box will have to be checked in order for the **Recognition Server** check box to be checked.

13. Ensure that **ONLY** the **Recognition Server** and the **PowerScribe SDK** check boxes are checked, and then, click **Next** to continue.

The dialog shown in [Figure 6-283](#) will be displayed.

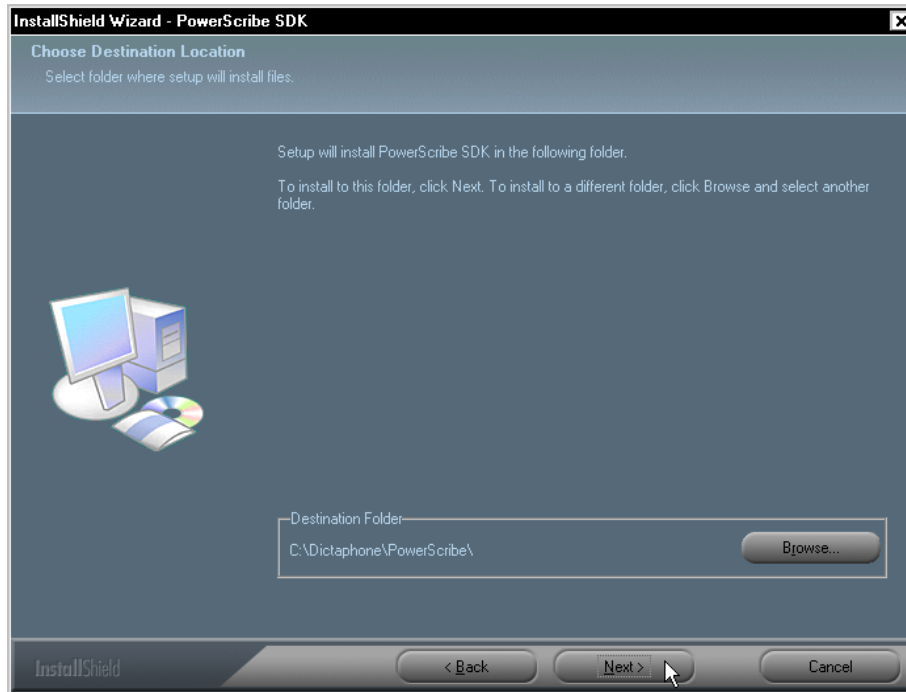


FIGURE 6-283 Destination Location Dialog

14. Accept the default destination folder of **C:\Dictaphone\Powerscribe**, and then, click **Next** to continue.
15. Click **Next**, and the dialog shown in [Figure 6-284](#) will be displayed.

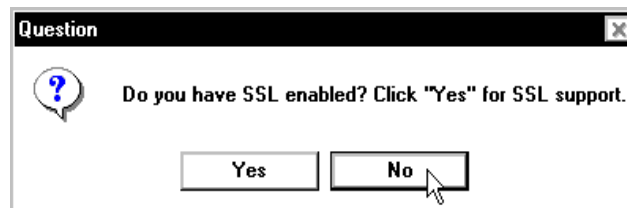


FIGURE 6-284 SSL Question Dialog

16. Click **No** and the dialog shown in [Figure 6-285](#) will be displayed.

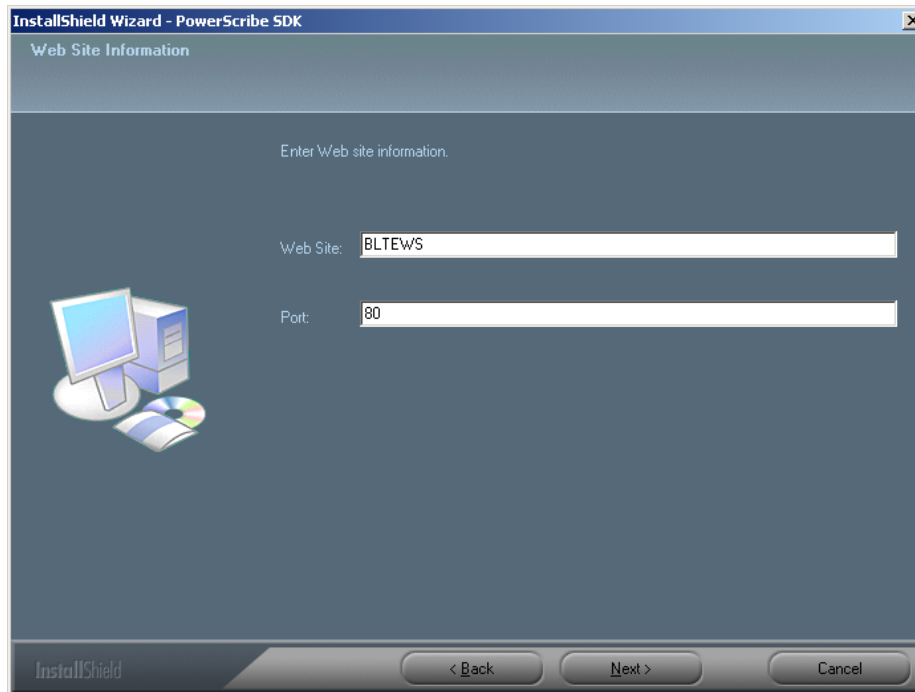


FIGURE 6-285 Web Site Information Dialog

17. Complete the [Figure 6-285](#) dialog as follows:
 - If this web site **uses SSL**, enter the following:
 - ◆ Web Site: **EWS Server Web Site Name from the Issued to: portion of the SSL Certificate**, as shown in [Figure 5-295](#)
 - ◆ Port: **443**
 - If this web site **DOES NOT use SSL**, enter the following:
 - ◆ Web Site: **NETBIOS name of the EWS Web Server** (not the Recognition server)
 - ◆ Port: **80**
18. Click **Next**, and the dialog shown in [Figure 6-286](#) will be displayed.

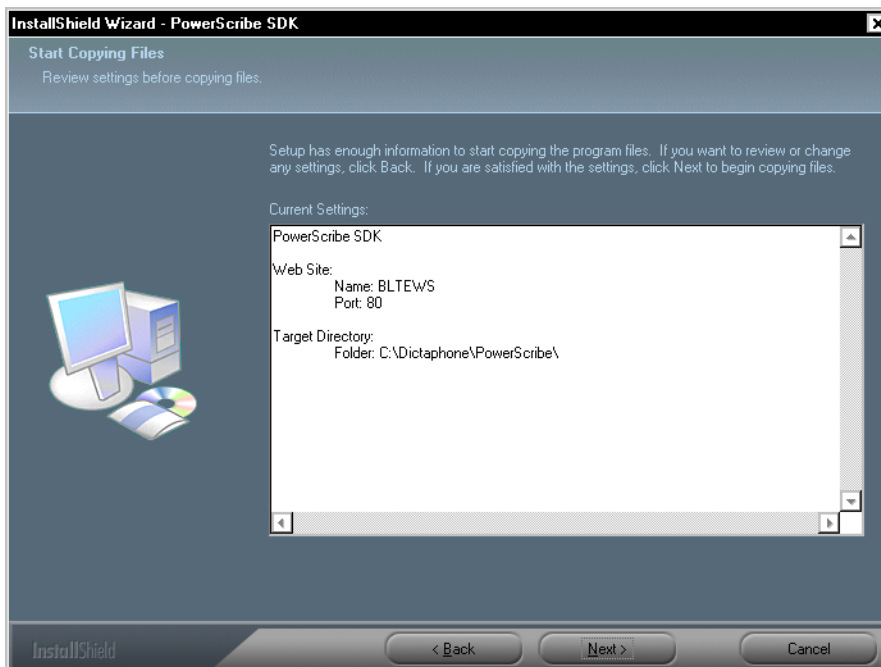


FIGURE 6-286 Review Settings Dialog

19. Review the settings for accuracy, and then, click **Next** to continue.
In a short while, the dialog shown in [Figure 6-287](#) will be displayed.

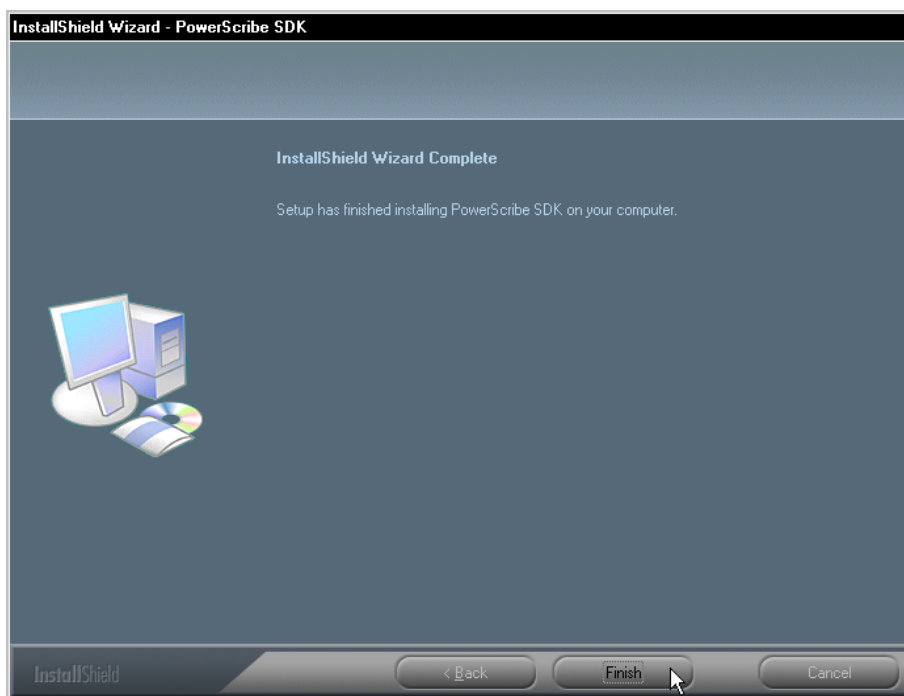


FIGURE 6-287 InstallShield Complete Dialog

20. Click **Finish**, and then, reboot the server.

21. Open **Windows Service Manager** and verify that these services **do** exist, have **started**, and are set to **Automatic**:
 - ◆ **PSRecogServer**
 - ◆ **SDKWatchdog**
22. Close **Windows Services Manager**.
23. Open the **Event Viewer** application log, and verify that the **SDKWatchdog** service successfully started.
24. In the Event Viewer log, verify that the service is now watching the **PSRecogServer** service as shown in the [Figure 6-288](#) display.

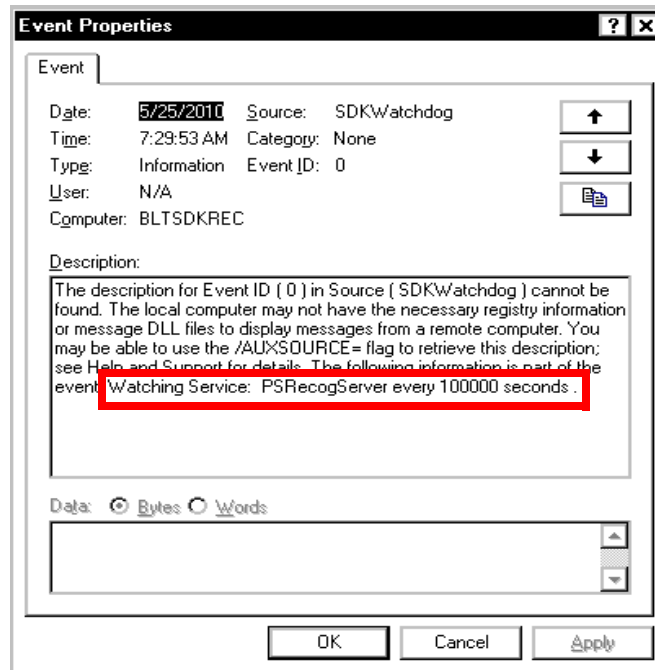


FIGURE 6-288 Event Viewer Display

25. Close all windows and continue with the procedure [Modify PSSDK Web Server Setting](#).

Modify PSSDK Web Server Setting

1. On the Enterprise Voice Server, open **EXV Explorer** and log in as **sys.admin**.

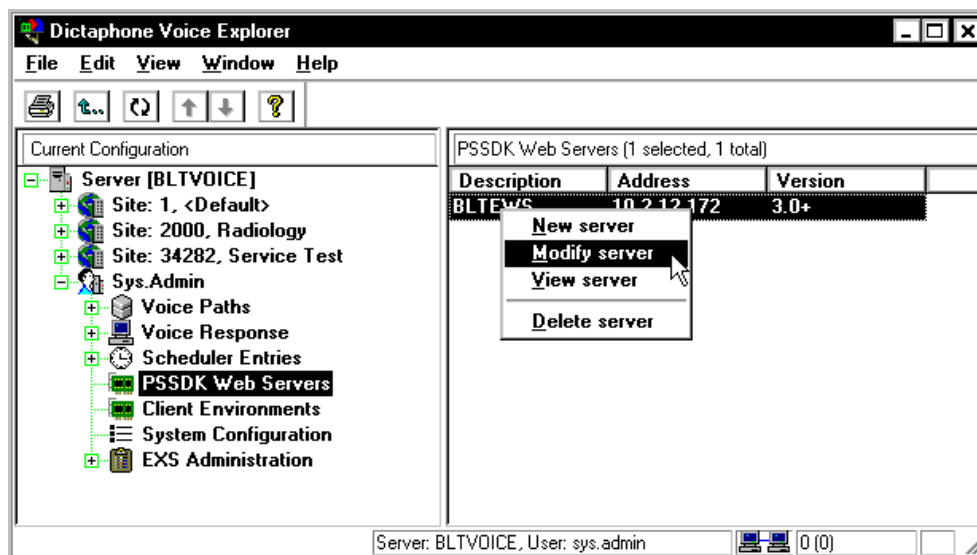


FIGURE 6-289 Web Server Setting Dialog

2. As reflected in the [Figure 6-289](#) dialog, expand the **sys.admin** area and select the **PSSDK Web Servers** entry.
3. In the right pane, right-click the PSSDK Web Server entry and select **Modify server** to display the [Figure 6-290](#) dialog.

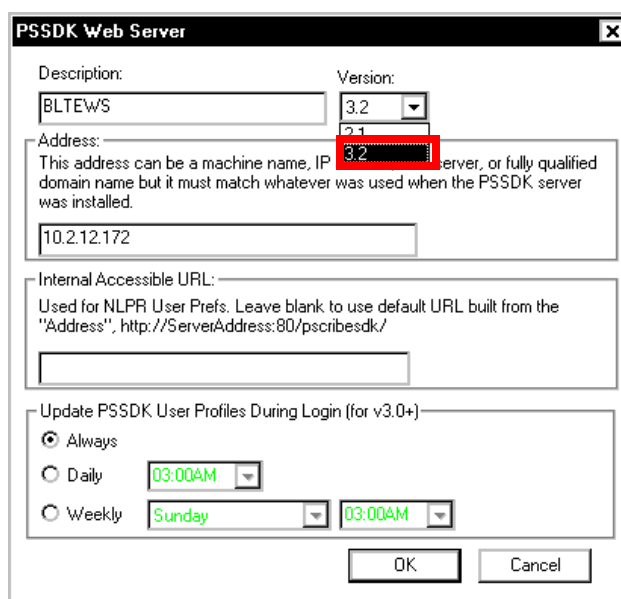


FIGURE 6-290 Modify Web Server Setting Dialog

4. Select the correct value, **3.2**, as highlighted in the [Figure 6-290](#) dialog.

System Upgrades

5. Click **OK**, and then, close EXV Explorer.
6. The upgrade of the EWS SDK Recognition Server is complete.

Upgrading a GoMD Server to Version 8

To upgrade an existing Version 7 GoMD server to Version 8.1, do the following:

1. Ensure that the services you stopped at the beginning of this upgrade procedure remain stopped. **DO NOT** shut down the SQL services.
 2. Ensure that you have the name of the SQL Database server (EXVoice), and the SA login and password, which will be required later in this procedure.
 3. Ensure that **Windows Service Manager** is closed.
-

Install CPI 2.0.0.7

Use the procedure [Install Common Platform Installer \(CPI\) Version 2.0.0.7](#), beginning on [page 6-178](#), and then return here to continue with the procedure [Upgrade the GoMD Web Server](#).

Upgrade the GoMD Web Server

4. Insert the CD containing the EXVoice Version 81.0.3065 software (PN **1000062-110**) into the CD-ROM drive of the GoMD web server.
5. On the CD, locate the file **\\EXV Server Installations\\Dictaphone EXV EWS Services.exe** and **double-click** to execute.

Following a delay of several minutes while the MSI installer unpacks files, the dialog shown in [Figure 6-291](#) will be displayed.

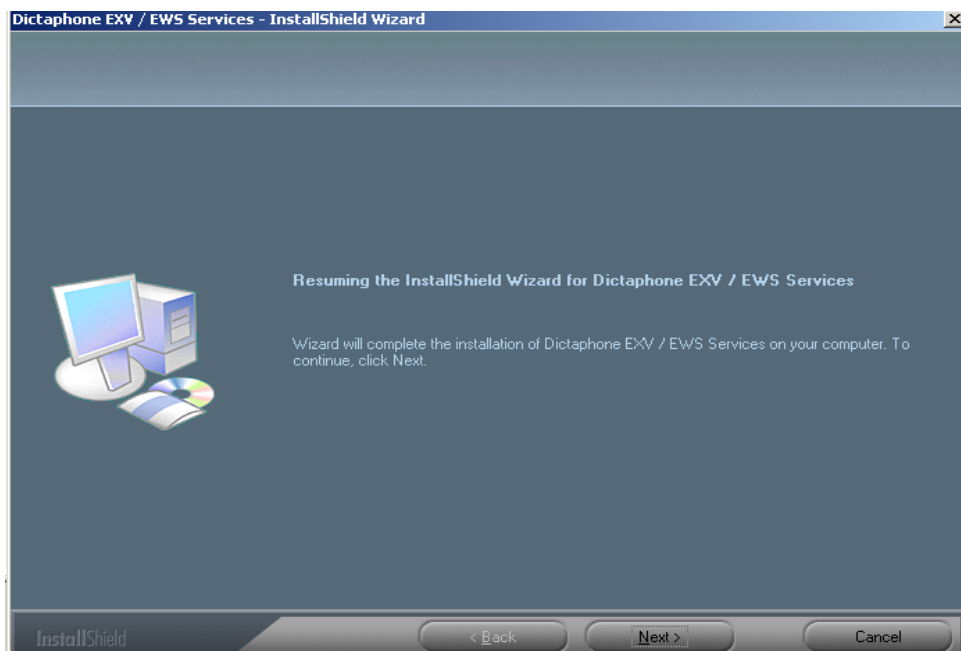


FIGURE 6-291 Initial EXVoice Software Install Dialog

6. Click **Next**.

[Figure 6-292](#), will be displayed.

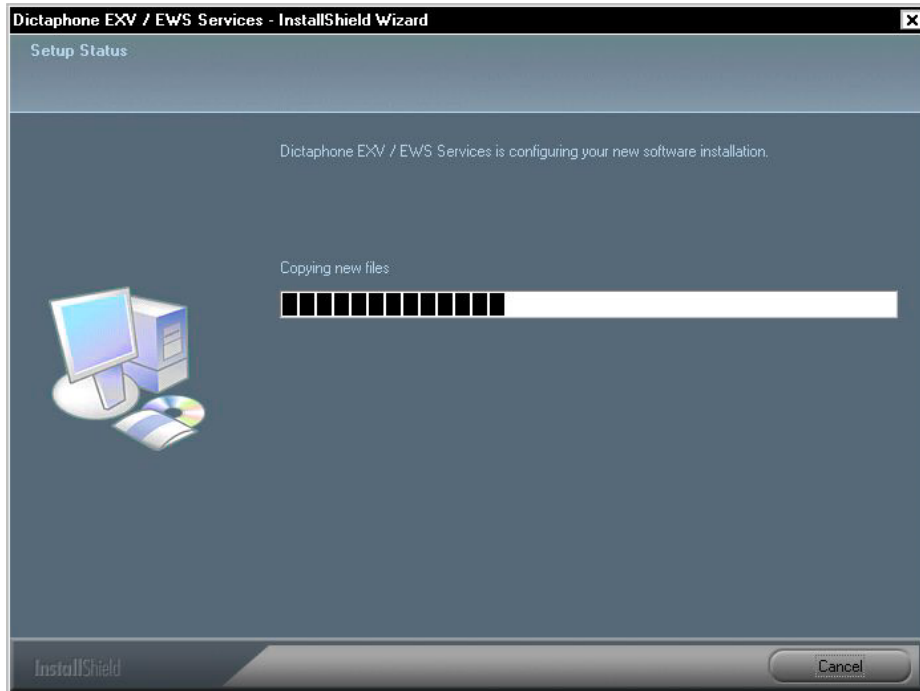


FIGURE 6-292 Customer Information Dialog

In a short while [Figure 6-293](#) will be displayed

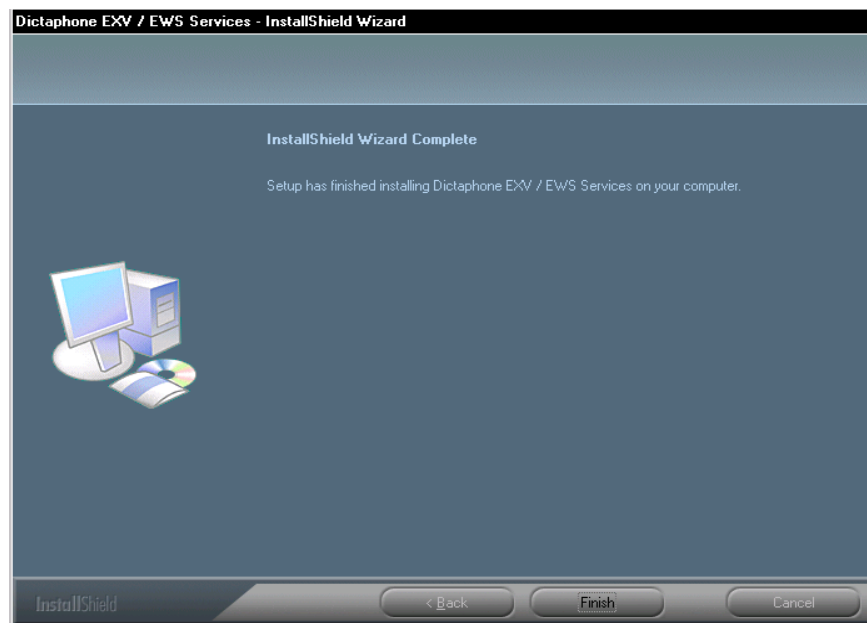


FIGURE 6-293 InstallShield Wizard Complete Dialog

7. Click **Finish**.

8. Open Windows Service Manager and shut down all EXVoice services.
 9. **Reboot** the server.
 10. Open the **Event Viewer** application log and ensure that **Watchdog** is watching all services.
 11. Continue with the next procedure, [Verifying the DocNet Client COM Objects](#).
-

Verifying the DocNet Client COM Objects



It is important that the DocNet Client COM objects installed on the GoMD web server have the same RPC version number as those versions currently installed with EXText. The RPC version is determined by noting the third octet value of the version number of each of three pertinent COM objects, as specified below.

*The current Build 8.1 EXText COM objects are version **8.1.156.2**, 156 denoting the RPC version number.*

1. Verify that the following three files have the correct RPC version (**156**), and if not, download the following files of the correct version to the GoMD web server.
 - **DocNetObjects.dll**
 - **DocNetClientObjects.dll**
 - **DocNetUtils.dll**



These files can be copied from the EXText installation CD, or can be downloaded from the software section of the Service portal (EXText COM Objects.msi).

Before copying these files to the GoMD web server, change the existing file name extensions to .bak. This will preserve the previous server configuration should some unforeseen error occur.

2. Reboot the server and ensure that all services start as required.

License Burning for EWS/EXVoice/EXSpeech

Generally, the information for can be taken directly from the Dictaphone B700 for a given client. However, in certain environments, **licensing NOT reflected on the B700** is required, as outlined below.

The licensing referred to is graphically portrayed in [Figure 6-294](#) and further explained in the section [Important Licensing Information in the EXText Environment](#).

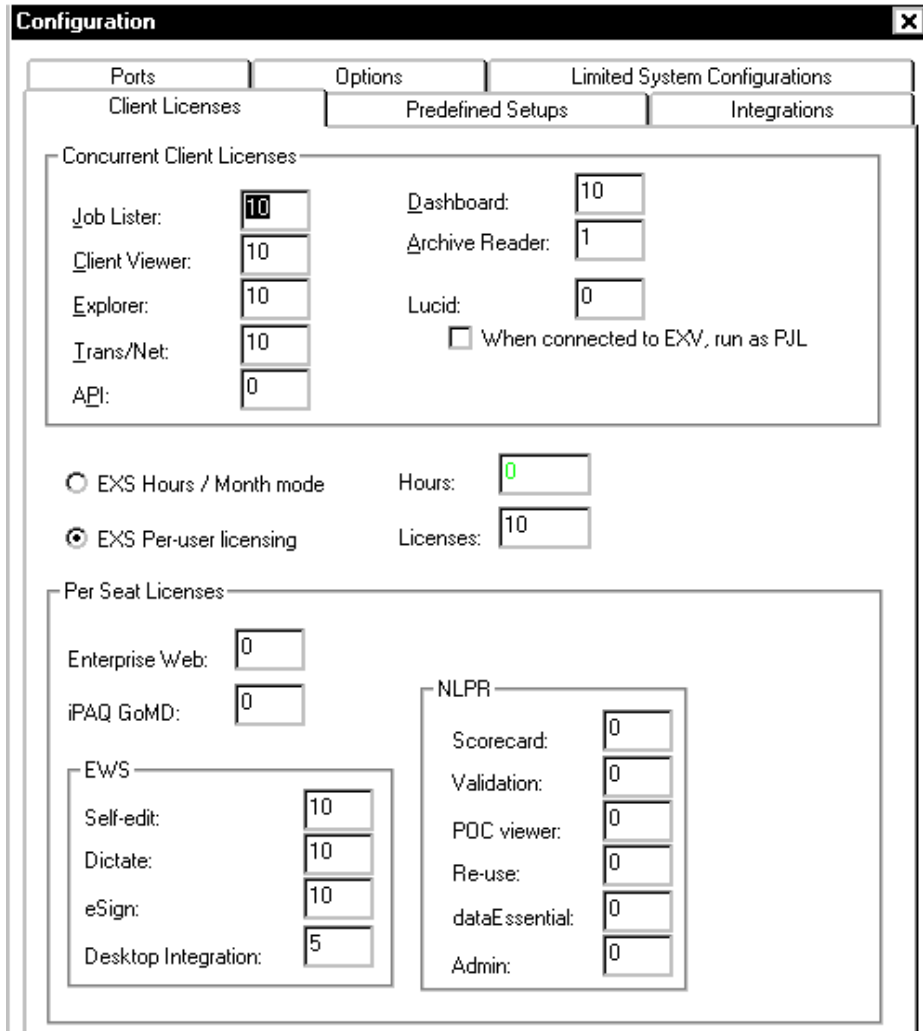


FIGURE 6-294 Licensing Configuration Dialog

Important Licensing Information in the EXText Environment

An environment which requires licenses not reflected on the B700 is **EXText**.

EXText Environment TransNet Licensing

When assigning TransNet licensing reflected on the B700 in an **EXText** server environment, it should be noted that the EXText server **takes 1 assigned TransNet license**. This effectively reduces the number of TransNet licenses available for client log-on.

To ensure the customer has the ability to **simultaneously** log on the number of clients equal to the number of TransNet licenses purchased, the license taken by the EXText server needs to be added to the config burn procedure.

EXAMPLE: Customer has an EXText server and has purchased **20** TransNet licenses. When assigning TransNet licenses in config burn, **twenty-one (21)** TransNet licenses will be burned.

License Burning Procedure

*The EXVoice Config Burner is installed with the rest of the EXVoice software, and does not have to be obtained separately. The file **CfgBurner.exe** is located in the **C:\Program Files\Dictaphone\EXV Services** folder.*

1. Launch the appropriate version of the EXVoice Config Burner, which for the current versions of applicable software, is **1008.1.0.3035**, or greater.
2. Select the **Client Licenses** tab, and the dialog shown in [Figure 6-294](#) will be displayed.

If you followed a link directly to this license burning procedure, make sure you have read [Important Licensing Information in the EXText Environment](#), on [page 6-236](#), before beginning.

3. In the **Per Seat Licenses** section of the [Figure 6-294](#) dialog, enter the appropriate number of licenses for each of the license types displayed.
4. Click the **Options** tab the dialog shown in [Figure 6-295](#) will be displayed.

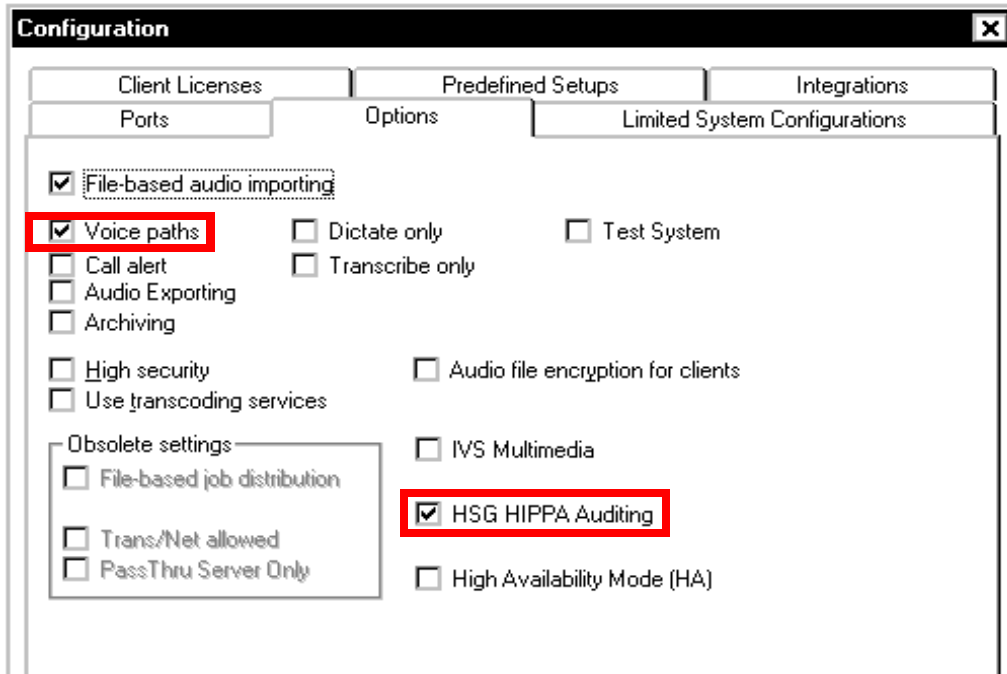


FIGURE 6-295 EXVoice Configuration Options Dialog

5. In the [Figure 6-295](#) dialog, ensure that the **Voice Paths** check box and the **HSG HIPPA Auditing** check boxes are **checked**.

These boxes will **always** be checked on an EXVoice system.

6. Click **OK**.

The dialog shown in [Figure 6-296](#) will be displayed.

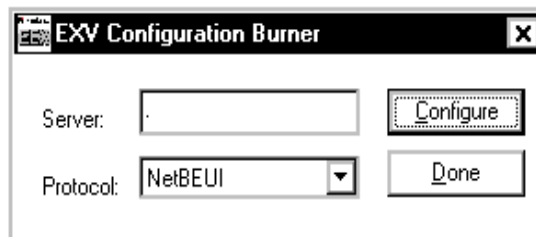


FIGURE 6-296 EXV Configuration Burner Dialog

7. Click **Done** to close the EXVoice Config Burner.

License Burning for EXText



IMPORTANT

Before accomplishing this procedure, the EXText server **MUST** be upgraded to Version 8, which version is compatible with the EWS server you may be connecting to.

To install licenses on the EXText server, do the following:

1. On the EXText server, open the folder **C:\DocNet\Bin**.
2. Locate the file **DNFeatures.exe**, and double-click to execute the program.

The dialog shown in [Figure 6-297](#) will be displayed.

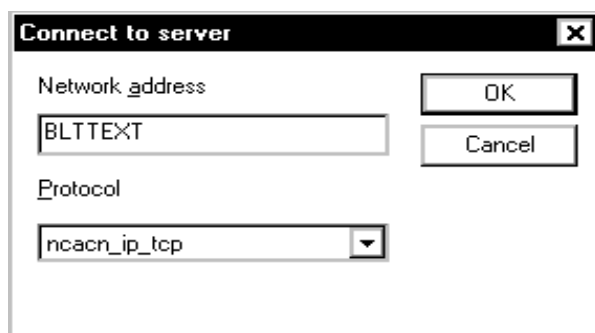


FIGURE 6-297 Connect to Server Dialog

3. Enter the NETBIOS name of the **EXText** server, and select the appropriate protocol.
4. Click **OK** and the dialog shown in [Figure 6-298](#) will be displayed.

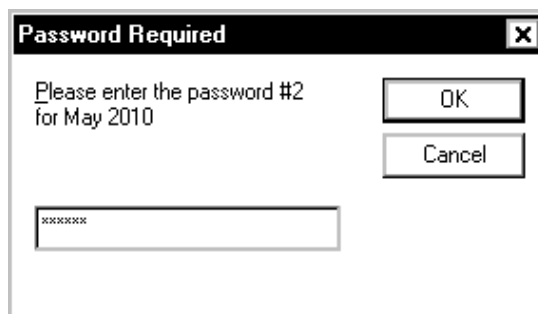


FIGURE 6-298 Password Required Dialog

5. Enter the required password in the [Figure 6-298](#) dialog, and then, click **OK** to continue.
6. The dialog shown in [Figure 6-299](#) will be displayed.

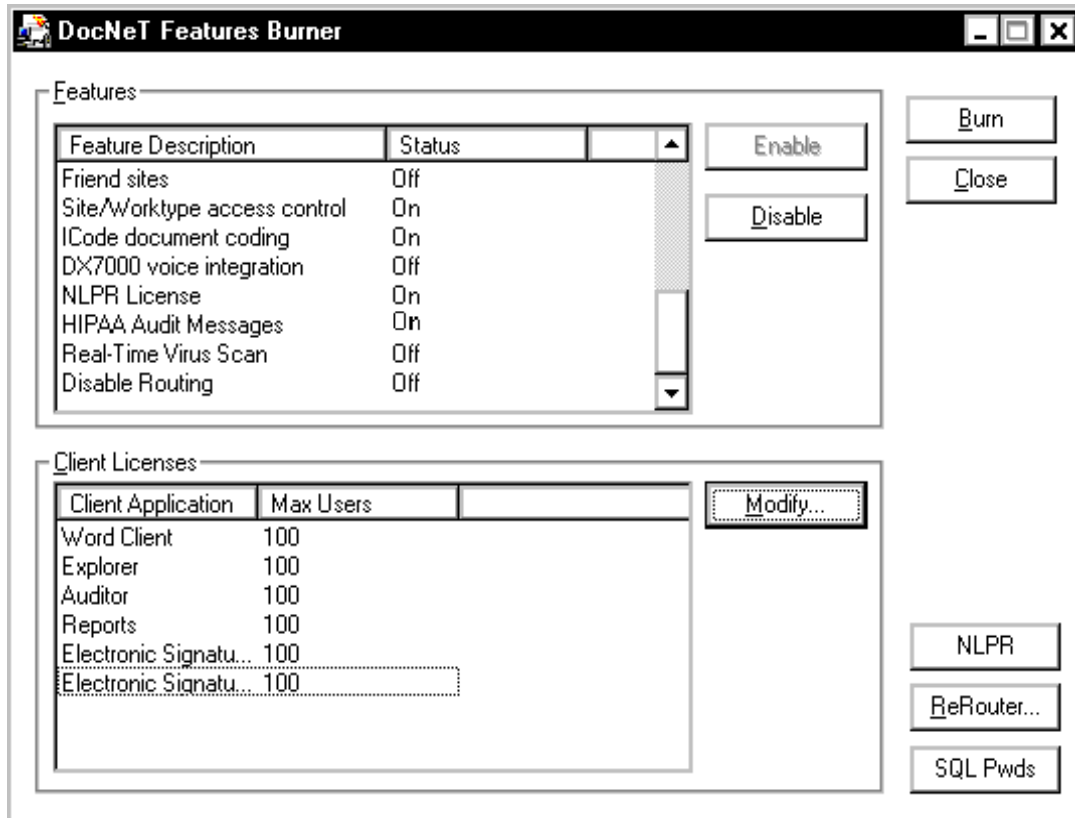


FIGURE 6-299 DocNet Features Burner Dialog

7. When the [Figure 6-299](#) dialog is displayed, do the following:
 - In the **Features** section, ensure that **EX voice integration** and **HIPAA Audit Messages** options are set to **ON**
 - In the **Features** section, enable those features which the customer has purchased
 - In the **Client Licenses** section, modify Max Users to reflect the number of EWS Signature licenses which the customer has purchased
8. Once the **Features** section is accurately completed, click **Burn**.
The dialog shown in [Figure 6-300](#) will be displayed.

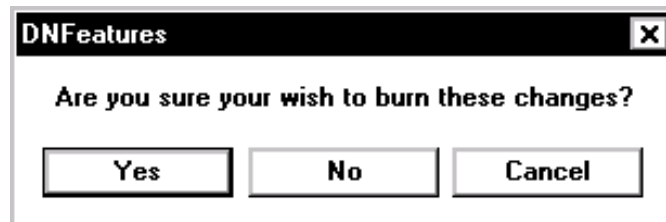


FIGURE 6-300 DNFeatures Verification Dialog

9. Click **Yes**, and the dialog shown in [Figure 6-301](#) will be displayed.

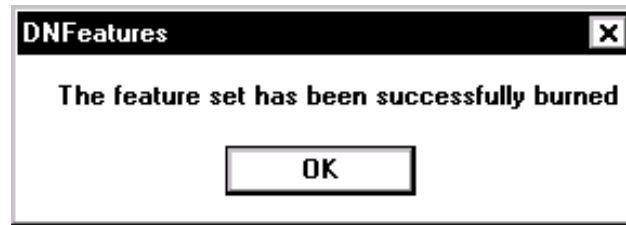


FIGURE 6-301 Successful FeatureBurn Dialog

10. Click **OK** and you are returned to the desktop.

SYSTEM FUNCTIONALITY CHECKS 7



This section was recently expanded to include more specificity for verifying that Enterprise systems, **both bundled and unbundled**, are configured correctly prior to commencing the various functionality checks. The EXVoice, EXSpeech, EXText, and EWS functionality checks incorporate comprehensive pre-test checklists designed to assist you in completing a thorough check of each system.

Table of Contents

- Table of Contents 7-1**
- System Functionality 7-4**
- EXVoice - Post-Installation Functionality Check. 7-5**
 - Verify EXVoice System Configuration 7-5
 - 7-6
 - Verify Licensing Configuration 7-6
 - Verify Services Running 7-8
 - Verify All Services Installed and Configured 7-8
 - Test Run Applications on Server/Client. 7-11
 - Verify Voice Path. 7-12
 - Verify Server Settings 7-14
 - Verify Configuration of EXVoice Registry Key/Assign Sys.Admin Key. 7-16
 - Test EXVoice System for Proper Operation. 7-18
 - Before You Begin. 7-18
 - Testing the System 7-18
 - Create a New Site and Test User on EXVoice. 7-18
 - Modify Master Channel 7-24
 - Test The System. 7-26
- EXText Post-Installation Functionality Check. 7-30**
 - Before You Begin 7-30
 - EXText Services Started 7-31
 - Verify Site Configuration. 7-33
 - Test/Verify Scheduled Events 7-34

- Verify Routing Destinations. 7-39
- Verify Server and Router Configuration 7-40
- Check Message Sink for Error Conditions. 7-41
- Verify Word Client Operation 7-42
- Verify Clients Logged In 7-43
- Verify EXText Server in EXVoice Client Viewer. 7-43
- Verify EXText Client Workstation Software. 7-44
- Testing the EXText System Functionality 7-44
 - Create A New Site and a Test User on EXText. 7-44
 - Printing and Routing 7-51
 - Other Enterprise Express Text Distribution 7-52
 - ESig Test - Fat 7-52
 - HIS Verification - On Site 7-53
 - EE Text Auto Import (if purchased) 7-54
 - Other Testing/Verification (if so equipped) 7-54
- EXSpeech Post-Installation Functionality Check for EXVoice Build 8 Systems. 7-55**
 - EXSpeech Post-Installation Checkout Procedures 7-56
 - Preparing to Test the System 7-56
 - Verify REW Status on the EXVoice Server. 7-56
 - Create an EXSpeech Test Dictator on the EXVoice Server. 7-57
 - Assign Seat License(s) to New User 7-59
 - Creating a Pool for EXSpeech Voice Files 7-60
 - Creating a Pool Script for EXSpeech Voice Files 7-61
 - Create an EXSpeech Transcriptionist User in Site 34282 7-62
 - Create a Test Transcriptionist User on the EXText Server 7-66
 - Create a Test Dictation and Verify File Processing 7-68
 - View and Sign Off the Dictated Job 7-72
 - Ensure File Collection for Adaptation Process. 7-73
 - Repeat the Process For Each Recognition Server. 7-74
- Enterprise Workstation Post-Installation Functionality Check 7-75**
 - Before You Begin 7-75
 - EWS 7-76
 - Enterprise Express Voice Setup 7-76
 - Designate the EWS Web Server. 7-76
 - Create a Service Test Site. 7-77
 - Modify Default Administration Group 7-79
 - Create a New User on the Service Test Site. 7-82
 - Enterprise Express Text Setup 7-88
 - Create a New Site. 7-88
 - Create a New User Type 7-90
 - Edit User Type 7-91
 - Select EXText Options. 7-93
 - Create New Worktype 7-94
 - Edit the New Worktype Just Created. 7-95
 - Edit the New Worktype Template 7-95
 - Add a New Provider. 7-95
 - Create a New Demographic 7-97
 - Edit the New Demographic Just Created 7-98
 - EWS ESig/Self Edit Test 7-99

Add the Web Server as a Trusted Site 7-99
Testing ESig/Self-Edit 7-99
Test Shortcuts 7-102

System Functionality

Included in this section are the post-installation functionality checks which must be performed subsequent to each installation. These checks are designed to ensure that the system which was just installed is functioning according to established specifications.



This version of the Build 8 manual includes complete system functionality testing for EXVoice, EXText, EXSpeech, and EWS systems.

Procedures are included for both standalone systems (EXVoice and EXText), and systems where several different servers from the Enterprise Express family are installed.

Standard checks, such as ensuring proper system configuration, integration and network connectivity, are done first. Second, a system operational check which includes actual use of the system for its intended purpose is accomplished. The following sections, implementing this methodology, are as follows:

[EXVoice - Post-Installation Functionality Check](#)

[EXText Post-Installation Functionality Check](#)

[EXSpeech Post-Installation Functionality Check for EXVoice Build 8 Systems](#)

[Enterprise Workstation Post-Installation Functionality Check](#)

EXVoice - Post-Installation Functionality Check

Verify EXVoice System Configuration

The customer's B700 is required to perform this procedure. This Dictaphone form outlines each of the options and licenses which the customer has purchased for the system you are installing. Make sure you have it before beginning this verification.



This procedure will work when testing EXVoice systems that are standalone, or integrated as part of a larger Enterprise Express system installation.

IMPORTANT



This is a mandatory procedure for **bundled** and **unbundled** EXVoice systems.

IMPORTANT

Use this procedure as a guide to ensure that EXVoice is set up properly and functioning correctly. Installation of EXVoice is not complete until **ALL** of the procedures in this section have been successfully completed.

Each item in [Table 7-1, Enterprise Express Voice Configuration Checks](#), **MUST** be accomplished **BEFORE** you begin the EXVoice system functionality test:

TABLE 7-1 Enterprise Express Voice Configuration Checks

Requirement Complete	Requirement	How to Verify/Configure/Test Requirement	Page in Manual
<input type="checkbox"/>	EXText upgraded to compatible version?	Check here: http://dpc.dictaphone.com/content/news/2100/compatmatrix.xls	NA
<input type="checkbox"/>	EXVoice client utilities installed?	Ensure that EXVoice client utilities have been installed (Install Build 8.1 Client Utilities on the Data Server)	page 5-29
<input type="checkbox"/>	Dialogic Drivers Installed on VR Server?	Ensure that Dialogic drivers installed (Install Dialogic Software)	page 5-39
<input type="checkbox"/>	Verify Configuration of Dialogic Cards Installed on VR Server?	Ensure Dialogic cards configured (Verify Current Dialogic Configuration)	page 5-39
<input type="checkbox"/>	Dialogic cards tested?	Ensure that Dialogic cards are tested (Testing the Dialogic Hardware Board)	page 5-48

TABLE 7-1 Enterprise Express Voice Configuration Checks

Requirement Complete	Requirement	How to Verify/Configure/Test Requirement	Page in Manual
<input type="checkbox"/>	Licensing configuration verified?	Ensure that licensing options and configurations are correct (Verify Licensing Configuration)	page 7-6
<input type="checkbox"/>	Services running on EXVoice server and VR server?	Ensure that all EXVoice and VR services are running (Verify Services Running)	page 7-8
<input type="checkbox"/>	Required services installed and configured?	Ensure that all services are installed and configured correctly (Verify All Services Installed and Configured)	page 7-8
<input type="checkbox"/>	AntiVirus exclusions for extensions/folders/files correct?	Ensure that Symantec AntiVirus has designated files/folders/extensions excluded (Configure Symantec Endpoint)	page 4-58
<input type="checkbox"/>	Client applications and server connectivity tested?	Ensure required connectivity and correctly functioning client applications(Test Run Applications on Server/Client)	page 7-11
<input type="checkbox"/>	EXVoice paths verified?	Verify EXVoice paths are correct (Verify Voice Path)	page 7-11
<input type="checkbox"/>	EXVoice server settings verified?	Verify EXVoice server settings(Verify Server Settings)	page 7-13
<input type="checkbox"/>	EXVoice server Registry settings correct?	Verify EXVoice Registry settings (Verify Configuration of EXVoice Registry Key/Assign Sys.Admin Key)	page 7-15
<input type="checkbox"/> Yes	All Table 7-1 configuration checks completed?	Perform the Test EXVoice System for Proper Operation procedure to ensure the EXVoice system functions as intended.	page 7-17

Verify Licensing Configuration

The first step in verifying a correctly functioning EXVoice system is to check and see that the system has been configured properly. To accomplish this, do the following:

1. Open the folder **C:\Program Files\Dictaphone\EXV Services** and locate the file **CfgBurner.exe**.
1. Double-click **CfgBurner.exe** and the dialog shown in [Figure 7-1](#) will be displayed.

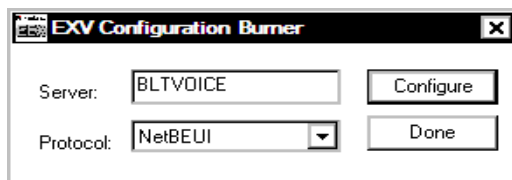


FIGURE 7-1 EXV Configuration Burner Initial Dialog

2. Enter the **EXVoice** server **NETBIOS** name and leave the protocol set at the default NetBEUI.

- Click **Configure** and the dialog shown in [Figure 7-2](#) will be displayed.



FIGURE 7-2 Configuration Burner Password

- Enter the password obtained from the monthly configuration email which is distributed by Service to key personnel. (If you do not know, or do not have access to the password, contact your supervisor for assistance)
- After entering the appropriate password for the month, click **OK**, and the dialog shown in [Figure 7-3](#) (**Options tab**) will be displayed.

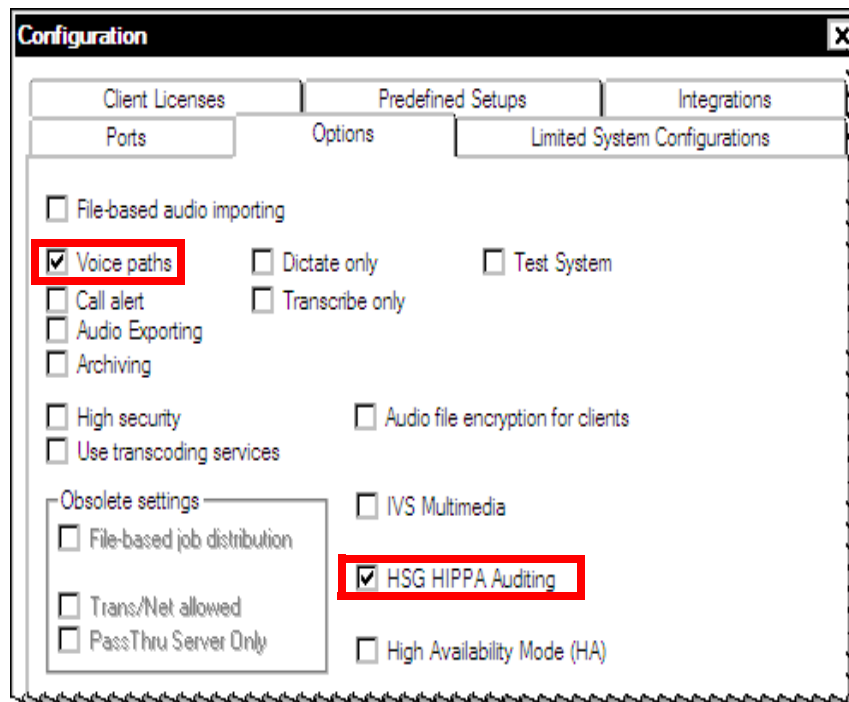


FIGURE 7-3 EXVoice Configuration Options Dialog

- In the [Figure 7-3](#) dialog, ensure that the **Voice Paths** and **HSG HIPPA Auditing** check boxes are **checked**.

The Voice paths box will **always** be checked as this allows the voice path to show up in EXVoice Explorer, and the modification of this path is addressed in [Verify Voice Path](#), on [page 7-11](#).

- If an EXText server are part of the Enterprise system you are working on, ensure that one (1) additional TransNet license is assigned. More information on why this must be done can be found in the procedure [EXText Environment TransNet Licensing](#).

8. For the remainder of the tabs in the Config Burn utility, consult Technical Services newsletter #[2070-040](#) titled [Policy Change for the Configuration/Feature Burn Process](#).
 9. Once configuration is complete, click the **Apply** button, and then, close all Config Burn dialog windows.
 10. Continue with the next procedure, [Verify Services Running](#).
-

Verify Services Running

1. Go to **Windows Service Manager**, and verify that all of the following services are present and have started:
 - Dictaphone EXV Watchdog
 - Dictaphone Enterprise Commander
 - Dictaphone EXV Auto Upgrade
 - Dictaphone EXV DJT
 - Dictaphone EXV EVIS
 - Dictaphone EXV Server
 - Dictaphone SOSServer (if applicable)
 - Dictaphone SOSClient (if applicable)
 - Dictaphone VR Server (this service will only be present on the EXVoice server if you are installing a **Combined Data/Voice** server - it is usually found on the separate VR Server(s))
 2. If you have separate VR Server(s), make sure they are connected via the network, and check each VR Server to ensure that the following two services are present and have started:
 - Dictaphone EXV Watchdog
 - Dictaphone VR Server
-

Verify All Services Installed and Configured

1. Select **Start | Programs | Dictaphone EXV Tools | EXV Service Controller**, and the dialog shown in [Figure 7-4](#) will be displayed.

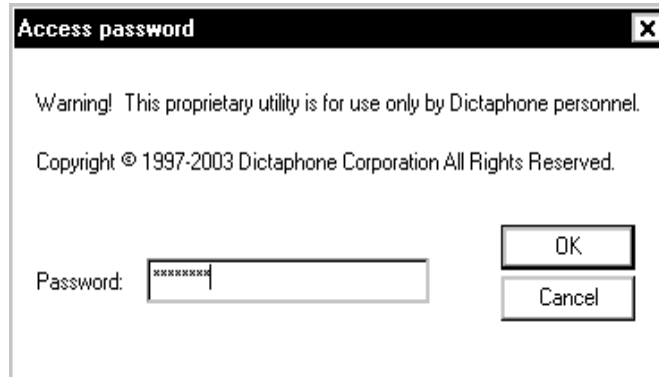


FIGURE 7-4 Service Controller Password Dialog

2. Enter the EXVoice password and the dialog shown in [Figure 7-5](#) will be displayed.

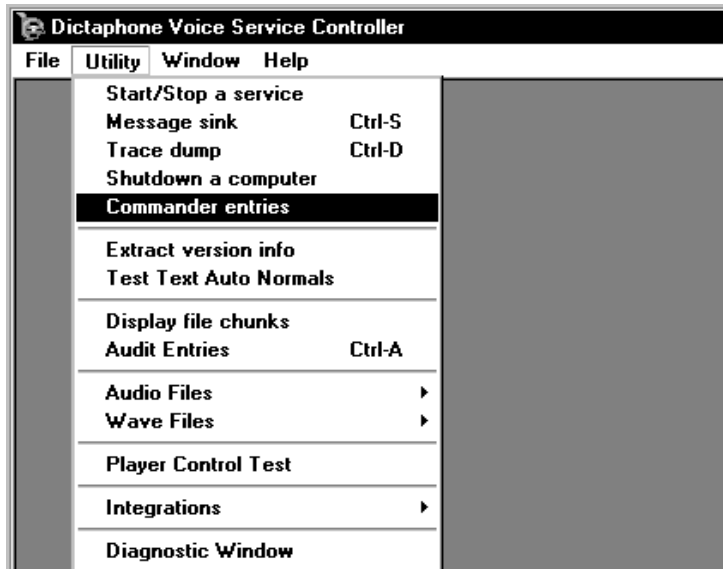


FIGURE 7-5 EXVoice Service Controller Dialog

3. In the [Figure 7-5](#) dialog, select **Utility | Commander entries** from the menu, and the dialog shown in [Figure 7-6](#) will be displayed.



Note that the [Figure 7-6](#) dialog reflects a protocol of TCP/IP. Verify that the correct protocol is shown here for allowing connectivity with client workstations. Normally, TCP/IP is the correct protocol, but check to make sure.

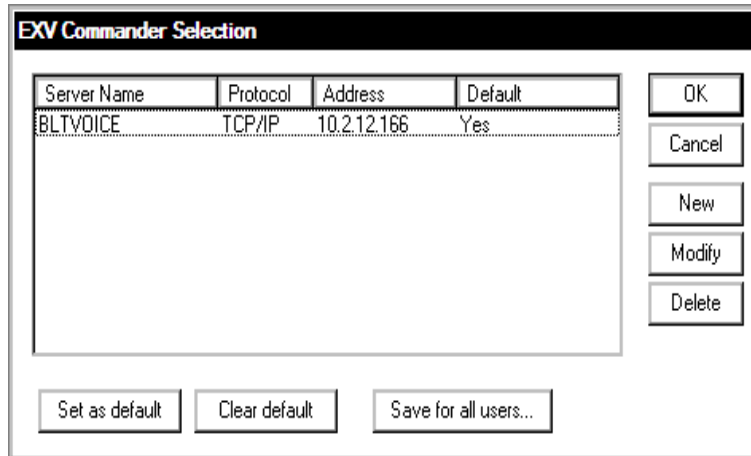


FIGURE 7-6 Commander Selection Dialog

- Consult [Table 7-2](#) to determine which step to follow next.

TABLE 7-2 Commander Configuration Selection

Is the EXV Data Server Showing in Commander Selection Dialog?	Next Step in Procedure
Yes	Step 9
No	Step 5

- Click **New** and the dialog shown in [Figure 7-7](#) will be displayed.

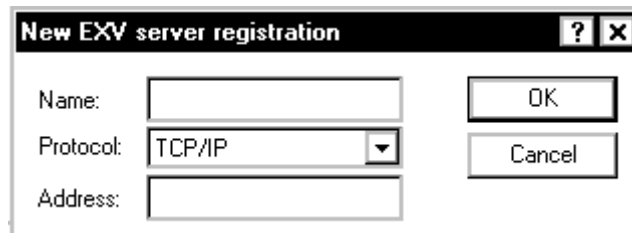


FIGURE 7-7 New EXV Server Registration Dialog

- Enter the **NETBIOS Name** and the **IP Address** of the EXVoice Data Server.
- Click **OK** to continue.
- Click **Set As Default** and the dialog will now look like that shown in [Figure 7-3](#). Continue with the next step.
- Click **OK**, and the display shown in [Figure 7-8](#) will be displayed.

Type	Server	Address	Ena...	Online	Current Load
VN Server	BLTVOICE	BLTVOICE	Yes	Yes	0
DJT (Network)	BLTVOICE	BLTVOICE	Yes	Yes	0
Evis	BLTVOICE	BLTVOICE	Yes	Yes	16
AutoUpgrade	BLTVOICE	BLTVOICE	Yes	Yes	0
EXT Server	BLTTEXT	BLTTEXT	Yes	Yes	0

FIGURE 7-8 Commander Services Display

10. Check the [Figure 7-8](#) dialog to ensure that all EXVoice services that were installed are **Enabled** and **Online**.



The services that you see may not be exactly what is shown in [Figure 7-8](#). Only the services that were actually installed will be shown in this display.

11. Once all verification is complete, close all Service Controller windows, and continue with the next procedure, [Test Run Applications on Server/Client](#).

Test Run Applications on Server/Client

1. On the **EXVoice Server**, check those applications that you installed to ensure they can be run successfully. As a minimum, run the following applications by double-clicking the appropriate shortcuts on the desktop:
 - EXVoice Explorer
 - EXVoice Job Lister
 - EXVoice Client Viewer
2. **On a Client Workstation**, run these same applications (all of them may not be installed) to ensure they can be run successfully.

The client workstation test also serves to ensure that you have good connectivity with the EXVoice Server.

3. Continue with the next procedure, [Verify Voice Path](#).

Verify Voice Path

1. Start **EXVoice Explorer**, and log on as **sys.admin**.

The dialog shown in [Figure 7-9](#) will be displayed.

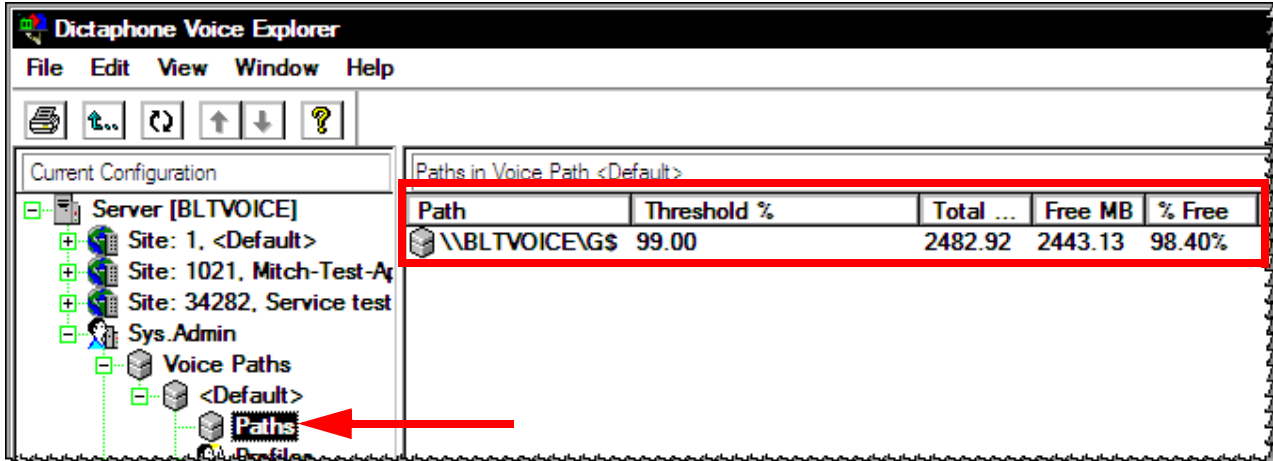


FIGURE 7-9 EXVoice Explorer sys.admin Dialog

2. As shown in [Figure 7-9](#), expand **Sys.Admin | Voice Paths | <Default>**, and select **Paths**.
3. With the voice path visible, do the following:
 - Ensure that **C\$** is **NOT** the default path; such a choice would eventually bring the system to its knees.
 - Ensure that the path shown is that drive which has the greatest amount of free space available, as this location is where all the generated .wav files will be stored.
4. Should it be necessary to change the path, right-click **<Default>**, and then, select **Modify Voice Path**.

The dialog shown in [Figure 7-10](#) will be displayed.

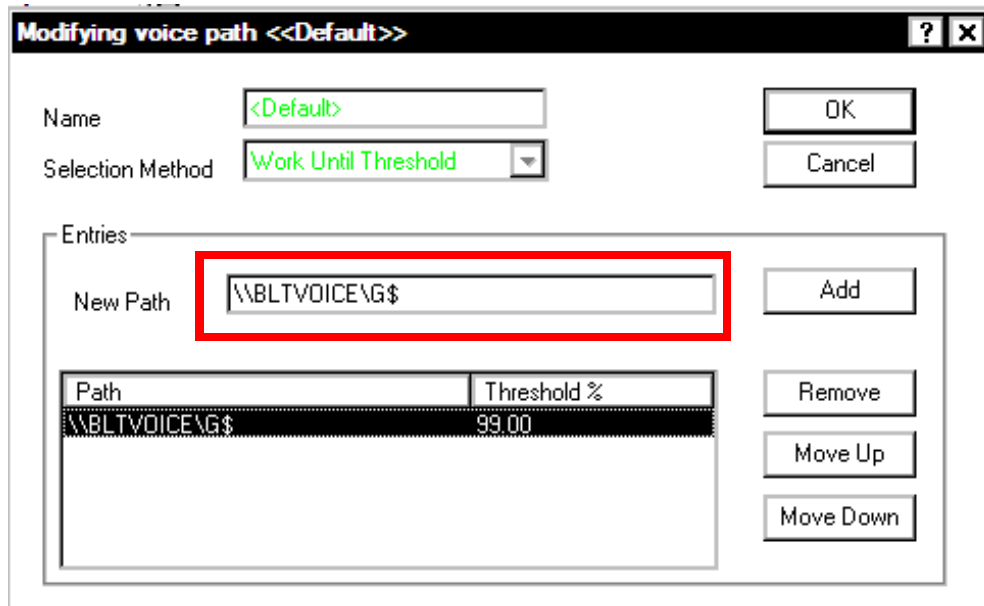


FIGURE 7-10 Modifying Voice Path Dialog

5. With the [Figure 7-10](#) dialog on the screen, do the following:
 - a. In the **New Path** text box, type the UNC path that reflects where the .wav files will be stored, e.g., **\\BLTVOICE\G\$**.
 - b. Click **Add** and the dialog shown in [Figure 7-11](#) will be displayed.

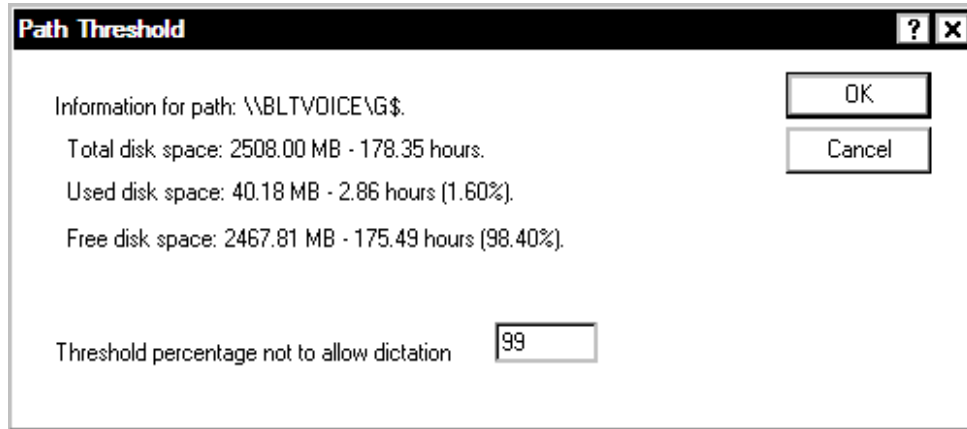


FIGURE 7-11 Path Threshold Dialog

- c. Click **OK** and the path will be added.
 - d. If an **incorrect** path was shown previously, highlight that path, and then, click **Remove**.



You may see multiple entries in the Path box, and this usually results from the fact that there are multiple VR servers on the system you are installing. There is nothing wrong with this.

6. Also check to see that only valid paths are listed in the [Figure 7-10](#) dialog. An incorrect path, reflecting a non-existent drive, would look like the dialog shown in [Figure 7-12](#).

Paths in Voice Path <Default>					
Path	Threshold %	Total ...	Free MB	% Free	Total
\\e2000exvr1\h\$	1.00	*0.00	0.00	??%	0.00

FIGURE 7-12 Non-Existent Drive Path Dialog

7. Such a path, as reflected in [Figure 7-12](#), should be modified or removed.
8. Click **OK**, and continue with the next procedure, [Verify Server Settings](#).

Verify Server Settings

Still in **EXVoice Explorer**, and logged on as **sys.admin**, do the following to verify settings, as indicated:

1. At the top of the **Current Configuration** pane, right-click **EXVoice Server**, and then, select **Modify Server Settings**.

The dialog shown in [Figure 7-13](#) will be displayed.

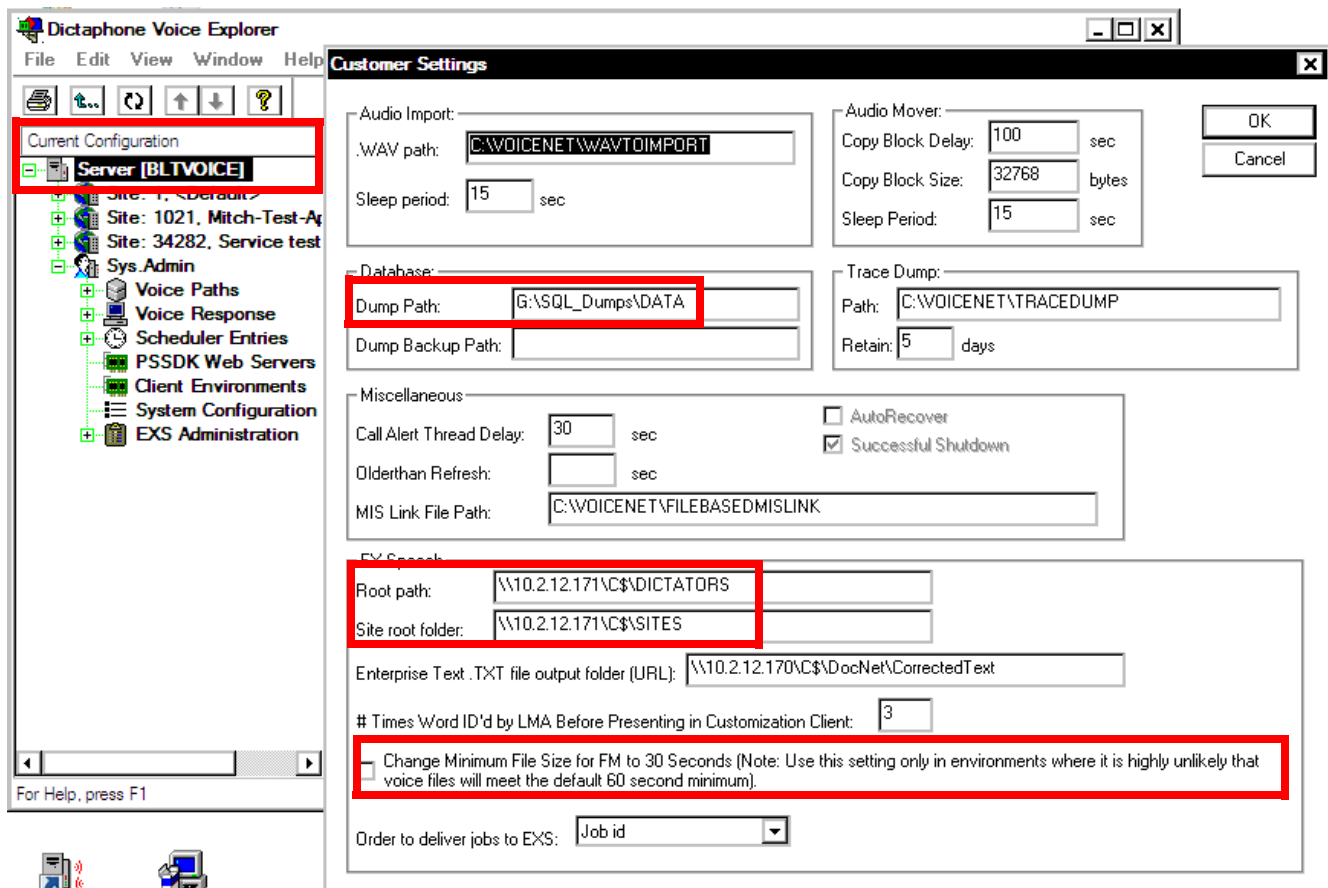


FIGURE 7-13 Customer Settings Dialog

2. In the [Figure 7-13](#) dialog, verify the following:
 - That the **Dump Path**: as specified when the EXVoice software was installed, is correct - if the EXVoice SQL Server is located on a separate server, ensure that a UNC path is entered here, e.g. **\\[SQL Server Name]G\$\SQL Data Dumps\DATA**
 - That the **Dump Backup Path**: is blank
 - **Root path**: If system has EXSpeech, enter the UNC path of the server and the drive letter where the dictator's folder will reside. e.g., **\\[NETBIOS name or IP address]G\$\DICTATORS**
 - Ensure that the **Change Minimum File Size for FM....** check box is **NOT CHECKED**
3. Once settings are correct, click OK, to exit this dialog.
4. Close EXVoice Explorer, and continue with the next procedure, [Verify Configuration of EXVoice Registry Key/Assign Sys.Admin Key](#).

Verify Configuration of EXVoice Registry Key/Assign Sys.Admin Key

Verify Configuration

There is also a dormancy setting in the registry that relates to network connectivity. All Dictaphone EXVoice applications send a check-in token to VNServer at regularly established intervals to ensure that the client application still has a connection to the EXVoice server. Should an application's token fail to be received during the time period established, the application will be disconnected.

The interval at which this check-in token is sent is based on the **ConnectionTimeout** setting in the registry. To verify/change that setting, do the following.

1. Select **Start | Run**, and type **regedit** in the text box.
2. Click **OK** and the **Registry** will open.
3. Locate and select the following key, as depicted in [Figure 7-14](#):

HKEY_LOCAL_MACHINE\Software\Dictaphone\Voicenet\Server

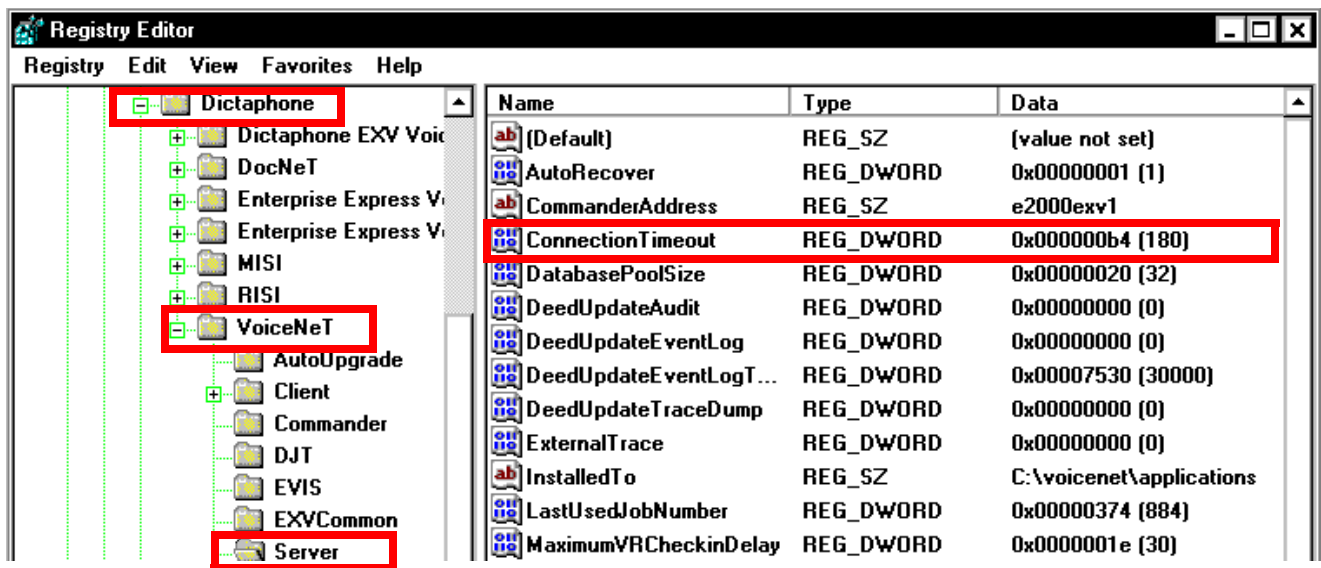


FIGURE 7-14 Connection Timeout Registry Entry

The recommended setting for the **ConnectionTimeout** value is **180**. This value is in **seconds**.

4. Verify that the setting is 180, and if necessary, adjust by modifying the **DWORD** value.
5. When finished, continue with the next procedure, [Assign a sys.admin Password \(if required\)](#).

Assign a sys.admin Password (if required)

The system administrator may wish to assure internal security by assigning a password for sys.admin. If this is the case, assign the password as follows:

1. Still in the **Voicenet | Server** portion of the registry, right click the **Server** key and select **New | String Value**.
2. The dialog shown in [Figure 7-15](#) will be displayed in the right pane of the registry editor.



FIGURE 7-15 New String Value Dialog

3. Replace the New Value #1 with **SysAdminPassword**, as shown in [Figure 7-16](#).



FIGURE 7-16 New String Value Dialog

4. Next, right-click the value you just created, and the dialog shown in [Figure 7-17](#) will be created

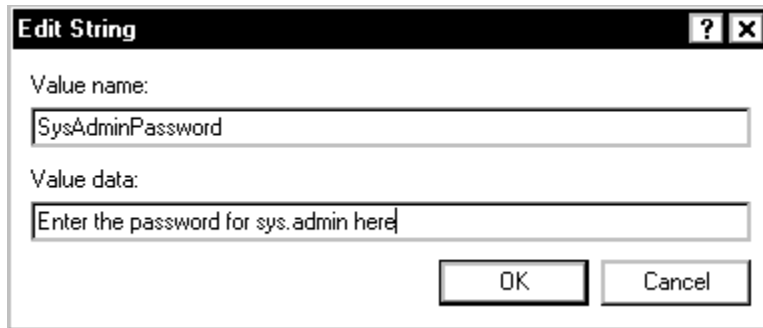


FIGURE 7-17 Registry Edit String Dialog

5. In the **Value data:** text box, enter the password that the customer wishes to use for the sys.admin user.
6. Click OK, and then, close all open Registry windows.
7. Next, open **EXVoice Explorer** using the sys.admin user and ensure that the new password you just assigned functions correctly.
8. Continue with the next procedure, [Test EXVoice System for Proper Operation](#).

Test EXVoice System for Proper Operation

Before You Begin

Before you begin this procedure, make certain that all systems you are checking:

- have been properly feature/config burned
 - are able to connect with one another (network connectivity)
 - have phone access verified/tested on all voice ports
 - have had clients on workstations auto-upgraded
-

Testing the System

Create a New Site and Test User on EXVoice

1. Open **EXVoice Explorer**.
2. Do a **sys.admin** login.
3. Right-click the top level, e.g., **Server [000.000.00.000]** and select **New Site**, as shown in [Figure 7-18](#).



FIGURE 7-18 New Site Selection Display

The dialog shown in [Figure 7-19](#) will be displayed.

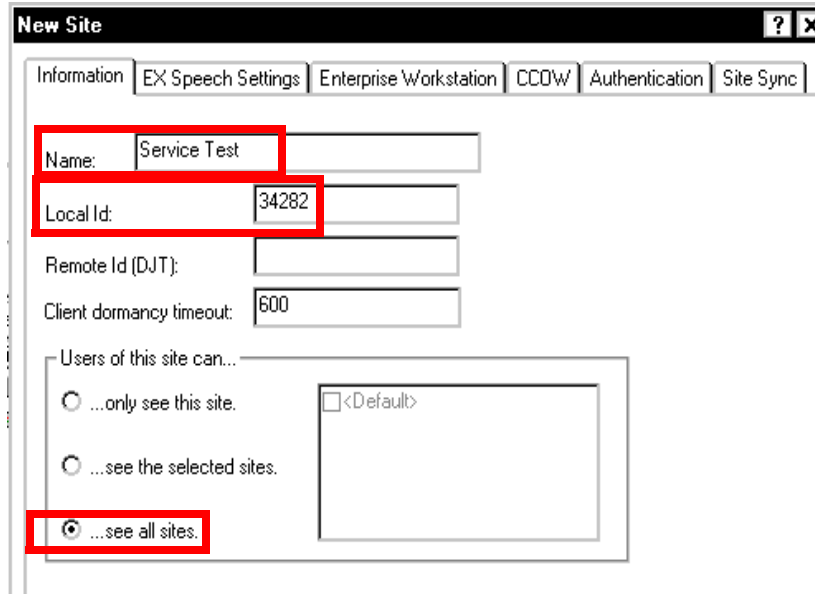


FIGURE 7-19 New Site Dialog

4. Complete the [Figure 7-19](#) dialog as follows:
 - Name: **Service Test**
 - Local Id: **34282**
 - Users of this site can: select the radio button **see all sites**
5. Click **OK**.
6. Right-click Users and select New User, as shown in .
7. Expand **Site 34282**, right-click **Users**, and then, select **New User**, as shown in [Figure 7-20](#).

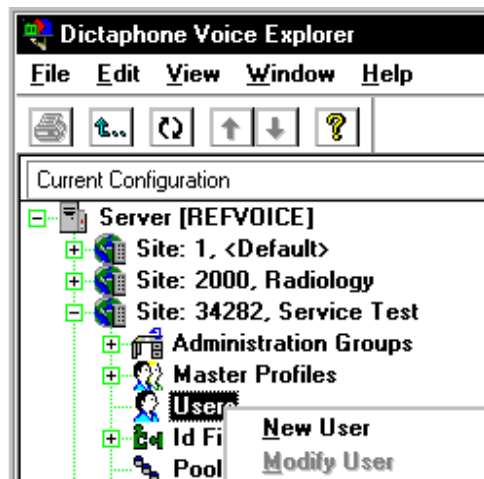


FIGURE 7-20 New User Selection

FIGURE 7-21 New User Dialog

8. Complete the [Figure 7-21](#) dialog as follows:

- In the **Last name:** field, enter **Test User**
- In the **First name:** field, enter **Dictaphone Service**
- In the **Client Settings:** area, **uncheck Account Disabled**
- In the **Client Settings: Login:** field, enter **34282**
- In the **Voice Settings: User id:** field, enter **34282**



If the site you are installing has a password requirement for all users, enter and confirm a password of 34282 for the Dictaphone Service Test User; otherwise, leave these fields blank.

9. Click the **Profiles** tab, and then, click **Add Custom**.

The dialog shown in [Figure 7-22](#) will be displayed.

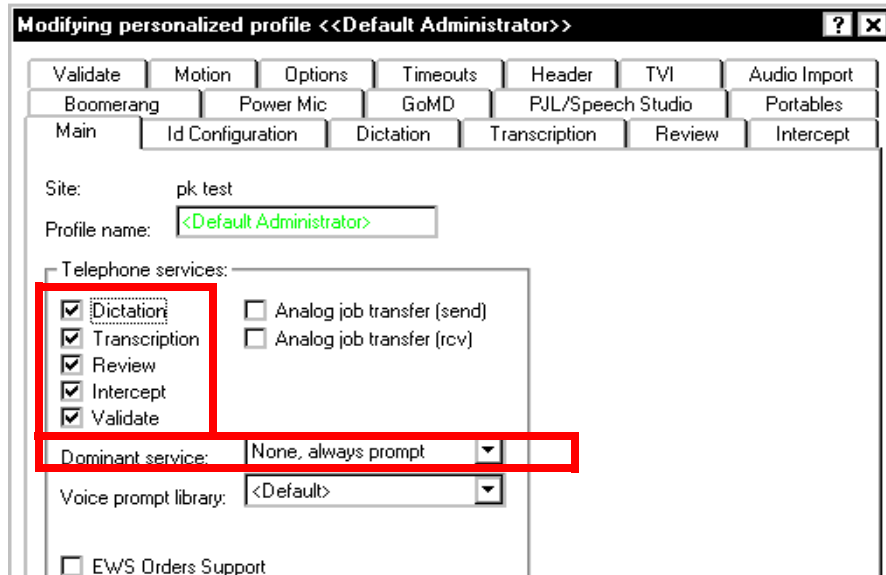


FIGURE 7-22 Add Custom Dialog

10. Complete the Telephone services: portion of the [Figure 7-22](#) dialog as follows:
 - Place a check in the following services check boxes:
 - ◆ Dictation
 - ◆ Transcription
 - ◆ Review
 - ◆ Intercept
 - ◆ Validate
 - Open the **Dominant service:** list box, and select **None, always prompt**
11. Click **Options** tab, and the dialog shown in [Figure 7-23](#) will be displayed.

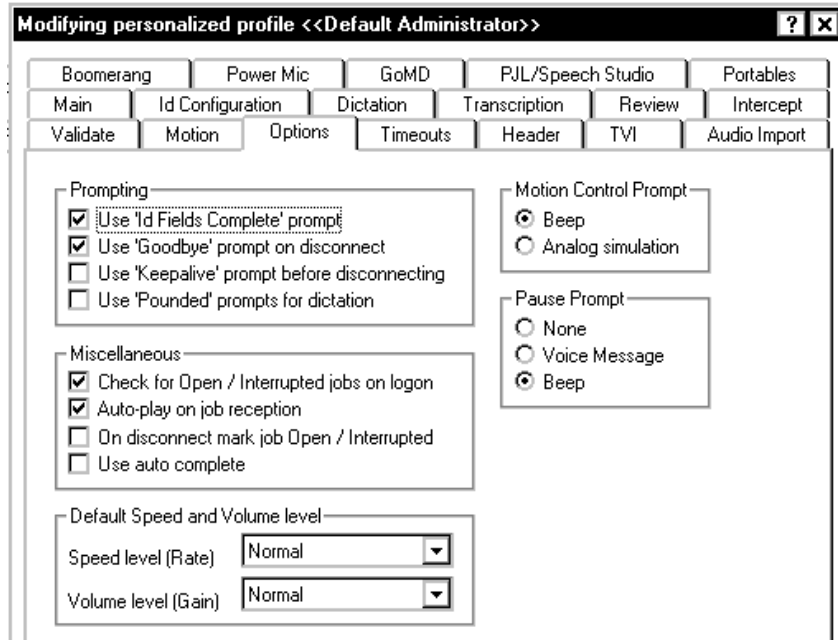


FIGURE 7-23 Options Tab Dialog

Ensure that the Options tab is configured as shown in [Figure 7-23](#).

12. Click **OK twice** and you will be returned to the initial **EXVoice Explorer** view.
13. Left-click **Users** and in the right pane, locate your test user (**34282**).
14. Right-click **34282** and select **Assign Seat Licenses**.

The dialog shown in [Figure 7-24](#) will be displayed.

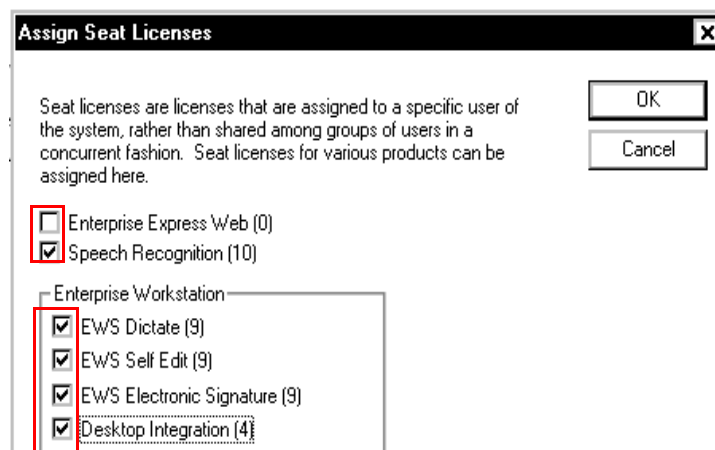


FIGURE 7-24 Assign Seat Licenses Dialog

15. Give the test user (**34282**) **one of each** of the licenses, except Enterprise Express Web (not needed), **applicable** to the current installation, as indicated on the **B700**.



If you do not see licenses available (parenthetical number is 0), either the customer does not use that server/feature, or config burn/feature burn has not been executed to enable the license(s).

16. Click **OK**, and then, continue with the next procedure, [Modify Master Channel](#).

Modify Master Channel

The actions you will take to modify the Master Channel are illustrated in the [Figure 7-25](#) display.

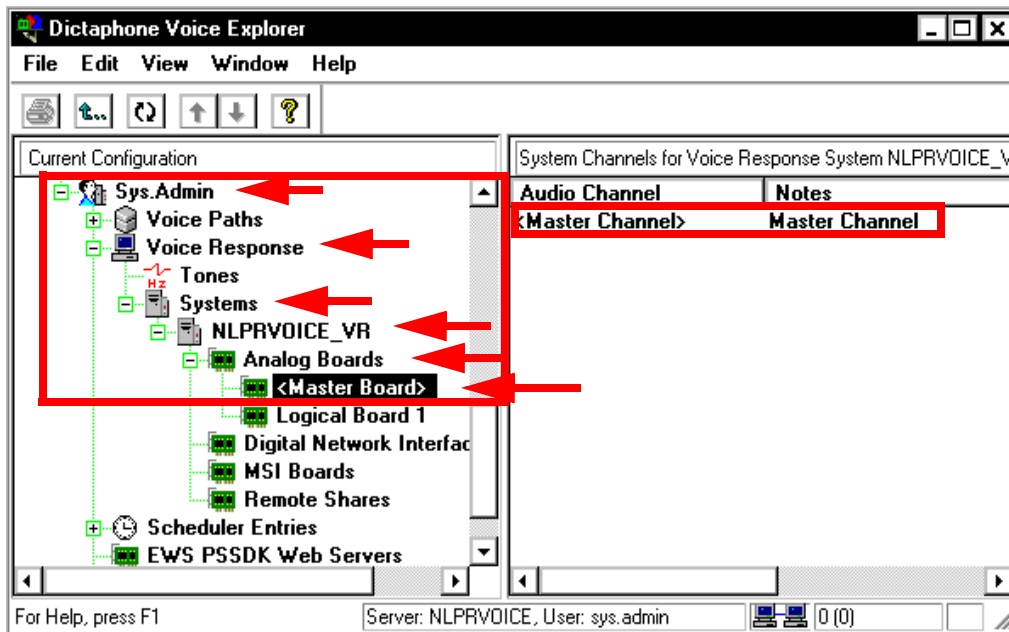


FIGURE 7-25 Master Channel Display

1. While still logged in to **EXVoice Explorer** as **sys.admin**, do the following:
2. As illustrated in [Figure 7-25](#), do the following:
 - a. Expand **Sys.Admin** tree object
 - b. Expand **Voice Response**
 - c. Expand **Systems**
 - d. Expand your server name (in [Figure 7-25](#) example, this is **NLPRVOICE_VR**)
 - e. Expand **Analog Boards**
 - f. Click on **Master Board**

Master Channel will show in the right pane, as shown in [Figure 7-25](#)

3. Right-click **Master Channel** and select **Modify Channel**.
4. Click the **Options** tab.

The dialog shown in [Figure 7-26](#) will be displayed.

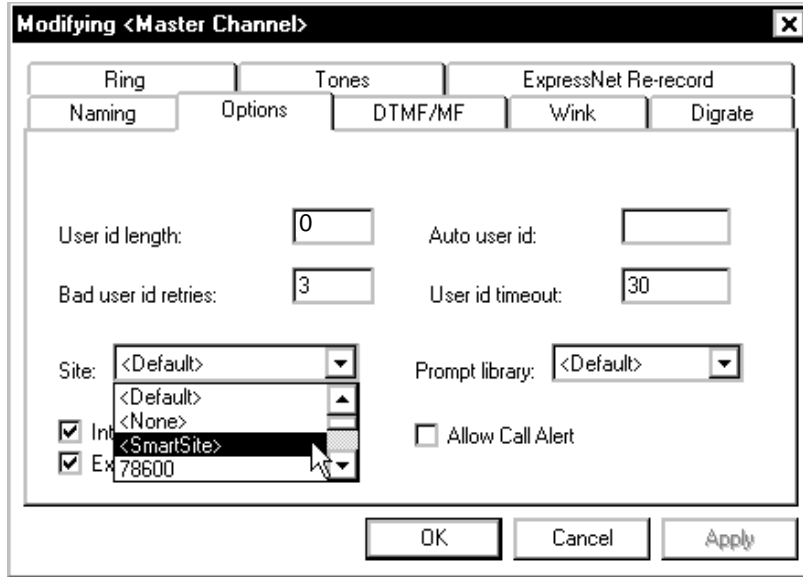


FIGURE 7-26 Modifying Master Channel Dialog

5. Open the **Site:** list box, and then, select **<SmartSite>**.
6. Click **OK**, and the **Warning!** dialog shown in [Figure 7-27](#) will be displayed.

