Dragon Medical Network Edition

Version 2.7

Release Notes

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Contents

What's new in Dragon Medical Network Edition 2.7

This section covers the newest release of Dragon Medical Network Edition; Nuance's leading speech-recognition and reporting solution for medical professionals. This release provides new features, updates, and enhancements for providers and administrators.

Dragon Medical Network Edition (DMNE) 2.7 is a client and server release.

For more details, visit https://isupport.nuance.com and view article 14274.

System requirements for DM Network Edition, version 2.7

Item	Description
Software components:	• DM Network Edition version 2.7 client build (including vSync/MiniTracker number 12.51.217.055). • Update Installer/Service pack build number 12.51.217.055 - An abbreviated client including: ▪ The Update Installer ▪ vSync 2.7 MiniTracker, version 12.51.217.055 ▪ vSync Restorer ▪ Dragon Client for Remote Desktop ▪ Citrix Extension (previously known as the Citrix Client Update) ▪ VMware Extension to support Real-Time Audio-Video (RTAV) The Update installer version of the software does not include updates for language or acoustic models. See *Upgrade installer updates* on page 4 for more information. For additional software versions, see the Build Number Table at the end of this document. **NOTE**: This software is available separately for US English and UK English.
Nuance Management Center server support:	The 2.7 Dragon Client supports Nuance Management Center server 5.7 (on-premise and cloud) and 4.3.116 (SP4). To obtain a copy of the supported version of the NMC server software, contact Nuance.
Dragon SDK support	Dragon SDK 2.7, version 12.51.217.055, is available at the time of this DMNE release. You can download this software from iSupport. **NOTE**: This software is available separately for US English and UK English.
PowerMic SDK support	DMNE 2.7 ships with support for PowerMic SDK version 4.6.7.1
Product download location:	iSupport Solution 14274
Product upgrade support:	**Service Pack Update installer (2.7)** • Upgrade from DMNE 2.x • Service pack update installer will install over previous US English and UK English 2.x products

Item	Description
	Full Build Installer (2.7) • Upgrade from DMNE 2.x. • Upgrade from DMNE 1.0 SP6. • Upgrade from Dragon Medical Enterprise Edition version 10.x • Upgrade from Dragon Medical Practice Edition version 11
Minimum version of the .NET Framework	.NET Framework 4.5
Upgrading profile to version 2.x requirement:	If you are upgrading from the following versions of Dragon Medical, you must upgrade your user profiles to version 2.x as described in the DM Network Edition Installation Guide: • Server and Client upgrade from DM Network Edition 1.0 SP6 (build number 10.50.660.033) • Upgrade from Dragon Medical Enterprise Edition 10.x • Upgrade from Dragon Medical Practice Edition version 11
Minimum version of the Dragon client for by Nuance Management Center server 5.5:	DM Network Edition 1.0 SP6 (build number 10.50.660.033)
DM Network Edition vSync Dragon client support:	DM Network Edition 1.0 SP6 (build number 10.50.660.033) and newer. Note that generally the vSync Mini-Tracker component on all Citrix servers must be equal to or greater than the highest version of the vSync client component installed on the Dragon workstations.
Web browser support	Internet Explorer 9, 10 and 11 for all DMNE 1.x and 2.x products. As of January 2016, Microsoft only supports Internet Explorer version 11 and higher.
Citrix products support	DMNE 2.7 supports: -Citrix XenApp server 7.11 and 7.13 -Citrix XenDesktop 7.11 and 7.13 -Citrix Receiver 4.5 and 4.7
New Windows support	-Windows 10 Anniversary Edition validation, Creator Update -Windows Server 2016: You can use the Dragon Medical client with Remote Desktop on Windows Server2016. However, limited support is available for XenApp with vSync and XenDesktop (optimized mode) due to third-party issues that cause poor audio for transcription. For details, see the Dragon and Citrix products Administrator Guide.

Dragon Medical Network Edition guides and manuals

DMNE version	Planning and Deployment Guide	Installation Guide	Administrator Guide	Citrix Admin Guide
Version 2.1	L-3690	L-3689	L-3692	L-3691
Version 2.2	Refer to 2.1 documents	Refer to 2.1 documents	Refer to 2.1 documents	Refer to 2.1 documents
Version 2.3	L-3787	L-3784	L-3786	L-3799
Version 2.4	Refer to 2.3	Refer to 2.3	Refer to 2.3	Refer to 2.3

DMNE version	Planning and Deployment Guide	Installation Guide	Administrator Guide	Citrix Admin Guide
	documents	documents	documents	documents
Version 2.5	L-3870	L-3867	L-3869	L-3868
Version 2.6	L-3901	L-3900	L-3898	L-3899
Version 2.7	L-3929	L-3930	L-3928	L-3931

Please refer to iSupport Solution 14111: Dragon Medical 360 | Network Edition User Documentation.

System requirements when running Dragon with memory intensive applications

When reviewing the memory requirements for your system consider the requirements for your EMR system in addition to Nuance's recommendation for Dragon. You may need to configure your system with more memory than recommended by Nuance. Contact your EMR vendor for specific information.

For more information on Nuance's system requirements, please see the Dragon Planning and Deployment guide located here: http://www.nuance.com/for-healthcare/dragon-medical-360/user-guides/index.htm

Installing or Upgrading DM Network Edition

When you install or upgrade DM Network Edition, be sure to install or upgrade the server components; the Nuance Management Center server and Console, Speech Nodes, and the SDK (if included with the product), *before* installing or upgrading the Dragon client. See the DM Network Edition Installation Guide for details on how to install the server and client components of DM Network Edition.

Logging and Protected Health Information

The default logging settings in Dragon Medical products produce log data that complies with privacy standards. Dragon Support may instruct you to change these logging settings to produce logs that provide more information. In this case, the log data may include patient relevant data, for example, patient name. To remain compliant to local privacy standards, you should only use these logging settings in a test environment, or with test patient data.

The Protected Health Information Warning Dialogs

If you have changed your logging settings so that the logs may include PHI, warning dialogs will appear when you load a user profile, giving you the option to cancel these changes. If you click **OK**, PHI may appear in the logs. If you click **Cancel**, Dragon will shut down if you are in the Dragon Client, or will disable logging if you are in the EHR Synchronizer/MiniTracker.

Nuance Upgrade Training

Upgrading to DM Network Edition version 2.7 upgrade is complex if you are not upgrading from DM Network Edition Version 2.x. You will need to plan your upgrade carefully, taking your specific needs and environment into account.

Nuance strongly recommends our Upgrade Training Package to help your IT team to transition to DM Network Edition version 2.7 with minimal disruption. This package provides web-based training for the IT personnel responsible for upgrading your system. It includes a 3-day engagement which ensures that all of the upgrade steps are performed correctly and in the right sequence.

Please contact your Account Executive for more information about this offering, or call 866-748-9537. If you do not know your Account Executive, Nuance can put you in contact with that person.

See DM Network Edition Upgrade Training to view the class agenda.

If you are upgrading from DM Network Edition Version 2.0 or newer, upgrade is much simpler, and you may not require upgrade training.

Update installer updates

The Update installer installs product updates as a software patch. These updates do not include updates for language or acoustic models.

You use the Update installer provided with DM Network Edition 2.7 to upgrade the entire Dragon client at one time, including the vSync components on the client machine. You can also use the Update installer to upgrade many Dragon clients quickly and simultaneously.

The Update installer upgrades Dragon clients to DM Network Edition 2.7 from version 2.x. You can obtain the Update installer zip file from the iSupport site. For details, visit https://isupport.nuance.com and view article 14274.

The Update installer zip file, **DMNE2DOT7.zip**, contains the following files and directories:

- **DMNE2DOT7.exe**: The Update installer
- **MiniTracker.exe**: vSync for the Citrix server
- **vSyncRestorer.exe**: for restoring vSync support after updating a Citrix client
- **Citrix Extension (previously known as the Citrix Client Update)**: Contains the Citrix Client update (vddnspatch2.exe and vddnspatch2.msi), as well as PowerMic extensions for the Citrix Client and Server. See the Citrix Administrator Guide for more information.

