

Nuance Management Center administrator guide

For:

Nuance®
Dragon® Professional
Group

Nuance®
Dragon® Legal
Group

Nuance®
Dragon®
Law Enforcement

Copyright

Dragon Professional Group/Dragon Legal Group/Dragon Law Enforcement, v15.

Nuance® Management Center.

2018 Nuance Communications, Inc.

This material may not include some last-minute technical changes and/or revisions to the software. Changes are periodically made to the information provided here. Future versions of this material will incorporate these changes.

No part of this manual or software may be reproduced in any form or by any means, including, without limitation, electronic or mechanical, such as photocopying or recording, or by any information storage and retrieval systems, without the express written consent of Nuance Communications, Inc. Specifications are subject to change without notice.

Copyright © 2018 Nuance Communications, Inc. All rights reserved.

Nuance, ScanSoft, the Nuance logo, the Dragon logo, Dragon, DragonBar, NaturallySpeaking, NaturallyMobile, RealSpeak, Nothing But Speech (NBS), Natural Language Technology, Select-and-Say, MouseGrid, and Vocabulary Editor are registered trademarks or trademarks of Nuance Communications, Inc. in the United States or other countries. All other names and trademarks referenced herein are trademarks of Nuance Communications or their respective owners. Designations used by third-party manufacturers and sellers to distinguish their products may be claimed as trademarks by those third-parties.

Adobe and Acrobat are registered trademarks of Adobe Systems Incorporated. AMD is a trademark of Advanced Micro Devices, Inc. America Online is a registered trademark of America Online, Inc., a division of AOL Time Warner. Corel and WordPerfect are registered trademarks of Corel Corporation. iPAQ is a registered trademark of the Hewlett-Packard Company. Lotus and Lotus Notes are registered trademarks of Lotus Development Corporation. Macromedia Flash is a trademark of Macromedia, Inc. Microsoft, Outlook, Windows, Windows NT, Visual Basic, and PowerPoint are trademarks or registered trademarks of Microsoft Corporation. Mozilla, Mozilla Firefox, and Mozilla Thunderbird are trademarks or registered trademarks of the Mozilla Foundation. Palm OS is a registered trademark of PalmSource, Inc. or its affiliates. Panasonic is a registered trademark of the Matsushita Electric Industrial Co., Ltd. Pentium is a registered trademark of Intel Corporation. Sony and Memory Stick are registered trademarks of the Sony Corporation. Voice It, the Voice It logo, and Voice It Link are trademarks or registered trademarks of VXI Corporation.

Disclaimer

Nuance makes no warranty, express or implied, with respect to the quality, reliability, currency, accuracy, or freedom from error of this document or the product or products referred to herein and specifically disclaims any implied warranties, including, without limitation, any implied warranty of merchantability, fitness for any particular purpose, or non-infringement.

Nuance disclaims all liability for any direct, indirect, incidental, consequential, special, or exemplary damages resulting from the use of the information in this document. Mention of any product not manufactured by Nuance does not constitute an endorsement by Nuance of that product.

Notice

Nuance Communications, Inc. is strongly committed to creating high quality voice and data management products that, when used in conjunction with your own company's security policies and practices, deliver an efficient and secure means of managing confidential information.

Nuance believes that data security is best maintained by limiting access to various types of information to authorized users only. Although no software product can completely guarantee against security failure, Dragon software contains configurable password features that, when used properly, provide a high degree of protection.

We strongly urge current owners of Nuance products that include optional system password features to verify that these features are enabled! You can call our support line if you need assistance in setting up passwords correctly or in verifying your existing security settings.

Published by Nuance Communications, Inc., Burlington, Massachusetts, USA

Visit us on the Web at www.nuance.com. Links to our international web sites are shown there.

10/31/2018

Contents

NMC Administrator Guide	1
About this guide	vi
Guide overview	vii
Audience	vii
Additional resources	viii
Documentation	viii
Training	ix
Support	ix
Chapter 1: Introduction	1
About Nuance Management Center	2
Physical architecture	3
About the user interface	4
User interface components	4
User interface navigation	4
About data collection	5
Chapter 2: Getting started	6
Before you begin	7
About your installation	7
NMC console setup considerations	7
Initial NMC console setup checklist	8
Logging in and logging out	11
Logging in	11
Logging out	11
Changing your NMC console password	12
Resetting your password	13
Resetting another user's password	14
Configuring system settings	15
Exporting and refreshing grids	16
Chapter 3: Organizations	17
About Organizations	18
Viewing Organizations	19
Viewing an organization	19
Viewing organization details	19
Working with organizations	20

Adding organizations	20
Managing organizations	21
Changing organization information	21
Managing password settings	23
Managing organization tokens	23
Managing Active Directory domains	24
Chapter 4: Sites	27
About sites	28
Viewing sites	29
Viewing a site	29
Viewing site details	29
Working with sites	30
Adding sites	30
Modifying sites	30
Deleting sites	30
Managing sites	31
Changing site information	31
Chapter 5: Groups	33
About groups	34
Viewing groups	35
Viewing all groups	35
Viewing groups by site	35
Viewing group details	35
Working with groups	36
Managing groups	38
Configuring group security	38
Changing group product settings	39
Chapter 6: User accounts	41
About user accounts	42
About dynamic user profiles	42
Viewing user accounts	43
Viewing all user accounts	43
Viewing all user accounts in a group	43
Viewing all user accounts in a site	43
Working with user accounts	44
Managing user accounts	47

Changing user account group membership	49
Chapter 7: Roaming users	51
About the Roaming feature	52
About Roaming user profiles	53
About Roaming user profile synchronization	55
Roaming feature setup checklist	56
Prerequisites	56
Before you begin	57
Enabling the Roaming feature	58
Setting the Master Roaming user profile location	59
Chapter 8: Licenses	60
About licenses	61
Viewing licenses	62
Viewing licenses	62
Viewing licensed user accounts	62
Working with licenses	63
Allocating licenses	63
Chapter 9: Utilities	64
Auditing	65
About auditing	65
Viewing audit events	65
Client logs	66
Viewing client logs	66
Working with client logs	66
Messages	67
About messages	67
About message purging	67
Configuring messaging	67
Viewing messages	68
Working with messages	68
Chapter 10: Reports	70
About reports	71
Viewing reports	73
Working with reports	74
Exporting reports	74
Refreshing report data	74

Chapter 11: Speech Recognition	75
Keywords	76
About keywords	76
Working with keywords	76
Auto-texts	77
About auto-texts	77
Viewing auto-texts	77
Working with auto-texts	77
Commands	81
About commands	81
Viewing commands	81
Working with commands	82
Words	83
About Words	83
Viewing Words	83
Working with Words	83
Command sets	88
About Command Sets	88
Viewing Command Sets	88
Working with Command Sets	88
Lists	91
About lists	91
Viewing lists	91
Chapter 12: Field descriptions	92
Organization Details page	93
Site page	101
Group Details page	113
User Account Details page	117
Auto-text page	122
Auto-text—Details tab	122
Command page	123
Command—Details tab	123
Word page	124
System Settings page	125
General section	125
Nuance Management Center section	125

Nuance Management Server section	126
SMTP section	127
Appendix A: Creating user account import files	128
Creating comma-delimited files for user account import	129
Creating XML files for user account import	130
Creating the Forgot Password email template	133
Creating the template	133
Uploading the template	133

About this guide

Guide overview	vii
Audience	vii
Additional resources	viii
Documentation	viii
Training	ix
Support	ix

Guide overview

The *Nuance Management Center Administrator Guide* provides information on configuring and managing the Nuance Management Center (NMC) console. The guide also provides a checklist to help you with your initial NMC console setup.

Audience

This guide is intended for System Administrators who are responsible for managing products that use the Nuance Management Center (NMC) console.

Additional resources

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

Documentation

Document	Description	Location
<i>Dragon Release Notes</i>	New Dragon features, system requirements, client upgrade instructions, and known issues.	Dragon client Help. Do the following: <ol style="list-style-type: none"> 1. When Dragon is open, click the Help icon () on the DragonBar, and then select Help Topics. 2. Click Get started. 3. Click Dragon release notes.
<i>Dragon Citrix Administrator Guide</i>	Hardware, software, and network requirements for deploying Dragon in a network of client computers that connect to a Citrix server to access published applications.	Dragon Support web site
<i>Nuance Management Center Server Installation and Configuration Guide</i>	Instructions for installing and configuring the Nuance Management Center (NMC) server, database, and NMC console, and instructions for configuring single sign-on authentication.	Dragon Support web site
Dragon Client Installation Guide	Instructions for installing and configuring Dragon clients.	Dragon Support web site
Nuance Management Center Help	Online Help specific to the NMC console interface.	When Nuance Management Center is open, click the NMC console Help button

Document	Description	Location
		 .
Dragon client Help	Commands and instructions for dictating, correcting, and more with the Dragon client.	When Dragon is open, click the Help icon () on the DragonBar, and then select Help Topics .

Training

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

Support

The Dragon Support web site provides many resources to assist you with your Dragon installation, like forums and a searchable knowledgebase. For more information on Support offerings, see the Dragon Support web site at:

<http://www.nuance.com/voice-and-document-productivity/dragon/support/dragon-naturallyspeaking.html>

Chapter 1: Introduction

About Nuance Management Center	2
Physical architecture	3
About the user interface	4
User interface components	4
User interface navigation	4
About data collection	5

About Nuance Management Center

Applies to: Dragon desktop products only

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

- Configure options for clients at the site and group level
- Centrally manage your Dragon product licensing
- Share data, like words and auto-text commands, with Dragon clients and across other Nuance products
- Audit user session events
- Monitor client usage and trends through reporting

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

Using Nuance Management Center with your Dragon installation is an optional feature that you enable in the Dragon client.

For information on installing and configuring Nuance Management Center, see the *Nuance Management Center Server Installation and Configuration Guide*.

Physical architecture

Applies to: Dragon desktop products only

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

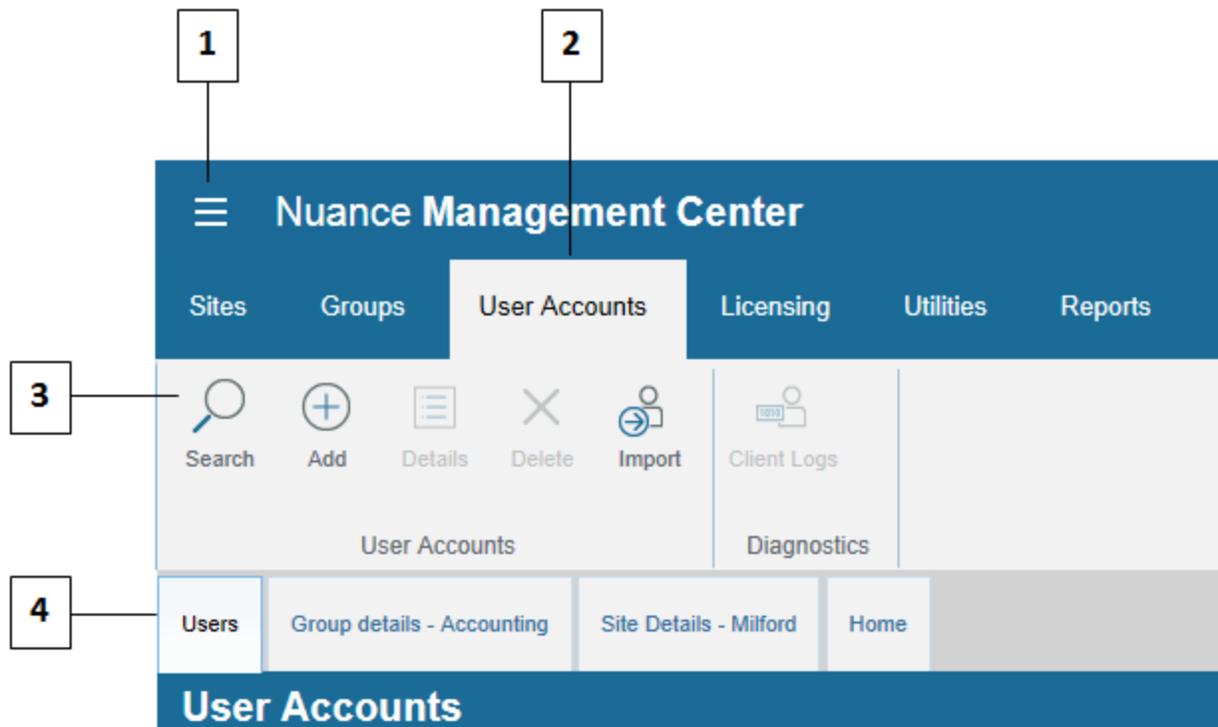
- **NMC server**—Stores application data, such as organizations, sites, groups, and users. It also stores transient data, such as log files.
- **NMC console**—Allows NMC administrators to create and manage objects, like groups and users, assign licenses, run reports, and more. The NMC console does not have permanent data storage. However, it does use a file share for temporary data storage to support file uploads and downloads.
- **Database instance**—Stores license information, partial speech profiles, application usage information, and audit data.
- **Dragon clients**—Users log in to their client computers where Nuance Management Center is installed and connect to your NMC server to access shared words and commands.

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

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

About the user interface

User interface components



1—NMC menu icon. Click to open the menu.

2—Ribbons. Top-level menu options.

3—Groups. Command groups within each ribbon.

4—Tabs. These open when you click a command in a command group, and remain open until you click **Cancel** or **Close** on each tab. You can also right-click a tab to close that tab, all tabs, or all tabs but the current selection. The **Home** tab always remains open.

User interface navigation

There are three different ways to navigate to pages in the NMC console. You can use any of the following navigation methods:

- **The Home tab**—Click the Home tab, and then click a link to a page from the appropriate group. The Home tab always remains open.
- **Ribbons**—Click a ribbon to expand it and select an option from a command group.
- **Right-click**—Right-click an object in a list to open a sub-menu. For example, right-click your organization on the Manage Organization page to view organization details, add a site, or add a group.

You can use whichever method is easiest for you. However, the procedures in this guide provide navigation instructions using the right-click method.

About data collection

Applies to: All non-medical products

You can optionally enable data collection to send your recognition data to Nuance, a United States company, to help us conduct research to improve the accuracy of this product and future products. If enabled, Nuance collects the following:

- Audio and transcripts, so we can increase accuracy
- Metrics by Google Analytics, so we can improve and prioritize features

Nuance will never transfer your data to anyone else or use it for any other purpose other than as described in this notice. The only people with access to this data will be our employees, permitted agents, sub-contractors, and so on on a need-to-know basis, all of whom are bound by obligations of confidentiality to keep the data strictly confidential.

Our corporate policies and practices, and our contractual commitments to your organization, require us to take appropriate technical and organizational measures against unauthorized or unlawful processing of any personal data that you have provided to us and against accidental loss or destruction of, or damage to, that personal data.

For information on enabling data collection, see [“Changing organization information” on page 21](#).

Chapter 2: Getting started

Before you begin	7
About your installation	7
NMC console setup considerations	7
Initial NMC console setup checklist	8
Logging in and logging out	11
Logging in	11
Logging out	11
Changing your NMC console password	12
Resetting your password	13
Resetting another user's password	14
Configuring system settings	15
Exporting and refreshing grids	16

Before you begin

Applies to: Dragon desktop products only

About your installation

On-premise

You can optionally host your own Nuance Management Center (NMC) server on premise. You install the NMC server and Nuance Management Center (NMC) console, and then create all objects in the NMC console yourself.

Nuance-hosted

If you don't host your own NMC server on-premise, you use the Nuance-hosted NMC server in the cloud. A Nuance administrator performs your initial setup and creates the following objects for you:

- Your organization
- A default site
- The NMC Administration group
- An NMC Administrator user account and password

Nuance then sends you an email with your NMC console URL. You can rename the initial objects as appropriate for your business. You then create all remaining objects, like sites and groups, yourself.

You should also change the password for your NMC Administrator user account. For more information, see ["Changing your NMC console password" on page 12](#).

Note: If you plan to implement Active Directory single sign-on authentication, do not change the password for your NMC Administrator user account until after you have configured single sign-on. For more information, see the "Preparing for your Active Directory single sign-on configuration" chapter in the *Nuance Management Center Server Installation and Configuration Guide*.

NMC console setup considerations

Applies to: Dragon desktop products only

Consider the following before you begin creating objects and changing settings in your NMC console.

Setup item	Description	Additional information
Authentication type	<p>The options are:</p> <ul style="list-style-type: none"> • Active Directory single sign-on—You can enable single sign-on to allow users to log in to the Dragon client using their Windows credentials. When you create users in the NMC console, the logins you assign must match their Windows logins exactly. • Native NMC—Users log in to the Dragon client using a login and password that you create when you create user 	<p><i>Nuance Management Center Server Installation and Configuration Guide</i></p>

Setup item	Description	Additional information
	accounts in the NMC console.	
Naming conventions	<p>You'll need to determine naming conventions for the following objects and then create them in your NMC console:</p> <ul style="list-style-type: none"> • Sites • Groups • User accounts 	<p>“Working with sites” on page 30</p> <p>“Working with groups” on page 36</p> <p>“Working with user accounts” on page 44</p>
Saved credentials	<p>You'll need to determine whether you'll allow Dragon to remember user account passwords before you install Dragon clients. Generally, you should not allow Dragon to remember passwords when your organization has multiple users who share the same computer using the same Windows login. You should enable the Do not allow saved credentials setting to prevent this.</p> <p>Caution: You must enable this setting before users log in to the Dragon client for the first time.</p>	<p>“Miscellaneous section” on page 101</p>
Keywords	<p>Determine whether your auto-text commands should include the default leading and trailing keywords that Nuance Management Center automatically adds to auto-texts created in the NMC console.</p> <p>If you don't remove them, users must say the leading or trailing keyword in addition to the spoken phrase for their auto-text command to invoke it.</p>	<p>“About keywords” on page 76</p> <p>“Working with keywords” on page 76</p>
Custom phonetic alphabet	<p>If you are using the Dragon Law Enforcement edition, determine whether your site uses a custom phonetic alphabet for license plate dictation. By default, Dragon uses the NATO alphabet for plate mode dictation. Optionally, your site can use a different phonetic alphabet by editing the <code>icaao.ini</code> file. You upload the modified file in the NMC console.</p>	<p>“Uploading a custom phonetic alphabet file” on page 32</p>

Initial NMC console setup checklist

Applies to: Dragon desktop products only

If you are a new customer setting up Nuance Management Center for the first time, use the following checklist to set up your NMC console.

If you are hosting your own NMC server on-premise, this list assumes you have already installed and configured your NMC server. For installation instructions, see the *Nuance Management Center Server Installation and Configuration Guide*.