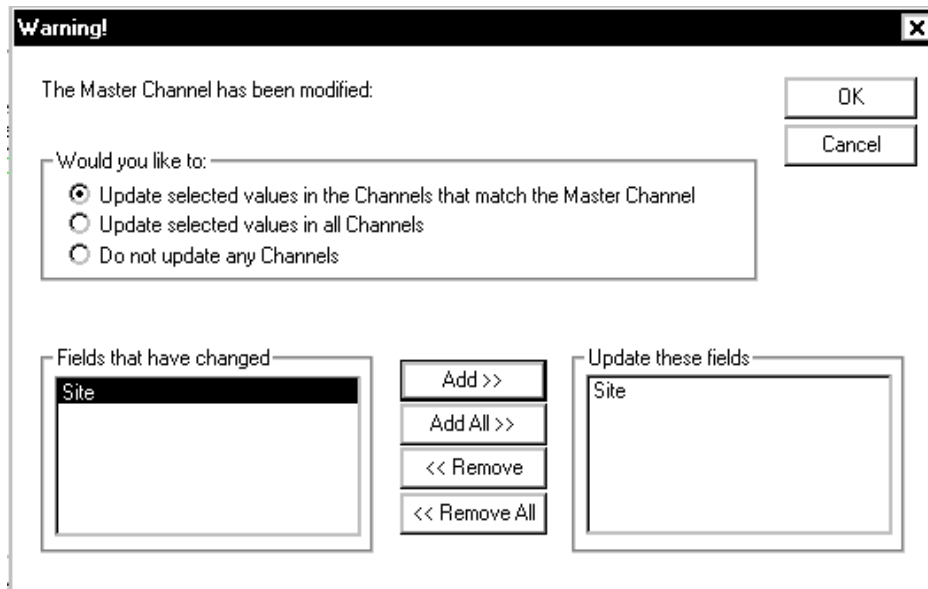


FIGURE 7-27 Options Warning Dialog

7. Click **Add** to move the **Site** field to the **Update These Fields** side of the [Figure 7-27](#) dialog.
8. Click **OK**, and the dialog shown in [Figure 7-28](#) will be displayed.



FIGURE 7-28 Channel Modified Dialog

9. Click **OK**, and then, select **File | Exit** from the menu.
10. Continue with the next procedure, [Test The System](#).

Test The System

1. Perform one of the following steps to access the Enterprise Express Voice system.
 - Pick up the handset and listen for the initial greeting.
 - From inside the facility, dial extension number #####.
 - From outside the facility, dial (###) ###-####.

Once connected, the initial greeting “thank you for calling the Enterprise Express voice system” plays.

2. When prompted, enter your User ID number (**34282**) and press the pound [#] key.



When you are prompted to enter information and your entry is incorrect, press [#] to reenter the information, or press [*1] to back up to the previous prompt. All key pad options are shown in [Table 7-3](#).*

TABLE 7-3 Telephone Keypad Dictation Options

Key	Feature	Key	Feature
2	Record/Pause toggle	3	Short rewind with automatic playback
4	Fast Forward	44	Jump to end of this report
5	End report and exit system	6	High priority
7	Rewind	77	Jump to beginning of this dictation
8	End report and begin another	9	Place a bookmark
*	Slow down playback	#	Speed up playback
18	Save the report as open	11*	Delete current report and begin a new report

3. When prompted, select a service, press [1] for **dictation**.
4. When prompted, enter Field 1 (1) and press the pound [#] key.

- When prompted, enter Field 2 (123) and press the pound [#] key.



When all prompted entries are complete, you will hear **ID field entry completed** followed by a pause tone (beep-beep).

- To **begin recording**, press [2] on the touch tone keypad.
- To **pause the recording**, press [2] on the touch tone keypad.



On the telephone keypad **[2]** is used as a toggle between record and pause.

- Record **30 seconds of dictation**, and **DO NOT hang up** the telephone.
- Open the **Client Viewer**, logging in as **Administrator**.
- Expand **VR** and you should see a dialog similar to that shown in [Figure 7-29](#).

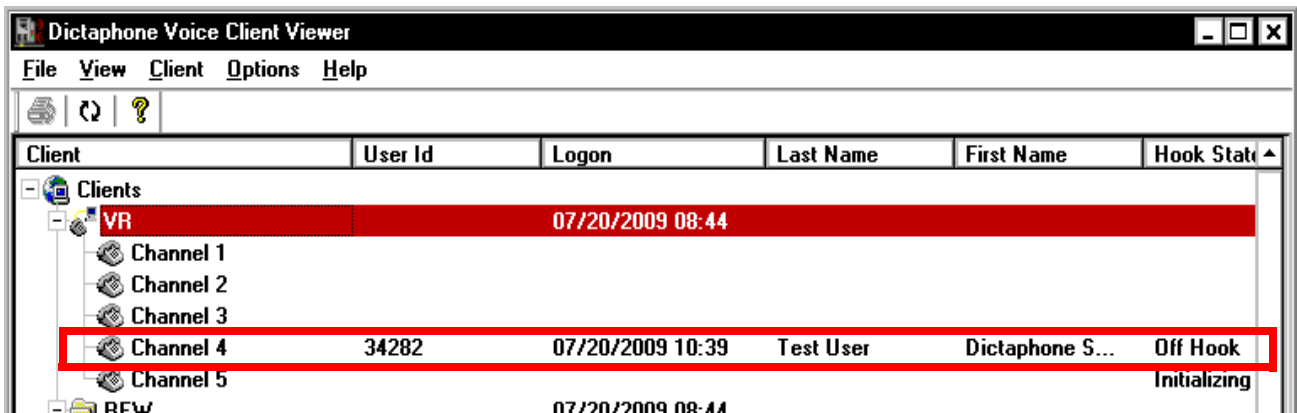


FIGURE 7-29 Client Viewer with VR Expanded

- Verify that the **Dictaphone Service Test User** is shown.
- On the telephone keypad, press **77** and playback a portion of your dictation.
- Hang up the telephone and ensure that the test user is disconnected from the port, as will be seen in **Client Viewer**.

You may have to do a screen refresh to see that the test user is no longer there. If the **Dictaphone Service Test User** continues to remain in client viewer after the telephone is hung up, there is a possible disconnect issue, and this must be addressed before proceeding further.

- Close the **Client Viewer**.
- Open **Job Lister**, logging in as **Administrator**.
- Right-click **Default** and then, select **New**.
- The dialog shown in [Figure 7-30](#) will be displayed.

New report [?] [X]

Name: Groups...

OK
Cancel

General | Site/User | Id Fields | Dates | Output

Include jobs of status:

- Ready
- Open
- Interrupted
- Signed Off
- Transferred
- Special Assigned
- Validate
- Purged

Sort by:

▼

Ascending
 Descending

Maximum number of jobs to retrieve (0 = unlimited)

FIGURE 7-30 New Report General Tab Dialog

18. Using [Figure 7-30](#) as a guide, in the **Include jobs of status:** section, select all job types **except** Purged.

Purged, if required, must be selected by itself.

19. Click the **Users and Dates** tab and enter the **Test User ID** (34282) as shown in [Figure 7-31](#).

New report [X]

Main | **Users and Dates** | Id Fields | Output

Dictator Site:

D/T Dictation Created:

Dictator Id:

D/T Dictation Closed:

FIGURE 7-31 New Report Site/User Tab Dialog

FIGURE 7-32

20. Click **OK**, and you will be returned to the main Job Lister window.
Notice that your report, **Service Test**, is now listed as an available report.

21. Double-click **Service Test** and a display very similar to that shown in [Figure 7-33](#) will be displayed.

You should see the job you just dictated and the status should be **RDY**. You will only see user **34282** dictations.

Jo...	Status	D. Site	D. User Id	Field 1	Field 2	Date D. Cr...	Date D. Closed
1	RDY	34282	34282	1	123	07/15/2009...	07/15/2009 10:50
2	RDY	34282	34282	1	123	07/20/2009...	07/20/2009 08:54
3	RDY	34282	34282	1	123	07/20/2009...	07/20/2009 10:38
4	RDY	34282	34282	1	212	07/20/2009...	07/20/2009 10:40

FIGURE 7-33 Service Test Report Display

22. Minimize **Job Lister**.
23. On the telephone, access the **EXVoice** server once again.
24. Enter a **User ID** of **34282**.
25. Select **Transcription Service (2)** from the choices given.

Following some header information, your test job should start playing.

26. When the job is complete, **do not** sign off the job.
27. **Hang up** the phone.



*These next procedures **must be** accomplished from a Client Workstation with TransNet installed.*

28. Open **TransNet** from the **EXVoice** client folder.
29. Login with the **Test User (34282)**.
30. Select **Get Jobs**, and if your test job is still in **RDY** status (which it should be), you will see the test job downloading.
31. Right-click the **test job** and select **Play**.

The job will play.

32. Once the job is done playing, right-click the test job again and select **Sign Off**.
33. Open or maximize **Job Lister**.
34. Refresh or reopen your test report.

The display should consist of the previously dictated job with a status of **SGN**, and once again, you will only see user **34282** dictation.

35. This completes the EXVoice checkout procedure.

EXText Post-Installation Functionality Check

The customer's B700 is required to perform this procedure. This Dictaphone form outlines each of the options and licenses which the customer has purchased for the system you are installing. Make sure you have it before beginning this verification.



This procedure will work when testing EXText systems that are standalone, or integrated as part of a larger Enterprise Express system installation.

IMPORTANT



This is a mandatory procedure for **bundled** and **unbundled** EXText systems.

IMPORTANT

Use this procedure as a guide to ensure that EXText is set up properly and functioning correctly. Installation of EXText is not complete until **ALL** of the procedures in this section have been successfully completed.

Before You Begin

Each item in [Table 7-4, Enterprise Express Text Configuration Checks](#), **MUST** be accomplished **BEFORE** you begin the EXText system functionality test:

TABLE 7-4 Enterprise Express Text Configuration Checks

Requirement Complete	Requirement	How to Verify/Configure/Test Requirement	Page in Manual
<input type="checkbox"/>	EXVoice and EXSpeech upgraded to compatible versions?	Check here: Compatible Software Versions*	page 6-5
<input type="checkbox"/>	SQL configured for EXText server?	Ensure that SQL Server is properly configured for EXText (SQL Server 2008 Configuration)	page 5-128
<input type="checkbox"/>	Word 2003 installed and configured on server?	Ensure that Word 2003 is installed and properly configured on EXText server (Word 2007 Installation)	page 5-130
<input type="checkbox"/>	Is SP1 for Windows 2003 installed?	if Windows 2003 SP1 has been installed, ensure that configuration changes are made on EXText server(Windows 2003 SP1 Requirement)	page 5-181
<input type="checkbox"/>	Licensing configuration verified?	Ensure that licensing options and configurations are correct (License Burning for EXText)	page 5-403

TABLE 7-4 Enterprise Express Text Configuration Checks

Requirement Complete	Requirement	How to Verify/Configure/Test Requirement	Page in Manual
<input type="checkbox"/>	AntiVirus exclusions for extensions/folders/files correct?	Ensure that Symantec AntiVirus has designated files/folders/extensions excluded (Configure Symantec Endpoint)	page 4-58
<input type="checkbox"/>	Services running on EXText server?	Ensure that all EXText services are running (EXText Services Started)	page 7-30
<input type="checkbox"/>	EXText Site Configured?	Verify that EXText site is configured (Verify Site Configuration)	page 7-32
<input type="checkbox"/>	Verify/test scheduled events?	Ensure scheduled events working correctly (Test/Verify Scheduled Events)	page 7-33
<input type="checkbox"/>	Verify Routing Destinations?	Ensure routing destinations are present (Verify Routing Destinations)	page 7-38
<input type="checkbox"/>	Verify server and router configuration correct?	Verify EXText server and router configuration settings(Verify Server and Router Configuration)	page 7-39
<input type="checkbox"/>	Check Message Sink for error conditions?	Verify the absence of errors in Message Sink (Check Message Sink for Error Conditions)	page 7-40
<input type="checkbox"/>	Check that router is configured for faxing?	Verify that the procedure Configure Router for Faxing has been completed	page 5-159
<input type="checkbox"/>	Verify Word Client and/or EXEditor is operational?	Ensure basic start-up operation of Word Client (Verify Word Client Operation) and/or Ensure basic start-up operation of EXEditor (Test EX Editor)	page 7-41 page 6-153
<input type="checkbox"/>	Verify Client Login?	Ensure clients logged in(Verify Clients Logged In)	page 7-42
<input type="checkbox"/>	Verify EXText server visible in EXVoice Client Viewer?	Verify EXText server shown in EXVoice Client Viewer (Verify EXText Server in EXVoice Client Viewer)	page 7-42
<input type="checkbox"/>	Verify EXText Client Workstation software?	Verify that software is present and starts up on Client Workstation (Verify EXText Client Workstation Software)	page 7-43
<input type="checkbox"/> Yes	All Table 7-4 configuration checks completed?	Perform the Testing the EXText System Functionality procedure to ensure the EXText system functions as intended.	page 7-43

EXText Services Started

Verify that the following services have started and remain running:

- **DocNeTHIS Interface** (if installed)
- **DocNeTScheduler**
- **DocNeTArchive**
- **DocNeTRouter**

- **DocNetServer**
- **RightFax** (if purchased)
- **MSSQLServer**
- **SQLSERVERAGENT**

Verify Site Configuration

1. Open **EXText Explorer** and log in with **admin / admin**.
2. View / verify tree structure, which will be similar to that structure shown in [Figure 7-34](#).

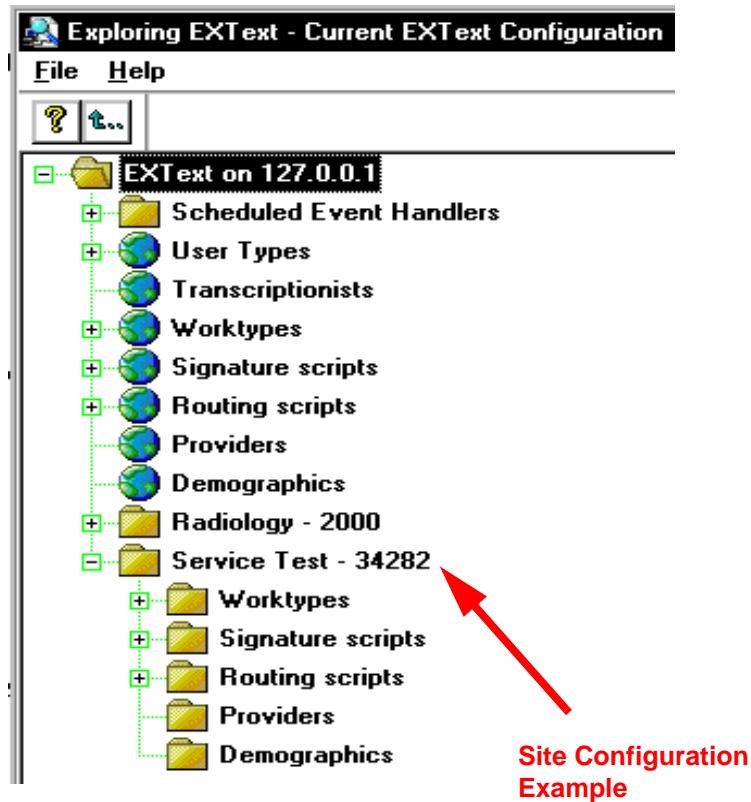


FIGURE 7-34 Typical EXText Expanded Tree

3. If you have just upgraded an existing system, verify that a site configuration is present, such as the **Service Test** site example shown in [Figure 7-34](#).

Test/Verify Scheduled Events

1. Expand **Scheduled Event Handlers**.

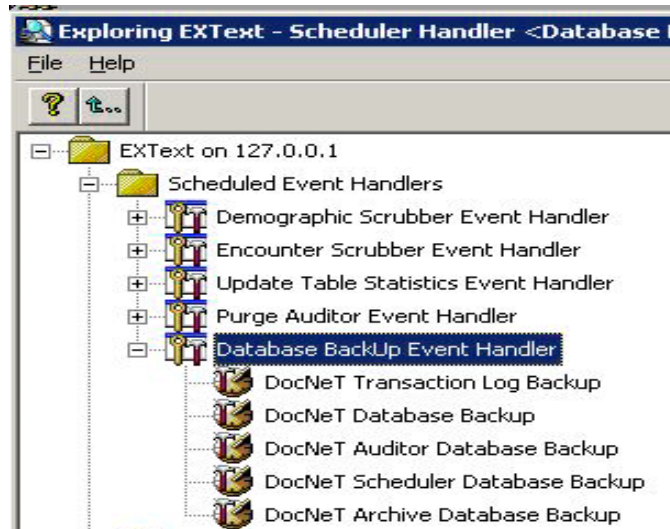


FIGURE 7-35 Scheduled Event Handlers Display

2. Expand each scheduled event.

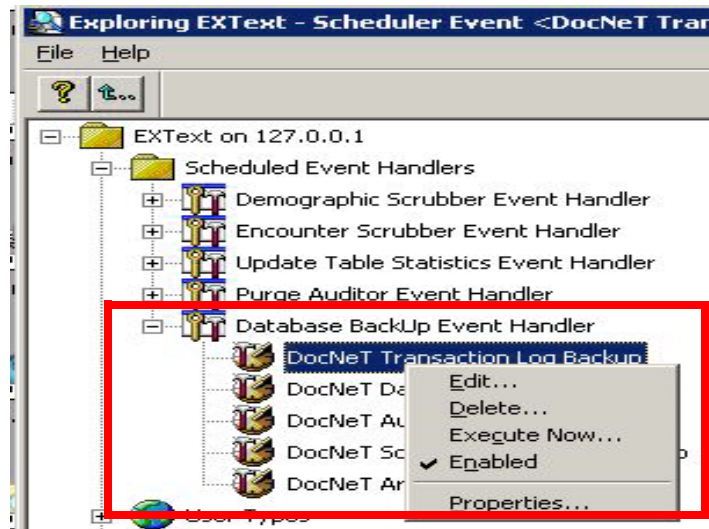


FIGURE 7-36 Expanded Scheduled Event Display

3. For each scheduled event, do the following: (Step 4 below will address the issue of the Archive Database Backup Event failing, should that occur):
 - Verify properties for each event using **Edit** selection, as shown in [Figure 7-37](#)

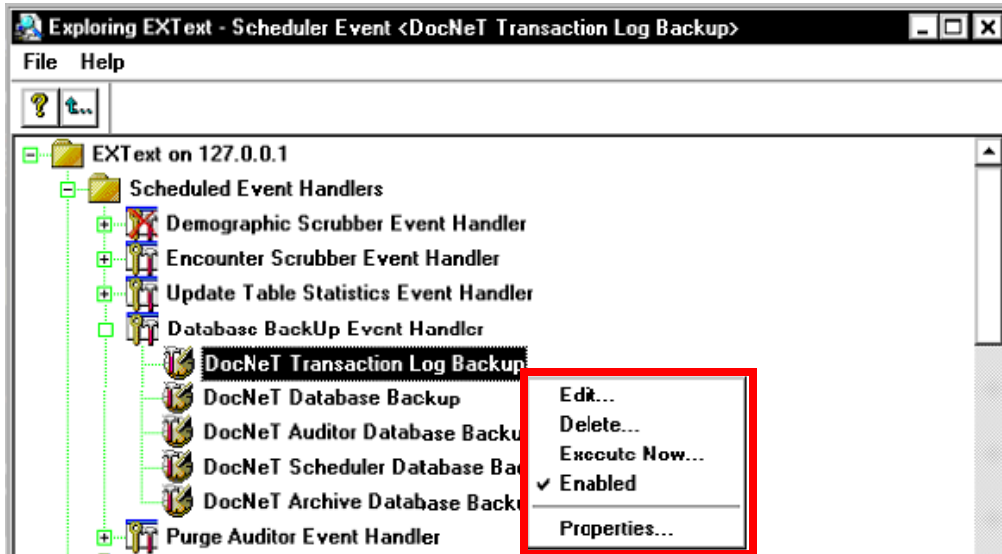


FIGURE 7-37 Scheduled Event Actions Display

- Execute each event using **Execute Now** selection, as shown in [Figure 7-37](#)
- After executing each event, verify its successful completion using the **Properties** selection.

The dialog shown in [Figure 7-38](#) will be displayed.

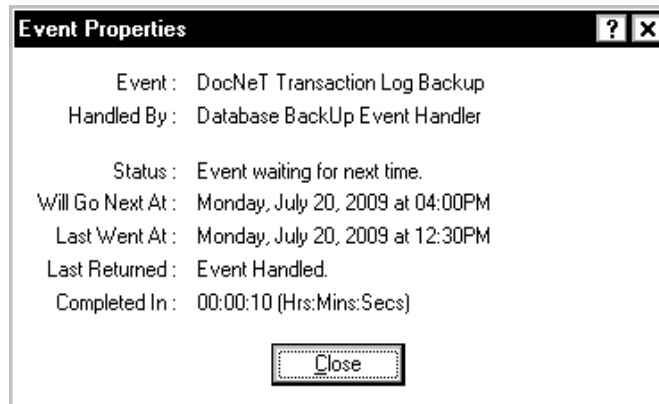


FIGURE 7-38 Event Properties Display

In many cases the Archive Database Backup event will show failed, as seen in [Figure 7-39](#).

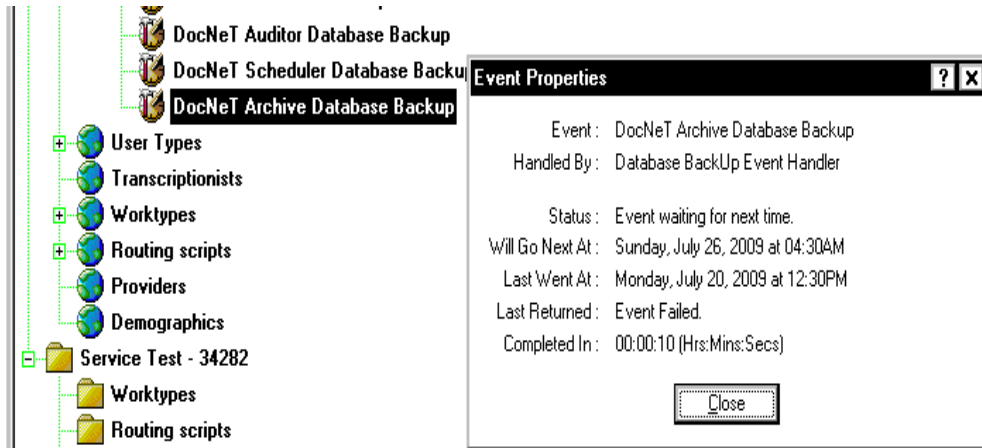


FIGURE 7-39 Archive Database Backup Failure

4. Should this occur, do the following:
 - a. Right-click **Archive Database Backup** and select **Edit** to display [Figure 7-40](#).

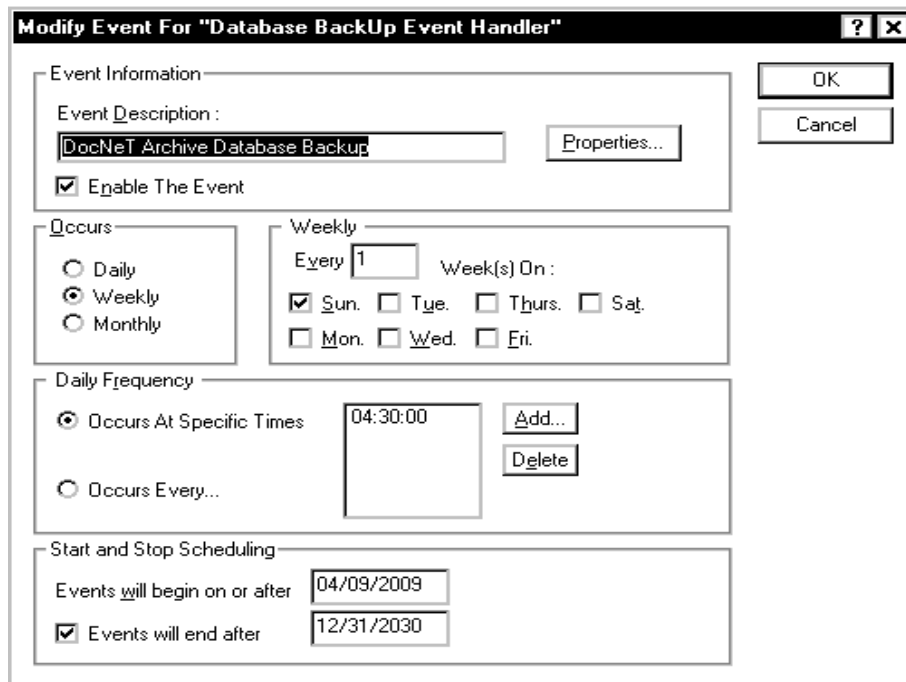


FIGURE 7-40 Archive Database Properties Dialog

- b. Select **Properties** and the dialog shown in [Figure 7-41](#) will be displayed.

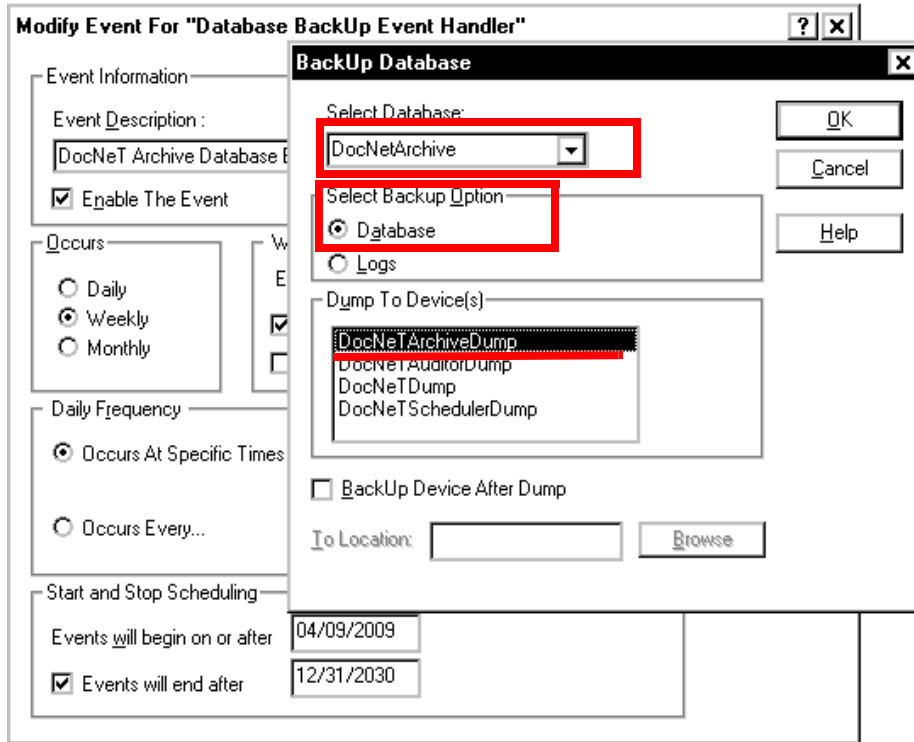


FIGURE 7-41 Properties Dialog

- c. Complete the [Figure 7-41](#) dialog as follows:
 - 1. Enter **DocNetArchive** in the **Select Database:** list box.
 - 2. Verify the **Database** radio button is selected.
 - 3. Verify that **DocNetArchiveDump** selection is highlighted in the **Dump to Devices** section.
- d. Click **OK** to display the [Figure 7-42](#) dialog.

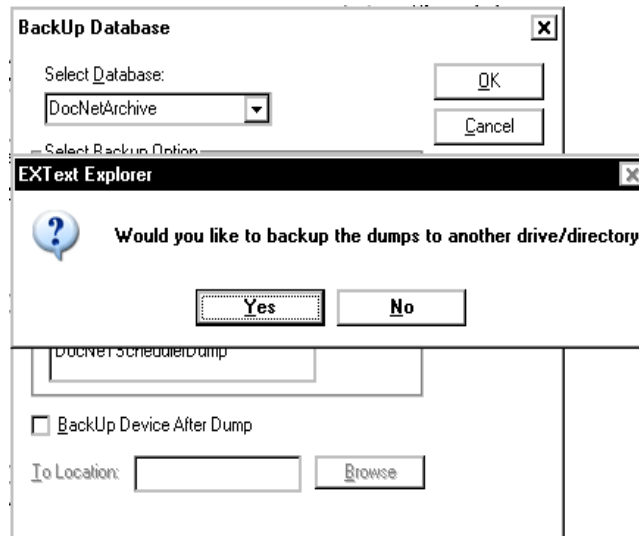


FIGURE 7-42 Backup Option Dialog

- e. Click **No** to backup to another location, and then, click **OK** to exit the **Properties** dialog.

Verify Routing Destinations

If this system was just **upgraded**, verify that routing destinations are present by doing the following.

NOTE: On a new installation, the Routing Destinations window will normally be blank at this point.

Right click on **EXText** on **xxx.xxx.xxx.xxx**, as shown in [Figure 7-43](#), and then select **Routing destinations**.

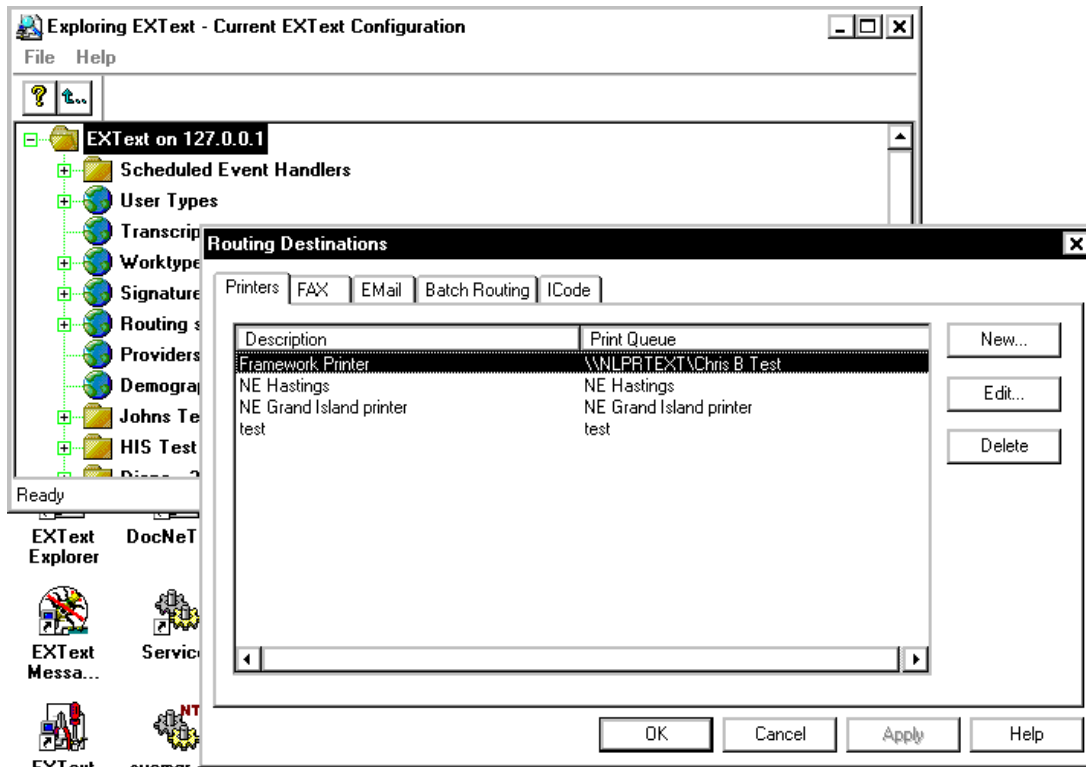


FIGURE 7-43 Routing Destinations Display

Verify Server and Router Configuration

1. Open **EXText Settings** application and the [Figure 7-44](#) display will be seen.



FIGURE 7-44 DocNet Settings Menu Dialog

- ◆ Verify **Server** and **Router** configuration, selecting each of the appropriate tabs shown in [Figure 7-45](#) (e.g., IP addresses, Dependent services, etc.) for the installation/upgrade you have just completed. (**NOTE:** It is not necessary to change defaults unless you see an error, or are instructed elsewhere to do so)

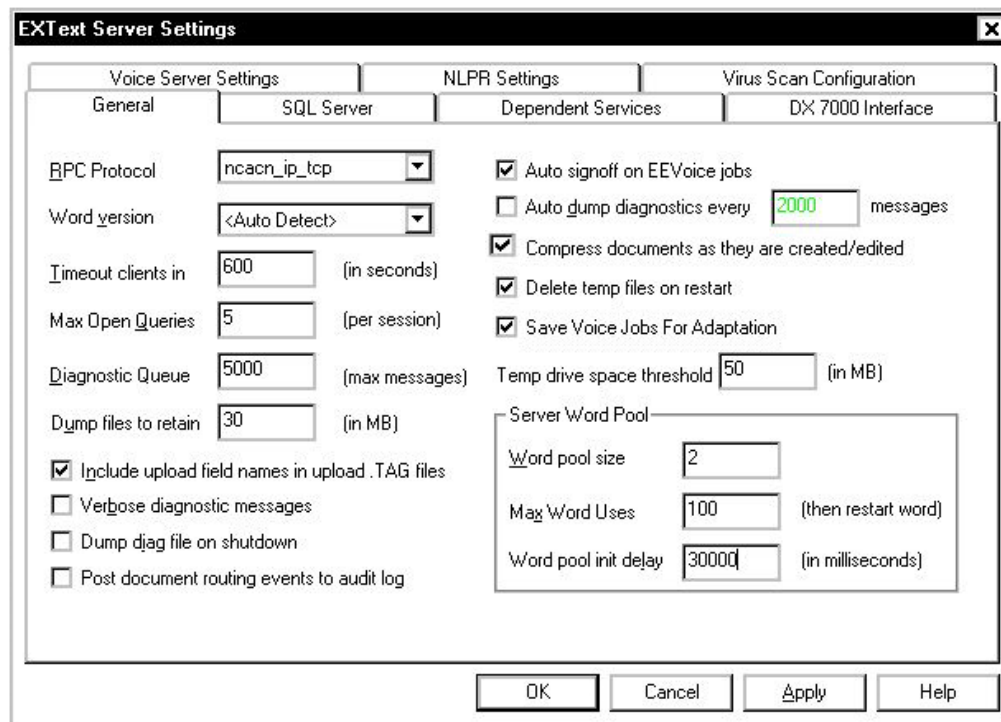


FIGURE 7-45 Server Settings - General Tab Display

Check Message Sink for Error Conditions

Run the **Message Sink** application and select **DocNet Server**, **Router**, **Scheduler**, and **HISInterface** as shown in [Figure 7-46](#).

View all selections checking for errors, correcting any found before proceeding.

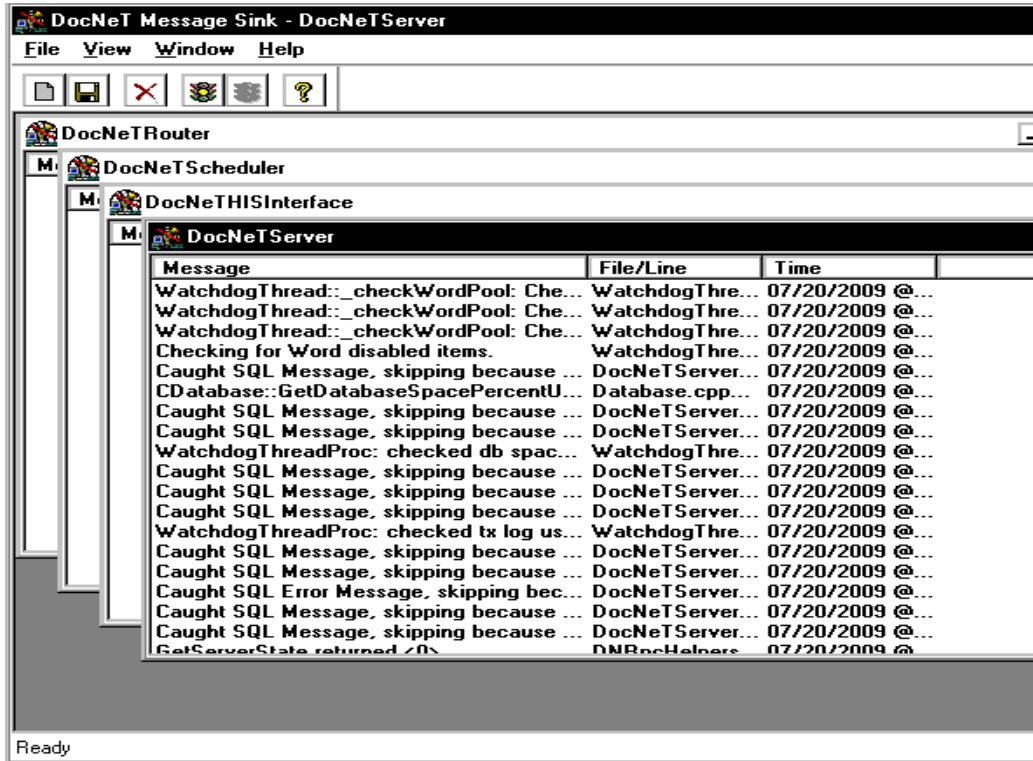


FIGURE 7-46 Message Sink Display

Verify Word Client Operation

Run the **EXText Word Client** application and log in as **admin / admin**.

Verify basic operation, i.e., program starts and menu ([Figure 7-47](#)) is displayed.

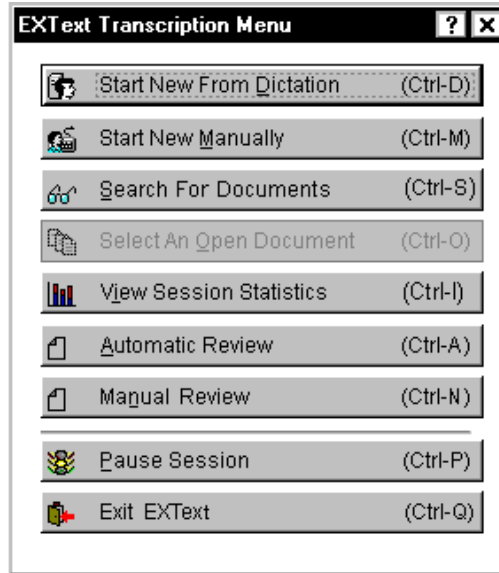


FIGURE 7-47 Word Client Menu Display

Verify Clients Logged In

Run the EXText Monitor application and the dialog shown in (Figure 7-48) will be displayed.

Verify the accuracy of information displayed, and ensure that a minimum of the 4 services shown in Figure 7-48 are logged in.

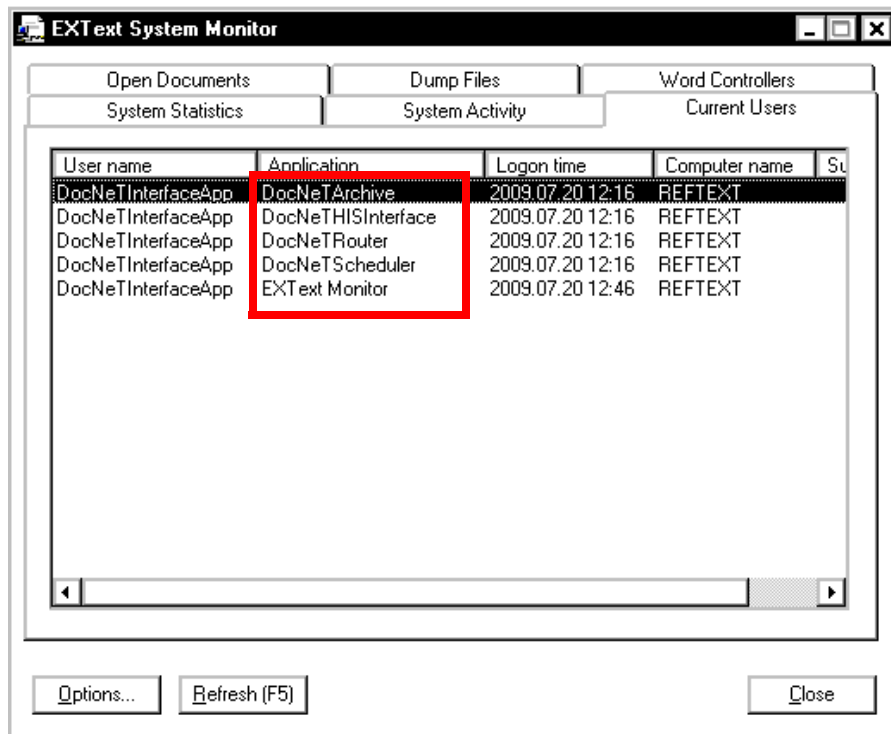


FIGURE 7-48 EXText Monitor Display

Verify EXText Server in EXVoice Client Viewer

Run the EXVoice Client Viewer application and verify EXText is checked in, as shown in Figure 7-49.

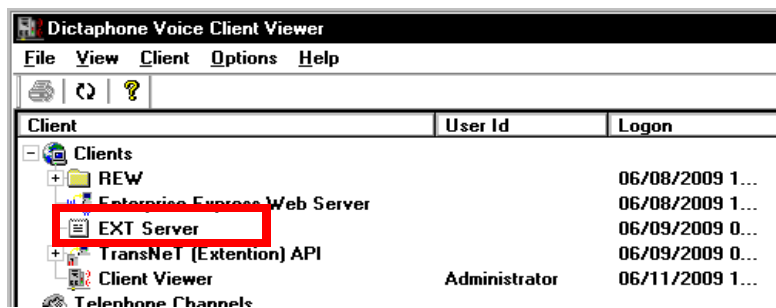


FIGURE 7-49 EXText Server in EXVoice Client Viewer Display

Verify EXText Client Workstation Software

Verify access and functionality to the EXText **Explorer**, **Word Client**, and **Message Sink** applications on the client workstation.

Testing the EXText System Functionality

Create A New Site and a Test User on EXText

1. Open **Text Explorer**.
2. Login with a **user name** of admin and a **password** of admin.
3. As shown in [Figure 7-50](#), right-click on **EXText on xxx.xxx.xxx.xxx**, and then, select **New site...**

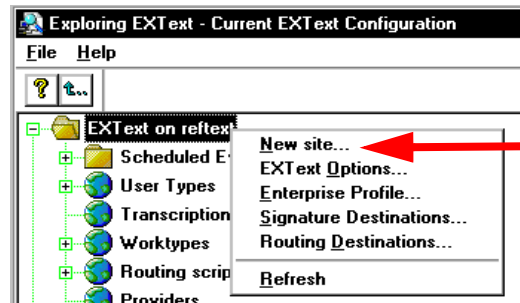


FIGURE 7-50 Select New Site Dialog

The dialog shown in [Figure 7-51](#) will be displayed.

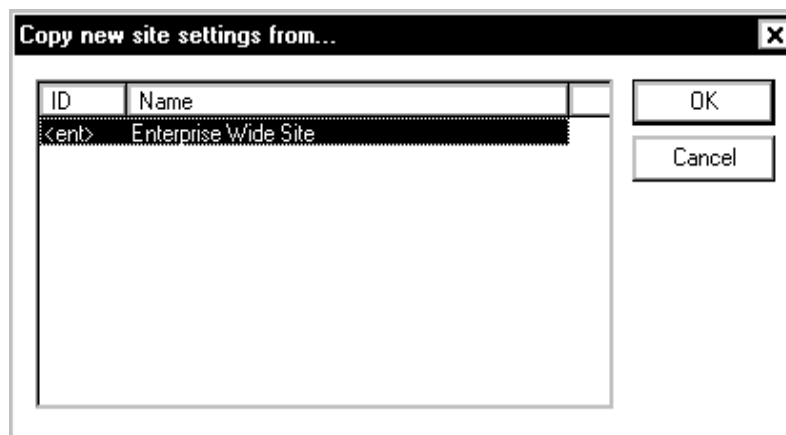


FIGURE 7-51 Copy New Site Settings Dialog

4. Using the [Figure 7-51](#) dialog as a guide, select **<ent> Enterprise Wide Site**, and then, click **OK**.

The dialog shown in [Figure 7-52](#) will be displayed.

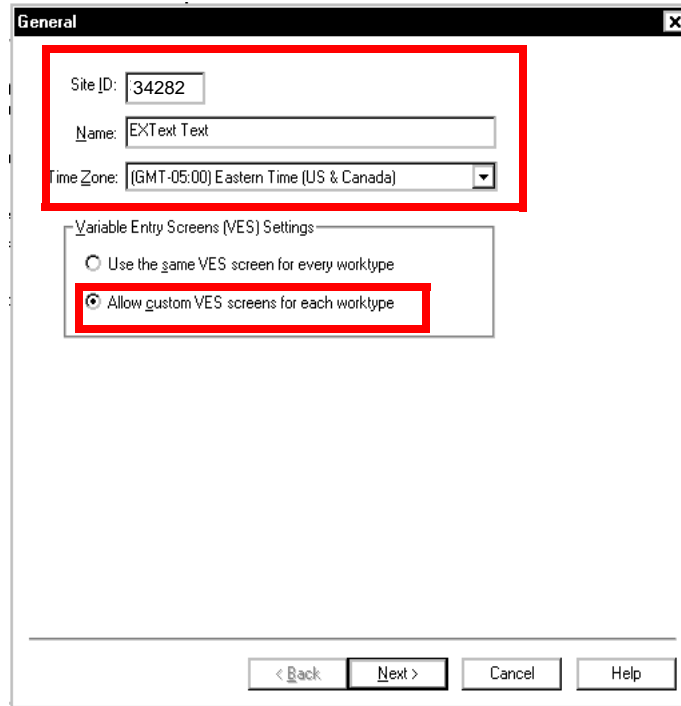


FIGURE 7-52 New Site Wizard Step 1 of 4 Dialog

5. Complete the [Figure 7-52](#) dialog as follows:
 - Site ID: **34282**
 - Name: **EXText Test**
 - Time Zone: Enter local time zone
 - Ensure that the **Allow custom VES.....** radio button is selected.
6. Click **Next** 3 times, and then, verify that **Field 1 = WorktypeID** and **Field 2 = PatientMRN**.
7. Click **Finish** to complete the wizard.
8. Once again, right-click on **EXText on xxx.xxx.xxx.xxx**, and then, select **EXText Options**, as shown in [Figure 7-53](#).

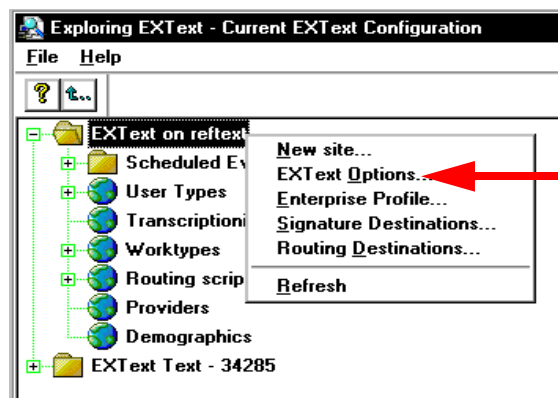


FIGURE 7-53 Select EXText Options Display

The dialog shown in [Figure 7-54](#) will be displayed.

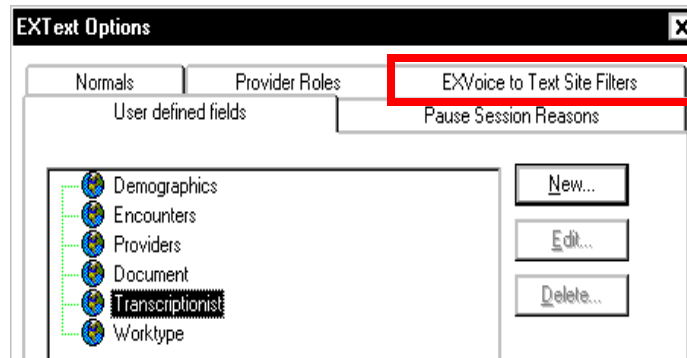


FIGURE 7-54 EXText Options Dialog

9. Click the **EXVoice to Text Site Filters** tab, and then, click the **New** button.

The dialog shown in [Figure 7-55](#) will be displayed.

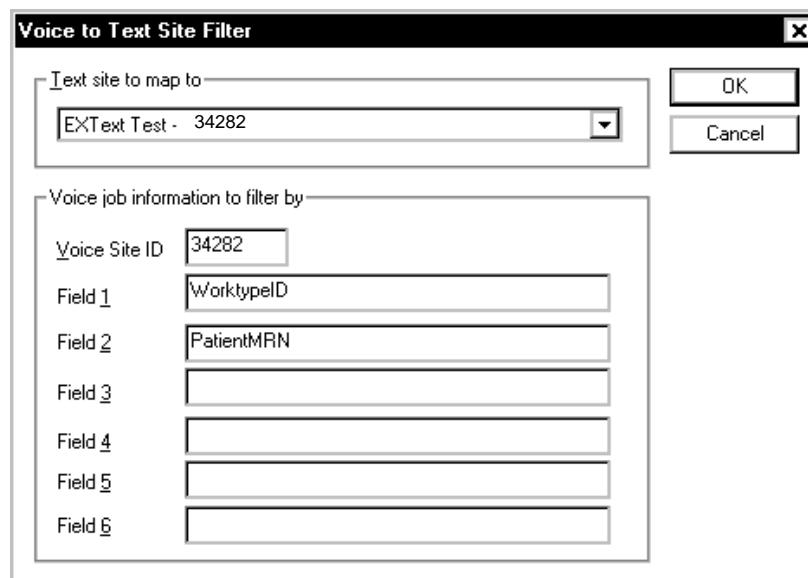


FIGURE 7-55 EXVoice to Text Site Filters Dialog

10. Enter the following information in the [Figure 7-55](#) dialog:
 - Text site to map to: from the list box select **EXText Test 34282**
 - Voice Site ID: **34282**
 - Field 1: **WorktypeID**
 - Field 2: **PatientMRN**
11. Click **OK** and the dialog shown in [Figure 7-56](#) will be displayed.

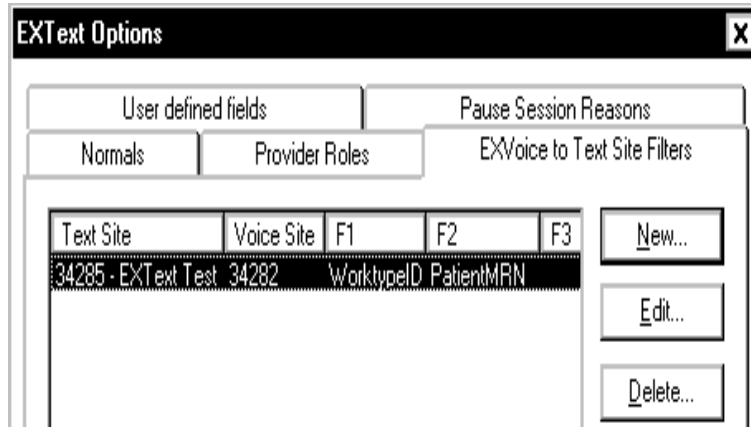


FIGURE 7-56 Completed EXVoice Filters Dialog

12. Click **OK** to return to the main **EXText Explorer** dialog ([Figure 7-57](#)).

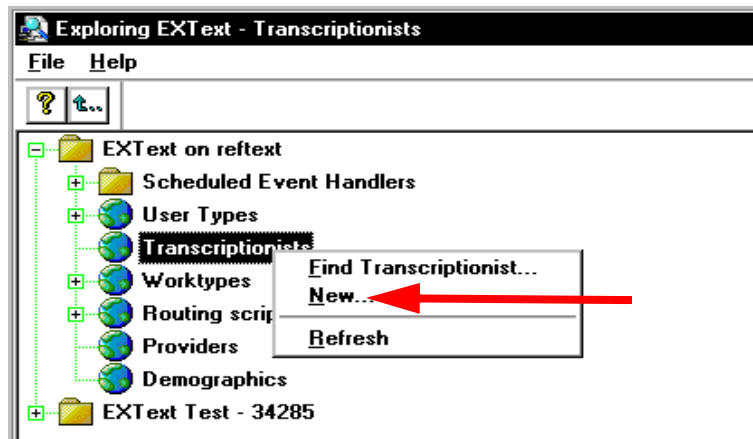


FIGURE 7-57 EXText Explorer Dialog

13. Right-click **Transcriptionists** and click the **New** button to display the dialog.

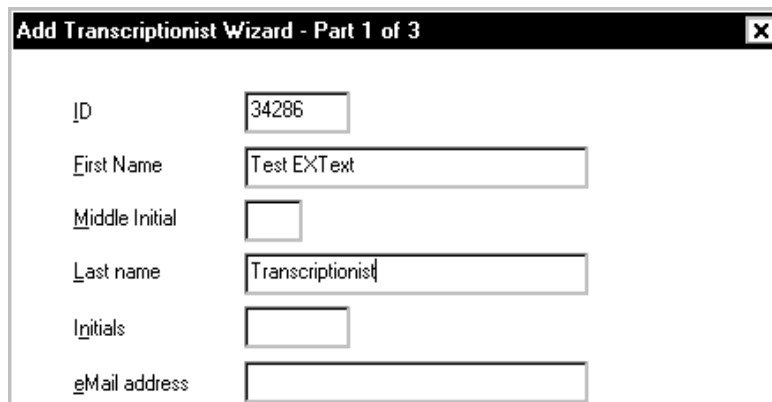


FIGURE 7-58 Add Transcriptionist Dialog #1

14. Complete the [Figure 7-58](#) dialog as follows:
 - ID - **34286**
 - First Name - **Test EXText**
 - Last name - **Transcriptionist**
15. Click **Next**, and the dialog shown in [Figure 7-59](#) will be displayed.

FIGURE 7-59 New Transcriptionist Dialog 2

16. In the [Figure 7-59](#) dialog, enter a **Logon ID** of **34286** and from the **User type** list box, select **System Administrators**.
17. Click **Next**, and then, click **Finish**.
You will be returned to the main **Text Explorer** window.
18. Expand **Site 34282**.
19. Under **Site 34282**, right-click **Worktypes**, and then, select **New Worktype**.
The dialog shown in [Figure 7-60](#) will be displayed.

FIGURE 7-60 Add New Worktype Dialog

20. Complete the [Figure 7-60](#) dialog as follows:
 - ID - **99**
 - Description - **Service test**
21. Click **Next**, **Next**, and then, click **Finish**.

You may see the display shown in [Figure 7-61](#).



FIGURE 7-61 Reconfigure Message

22. If you do see the [Figure 7-61](#) dialog, click **OK** and you will be returned to the main **Text Explorer** window.
23. In the **Text Explorer** window, under **Site 34282**, right-click **Providers**, and then, select **New**.
24. The dialog shown in [Figure 7-62](#) will be displayed.

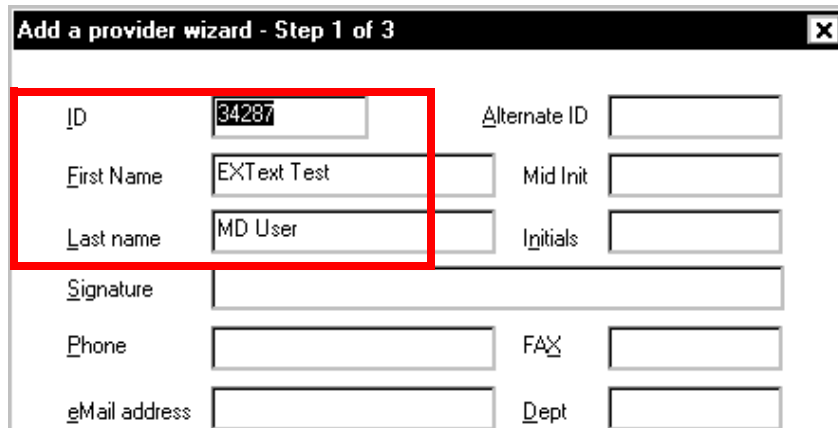


FIGURE 7-62 Add New Provider Dialog - Step 1

25. Complete the [Figure 7-62](#) dialog as follows:
 - ID - **34287**
 - First Name - **EXText Test**
 - Last name - **MD User**
26. Click **Next**, **Next**, and then, click **Finish**, and you will be returned to the main **Text Explorer** window.
27. Under **Site 34282**, right-click **Demographics**, and then, select **New**.
28. The dialog shown in [Figure 7-63](#) will be displayed.

FIGURE 7-63 Add New Demographic Dialog

29. Complete the [Figure 7-63](#) dialog as follows:
 - MRN - **123**
 - Last name - **Test**
 - First name - **Demographic**
30. Click **OK**, and you are returned to the initial **Text Explorer** window.
31. Dictate a new job using the following parameters:
 - User ID - **34282**
 - Field 1 - **99**
 - Field 2 - **123**



*These next steps **must be** accomplished from an EXText Client Workstation.*

32. Locate and execute the EXText **Word Client**.
33. Login with User ID **34282** (entering a password, if required).
34. Check **Start New Session** and start **TransNet**.
DO NOT check Speech Recognition at this point.
35. Click **OK**.

You should see TransNet come up and the job downloading.

36. Select **Start New from Dictation**.
A properly filled in DIS screen should be displayed.
37. Click **OK**.



*You may see a warning about missing encounter/order. Should this occur, answer **Yes** to continue.*

38. Depress **Play** on the foot pedal and play to the end of the dictation.
39. Enter a small amount of text in the opened **Word Client** template.
40. Press **<CTRL-N>** to end and sign off the job.
41. Review **Job Lister** to confirm.

You should be returned to the main Word Client menu screen. If this does not occur, reopen Word Client, and do the following:

- ◆ Select **Search for Documents**
 - ◆ On the **Find Documents** dialog, select **Quick Find**
 - ◆ Select **Last Document Typed** - you should see the document you just completed which you should select and **View**
 - ◆ Press <**CTRL-T**> to close the document and you are returned to the **Find Document** dialog
42. Using the **Find Document** dialog, select **Find** with all criteria blank.
You should see a list of all documents in the system.
 43. Select one of the documents listed and **View** that document.
 44. Press <**CTRL-T**> to **Close/Exit** to the document.
 45. Close **Search** and the **Word Client**.
-

Printing and Routing



Setting up a printer depends on whether you have a separate router or a combined data server/router. A further consideration relates to whether or not Right Fax is used. Finally, this procedure assumes that no printer is currently created; if your printer is already set up and routing destinations are correct, all you need to do is verify the existing printer. To verify an existing printer only, go directly to the [Test Routing](#) procedure.

Adding a Printer

Adding a printer is done at the router, whether a separate server, or combined with the data server.

1. From the desktop, select **Start | Settings | Printers**.
2. Select **Add Printer**, and then, click **Next**.
3. Select **Network Printer**.

With information provided by the customer, enter the appropriate data in the various screens, and then, print a test page a verify. The test page process **MUST BE** successful before continuing from this point.

4. Open **EXText Explorer**, and login with **admin / admin**.



This process can be done from either a client workstation or the server; if done from the workstation, you have the added benefit of verifying EXText Explorer/SQL connectivity.

5. Right-click on **EXText on xxx.xxx.xxx.xxx**.
6. Select **routing destinations**.
7. Select **New**.
8. Enter a **printer description** (e.g., Service Test Printer).
9. Select your added printer from the List box in **Print Queue Address**.

If RightFax is Installed

10. Select **Fax** tab, and then, select **New**.
11. Enter a name in **Description** (e.g. Service Fax Test).
12. Enter a known (verifiable) **FAX number** (depending on the facility and RightFax setup you may have to lead the number with a **9**).
13. Click **OK** and close **Explorer**.

Test Routing

1. Using the **Test User**, open **Word Client**.
 2. Select **Search** for documents.
 3. Select **Find**, and then select any document.
 4. Select **Route**, and clear any existing routing.
 5. Click **Add**, and then, add your **test printer** and **fax number** from the pull down menus under their respective tabs.
 6. Click **OK**.
 7. **Verify** both locations that print and fax arrived.
 8. Close **Search** screens and **Word Client**.
-

Other Enterprise Express Text Distribution

E-mail Distribution (if purchased)

The procedure for testing is very similar to the print/routing test above. E-mail address is the same as printer/fax destination, and should be verified. **NOTE:** You must be connected/configured for SMTP E-mail server.

Batch Printing (if purchased)

The procedure for testing is very similar to the print/routing test above. Use the **Execute Now** button on the **Batch Print** tab in routing destination of **EXText Explorer** to execute any waiting Batch/Fax/printer based job. Verify all is working correctly.

ESig Test - Fat

This test is completed from a **Client Workstation** with properly loaded applications. To execute this test it is required that you add a signature script (from EXText Explorer) to your test worktype.

1. Open **EXText Explorer**, and under **Site 34282**, expand **Worktypes**.
2. Right-click the test worktype (**99**), and select **Edit Worktype**.
3. Click the **Signatures** tab.
4. Select **Dictator only signature script**, and then, click **OK**.
5. Dictate another job, using the **34282** user, a worktype (Field 1) of **99**, and an MRN (Field 2) of **123**.

6. Open **Word Client**, logging in as **User 34282** (with password, if required), and make sure the **TransNet** check box is checked.
 7. **TransNet** will download the new job you just dictated.
 8. In **Word Client**, select **Start new from dictation**.
 9. The **DIS** should populate.
 10. Click **OK** and answer **Yes** to **Encounter/order missing**.
 11. Using the **foot pedal**, **play** the dictation to the end.
 12. Type a small amount of text in the blank **Word Client** template.
 13. Press **<CTRL-N>** to end and sign off the job.
 14. Review **Job Lister** to confirm.
 15. Close **Word Client** and open the **ESig Client**.
 16. Login with User ID of **34282**.
 17. You should see the document you just recorded and signed.
 18. **<CTRL-S>** will sign the job, and, if routing destinations were indicated, this job will route.
The job should then disappear from the list.
 19. Close **ESig**.
-

HIS Verification - On Site



*As HIS changes, so may this procedure. This procedure applies to HIS **not** running under services control.*

1. Assure that the **HIS Interface** service is started and running on the **EXText** server.
2. Go to the **Gateway PC** and stop **Gateway HIS applications or services**.
3. **Relaunch/restart** these applications/services.
4. Verify connectivity with the **HIS** system and to **EXText**.



At times it is necessary for the customer to recycle their side of HIS. Upload will show no activity until documents are typed. Watch for data flow in the application window.

5. On the **EXText** server, verify with **Message Sink** (selecting **HIS Interface** in Message Sink) that data is flowing and being processed by EXText.
6. Verify with customer that their side of HIS is functioning correctly.

EE Text Auto Import (if purchased)

Verify with customer for functionality.

Other Testing/Verification (if so equipped)

- RISI
- ISSI
- MIS
- EVIS (Boomerang - Digital Portable)
- DJT

EXSpeech Post-Installation Functionality Check for EXVoice Build 8 Systems

The instructions contained in this section are applicable to Version 8 systems which have EXSpeech installed.



*This is a mandatory procedure for **bundled** and **unbundled** EXSpeech systems to ensure that the system is properly creating recognized text. This procedure is for Build 8 EXVoice systems ONLY.*

IMPORTANT

Use this procedure as a guide to ensure that EXSpeech is set up properly and functioning correctly. Installation of EXSpeech is not complete until **ALL** of the procedures in this section have been successfully completed.

Each item in [Table 7-5, Enterprise Express Speech Configuration Checks](#), **MUST** be accomplished **BEFORE** you begin the EXSpeech system functionality test:

TABLE 7-5 Enterprise Express Speech Configuration Checks

Requirement Complete	Requirement	How to Verify/Configure/Test Requirement	Page in Manual
<input type="checkbox"/>	EXText and EXVoice upgraded to compatible versions?	Check here: Table 6-1 on page 6-5	NA
<input type="checkbox"/>	Windows Firewall turned OFF on ALL REWs?	Go to Control Panel and verify that Windows Firewall is turned off	NA
<input type="checkbox"/>	EXVoice Server configured correctly?	Ensure that Speech server is properly configured Configure Speech Settings in EXVoice Explorer (Server Settings, Site Settings, EXS Administration Settings, and Configure EXVoice Service Controller)	page 5-109 through page 5-115
<input type="checkbox"/>	EXText Server Settings configured?	Ensure that EXText server settings are configured (Configure EXText Settings)	page 5-162
<input type="checkbox"/>	AntiVirus exclusions for extensions/folders/files correct?	Ensure that Symantec AntiVirus has designated files/folders/extensions excluded (Configure Symantec Endpoint)	page 4-58

TABLE 7-5 Enterprise Express Speech Configuration Checks

Requirement Complete	Requirement	How to Verify/Configure/Test Requirement	Page in Manual
<input type="checkbox"/>	Service Logins Synchronized with EXVoice Server?	Ensure that all service logins (EXText, REW, and server(s) where EXSpeech Dictators and Site folders exist) match EXVoice service login(Login Requirement)	page 6-7
<input type="checkbox"/> Yes	All configuration checks completed?	Perform the EXSpeech Post-Installation Checkout Procedures procedure, below, to ensure the EXSpeech system functions as intended.	page 7-54

Continue with the [EXSpeech Post-Installation Checkout Procedures](#).

EXSpeech Post-Installation Checkout Procedures

After the EXSpeech components of the EXVoice system have been installed, it is important to verify that EXSpeech is operating properly. Perform the following procedures to ensure that voice files are being collected for acoustical adaptation, and that a job can be transcribed.



IMPORTANT

This is a MANDATORY procedure to ensure EXSpeech is properly configured and functioning for the critical period of voice/text file collection for the Acoustical Adaptation process, and further, that a job can be viewed and signed off.

The checkout procedure is divided into the following sections:

- ◆ [Create a Test Dictation and Verify File Processing](#)
- ◆ [View and Sign Off the Dictated Job](#)
- ◆ [Ensure File Collection for Adaptation Process](#)
- ◆ [Repeat the Process For Each Recognition Server](#)

Preparing to Test the System

There are several procedures that need to be accomplished before you actually test the system. These procedures are shown next.

Before beginning, ensure that all **Services** (EXVoice, EXText, REWs) are started.

Verify REW Status on the EXVoice Server

1. Open **EXVoice Explorer** and log in as sys.admin.

2. Click **Recognition Engine Status**, and the dialog shown in [Figure 7-64](#) will be displayed.

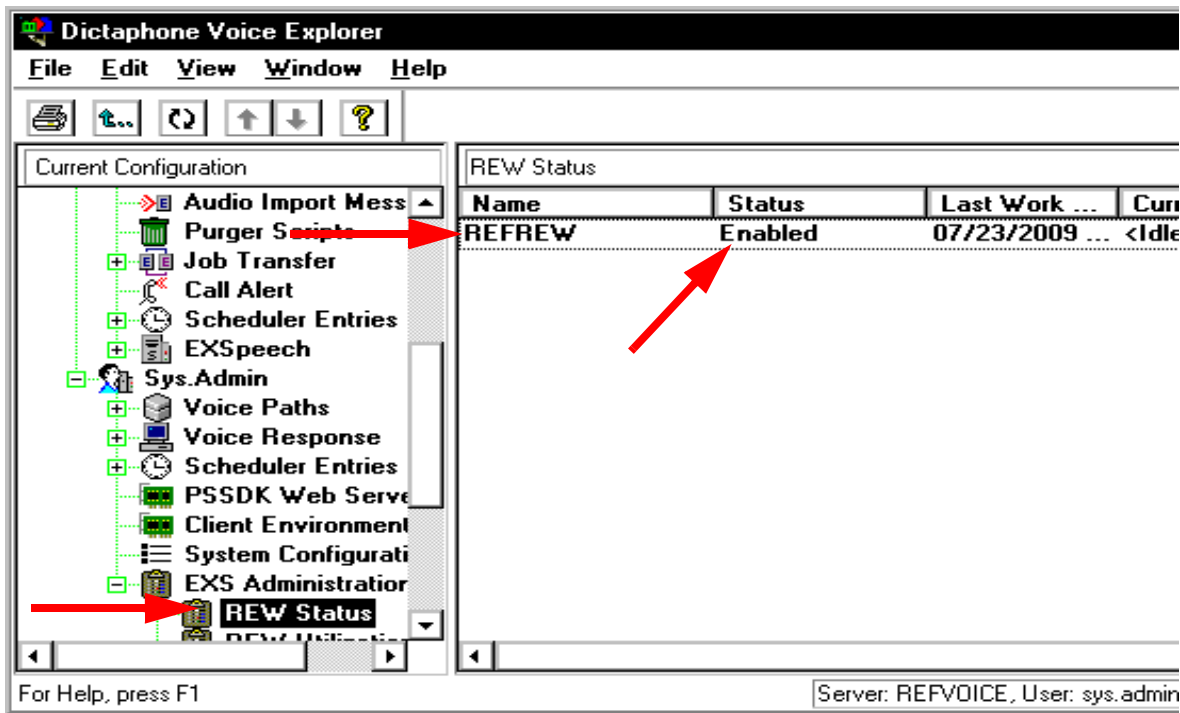


FIGURE 7-64 EXSpeech Explorer Dialog 1

3. Check to ensure that all **Recognition** servers are present, and, as shown in [Figure 7-64](#), that the Status field shows **Enabled**.
4. Continue with the next procedure, [Create an EXSpeech Test Dictator on the EXVoice Server](#).

Create an EXSpeech Test Dictator on the EXVoice Server

1. Continuing in EXVoice Explorer, in **Site 34282**, right-click **Users** and select **New User**.



FIGURE 7-65 EXVoice Explorer Site 34282 Dialog

The dialog shown in [Figure 7-66](#) will be displayed.

New User [?] [X]

Personal Profiles EWS EX Speech GoMD

User Information:

Last name: Dictator

First name: Test EXSpeech

E-mail:

Client settings:

Account Disabled

Login: 34283

Password:

Confirm password:

Admin group: <Default>

Voice Settings:

User id: 34283

Password:

Confirm password:

Password retries: 3

Password timeout: 0

Profile timeout: 30

Dictation weighting: 1

Call alert phone #:

FIGURE 7-66 New User Personal Tab Dialog

2. Complete the [Figure 7-66](#) dialog as follows:
 - Last name: **Dictator**
 - First name: **Test EXSpeech**
 - **Uncheck** the **Account Disabled** check box
 - Login: **34283**
 - User id: **34283**
3. Click the **EXSpeech** tab to display the [Figure 7-67](#) dialog.

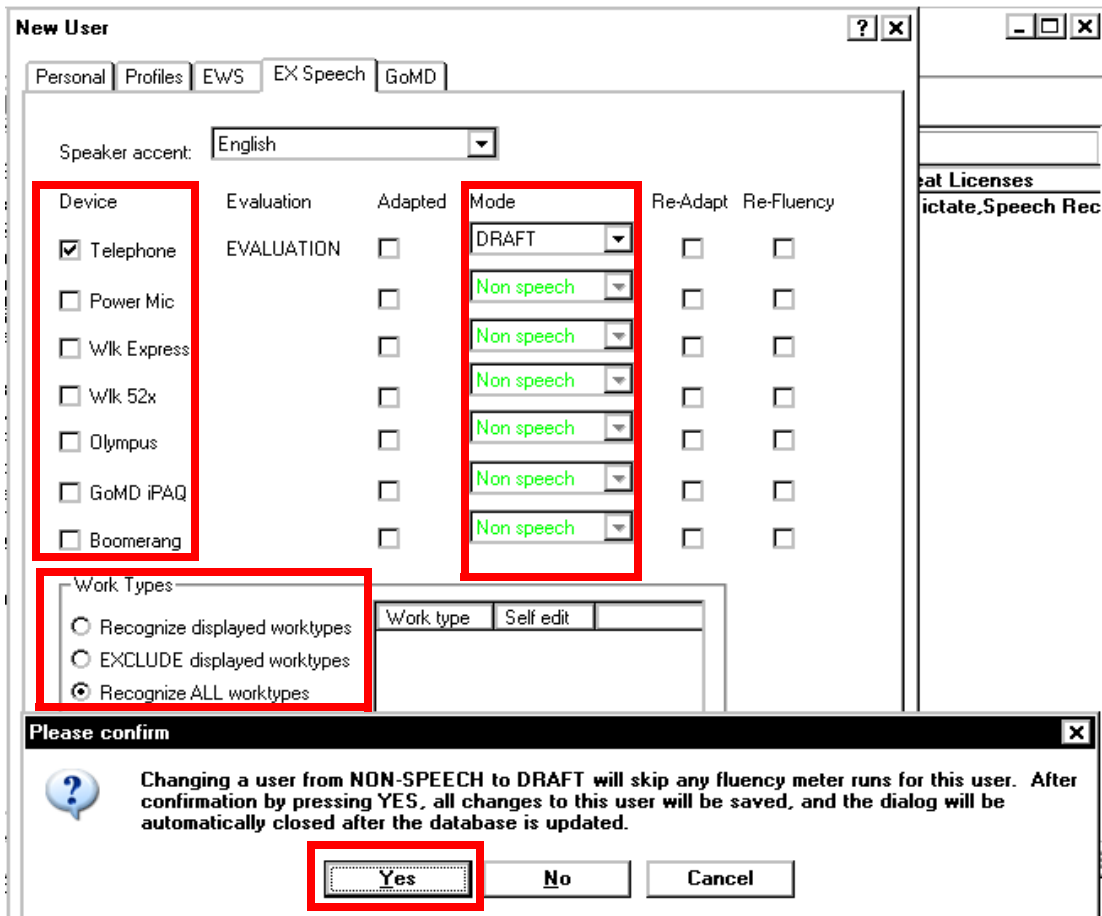


FIGURE 7-67 New User EX Speech Tab Dialog

4. Complete the [Figure 7-67](#) dialog as follows:
 - Place a check in the **Device** check box for each device being tested.
 - Select the radio button for **Recognize ALL worktypes**.
 - Use the **Mode** list box to select **DRAFT** for each input device that you are testing.
 - Select **Yes** for any **Please confirm** dialog boxes that are displayed.



*When you select Yes on the Please confirm dialog box, the New User dialog will disappear. This is expected. Click the refresh button on the Explorer main dialog and you will see the **34283** user you just created displayed in the right window pane. You may have to click **Refresh** to see the new user.*

Assign Seat License(s) to New User

1. Right-click the new user (34283) and select **Assign Seat Licenses**, to display the [Figure 7-68](#) dialog.

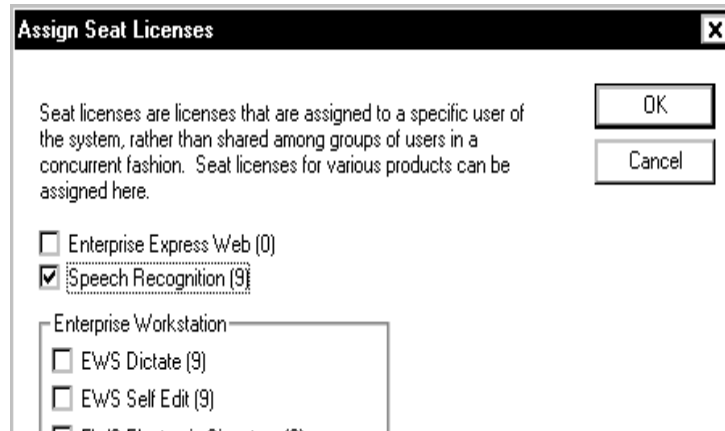


FIGURE 7-68 Assign Seat Licenses Dialog

2. Place a check in the **Speech Recognition** check box to assign this license to user 34283.
3. Click **OK** to return to the main **EXVoice Explorer** dialog.

Creating a Pool for EXSpeech Voice Files

1. On the **EXVoice** server, continue working in **Voice Explorer**, having logged on as **sys.admin**.

A dialog very similar to that shown in [Figure 7-69](#) will be displayed.

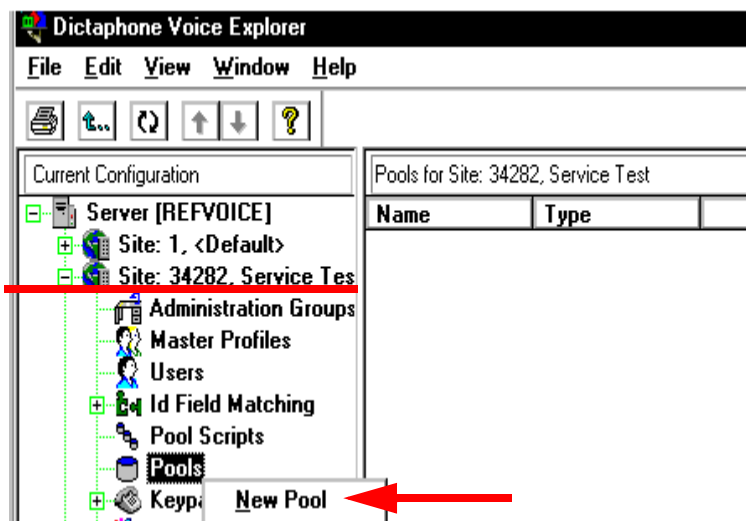


FIGURE 7-69 Voice Explorer Dialog

2. Right-click **Pools**.
3. Select **New Pool** and the dialog shown in [Figure 7-70](#) will be displayed.

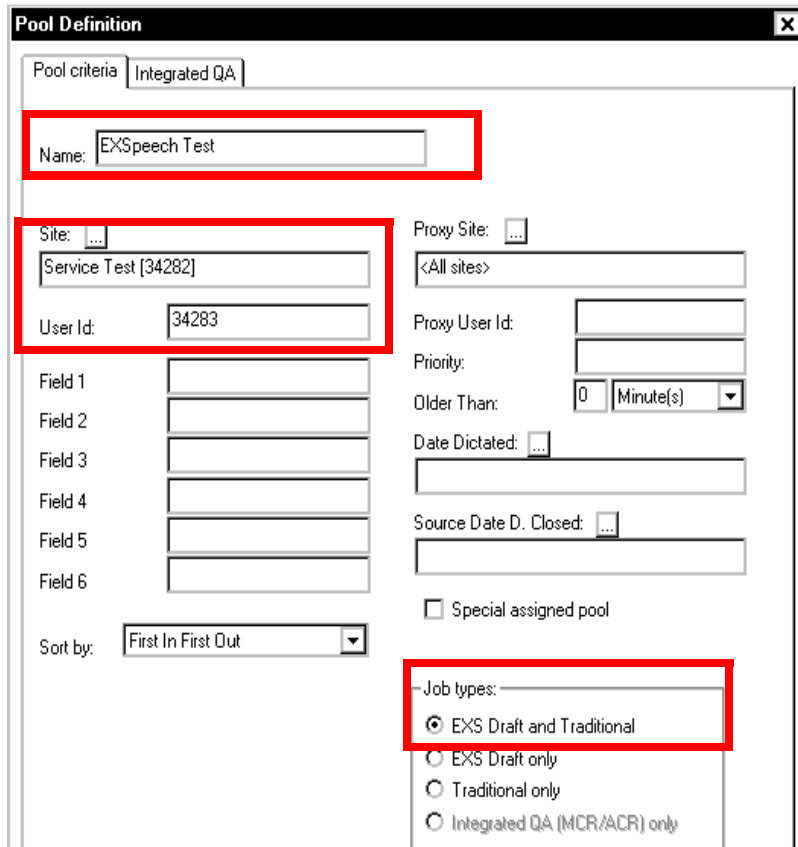


FIGURE 7-70 Pool Definition Dialog

4. Complete the [Figure 7-70](#) dialog as follows
 - Name: Enter **EXSpeech Test**.
 - Site: Browse to the **Service Test [34282]** site and select that site.
 - User Id: Enter **34283**.
 - Job types: Select the radio button **EXS Draft and Traditional**.
 5. Click **OK** to save the Pool and return to the main EXVoice Explorer window.
-

Creating a Pool Script for EXSpeech Voice Files

1. Right-click **Pool Scripts**, and select **New Pool Script**.
2. The dialog shown in [Figure 7-71](#) will be displayed.

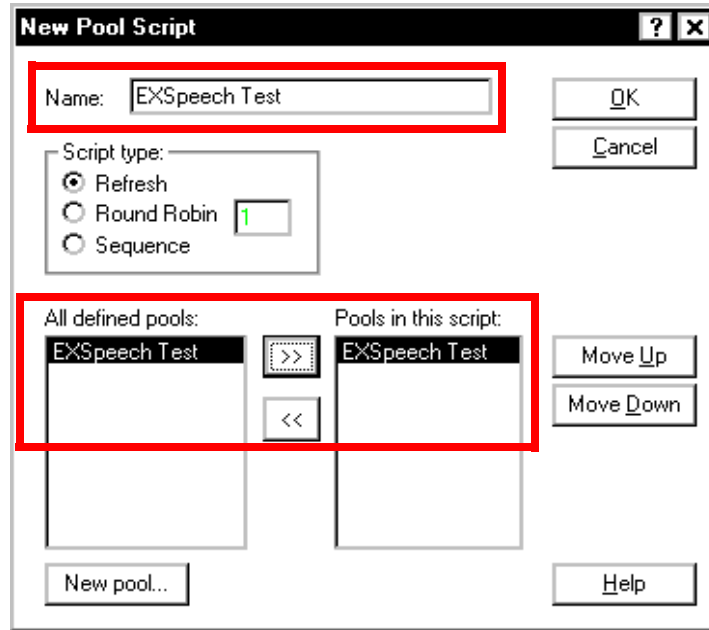


FIGURE 7-71 New Pool Script Dialog

3. Complete the [Figure 7-71](#) dialog as follows
 - Name: Enter **EXSpeech Test**.
 - Pools in this script: Select the **EXSpeech Test** site and move it to the **Pools in this script** pane.
4. Click **OK** to save the Pool Script and return to the main EXVoice Explorer window.

Create an EXSpeech Transcriptionist User in Site 34282

1. Continuing in EXSpeech Explorer, in **Site 34282**, right-click **Users** and select **New User**.

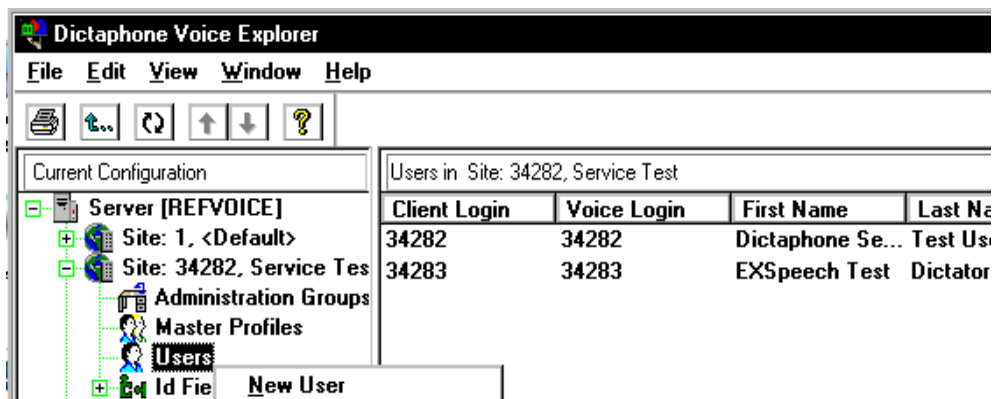


FIGURE 7-72 EXVoice Explorer Site 34282 Dialog

The dialog shown in [Figure 7-73](#) will be displayed.

FIGURE 7-73 New User Personal Tab Dialog

2. Complete the [Figure 7-73](#) dialog as follows:
 - Last name: **Transcriptionist**
 - First name: **Test EXSpeech**
 - **Uncheck** the **Account Disabled** check box
 - Login: **34284**
 - User id: **34284**
3. Click the **Profiles** tab, and then click the **Add Custom** button to display the [Figure 7-74](#) dialog.

FIGURE 7-74 New User Add Custom Dialog

4. Click the **Transcription** tab to display the [Figure 7-75](#) dialog.

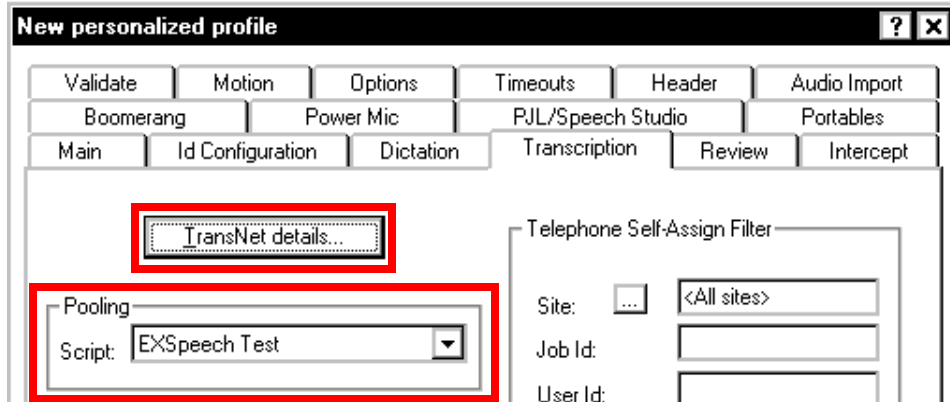


FIGURE 7-75 ADD Custom Transcription Tab Dialog

5. In the **Pooling** section of the [Figure 7-75](#) dialog, open the **Script:** list box and select **EXSpeech Test**.
6. Click the **TransNet details...** button to display the [Figure 7-76](#) dialog.

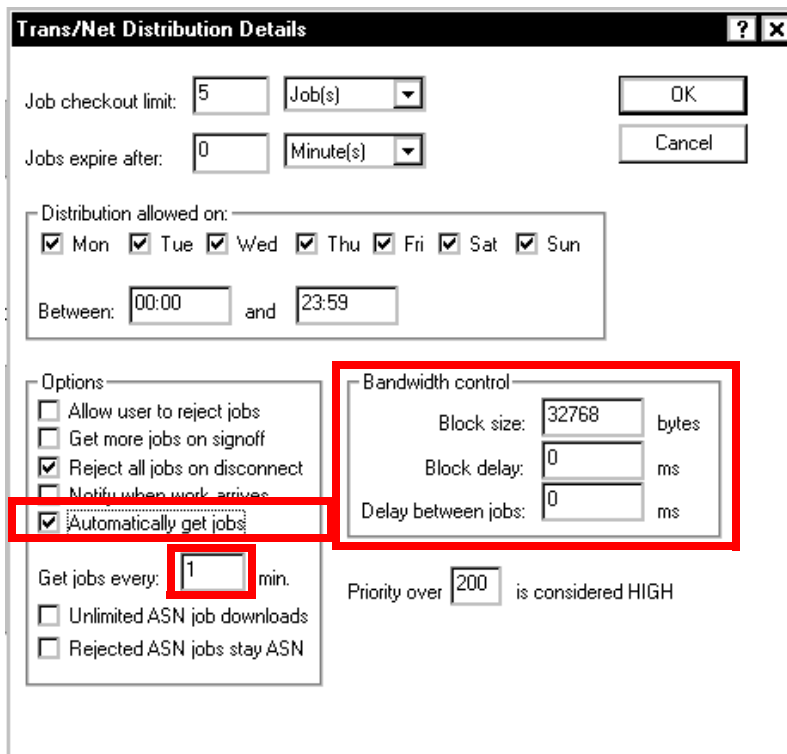


FIGURE 7-76 Trans/Net Distribution Details Dialog

7. Complete the [Figure 7-76](#) dialog as follows:
 - In the **Options** section:
 - ◆ Place a check in the **Automatically get jobs** check box.
 - ◆ Enter **1** in the **Get jobs every:** text box.
 - In the **Bandwidth control** section:

- ◆ Enter **32768** in the **Block size:** text box
 - ◆ Enter **0** in the **Block delay:** and **Delay between jobs:** text boxes
 - Leave all other settings at their default values.
8. Continue to click **OK** until you exit from the New User dialog and return to the main EXVoice Explorer window.
 9. The Main Explorer window for **Site 34282** should now appear very similar to the dialog shown in [Figure 7-77](#).

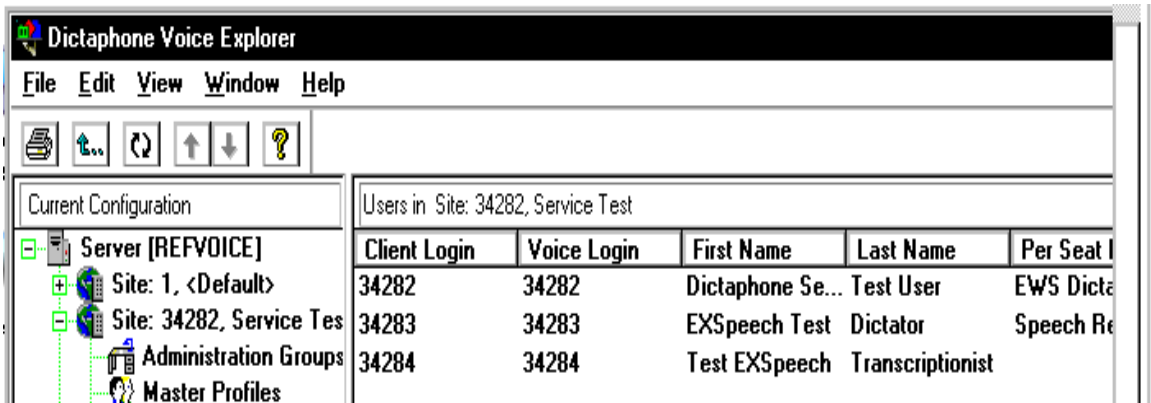


FIGURE 7-77 Main EXVoice Explorer Window (Site 34282)

10. If the customer is using the **EXS Customization Client**, do the following:
 - Expand the Site 34282 **Administration Groups**.
 - Right-click the **Default Admin Group**, and then, select **Modify Group** to display the [Figure 7-78](#) dialog.

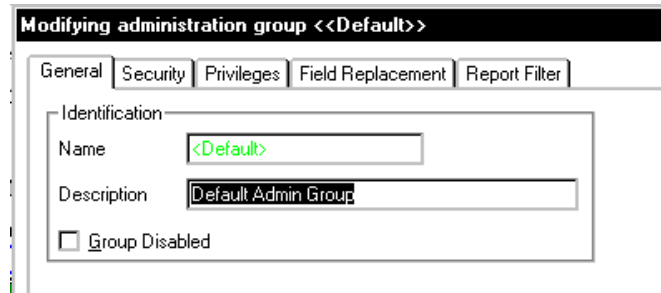


FIGURE 7-78 Modifying Administration Group Dialog

- Click the **Privileges** tab to display [Figure 7-79](#).