- **VMware Extension**: Contains the PowerMic VMware Client Extension.exe. This software makes it possible to use Real-Time Audio Video in VMware Horizon environments.

- **Dragon Client for Remote Desktop**: Contains software that allows you to use a PowerMic over remote desktop.

- The **Medical Sample Commands** directory.

When to use the Update installer

If Dragon is installed:

- on a workstation
- on a Citrix server

Use the Update installer or the full Dragon installer to upgrade Dragon (and if applicable, vSync client component) to DM Network Edition 2.7.

Repair vSync after installing or upgrading the Citrix client

To repair vSync on workstations where the Citrix client has either been updated or re-installed, use the vSync Restoration Patch, vSyncRestorer.exe, included in the Update installer zip file.

Update vSync on a Citrix server

To update the vSync component on a Citrix server that publishes applications, use MiniTracker.exe, included in the Update installer zip file. In this configuration, Dragon is installed on a workstation and not on the Citrix server.

Upgrading to the Citrix Client Extension 2.7

If you are migrating from a 2.3 or older version of the Citrix Extension (formerly known as Citrix Client Update) to the 2.7 version, take the following steps to upgrade:

1. On each machine where the Citrix XenApp client is installed, keep your current version of vddnspatch.exe or vddnspatch.msi installed. Install the new vddnspatch2.exe file on the XenApp client machines that are running XenApp 6.x clients (not needed for later XenApp installations).

2. If you will be using a PowerMic, install the Citrix Client Extension. Navigate to the Citrix Client Extension directory in your installation files and double-click the PowerMic Citrix Extension Client.msi file.

3. Repeat steps 1 and 2 until vddnspatch2.exe and the Citrix Client Extension are installed on all of the XenApp client machines.

4. On the XenApp Server, upgrade DM Network Edition to version 2.7. If you will be using a PowerMic, install the Citrix Server Extension. Navigate to the Citrix Server Extension directory in your installation files and double-click the PowerMic Citrix Extension Server.msi file.

5. (Optional) Uninstall the old version of vddnspatch.exe or vddnspatch.msi from the XenApp client machines.

The VMware PowerMic Extension (For use with RTAV)

DMNE and VMware Horizon View users can use VMware Real-Time Audio-Video (RTAV) to redirect audio to the remote desktop. RTAV audio redirection uses less network bandwidth than USB audio redirection.

The VMware PowerMic Extension software (included with DMNE 2.6.1 and higher) redirects PowerMic II and III button actions to the remote desktop. To find out if the extension software is installed and available for use, check with your administrator.

Using the PowerMic with VMware Horizon and RTAV

To use RTAV with DMNE, set the **Display protocol for View** setting to "PCoIP". The administrator must allow a client to change this setting.
1. On the **VMware Horizon Client** screen, select the virtual desktop.
2. In the **Connect Via** drop-down list, select "PCoIP".

Note: In VMware Horizon 7, DMNE will not detect the PowerMic if the **Display protocol for View** setting is set to "VMware Blast". You must use PCoIP instead.

Install the VMware PowerMic Extension on the Dragon Medical client machine

1. Log on to the DMNE workstation as an administrator.

2. Open the \VMware Extension\Client folder.

3. Double-click PowerMic VMware Client Extension.exe.

4. Follow the instructions in the Installation wizard to install the extension.

Note: You only need to install this software on the client.

Silently install the VMware PowerMic Extension

You can install the VMware PowerMic Extension using the command line.
For example:

"<path>\ PowerMic VMware Client Extension.exe" -i -q -l log.txt

Note: The "-l" parameter enables logging. If you enable logging you must specify a log file name ("log.txt" in this example).

Uninstall the VMware PowerMic Extension

You can uninstall the VMware PowerMic Extension using the command line.
For example:

"<path>\ PowerMic VMware Client Extension.exe " /uninstall -i -q -l log.txt

VMware PowerMic Extension and RTAV – Information for Dragon end users

Configure audio settings for the VMware PowerMic Extension and RTAV

1. On the client computer, launch the VMware Horizon client, and navigate to the top menu bar. Under **Connect USB Device**, make sure 'Dictaphone PowerMicII-NS' is not selected.

2. On the Playback devices and Recording devices dialog, verify that the 'Microphone Array - VMware Virtual Microphone' setting is visible and is selected as the default device.

Using USB redirection on VMware

If you previously installed RTAV, and you want to use USB redirection instead, you must uninstall the VMware PowerMic Extension from the client machine. You can uninstall VMware PowerMic Extension from the Windows Control Panel. Alternatively, you can uninstall from the command line following instructions noted in the section below, "**Uninstall the VMware PowerMic Extension.**"

Requirements for Using VMware PowerMic Extensions

VMware Horizon View requirements:

*   VMware Horizon 6 or VMware Horizon 7

Client PC requirements:

*   VMware Horizon Client 3.5.2 or higher.

*   Sound card or USB audio device.

*   One of the following operating systems:

    o   Microsoft Windows 7

    o   Microsoft Windows Embedded Standard 7

    o   Microsoft Windows 8

    o   Microsoft Windows 8.1

    o   Microsoft Windows 10

Note: Not supported for Zero Clients

Network requirements: Network latency must not exceed 50 milliseconds.

New in Dragon Medical Network Edition

To view information about what is new in Nuance Management Center server 5.7, visit https://isupport.nuance.com and view article 14274. Note that Nuance Management Center server is supported for on-premise and cloud-based installations.

New in Dragon Medical Network Edition 2.7 for administrators and providers

Feature	Description
New for Administrators	
New location for the vSyncRestorer.exe file	The DMNE installation process now places the vSyncRestorer.exe file in the \Program directory. The directory also contains the natspeak.exe file.
Command sharing enhancements	The Dragon client now shares Step-by-Step and Advanced Scripting commands with the NMC server. Dragon shares command changes that you make in the Dragon client with the server. The next time Dragon connects to the network, Dragon obtains the latest command changes from the server. For details, see 'Using Dragon without a network connection' window in the Dragon Help.
New for Dragon Users	
Use the clipboard instead of keystrokes to enter dictation into an unsupported edit control	Enable the "Use Clipboard for Citrix Basic Dictation" option (Options dialog box > Miscellaneous tab) to use the clipboard to enter dictation into an unsupported edit control. Note: The vSync for Basic Text Control functionality is not available for an unsupported edit control.
Support for Athena in the Chrome Browser	DMNE 2.7 supports using the Athena EHR with the Chrome Browser but without Rich Internet application (RIA) support.
Foot pedal support	You can associate the pedals on the foot pedal with different Dragon commands, making the pedals "hot keys" for those commands. For details, see 'Configuring a foot pedal' window in the Dragon Help.
TX Text.NET 64-bit TX.Text v24 .NET	New edit control support for TX Text.NET 64-bit TX.Text v24 .NET. These controls will be available in Cerner Millenium 2018.
EpicTer84Class	New edit control support for EpicTer84Class. This edit control supports dictation in edit controls in Epic Hyperspace 2018 and newer.
Platform support	DMNE 2.7 supports: -Citrix XenApp server 7.11 and 7.13 -Citrix XenDesktop 7.11 and 7.13 -Citrix Receiver 4.5 and 4.7 -Windows 10 Anniversary Edition validation, Creator Update -Windows Server 2016: You can use the Dragon Medical client with Remote Desktop on Windows Server2016. However, limited support is available for XenApp with vSync and XenDesktop (optimized mode) due to third-party issues that cause poor audio for transcription. For details, see the Dragon and Citrix products Administrator Guide.