<input type="checkbox"/> Task	Reference
<input type="checkbox"/> Create sites. Caution: When you create sites, you must click the Save button on the Dragon Professional tab, even if you do not change any settings. If you do not click Save on this tab when you create sites, your user profiles may not work properly. For more information, see “View an organization.” on page 31 .	“Working with sites” on page 30
<input type="checkbox"/> Create groups.	“Working with groups” on page 36
<input type="checkbox"/> Create user accounts. You'll need the following information for each user before creating user accounts: <ul style="list-style-type: none"> • First and last name • Email address • User ID • Initial password (user can change it later) • Groups to which the user should belong You should also determine which users require administrator privileges.	“Working with user accounts” on page 44
<input type="checkbox"/> Allocate user account licenses.	“Working with licenses” on page 63
<input type="checkbox"/> Optionally select the Do not allow saved credentials Site setting. The setting is deselected by default.	“Miscellaneous section” on page 101
<input type="checkbox"/> Install Dragon clients on local workstations if they are not already installed.	<i>Dragon Client Installation Guide</i>
<input type="checkbox"/> Configure clients for use with Nuance Management Center.	<i>Dragon Client Installation Guide</i>
<input type="checkbox"/> Optionally configure single sign-on authentication.	<i>Nuance Management Center Server Installation and Configuration Guide</i>
<input type="checkbox"/> Create the Forgot Password email template and then upload it to the NMC console to allow NMC console users to reset their password.	“Creating the Forgot Password email template” on page 133
<input type="checkbox"/> Consider adding custom words to improve Dragon's recognition.	“Working with

<input type="checkbox"/>	Task	Reference
	Nuance Management Center distributes these custom words to all Dragon clients.	Words on page 83
<input type="checkbox"/>	If you are using the Dragon Law Enforcement edition, determine whether your site requires a customized phonetic alphabet for dictating license plates. Dragon uses the NATO alphabet by default. If necessary, modify the alphabet in the <code>icaop.ini</code> file.	Dragon client Help
<input type="checkbox"/>	Optionally configure default settings for PowerMic and hot key settings at the site or group level to allow clients to inherit them.	“Managing sites” on page 31 “Managing groups” on page 38
<input type="checkbox"/>	Optionally configure default auto-formatting settings at the group level to allow clients to inherit them.	“Managing groups” on page 38
<input type="checkbox"/>	Optionally remove the default leading and trailing keywords for your language. These affect all auto-texts and templates in your organization.	“About keywords” on page 76 “Working with keywords” on page 76
<input type="checkbox"/>	Optionally enable messaging. Messaging allows users to receive system messages from your NMC server, and also allows your NMC administrators to send messages to other NMC console users.	“Configuring messaging” on page 67

Logging in and logging out

If you are using the Nuance-hosted NMC console in the cloud, Nuance provides you with an initial NMC Administrator login and password. You should change the password after your initial login.

Note: If you plan to implement Active Directory single sign-on, do not change the initial administrator password until after you've configured single sign-on. For more information on implementing single sign-on, see the *Nuance Management Center Server Installation and Configuration Guide*.

Logging in

1. Open your browser.
2. Specify the NMC console URL, and then press **Enter**.

The NMC console login page appears.

3. Provide your username and password.
4. Click **Login**.

The NMC console appears.

Logging out

Click the NMC menu icon () and then select **Log out**.

Changing your NMC console password

You can change your NMC console password at any time. This topic describes changing your own NMC console password. To change user account passwords for Dragon client users, see [“Changing user account passwords” on page 47](#).

Note: If you plan to implement Active Directory single sign-on, do not change the initial administrator password until after you've configured single sign-on. For more information on configuring single sign-on, see the *Nuance Management Center Server Installation and Configuration Guide*.

1. Click the NMC menu button () and then select **Change password**.
The Change Password dialog box appears.
2. Specify your old password and new password.
3. Re-enter your new password.
4. Click **OK**.

Resetting your password

Applies to: On-premise customers only

You can reset your NMC console password when you've forgotten it. You reset your password by clicking the **Forgot Password** link on the Nuance Management Center login screen. Nuance Management Center then sends you an email with a link to reset your password. The link is valid for one hour.

Your NMC administrator must have set up an email server and the template for the Forgot Password email message that Nuance Management Center sends. In addition, your NMC administrator must have specified a valid email address for each user in their user account. For more information, see [“Creating the Forgot Password email template” on page 133](#).

1. Navigate to your Nuance Management Center login screen.
2. Click the **Forgot Password** link.
3. Specify your user name in the **User name** field.
4. Click **Reset**.

Nuance Management Center emails you a link to reset your password.

Resetting another user's password

If you are an NMC administrator, you can send a Reset Password email to a user account with a link to allow the user to reset their password.

1. View a user account.

The User Accounts page appears.

For more information, see [“Viewing user accounts” on page 43](#).

2. Right-click a user account, and then select **Send reset password link**.

A dialog box appears.

3. Click **OK**.

Configuring system settings

You should review the NMC console system settings before working in Nuance Management Center.

To configure system settings:

Click the NMC menu button () and then select **System Settings**.

The System Settings dialog box appears.

Exporting and refreshing grids

You can refresh and export data from any page where a grid appears. Refreshing data allows you to include any new data in the grid output without rerunning the query or report. Exporting allows you to

save the data to a .csv file. The Refresh icon () and Save icon () appear in the bottom right corner of the screen when query results or report results are returned. For example, you can refresh and export the following grid data:

- Reports
- Audit events
- User accounts page

To export or refresh data, click either icon.

Chapter 3: Organizations

About Organizations	18
Viewing Organizations	19
Viewing an organization	19
Viewing organization details	19
Working with organizations	20
Adding organizations	20
Managing organizations	21
Changing organization information	21
Managing password settings	23
Managing organization tokens	23
Managing Active Directory domains	24

About Organizations

An organization represents your company in its entirety. It is the highest level in your business structure. Under your organization, you create:

- Sites
- Groups
- User accounts

Most Dragon customers have only one organization.

Viewing Organizations

Viewing an organization

In the **Sites** ribbon, click **Organization Overview**.

The Manage Organization page opens. Your organization is at the top, with all sites underneath it.

Viewing organization details

From the Manage Organizations page, right-click an organization, and then select **Organization details**.

The Organization Details page appears.

Working with organizations

Adding organizations

When you add an organization, Nuance Management Center also creates a site (Default), group (NMC Administration), and user (NMC Administrator).

1. In the Organizations ribbon, click **Add**.
The Create Organization dialog box appears.
2. Specify an NPI number or address information to search for an organization.
3. Click **Search**.
Search results appear.
4. Do one of the following:
 - If the organization appears in the search results, select it, and then click **This is the organization I'm looking for**.
 - If the organization is not listed, click **I don't see the organization. Let's create one**.
5. If you're creating a new organization, add information as necessary on the General, Address, and Products tabs.
For field descriptions, see ["Organization Details page" on page 93](#).
6. Click **Save**.
A message indicating that NMS is creating a default site, group and NMC administrator user account with credentials appears.
7. Select the delivery method for your administrator user credentials, and then click **OK**.

Managing organizations

Changing organization information

To change general organization information:

1. View an organization.
The Manage Organization page appears.
For more information, see [“Viewing Organizations” on page 19](#).
2. View organization details.
The Organization Details page appears.
For more information, see [“Viewing Organizations” on page 19](#).
3. Edit the information as necessary.
For field descriptions, see [“The following table describes the fields on the General tab.” on page 93](#).
4. Click **Save**.

To change the address:

1. View an organization.
The Manage Organization page appears.
For more information, see [“Viewing Organizations” on page 19](#).
2. View organization details.
The Organization Details page appears.
For more information, see [“Viewing Organizations” on page 19](#).
3. Click the Address tab.
4. Edit the information as necessary.
For field descriptions, see [“The following table describes the fields on the Address tab.” on page 93](#).
5. Click **Save**.

To change product information:

1. View an organization.
The Manage Organization page appears.
For more information, see [“Viewing Organizations” on page 19](#).
2. View organization details.
The Organization Details page appears.
For more information, see [“Viewing Organizations” on page 19](#).
3. Click the Products tab.
The General tab is selected by default.
4. Do one of the following:

- Edit the General information as necessary.
- Click the appropriate tab for your product, and then edit as necessary.

For field descriptions, see [“The following table describes the fields on the Products tab.” on page 93](#)

To enable data collection:

Applies to: Dragon desktop products only

1. View an organization.
The Manage Organization page appears.
For more information, see [“Viewing Organizations” on page 19](#).
2. View organization details.
The Organization Details page appears.
For more information, see [“Viewing Organizations” on page 19](#).
3. Click the Products tab.
The General tab is selected by default.
4. Click the product tab for your product.
For example, Dragon Professional.
5. Expand the User Account Options section.
6. Select the **Upload user data to Nuance for research purposes** check box.
7. Click **Save**.

To enable auto-provisioning:

Applies to: Capture Services, MUSE, CAPD, CAC, Dragon Medical Virtual Assistant, PowerMic Mobile, PowerMic Virtual Adapter, Dragon Medical Server/Dragon Medical One, Dragon Medical Mobile Recorder, Nuance Clinician, Dragon Medical Recorder only

When enabled, the auto-provisioning feature allows Nuance Management Center to create a user account automatically if one does not already exist when a user logs in to their client application. Nuance Management Center also assigns a license to the user automatically if one is available. If no licenses are available, Nuance Management Center still creates the user account. Optionally, you can also allow Nuance Management Center to assign automatically provisioned user accounts to a specific group.

1. View an organization.
The Manage Organization page appears.
For more information, see [“Viewing Organizations” on page 19](#).
2. View organization details.
The Organization Details page appears.
For more information, see [“Viewing Organizations” on page 19](#).
3. Click the Auto-provisioning tab.
4. Click the tab for your product.
For example, Dragon Medical Server.

5. Select the **Enable auto-provisioning for this product** check box.
6. Optionally select a group from the **Add users to group** drop-down list to which newly provisioned user accounts should be assigned.
7. Click **Save**.

Managing password settings

You should determine a password policy for your organization by selecting from password requirements. Establishing a password policy ensures that users create strong, secure passwords.

To change password settings:

1. View an organization.
The Manage Organization page appears.
For more information, see [“Viewing Organizations” on page 19](#).
2. View organization details.
The Organization Details page appears.
For more information, see [“Viewing Organizations” on page 19](#).
3. Click the Products tab.
The General tab is selected by default.
4. Expand the **Password Settings** drop-down list.
5. Select the appropriate password settings.
For field descriptions, see [“The following table describes the fields on the Products tab.” on page 93](#).
6. Click **Save**.

Managing organization tokens

The Local Authenticator and other products that use Nuance Management Center require an organization token for authentication. You must add a token before using the products.

To add a token:

1. View an organization.
The Manage Organization page appears.
For more information, see [“Viewing Organizations” on page 19](#).
2. View organization details.
The Organization Details page appears.
For more information, see [“Viewing Organizations” on page 19](#).
3. Click the Organization Tokens tab.
4. Click **Add**.
The Organization Token Info dialog box opens, and Nuance Management Center generates an organization token automatically.
5. Optionally add a **Comment** to identify the token.
6. Click **Save**.

The Organization Token Info dialog box closes.

To modify a token:

1. View an organization.

The Manage Organization page appears.

For more information, see [“Viewing Organizations” on page 19](#).

2. View organization details.

The Organization Details page appears.

For more information, see [“Viewing Organizations” on page 19](#).

3. Click the Organization Tokens tab.

4. Select a token to modify.

5. Click **Modify**.

The Organization Token Info dialog box opens

6. Edit as necessary.

7. Click **Save**.

The Organization Token Info dialog box closes.

To delete a token:

1. View an organization.

The Manage Organization page appears.

For more information, see [“Viewing Organizations” on page 19](#).

2. View organization details.

The Organization Details page appears.

For more information, see [“Viewing Organizations” on page 19](#).

3. Click the Organization Tokens tab.

4. Select the token you want to delete.

5. Click **Delete**.

A confirmation dialog box appears.

6. Click **Yes**.

Managing Active Directory domains

Applies to: Dragon desktop products only

You add a domain when you are performing the initial configuration for single sign-on authentication.

For information on configuring single sign-on, see the *Nuance Management Center Server Installation and Configuration Guide*.

To add a domain:

1. View an organization.

The Manage Organization page appears.

For more information, see [“Viewing Organizations” on page 19.](#)

2. View organization details.

The Organization Details page appears.

For more information, see [“Viewing Organizations” on page 19.](#)

3. Click the Domains tab.

4. Click **Add**.

The Domain dialog box appears.

5. Add a name and active directory connection string.

For field descriptions, see [“The following table describes the columns on the Domains tab.” on page 100.](#)

6. Click **Save**.

The Domain dialog box closes.

To modify a domain:

1. View an organization.

The Manage Organization page appears.

For more information, see [“Viewing Organizations” on page 19.](#)

2. View organization details.

The Organization Details page appears.

For more information, see [“Viewing Organizations” on page 19.](#)

3. Click the Domains tab.

4. Select the domain you want to modify.

5. Click **Modify**.

The Domain dialog box appears.

6. Edit as necessary.

For field descriptions, see [“The following table describes the columns on the Domains tab.” on page 100.](#)

7. Click **Save**.

The Domain dialog box closes.

To delete a domain:

1. View an organization.

The Manage Organization page appears.

For more information, see [“Viewing Organizations” on page 19.](#)

2. View organization details.

The Organization Details page appears.

For more information, see [“Viewing Organizations” on page 19.](#)

3. Click the Domains tab.

4. Select the domain you want to delete.

5. Click **Delete**.
A confirmation dialog box appears.
6. Type DELETE in the text box, and then click **OK**.

To generate NTLM credentials for a domain:

1. View an organization.
The Manage Organization page appears.
For more information, see [“Viewing Organizations” on page 19](#).
2. View organization details.
The Organization Details page appears.
For more information, see [“Viewing Organizations” on page 19](#).
3. Click the Domains tab.
4. Select a domain.
5. Click **Generate NTLM credentials for selected domain...**
The Generate NTLM credentials dialog box opens.
6. Select a radio button to generate NTLM credentials for one of the following:
 - All Users
 - Users in specific sites
 - Users in specific groups
7. If you selected **Users in specific sites** or **Users in specific groups**, select sites or groups for which to enable NTLM credentials.
8. Click **Create NTLM Credentials**.
A progress bar appears.
When the process is complete, a list of users and results appears.
9. Click **Close**.

Chapter 4: Sites

About sites	28
Viewing sites	29
Viewing a site	29
Viewing site details	29
Working with sites	30
Adding sites	30
Modifying sites	30
Deleting sites	30
Managing sites	31
Changing site information	31

About sites

A site is a physical location, such as an office or data center, within your organization. Sites help you define the structure of your organization. Depending on your needs, you may require several sites, or just one.

At the site level, you can configure data storage, Roaming user profiles (Dragon desktop products only), and other client settings. When you apply settings at the site level, the settings are applied to all groups that are in the site, and to all users that are in those groups.

Viewing sites

If you are using the Nuance-hosted NMC server in the cloud, Nuance creates your initial site (Default) for you. You can rename this site, and create additional sites yourself.

Viewing a site

1. View an organization.

The Manage Organization page appears. Your organization is at the top, with all sites underneath it.

For more information, see [“Viewing Organizations” on page 19](#).

2. Do one of the following:
 - Click a site to view all users in it.
 - Enter a specific site name in the Search bar at the top of the list, and then click **Search**.

Viewing site details

Right-click a site, and then select **Details**.

Working with sites

Adding sites

1. View an organization.

The Manage Organization page appears. Your organization is at the top, with all sites underneath it.

For more information, see [“Viewing Organizations” on page 19](#).

2. Right-click your organization, and then select **Add Site**.

The Site page appears.

3. Add information as necessary.

For field descriptions, see [“Site page” on page 101](#).

4. Click **Save**.

Modifying sites

1. View an organization.

The Manage Organization page appears. Your organization is at the top, with all sites underneath it.

For more information, see [“Viewing Organizations” on page 19](#).

2. Do one of the following:

- Click a site to view all users in it.
- Enter a specific site name in the Search bar at the top of the list, and then click **Search**.

3. Right-click a site, and then select **Details**.

4. Modify the site information.

For more information, see [Managing sites](#).

Deleting sites

To delete a site, you must first delete or move all groups in the site. You can delete sites only when they are empty.

1. View an organization.

The Manage Organization page appears. Your organization is at the top, with all sites underneath it.

For more information, see [“Viewing Organizations” on page 19](#).

2. Right-click a site, and then select **Delete**.

The Delete Site dialog box opens.

3. Click **Yes**.

Managing sites

Changing site information

To change general site information:

1. View an organization.
The Manage Organization page appears. Your organization is at the top, with all sites underneath it.
For more information, see [“Viewing Organizations” on page 19](#).
2. Right-click a site under your organization, and then select **Details**.
The Site page appears. The General tab is selected by default.
3. Edit the information as necessary.
For field descriptions, see [“The following table describes the fields on the General tab.” on page 101](#).
4. Click **Save**.

To change the address:

1. View an organization.
The Manage Organization page appears. Your organization is at the top, with all sites underneath it.
For more information, see [“Viewing Organizations” on page 19](#).
2. Right-click a site under your organization, and then select **Details**.
The Site page appears. The General tab is selected by default.
3. Click the Address tab.
4. Edit the information as necessary.
For field descriptions, see [“The following table describes the fields on the Address tab.” on page 101](#).
5. Click **Save**.

Changing product-specific site settings

1. View an organization.
The Manage Organization page appears. Your organization is at the top, with all sites underneath it.
For more information, see [“Viewing Organizations” on page 19](#).
2. Right-click a site under your organization, and then select **Details**.
The Site page appears. The General tab is selected by default.
3. Click a product name tab.
4. Edit the information as necessary.
For field descriptions, see [Site tabs](#).
5. Click **Save**.

Uploading a custom phonetic alphabet file

Applies to: Dragon Law Enforcement only

If you are using Dragon Law Enforcement, Dragon uses the NATO alphabet for plate mode dictation by default. Optionally, your site can use a different phonetic alphabet by editing the `icao.ini` file, and then uploading it to Nuance Management Center. For full instructions, see the [Customizing your phonetic alphabet for license plate dictation](#) topic in the Dragon Law Enforcement Help.

1. View an organization.

The Manage Organization page appears. Your organization is at the top, with all sites underneath it.

For more information, see [“Viewing Organizations” on page 19](#).

2. Right-click a site under your organization, and then select **Details**.

The Site page appears. The General tab is selected by default.

3. Click the Dragon Professional tab.

4. Expand the **Miscellaneous** section.

5. Click **Browse** next to the **Phonetic alphabet file** field.

The Choose File to Upload dialog box opens.

6. Navigate to your custom `icao.ini` file.

7. Select the `icao.ini` file, and then click **Open**.

8. Click **Save**.

Nuance Management Center uploads your file.

Chapter 5: Groups

About groups	34
Viewing groups	35
Viewing all groups	35
Viewing groups by site	35
Viewing group details	35
Working with groups	36
Managing groups	38
Configuring group security	38
Changing group product settings	39

About groups

A group is a set of similar users within a site. For example, a group could consist of users in one department, or users with similar roles. All users in a group share the same permissions, grants, and default Dragon client settings.

If you are using a Dragon desktop product, you can configure administrative settings, auto-formatting settings, and other client settings at the group level. When you apply settings at the group level, the settings are applied to all users in that group.

Viewing groups

If you are using the Nuance-hosted NMC server in the cloud, Nuance creates your initial group (NMC Administrators) for you. You can rename this group, and create additional groups yourself.

Viewing all groups

Use these procedures to view an alphabetical list of all groups.

1. In the Groups ribbon, click **Search**.
The Groups page appears.
2. Do one of the following:
 - Specify search criteria, and then click **Search** to find a specific group.
 - Leave search criteria blank and then click **Search** to see all groups.

Viewing groups by site

Use these procedures to view all groups in each site.

1. View an organization.
The Manage Organization page appears. Your organization is at the top, with all sites underneath it.
For more information, see [“Viewing Organizations” on page 19](#).
2. In the site list, click the triangle (▸) next to a site to view its groups.

Viewing group details

Right-click a group, and then select **Details**.