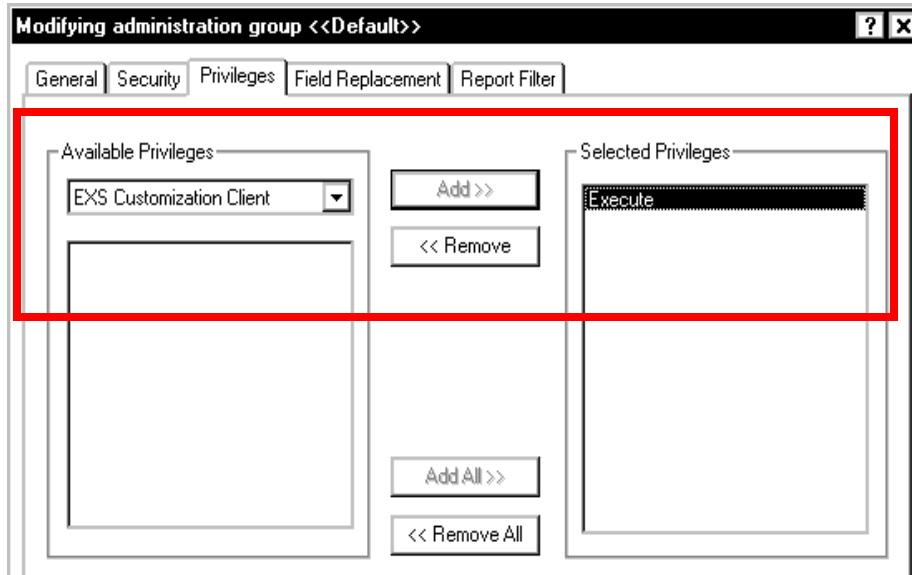


FIGURE 7-79 Privileges Tab Dialog

11. In the [Figure 7-79](#) dialog, do the following:
 - Use the drop-down list box to display **EXS Customization Client**.
 - Click the **Add >>** button to move **Execute** which is displayed in the **Available Privileges** pane to the **Selected Privileges** pane
12. Click **OK** to return to the main Explorer window.
13. Close **EXVoice Explorer**.

Create a Test Transcriptionist User on the EXText Server

1. On the **EXText** server, log on to **EXText Explorer** as **admin/admin** to display the dialog shown in [Figure 7-80](#).

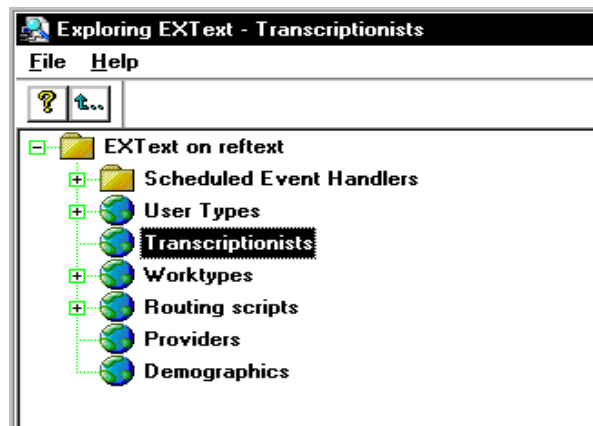
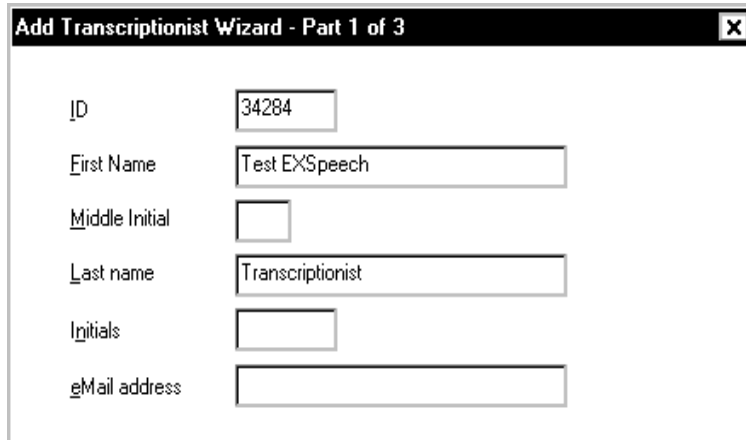


FIGURE 7-80 Main EXText Explorer Window

2. Right-click **Transcriptionists** and then select **New** to display the [Figure 7-81](#) dialog.

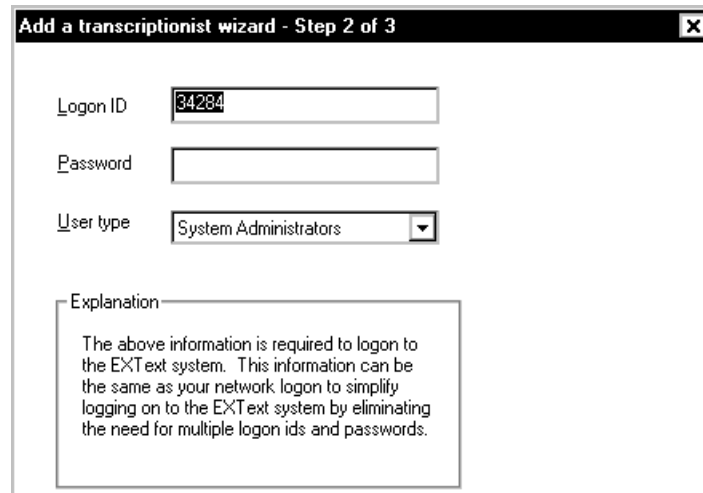


The screenshot shows a dialog box titled "Add Transcriptionist Wizard - Part 1 of 3". It contains the following fields and values:

ID	34284
First Name	Test EXSpeech
Middle Initial	
Last name	Transcriptionist
Initials	
eMail address	

FIGURE 7-81 Add New Transcriptionist Dialog #1

3. Complete the [Figure 7-81](#) dialog as follows:
 - ID: **34284**
 - First Name: **Test EXSpeech**
 - Last name: **Transcriptionist**
4. Click **Next** to display the [Figure 7-82](#) dialog.



The screenshot shows a dialog box titled "Add a transcriptionist wizard - Step 2 of 3". It contains the following fields and values:

Logon ID	34284
Password	
User type	System Administrators

Below the fields is an "Explanation" box with the following text:

The above information is required to logon to the EXText system. This information can be the same as your network logon to simplify logging on to the EXText system by eliminating the need for multiple logon ids and passwords.

FIGURE 7-82 Add New Transcriptionist Dialog #2

5. In the [Figure 7-82](#) dialog, enter a Logon ID of **34284**, and then click **Next**.
6. Close the current window, and continue with the procedure [Create a Test Dictation and Verify File Processing](#).

Create a Test Dictation and Verify File Processing



IMPORTANT

This procedure and the [View and Sign Off the Dictated Job](#) procedure are undergoing revision as of this release of the manual, so you may notice some anomalies as you proceed. Should you encounter any difficulty, please call Technical Services for assistance.



IMPORTANT

*If you have multiple Recognition servers, make sure that you test them **one at a time**. To do this, you just have to go into Services on each of the Recognition servers, and make sure that the service **EXSREW_SERVER** is only started on the Recognition server you are currently testing. On all other Recognition servers, the **EXSREW_SERVER** service should be stopped and set to **Manual Startup**.*

1. Create a test dictation on the **EXVoice** system using the site and ID of the test user (**34283**) that you created earlier, by doing the following:
 - Pick up the handset and listen for the initial greeting.
 - From inside the facility, dial extension number #####.
 - From outside the facility, dial (###) ###-####.

Once connected, the initial greeting “thank you for calling the Enterprise Express voice system” plays.
2. If prompted, enter the Site ID number and press the pound [#] key.
3. When prompted, enter your User ID number (**34283**) and press the pound [#] key.



When you are prompted to enter information and your entry is incorrect, press [#] to reenter the information, or press [*1] to back up to the previous prompt. All key pad options are shown in [Table 7-3](#).*

TABLE 7-6 Telephone Keypad Dictation Options

Key	Feature	Key	Feature
2	Record/Pause toggle	3	Short rewind with automatic playback
4	Fast Forward	44	Jump to end of this report
5	End report and exit system	6	High priority
7	Rewind	77	Jump to beginning of this dictation
8	End report and begin another	9	Place a bookmark

TABLE 7-6 Telephone Keypad Dictation Options

Key	Feature	Key	Feature
*	Slow down playback	#	Speed up playback
18	Save the report as open	11*	Delete current report and begin a new report

4. When prompted, enter Field 1 (**1**) and press the pound [#] key.
5. When prompted, enter Field 2 (**123**) and press the pound [#] key.



When all prompted entries are complete, you may hear **ID field entry completed** followed by pause tone (beep-beep).

6. To **begin recording**, press [2] on the touch tone keypad.
7. To **pause the recording**, press [2] on the touch tone keypad.



On the telephone keypad **[2]** is used as a toggle between record and pause.

8. Create a test dictation of at least **30 seconds duration**; dictations less than 30 seconds in length will not show in Adapt Report.
9. Immediately after creating the test dictation open **Job Lister** on the EXVoice server.
10. Click the **Refresh** button, and a dialog very similar to that shown in [Figure 7-83](#) will be displayed.

Jo...	EXS R. Machine	EXS State	Flags	Input T...	Len (...)	Recording Method	Status	D. Site	D. User Id	Fiel
7	REFREW	Correction	MOD PHO RN7 XSD NNC	Phone	10:52	OKI ADPCM 8KHz	RDY	34282	34283	1
9	REFREW	Recognition	MOD SRK PHO IXS	Phone	00:38	PCM 8KHz 8b (mu...	USE	34282	34283	1

FIGURE 7-83 Job Lister Display Before Recognition Begins

11. Take note of the following for the highlighted job shown in [Figure 7-83](#):
 - The fields you added, **Recording Method** and **Flags** are present
 - The codes **MOD**, **SRK**, **IXS**, and **PHO** are shown in the **Flags** field and the recording method of **OKI ADPCM 8khz8 B.....** is present in the **Recording Method** field.
 - The flags shown denote the following:
 - ♦ **MOD** - the job record has been modified in the database to reflect current status.
 - ♦ **SRK** - the job has been submitted to the Recognition server for processing.
 - ♦ **PHO** - job is phone playable through Dialogic card

- ◆ **IXS** - in use by EXSpeech system

Jo...	Flags	Recording Method	Status	D. Site	D. User Id	WT	MRN
288	MOD SRK PHO	PCM 8000Hz 88it...	RDY	1	99999	1	123456

Server Time (GMT-05:00)

- The **Status** field reflects **RDY**, meaning job is ready for the next stage of its processing, and this will change, if the job is accepted by the Recognition server for processing. This field will change to **XFR** once the job is transferred to the **Recognition** server.
 - **EXS** state will show **Not Sent to EXS**.
12. You can verify this processing by refreshing the **Job Lister** on the EXSpeech server.
 13. You should see a display that looks very similar to the one shown in [Figure 7-84](#).
It may take just over 1 minute for the job to go to XR (transfer) status.

NOTE

Job Id	EXS State	Flags	Len (MM...	Recording Method	Status	D. Site	D. User Id	Field 1	Field 2	Date D. Cr...	Date D. Closed
13	Not sent to EXS	MOD SRK PHO	00:36	PCM 8KHz 8b (mu-law)	RDY	34282	99999	1	123456	06/23/2006	06/23/2006 10:29

Server Time (GMT-04:00)

Ready Server: EXDATAB72K, User: administrator 0 (2172)

FIGURE 7-84 Job Lister Display While Recognition is Occurring

14. Take note of two differences in the display for the highlighted job, versus that shown in [Figure 7-83](#).
 - The **Status** of the job has changed to **XFR**, meaning it has been transferred to the **Recognition** server for processing.
 - **EXS State** changes to **Recognition**
15. Wait a minute or so and refresh **Job Lister**, and check the status of the job.
When recognition is complete, the job status will return to **RDY**.
16. After refreshing the display, a dialog very similar to the one you see in [Figure 7-85](#) will be displayed.

The screenshot shows a window titled "Dictaphone Voice Job Lister - [One time search - 1 job matched [limit 250] (00:00:36)]". The window has a menu bar with "File", "View", "Search", "Job", "Window", and "Help". Below the menu bar is a toolbar with icons for file operations and help. The main area contains a table with the following data:

Job Id	EXS State	Flags	Len (MM...	Recording Method	Status	D. Site	D. User Id	Field 1	Field 2	Date D. Cr...	Date D. Closed
13	Post-correction	MOD XNT PHO RNZ XSD	00:36	OKI ADPCM 8KHz 4b	SGN	34282	99999	1	123456	06/23/2006...	06/23/2006 10:2

Below the table is a scrollable area and a status bar showing "Server Time (GMT-04:00)", "Ready", and "Server: EXDATAB72K, User: administrator".

FIGURE 7-85 Job Lister Display After Recognition Has Completed

17. Take note of these differences in the display for the highlighted job, versus that shown in [Figure 7-84](#).

- The **Recording Method** has changed to **OKI ADPCM 8KHz 4B...**, reflecting that the job has been successfully transcoded
- A new flag, **RNZ**, is displayed, indicating the job has been returned from the EXSpeech server
- The **XSD** flag should be displayed, indicating that there is recognized text
- **EXS State** changes to **Correction**

Staying with the **Job Lister** display, further verification that the job was successfully processed can be obtained as follows:

- Right-click the job just completed, and then, select **Listen and View Notes** from the drop-down menu.

The dialog shown [Figure 7-86](#) in will be displayed, indicating successful job processing.

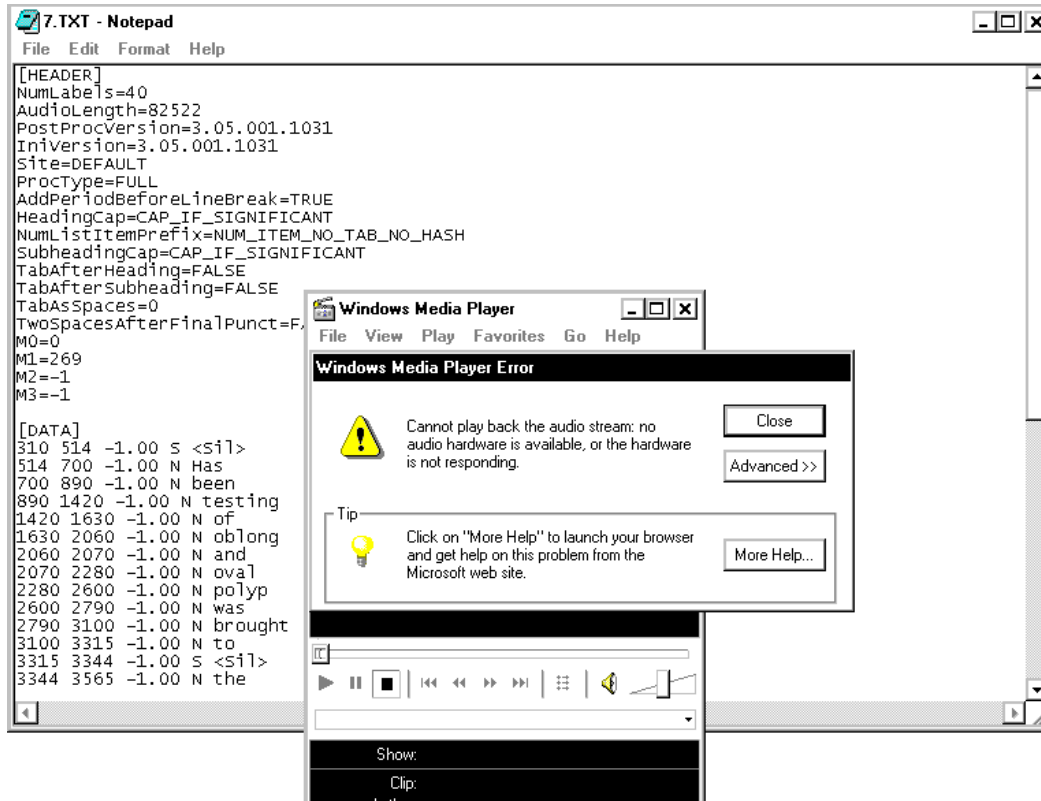


FIGURE 7-86 Listen and View Notes Display in Job Lister



The error dialog box seen in the [Figure 7-86](#) dialog is expected since the computer does not have a sound card. The text displayed underneath this error dialog, in the Notepad window, is very similar to what you would see if a successful test dictation has occurred.

18. Close this dialog and continue with the next procedure, [View and Sign Off the Dictated Job](#).

View and Sign Off the Dictated Job



IMPORTANT

Before you can accomplish this procedure, Word Client with Correction Client must be loaded on a client workstation. You **MUST** accomplish this procedure on that client workstation.

1. Open Job Lister and run a ready job list to determine the Job ID of the test job that was created in the previous procedure.
2. Special assign the job to a transcriptionist who is running Word Client with Correction Client. Ensure that the transcriptionist ID you are using has a special assign pool assigned to his/her pools script. Create that special assign pool if it is not present.

3. Log into Word Client on a Client workstation using the transcriptionist ID that was special assigned the job. Ensure that the **Begin New Session**, **Start Trans/Net**, and **Speech Recognition** check boxes are selected in the logon screen when starting Word Client.



Note that there should be recognized text present when the Correction Client opens. If there is no recognized text, some part of the process failed.

4. Click on **Start New From Dictation**.
5. View the job, and then, sign the job off by pressing **CTRL-N**.
6. The Correction Client will automatically close.
7. Continue with the next procedure, [Ensure File Collection for Adaptation Process](#).

Ensure File Collection for Adaptation Process

1. Open the **EXVoice Explorer** application.
2. As shown in [Figure 7-87](#), go to **Site 34282** (or whatever the site name might be), expand **EXSpeech**, and then click on **Adaptation**.

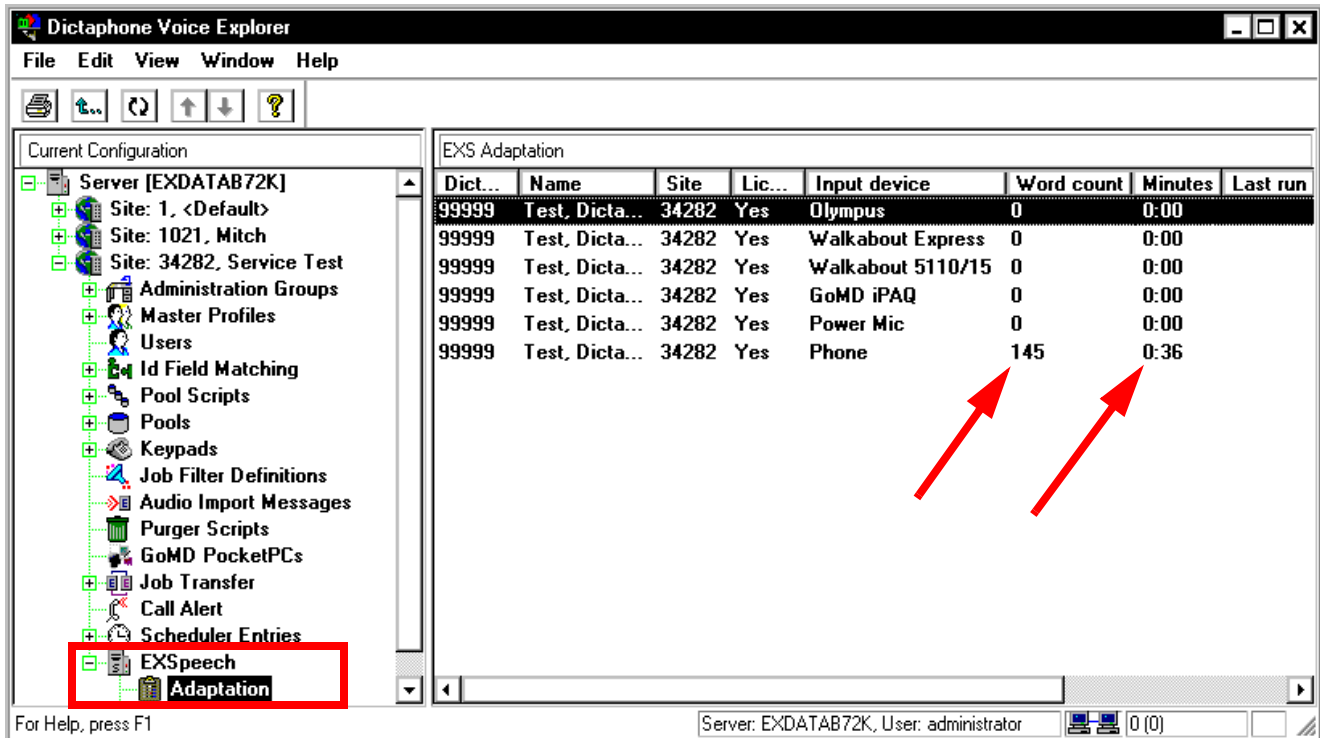


FIGURE 7-87 Adaptation Report Retrieval Dialog

Reports available will be shown in the right pane of the [Figure 7-87](#) dialog.



Ensure that you check for a positive integer in the word count and minutes columns, as shown in [Figure 7-87](#), for the test job input device you used (telephone in this case).

3. Continue with the next procedure, [Repeat the Process For Each Recognition Server](#).

Repeat the Process For Each Recognition Server

If you have multiple Recognition servers, the test dictation procedure just accomplished must be repeated for each of these additional Recognition servers.

The same test dictator may be used to test the functionality of the other Recognition servers that are part of the EXSpeech system (if any). Perform the following procedure if there are additional Recognition servers on the system to ensure that each Recognition server is collecting voice files for Acoustical Adaptation. Steps are as follows:

1. Open **Services** on the Recognition server **you just finished testing**.
2. **Stop** the **Dictaphone EXV Watchdog** service.
3. **Stop** the **EXSREW_SERVER** service.
4. Open **Services** on the Recognition server that **you are going to test now**.
5. **Start** the **EXSREW_SERVER** service.
6. Next, with the Recognition server you have just tested off line, repeat the following procedures:
 - [Create a Test Dictation and Verify File Processing, page 7-67](#)
 - [Repeat the Process For Each Recognition Server, page 7-74](#)
7. Continue repeating these procedures until **ALL** Recognition Servers have been tested and found to be functioning correctly.
8. Once testing is complete, open **Services** on **each** of the Recognition servers that are part of the system and do the following:
 - Start the **EXSREW_SERVER** service and the **Dictaphone EXV Watchdog Service**
9. This will bring all Recognition servers back on line and available for normal system operation.
10. This completes the functionality check of the upgraded EXSpeech server, and concludes its installation.



The EXSpeech system functionality checks are complete.

Enterprise Workstation Post-Installation Functionality Check

The procedures shown in this section will test the functionality of a separate EWS server.

Before You Begin

Each item in [Table 7-7, Enterprise Express EWS Configuration Checks](#), **MUST** be accomplished **BEFORE** you begin the EWS system functionality test:

TABLE 7-7 Enterprise Express EWS Configuration Checks

Requirement Complete	Requirement	How to Verify/Configure/Test Requirement	Page in Manual
<input type="checkbox"/>	EXVoice operational	EXVoice - Post-Installation Functionality Check has been completed	page 7-5
<input type="checkbox"/>	EXText operational	EXText Post-Installation Functionality Check has been completed	page 7-29
<input type="checkbox"/>	EWS Server - DirectX 9 installed	Verify/Install DirectX 9.0 Installation	page 5-219
<input type="checkbox"/>	EWS Server - Internet Explorer w/ SP 1 installed	Verify/Install Internet Explorer 8.0 via Internet	page 5-222
<input type="checkbox"/>	EWS Server - Internet Explorer configured	Internet Explorer Configuration	page 5-223
<input type="checkbox"/>	EWS Server - IIS configured	IIS Configuration (Windows 2003 ONLY)	page 5-263
<input type="checkbox"/>	EWS Server - Apache Tomcat classified as SQL dependent service	Establish Apache Tomcat as an MSSQLSERVER Dependent Service	page 5-274
<input type="checkbox"/>	EWS Server - EWS settings configured on the EXText server	Configure System Settings on the EWS Server	page 5-375
<input type="checkbox"/>	EWS Server - AntiVirus exclusions for extensions/folders/files correct?	Ensure that Symantec Endpoint has designated files/folders/extensions excluded (Configure Symantec Endpoint)	page 4-58
<input type="checkbox"/> Yes	All Table 7-7 configuration checks completed?	Perform the EWS procedure to ensure the EWS system functions as intended.	page 7-76

EWS

Enterprise Express Voice Setup

Designate the EWS Web Server

1. On the **EXVoice** server, using **sys.admin** privileges with appropriate password, open **EXVoice Explorer**.
2. In the left pane, locate and expand the **sys.admin** entry.
3. As shown in [Figure 7-88](#), right-click on **EWS PSSDK Web Servers**, and select **New Server**.

The dialog shown in [Figure 7-89](#) will be displayed.

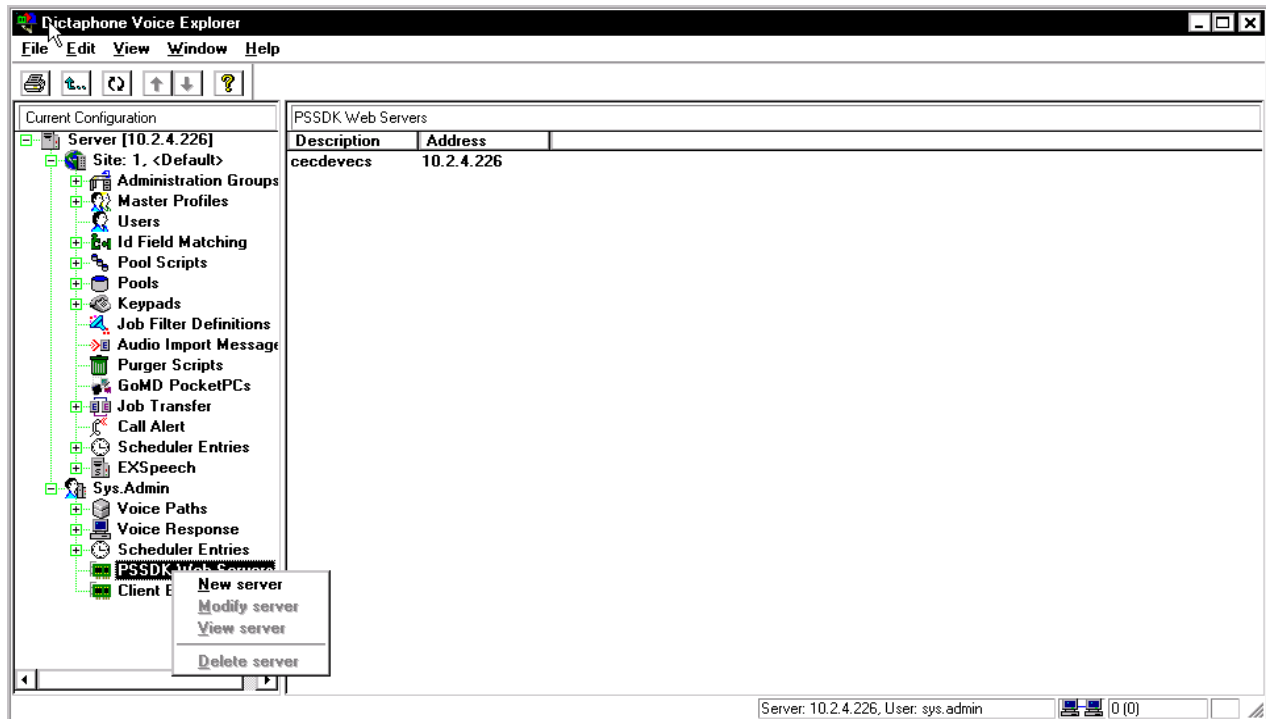


FIGURE 7-88 EXVoice Explorer Dialog

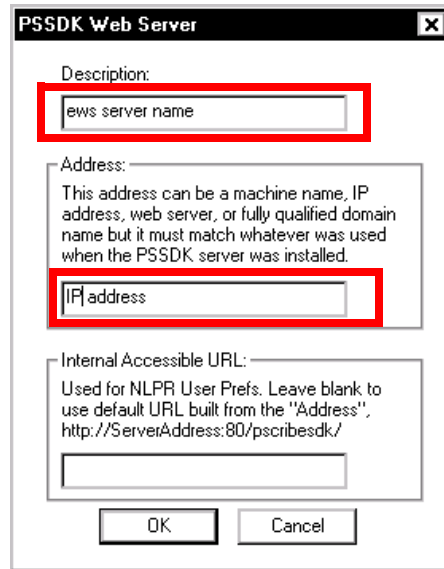


FIGURE 7-89 New Web Server Dialog

4. Enter the **EWS** server name and **IP address** in the [Figure 7-89](#) dialog. Leave **Internal Accessible URL**: **blank**.
 5. Click **OK**, and you are returned to the main **EXVoice Explorer** window.
-

Create a Service Test Site

1. Right-click on the **top level** Server [xxx.xxx.xxx.xxx] in the **EXVoice Explorer** window, and select **New Site**.

The dialog shown in [Figure 7-90](#) will be displayed.

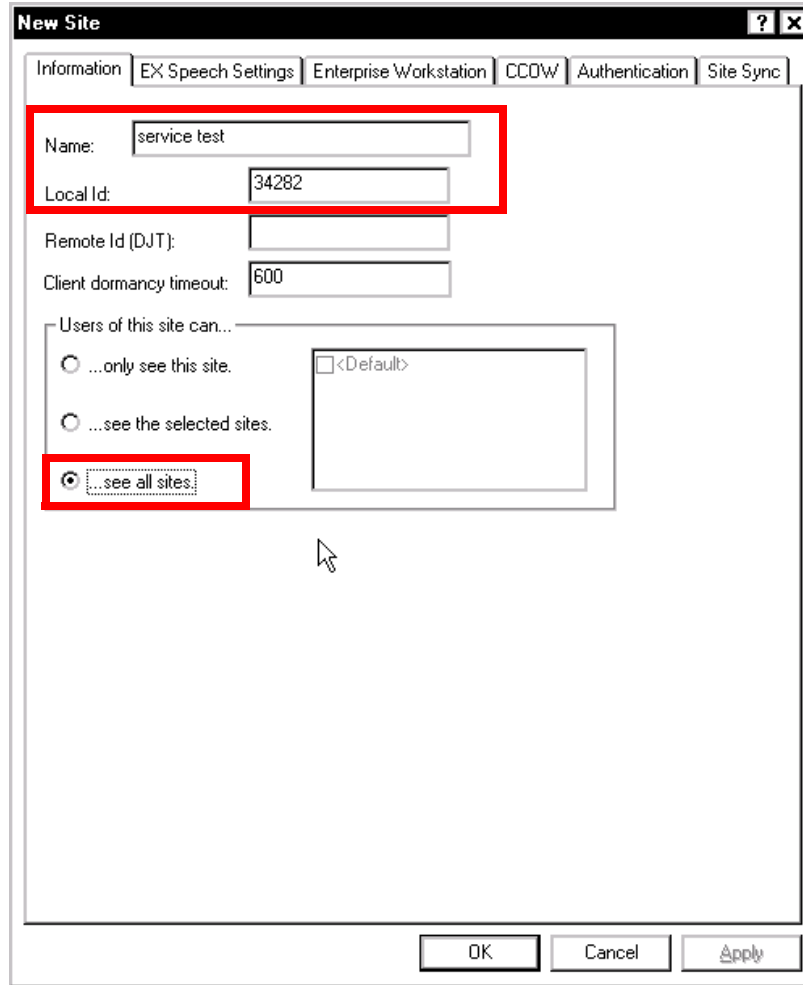


FIGURE 7-90 New Site Information Dialog

2. Complete the [Figure 7-90](#) dialog as follows and as shown above.
 - Name: **Service Test**
 - Local Id: **34282**
 - Select the **....see all sites.** radio button
3. Select the **Enterprise Workstation** tab, and the dialog shown in [Figure 7-91](#) will be displayed.

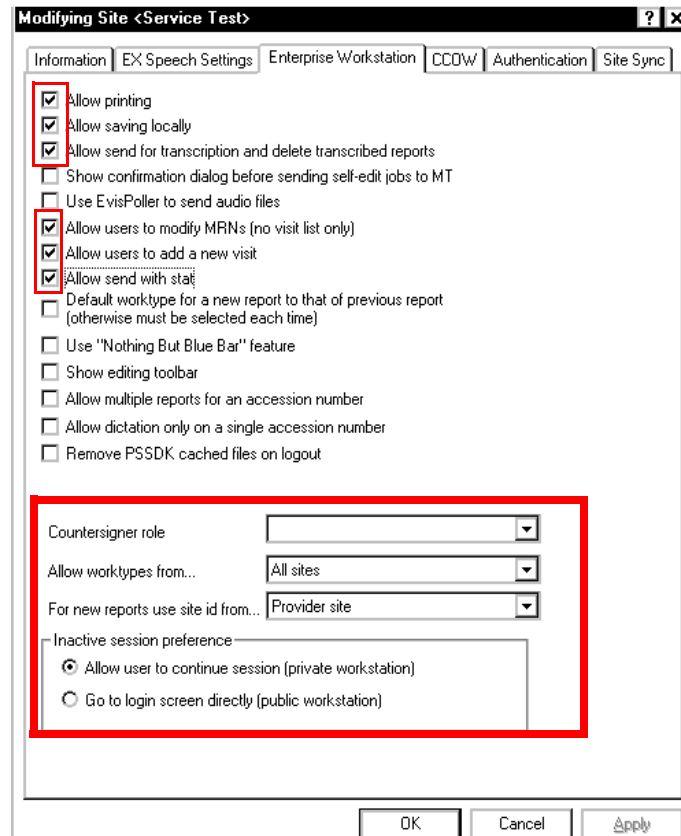


FIGURE 7-91 New Site Enterprise Workstation Dialog

4. Complete the [Figure 7-91](#) dialog as follows, and as illustrated above.
 - Place a check in **six** check boxes as illustrated in [Figure 7-91](#)
 - Select **All sites** from the **Allow worktypes from....** list box
 - Select **Provider site** from the **For new reports use.....** list box
 - Select the **Allow user to continue.....** radio button in the **Inactive session preference** area
5. Click **OK**, and you are returned to the main **EXVoice Explorer** window.

Modify Default Administration Group

1. In the left pane of **EXVoice Explorer**, expand **Administration groups**.
2. Right-click **Default** and select **Modify Group**, as illustrated in [Figure 7-92](#).

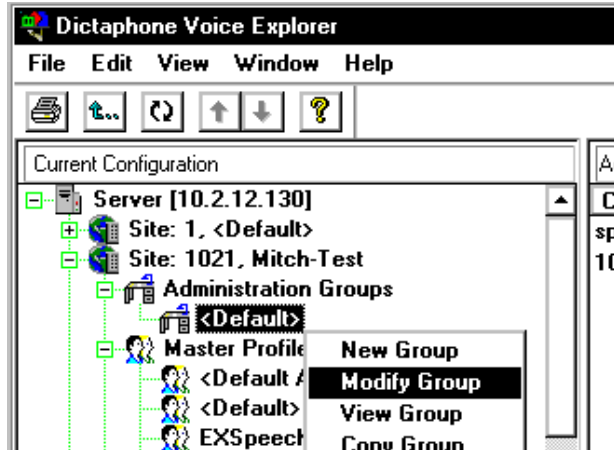


FIGURE 7-92 Select Modify Group Dialog

- When the **Modifying Administration Group** dialog is displayed, select the **Security** tab.

The dialog shown in [Figure 7-93](#) will be displayed.

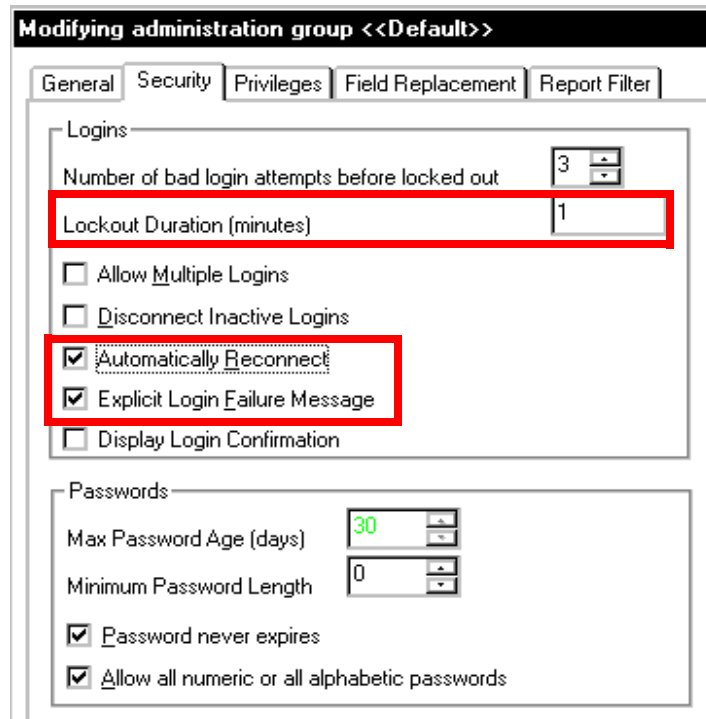


FIGURE 7-93 Security Tab Dialog

- Using the [Figure 7-93](#) dialog as a guide, configure the **Security** tab as follows:
 - Change **Lockout Duration (minutes)** to 1
 - In the **Logins** section, ensure that **ONLY** the following check boxes are **checked**:
Automatically Reconnect and **Explicit Login Failure Message**

- The **Passwords** section can be left at **default** settings as illustrated above
5. Select the **Privileges** tab, and the dialog shown in [Figure 7-94](#) will be displayed.

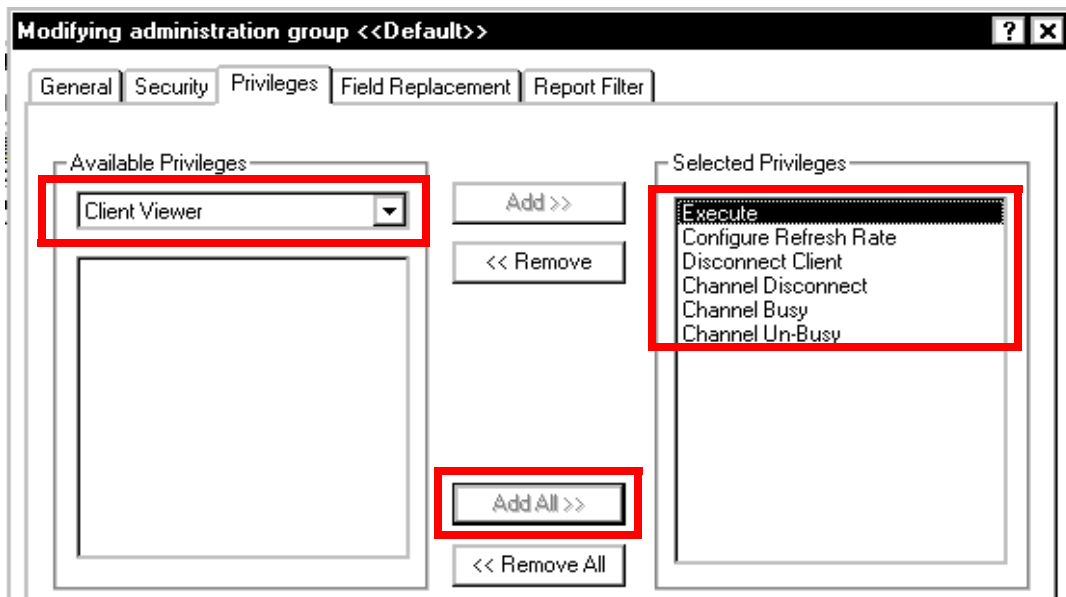


FIGURE 7-94 Privileges Tab Dialog

6. In the **Available Privileges** pane, select **Client Viewer** from the list box.
7. To move **ALL** of the Client Viewer **Available Privileges** to the **Selected Privileges** pane, as shown in [Figure 7-94](#), click **Add All >>**.
8. Select the **Field Replacement** tab, and the dialog shown in [Figure 7-95](#) will be displayed.

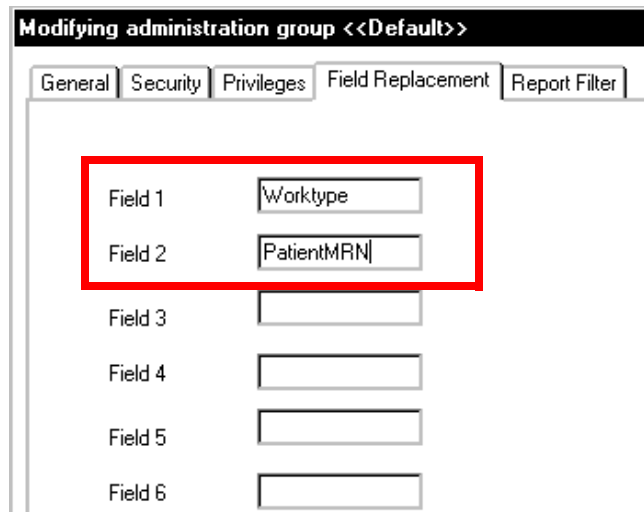


FIGURE 7-95 Field Replacement Tab Dialog

9. Complete **Fields 1** and **2** of the [Figure 7-95](#) dialog as follows:
- Field 1 - **Worktype**

- Field 2 - **PatientMRN**

10. Click **OK**, and you are returned to the main **EXVoice Explorer** window.

Create a New User on the Service Test Site

1. Under the **Service Test** site, right-click **Users**, and then, select **New User**.

The dialog shown in [Figure 7-96](#) will be displayed.

FIGURE 7-96 EWS New User Dialog

2. Complete the [Figure 7-96](#) dialog as follows:

- Last name: **Service Test**
- First name: **EWS**
- **Uncheck** the **Account Disabled** check box
- Under Client Settings enter a Login of **34282**
- Under Voice Settings: enter a User id: of **34282**
- Ensure that the **Admin group**: list box has **<Default>** selected
- PSSDK Web server entry will be active/added once seat licenses are assigned later in this procedure

3. Click the Profiles tab, and the dialog shown in [Figure 7-97](#) will be displayed.

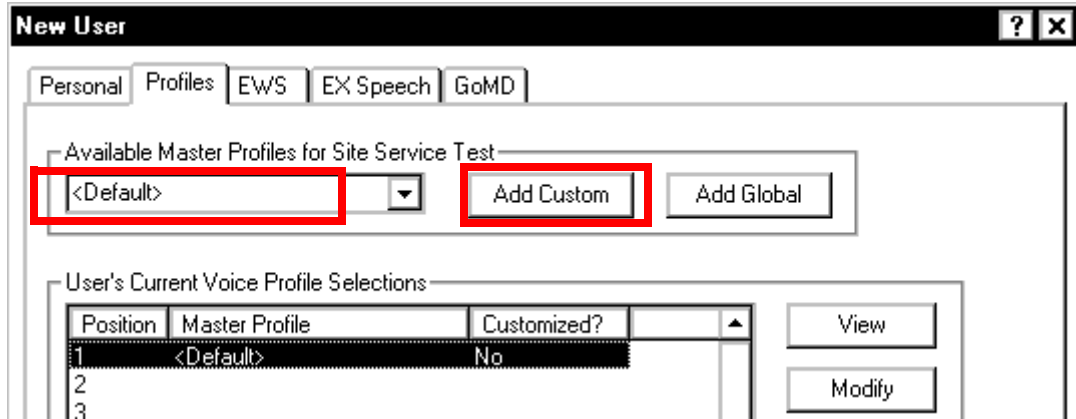


FIGURE 7-97 Profiles Tab Dialog

4. Check the [Figure 7-97](#) dialog and ensure that the **Available Master Profiles.....** list box shows a choice of **<Default>**.
5. Click the **Add Custom** button, and then, select the **ID Configuration** tab.

The dialog shown in [Figure 7-98](#) will be displayed.

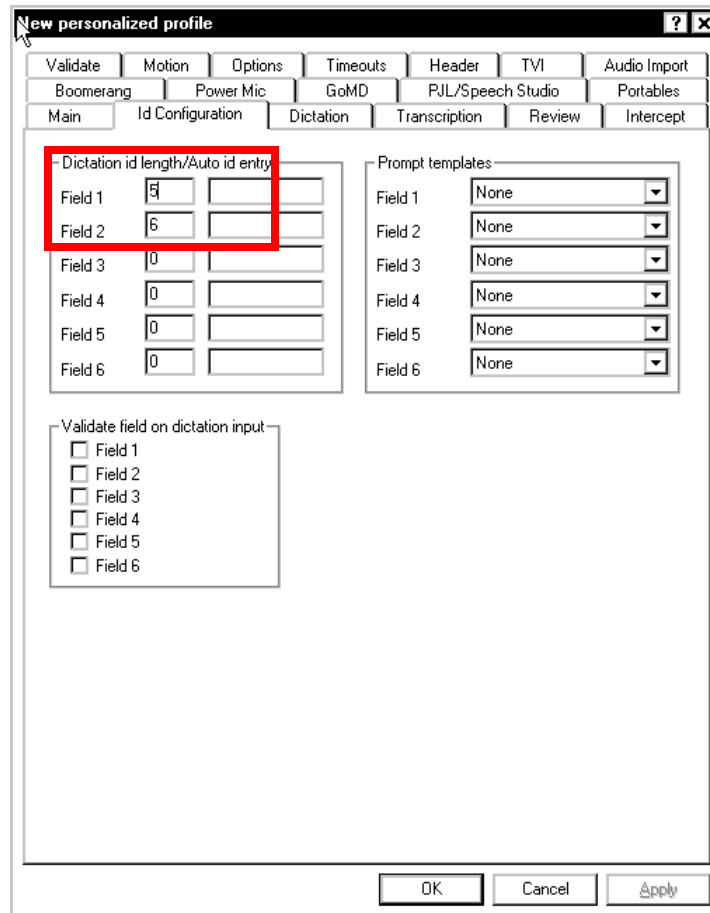


FIGURE 7-98 ID Configuration Tab Dialog

6. Using the [Figure 7-98](#) dialog as a guide, ensure that Fields 1 and 2 reflect the following information:
 - Field 1: 5
 - Field 2: 6
7. Select the **Header** tab, and then, click the **Transcription Receive** button.
8. The dialog shown in [Figure 7-99](#) will be displayed.

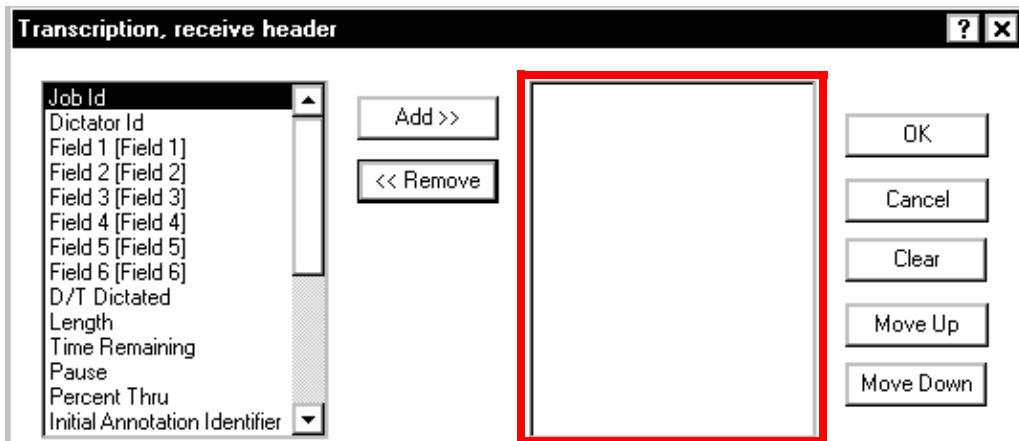


FIGURE 7-99 Transcription, Receive Header Dialog

9. Remove **ALL** entries in the right pane of the [Figure 7-99](#) dialog, as illustrated above.
10. Click **OK**.
11. Click **OK**, then click **OK** once again.

You are returned to the basic **EXVoice Explorer** view.
12. Right-click the **EWS Service Test** user (34282) and select **Assign Seat Licenses**.
13. The dialog shown in [Figure 7-100](#) will be displayed.

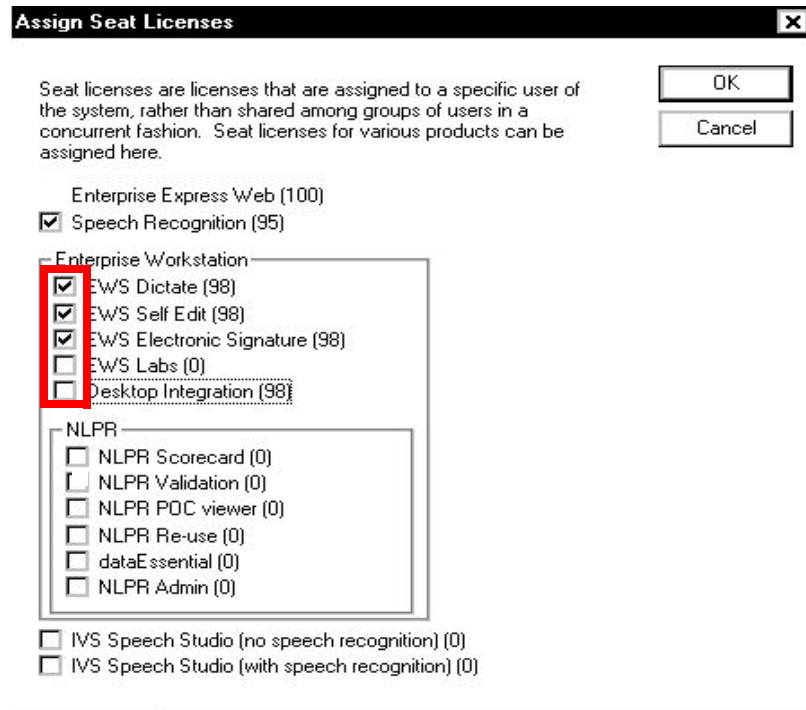


FIGURE 7-100 Assign Seat Licenses Dialog

14. Select the following licences by checking the appropriate check box.
 - EWS Dictate, EWS Self Edit, and EWS Electronic Signature



If no licenses are shown as available in the [Figure 7-100](#) dialog, you will have to config burn the proper amount of purchased licenses. See [License Burning for EWS/EXVoice/EXSpeech](#), on [page 6-236](#).

- Ensure that the unchecked check boxes shown in [Figure 7-100](#) remain **unchecked**.
15. Click **OK**, and you will be returned to the basic **EXVoice Explorer** view.
 16. Right-click the **EWS Service Test** user (34282) once again, and then, select **Modify User**.
 17. Select the PSSDK web server and the dialog shown in [Figure 7-101](#) will be displayed.

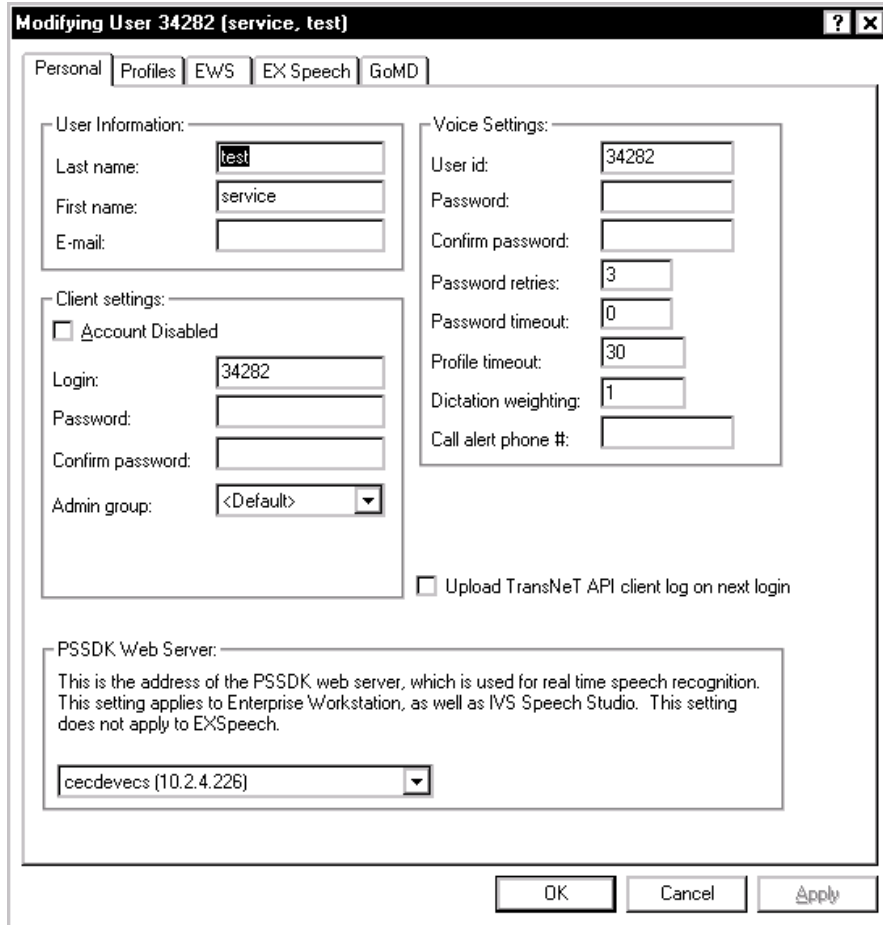


FIGURE 7-101 Modify User EWS Tab Dialog

18. Select the EWS tab, and the dialog shown in will be displayed.

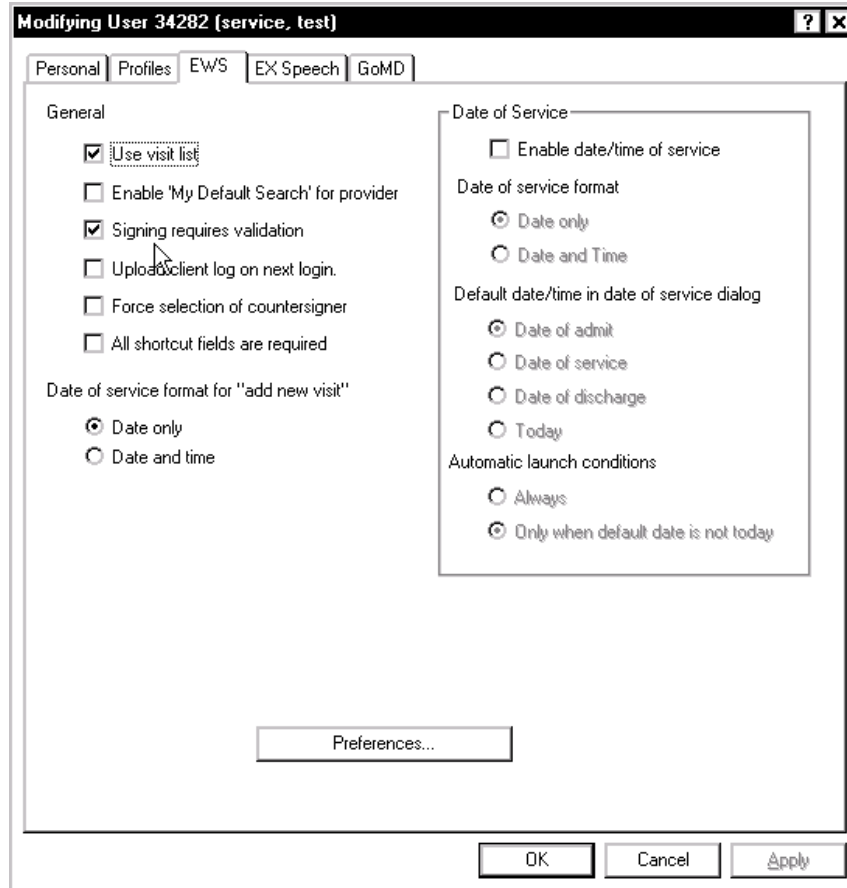


FIGURE 7-102 EWS User Preferences Dialog

19. Complete the [Figure 7-102](#) dialog exactly as shown here.
20. Return to **EXVoice Explorer** and close all open windows.

Enterprise Express Text Setup

Create a New Site

1. Open **EXText Explorer**, and login as **admin/admin**.
2. Right-click on **EXText on xxx.xxx.xxx.xxx**, and select **New site.....**
The dialog shown in [Figure 7-103](#) will be displayed.

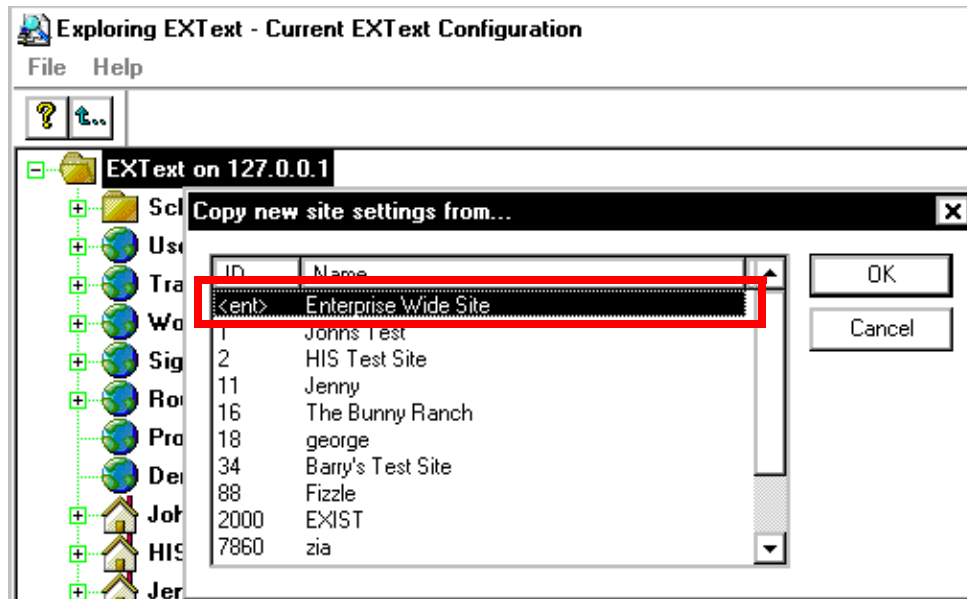


FIGURE 7-103 EXText New Site Dialog

3. With **Enterprise Wide Site** selected, as shown in the [Figure 7-103](#) dialog, click **OK**, and the dialog shown in [Figure 7-104](#) will be displayed.

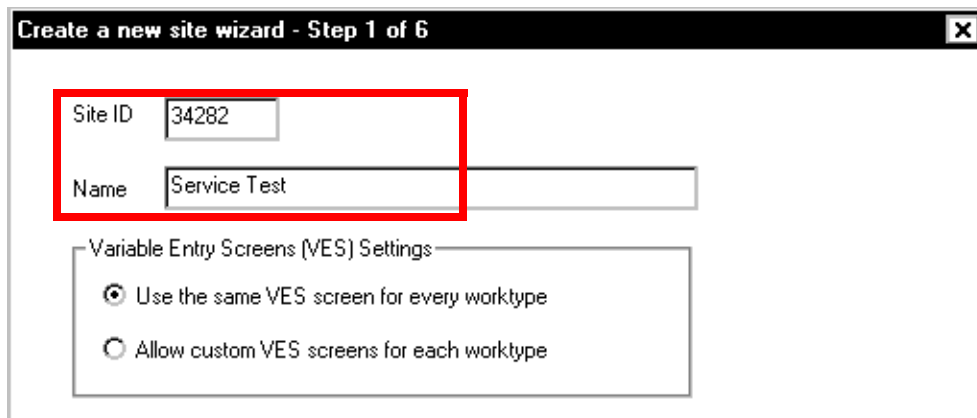


FIGURE 7-104 EXText New Site Wizard Step 1

4. Complete the [Figure 7-104](#) dialog as follows:
 - Site ID: **34282**
 - Name: **Service Test**
5. Click **Next**, and the dialog shown in [Figure 7-105](#) will be displayed.

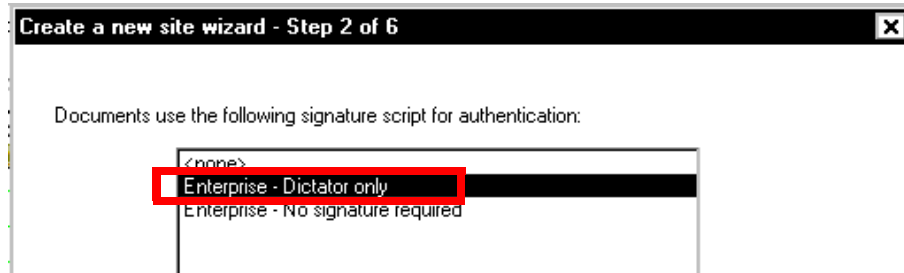


FIGURE 7-105 EXText New Site Wizard Step 2

6. Select **Dictator only** signature script.
7. Click **Next**, **Next**, and **Next** once again, and the dialog shown in [Figure 7-106](#) will be displayed.

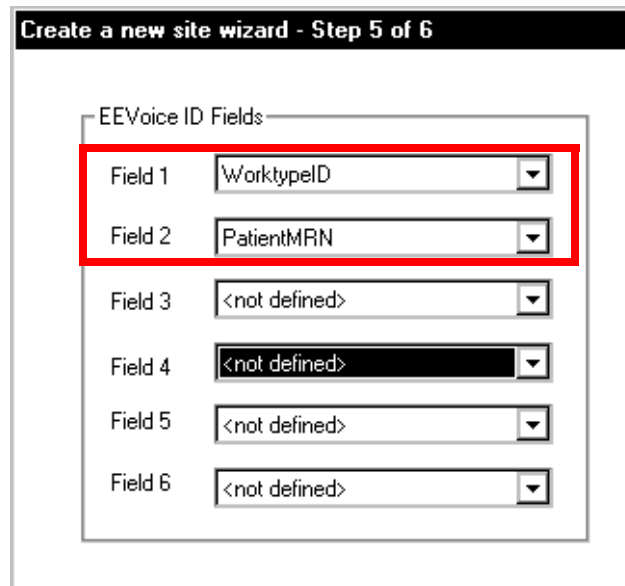


FIGURE 7-106 EXText New Site Wizard Step 5

8. Complete the [Figure 7-106](#) dialog as follows:
 - Field 1 - Select **WorktypeID** from the list box
 - Field 2 - Select **PatientMRN** from the list box



The fields selected in the [Figure 7-106](#) must match the selections made when you configured the EWS Service Test user on the EXVoice system ([Figure 7-95](#)).

9. Click **Finish**.

You are returned to the basic **EXText Explorer** dialog.

It may be necessary to click Refresh in EXText Explorer to see the newly added site.

Create a New User Type

1. Right-click **User Types**, and then, select **New User Type**.

The dialog shown in [Figure 7-107](#) will be displayed.



If iChart features are turned on with Feature Burn, it will be necessary to use the user User Type from your site.

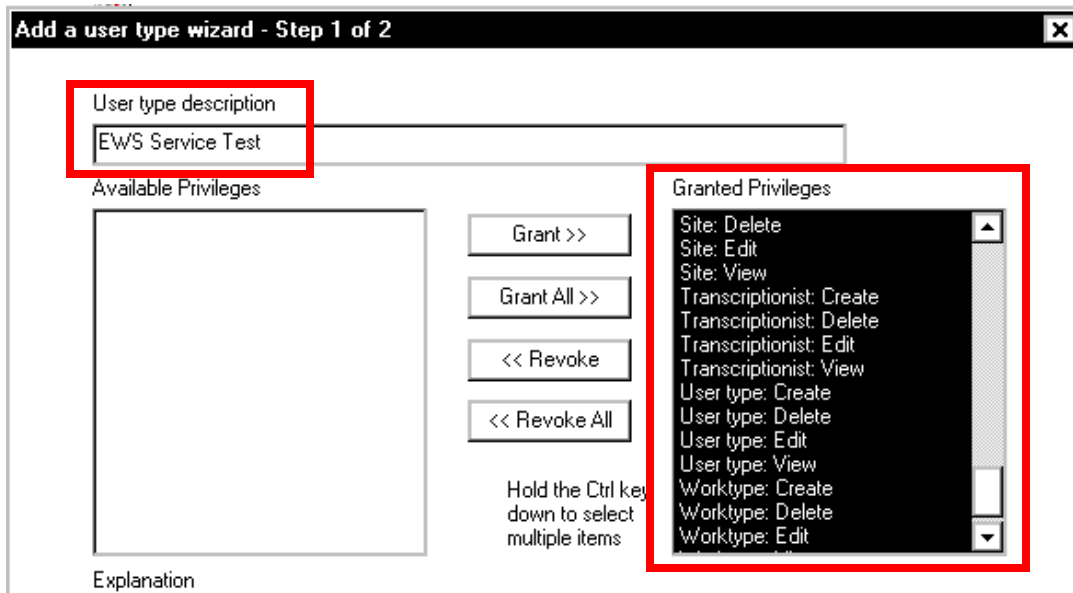


FIGURE 7-107 New User Type Dialog Step 1

2. Complete the [Figure 7-107](#) dialog as follows:
 - User type description - EWS Service Test
 - Granted Privileges - Grant **ALL** privileges
3. Click **Next**, and the dialog shown in [Figure 7-108](#) will be displayed.

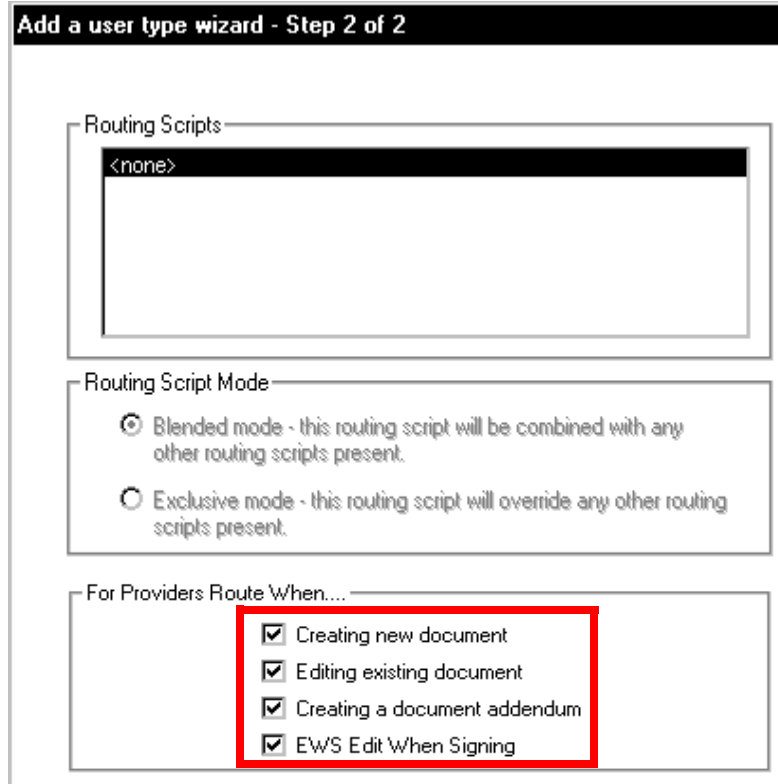


FIGURE 7-108 New User Type Dialog Step 2

4. In the [Figure 7-108](#) dialog, place a check in **all four** check boxes in the **For Providers Route When.....** section.
5. Click **Finish**.

You are returned to the basic **EXText Explorer** dialog.

Edit User Type

1. Expand **User Types**, right click **EWS Service Test** user, and select **Edit User Type**, as shown in [Figure 7-109](#).

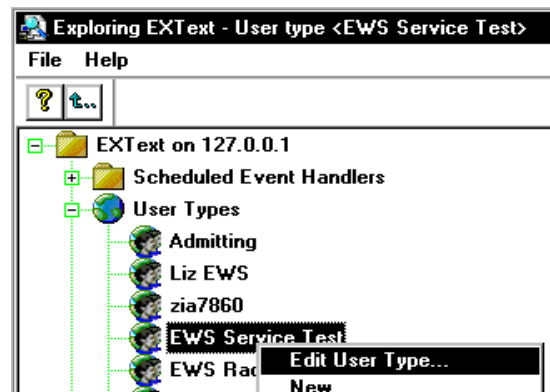


FIGURE 7-109 Edit User Type Selection Dialog

The Edit User Type dialog will be displayed.

2. Select the **ESIG Find Results Access** tab, and the dialog shown in [Figure 7-110](#) will be displayed.

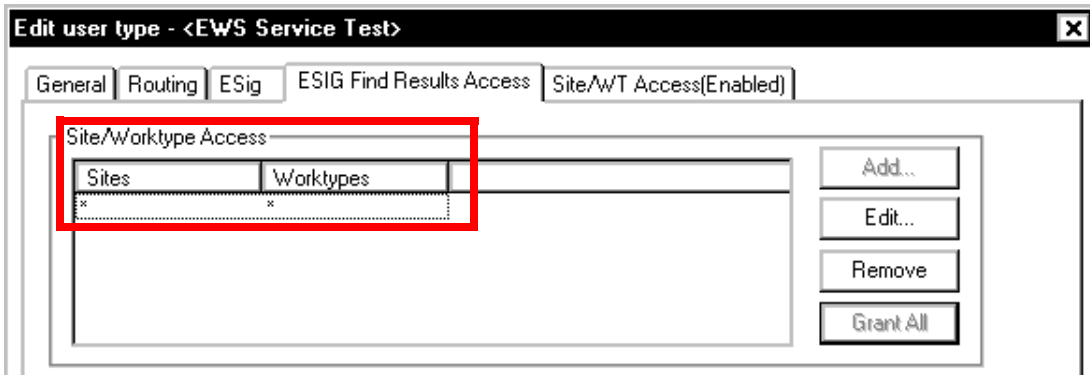


FIGURE 7-110 Edit User Type Dialog 1

3. Click the **Grant All** button.
4. Select the **Site/WT Access(Enabled)** tab, and the dialog shown in [Figure 7-111](#) will be displayed.

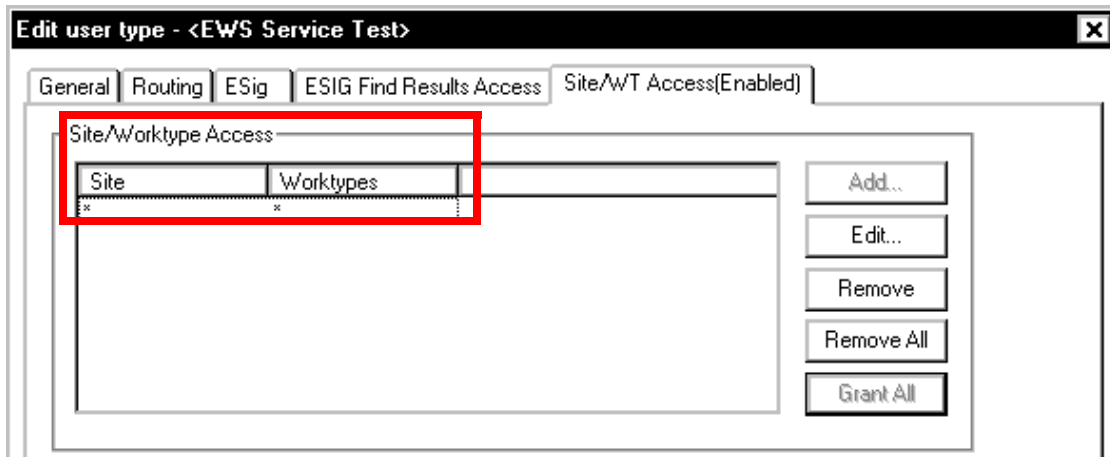


FIGURE 7-111 Edit User Type Dialog 2

5. Click the **Grant All** button, and the dialog shown in [Figure 7-112](#) will be displayed.

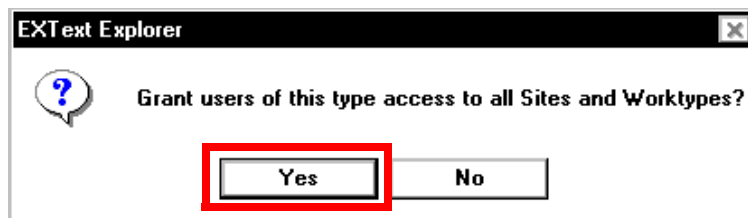


FIGURE 7-112 Sites and Worktypes Confirmation Dialog

- Click **Yes**, and then click **OK**.

You are returned to the basic **EXText Explorer** dialog.

Select EXText Options

- Right-click on **EXText on xxx.xxx.xxx.xxx**, and then select **EXText Options**.
- Select the **Voice to Text Site Filters** tab, and then, Click **New**.
- The dialog shown in [Figure 7-113](#) will be displayed.

FIGURE 7-113 New Voice To Text Site Filter Dialog

- Complete the [Figure 7-113](#) dialog as follows:
 - In the **Text site to map to** section, use the list box choose the **EWS Service Test** site
 - Enter **34282** in the **Voice Site ID**
- Click **OK**.
- Select the **Esig** tab, and the dialog shown in [Figure 7-114](#) will be displayed.

FIGURE 7-114 Esig Text Options Dialog

- Ensure that the **Auto logoff after.....** and the **Password expires every.....** text boxes have an entry of **0**. No other defaults need to be changed.
- Click **OK**.

You are returned to the basic **EXText Explorer** dialog.

Create New Worktype

1. Expand the **34282 Service Test** site.
2. Right-click **Worktypes**, and then, select **New**.

The dialog shown in [Figure 7-115](#) will be displayed.

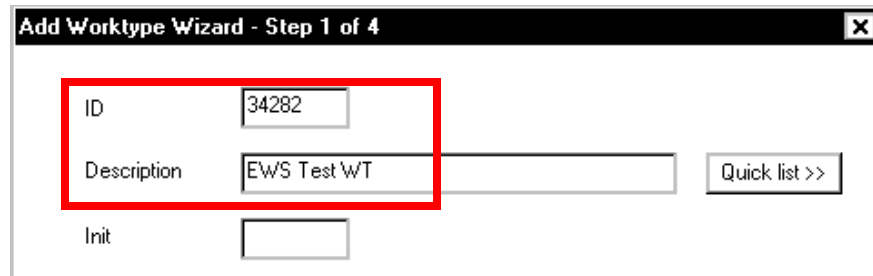


FIGURE 7-115 Add Worktype Dialog Step 1

3. Complete the [Figure 7-115](#) dialog as follows:
 - ID - 34282
 - Description - EWS Test WT
4. Click **Next**, and the dialog shown in [Figure 7-116](#) is displayed.

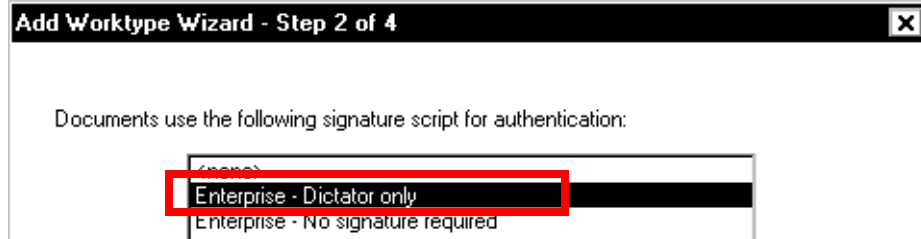


FIGURE 7-116 Add Worktype Dialog Step 2

5. Select the **Enterprise - Dictator only** choice.
6. Click **Next**.
7. The dialog shown in [Figure 7-117](#) will be displayed.

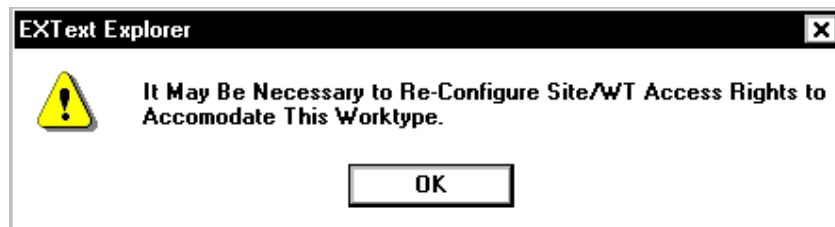


FIGURE 7-117 Re-Configure Site/WT Access Rights Notice

8. Click OK, and you are returned to the basic **EXText Explorer** dialog.

Edit the New Worktype Just Created

1. Right-click the worktype you just created (**34282**), and then, select **Edit Worktype**.
 2. Select the **Signatures** tab and verify that the signature script selected is **Enterprise - Dictator only**.
 3. Click OK, and you are returned to the basic **EXText Explorer** dialog.
-

Edit the New Worktype Template

1. Right-click the worktype you just created (**34282**), and then, select **Edit Template**.
2. The template shown in [Figure 7-118](#) will be displayed, however, no text will be present until you enter that text.

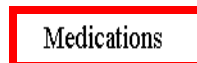
A screenshot of a text input field with a red border. The text "EWS" is entered in a serif font.A screenshot of a text input field with a red border. The text "Medications" is entered in a serif font.

FIGURE 7-118 34282 Worktype Template

3. Using [Figure 7-118](#) as a guide, enter the following text in the template, using any font and type style you wish.
 - At the top of the template, type the heading - **EWS Service Test Template**
 4. Click **OK**.
 5. Press **<Ctrl-N>** to save the template.
-

Add a New Provider

1. In the Service Test site, right-click Providers, and then, select New.
The dialog shown in [Figure 7-119](#) will be displayed.

ID	34282	Alternate ID	
First Name	EWS	Mid Init	
Last name	Service Test	Initials	

FIGURE 7-119 Add New Provider Wizard - Step 1

2. Complete the [Figure 7-119](#) dialog as follows:
 - ID - 34282 (this ID must match EXVoice User ID, under Voice Settings (See [Figure 7-96](#)))
 - First Name - **EWS**
 - Last name - **Service Test**
3. Click **Next**, **Next**, and once again, **Next**.
The **Esig** dialog, **Step 4 of the Wizard**, will be displayed.
4. Click the **Assign Password** button, and the dialog shown in [Figure 7-120](#) will be displayed.

Esig Password	OK
Password	Cancel
34282	

FIGURE 7-120 Assign Esig Password Dialog

5. Enter a password of 34282 (this password must match **EXVoice Client ID**, under **Client Settings** (See [Figure 7-96](#)))
6. Click **OK**, and you are returned to Step 4 of the **Add New Provider Wizard**, as shown in [Figure 7-121](#).

Add Provider Wizard - Step 4 of 4

Password: ***** Assign Password...

User type: EWS Service Test

Auto logoff after: 0 minutes of inactivity (0=disable)

Password expires every: 0 days (0=never expires)

Cut-off Date

ESig Cut-Off Date: 10/09/2004 (Overrides UserType Setting)

User Type Cutoff Date: 01/01/1900

Initial View

Document list

Document text

Require user to view entire document before authenticating

Launch Spell Check when ending edits

Confirm signature by: Dialog Box

Double Click Action: Edit Document

Default

< Back Finish Cancel Help

FIGURE 7-121 Add New Provider Wizard - Step 4

7. Complete the [Figure 7-121](#) dialog as follows:
 - Select the **User Type** you created earlier from the list box
 - Enter 0 for the **Auto logoff....** and **Password Expires....** entries
 - Enter **yesterday's date** for **Esig Cut-Off Date:**
 - Select **Dialog Box** from the **Confirm signature by:** list box
8. Click **Finish**.

Create a New Demographic

1. Continuing to work in the **EWS Service Test** site, right-click **Demographics**, and then select **New**.
2. The dialog shown in [Figure 7-122](#) is displayed.



FIGURE 7-122 Add New Demographic Dialog

3. Complete the [Figure 7-122](#) dialog as follows:
 - MRN - **34282**
 - Last name - **Service Test**
 - First name - **Demographic**
 4. Leave the rest of the dialog blank and click **OK**.
-

Edit the New Demographic Just Created

1. Right-click **Demographic Service Test** and select **View Encounters**.
2. Select **New**, and the dialog shown in [Figure 7-123](#) will be displayed.



FIGURE 7-123 New Encounter Dialog

3. Complete the [Figure 7-123](#) dialog as follows:
 - Encounter ID: **123456**
 - Admit date: **Enter yesterday's date**
4. Click **OK**, and then, click **Close** to exit the EXText Explorer.

EWS ESig/Self Edit Test

This test is done from a ESig / Self Edit workstation with a power mic installed – **Make sure your initial login to the workstation has local Admin rights You'll also need good name resolution (DNS) for full functionality – you may have to make entries in the hosts file on the workstation for the EWS server.**

Add the Web Server as a Trusted Site

1. Open **Internet Explorer**.
2. Select **Tools | Internet Options**, and then, select the **Trusted Sites** option.
3. Click the Sites button and the dialog shown in will be displayed.

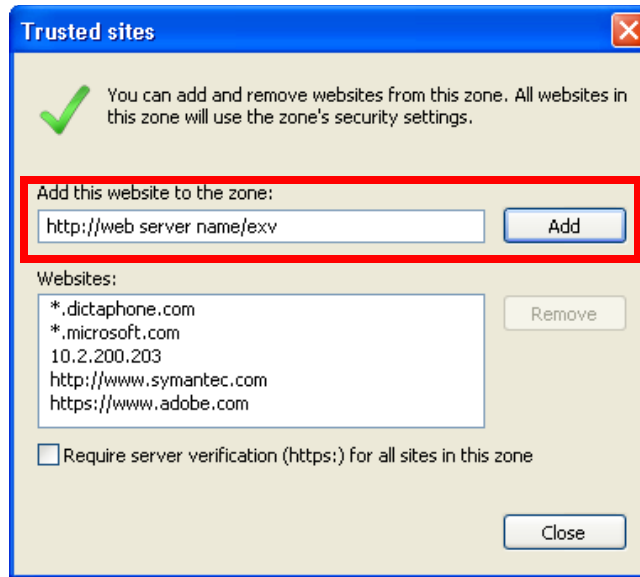


FIGURE 7-124 Web Server Trusted Site Dialog

4. Complete the [Figure 7-124](#) dialog by entering **http://[web server name]/exv** in the **Add this website to the zone:** text box.
 5. Click **Add**, click **Close**, and then, click **OK**.
-

Testing ESig/Self-Edit

1. Enter **http://<webserver name or IP>/exv**.
The EWS login page will be displayed.
2. Enter **34282**.
3. Select **Voice Editing**.



This may be a long download. Progress will be indicated on the screen. Subsequent login times will be much shorter following this initial file retrieval and setup.

4. Select **General Medicine** for the language model.
5. Click **OK**.
6. Complete **Mic Wizard**.
Following completion of this wizard the software load continues.
7. Complete the **first** enrollment screen, and then click **Next**.
8. Select **Begin Dictation** after completion of first enrollment screen.
9. In a few moments you will be presented with the Visit screen ([Figure 7-125](#)).



If the Visit screen does not display, select the Visit tab.

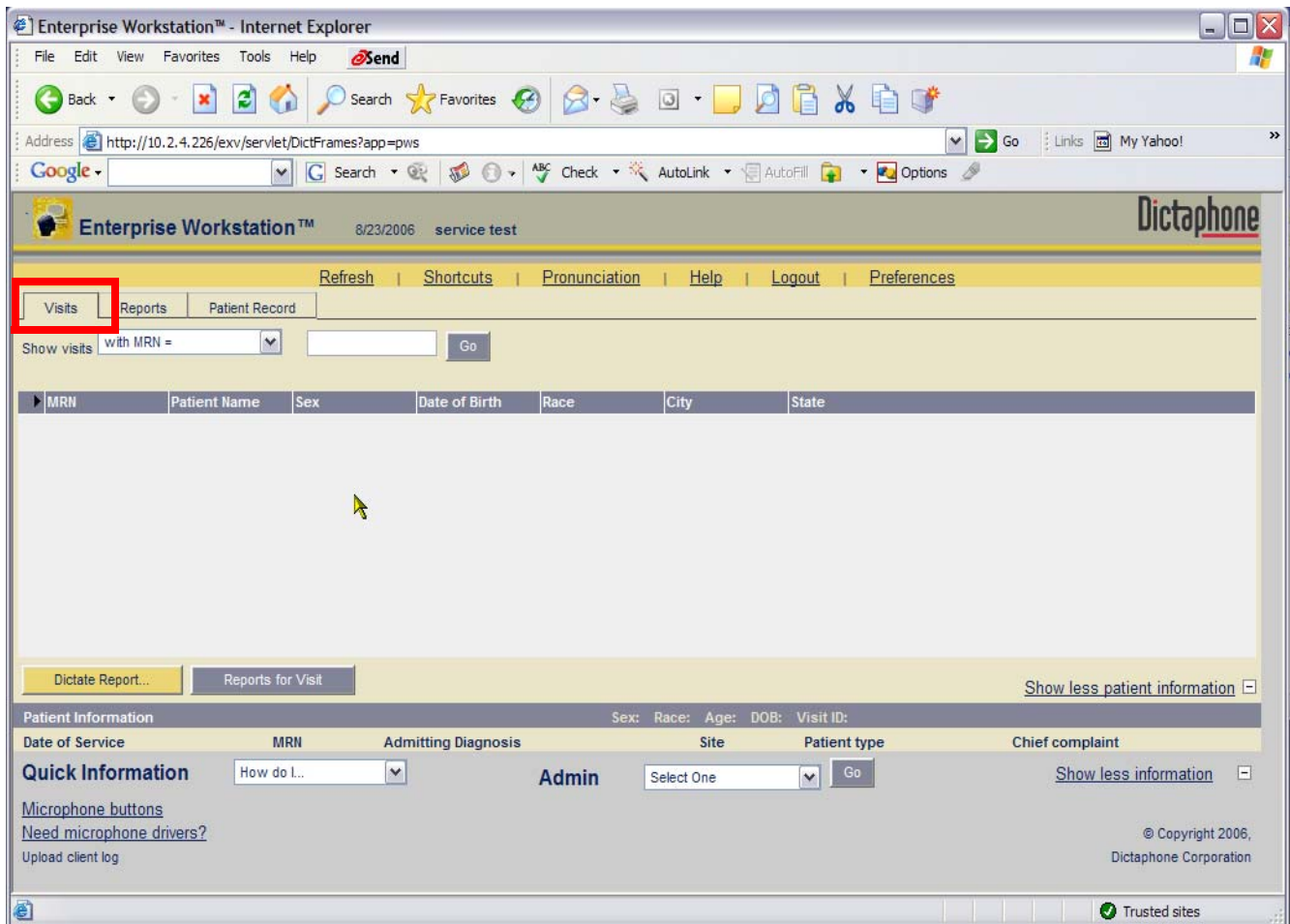


FIGURE 7-125 Visit Screen Dialog

10. Select **with visit ID** in the **Show Visits** list box.
11. Enter **123456** in the text box to the right (this is the encounter (visit) you created earlier).
12. Select **Go**.
You should see your MRN (**34282**) and patient name that you created earlier
13. Select **Dictate Report** with mouse, or select **Dictate** button on the mic
You should be at the dictate window.
14. Select your **worktype**.
15. Select **Dictate**.
16. Dictate your test report.
17. Once complete, touch the upper left side button on the mic to present your recognized dictation.
18. Utilize the **Select and Scratch** voice commands in your document.
19. Touch the lower left side button to **ESig** the document.
20. Click **Sign** on the **Validation** screen.
You will presented with the **Approval** screen.
21. Select the **Sign** button with mouse or upper left side button on mic.
You should now see the **Visits** screen displayed.
22. Select the **Reports** tab.
23. Select **I signed [final]** from the **Show Reports** list box. Select **with no time limit** in the box to the right.
24. Select **Go**.
You will see a report listing.
25. Choose the last report if multiple reports are listed; this should be the report just dictated and signed.
26. Click **View**.
You will see your report.



Optional: If a local printer is attached, you can select print. Printing will normally be handled by EXText routing.

27. Select **Cancel**.
28. Dictate a **second** report by repeating **Steps 10 through 17**, above.
29. When test dictation is complete, select the **Send for Transcription** button.
30. Acknowledge any warning dialogs which are displayed.
31. After the job is sent, do the following:

- Open Job Lister and verify that the job is present.
 - While in Job Lister, listen to audio and verify it is present.
32. Continue with the [Test Shortcuts](#) procedure.
-

Test Shortcuts

1. Select **Shortcuts** from top of screen.
2. Select **New**.
3. Enter a **Shortcut name**, e.g., **leg**.
4. Enter a sentence in the expanded text area, e.g., **Leg was in normal alignment**.
5. Click **OK**.
You should see your newly added shortcut
6. Select **Close**.
7. Select **Visits** tab.
8. Dictate another report.
9. In the report, use the shortcut just created. Precede the shortcut key word with Dictaphone, e.g., Dictaphone leg (spoken).
This should produce the expanded text entered in shortcut.
10. Complete report as above.
11. This completes the functionality test of the EWS system.

Table of Contents

Table of Contents	8-1
EXVoice 8.0 Servicing	8-2
Upgrading EXCommander to 80.0.1376 on an EXVoice 8.0 SP1 System	8-2
Upgrading VNServer to 80.0.1381 on an EXVoice 8.0 SP1 System	8-2
EWS Servicing	8-3
Installing the SDK 2.1.47.1 Upgrade	8-3
Verify/Disable Vianix Compression	8-4
Verify the 2.1.47.1 SDK Upgrade	8-5
EXText 8.0 Servicing	8-7
EXText 8.0 Pre-SP1 Patch - 10/20/10	8-7
Installing the Patch	8-7
EXText 8.0 SP1 Patch - 09/07/10	8-8
Installing the Patch	8-9
Upgrading EX Editor to 8.0.1.3 on an EXText 8.0 System	8-10
Verify .NET Framework Version	8-10
Download and Install .NET Framework Family Update Files	8-12
Install EX Editor Software Upgrade	8-16
Test EX Editor	8-17
Troubleshooting Assistance	8-21
Automated System Recovery	8-22
Creating an Automated System Recovery Backup Set	8-23
Creating an Updated ASR Backup Set	8-28
Posting the ASR Backup Diskette Image to the CRM	8-28

EXVoice 8.0 Servicing

Upgrading EXCommander to 80.0.1376 on an EXVoice 8.0 SP1 System



Ensure that you have downloaded the file **EXCommander_80_0_1376.zip** from the EXVoice download area of the Services portal before continuing this procedure.