New in Dragon Medical Network Edition 2.6.2 for administrators and providers

Feature	Description
Trusted offline support for Active Directory	DMNE 2.6.2 supports three new command line options to provide trusted offline authentication. This new feature works with NMS on-promise and cloud-based user profiles. • trustedOffline: Use this option to perform a trusted login in offline mode. Example command line instruction: natspeak.exe /trustedOffline • trustedDeleteCache: Use this option to perform a trusted login and delete the local cache. Example command line instruction: natspeak.exe /trustedDeleteCache • trustedDeleteProfile: Use this option to perform a trusted login and delete a user's profile. Example command line instruction: natspeak.exe /trustedDeleteProfile

New in Dragon Medical Network Edition 2.6.1 for administrators and providers

Feature	Description
VMware PowerMic Extension for Real-Time Audio Video (RTAV)	VMware Real-Time Audio-Video (RTAV) provides redirection of audio data to the remote desktop using significantly lower bandwidth than USB redirection. VMware PowerMic Extension software provides button control support for PowerMic II and PowerMic III devices when using VMware Horizon View remote sessions with Dragon Medical Network Edition. For more information about using RTAV with DMNE 2.6.x, see The VMware PowerMic Extension (For use with RTAV)

New in Dragon Medical Network Edition 2.6 for administrators and providers

Feature	Description
Updates to Platform support	DMNE 2.6 includes NLP command support for new features in Microsoft Word 2016, Microsoft Excel 2016, and Microsoft Outlook 2016. DMNE 2.6 supports Citrix Receiver 4.4.x, XenDesktop 7.9 and XenApp 7.9. DMNE 2.6.1 supports Citrix Receiver 4.6, XenDesktop 7.11 and XenApp 7.11.
Updates to Rich Internet application support	DMNE 2.6 includes Rich Internet application (RIA) support in the Google Chrome browser.
Uploading dictation session data while a user profile is in use	If Dragon accumulates large amounts of session data, the time it takes to process the data and upload it to the master profile location could be significant. This may impact the time it takes to save a profile and log out of Dragon. This is especially pertinent to Dragon workstations that run on slower networks. To improve the amount of time it takes to save a profile and log out of Dragon, an NMC administrator can enable the **Save profile with background process** option. The **Save profile with background process** option allows dictation session data to upload separately from the main profile data 'in the background' while the user profile is open in the Dragon client. The **Save profile with background process** option is enabled by default. Do not use the **Save profile with background process** option in a VDI environment or if the **Remove local cache data after usage** option is enabled in the NMC console. For more details, see 'Uploading dictation session data while a user profile is in use' in the DMNE Administrator guide or in the NMC console Help.

New NMC option to use keystrokes, the clipboard, or vSync for Citrix basic dictation	In the DMNE 2.6 (with NMS 5.5 or higher), administrators can use the **For Citrix basic dictation use** option to determine how Dragon inserts Citrix Basic dictation:
	    Keystrokes: Insert basic dictation through keystrokes.
	    Clipboard: Insert basic dictation through the clipboard.
	    Compatibility Module: Insert basic dictation through vSync.
	For more information, visit https://isupport.nuance.com and view the DMNE 2.6 Administrator guide in article 14274.

New NMC Option to enable uploading custom words and auto-text	In the DMNE 2.6 (with NMS 5.5 or higher), administrators can use the **Upload custom words and auto-text** option to disable uploading custom words and auto-text from the NMC server to the DMNE client. For more information, visit https://isupport.nuance.com and view the DMNE 2.6 Administrator guide in article 14274.
New NMC option to enable/disable smart phone server	In the DMNE 2.6 (with NMS 5.5 or higher), administrators can use the **Enable Smart Phone Server** option to disable the Smart Phone server. The server allows the use of the Dragon iPhone as a microphone application. For more information, visit https://isupport.nuance.com and view the DMNE 2.6 Administrator guide in article 14274.

New in Dragon Medical Network Edition 2.5.2 for administrators and providers

Feature	Description
The DMNE 2.5.2 full and update installer includes Text insertion through vSync	You can set the USE_VSYNC_FOR_CITRIX_BASIC_DICTATION flag using the DMNE 2.5.2 full installer and the update installer. The flag allows you to enable text insertion through vSync.
Updates to the MSI Dragon installer	Before installing Dragon, the .MSI Dragon installation now checks that the .NET Framework 4.5 is installed on a computer. The .NET Framework 4.5 is an installation and system requirement for DMNE 2.5.x.

New in Dragon Medical Network Edition 2.5.1 for administrators and providers

Description	Feature
Changes to the Nuance Management Center server DVD	The "Nuance Management Server Software and Documentation" DVD now only contains the Dragon Medical SDK Client. The DVD no longer contains documentation or Nuance Management Center server (NMC server) components (the NMC server installer and the Profile Optimizer installer). The NMC server components are available for download from iSupport.
Support for forced LDAP authentication	An administrator can use the Nuance Management Center server or modify the Local Authenticator configuration file to enable support for forced LDAP.
Entering a user domain name launches LDAP authentication	When a Dragon provider logs into Dragon with their domain name, Dragon automatically uses LDAP authentication to authenticate the user. To enable this feature, you must first configure the domain and Active Directory connection strings using the Nuance Management Center console. For more details, see 'Set the Active Directory Connection String' in the DMNE Administrator guide.

New in Dragon Medical Network Edition 2.5 for administrators

Feature	Description
Supports for standard port 443	NMC server 5.X supports the standard port 443. The Dragon client, Nuance Management Center console, WebDAV server, and Local Authenticator (NMC server cloud) use port 443 to communicate with the Nuance Management Center server.

New in Dragon Medical Network Edition 2.5 for administrators

Feature	Description
	For details, see 'Ports to open for clients, servers, and hardware firewalls' in the DM Network Edition Planning and Deployment guide.
PowerMic III support	You can use the NMC console in NMC server 5.X to configure PowerMic III settings as well as the previously supported PowerMic II settings.
An NMC console user can login using LDAP/AD credentials	You can enable a user to log into the NMC console using their LDAP/AD credentials. Afterwards, when the user accesses the NMC console login page, the NMC console displays the LDAP/AD login fields. The user enters their LDAP/AD credentials and logs into the system.
Create an administrator password when you install the NMC server for the first time.	On-premise only - When you first install the NMC server, you are prompted to create a password. You will use the password to log into the NMC server through the NMC console.
Changes to the Profile Optimizer DashBoard	The Profile Optimizer DashBoard now contains a tree panel. You can use the tree panel to view and manage the Profile Optimizer, speech node collections, and speech nodes in an organization. For details, see The Profile Optimizer DashBoard.
Changes to the Profile Optimizer and Speech Node Collections ribbon	In the top navigation panel in the NMC console, the **Profile Optimizer** section and **Speech Node Collections** section have been consolidated into one section: **Profile Optimizer**. The section contains the following buttons: • **Dashboard** – Displays the Profile Optimizer Systems page. • **Tasks** – Search for and view a Profile Optimizer tasks. • **Add** – Add a speech node collection. • **Details** – View details about a speech Node Collection. • **Delete** – Delete a speech node collection.
View and modify the data of step-by-step Speech Commands	An administrator can view and set details about a step-by-step command. For details, see 'Viewing and modifying the data of step-by-step Speech Commands' in the DM Network Edition Administrator guide.
Set the DragonBar to display in 'Tray Icon' mode	An NMC server administrator can set the DragonBar in "Tray Icon" mode when a user is not loaded in Dragon. The administrator sets the 'Hide Dragonbar when no user is loaded ' option under **Site** > **DM360 Network Edition** > **Miscellaneous**.
Set when the Dragon.log file is sent to the NMC server	Set the Upload Dragon.log file option to determine when the Dragon.log file uploads to the NMC server. The values for this option are: • Never • Only on Critical Errors • Always