Working with groups

Adding groups

Do one of the following:

1. In the Groups ribbon, click **Add**.
The Add Group dialog box opens.
2. Select a role for the users in the group.
3. If this is an NMC Administrator group, select a group in the **Base new group on what existing group?** drop-down list.
4. Click **OK**.
The Group Details page appears.
5. Specify a group name.
6. Select the site in which to create the group.
7. Add remaining information as necessary.
For field descriptions, see [“Group Details page” on page 113](#).
8. Click **Save**.

Or

1. View an organization.
The Manage Organization page appears. Your organization is at the top, with all sites underneath it.
For more information, see [“Viewing Organizations” on page 19](#).
2. Right-click a site, and then select **Add Group**.
The Add Group dialog box opens.
3. Select a role for the users in the group.
4. If this is an NMC Administrator group, select a group in the **Base new group on what existing group?** drop-down list.
5. Click **OK**.
The Group Details page appears.
6. Specify a group name.
7. Select the site in which to create the group.
8. Add remaining information as necessary.
For field descriptions, see [“Group Details page” on page 113](#).
9. Click **Save**.

Copying groups

1. View a group.
For more information, see [“Viewing groups” on page 35](#).
2. Right-click a group, and then select **Copy**.

The Group Details page appears.

3. Specify a name for the new group.
4. Select the site to which you want to copy this group from the Sites drop-down list.
5. Add remaining information as necessary.

For field descriptions, see [“Group Details page” on page 113](#).

6. Click **Save**.

Deleting groups

To delete a group, you must first move or delete all user accounts from the group. You can delete groups only when they are empty.

1. View a group.

For more information, see [“Viewing groups” on page 35](#).

2. Right-click a group, and then select **Delete**.

The Delete Group dialog box opens.

3. Click **Yes**.

Managing groups

Select from the following procedures to manage your groups.

Changing group details

1. View a group.
For more information, see [“Viewing groups” on page 35](#).
2. Right-click a group, and then select **Details**.
The Group Details page appears. The Details tab is selected by default.
3. Edit the information as necessary.
For field descriptions, see [“The following table describes the fields on the Details tab.” on page 113](#).
4. Click **Save**.

Adding user accounts to a group

1. View a group.
For more information, see [“Viewing groups” on page 35](#).
2. Right-click a group, and then select **Details**.
The Group Details page appears. The Details tab is selected by default.
3. Click the Members tab.
4. Click the **Add/Remove** button.
The Group Members page appears.
5. Select the check box next to the user accounts that you want to include in the group.
6. Click **Save**.

Removing user accounts from a group

1. View a group.
For more information, see [“Viewing groups” on page 35](#).
2. Right-click a group, and then select **Details**.
The Group Details page appears. The Details tab is selected by default.
3. Click the Members tab.
4. Click the **Add/Remove** button.
The Group Members page appears.
5. De-select the check box next to the user accounts that you want to remove from the group.
6. Click **Save**.

Configuring group security

Privileges determine the actions users can perform in the NMC console. Grants determine the data that users can access in the Nuance Management Center database.

To configure group privileges:

1. View a group.
For more information, see [“Viewing groups” on page 35](#).
2. Right-click a group, and then select **Details**.
The Group Details page appears. The Details tab is selected by default.
3. In the **Privileges** field, select the check box next to each privilege to add or remove.
Click **Select All** to select all check boxes, or **Clear All** to clear them.
4. Click **Save**.

To add group grants:

1. View a group.
For more information, see [“Viewing groups” on page 35](#).
2. Right-click a group, and then select **Details**.
The Group Details page appears. The Details tab is selected by default.
3. Click the Grants tab.
4. Click the **Add** button.
The Add Group Grants dialog box opens.
5. Select the Object Type, Grant, and Object to which you're applying the grant.
For field descriptions, see [“The following table describes the columns on the Grants tab.” on page 113](#).
6. Click **Add**.

To revoke grants:

1. View a group.
For more information, see [“Viewing groups” on page 35](#).
2. Right-click a group, and then select **Details**.
The Group Details page appears. The Details tab is selected by default.
3. Click the Grants tab.
4. Locate the grant that you want to revoke, and hover over it.
An  appears in the last column.
5. Click the  to revoke the grant.

Changing group product settings

Applies to: Dragon desktop products only

Use the following procedures to change settings on product-specific tabs.

To change product-specific settings:

1. View a group.
For more information, see [“Viewing groups” on page 35](#).
2. Right-click a group, and then select **Details**.
The Group Details page appears. The Details tab is selected by default.

3. Click the product tab for your product.
For example, Dragon Professional or Network Edition US.
4. Edit the information as necessary.
For field descriptions, see the appropriate section on the [“Group Details page” on page 113](#).
5. Click **Save**.

To change PowerMic settings:

1. View a group.
For more information, see [“Viewing groups” on page 35](#).
2. Right-click a group, and then select **Details**.
The Group Details page appears. The Details tab is selected by default.
3. Click the product tab for your product.
For example, Dragon Professional or Network Edition US.
4. Expand the PowerMic section.
5. Modify the drop-down selections as necessary.
For field descriptions, see [“PowerMic section” on page 114](#).
6. Click **Save**.

To change Hot Key settings:

You cannot set hot key values for by simply pressing the appropriate key on the numeric keypad as you can in the Dragon client. You must type all required characters in the keystroke manually.

For example, in the Dragon client, to specify a value of {NumKey+}, you can simply press the plus sign (+) on the numeric keypad. In Nuance Management Center, you must manually type the characters.

1. View a group.
For more information, see [“Viewing groups” on page 35](#).
2. Right-click a group, and then select **Details**.
The Group Details page appears. The Details tab is selected by default.
3. Click the Dragon Professional tab, or the appropriate tab for your product.
4. Expand the Hot Keys section.
5. Edit the hot keys by typing or deleting characters as necessary.
For field descriptions, see [“Hot Keys section” on page 116](#).
6. Click **Save**.

Chapter 6: User accounts

About user accounts	42
About dynamic user profiles	42
Viewing user accounts	43
Viewing all user accounts	43
Viewing all user accounts in a group	43
Viewing all user accounts in a site	43
Working with user accounts	44
Managing user accounts	47
Changing user account group membership	49

About user accounts

You create one user account for each NMC administrator and Dragon user. You create user accounts to allow NMC administrators to log in to the NMC console, and to allow users to log in to the Nuance product on their client computers. If you are using single sign-on authentication, you create user accounts that match each user's Windows login.

After you create user accounts, you then assign them to groups. You must also assign one or more licenses to each user account to allow them to access different Nuance products.

About dynamic user profiles

Applies to: All non-medical products

When users first log in to the Dragon client with their user account and password, Dragon prompts them to create a new user profile. Dragon requires users to have one user profile per user account and region. After creating a user profile, Dragon then uploads the user profile settings, such as region, accent, preferred vocabulary, and microphone selection, to Nuance Management Center.

A dynamic user profile is a new profile that Dragon creates automatically when a user logs in to Dragon on a different computer where they have not yet created a user profile. This allows users to dictate on any Windows computer where Dragon is installed without having to run through the New User wizard on that computer. Dragon creates the user profile using the settings saved with the original user profile.

Dragon creates dynamic user profiles only when Nuance Management Center/NMS mode is enabled and users log in to more than one computer. There is no manual setup or configuration required for dynamic user profiles.

Viewing user accounts

Viewing all user accounts

1. In the User Accounts ribbon, click **Search**.
The User Accounts page appears.
2. Do one of the following:
 - Specify search criteria, and then click **Search** to view specific user accounts.
 - Leave search criteria blank and then click **Search** to see all user accounts.

Viewing all user accounts in a group

1. View a group.
For more information, see [“Viewing groups” on page 35](#).
2. View group details.
For more information, see [“Viewing groups” on page 35](#).
3. Click the Members tab.
All user accounts in the group are displayed.

Viewing all user accounts in a site

1. View your organization.
The Manage Organization page appears. Your organization is at the top, with all sites underneath it.
For more information, see [“Viewing Organizations” on page 19](#).
2. Click a site.
All user accounts in all groups for that site appear.

Working with user accounts

Adding new user accounts

If you plan to implement Active Directory single sign-on authentication, each user's login must match his or her Windows login exactly.

For information on implementing single sign-on, see the *Nuance Management Center Server Installation and Configuration Guide*.

Do one of the following:

1. In the User Accounts ribbon, click **Add**.
The User Account Details page appears.
2. Specify the user's first name, last name, and login.
3. Add remaining information as necessary.
For field descriptions, see ["User Account Details page" on page 117](#).
4. Click **Save**.

Or

1. View a group by site.
The Manage Organization page appears.
For more information, see ["Viewing groups" on page 35](#).
2. Right-click the group, and then select **Add User Account**.
The User Account Details page appears.
3. Specify the user's first name, last name, and login.
4. Add remaining information as necessary.
For field descriptions, see ["User Account Details page" on page 117](#).
5. Click **Save**.

Creating user accounts automatically (auto-provisioning)

See [Enabling auto-provisioning](#).

Deleting user accounts

When you delete user accounts, any licenses granted to those users then become available for other users.

Do one of the following:

1. View all user accounts.
The User Accounts page appears.
For more information, see ["Viewing user accounts" on page 43](#).
2. Right-click a user, and then select **Delete User Account**.
A confirmation dialog box appears.
3. Click **Yes**.

Or

1. View user accounts by site.
The Manage Organization page appears.
For more information, see [“Viewing user accounts” on page 43](#).
2. Right-click a user account in a group, and then select **Delete**.
A confirmation dialog box appears.
3. Click **Yes**.

Importing user accounts

You can also create new user accounts by importing them from a comma-delimited file or from an XML file. All users you import are then assigned the same license types and group memberships. You should create separate files for users who require different license types or group memberships.

For information on creating a comma-delimited text (.txt) file or an XML (.xml) file, see [“Creating comma-delimited files for user account import” on page 129](#) and [“Creating XML files for user account import” on page 130](#).

When you have created your import files, do the following:

1. In the User Accounts ribbon, click **Import**.
The Import Users dialog box opens.
2. Click **Browse**.
The Choose File to Upload dialog box appears.
3. Locate your import file (.txt or .xml).
4. Select the file, and then click **Open**.
5. Click **Next**.
6. Assign the imported user accounts to a group:
 1. Select a site in the **Site filter** drop-down list.
The groups within the selected site appear in the **Available Groups** list.
 2. Select a group, and then click the arrow button () to add it to the **Selected Groups** list.
The new user becomes a member of any groups in the **Selected Groups** list.
 3. Click **Next**.
7. Select one or more license types to assign to the user accounts.
8. Click **Next**.
9. Click **Next** again to begin the import.
10. Click **Next** when the import completes to view results.
11. Review the results for each user. An error may occur if:
 - The user’s login already exists.
 - The assigned domain for the users NTLM credentials did not already exist within your organization.
To add a domain to your organization, see [“Managing Active Directory domains” on page 24](#).

12. Click **Finish**.

The Import Users dialog closes.

Managing user accounts

Changing user account details

1. View a user account.
The User Accounts page appears.
For more information, see [“Viewing user accounts” on page 43](#).
2. Right-click a user account, and then select **User Account Details**.
The User Account Details page appears. The Details tab is selected by default.
3. Edit the information as necessary.
For field descriptions, see [“The following table describes the fields on the Details tab.” on page 117](#).
4. Click **Save**.

Changing user account passwords

You can change user account passwords from the NMC console. Users can also change their own passwords when they're logged in to Dragon.

1. View a user account.
The User Accounts page appears.
For more information, see [“Viewing user accounts” on page 43](#).
2. Right-click a user account, and then select **User Account Details**.
The User Account Details page appears. The Details tab is selected by default.
3. Click **Change Password**.
The Change Password dialog box opens.
4. Specify the new password in the New password and Confirm password fields.
5. Click **OK**.

Changing user account address information

1. View a user account.
The User Accounts page appears.
For more information, see [“Viewing user accounts” on page 43](#).
2. Right-click a user account, and then select **User Account Details**.
The User Account Details page appears. The Details tab is selected by default.
3. Click the Address tab.
4. Edit the information as necessary.
For field information, see [“The following table describes the fields on the Address tab.” on page 118](#).
5. Click **Save**.

Viewing client logs

You can view client logs in the Utilities ribbon and in the User Accounts ribbon.

To view logs from the User Accounts ribbon:

1. View a user account.

The User Accounts page appears.

For more information, see [“Viewing user accounts” on page 43](#).

2. Specify search criteria.
3. Click **Search**.

The Client Logs page appears, listing all client activity matching your search criteria.

4. Right-click a log, and then select **View**.

The file appears in read-only format.

Downloading client logs

1. View a user account.

The User Accounts page appears.

For more information, see [“Viewing user accounts” on page 43](#).

2. Specify search criteria.
3. Click **Search**.

The Client Logs page appears, listing all client activity matching your search criteria.

4. Right-click a log, and then select **Download**.

A message prompting you to open or save the document appears.

5. Click **Save**.

The log is saved in the Downloads folder on your local drive.

Sending a Reset Password link

Users can reset their Dragon client password at any time in the Dragon client. You can also send users an email message containing a link to reset their password. You might send a Reset Password link if, for example, your organization had a security incident. To send a Reset Password link:

- The user to whom you are sending the link must have an email address set in their user account.

For more information, see [Changing user account details](#).

- You must have set up the Forgot Password email template.

For more information, see [“Creating the Forgot Password email template” on page 133](#).

To send a Reset Password link:

1. View a user account.

The User Accounts page appears.

For more information, see [“Viewing user accounts” on page 43](#).

2. Right-click a user, and then select **Send reset password link**.

A message appears, indicating a link was sent.

Changing user account group membership

To assign user accounts to groups:

1. View a user account.
The User Accounts page appears.
For more information, see [“Viewing user accounts” on page 43](#).
2. Right-click a user account, and then select **User Account Details**.
The User Account Details page appears. The Details tab is selected by default.
3. Click the Group Memberships tab.
4. Select a site from the **Site filter** drop-down list.
5. Select a group in the Available Groups table, and then click the right arrow ().
The group moves to the Selected Groups table.
6. Click **Save**.

To unassign user accounts from groups:

1. View a user account.
The User Accounts page appears.
For more information, see [“Viewing user accounts” on page 43](#).
2. Right-click a user account, and then select **User Account Details**.
The User Account Details page appears. The Details tab is selected by default.
3. Click the Group Memberships tab.
4. Select a site from the **Site filter** drop-down list.
5. Select a group in the Selected Groups table, and then click the left arrow ().
The group moves to the Available Groups table.
6. Click **Save**.

Configuring user account messaging options

1. View a user account.
The User Accounts page appears.
For more information, see [“Viewing user accounts” on page 43](#).
2. Right-click a user account, and then select **User Account Details**.
The User Account Details page appears. The Details tab is selected by default.
3. Click the Messaging tab.
4. Edit the information as necessary.
For field descriptions, see [“The following table describes the fields on the Messaging tab.” on page 118](#).
5. Click **Save**.

Configuring client settings for user accounts

Applies to: Dragon Professional and Dragon Medical Network Edition only

1. View a user account.

The User Accounts page appears.

For more information, see [“Viewing user accounts” on page 43](#).

2. Right-click a user account, and then select **User Account Details**.

The User Account Details page appears. The Details tab is selected by default.

3. Click the Dragon Professional tab or Network Edition tab.

4. Expand the appropriate heading drop-down list.

5. Edit the information as necessary.

For field descriptions, see [“The following table describes the columns on the Dragon Professional tab.” on page 120](#).

6. Click **Save**.

Enabling data collection for user accounts

Applies to: Dragon Professional and Dragon Medical Network Edition only

1. View a user account.

The User Accounts page appears.

For more information, see [“Viewing user accounts” on page 43](#).

2. Right-click a user account, and then select **User Account Details**.

The User Account Details page appears. The Details tab is selected by default.

3. Click the product tab for your product.

For example, Dragon Professional or Network Edition.

4. Expand the User Account Options section.

5. Select the **Upload user data to Nuance for research purposes** check box.

6. Click **Save**.

Chapter 7: Roaming users

About the Roaming feature	52
About Roaming user profiles	53
About Roaming user profile synchronization	55
Roaming feature setup checklist	56
Prerequisites	56
Before you begin	57
Enabling the Roaming feature	58
Setting the Master Roaming user profile location	59

About the Roaming feature

Applies to: Dragon Professional, Dragon Medical Network Edition only

The Roaming feature is an optional feature that allows users to dictate on different Dragon client computers where Dragon is installed without having to create separate user profiles for each computer. Users can dictate on different computers in their office, or even computers in different geographical locations, like at work and at home. With Roaming enabled, each user has a single Roaming user profile stored in a central network location. Users use this profile on each computer where they dictate. Dragon saves acoustic data to the network location when users save changes to their Roaming user profile.

The Roaming feature:

- Allows users to use Dragon even when the network directory that stores Roaming user profiles is unavailable. Dragon simply opens the Local Roaming user profile.
- Warns users when they attempt to open the same Roaming user profile from more than one computer at a time.
- Minimizes network traffic. If a Local Roaming user profile exists on a specific computer, Dragon downloads only the updates when the user opens the profile. Dragon also uploads only the updates when the dictation session ends.
- Provides username and password protection on Roaming user profiles if HTTP Roaming is configured.

For more information on Roaming user profiles, see [“About Roaming user profiles” on page 53](#).

For Roaming feature setup and configuration information, see [“Roaming feature setup checklist” on page 56](#).

About Roaming user profiles

Applies to: Dragon Professional, Dragon Medical Network Edition only

For more information on the Roaming feature and setting it up in the NMC console, see [“About the Roaming feature” on page 52](#) and [“Roaming feature setup checklist” on page 56](#).

About	<p>You use Roaming user profiles when the Roaming feature is enabled. Roaming user profiles are stored on a central network storage location.</p> <p>A Roaming user profile consists of the following:</p> <ul style="list-style-type: none"> • Master Roaming user profile—A user profile stored on a network storage location accessible to all client computers on which users dictate. • Local Roaming user profile—A local copy of the Master Roaming user profile on the client computer. When a user opens a Master Roaming user profile from a central network computer, Dragon transfers a copy of it to the user’s local client computer. Dragon stores the user’s changes made during dictation in the Local Roaming user profile, and then later synchronizes them with the Master Roaming user profile. For more information, see “About Roaming user profile synchronization” on page 55. <p>You dictate with Roaming user profiles as you would with non-Roaming user profiles.</p>
Optional?	Yes.
Number to create	One or more.
Maximum allowed	Unlimited.
Disk space requirements	<p>Each Master Roaming user profile requires 25 MB hard disk space on the client, plus the following:</p> <ul style="list-style-type: none"> • 8 MB for each vocabulary • 18 MB for each dictation source • 1000 MB for acoustic data
Dictation sources/Audio devices	<p>You can use one or more audio devices with each Roaming user profile. Choose from the following:</p> <ul style="list-style-type: none"> • Headsets • Hand-held microphones • Digital recorders
Backups	Dragon does not back up Roaming user profiles. Your system administrator must back up Master Roaming user profiles from their network storage location.
Accuracy tuning	<p>You can schedule acoustic optimization for Roaming user profiles using the Acoustic and Language Model Optimizer Scheduler.</p> <p>For more information, see the “Scheduling Accuracy Tuning for Roaming users”</p>

	topic in the Dragon client Help.
Storage	<ul style="list-style-type: none">• Master Roaming user profiles—There is no default storage location for Master Roaming user profiles. You determine an appropriate network storage location for your Master Roaming user profiles.• Local Roaming user profiles—The default storage location on client computers for Local Roaming user profiles is: C:\ProgramData\Nuance\NaturallySpeaking15\RoamingUsers\<display name="">\<username> where <display name> is the network storage location for Master Roaming user profiles, and <username> is the Local Roaming user profile name.</username></display>

About Roaming user profile synchronization

Applies to: Dragon Professional, Dragon Medical Network Edition only

About	<p>Dragon synchronizes Local Roaming user profiles with their Master Roaming user profiles automatically. Dragon saves changes to the Local Roaming user profile and then synchronizes the changes to the Master Roaming user profile when a user does any of the following:</p> <ul style="list-style-type: none"> • Saves a user profile • Switches user profiles • Closes a user profile • Exits Dragon <p>When the user dictates on a computer currently connected to the network, the synchronization occurs immediately. When the user's computer is disconnected, Dragon saves changes in the Local Roaming user profile. Dragon later synchronizes the changes with the Master Roaming user profile when the user's computer reconnects to the network and the user reopens his or her profile.</p>
What Dragon does during synchronization	<p>During synchronization, Dragon does the following:</p> <ul style="list-style-type: none"> • Copies words added during dictation from the Local Roaming user profile to the Master Roaming user profile vocabulary. • Removes words from the Master Roaming user profile that were deleted from the Local Roaming user profile. • Copies acoustic data from DRA or NWV files from the Local Roaming user profile to the Master Roaming user profile, where the data becomes available to the Acoustic Optimizer. • Copies any acoustic optimization performed on Master Roaming user profiles to the Local Roaming user profiles. • Copies custom commands created using the MyCommands editor to the Master Roaming user profile. <div style="border: 1px solid black; border-radius: 10px; padding: 10px; margin-top: 10px;"> <p>Caution: If you make changes directly to a Master Roaming user profile while a user dictates on a computer disconnected from the network, those changes overwrite any changes made to the user's Local Roaming user profile.</p> </div>

Roaming feature setup checklist

Applies to: Dragon Professional, Dragon Medical Network Edition only

Use the following checklist to set up the Roaming feature. You must have Windows Administrator privileges to perform some setup tasks.