1. Make a backup copy of the existing **excommander.exe** file.
2. Shut down **EXV Watchdog** and **EXV Commander** services.
3. Replace the existing **excommander.exe** with the patch version downloaded.
4. Restart EXV Commander and EXV Watchdog services.
5. Connect with an EXV Client, verifying connectivity with the EXV Server.
6. With connectivity verified, normal operations can be resumed.

Upgrading VNServer to 80.0.1381 on an EXVoice 8.0 SP1 System



CAUTION

This procedure is **ONLY** to be used on an EX Voice system which has a **VNServer.exe** version of **80.0.13xx**.



Ensure that you have downloaded the latest **Vnserver_80_0_1381.zip** file (Version **80.0.1381**), which is available on the Dictaphone Services Portal, and placed it in a convenient location on the EXVoice Data server.

1. **STOP** Dictaphone EXV Watchdog and all EXVoice services before continuing.
1. Open the folder **C:\Program Files\Dictaphone\EXV Services**, and backup the file **vnserver.exe**.
2. Unzip the file you downloaded (**Vnserver_80_0_1381.zip**) to extract **vnserver.exe**.
3. Copy the new **vnserver.exe** file (Version **80.0.1381**) into the **C:\Program Files\Dictaphone\EXV Services** folder.
4. Restart EXVoice services and ensure system is functioning properly.

EWS Servicing

Installing the SDK 2.1.47.1 Upgrade



*Before beginning this procedure, download the file **2.1.47.1_SDK_UPG.exe** from the EWS software download area of the Service portal.*

1. On the **EWS Server**, open the **Services** window, **STOP** the following services:
 - **Dictaphone EXV Watchdog**
 - **Dictaphone Enterprise Commander**
 - **Apache Tomcat**
 - Verify that **MSSQLServer** service is running
2. Close the **Services** window.
3. On the EWS web server execute the **2.1.47.1_SDK_UPG.exe** file that you downloaded and a new **pscribesdk.war** file will be extracted to the directory **C:\SDK_2.1.47.1_Upgrade File**.
4. Open the directory **C:\Dictaphone\Tomcat\webapps** and delete the **pscribesdk** directory.
5. Locate the existing **pscribesdk.war** file and back this file up to a different directory.

You should take note of the directory you back the file up to, as you will be returning to this directory later.

6. Open the directory **C:\SDK_2.1.47.1_Upgrade File** and copy the new **pscribesdk.war** file to the **C:\Dictaphone\Tomcat\webapps** directory.
7. Go to **Services** and **START** Tomcat.

The Tomcat service should have created a new **pscribesdk** directory in **C:\Dictaphone\Tomcat\webapps**.
8. Check to ensure that the **pscribesdk** directory was created.
9. If you find that the directory was not created, **STOP** and **RESTART** Tomcat once again and the directory should be created.



*If after this second attempt, you are still unable to create the new **pscribesdk** directory, call Technical Services.*

10. Following successful creation of the **pscribesdk** directory, return to the location where you stored the **old pscribesdk.war** file and **DELETE** the file. (**Use**

Shift-Delete to delete the file; **DO NOT** delete by placing the old file in the Recycle Bin.

Verify/Disable Vianix Compression

1. On the EWS Web server, in Internet Explorer, go to the URL **http://[EWS Web Server name]/pssdk/admin**.
2. At the login screen enter a **Login name** of admin.
Normally the password is left blank unless a local password has been assigned.
3. Click Start and the dialog shown in [Figure 8-1](#) will be displayed.



FIGURE 8-1 Initial Admin Display Dialog

4. Click the **Parameters** tab and the dialog shown in [Figure 8-2](#) will be displayed.

Parameter	Value
DatabaseVersion	2.6.45.3
DisableAdminUpdateLM	<input type="checkbox"/>
EnableRTF	<input checked="" type="checkbox"/>
Log_pass_Req_check	<input type="checkbox"/>
MaxCachedVoiceFiles	50
MinAdaptAudioLength	30
MinCacheDiskFreeSpace	50000000
PostProcessAfterRecog	<input type="checkbox"/>
PostProcessingStyle	Full
ProductName	PowerScribe SDK
Purge_MaxDay_Audio	30
Purge_MaxDay_Text	30
Rec_Voice_AutoAdap_check	<input checked="" type="checkbox"/>
Rec_Voice_AutoAdap_Max	120
Rec_Voice_AutoAdap_Min	60
SystemNewWordLimit	3500
UploadEnrollmentFiles	<input checked="" type="checkbox"/>
UseVianixCompression	<input type="checkbox"/>

FIGURE 8-2 Admin Parameters Tab Dialog

5. Locate the **UseVianixCompression** entry, as shown in [Figure 8-2](#), and ensure that the check box, if present, is **UNCHECKED**.
6. Logout of the Admin application and continue with the procedure [Verify the 2.1.47.1 SDK Upgrade](#).

Verify the 2.1.47.1 SDK Upgrade

To verify an upgrade of SDK to Version 2.1.47.1, do the following:

- From the desktop, select **Start | Run** and type **regedit**

- Go to the following key:

HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\CurrentVersion\Installer\UserData

- Select **UserData** and from the menu, select **Edit | Find**
- Type **PowerScribe SDK** in the text box and press **Find Next** (you may have to **Find Next** more than once)
- Shortly you should see a display very similar to that shown in [Figure 8-3](#).

Name	Type	Data
(Default)	REG_SZ	[value not set]
AuthorizedCDFPrefix	REG_SZ	
Comments	REG_SZ	
Contact	REG_SZ	
DisplayName	REG_SZ	PowerScribe SDK
DisplayVersion	REG_SZ	2.1.47.1
EstimatedSize <small>IMPORTANT</small>	REG_DWORD	0x000062c4 (25284)
HelpLink	REG_SZ	

FIGURE 8-3 PowerScribe SDK Version Display

Note the **version number of SDK**, in this case, 2.1.47.1., signifying a successful upgrade.

7. Return to the [System Upgrades](#) section of the manual and the procedure [Upgrading the EWS Server to Version 81.0.3065](#), beginning on [page 6-197](#).

EXText 8.0 Servicing

EXText 8.0 Pre-SP1 Patch - 10/20/10



CAUTION

*This procedure is **ONLY** to be used on an **EX Text 8.0 pre-sp1** system which has a *DocnetServer.exe* version of **8.0.156.1x**. Ensure you download the file **EXText 8.0_Patch_REV.exe** from the Services portal before commencing this procedure.*

*Please read the information at the following link before applying this patch - [8.0 Pre-SP1 Systems Patch \(Version 8.0.156.14\) - 10/20/10](#). This patch is **ONLY** for systems in the Arizona time zone.*

This patch consists of a self-extracting compressed file which contains the following new files for **EXText Version 8.0 systems ONLY**:

- Dictaphone.EXText.Server.dll - **8.0.156.14**
 - DocNeTServer.exe - **8.0.156.14**
-

Installing the Patch

1. Ensure you have placed the file you downloaded (**EXText 8.0_Patch_REV.exe**) in a convenient hard drive location on the EXText server.
2. Open Windows Service Manager and **STOP** Dictaphone EXV Watchdog and all EXText services.
3. Rename the following files, located in C:\DocNet\bin, with an extension of **.bak**:
Dictaphone.EXText.Server.dll and **DocNeTServer.exe**
4. Go to the location on the EXText server where you stored the **EXText 8.0_Patch_REV.exe** file and double-click the file.

The dialog shown in [Figure 8-6](#) will be displayed.

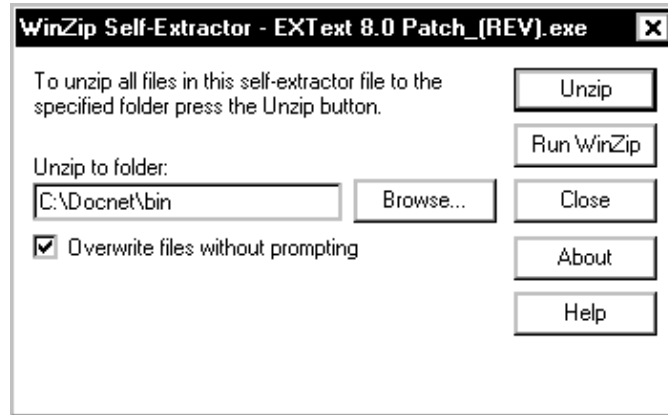


FIGURE 8-4 WinZip Self-Extraction Dialog

5. Click **Unzip** and the files you backed up will be replaced with new versions. The dialog shown in [Figure 8-7](#) will be displayed.

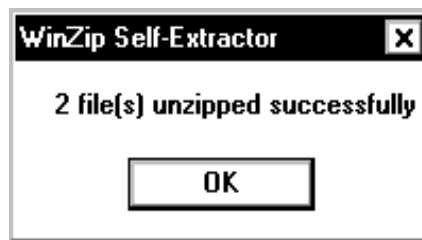


FIGURE 8-5 Successful Extraction Dialog

6. Open C:\DocNet\bin and verify that the two files you replaced now reflect a file version of **8.0.156.14**.
7. **Restart** the EXText services and verify that the system is functioning correctly.
8. The patch procedure is complete.

EXText 8.0 SP1 Patch - 09/07/10



*This procedure is **ONLY** to be used on an **EX Text 8.0 SP1** system which has a DocnetServer.exe version of **8.0.156.5x**. Ensure you download the file **EXText 8.0 SP1 Patch.exe** from the Services portal before commencing this procedure.*

This patch consists of a self-extracting compressed file which contains the following new files for **EXText Version 8.0 SP1** systems **ONLY**:

- Dictaphone.EXText.Base.dll - **8.0.156.53**
- DocNeTHISInterface.exe - **8.0.156.53**

Installing the Patch

1. Ensure you have placed the file you downloaded (**EXText 8.0_SP1_Patch.exe**) in a convenient hard drive location on the EXText server.
2. Open Windows Service Manager and stop Dictaphone EXV Watchdog and all EXText services.
3. Rename the following files, located in C:\DocNet\bin, with an extension of **.bak**:
Dictaphone.EXText.Base.dll and **DocNeTHISInterface.exe**
4. Go to the location on the EXText server where you stored the **EXText 8.0_SP1_Patch.exe** file and double-click the file.

The dialog shown in [Figure 8-6](#) will be displayed.

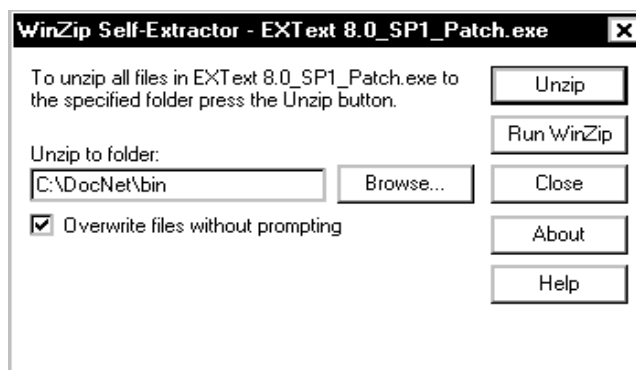


FIGURE 8-6 WinZip Self-Extraction Dialog

5. Click **Unzip** and the files you backed up will be replaced with new versions. The dialog shown in [Figure 8-7](#) will be displayed.

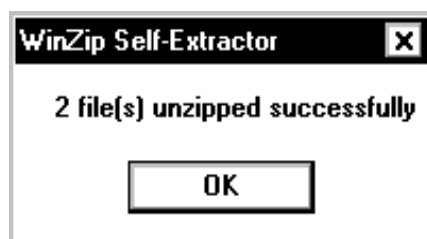


FIGURE 8-7 Successful Extraction Dialog

6. Open C:\DocNet\bin and verify that the two files you replaced now reflect a file version of **8.0.156.53**.
7. **Restart** the EXText services and verify that the system is functioning correctly.
8. The patch procedure is complete.

Upgrading EX Editor to 8.0.1.3 on an EXText 8.0 System



The Microsoft Office Live Workspace add-in, and all Office Live Updates, are NOT supported in EXText.

*This procedure is ONLY to be used on an EX Text system which has a DocnetServer.exe version of **8.0.156.5x**. If you are upgrading EX Editor on a Version 8.1.156.xx system, go to the procedure [Upgrading EX Editor to 8.1.0.5](#) on [page 6-145](#), in the [System Upgrades](#) section of this manual.*

Verify .NET Framework Version



This procedure was accomplished on an XP client workstation. You will notice minor differences in the procedure if the Vista operating system is installed.

.NET Framework Version 3.5 and Family Update files are required on each client workstation to ensure correct operation of the EX Editor software.

To verify correct **.NET Framework** software installation, do the following:

1. On the client workstation, open the **Control Panel** and select **Add/Remove Programs**.
2. Ensure that the **Show Updates** option check box is checked.
3. Scroll down until you get to the **.NET Framework** area, and if the correct software and family updates are installed you will see a display very similar to that shown in [Figure 8-8](#), and you will note **each** of the **three highlighted KB articles**.

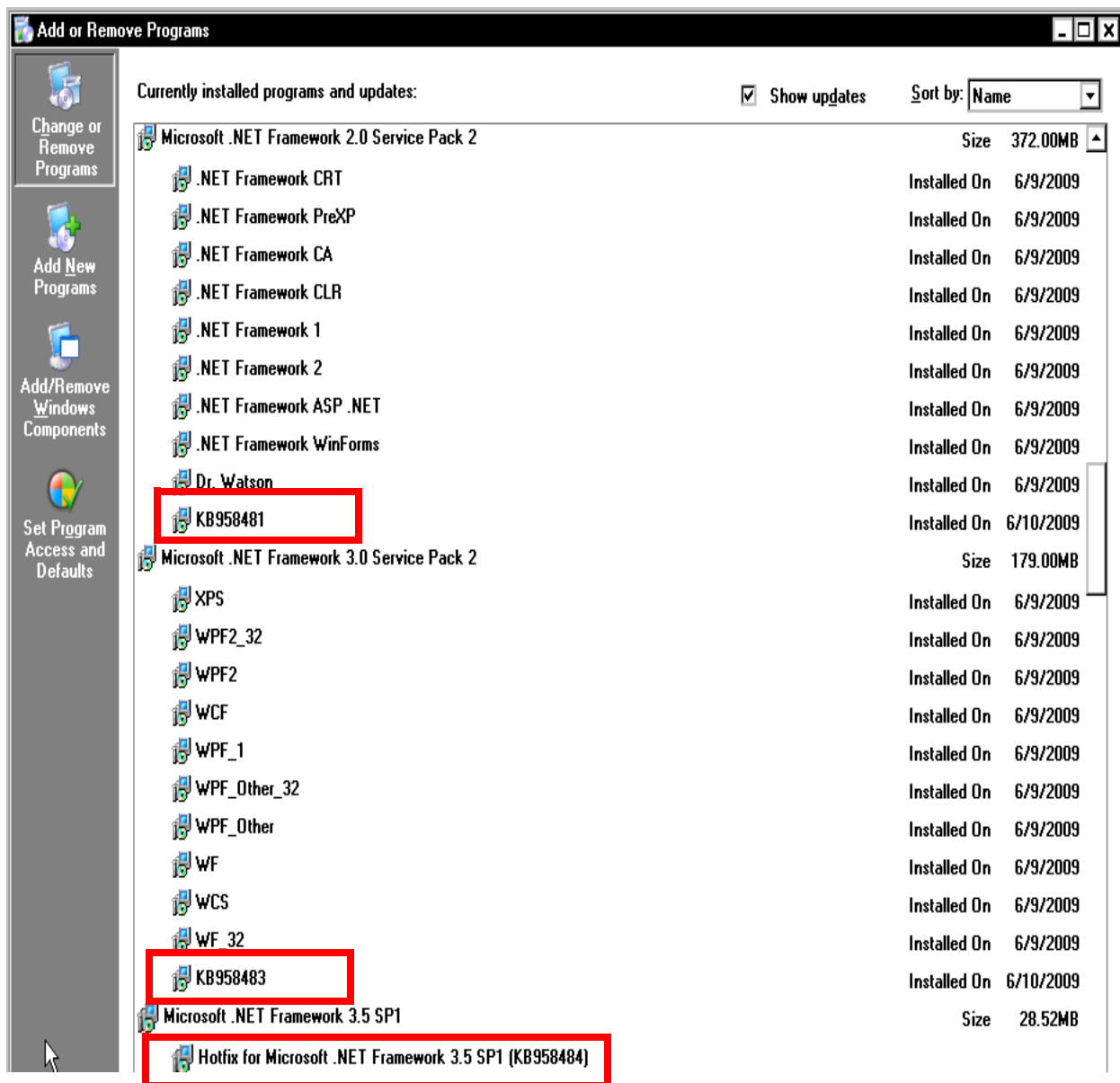


FIGURE 8-8 .NET Framework 3.5 SP1 with Family Updates Installed

4. Should you **NOT** see **ALL** three highlighted KB Articles installed, you must update NET Framework before continuing, or EX Editor **WILL NOT** work correctly.
5. To install these KB Article updates continue with the procedure [Download and Install .NET Framework Family Update Files](#).
6. If you find that all three KB Articles have been installed, continue with the procedure [Install EX Editor Software Upgrade](#), beginning on [page 8-16](#).

Download and Install .NET Framework Family Update Files

1. Open **Internet Explorer** and click [Updates \(XP\)](#) or [Vista .NET Updates \(Vista\)](#) to open the location for NET. Framework 3.5 SP1 family update files.



IMPORTANT

There have been some reports that when applying the Family Updates in a VISTA environment, with .NET Framework 2.0 and 3.0 not listed in Add/Remove programs, that an error may occur. Should this happen to you, ignore the error and continue to follow install/upgrade procedures.

2. Scroll down the page to the **Files in This Download** area, where you will see the information shown in [Figure 8-9](#) displayed.

Files in This Download

The links in this section correspond to separate files available in this download. Download the files most appropriate for you.

File Name:	File Size	
NDP20SP2-KB958481-x86.exe	8.6 MB	Download
NDP30SP2-KB958483-x86.exe	6.9 MB	Download
NDP35SP1-KB958484-x86.exe	1.4 MB	Download

FIGURE 8-9 .NET Framework Family Update Files

3. Locate the file **NDP20SP2-KB958481-x86.exe** and click the **Download** button to display the [Figure 8-10](#) dialog.

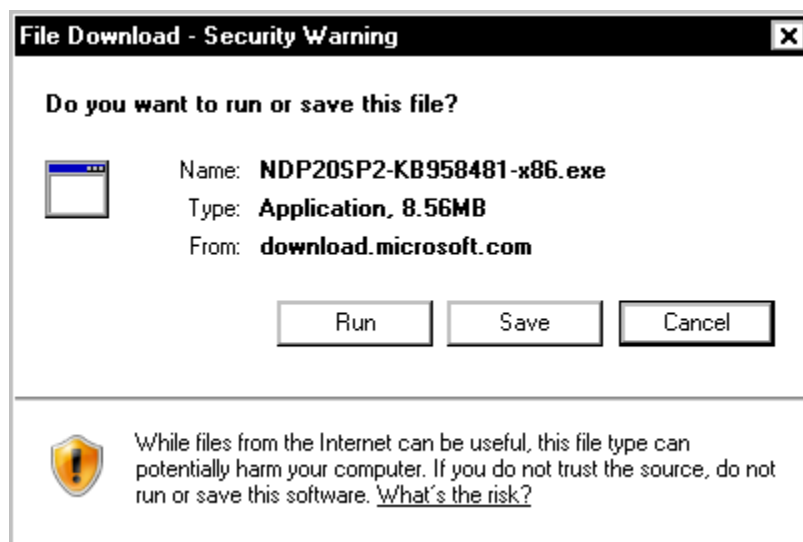


FIGURE 8-10 File Download -Security Warning Dialog

- Click **Run** and shortly, [Figure 8-11](#) will be displayed.

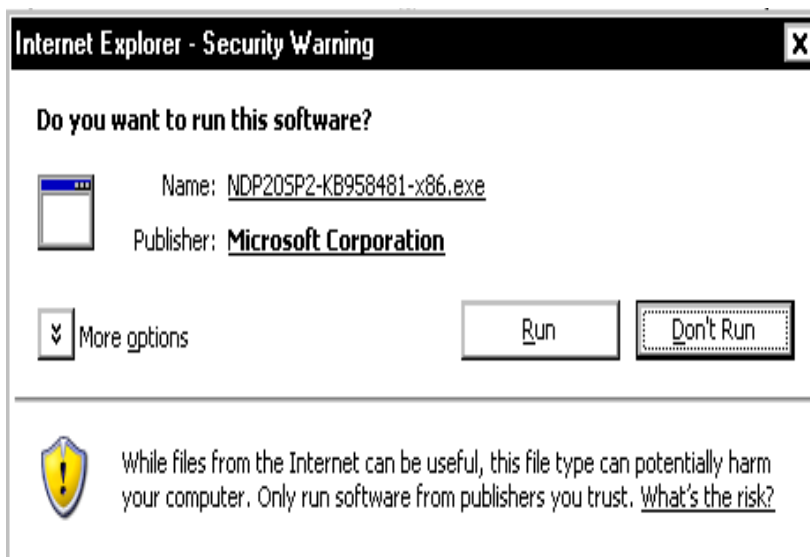


FIGURE 8-11 File Download -Security Warning Dialog #2

- Click **Run** and [Figure 8-12](#) will be displayed.

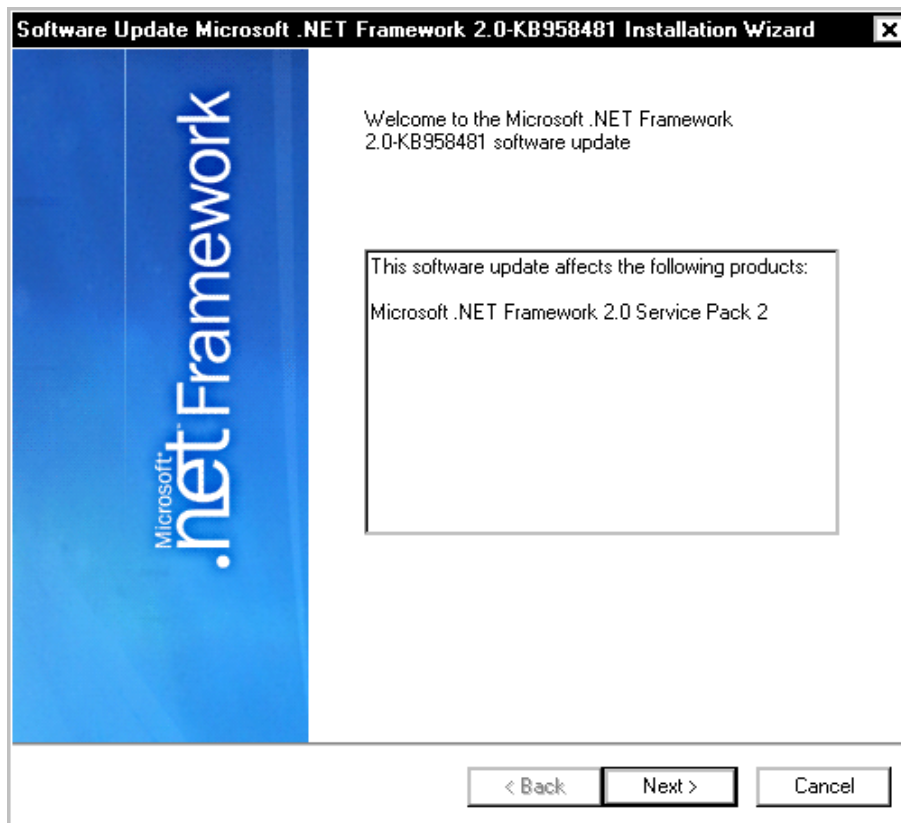


FIGURE 8-12 .NET Framework 2.0 SP2 Welcome Dialog

- Click **Next** and [Figure 8-13](#) is displayed.

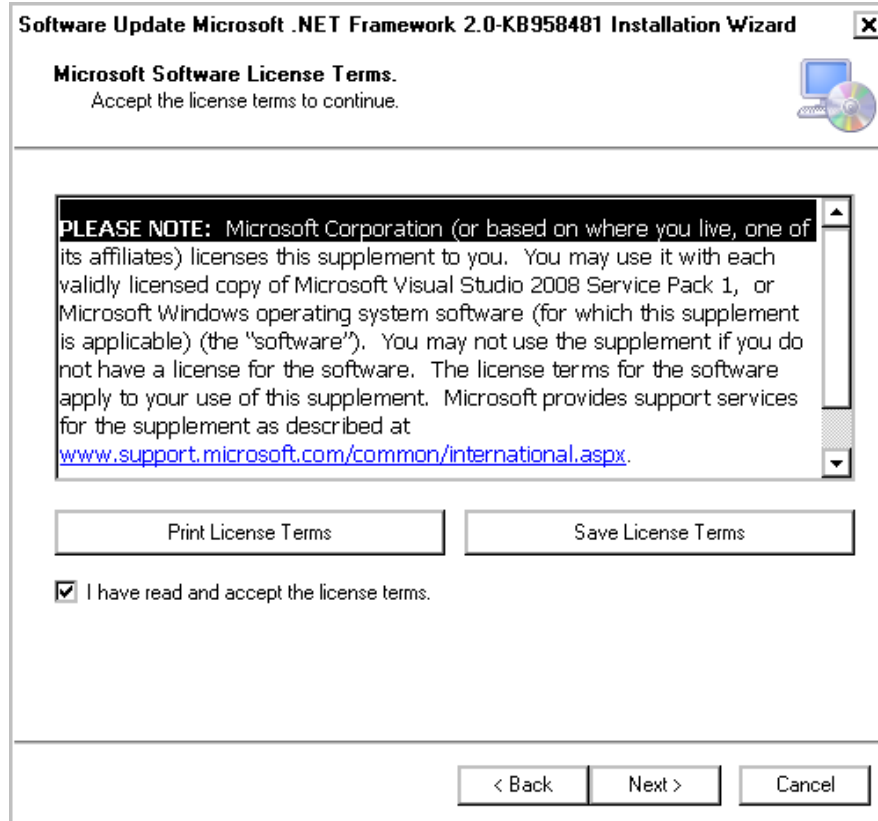


FIGURE 8-13 Licensing Dialog

7. Place a check in the **I have read and.....** check box, and then, click **Next**.

[Figure 8-14](#) will be displayed as the update is installed.

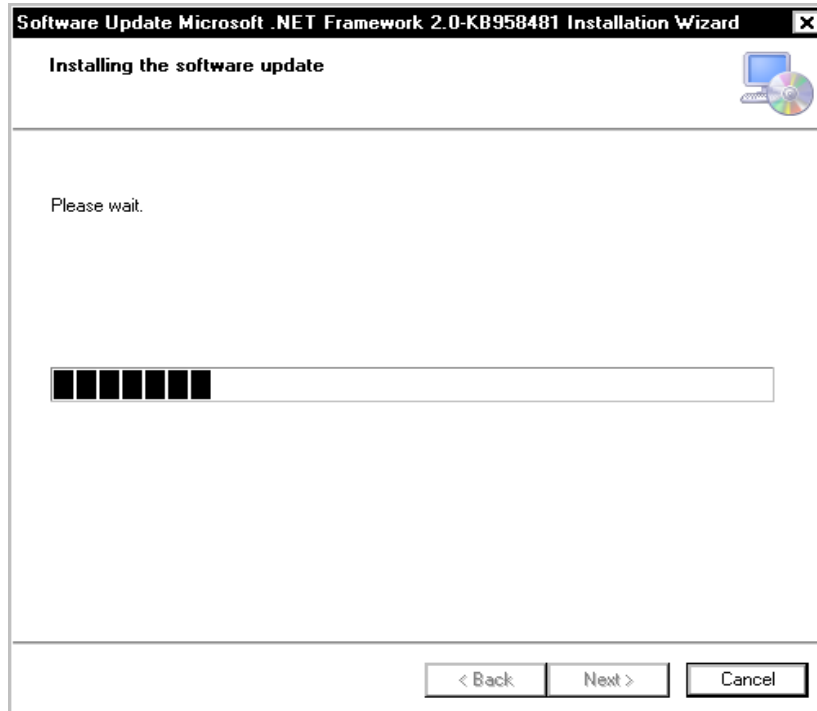


FIGURE 8-14 Installing Update Dialog

8. A short time later, [Figure 8-15](#) will be displayed.

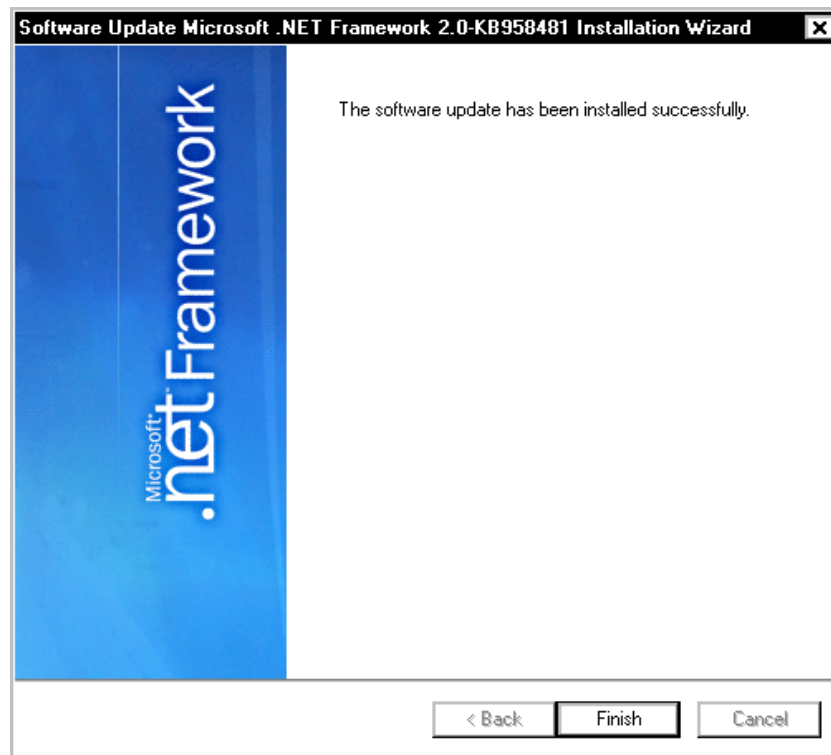


FIGURE 8-15 Installation Complete Dialog

9. Click **Finish** and you are returned to the Internet Explorer page displaying the [Figure 8-9](#) dialog.
 10. Click the **Download** button for the file **NDP30SP2-KB958483-x86.exe** and repeat **Steps 4 through 9**.
 11. Click the **Download** button for the file **NDP35SP1-KB958484-x86.exe** and repeat **Steps 4 through 9**.
 12. Once all three family update files are installed, close Internet Explorer and continue with the procedure [Install EX Editor Software Upgrade](#).
-

Install EX Editor Software Upgrade



IMPORTANT

*Customer environments that are using Enterprise Editor should **use Microsoft® Word 2003 or Word 2007 ONLY**. This applies to all transcription client applications that transcribe on a single Enterprise Speech System. Customers should not use Microsoft® Word 2002 or Word 2000 to avoid potential compatibility issues with documents. Specifically, these versions of Microsoft® Word do not support XML tags. Therefore, transcriptionists that use Microsoft® Word 2000 or 2002 and edit documents created from Enterprise Editor will introduce unwanted XML symbols into documents.*

The current version of EX Editor software is **8.0.1.3**, released on CD, PN **1000183-109**. To update any **currently installed** 8.0 version of EX Editor, do the following:



IMPORTANT

All installations of EXEditor 8.0.1.9 require a minimum of Version 80.0.1377 of VNServer is installed on the EXVoice server.

1. Place the current EX Editor CD (PN **1000183-109**) in the CD-ROM drive on the EXText server.
2. Copy the following files from the CD to the directory **C:\DocNet\bin** on the EXText server.
 - **EX Editor Auto Upgrade.msi**
 - **EX Editor Site.msi**
 - **EX Editor.msi**
3. No further action is required, as the next time a client workstation logs on to the network, that client will be automatically upgraded to the latest version of EX Editor software.

Following completion of the above procedure, you should complete the procedure [Test EX Editor, page 8-17](#), on at least one workstation to ensure the upgrade takes place and that EX Editor is functioning correctly.

Test EX Editor

1. Select **Start | Programs | EXText Client Applications | Enterprise Express Editor**, and the dialog shown in [Figure 8-16](#) will be displayed.

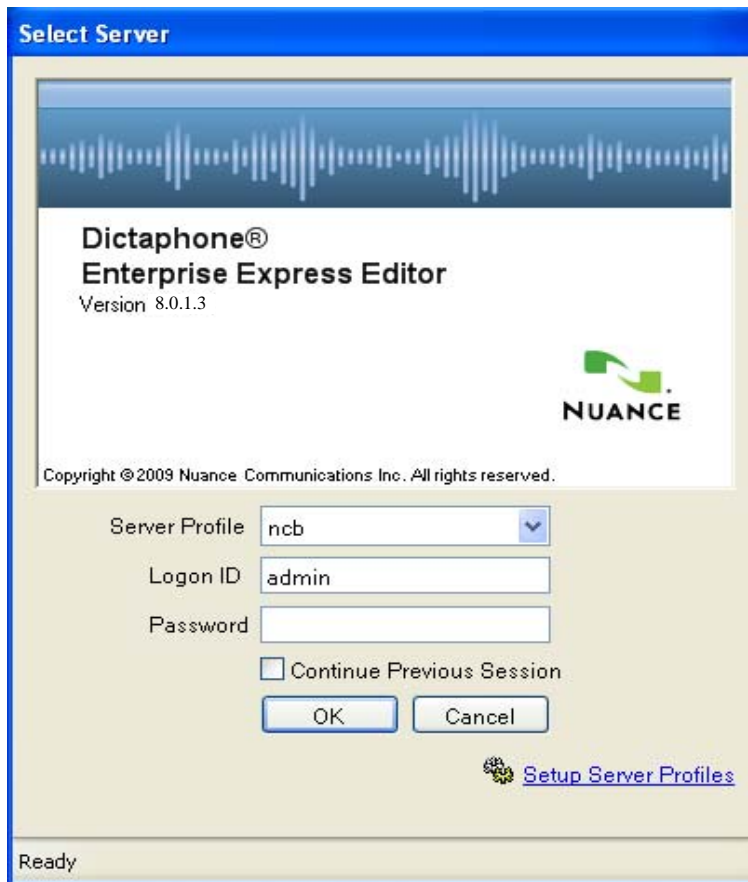


FIGURE 8-16 EX Editor Logon Dialog

2. Enter a Logon ID/Password of **admin/admin**, click **OK**, and the dialog shown in [Figure 8-17](#) will be displayed. (If this is a new installation the [Figure 8-17](#) will not be seen, and you will instead see [Figure 8-18](#) displayed.)

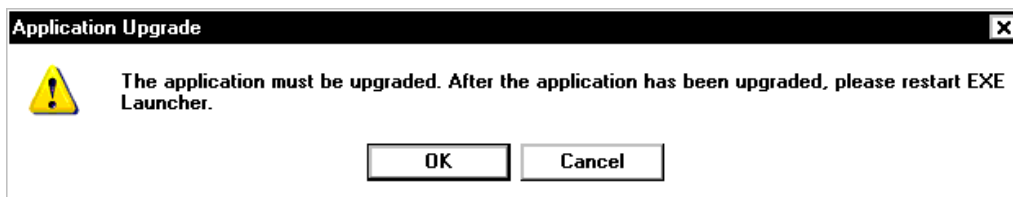


FIGURE 8-17 EX Editor Upgrade Notification Dialog

3. Click **OK**, and the EX Editor application will be upgraded.
4. Once the upgrade is complete, start EX Editor again, and the dialog shown in [Figure 8-18](#) will be displayed.

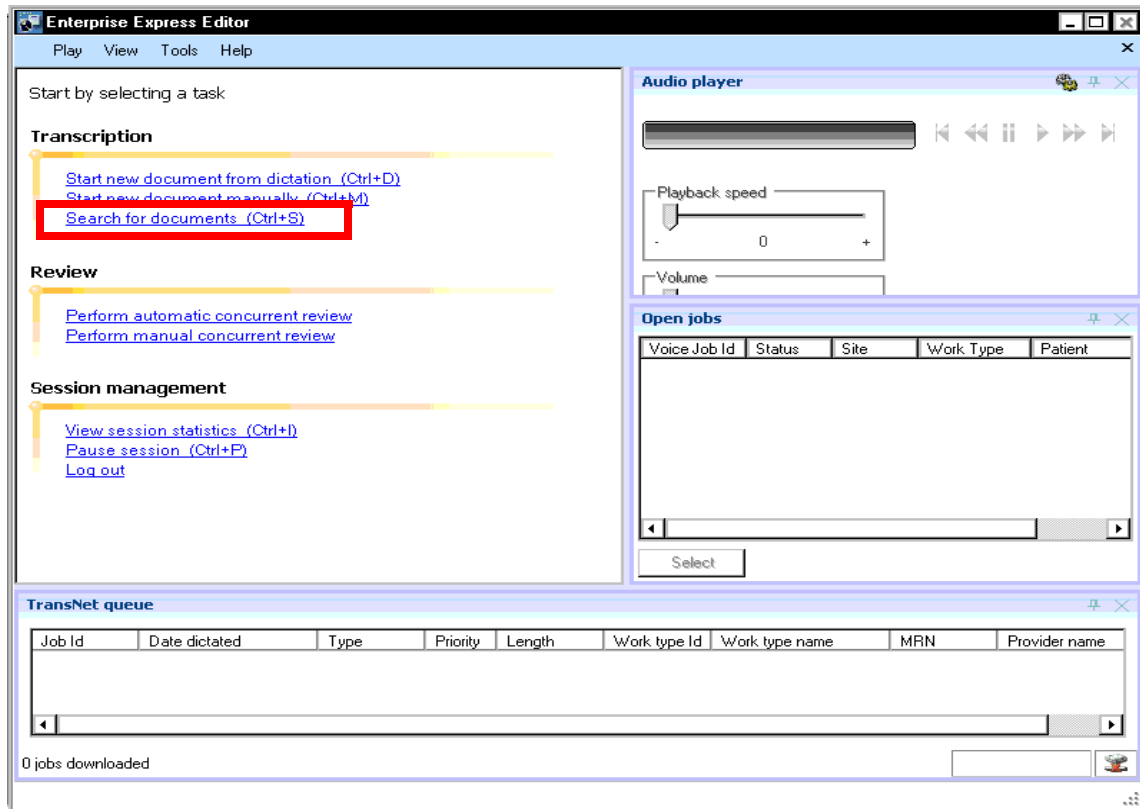


FIGURE 8-18 EX Editor Startup Dialog

5. Click **Search for documents**, and the dialog shown in [Figure 8-19](#) will be displayed.

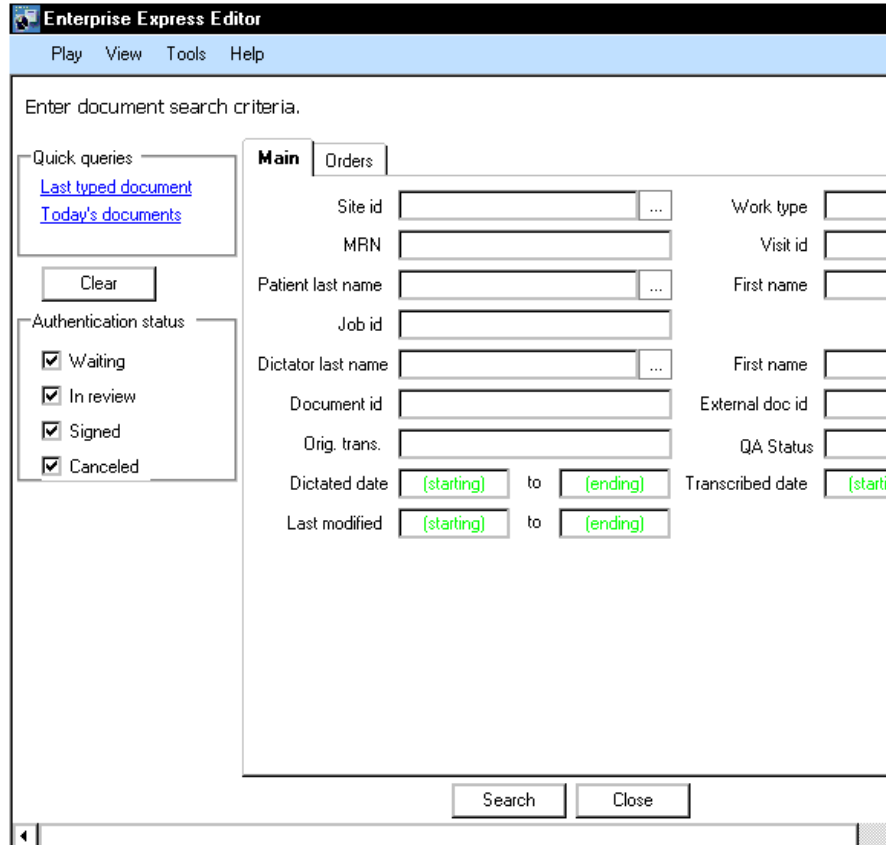


FIGURE 8-19 Search for Documents Dialog #1

6. Accept the defaults and click the **Search** button.
7. A dialog similar to that shown in [Figure 8-20](#) will be displayed.

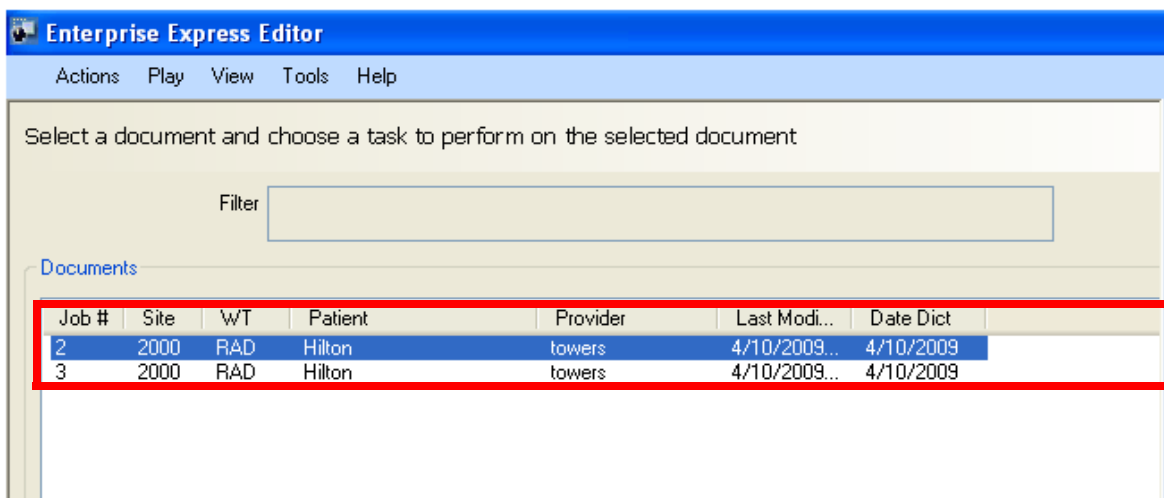


FIGURE 8-20 Search for Documents Dialog #2

8. The documents shown as found in the highlighted area of the [Figure 8-20](#) dialog demonstrate connectivity with the EXText server database. (On a new installation it is unlikely that any documents will be available).
9. Close EX Editor.
10. The EX Editor upgrade is complete.

Troubleshooting Assistance

Go to the following link for all servicing and troubleshooting assistance:

https://oracle.nuance.com/OA_HTML/OA.jsp?OAFunc=OAHOMEPAGE

Automated System Recovery

- [Creating an Automated System Recovery Backup Set, page 8-23](#)
- [Creating an Updated ASR Backup Set, page 8-28](#)
- [Posting the ASR Backup Diskette Image to the CRM, page 8-28](#)

Automated System Recovery

The Windows 2000 Emergency Repair Disk (ERD) procedure is replaced by Automated System Recovery (ASR) in Windows Server 2003. ASR is a last resort and should only be used when options like Safe Mode and Last Known Good Configuration fails. ASR consists of two parts, namely **backup** and **restore**. The backup part can be accessed through the **Automated System Recovery Preparation Wizard** in the **Backup Utility**. This wizard backs up the System State data, system services and all disks associated with the operating system components. It also creates a floppy disk that you should store in a safe place. This floppy disk contains important information about the backup.

When recovering by using ASR the system uses the floppy disk to read the disk configuration and restore the disk signatures, volumes and partitions that are required to start your computer. ASR then installs a simple installation of Windows and automatically starts to restore from the backup ASR created using the wizard.



IMPORTANT

*ASR **will not** backup data files. These must be backed up separately.*

The ASR Backup Set is an excellent resource for recovering from several types of system failure. The first creation of this disk should **always** be accomplished following the initial installation of a server, as shown in [Creating an Automated System Recovery Backup Set](#). Subsequently, the ERD is updated under the conditions stated below in [Creating an Updated ASR Backup Set](#).

Creating an Automated System Recovery Backup Set

1. Select **Start | Run** and type **ntbackup**.
2. The dialog shown in [Figure 8-21](#) will be displayed.

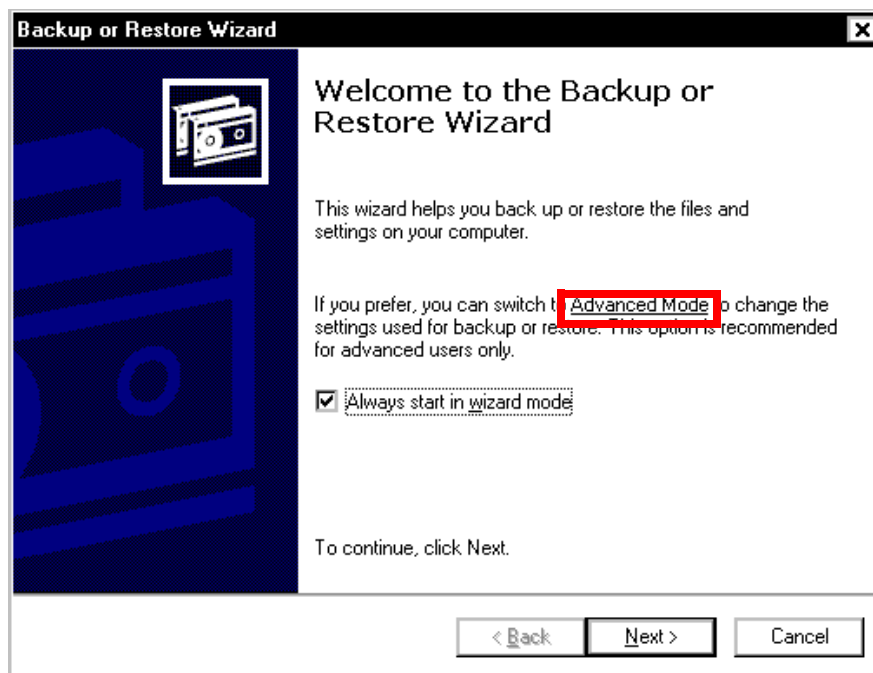


FIGURE 8-21 Backup and Restore Welcome Dialog

3. Click **Advanced Mode**, and then, click the **Automated System Recovery Wizard** button.
4. Click **Next** when the **Welcome** dialog is displayed.
5. The Backup Destination dialog, [Figure 8-22](#), appears.

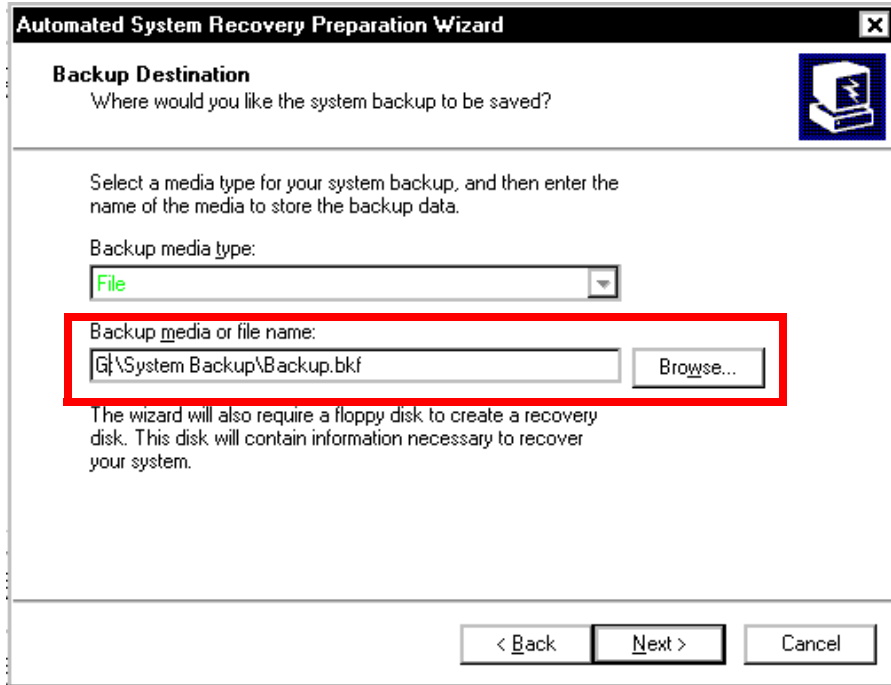


FIGURE 8-22 Backup Destination Dialog

6. Browse to that hard drive location which has the largest amount of free space, and then, create the folder System Backup, as shown in [Figure 8-22](#). On most Enterprise systems this will most likely be the **G:** drive.



*Unlike the ERD system of Windows 2000, ASR will create a **complete system volume backup**, and also requires an accompanying floppy disk which stores drive partition information, and other valuable system configuration data.*

7. Once you have completed the **Backup media or file name:** portion of the [Figure 8-22](#) dialog, click **Next** to continue.
8. The dialog shown in will be displayed.



FIGURE 8-23 ASR Wizard Complete Dialog

9. Click **Finish** and the backup process will commence.
10. The dialog shown in [Figure 8-24](#) will be displayed to report progress of the backup procedure.

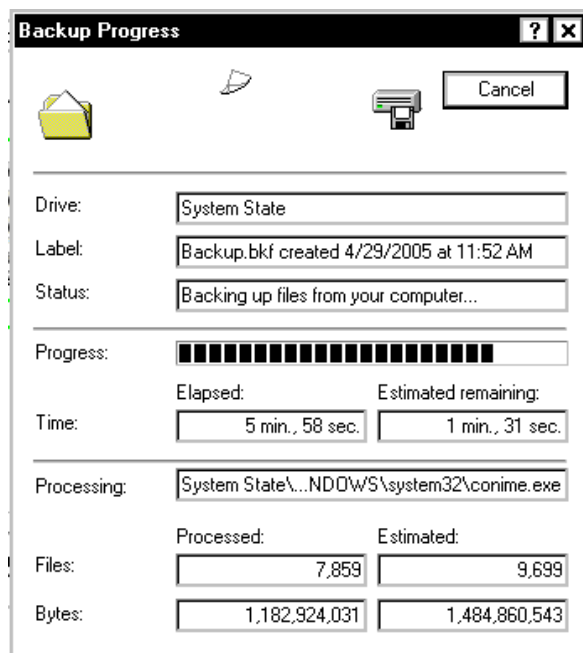


FIGURE 8-24 Backup Progress Dialog



FIGURE 8-25 ASR Backup Diskette Dialog

11. Click OK and the dialog shown in [Figure 8-26](#) will be displayed.

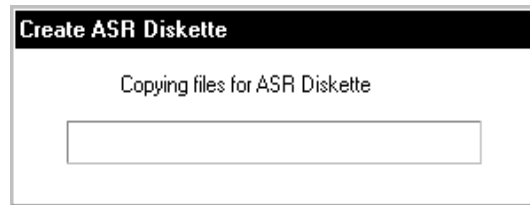


FIGURE 8-26 ASR Diskette Creation Dialog

12. In a short time, the completion dialog shown in [Figure 8-27](#) will be displayed.



FIGURE 8-27 ASR Diskette Completion Dialog

13. Click **OK**.



The diskette should be given to the System Administrator for storage in a safe place.

14. Check the drive/folder location where the system was backed up to and you will see a file very similar to that shown in [Figure 8-28](#).

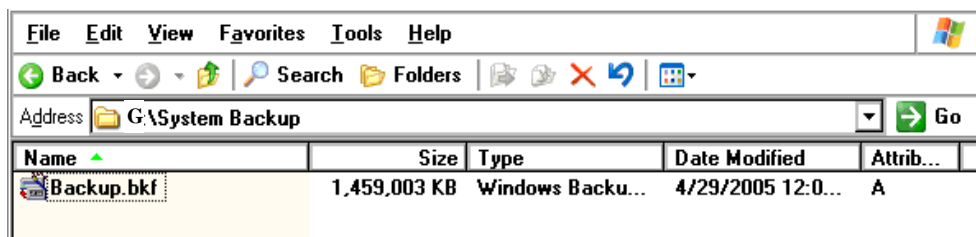


FIGURE 8-28 System Backup File Display

15. Make one additional copy of the ASR diskette for Dictaphone use, to ensure that we have the diskette available should some disaster befall the system.
16. As soon as possible after leaving the customer site, the CSR is responsible for making an image of that additional ASR diskette and posting that image to the Dictaphone CRM.

The image posted to the CRM will remain there until updated with a more current image.

17. Close all open windows and continue with the Enterprise Express System installation.

Creating an Updated ASR Backup Set

You should follow the procedures outlined in [Creating an Automated System Recovery Backup Set](#), above, to create an updated ASR Set whenever any one or more of the events shown here occurs on the system:

- Any time a change is made to the system's registry or to the account/permissions information)
 - After any change to the physical disk volumes -- add, delete or change to volume sets, stripe sets, mirror sets, etc.
 - Any time new hardware or software is added to the system
 - Any time updated Dictaphone or 3d party software added to the system
 - Any time new or updated drivers are added to the system
 - Before and after applying a service pack
 - Anytime when 4 or more months have passed since the last update of the ERD
-

Posting the ASR Backup Diskette Image to the CRM

To post the diskette image of the ASR Backup Set to the Dictaphone CRM, do the following:

1. In the CRM, go to the client site for which the ASR Backup Set is applicable.
2. On the far right side of the client page, note the **Attachment** tab, as shown in [Figure 8-29](#).

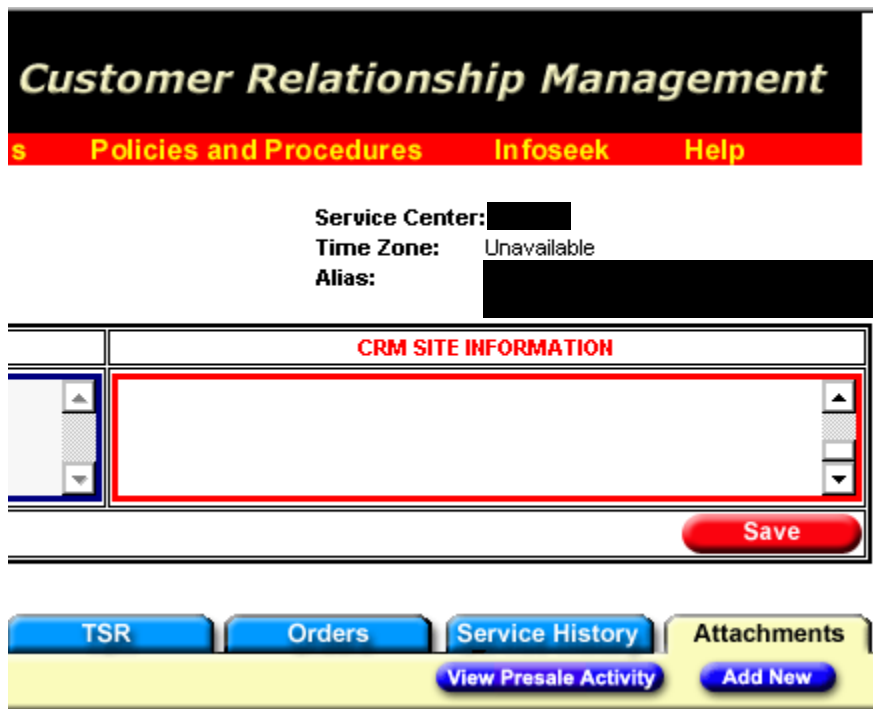


FIGURE 8-29 Attachment Tab Dialog

3. Select **Attachments | Add New**, and the dialog shown in [Figure 8-30](#) will be displayed.

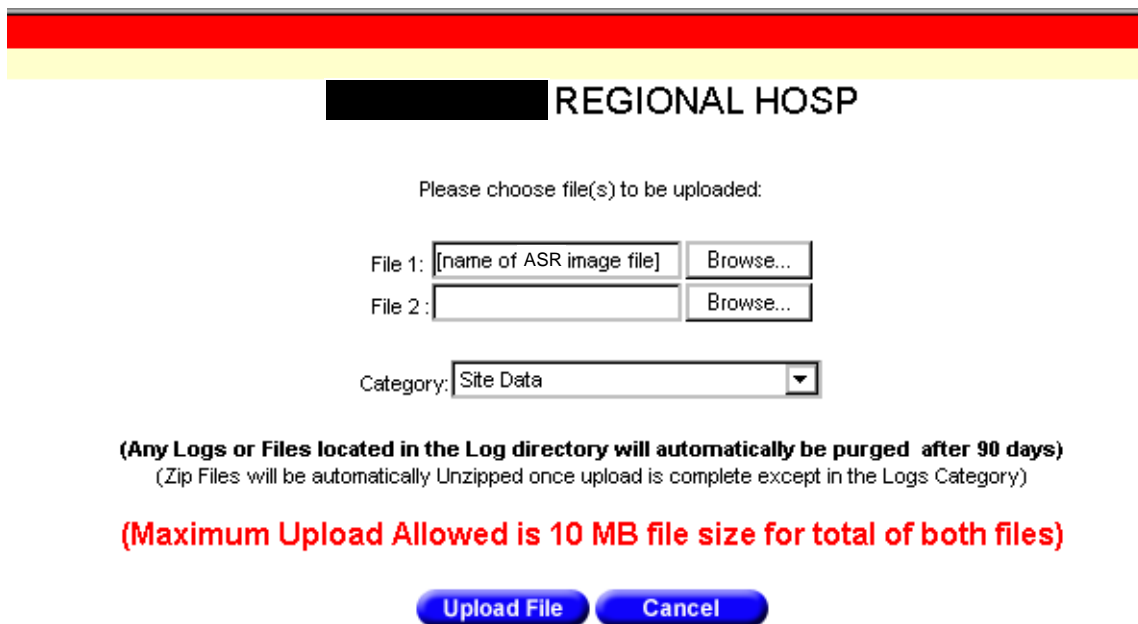


FIGURE 8-30 ASR File Posting Dialog

4. Referring to the [Figure 8-30](#) dialog, do the following:

- Browse to the location of the image file on your hard drive and select the file
- Highlight the file and click **Open**
- Select the **Category: Site Data** from the list box
- Click **Upload File**

The ASR diskette image file is now safely stored in the CRM.

5. Exit from the CRM.



Make sure this file is replaced when an updated ASR Backup Set is created.

IMPORTANT

ENHANCEMENTS

9

Table of Contents

Table of Contents	9-1
Section Overview	9-2
Post-Release Changes/Enhancements	9-4
EXText 8.0 Post Release Enhancements	9-5
EXText Patch - 11/03/11	9-5
EXText Hot Fix 8 - DocnetServer.exe - 06-08/11 (Only Required if EWS Server is part of system)	9-5
Service Utility Hot Fix (Version 8.1.156.4) - 1/31/11	9-5
8.0 Pre-SP1 Systems Patch (Version 8.0.156.14) - 10/20/10	9-5
8.0 Pre-SP1 Systems Patch (Version 8.0.156.13) - 10/05/10	9-6
8.0 SP1 Patch (Version 8.0.156.53) - 09/07/10	9-6
RF_9.4_Updater.exe - 07/22/10	9-6
Full Version Release Version 8.1.156.2 - 07/14/10	9-7
DocnetObjects.dll (Version 8.0.156.53) - 05/06/10	9-7
DocnetHISInterface.exe (Version 8.0.156.53) - 03/23/10	9-7
Version 8.0.156.51 (Service Pack 1) - 01/05/10	9-7
EX Editor Post Release Enhancements	9-12
Full Version Release (Version 8.1.0.5) - 01/31/11	9-12
Fix	9-12
Full Version Release (Version 8.1.0.4) - 01/04/11	9-12
Fixes	9-13
Full Version Release (Version 8.1.0.3) - 08/11/10	9-13
Fixes	9-14
Full Version Release (Version 8.0.1.3) - 08/11/10	9-15
Fix	9-15
Full Version Release (Version 8.1.0.2) - 07/14/10	9-15
EX Editor 8.0.1.2 - 03/23/10	9-15
Features/Improvements	9-16
EX Editor 8.0.1.1 - 03/12/10	9-16
Features/Improvements	9-16
Fixes	9-18
EX Editor 8.0.0.8 - 8/26/09	9-21
EXVoice 8.0 Post Release Enhancements	9-23
Vnserver.exe - Version 81.0.3078 - 03/08/11	9-23
Vnserver.exe - Version 81.0.3070 - 01/04/11	9-23
Full Version Release (Version 81.0.3065) - 07/14/10	9-23
Vnserver.exe - Version 80.0.1381 - 05/12/11	9-24
Dictaphone EXV Job Lister.exe/.msi - Version 80.0.1377 - 05/04/10 ..	9-24
Vnserver.exe - Version 80.0.1377 - 03/12/10	9-25

Version 80.0.1375 (Service Pack 1) - 01/05/10 9-25
 Vnserver.exe - Version 80.0.1343 - 09/02/09 9-30
 ASR Core Post Release Enhancements 9-31
 pp2com.dll Update - 04/08/10 9-31
 EWS 8.1(Version 80.1.3065) /SDK(Version 3.2 SP2) - 07/14/10 9-32
 General Information 9-32
 Known Issues with SDK 3.2 SP2. 9-32
 EWS 8.0 SP1 Patches_2 - 04/20/10 9-34
 EWS 8.0 SP1 Patches - 03/23/10 9-35
 EWS 8.0/SDK 3.1.23 - 03/15/10 9-36
 New in This Build: 9-36
 Issues/Defects Addressed. 9-36
 EWS 8.0/SDK 3.1.20 Post Release Enhancements 9-37
 SDK 3.1.21.1 9-37

Section Overview

This section will include enhancements for all software updates released for the **base release versions** of Dictaphone software that are shown in [Figure 9-1](#).

TABLE 9-1 Compatible Software Versions - Enterprise 8.0

Dictaphone Enterprise Software Version 8.0 Base Release Versions			
EXVoice/ EXSpeech	EXS REW/ASR Core	EXText/EX Editor	EWS/SDK
80.0.1332	80.0.1332/ 8.0.0.3	8.0.156.3/ 8.0.0.7	80.0.1332/ 3.1.20

For enhancements included in these base release versions, see the following document:

[What's New in Enterprise Speech Version 8.0?](#)

TABLE 9-2 Compatible Software Versions* - Enterprise 8.1

Dictaphone Enterprise Software Version 8.1 Base Release Versions			
EXVoice/ EXSpeech	EXS REW/ASR Core	EXText/EX Editor	EWS/SDK
81.0.3065	81.0.3065/ 8.0.0.5	8.1.156.2/ 8.1.0.5	81.0.3065/ 2.1.47/3.2 SP2



Dictaphone Enterprise Speech System is primarily a release that allows many of the Enterprise applications to run with the newest versions of Microsoft software. These versions include Windows Server 2008, SQL Server 2008, Internet Explorer 8.0, and Windows 7. Some client applications can also run on both 32- and 64-bit systems.

A complete reference to each of items discussed above will be released shortly and linked to in this locaiton.

Post-Release Changes/Enhancements

Changes to the release version of software are always included here. Click the links below to determine the current state of enhancements.

[EXText 8.0 Post Release Enhancements](#)

[EX Editor Post Release Enhancements](#)

[EXVoice 8.0 Post Release Enhancements](#)

[ASR Core Post Release Enhancements](#)

[EWS 8.0 SP1 Patches_2 - 04/20/10](#)

[EWS 8.0/SDK 3.1.23 - 03/15/10](#)

[EWS 8.0/SDK 3.1.20 Post Release Enhancements](#)

EXText 8.0 Post Release Enhancements

EXText Patch - 11/03/11

The file `StyleSheetForPutXMLDocument_NLPR_Schema.xsl` was replaced to fix an issue with EWS self-edit reports. Also fixed was an earlier issue which produced documents with non-breaking spaces, with word wrap being seen on printed reports.

Reference: TT# **5155** and ESR **100967950**

EXText Hot Fix 8 - DocnetServer.exe - 06-08/11 (Only Required if EWS Server is part of system)

This is a release of a replacement file, **DocnetServer.exe**; file version is **8.1.156.5**.

This updated file addresses the following issue:

- **DocNetServer.exe** - Version 8.1.156.5

Signing documents via EWS esig can result in duplicate routing destinations when the user is the dictator. With this patch, the user and user group scripts are skipped if the user is the same as the dictator. This resolves an EWS workflow that occurred when the user that created the document recalculated routing or created documents.

This issue is further addressed in Test Track item #5164, and also corresponds to TSR 100665150.

Service Utility Hot Fix (Version 8.1.156.4) - 1/31/11

This hot fix is for Version 8.1 EXText systems that are operating in a **Windows 2008** environment **ONLY**.

The hot fix consists of the file **Dictaphone.EXText.Base.dll** (Version 8.1.156.4). This file corrects the issue which caused the failure of the EXText Service Utility to run.

8.0 Pre-SP1 Systems Patch (Version 8.0.156.14) - 10/20/10



This is a revision of a previously released patch.

This patch release for **EXText 8.0 Pre-SP1 systems ONLY** in the Arizona time zone fixes issues as follows:

The previously released patch, described below, [8.0 Pre-SP1 Systems Patch \(Version 8.0.156.13\) - 10/05/10](#), contained a flaw which created a problem with HIS Uploads when the tag file contained an empty date field. The tag file was not being created and documents were not uploaded. This patch file fixes that flaw, and as well, addresses the original time zone issue as follows:

Dictaphone.EXText.Server.dll and DocNeTServer.exe - Version 8.0.156.14 - The Transcription time stamp is applied incorrectly and the time zone tokens are off by an hour. This occurs when the source date and date of update are in different daylight savings modes.

This issue is related to TT Items #5131, 5150 and ESR #100838130

8.0 Pre-SP1 Systems Patch (Version 8.0.156.13) - 10/05/10

This patch release for ~~EXText 8.0 Pre-SP1 systems ONLY~~ in the Arizona time zone fixes issues as follows:

~~**Dictaphone.EXText.Server.dll and DocNeTServer.exe - Version 8.0.156.13**~~ The Transcription time stamp is applied incorrectly and the time zone tokens are off by an hour. This occurs when the source date and date of update are in different daylight savings modes.

This issue is related to TT Item #5131 and ESR #100838130

8.0 SP1 Patch (Version 8.0.156.53) - 09/07/10

This patch release for **EXText 8.0 SP1 ONLY** fixes issues as follows:

Dictaphone.EXText.Base.dll - Version 8.0.156.53 - When used with the Date of Birth of today, the Age token should populate the field with the value '0D'. In certain environments (IDC4), using the current date as the date of birth results in a value of <Invalid dob>.

This issue is related to TT Item #5105 and ESR #100800720

DocNeTHISInterface.exe - Version 8.0.156.53 - There was a logic error in the HIS interface. If the order was found for the document to be imported and the 'Update orders from tag file' was not checked for the document import, the HIS interface would error out the document.

There were no other changes made to the HIS interface logic. In reviewing code in regard to the couple of suggestions made, there was a great deal of risk in changing anything other than fixing the defect. So, only one if statement was fixed.

This issues is related to TT Item #5108 and ESR 100815960.

RF_9.4_Updater.exe - 07/22/10

The file RF_9.4_Updater.exe was released to allow replacement of certain RightFax files.

When RightFax Version 9.4 is installed, 3 RightFax files must be replaced in the C:\DocNet\bin directory of the server where DocnetRouter is to be executed.. These files are:

rfwin32.dll (Version 9.4.0.239), rfi32rpc.ndr, and rfi32smb.ndr

The self-extracting compressed file, RF_9.4_Updater.exe, when executed, automatically places these 3 files in the C:\DocNet\bin directory on the server where the file is executed, replacing existing files of the same name.

The 3 files are also available on the RightFax CD in Program Files\RightFax\Shared Files, or from an installed RightFax server in C:\Program Files\RightFax\Shared Files.

Full Version Release Version 8.1.156.2 - 07/14/10

EX Text newly compatible with several Microsoft applications/operating systems. For a complete list of these, by EXText platform (server and client), see [Enterprise Express Text](#) on [page 3-7](#).

DocnetObjects.dll (Version 8.0.156.53) - 05/06/10

This release fixes an error that was found in the interface when using a template in EWS that uses the HEADING and HEADING-END features. Such usage was causing the wrong font to be typed on blank line when text is copied into EWS.

There were no other changes made to the DocnetObjects.dll.

DocnetHISInterface.exe (Version 8.0.156.53) - 03/23/10

This release addresses a logic error that was found in the HIS interface. If an order was found for a document to be imported and the **Update orders from tag file** was not checked for the document import, the HIS interface would error out the document.

There were no other changes made to the HIS interface logic.

Version 8.0.156.51 (Service Pack 1) - 01/05/10

This release includes all changes/fixes that have been made since the initial release of of EXText 8.0.156.6.

Enhancements and Changes

Server Dump Configuration The maximum messages allow in the DocNetServer diagnostic queue was set at a static 5000 messages. In EXTextSettings there is a configuration for this, but the server was always using 5000. Now the server will use the configured value. The configuration can be found by running EXTextSettings, select the 'Server' button. On the General page the setting Diagnostic Queue ____ (max messages).

The size of the diagnostic message queue has affects on the auto-dump setting. When the size of the queue is at its maximum, then any new messages that come in require the oldest messages to be deleted. With the diagnostic queue set a maximum value of 5000, then auto dumping will only happen at 5000 or less messages. If auto dumping is set at 5000, then we end up losing the messages that were being posted during the time it takes to generate a dump file.=

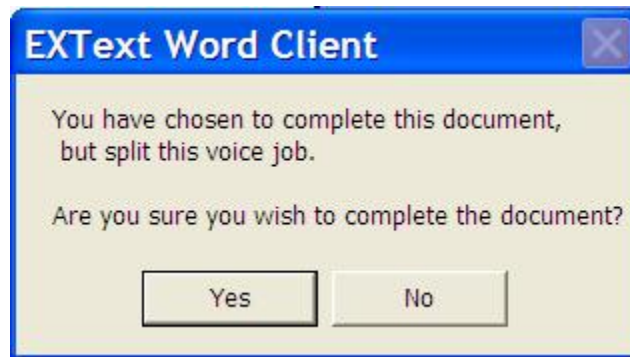
At iChart, their volume is such that 5000 messages is not enough to effectively keep up. By fixing this setting on the server, we can now make the max message queue at iChart much larger. This will allow us to make the auto dumping occur at a greater number of diagnostic messages in each dump file. This in turn will reduce the amount of time the iChart server spends generating dump files. (At iChart when autdumping every 2000 messages, the bulk of the dump files is taken up with session and document data. If we increase the auto dump setting, we will get a better ratio of dump messages to document and session data).

TCPIP Keep Alive Implemented the service keep alive into the installation.

Split Voice Jobs Implemented the following three enhancements regarding split voice jobs as addressed in ESR 100745380. This ESR consisted of 3 related issues, as follows:

- ◆ Confirmation that the user is splitting a voice job.

If the user's WordClient settings are configured to 'Confirm End Reports', the following message box will be displayed when a voice job is split :

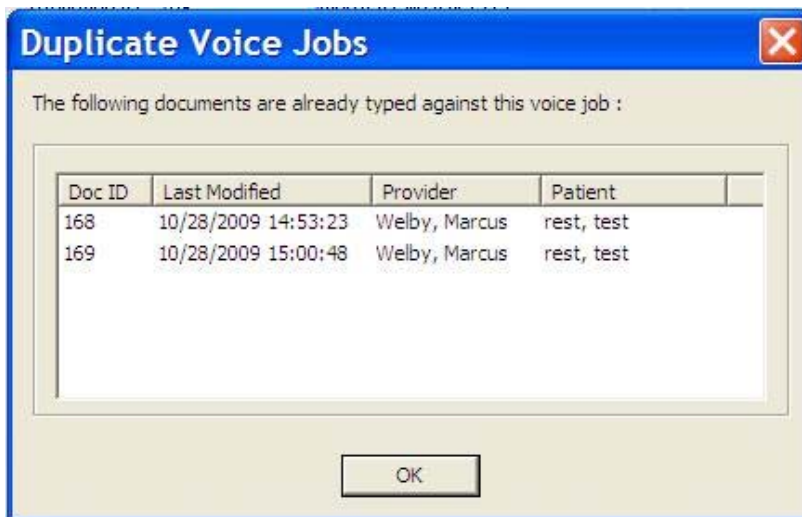


If the document is ended without splitting, the usual 'Confirm End Reports' message box (shown above) is used. This will make WordClient behave as EXE does. The new MessageBox is similar but without the fancy graphic.

In addition to this new message box, the behavior regarding spell checking confirmation was changed slightly to match what EXE does. In the previous version, if a document was being completed that still contained spelling errors, a message box would warn the user of this IN PLACE of the 'Confirm End Report' message box. In this scenario, EXE will display both message boxes; first the spelling warning, then the 'Confirm End Reports' warning. WordClient now does the same thing.

- ◆ Duplicate documents window needs to be displayed to the user when starting a split job.

A new dialog box was implemented in WordClient that behaves and appears much like the one in EXE. When a new document is created from dictation and that dictation has been typed against before (in a previously split voice job), a list of documents that were typed against the original voice job are displayed as shown here:



Like EXE, this dialog DOES NOT display if the user is typing a document for the voice job that it just split before hand; it is only displayed for voice jobs split in other WordClient sessions(either this user's previous sessions or another user's sessions).

- ◆ Transnet Bubble Up feature interfering with split job position in Transnet queue.

If a user splits a voice job, that voice job will remain at the top of the transnet queue even if higher priority jobs come in during that session. A voice job split in the current session will remain the top job unit it is typed. If a user splits a voice job, then exits WordClient without typing the new job, that split job will then follow normal priority based behavior.

Test Track Items Fixed

TT5076: If the voice jobs are configured to have voice headers in them, any split jobs started in WordClient WILL NOT play the headers; the audio position will be set to the split position and not be played until the user initiates playback(either by footpedal or player UI)

TT#4946 UDF Names longer than 25 chars causing issues - fixed on the server side.

TT#4654 - Deleting a review reason in Explorer I added a message box that informs the user that the review reason could not be deleted. The message box does not display until the Ok button is pressed on the sheet. I could not provide the warning at the time the delete button is pressed because there currently is no way to determine if there are documents for the reason. When the Ok button is pressed on the sheet, we attempt to remove the reason and will get an error code back from the server if there are documents using that reason. If the error is returned, then the warning display and the reason dlg is populated again and the UI is left up.

One small side effect of this change is that if a user deletes multiple reasons, the first one that fails to delete will cause the warning to display. Its possible another reason was deleted sucessfully first. In this case, when the reason dlg is re-populated after the

failure, the reason that was successfully delete will not be displayed. This is not exactly the best behavior, but without an RPC change, its the best we can do right now.

TT#5075 - High priority jobs appearing above split jobs. This item was fixed in response to ESR 100745380. Please see [Split Voice Jobs](#) above.

ESR 100711590 - MCR with quotes in the review comment. When a user enters quotes in the review comment, the server was double quoting the string to guard against sql injection. This was not needed since the binding of the data modifies the quote anyway.

There was also an issue sending a document back on review if the review comment had quotes in it. The text server was not properly escaping these quotes when attempting to cancel the pending review. This was fixed as well.

Other Test Track Items Fixed

TABLE 9-3 Bug Fixes Listed By Test Track\ESR Item Number

TT #	Summary	Fix Version
4924	NBS Draft, spell check dialog was being called twice.	8.0.156.51
4946	UDF field name length of 25 characters was causing problems	8.0.156.51
5040	Changing a document WT or provider was setting Document type to 0	8.0.156.51
5062	Document compression checked by default	8.0.156.51
5070	Run Word Visible value was set to False on server upgrades	8.0.156.51
5071	Nested "IF" in a field containing Auth-Date may inhibit insertion of auth statement.	8.0.156.51
5072	Ctrl-C to reject jobs was still available	8.0.156.51
5075	Continuation job can be forced to a lower position in transnet queue	8.0.156.51
5076	Split job audio position when Play Headers is enabled	8.0.156.51
5078	TCPIP keep alive in Word Client	8.0.156.51
5086	When using NBS Draft, an image in header was hiding header contents	8.0.156.51
5087	Case of last letter of token could be changed following a magic period.	8.0.156.51
5091	Router to Verify Word delivery location	8.0.156.51
ESR #	Summary	Fix Version

**TABLE 9-3 Bug Fixes Listed By Test
Track\ESR Item Number**

TT #	Summary	Fix Version
100699424	Canada Country Code now displays provinces	8.0.156.51
100743156	DocnetHISInterface was pulling the wrong tag file for import.	8.0.156.51

EX Editor Post Release Enhancements

Full Version Release (Version 8.1.0.5) - 01/31/11

This release is a full release of Version **8.1.0.5** of **EX Editor**.

Concurrent with this release, a new CD has been issued, **Part Number 1000183-112**, which includes the following files, and incorporates all previously released 8.1 fixes:

- Auto Upgrade Files
 - ◆ **EX Editor Auto Upgrade.exe - Version 8.1.0.5**
 - ◆ **EX Editor Site.msi - Version 8.1.0.5**
 - ◆ **EX Editor.msi - Version 8.1.0.5**
 - Full Install Files
 - ◆ **EX Editor v8.1.0.5 setup.exe - Version 8.1.0.5**
 - Installation Prerequisite Files (minimum software requirements)
 - ◆ Microsoft .NET Framework 3.5 SP1
 - ◆ Microsoft SQL Express 2005 SP3
 - ◆ Microsoft Shared Add-in Extensibility for Office 2003 **or** Microsoft Office 2007 Service Pack 2
-

Fix

This release contains a single fix.

Test Track Item #1193 - Any text on a Work type template that is between the HEADING and HEADING_END bookmarks, is deleted when the template is used with a job containing draft text. In the case where the Insertion point has been left between the bookmarks, the delete process is also removing the StartTypingHere bookmark, and not recreating it.

This was resulting in no draft text being inserted.

This fix will insert the draft text in the home position should StartTypingHere be between Heading and Heading_End.

Full Version Release (Version 8.1.0.4) - 01/04/11

This release is a full release of Version **8.1.0.4** of **EX Editor**.

Concurrent with this release, a new CD has been issued, **Part Number 1000183-111**, which includes the following files, and incorporates all previously released 8.1 fixes:

- Auto Upgrade Files
 - ◆ **EX Editor Auto Upgrade.exe - Version 8.1.0.4**

- ◆ **EX Editor Site.msi - Version 8.1.0.4**
 - ◆ **EX Editor.msi - Version 8.1.0.4**
 - Full Install Files
 - ◆ **EX Editor v8.1.0.4 setup.exe - Version 8.1.0.4**
 - Installation Prerequisite Files (minimum software requirements)
 - ◆ Microsoft .NET Framework 3.5 SP1
 - ◆ Microsoft SQL Express 2005 SP3
 - ◆ Microsoft Shared Add-in Extensibility for Office 2003 **or** Microsoft Office 2007 Service Pack 2
-

Fixes

Test Track Item #1169 - If **Confirm all End Reports** is set, the user always gets the word window activate event following Ctrl+N. With the **Allow one document to be opened for editing at a time** set, **Error ending job** is displayed after 3 to 5 documents are processed. This fix is a rollup from Version **8.0.1.3**.

Other fixes included in this release are as follows:

Test Track Item # 1129 - Document failed to inherit font color from template insertion point.

Test Track Item # 1167 - When using Ctrl+M to position caret while audio is playing, the insertion point is within the xml wig.

Full Version Release (Version 8.1.0.3) - 08/11/10

This release is a full release of Version **8.1.0.3** of **EX Editor**.

Concurrent with this release, a new CD has been issued, **Part Number 1000183-110**, which includes the following files, and incorporates all previously released 8.0 fixes:

- Auto Upgrade Files
 - ◆ **EX Editor Auto Upgrade.exe - Version 8.1.0.3**
 - ◆ **EX Editor Site.msi - Version 8.1.0.3**
 - ◆ **EX Editor.msi - Version 8.1.0.3**
- Full Install Files
 - ◆ **EX Editor v8.1.0.3 setup.exe - Version 8.1.0.3**
- Installation Prerequisite Files (minimum software requirements)
 - ◆ Microsoft .NET Framework 3.5 SP1
 - ◆ Microsoft SQL Express 2005 SP3
 - ◆ Microsoft Shared Add-in Extensibility for Office 2003 **or** Microsoft Office 2007 Service Pack 2

Fixes

Test Track Item #1169 - If **Confirm all End Reports** is set, the user always gets the word window activate event following Ctrl+N. With the **Allow one document to be opened for editing at a time** set, **Error ending job** is displayed after 3 to 5 documents are processed. This fix is a rollup from Version **8.0.1.3**.

Other fixes included in this release are as follows:

Test Track Item # 1129 - Document failed to inherit font color from template insertion point.

Test Track Item # 1167 - When using Ctrl+M to position caret, selection with Shift+Home includes letter of following word.

Test Track Item # 1168 - EX Editor was not sensitive to the “Session Statistics: View” user group privilege.

Test Track Item #1170 - During voice field resolution, the order chosen does not match the voice fields MRN and Visit id.

Full Version Release (Version 8.0.1.3) - 08/11/10

This release is a full release of Version **8.0.1.3** of **EX Editor**.

Concurrent with this release, a new CD has been issued, **Part Number 1000183-109**, which includes the following files, and incorporates all previously released 8.0 fixes:

- Auto Upgrade Files
 - ◆ **EX Editor Auto Upgrade.exe - Version 8.0.1.3**
 - ◆ **EX Editor Site.msi - Version 8.0.1.3**
 - ◆ **EX Editor.msi - Version 8.0.1.3**
 - Full Install Files
 - ◆ **EX Editor v8.0.1.3setup.exe - Version 8.0.1.3**
 - Installation Prerequisite Files (minimum software requirements)
 - ◆ Microsoft .NET Framework 3.5 SP1
 - ◆ Microsoft SQL Express 2005 SP3
 - ◆ Microsoft Shared Add-in Extensibility for Office 2003 **or** Microsoft Office 2007 Service Pack 2
-

Fix

Test Track Item #1169 - If **Confirm all End Reports** is set, the user always gets the word window activate event following Ctrl+N. With the **Allow one document to be opened for editing at a time** set, **Error ending job** is displayed after 3 to 5 documents are processed.

Full Version Release (Version 8.1.0.2) - 07/14/10

This is a full release of EX Editor (**Part Number 1000183-107**), which is newly compatible with several Microsoft applications/operating systems. For a complete list of these, see [Enterprise Express Text](#) on [page 3-7](#).

EX Editor 8.0.1.2 - 03/23/10

This release is a full release of Version **8.0.1.2** of **EX Editor**.

Concurrent with this release, a new CD has been issued, **Part Number 1000183-107**, which includes the following files, and incorporates all previously released 8.0 fixes:

- Auto Upgrade Files
 - ◆ **EX Editor Auto Upgrade.exe - Version 8.0.1.2**
 - ◆ **EX Editor Site.msi - Version 8.0.1.2**
 - ◆ **EX Editor.msi - Version 8.0.1.2**
- Full Install Files

- ◆ **EX Editor v8.0.1.2 setup.exe - Version 8.0.1.2**
 - Installation Prerequisite Files (minimum software requirements)
 - ◆ Microsoft .NET Framework 3.5 SP1
 - ◆ Microsoft SQL Express 2005 SP3
 - ◆ Microsoft Shared Add-in Extensibility for Office 2003 **or** Microsoft Office 2007 Service Pack 2
-

Features/Improvements

This release corrects an error that occurred when a voice job did not resolve to a demographic and EX Editor would run a query selecting all encounters from a system, resulting in a significant degradation of system performance.

EX Editor 8.0.1.1 - 03/12/10

This release is a full release of Version **8.0.1.1** of **EX Editor**.

Concurrent with this release, a new CD has been issued, **Part Number 1000183-106**, which includes the following files, and incorporates all previously released 8.0 fixes::

- Auto Upgrade Files
 - ◆ **EX Editor Auto Upgrade.exe - Version 8.0.1.1**
 - ◆ **EX Editor Site.msi - Version 8.0.1.1**
 - ◆ **EX Editor.msi - Version 8.0.1.1**
 - Full Install Files
 - ◆ **EX Editor v8.0.1.1 setup.exe - Version 8.0.1.1**
 - Installation Prerequisite Files (minimum software requirements)
 - ◆ Microsoft .NET Framework 3.5 SP1
 - ◆ Microsoft SQL Express 2005 SP3
 - ◆ Microsoft Shared Add-in Extensibility for Office 2003 **or** Microsoft Office 2007 Service Pack 2
-

Features/Improvements

Transnet Self-Assign

The transcription can now self-assign jobs for Transnet if the user has the 'Voice self-assign right'. Via the Transnet self-assign dialog the user can also cancel downloading jobs altogether. This capability is useful for medical records administrators who want to use EX Editor to access existing document, but don't plan on typing any new documents.

Engineering documents available which pertain to this enhancement can be seen at the following links:

- [Use case - Change pool setting](#)

- [Functional specification - Self-assign functional specification](#)

Word Zoom Level

There is a new EX Editor option that allows the user to set the starting document zoom level when they open a document or create a new document. Previously, documents opened with the zoom level when they were last saved. In a number of situations, the zoom level was inappropriate for the transcriptionist and they would have to adjust before starting work.

Engineering documents available which pertain to this enhancement can be seen at the following links:

- [Use Case - Word zoom level](#)
- [Functional specification - Word zoom level](#)

Mark MCR Document from JIS

The transcriptionist can now indicate the current document should go on MCR in the job information screen (JIS). A check box has been added for this purpose. When the user checks this control, the document will go to MCR even if they end the document with Ctrl-N or Ctrl-Shift-N.

Engineering documents available which pertain to this enhancement can be seen at the following links:

- [Use case - Specify document to MCR via JIS](#)
- [Use case - Specify document to MCR via JIS \(edit document\)](#)
- [Functional specification - Specify document to MCR via JIS](#)

Unhandled Exception Identifier

When an unhandled exception occurs, the application will display the Unhandled Exception dialog. This dialog now includes an identifier field which service can use to track different types of unhandled exceptions.

Integrated Add New Site

EX Editor now allows the user to add a new site directly from the Server Profiles dialog in EXE Launcher. The Server Profiles dialog will have a new 'Add' button to start the add site workflow. The launcher application will ask the user for a server name and network protocol. Once those are supplied, the launcher downloads the EX Editor Site.msi file from the server and automatically starts the installation of the new site.



IMPORTANT

The Add button is only visible if the user is an administrator and the launcher is run with administrator credentials. For Vista and Windows 7, this means the user right-clicks on the Launcher menu item and selects 'Run as administrator'.

In previous versions, the user had to navigate to the Site Installer directory, somehow download the appropriate installation, and then manually run the Site Installer.