New in Dragon Medical Network Edition 2.5 for administrators

Feature	Description
	The default value is Only on Critical Errors. The option is located under: **Group Details** > **Network Edition US** > **Diagnostics** and **User Account Details** > **Network Edition US** > **Diagnostics**
Enable the Problem Steps Recorder	Enable Problem Steps Recorder (PSR): The default value is unchecked. If enabled, Dragon runs the Windows Problem Steps Recorder (psr.exe) to capture an html file with screenshots and Dragon usage information. You can use the screenshots and usage information to diagnose issues with Dragon. An NMC server administrator can choose one of the following options: • Max PSR screenshots: Takes an integer value where the default is 50 and the acceptable values range from 0 to 1000. • Show PSR Gui: A checkbox where the default is unchecked. The option is located under: **Group Details** > **Network Edition US** > **Diagnostics** and **User Account Details** > **Network Edition US** > **Diagnostics**
Changes to "Request Dragon Logs"	The "Request Dragon Logs" feature is not supported in NMC server 5.X.
Removal of the Profile Optimizer Server and database	DM Network Edition and NMC server 5.X no longer include the Profile Optimizer Server and database. You do not need to install these components. For information about how to migrate data from the Profile Optimizer server database to the Nuance Management Center server 5.1 database, see 'Run the Profile Optimizer Server Migration Tool' in the Installation guide.
The "Create BM-IV profiles by default (recommended for virtualized environment)" option	The "Create BM-IV profiles by default (recommended for virtualized environment)" option is now called "Optimize for Virtual Environments". If this option is enabled, Dragon will optimize the user profiles for lower CPU and memory availability during speech recognition.

New in Dragon Medical Network Edition 2.5 for providers

Feature	Description
Support for the PowerMic III	DM Network Edition supports the PowerMic III, and still provides

New in Dragon Medical Network Edition 2.5 for providers

Feature	Description
	support for the Power Mic II. For more details, see 'Using a PowerMic Microphone with Dragon' in the Dragon Help.
Support for Microsoft Windows and Microsoft Office	DM Network Edition 2.5 supports: -Microsoft® Windows® 10 (including Professional and Enterprise), 32 bit and 64 bit -Microsoft® Word 2016 (32 & 64 bit) -Microsoft® Outlook® 2016 -Microsoft® Excel® 2016
Support for XenDesktop 7.6	DM Network Edition 2.5 supports XenDesktop 7.6. For more details, see the DM Network Edition Citrix guide.
Export words with custom properties	A user can now export all words with custom properties - allowing the user to apply customizations to another vocabulary or another user.
Hide DragonBar when a user logs out of Dragon	An administrator can set an option in the Nuance Management Center console to have Dragon only display the DragonBar when a user is logged in to Dragon. When Dragon is running on a workstation, but no one is logged into Dragon, the DragonBar is not visible.
Dragon sample commands	Dragon sample commands are now available separately from the mycmds.dat file. An administrator can import can import these commands for a physician.

New in Dragon Client 2.5

Insert text through vSync when there are issues inserting text using the Clipboard or the keyboard
Build 12.51.216.038 enables Dragon to insert text into published applications through vSync. Text insertion through vSync is available when Dragon switches to Basic dictation mode during a timeout that occurs when dictating text.

Important: Install this feature if you are experiencing the issues described in Issues 33760 and 33901 - Error occurs in Cerner MPages/DynDocs, "The paste action cannot continue due to unsupported formats being held on the clipboard."

Prerequisites for enabling text insertion through vSync
- vSync is enabled and running on a Citrix XenApp server.
- The Dragon client is updated to build 12.51.216.038.
- vSync is updated to build 12.51.216.038.
- The Dragon user is dictating into a published application window supported by vSync.
- The user successfully dictates into a published application at least once through the full compatibility module in minidragon.

Steps for enabling text insertion through vSync
On the Dragon workstation, upgrade the Dragon client.
1. Open a command prompt with administrative privileges.
2. Ensure that the C:\temp directory exists. If the directory does not exist, create it.

New in Dragon Client 2.5

3.   Run the following command:

setup.exe /v"USE_VSYNC_FOR_CITRIX_BASIC_DICTATION=1 /Liwmo!e C:\temp\setup.log"

Text insertion through vSync is not available when:
- Dictating into an edit control or window that is not supported by vSync.
- Using voice or keyboard commands such as "Copy x" and "Paste y"", and "Ctrl+c" and "Ctrl+v."
- Inserting Text & Graphics commands and templates.
- Transferring text from the Dictation Box.
- vSync is not enabled.
- The 'Insertion through vSync' feature is disabled.

Notes:
- By default, this feature is disabled (Set to 0).
- Enable text insertion through vSync: USE_VSYNC_FOR_CITRIX_BASIC_DICTATION to 1.
- Disable text insertion through vSync: USE_VSYNC_FOR_CITRIX_BASIC_DICTATION to 0.
- Text insertion through vSync is available in the full and update installer for DMNE. 2.5.2.

New in Dragon Client 2.4

Feature	Description
EpicTer82Class support	Dragon sends a notification whenever the text is changed by Dragon in the SmartTextBox so that Hyperspace can be aware of the change.

New in Dragon Client 2.3.3

Feature	Description
XenApp and XenDesktop 7.6 support	DM Network Edition now supports XenApp 7.6 and XenDesktop 7.6.
`/save` command line option	You can now save user profiles at the command line with the `/save` parameter.

Timeout settings for the `/save` and `/saveandshutdown` command line options	You can specify a time out value for the `/save` and `/saveandshutdown` commands with `natspeak.exe` and `natspeaksso.exe`.
	
	If you call `natspeak.exe /save <timeout>` or `natspeaksso.exe /saveandshutdown <timeout>` using a script, the script will not continue processing until the `save` command is completed, or the timeout value elapses, whichever comes first.
	
	Valid values for the timeout parameter are between 30 and 120 seconds and use the following syntax:
	
	`natspeak.exe /save <timeout>`
	 or
	`natspeak.exe /saveandshutdown <timeout>`

New in Dragon Client 2.3.3	
Feature	**Description**
	where `<timeout>` is the time out in seconds. The default timeout—which Dragon uses when given a value less than 30 or greater than 120—is 60 seconds. If you supply a non-numeric value or a value of zero, the time out feature is disabled for the current run.
`/trusted` and `/login` command line options	The `/trusted` and `/login` command line options now work on the server as well as the client.
`natspeak.exe` and `natspeaksso.exe`	Both `natspeak.exe` and `natspeaksso.exe` can be used for EHR single sign on regardless of whether you are running natspeak.exe locally or on a Citrix server.
`/logout` and `/login` command line options	If a user is logging out of Dragon, any command line `/login` request received during that log out goes into a queue and is executed once the log out is complete.

Known Issues and fixes

Issues and Fixes in Dragon client 2.7	
Issue	**In-Depth Description**
Customer issue 1094	**Issue** Using the command line parameter "TEXT_SERVICE_SUPPORT=1" when installing DMNE from the command line does not correctly enable support for WPF (Windows Presentation Framework) on Windows 7 64-bit systems. **New behavior** Use of the command line parameter "TEXT_SERVICE_SUPPORT=1" now effectively enables WPF support on Windows 7 64-bit for applications that use WPF edit controls.

Issues and Fixes in Dragon client 2.7

Issue	In-Depth Description
Customer issues 1256 and 1571	**Issue** Dragon **Smartphone Service** only runs with Local Administrator access. This behavior prevents Windows Restricted/Limited users from using the Dragon **Smartphone Service** feature. This issue was caused by removal of the Dragon Service, dgnsvc.exe, from the installation. **New behavior** The Dragon Service, dgnsvc.exe, now installs for the Dragon client, but is not registered during installation. Administrators need to take the following actions to enable Dragon Remote Microphone support for Windows Restricted users: 1. Ensure dvnsvc.exe is in C:\Program Files (x86)\Common Files\Nuance. 2. Open the Windows command line with administrator privileges. 3. Run dgnsvc.exe (/regsvr32) as follows: "run dgnsvc.exe – install". 4. Run the Smart Phone server (dnsspserve.exe) as a Windows restricted user. NOTE: After installing the Dragon client, to start dgnsvc.exe, the administrator must run 'dgnsvc.exe -install (or /install)' from a command line with administrator privileges.
Customer issue 1361	**Issue** When running Dragon with Epic Hyperspace 2014 on a Citrix server, Dragon incorrectly capitalizes text that is inserted after existing text in a table cell. **New behavior** When inserting text in a table cell for Epic Hyperspace, Dragon does not capitalize text that is inserted after existing text in a table cell.
Customer issues 1469, 1707, and 1852	**Issue** Dragon incorrectly adds a space to text that replaces a string in a quoted delimiter field. For example, replacing "[delimiter text]" with "This is a test," results in "[This is a test]." **New behavior** Dragon no longer adds a space to text that is entered into a quoted delimiter field.