Prerequisites

Prerequisite	Description
<p>A network storage location for Master Roaming user profiles</p>	<p>Can be one or more of the following:</p> <ul style="list-style-type: none"> • File server • Web server with or without SSL • Any shared location accessible to other computers on the network <p>The location must:</p> <ul style="list-style-type: none"> • Be accessible to all computers where users dictate with Roaming user profiles. • Have adequate storage space for Roaming user profiles. <p>For more information, see Disk space requirements.</p> <p>Dragon supports connections to the network storage location using mapped drives, UNC paths, and HTTP with or without SSL.</p>
<p>A supported Web server, if using a Web server for network storage</p>	<p>One of the following:</p> <ul style="list-style-type: none"> • Microsoft IIS 6.0. <div style="border: 1px solid black; border-radius: 10px; padding: 5px; margin: 10px 0;"> <p>Note: Digest authentication through a proxy server is not supported.</p> </div> <p>Requires Web-based Distributed Authoring and Versioning (WebDAV) to access and secure the user profiles on the Web server. Available free from www.webdav.org.</p> <div style="border: 1px solid black; border-radius: 10px; padding: 5px; margin: 10px 0;"> <p>Note: If you are already running IIS 6.0 and have not yet installed the WebDAV component, use Add/Remove Programs in the Windows Control Panel and run the Windows Component</p> </div>

Prerequisite	Description
	<div style="border: 1px solid black; border-radius: 10px; padding: 5px; margin-bottom: 10px;"> wizard. For more information, see the IIS documentation. </div> <ul style="list-style-type: none"> • Apache HTTP Server 2.0.54 or higher <ul style="list-style-type: none"> • WebDAV must be turned on. The WebDAV Apache module is available free from www.webdav.org/mod_dav. • Internet Roaming User—Redirects must be turned on when using Digest authentication.
Appropriate permissions on the directory that stores Local Roaming user profiles on each computer	Set to Read/Write/Modify access for all Windows user accounts for all users dictating with Roaming user profiles.

Before you begin

Have the following information available if you're storing Master Roaming user profiles on a Web server:

- URL address of your HTTP server.
- Authentication, firewall, and proxy server information.

Setup checklist

Step	Procedure	Reference
Step 1	Enable the Roaming feature and set the location of Master Roaming user profiles.	“Enabling the Roaming feature” on page 58 “Setting the Master Roaming user profile location” on page 59
Step 2	Set the location of the Local Roaming user profiles.	Setting the location of Local Roaming user profiles in the Dragon Help
Step 3	Create Roaming user profiles	Creating Roaming user profiles in the Dragon Help

When the setup is complete, users can dictate with Roaming user profiles just as they would with non-Roaming user profiles.

For more information on working with Roaming user profiles, see the Dragon client Help.

Enabling the Roaming feature

Applies to: Dragon Professional, Dragon Medical Network Edition only

The following procedure only describes enabling the Roaming option. For Roaming feature requirements and a complete setup checklist, see [“Roaming feature setup checklist” on page 56](#).

1. View an organization.

The Manage Organization page appears. Your organization is at the top, with all sites underneath it.

For more information, see [“Viewing Organizations” on page 19](#).

2. Right-click a site under your organization, and then select **Details**.

The Site page appears. The General tab is selected by default.

3. Click the Dragon Professional tab.
4. Expand the **Roaming User Profile** section.
5. Select the **Enable Roaming User Profiles** option.
6. Click **Save**.

Setting the Master Roaming user profile location

Applies to: Dragon Professional, Dragon Medical Network Edition only

You must indicate the network location of the Master Roaming user profiles. This is the location that you set up for the Roaming feature [Prerequisites](#). If necessary, you can have multiple storage locations.

1. View an organization.

The Manage Organization page appears. Your organization is at the top, with all sites underneath it.

For more information, see [“Viewing Organizations” on page 19](#).

2. Right-click the site for which you're setting up Roaming, and then select **Details**.

The Site page appears.

3. Click the Dragon Professional tab.

4. Expand the Roaming User Profile section.

5. Click the **Configure** button next to the Roaming User Network Directories field.

The Roaming User Network Directories dialog box appears.

6. On the General tab:

- Optionally specify a display name for the location in the **Name** field.
- Specify the Master Roaming network location in the **Dragon Speech Profile Location** field.

7. Click **OK**.

If your Master Roaming user profiles are stored on a Web server, additionally do the following in the Roaming User Network Directories dialog box:

1. Click one of the following tabs:

- **HTTP Settings** if the Web server uses HTTP connections.
- **SSL Settings** if the Web server uses HTTP with SSL connections.

2. Specify the settings.

For field information, see [HTTP Settings dialog box](#) and [SSL Settings dialog box](#) in the Dragon Help.

3. Click **OK**.

Chapter 8: Licenses

About licenses	61
Viewing licenses	62
Viewing licenses	62
Viewing licensed user accounts	62
Working with licenses	63
Allocating licenses	63

About licenses

Your organization purchases licenses for each Nuance product that you use. For example, if you're using Dragon Professional Group, you purchase one license for each user who dictates with Dragon, and one license for each administrator who requires access to the NMC console. You import the license key in the NMC console, and then assign licenses to your user accounts. Each user account must have one license for each Nuance product that they use.

Each license instance can be one of two types:

- **Account**—License that you can grant to users.
- **Enterprise**—License that you grant to an organization. Any user in the organization can use the application. When a user logs in to the client application with an enterprise license, an account license is created automatically for tracking purposes.

You can only grant licenses to users in the same organization as the license.

Thirty days before a license is due to expire, Nuance Management Center notifies you through a message in the NMC console. For information on viewing these messages, see [“Messages” on page 67](#).

To purchase additional licenses, or to renew expiring licenses, contact your Nuance account representative.

Viewing licenses

Viewing licenses

1. In the **Licensing** ribbon, click **View Licenses**.

The License Summary page appears.

2. Do one of the following:

- Select License type All and then click **Search** to view all license types.
- Select a specific license type from the drop-down list and then click **Search**.

The License Summary page appears.

Viewing licensed user accounts

1. View a license.
2. Right-click a license, and then select **List Licensed User Accounts**.

The Licensed User Accounts page appears.

Working with licenses

Importing license keys

When you purchase licenses, Nuance sends you an email with a license key. You must import this key to make your licenses available for allocation in the NMC console.

1. In the Licensing ribbon, click **Import License Key**.
The Import License Key dialog box appears.
2. Copy and paste the encrypted license key from your email into the License Key field.
3. **Click Show Information**.
The server decrypts and validates your license key.
4. Click **Import**.
Nuance Management Center imports your license key.

Allocating licenses

When you create new user accounts, you grant a license to the user. Similarly, when a user leaves your organization, you should revoke the user's license to make it available for re-allocation.

To grant licenses:

1. In the Licensing ribbon, click **View Licenses**.
The License Summary page appears.
2. Right-click a license type in the list, and then select **Grant Licenses**.
The Grant License page appears.
3. Optionally search for a specific user by specifying a last name, group name, or site name, and then clicking **Search**.
4. Select a user in the Available Users list, and then click the right arrow button ().
The user moves to the Selected Users list.
5. Click **OK**.

To revoke licenses:

1. In the Licensing ribbon, click **View Licenses**.
The License Summary page appears.
2. Right-click a license type in the list, and then select **Revoke Licenses**.
The Grant License page appears.
3. Optionally specify a user's last name, a group name, or a site name, and then click **Search**.
4. Select a user from the Selected Users list, and then click the left arrow button ().
The user moves to the Available Users list.
5. Click **OK**.

Chapter 9: Utilities

Auditing	65
About auditing	65
Viewing audit events	65
Client logs	66
Viewing client logs	66
Working with client logs	66
Messages	67
About messages	67
About message purging	67
Configuring messaging	67
Viewing messages	68
Working with messages	68

Auditing

About auditing

Auditing tracks specific system events that occur in the NMC console, capturing information about those events to allow you to better monitor the actions that occur on your NMC console. The NMC console allows administrators to audit specific events, such as user or administrator logins, over a specific period of time.

Viewing audit events

1. In the Utilities ribbon, click **Audit Events**.
The Events page appears.
2. Click the **Start Date/Time** field or **End Date/Time** field to select a date and time range for which you want to view audit events.
A calendar appears.
3. Select a date, using the Forward arrow (▶) and Back arrow (◀) to change months as necessary.
4. Select a time, using the Up arrow (▲) and Down arrow (▼) as necessary.
The time is shown in 24-hour format.
5. Optionally specify the user account of a specific user for which to view events.
6. Optionally click **Select Events** to select one or more events to view.
7. Click **Search**.
The Events page appears, listing all events matching your search criteria.

Client logs

Viewing client logs

1. In the Utilities ribbon, click **Client Logs**.

The Client Logs page appears.

2. Specify search criteria.

3. Click **Search**.

The Client Logs page appears, listing all client activity matching your search criteria.

4. Right-click a log, and then select **View**.

The file appears in read-only format.

Working with client logs

Downloading client logs

1. View a client log.

For more information, see Viewing client logs above.

2. Right-click a log, and then select **Download**.

A download message appears at the bottom of your screen.

3. Click **Open**.

The file downloads into a zipped file.

4. Double-click the .txt file to open it.

Messages

About messages

Messages are automated notifications that Nuance Management Center sends to NMC console administrators. For example:

- Errors that occur
- Background tasks that completed
- Medication updates that are available (Dragon Medical Network Edition only)

Medication updates contain packages that require your approval.

For more information, see [About updates](#).

- Licenses that are due to expire

Nuance Management Center users can also send messages to other NMC users, groups of users, or an organization's contact person.

When you log into the NMC console, a message appears in the top right corner of the screen, indicating the number of unread messages available for your user.

About message purging

Nuance Management Center purges messages after 30 days by default. Nuance Management Center does not purge unread messages.

You can change the default message retention period by modifying the **Purge NMS alerts after *n* days** option in your system settings. For more information, see ["System Settings page" on page 125](#).

Configuring messaging

Messaging allows your NMC administrators to receive system messages from your NMC server. It also allows your NMC administrators to send messages to other NMC console users.

Configuring the SMTP server

If you are using the Nuance-hosted NMC server in the cloud, you use Nuance's SMTP server. The SMTP server information has been pre-populated for you.

If you are hosting your own NMC server on-premise, you must have your own SMTP server.

1. From the NMC menu () , select **System Settings**.

The System Settings dialog box appears.

2. Expand the SMTP section.
3. Select the **Enable SMTP Mail** check box.
4. Add remaining information as necessary.

For field descriptions, see ["System Settings page" on page 125](#).

5. Test the SMTP server connection. Specify email addresses in the To and From fields, and then click **Test**.
6. Click **Save**.

Enabling messaging for NMC administrators

Generally, you enable messaging for NMC administrators. When enabled, the NMC server sends system messages to the user accounts for whom messaging is enabled.

1. View a user account.

For more information, see [“Viewing user accounts” on page 43](#).

2. Right-click a user account, and then select **User Account Details**.

The User Account Details page appears. The Details tab is selected by default.

3. Click the Messaging tab.

4. Select one or both of the following:

- Inform me via email when I receive NMS messages
- Inform me via SMS when I receive NMS messages

If you selected the Inform me via SMS when I receive NMS messages check box, provide your mobile phone number and select your phone carrier.

5. Select your message delivery type.

For field descriptions, see [“The following table describes the fields on the Messaging tab.” on page 118](#).

6. Click **Save**.

Viewing messages

Do one of the following:

If there are messages for your user, the number available is displayed in the top right corner of your screen. Click the **Messages** link to view your messages.

Or

In the Utilities ribbon, click **Messages**. The Messages page appears.

Working with messages

Sending a message

1. In the Utilities ribbon, click **Send Message**.

The Send Message page appears.

2. Click the **To** button.

The Select recipient dialog box appears.

3. Select an Addressee type from the drop-down list.

4. Do one of the following:

- Specify search criteria to find a specific license/group, user account, or organization, and then click the **Search** button ()
- Simply click the **Search** button () to show all licenses/groups, user accounts, or organizations.

A list of licenses/groups, user accounts, or organizations appears.

5. Select a license/group, user account, or organization, and then click the **To** button.
The license/group, user account, or organization appears in the To field.
6. Click **OK**.
The Select recipient dialog box closes.
7. On the Send Message page, specify a message in the **Message** field.
8. Click **Send**.

Marking a message complete

1. View a message.
2. Select the check box next to a message.
 - Click **Select All** to select all your messages.
 - Click **Clear All** to deselect all your messages.
3. Click **Mark complete**.
A confirmation dialog appears.
4. Click **Yes**.

Selected messages are marked as complete, and are only displayed if you select the **All Messages** radio button.

Chapter 10: Reports

About reports	71
Viewing reports	73
Working with reports	74
Exporting reports	74
Refreshing report data	74

About reports

Reports can help you monitor, analyze, and better manage your licenses, clients, and Dragon usage. The following table describes the reports available.

Type	Report	Description
Usage	License Use	<p>License usage statistics by user login. Helps you to assess and better allocate your available licenses. For example, if a specific user does not use a Nuance product frequently, you could decide to re-allocate the license to another user.</p> <p>You can also use the report to plan for future license needs.</p> <p>This report shows:</p> <ul style="list-style-type: none"> • Last login date and time, number of days since last login, and total login count by user and license type
	Client Version	<p>Product version and build installed on all clients by user login. Helps you determine whether updates are required, and helps you to plan for your push installs.</p> <p>This report shows:</p> <ul style="list-style-type: none"> • Client version,

Type	Report	Description
		<p>build, device name, and operating system by user login</p>
	<p>Device Use</p>	<p>Session usage data by client computer. Helps you determine how frequently a Nuance product is in use.</p> <p>This report shows:</p> <ul style="list-style-type: none"> • Last transaction, number of days since last transaction, and total transaction count by device
	<p>Professional Usage</p> <p>Applies to: Dragon Professional only</p>	<p>Dragon Professional usage by site. Helps you determine command usage and dictation frequency and length.</p> <p>This report shows:</p> <ul style="list-style-type: none"> • Total number of words and characters used in dictation and dictation session length, number of commands used by command type

Viewing reports

Type	Report	To view the report:
Usage	License Use	<ol style="list-style-type: none"> 1. In the Reports ribbon, click License Use. The License Use page appears. 2. Specify search criteria. 3. Click Search.
	Client Version	<ol style="list-style-type: none"> 1. In the Reports ribbon, click Client Version. The Client Version page appears. 2. Specify search criteria. 3. Click Search.
	Device Use	<ol style="list-style-type: none"> 1. In the Reports ribbon, click Device Use. The Device Use page appears. 2. Specify search criteria. 3. Click Search.
Dragon Speech Usage	Cloud Usage	<ol style="list-style-type: none"> 1. In the Reports ribbon, click Cloud Usage. The Cloud Usage page appears. 2. Specify search criteria. 3. Click Search.

Working with reports

This topic describes working with the reports on the Reports ribbon.

Exporting reports

You can export data from any report to a .csv file.

1. In the Reports ribbon, click a report.
The report page appears.
2. Specify search criteria, and then click **Search**.
Report results appear.
3. Click the **Save** icon () in the lower right corner.
A prompt appears at the bottom of the screen.
4. Click **Save**.
The report is saved in your Downloads folder by default.

Refreshing report data

Refreshing report data reruns the report.

1. In the Reports ribbon, click a report.
The report page appears.
2. Specify search criteria, and then click **Search**.
Report results appear.
3. Click the **Refresh** icon () in the lower right corner.
The report reloads.

Chapter 11: Speech Recognition

Keywords	76
About keywords	76
Working with keywords	76
Auto-texts	77
About auto-texts	77
Viewing auto-texts	77
Working with auto-texts	77
Commands	81
About commands	81
Viewing commands	81
Working with commands	82
Words	83
About Words	83
Viewing Words	83
Working with Words	83
Command sets	88
About Command Sets	88
Viewing Command Sets	88
Working with Command Sets	88
Lists	91
About lists	91
Viewing lists	91

Keywords

About keywords

Keywords are default leading and trailing words that Nuance Management Center automatically adds to all auto-texts created in the NMC console. With default keywords, users can only invoke auto-text commands by saying the leading or trailing keyword in addition to the command's spoken phrase. For each language Nuance Management Center supports, there is a default leading keyword, a trailing keyword, or both.

For example, suppose there is a leading keyword of "insert" for United States English (en-US). Suppose also that a user creates an auto-text command with a spoken phrase "CompanyAddress". To execute this command in a Nuance product, the user must say "Insert CompanyAddress".

Keywords affect all auto-texts created in your entire organization. To allow users to invoke auto-text commands by simply saying the command, you can remove the default keywords.

Working with keywords

Keywords affect all auto-texts created in the NMC console in your entire organization.

Adding and removing default keywords

1. In the Speech Recognition ribbon, click **Keywords**.
The Keywords dialog box opens.
2. Locate your language in the list.
3. Do one of the following:
 - Delete the keyword in the **Leading Keyword** field, the **Trailing Keyword** field, or both.
 - Type a keyword in the **Leading Keyword** field, the **Trailing Keyword** field, or both.
4. Click **OK**.
The Update Keywords dialog box opens.
5. Type CHANGE KEYWORD in the field provided, and then click **OK**.
Nuance Management Center updates your keywords.
6. Log out of the NMC console, and then log back in for your changes to take effect.

Auto-texts

About auto-texts

Auto-text commands allow users to quickly insert pre-defined content in their dictation, such as addresses. Auto-texts can contain text, graphics, and variables. You can create or import auto-texts at the site, group, or individual user account level. When you create auto-text commands at the site or group level, those commands are available to all users in those sites and groups. Nuance clients download new auto-text commands when users next log in.