Engineering documents available which pertain to this enhancement can be seen at the following links:

- [Use case - Add additional site](#)
- [Functional specification - Add additional site](#)

Fixes

Fixes included in this release are shown in [Table 9-5](#)

TABLE 9-4 Fixes/Associated Versions

TT Item #	Problem	Description of Fix	Fixed in Version
1121	Able to create document with MRN/Visit from another site.	Added validating the site against the site of the demographic	8.0.1.1
1131	EX Editor uses DateDict-Created for DictatedDate-Time, WC32 uses DateDictClosed	The dictated date is not DateDictClosed.	8.0.1.1
1132	Unable to generate a document using an <ent> demographic	Improved validation of the MRN field when the user attempts to exit the JIS.	8.0.1.1
1133	Added accession numbers fail to populate DocAccNum	Fixed in coding	8.0.1.1
1137	Addendum transaction resets 'Flag job for MCR'	Added code to handle addendum and revision workflows.	8.0.1.1
1139	An invalid Dictator site id in Pool Mode Settings returns RDY jobs from all sites.	Entering an invalid dictator sites will return no jobs. This defect requires a patch (vnserver.exe v1008.0.0.1377) to the voice server as well.	8.0.1.1
1059	Token VoicePriority always displays 0	Now setting the voice priority when creating the document.	8.0.1.1
1106	Split job when using headers can create unhandled exception	Setting the SPLITJOBSTARTPOSITION to the audio offset in milliseconds not including the job header. When setting the audio start position, adding the job header length and checking to make sure the position is within a valid range.	8.0.1.1
1120	Starting audio position is shifted back, when headers are on, when a split job is sent for review.	Setting the SPLITJOBSTARTPOSITION to the audio offset in milliseconds not including the job header. When setting the audio start position, adding the job header length and checking to make sure the position is within a valid range.	8.0.1.1
1136	'Flag job for MCR' should have a shortcut	Added keyboard shortcut (Alt-L)	8.0.1.1

TABLE 9-4 Fixes/Associated Versions

TT Item #	Problem	Description of Fix	Fixed in Version
1124	Unhandled exception when same order ID exists twice for demographic	Coding changed to correct this	8.0.1.0
1130	Dictation date of TransNet job is shown differently than WordClient when voice server is in a different time zone as the text server.	When the job is assigned, the dictated date will be updated to the value provided to the text server from the voice server. Essentially, the dictated date from the voice job is the dictated date in the dictators time zone. The updated dictated date is the same dictated date but based on the voice server's time zone.	8.0.1.0
892	Customer would like a User privilege to allow downloading of audio when logging into EXE.	After review, the Transnet Self-Assign feature was added to meet the Customers request. Instead of creating another new user-right, we felt that the voice self-assign right was appropriate to control who has access to this enhancement.	8.0.1.0
940	Customer would like a prompt on save/sign off asking to put document in review when sticky note is attached.	After review, the Mark MCR Document from JIS functionality has been added that meets the Customer's main issue.	8.0.1.0
1030	Accessions are not easily created and may be dropped	Added a dialog prompting the user if they want to create the orders that do not exist	8.0.1.0
1040	Need a simple way of adding a new site	See Integrated Add New Site above	8.0.1.0
1054	Add a 'Select All' button to the accessions wizard	Added a 'Select All' button	8.0.1.0
1104	TMP patient ID fails to populate Document Information without Demographic: Edit privilege	Fixed in coding	8.0.1.0
1107	Unhandled Exception with Solit.JobStartPosition = -1	If SplitJobStartPosition is less than 0, it will be reset to 0.	8.0.1.0

TABLE 9-4 Fixes/Associated Versions

TT Item #	Problem	Description of Fix	Fixed in Version
1109	Ctrl+Shift+J will inhibit ESP expansion	Previously, ESP had an internal exclusion list of keys for CC1. Now, ESP can determine if EX Editor is running and if so change out the key exclusion list. The key exclusion list includes keys that move the current selection or expand the selection (like Ctrl-J, Ctrl-K, Ctrl-Shift-J, Ctrl-Shift-K, Ctrl-H, Ctrl-L, and Ctrl-D). If the key sequence is on the exclusion list, ESP will make some internal adjustments to try to stay in synch with Word. This code change has been tested in the field and accepted by the Customer who initially reported the defect.	8.0.1.0
1112	Section headings containing capital letters may be changed due to incorrect case	Configuration issue (i.e. not a bug). It turned out that CC1 is not capitalizing the headers. The capitals are coming from the speech recognition setup.	8.0.1.0
1113	Full installations do not support site names with <, >, &, ', or "	Added handling of the XML related characters	8.0.1.0
1123	Order ID does not populate with document accessions burned	Added including voice field mapped to the order id as a source for accessions	8.0.1.0
1125	Cancelling EX Editor site.msi download may result in inability to complete upgrade	Added exception handling to cover the case where the local MSI file is corrupt (i.e. missing bytes).	8.0.1.0
1127	A blank Pause Session Reason can result in incorrect Pause Session reporting	Fixed in coding	8.0.1.0
1044	Order ID is not populated when VisitID is renamed	Fixed in coding	8.0.1.0
1089	ProviderCountryCode token value does not populate on address block	Added code to include populating the ProviderCountryCode token	8.0.1.0
1115	Order id is not being saved in '...recovery info.xml'	Added order information and accession numbers	8.0.1.0
1116	No indication of document being signed when viewing Signature Status in EXE	Added document authentication status to the signature property page	8.0.1.0
1128	No feedback when invalid date is entered in Order dialog	Added validation to the requested date and time	8.0.1.0

The upgrade procedure associated with this release is [Install EX Editor Software Upgrade](#), which begins on [page 6-151](#)

EX Editor 8.0.0.8 - 8/26/09

This release is a full release of Version **8.0.0.8** of **EX Editor**.

Concurrent with this release, a new CD has been issued, **Part Number 1000183-105**, which includes the following files:

- Auto Upgrade Files
 - ◆ EX Editor Auto Upgrade.exe - Version 8.0.0.8
 - ◆ EX Editor Site.msi - Version 8.0.0.8
 - ◆ EX Editor.msi - Version 8.0.0.8
- Full Install Files
 - ◆ EX Editor v8.0.0.8 setup.exe - Version 8.0.0.8
- Installation Prerequisite Files (for full installations)
 - ◆ Microsoft .NET Framework 3.5 SP1
 - ◆ Microsoft SQL Express 2005 SP3
 - ◆ Microsoft Shared Add-in Extensibility for Office 2003

Fixes included in this release are shown in [Table 9-5](#)

TABLE 9-5 Fixes/Associated Versions

TT Item #	Problem	Description of Fix	Fixed in Version
1114	No notice of confirmation on Continuation of job	A continuation job confirmation message box has been added.,	8.0.0.8
1111	EXEditor Autoupgrade fails with apostrophe in server profile name	Code used to brand the EX Editor Site.msi file did not support apostrophes. Code was changed to support them	8.0.0.8
1108	With <ent> demographic, Order id is blanked with change Site event	When the site was changed on the job information screen, the visit list was requeried. After updating the list, no encounter was selected which caused the order id to blank. Coding was changed so that now, when the visit list is updated, the encounter will be reselected if it shows in the list.	8.0.0.8
1105	ESP logic was not sensitive to Master List for User Group	Coding corrected	8.0.0.8
1102	Document.DocumentType set to 0 when changing work type	Coding change to allow the Document.DocumentType to be set correctly to set to 1	8.0.0.8

Enhancements

The upgrade procedure associated with this release is [Install EX Editor Software Upgrade](#), which begins on [page 6-151](#).

EXVoice 8.0 Post Release Enhancements

01-5-12 - EXCommander - Version 81.0.3066

The file EXCommander.exe was replaced with an updated file to fix the following issue:

Commander was causing the LSASS service (Microsoft service) to leak handles and over the course of typically months, this could cause the server to become nonresponsive when the OS ran out of handles. It should be noted that a reboot clears the issue, so this is probably not an issue at sites that regularly reboot.

Vnserver.exe - Version 81.0.3078 - 03/08/11

This **vnserver.exe** replacement file corrects the following issues:

- Corrects issue found with the previous vnserver.exe patch and SQL 2008.
- Corrects issue wherein TMA and LMID would no longer function due to an issue with filelist.txt.
- Voice Driven QA issue fixed where XSD flagged jobs were not being retrieved.
- Fixed issue where the Dragon Medical Mobile Recorder (DMMR) login was not paying attention to Password Expiration or ADM Group lockout.
- Includes a hotfix that is required to fix the Change Password issue with DMMR 1.1.

This fix is cumulative and includes all previously released vnserver.exe fixes.

Vnserver.exe - Version 81.0.3070 - 01/04/11

This **vnserver.exe** replacement file corrects the following SQL Server 2008 R2 issues:

- Fixed problem that prevented Transaction Log backups from completing
- Fixed problem that prevented Database Backups from completing

This fix is **ONLY** applicable to EXVoice servers running the **R2** version of SQL server (Ver. **10.5.xxxx or greater**).

Full Version Release (Version 81.0.3065) - 07/14/10

EX Voice newly compatible with several Microsoft applications/operating systems. For a complete list of these, by EXVoice platform (server and client), see [Enterprise Express Voice/Speech Server](#) on [page 3-3](#).

EXVoice Updates

- Server Service: Will clear the TCO flag when a job is received

- Service Service: TT2796; Modified the Database and Transaction Log backup to support SQL Server 2008.
- Transcoding Service: Will now test for access before transcoding. Any file that the service cannot get full access to will be skipped. It will be retried during the next iteration.
- EVIS Poller Service: Will remove whitespace characters from before and after data for XML importing.
- Customization Client: Added "Words on Server" element.
- Olympus 5000 Uploader: Added File->Connect menu item
- Olympus 5000 Uploader: The portable will have its date/time synchronized to the computer with every upload session.
- Lucid Interface: Added IsWorkInProgress API
- TransNeT Interface: Modified the TN_SetSelfAssignMask API to report errors back to the client.
- Explorer: Modified the 'Apply to Profile' logic to setup EXSLM_User table correctly.
- PRM: TT2773; Corrected a defect with PRM that would cause the 'Convert Prompt Library' function to run forever.

Speech Updates

- The REW was modified to support multiple entries within the Commander table for the EXV Server (multiple entries separated by a comma was not supported).

EWS Updates

- EWS supports PSSDK 2.1 and 3.2
- Test Track Item 2774 - Sort list based on Site Id.
- Test Track Item 2800 - Modifications made to handle Javascript runtime error in Internet Explorer 8 and Windows 7 systems.

01-5-12 - EXCommander - Version 80.0.1376

The file EXCommander.exe was replaced with an updated file to fix the following issue:

Commander was causing the LSASS service (Microsoft service) to leak handles and over the course of typically months, this could cause the server to become nonresponsive when the OS ran out of handles. It should be noted that a reboot clears the issue, so this is probably not an issue at sites that regularly reboot.

Vnserver.exe - Version 80.0.1381 - 05/12/11

This **vnserver.exe** replacement file corrects the following issues:

- Corrects issue wherein TMA and LMID would no longer function due to an issue with filelist.txt.

- Voice Driven QA issue fixed where XSD flagged jobs were not being retrieved.
- Made changes to support DMMR 1.1 which involved creating a new interface that the NMS server will use to send and retrieve data.
- Fixes an issue where Pre Dictate messages that are created will ONLY contain the PRE Dictate message data.

This fix is cumulative and includes all previously released Version 8.0 vnserver.exe fixes.

Dictaphone EXV Job Lister.exe/.msi - Version 80.0.1377 - 05/04/10

These two EXV Job Lister files correct the problem of reports taking an excessive time to complete when the report included the **Last QA Reason** field. Such reports were taking 30-45 minutes to run, and the new **Job Lister** has been changed to optimize the query when **Last QA Reason** needs to be retrieved.

Vnserver.exe - Version 80.0.1377 - 03/12/10

This **vnserver.exe** replacement file corrects the problem presented in EX Text Test Track Item Number 1140, wherein an invalid Dictator site id in Pool Mode Settings returns RDY jobs from all sites. Given an invalid site id in the filter, **NO jobs should pass**, and this version of vnserver.exe allows correct operation.

Version 80.0.1375 (Service Pack 1) - 01/05/10

This release includes all changes/fixes that have been made since the release of Version 80.0.1343 of vnserver.exe.

General

- Includes PSSDK v3.1.23 for EWS

EXVoice Updates

- VR transmitter thread will now send jobs as dictated by the "default user" if we can't first locate any of the items in the list below. Prior to this change, the files would be stuck on the VR box.

The user's profile id.

The user by client login.

The user by site/telephone login.

- Changes to the way "QA Reasons" are retrieved from EXT, in order to address a field issue at iChart. There are two modes: iChart and On Premise.
 - ◆ iChart Mode: For each site on EXV, the EXT Synchronization (QA Reason / Normals) scheduled entry will retrieve the QA Reasons from the corresponding site on EXT and it will retrieve the QA Reasons from any Friend Sites to this site.

- ◆ On Premise Mode: For each Site on EXV, the EXT Synchronization (QA Reason / Normals) scheduled entry will retrieve all QA Reasons from the EXT system.
- Changes to the way QA Reasons are displayed in the EXV Explorers Pool's Integrated QA tab. The QA Reason Code now will have the EXT site that it belongs too displayed. The displayed text will be: EXTSite ReviewCode Description
- EX50/125/250s now have a maximum number of client applications of 500. Currently, it was 1 for the Explorer and Client Viewer.
- Explorer: Corrects a crash when clicking on a pool under **Pool Scripts | Pools**.
- Explorer: Corrects an issue where clicking under **Pools | Users** would sometimes give client side popup error (mostly at ichart).
- Explorer: Under users, EXS tab, the **Apply to Profile** button wasn't working properly for users without a license. It will now work properly and apply the changes to anyone that has a device enabled and that shares a profile with the current user.
- Job Lister: ESR 100750152: Modified the COleDateTime.Parse call to use the default of US English format. This will correct a JobLister problem with parsing the date and time when the client is in a different timezone.
- Made trace dump sizes configurable again via the registry.
- Corrected an installation issue that would prevent fresh installations on systems without the MSVC runtime installed.
- Corrected a defect with the 8.0 upgrade on some systems related to pool initialization and an integrated qa flag.
- The REW list is now ordered by name in the service controller (for iChart). This issue was hotfixed for iChart and released directly.
- Corrected a defect where a customer was sending a wave file with a DICTATEDMACHINE of > 20 characters in the DEED chunk, and the file was failing to import repeatedly. This issue was hotfixed for iChart and released directly (8/3/2009).
- Corrected a critical database pool leak with the SplitVoiceJob functionality in the EXV Server. This issue was hotfixed for iChart and released directly (7/31/2009).
- Job Lister: Corrected a defect discovered in QA where if a site was in the search criteria and not in the site visibility list, a syntax error would appear.
- Server: Corrected a defect discovered in a site in Seoul, Korea where if the GMT was set to this time zone, the EXV Server would not start. This hot fix was deployed directly to the site (7/22/2009).
- Corrected an issue where the EXV Server wasn't retrying queries that were terminated by SQL Server as the result of a deadlock. This fix was deployed directly to iChart (6/24/2009).
- Made the bias used to compute the DateDictCreated/Closed configurable for the Voice to Text integration - this can be either the EXV Server bias or the job

record bias. This fix was created for Florida Hospital and released directly in 7.0 SP3, and merged here. (6/17/2009).

EXSpeech Updates

- In ASR Core changed the addwords function to add multi-word phrases without placing spaces with underscores. AMA, LMA and TMA could not learn these words when they were added with underscores because the final reports do not have the words with underscores. This change request came from LM team and PWS and EXS field both reported problems with user words being added with underscores.
- If a REW determines that a TXT file is missing when it goes to do Adaptation, it will flag that job as bad.
- REWs can now handle having multiple EXV Server addresses in the EX Commander setup (comma separated). Previous, this would have caused a failure in the REW communicating to the EXV Server. This change was delivered as a hotfix and tested in the field successfully.

- During the "EXS Nightly Cleanup" scheduled entry, the EXV Server will now:
 - ◆ Run through each user directory in the DICTATORS folder and produce 2 .TXT files which will be used by ASRCORE.

FILELIST.TXT: will contain a list of the .TXT files in the directory. The format of each line in this TXT file will be:

- filename, filesize in bytes, date/time

- example line: 8877462.txt,810,2009.09.14.08.53

- ◆ FILELIST_TMA.TXT: will contain a list of the .ASR files in the directory that also have a .TXT file. Note that the information about the file in the output line (aside from the name) will be the information about the related TXT file, not the ASR file. The format of each line in this TXT file will be:

- filename, filesize in bytes, date/time

- example line: 8877462.asr,810,2009.09.14.08.53

- ◆ ASRCORE will use the data in these TXT files rather than scanning the directories, to improve performance. If these files are not present, ASRCORE will operate as it always has, scanning the folders.
- ◆ To prevent failed adaptations and fluency meters from running over and over again, and requiring manual intervention, the REW will now deal with 2 error conditions in a specific manner:

Condition 1: When preparing for an operation, the REW makes sure that all WAV/TXT files provided by the server in a work list are present. Any missing files will be tagged in the EXV database (EXSCurrentState column) as "Rejected by EXS". This will cause those files to be ignored for future operations.

Condition 2: When ASRCORE returns an exception during an operation, ALL files used in that operation will be tagged as "Rejected by EXS".

ASRCORE does not specify which files caused the fault, so we are tagging them all as failed.

When these conditions occur, the current operation will likely be tagged as "failed", and will be rescheduled to run again (just like a failed operation does in the current code). The difference is that the problem files will not be used again, which causes the looping until manual intervention takes place.

- ◆ Contains a hotfix delivered to iChart where the REW wasn't telling ASRCORE to look in the Sites\SITEID subfolder for the words files (*.LST). This fix was delivered to iChart as REW hotfix 80.0.1366.
- Customization Client:
 - ◆ The EXS Customization Client will make a backup copy of all LST files when the client connects to the Server.
 - ◆ Modified the wording of the Save All Changes button in the EXS Customization Client. It now says Save All changes and EXIT.
 - ◆ Corrected a defect where the EXV server would leave LST files locked if someone used the customization client, and that client shut down in a non-ordely fashion. The next time someone ran the customization client, they would receive errors about failing to download LST files.
 - ◆ Customization Client: The DELTA_DEFAULT.INI file that is installed by this installation will no longer be "read-only". This was leading to a problem with the application accessing this file. If the file is read-only, the application will make it writable on start-up as a second precaution.
 - ◆ Corrects an issue where the DUP file was making the application crash if the actual word from the LST file had commas in it.
 - ◆ Don't add words to the LMAdapt list if they're already anywhere in the other tabs.
 - ◆ Allow sorting of the list controls by clicking on the column headers.
- Stored procedure modifications for EXS related activities at iChart. The changes were related to performance and the blocking of some tables in the process to build the EXS purger list for the EXS Nightly Cleanup process. These changes were released directly to (9/1/2009).

EWS/SDK Updates

- Will check if anomaly text is blank, rather than checking for the whole Anomaly Text setting from EXT Explorer.
- The EWS log file should no longer contain the user password (TT 2766)
- With PS SDK 2.1, final report is saved with large "zoom" font size for some jobs (TT 2749)
- User can sign off report with anomalies (TT 2765)
- A patch for a cusatomer that fixed an issue when the user signed off a job that contained a shortcut with default field values. On sign off, it would strip extra text from the document. Used a different call to the PSSDK to prevent this.
- For non-section heading self-edit report, the font size should also be set by EXT, client side font setting is for display only.
- With PS SDK 3.1, after inactivity timeout, error is displayed after hitting OK in EWS Preferences.
- Do not trap the 'enter' key, because user needs it for report editing in EWS.
- DOB removed in log messages.
- Implementation of the EWS functionality to only download profile updates from the PSSDK on a configurable time basis (i.e. once a day, etc.) This should shorten login time for sites with lower bandwidths.
- Corrects a problem with users hitting the ESC and RETURN keys while using EWS PACS Bridge.
- Corrects an issue with auto-backspace in iChartPlayer. This change was deployed manually to several sites experiencing this issue.

Test Track Items Fixed**TABLE 9-6 Bug Fixes Listed By Test Track Item Number**

TT #	Component	Summary	Fix Version
2725	EXV/EXS	CuC >> User no longer can sort the LM Adaptation word list that appears on the left hand side of the screen	80.0.1365
2726	EXV/EXS	CuC >> no longer able to sort the words added in previous sessions by Word or Category	80.0.1365
2728	EXV/EWS	EXV is creating jobs with SplitJob-StartPosition = -1	80.0.1365
2734	EXV/EWS	EXV Explorer would crash when right clicked on a Pool associated to a pool script	80.0.1365

TABLE 9-6 Bug Fixes Listed By Test Track Item Number

TT #	Component	Summary	Fix Version
2738	EXV/EWS	EWS and PACS Bridge shut down when the cursor is focused on the EWS screen or any other screen location other than the "View Port"	80.0.1365
2739	EXV/EWS	EXV Explorer, User profile, EWS tab, Text Selection and Transcribe Preferences don't stick	80.0.1365
2744	EXV/EWS	Error message when trying to view users under a pool	80.0.1365
2745	EXV/EWS	Issue with scheduling daily update of Dragon user files on login	80.0.1365
2746	EXV/EXS	Duplicate words in the Word Lists	80.0.1365
2747	EXVEXS	The "Apply to Profile" in the 8.0 EX-Speech tab is not working	80.0.1365

Vnserver.exe - Version 80.0.1343 - 09/02/09

This **vnserver.exe** replacement file corrects the problem presented in Test Track Item Number 2730, wherein after upgrading to EXVoice 8.0, some pools would not return jobs, even though work was available.

This problem was related to two areas, as follows:

1. The 8.0 database upgrade script was not initializing the Integrated QA pooling settings properly.
2. A bug (in some undetermined version) of EXVoice Explorer software improperly modified part of the Pooling record.

ASR Core Post Release Enhancements

pp2com.dll Update - 04/08/10

The file pp2com.dll, Version **5.2.8.31**, was released to replace the earlier installed version (5.2.8.**28**, **29**, or **30**) of this file in Enterprise Speech 7.5 and 8.x systems.

This file corrects an issue seen on installed systems wherein the dictated year was not being recognized/displayed properly.

Instructions for replacing this file can be found in Knowledge Base solution **#14159**.

EWS 8.1 (Version 80.1.3065) / SDK (Version 3.2 SP2) - 07/14/10

EWS newly compatible with several Microsoft applications/operating systems. For a complete list of these, by EWS platform (server and client), see [Enterprise Workstation on page 3-12](#).

General Information

- PowerMic I and PowerMic II are both supported in Windows 7.
 - Windows 2000 Server and SQL Server 2000 are no longer supported.
-

Known Issues with SDK 3.2 SP2

1. Re-enrollment is required for every user that is upgraded from PowerScribeSDK 2.x.
2. Server enrollment for upgraded users may not complete successfully depending on the audio available for enrollment. If it fails, the user can read the enrollment screen again to get enrolled and begin dictating.
3. In order to log into the PowerScribeSDK 3.2 Client, you must be logged into a Windows account that has full access to the "\\Documents and Settings\\All Users\\Application Data\\Nuance" folder. This is a requirement by the new speech engine for downloading language models for all PowerScribeSDK users.
4. For Windows 7: In order to log into the PowerScribeSDK 3.2 SP2 Client, you must be logged into a Windows account that has full access to the "ProgramData\\Nuance" folder. This is a requirement by the new speech engine for downloading language models for all PowerScribeSDK users.
5. The LMSetup (LmDataSetup.bat) sometimes results in Internal Server Failure while transferring large language model files. If this happens, restart the server and re-run the setup script. The setup will complete successfully the second time.
6. If you are installing the PowerScribeSDK Web Server on Windows 2003 Server, you must make sure that the .svc extension is not mapped to any application prior to installation. To check this, follow the steps below:
 - Open IIS Manager
 - Expand local server, Web Sites, then Default Web Site.
 - Right mouse-click PScribeSDK_Data and select Properties.
 - Click the Virtual Directory tab, and click the Configuration button near the bottom.
 - Scroll down the Application Extensions. If you see .svc listed, select it and click the Remove button.
 - Click OK to confirm removal.

7. The WordPlayerEditor (Microsoft Word 2007) is not currently supported on Windows 7 64 bit. This configuration causes crashes during Report creation and editing. 32 bit versions of Windows 7 do not exhibit the crashes.

EWS 8.0 SP1 Patches_2 - 04/20/10

Additional patches were released to address two outstanding EWS PACSBridge issues, as shown below. This patch, consisting of several self-extracting compressed files, **EWS8.0.SP1_Patches_REV1.exe**, is available for download from the EWS software download area of the Service portal.

The patch consists of 5 files, as follows:

1. **sdkmike.js**
2. **core.js**
3. **PWSUtil.class**
4. **PWSUtil\$GRID_COLORS.class**
5. **PACSBridge.exe (v8.0.0.1378)**

Four of these files (1 - 4) are server-side and have been incorporated in a previously released 8.0 SP1 server patch file. The fifth file, PACSBridge.exe, is a file which must be manually copied to the EWS client workstation to replace an earlier version file of the same name.

This patch fixes the following two issues:

- Hitting dictate before ready for record causes an error message
- Audio tone on start of dictation is not heard with EWS PACS Bridge

The patch is related to Test Track items #2777 and 2778.

EWS 8.0 SP1 Patches - 03/23/10

04/20/10 Update These files are now included in the file **EWS8.0.SP1_Patches_REV1.exe**, which is described in [EWS 8.0 SP1 Patches 2 - 04/20/10](#).

Patches were released for three outstanding EWS issues, as shown below. The patch, consisting of several self-extracting compressed files, **EWS8.0.SP1_Patches.exe**, is available for download from the EWS software download area of the Service portal.

1. **dictatesr.js** - a javascript file which fixes an issue found when autoloading a new document.

This fix is related to TT #2784, and ESRs 100824380 and 100818394.

2. **srreport.js** - a javascript file which fixes two issues -
 - a. Internet Explorer shows a error during self-edit when the user attempts to sign off the report - user just clicks the OK button in the dialog box and the report does get successfully signed off.
 - b. In Order Mode, a self-edit dictator starts a new dictation for an order, and in the middle of the dictation, Saves/Closes the report. User then logs out, and later, logs back in. When user tries to open the previously saved sr-report, user gets an error and is not able to open the saved report.

This fix is related to TT items #2776 and 2783.

3. The 3d patch consists of 6 files, as follows:

- **DocNetClient\$DOC_COLUMNS.class**
- **DocNetClient\$DOC_STATUS.class**
- **DocNetClient\$ORDER_COLUMNS.class**
- **DocNetClient\$PATIENT_COLUMNS.class**
- **DocNetClient.class**
- **PWSExtUtil.class**

These 6 class files change how Dictation Status is getting set/reset. Applying this patch results in the following EWS behavior:

For Visit mode, when users save or sign-off a self-edit report, EWS will ONLY update Encounter's Dictation Status to 1, and WILL NOT update Orders. Prior to patch release, EWS was incorrectly updating both the Encounter and Order DictationStatus.

When a user cancels a NEW self-edit report, EWS will set up the Encounter's DictationStatus for Visit mode, or the Order DictationStatus for Order mode, rather than setting both. Prior to patch release, EWS was incorrectly updating both the Encounter and Order DictationStatus.

This fix is related to TT item #2780.

EWS 8.0/SDK 3.1.23 - 03/15/10

New in This Build:

PowerscribeSDK.exe 3.1.23

DSCBinaries.exe 9.51.250.52

Installing of Microsoft Visual C++ 2005 SP1 Redistributable Package as a prerequisite for PowerscribeSDK installation.

Installing of Microsoft Visual C++ 2005 Redistributable Package as a prerequisite for DSCBinaries installation. (Build 22)

New error code if recognition engine fails to initialize -2146808244 (Build 21 Patch 1)

New version of VCRedist. For silent deployments new version of VCRedist must be deployed. (Build 21 Patch 1)

Issues/Defects Addressed

Following are all changes made to SDK since the previous release of Version 3.1.21.1.

Installation issue due to recent MS update. Caused registration of client dlls failure. (Build 21 Patch 1)

Delay in LoadShorctut call due to a server call to get list of shortcuts if shortcut manager is not initialized. (Build 21 Patch 1)

All words were loaded to in memory LM unconditionally. (Build 21 Patch 1)

Bug fix from DNS team: OSMAY338 - DSC: Delay switching to explorer/iexplore windows running on high resolution monitors. (Build 21 Patch 2)

Audio loss issue reported by PWS. (Build 21 Patch 3 and 4)

Defect 25804 - SaveConcord Failed at USC: "An error occurred during work with XML parser" (Build 22)

Defect 27580 - Data lost from data collection archive. (Build 22)

The issue with installation of DSCBinaries and PowerscribeSDK in silent mode. (Build 23)

The issue with installation of SpeechAPI during installation of DSCBinaries in silent mode on Windows 2000. (Build 23)

The issue with installation of prerequisites for DSCBinaries on 64-bit OS. (Build 23)

The issue with confirmation of exit from the application in the LMSetup. (Build 23)

EWS 8.0/SDK 3.1.20 Post Release Enhancements

SDK 3.1.21.1

This release includes all changes/fixes that have been made since the release of Version 3.1.20 of SDK.

New Functionality

- New error code if recognition engine fails to initialize -2146808244
- New version of VCRedist. For silent deployments new version of VCRedist must be deployed.
- If BackgroundSave interval is set to 0, disaster recovery does not happen.
- Recovery logic revised to ensure that files are not marked read only if save fails.
- If unchecked RTF files are not saved, RTF flag is enabled.
- RecognitionStarted event is fired every time audio data is pushed to DNS. This does not mean it will be fired for every record button push. There must be always one RecognitionComplete event for every RecognitionStarted.
- EnableLoginFileSync is a boolean property. It is true by default, if you set this to false before calling login, no login file synchronization will happen between client and server.

Issues Addressed

- Installation issue due to recent MS update. Caused registration of client dlls failure
- Delay in LoadShortcut call due to a server call to get list of shortcuts if shortcut manager is not initialized.
- All words were loaded to in memory LM unconditionally.

Fixes

TABLE 9-7 Bug Fixes Listed By Test Track Item Number

TT #	Component	Summary	Fix Version
23824	EWS/SDK	RTF format is saved even the flag turns off	3.1.20.4
25840	EWS/SDK	SaveConcord Failed at a customer site with this error message: "An error occurred during work with XML parser"	3.1.20.3
27020	EWS/SDK	XML report is not recovered correctly after application crash	3.1.20.4

TABLE 9-7 Bug Fixes Listed By Test Track Item Number

TT #	Component	Summary	Fix Version
27027	EWS/SDK	Report is not recovered after network disconnection for Transcriptionist	3.1.20.4
27638	EWS/SDK	Shift+Home and Shift+End do not work in XML sample	3.1.20.3
27678	EWS/SDK	If text is dictated, then selected and the utterance is reject (blow in the mic), the dictated audio cannot be heard - only the blowing sound is heard	3.1.20.4
27710	EWS/SDK	Report doesn't disappear from DRC after user delete it correctly	3.1.20.4
27711	EWS/SDK	Mic locks up due to DNS never notifying recognition completion	3.1.20.5
27706	EWS/SDK	Left bracket not removed when template fields are filled in	3.1.20.6



Purpose

The intent of this section is to provide useful **direct** electronic links to documents which may prove helpful to service representatives. These links will link to the DPC Documentation CD, and to the web.

The documents are grouped by product line within the Enterprise Express System family of products.

Further, a number of [Useful Internet Links](#) are provided which can provide additional technical insight regarding a number of related third party products.

If you know of additional links that would be helpful, advise Technical Services of these, and they will be included in the next revision of the Enterprise Express System manual.

Select the product line you are interested in by clicking one of these links:

[Enterprise Speech System](#)

[Enterprise Express Voice](#)

[Enterprise Express Text](#)

[Enterprise Express Speech](#)

[Enterprise Workstation](#)

[Radiology Information System Integration \(RISI\)](#)

[Useful Internet Links](#)

Enterprise Express Voice

[iSupport Knowledge Base FAQs](#)

[System Administrator Courseware and Reference Guide](#)

[System Administrator Courseware and Reference Guide - Instructor Version](#)

[What's New in Enterprise Speech System - Version 8.0?](#)

[What's New in Enterprise Speech System - Version 8.0, Service Pack 1?](#)

[Downloading and Installing Enterprise Host Selector](#)

[EXV TransNet Shortcut Keys - EXV \(L-2996-004\)](#)

[Personal Job Lister User Guide](#) (Included in the Administrator Courseware and Reference Guide)

Enterprise Express Text

[iSupport Knowledge Base FAQs](#)

[Word Client Operating Instructions \(including TransNet 6.207\)](#)

[System Administrator Courseware and Reference Guide](#)

[Transcriptionist/Editor Courseware and Reference Guide - Instructor Version](#)

[Transcriptionist/Editor Courseware and Reference Guide](#)

[What's New in Enterprise Text?](#)

[Time Zone Adjusted Tokens in EXText](#)

[Using the Host Selector Application for iChart EXText](#)

[EX Editor/Correction Client 1.6.1 Key Command Comparison](#)

[EX Editor 8.0/Correction Client 1.3 Key Command Comparison](#)

[EX Editor 8.0 Keyboard Shortcuts/Functions](#)

[EX Editor 8.0 Commonly Used Keystrokes](#)

[Correction Client Common Keystrokes/Shortcuts - EXT \(L-2953-003\)](#)

[Draft Quick Key Functions - EXT \(L-2951-004\)](#)

[Word Client Shortcut Keys - EXT \(L-2979-004\)](#)

[EXT TransNet Shortcut Keys - EXT \(L-2995-004\)](#)

Enterprise Express Speech

[iSupport Knowledge Base FAQs](#)

[What's New in EXSpeech?](#)

[System Administrator Courseware/Reference Guide](#)

[Creating Autonormals Quick Reference](#)

[Configuring Providers Quick Reference](#)

[Customization Client Quick Reference](#)

[Monitoring LMID/AA/FM Workflow Quick Reference](#)

Enterprise Express Reporting

[L-3113-001 Feature Summary for EX Reporting](#)

Enterprise Express Performance Viewer

[Performance Viewer Quick Reference](#)

Enterprise Workstation

[System Administrator Courseware and Reference Guide](#)

[What's New in Enterprise Workstation 8.0?](#)

[Dictation and ESig Quick Reference](#)

[Voice Commands Quick Reference](#)

[Voice Editing Quick Reference](#)

[Using the PowerMic](#)

[Using the PowerMic II](#)

[Electronic Signature Quick Reference](#)

[Dictation Features Quick Reference](#)

[Training for Self-Edit Providers with Orders](#)

[Training for Self-Edit Providers with Visits](#)

[Training for Dictate and ESig Providers with Visits](#)

[Training for ESig-Only Providers](#)

[Training for Dictate-Only Providers with Orders](#)

[Training for Dictate-Only Providers with Visits](#)

[Training for Dictate-Only Providers Using Manual Entry](#)

Radiology Information System Integration (RISI)

Installation and upgrade of previous versions of RISI were documented in a number of newsletters. Provided below is a list of available documentation that may be required if you are upgrading to an earlier version of RISI, or if you are performing an intermediate upgrade prior to the upgrade to RISI B6 SP12.

[RISI Service Manual, PN 889481-200](#), dated June 6, 2001

[Service Newsletter 2070-079](#), RISI Build 6 Software Release, dated July 9, 2001

[Service Newsletter 2070-125](#), RISI Build 5 Service Pack 12 and Build 6 Service Pack 3 Software Release, dated June 1, 2004

[Service Newsletter 2070-134](#), Release of Service Pack 4 for RISI Build 6, dated March 8, 2005

[Service Newsletter Reissue 2070-141](#), Release of Service Pack 4f for RISI Build 6, dated September 30, 2005

[Service Newsletter 2070-144](#), RISI Build 6 Service Pack 5 Software Release, dated April 30, 2007

[Service Newsletter 2070-145](#), RISI Build 6 Service Pack 10 Software Release, dated August 7, 2008

Useful Internet Links

SQL Server Central

This site is the largest Microsoft SQL Server community on the web with 193,700 registered members. [SQLServerCentral](#) offers you thousands of SQL Server articles, FAQs, scripts, and forums to help your professional development as a DBA, developer, or user of SQL Server.

Table of Contents

Table of Contents	11-1
EWS Desktop Integration Overview	11-3
PATHGeneral	11-3
EWS Client Software Prerequisite	11-5
License Information	11-6
Find the API Keycode	11-6
Desktop Integration Licenses	11-7
Assign Seat License	11-8
Configure the PACSBridge Application	11-11
Integration Type .ini File Entries	11-13
Settings for AGFA (Mitra) Integration	11-14
Settings for TCPSocket Integration	11-17
Setting Entries for XML File Integration	11-18
Philips/Stentor Integration	11-22
Overview	11-22
Prerequisites	11-22
Set Security Rights to the Dictaphone Folders	11-24
Install the Philips/Stentor iSite Application	11-28
Ensure User Access to Machine Plug-ins	11-30
Install the Dictaphone Plug-In in iSite Radiology	11-31
Set the Dictaphone Plug-In User Preferences	11-34
Using the Dictaphone Plug-in within iSite PACS Application	11-37
Using PACSBridge with Enterprise Workstation	11-41
EWS PACSBridge Test Tools	11-43
General	11-43
Prerequisites	11-43
XMLFile Interface Test	11-44
TCPSocket Interface Test	11-46
Mitra Interface Test	11-47
Troubleshooting	11-54
PACSBridge Dialog Does Not Show	11-54
Dictation Does Not Start	11-54
Dictation Finished Signal Not Received	11-54
Enterprise Workstation® Application Program Interface (API)	11-55
General	11-55
Initialization	11-55
Method	11-55

User Events/Methods	11-56
Events	11-56
Methods	11-56
Window Methods/Properties	11-57
Window Methods	11-57
Window Properties	11-59
Application Events/Methods/Properties	11-60
Application Events	11-60
Application Methods	11-61
Application Properties	11-63
Reports Events/Methods/Properties	11-65
Report Events	11-65
Report Methods	11-66
Report Properties	11-69
Worktypes Methods/Properties	11-70
Worktypes Methods	11-70
Worktypes Properties	11-70
Worktype Properties	11-70
EWS API Testing	11-71
Install the EWS SDK Software	11-71
Test the EWS API Connection	11-74
EWS Desktop Integration SDK	11-85
Description	11-85
Required Components	11-85
Internet Information Services (IIS) Installation	11-85
SDK and Client Application	11-86
Configure the Web Virtual Directory	11-86
Use the EWS Simulator	11-86
EWS PACS Bridge - XML Dictation Status Feature	11-88
Summary	11-88
Dictation Statuses	11-89
Workflow Considerations	11-89
Implementation Information	11-90
Implementing a new EWS PACS Bridge Interface	11-90
Implementing XML Dictation Status with Existing PACS Bridge Interface	11-90
XML Dictation Status .ini Settings	11-91
XML Dictation Status File Name and Location	11-92
Sample Workflow Scenarios	11-93
Dictation/Self-Edit Report Saved Or Sent To Transcriptionist:	11-93
Unsigned Report Saved Or Closed:	11-93
New Self-Edit Report Signed:	11-94
Unsigned, Self-Edit Report Signed:	11-94
New Dictation/Self-Edit Report Created:	11-95
Report Opened From Report List:	11-95
New Dictation Canceled:	11-96
Unsigned, Self-Edit Report Deleted:	11-96
Enterprise Workstation Versus PowerScribe Workstation PACSBridge APIs	11-97

EWS Desktop Integration Overview

This section discusses two methods of accomplishing an EWS Desktop Integration, as follows:

- [PATHGeneral](#)
 - [Enterprise Workstation[®] Application Program Interface \(API\)](#)
-

PATHGeneral



IMPORTANT

EWS PACSBridge is available only for Enterprise Express systems running Version 3 SPI level or higher software.

The Dictaphone[®] EWS PACSBridge is an application that provides desktop integration of Enterprise Workstation[®] (EWS) and a PACS (Picture Archival Communications System) or RIS (Radiology Information System). The EWS PACSBridge provides several predefined configurations for the PACS or RIS system to exchange the critical information required to allow workflow integration between the PACS or RIS application and Enterprise Workstation[®].

EWS PACSBridge predefines configurations for several PACS or RIS systems that might exchange critical information with Enterprise Workstation. Among those systems are:

- **Mitra Context Server**
- **Brit Systems PACS**
- **Canon PACS**
- **DR Systems PACS**
- **Fuji PACS**
- **Philips/Stentor PACS**

Integration to other types of systems might be handled using a flat file integration.

The EWS PACSBridge links information provided by the PACS or RIS application and dictation events from Enterprise Workstation through the EWS API (Application Program Interface).

The EWS PACSBridge can manage the dictation process, control workflow, and manage GUI navigation. When the PACSBridge manages GUI navigation, it can show the EWS GUI on the same desktop as the PACS or RIS while the report is in process, and then hide the GUI when the report has been completed.

Once a logged-in PACS or RIS user selects an image number in the PACS, EWS also knows the particular image was selected. When the user initiates dictation of a report for the selected image through the PACS application, PACSBridge and EWS use the same accession number automatically because that number is stored in EWS. While the EWS PACSBridge links the products, the PACS application remains in the forefront and EWS becomes the active application only when the **End Dictation** button on the microphone is pressed. When editing is complete, EWS returns to the background. The radiologist can then select another accession number to dictate another report.



It is extremely important to understand that a PACS/RIS desktop integration does not supersede the requirement for the HL7 interface between EWS and the RIS for both orders and results, unless defined in the vendor's desktop integration specification.

[Figure 11-1](#) illustrates how the EWS PACSBridge, coded in a proprietary API, links the PACS/RIS with EWS.

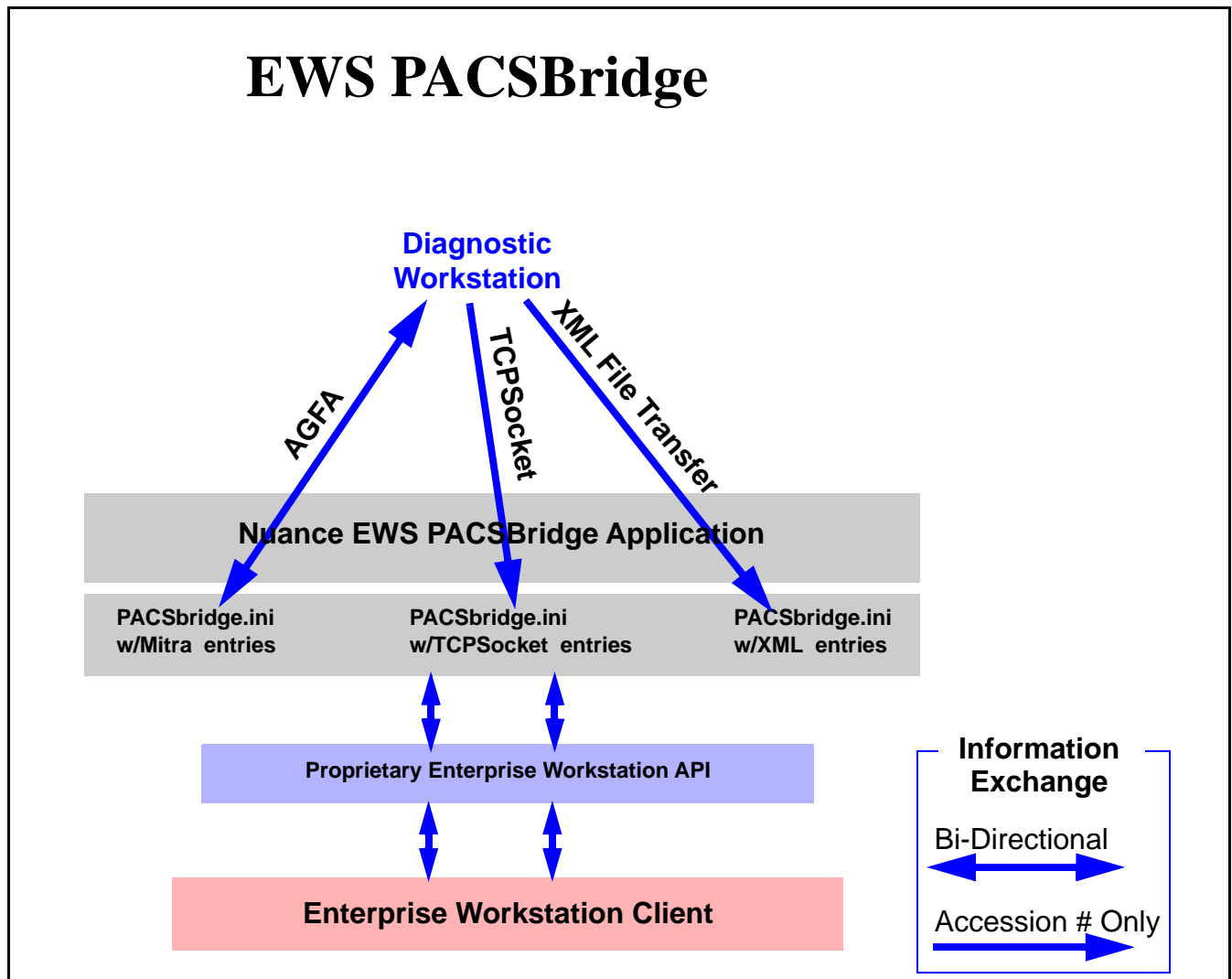


FIGURE 11-1 PACSBridge Linking Diagram

When you install the EWS client, the EWS PACSBridge application, with the exception of Philips/Stentor, is also installed automatically, so you do not need to explicitly install it. However, you do need to configure it the first time it is started on a machine. At this time, if the integration is to the Philips/Stentor product, special procedures, as discussed later in this section, are required to ensure a proper connection.

**IMPORTANT**

EWS PACSBridge is available only for Enterprise Express systems at the Version 3 SP1 level or higher.

EWS Client Software Prerequisite

The **Enterprise Workstation Client** must be installed on the workstation prior to configuring the PACSBridge application.

1. Ensure that the Client workstation hardware and software meet the minimum requirements including Internet Explorer. Microsoft Word should be installed if the Customer has purchased Self-Edit and/or eSig. The Microsoft Word version used must be compatible with the version of Word being used on the **EXText** system.

**IMPORTANT**

Microsoft Word is not included as part of the EWS client software and is the responsibility of the Customer.

Refer to [Hardware and Software](#), for Dictaphone-supported operating systems and third-party software, including antivirus software, that are required for an EWS client.

**CAUTION**

You must check the Client workstation for a previous PowerScribe installation. If you find that PowerScribe was installed on the machine, you must first uninstall a number of dlls before proceeding further. These dlls are left behind, even after performing an Add/Remove uninstall of the PowerScribe application. Failure to remove them will seriously corrupt the work flow of the Enterprise Workstation.

2. If PowerScribe was previously installed on the EWS Client machine:
 - a. Download the file **PWSCClientRemove.bat** from the Dictaphone DPC intranet site at the following URL:
<http://dpc.dictaphone.com/download/enterpriseworkstation.asp>
 - b. Place the batch file in a convenient folder on the Client workstation and double-click the file to execute.

The offending dlls from the previous PowerScribe installation will be removed and you may continue.

3. Verify that the workstation has a PowerMic USB, PowerMic + Scanner USB, PowerMic II USB, or USB Headset and Foot Pedal Kit attached.
4. Download the EWS Client software from the EWS Web Server.
5. Configure the Client workstation as specified in [Client Workstation Installation](#), beginning on [page 5-382](#) of this manual.



IMPORTANT

Make sure you configure the Client workstation for multiple users, if required.

License Information

Find the API Keycode

1. Log on to EWS as a System Administrator (**sys.admin**).
2. Go to **Settings** and check the **API Keycode** that was assigned.

The default is **Dictaphone**, as illustrated in [Figure 11-2](#).

The screenshot shows a settings dialog box with a light beige background. It contains several configuration options, each with a label and a corresponding input field or checkbox. The 'API Keycode' field is highlighted with a red rectangular border. The other fields are: 'Database Pool Size' with the value '10', 'Use iChart GUI' with an unchecked checkbox, 'Force Login When Logged in Elsewhere' with a checked checkbox, and 'Use GZip Compression' with an unchecked checkbox. A mouse cursor is visible at the bottom right corner of the dialog box.

Database Pool Size	10
Use iChart GUI	<input type="checkbox"/>
Force Login When Logged in Elsewhere	<input checked="" type="checkbox"/>
Use GZip Compression	<input type="checkbox"/>
API Keycode	Dictaphone

FIGURE 11-2 EWS Settings Dialog

Desktop Integration Licenses

Make sure that there are licenses burned for the Desktop Integration. In order to do this, run the ConfigBurn on the EXVoice Server, click the Client Licenses tab, and look for the Desktop Integration licenses under EWS, as seen in [Figure 11-3](#). Burn the appropriate number of licenses listed on the Sales Order.

The screenshot shows the 'Configuration' dialog box with the 'Client Licenses' tab selected. The 'EWS' section contains the following license counts:

License Type	Count
Self-edit	999
Dictate	999
eSign	999
Desktop Integration	999
Labs	999

Other sections include 'Concurrent Client Licenses' (Job Lister: 999, Client Viewer: 999, Explorer: 999, Trans/Net: 999, API: 999, Dashboard: 999, Archive Reader: 1, Lucid: 999) and 'Per Seat Licenses' (EXSpeech licenses: 999, Enterprise Web: 999, iPAQ GoMD: 999, IVS Speech Studio (no recognition): 999, IVS Speech Studio (with recognition): 999). The 'NLPR' section includes Scorecard: 999, Validation: 999, PDC viewer: 999, Re-use: 999, dataEssential: 999, and Admin: 999. A checkbox at the bottom is labeled 'Allow restriction of licenses per site (iChart only)'. Buttons for 'OK', 'Cancel', 'Apply', and 'Help' are at the bottom.

FIGURE 11-3 EWS Settings Dialog

Assign Seat License

You can assign a Desktop Integration license via EWS or the EXVoice Server.

EWS Method

1. Log on to **EWS** as a **System Administrator**.
2. Go to **Users**, select the user, and check the **Desktop Integration** check box ([Figure 11-4](#)).

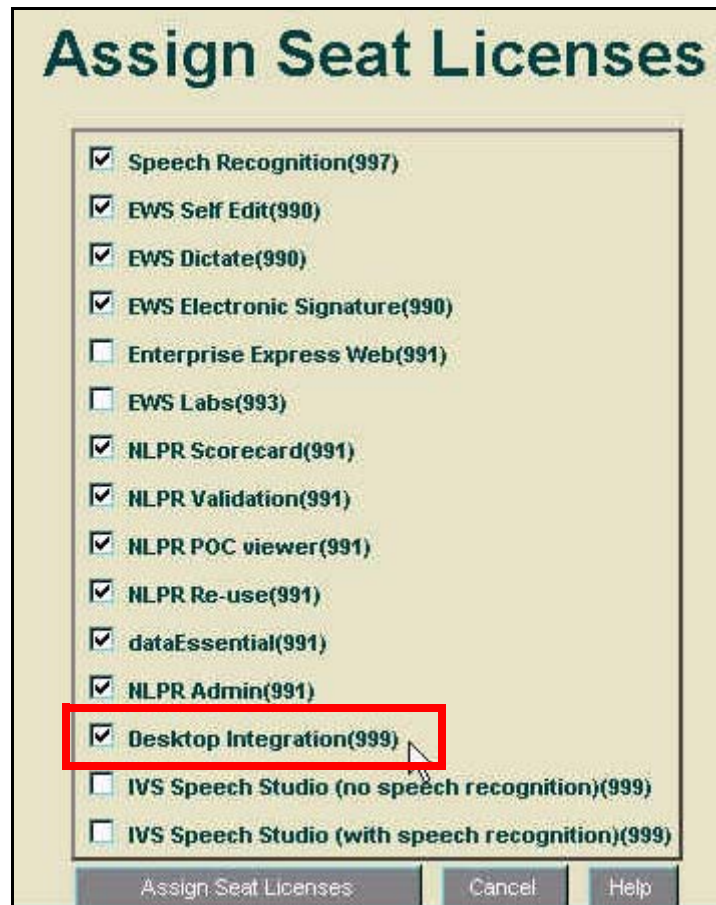


FIGURE 11-4 EWS Licensing Dialog

EXVoice Server Method

1. Run **Dictaphone Voice Explorer**.
2. Right-click the appropriate user and select **Assign Seat Licenses** ([Figure 11-5](#))

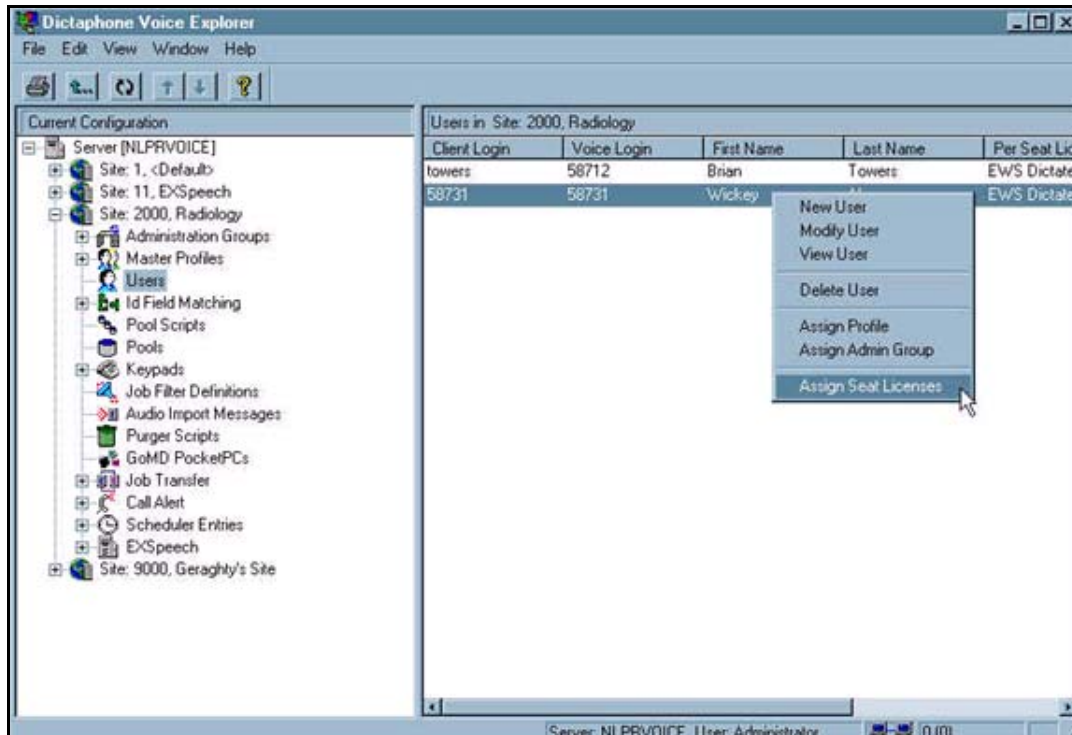


FIGURE 11-5 Voice Explorer Dialog

When the [Figure 11-6](#) dialog is displayed, check the **Desktop Integration** check box.



FIGURE 11-6 Assign Seat Licenses Dialog

3. Close all open dialog windows and continue with the next procedure.

Configure the PACSBridge Application

The folder for all EWS and PACS Bridge applications is **C:\Program Files\Dictaphone\Dictaphone EWS Client**.

The initial **PACS_EWS_Bridge.ini** configuration file is created, based on the configuration you select, from one of the three source ini files:

- **MitraPACSbridge.ini**
- **TCPsocketPACsbridge.ini**
- **XMLFilePACSbridge.ini**

To perform the initial configuration of the PACSBridge application:, do the following:

1. Select **Start | Programs | Dictaphone | Enterprise Workstation | EWS API Bridge**.

As an alternative, you can launch the **PACSbridge.exe** file in the **C:\Program Files\Dictaphone\Dictaphone EWS Client** directory.

The first time the PACSBridge application is started, the dialog shown in [Figure 11-7](#) will be displayed.

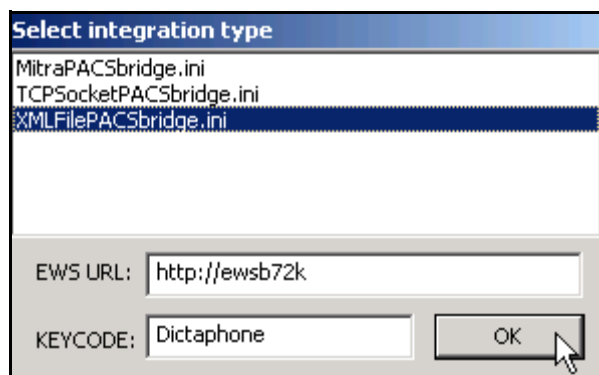


FIGURE 11-7 Select Integration Type Dialog

If [Figure 11-7](#) does not display, it may mean that a **PACS_EWS_Bridge.ini** file already exists in the application directory.

2. When [Figure 11-7](#) is displayed, consult [Table 11-1](#) to determine the correct integration type to choose for the installation you are performing.

TABLE 11-1 PACSBridge Integration Type

PACSBridge Vendor(s)	.ini to Select
AGFA PACS	MitraPACSbridge.ini
Brit Systems, Canon, DR System, Fuji Version 3.0	TCPsocketPACSbridge.ini
Fuji Version 2.3 and Philips/Stentor	XMLFilePACSbridge.ini

3. Select the **.ini** file for the integration type you are using.
4. Type the name of the **EWS server** ([http://\[EWS Server Name\]](http://[EWS Server Name])) in the EWS URL text box.
5. Enter the **Keycode** for the **EWS server**.

This corresponds to the **API Keycode** value in the settings page for EWS and has a value of **Dictaphone**, by default.

6. Click **OK**.

The appropriate **PACS_EWS_Bridge.ini** file is written into the PACSBridge application directory. If this file is missing, PACSBridge prompts you to select the integration type.

When the PACSBridge application starts successfully, the initial configuration process is complete.

7. Continue with the next procedure which involves tailoring of the .ini file which was just created.

Integration Type .ini File Entries

For each supported PACS or RIS application vendor, there is an associated integration type. The same integration type might apply to more than one vendor. The integration type provides a particular configuration file, the **xxxPACSbridge.ini** file, where **xxx** is **Mitra, TCPSocket, or XMLFile**. This configuration file contains several entries that dictate the workflow for the type of integration. The default values stored in the **.ini** file may be sufficient in some cases, but these values must be enabled or disabled, if necessary, to modify the workflow options for most sites. You may use the Windows Notepad (recommended) or the Windows Wordpad application to edit the **.ini** file.

To ensure that the **.ini** file meets the needs of the current system you are installing, consult [Table 11-2](#) to determine which section to go to next in determining the appropriateness of the **.ini** file settings, and if necessary making changes.

TABLE 11-2 PACSBridge Integration Type

PACSBridge Vendor(s)	Go to
AGFA PACS	Settings for AGFA (Mitra) Integration
Brit Systems, Canon, DR System, Fuji Version 3.0	Settings for TCPSocket Integration
Fuji Version 2.3 and Philips/Stentor	Setting Entries for XML File Integration Setting Entries for XML File Integration

Settings for AGFA (Mitra) Integration

The **MitraPACSbridge.ini** file applies to AGFA PACS integrations.

For Mitra integrations, there is no login prompt dialog box. Login and logout are controlled by the Mitra context server. User names and passwords must match in PACS and Enterprise Workstation. With a Mitra integration, the PACSBridge application sends a signal when the dictation is completed and optionally synchronizes images if dictation was done for more than one image.

The **MitraPACSbridge.ini** reads as follows:

```
'Type/vendor host system  
IntegrationType=Mitra
```

```
'MITRA INTEGRATION PARAMETERS:
```

```
'Synchronize images (used for multiple accession dictations and Mitra-Agfa).  
Default=False
```

```
SynchronizeImages=False
```

```
'Allow Addendums dictations via PACSBridge  
AllowAddendums=True
```

```
'Enterprise Workstation dictation window behavior; True=Fixed location and display  
using locations coordinates below:
```

```
'  
False=Hidden window that remembers last window location.  
WindowFixed=False
```

```
'Fixed location display: Default= WT 100, WL 300, WH 768, WW 1024
```

```
WindowTop=100  
WindowLeft=300  
WindowHeight=768  
WindowWidth=1024
```

```
'Write events to log file? Default=True  
LogToFile=True
```

```
'Keep Enterprise Workstation visible?  
AlwaysShowEWS=False
```

```
'Allow new reports in Enterprise Workstation?  
AllowCreateNewReport=False
```

```
'Use Minimize and restore instead of hide show.  
UseWinMinRestore=False
```

```
'EWSUrl=http://<computername>  
'Will be added when user select Integration Type.
```

[Table 11-3](#) lists the entries for the **MitraPACSbridge.ini** file.

TABLE 11-3 MitraPACSbridge.ini File Entries

Entry	Description
IntegrationType	Automatically set to the choice you made from the Select Integration Type dialog box during the initial Launch of PACSBridge.
SynchronizelImages*	<p>Default is False.</p> <p>If set to True, when a doctor dictates a report for more than one accession number, all images receive a dictation finish signal when the doctor stops dictating.</p> <p>If set to False, the finish signal is sent only to the image being displayed and you must manually set the other images to the Dictated status.</p>
AllowAddendums	<p>Default is True.</p> <p>If set to True, dictation of an addendum is allowed if a report has already been signed in Enterprise Workstation. A dialog box opens requiring the author to confirm his intention to create an addendum to a report.</p>
WindowFixed	<p>Default is False.</p> <p>If set to False, the Enterprise Workstation main window opens in a fixed position when Enterprise Workstation is visible.</p> <p>If set to True, the following entries, in pixels, are used:</p> <ul style="list-style-type: none"> • WindowTop - default 100: the top position of the window • WindowLeft - default 300: the left corner of the window • WindowHeight - default 768: the height of the window • WindowWidth - default 1024: the width of the window
LogToFile	<p>Default is True.</p> <p>If set to True, generates a log file in the \Dictaphone\EWS Directory named PACS_EWS_Bridge_Timestamp.log. The file is automatically deleted and restarted if the size exceeds 4MB on startup of PACSBridge.</p> <p>If set to False, trace messages are posted only to the Log events box in the main PACSBridge dialog box.</p>
AlwaysShowEWS	<p>Default is False.</p> <p>If set to False, Enterprise Workstation is not displayed during dictation, appears after End Dictation, and goes to the background after approval/signature, save, delete, or cancel events.</p> <p>If set to True, Enterprise Workstation is always visible.</p> <p>This entry is useful for a dual PC configuration or for multi-monitor configurations where the PACS application is not using all of the monitors.</p> <p>You can override this behavior manually through the Always Show Enterprise Workstation check box in the main PACSBridge dialog box. The change affects <i>only the current session</i>. When you restart the PACSBridge application, the configuration file settings determine startup behavior.</p>
AllowCreateNewReport	<p>Default is False.</p> <p>If set to True, you can create new reports from within the Enterprise Workstation application when Enterprise Workstation has been started through PACSBridge.</p>
UseWinMinRestore	<p>Default is False.</p> <p>If set to True, Enterprise Workstation is minimized during dictation, and after approval/signature, save, delete, or cancel events.</p>

TABLE 11-3 MitraPACSbridge.ini File Entries

Entry	Description
EWSUrl	Added after you selected the Integration Type, based on what you entered in the EWS URL text box during initialization.
Keycode	Set to the value you entered in the Keycode text box during the initial launch of PACSBridge.
* Unique to the Mitra Integration.	

Settings for TCPSocket Integration

The **TCPSocketPACSbridge.ini** file entries apply to Brit Systems, Canon, DR Systems, and Fuji Version 3.0 PACS integrations.

For **TCPSocket** file integrations, you have the choice of being prompted for a login on startup or of using the current Windows user. No signal is sent to the PACS when a dictated report is completed.

The **TCPSocketPACSbridge.ini** file reads as follows:

```
'Type/vendor host system
IntegrationType=TCPSocket

'TCP Socket INTEGRATION PARAMETERS:

'The port to which they connect. Default is 5555.
WinsockPort=5555

'Which logon id to validate? True=Windows OS user; False=Prompt for User ID and
Password
UseWinUser=False

'Enterprise Workstation dictation window behavior; True=Fixed location and display
using locations coordinates below:
'
'                               False=Hidden window that remembers last window location.

WindowFixed=False

'Fixed location display: Default= WT 100, WL 300, WH 768, WW 1024

WindowTop=100
WindowLeft=300
WindowHeight=768
WindowWidth=1024

'Write events to log file? Default=True
LogToFile=True

'Allow Addendums dictations via PACSBridge
AllowAddendums=True

'Keep Enterprise Workstation visible?
AlwaysShowEWS=False

'Allow new reports in Enterprise Workstation?
AllowCreateNewReport=False

'Use Minimize and restore instead of hide show.
UseWinMinRestore=False

'EWSUrl=http://<computername>
'Will be added when user select Integration Type.
```

[Table 11-4](#) lists the entries for the **TCPSocketPACSbridge.ini** file.

Setting Entries for XML File Integration

TABLE 11-4 TCP Socket PACS Bridge.ini File Entries

Entry	Description
IntegrationType	Automatically set to the choice you made from the Select Integration Type dialog box during the initial Launch of PACS Bridge.
WinsockPort*	Default is 5555 . Set to the port where the PACS or RIS sends the accession number. The PACS Bridge expects the accession number, and nothing else, to be sent whenever dictation starts.
UseWinUser*	Default is True . If set to True , the login for Enterprise Workstation is the current Windows user. The Windows operating system user ID must be synchronized with the Enterprise Workstation logon ID. If set to False , a Logon dialog box displays whenever PACS Bridge starts.
WindowFixed	Default is False . If set to False , the Enterprise Workstation main window opens in a fixed position when Enterprise Workstation is visible. If set to True , the following entries, in pixels, are used: <ul style="list-style-type: none"> • WindowTop - default 100: the top position of the window • WindowLeft - default 300: the left corner of the window • WindowHeight - default 768: the height of the window • WindowWidth - default 1024: the width of the window
LogToFile	Default is True . If set to True , generates a log file in the \Dictaphone\EWS Directory named PACS_EWS_Bridge_Timestamp.log. The file is automatically deleted and restarted if the size exceeds 4MB on startup of PACS Bridge. If set to False , trace messages are posted only to the Log events box in the main PACS Bridge dialog box.
AllowAddendums	Default is True . If set to True , dictation of an addendum is allowed if a report has already been signed in Enterprise Workstation. A dialog box opens requiring the author to confirm his intention to create an addendum to a report.
AlwaysShowEWS	Default is False . If set to False , Enterprise Workstation is not displayed during dictation, appears after End Dictation, and goes to the background after approval/signature, save, delete, or cancel events. If set to True , Enterprise Workstation is always visible. This entry is useful for a dual PC configuration or for multi-monitor configurations where the PACS application is not using all of the monitors. You can override this behavior manually through the Always Show Enterprise Workstation check box in the main PACS Bridge dialog box. The change affects <i>only the current session</i> . When you restart the PACS Bridge application, the configuration file settings determine startup behavior.

TABLE 11-4 TCP Socket PACSbridge.ini File Entries

AllowCreateNewReport	Default is False . If set to True , you can create new reports from within the Enterprise Workstation application when Enterprise Workstation has been started through PACSbridge.
UseWinMinRestore	Default is False . If set to True , Enterprise Workstation is minimized during dictation, and after approval/signature, save, delete, or cancel events.
* Unique to the TCP Socket Integration.	

The **XMLFilePACSbridge.ini** file entries apply to Fuji Version 2.3 and Philips/Stentor PACS integrations.

For integrations using an XML file, you can choose to log in by being prompted for a login on startup, logging in using the current Windows user, or receiving the user login and password from an XML file. With this type of integration, no message is sent to the PACS when a dictated report is complete.

The **XMLFilePACSbridge.ini** file reads as follows:

'Type/vendor host system

IntegrationType=XMLFile

'XML File INTEGRATION PARAMETERS:

'Path to location where the xml file is written:

DataFile=c:\Dictaphone\study.xml

'What is the xml field that contains the accession number?

FieldName=Field6

'Which logon id to validate? True=Windows OS user; False=Prompt for User ID and Password

UseWinUser=True

'Do we want to pop out the dialog for user to login?

PromptForLogin=True

'Enterprise Workstation dictation window behavior; True=Fixed location and display using locations coordinates below:

' False=Hidden window that remembers last window location.

WindowFixed=False

'Fixed location display: Default= WT 100, WL 300, WH 768, WW 1024

WindowTop=100

WindowLeft=300

WindowHeight=768

WindowWidth=1024

'Write events to log file? Default=True

LogToFile=True

'Allow Addendums dictations via PACSBridge

AllowAddendums=True

'Keep Enterprise Workstation visible?

AlwaysShowEWS=False

'Allow new reports in Enterprise Workstation?

AllowCreateNewReport=False

'Use Minimize and restore instead of hide show.

UseWinMinRestore=False

'EWSUrl=http://<computername>

'Will be added when user select Integration Type.

[Table 11-5](#) lists the entries for the **XMLFilePACSbridge.ini** file.

TABLE 11-5 XMLFilePACSbridge.ini File Entries

Entry	Description
IntegrationType	Automatically set to the choice you made from the Select Integration Type dialog box during the initial Launch of PACSBridge.
Datafile*	Default is C:\Dictaphone\study.xml . Set this value to the correct directory and file name for the integration provided. This is the location where the PACS or RIS application writes the file containing the accession number for Enterprise Workstation.
FieldName*	Default is Field6 . Set this value to whatever start tag name is used to transmit the accession number. This section in the XML file must contain <Field6>accession</Field6> . For Fuji integrations, the default should be adequate.
UseWinUser*	Default is True . If set to True , the login for Enterprise Workstation is the current Windows user and the PromptForLogin setting is ignored. The Windows operating system user ID must be synchronized with the Enterprise Workstation logon ID. If set to False , the PromptForLogon setting controls login workflow.
PromptForLogin*	Default is False . This entry is used when the UseWinUser is set to False . If the PromptForLogin equals False , PACSBridge expects the login to be contained within the XML file and encrypted. If set to True , the user is prompted to enter their EWS Logon ID and Password .
WindowFixed	Default is False . If set to False , the Enterprise Workstation main window opens in a fixed position when Enterprise Workstation is visible. If set to True , the following entries, in pixels, are used: <ul style="list-style-type: none"> • WindowTop - default 100: the top position of the window • WindowLeft - default 300: the left corner of the window • WindowHeight - default 768: the height of the window • WindowWidth - default 1024: the width of the window

TABLE 11-5 XMLFilePACSbridge.ini File Entries

Entry	Description
LogToFile	<p>Default is True.</p> <p>If set to True, generates a log file in the \Dictaphone\EWS Directory named PACS_EWS_Bridge_Timestamp.log. The file is automatically deleted and restarted if the size exceeds 4MB on startup of PACSBridge.</p> <p>If set to False, trace messages are posted only to the Log events box in the main PACSBridge dialog box.</p>
AllowAddendums	<p>Default is True.</p> <p>If set to True, dictation of an addendum is allowed if a report has already been signed in Enterprise Workstation. A dialog box opens requiring the author to confirm his intention to create an addendum to a report.</p>
AlwaysShowEWS	<p>Default is False.</p> <p>If set to False, Enterprise Workstation is not displayed during dictation, appears after End Dictation, and goes to the background after approval/signature, save, delete, or cancel events.</p> <p>If set to True, Enterprise Workstation is always visible.</p> <p>This entry is useful for a dual PC configuration or for multi-monitor configurations where the PACS application is not using all of the monitors.</p> <p>You can override this behavior manually through the Always Show Enterprise Workstation check box in the main PACSBridge dialog box. The change affects <i>only the current session</i>. When you restart the PACSBridge application, the configuration file settings determine startup behavior.</p>
AllowCreateNewReport	<p>Default is False.</p> <p>If set to True, you can create new reports from within the Enterprise Workstation application when Enterprise Workstation has been started through PACSBridge.</p>
UseWinMinRestore	<p>Default is False.</p> <p>If set to True, Enterprise Workstation is minimized during dictation, and after approval/signature, save, delete, or cancel events.</p>
EWSUrl	<p>Added after you selected the Integration Type, based on what you entered in the EWS URL text box during initialization.</p>
Keycode	<p>Set to the value you entered in the Keycode text box during the initial launch of PACSBridge.</p>
* Unique to the XML File Integration.	

Philips/Stentor Integration

Overview



IMPORTANT

The Philips/Stentor EWS integration is supported with the release of EWS 3.0 SP3(70.4.5150) and higher. Ensure you are running a minimum of this version prior to implementing a Stentor desktop integration.

The Dictaphone plug-in is a desktop integration application designed by Dictaphone to work with Philips/Stentor PACS (iSite) V3.0 and higher.

After installing the Dictaphone PACSBridge application for an XML integration, you must configure the Philips/Stentor plugin.



*To enable the automatic login/logout feature for the iSite application, make sure the **PromptforLogin** and the **UseWinUser** parameters are set to **False** and the **Keycode** is set to **null**.*

The application uses an XML file integration to exchange user context (login/logout) and order context via accession number exchange. For security purposes, the user login and password are encrypted within the XML file that is written out by the Dictaphone plug-in.

The primary workflow features supported are:

- Dual Login and Logoff from the Stentor PACS system and Enterprise Workstation.
 - Patient/Order context sharing via accession number exchange.
 - Automatic dictation initiation when unread studies are open for viewing (optional user preference)
-

Prerequisites

When installing the Philips/Stentor integration, plan on the following:

- Installing first on a test radiology workstation and, only after tested, on a live workstation.
- Using test patients within the iSiteRadiology application during the testing period.
- Informing the Customer personnel responsible for the dictation back-end that test patients and dictations will be coming into their systems.

Prior to performing any tests, the following must be in place:

- Enterprise Express Voice, Text, and EWS must be at a minimum of Build 7 SP3.
- The entire EWS Orders-based workflow must be fully configured and tested on EXVoice, EXText, and EWS.
- An Orders (HL7 ORM) download feed must be established and going to EXText via the HIS gateway. The orders being downloaded must match the orders that will be tested in the PACS application. If this orders download does not exist, the orders can be created manually in EXT Explorer.
- A PACS/EWS test workstation must be identified and configured. The EWS Client application must be already installed on the workstation, either by logging for the first time as an EWS dictator, or by installing it directly from the EXVoice CD.
- A Powermic (I or II) must be available and plugged into the workstation.
- On the workstation, the EWS PACS Bridge must be configured properly for an XML File integration. If possible, the PACS Bridge should be tested beforehand, using procedures in [Configure the PACSBridge Application](#) section of this guide on [page 11-11](#). If testing beforehand, it will be necessary to load the Microsoft .Net Framework 1.1 or later on the workstation.

Set Security Rights to the Dictaphone Folders

The following steps may be necessary if rights and privileges on the PACS workstations are locked down and may vary significantly at different sites, depending on workstation configuration and local security needs. These steps are required because the logged-in Windows user, and all applications launched by that user, require full access rights to the **C:\Program Files\Dictaphone** directory and all subdirectories. It is assumed that the operating system is Windows XP Professional.

1. Open Control Panel and select the **Folder Options** applet.
2. Click the **View** tab and scroll to the bottom of the Advanced settings pane, as seen in [Figure 11-8](#).

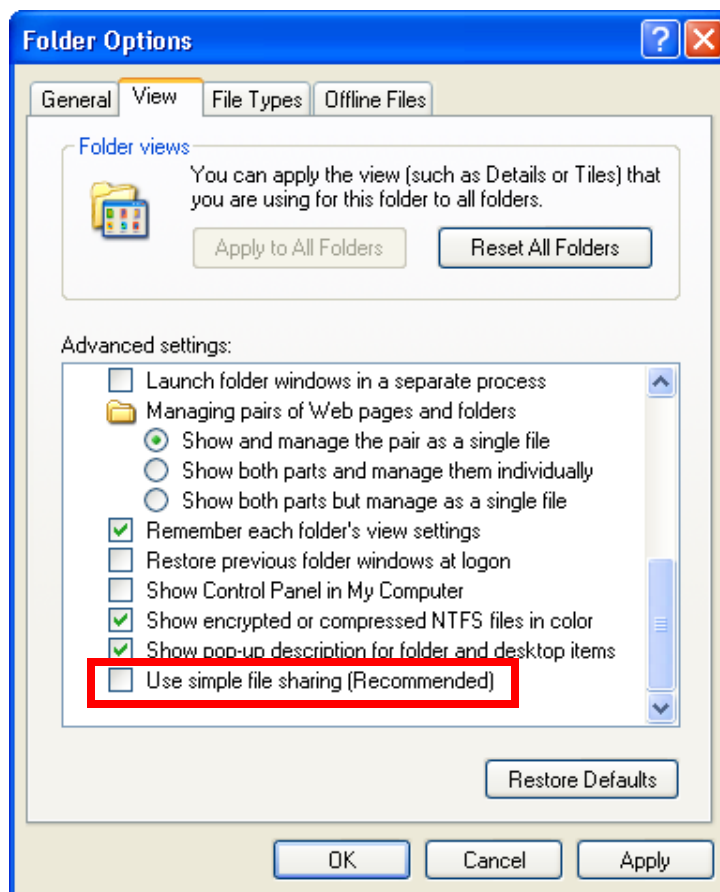
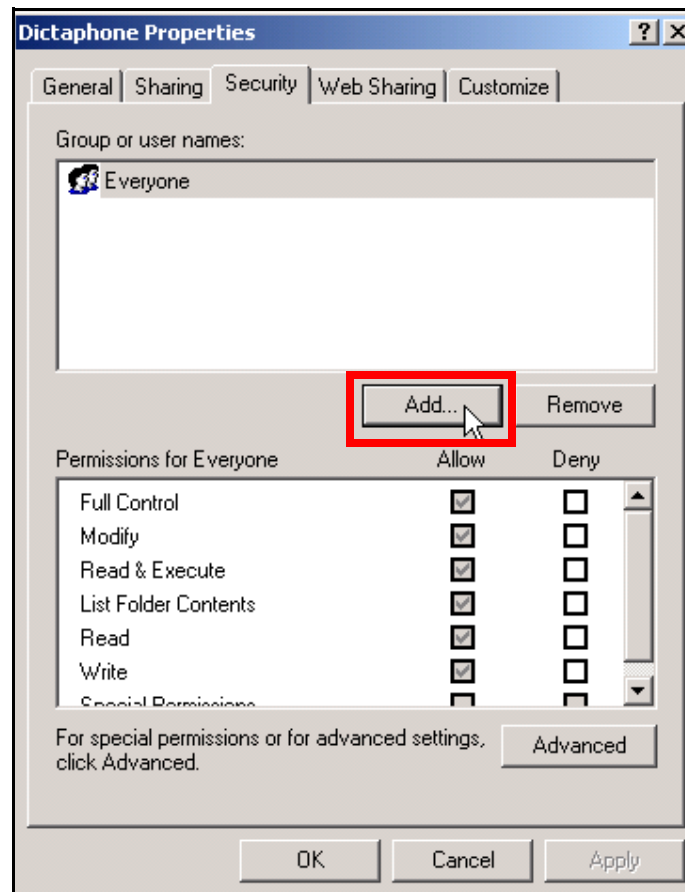


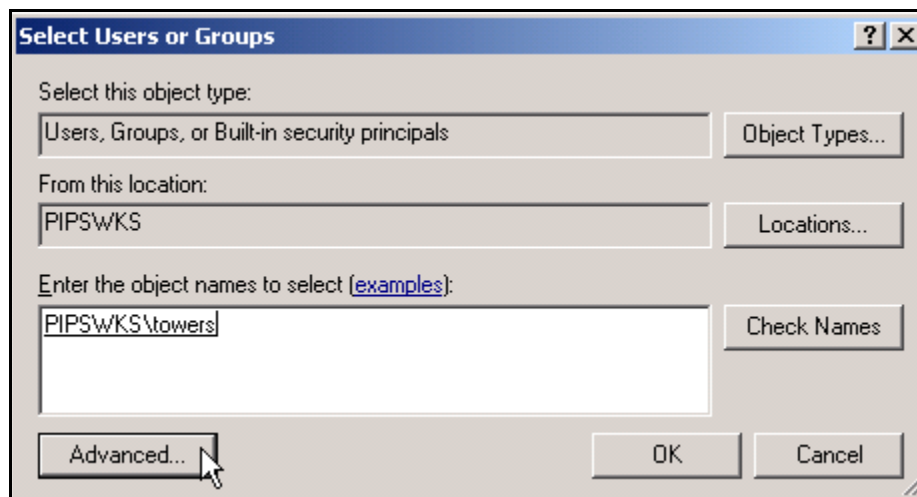
FIGURE 11-8 Folder Options View Tab Dialog

3. **Uncheck** the **Use simple file sharing (Recommended)** check box, and then, click **OK**.
4. Browse to the **C:\Program Files\Dictaphone** folder, right-click the folder, and select **Properties**.

5. Select the **Security** tab.

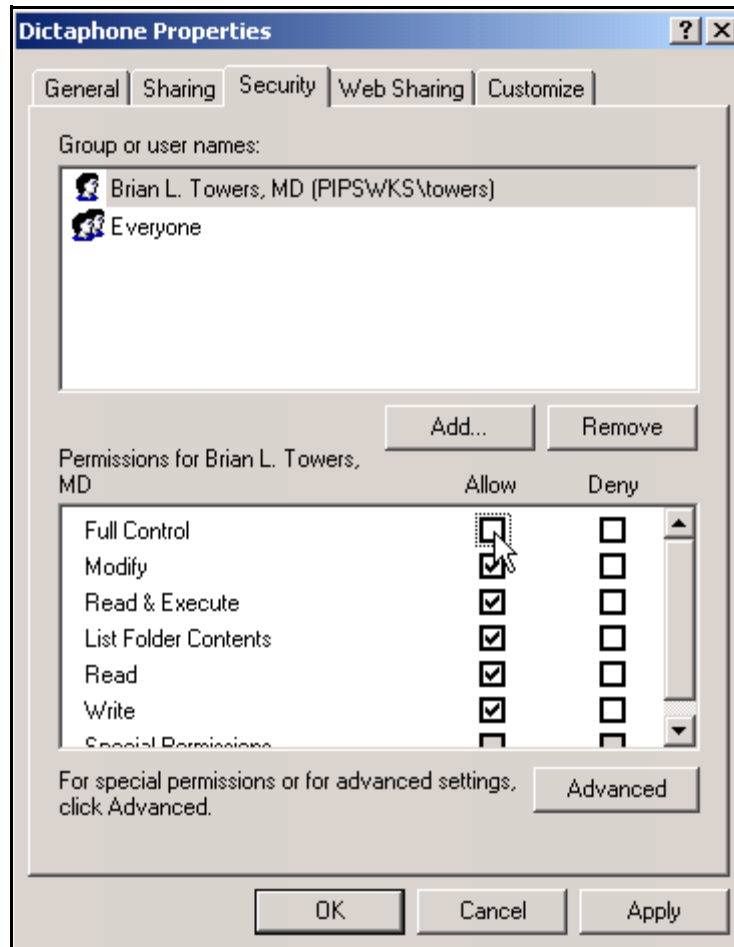


6. Click **Add**.

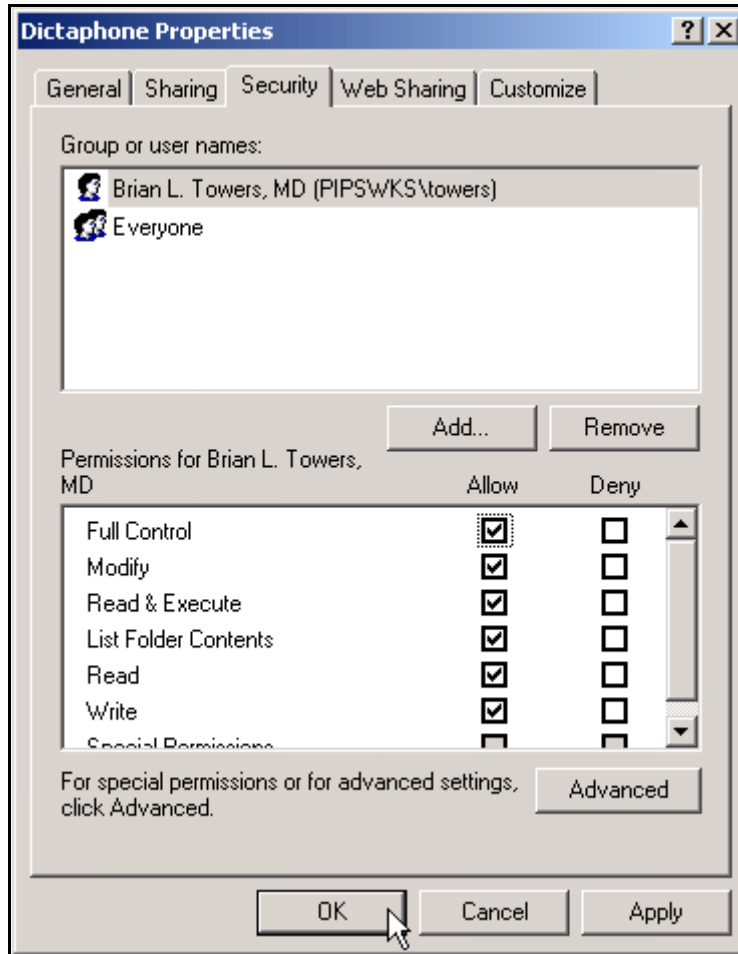


7. Click **Advanced** and add all users that will use this EWS workstation.

8. After adding all of the users, click **OK**.



9. Highlight the new users and check the **Allow** box for **Full Control**.

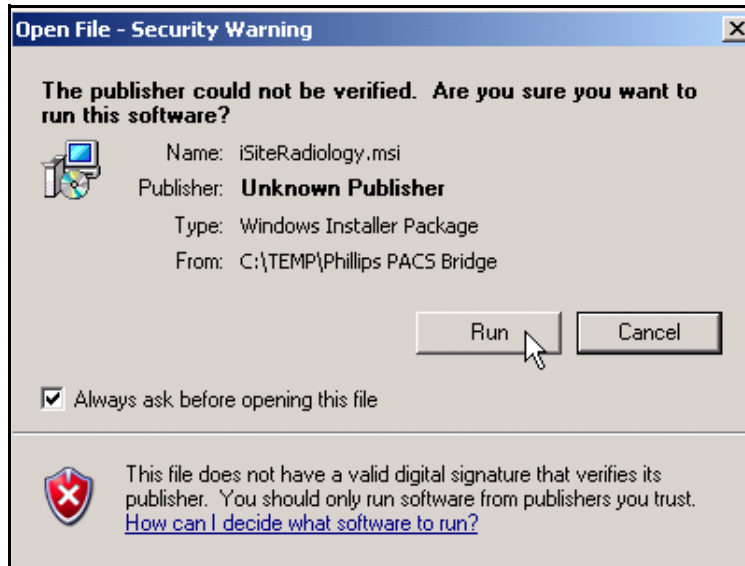


10. Click **OK**.

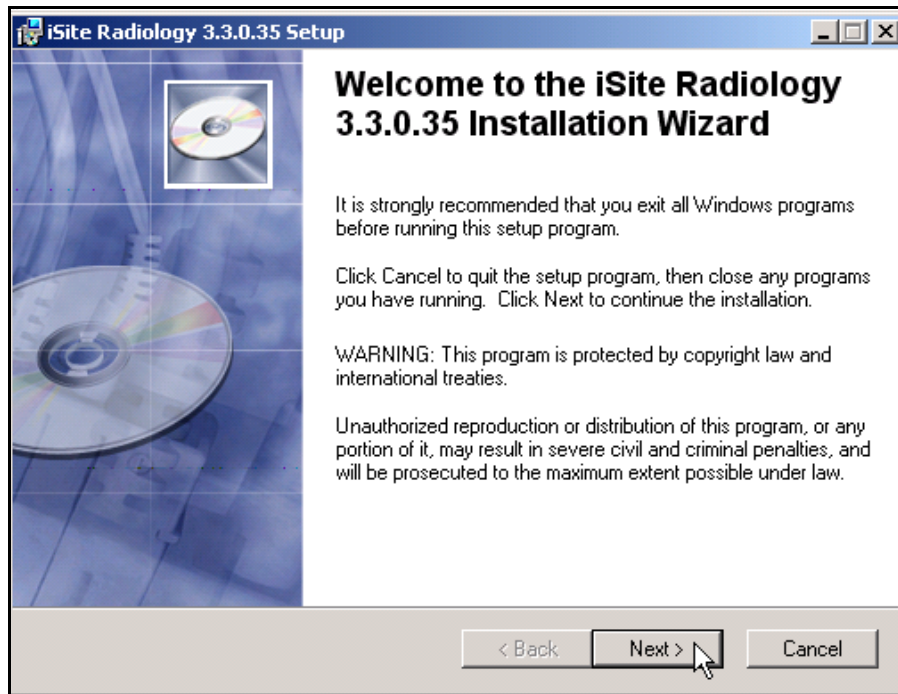
Install the Philips/Stentor iSite Application

This section provides an example of a typical Stentor iSite Radiology application installation. In a typical implementation, either the Customer or a Philips/Stentor representative would be installing the Stentor application software. This process is provided in this guide for information purposes only.

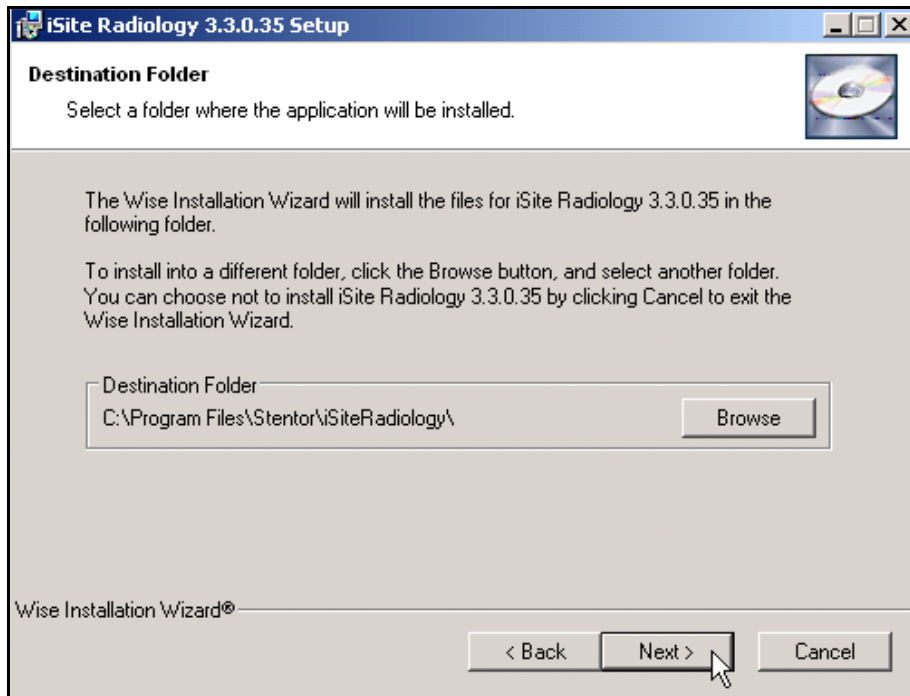
1. Launch the **iSiteRadiology.msi** file.