Issues and Fixes in Dragon client 2.7

Issue	In-Depth Description
Customer issues 1470 and 1471	**Issue** Client machines use a mix of Active Directory and Dragon Native authentication. Some Dragon users move between sites that use Active Directory, and other sites that use native authentication. When Dragon users roam between multiple computers at a site, the user login does not work correctly if providers use different authentication methods. For example, if a provider logs in with Dragon Native authentication, subsequent logins on the same machine will fail for providers who try to log in with LDAP (Active Directory). **New behavior** To allow the use of multiple authentication methods for logging in from the same Windows machine, DMNE now uses a registry variable called "Allow NAS LDAP SignOn" to control authentication behavior. 0 Disabled LDAP - DMNE client is using Native authentication 1 Single Domain - User should not enter login or password. 2 Multiple Domain - User should explicitly enter AD prefix, login and password for authentication. The default setting for DMNE 2.x is 0 (No LDAP). If a user wants to log in with another method, run the Dragon installer with the following command line: msiexec.exe /i "<INSTALL_FILE>" SERIALNUMBER=XXX NAS_ADDRESS=<your_nms_address> NAS_LDAP_SIGN_ON=NN Where NN is 0, 1 or 2, to assign the registry value for the designed login method.
Customer issues 1726, 1745, and 1786	**Issue** When a provider presses F2 to go to a wildcard field in Epic Hyperspace, several types of spacing and capitalization issues may result: 1. When the provider presses F2 and starts dictating, if a space exists between the wildcard and the previous word, the space is maintained but the first word is still capitalized 2. When the provider presses F2 and starts dictating, if there is no space between the wildcard and the previous word, no space is added and the first word is capitalized 3. When the provider presses F2, presses the backspace key to remove the wildcard, then starts dictating, results are the same as the previous two results. **New behavior** Dragon maintains correct capitalization and spacing when the provider presses F2 and begins dictating into a wildcard field in Epic Hyperspace.

Issues and Fixes in Dragon client 2.7

Issue	In-Depth Description
Customer issue 1795	**Issue** The "Use Clipboard for Citrix Basic Dictation" value in the DMNE client is not preserved. As a result, the setting for the client takes on the value set in the NMC client; if the NMC option is set to the default (disabled), the setting for the client will be disabled. **New behavior** The "Use Clipboard for Citrix Basic Dictation" value in the DMNE client is saved correctly.
Customer issue 1845	**Issue** In the NMC console, "Local Cache Directory" (NMC > Site > Site Details > DM360 Network Edition > Master User Profile) refers to a directory that does not exist, or cannot be accessed from the client workstation. When the provider logs into Dragon, the client is only available in Disconnected Mode. **New behavior** If Dragon cannot access the custom local cache, Dragon logs the event and clears the custom local cache setting.
Customer issue 6845	**Issue** Pre-requisite use of Citrix Pre-Launch: Dragon terminates a Citrix session when minidragon starts and does not detect a network connection. The Citrix session is effectively suspended. If the Dragon client is not installed on the workstation, the minidragon process prematurely terminates Citrix Pre-Launch. **New behavior** Dragon does not terminate the Citrix Pre-launch process when minidragon starts and does not detect a network connection.

Issues and Fixes in Dragon client 2.6.2

Issue	In-Depth Description
Customer issue 1460/1504 - Intermittent insertion of text in fields in Soarian EMR Customer issue 1723 - "Accept Defaults" stops working in WebHIS EMR	**Issue** 1. A provider logs into the Cerner Soarian system. 2. The provider selects a patient and navigates to Patient clinical summary/Orders. 3. The provider begins dictating into any text field. Result: Dragon does not always insert the dictation text into the field. NOTE: This issue also causes the WebHIS EMR to stop responding. **New behavior** Dragon inserts dictated text into the Soarian text and Search fields as expected. This fix also prevents WebHIS from malfunctioning.
Customer issues 1224/1624/1653 – Crash occurs when transferring text from Dictation Box for Citrix smooth roaming	**Issue** 1. A provider logs into Citrix XenDesktop 7.6. 2. The provider uses Dragon on their "home" workstation without any encountering any issues. 3. The provider moves to another Dragon workstation: s/he logs into the same Citrix session using the Windows smooth roaming feature. 4. The provider opens the Dictation Box and dictates text on the second machine, then attempts to transfer text from the Dictation Box into the target application. Result: Dragon does not transfer text to the target application, and Dragon crashes. **New behavior** Dragon transfers text to the target application as expected. After the text is transferred, Dragon does not crash.
Customer issue 1658 – The Dragon log contains incorrect service pack logging information	**Issue** In the Dragon log file, the service pack version number is incorrect and does not match the version number of the product. **New behavior** The Dragon log file contains the correct service pack version number, and the service pack version number matches the product version number.

Issues and Fixes in Dragon client 2.6.2

Issue	In-Depth Description
Customer issue 1553 – Dragon does not immediately connect to the PowerMic when reconnecting to a VMware session	**Issue** 1. A provider disconnects from the VMware Horizon session. 2. The provider reconnects to the session. Result: It may take up to twenty seconds for Dragon to recognize the PowerMic II. The DragonBar is grey and shows the PowerMic as not available. When Dragon does recognize the PowerMic II, it may take five to ten seconds for Dragon to respond to PowerMic button press actions. **New behavior** After disconnecting from and reconnecting to a VMware session, Dragon recognizes the PowerMic without a long time delay. Dragon also immediately recognizes PowerMic button press actions after the provider reconnects to the session.
Customer issue 1599 – DMNE 2.6.1 USB Redirect REA Powermic Audio issue	**Issue** 1. A provider uses Dragon with VMware Horizon View 5.3.0.1427931 Remote Experience Agent. The operating system is Microsoft Windows 7, 64-bit. 2. The PowerMic is set to use USB redirection for audio transfer. 3. The provider places the cursor into a field in their EMR. 4. The provider presses the PowerMic button and speaks into the PowerMic. Result: Dictation text does not appear in the document. **New behavior** Dictation into the target application works normally when transferring audio through USB redirection.
Customer issue 1696 – Text is not transferred from Dictation Box for Citrix smooth roaming session	**Issue** 1. A provider logs into Citrix XenDesktop 7.6. 2. The provider uses Dragon on their "home" workstation without any encountering any issues. 3. The provider moves to another Dragon workstation: s/he logs into the same Citrix session using the Windows smooth roaming feature. 4. The provider opens the Dictation Box and dictates text on the second machine, then attempts to transfer text from the Dictation Box into the target application. Result: Dragon does not transfer text into the target application window. **New behavior** When using the Citrix smooth roaming feature, Dragon correctly transfers text to the target application.
Customer issue 1660/1667/1668 - BatchWordUpdate tasks stall at 60% for several users	**Issue** When running the BatchWordsUpdate process on the Profile Optimizer, the process stalls at 60% complete for several users. **New behavior** BatchWordsUpdate runs to completion for all users.