Users can also create their own auto-text commands in the Nuance client. If users create their own commands, they are stored on the NMC server, but they are available only to the users who created them.

Viewing auto-texts

Viewing an auto-text

1. In the Speech Recognition ribbon, click **Manage**.
The Manage Auto-texts page appears.
2. Optionally select or deselect one of the following:
 - **Display all levels**—If selected, displays all auto-texts that are available to the object that you selected. For example, if you select a user account, this page displays the auto-texts available to the user account itself, plus the auto-texts available to all sites and groups to which the user account is assigned.
 - **Show disabled auto-texts**—If selected, displays all auto-texts deleted by users. Applies to Dragon Medical Network Edition only.
3. Do one of the following:
 - Specify search criteria in the field above the Auto-texts node to find a specific auto-text, and then click **Search**.
 - Select a site, group, or user in the list to view all auto-texts available to the object.

The available auto-texts appear.

Viewing auto-text details

Right-click an auto-text, and then select **Auto-text details**.

Working with auto-texts

Adding new auto-texts

You can add auto-texts by doing one of the following:

- Creating them manually in the NMC console
- Exporting auto-texts from a Dragon client and importing them into the NMC console.

To create a new auto-text:

1. In the Speech Recognition ribbon, click **Manage**.
The Manage Auto-texts page appears with the Auto-texts node expanded.
2. Under the Auto-texts node, select a site, group, or user account.

3. Right-click the object, and then select **Add Auto-text**.
The Auto-text page appears.
4. Specify a name, description, and language.
For field descriptions, see [“Auto-text page” on page 122](#).
5. Specify the auto-text in the text box, and then format as it should appear in your document.
6. Click **Save**.

Importing auto-texts

1. Create an XML file to import by exporting existing auto-texts from your Dragon client.
For more information, see [Exporting and importing commands](#) in the Dragon Help.
When exporting auto-texts, select **MyCommands XML Files** as the file type.
2. Log in to your NMC console.
3. In the Speech Recognition ribbon, click **Manage**.
The Manage Auto-texts page appears with the Auto-texts node expanded.
4. Ensure the Auto-texts node is selected.
5. In the Speech Recognition ribbon, click **Import**.
The Import Auto-texts dialog box appears.
6. Select one of the following:
 - **Dragon format (XML)**—Select to import an auto-text file exported from the Dragon client.
 - **Nuance Management Server format (XML)**—Select to import an auto-text file exported from the NMC console.
7. Click **Choose File**.
The Open dialog box appears.
8. Select your auto-text file, and then click **Open**.
9. In the Import Auto-texts dialog, click **Next**.
A list of the auto-text commands in your import file appears.
10. Click **Next**.
The Levels screen appears.
11. Select **Site**, **Group**, or **User**.
12. Select the site, group, or user where you want to import the auto-texts from the drop-down list.
13. Click **Next**.
The import process begins.
14. Click **Next**.
The import results appear.
Note: If the destination contains an auto-text with the same name or spoken phrase as an auto-text in the import file, Nuance Management Center does not import that auto-text.

Exporting auto-texts

1. View an auto-text.
For more information, see [“Viewing auto-texts” on page 77](#).
2. Select an auto-text.
Optionally press the Shift or Ctrl key to select more than one.
3. Right-click the auto-texts, and then select **Export Auto-texts**.
The Export Auto-texts dialog box appears.
4. Click **Export**.
Nuance Management Center creates an export file.
5. Click **Save/Open**.
A message appears at the bottom of your screen.
6. Click **Open** to view your export file, or click **Save** to save the file to your local drive.

Modifying auto-texts

1. View an auto-text.
For more information, see [“Viewing auto-texts” on page 77](#).
2. Right-click an auto-text, and then select **Auto-text details**.
The Auto-text details page appears.
3. Edit the information as necessary.
For field descriptions, see [“Auto-text page” on page 122](#).
4. Click **Save**.

Deleting an auto-text

1. View an auto-text.
For more information, see [“Viewing auto-texts” on page 77](#).
2. Right-click an auto-text, and then select **Delete Auto-text**.
A confirmation dialog box appears.
3. Click **Yes**.

Copying an auto-text to another site, group, or user

To make an auto-text available in more than one site, group, or individual user, copy the auto-text and paste it in another location.

You can also cut and paste an auto-text to move it from one site, group, or user account to another.

1. View an auto-text.
For more information, see [“Viewing auto-texts” on page 77](#).
2. Right-click an auto-text, and then select **Copy** or **Cut**.
3. In the tree, select the site, group, or user where you want to paste the auto-text.
4. Right-click the site, group, or user, and then select **Paste**.
A confirmation dialog box appears.
5. Click **Yes**.

Note: If the destination contains an auto-text with the same name or spoken phrase as the auto-text you're pasting, Nuance Management Center does not paste the auto-text.

Consolidating auto-texts

If identical auto-texts exist at more than one level of your organization, you can consolidate them to the highest level. For example, if an auto-text with the same properties and content exists at both the site and group level, the two copies can be consolidated to a single auto-text at the site level. The consolidated auto-text is then available to all groups and users in the site.

1. View an auto-text.

For more information, see ["Viewing auto-texts" on page 77](#).

2. Select the auto-text.

Optionally press the Shift or Ctrl key to select more than one auto-text.

3. In the Speech Recognition ribbon, click **Consolidate**.

A confirmation dialog box appears.

4. Click **Yes**.

A message appears, indicating that the consolidation is scheduled.

5. Click **OK**.

Enabling auto-texts

You can view a list of auto-texts that users have deleted in the Nuance Management Center (NMC) console. Deleted auto-texts have status Disabled. If necessary, Nuance Management Center Administrators can re-enable them.

1. In the Speech Recognition ribbon, click **Manage**.

The Manage Auto-texts page appears.

2. Select the user who deleted the auto-text.

3. Select the **Show disabled auto-texts** check box at the top of the right panel.

A list of deleted auto-texts appears.

4. Right-click the auto-text to re-enable, and then select **Enable auto-text**.

Note: Disabled auto-texts appear with a red **X** in the Status column. If a red **X** does not appear, the **Enable auto-text** option is unavailable.

Nuance Management Center restores the auto-text the next time the user logs in to the Dragon client.

Commands

About commands

You can create auto-text commands in the NMC console at the site or group level, making them available to all users in those sites or groups. You can also create them at the user level, making them available to specific users. In addition to auto-text commands, other commands include the following types:

- **Step-by-step**—Controls applications and performs multi-step tasks, like opening an application and pressing keyboard keys.
- **Advanced scripting**—Performs virtually any function on the computer with voice commands. Scripting commands require familiarity with programming languages, such as Microsoft® VBA.

You cannot create step-by-step or advanced scripting commands in the NMC console. You cannot share these command types with all users. Instead, users create step-by-step and advanced scripting commands locally in the Dragon client. Dragon then uploads them to the NMC server. When users log in to different client computers, Dragon downloads the commands, making them available on each computer where users log in to Dragon. The commands are available only to the users who created them.

Users can also create macro recorder commands on their Dragon client computers, but they are available only on the computer where the user created them. They are not available across all computers where the user logs in to Dragon.

Viewing commands

Viewing a command

1. In the Speech Recognition ribbon, click **Manage**.
The Manage Auto-texts page appears.
2. Expand the **Commands** node in the tree.
3. Optionally select or deselect one of the following next to the Organization field:
 - **Display all levels**—If selected, shows all commands that are available to all sites, groups, and users. If deselected, only shows the commands available to the object (such as groups) that you select.
 - **Show disabled commands**—If selected, shows all commands deleted by users. If deselected, does not show commands deleted.
4. Do one of the following:
 - Specify search criteria in the field above the Auto-texts node to find a specific command, and then click **Search**.
 - Select a site, group, or user in the list to view all commands available to the object.

The available commands appear.

Viewing command details

Right-click a command, and then select **Command details**.

Working with commands

Moving a command to another site, group, or user account

To move a command to another site, group, or individual user, cut and paste the command to another location.

1. View a command.

For more information, see [“Viewing commands” on page 81](#).

2. Right-click a command, and then select **Cut**.
3. In the tree, select the site, group, or user where you want to paste the command.
4. Right-click the site, group, or user, and then select **Paste**.

A confirmation dialog box appears.

5. Click **Yes**.

Note: If the destination contains a command with the same name or spoken phrase as the command you're pasting, Nuance Management Center does not paste the command.

Copying a command to another site, group, or user account

To make a command available in more than one site, group, or individual user, copy the command and paste it in another location.

1. View a command.

For more information, see [“Viewing commands” on page 81](#).

2. Right-click a command, and then select **Copy**.
3. In the tree, select the site, group, or user where you want to paste the command.
4. Right-click the site, group, or user, and then select **Paste**.

A confirmation dialog box appears.

5. Click **Yes**.

Note: If the destination contains a command with the same name or spoken phrase as the command you're pasting, Nuance Management Center does not paste the command.

Deleting commands

1. View a command.

For more information, see [“Viewing commands” on page 81](#).

2. Right-click a command, and then select **Delete Command**.

A confirmation dialog box appears.

3. Click **Yes**.

Words

About Words

Custom words are words that you add to Dragon's vocabulary to improve Dragon's recognition of uncommon words and phrases. You can create words at the site, group, or user account level. When you create words at the site or group level, those words are available to all users in those sites and groups. When you create words at the user level, they are available only to the users for whom you created them. Dragon clients download new words when users next log in.

Users can also create their own words in the Dragon client. If users create their own words and you enable the **Upload custom words** site setting in the NMC console, they are stored on the NMC server, making them available on all computers where the users log in to Dragon. They are available only to the users who created them.

Viewing Words

Viewing a word

1. In the Speech Recognition ribbon, click **Manage**.
The Manage Auto-texts page appears.
2. Optionally select one of the following:
 - **Display all levels**—If selected, displays all auto-texts that are available to the object that you selected. For example, if you select a user account, this page displays the auto-texts available to the user account itself, plus the auto-texts available to all sites and groups to which the user account is assigned.
 - **Show disabled auto-texts**—If selected, displays all auto-texts deleted by users.
3. Expand the **Words** node in the tree.
4. Do one of the following:
 - Specify search criteria to find a specific auto-text, and then click **Search**.
 - Select a site, group, or user in the list to view all words available to the object.

The available words appear.

Viewing word details

Right-click a word, and then select **Word details**.

Working with Words

Adding new words

You can add words by doing one of the following:

- Creating them manually in the NMC console
- Exporting words from a Dragon client and importing them into the NMC console.

To create a new word in the NMC console:

1. In the Speech Recognition ribbon, click **Manage**.
The Manage Auto-texts page appears.
2. Expand the **Words** node in the tree.

3. Select a site, group, or user account.
The **Manage Words** page appears.
4. Right-click the object, and then select **Add Word**.
The Word page appears.
5. Specify the **Written Form** of the word. This is the way the word appears in dictation.
6. Optionally specify a different **Spoken Form and Language**.
For field descriptions, see [“Word page” on page 124](#).
7. Click **Save**.

Importing words

1. Create a .txt file to import by exporting words and phrases from your Dragon client.
For more information, see [Exporting and importing a list of custom words and phrases](#) in the Dragon Help.
2. Log in to your NMC console.
3. In the Speech Recognition ribbon, click **Manage**.
The Manage Auto-texts page appears with the Auto-texts node expanded.
4. Expand the **Words** node in the tree. Ensure the node is selected.
The Manage Words page appears.
5. In the Speech Recognition ribbon, click **Import**.
The Import Words dialog box appears.
6. Click **Browse**.
The Choose File to Upload dialog box appears.
7. Select your import file, and then click **Open**.
The Import Words dialog box appears.
8. Select the words to import, and then click **Next**.
The Level page appears.
9. Select **Site, Group, or User**.
10. From the drop-down list, select the site, group, or user where you want to import the words.
11. Click **Next**.
The Language page appears.
12. Select a language from the drop-down list, and then click **Next**.
The Ready to Import page appears.
13. Click **Next**.
The import process begins.
14. Click **Finish**.
Note: If the destination contains a word with the same name or spoken phrase as a word in the import file, Nuance Management Center does not import that word.

Exporting words

1. View a word.
For more information, see [“Viewing Words” on page 83](#).
2. Select a word.
Optionally press the Shift or Ctrl key to select more than one word.
3. Right-click the words, and then select **Export Words**.
The Export Words dialog box appears.
4. Click **Export**.
Nuance Management Center creates an export file.
5. Click **Save/Open**.
A message appears at the bottom of your screen.
6. Click **Open** to view your export file, or click **Save** to save the file to your local drive.

Modifying words

1. View a word.
For more information, see [“Viewing Words” on page 83](#).
2. Right-click a word, and then select **Word details**.
The Word page appears.
3. Edit the information as necessary.
For field descriptions, see [“Word page” on page 124](#).
4. Click **Save**.

Deleting words

1. View a word.
For more information, see [“Viewing Words” on page 83](#).
2. Right-click a word, and then select **Delete Word**.
A confirmation dialog box appears.
3. Click **Yes**.

Moving a word to another site, group, or user account

To make a word available in more than one site, group, or individual user, cut the word and paste it in another location.

1. View a word.
For more information, see [“Viewing Words” on page 83](#).
2. Right-click a word, and then select **Cut**.
3. In the tree, select the site, group, or user where you want to paste the word.
4. Right-click the site, group, or user, and then select **Paste**.
A confirmation dialog box appears.
5. Click **Yes**.

Note: If the destination contains a word with the same name or spoken phrase as the word you're pasting, Nuance Management Center does not paste the word.

Copying a word to another site, group, or user account

To make a word available in more than one site, group, or individual user, copy the word and paste it in another location.

1. View a word.

For more information, see ["Viewing Words" on page 83](#).

2. Right-click a word, and then select **Copy**.
3. In the tree, select the site, group, or user where you want to paste the word.
4. Right-click the site, group, or user, and then select **Paste**.

A confirmation dialog box appears.

5. Click **Yes**.

Note: If the destination contains a word with the same name or spoken phrase as the word you're pasting, Nuance Management Center does not paste the word.

Consolidating words

If identical words exist at more than one level of your organization, you can consolidate them to the highest level. For example, if a word with the same properties and content exists at both the site and group level, the two copies can be consolidated to a single word at the site level. The consolidated word is then available to all groups and users in the site.

1. View a word.

For more information, see ["Viewing Words" on page 83](#).

2. Select the word.

Optionally press the Shift or Ctrl key to select more than one word.

3. In the Speech Recognition ribbon, click **Consolidate**.

A confirmation dialog box appears.

4. Click **Yes**.

A message appears, indicating that the consolidation is scheduled.

5. Click **OK**.

Enabling words

You can view a list of words that users have deleted in the Nuance Management Center (NMC) console. Deleted words have status Disabled. If necessary, Nuance Management Center Administrators can re-enable them.

1. In the Speech Recognition ribbon, click **Manage**.

The Manage Auto-texts page appears.

2. Expand the **Words** node in the tree. Ensure the node is selected.

The Manage Words page appears.

3. Select the user who deleted the word.

4. Select the **Show disabled words** check box at the top of the right panel.

A list of deleted words appears.

5. Right-click the word to re-enable, and then select **Enable Word**.

Note: Disabled words appear with a red X in the Status column. If no red X appears, the **Enable Word** option is unavailable.

Nuance Management Center restores the word the next time the user logs in to the Dragon client.

Command sets

About Command Sets

A command set is a group of custom commands that you share with all Dragon client computers. To create a command set, a Dragon user exports custom commands from their Dragon client. An NMC administrator then imports the .DAT file in the NMC console. When Dragon client users next log in, Dragon retrieves the command set from the NMC server.

A command set may include:

- Auto-Texts/Text and Graphic commands
- Step-by-Step commands
- Advanced Scripting commands

Command sets are available for each Dragon user on all computers where they log in to Dragon. Users can view their command sets in the Command Browser.

Viewing Command Sets

1. In the **Speech Recognition** ribbon, click **Manage**.
The Speech Recognition tab opens.
2. Optionally select or deselect the following option:
 - **Display all levels**—If selected, displays all command sets that are available to the object that you selected. For example, if you select a user account, this page displays the command sets available to the user account itself, plus the command sets available to all sites and groups to which the user account is assigned.
3. Expand the **Command Sets** node in the tree.
4. Do one of the following:
 - Specify search criteria to find a specific command set, and then click **Search**.
 - Select a site or group in the list to view all command sets available to the object.

The command sets appear.

Note: You cannot view or edit individual commands in a command set. For more information, see [“Working with Command Sets” on page 88](#).

Working with Command Sets

Creating a command set

Users create command sets in the Dragon client.

1. Create custom commands in the MyCommands Editor in the Dragon client.
For more information, see [Working with custom commands](#) in the Dragon client help.
2. Export custom commands to a .dat or .xml file from the Command Browser in the Dragon client.
For more information, see [Exporting and importing commands](#) in the Dragon client help.
3. Import the .dat file in the NMC console.

Note: Command Sets saved in the .dat file format may be protected to prevent users from viewing or editing their underlying code. For more information on creating protected commands, see [Using the MyCommands Protection Utility](#) in the Dragon Help.

Command Sets in .xml file format cannot be protected.

Importing command sets

1. In the **Speech Recognition** ribbon, click **Manage**.
The Speech Recognition tab opens.
2. Expand the **Command Sets** node in the tree.
3. Select a site or group where you want to import the Command Set.
The Manage Command Sets page appears.
4. Right-click the site or group, and then select **Import Command Set**.
The Import Command Set dialog box appears.
5. Click **Browse**.
The Choose File to Upload dialog box opens.
6. Locate and select the Command Set .xml or .dat file you created in the Dragon client, and then click **Open**.
7. In the **Import Command Sets** dialog box, optionally add a Description.
8. Click **Import**.
A message appears, indicating that the Command Set import process occurs in the background.
9. Click **OK**.
A message appears when the import is complete.

Updating command sets

You can add new commands to an existing command set by adding new commands in the Dragon client, exporting the commands to a .dat or .xml file, and then re-importing the file in the Nuance Management Center (NMC) console.

1. Update your custom commands in the MyCommands Editor in the Dragon client.
For more information, see [Working with custom commands](#) in the Dragon client help.
2. Export the custom commands to a .dat or .xml file from the Command Browser in the Dragon client.
For more information, see [Working with custom commands](#) in the Dragon client help.
3. View the corresponding command set in the NMC console.
For more information, see [“Viewing Command Sets” on page 88](#).
4. Right-click the command set, and then select **Update Command Set**.
The **Update Command Set—<CommandSet.dat>** dialog box appears.
5. Click **Browse**.

The Choose File to Upload dialog box appears.

6. Locate and select the updated .xml or .dat file you created in the Dragon client, then click **Open**.

7. In the **Import Command Set** dialog box, click **Update**.

A message appears, indicating that the command set is updated in the background.

8. Click **OK**.

A message appears when the import is complete.

Deleting command sets

1. View a command set.

For more information, see [“Viewing Command Sets” on page 88](#).

2. Right-click the command set, and then select **Delete Command Set**.

A confirmation dialog box appears.

3. Click **Yes** to delete the selected command set.

Lists

About lists

When you create a custom command in your Dragon client, you can insert a list in the MyCommand Name field. The embedded list appears in the MyCommandName field between angle brackets (< >). For example, <1to10>. When you export this command from your client and then import it in the NMC console, Nuance Management Center tags this command as a list.