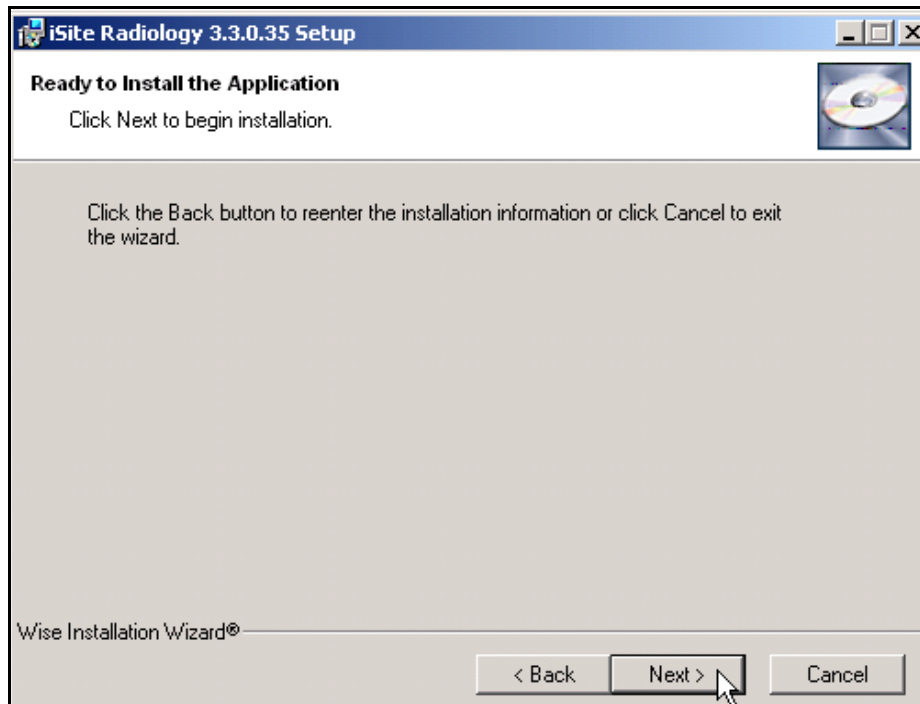
2. If the above message is displays, click **Run**.



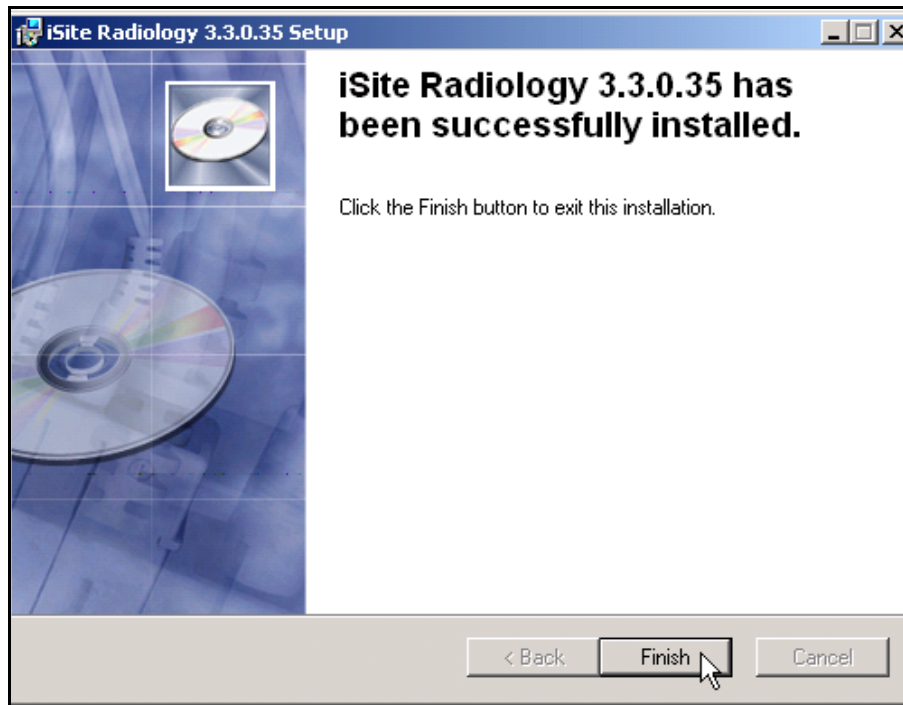
3. Click **Next**.



4. Accept the default Destination Folder and click **Next**.



5. Click **Next**.



6. Click **Finish**.
-

Ensure User Access to Machine Plug-ins

The following steps may be necessary on a Customer PACS workstation prior to installing the Dictaphone Plug-In. Check with the local PACS Administrator to verify whether the following steps will be necessary.

1. A Stentor PACS Administrator should launch Stentor iSite.
2. Ensure that all Radiologist users have *maximum* machine plugin rights.

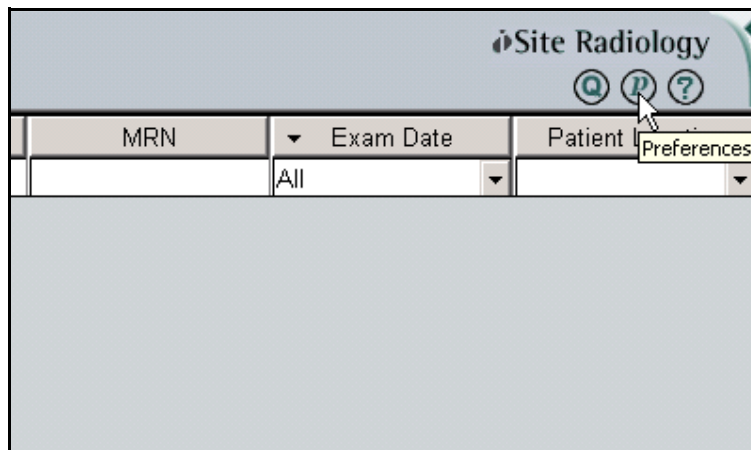
Install the Dictaphone Plug-In in iSite Radiology

You must have PACS Administration privileges to install this machine level plug-in. The Dictaphone plug-in is required to be installed on each workstation used for the Enterprise Workstation dictation workflow.

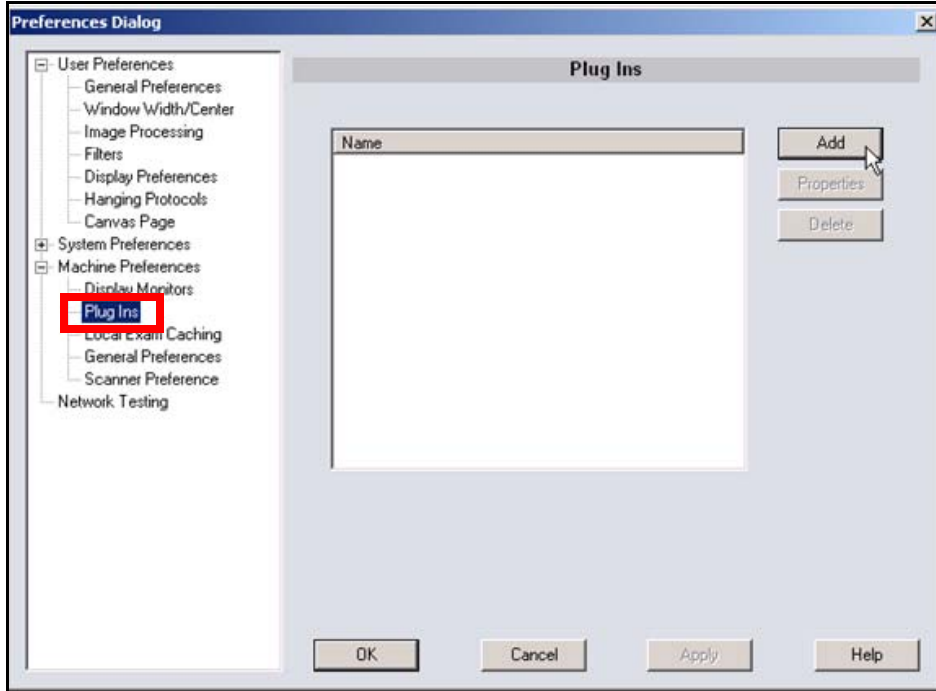
1. Click **Start/All Programs/iSiteRadiology.exe** to launch the iSite Radiology application.



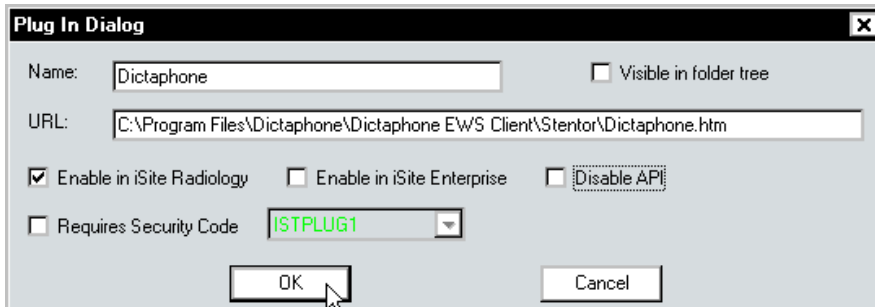
2. Enter the login information and click **Log-In**.



3. Click the **Preferences Icon** (i.e., circled **P**) to display the Preferences Dialog.



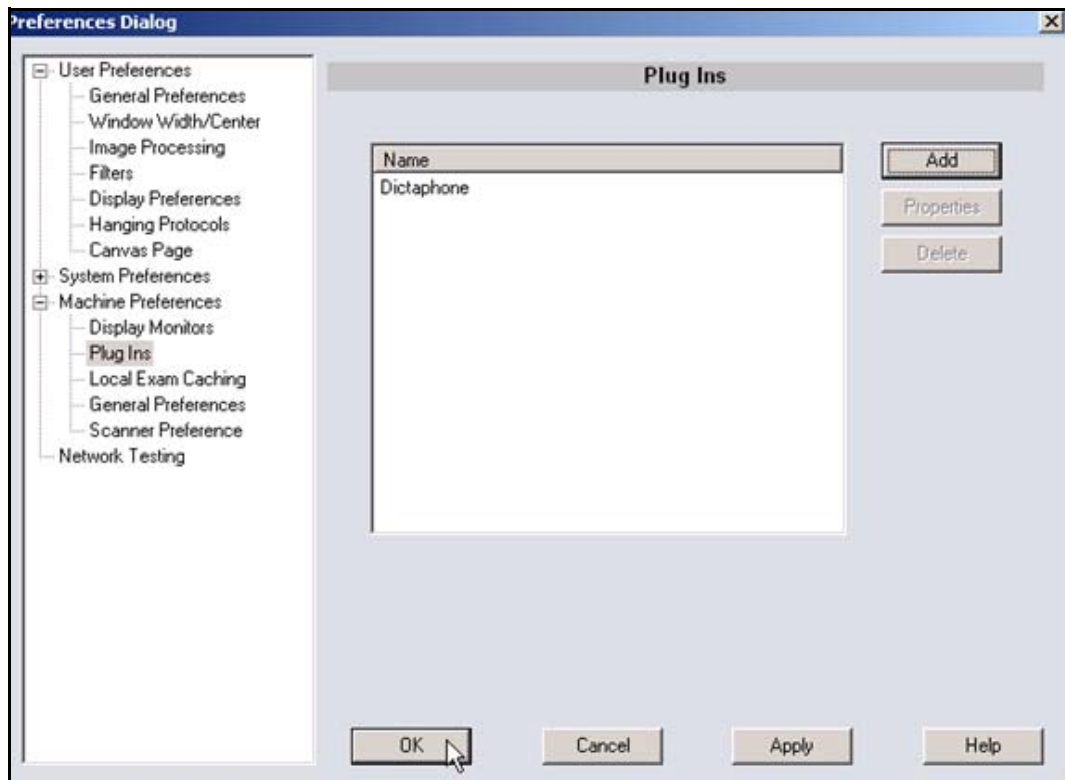
4. In the left pane, expand the **Machine Preferences** tree and highlight the **Plug Ins** category.
5. Click **Add** to display the **Plug In Dialog**.



6. Enter the following information/selections in the Plug In Dialog box.
 - ◆ Name = **Dictaphone**
 - ◆ URL = **C:\Program Files\Dictaphone\Dictaphone EWS Client\Stentor\Dictaphone.htm**
 - ◆ Enable in iSite Radiology = **checked**
 - ◆ Disable API = **not checked** - *the unchecked Disable API check box will result in the PlugIn Warning dialog seen below. **Click OK to dismiss the warning.***



- Click **OK** to close the Plug In Dialog box.

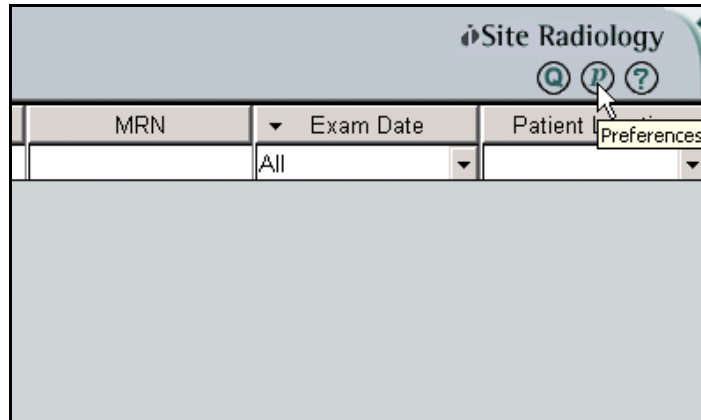


- Click **OK** to save this plug-in.
- Click **OK** to close the Preferences dialog.
- Log out of the iSite Radiology application **completely** before continuing or the next set of steps will not work.

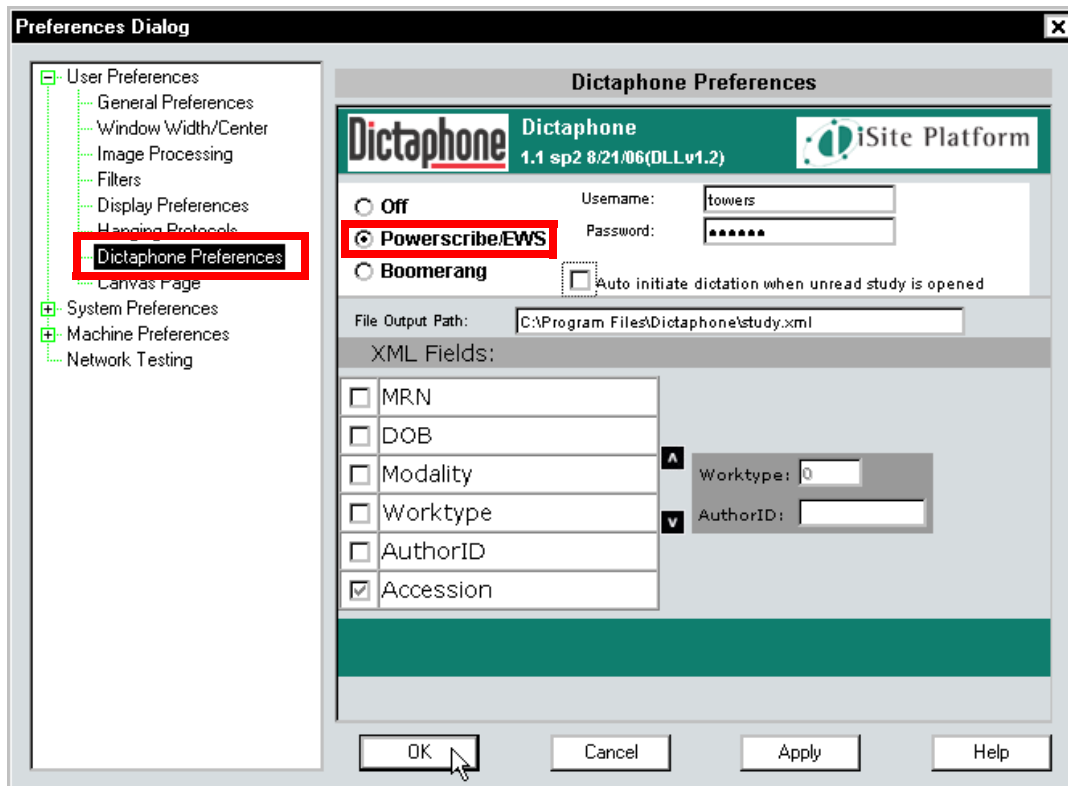
Set the Dictaphone Plug-In User Preferences

You must log back into the iSite Radiology application in order to configure the Dictaphone Plug-In settings.

1. Launch the iSite Radiology application and log back in as a Radiologist user.



2. Click the **Preferences Icon** (i.e., circled **P**) to display the Preferences Dialog.



3. In the **User Preferences** section, highlight **Dictaphone Preferences**.
4. Select the **Powerscribe/EWS** radio button.
5. Enter the **Username** and **Password** for the EWS dictator.

This information *must match* the login information for the EWS dictator.



Ensure that your entries exactly match your EWS login and password.

- You can check the **Auto initiate dictation when unread study is opened** check box if you wish to enable auto exchange of the accession number to initiate dictation. If you check this option, each time you open an image for display that has not been marked as **Dictated/Read** in iSite PACS, the system will automatically initiate a dictation session.

If you do not check this option, you can initiate dictation via the right mouse click menu item selection from the image display.

- Enter the path and file name where the XML file will be written out, e.g., **C:\Program Files\Dictaphone\Study.xml**.



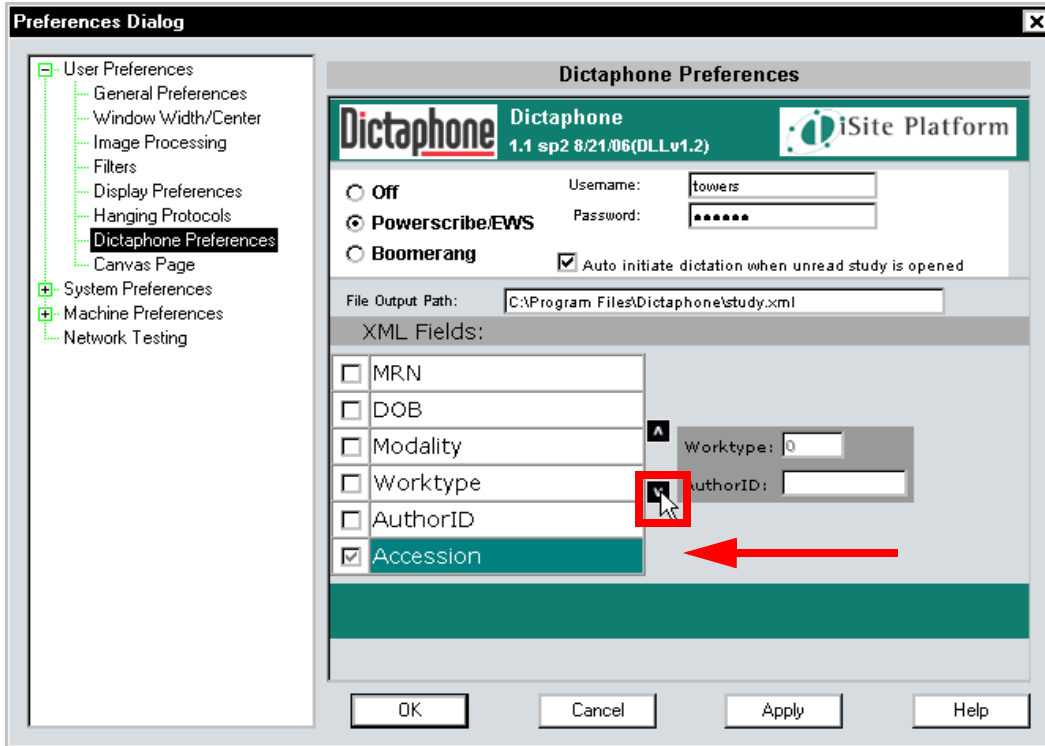
IMPORTANT

Make sure that the folder has been created for the Study.xml file. If not, create the folder before entering the path.

The screenshot shows the 'Dictaphone Preferences' dialog box. On the left is a tree view of preference categories, with 'Dictaphone Preferences' selected. The main area is titled 'Dictaphone Preferences' and includes the following elements:

- Product information: Dictaphone 1.1 sp2 8/21/06(DLLv1.2) and iSite Platform logo.
- Radio buttons for 'Off', 'Powerscribe/EWS' (selected), and 'Boomerang'.
- Fields for 'Username:' (containing 'towers') and 'Password:' (masked with dots).
- A checked checkbox for 'Auto initiate dictation when unread study is opened'.
- A text field for 'File Output Path:' containing 'C:\Program Files\Dictaphone\Study.xml'.
- An 'XML Fields:' section with a list of checkboxes: 'Accession' (checked), 'MRN', 'DOB', 'Modality', 'Worktype', and 'AuthorID'. This section is highlighted with a red box.
- Fields for 'Worktype:' (containing '0') and 'AuthorID:'.
- Buttons for 'OK', 'Cancel', 'Apply', and 'Help' at the bottom.

- Highlight the **Accession** XML field.



- Using the indicator arrows, move the **Accession XML Field** to the bottom position, as shown above.



By default, the PACSBridge application expects the accession number to be written out in the Field 6 location. This is the reason for moving the Accession field to the bottom.

- When you have completed the configuration, click **Apply**.
- Click **OK** to close the Preferences Dialog.



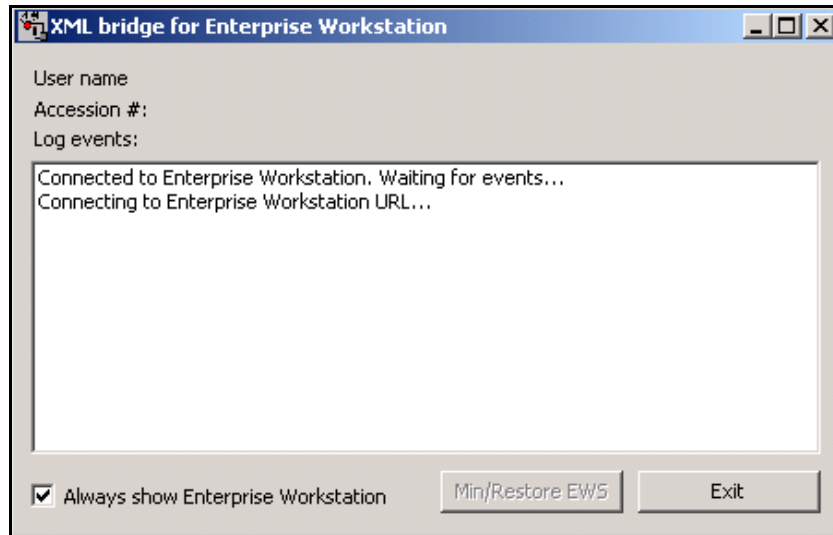
When you close the Preferences Dialog after the initial configuration, the current user entered will be logged on to the EWS application. User Preferences only need to be configured one time, for each PACS user, from any PC that has been configured with the Dictaphone plug-in.

Using the Dictaphone Plug-in within iSite PACS Application



When performing an Orders-based EWS dictation, the Order must already exist on the EXText Server.

1. Ensure that the PACSBridge application has been configured and is running.



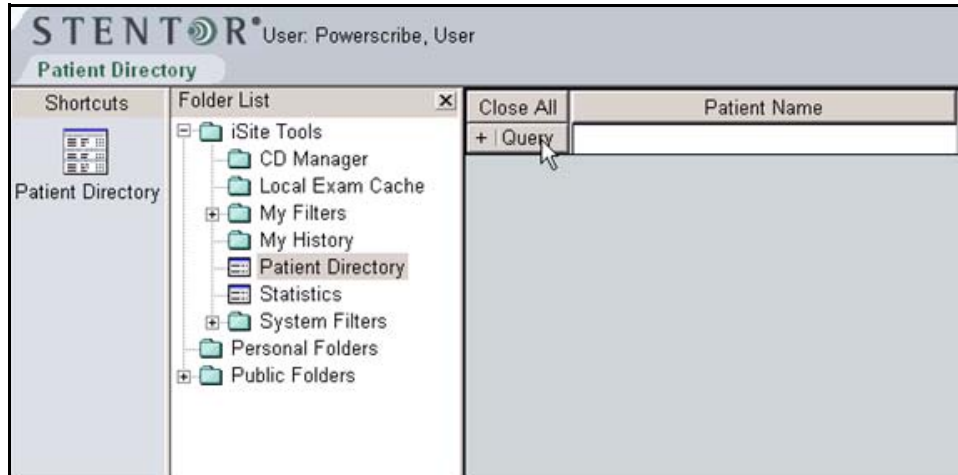
2. Log into the iSite application using your iSite username and password.



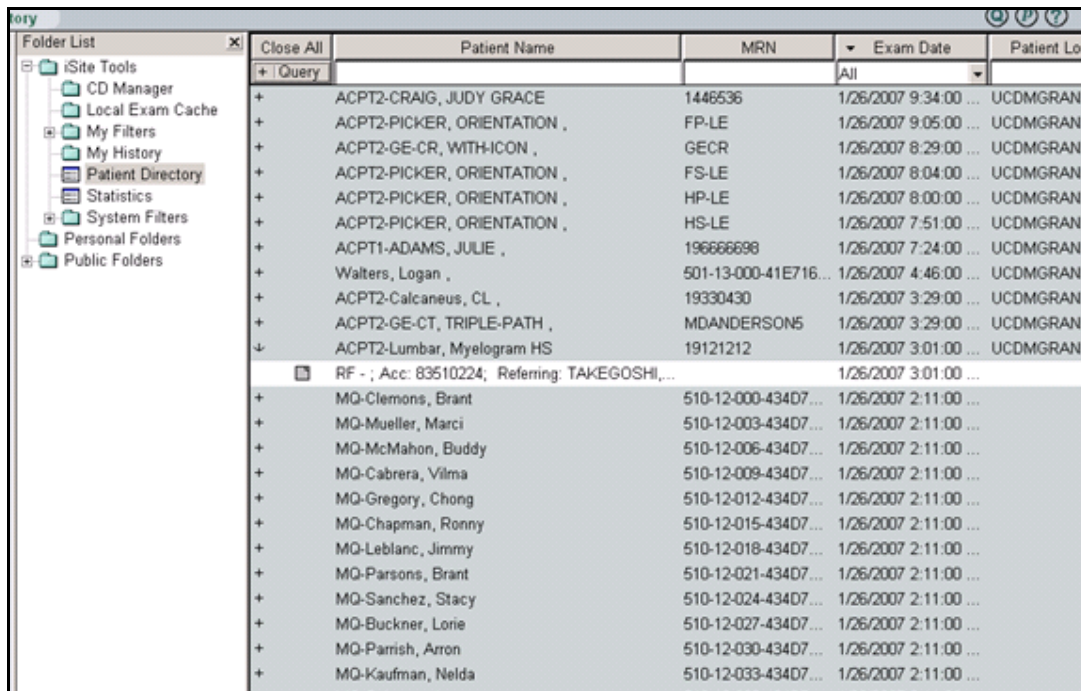
Your iSite username and password can differ from the EWS username and password.

The EWS application will launch at the same time as the iSite application using the username and password configured in the Dictaphone preferences. Please wait until both applications have fully launched, and the EWS application is minimized.

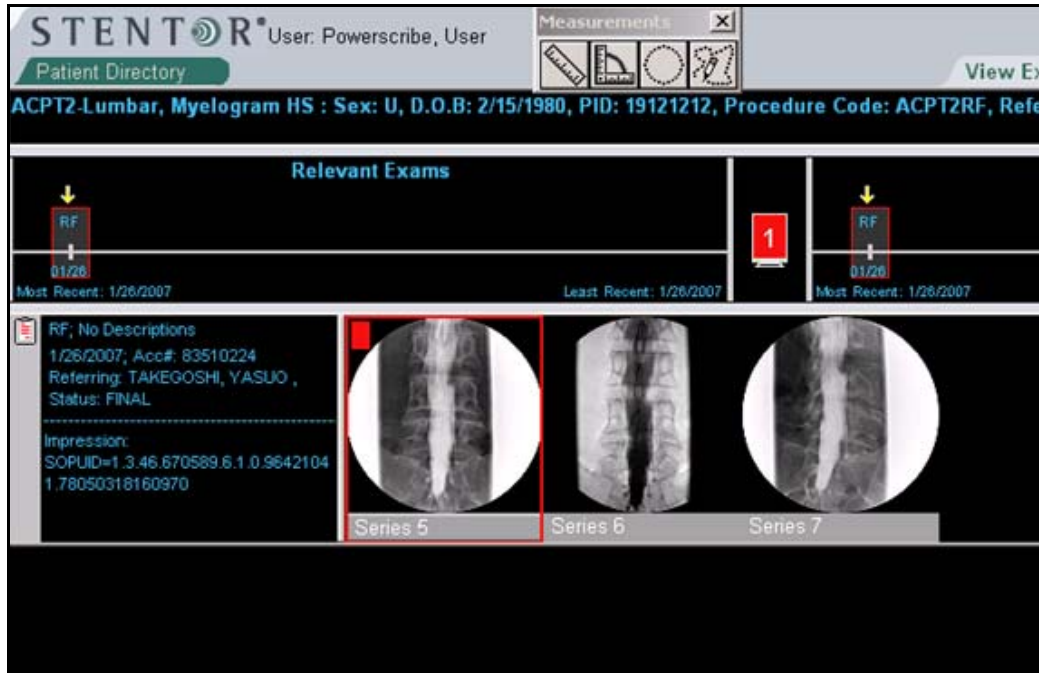
- Using your iSite worklist, choose an image, images, or studies to be displayed for interpretation. Depending on your Philips/Stentor Dictaphone plug-in user preference, the accession number for the study displayed may be transmitted automatically to the EWS application. Select **Patient Directory**.



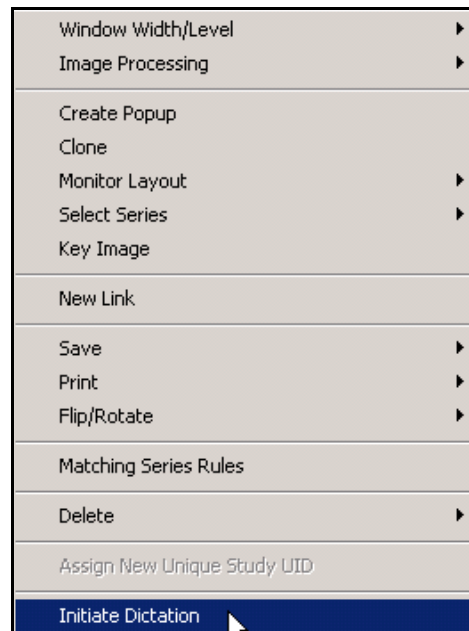
- Click **Query** to bring up the list of patients.



- Select the specific exam by double-clicking it.



If you have not enabled this workflow feature, you must manually choose via the right mouse click/Initiate Dictation selection to transmit the accession number to the EWS application.



Once the EWS application has successfully received the accession number, the microphone will beep. This is your audible alert to begin dictation.

6. Press the **Display Text** or **Sign and Close button** on the microphone to complete the dictation.

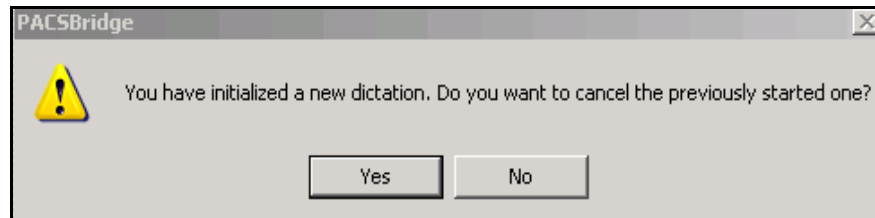
Depending upon your workflow selected within the EWS application, the report may or may not be displayed for review and signature.

After signature, or when you have completed your review, the EWS application will minimize.

7. To move to the next exam selected, or to return to the worklist, click the **Mark Read** button within the iSite application.

If you have selected multiple studies to be loaded for display, the next exam will be displayed after marking the previous study as read.

Navigating manually to other exams loaded for display will automatically initiate a new dictation in EWS. If you have not yet completed your dictation or finished editing the report, a dialog will be displayed via the PACSBridge application.



8. Choose **Yes** to save your current work or dictation, or choose **No** to cancel your dictation or to remove any changes during editing.
9. Exit the iSite PACS application.
10. When you exit iSite PACS, you will automatically be logged out of the EWS application.

The PACSBridge application will still be executing.

11. Leave the PACSBridge application executing at all times when Windows is running.



Setting up the PACSBridge for auto launch when Windows is started is recommended.

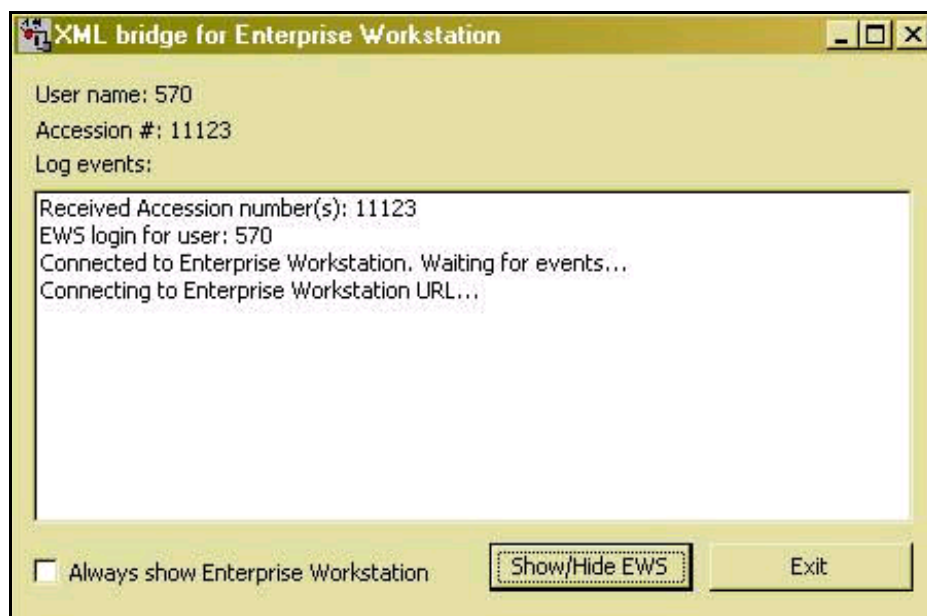
Using PACSBridge with Enterprise Workstation

After you select the integration type from the initial PACSBridge configuration window, if your integration type is **TCP Socket** or **XML File**, and **UseWinUser** is **False**, the PACSBridge **Login** dialog box appears.

If **UseWinUser** is **True**, no **Login** dialog box displays, regardless of the integration type. No login ever appears for an Mitra PACS integration. Refer to the table below for a summary of the types of integrations that display a Login dialog box.

Integration Type	PACS Name	Use WinUser Entry in .ini	Login Dialog Box Display
Mitra	AGFA	Always True	Never
TCP Socket	Brit Systems, Canon, DR Systems, Fuji Version 3.0	False	Yes
		True	No
XML File	Fuji Version 2.3, Philips/Stentor	False	Yes
		True	No

After you log in, the main PACSBridge dialog box appears.



The **User name** and **Accession #** (number) appear at the top of the dialog. Below that, you see a list box containing a **Log** of events that shows the last 500 events, including logins, logouts, report status changes, and errors.

PACSBridge provides the logged-in user with the option to display Enterprise Workstation at all times, a show/hide EWS button, and an Exit button:

Entry	Description
Always show Enterprise Workstation	When checked, disables the show/hide (or Min/Restore) button so EWS stays open and visible all the time. The initial status of the check box is determined by the setting of the .ini file entry AlwaysShowEWS . Changing the check box affects only the behavior for the current session and does not change the stored configuration setting.
Show/Hide EWS	Show and hide Enterprise Workstation manually if a user is logged in. This button appears only if UseWinMinRestore is False .
Min/Restore EWS	Minimize and restore Enterprise Workstation manually if a user is logged in. This button appears only if UseWinMinRestore is True .
Exit	Quit the application.

EWS PACSBridge Test Tools

General

The purpose of the EWS PACSBridge Test Tools is to verify proper functioning of the EWS PACSBridge Desktop Integration on the EWS Client workstation. The Test Tools can be used, in lieu of PACS vendor personnel testing the integration on site, to ensure that complete EWS Orders-based dictation is operating correctly through the PACSBridge. You can download the required **PACSBridgeQA.exe** file from the **Earlier Builds** area of the Enterprise Workstation software area on the Services portal.

Prerequisites

In order to use the EWS PACSBridge Test Tools properly, some files and configurations of the Enterprise Express system are required.

Prerequisites for the Client workstation are:

- Microsoft .NET Framework 1.1 or later installed
- EWS Client application installed
- **PACSBridgeQA.exe** self-extracting compressed file which will extract a number of files to the following folder:
C:\Program Files\Dictaphone\Dictaphone EWS Clients
- Properly configured **PACS_EWS_Bridge.ini**
- Orders-based dictation set up and configured for EWS dictator user

Prerequisites for the Enterprise Express Servers are:

- Orders-based dictation set up and configured on EXVoice and EXText Servers for EWS dictator user
- Orders (i.e., accession numbers) used for testing residing in the DocNeT.Orders table on the EXText Server

Prerequisite Steps

1. Ensure that the Microsoft .NET Framework 1.1 or later application is installed on the Client workstation.

To check for the listing, open the **Control Panel**, double-click the **Add/Remove Programs** applet, and check for the Microsoft .NET Framework 1.1 or later item in the list. Microsoft .NET Framework can be downloaded from the Microsoft Web site. Be sure to install any associated service packs for the version that you download.

2. The EWS Client application must be installed on the workstation.

Either log into EWS as a valid user or obtain the **Dictaphone EWS Client.exe** file from the **EXV Client Installations** folder of the EXV installation CD and run it manually.

3. Obtain and run the **PACSBridgeQA.exe** file to extract a number of files to the **C:\Program Files\Dictaphone\Dictaphone EWS Clients** directory.

The extracted files must reside in the same directory as the EWS application because the dll files required for the applications also reside in this directory.

4. Configure the appropriate settings for the **PACS_EWS_Bridge.ini** file, depending on the integration being tested (i.e., Mitra, TCPSockets, or XMLFile).
5. Ensure that EWS Orders-based dictation is set up and configured on EXVoice, EXText, and EWS Servers for the specific EWS dictator you will be using.
6. Ensure that the Orders (accession numbers) you will be testing against already reside in the DocNeT.Orders table on the EXText Server.

XMLFile Interface Test

1. Launch the **PACSBridge.exe** program file.
2. Logging into EWS will occur in one of the following ways, depending on the settings in the **PACS_EWS_Bridge.ini** file.
 - ♦ If the **UseWinUser** entry is set to **True**, the EWS PACS Bridge will use the Windows login user for EWS.
 - ♦ If the **PromptForLogin** entry is set to **True**, the EWS PACS Bridge will display the Login dialog with **User Name** and **Password** input areas.
Enter the EWS login and click **OK**.
 - ♦ If both the **UseWinUser** and **PromptForLogin** entries are set to **False**, the EWS PACS Bridge will read the XML file for the user login.
3. Start the test tool **XMLFile.exe** program file.

The screenshot shows a dialog box titled "XMLFile" with a close button in the top right corner. The dialog contains the following fields and buttons:

- Data File Path:** c:\Dictaphone\study.xml
- Field Name:** Field6
- Acc Numbers:** Acc1,Acc2,Acc3,...
- User Name:** (empty field)
- Password:** (empty field)
- Event:** login
- Create File** button
- Exit** button

4. Enter the following information on the XMLFile dialog box.

Field	Description
Data File Path	This is the path to the XML file. This path should correspond to the DataFile configuration in the PACS_EWS_Bridge.ini file where the EWS PACS Bridge application expects to find the XML file.
Field Name	This is the field in the XML file that contains the accession number. This field must correspond to the FieldName value in the PACS_EWS_Bridge.ini file.
Acc Numbers	These are the accession (i.e., order) numbers for dictation. If dictating for multiple accessions, the numbers must be delimited by a comma, e.g., 9011, 9012, 9013.
User Name	If logging in via the XML file, enter the EWS login name here.
Password	If logging in via the XML file, enter the EWS login password here.
Event	There are three valid entries for this field: login, logout, or <blank>. If using the XML file to log in or log out of EWS, enter the appropriate word. If using the XML file only to enter the accession number, leave this field blank.

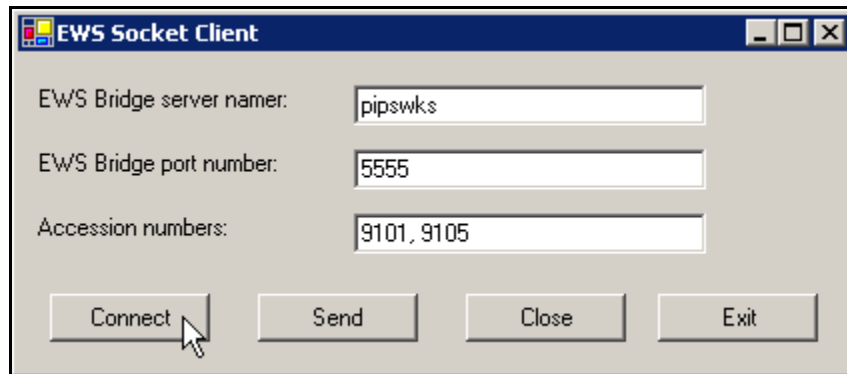
5. After entering the appropriate information for each field, click **Create File**.

The XML file will be generated and picked up by the PACS Bridge application. Dictation can now occur. The EWS PACS Bridge application will delete the XML file.

TCP Socket Interface Test

1. Launch the **PACSBridge.exe** program file.
2. Logging into EWS will occur in one of the following ways, depending on the settings in the **PACS_EWS_Bridge.ini** file.
 - ◆ If the **UseWinUser** entry is set to **True**, the EWS PACS Bridge will use the Windows login user for EWS.
 - ◆ If the **UseWinUser** entry is set to **False**, the EWS PACS Bridge will display the Login dialog with **User Name** and **Password** input areas.

Enter the EWS login and click **OK**.
3. Start the test tool **VBSocket.exe** program file.



4. Enter the following information on the EWS Socket Client dialog box.

Field	Description
EWS Bridge server name	Enter the local client workstation name, that the PACS Bridge application test is being performed.
EWS Bridge port number	This is the WINSock port being used for the TCP/IP socket connection. This must correspond to the WinsockPort value in the PACS_EWS_Bridge.ini file. The default port number is 5555, and can be any value up to 65535.
Accession numbers	These are the accession (order) numbers being dictated against. If dictating against multiple accessions, they must be delimited by a comma; e.g. 9011,9012,9013.

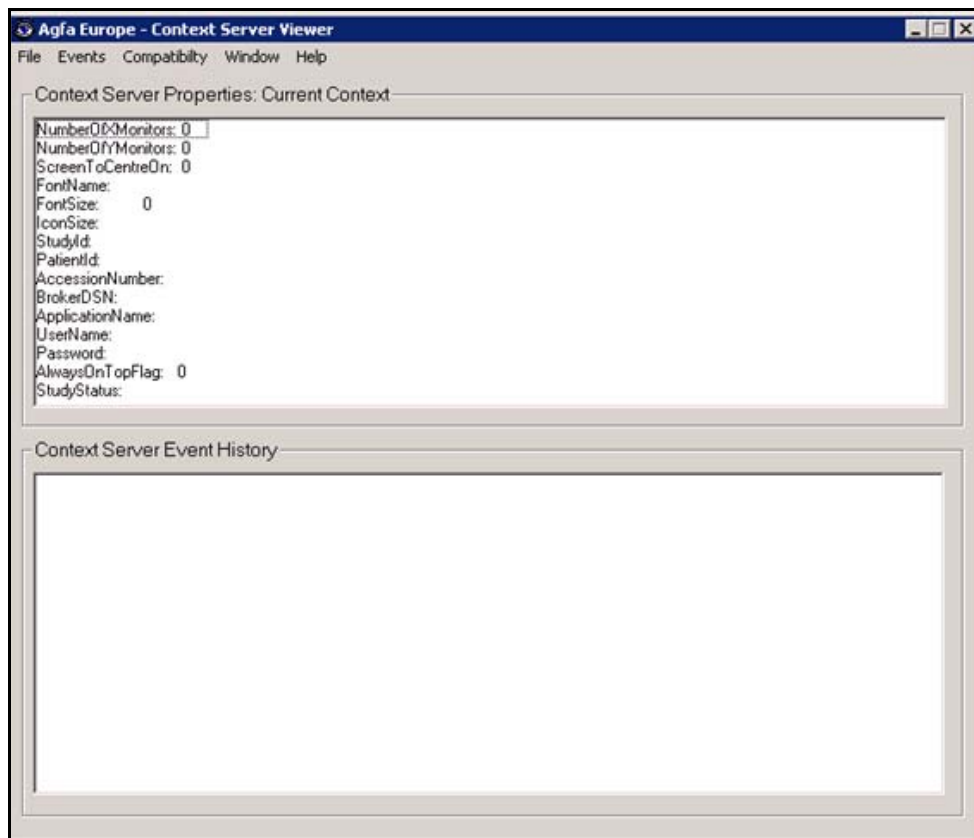
5. After entering the appropriate information, click **Connect** to establish the socket-to-socket connection from the VBSocket application to the PACS Bridge.
6. Click **Send** to send the accession number to the EWS PACSBridge.

You can now dictate for the accession number(s).
7. Once the dictation testing is completed, click **Close** in the EWS Socket Client dialog box to shut down the socket-to-socket connection between the two applications.

8. Click **Exit** to close the VBSocket application.
-

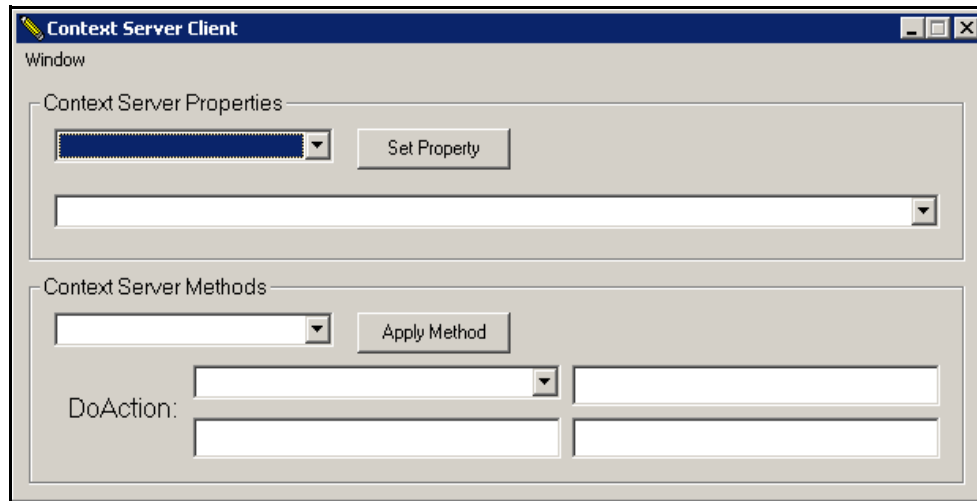
Mitra Interface Test

1. Run the **mitra_context_server.exe** program file one time to register the Mitra context server components.
2. Launch the **PACS Bridge.exe** program file.
3. Launch the **contextserver_viewer.exe** program file to open the Context Server Viewer window.

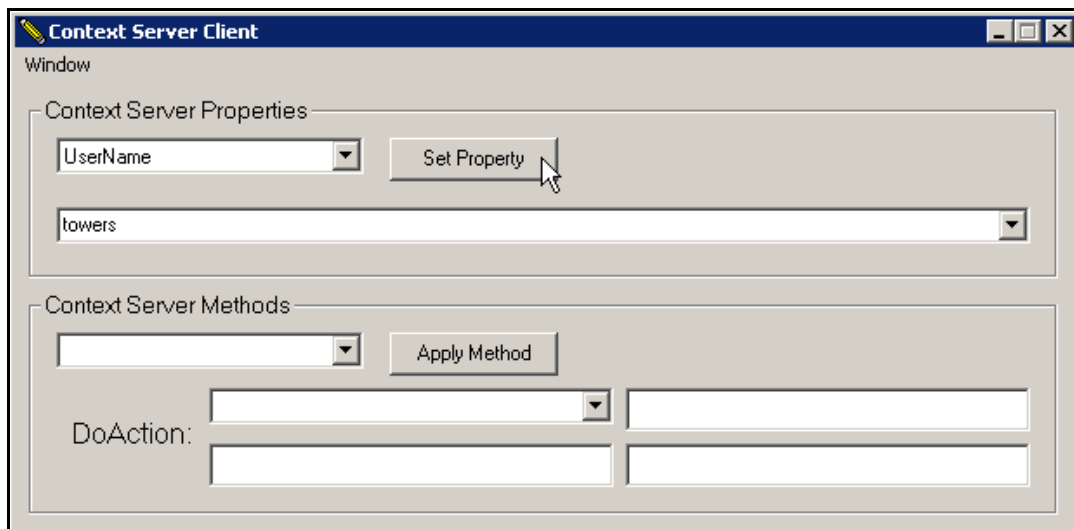


4. Select **Window/Context Server Client** from the menu to open the Context Server Client dialog box.

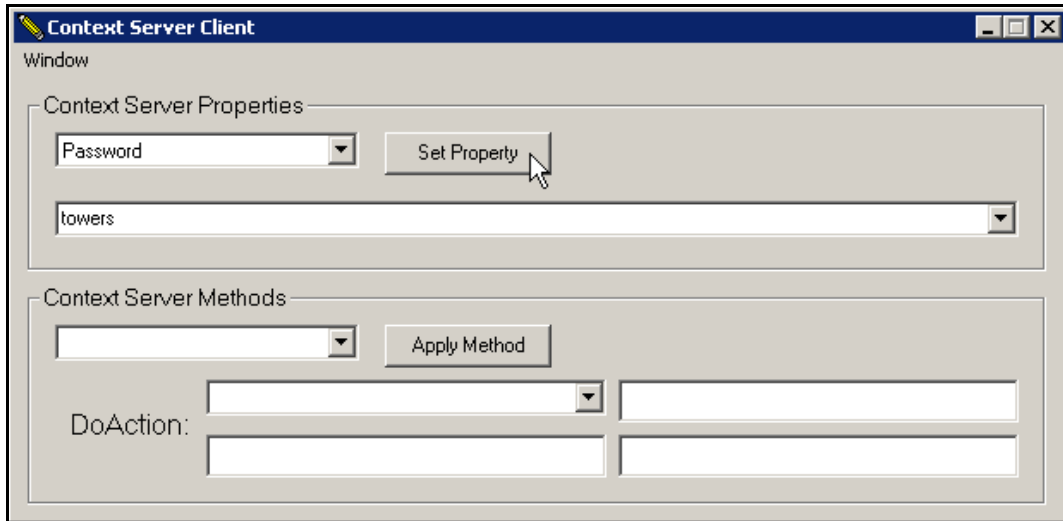
The context server must first be used to login to EWS.



5. Select **UserName** in the **Context Server Properties** item list.
6. Enter the EWS user login name in the text box below the UserName entry.

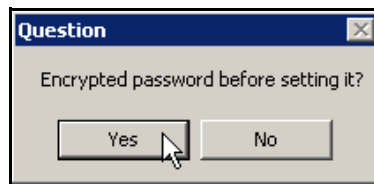


7. Click **Set Property**.
In the **Current Context** window, you should see the UserName field updated with the value you just entered.
Do not close the Context Server Client window.
8. In the **Context Server Client** window, select **Password** in the **Context Server Properties** item list.
9. Enter the EWS user password in the text box below the Password entry.



10. Click **Set Property**.

A Question dialog box displays.



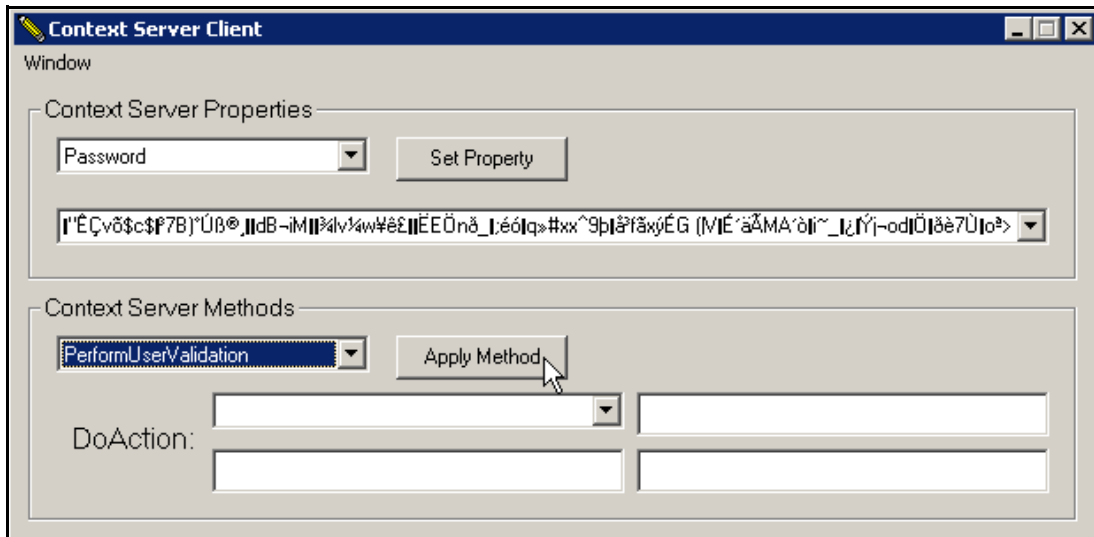
11. Click **Yes**.



*If you click **No**, the test will function properly but the Password will be not displayed in the encrypted mode.*

12. In the **Context Server Viewer** dialog box, you should see both the UserName and Password values that you entered.

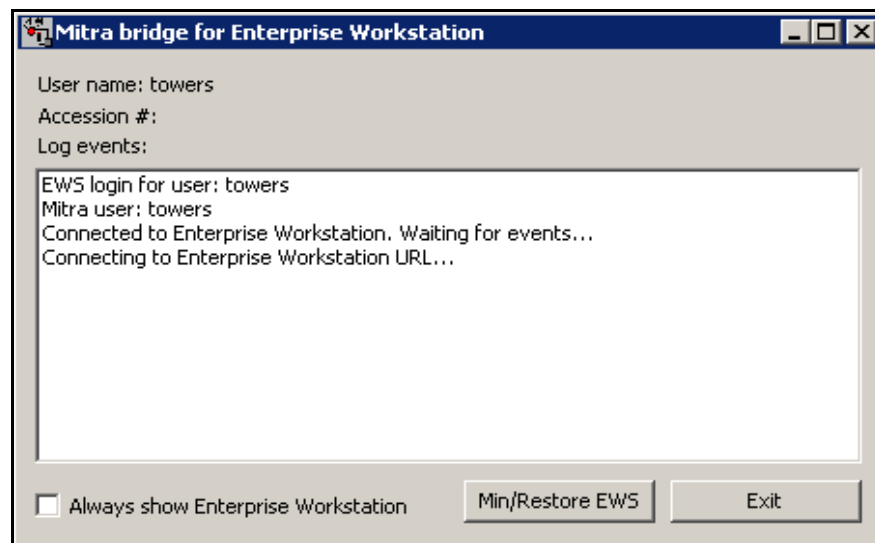
13. Return to the **Context Server Client** dialog box.



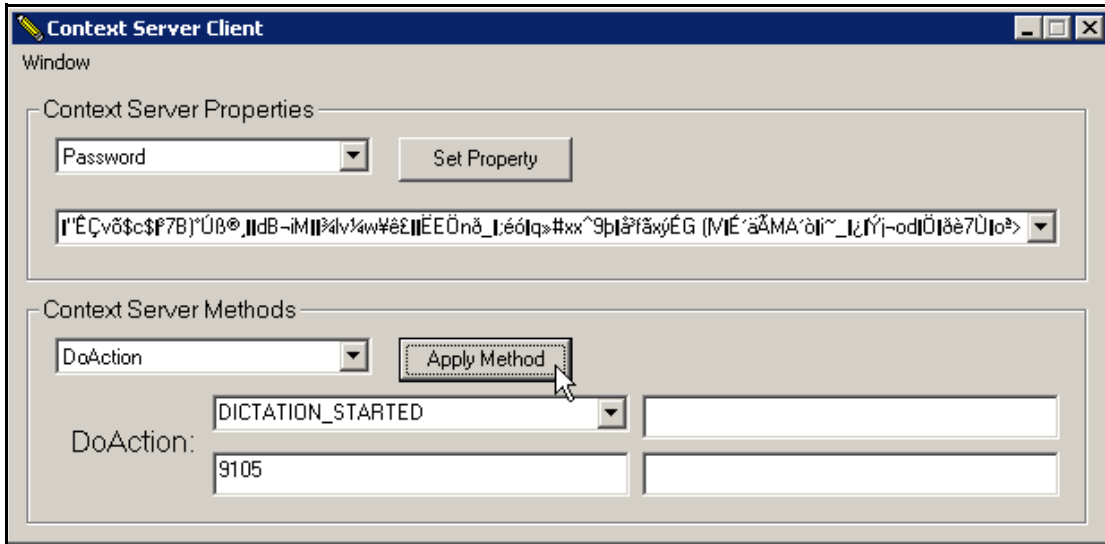
14. In the **Context Server Methods** item list, select **PerformUserValidation**.

15. Click **Apply Method**.

You should now be logged into EWS. If configured to be displayed, EWS window should appear. Additionally, the PACS Bridge application log event should indicate the EWS login.



16. Return to the **Context Server Client** dialog box.



17. Select **DoAction** from the **Context Server Methods** item list.

There are four blank fields in the **DoAction** area. They are designated as follows.

Field	Value
Upper Left	Parameter 1
Upper Right	Parameter 2
Lower Left	Parameter 3
Lower Right	Parameter 4

18. Enter the following two values in the associated fields and leave the other two blank.

Parameter 1 = **DICTIONARY_STARTED**

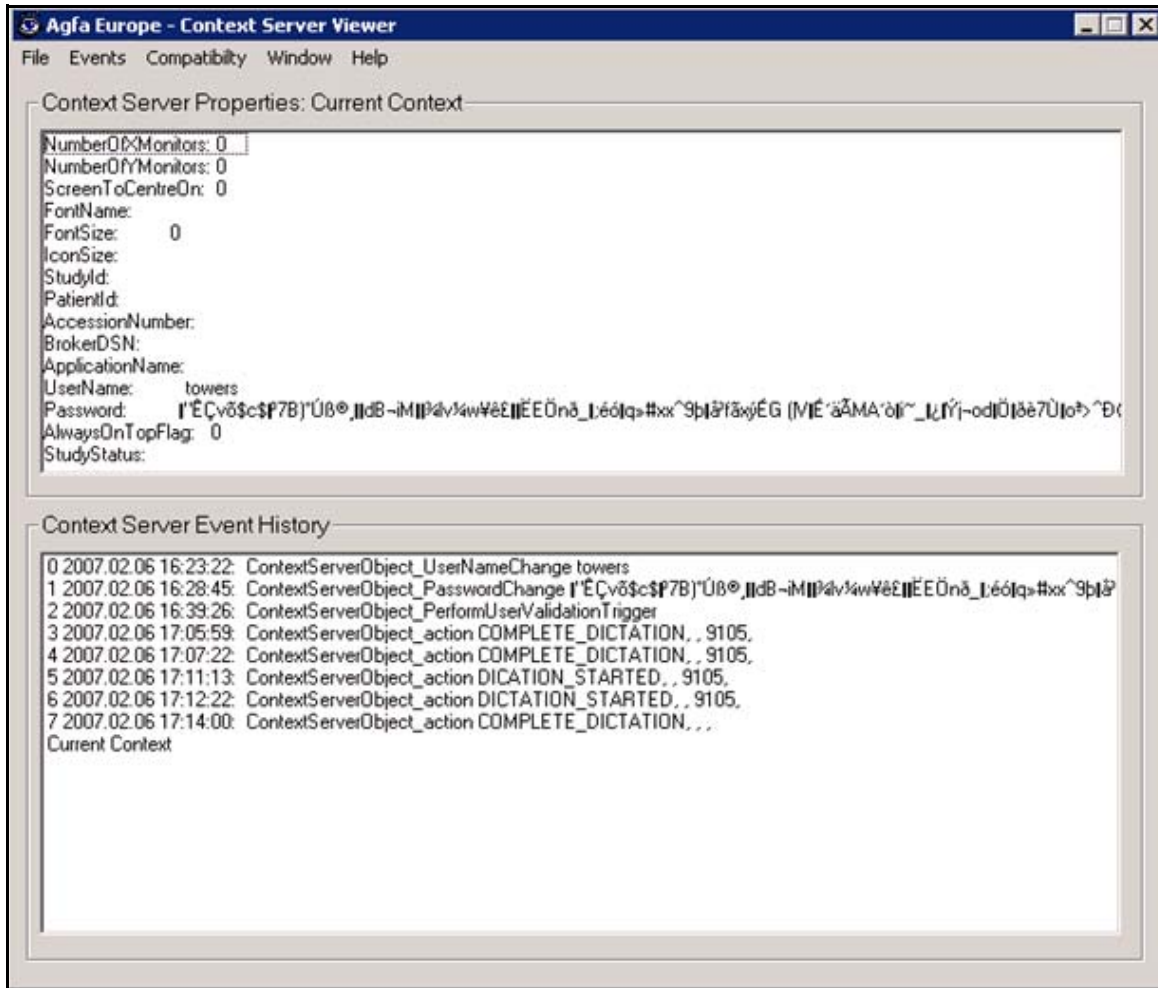
Parameter 3 = **<accession number>**

19. Click **Apply Method**.

The action message and accession number are sent to the EWS PACS Bridge application.

You can now dictate.

Once the dictation is completed, a **COMPLETE_DICTATION** event is sent from the EWS PACS Bridge to the Mitra Context Server. You can see this event in the **Context Server Viewer** window in the **Context Server Event History** box.



20. If the **SynchronizeImages** entry in the PACS_EWS_Bridge.ini file is set to **True**, the **StudyIdentifierChange** and **SYNCH_DISPLAY** events will be displayed in the **Context Server Event History** box when dictation is performed on multiple accession numbers.



At this time, it is unclear how to use the Mitra Context Server to dictate on multiple accession numbers.

21. When testing is completed, shut down the applications in the following order.
- a. Click **Exit** in the EWS PACS Bridge.

This will also shut down EWS.

- b. Close the Context Server Client window.
- c. Close the Context Server Viewer window.

Troubleshooting

PACSBridge Dialog Does Not Show

Open the **PACS_EWS_Bridge.ini** file and check the setting of the **IntegrationType** entry. If **IntegrationType** is **TCP Socket** or **XMLFile**, check the **UseWinUser** entry setting. If this entry is set to **True**, there could have been a problem logging in the user. Make sure that the Windows user is a valid user in Enterprise Workstation and that the **EWSUrl** is correct. Also, be sure the **Keycode** entry setting is correct.

The **PACSBridge.log** file should contain any login errors.

Dictation Does Not Start

If dictation does not start automatically when you press the dictate button on the PowerMic™ microphone, verify the settings for your particular integration type.

- Mitra integration

Verify that the context server is running. If not, activate it. You may need support from the PACS vendor to do so.

- TCP Socket integration

Monitor the port to determine if the data arrived. If not, contact the PACS vendor.

- XML File integration

Check the **IntegrationType** setting in the **.ini** file to be sure it is correct. If so, check the write permissions for the directory where the XML files are stored and make sure all users have write privileges.

Monitor the directory to see whether the file actually gets written. Try to trap the file to see if it is XML and whether it contains the correct data.

If the above items are correct, restart PACSBridge.

Dictation Finished Signal Not Received

If the dictation finished signal is not received after you finish dictating a report, verify the settings for your particular integration type.

For the Mitra integration, verify that the context server is still running. If it is, verify that the correct image is on the display. If several images have been dictated, verify that **SynchronizeImages** is set to **True**.

Enterprise Workstation[®] Application Program Interface (API)

General

Interoperability in Enterprise Workstation[®] (EWS) is implemented using DCOM (Distributed Component Object Model) technology, which allows COM components to communicate across network boundaries. All of the interfaces to control EWS are supplied by the EWSAPI.tlb (i.e., type library), which provides detailed information on all properties and methods to access.

In Enterprise Workstation Version 3.0/8.0, the components are registered by the client installer.

Initialization

Method

HRESULT Initialize ([in]VARIANT url,[in]BSTR keycode);

Initialize EWS by pointing to the URL location of the EWS Web server, using `http://<machine>`, where `<machine>` is the URL of the EWS Web server.

If you wish to connect to another EWS Web server, make sure you log out the current user and then change the URL.

The keycode is a code that is set on the EWS server. These values must match in order to log in a user. The URL and keycode must be configurable, at the Administrator level, in the application using the EWS API.

The following is a list of new HRESULT error codes, based on the standard ATL error return, which in turn is based on MAKE_HRESULT(SEVERITY_ERROR, FACILITY_ITF, ...). The HRESULT follows the standard form 0x8004xxxx + offset. The individual error codes listed below may be retrieved from the raw HRESULT by using the HRESULT_CODE() macro. In general, a small amount of additional information may be retrieved from the ErrorInfo interface. The names are intended to be self-explanatory, but brief descriptions are provided.

0x800403eb (code = 1003)	VARIANT containing URL appears to be invalid
0x800403ec (code = 1004)	VARIANT containing URL does not appear to be convertible to string
0x800403ed (code = 1005)	VARIANT contains empty string
0x800403ee (code = 1006)	VARIANT does not specify an HTTP URL
0x800403ef (code = 1007)	URL is not correct
0x800403f5 (code = 1013)	EWS API keycode is required but was not given

User Events/Methods

Events

void OnLogin();

Notify when the user is successfully logged into EWS.

void OnLogoff();

Notify when the user has successfully logged out of EWS.

Methods

This will attempt to log in EWS using the **user**. Three methods follow:

HRESULT Login([in]BSTR user,[in]BSTR password);

HRESULT LoginValidatedUser([in]BSTR user);

HRESULT LoginWindowsUser ();

The first method requires a user password to be supplied.

For the second method, it is up to the vendor to verify that this user is authorized in the vendor application. No user password is required. User authentication is assumed to have occurred in the application using the EWS API.

The third method is like the second except that it uses the user name logged into Windows.

This will also return any error during login process. Error Info will provide text information on what problem caused the potential error.

0x800403e8 (code = 1000)	EWS API has not been initialized.
0x800403f1 (code = 1009)	BSTR for user contains empty string.
0x800403f3 (code = 1011)	Not an EWS user.
0x800403f6 (code = 1014)	Incorrect EWS API keycode.
0x800403f4 (code = 1012)	EWS user is disabled.
0x800403f8 (code = 1016)	A user is already logged in to this instance. Should log out before logging in again.
0x8004040D (code = 1037)	Failed to contact server. An error code will be included in error text.
0x8004044C (code = 1100)	General login failure. A more detailed error description will be included in error text.

HRESULT Logout([in]BOOL bForce);

Attempt to logoff the user and close the window. If bForce is not true, it may fail if the user has work open that would be lost. If bForce is true, this will force EWS to log out and the user could lose work.

0x800403e8 (code = 1000)	EWS API has not been initialized.
0x800403fa (code = 1018)	No user is logged in.

Window Methods/Properties

Window Methods

HRESULT Show([in]BOOL bInForeground);

Show the EWS application. If bInForeground is set to true, EWS will be forced to the foreground.

0x800403fc (code = 1020)	Attempt to perform operation when no application frame window exists, e.g., before logging in.
--------------------------	--

HRESULT Hide();

Hide the EWS application.

0x800403fc (code = 1020)	Attempt to perform operation when no application frame window exists, e.g., before logging in.
--------------------------	--

HRESULT CloseAllWindows();

Close any Modal dialog opened at this moment by EWS.

0x800403fa (code = 1018)	No user logged in.
--------------------------	--------------------

HRESULT SetFramePos([in]long x,[in]long y,[in]long cx,[in]long cy);

Change size and position of the EWS Frame.

- x - Specifies the new position of the left side of the window, in client coordinates
- Y - Specifies the new position of the top of the window, in client coordinates
- cx - Specifies the new width of the window, in pixels
- cy - Specifies the new height of the window, in pixels

0x800403fc (code = 1020)	Attempt to perform operation when no application frame window exists, e.g., before logging in.
--------------------------	--

HRESULT GetFramePos([out]long* x,[out]long* y,[out]long* cx,[out]long* cy);

Retrieve the size and position of the EWS Frame.

- x - Specifies the position of the left side of the window, in client coordinates
- Y - Specifies the position of the top of the window, in client coordinates
- cx - Specifies the width of the window, in pixels
- cy - Specifies the height of the window, in pixels

0x800403fc (code = 1020)	Attempt to perform operation when no application frame window exists, e.g., before logging in.
--------------------------	--

HRESULT Minimize();

Minimize the EWS Frame window.

0x800403fc (code = 1020)	Attempt to perform operation when no application frame window exists, e.g., before logging in.
--------------------------	--

HRESULT Maximize();

Maximize the EWS Frame window.

0x800403fc (code = 1020)	Attempt to perform operation when no application frame window exists, e.g., before logging in.
--------------------------	--

HRESULT Restore();

Activate and display the EWS window. If the window is minimized or maximized, Microsoft Windows restores it to its original size and position.

0x800403fc (code = 1020)	Attempt to perform operation when no application frame window exists, e.g., before logging in.
--------------------------	--

Window Properties**HRESULT AlwaysOnTop([in] BOOL newVal);****HRESULT AlwaysOnTop([out, retval] BOOL *pVal);**

Retrieve and set the EWS UI frame to the top of the Z-order. This puts the EWS frame on top of all other windows in the order.

0x800403fc (code = 1020)	Attempt to perform operation when no application frame window exists, e.g., before logging in.
--------------------------	--

HRESULT xpos([out, retval] long *pVal);**HRESULT xpos([in] long newVal);**

Retrieve and set the position of the left side of the window, in client coordinates.

0x800403fc (code = 1020)	Attempt to perform operation when no application frame window exists, e.g., before logging in.
--------------------------	--

HRESULT ypos([out, retval] long *pVal);**HRESULT ypos([in] long newVal);**

Retrieve and set the position of the top of the window, in client coordinates.

0x800403fc (code = 1020)	Attempt to perform operation when no application frame window exists, e.g., before logging in.
--------------------------	--

HRESULT Width([out, retval] long *pVal);**HRESULT Width([in] long newVal);**

Retrieve and set the width of the window, in pixels.

0x800403fc (code = 1020)	Attempt to perform operation when no application frame window exists, e.g., before logging in.
--------------------------	--

HRESULT Height([out, retval] long *pVal);

HRESULT Height([in] long newVal);

Retrieve and set the height of the window, in pixels.

0x800403fc (code = 1020)	Attempt to perform operation when no application frame window exists, e.g., before logging in.
--------------------------	--

HRESULT HideOnClose([out, retval] BOOL *pVal);

HRESULT HideOnClose([in] BOOL newVal);

Retrieve and set quitting EWS when using the **X** button on the title bar. This property cannot be set if the EnableLogout property is set to false.

0x800403fd (code = 1021)	Cannot be set because logout is disabled.
--------------------------	---

HRESULT IsVisible([out, retval] BOOL *pVal);

Check to see if EWS is visible on the screen - read-only.

0x800403fc (code = 1020)	Attempt to perform operation when no application frame window exists, e.g., before logging in.
--------------------------	--

Application Events/Methods/Properties

Application Events

void OnNeedUserInput();

Notify when user input is required from EWS. The application can show the EWS window, hide their own, reposition the window, etc.

void OnUserInputCompleted();

Notify when user input is no longer required from EWS. The application can hide the EWS window, show their own, reposition the window, etc.

Application Methods

HRESULT SendKeepAlive();

Send to inform EWS server that the user is active even though he may not be currently using EWS. This should be called periodically if user is working in the host application without accessing the EWS window to keep the EWS session from timing out due to inactivity.

0x800403fa (code = 1018)	Cannot send keep alive before logging in.
0x8004040D (code = 1037)	Failed to contact server. An error code will be included in error text.

HRESULT GetFieldMapping([in]int field_number,[out, retval] BSTR *pText);

Return a text description of what the fields are mapped to. Possible values are **DOB**, **PatientMRN**, **OrderID**, **SSN**, **VisitID**, and **WorktypeID**.

0x800403e8 (code = 1000)	EWS API has not been initialized.
0x800403fa (code = 1018)	Cannot send keep alive before logging in.
0x80040426 (code = 1062)	Invalid field number. Must be between 1 and 6.

HRESULT GetConfiguration([in]ConfigType type,[out, retval] BOOL *pVal);

0x800403e8 (code = 1000)	EWS API has not been initialized.
0x800403fa (code = 1018)	Attempt to retrieve configuration before logging in.
0x800403fb (code = 1019)	Attempt to get configuration value with invalid integer (cast) for configuration type.

The following are the ConfigType enum types.

Type	Value	Description
cfgt_CanDictate	1	Does user have a license for dictation
cfgt_CanEsign	2	Does user have a license for electronic signature
cfgt_CanSelfEdit	3	Does user have a license for self-edit and selected to use voice editing (client side voice recognition)
cfgt_CanPOCV	4	Does user have a license for Point of Care Viewer
cfgt_OrderMode	5	Is the user in orders mode (vs. visits or field input mode)
cfgt_FieldInputMode	6	Is the user in field input mode (vs. visits or orders mode)
cfgt_CanSendForTranscription	7	Does the user have option to send for transcription and delete transcribed reports
cfgt_CanSendStat	8	Does the user have option to send dictation with stat
cfgt_EsigAutoLoad	9	Does next report load automatically when signing
cfgt_CanAddendum	10	Does the user have privileges to dictate an addendum to a signed report
cfgt_CanCancel	11	Can the user cancel either a report or dictation
cfgt_CanLabsViewer	12	Does user have a license for Labs Viewer

Application Properties

HRESULT TabSelection([out, retval] long *pVal);

HRESULT TabSelection([in] long newVal);

Retrieve and set between the reports tab, visits tab, orders tab, and patient record.

- 0 - No tab currently selected
- 1 - Order/Visits Tab
- 2 - Report Tab
- 3 - Patient Record Tab
- 4 - Labs Viewer Tab

0x800403fa (code = 1018)	No user logged in.
0x800403fe (code = 1022)	The EWS client is in a state that does not allow the tab to be set (e.g., a modal dialog window is open or in the middle of a dictation).

HRESULT IsWorkInProgress([out,retval]) BOOL *pVal);

Check if EWS is in the middle of a dictation or report edit - read-only.

0x800403fa (code = 1018)	No user logged in.
--------------------------	--------------------

HRESULT IsReady([out, retval] BOOL *pVal);

Check if user is fully logged into EWS and is ready for user action - read-only. This is similar to the OnLogin event. Either can be used.

0x800403fa (code = 1018)	No user logged in.
--------------------------	--------------------

HRESULT DocumentCount([out, retval] long *pVal);

Retrieve the number of documents awaiting signature - read-only.

0x800403fa (code = 1018)	No user logged in.
0x8004040D (code = 1037)	Failed to contact server. An error code will be included in error text

HRESULT ProxyDocumentCount([out, retval] long *pVal);

Retrieve the number of documents awaiting proxy signature - read-only.

0x800403fa (code = 1018)	No user logged in.
0x8004040D (code = 1037)	Failed to contact server. An error code will be included in error text

HRESULT EnableLogout([out, retval] BOOL *pVal);

HRESULT EnableLogout([in] BOOL newVal);

Enable or disable the user from logging out of EWS directly. If disabled, the user can only be logged out through the API. Setting this value to **false** will remove the logout link in the EWS User Interface and enable the HideOnClose property. If you set this value to **true** *after setting it to false*, you may also need to reset the HideOnClose property.

0x800403e8 (code = 1000)	EWS API has not been initialized.
0x800403fa (code = 1018)	No user logged in.

HRESULT EnableDictate([out, retval] BOOL *pVal);

HRESULT EnableDictate([in] BOOL newVal);

Enable or disable the user from directly dictating in EWS. The user can still dictate through the API methods. Setting this value to **false** will remove the dictate buttons in the EWS User Interface, as well as disable other methods of dictation such as by the microphone, keyboard, etc.

0x800403e8 (code = 1000)	EWS API has not been initialized.
0x800403fa (code = 1018)	No user logged in.

HRESULT WorkTypes([in] long nInternalId, [in] long nExternalId, [in] BSTR sName, [in] long nSiteId, [out, retval] IWorkTypes **pVal);

Get the available WorkTypes. Inputs nInternalId, nExternalId, sName, and nSiteId can be set to limit the WorkTypes returned to be those that match the input. To get all WorkTypes, set these to -1, -1, an empty string, and -1 respectively. Any one or combination of these inputs can be supplied. This function returns the WorkTypes collection object. This interface is also described in this document.

0x800403fa (code = 1018)	No user logged in.
--------------------------	--------------------

Reports Events/Methods/Properties

Report Events

void OnReportNotify([in]ReportNotification rn);

Notification of state changes for the currently opened report or dictation.

The following are the ReportNotification enum types.

Type	Value	Description
rn_Create	1	Report or dictation has been created and ready to dictate.
rn_View	2	Report is open for viewing.
rn_Edit	3	Report is opened for editing.
rn_Dictated	4	User has dictated.
rn_BeforeValidation	5	About to go through validation.
rn_AfterValidation	6	After validation.
rn_BeforeSign	7	About to start the signature dialog.
rn_AfterSign	8	Returned from the signature dialog.
rn_SignatureCanceled	9	User cancelled from the signature dialog.
rn_Closed	10	Report or dictation closed. User has been return to main EWS page (Orders/Visits/Reports/Patient Record tabs).
rn_Transcribed	11	User has pressed the transcribe button on the microphone.
rn_Saved	12	Report has been saved. Due to user clicking on Save or Save and Close buttons.
rn_Cancelled	13	Report has been cancelled. Due to user clicking on Cancel or Done buttons.
rn_Deleted	14	Report has been deleted. Due to user clicking on Delete button.
rn_Sent	15	Report has been sent for transcription. Due to user clicking on Send or Send for transcription buttons.
rn_Signed	16	Report has been signed. Due to user clicking on Sign button.

void OnMicrophoneDictate();

Notification when the user has pressed the Dictate button on the microphone to initiate a dictation. This event will only be fired if dictation has been disabled in EWS through the EnableDictate property. An application could have the dictation disabled in EWS only when the application has focus, get this event only at that time, and handle it by calling one of the CreateNewReport methods.

Report Methods

HRESULT CreateNewReportOnOrder([in]VARIANT accessionNumbers, [in] long nWorkType);

HRESULT CreateNewReportOnVisit([in]BSTR visitId, [in] long nWorkType);

HRESULT CreateNewReportOnFields([in]VARIANT fieldValues, [in] long nWorkType);

CreateNewReport will attempt to create a new report based on the input provided. The input can be either one or multiple accession numbers, a visit id, or up to six field values. The input also includes a worktype internal id to start the report.

If the call is successful, it will put EWS into dictation mode, ready to accept voice input for the report. This call can be used with or without voice editing.

The worktype can be set to 0 so that no worktype is specified. Without a worktype specified, EWS will either prompt the user or use the last selected worktype, depending on configuration.

If you are using field input mode, and one of the fields is mapped to worktype, that will be used over the separate input.

0x800403fa (code = 1018)	Cannot create report before logging in.
0x80040407 (code = 1031)	VARIANT containing input appears to be invalid.
0x800403ec (code = 1004)	VARIANT containing input cannot be converted to BSTR.
0x8004040a (code = 1034)	VARIANT containing input has unknown type (neither BSTR nor SAFEARRAY of BSTRs).
0x80040408 (code = 1032)	Input cannot be empty string.
0x80040402 (code = 1026)	The EWS client is in a state that does not allow creation of a new report (e.g., a modal dialog window is open).
0x8004041a (code = 1050)	EWS is not in order mode.
0x8004041b (code = 1051)	EWS is not in visits mode.
0x8004041c (code = 1052)	EWS is not in field input mode.
0x8004041d (code = 1053)	The application provided an empty array of input values.
0x80040403 (code = 1030)	This visit could not be found.
0x80040411 (code = 1041)	Invalid worktype as input.

HRESULT CreateAddendumOnReport([in]BSTR reportId);

CreateAddendumOnReport will attempt to create an addendum to an existing signed report based on the report id provided. If the call is successful, it will put EWS into dictation mode, ready to accept voice input for this report. This call can be used only with voice editing.

0x800403fa (code = 1018)	Cannot create report before logging in.
0x80040408 (code = 1032)	Input cannot be empty string.
0x80040402 (code = 1026)	The EWS client is in a state that does not allow creation of an addendum (e.g., a modal dialog window is open.)
0x80040424 (code = 1060)	Voice editing is required.
0x80040403 (code = 1027)	This report could not be found.

HRESULT ViewReport([in]BSTR reportId);

ViewReport will attempt to open an existing report for viewing based on the report id provided. If the call is successful it will put EWS into view mode. The report cannot be edited or signed. This is valid for any existing report. The call can be used with or without voice editing.

0x800403fa (code = 1018)	Cannot view report before logging in.
0x80040408 (code = 1032)	Input cannot be empty string.
0x80040402 (code = 1026)	The EWS client is in a state that does not allow viewing of a report (e.g., a modal dialog window is open).
0x80040403 (code = 1027)	This report could not be found.

HRESULT ViewReportAwaitingSignature([in]BSTR reportId);

ViewReportAwaitingSignature will attempt to open an existing report for viewing based on the report id provided. If the call is successful it will put EWS into view mode. Report can be edited or signed. This is valid only for existing report that are awaiting signature by the logged in user. These are the reports shown on the reports tab when the "I can sign" search is selected. Call can be used with or without voice editing.

0x800403fa (code = 1018)	Cannot view report before logging in.
0x80040408 (code = 1032)	Input cannot be empty string.
0x80040402 (code = 1026)	The EWS client is in a state that does not allow viewing of a report (e.g., a modal dialog window is open).
0x800404 (code = 1028)	This report is not awaiting signature.

HRESULT ViewReportAwaitingProxySignature([in]BSTR reportId);

ViewReportAwaitingProxySignature will attempt to open an existing report for viewing based on the report id provided. If the call is successful, it will put EWS into view mode. The report can be edited or signed. This is valid *only* for existing reports that are awaiting signature by the logged in user. These are the reports shown on the reports tab when the *I can proxy sign* search is selected. The call can be used with or without voice editing.

0x800403fa (code = 1018)	Cannot view report before logging in.
0x80040408 (code = 1032)	Input cannot be empty string.
0x80040402 (code = 1026)	The EWS client is in a state that does not allow viewing of a report (e.g., a modal dialog window is open).
0x800404 (code = 1028)	This report is not awaiting signature.

HRESULT CancelCurrentReport();

Simulates the **Cancel** button from EWS. This can be used for cancelling a dictation, viewing a document, editing a document, and dictating an addendum. If called when not in one of these modes, it closes all popups windows.

0x800403fa (code = 1018)	Cannot cancel before logging in.
--------------------------	----------------------------------

HRESULT SendCurrentReport([in] BOOL bSendStat);

Simulates the **Send** or **Save, send for Transcription** button from EWS. If bSendStat is set to **true**, the job will be sent as stat.

0x800403fa (code = 1018)	Cannot cancel before logging in.
0x8004040c (code = 1036)	Attempt to send report while no report is open failed.

HRESULT SaveCurrentReport([in] BOOL bClose);

Simulates the **Save** button from EWS. If bClose is set to **true**, the report will also be closed. If it is **false**, the report will be saved but remain open for further dictation.

0x800403fa (code = 1018)	Cannot cancel before logging in.
0x8004040d (code = 1037)	Attempt to save report while no report is open failed.
0x8004040e (code = 1038)	Attempt to save while modal dialog box is open.
0x80040414 (code = 1044)	Error prevented text saving.

HRESULT GetCurrentReportText([out,retval]BSTR *Text);

Returns the latest version of the report text for the current report in the variable **TEXT**. Only returns ASCII text for self-edit reports.

0x800403fa (code = 1018)	Cannot get text before logging in.
0x80040425 (code = 1061)	No self-edit report open.

Report Properties

HRESULT CurrentReport([out, retval] long *pVal);

Returns the report ID for the current opened report.

0x800403fa (code = 1018)	Not logged in.
0x8004040b (code = 1035)	No report is open.

HRESULT Worktype([out, retval]long *pVal);

Get worktype of current report. Returns the worktype internal id, which is a unique identifier. Other properties of the worktype, such as external id, name, and site id, can be retrieved from other API methods.

0x800403fa (code = 1018)	Cannot get before logging in.
0x8004040f (code = 1039)	No report or dictation is open.

HRESULT Worktype([in]long Val);

Change the worktype of current report. Input is the worktype internal id, which is a unique identifier.

0x800403fa (code = 1018)	Cannot set before logging in.
0x80040410 (code = 1040)	Worktype can only be set for new dictations.
0x80040411 (code = 1041)	Invalid worktype as input.

Worktypes Methods/Properties

Worktypes Methods

HRESULT Item([in] long nIndex, [out,retval] IWorkType **pval);

Get worktype at specified index. The index is 1 based.

0x80040412 (code = 1042)	Invalid index.
--------------------------	----------------

Worktypes Properties

HRESULT Count([out, retval] long *pVal);

Get the number of items in the collection.

Worktype Properties

HRESULT InternalId([out, retval] long *pVal);

Get the internal id. This is a unique identifier for the worktype. This should not be displayed to the user. Use the external id for visual display.

HRESULT ExternalId([out, retval] long *pVal);

Get the external id. This is not necessarily unique. This is the identifier that can be displayed to the user.

HRESULT Name([out, retval] BSTR *pVal);

Get the name.

HRESULT SiteId([out, retval] long *pVal);

Get the site id.

EWS API Testing

The following steps can be used to perform some basic EWS API functionality tests. There is SDK software available on the EXVoice installation CD that was created for PACS developers to use when developing an API interface directly to the EWS workstation. There are some sample applications included in the SDK that can be used to perform some basic functionality tests of the EWS API on a test workstation. For these tests, no involvement of any PACS applications is required.

These instructions make the following assumptions:

- An EXVoice, EXText, and EWS system are installed and fully configured for an EWS Orders-Centric workflow.
- The test applications can also be used to test an Encounters(Visits)-centric workflow, but the steps below are written assuming an Orders-centric workflow.
- A test user is set up for EWS self-edit dictation. The test applications can also be used to test an EWS dictate-only workflow. The steps in these instructions assume that self-edit dictation will be done.
- A test EWS Workstation should already be set up with a Powermic and properly configured. It is recommended that, prior to the EWS API tests, that a test login and dictation be performed through conventional means.
- There should be Orders already populated in the DocNet.Orders table on EXText. If there are no Orders in place, then, with the customer's permission, EXText Explorer can be used to create test Demographics, Encounters, and Orders.



There is no need to set up or run the EWS PACS Bridge. EWS API dictation does not use the PACS Bridge.

Install the EWS SDK Software

Perform the following steps to install the EWS SDK software onto a test workstation. The **Dictaphone EWS SDK.exe** file must be obtained from the EXV Client Installations directory of an appropriate version of the EXVoice installation CD.

1. Launch the **DICTAPHONE EWS SDK.EXE** program and the dialog shown in [Figure 11-9](#) will be displayed.

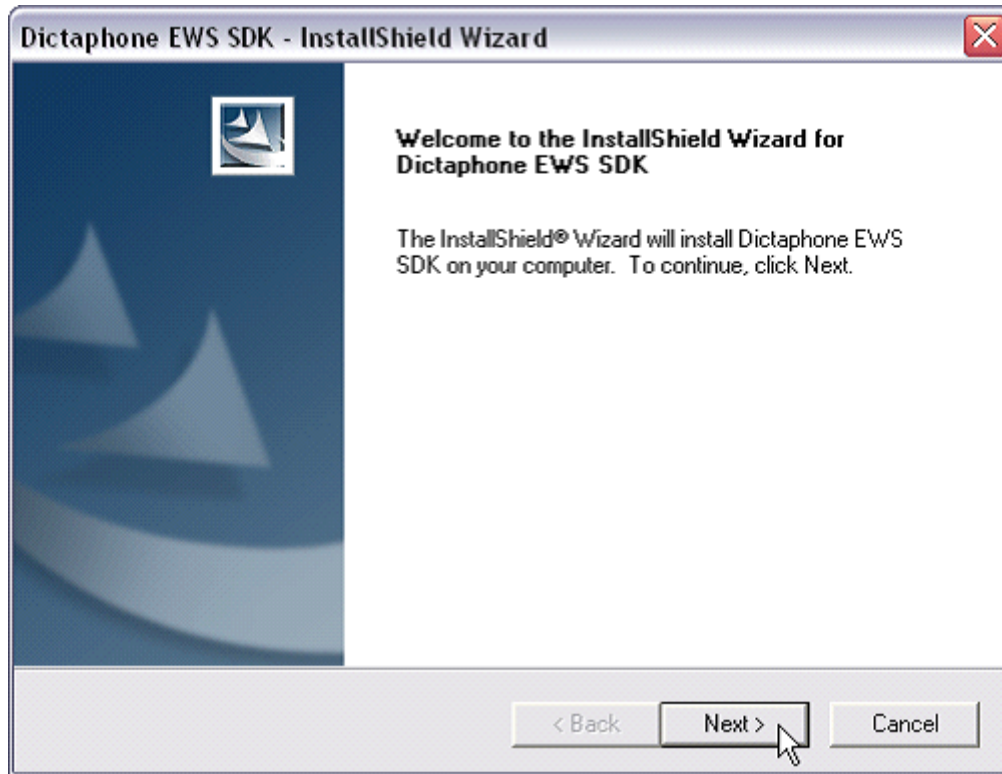


FIGURE 11-9 EWS SDK Install Welcome Display

2. Click **Next**, and the dialog shown in [Figure 11-10](#) will be displayed.

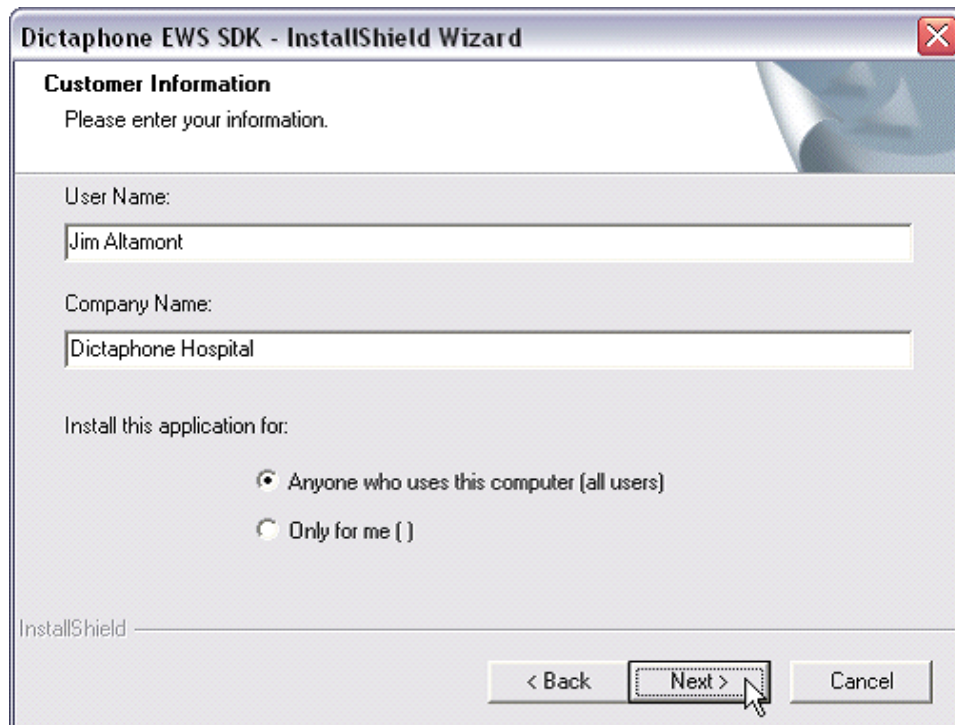


FIGURE 11-10 Customer Information Dialog

3. Enter the appropriate customer information in the [Figure 11-10](#) dialog, and then, click **Next**.

The dialog shown in [Figure 11-11](#) will be displayed.