Issues and Fixes in Dragon client 2.6.1

Issue	In-Depth Description
Customer Issue 1055 – Logging into DMNE takes longer than expected	**Issue** The provider logs into DMNE. The DMNE client spends five or more minutes copying the profile topic and acoustic files from the network to the client machine. As a result, there is a delay opening the user profile. **New behavior** DMNE opens a user profile within normal time parameters.
Customer Issue 1494 – Epic Hyperspace crashes when dictated in Handoff (Custom HTML API)	**Issue** The provider dictates into a section that uses the custom HTML API. Epic Hyperspace crashes. **New behavior** Epic Hyperspace does not crash in the section with the custom HTML API such as Handoff. **Notes**: Epic Hyperspace 2015 supports full-text control in this type of field. Epic Hyperspace 2014 supports NaturalText (Global Dictation) in this type of field.
Customer issue 1468 – PowerMic II device cannot be opened	**Issue** PowerMic II intermittently drops the connection to Dragon. **New behavior** PowerMic II no longer drops the connection.
Customer Issue 1100/1543 – The Profile Optimizer service stops running during ACO processing	**Issue** When the Acoustic Optimizer processes a provider's user profile, the Profile Optimizer service stops due to a speech node restart. Acoustic Optimizer tasks do not complete. **New behavior** The Profile Optimizer service does not stop and now works as expected. Acoustic Optimizer tasks complete as expected.
Customer Issue 1239 – Network bandwidth usage when the PowerMic is off	**Issue** A provider uses a PowerMic with Dragon connected to a virtual machine. The provider may: • Uses the PowerMic II button to turn the mic on, then off. • Uses the keyboard to turn the mic on, then off. In both cases, the PowerMic continues to consume network bandwidth. **New behavior** Using the VMware Horizon RTAV feature will alleviate this problem.

Issues and Fixes in Dragon client 2.6.1

Issue	In-Depth Description
Customer Issue 1499 –Incorrect text is selected when using vSync 2.4.2.2 with Cerner CoPath	**Issue** A provider uses Microsoft (MS) Word 2010, published through Citix XenApp, with Cerner CoPath note editor. The provider inserts a Word template with variables (brackets) and types text into the template. The template has protected fields. The provider types text into the template and issues the "Next Field" command, the "Previous Field" command, or the "Accept Defaults" command. Dragon selects the wrong text. **New behavior** Dragon selects the correct text after the provider types text into the protected template and issues the "Next Field" command, the "Previous Field" command, or the "Accept Defaults" command.
Customer Issue 1349/1520 – Issue using field navigation voice commands with the Cerner PowerNote 'What or Comment' dialog box	**Issue** A provider is using DMNE with Cerner PowerNote. The provider opens the 'What or Comment' dialog box. The provider says: "switch to hidden mode" to open hidden dictation box. The provider says: "Dragon soap template" to insert the template into dictation box. The provider switches back to the 'What or Comment' dialog box and transfers the text. When transferring text, Dragon does not highlight the first field in the template. **New behavior** Navigation voice commands work normally in the Cerner PowerNote 'What or Comment' dialog box. **Note**: This issue occurs in all edit controls that support full-text control.
Customer Issue 1453 – Issues using Dragon with Citrix Pre-Launch	**Issue** A provider is using DMNE with the Citrix Pre-Launch feature. When minidragon terminates, the Citrix session stops working. **New behavior** The Citrix session continues to run when minidragon stops running when the Citrix Pre-Launch feature is used.
Customer issue 1348 – Dragon NaturallySpeaking crashing in PowermicCtrl.dll and Powermic2.dll	**Issue** Intermittent crash in PowermicCtrl.dll and Powermic2.dll. **New behavior** Dragon NaturallySpeaking PowerMic SDK does not cause DNS to crash.

Issues and Fixes in Dragon client 2.6.1

Issue	In-Depth Description
Customer issue 1516 – Excessive CPU usage by the Smart Phone service causes Profile Optimizer Speech Nodes to crash.	**Issue** By default, the Smart Phone service is enabled on the Profile Optimizer server, where the Acoustic Optimizer (ACO) task is running. During ACO processing, the Dragon Smart Phone service (dnsspserver.exe) may use excessive CPU resources. Profile Optimizer Speech Nodes stop working. **New behavior** The Dragon Smart Phone service is no longer available for the Dragon Medical SDK product. Profile Optimizer Speech Nodes will not crash when ACO runs on the Profile Optimizer Speech Node.
Customer issues 1525/823 - ACO failing with E_FAIL errors for multiple users	**Issue** Profile Optimizer/Acoustic Optimizer (ACO) will fail to run for user profiles that include data with 8kHz sample rates. One of the symptoms of this problem is logging in the dragon.log with messages that appear as "E_FAIL." **New behavior** Acoustic Optimizer ignores data with sample rates other than the supported values, 11kHz and 22kHz. ACO will still process profiles with unsupported data, as long as valid data are also present.
Customer issue 1330 - DMNE 2.4.2 client crashing	**Issue** The DMNE client crashes frequently during daily usage. **New behavior** Dragon no longer crashes frequently. Updated PowerMic SDK alleviates this problem.
Customer issue 942 - Dragon Crashing in VDI session and unresponsive till reboot	**Issue** Dragon crashes in Citrix Window manager during a VDI session. **New behavior** Dragon no longer crashes in the VDI session. This problem is alleviated by a fix for a crash in Citrix Window manager.
Customer issue 1556 – Crash in Natspeak.exe	**Issue** Dragon crashes while a provider is dictating. **New behavior** Dragon no longer crashes during the dictation session.

Issues and Fixes in Dragon client 2.6

Issue	In-Depth Description
Customer Issue 1270 – Epic Hyperspace crashes when dictated in Handoff (Custom HTML API)	**Issue** The provider dictates into a section that uses the custom HTML API. Epic Hyperspace crashes. **New behavior** Epic Hyperspace does not crash in the section with the custom HTML API such as Handoff. **Notes**: Epic Hyperspace 2015 supports full-text control in this type of field. Epic Hyperspace 2014 supports NaturalText (Global Dictation) in this type of field.
Customer Issue 1376 – The PowerMic does not turn off until silence	**Issue** The provider dictates, and releases the press-to-talk button. If he/she keeps talking after turning mic off, the mic stays on and Dragon keeps transcribing. **New behavior** As soon as a user turns the mic off, Dragon stops listening and does not continue to transcribe.
Customer issue 1322 – Highlighted text is incorrect in Cerner MPages	**Issue** A provider selects a phrase, uses the command 'quote that', and uses the command "scratch that". The text highlighted afterwards will be incorrect; the cursor is offset by one character. **Note**: This behavior is observed in all published applications. **New behavior** Text highlighting is correct after saying these commands.
Customer Issue 3355 – No timestamps on installed .dll files	**Issue** Some .dlls files, such as dd10srvr.dll, do not contain timestamps for digital signatures. **New behavior** All .dlls files have timestamps for digital signatures.
Customer issue 1127- Access violation crash within CitrixWindowManager.Exe	**Issue** Dragon NaturallySpeaking crashes during while dictating and transcribing. **New behavior** Dragon NaturallySpeaking does not crash during a dictation session.
Customer issue 1364 – Dragon NaturallySpeaking crashing in PowermicCtrl.dll	**Issue** Intermittent crash in PowermicCtrl.dll. **New behavior** Dragon NaturallySpeaking does not crash.

Issues and Fixes in Dragon client 2.6

Issue	In-Depth Description
Customer issue 1208 – Crash occurring regularly with doctors using PowerPack	**Issue** A provider dictates in the dictation box and selects a phrase and says: "Make that a favorite". Dragon NaturallySpeaking crashes. **New behavior** Dragon NaturallySpeaking does not crash.
Customer issue 1330 – Dragon NaturallySpeaking crashes almost daily between the hours of 3:00-4:00 pm	**Issue** Dragon NaturallySpeaking crashes almost daily during the regular workflow. **New behavior** Dragon NaturallySpeaking does not crash.
Customer issue TTP 33435- Double line issue in Athena	**Issue** The cursor moves double line when changing the line. **New behavior** Fixes reverted back as Third party issue. Now, the cursor moves the double line on Athena.
Customer issue 1441 – Problem with vSync in a Cerner CoPath environment	**Issue** This issue occurs when a user attempts to select a word or phrase, or access the "next field." The cursor jumps to the beginning of the document and selects the first utterance. **New behavior** Correction and selection happens correctly for the desired words and phrases. The cursor stays in the correct location, and does not jump.
Customer Issue 943 - Not able to save the ComputeSpeed value	**Issue** A provider is not able to save the value of ComputeSpeed for Speed vs. Accuracy settings. **New behavior** The changed ComputeSpeed value is saved correctly.