Viewing lists

Viewing a list

1. In the Speech Recognition ribbon, click **Manage**.
The Manage Auto-texts page appears.
2. Expand the **Lists** node in the tree.
3. Optionally select or deselect one of the following next to the Organization field:
 - **Display all levels**—If selected, shows all lists that are available to all sites, groups, and users. If deselected, only shows the lists available to the object (such as groups) that you select.
 - **Show disabled commands**—If selected, shows all lists deleted by users. If deselected, does not show lists deleted.
4. Do one of the following:
 - Specify search criteria in the field above the Auto-texts node to find a specific list, and then click **Search**.
 - Select a site, group, or user in the list to view all lists available to the object.

The available lists appear.

Viewing list details

Right-click a list, and then select **List details**.

Chapter 12: Field descriptions

Organization Details page	93
Site page	101
Group Details page	113
User Account Details page	117
Auto-text page	122
Auto-text—Details tab	122
Command page	123
Command—Details tab	123
Word page	124
System Settings page	125

Organization Details page

The following sections describe the fields on the Organization Details page tabs.

To access this page, see [“Viewing Organizations” on page 19](#).

Organization Details—General tab

The following table describes the fields on the General tab.

Field	Description
Organization name	Name of your organization. If you are using the Nuance-hosted cloud NMC server, Nuance creates this name for you.
Contact name	Name of the person in your organization who is the main contact for all Nuance communication.
Email	Email address for the contact name.
Organization ID	Number automatically generated and assigned by Nuance.
Date created	Date your organization was created.
Disable authentication for all users	If selected, disables your organization without deleting it. Users in your organization cannot log in to the Nuance client. If deselected, users can log in to the Nuance client.

Organization Details—Address tab

The following table describes the fields on the Address tab.

Field	Description
Street 1, Street 2, Street 3	Street address for your organization's headquarters.
City	City in which your organization's headquarters is located. when the organization is created.
State	State in which your organization's headquarters is located. when the organization is created.
Zip	Postal code for your organization's headquarters. when the organization is created.
Country	Country in which your organization's headquarters is located.

Organization Details—Products tab

The following table describes the fields on the Products tab.

For information on managing your password settings, see [“You should determine a password policy for your organization by selecting from password requirements. Establishing a password policy ensures that users create strong, secure passwords.” on page 23](#).

Field	Description
Products—General tab	
The following settings apply to users logging in to the NMC console.	
Institution code	Applies to: eScription HIM systems Optional unique identifier for your organization.
Nuance organization GUID	Applies to: All products Unique identifier assigned to your organization by Nuance. This field is read-only.
NMC inactivity timeout in <i>n</i> minutes	Number of minutes after which the NMC console logs out inactive Nuance Management Center administrators automatically. The NMC server applies the value the next time a user logs into the NMC console. When the NMC console logs out inactive users, it discards all unsaved data.
Disable inactive users after <i>n</i> days	Number of days of inactivity after which users are automatically logged out. Default value: 0 days
Password settings	
Password history - remember last <i>n</i> passwords	The number of unique new passwords that must be associated with a user account before a user can reuse an older password. Possible values: 0-24
Minimum password length - <i>n</i> characters	Least number of characters that a user account password can contain. Possible values: 1-14, or 0 to indicate no minimum required
Minimum number of characters different from previous password	Number of characters in a new password that must be different from users' previous passwords. This setting prevents users from re-using previous passwords. This number must be less than or equal to the value you specified for the Minimum password length option.
Maximum password age - password will expire in <i>n</i> days	Number of days after which user account passwords expire and must be changed. Possible values: 1-999, or 0 to indicate passwords don't expire
Minimum password age - password can be changed in <i>n</i> days	Number of days after which users can change their passwords. Must be less than the Maximum password age value, unless that value is 0. Possible values: 1-998, or 0 to indicate passwords can change any time
Reset password link expires in <i>n</i> hours	Number of hours after which the link sent to users to reset their password is no longer valid. Users must then click Forgot

Field	Description
	<p>Password again on the Nuance Management Center login page to receive another email and link. Applies only to users logging in to the NMC console.</p> <p>Default value: 2 hours</p> <p>Possible values: 1-8, or 0 to indicate the link doesn't expire</p>
User will be locked out after <i>n</i> number of failed login attempts	Number of failed login attempts after which users are locked out of Dragon. Users must then contact an NMC Administrator to reset their password, or attempt login again after the lockout duration has passed.
Password lockout duration - <i>n</i> minutes	Number of minutes for which users are locked out of Nuance Management Center when the maximum number of failed login attempts is reached.
Password must meet complexity requirements	<p>If selected, when users change their passwords in the NMC console and in the Dragon client, their new passwords must meet the following complexity requirements:</p> <ul style="list-style-type: none"> • Cannot contain the username • Cannot contain more than two consecutive characters in the username. • Is at least 6 characters in length, if the minimum password length is not set. • Contains characters from at least three of the following categories: <ul style="list-style-type: none"> • Uppercase characters (A-Z) • Lowercase characters (a-z) • Numbers (0-9) • Non-alphabetic characters (for example, !, \$, #, %) <p>Note: In Dragon version 15, the complexity requirements for Dragon client passwords are different. For more information, see the "Changing your password" topic in the Dragon Help.</p> <p>If deselected, there are no complexity requirements for user account passwords.</p>
Products—PS360 Mobile tab	
NMS on-premise server URL (PS360 only)	URL of your on-premise NMC server.
Products—Dragon Medical Virtual Assistant tab	
Application ID Application key Model ID	Values for these options are provided by Nuance Fulfillment and configured by Nuance personnel.
Products—Dragon Medical Network Edition tab	

Field	Description
Encrypt patient information	<p>When healthcare providers dictate, the Dragon client saves interim Dragon Recorded Audio (.DRA) files automatically to allow the NMC server to process dictated audio and transcribed text. If a provider corrects any of the dictated text, the Dragon client stores interim files related to these corrections automatically in .enwv files.</p> <p>If selected, Dragon encrypts these interim .DRA and .enwv files before storing them in user profile directories to help ensure patient privacy. Due to the restrictions mandated by privacy regulations (such as the Health Insurance Portability and Accountability Act (HIPAA) in the United States and EC 95/46 Directive in Europe), only Dragon can open these encrypted .DRA and .enwv files, and only for its internal use.</p> <p>Note: DragonPad can never open these encrypted files.</p> <p>If deselected, Dragon does not encrypt these files. You might choose not to encrypt these files if you already have safeguards in place to protect your data. For example, if your client workstations are running an application that encrypts all data written to the local hard drive.</p> <p>Default value: Selected</p>
Upload user data to Nuance for research purposes	<p>If selected, Dragon uploads data from your dictation and user profiles to Nuance to allow the company to improve future versions of the product and further enhance speech recognition technology. The data transferred is encrypted.</p> <p>If deselected, Dragon does not upload your data.</p> <p>Default value: Deselected</p>
Deployed Version	<p>Dragon client version that your organization is using. The NMC server downloads items that are specific to the version of the Dragon client that you specify in this field.</p>
Enable US settings	<p>If selected, enables US-specific settings in the NMC console.</p> <p>If deselected, disables US-specific settings in the NMC console.</p> <p>Default value: Selected</p>
Enable UK settings	<p>If selected, enables UK-specific settings in the NMC console.</p> <p>If deselected, disables UK-specific settings in the NMC console</p> <p>Default value: Deselected</p>
Products—Dragon Medical Advisor tab	
Advisor token	Token that allows users to connect to the Advisor Service.
Advisor Service URL	URL of your Advisor Service.
Silent mode enabled	If selected, enables silent mode. Silent mode sends unlicensed users' completed documents to the Advisor Service in the

Field	Description
	<p>background. The advice each user would have received is available in the NMC console in the Silent Mode report. You must specify a start date in the Silent mode start date field below.</p> <p>If deselected, disables silent mode.</p> <p>Default value: Deselected</p>
Silent mode start date	If silent mode is enabled, the date on which to begin sending users' documents to the Advisor Service in the background.
Silent mode stop date	If silent mode is enabled, date on which to stop sending users' documents to the Advisor Service in the background.
Auto-processing enabled	<p>If selected, enables auto-processing. Auto-processing allows Dragon Medical Advisor to analyze a user's text at regular intervals automatically. When the Advisor Service provides new advice, the Dragon Medical Advisor window is updated automatically with that advice.</p> <p>If deselected, disables auto-processing. The user must click the Dragon Medical Advisor icon in the application or say "Run Advisor" to analyze the text and refresh the advice.</p>
Auto-processing every <i>n</i> seconds	<p>Interval at which Dragon Medical Advisor analyzes a user's text automatically.</p> <p>Default value: 4 seconds</p>
EHR interface adapter	If you are configuring patient context via an EHR interface, specify the EHR interface adapter.
EDServiceDescriptor (Epic)	If you are configuring patient context via an EHR interface (Epic HyperSpace only), specify the EDSERVICEDESCRIPTOR.
Environment ID (Epic)	If you are configuring patient context via an EHR interface (Epic HyperSpace only), specify the EnvironmentID.
Patient context configuration	<p>If you are configuring patient context via screen capture, upload a patient context configuration JSON file.</p> <p>For Epic—If an EHR interface is available, the required settings can be encoded in the file.</p> <p>For Cerner, Allscripts, athenaHealth—The file contains screen capture rules to find the patient and visit information in the application window.</p> <p>For more information on the JSON file structure, click here.</p> <p>For a sample patient context configuration file for Cerner PowerChart, click here.</p>
Products—Dragon Professional tab	
Upload usage data to Nuance for research	If selected, allows Dragon to upload metrics, audio, and transcripts from your Dragon usage to allow Nuance to improve future Dragon

Field	Description
purposes	versions and enhance speech recognition technology. The data uploaded is encrypted. If deselected, no data is uploaded.
Statistics Interval (min)	Frequency with which the Dragon client pushes usage statistics to the NMC server. Default value: 10 minutes
Max Text Graphics Size (kb)	Maximum allowable size of text graphics in the NMC console. Default value: 4000 kb
Products—Dragon Medical Recorders and Nuance Clinician tab	
NMS On Premise server URL (Dragon Medical Recorders)	URL of your on-premise NMC server.
<i>Patient List section</i>	
Patient search maximum number of results <i>n</i> rows	Maximum number of patient visits that a search query returns. Possible values: 1-100
Manual refresh timeout <i>n</i> minutes	Number of minutes for which the Manual Refresh button is disabled in the client application. Use this setting to control how often a provider can refresh the patient list information, and to control the number of requests the server receives from the client application.
Periodic refresh interval <i>n</i> minutes	Number of minutes between automatic refreshes of patient list data
<i>In Patient Settings section</i>	
Show patients admitted in the last <i>n</i> days	Number of days prior to the current date for which admitted patients appear in the patient list.
Show pre admitted patients <i>n</i> days in the future	Number of days after the current date for which pre-admitted patients appear in the patient list.
Keep patients on the list <i>n</i> days after discharge	Retains patients in the patient list for this number of days after their discharge date.
<i>Out Patient settings section</i>	
Patient history <i>n</i> days	Number of days used for patient history queries. The NMC server searches for active patients and appointments within this range.
Patient visit search history <i>n</i> days	Number of days used for patient visit queries.
Time to mark delinquent <i>n</i> hours	Number of hours after which a patient visit without dictation is considered delinquent. Delinquent Patient Appointments appear on the Late tab of Nuance Clinician and Dragon Medical Recorder.
Time to remove from list <i>n</i>	Number of hours after which Nuance Clinician and Dragon Medical

Field	Description
hours	Recorder remove a patient visit from the patient list when a provider creates dictation for that visit.
Products—Dragon Medical Server tab	
NMS on-premise server URL	URL of your on-premise NMC server.
Use organization-specific setting	<p>If selected, the Display automatically to new users setting below overrides the options selected in the Settings icon of the tutorial plugin.</p> <p>If deselected, the plugin settings are used as the default.</p> <p>Default value: Deselected</p>
Display automatically to new users	<p>If selected, the Welcome to Dragon tutorial video appears automatically to new Dragon client users. The video provides information on how to use speech recognition. Users can always access this video by saying "Open Tutorial".</p> <p>If deselected, the tutorial video does not appear to new Dragon users.</p> <p>Default value: Deselected</p>
Language	Topic language.

Organization Details—Auto-provisioning tab

The following table describes the fields on the Auto-provisioning tab.

Field	Description
Enable auto-provisioning for this server	<p>If selected, on login, if the user account does not exist, Nuance Management Center creates the user automatically and assigns it a license if one is available. If no licenses are available, Nuance Management Center still creates the user account.</p> <p>If deselected, Nuance Management Center does not create user accounts automatically.</p>
Add users to group	When auto-provisioning is enabled, Nuance Management Center automatically assigns newly created users to this group.
Restrict automatic license assignment to specific license types	<p>Applies to: CAPD and Dragon Medical Server/Dragon Medical One only.</p> <p>If selected, Nuance Management Center automatically assigns licenses to user accounts for specific license types if auto-provisioning is enabled and a license is available.</p> <p>If deselected, Nuance Management Center automatically assigns licenses to user accounts for all license types.</p>

Organization Details—Organization Tokens tab

The following table describes the columns on the Organization Tokens tab.

For information on managing your tokens, see [“Managing organization tokens” on page 23](#).

Field	Description
Organization Token	<p>Session identifier token that Nuance Management Center generates automatically. Organization tokens are required when you install the Local Authenticator for single sign-on authentication when you're using the Nuance-hostedNMC server in the cloud. Organization tokens are also used by other Nuance products for authentication purposes.</p> <p>For information on configuring Active Directory single sign-on authentication, see the <i>Nuance Management Center Server Installation and Configuration Guide</i>.</p>
Comment	Optional comment for the organization token.

Organization Details—Domains tab

Applies to: Dragon desktop products only

The following table describes the columns on the Domains tab.

For information on managing your domains, see [“Managing Active Directory domains” on page 24](#).

Field	Description
Name	<p>Domain name. Used when you're configuring Active Directory single sign-on authentication.</p> <p>For information on configuring Active Directory single sign-on authentication, see the <i>Nuance Management Center Server Installation and Configuration Guide</i></p>
Active Directory connection strings	<p>Active Directory connection string. Ask your Active Directory domain administrator for the appropriate string.</p> <p>When Active Directory is enabled, Nuance Management Center sends all authentication requests to this server.</p> <p>Example: LDAP://nuance.com</p>

Site page

The following sections describe the fields on the Site page tabs.

To access this page, see [“Viewing sites” on page 29](#).

Site—General tab

The following table describes the fields on the General tab.

Field	Description
Organization	Name of the organization associated with this site. This field is read-only.
NPI	National Provider Identifier. Not applicable for Dragon Professional Group, Dragon Legal Group, or Dragon Law Enforcement.
ID	Unique site ID that Nuance Management Center generates automatically when you create the site. You can optionally edit this value. REQUIRED
Name	Site name. REQUIRED
System site ID	Unique system site ID.
Groups	Groups assigned to this site. This field is read-only.

Site—Address tab

The following table describes the fields on the Address tab.

Field	Description
Street 1, Street 2, Street 3	Street address for this site.
City	City where this site is located.
State	State where this site is located.
Zip	Postal code for this site.
Country	Country in which this site is located.

Site—Dragon Professional tab

Applies to: Dragon Professional only

The following table describes the fields on the Dragon Professional tab.

Field	Description
Miscellaneous section	
Insert Text & Graphics command using	Method by which users can execute Text & Graphics commands. Default value: Type keys (Shift + Insert)
Disable automatic switching of dictation source	If selected, when a user's current dictation source is unavailable, Dragon does not switch the dictation source to an available default source automatically. If deselected, when a user's current dictation source is unavailable, Dragon

Field	Description
to an available default	<p>automatically switches to an available default source.</p> <p>Default value: Deselected</p>
Allow disconnected mode	<p>If selected, allows users to log in to the Dragon client when the computer is disconnected from the network, for example, when the network is down or when the user is working offsite.</p> <p>If deselected, disallows users from logging in to the Dragon client when the computer is disconnected from the network.</p> <p>Default value: Selected</p>
Suppress warning for using multicore speech profiles on single core machines	<p>If selected, suppresses the warning message that appears when a BestMatch-IV or BestMatch-V user profile loads on a single-core computer.</p> <p>If deselected, the warning message appears.</p> <p>Default value: Deselected</p>
Do not allow restricted users to add or modify commands	<p>If selected, prevents restricted Windows users from adding or modifying Dragon commands. Selecting this option allows only users logged in with administrator privileges to add or modify commands.</p> <p>Restricted users can, however, delete, import, and export commands using the Command Browser, for example using Manage mode.</p> <p>If deselected, allows restricted Windows users to add and modify Dragon commands.</p> <p>Default value: Deselected</p>
Correction Only Mode	<p>If selected, enables Correction Only mode. This allows users to log into another user's profile to edit their dictated document using the Playback feature. Dictation is disabled when this option is enabled to prevent users from unintentionally modifying the other user's speech data. For more information on Playback, see the Dragon Help.</p> <p>If deselected, disables Correction Only mode.</p> <p>Default value: Deselected</p>
Phonetic alphabet file	<p>If you are using Dragon Law Enforcement, allows you to upload an <code>ica0.ini</code> file that contains a custom phonetic alphabet for license plate dictation.</p> <p>For more information, see "Uploading a custom phonetic alphabet file" on page 32</p>
Do not allow saved credentials	<p>If selected, Dragon does not allow users to save their password when logging in to the Dragon client. The Remember my password option in the Dragon Login dialog box is unavailable. Generally, you should select this option when your organization has multiple users who share the same computer using the same Windows login.</p> <p>If deselected, Dragon pre-populates the Login Name field with the user's login, and allows users to save their password by selecting the Remember my password option.</p>

Field	Description
	Default value: Deselected
Upload custom words	<p>If selected, allows Dragon to upload users' custom words from the Dragon client to the NMC server. When words are available on the NMC server, Dragon can download each user's custom words to all computers where he or she logs in to Dragon.</p> <p>If deselected, does not allow Dragon to upload users' custom words. Users' custom words remain available only on the local computer where they created them.</p> <p>Default value: Selected</p>
Restore Defaults	Click to restore the default values for this tab.

Roaming User Profile section

For field descriptions for this section, see [Administrative Settings dialog box—Roaming tab](#) in the Dragon Help.

Data section

For field descriptions for this section, see [Options dialog box—Data page](#) and [Options dialog box—Advanced dialog box](#) in the Dragon Help.

Site—Dragon Medical Network Edition tab

Applies to: Dragon Medical Network Edition only

The following table describes the fields on the Dragon Medical Network Edition tab.

Field	Description
Miscellaneous section	
Prompt users to log out after __ minutes:	<p>If selected, Dragon prompts the user to log out after a period of inactivity.</p> <p>If deselected, the user is not required to log out after inactivity.</p> <p>Possible values: 1-1440 minutes</p> <p>Default value: 30.</p>
Log out users who do not respond after __ seconds	<p>If selected, Dragon logs the user out automatically when the inactivity period is reached and the user does not respond to the prompt within this number of seconds you specify. You specify the inactivity period on the “The following table describes the fields on the Products tab.” on page 93.</p> <p>If deselected, there is no time interval required for the user's response to the logout prompt. The prompt remains on the screen until the user logs out.</p> <p>Possible values: 1-999 seconds</p> <p>Default value: 60.</p>
Insert Text &	Method by which users can execute Text & Graphics commands.