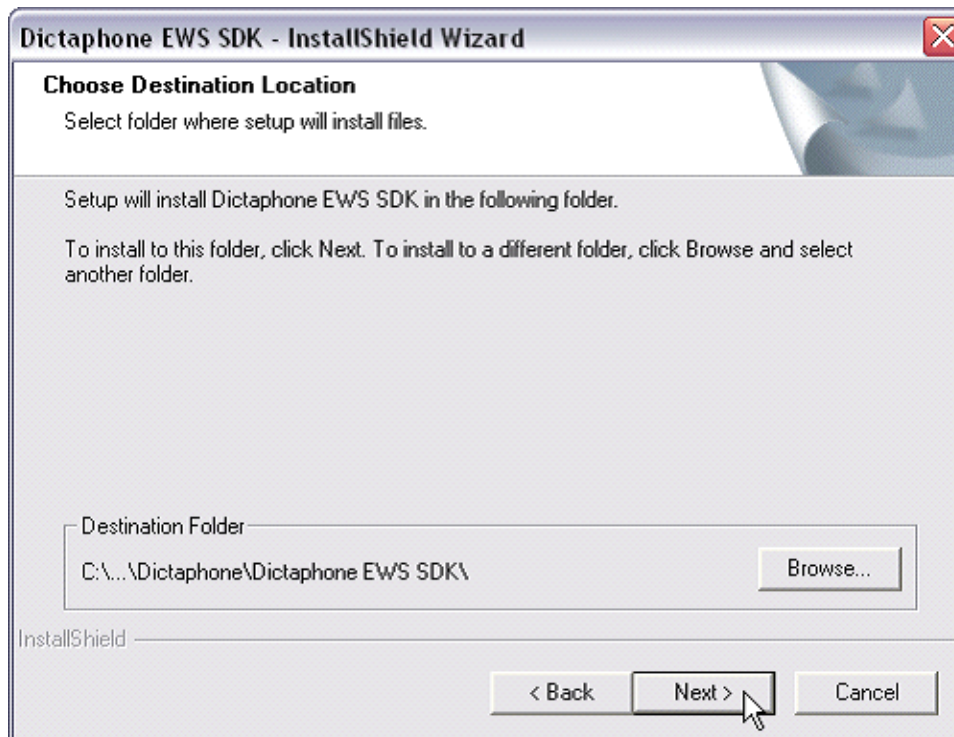


FIGURE 11-11 Destination Location Dialog

4. Accept the default directory and click **Next**.
5. In a few moments the dialog shown in [Figure 11-12](#) will be displayed.

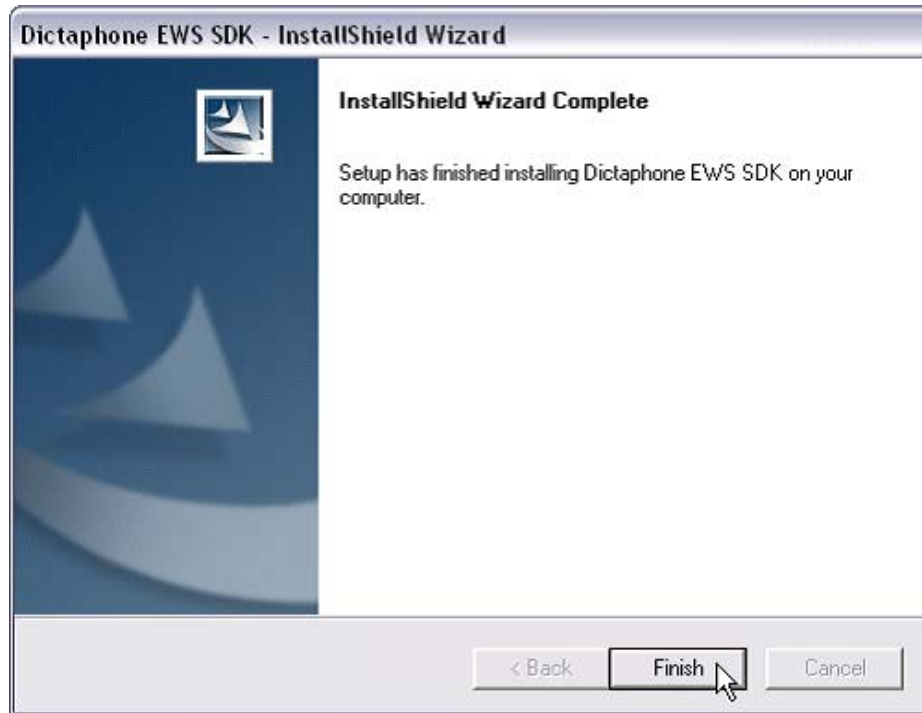


FIGURE 11-12 Setup Complete Dialog

6. Click **Finish**.
-

Test the EWS API Connection

Perform the following steps to use the API SDK software to test basic API functionality to the EWS client workstation.

1. Navigate to the following directory.
C:\Program Files\Dictaphone\Dictaphone EWS SDK\samples\VC6
2. Launch the executable **vc6Demo.exe**, and the dialog shown in [Figure 11-13](#) will be displayed.

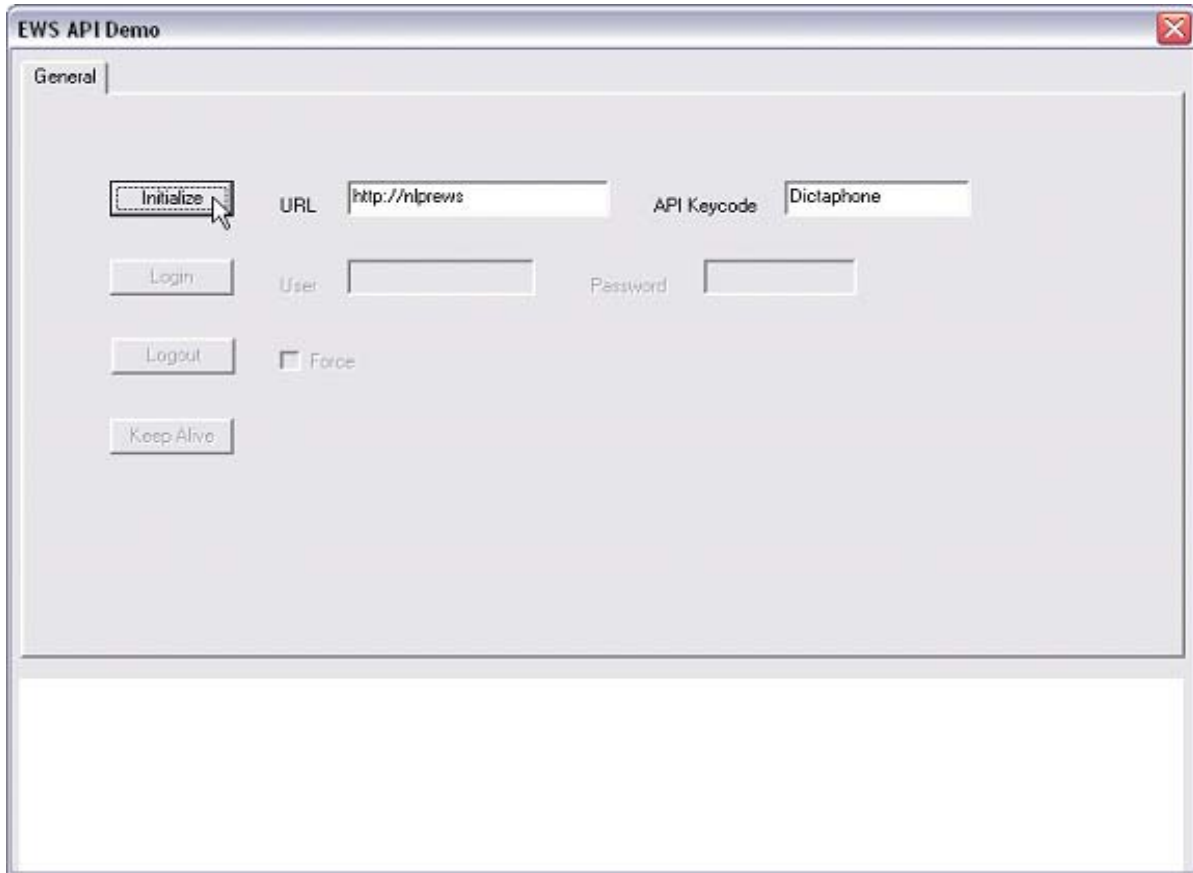


FIGURE 11-13 EWS API Demo Configuration Dialog

3. Complete the [Figure 11-13](#) dialog as shown in [Table 11-6](#).

TABLE 11-6 Completion of [Figure 11-13](#) Dialog

Field	Value	Description
URL	http://<EWS Web Server name>	The URL needed to connect to the EWS server - DO NOT include a "/exv" at the end of the URL string
API Keycode	Dictaphone	The API Keycode setting as configured on the EWS Settings page

4. Click **Initialize** and the dialog shown in [Figure 11-14](#) will be displayed. You should see an informational display very similar to that highlighted in [Figure 11-14](#), and you will note that the **Login** fields are now enabled.

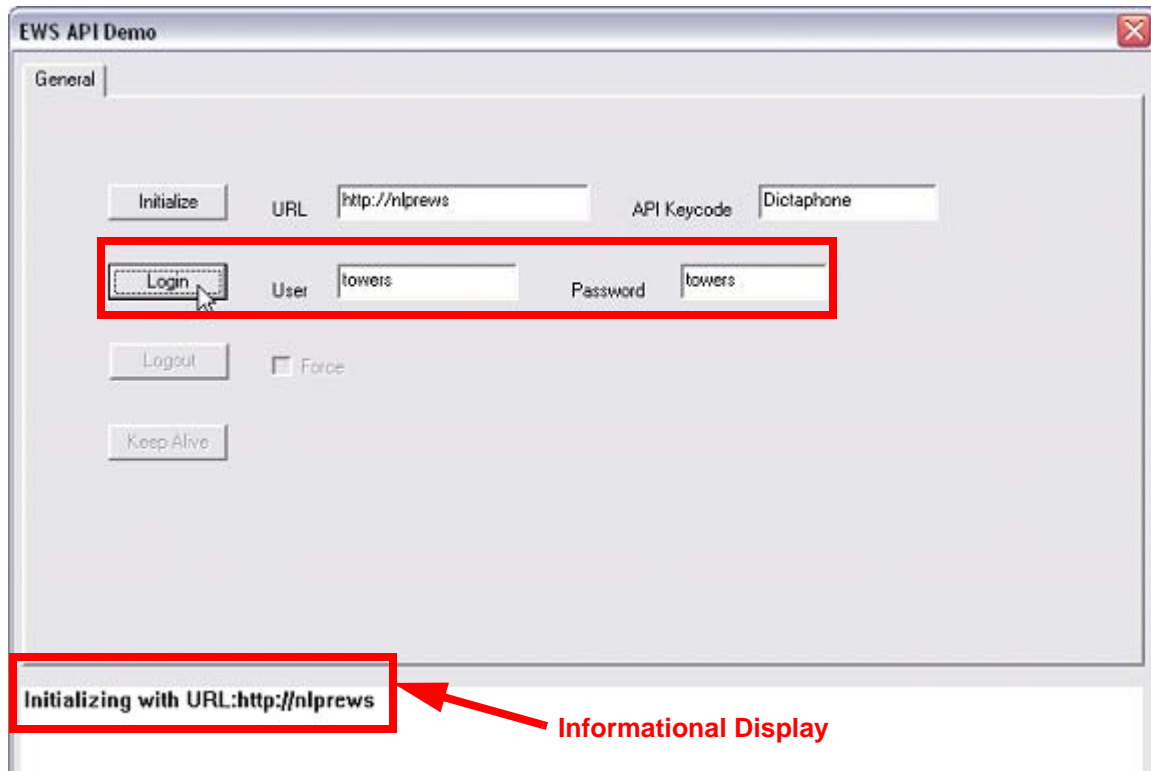


FIGURE 11-14 EWS API Demo Initialization Dialog

5. Complete the **Login** fields by entering a valid EWS **User** and **Password**.
6. Click **Login** and the EWS window, [Figure 11-15](#), should launch.

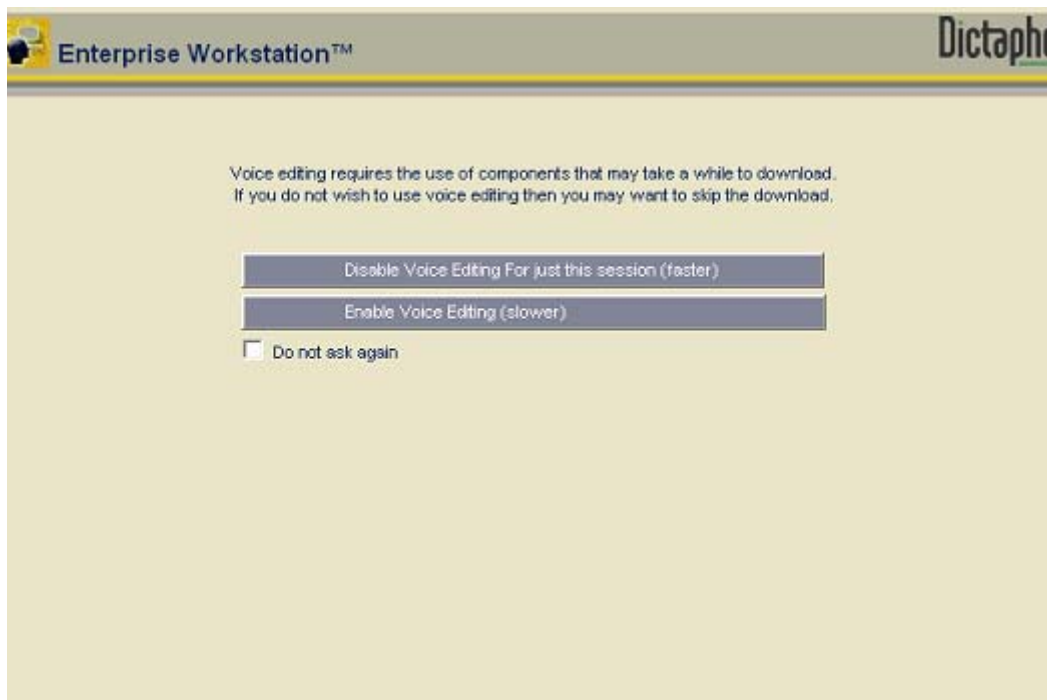


FIGURE 11-15 EWS Initial Display Window

7. If the user is configured to ask for the dictation mode, select the desired mode.
- Following this selection, the EWS window will minimize and the EWS API Demo dialog seen in [Figure 11-16](#) will be displayed.

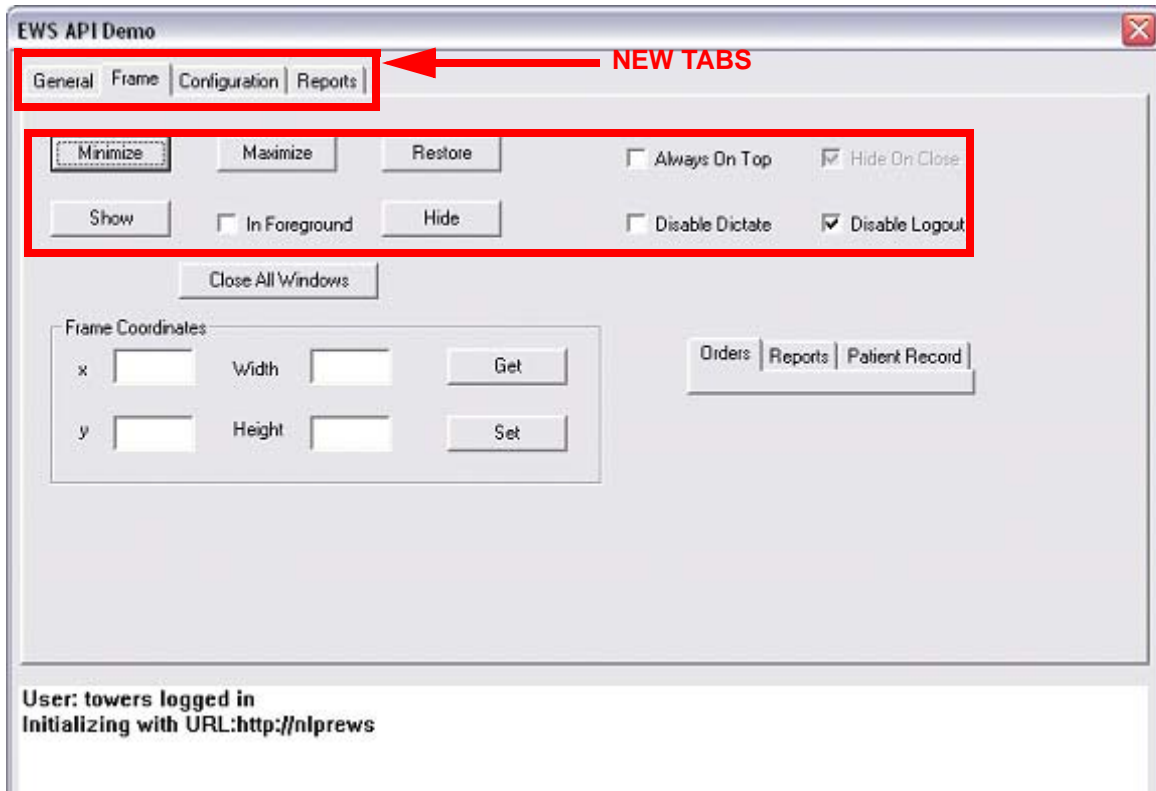


FIGURE 11-16 EWS API Demo Frame Dialog



Notice that following your login that three additional tabs (highlighted in [Figure 11-16](#)) are now available.

8. With the **Frame** tab selected, do the following to ensure that the buttons under the shown in [Figure 11-16](#) are working correctly:
- Select the **Maximize**, **Minimize**, and **Restore** buttons, verifying that the EWS window responds accordingly.
 - Select the **Show** and **Hide** buttons, verifying that the EWS window responds accordingly.
 - Select the **Always On Top** check box and verify that the EWS window is always forced to the forefront.
 - Select the **Disable Dictate** check box and verify that the **Dictate Report** button disappears from the EWS window.
 - Uncheck the **Disable Logout** check box and verify that the **Logout** selection appears on the EWS window.

9. Select the **Configuration** tab and the dialog shown in [Figure 11-17](#) will be displayed.

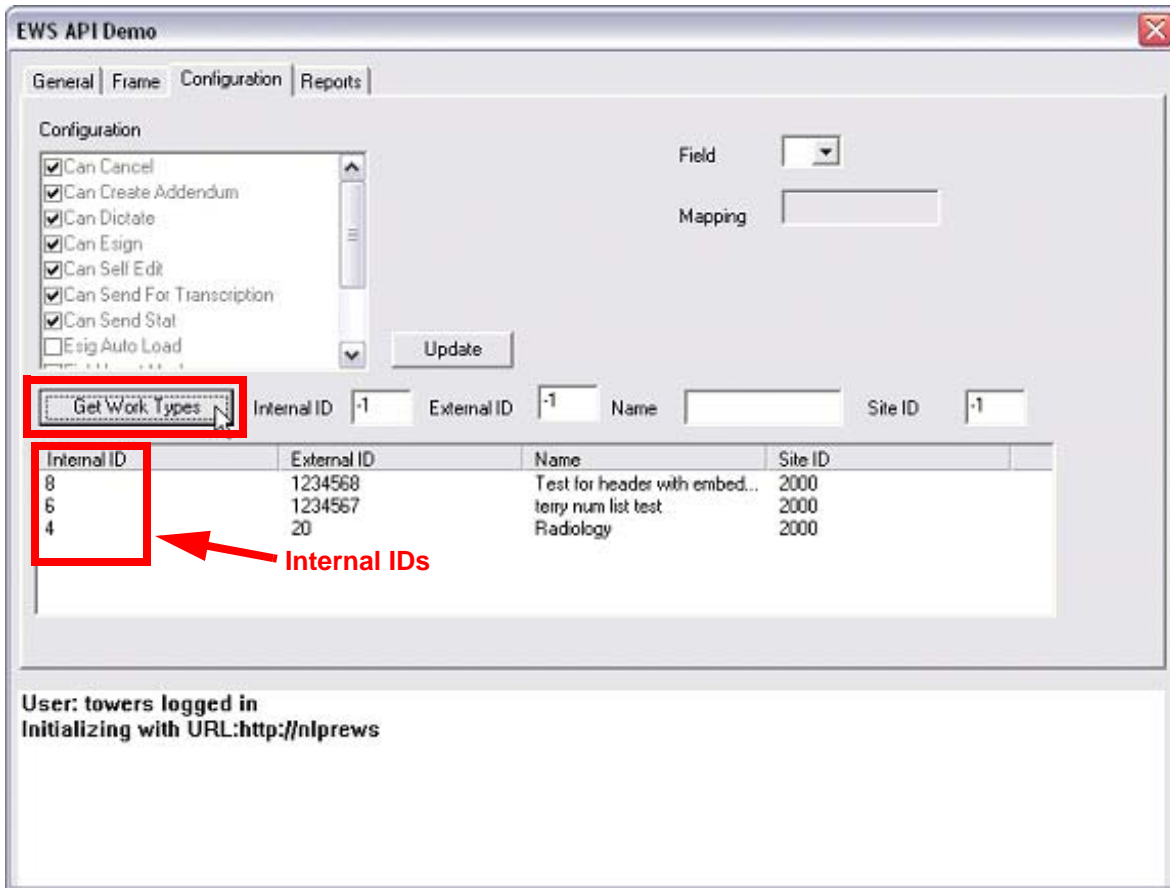


FIGURE 11-17 EWS API Demo Configuration Tab Dialog

10. In the [Figure 11-17](#) dialog, click the **Get Work Types** button and verify that a list of valid work types accessible by the current EWS user is displayed.
11. Take note of the **Internal IDs** highlighted in [Figure 11-17](#) as you will need one of these valid IDs in the next step.
12. Select the **Reports** tab and the dialog shown in [Figure 11-18](#) will be displayed.

The screenshot shows a software window titled "EWS API Demo" with a "Reports" tab selected. The interface includes the following elements:

- Work Type Internal ID:** A text box containing the number "4".
- Order:** A text box containing "6210".
- Visit ID:** An empty text box.
- Field 1 through Field 6:** Six empty text boxes arranged in two rows of three.
- Create New Report:** A button with a dashed border and a mouse cursor pointing to it.
- Create Addendum:** A button.
- Report ID:** An empty text box.
- View, View Waiting, View Proxy:** Three buttons.
- Report ID:** A second empty text box.
- Status Bar:** Displays "User: towers logged in" and "Initializing with URL:http://nlprews".

FIGURE 11-18 EWS API Demo Reports Tab Dialog

13. Enter one of the valid **Work Type Internal IDs** that you took note of in **Step 11**.
14. Enter a valid **Order**. This order should already exist in the **DocNet Orders** table on the **EXText** server.
15. Click **Create New Report** and the dialog shown in [Figure 11-19](#) will be displayed.

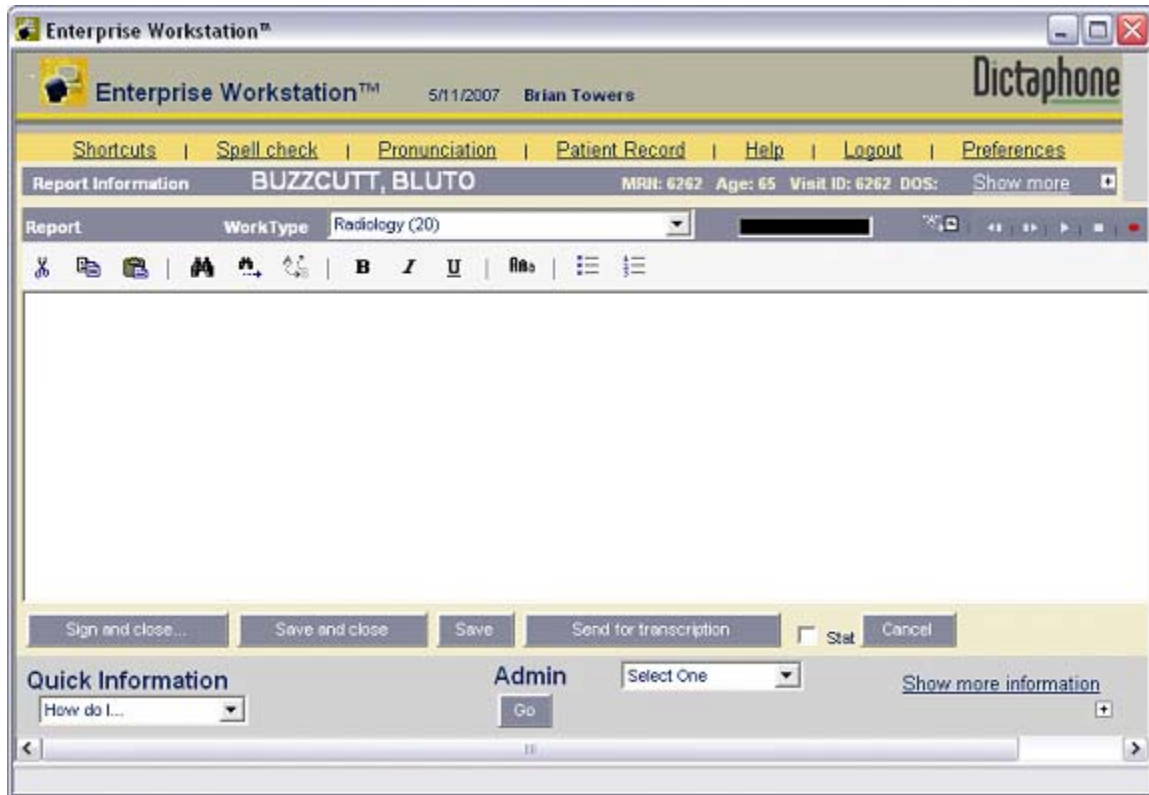


FIGURE 11-19 EWS Report Dialog

The EWS window should now be in dictate or self-edit mode.

16. Perform a dictation and trigger the speech recognition. **DO NOT** click the Sign and Close button.
17. On the **EWS API Demo** window, [Figure 11-20](#), select the **Current Report** tab.

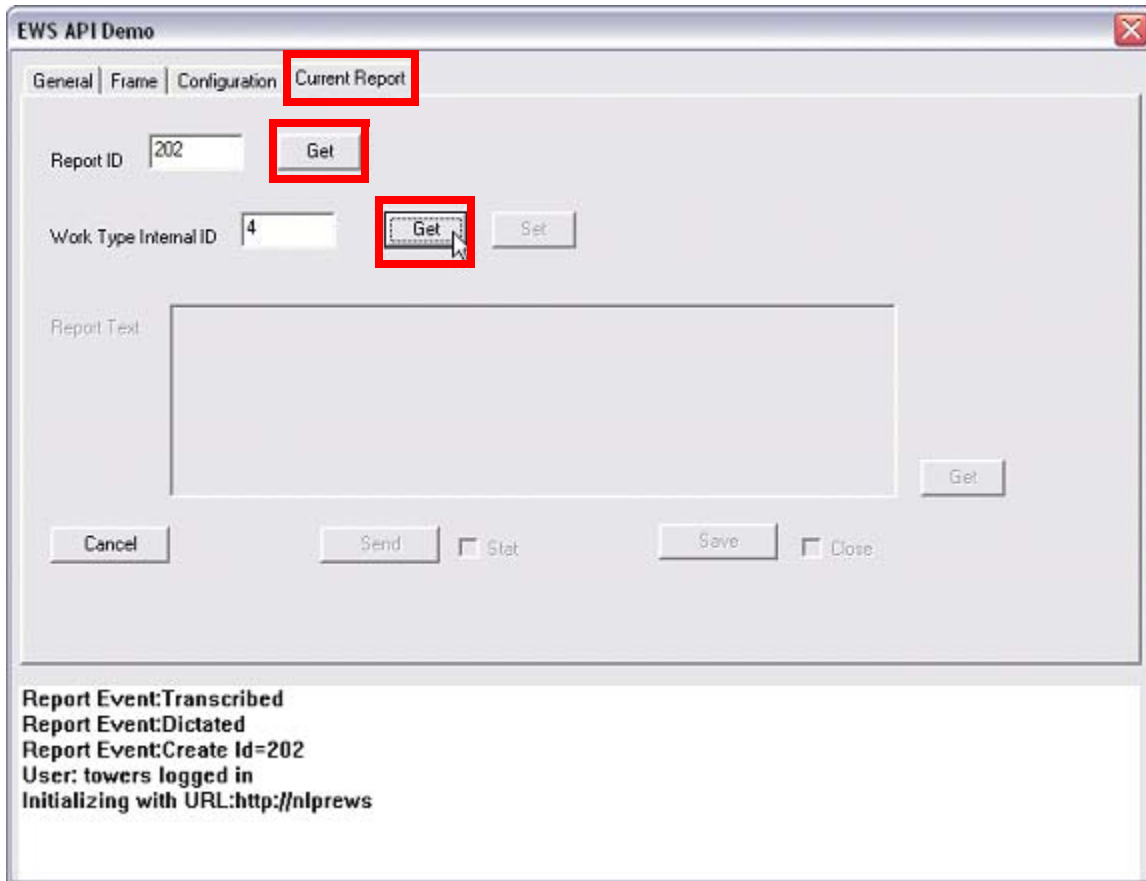


FIGURE 11-20 EWS API Demo Current Report Tab Dialog

18. Click the **Get** button beside **Report ID**. A valid ID should be displayed. Note this value, as it will be needed in a later step.
19. Click the **Get** button beside **Work Type Internal ID**. A valid ID should be displayed.
20. On the Powermic, press the **Sign and Close** button to complete the dictation.
21. On the **EWS API Demo** window the **Current Report** tab should disappear and be replaced by the **Reports** tab, as shown in [Figure 11-21](#).

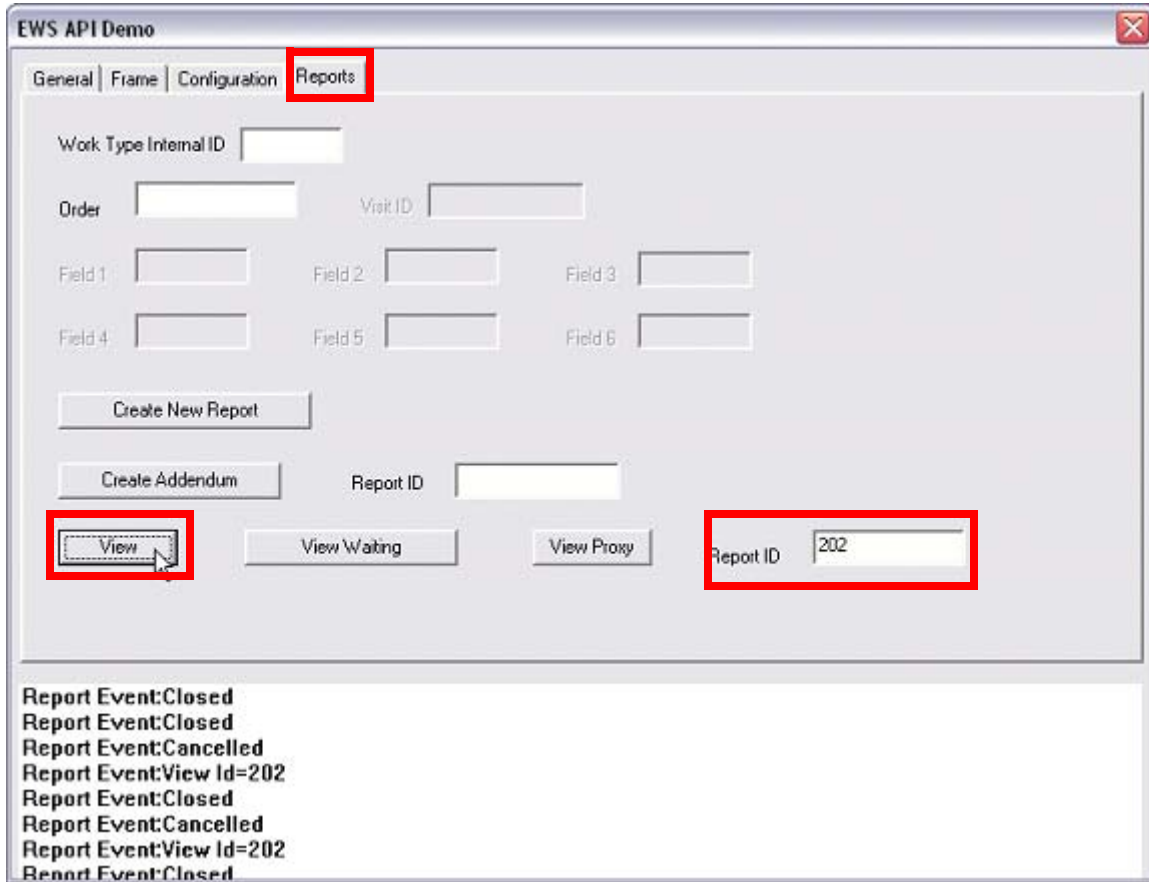


FIGURE 11-21 EWS API Demo Reports Tab Dialog

22. With the **Reports** tab selected, enter the **Report ID** just completed, and then, click **View**.
23. Go to the **EWS window** ([Figure 11-19](#)) and verify that the document with recognized text is displayed.
24. On the **EWS API Demo** ([Figure 11-20](#)) window return to the **Current Report** tab and click **Cancel**.
25. Select the **General** tab, as shown in [Figure 11-22](#), and then, click **Logout**.

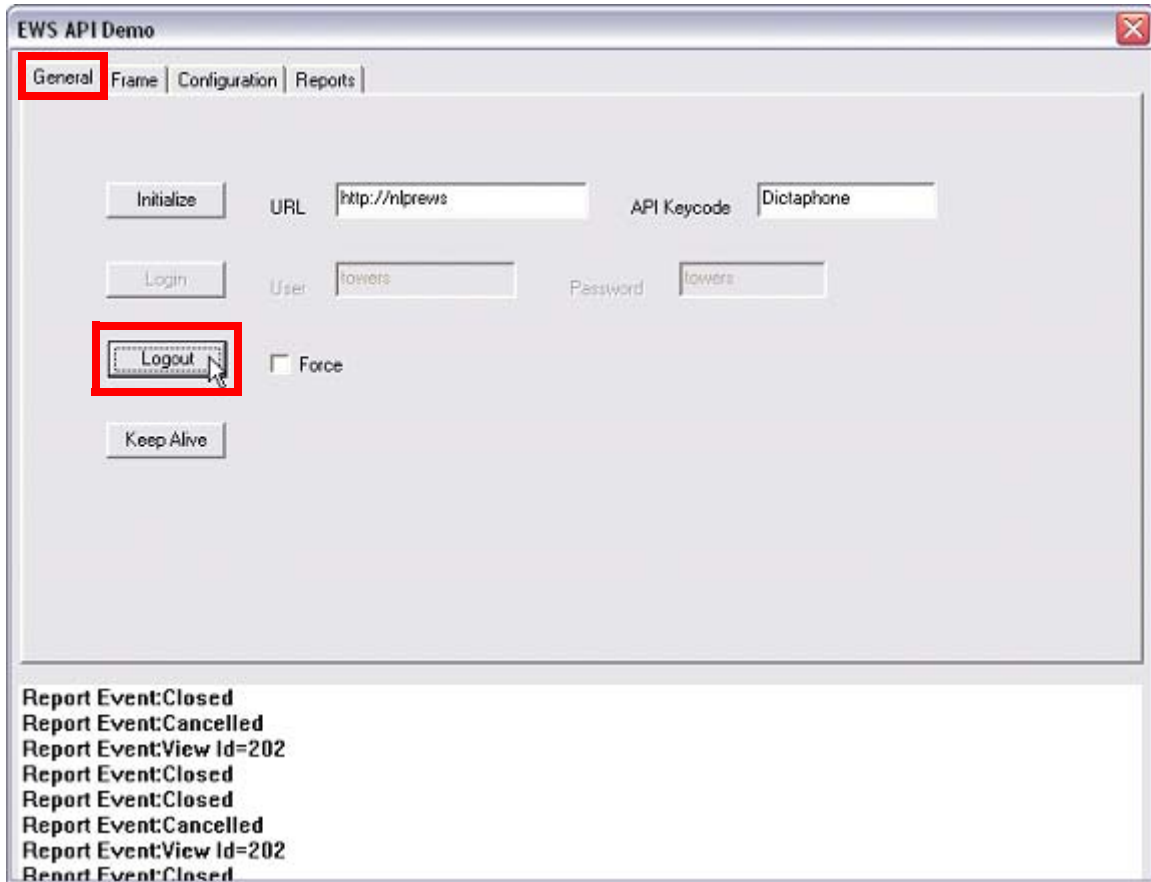


FIGURE 11-22 EWS API Demo General Tab Dialog

The EWS user will be logged out and the EWS window will shut down. Notice the dialog shown in the bottom pane of [Figure 11-23](#).

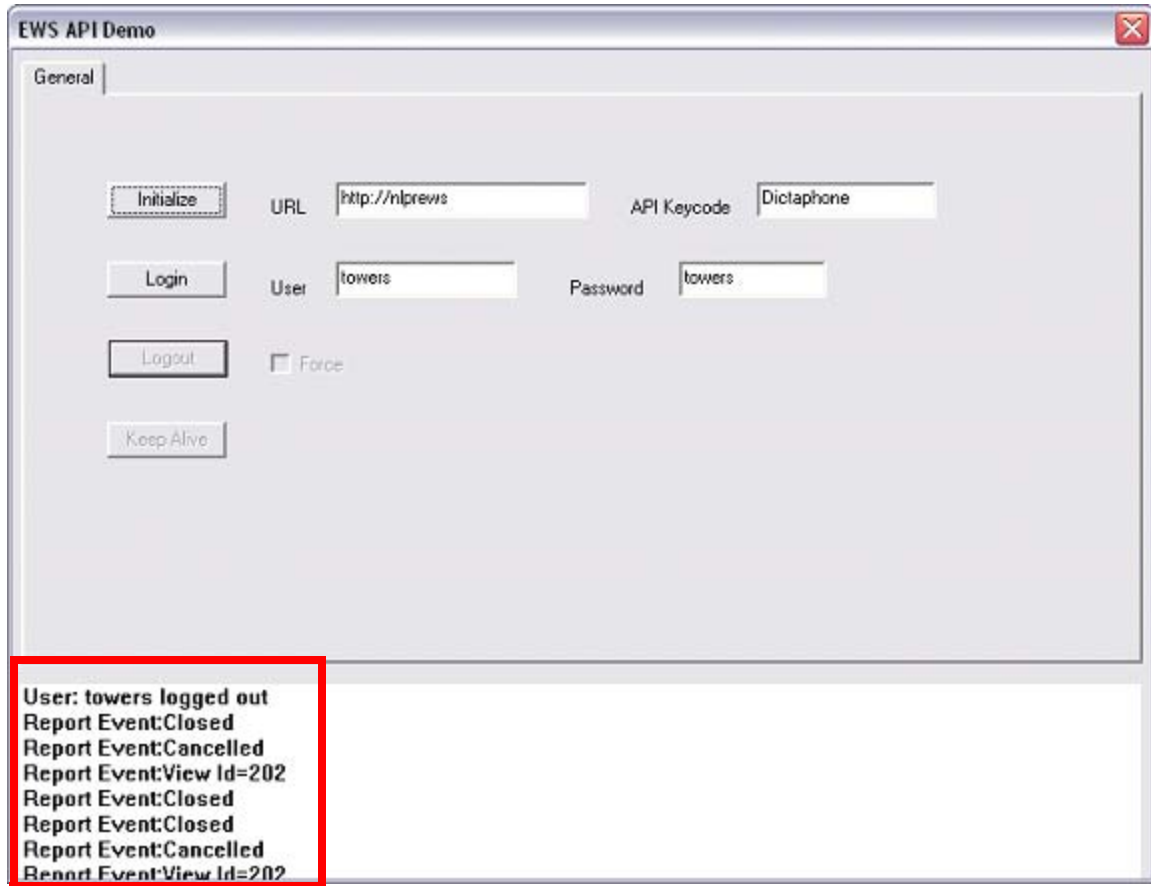


FIGURE 11-23 EWS API Demo Logout Dialog

26. Close the **EWS API Demo** application.
27. The EWS Client Workstation has now been verified as functional via direct API calls. Additional verifications and tests should now be performed directly from the PACS application. Ensure that these tests encompass the complete range and functionality corresponding to expected customer usage.

EWS Desktop Integration SDK

Description

The purpose of the EWS SDK application is to allow PACS developers to create an interface to the EWS Desktop Integration, even when an active EWS Web Server does not exist. Information on how to set up a workstation with a base configuration is provided in this section. It is recommended that a *dedicated* client or server platform be used for this purpose and that a Customer client workstation not be used.

Both the EWS SDK application and the EWS Client application can be acquired from the EXVoice installation CD. The required minimum software version for the EXVoice CD should be 70.2.2400 or above.

The EWS Client application installation will install the EWSAPI.dll, which contains the EWS API in the form of a COM interface. It also installs the PACS Bridge application and user guide.

The EWS SDK installation includes a lightweight web application that simulates EWS without all of the overhead of a full installation of EWS. This simulator can be used in the early stages of development. It is highly recommended that a real EWS installation be used for the final testing before release and implementation.

The EWS SDK package also includes samples of codes in several different programming languages that can be used directly or as examples for creating functional code. The **EWS API Demonstration Samples.doc** file can be referred to for additional information on descriptions of the sample applications.

Required Components

- EWS SDK Application
 - EWS Client Application
 - Internet Information Services (IIS)
-

Internet Information Services (IIS) Installation

Open the Windows Services manager and verify that the **World Wide Web Publishing** service is installed and running. If not, perform the following steps.

1. Open the **Control Panel** and double-click the **Add or Remove Programs** applet.
2. Click the **Add/Remove Windows Components** icon on the left.
3. Check the **Internet Information Services (IIS)** Windows Component to enable it. Ensure that all sub-components are checked.
4. Click **Next** and follow the rest of the instructions in the Wizard.
5. Upon completion, reboot the platform.

6. After rebooting, open the Windows Services manager and ensure that the **World Wide Web Publishing** service is installed and running.
-

SDK and Client Application

1. Acquire the following files from the EXVoice CD.
 - ◆ **Dictaphone EWS SDK.exe**
 - ◆ **Dictaphone EWS Client.exe**
 2. Launch and install the **Dictaphone EWS SDK.exe** file.

The EWS SDK application will be installed into the following folder:
C:\Program Files\Dictaphone\Dictaphone EWS SDK
 3. Launch and install the Dictaphone EWS Client.exe file.

The EWS client application will be installed into the following folder:
C:\Program Files\Dictaphone\Dictaphone EWS Client
-

Configure the Web Virtual Directory

1. Select the following:
Start/All Programs/Administrative Tools/Internet Information Services
 2. Expand the tree on the left to display **Web Sites** and expand it to display **Default Web Site**.
 3. Right-click **Default Web Site** and select **New/Virtual Directory**.
 4. In the **Virtual Directory Creation Wizard**, select **Next**.
 5. In the **Virtual Directory Alias** window, enter **exv** in the Alias field and click **Next**.
 6. In the **Web Site Content Directory** window, click **Browse** and select the following directory:
C:\Program Files\Dictaphone\Dictaphone EWS SDK\EWSSimulator\exv
 7. Click **Next**.
 8. In the **Access Permissions** window, accept the defaults and click **Next**.
 9. Click **Finish** to close the Wizard.
-

Use the EWS Simulator

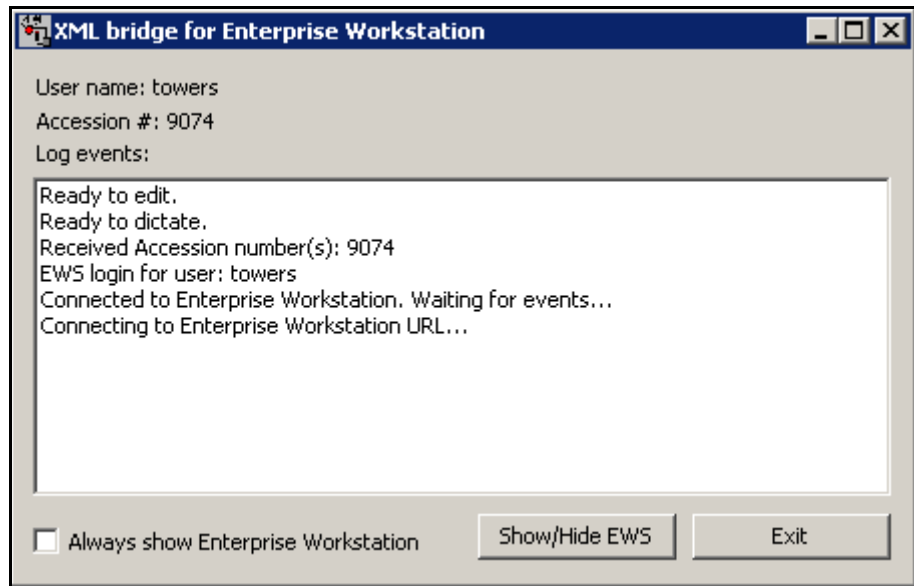
1. If the PACS Bridge application will be used, you must create a configured PACS_EWS_Bridge.ini file.

Refer to the **PACS Bridge configuration section [HYPERLINK](#) of this guide** for additional information on how to create a functional configuration. The EWSURL value typically would be set to a value of http://localhost if the simulator is being run on the same platform as the EWS client application.
2. The EWS Simulator must also be configured.

In the **C:\Program Files\Dictapone\Dictaphone EWS SDK\EWSSimulator\lexv** directory, use Windows Notepad or Wordpad to open and configure the **config.js** file. Much of these settings may require information from the PACS developer to determine the correct settings.

3. The simulator can be used with the sample apps, the PACS Bridge application, or the Customer's own developed application that uses the EWS SDK.

The following is an example of the display when using the PACS Bridge application configured for an XML Bridge and accession number 9074 has been processed.



4. For additional information, review the documentation and readme files in the **C:\Program Files\Dictapone\Dictaphone EWS SDK** directory that are included with the EWS SDK package.

EWS PACS Bridge - XML Dictation Status Feature

Summary

As mentioned earlier, the EWS PACS Bridge provides several predefined configurations for the PACS or RIS system to exchange the critical information required to allow workflow integration between the PACS or RIS system and Enterprise Workstation.

One of those predefined configurations is an XML file transfer from the PACS to the EWS client. This interface is used to integrate and simplify the steps between the 2 applications, so that the dictator only has to select the order once, in the PACS system, to automatically launch the dictation process in EWS. Additional functionality is now available for the XML File Transfer interface. The EWS PACS Bridge now has the capability of providing an XML file transfer back to the PACS, providing information on the current dictation status for an order. This essentially turns the XML File Transfer feature into a bi-directional interface. All dictation status messages are generated in the form of an XML file drop.

The following considerations / limitations apply:

- This feature is available in EXV/EWS 7.5 through 8.1 software.
- At a minimum, you must be at the latest EXV/EWS 7.5 software before the feature can be implemented.
- Downtime will be required on EXV and EWS for installation of the new software.
- The EWS client software will need to be updated. The first time users log in after the server upgrade, they will need to be logged in with full local administrative rights on the EWS client workstation, to allow for the client software upgrade.
- The software can be put into place prior to implementing the actual interface. The interface can be implemented at a later date.
- When implementing and testing the interface, cooperation and involvement of the PACS vendor will be required. The customer may incur additional expenses from the PACS vendor for the implementation and testing of this feature.
- If the customer has already purchased an EWS Desktop Integration license from Nuance, then no additional licensing from Nuance will be required for the addition of this feature. The additional functions in this feature are included as part of the Desktop Integration license.
- This feature only works with an EWS Orders workflow, the same as the basic XML File Transfer interface. It will not function if the primary method of dictation selection is via a Patient ID or Visit.

Dictation Statuses

There are 4 different XML Dictation Status messages that can be sent back to the PACS system. The generation of these messages is dependent on the action being performed on the EWS Client. Following are the 4 statuses.

- **Opened** – This status is generated when a dictator first opens a dictation, or re-opens a dictation that was previously saved in EWS self-edit mode.
- **Dictated** – This status is generated when a dictator completes a dictation, or sends a self-edit dictation to a transcriptionist (“uncles out”).
- **Signed** – This status is generated when a dictator signs a self-edit dictation.
- **Deleted** – This status is generated when a dictator cancels a dictation.

There is additional information available on the workflows of dictation status message generation in the [Sample Workflow Scenarios](#) section below.

Workflow Considerations

The PACS Vendor will be responsible for properly processing an XML Dictation Status message. The following items describe several different scenarios that impact when EWS generates the Dictation Status message, the PACS vendor application will be expected to react appropriately under each circumstance.

1. When an EWS self-edit user dictates a new report in orders mode, then signs it and assigns (or a routing script sends) to a countersigner in Enterprise Express (EE), PACS Bridge will generate a Signed status at that time, even though the report is not 100% signed in EE. Depending on the HIS Reports Upload from EXText, a final reports upload might not be generated via the HIS HL7 interface until the document is completely countersigned.
2. When a countersigner signs a report in EWS, a “Signed” XML Dictation Status file is generated, even if the same report was previously signed within EWS, along with a corresponding previous “Signed” XML Dictation Status file being generated.
3. Some users may dictate on the same order several or possibly hundreds of times, especially if the Generic Accession Number feature is implemented on EWS. In this case, PACS Bridge would be generating the XML Dictation Status message for each time the generic order of dictated, we have no way of inhibiting this.
4. In a Report list within the EWS client application, if multiple reports were generated against a single order, the EWS user may pick any of them to sign off. When this action occurs, the XML Dictation Status file (Signed) has no indication of which specific report was picked; it only includes information on which Order was associated with the signed-off document.

When a report is opened in view mode, an “Opened” XML Dictation Status file is generated. When the same report is closed (by clicking on Cancel), a “Dictated” XML Dictation Status file is generated. This is by design.

When an existing XML Dictation Status file exists in the drop folder, and the user performs a function that triggers PACS Bridge to generate another file, the old file will be overwritten. Consequently, in the event of a network issue, process failure, resource sluggishness or maintenance downtime of the PACS application, XML Dictation Status file messages will be lost. This is by design, and functions the same in both the Nuance PowerScribe and Enterprise Express products.

If a user selects a report from the Report list within the EWS application, and then opens, and signs the report, but that report does not have an associated Order, then no XML Dictation Status file will be generated.

Implementation Information

The EWS PACS Bridge software is included as part of the EWS client software. When the “Dictaphone EWS Client.exe” file is installed, the PACS Bridge software is installed at the same time. There is a configuration file that needs to be configured manually on each EWS workstation. Once a configuration file is edited, it can be copied to other workstations.

Implementing a new EWS PACS Bridge Interface

If you are implementing a new EWS PACS Bridge interface, do the following:

1. Ensure that the latest software is installed on all of the Enterprise Express servers.
2. Refer to the following documentation for initial information on configuration and implementation –
 - Nuance Professional Services – [Enterprise Workstation PACSBridge, PN L-3028-002](#)
 - Nuance Service – the manual you are currently viewing.

Once you have verified the above, and the PACS Bridge Interface is installed, continue with the procedure [Implementing XML Dictation Status with Existing PACS Bridge Interface](#).

Implementing XML Dictation Status with Existing PACS Bridge Interface

If you are implementing the XML Dictation Status portion at a site that has an existing EWS PACS Bridge interface, do the following:

1. Ensure that the latest software is installed on all of the Enterprise Express servers.
2. When the EWS Client software is updated, it will not overwrite the current PACS Bridge configuration, the settings in the PACS_EWS_Bridge.ini file will remain intact.
3. When ready to configure and test the XML Dictation Status portion of the interface, first make a backup copy of the PACS_EWS_Bridge.ini file, located in the “C:\Program Files\Dictaphone\Dictaphone EWS Client” directory.

4. Delete the old PACS_EWS_Bridge.ini file, and generate a new one, using the information in the general resource documents above.
5. Copy all of the settings from the old PACS_EWS_Bridge.ini file into the new PACS_EWS_Bridge.ini file.

There are new settings in the PACS_EWS_Bridge.ini file for the XML Dictation Status. Refer to the section below, [XML Dictation Status .ini Settings](#) for additional information.

Test the interface with typical PACS and EWS workflows.

XML Dictation Status .ini Settings

The PACS_EWS_Bridge.ini file has 3 new settings to support the XML Dictation Status messages. Initially, the new Dictation status messages are turned off. The file must be edited to enable and configure the messages.

1. **Enable/Disable XML status file**

WriteStatusEvents=False

This setting disables/enables the generation of XML Dictation Status messages. To enable, set:

WriteStatusEvents=True

2. **Status file name and location**

StatusFile=C:\status.xml

This setting controls both the name of the XML file, as well as the directory path to which it is written. So, for example, if you want it to write a 'status.xml' file to the C:\Nuance directory, change it to:

StatusFile=C:\Nuance\status.xml

3. **XML status that PACS bridge will generate**

ValidStatusEvents=Dictated,Signed,Opened,Deleted

This setting controls which status messages should be generated. So, for example, if you want the PACS Bridge to generate XML Dictation Status messages only for Dictated and Signed trigger events, change it to:

ValidStatusEvents=Dictated,Signed

XML Dictation Status File Name and Location

The default name for the XML file that the EWS PACS Bridge uses to provide report status is "status.xml". The default location that the PACS Bridge writes it to is "C:\". Both the name of the file and the location to which it is written is configurable in the PACS_EWS_Bridge.ini file. It is strongly recommended that the status.xml file be written to a local drive, and not to a network share. If the PACS application does not run on the same workstation as EWS, then the folder should be set up as a share, and the PACS application should be provided full read/write/delete capabilities to this directory.

The PACS application must poll for the existence of files in this folder frequently. If the EWS PACS Bridge is triggered to write a status.xml file, but one still exists in the folder, it will simply overwrite the status.xml file with a new one.

When the PACS application obtains the status.xml file, it must move it or delete it out of the shared folder.

The format of the XML file is fixed. The root tag of the XML file is "<ChunkData>". The "<ChunkData>" tag contains an "<AccessionNumber>" tag and an "<Event>" tag. The "<AccessionNumber>" tag contains a comma-separated list of accession numbers for the report that EWS has operated on. The "<Event>" tag contains an "<Event1>" tag, which contains one of the keywords {"dictated", "signed", "opened", "deleted"}, indicating which operation EWS has performed on the report. The EWS PACS Bridge will only generate an XML status message based on the **ValidStatusEvents=Dictated,Signed,Opened,Deleted** setting in the PACS_EWS_Bridge.ini file. No other fields will be populated in the XML Dictation Status file.

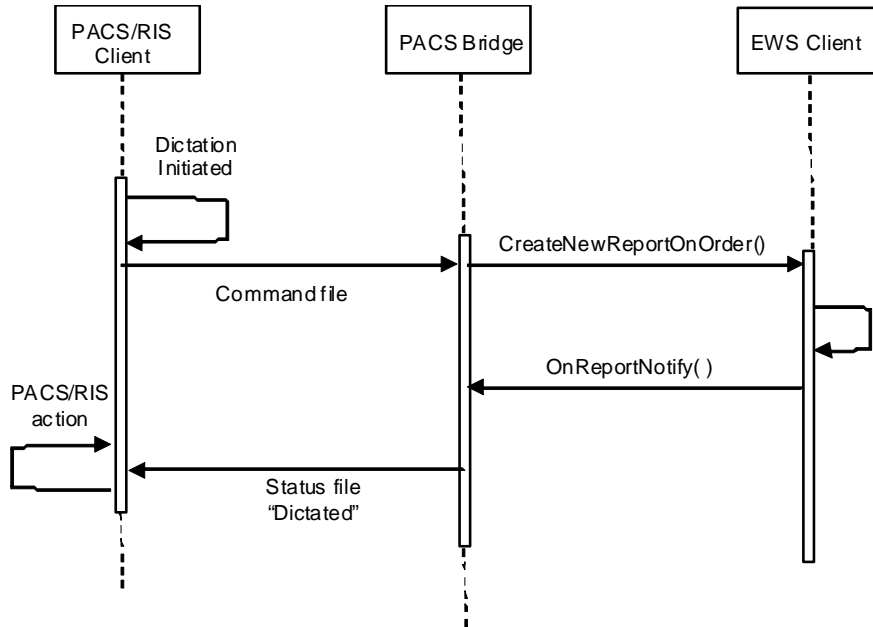
An example follows:

```
<?xml version="1.0" ?>
<ChunkData>
  <AccessionNumber>ACCESSION-NUMBER</AccessionNumber> <!--multiple
accession numbers separated by "," delimiter -->
  <Event>
    <Event1>dictated</Event1> <!--Either
"dictated","signed","opened","deleted" -->
  </Event>
</ChunkData>
```

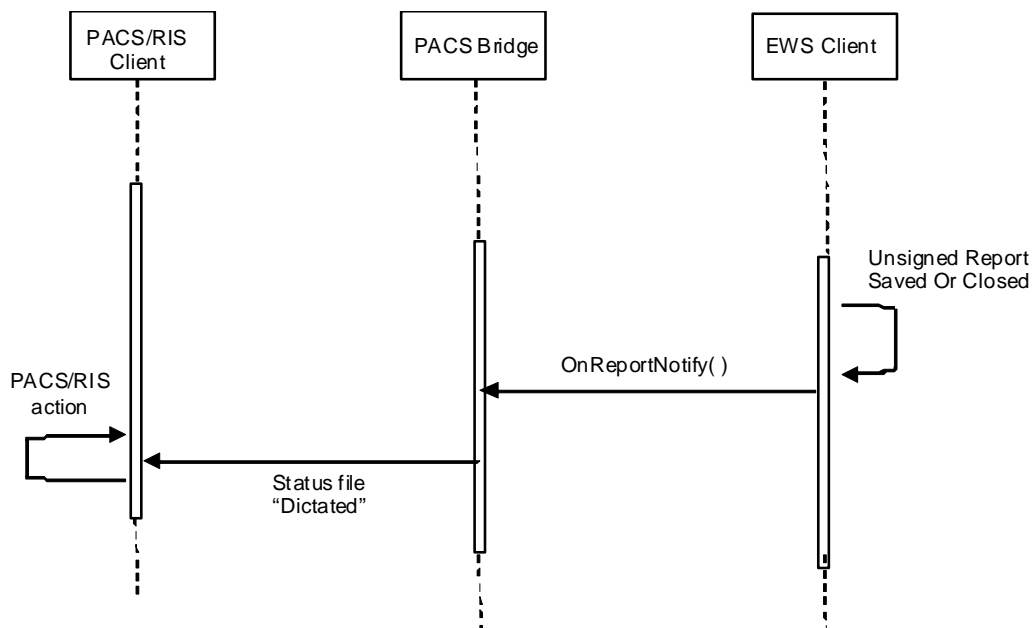
Sample Workflow Scenarios

The following section contains examples of various workflow scenarios, and which XML Dictation Status message would be generated in each scenario.

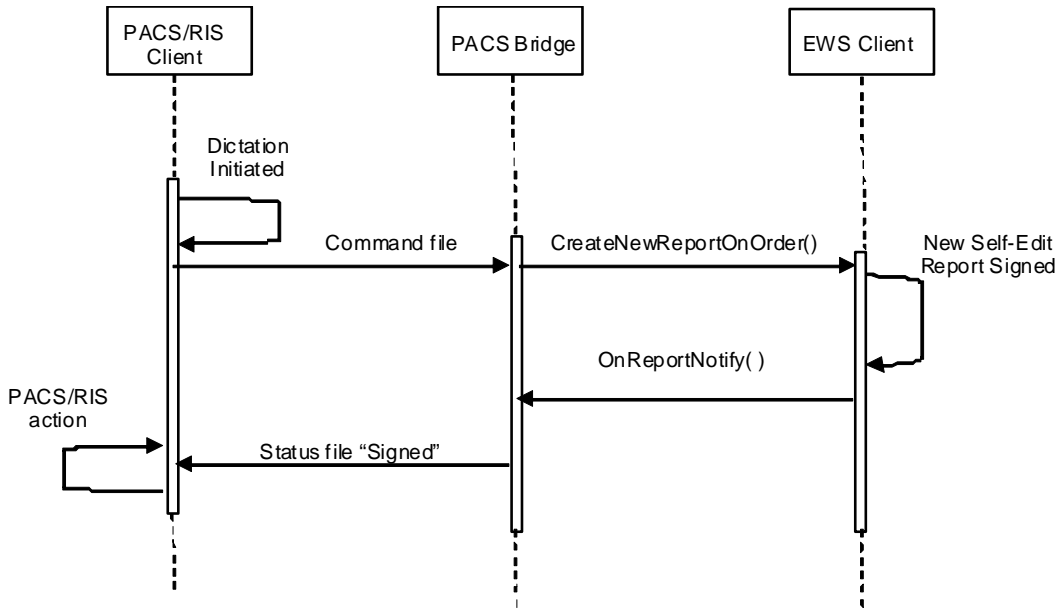
Dictation/Self-Edit Report Saved Or Sent To Transcriptionist:



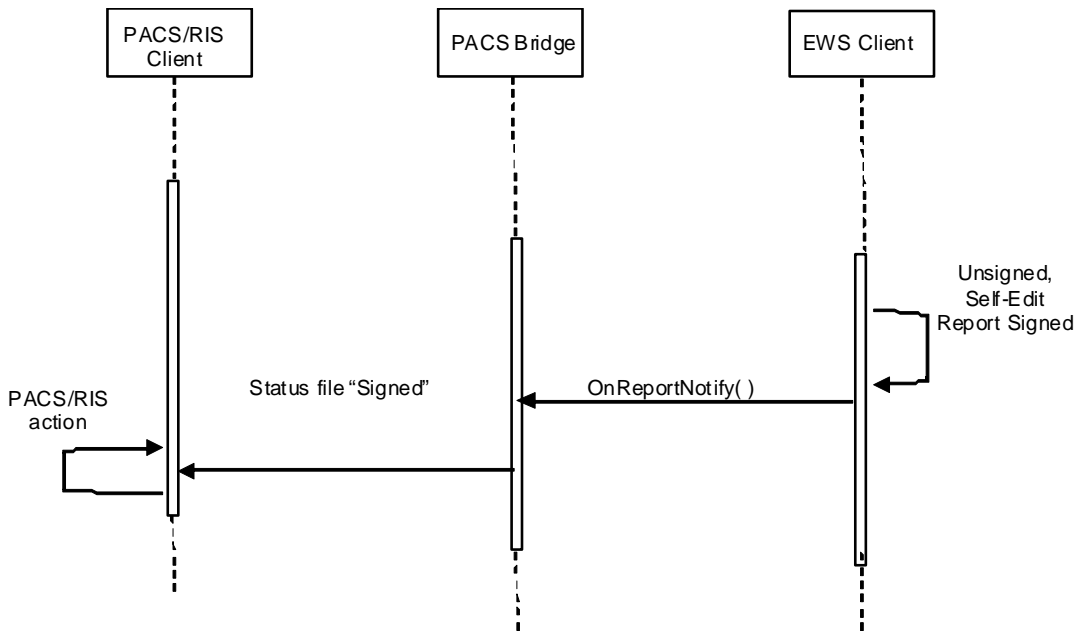
Unsigned Report Saved Or Closed:



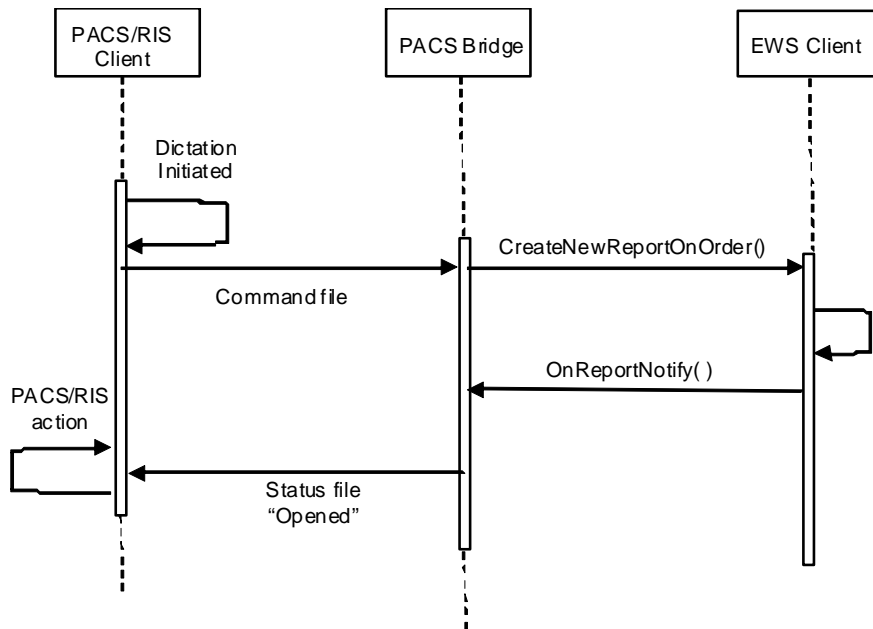
New Self-Edit Report Signed:



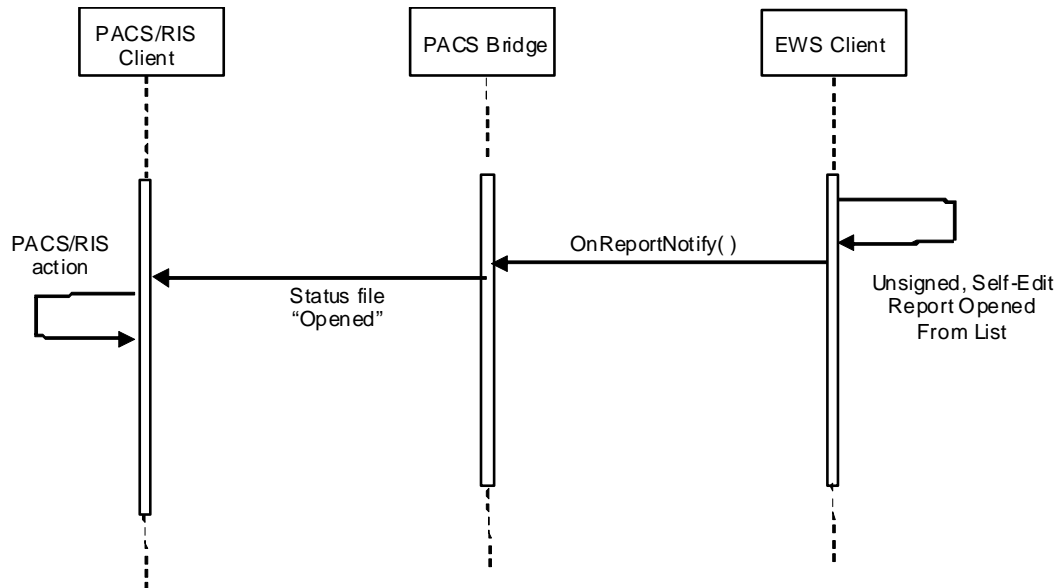
Unsigned, Self-Edit Report Signed:



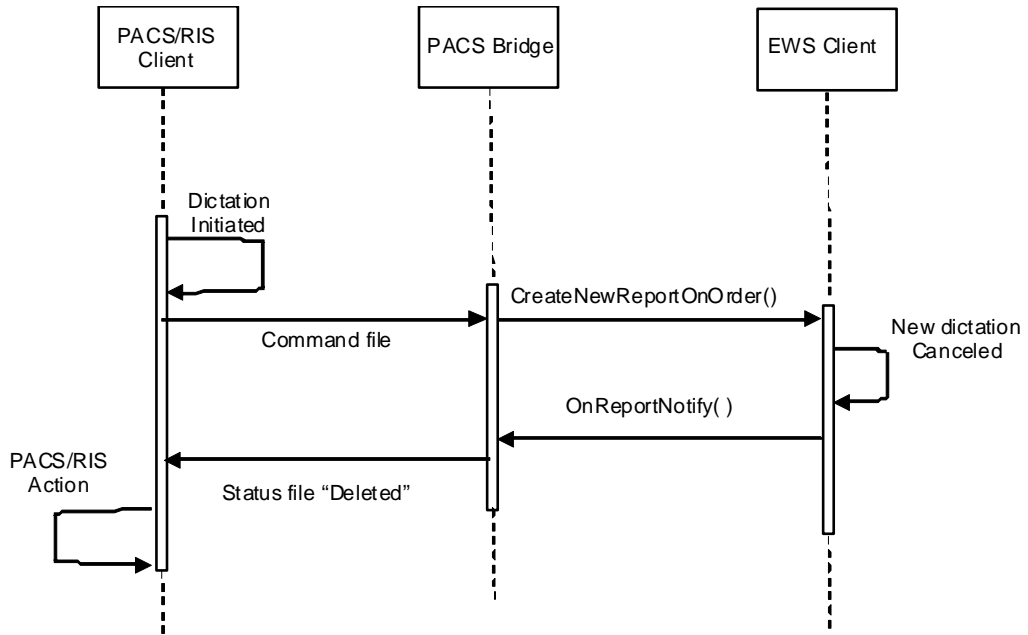
New Dictation/Self-Edit Report Created:



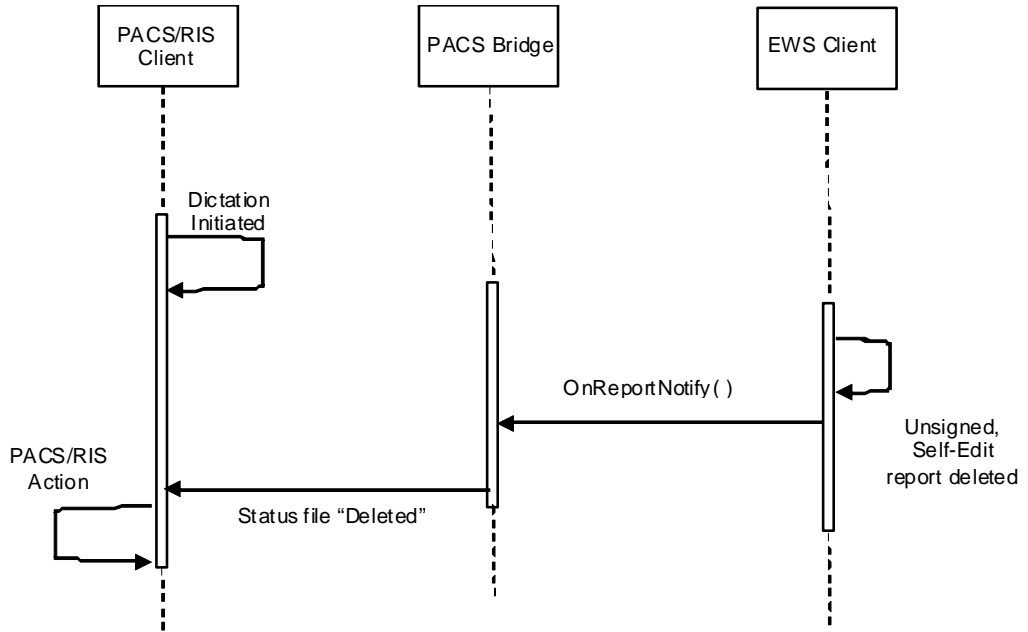
Report Opened From Report List:



New Dictation Canceled:



Unsigned, Self-Edit Report Deleted:



Enterprise Workstation Versus PowerScribe Workstation PACSBridge APIs

The following table provides the API differences between the EWS PACSBridge APIs and the PowerScribe Workstation APIs.

API	PWS	EWS	Description
Initialize	Y	Y	Initialize app by pointing to the URL location of web server
Login	Y	Y	Attempt to login using "user/password" combination
Logout	Y	Y	Logoff user and close the window
CreateNewReport	Y	Y	Attempt to create a new report based on accession number
CancelCurrentReport	Y	Y	Simulate the "Cancel" button from the app
SaveCurrentReport	Y	Y	Simulate the "Save" button from the app
DoneCurrentReport	Y	N	Simulate the "Done" button from the app
Show	Y	Y	Show the app
Hide	Y	Y	Hide the app
CurrentReport	Y	Y	Return report ID for current opened report
AlwaysOnTop	Y	Y	Retrieve and set the app UI frame to the top of the Z-order
EditReport	Y	N	Attempt to put a report into edit mode
AccessionToUniqueID	Y	N	Return report ID that match the accession number
UniqueIDToAccession	Y	N	Return accession number that the report ID
CurrentReportState	Y	N	Return current state for opened report
CloseAllWindows	Y	Y	Close any modal dialog opened by the app
AutoNextEnable	Y	N	Enable/Disable AutoNext capability (no AutoNext in EWS)
SetFramePos	Y	Y	Changes size and position of the app frame
Xpos	Y	Y	Retrieve and set the position of the left side of the window
Ypos	Y	Y	Retrieve and set the position of the top of the window
Width	Y	Y	Retrieve and set the width of the window in pixels
Height	Y	Y	Retrieve and set the height of the window in pixels
Worktype	Y	N	Get/Set worktype (workflow) of current report (no workflow in EWS)
GetReportInfo	Y	N	Return report column info by report ID
GetReportText	Y	N	Return the latest version of report text by report ID
GetReportAudio	Y	N	Return the audio for report ID in a file specified by AudioPath
WorktypToUniqueID	Y	N	Return workflow ID from workflow name (no workflow in EWS)
DeleteReport	Y	N	Delete a report identified by report ID (no equivalent UI in EWS)
GetReportsByAccNumber	Y	N	Return all report IDs associated with the supplied accession number
ChangePassword	Y	N	Change user password from old to new password

API	PWS	EWS	Description
HideOnClose	Y	Y	Retrieve and set quitting app when using "X" button on the title bar
UserProfiles	Y	Y	Set/Get the current logged on user's profile (GetConfiguration in EWS)
ReportQueue	Y	N	Return current list of reports in the user's queue
EnableUIComponent	Y	N	A complex interaction between app state and the methods, use only for logoff and new report functions. See PowerScribe API doc for detail
Minimize	Y	Y	Minimize app frame window
Maximize	Y	Y	Maximize app frame window
IsVisible	Y	Y	Check to see if app is visible on the screen. Read-only
TabSelection	Y	Y	Retrieve and set between the app's tab menu
CollapseState	Y	N	Expand and collapse different frames within app
Restore	Y	Y	Activates and displays the app window.
LoadWaveFile	Y	N	Attach wave file to the current report
AddRemoveAccNumber	Y	N	Allows programmer to add or remove accession numbers to current opened report
CanProxyReport	Y	N	Check whether the user allow to proxy the specified report ID
OnReportNotify	Y	Y	Notify there is change on state of current opened report or dictation
OnLogin	Y	Y	Notify when user is successfully logged into the app
OnLogoff	Y	Y	Notify when user is successfully logged out of the app
OnReportQueueChanged	Y	N	Notify when the number of reports on the queue has changed
OnlogoffQuery	Y	N	Notify when PowerScribe is beginning the logout process

RADIOLOGY INFORMATION SYSTEM INTEGRATION (RISI)

12

Table of Contents

- Table of Contents 12-1**
- Radiology Information System Integration (RISI) 12-2**
 - Overview 12-2
 - Installation Paths 12-3
 - EXVoice Build 4 Systems 12-3
 - EXVoice Build 5 or Later Systems 12-3
 - EXVoice Build 8.0 12-3
 - EXVoice Build 8.1 or Later Systems 12-3
 - Upgrade Paths 12-5
 - EXVoice Build 4 Systems 12-5
 - EXVoice Build 5 through Build 7.5 Systems 12-6
 - Upgrade from B6 Initial Release, SP1, SP2, or SP3 12-6
 - Upgrade from B6 SP4, SP4a, SP4b, SP4c, SP4d, or SP4e 12-6
 - Upgrade from B6SP4f or B6SP4g 12-6
 - Upgrade from B6Sp5 service pack Version 12-7
 - Upgrade from B6Sp5 installshield Version 12-7
 - EXVoice Build 8 Systems 12-7
 - EXVoice Build 8.1 SQL 2008 Systems Patch 12-7
 - Apply dis_app.exe Patch to RISI Build 6 SP12 12-7
 - Migration Information 12-9
 - RISI Build 6 SP12 - Software Upgrade 12-11
 - Requirements 12-11
 - Upgrade Procedure 12-11
 - RISI Build 6 SP12 - New Installation 12-14
 - Requirements 12-14
 - Installation Procedure 12-15
 - Shut Down the EXVoice Application Services 12-15
 - Create the RisiApps User 12-15
 - Install the RISI Application 12-21
 - Enable the RISI Feature on EXVoice 12-26
 - Create an Initial RISI Configuration 12-28
 - Configuring the RISIAPPS User in SQL 12-33
 - Launch the RISI Services 12-35

Radiology Information System Integration (RISI)

Overview

The Radiology Information System Integration (RISI) is an optional interface used to share information between a hospital's Radiology Information System and the Enterprise Speech Voice System. The hospital Radiology systems sends an HL7 Orders message to RISI, and optionally RISI can send back a Results message upon dictation completion for each accession number.

The RISI application is always installed completely on the EXVoice data server, never on a separate gateway. The installed components consist of several services and databases. Both telephone and EWS dictations can use the RISI interface. For additional information on the theory and operation of RISI, refer to the RISI Service Manual, [PN 889481-200](#), dated June 6, 2001.

If running EXVoice 8.0 with SQL 2000, RISI must be at a minimum of Build 6 SP10. If EXVoice 8.0 is running on SQL 2005, RISI must be at Build 6 SP12. This section of the manual covers installing and upgrading RISI B6 SP12.

If you are upgrading from an earlier version of RISI, there may be several intermediate upgrades required before the upgrade to B6SP12. Refer to the [Upgrade Paths](#) section for additional information. Also, you will find a wealth of related documentation on previous RISI versions in the [Radiology Information System Integration \(RISI\)](#) area of the [Reference Publications](#) section.

If you are migrating to a new server, refer to the [Migration Information](#) section for general information on migration. If you have specific migration needs and have questions, please contact Technical Services.

If you are performing a new installation of RISI, then once the installation is completed per the instructions in this manual, you need to inform both the Project Manager and the assigned Integration Implementation Engineer that the installation is complete. The Integration Implementation Engineer will be responsible for configuring the RISI integration, and working with the RIS vendor when testing prior to go-live.

Installation Paths

If you are installing RISI on an EXVoice system for the first time, refer to the following information to determine the appropriate course of action.

EXVoice Build 4 Systems

If EXVoice is a Build 4 system, you cannot install RISI B6 SP12. Instead, you should install RISI B5 SP12, as follows:

- Install a basic load of RISI B5, referring to the following documentation.
 - ◆ [Service Newsletter 2070-036](#), dated June 17, 1999
 - ◆ [RISI Service Manual, PN 0889481-200](#), dated June 6, 2001, Section 4
 - Upgrade to B5Sp12, referring to the following documentation.
 - ◆ [Service Newsletter 2070-125](#), dated June 1, 2004
 - ◆ [RISI Service Manual, PN 0889481-200](#), dated June 6, 2001, Section 4
 - Configure and test RISI per the Customer-specific integration specification. The [RISI Service Manual, PN 0889481-200](#), dated June 6, 2001, contains basic information on RISI theory and configuration options.
-

EXVoice Build 5 or Later Systems

You must install RISI B6 SP10, as follows:

- Install RISI B6Sp5, referring to [Service Newsletter #2070-144](#), dated April 30, 2007, beginning on page 14
- Upgrade to RISI B6 SP10 using the steps in [Service Newsletter 2070-145](#), dated August 7, 2008.

Configure and test RISI per the Customer-specific integration specification.

EXVoice Build 8.0

You must install RISI B6 SP12, as follows:

- Install RISI B6SP12, referring to the procedure [RISI Build 6 SP12 - New Installation](#), in this manual, beginning on [page 12-14](#).

Configure and test RISI per the Customer-specific integration specification.

EXVoice Build 8.1 or Later Systems

You must install RISI B6 SP12, and the RISI B6 SP12 patch, as follows:

- Install RISI B6SP12, referring to the procedure [RISI Build 6 SP12 - New Installation](#), in this manual, beginning on [page 12-14](#).

- If using SQL 2008, you must replace the file dis_app.exe with the new version (6.0.10.1) of the file of the same name. Use the procedure [Apply dis_app.exe Patch to RISI Build 6 SP12](#), beginning on [page 12-7](#).

Configure and test RISI per the Customer-specific integration specification.

Upgrade Paths

If you are performing an upgrade to Service Pack 12, the RISI software must be at Build 6 Service Pack 5 prior to the upgrade. There are several different upgrade paths, depending on the current version of RISI installed. The paths are described below.

Refer to Oracle Knowledge Solution #12155 to determine the current version of RISI.

It is important to note that there are two slightly different, but functionally identical, versions of RISI B6 Service Pack 5. In the Oracle Knowledge Solution #12155, these are referred to as the **service pack** version and the **installshield** version. You can only upgrade to B6 Service Pack 12 from the **installshield** version of B6Service Pack 5. If RISI is at the **service pack** version of B6 SP5, you can install the **installshield** version directly over it by running the *Install without DB setup*, which is an installation option.

EXVoice Build 4 Systems

You must first upgrade the EXVoice software to Build 8 or higher in order to upgrade to RISI B6 Service Pack 12. An upgrade to the operating system and to SQL Server would also typically be required in this case. Data migration to another server platform may also be part of this upgrade path.



The highest version of RISI that is compatible with an EXVoice Build 4 system is RISI Build 5 SP12.

Refer to the following documentation for the upgrade.

1. Upgrade the EXVoice System. Refer to appropriate EXVoice upgrade documentation.
2. Upgrade RISI to B5SP12, referring to the following documentation.
 - [Service Newsletter #2070-125](#), dated June 1, 2004
 - [RISI Service Manual, PN 0889481-200](#), dated June 6, 2001, Section 4
3. Upgrade the RISI software to Build 6, referring to the following documentation.
 - [Service Newsletter #2070-079](#), dated July 9, 2001
 - [RISI Service Manual, PN 0889481-200](#), dated June 6, 2001, starting on page 5-49.
4. If required, migrate the RISI data to the new server. Refer to the [Migration Information](#) section on [page 12-9](#).
5. Upgrade RISI to B6 Service Pack 4f, referring to [Service Newsletter #2070-141](#), reissued September 30, 2005.
6. Upgrade RISI to B6 Service Pack 5 **service pack** version, referring to [Service Newsletter #2070-144](#), dated April 30, 2007, starting on page 10.

Upgrade RISI to B6 Service Pack 5 **installshield** version, ensuring that you select the **Install without DB setup** option when installing. Refer to [Service Newsletter#2070-144](#), dated April 30, 2007, starting on page 14.

Upgrade to RISI B6 Service Pack 12 following the procedure [RISI Build 6 SP12 - Software Upgrade](#), in this manual, beginning on [page 12-11](#).

Check the RISI configuration against the old RISI installation and ensure that RISI remains configured properly.

EXVoice Build 5 through Build 7.5 Systems

With EXVoice at Build 5 or above, RISI will be at Build 6. The upgrade path is dependent on the current service pack of RISI that is installed. Refer to the steps below, depending on the current version of RISI. The highest version of RISI that you can upgrade to under these circumstances is RISI Build 6 SP10.



IMPORTANT

Review the steps carefully. If you skip any steps, it will result in a defective RISI installation. If you have any questions regarding the appropriate upgrade path for your system, contact Technical Services.

Upgrade from B6 Initial Release, SP1, SP2, or SP3

1. Upgrade to RISI B6 Service Pack 4f, using the **RISIB6SP3_to_4f.exe** file. Refer to [Service Newsletter #2070-141](#), reissued September 30, 2005.
2. Upgrade RISI to B6 Service Pack 5 **service pack** version, referring to [Service Newsletter #2070-144](#), dated April 30, 2007, starting on page 10.
3. Upgrade RISI to B6 Service Pack 5 **installshield** version, ensuring that you select the **Install without DB setup** option when installing. Refer to [Service Newsletter 2070-144](#), dated April 30, 2007, starting on page 14.
4. Upgrade to RISI B6 Service Pack 10 referring to [Service Newsletter 2070-145](#), dated August 7, 2008.

Upgrade from B6 SP4, SP4a, SP4b, SP4c, SP4d, or SP4e

1. Upgrade to RISI B6 Service Pack 4f, using the **RISIB6SP4_to_4f.exe** file. Refer to [Service Newsletter #2070-141](#), reissued September 30, 2005.
2. Upgrade RISI to B6 Service Pack 5 **service pack** version, referring to [Service Newsletter #2070-144](#), dated April 30, 2007, starting on page 10.
3. Upgrade RISI to B6 Service Pack 5 **installshield** version, ensuring that you select the **Install without DB setup** option when installing. Refer to [Service Newsletter 2070-144](#), dated April 30, 2007, starting on page 14.
4. Upgrade to RISI B6 Service Pack 10 referring to [Service Newsletter 2070-145](#), dated August 7, 2008.

Upgrade from B6SP4f or B6SP4g

1. Upgrade RISI to B6 Service Pack 5 **service pack** version, referring to [Service Newsletter #2070-144](#), dated April 30, 2007, starting on page 10.

2. Upgrade RISI to B6 Service Pack 5 **installshield** version, ensuring that you select the **Install without DB setup** option when installing. Refer to [Service Newsletter 2070-144](#), dated April 30, 2007, starting on page 14.
3. Upgrade to RISI B6 Service Pack 10 referring to [Service Newsletter 2070-145](#), dated August 7, 2008.

Upgrade from B6Sp5 service pack Version

1. Upgrade RISI to B6 Service Pack 5 **installshield** version, ensuring that you select the **Install without DB setup** option when installing. Refer to [Service Newsletter 2070-144](#), dated April 30, 2007, starting on page 14.
2. Upgrade to RISI B6 Service Pack 10 referring to [Service Newsletter 2070-145](#), dated August 7, 2008.

Upgrade from B6Sp5 installshield Version

Upgrade to RISI B6 Service Pack 10 referring to [Service Newsletter 2070-145](#), dated August 7, 2008.

EXVoice Build 8 Systems

RISI must be, as a minimum, at the B6 Service Pack 5 **installshield** version when upgrading to B6 SP12. EXVoice should be at Build 8 prior to upgrading RISI. If RISI is at an earlier version, use the information in the various upgrade scenarios above to upgrade RISI to the B6 Service Pack 5 **installshield** version.

EXVoice Build 8.1 SQL 2008 Systems Patch

Build 8.1 systems running **SQL 2008** require that a patch be applied to allow RISI to function. The procedure below outlines the process for obtaining and installing the required patch file.



IMPORTANT

*You can perform the patch upgrade to RISI B6SP12 without shutting down the EXVoice services. However, you must shut down the RISI services. During this upgrade, **DO NOT** allow Radiologists to dictate and/or Transcriptionists to transcribe Radiology/Imaging dictation. .*

Apply dis_app.exe Patch to RISI Build 6 SP12



*This procedure requires the file **RISIB6SP12_Patch.zip** which can be downloaded from the EXVoice RISI software download area of the Services portal.*

1. **Verify** that the system is running **RISI Build 6 SP12**.
2. **Verify** that the **Dictaphone EXV Watchdog** service and the 2 RISI services (**DIS_Interface** and **RIS_Interface**), are **SHUT DOWN**, and then continue.

3. Go to the location where the RISI DIS_Interface is installed and make a backup copy of the file **dis_app.exe**. (Default location is **C:\VOICENET\DIS_Interface**).
4. Unzip the file **RISIB6SP12_Patch.zip** which you downloaded from the Services portal to a convenient hard drive location.
5. Copy the extracted file, **dis_app.exe**, to the RISI **DIS_Interface** directory, replacing the file you just backed up.
6. Go to that directory, right-click the file **dis_app.exe**, and verify the version is **6.0.10.1**.
7. Reboot the EXVoice data server.
8. Log on and verify that all EXVoice and RISI services are running.
9. The procedure is complete.