Issues and Fixes in Dragon client 2.5.2 HF1

Issue	In-Depth Description
Issue 1389 – DMNE 2.5.2 SP – New settings are missing from nssystem.ini	**Issue** The DMNE 2.5.2 service pack installer does not correctly update settings in nssystem.ini that control functionality for Epic protected fields. **New behavior** After you install DMNE 2.5.2 HF1 on the DMNE 2.5.2 client, protected fields in Epic are handled correctly.
Customer Issue 1376 – The audio device keeps recording after releasing the recording button	**Issue** The provider releases the press-to-talk button, clicks DragonBar icon or uses hotkey to stop recording dictation. Dragon continues to record. **New behavior** Dragon behaves as expected and stops recording dictation when the provider releases the press-to-talk button, clicks DragonBar Mic icon or uses hotkey.
Customer Issue 1270 – Epic Hyperspace crashes when dictated in Handoff (Custom HTML API)	**Issue** The provider dictates into a section where the custom HTLM API is used. Epic Hyperspace crashes. **New behavior** Epic Hyperspace does not crash in section with the custom HTML API such as Handoff. **Notes**: Epic Hyperspace 2015 supports full-text control in this type of field. Epic Hyperspace 2014 supports NaturalText (Global Dictation) in this type of field.

Issues and Fixes in Dragon client 2.5.2

Issue	In-Depth Description
Customer Issue 1345 Deleted cmd set: execute correct command, wrong output	**Issue** Providers observed the wrong template inserted into their documents when executing commands. **New behavior** Dragon inserts the correct template associated with the command.
Customer Issue 1311 and 1237 – Unable to dictate text into a wild card field that is next to a protected field in Epic Hyperspace	**Issue** A Dragon provider selects a wild card field that is next to a protected field in Epic Hyperspace. The provider dictates text. Dragon does not replace the wild card field with the dictation text. The DragonBar displays the message "unable to change text". **New behavior** Dragon inserts dictation text into a wild card field that is beside a protected field. **Note**: these changes apply for Epic Hyperspace 2014 and 2015, running on both the local client and as a published Citrix application.
Customer Issue 1319 – Issue upgrading to DMNE 2.x using the service pack installer	**Issue** A customer is running DMNE 1.x and has run the vSyncRestorer at least once. The customer upgrades to DMNE 2.x. The customer uses the service pack installer to upgrade to DMNE 2.x. The upgrade may fail due to an unresolved vSyncRestore registry entry. **New behavior** In the above scenario, customers can use the DMNE 2.x service pack installer to successfully upgrade DMNE.
Customer Issue 1235 – Dragon does not respond to PowerMic button presses	**Issue** DMNE is installed and running on a virtual desktop such as Citrix XenDesktop or VMware Horizon. A Dragon provider is using the PowerMic with Dragon. The provider roams between different Dragon workstations - logging into the same virtual desktop session at each workstation. Dragon stops responding to PowerMic button presses. **New behavior** When running DMNE on a virtual desktop, Dragon recognizes PowerMic button presses while roaming between Dragon workstations and continuing to use the same virtual desktop session.

Issues and Fixes in Dragon client 2.5.2

Issue	In-Depth Description
Customer Issue 1307– DMNE running on a virtual desktop does not respond and displays an error message	**Issue** DMNE is installed and running on a virtual desktop such as Citrix XenDesktop or VMware Horizon. A Dragon provider is using the PowerMic with Dragon. The provider roams between different Dragon workstations - logging into the same virtual desktop session at each workstation. Dragon stops responding. The DragonBar displays the message "The Audio input device is not responding". **New behavior** When running DMNE on a virtual desktop, Dragon works as expected while roaming between Dragon workstations and continuing to use the same virtual desktop session. The DragonBar does not display the message "The Audio input device is not responding".
Customer Issue 1204 – Capitalization does not work in table in Epic 2015	**Issue** A Dragon provider dictates text into the first column in a table in Epic Hyperspace. When the provider dictates text into the second column in the table, Dragon does not capitalize the first letter in the text. **New behavior** Dragon capitalizes the first letter of the text in a table in Epic Hyperspace. **Note**: these changes apply for Epic Hyperspace 2014 and 2015, running on both the local client and as a published Citrix application.

Issues and Fixes in Dragon client 2.5.1

Issue	In-Depth Description
Customer issue 1245, 1265, and 1266 – The font size and format randomly changes when using Epic 2015 IU2	**Issue** A provider uses Dragon to dictate into Epic 2015 IU2. Dictation utterances, voice commands, and other dictation actions cause the font size, format or style to change randomly. **New behavior** Dictation into published or locally installed Epic 2015 IU2 does not change the font size, format or style in the middle of dictation.
Issue 33270, 33491, and 1203 – Dragon reports an incorrect profile version when updating batch words	**Issue** Dragon is running the batch word update task and Medication updates. The problem occurs when master profiles are stored on an EMC Isilon file storage platform. The task reports an error with the current version of the profile. The task enters the error information in to the Profile Optimizer Node log. **New behavior** Dragon works as expected when updating batch words. The batch word update task and medication updates do not report an error when processing the profile.

Issues and Fixes in Dragon client 2.5.1

Issue	In-Depth Description
Issue 33652 – Slow response times when running Dragon and CPRS and Branch Cache is enabled	**Issue** Computers experience latency issues when running Dragon and CPRS with Branch Caching enabled. **New behavior** Computers do not experience latency issues when running Dragon and CPRS with Branch Caching enabled.
Issue 32594 – Dragon crashes when using Search My Commands or the Command Browser is open	**Issue** 1. A user has installed Dragon and Search My Commands. 2. The user opens the Command Browser and imports a command set. 3. The user opens the **Search My Commands** dialog box, clicks **Lists**, and selects **Go To Favorites** item. The **Search My Commands** panel opens and displays a list of favorite commands. 4. The user opens the dictation box, dictates text, selects the text and says: 'Make that a favorite'. 5. In the **Search My Commands** dialog box, the user enters a name for the new the new item. 6. The user selects all the text in the dictation box and says 'Make that a command'. The command browser crashes. Dragon may crash or may require a restart. **New behavior** Dragon works as expected when using Search My Commands or the Command Browser. The Command Browser does not crash and Dragon does not require a restart.
Issue 34388 – Epic Note Writer – unable to dictate in wildcard field that is on the right side of the protected field	**Issue** A provider is unable to dictate when selecting a wildcard field in Epic Hyperspace 2015, NoteWriter which is placed on the right side of a protected field. **New behavior** It is now possible to dictate over a wildcard field that is on the right side of a protected field in Epic NoteWriter.