Field	Description
Graphics command using	Default value: Type keys (Shift + Insert)
LDAP authentication	Determines whether LDAP authentication is enabled, and, if enabled, determines the type of authentication used. Default value: Disabled
Enable SSO authentication	If selected, enables EHR single sign-on. If deselected, disables EHR single sign-on. Default value: Deselected
Disable automatic switching of dictation source to an available default	If selected, when a user's current dictation source is unavailable, Dragon does not switch the dictation source to an available default source automatically. If deselected, when a user's current dictation source is unavailable, Dragon switches the dictation source to an available default source automatically. Default value: Deselected
Display vSync status tray icon	If selected, a notification appears in the system tray when there is a connection issue between Dragon and vSync on a Citrix server. If deselected, no notification appears when there are connection issues. Default value: Selected
Hide Dragonbar when no user is loaded	If selected, the DragonBar displays in Tray Icon mode when no user profile is loaded in the Dragon client. If deselected, the full DragonBar displays when no user profile is loaded. Default value: Deselected
vSync: Full Text Control	If selected, Dragon supports Full Text Control functionality in applications running on a Citrix server. If deselected, Dragon does not support Full Text Control in Citrix applications. For more information, see the <i>Citrix Administrator guide</i> . Default value: Deselected
Upload custom words	If selected, allows Dragon to upload users' custom words from the Dragon client to the NMC server. When words are available on the NMC server, Dragon can download each user's custom words to all computers where he or she logs in to Dragon. If deselected, does not allow Dragon to upload users' custom words. Users' custom words remain available only on the local computer where they created them. Default value: Selected

Master user profile section

Field	Description
Applies to: Dragon desktop products only	
Master user profile directories	Click Configure to set the location of Master user profiles on the network.
Local cache directory	<p>The location of local cache user profiles on a Dragon computer. Applies to every Dragon client computer on the network.</p> <p>Recommendation: Keep the default location, particularly if users dictate in Disconnected mode.</p>
Allow disconnected mode	<p>If selected, allows users to log in to Dragon when the client is not connected to the network. For example, when a provider is working off-site on a laptop.</p> <p>Caution: If you choose to allow Disconnected mode, you should deselect the Remove local cache data after usage option. If you enable both settings, the provider's dictation is deleted from the local cache upon logging out.</p> <p>If deselected, does not allow users to work in Disconnected mode.</p> <p>Default value: Selected</p>
Allow DMNE Client Offline mode option	<p>If selected, enables Offline mode. Dragon does not download users' profiles from the network, allowing them to work offline.</p> <p>If deselected, Dragon does not allow client Offline mode.</p> <p>Default value: Selected</p>
Save user profiles at automatic logout	<p>If selected, Dragon saves changes to the Master user profile automatically when Dragon logs off an idle user.</p> <p>If deselected, Dragon does not save changes to the Master user profile.</p> <p>Default value: Deselected</p>
Saving the user also saves local acoustics	<p>If selected, Dragon sends both the acoustic model updates and the language model updates to the NMC server server.</p> <p>If deselected, Dragon only sends the language model updates (changes to words and writing styles related changes) back to the NMC server server. In this instance, since the acoustic model changes from the client are not saved, only the updates from the ACO process are incorporated into the Master user profile.</p> <p>Default value: Deselected</p>
Access network at user open/close only (minimizes network traffic)	<p>If selected, Dragon integrates changes in the local user cache profile into the Master user profile only when a user logs out, rather than when the healthcare provider is dictating.</p> <p>If deselected, Dragon immediately transfers local changes to the Master user profile.</p> <p>Default value: Selected</p>

Field	Description
Ask before breaking lock on network users	<p>If selected, Dragon allows users the option to break the network lock on a Master user profile that was previously in use by another user. Network issues may prevent the network lock from being released.</p> <p>If deselected, Dragon breaks the network lock on a Master user profile automatically without prompting the user.</p> <p>Valid for Dragon clients that connect to Master user profiles location using a mapped drive or UNC drive. Not applicable to HTTP connections.</p> <p>Default value: Selected</p>
Set audio levels on each machine	<p>If selected, Dragon runs the Check your audio settings option from the Accuracy Center window before a user's first session with a Master user profile. This includes the volume check and the microphone quality check. You should select this option if providers dictate on different computers or in different locations, as the audio setup data can vary based on differences in the microphone and sound card. There may also be differences in ambient sound levels at other locations.</p> <p>When Dragon detects a significant difference between operating systems, sound cards, microphones, or other hardware, Dragon prompts you to run Check your audio settings regardless of whether this option is enabled.</p> <p>If deselected, Dragon does not run the Check your audio settings option automatically.</p> <p>Default value: Selected</p>
Copy Dragon Medical Network Edition log to network	<p>If selected, Dragon copies the Dragon .log file from the local workstation to the Master user profile location when Dragon synchronizes the local and Master user profiles. This file contains information that can help diagnose issues with your Dragon installation.</p> <p>Note: Dragon does not copy the Dragon .log file when the file reaches the maximum size in the Disk space reserved for network archive option.</p> <p>If deselected, Dragon does not copy the log when it synchronizes the Master and local user profiles.</p> <p>Default value: Selected</p>
Save profile with background process	<p>If selected, Dragon uploads dictation session data separately from main user profile data in the background while the user profile is open. Enabling this option improves the time it takes to save a user profile and log out of Dragon.</p> <p>If deselected, Dragon uploads dictation data and user profile data at the same time.</p> <p>Default value: Selected</p>
Restore Defaults	Click to restore the default values for this tab.

Field	Description
Data section	
Store correction in archive	<p>If selected, Dragon stores a list of corrections that the Acoustic and Language Model Optimizer uses in a local archive.</p> <p>If deselected, Dragon does not store the list of corrections. Dragon may display a message stating there is not enough data for the Acoustic Model Optimizer to process.</p> <p>Default value: Selected.</p>
_ (minutes) archive size	<p>Number minutes of information Dragon stores in the archive.</p> <p>Default value: 180</p>
MB disk space reserved for playback	<p>Amount of disk space reserved for dictation data overflow from users' RAM. If you do not want to keep any dictation to conserve disk space, set this to 0 MB.</p> <p>Default value: 100</p>
Create usability log	<p>If selected, Dragon creates a log file (DgnUsability.log) that contains all menu commands, toolbar buttons, and voice commands users use during a dictation session.</p> <p>Log file location:</p> <p>Dragon Professional, Dragon Law Enforcement:</p> <p style="padding-left: 20px;">C:\Documents and Settings\<i><username></i>\Application Data\Nuance\NaturallySpeaking15</p> <p>Dragon Medical Network Edition:</p> <p style="padding-left: 20px;">C:\Documents and Settings\<i><username></i>\Application Data\Nuance\NaturallySpeaking12</p> <p>If deselected, Dragon does not create a usability log.</p> <p>Default value: Deselected</p>
Remove local cache data after usage	<p>If selected, Dragon deletes the contents of the local cache when a user logs out.</p> <p>Caution: You should deselect this option if you choose to enable Disconnected mode in the Master user profile section. If you enable both settings, the provider's dictation is deleted from the local cache upon logging out.</p> <p>If deselected, Dragon does not delete the local cache contents.</p> <p>Default value: Deselected</p>
Conserve server archive size	<p>If selected, Dragon does not copy Dragon Recorded Audio (.DRA) files to the Master user profile location during local cache user profile and Master user profile synchronization. You may select this option if your network speed decreases, as .DRA files can be large.</p> <p>If deselected, Dragon integrates the local .DRA files with the Master</p>

Field	Description
	<p>user profile when synchronizing with the local cache. This makes the .DRA files available for profile optimization, which increases dictation accuracy.</p> <p>When the maximum archive size is reached, Dragon no longer copies the .DRA files to the Master user profile location. You set the archive size in the _ (minutes) archive size field above.</p> <p>Default value: Deselected</p>
Restore Defaults	Click to restore the default values for this tab.

Site—Master User Profile Directory Settings dialog box

To open this dialog box, on the Site—Dragon Medical Network Edition tab, Master user profile section, click the **Configure** button next to the **Master user profile directories** field.

Field	Description
General tab	
Name	Master user profile location name that appears in the Dragon client.
DMNE Version 1.x Speech Profile Location	<p>Location of the version 10.5 Master user profiles on a workstation. For use with Dragon Medical Network Edition 1.0 (SP3 or earlier).</p> <p>The location can be a mapped drive, a UNC location, or a web server URL (http:// or https:// for a secure web server).</p> <p>Formats:</p> <ul style="list-style-type: none"> • Mapped network drive—<drive letter>:\<folder name>. For example, Y:\Profiles. • UNC Path—\\servername\sharename\path\filename. For example, \\MyServer\Profiles • HTTP—http://myserver.com/webDAV. For example, http://Profiles/MasterUserProfilesDir • HTTPS—The format is: https://myserver.com/WebDAV. For example, https://Profiles/UserProfilesDir
DMNE Version 2.0 (or higher) Speech Profile Location	<p>Location of the version 12 Master user profiles on a workstation. For use with Dragon Medical Network Edition 2.0 or higher.</p> <p>The location can be a mapped drive, a UNC location, or a web server URL (http:// or https:// for a secure web server).</p> <p>Formats:</p> <ul style="list-style-type: none"> • Mapped network drive—Use this format: <drive letter>:\<folder name>. For example, Y:\Profiles. • UNC Path—Use this format: \\servername\sharename\path\filename.

Field	Description
	<p>For example, \\MyServer\Profiles</p> <ul style="list-style-type: none"> • HTTP—Use this format: http://myserver.com/webDAV. For example, http://Profiles/MasterUserProfilesDir • HTTPS—The format is: https://myserver.com/WebDAV. For example, https://Profiles/UserProfilesDir
Speech Node Collection	Speech node collection for the Master user profile location.
DMNE v1.x (UNC)	UNC path for the Speech Node Collection for a DMNE version 10.5 user profile.
DMNE v2.0 or higher (UNC)	UNC path for the Speech Node Collection for a DMNE version 12 user profile.
HTTP Settings tab	
Default User Password	<p>Default username and password for the HTTP server. Not a local login.</p> <p>Format: Domain name\login name.</p> <p>Example: Nuance\JWyman</p>
Prompt for user and password	<p>If selected, Dragon prompts users for a username and password when they connect to the HTTP server.</p> <p>If deselected, Dragon does not prompt users to log in when they connect to the HTTP server.</p> <p>Default value: Deselected</p>
Authentication Type	<p>Type of authentication used on the HTTP server.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Basic—Server is configured for Basic authentication, where the username and password are passed over the network as clear text. • Digest—Server is configured for Digest authentication, where the passwords are never transmitted across the Internet in unencrypted form. <p>Note: For security reasons, be sure that anonymous logins are disabled on the HTTP or HTTPS server.</p>
Use Proxy Server	Select if Dragon computers connect to an HTTP server through a proxy server.
Type	<p>Type of firewall the HTTP server uses.</p> <p>The options are:</p> <ul style="list-style-type: none"> • HTTP —For a proxy server specializing in HTML (web page) transactions. • Tunnel—For client computers using tunneling software to

Field	Description
	<p>connect to the server.</p> <ul style="list-style-type: none"> • Socks 4—For a SOCKS4 protocol that relays TCP sessions at a firewall host to allow application users transparent access across the firewall. SOCKS4 does not support authentication, UDP proxy. SOCKS4 clients require full Domain Name Service (DNS). • Socks 5—For a SOCKS 5 protocol that relays TCP sessions at a firewall host to allow NMC server users transparent access across the firewall. SOCKS 5 supports multiple authentication methods. SOCKS 5 clients use the SOCKS 5 server to perform the Domain Name Service (DNS) lookup.
Server	Server name provided by your server administrator.
Port	Port number for connecting to the proxy server or firewall.
User	Username for the proxy server or firewall.
Password	Password for the proxy server or firewall.
Firewall Data	Authentication string provided by your NMC server administrator.
Follow redirects	<p>Determines how Dragon handles redirects if you are storing the Master user profiles on a server that redirects incoming connections to another location.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Never—Never follow redirects; ignores them. • Always—Always follow redirects. • Same Scheme Only—Only permit redirects that use the same scheme as the client request. <p>Recommended value: Always or Same Scheme Only</p>
Lock timeout	<p>Number of seconds the server should wait before breaking the lock on any the Master user profiles for the current provider.</p> <p>Set to 0 to use the server default setting.</p> <p>Set to a non-zero number to override the server default setting.</p> <p>Note: Setting to 256 or higher causes issues with Dragon clients from Service Pack 6 or earlier. Older Dragon clients only accept a value less than 255.</p>
Connection timeout	<p>Number of seconds before the server closes the connection to the Dragon client either when the connection is idle or after the connection has been open for that duration.</p> <p>Note: Setting to 256 or higher will cause issues with Dragon clients from Service Pack 6 or earlier. Older Dragon clients only accept a value less than 255.</p>
Timeout of inactive	If selected, Dragon logs out a user that has been idle for the time set in

Field	Description
	<p>the Connection timeout option.</p> <p>If deselected, Dragon logs out a user after the Connection timeout is reached, regardless of whether the user has been idle.</p> <p>Default value: Deselected</p>
SSL Settings	
Certificate store type	<p>Certificate store type for the client certificate on the local machine.</p> <p>The options are:</p> <ul style="list-style-type: none"> • User store (default)—Choose if the certificate store is a certificate store owned by the current user. For Java, choose if the certificate store is the name of a JKS (Java Key Store) file. If the provider is OpenSSL, choose if the certificate store is a file that contains the PEM encoded certificate and private key. • Machine store—Choose if the certificate store is a machine store (not available in Java or when provider is OpenSSL). • PFX file—Choose if the certificate store is the name of a Private Key Server or PFX (PKCS12) file containing certificates. If the provider is OpenSSL, the file may contain only one certificate and private key. If you select PFX file for the Certificate Store Type, for the Certificate Store select Other and enter the name of the file in the associated text box below it. • PFX Blob—Choose if the certificate store is a string (binary or base64 encoded) representing a certificate store in PFX (PKCS12) format. If you select PFX Blob for the Certificate Store Type, for the Certificate Store select Other and enter the binary contents of a PFX file (for example, the PKCS12) in the associated text box below it. • PEM Key—Choose if the certificate store is a string or file name that contains a Privacy Enhanced Mail (PEM) encoded certificate and private key. This store type is currently not supported in Java.
Certificate store	<p>Name of the certificate store for the client certificate on the local machine.</p> <p>The options are:</p> <ul style="list-style-type: none"> • MY—A certificate store holding personal certificates with associated private keys. • CA—A certificate store holding Certificate Authority (CA) certificates. • ROOT—A certificate store holding ROOT certificates. • SPC—A certificate store holding Software Publisher Certificate (SPC) certificates.
Certificate store password	Password for the certificate store on the local machine.
Use general	If selected, enables the supported security protocols on the HTTPS

Field	Description
SSL protocols	server. The options are: <ul style="list-style-type: none"> • TLS1—Version 1 of the Transport Layer Security (TLS) protocol. • SSL3—Version 3 of the Secure Sockets Layer (SSL) protocol. • SSL2—Version 2 of the Secure Sockets Layer (SSL) protocol. • PCT1—Version 1 of the Private Communications Transport (PCT) protocol.
Use Open SSL	Choose if the HTTPS server uses OpenSSL as a Certificate Authority.
Cipher list	One or more cipher strings, separated by colons, that controls the ciphers used by SSL.
Certificate authority file	Name of the file that contains the list of certificate authorities (CAs) trusted by your application. The file set by this property should contain a list of CA certificates in PEM format.
CA directory	Path to a directory that contains CA certificates. The path should point to a directory on the server machine that contains CA certificates in PEM format.

Site—Work Types tab

Applies to: Nuance Clinician only

Group Details page

The following sections describe the fields on the Group Details page tabs.

To access this page, see [“Viewing groups” on page 35](#).

Group Details—Details tab

The following table describes the fields on the Details tab.

Field	Description
Group name	Name for this group.
Organization	Prepopulated with the name of your organization. This field is read-only.
Sites	Site to which the group belongs.
Role	Role to which all users in this group are assigned.
Privileges	Privileges that all users in this group are assigned. Select and deselect the appropriate privileges, or click one of the following: <ul style="list-style-type: none"> • Select all to select all privileges • Clear all to deselect all privileges

Group Details—Members tab

The following table describes the columns on the Members tab.

For information on managing your group members, see [“Managing groups” on page 38](#).

Field	Description
Last name	User’s last name.
First name	User’s first name.
Location	User’s location.
Department	User’s department.
Add/Remove	Click to add or remove user accounts from this group.

Group Details—Security tab

The following table describes the columns on the Security tab.

For information on managing your group privileges, see [“Configuring group security” on page 38](#).

Field	Description
Grant	Grant assigned to this group.
Principle	Principle assigned to this group.

Group Details—Grants tab

The following table describes the columns on the Grants tab.

For information on managing your group grants, see [“Configuring group security” on page 38](#)

Field	Description
Grant	Grant assigned to this group.
Object	Organization to which this group is assigned.

Group Details—Network Edition US tab

Applies to: Dragon Medical Network Edition only

Group Details—Dragon Medical Advisor tab

Applies to: Dragon Medical One with Dragon Medical Advisor only

Group Details—Dragon Professional tab

Applies to: Dragon Professional only

The following table describes the fields on the Dragon Professional tab.

Field	Description
Administrative Settings section	
Disable the use of advanced scripting commands	<p>If selected, prevents users from creating or editing scripting custom commands. Users can still run the commands, however.</p> <p>If deselected, allows users to create and edit scripting commands.</p> <p>Default value: Deselected</p>
Create BM-IV profiles by default	<p>If selected, all user profiles created use BestMatch IV acoustic models by default.</p> <p>If deselected, users can choose a different acoustic model when they create their user profiles.</p> <p>Default value: Deselected</p>

Commands section

For field descriptions for this section, see [Options dialog box—Commands page](#) in the Dragon Help.

Auto-formatting section

For field descriptions for this section, see [Auto-Formatting dialog box](#) in the Dragon Help.

Miscellaneous Group Settings section

For field descriptions for this section, see [Options dialog box—Miscellaneous page](#) in the Dragon Help.

PowerMic section

Applies to: Dragon desktop products only

There are two tabs in this section:

- **Global**—Click to assign actions to PowerMic buttons when you're dictating in all applications other than the Dictation Box.
- **Dictation Box**—Click to assign actions to PowerMic buttons when you're dictating in the

Dictation Box.

The following table describes the default actions assigned to each PowerMic button. You can select a different action from the list for each button. The actions that you select here determine the default settings for Dragon client users. If necessary, users can change their default settings. When users click the **Restore Defaults** button on the PowerMic page in the Dragon client, their settings are restored to the options you determine in this section.

To restore the default values for these settings in the NMC console, click **Restore Defaults**. You must click **Restore Defaults** on both the Global tab and the Dictation Box tab to restore all PowerMic default settings.

For more information, see [“Changing group product settings” on page 39](#).

<i>Global tab</i>		<i>Dictation Box tab</i>	
Transcribe	Default action: Show Dictation Box	Transcribe	Default action: Transfer text
Tab Backward	Default action: Tab backward	Tab Backward	Default action: Tab backward
Tab Forward	Default action: Tab forward	Tab Forward	Default action: Tab forward
Dictate	Default action: Press-to-talk	Dictate	Default action: Press-to-talk
Rewind	Default action: Previous field	Rewind	Default action: Previous field
Fast Forward	Default action: Next field	Fast Forward	Default action: Next field
Stop/Play	Default action: Accept defaults	Stop/Play	Default action: Accept defaults
Custom Left	Default action: Force command recognition	Custom Left	Default action: Press Cancel button
Enter/Select	Default action: Dragon Professional—None Dragon Law Enforcement—None Dragon Medical Network Edition—Transfer text	Enter/Select	Default action: Dragon Professional—None Dragon Law Enforcement—None Dragon Medical Network Edition—Hidden Mode on/off
Custom Right	Default action: Force dictation recognition	Custom Right	Default action: Force dictation recognition

Additional PowerMic Options

Applies to: Dragon desktop products only

To configure additional PowerMic options, click the **Additional...** button. The following table describes the additional options available.