Migration Information

When upgrading RISI or EXVoice, sometimes an application migration to a different server platform will occur. The following is a general guideline when migrating RISI to a new platform.

If the migration also includes an upgrade of RISI software, you can choose one of the following paths, depending on which is more convenient and safeguards the customer data. It is recommended that you use the same general path that is also being used for EXVoice. The following are paths you can use for the migration.

- On the old server, upgrade RISI to the final version, install the same version on the new server, and migrate data to the new server.
- On the new server, install RISI at the same version that is on the old server and migrate the data. Upgrade RISI on the new server to the final version.
- Install the final version of RISI on the new server. Migrate RISI to an intermediate platform and perform the upgrade there. Migrate RISI from the intermediate platform to the new platform. This is the upgrade path that provides the most security to the Customer data and is also the most time-consuming.

Once you have chosen a migration path, perform the steps in the following outline to complete the migration.

1. Install RISI software on the new platform and configure it with a base RISI configuration.
2. If using an intermediate server, install RISI on the intermediate platform.
3. Ensure that you have information on all RISI configuration information on the old platform, including HL7 messaging configurations. It is recommended that you launch RISI Config Manager and take screen shots of all applicable configurations. **If you are not familiar with RISI Config Manager, contact Technical Services at least a week prior to the migration, to assist in the migration.**

There are a few rare installations that required direct registry alteration of the RISI configuration to support certain HL7 configurations. If you are upgrading one of these sites, contact Technical Services.

4. Shut down the following services on both the old and new platforms.
Dictaphone EXV Watchdog
RIS_Interface
DIS_Interface
5. Open SQL Enterprise Manager on the old server and perform one last backup of the following databases.

RISI_Completed
RISIAudit50
RISIDB50

6. If upgrading software on the old server, upgrade RISI software now.
7. If using an intermediate server, restore the backups to the intermediate server.
8. If using an intermediate server, upgrade the software on the intermediate server.
9. Restore the backups to the new server.
10. Open SQL Query Analyzer on the new server and run the following SQL script.

```
USE RISIDB50  
EXECUTE sp_changedbowner RISIAPPS, TRUE  
go  
USE risi_completed  
EXECUTE sp_changedbowner RISIAPPS, TRUE  
go  
USE risiaudit50  
EXECUTE sp_changedbowner RISIAPPS, TRUE  
go
```
11. If upgrading on the new server, upgrade RISI software now.
12. Open RISI Config Manager, and manually reconfigure the RISI software identical to the old server. The following exceptions may apply.
 - ♦ In the Miscellaneous screen, the following settings may be different, depending on the new server configuration.

```
SQL Server Name  
SQL Login Name  
SQL Login Password  
SQL Dump Path  
Tracefile Path
```
 - ♦ In the Socket Configuration screen, the IP address and port might be different, especially if the server is moving to a different location and/or pointing towards a different customer interface engine.
13. Once the installation/migration of the EXVoice application software is complete on the system, open the EXVoice Config Burner and ensure that RISI is config-burned on EXVoice.
14. Once both EXVoice and RISI are ready to go into production on the new server, restart the RISI services.
15. Ensure that the RISI services stay running. Open Event Viewer and watch for any errors.
16. Ensure that RISI traffic is properly flowing by observing the trace dumps in the **voicenet\risi_trace\RIS_COMM** folder.

Ensure that the Customer can still properly use the system.

RISI Build 6 SP12 - Software Upgrade

Use these procedures to upgrade RISI to B6SP12. If you are performing a new installation of RISI software, use the steps in the [RISI Build 6 SP12 - New Installation](#) section to install the software.

You can perform the upgrade to RISI B6SP12 without shutting down the EXVoice services. However, you must shut down the RISI services.



During this upgrade, do not allow Radiologists to dictate and/or Transcriptionists to transcribe Radiology/Imaging dictation. Prior to the service pack upgrade, ensure that valid database backups exist for all three RISI databases.



IMPORTANT

If you are upgrading a system that has Version 81.0.3065 of EXVoice and SQL 2008 installed, you must also apply the RISI Build 6 SP12 patch file. See [Apply dis_app.exe Patch to RISI Build 6 SP12](#) for details.

Requirements

The following items are required to perform this upgrade.

- The RISI software must be at a minimum of Build 6 Service Pack 5 prior to the upgrade. Refer to Oracle Knowledge Solution #12155 to determine the version of RISI. If an upgrade to Build 6 SP5 software is required, refer to [Service Newsletter 2070-144](#), dated April 30, 2007.
- There are two slightly different, but functionally identical, versions of RISI B6 SP5. You can only upgrade to Build 6 Service Pack 12 from one of these versions. Refer to the [Upgrade Paths](#) section of this manual for additional information.
- Downtime is required for Radiologists and Transcriptionists performing Radiology/Imaging transcription. This upgrade should take approximately thirty minutes. This should be scheduled in advance with the Customer.
- You must be logged into the EXVoice Data Server with full administrative rights.
- Prior to commencing this upgrade, you must download the **RISIB6SP12_Setup.exe** file from the Service Portal to the EXVoice Data Server. This file contains the entire install/upgrade package.

Upgrade Procedure

1. Ensure that no Radiologists are performing RISI-based dictation.
2. Open the Windows Services Manager and shut down the following services:
 - **Dictaphone EXV Watchdog**

- RIS_Interface
 - DIS_Interface
3. Close the Windows Services Manager.
 4. Launch the **RISIB6SP12_Setup.exe** file and the dialog shown in [Figure 12-1](#) will be displayed.

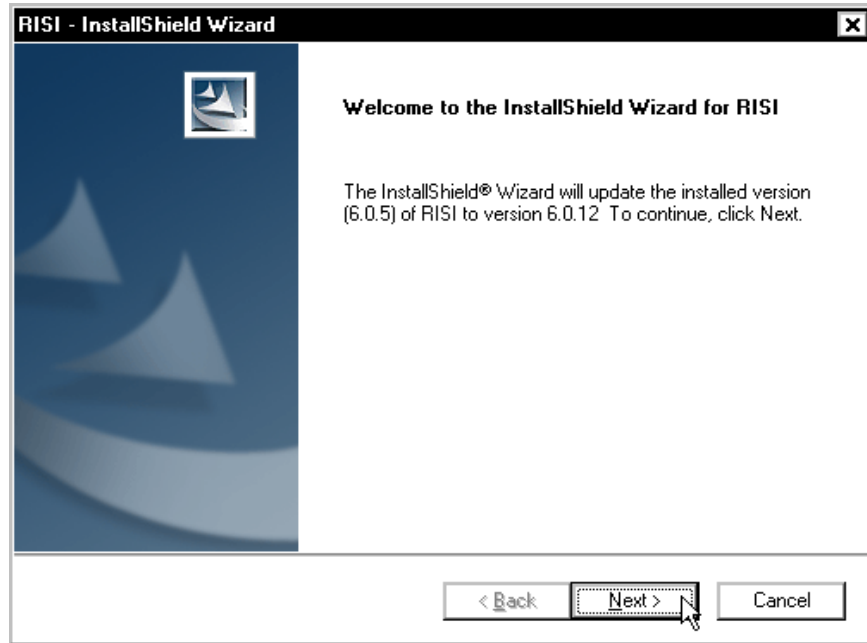


FIGURE 12-1 RISI Welcome Dialog

5. Click **Next** to display [Figure 12-2](#).

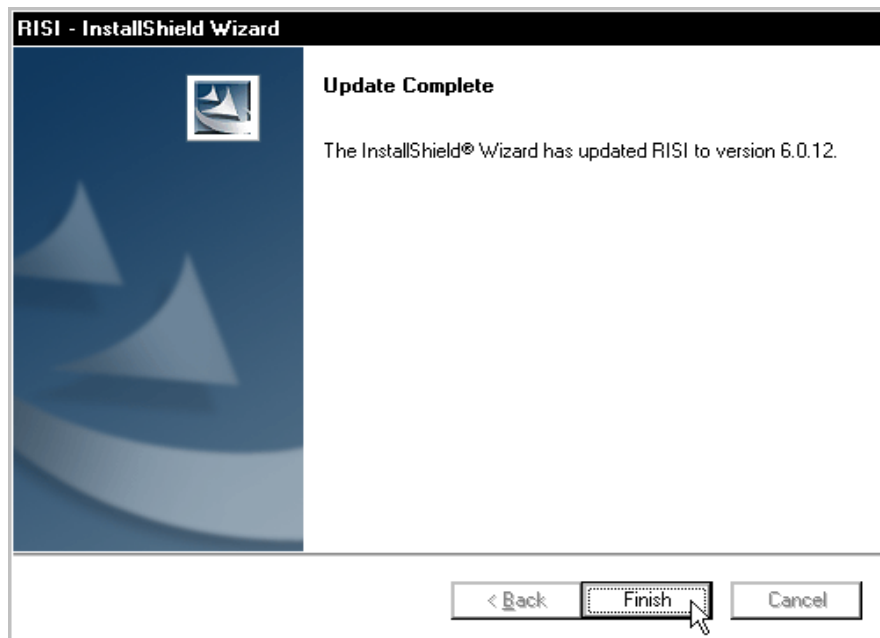


FIGURE 12-2 RISI Update Complete Dialog

6. Click **Finish**.
7. Open the Windows Services Manager and verify that the following 2 RISI services are started.
 - **RIS_Interface**
 - **DIS_Interface**
8. Start **Dictaphone EXV Watchdog**.
9. Open the Event Viewer application log and verify that all services started normally and no errors have occurred.
10. In the **\\voicenet\risi_trace\RIS_COMM** directory, open the **serversocket.dmp** and **clientsocket.dmp** (if applicable) files and verify that message traffic is passing appropriately.
11. Close all open windows.
12. Notify the customer that the upgrade is complete and that they can proceed with normal production functions.

RISI Build 6 SP12 - New Installation

The following section presents the procedure for a new installation of RISI Build 6 SP12 software. *The steps assume that no previous installations of RISI exist on the EXVoice Data Server.*



IMPORTANT

If you are doing an initial installation of RISI on a system that has Version 81.0.3065 of EXVoice and SQL 2008 installed, you must also apply the RISI Build 6 SP12 patch file. See [Apply dis_app.exe Patch to RISI Build 6 SP12](#) for details.

Requirements

The following items are required to perform this installation.

- System downtime will be required to perform this installation. All EXVoice services will need to be shutdown. You must reboot the server following the upgrade.
- The installation should take approximately one hour. This downtime should be scheduled in advance with the Customer.
- Download the **RISIB6SP12_Setup.exe** file from the Services Portal to the EXVoice Data Server. This file contains the entire install/upgrade package.
- You will need to be logged into the EXVoice Data Server with full local administrative rights to perform this upgrade.
- You must have sufficient rights to create a **RisiApps** user within the local operating system environment. This user must have full local administrative rights and will be used to launch and run the RISI services.
- You must know the SQL Administrator password.
- A determination should be made, in advance, of the appropriate locations to install the RISI databases, transaction logs, and database dump devices. Typically, if sufficient drive space exists, it is recommended that these devices be placed on the same drives as the EXVoice SQL objects. Make sure that sufficient drive space exists for these devices.
- A determination should be made, in advance, of the appropriate location for the RISI trace dumps. In previous versions of RISI, this location was typically the C: drive. However, substantially increased space is now required. At a typical site, the drive space ranges from 1 to 8GB under average usage.
- The RISI product must be purchased. Prior to the installation, verify that a Sales Order exists with RISI as a line item.
- You must have the current password for the EXVoice Config Burner. If you do not have this password, contact your manager.

- You must have knowledge of the current Dictaphone Standard Service password, as well as knowledge of the older passwords.

Installation Procedure

Perform the following steps on the EXVoice Data Server to accomplish a new installation of the RISI Build 6 SP12 software.

Shut Down the EXVoice Application Services

1. Once the scheduled downtime has commenced and there are no more users on the system, shut down the Dictaphone **EXV application** services on *all* VR servers and the EXVoice Data Server. **Do not shut down MSSQLSERVER Service.**
2. Close the Windows Services Manager.

Create the RisiApps User

1. Select **Start/Programs/Administrative Tools/Computer Management** to open the Computer Management console, .

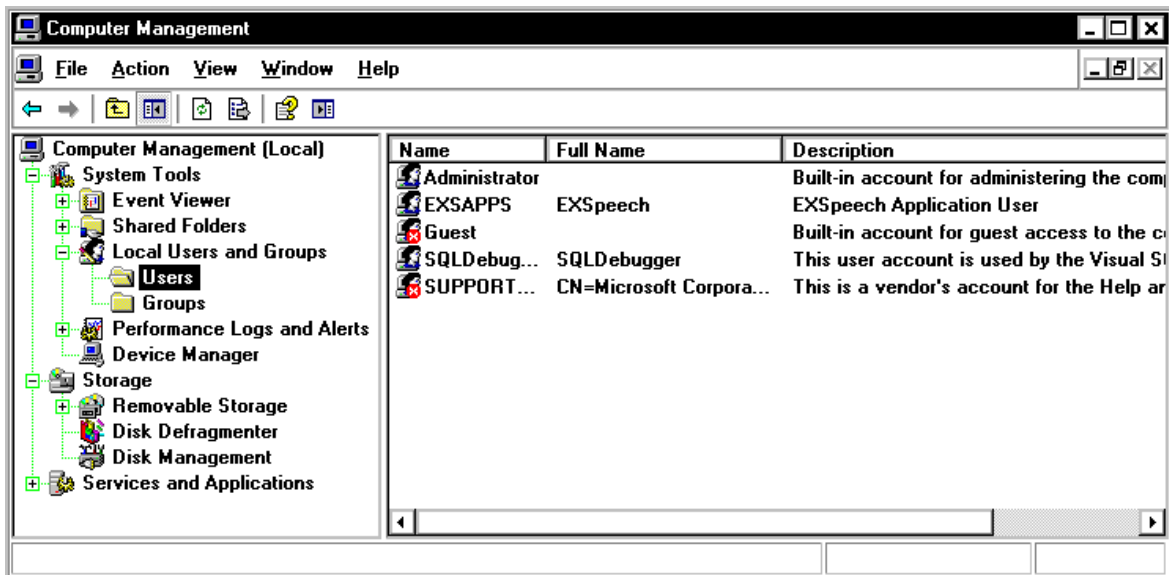


FIGURE 12-3 Computer Management Dialog

2. Click the plus (+) sign beside **Local Users and Groups** to expand the item and select **Users**.

3. Right-click **Users** and select **New User**, to display the [Figure 12-4](#) dialog.

The screenshot shows a 'New User' dialog box with the following fields and options:

- User name: RisiApps
- Full name: RISI Application User
- Description: Radiology Information System Interface
- Password: [masked]
- Confirm password: [masked]
- User must change password at next logon
- User cannot change password
- Password never expires
- Account is disabled

Buttons: Create, Close

FIGURE 12-4 New User Dialog

4. Enter the following information in the fields.

Field	Value
User name	RisiApps
Full Name	RISI Application User
Description	Radiology Information System Interface
Password	risi
Confirm password	risi

5. **Uncheck** the **User must change password at next logon** option.
6. Check the **Password never expires** option.
7. Click **Create**.
8. Click **Close**.

You are returned to the Computer Management dialog, [Figure 12-5](#).

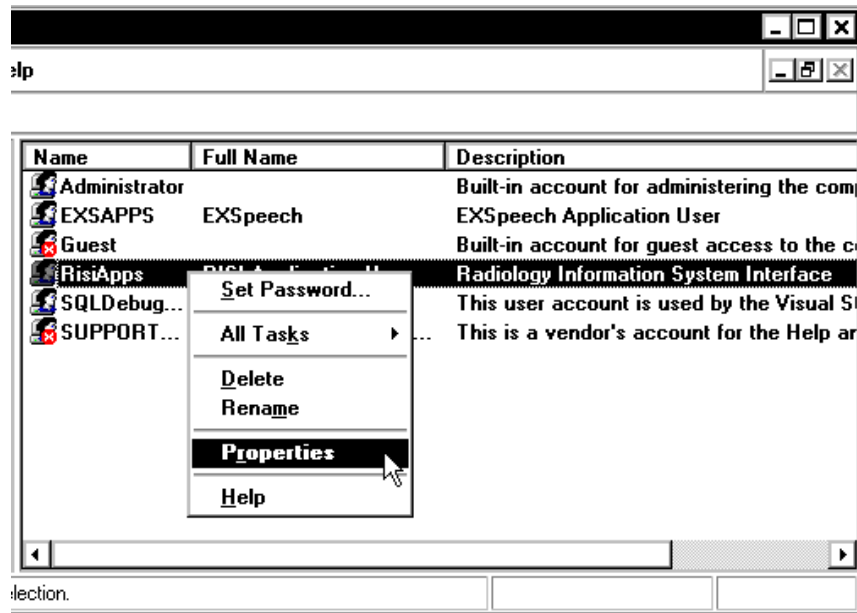


FIGURE 12-5 Computer Management Dialog

9. Right-click the **RisiApps** user and select **Properties**.

The RisiApps Properties dialog ([Figure 12-6](#)) displays.

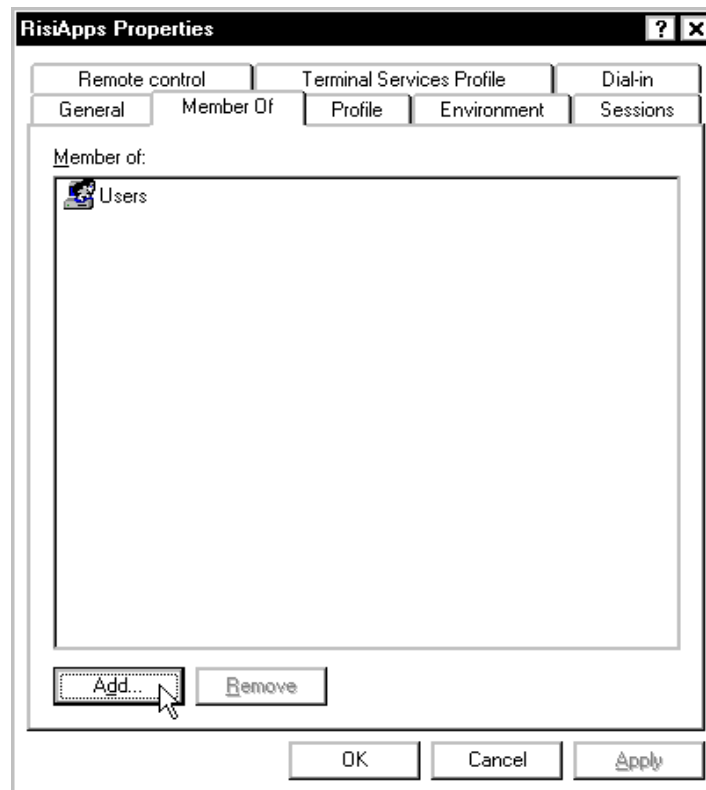


FIGURE 12-6 RisiApps Properties Dialog

10. Select the **Member Of** tab and click **Add** and [Figure 12-7](#) is displayed.

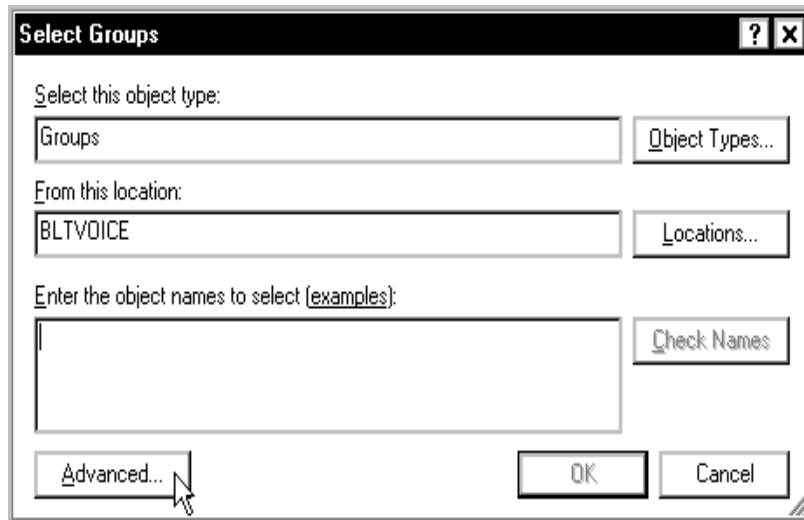


FIGURE 12-7 Select Groups Dialog

11. Click **Advanced**, and [Figure 12-8](#) is displayed.

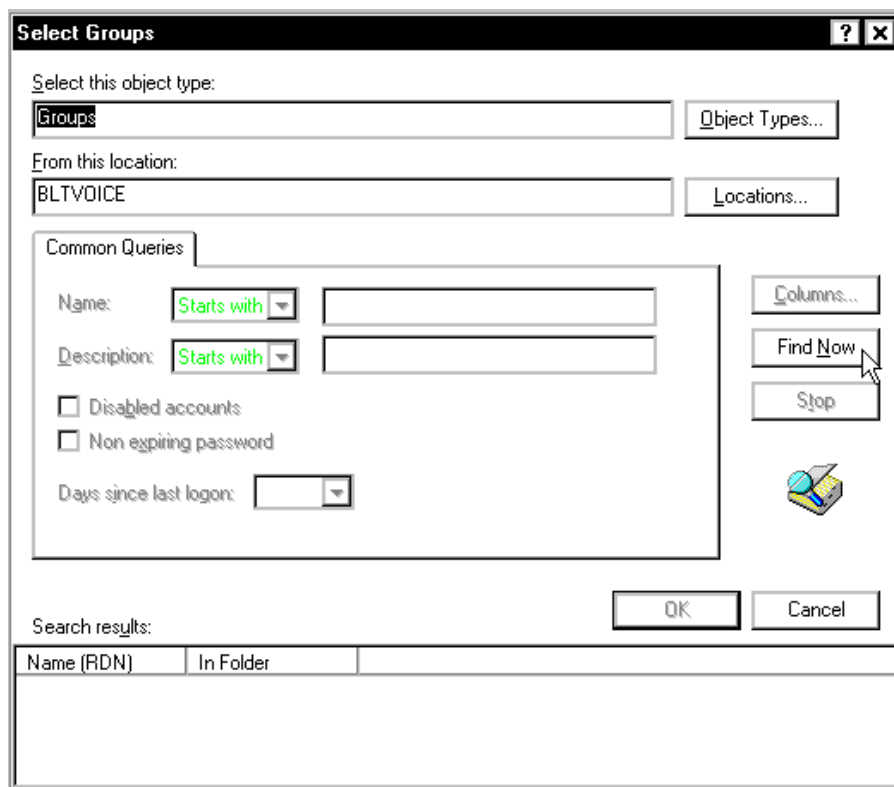


FIGURE 12-8 Advanced Tab Dialog

12. Click **Find Now** and is displayed.

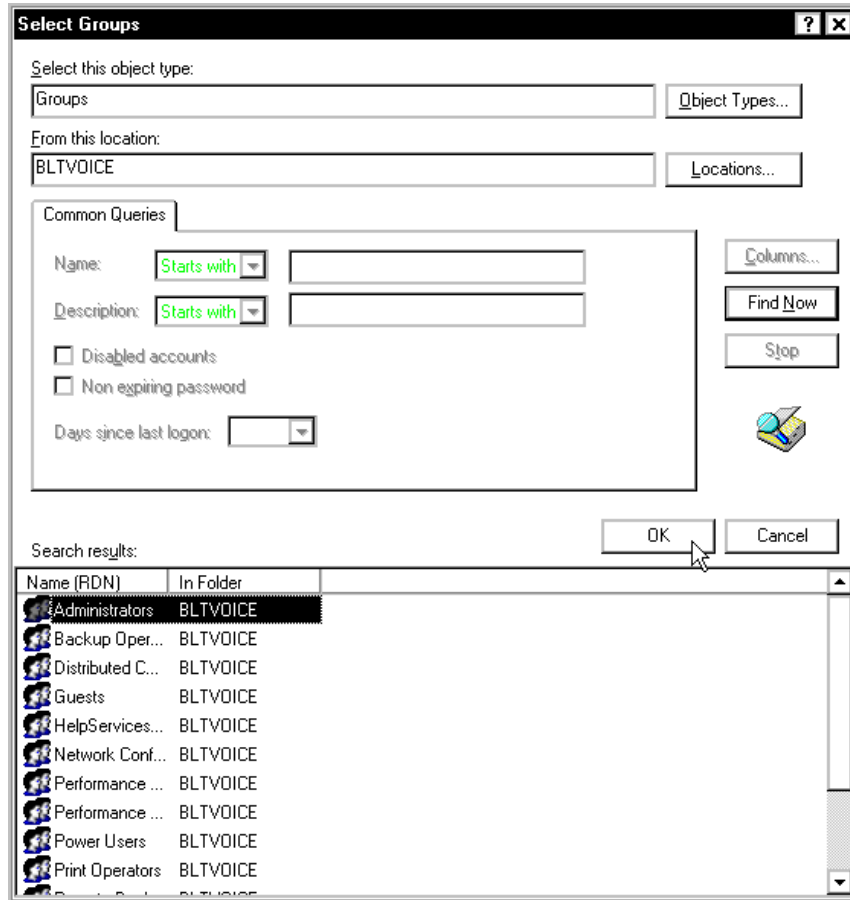


FIGURE 12-9 Find Now Search Results Dialog

13. Select the **Administrators** group and click **OK** to display your selection (Figure 12-10).

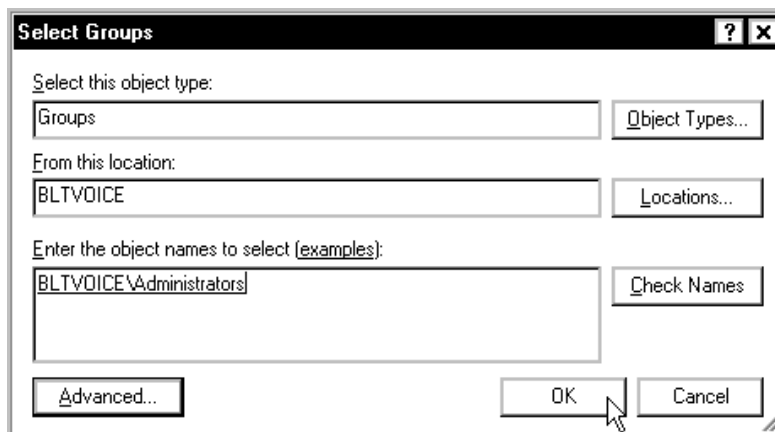


FIGURE 12-10 Administrators Group Selection Dialog

14. Click **OK**, and you are returned to the RisiApps Properties dialog.

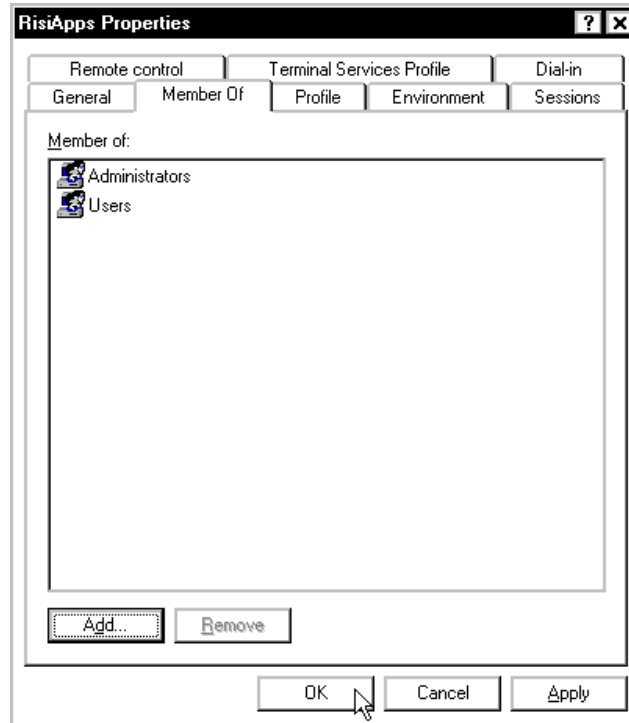


FIGURE 12-11 RisiApps Properties Dialog

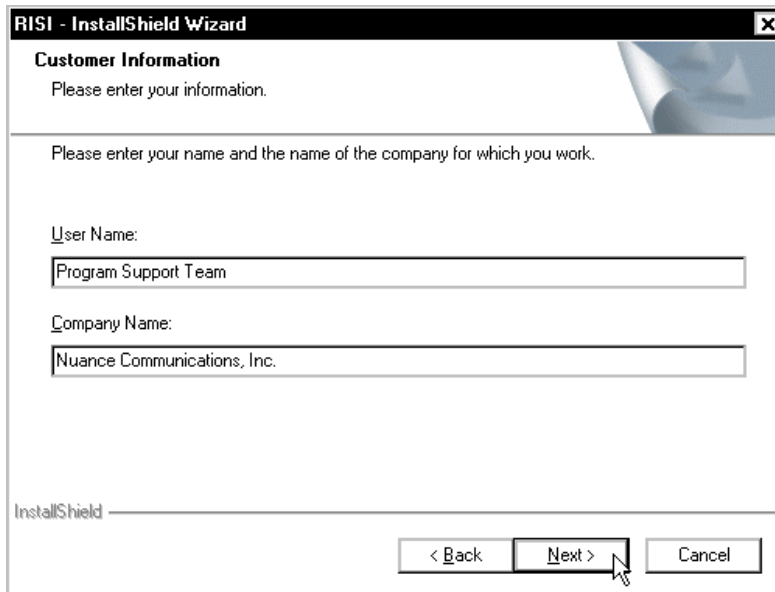
15. Click **OK**, and then, close the Computer Management console.

Install the RISI Application

Make sure you have the sa password on hand for these steps.

1. Launch **RISIB6SP12_Setup.exe**, and then, click **Next** when the InstallShield Wizard **Welcome** dialog is displayed.

The Customer Information dialog box ([Figure 12-12](#)) displays.



The screenshot shows a dialog box titled "RISI - InstallShield Wizard" with a close button (X) in the top right corner. The main heading is "Customer Information" with the instruction "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 text input fields: "User Name:" containing "Program Support Team" and "Company Name:" containing "Nuance Communications, Inc.". At the bottom left, it says "InstallShield". At the bottom right, there are three buttons: "< Back", "Next >" (with a mouse cursor over it), and "Cancel".

FIGURE 12-12 Customer Information Dialog

2. Enter the appropriate customer information and click **Next** to display the **Setup Type** dialog ([Figure 12-13](#)).



The screenshot shows a dialog box titled "RISI - InstallShield Wizard" with a close button (X) in the top right corner. The main heading is "Setup Type" with the instruction "Choose the setup type that best suits your needs." There are two radio button options: "Full install" (which is selected) and "Install without DB setup". At the bottom left, it says "InstallShield". At the bottom right, there are three buttons: "< Back", "Next >" (with a mouse cursor over it), and "Cancel".

FIGURE 12-13 Setup Type Dialog

3. Ensure that **Full install** is selected and click **Next** to display [Figure 12-14](#).

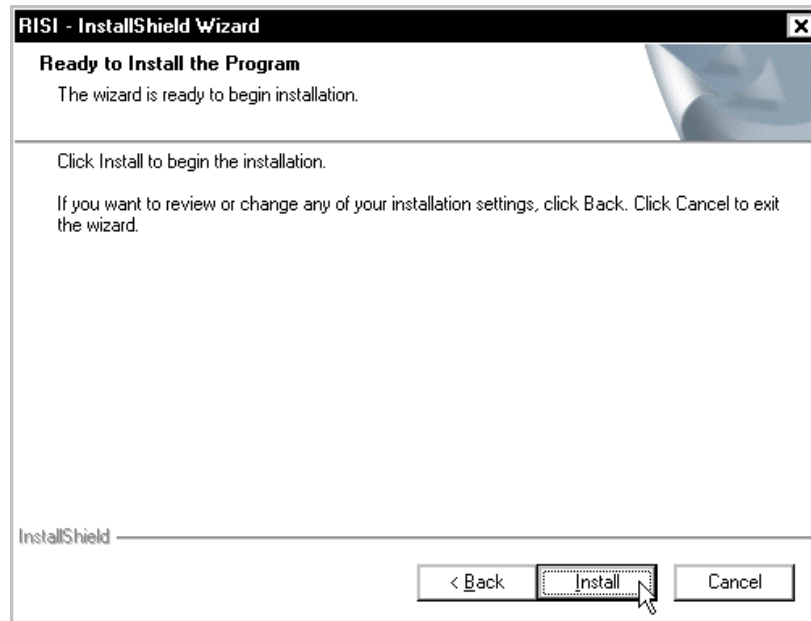


FIGURE 12-14 Ready to Install Dialog

4. Click **Install**, and the SA Password dialog box ([Figure 12-15](#)) displays.

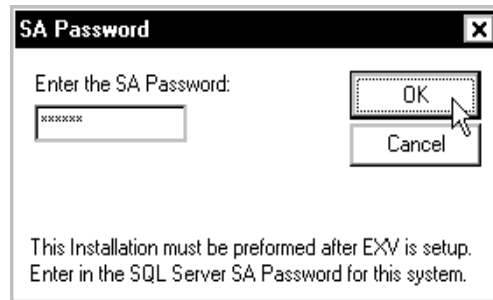


FIGURE 12-15 SA Password Dialog

5. Enter the sa password and click **OK**.

The Database Location dialog, [Figure 12-16](#), is displayed.

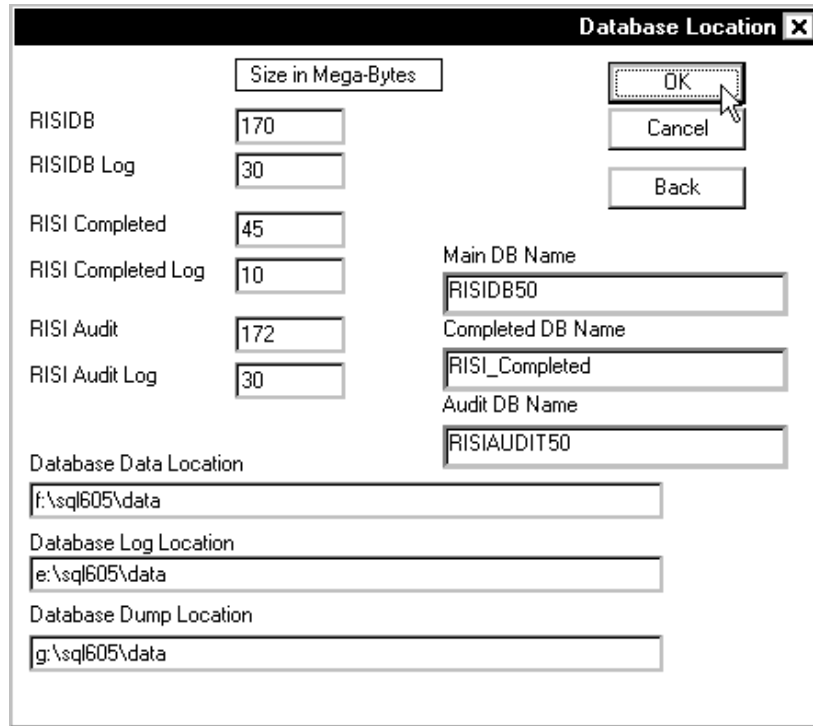


FIGURE 12-16 Database Location Dialog

6. Enter the appropriate settings for the RISI databases and click **OK**.

The Server Information dialog box, [Figure 12-17](#), displays.

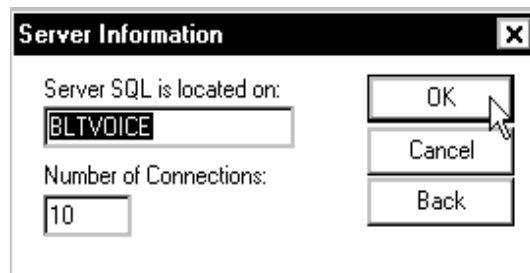


FIGURE 12-17 Server Information Dialog

The default settings should be correct.

7. Click **OK** to display the [Figure 12-18](#) dialog.

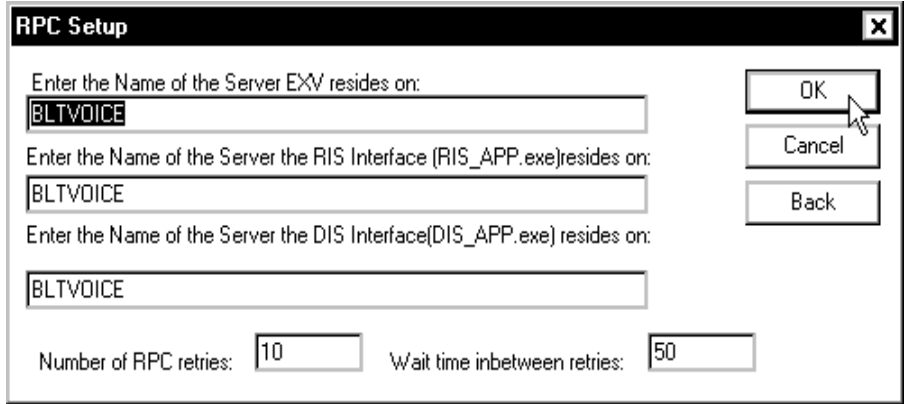


FIGURE 12-18 RPC Setup Dialog

The default settings for the RPC Setup screen should be correct.

8. Click **OK**.

As [Figure 12-19](#) displays, the RISI databases are created.

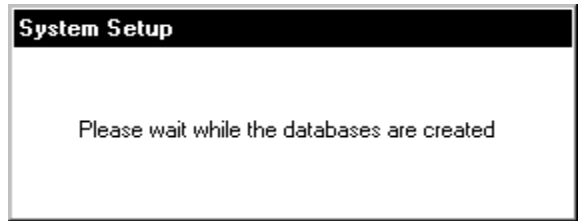


FIGURE 12-19 Database Creation Dialog

When complete, the Domain Name and PDC dialog box shown in [Figure 12-20](#) is displayed.

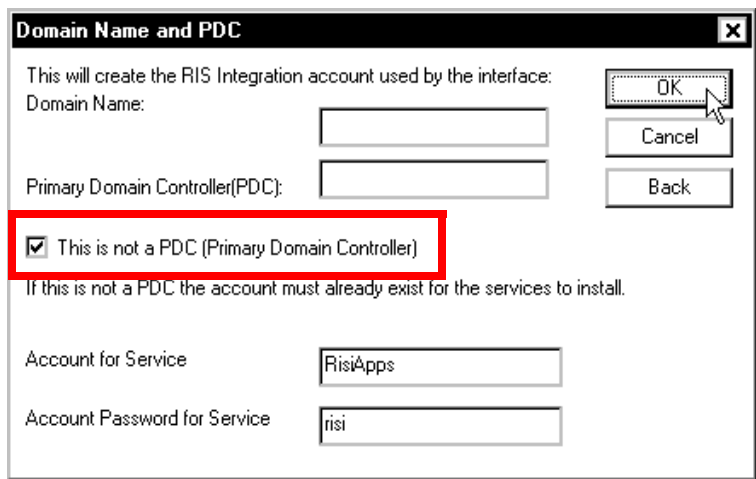


FIGURE 12-20 Domain Name and PDC Dialog

9. Check the box beside **This is not a PDC (Primary Domain Controller)**.

Ensure that the information in the **Account for Service** and **Account Password for Service** is correct. This should be the RISIApps user you created earlier.

10. Click **OK**.

Several command prompt windows will momentarily open as the RISI services are installed.

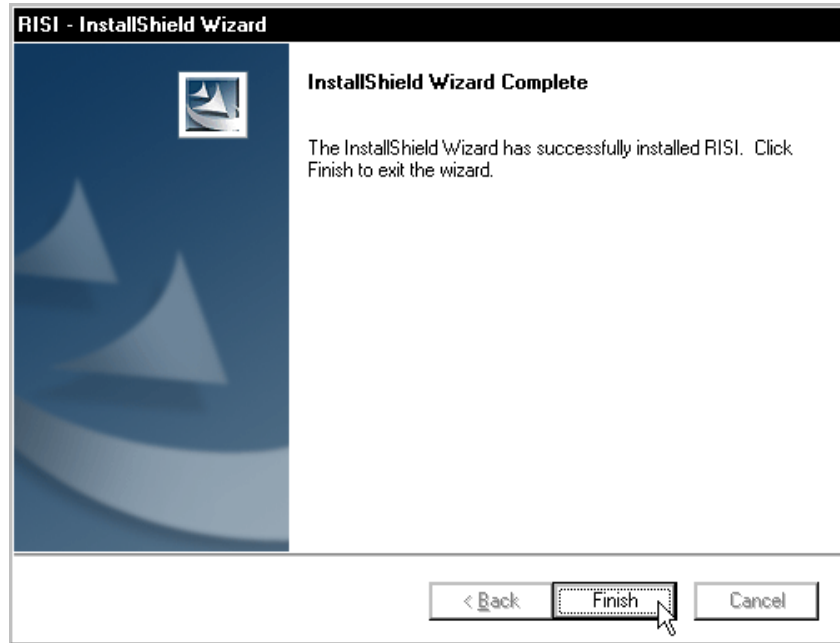


FIGURE 12-21 InstallShield Wizard Complete Dialog

11. When [Figure 12-21](#) is displayed, click **Finish**.
12. Verify that the EXVoice services are not running. If the 2 RISI services (**DIS_Interface** and **RIS_Interface**) are running, shut them down.

The RISI services will not typically start up, as the RisiApps user does not have sufficient rights to start up a service and the RISI configuration is incorrect.

13. Start the EXVoice services on all separate VRs, if applicable.
14. Notify the Customer that EXVoice system is on line and that the users may log on and proceed to use it. Verify with the Customer that the system is functioning properly. You can perform the steps below while the EXVoice system is on line.

Enable the RISI Feature on EXVoice

The following steps assume that EXVoice Build 8 is installed.

1. On the EXVoice Data Server, open Windows Explorer and navigate to the following directory.

C:\Program Files\Dictaphone\EXV Services

2. Double-click **CfgBurner.exe** to launch the EXVoice Config Burner ([Figure 12-22](#)).

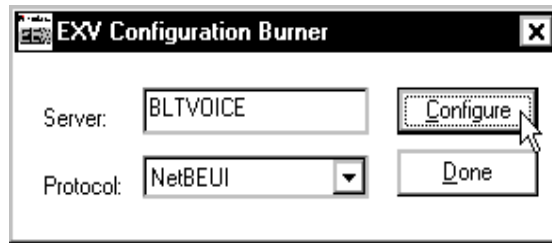


FIGURE 12-22 Config Burn Dialog

3. Enter the appropriate EXVoice Data Server name and click **Configure** to display [Figure 12-23](#).

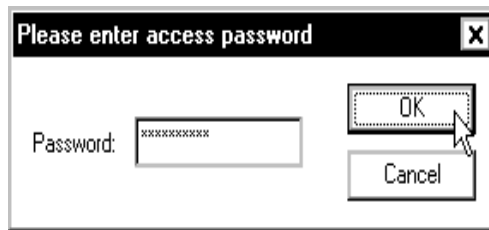


FIGURE 12-23 Password Dialog

4. Enter the appropriate password and click **OK** to display [Figure 12-24](#), the Configuration window.

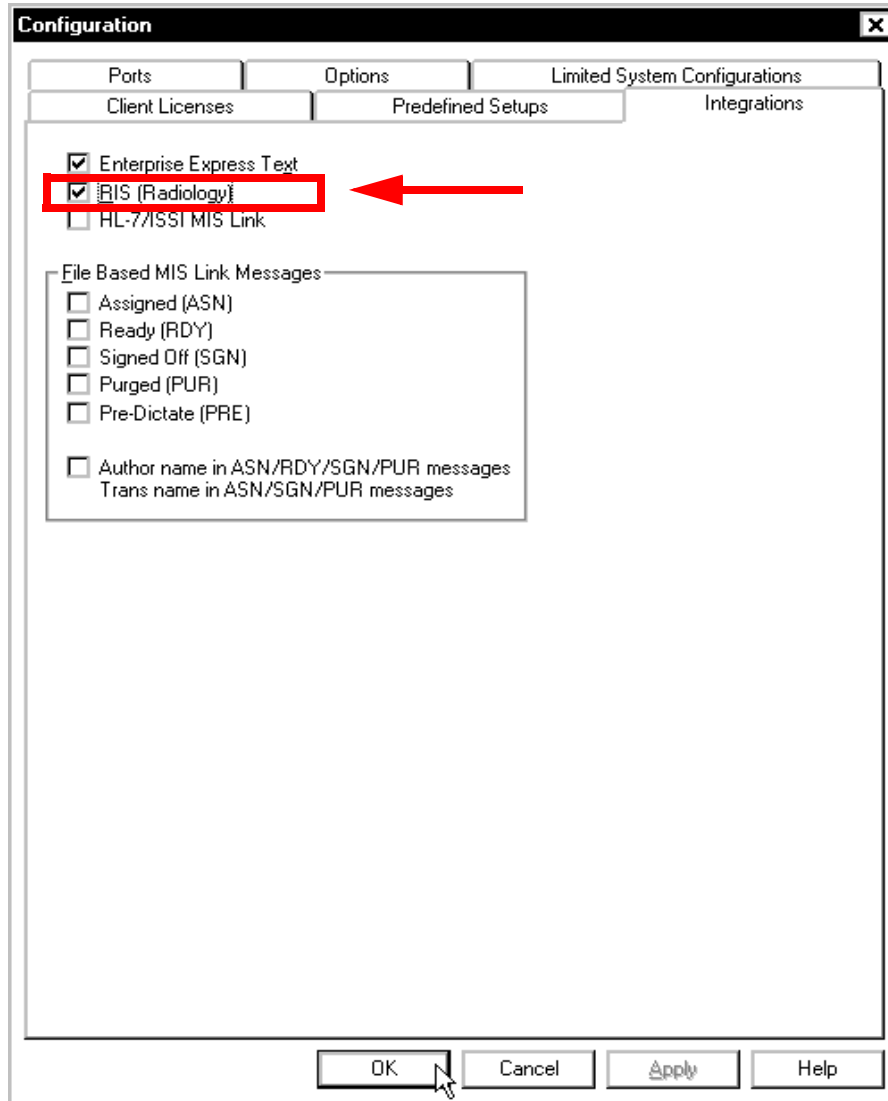


FIGURE 12-24 Integration Tab of Configuration Dialog

5. Check the box beside **RIS (Radiology)** and click **OK** to display [Figure 12-25](#).

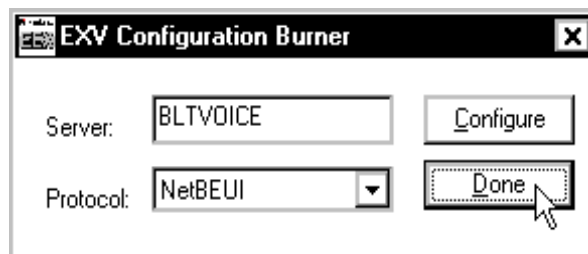


FIGURE 12-25 Config Burn Dialog

6. Click **Done**.

Create an Initial RISI Configuration

You will not be able to start up the RISI services until an initial configuration is put in place. The installation is not complete, until you verify that the RISI services can run. Section 5 of the RISI Service Manual, PN 0889481-200, dated June 6, 2001, contains detailed information on the RISI Configuration Manager.

1. Launch the **configmgr.exe** file in the C:\Voicenet\RISI_Clients directory and [Figure 12-26](#) is displayed.

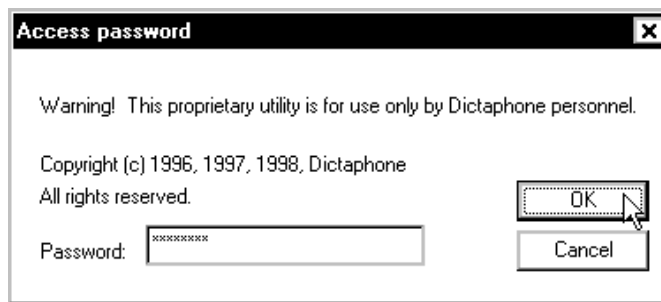


FIGURE 12-26 Password Dialog

2. Enter the appropriate standard Dictaphone service password. This may be one of the older service passwords.
3. Click **OK** to display the [Figure 12-27](#) dialog.

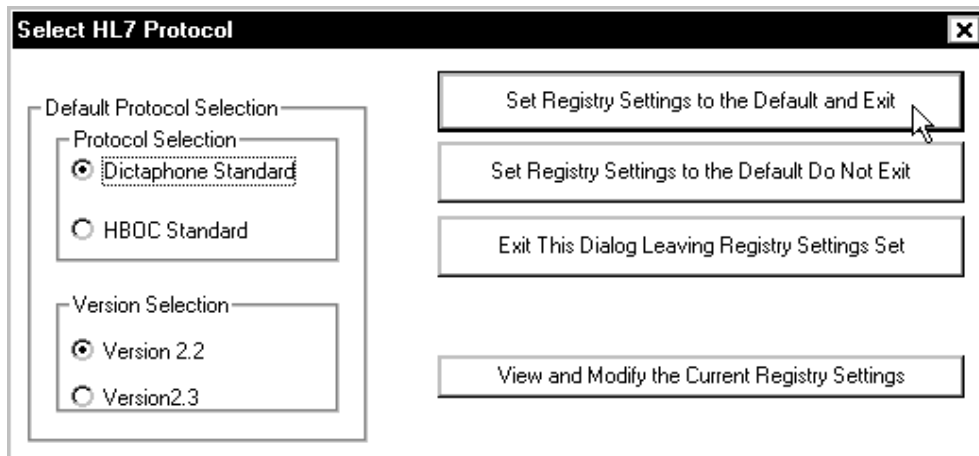


FIGURE 12-27 HL7 Protocol Dialog

You must create an initial configuration prior to accessing any other settings.

4. Select **Protocol/HL7 Protocol** from the menu bar (unless you are implementing a new serial RISI interface, which is unlikely).

5. Ensure that the radio buttons are selected beside **Dictaphone Standard** and **Version 2.2**.
6. Click the **Set Registry Settings to the Default and Exit** button, and [Figure 12-28](#) is displayed.

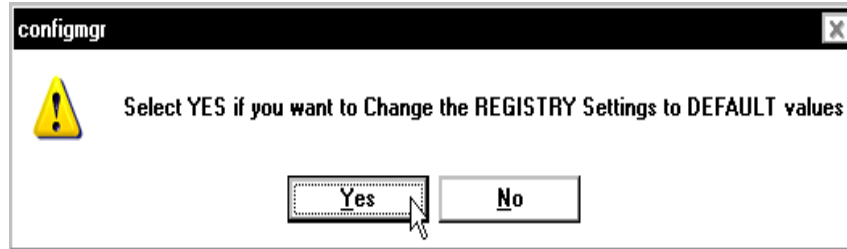


FIGURE 12-28 Registry Settings Dialog

7. Click **Yes** in the dialog box.
8. Select **Miscellaneous** from the menu bar to display [Figure 12-29](#).

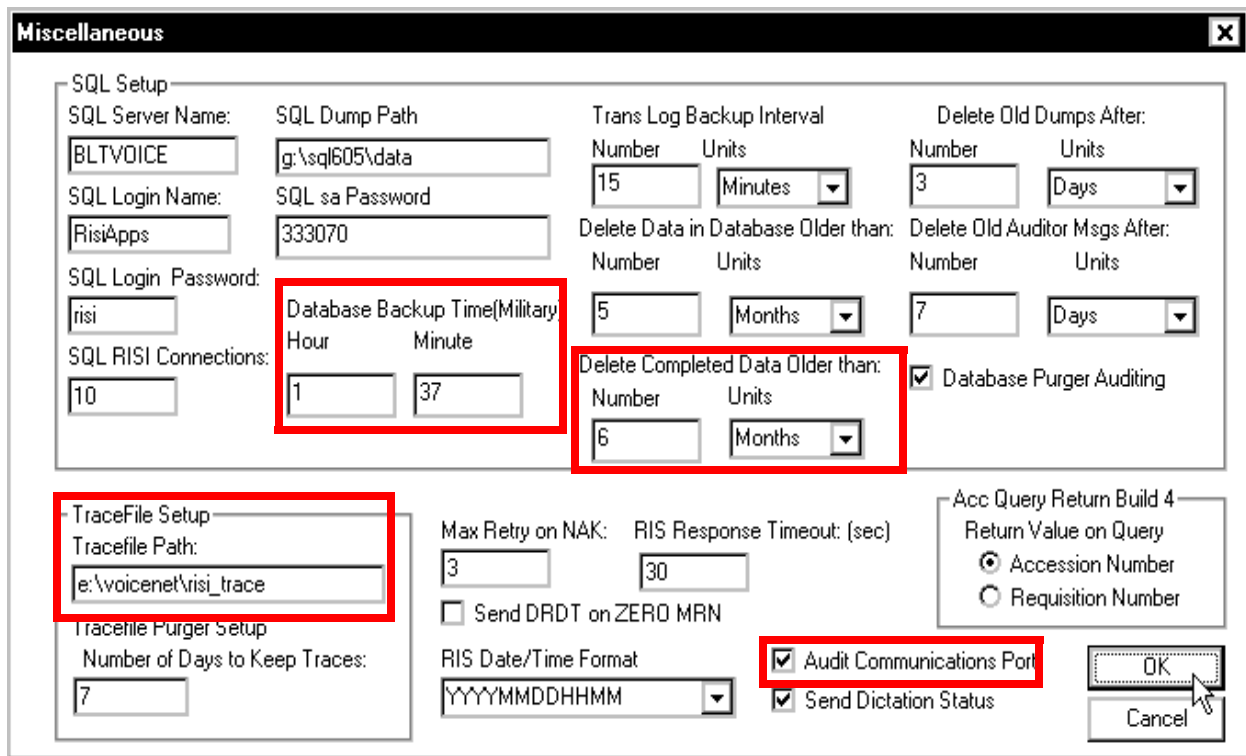


FIGURE 12-29 Miscellaneous Dialog

9. Most of the [Figure 12-29](#) fields will be completed. Some fields require modification, as follows:

- **Database Backup Time (Military)**

This field defaults to a value of 1:00. Change it to **1:37** so that it does not interfere with other SQL activities (e.g., EXVoice backup times).

- **Delete RISI_Completed Data Older than**

When first installed the value in this field may consist of scrambled data. A good setting to start with would be **6 months**.

- **Audit Communications Port**

The option is unchecked by default. Check the option to enable it. This option allows the serversocket.dmp and clientsocket.dmp files to be created in the \Voicenet\RISI\Trace\RIS_COMM folder.

- **Tracefile Path**

This value defaults to drive C. Change the location to a logical drive path that has substantial free space, since RISI uses one to eight GB of drive space on trace dumps.

- f. Verify the other values on the **Miscellaneous** screen, concentrating on the following items:

- **SQL sa Password**

Ensure that the password is correct.

- **SQL Login Password**

The RISI installation initially sets this to a value of **risiComplexPSW1**. If you change it here so that the password matches the value you configured for the RisiApps OS user, then you will also need to change the RisiApps password in SQL. Remember that if you change it here, you must also change it in SQL Enterprise Manager in **Security/Logins**.

- **Delete Old Dumps After**

This option defaults to 1 day. Expand it to **3 days**.

- **Delete Old Auditor Msgs After**

Set this option to **7 days**, at least during the test/implementation phase.

- **Number of Days to Keep Traces**

It is advisable to have this option configured as the same number of days as the **Delete Old Auditor Msgs After** option. However, if the RISI application is creating many trace dumps, you may have to reduce the value until the problem is corrected.

- **Database Purger Auditing**

This option is unchecked by default. Check the option to enable it. This option audits any orders data being purged from the RISI tables.

- **SQL Dump Path**

This value must be correct or the entire system will eventually shut down. RISI uses this value for maintenance on the RISI SQL dump devices. Compare this value to the dump device physical location, which is viewable in SQL Enterprise Manager.

10. Click **OK** to save all settings.

11. Select **Communication/Network/Sockets** from the menu bar to display [Figure 12-30](#).

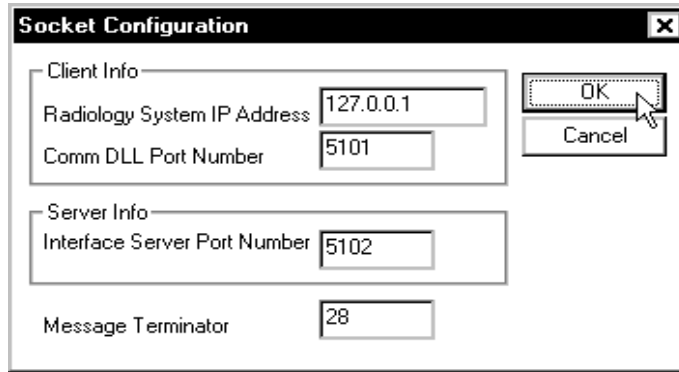


FIGURE 12-30 Socket Configuration Dialog

12. Enter a loopback IP of **127.0.0.1**, and port values of **5101** and **5102**.



There must be an IP address and ports configured or the RIS_Interface service will not start.

13. Ensure that the **Message Terminator** value is **28** and click **OK**.
14. Select **Communication/Network/RPC** from the menu to display [Figure 12-31](#).

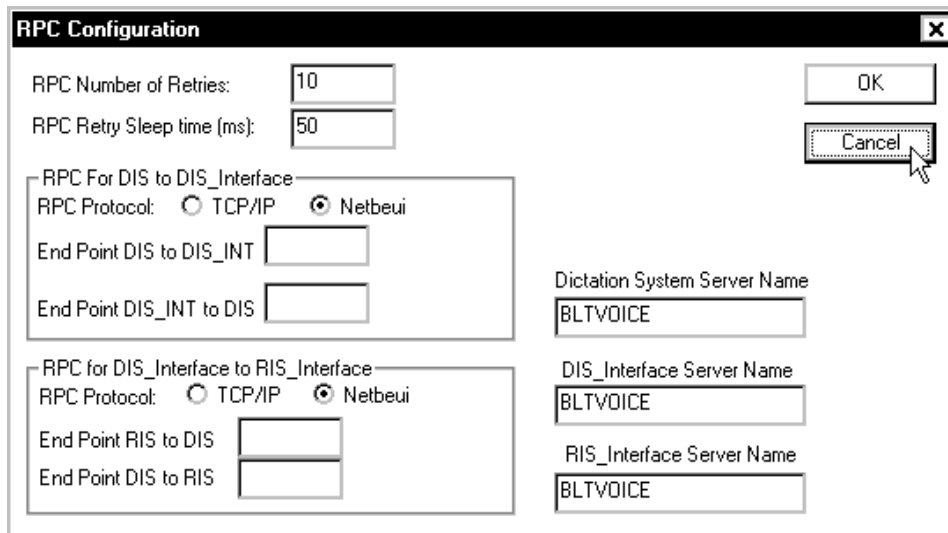


FIGURE 12-31 RPC Configuration Dialog

15. No changes should typically be necessary on the **RPC Configuration** window, but make sure the following options are set correctly.
 - a. **RPC Number of Retries** - Set to **10**
 - b. **RPC Retry Sleep time (ms)** - Set to **50**
 - c. **RPC Protocol for RPC For DIS to DIS_Interface** - **Netbeui** option selected

- d. **RPC Protocol** for **RPC for DIS_Interface to RIS_Interface** - **Netbeui** option selected
 - e. The following fields *must* be blank:
 - End Point DIS to DIS_INT**
 - End Point DIS_INT to DIS**
 - End Point RIS to DIS**
 - End Point DIS to RIS**
 - f. The following fields *must* have the NETBIOS name of the EXVoice Data Server:
 - Dictation System Server Name**
 - DIS_Interface Server Name**
 - RIS_Interface Server Name**
16. If no changes were made to any of the fields, click **Cancel**. Otherwise, click **OK**.
17. Select **File/Setup DLLs** from the menu bar to display [Figure 12-32](#).

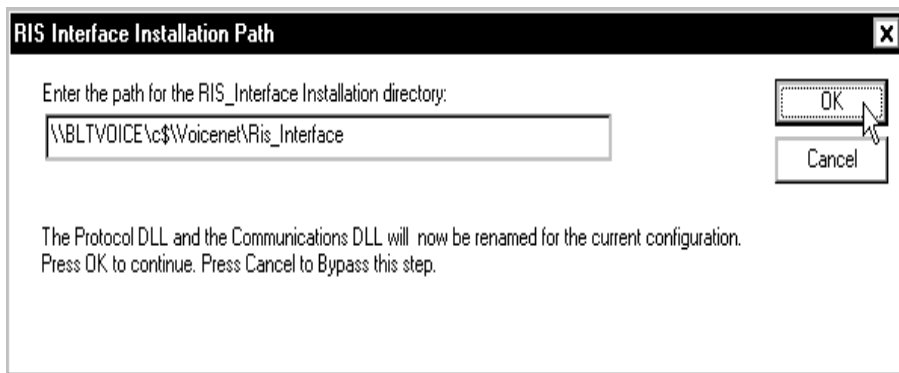


FIGURE 12-32 RIS Interface Installation Path

The default directory path should be correct.

18. Click **OK**.



*Do not click **Cancel** or click the **X** button in the upper right corner of the dialog box. You must hit **OK** so that the *com.dll* and *RIS_PROTO.dll* files in the *RIS_Interface* folder are updated properly with the configuration settings that you have just made.*

The changes you just made in the RISI Config Manager should be sufficient to launch the RISI services. Additional changes to the RISI configuration can be made later during the interface implementation as they are not required for the RISI installation.

19. Close the RISI Config Manager and proceed to the next section.

Configuring the RISIAPPS User in SQL

The password for the Risiapps user in SQL must match the password that was entered on the Miscellaneous screen in the RISI ConfigManager.

1. Launch the SQL Server Management Studio to display [Figure 12-33](#).

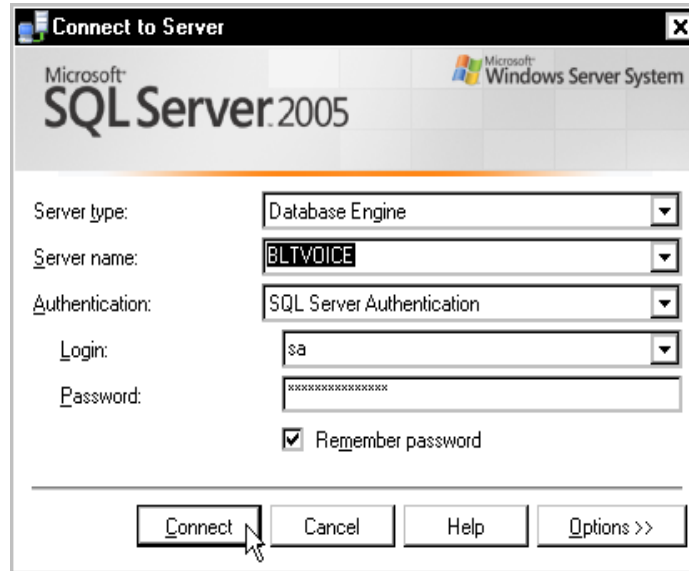


FIGURE 12-33 SQL Login Dialog

2. Enter the appropriate connectivity information and then, click **Connect**.
3. Expand the menu beside **SecurityLogins**, then right-click RISIAPPS and select **Properties**.

[Figure 12-34](#) is displayed.

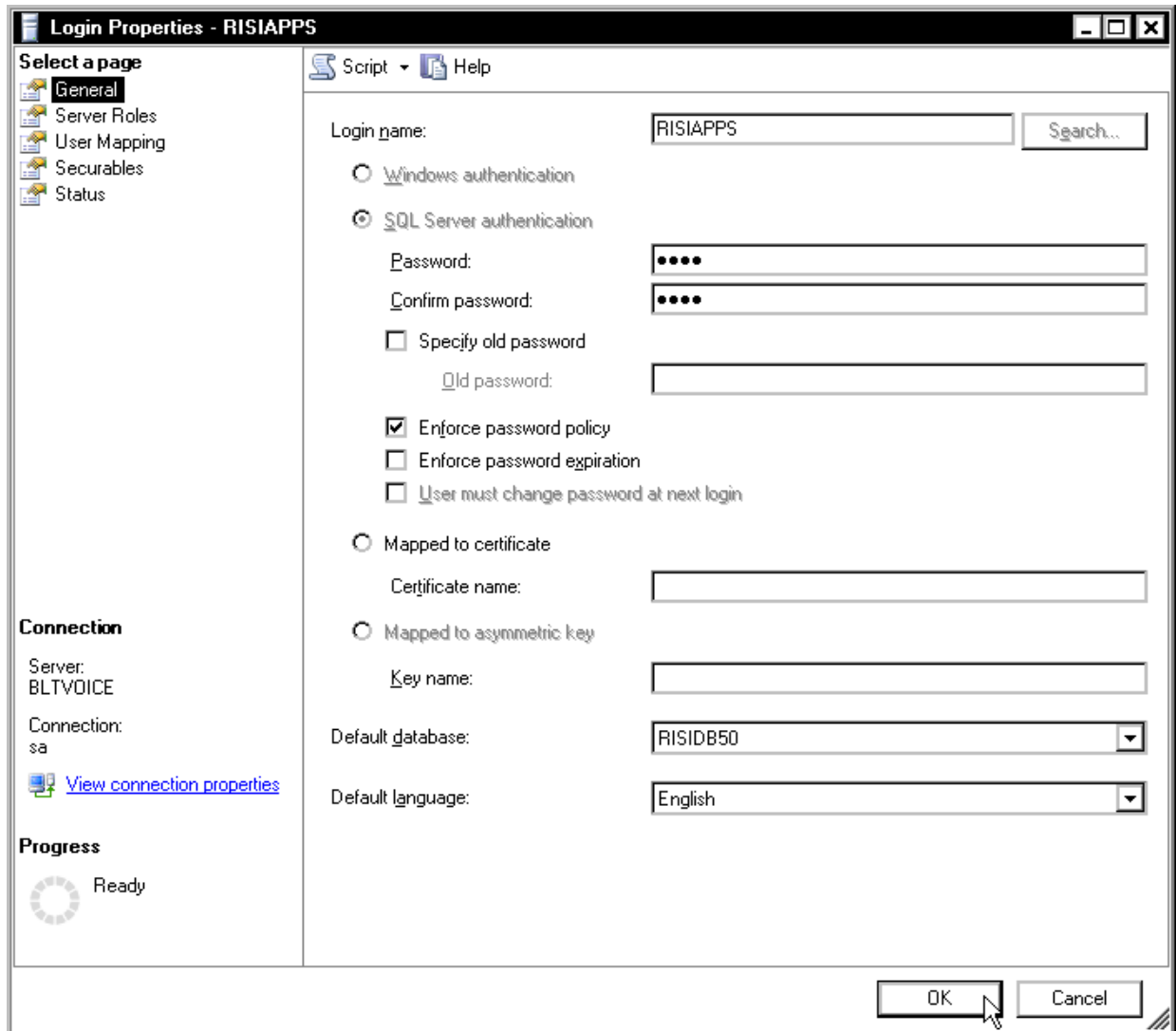


FIGURE 12-34 Login Properties Dialog

4. Enter the appropriate password (i.e., risi) in the Password and Confirm Password fields, and then, click **OK**.
5. Close the Microsoft SQL Server Management Studio.

Launch the RISI Services

1. Open the **Windows Services Manager**.
2. Stop the **Dictaphone EXV Watchdog** service.

Initially, the NT RisiApps user does not have rights to start a service. If you try to launch the DIS_Interface or RIS_Interface service without having this right assigned, a dialog box will open with a 1069 error code.

3. Right-click the **DIS_Interface** service and select **Properties**.
4. Select the **Log On** tab to display [Figure 12-35](#).

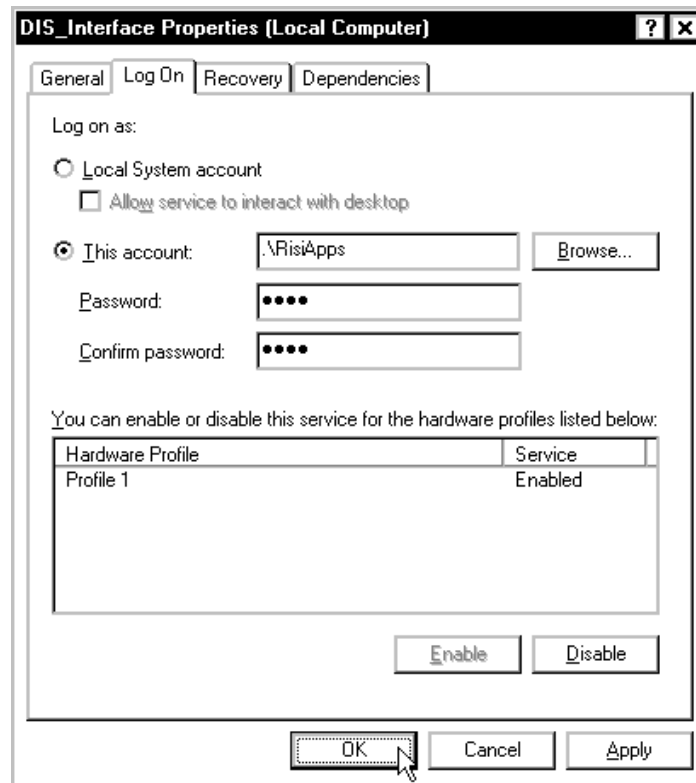


FIGURE 12-35 DIS_Interface Properties Dialog

5. Enter the **RisiApps** password (i.e., **risi**) in the **Password** and **Confirm password** fields.
6. Click **OK**.

A message displays, *The account .\RisiApps has been granted the Log On As A Service right.*

7. Click **OK**, and [Figure 12-36](#) is displayed.

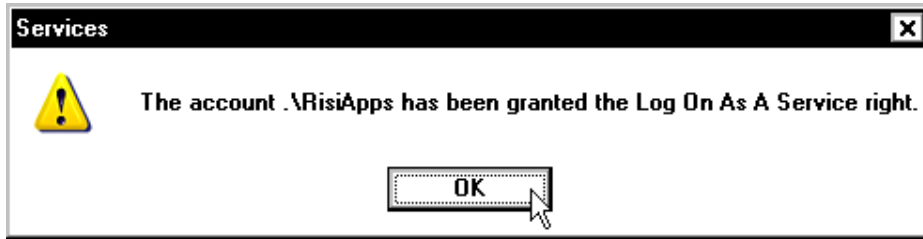


FIGURE 12-36 Services Confirmation Dialog

8. Right-click the **DIS_Interface** service and select **Start**.
Ensure that the service starts properly.
9. Right-click the **RIS_Interface** service and select **Start**.
Ensure that the service starts properly.
10. Start the **Dictaphone EXV Watchdog** service.
11. Close the Windows Services Manager.
12. Open the Windows Event Viewer Application log.
13. Ensure that both of the RISI services have started and have not experienced any errors.

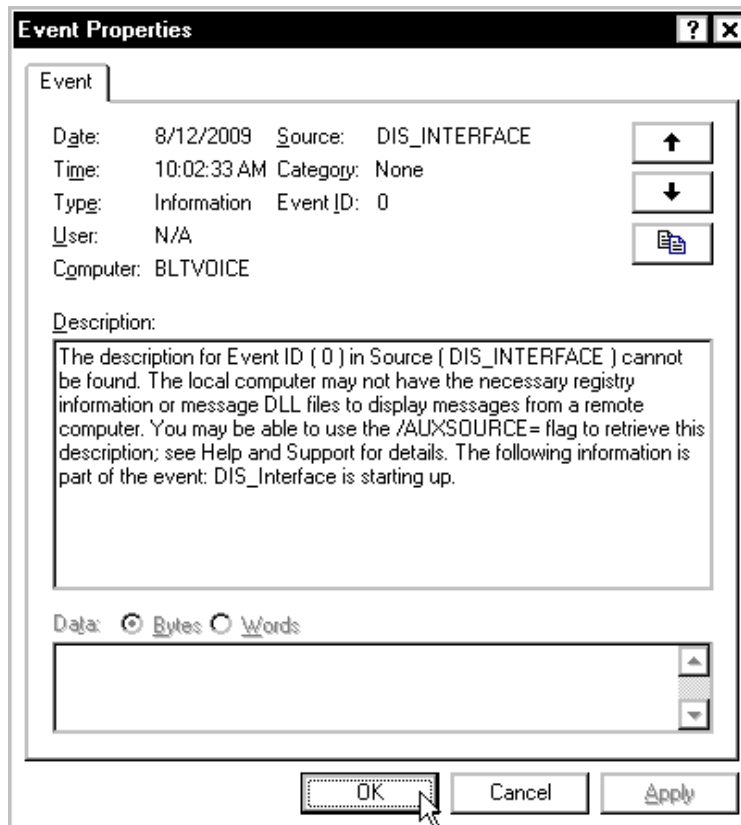


FIGURE 12-37 DIS_Interface Event Properties Dialog

14. Ensure that the EXVoice Watchdog service is watching both of the RISI Services

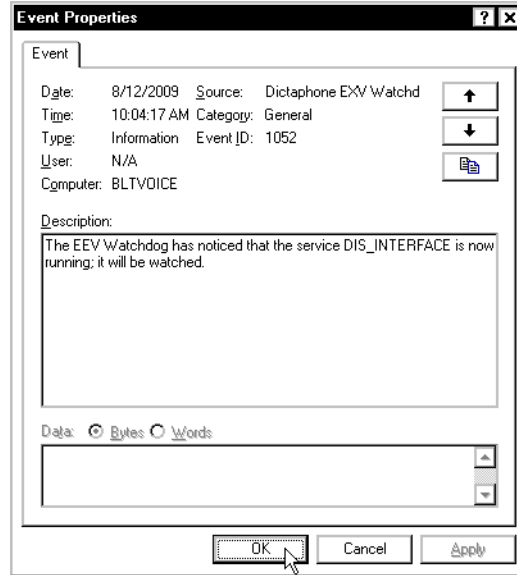


FIGURE 12-38 Watchdog Event Properties Dialog

15. Close the log.
The RISI installation is now complete.
16. Notify the Integration Implementation Team or the Project Manager that the installation is complete and they can begin the interface implementation.

Manual Revision History

Note: In this table the most recent changes are first by date.

TABLE 12-1

Date	Sec	Page(s)	Change (Paragraph, Sentence, Figure, Table, etc.)	Initials
2015				
08/18/15	5	117	Added New Steps 12-19, Setting change for <NotRecognized> sections.	sep
2012				
01/05/12	9	See Table of Contents	Added information regarding 01-5-12 - EXCommander - Version 80.0.1376 patch release for EXVoice 8.0 SP1 servers.	ncb
01/05/12	8	See Table of Contents	Added the procedure Upgrading EXCommander to 80.0.1376 on an EXVoice 8.0 SP1 System for patching all EXVoice 8.0 SP1 servers.	ncb
01/05/12	9	See Table of Contents	Added information regarding 01-5-12 - EXCommander - Version 81.0.3066 patch release for EXVoice 8.1 servers.	ncb
01/05/12	6	See Table of Contents	Added the procedure Apply EXCommander.exe Patch for patching all EXVoice 8.1 servers.	ncb
2011				
11/03/11	5,6	See Table of Contents	Added the procedure Apply EXText Server Patch to update the installation and upgrade procedures for EXText 8.x.	ncb
08/01/11	5,6	See Table of Contents	Added the procedure Configure IIS Authentication (Windows 2008 ONLY) to incorporate changes required in IIS authentication configuration.	ncb
08/01/11	6	See Table of Contents	Revised the procedure Checking for the Existence of iChart Triggers to incorporate a trigger check in SQL 2008.	ncb
08/01/11	NA	NA	Made minor editorial corrections throughout the manual to clarify and take special note of several settings/procedures.	ncb
06/08/11	9	See Table of Contents	Added information reflecting changes included in the Version 8.1.156.5 release of DocNetServer.exe for EXText 8.1 systems.	ncb
06/08/11	5, 6	See Table of Contents	Added the procedure Update DocNetServer File on EXText Server to incorporate changes reflected in Version 8.1.156.5 of DocNetServer.exe. This patch is only required if an EWS Server is installed as part of the Enterprise system.	ncb
05/12/11	9	See Table of Contents	Added information reflecting changes included in the Version 80.0.1381 release of VNServer.exe for EXVoice 8.0 SP1 systems.	ncb
05/12/11	8	See Table of Contents	Added the Upgrading VNServer to 80.0.1381 on an EXVoice 8.0 SP1 System procedure to reflect the release of Version 80.0.1381 VNServer.exe for EXVoice Version 8.0 SP1 systems.	ncb
03/08/11	5	See Table of Contents	Added information on Checking for the Existence of Database Triggers in the EXVoice and EXText Installation sections of the manual, reemphasizing the necessity of ensuring database triggers are handled appropriately prior to the upgrade or migration of an existing EXVoice or EXText system.	ncb
03/08/11	9	See Table of Contents	Added information reflecting changes included in the Version 81.0.3078 release of vnserver.exe for EXVoice 8.1 systems.	ncb

TABLE 12-1

Date	Sec	Page(s)	Change (Paragraph, Sentence, Figure, Table, etc.)	Initials
03/08/11	5,6	See Table of Contents	Added the procedure Apply Latest EXVoice Software Patch - VNServer.exe to incorporate changes reflected in Version 81.0.3078 of vnserver.exe.	ncb
02/23/11	5, 6	See Table of Contents	Added the procedures Installing the Print Driver for Faxing and Adding the Fax Printer which are applicable for router installation on EXText systems.	ncb
02/23/11	3, 4	See Table of Contents	Updated the procedure Configure Symantec Endpoint to add several new filename extensions for exclusion from the scanning process on the EWS server.	ncb
02/23/11	ALL	NA	Made editorial corrections throughout the manual to clarify and take special note of several settings/procedures.	ncb
01/31/11	9	See Table of Contents	Added information reflecting changes included in the Version 8.1.0.5 release of EX Editor for EXText 8.1 systems.	ncb
01/31/11	5,6	See Table of Contents	Revised the Client Workstation New Installation procedure to reflect the release of Version 8.1.0.5 EX Editor for EXText Version 8.1 systems.	ncb
01/31/11	9	See Table of Contents	Added information reflecting changes included in the Service Utility Hot Fix release for EXText 8.1/Win 2008 systems.	ncb
01/31/11	5, 6	See Table of Contents	Added the Service Utility Hot Fix procedure which is applicable ONLY for EXText Version 8.1 systems that are running in a Windows 2008 environment.	ncb
01/04/11	9	See Table of Contents	Added information reflecting changes included in the Version 81.0.3070 release of vnserver.exe for EXVoice systems.	ncb
01/04/11	4,5 & 6	See Table of Contents	Added the Update vnserver.exe for SQL Server 2008 R2 procedure to reflect the release of a Version 81.0.3070 vnserver.exe patch for EXVoice 8.1 servers running the R2 version of SQL Server 2008.	ncb
01/04/11	9	See Table of Contents	Added information reflecting changes included in the Version 8.1.0.4 release of EX Editor for EXText 8.1 systems.	ncb
01/04/11	5,6	See Table of Contents	Revised the Install EX Editor Software Upgrade procedure and added the Install EX Editor 8.1.0.5 on Client Workstation procedure to reflect the release of Version 8.1.0.5 EX Editor for EXText Version 8.1 systems.	ncb
2010				
10/19/10	8	See Table of Contents	Added the EXText 8.0 Pre-SP1 Patch - 10/20/10 procedure to reflect the release of a Version 8.0.156.14 patch for EXText Version 8.0 EXText systems ONLY in the Arizona time zone.	ncb
10/19/10	9	See Table of Contents	Added information reflecting changes included in the 8.0 Pre-SP1 Systems Patch (Version 8.0.156.14) - 10/20/10 for EXText 8.0 systems.	ncb
10/19/10	4	See Table of Contents	Revised information in Install Dialogic Voice Card to reflect the release of Dialogic drivers Version 6, Service Update 243 , for use in Build 8.1 EXSpeech systems.	ncb
10/06/10	ALL	NA	Made several minor editorial corrections throughout the manual	ncb

TABLE 12-1

Date	Sec	Page(s)	Change (Paragraph, Sentence, Figure, Table, etc.)	Initials
10/06/10	8	See Table of Contents	Added the EXText 8.0 Pre-SP1 Patch - 10/20/10 procedure to reflect the release of a Version 8.0.156.13 patch for EXText Version 8.0 EXText systems ONLY in the Arizona time zone.	ncb
10/06/10	9	See Table of Contents	Added information reflecting changes included in the 8.0 Pre-SP1 Systems Patch (Version 8.0.156.13) - 10/05/10 for EXText 8.0 systems.	ncb
09/13/10	11	See Table of Contents	Added the procedure EWS PACS Bridge - XML Dictation Status Feature to the EWS Desktop Integration section to reflect the procedures for implementation within the EWS PACS Bridge environment.	ncb
09/07/10	8	See Table of Contents	Added the procedure EXText 8.0 SP1 Patch - 09/07/10 to the Servicing section to reflect the release of two patch files for EX Text 8.0 Service Pack 1 systems ONLY .	ncb
09/07/10	9	See Table of Contents	Added information reflecting changes included in the EXText 8.0 SP1 Patch - 09/07/10 release for EX Text.	ncb
09/02/10	4	See Table of Contents	Added the procedure SQL 2008 Upgrades for Build 8 Enterprise System to the Basic Windows 2008 & SQL 2008 Installation section which outlines several methods for upgrading SQL 2000 or SQL 2005 to SQL 2008 on the Enterprise system.	ncb
09/02/10	12	See Table of Contents	Added the procedure Apply dis_app.exe Patch to RISI Build 6 SP12 to the Radiology Information System Integration (RISI) section to reflect the release of a patch file which supports SQL 2008 backups.	ncb
08/11/10	9	See Table of Contents	Added information reflecting changes included in the Version 8.1.0.3 and Version 8.0.1.3 releases of EX Editor for EXText 8.0 and 8.1 systems.	ncb
08/11/10	8	See Table of Contents	Added the Upgrading EX Editor to 8.0.1.3 on an EXText 8.0 System procedure to reflect the release of Version 8.0.1.3 EX Editor for EXText Version 8.0 systems.	ncb
08/11/10	5,6	See Table of Contents	Revised the Install EX Editor Software Upgrade procedure and added the Install EX Editor 8.1.0.5 on Client Workstation procedure to reflect the release of Version 8.1.0.3 EX Editor for EXText Version 8.1 systems.	ncb
07/22/10	9	See Table of Contents	Added information reflecting changes required when RightFax Version 9.4 is installed on the EXText server/router.	ncb
07/22/10	5 & 6	See Table of Contents	Revised the Install EXText Router and Upgrade the EXText Router to Version 8.1 instructions to reflect required file replacement procedures when RightFax Version 9.4 is installed on the system.	ncb
07/22/10	5	See Table of Contents	Revised the GoMD Web Server Software Installation section to clarify the procedure for verifying the web server virtual directory settings.	ncb
07/14/10	4	See Table of Contents	Added procedures for full installations/configurations of Windows Server 2008, SQL Server 2008, and Symantec Endpoint in the Enterprise Speech System environment.	ncb
07/14/10	5	See Table of Contents	Added procedures for full installations/configurations of all Enterprise Speech System Version 8.1 software in a Windows 2008/SQL 2008 environment.	ncb

TABLE 12-1

Date	Sec	Page(s)	Change (Paragraph, Sentence, Figure, Table, etc.)	Initials
07/14/10	6	See Table of Contents	Added procedures for upgrading all components (Voice, Text, Speech, EWS, and SDK) to Version 8.1 of the Enterprise Speech System software.	ncb
07/14/10	9	See Table of Contents	Added information reflecting the improvements included in the Version 8.1 software release.	ncb
07/14/10	5	See Table of Contents	Revised the GoMD Web Server Software Installation section to reflect the release of the latest GoMD software and procedures for installing same.	ncb
07/14/10	5	See Table of Contents	Revised the EXText Server/Router New Installation and Upgrading EXText Server to Version 8.1 procedures to reflect the requirement for installing EX Editor in installations/upgrades where Word 2007 is being utilized.	ncb
05/06/10	5 & 6	See Table of Contents	Added the procedure Apply DocnetObjects.dll Patch to reflect the release of a new DocnetObjects.dll file. This patch is ONLY required on systems that have an EWS server installed as part of the Enterprise system.	ncb
05/06/10	9	See Table of Contents	Added the DocnetObjects.dll (Version 8.0.156.53) - 05/06/10 information reflecting the fix included in this new file	ncb
05/04/10	5 & 6	See Table of Contents	Revised the procedures for licensing VMware servers and added 2 new procedures, Combining Multiple License Keys , and Entering the License Key in the Server . These changes reflect the release of a new version of VMware, vSphere Version 4.	ncb
05/04/10	5 & 6	See Table of Contents	Revised the procedure Upgrade the EXVoice Data Server to reflect the release of new Dictaphone EXV Joblister.exe and .msi files.	ncb
05/04/10	9	See Table of Contents	Added the Dictaphone EXV Job Lister.exe/.msi - Version 80.0.1377 - 05/04/10 information reflecting the features/improvements included in this new Job Lister.	ncb
04/20/10	5 & 6	See Table of Contents	Revised the procedure Install EWS 8.0 SP1 Patches to reflect the release of a number of additional EWS 8.0 SP1 patch files.	ncb
04/20/10	5 & 6	See Table of Contents	Added the procedure Replace Existing PACSBridge.exe File to reflect the release of a replacement PACSBridge.exe file for EWS systems which use that program.	ncb
04/20/10	9	See Table of Contents	Added the EWS 8.0 SP1 Patches_2 - 04/20/10 information reflecting the features/improvements included in this second 8.0 SP1 EWS patch.	ncb
04/20/10	4	See Table of Contents	Updated the procedure Upgrading SQL Server to 2008 to add an important note regarding a known error, (-1 error displayed during upgrade) and presenting a link to a workaround resolution.	ncb
04/08/10	9	See Table of Contents	Added the pp2com.dll Update - 04/08/10 information reflecting the improvements included in this release.	ncb
04/08/10	5 & 6	See Table of Contents	Added the procedure Install ASR Core Patch (5.2.8.30 ONLY) to reflect the release of a replacement pp2com.dll file for ASR Core.	ncb
03/23/10	9	See Table of Contents	Added the EWS 8.0 SP1 Patches - 03/23/10 information reflecting the features/improvements included in this multiple patch release.	ncb
03/23/10	5 & 6	See Table of Contents	Added the procedure Install EWS 8.0 SP1 Patches to reflect the release of a number of EWS 8.0 SP1 patches.	ncb

TABLE 12-1

Date	Sec	Page(s)	Change (Paragraph, Sentence, Figure, Table, etc.)	Initials
03/23/10	9	See Table of Contents	Added the EX Editor 8.0.1.2 - 03/23/10 information reflecting the features/improvements included in the Version 8.0.1.2 software release.	ncb
03/23/10	6	See Table of Contents	Added the procedure Install EX Editor Software Upgrade to reflect the release of Version 8.0.1.2 EX Editor software. (PN 1000183-107)	ncb
03/15/10	9	See Table of Contents	Updated the Enhancements section to incorporate fixes/enhancements for Enterprise Voice, Speech, Text, EX Editor, SDK, ASR Core, and EWS, which are associated with the release of Version 8, Service Pack 1 software	ncb
03/15/10	5 & 6	See Table of Contents	Updated all installation and upgrade procedures for Enterprise Voice, Speech, Text, EX Editor, SDK, ASR Core, and EWS to reflect procedural changes associated with the release of Version 8, Service Pack 1 software for the Enterprise Speech system.	ncb
2009				
09/30/09	5 & 6	See Table of Contents	Updated the procedure Install/Upgrade EXS Customization Client to add a configuration change necessary for correcting a software issue that was encountered in a customer upgrade.	ncb
09/30/09	8	See Table of Contents	Added the procedure Installing the SDK 2.1.47.1 Upgrade to allow for the continued use of Version 2.1 SDK software in the EWS Version 8.0 environment.	ncb
09/30/09	6	See Table of Contents	Added the procedure Estimating Time for EXVoice Database Upgrade , providing a tool based on actual customer database upgrade times using the Version 8.0 EXVoice software.	ncb
09/30/09	5 & 6	See Table of Contents	Updated the procedures Verify .NET Framework Version and Download and Install .NET Framework Family Update Files to clarify procedure and reflect changes observed in the field.	ncb
09/30/09	ALL	NA	Made several minor editorial corrections throughout the manual	ncb
09/02/09	12	See Table of Contents	Added the Radiology Information System Integration (RISI) section, providing a central location from which to initiate installation of ANY version of RISI on ANY version Enterprise Speech system.	ncb
09/02/09	9	See Table of Contents	Added information reflecting the enhancements/fixes included in the Version 80.0.1343 vnserver.exe release.	ncb
09/02/09	ALL	NA	Made several minor editorial corrections throughout the manual	ncb
09/02/09	5	See Table of Contents	Updated the procedure Enterprise Express Voice Software Installation to reflect the release of an updated (Version 80.0.1343) vnserver.exe .	ncb
09/02/09	6	See Table of Contents	Added the procedure Apply Latest EXVoice Software Patch - VNServer.exe to reflect the release of Version 80.0.1343 of vnserver.exe .	ncb
08/26/09	8	See Table of Contents	Added the procedure Install EX Editor Software Upgrade to reflect the release of Version 8.0.0.8 EX Editor software. (PN 1000183-105)	ncb
08/26/09	9	See Table of Contents	Added the EX Editor 8.0.0.8 - 8/26/09 information reflecting the enhancements and fixes included in the Version 8.0.0.8 software release.	ncb
08/26/09	ALL	NA	Made several minor editorial corrections throughout the manual	ncb

TABLE 12-1

Date	Sec	Page(s)	Change (Paragraph, Sentence, Figure, Table, etc.)	Initials
08/10/09			First Publish Date	ncb