Option	Description
Mouse Action	<p>If selected, enables the actions shown for each button listed. You cannot change the default actions; you can only enable or disable them.</p> <p>If deselected, disables the actions shown for each button.</p> <p>Default value: Enabled for each button</p>
Enable Touchpad Swipe	<p>If selected, you can use the PowerMic Track-Point button (PowerMic II) or the Touchpad button (PowerMic III) to move your cursor.</p> <p>If deselected, you must use your mouse to move your cursor.</p> <p>Default value: Enabled</p>
Restore Defaults	Click to restore the default values for all settings in this dialog box.

Hot Keys section

Applies to: Dragon desktop products only

For field descriptions for this section, see [Options dialog box—Hot keys page](#) in the Dragon Help.

For information on specifying hot key values, see [“To change Hot Key settings:” on page 40](#).

Restore Defaults	Click to restore the default values for settings in the Hot Keys section.
------------------	---

User Account Details page

The following sections describe the fields on the User Account Details page tabs.

To access this page, see [“Viewing user accounts” on page 43](#).

User Account Details—Details tab

The following table describes the fields on the Details tab.

Field	Description
Organization	Organization to which the user belongs. This field is read-only.
NPI	National Provider Identifier. This field is not applicable to Dragon Professional or Dragon Law Enforcement.
First name, Last name, Middle name	User's first, middle, and last name.
Title	User's title.
Login	User's unique login. If you are using active directory single sign-on authentication, this login must match the user's Windows login. For more information, see the <i>Nuance Management Center Server Installation and Configuration Guide</i> .
Change Password	Click to change the user's password.
Primary email address	User's primary email address.
User must change password on next login	If selected, Nuance Management Center prompts this user to change his or her password when he or she next logs in. If deselected, this user can continue using his or her password. Default value: Deselected
Department	Department to which this user belongs.
Disable authentication	If selected, prevents this user from logging in to the Dragon client. This is helpful when users leave your organization. If deselected, this user can continue logging in to the Dragon client. Default value: Deselected
Location	User's location.

User Account Details—Specialty tab

The following table describes the fields on the Specialty tab.

Field	Description
Primary specialty	Primary specialty for your practice.

Field	Description
	Not applicable to Dragon Professional or Dragon Law Enforcement.
Secondary specialty	Secondary specialty for your practice, if applicable. Not applicable to Dragon Professional or Dragon Law Enforcement.
Primary sub-specialty	Primary sub-specialty for your practice. Not applicable to Dragon Professional or Dragon Law Enforcement.
Secondary sub-specialty	Secondary sub-specialty for your practice, if applicable. Not applicable to Dragon Professional or Dragon Law Enforcement.
User type	Select an option to indicate this user's type.
System specialty	System specialty. Not applicable to Dragon Professional, Dragon Law Enforcement, or Dragon Medical Network Edition.

User Account Details—Address tab

The following table describes the fields on the Address tab.

Field	Description
Address 1, Address 2, Address 3	User's address.
City	User's city of residence.
State	User's state of residence.
Zip	User's postal code.
Country	User's country of residence.

User Account Details—Group Memberships tab

The following table describes the fields on the Group Memberships tab.

For information on managing group memberships, see [“Managing user accounts” on page 47](#).

Field	Description
Site filter	Site to which this user's group is assigned.

User Account Details—Messaging tab

The following table describes the fields on the Messaging tab.

Field	Description
Inform me via email when I	If selected, when Nuance Management Center generates a message, you receive the message in an email in addition to receiving the messages in the

Field	Description
receive NMS messages	<p>NMC console.</p> <p>If deselected, you must view messages in the NMC console.</p> <p>For more information on Messages, see “Messages” on page 67.</p> <p>Default value: Deselected</p>
Inform me via SMS when I receive NMS messages	<p>If selected, when Nuance Management Center generates a message, you receive the message in a text on your mobile phone in addition to receiving the messages in the NMC console.</p> <p>If deselected, you must view messages in the NMC console.</p> <p>For more information on Messages, see “Messages” on page 67.</p> <p>Default value: Deselected</p>
Mobile phone	Mobile phone number where you want to receive messages by text.
Mobile phone provider	Mobile phone carrier.
Message Delivery Type	<p>Determines whether the message body is included in messages you receive. The options are:</p> <ul style="list-style-type: none"> • Include the message body in the delivery (default)—Includes the entire body of the message in the email or text. • Simply inform me that I have a message; I will retrieve it myself—The NMC console informs you that you have a message. You can view the message in the NMC console. For more information, see “Messages” on page 67.

User Account Details—Credentials tab

The following table describes the columns on the Credentials tab.

For information on managing your credentials, see [“Managing user accounts” on page 47](#).

Field	Description
NTLM tab	
Login	<p>If you are using active directory single sign-on authentication, specify the user's Windows login.</p> <p>For information on creating and configuring user accounts for single sign-on authentication, see the <i>Nuance Management Center Server Installation and Configuration Guide</i>.</p>
Domain name	<p>If you are using active directory single sign-on authentication, specify the domain name.</p> <p>For information on configuring single sign-on authentication, see the <i>Nuance Management Center Server Installation and Configuration Guide</i>.</p>

Field	Description
Token tab	
Login	If you are using token authentication with Dragon Medical Server/Dragon Medical One, specify the user's client login ID.

User Account Details—Network Edition US tab

User Account Details—User Profile tab

The following table describes the columns on the User Profile tab.

Field	Description
Dragon Medical Network Edition	
Vocabulary	This setting is currently not applicable for Dragon Medical Network Edition.
Dragon Professional section	
Vocabulary	This setting is currently not applicable for Dragon Professional or Dragon Law Enforcement.
Dragon Medical Server	
Reset speech recognition user profile	<p>If selected, the NMC server resets the user profile for this user account the next time a session is created for this user. You may need to reset a user profile if it has become corrupted or unusable. Once reset, the NMC server deselects this check box.</p> <p>If deselected, the NMC server does not reset the user profile for this user.</p>
Last reset on	Date this user account was last reset.

User Account Details—Dragon Professional tab

Applies to: Dragon Professional only

The following table describes the columns on the Dragon Professional tab.

Field	Description
User Account Options section	
<p>For field descriptions for this section, see Options dialog box—Commands page in the Dragon Help.</p> <p>If you choose to customize these settings, the Personal radio button becomes selected automatically. To use the settings specified for your group, select the Group radio button.</p> <p>These options are set to Group by default.</p>	
Auto-formatting section	
Use Group Rules	If enabled, click to use the auto-formatting options specified for your group rather than selecting your own

Field	Description
	<p>options.</p> <p>If disabled, you can customize the auto-formatting options for your own user profile.</p>
Customize Rules	<p>If enabled, click to customize the auto-formatting options for your own user account.</p> <p>If disabled, the auto-formatting options your Dragon system administrator selected for your group are in effect.</p>

For descriptions for the remaining fields in this section, see [Auto-Formatting dialog box](#) in the Dragon Help.

Miscellaneous User Settings section

If you choose to customize these settings, the **Personal** radio button becomes selected automatically. To use the setting specified for your group, select the **Group** radio button.

Put the microphone to sleep after n minutes of silence	<p>Number of minutes after which Dragon's microphone goes to sleep when Dragon doesn't hear anything.</p> <p>Default value: none</p>
Have the microphone on but asleep when the user profile opens	<p>If selected, Dragon's microphone is asleep when users log in to the Dragon client and their user profile loads. They can then say "Wake Up" to wake up Dragon and begin dictating or saying other commands.</p> <p>If deselected, Dragon's microphone is off when users log in to the Dragon client and their user profile loads.</p> <p>Default value: Selected (group value)</p>

PowerMic Settings (read only)

You configure PowerMic settings at the group level. You cannot edit PowerMic settings for user accounts.

Hot Keys Settings (read only)

You configure hot key settings at the group level. You cannot edit hot key settings for user accounts.

Auto-text page

The following table describes the fields on the Auto-text page.

To access this page, see [“Viewing auto-texts” on page 77](#).

Auto-text—Details tab

The following table describes the fields on the Details tab.

Field	Description
Name	Unique auto-text name.
Description	Optional auto-text description.
Language	Language in which the content of the auto-text appears.
Spoken Phrase	Phrase users say to execute the auto-text.
Plain text	If selected, indicates the auto-text content is unformatted. If deselected, indicates the auto-text content is formatted. Default value: Deselected

Command page

The following table describes the fields on the Command page.

To access this page, see [“Viewing commands” on page 81](#).

Command—Details tab

The following table describes the fields on the Details tab.

Field	Description
Name	Unique command name.
Description	Optional command description.
Language	Language in which the content of the command appears.
Spoken Phrase	Phrase users say to execute the command.

Word page

The following table describes the fields on the Word page.

To access this page, see [“Viewing Words” on page 83](#)

Field	Description
Written Form	Word, phrase, or other content that Dragon writes when you dictate.
Spoken Form	Spoken form of the word or phrase if it is different from the written form. For example, Dragon can type "MB" when you dictate the word "megabyte". To do so, enter megabyte in this field and MB in the Written Form field. If there is no spoken form, leave this field blank.
Language	Language in which the content of the word appears.

System Settings page

The following sections describe the fields on the System Settings page.

To access this page, from the NMC menu () select **System Settings**.

Field	Description
General section	
Disable scheduled NMS Database backups	<p>If selected, disables regular NMS database backups. You might select this if you chose to manage backups for your on-premise server yourself. For more information, see Appendix A: Database backups in the <i>Nuance Management Center Server Installation and Configuration Guide</i>.</p> <p>If deselected, enables automatic NMS database backups.</p>
LINQ to SQL trace output	<p>If selected, the NMC server uses LINQ to SQL technology to send database messages. The messages are traced so you can monitor them. Nuance Technical Support may need to look at these messages if you are having an issue with Nuance Management Center.</p> <p>If deselected, the NMC server does not use LINQ to SQL technology to send database messages.</p>
Log file storage	Select an option from the drop-down list to indicate the location of the NMC server log files.
Nuance Management Center section	
Enable NPI Lookup	<p>If selected, enables the National Provider ID lookup function.</p> <p>If deselected, disables the NPI lookup function.</p>
NMC Portal Base Address	Root of the NMC console. For example, <code>https://<servername>/nmhtml</code> . Nuance Management Center uses this address to create the link emailed to users who click the Forgot Password link.
Enable Email Verification for Administrators	<p>If selected, requires administrators to verify their primary email address at their next login. Nuance Management Center only requires administrators to verify their email address once.</p> <p>For more information, see Requiring administrators to verify their email address.</p> <p>If deselected, does not require administrators to verify their email address.</p>
Verification Link Expires After <i>n</i> hours	<p>Applies to: On-premise customers only</p> <p>If you selected the Enable Email Verification for Administrators option above, indicates the length of time in hours for which the email verification link sent to administrators is valid.</p> <p>Default value: 1 hour</p> <p>Possible values: 1-72 hours</p>
Verification Email Template	<p>Applies to: On-premise customers only</p> <p>If you selected the Enable Email Verification for Administrators option</p>

Field	Description
	above, indicates the location and filename of the verification email template. Click Browse to locate and select the file.
Redirect NMC Global Address	<p>Applies to: Nuance-hosted customers only</p> <p>If selected, redirects users to the local load balancer address when the user logs in to the NMC console. Generally, this setting should only be modified by Nuance.</p> <p>If deselected, does not redirect users on login.</p>
NMC Global Address	<p>Applies to: Nuance-hosted customers only</p> <p>Global load balancer address. Generally, this setting should only be modified by Nuance.</p>
Nuance Management Server section	
Enable service call latency messages	<p>If selected, enables service call latency messages.</p> <p>If deselected, disables service call latency messages.</p>
Dragon Professional hosted environment	<p>If selected, indicates this system is a Dragon Professional hosted environment.</p> <p>If deselected, indicates this system is not a Dragon Professional hosted environment.</p>
Latency threshold for messages <i>n</i> seconds	<p>Number of seconds for the latency threshold for messages.</p> <p>Default value: 2 seconds</p>
Purge system data after <i>n</i> days	<p>Number of days after which system data is purged.</p> <p>Default value: 90 days</p>
Purge usage transactions after <i>n</i> days	<p>Number of days after which usage data is purged.</p> <p>Default value: 90 days</p>
Purge converted usage transactions after <i>n</i> days	<p>Number of days after which converted usage transactions are purged.</p> <p>Default value: 0 days (never purged)</p>
Purge threshold - audit events <i>n</i> years <i>n</i> months	<p>Number of years and days after which audit data is purged.</p> <p>Default value: 1 year and 1 day</p>
Purge log files after <i>n</i> days	<p>Number of days after which server log files are purged.</p> <p>Default value: 45 days</p>
Purge NMS	<p>Number of days after which system messages are purged.</p>

Field	Description
alerts after <i>n</i> days	Default value: 90 days
Password Reset - Email Template	Applies to: On-premise customers only Indicates the location and filename of the email template used for resetting user passwords.
Configure NMS Service Credentials	Optionally creates a domain, user, and user credentials in the Nuance Management Center database for the NMS service user. This allows other Nuance services (for example, Dragon Medical Server) that run under the same Windows account to make trusted service calls to the NMC server.
Do not allow empty passwords	If selected, prevents users from creating empty passwords. If deselected, allows users to create empty passwords if password complexity requirements are not set. For more information on password requirements, see “Managing password settings” on page 23 .
SMTP section	
Enable SMTP mail	If selected, enables SMTP mail that allows your NMC administrators to receive system messages from your NMC server. It also allows your NMC administrators to send messages to other NMC console users. If deselected, disables SMTP mail and messaging.
Host	URL or address of the SMTP host server.
Message Retry (Days)	Number of days after which the NMC server attempts to re-send a message.
Port	Port number to use for SMTP messaging.
Default Sender Account	Default email address from which to send SMTP messages.
Use SSL	If selected, uses the SSL protocol to encrypt messages transmitted. If deselected, does not use SSL.
Use Default Credentials	If selected, uses the default credentials provided to transmit messages. If deselected, does not use the default credentials.
User name	User name for SMTP messaging.
Password	Password for the user name above.
Test connection to	URL or address of the SMTP host server.
Test connection from	URL or address of the NMC server.

Appendix A: Creating user account import files

Creating comma-delimited files for user account import	129
Creating XML files for user account import	130
Creating the Forgot Password email template	133
Creating the template	133
Uploading the template	133

Creating comma-delimited files for user account import

To import users using a comma-delimited text file (.txt), include the following fields in a .txt document, each separated by a comma.

Field	Required?	Maximum character length
First name	Yes	50
Last name	Yes	50
Login ID	Yes	30
Password	No	30

Note: If you do not include a password, you must include a comma after the login ID. This tells the NMC console to expect a blank field.

Example:

Ana, Moreno, amoreno, pwd124

Kayla, Reilly, kreilly, kbr875

Tim, Chan, tchan, tsc819

Creating XML files for user account import

To import more data with your users, create an xml file. Format your XML file as follows:

```
<?xml version="1.0" ...?>
<Users xmlns="http://nuance.com/NAS/UserImport">
  <User
    FirstName="First"
    LastName="Last"
    LoginId="login"
    Password="">
  </User>
</Users>
```

You can include the fields in the table below for each user. If the field is not required, you can omit it from your file.

Field	Required?	Syntax	Character length
First name	Yes	FirstName=" <i>First name</i> "	1-50
Last name	Yes	LastName=" <i>Last name</i> "	1-50
Middle name	No	MiddleName=" <i>Middle name</i> "	50 maximum
Prefix	No	Prefix=" <i>Prefix</i> "	10 maximum
Login ID	Yes	LoginId=" <i>Login</i> "	3-30
Password	Yes	Password=" <i>Password</i> "	30 maximum
Location	No	Location=" <i>User Location</i> "	50 maximum
Department	No	Department=" <i>Department</i> "	50 maximum
Email address	No	EmailAddress=" <i>user@example.com</i> "	50 maximum
Street address 1	No	Street1=" <i>Street address</i> "	60 maximum
Street address 2	No	Street2=" <i>Street address continued</i> "	60 maximum
Street address 3	No	Street3=" <i>Street address continued</i> "	60 maximum
City	No	City=" <i>City</i> "	40

Field	Required?	Syntax	Character length
			maximum
State	No	State="State"	5 maximum
Zip code	No	ZipCode="12345"	20 maximum
NTLM Credential	No	<NTLMCredential>Domain\User</NTLMCredential>	160 maximum

Note: While the Password field is required, you can choose not to assign a password to a user by leaving the field blank (Password="")

Example:

```
<?xml version="1.0" encoding="utf-8"?>
<Users xmlns="http://nuance.com/NAS/UserImport">
  <User
    FirstName="Laura"
    MiddleName="K"
    LastName="Herrera"
    LoginId="lherrera"
    Password="">
    <NTLMCredential>Domain\LHerrera</NTLMCredential>
  </User>
  <User
    FirstName="Arthur"
    LastName="Li"
    LoginId="ali"
    Password="li135"
    State="CA"
    Department="Finance">
    <NTLMCredential>Domain\Arthur.Li</NTLMCredential>
  </User>
  <User
    FirstName="Sophia"
    LastName="Huber"
    LoginId="shuber"
    Password="pwd1"
    Street1="500 Oak Ave."
    City="Boston"
    State="MA"
    ZipCode="02108">
    <NTLMCredential>Domain\Sophia.Hubner</NTLMCredential>
```

</User>

</Users>

Creating the Forgot Password email template

Applies to: On-premise customers only

If users forget their NMC console password, they can reset it on the NMC console login screen. Nuance Management Center sends users an email message with a link to reset their password. The link is valid for one hour.

To allow NMC console users to reset their password, you must:

- Ensure you have provided email addresses for all user accounts. Nuance Management Center sends the reset password link to this email address.

For more information, see [“View a user account.” on page 47.](#)

- Create the Forgot Password email template.

For more information, see [Creating the template](#) below.

- Upload the template to the NMC console.

For more information, see [Uploading the template](#) below.

Creating the template

The Forgot Password email template is an HTML document with the appropriate content and link for the email message. You can create the HTML document in any HTML editor. Use the following as the default template:

```
<html>
<body>
<h1>Nuance Account Reset
</h1>
<p>To complete your account reset, please visit the <a id=""nmsresetpwdlink""
href="">>NMS Account Reset Page</a>
</p>
</body>
</html>
```

The NMC server replaces the href for nmsresetpwdlink with the correct URL to your Nuance Management Center Forgot Password page. For example:

```
<a id="nmsresetpwdlink" href='https://nms-qaa42.nu-
ancehce.com/nmhtml/PasswordResetPage?key=20c17b4a-eea3-4847-86b3-
7e2e8fee9f84'></a>
```

You can customize the template information as appropriate for your organization.

Uploading the template

1. Click the NMC menu icon () and then select **System Settings**.

The System Settings dialog box appears.

2. Expand the **Nuance Management Server** section.
3. Click the **Browse** button next to the **Password Reset - Email** field.

The Choose File to Upload dialog box appears.

4. Navigate to the .html file that you created.
5. Select the file, and then click **Open**.

The Choose File to Upload dialog box closes.

6. Click **Save**.