Issues and Fixes in DM Network Edition 2.5

Issue	In-Depth Description
Issue 33060 - The "Enable HTML custom API" option not applied at the user level	**Issue** In the Nuance Management Center console (NMC console), an administrator enables the "Enable HTML custom API" option for a group. When a user in the group logs into Dragon, Dragon does not receive the option. **New behavior** When the "Enable HTML custom API" option is set at the group level in the NMC console, the users in the group receive the option setting when they log into Dragon.
Issue 32745 - Cerner Dynamic Docs: The "Bold that" command inserts the "b" character in Cerner	**Issue** A provider dictates a phrase. The provider issues the "Bold that" command. Dragon inserts the "b" character in to the dictation text instead of bolding the last utterance in the dictation text. **New behavior** After a provider issues the "Bold that" command: Dragon does not insert the "b" character in to the dictation text Dragon bolds the last utterances in the dictation text.
Issue 33473 - Cerner Millennium PathNet: Dictation in the Case number field does not remove the underscore character	**Issue** A provider dictates into the Case number field in Cerner Millennium PathNet. Dictating into the Case number field does not remove the underscore character in the field. **Workaround** For dictation into the Case number field in Cerner Millennium PathNet to work as expected, perform one of the following actions: • Disable the "Use Clipboard for Citrix Basic Dictation" option in the Dragon client (The Options dialog box > Miscellaneous tab). • Disable the "Use Clipboard for Citrix Basic Dictation" option in the Nuance Management Center console (Group Details > Network Edition US tab) or (User Account Details > Network Edition US tab) **Note**: The Case number field in Cerner Millennium PathNet does not accept clipboard text insertion.
Issue 33321 - Cerner Dynamic Docs and Cerner Mpages: Changes to the font style in the Dictation Box are not transferred to the target application	**Issue** A provider opens the Dictation box and dictates some text. The provider selects allof the Dictation text, changes the font style to plain text, and transfers the text into an application. Dragon does not transfer the dictation text as plain text. The changes to the font style are not retained. **New behavior** Changes to the font style in the Dictation Box are retained and transferred to the target application Dragon transfers the dictation text as plain text.

Issues and Fixes in DM Network Edition 2.5

Issue	In-Depth Description
Issue 33107 – The cursor jumps when dictating into Epic 2014 SmartText	**Issue** 1. A user dictates into an Epic Note. 2. The user types a dot phrase (i.e. ".k") into the Epic Note. 3. The SmartPhrase selection window displays a list of SmartPhrases. 4. The user double-clicks the desired selection. 5. The SmartPhrase is entered into the note. However, Dragon does not update its internal copy of the text. This is because of the double click in the SmartPhrase window. 6. The user dictates into the note again and Dragon does not put the newly dictated text into the correct location. **New behavior** When a user selects an option in the SmartPhrase selection, the note updates in the Epic Note and in Dragon's internal copy of the text. Since the internal copy of the text is now correct, the next dictation is placed in to the correct location. **Note**: This issue also occurred when using the SmartText Selection window in Epic and double clicking on a selection.
Issue - 15077 User-defined commands lose the plain text property when the user opens the command in DMNE 2.5.	**Issue** 1. A user creates a Text and Graphic command using DMNE client 1.X SP5, SP6, or 2.0.1. 2. The command has the plain text property. 3. When the user opens the command in DMNE 2.5, the command may lose the plain text property. **New behavior** When a user opens a Text and Graphic command that was created in DMNE client 1.X SP5, SP6, or 2.0.1, the command does not lose the plain text property.

Issues and Fixes in Dragon client 2.4.4

Issue	In-Depth Description
Issues 33760 and 33901 – Error occurs in Cerner MPages/DynDocs, "The paste action cannot continue due to unsupported formats being held on the clipboard."	**Issue** 1. A provider uses DMNE 2.3 or 2.4.1 and vSync to dictate into a note in Cerner PowerChart. 2. The provider pastes the Basic dictation text into the note. 3. Cerner PowerChart displays the message "The paste action cannot continue due to unsupported formats being held on the clipboard." **New behavior** When a provider uses DMNE 2.5.1 to dictate into a note in Cerner PowerChart, Dragon successfully inserts the dictation into the note. DMNE 2.4.4 includes a new feature that addresses issues 33760 and 33901. For more information, see Insert text through vSync when there are issues inserting text using the Clipboard or the keyboard.

Issues and Fixes in Dragon client 2.4.3

Issue	In-Depth Description
Issue 33107 – Jumping cursor issue occurs when using Dragon Medical Network Edition 2.4.1 and Published Epic Hyperspace	**Issue** 1. A user inserts Epic SmartText into a note. 2. The SmartText selection window appears and displays a list of SmartText to select from. 3. The user double-clicks an item in the selection window. 4. SmartText populates the note with the selected text. 5. The user begins dictation in the wildcard. 6. The Dragon client has the wrong cursor location and places the dictation text in the wrong location. **New behavior** A jumping cursor issue does not occur. After populating a note with text selected from the SmartText selection window, Dragon places new dictation text into the correct location in the next field.
Issue 33196 – Dragon switches from Normal mode to Dictation mode or Command mode when switching between VDI workstations	**Issue** In the following scenario, a PowerMic II microphone is connected to each workstation. 1. A user is using Dragon in a Virtual desktop infrastructure (VDI). 2. The user closes Dragon. 3. The user starts Dragon on a new workstation and within the same VDI session. 4. Dragon switches to Dictation mode or Command mode without any manual action by the user. **New behavior** Dragon does not switch from Normal mode to Dictation mode or Command mode when switching between VDI workstations. A user can restart and use Dragon on a new workstation within the same VDI session without this issue occurring

Issues and Fixes in Minitracker 2.4.2.3

Issue	In-Depth Description
Issue 34033 – Error 1722 occurs when installing minitracker version 12.51.214.008 on a Citrix server	**Issue** Error 1722 occurs when installing minitracker version 12.51.214.008 on a Citrix server. This error prevents the minitracker from being installed successfully. **New behavior** This error no longer occurs when installing minitracker.

Issues and Fixes in Minitracker 2.4.2.2

Issue	In-Depth Description
Issue 26981 – Unable to change text when dictating into PathNet.	**Issue** After dictation is transcribed into a protected field in Cerner PathNet, the following actions may cause unpredictable results: 1) Moving the focus away from the current field. For example, a mouse-click, voice command, hotkey, etc. 2) Modifying the very first word in the field. For example, deleting, correcting, etc. **New behavior** Entering a keystroke into the field unlocks the field. The text in the field becomes editable.
Issue 33245 – Cerner Dynamic Docs: Using the Undo command inserts an extra space and places the cursor in an incorrect position.	**Issue** A provider dictates a phrase. The provider issues the Undo command. Dragon inserts an extra space in to the dictation text. Dragon places the cursor into the wrong position in the dictation text. **New behavior** After a provider issues the Undo command: Dragon does not insert an extra space in to the dictation text. Dragon places the cursor into the correct position in the dictation text.
Issue 33719 – Cerner: Using the Undo command displays a question mark on the DragonBar and capitalizes the first character of the next dictation text.	**Issue** A provider dictates a phrase. The provider issues the Undo command. Dragon displays a question mark on the DragonBar. Dragon capitalizes the first character of the next dictation text. **New behavior** After a provider issues the Undo command: Dragon does not capitalize the first character of the next dictation text.

Issues and Fixes in Minitracker 2.4.2.1

Issue	In-Depth Description
Issue 33558 – Cerner PowerNote: Dictation into a protected field and dictation text disappears after saving a note.	**Issue** A provider is using Dragon and minitracker with Cerner PowerNote. The provider dictates text into a protected field. After saving the note, the provider can still dictate into the protected field. The dictation text is removed from the field. **New behavior** After saving a note, further dictation into a protected field is not allowed. The dictation text remains in the protected field. The fix for Issue 33558 may impact applications that use TER edit controls, for example, Epic.

Issues and Fixes in Dragon Client and Minitracker 2.4.2

Issue	In-Depth Description
Issues 31935 and 32143 – Crash in PowerMic.dll while running Dragon Medical Network edition	**Issue** Dragon Medical Version 12.51.202.093 stops functioning properly and crashes in Cerner Dynamic Docs, Cerner Mpages and PowerChart. This issue has frequently been observed with Dragon running in VDI environments. **New behavior** Dragon Medical Version 12.51.202.093 functions properly and does not crash in Cerner Dynamic Docs, Cerner Mpages and PowerChart.
Issue 32683 – Dictation text is bolded or underlined after the bold or underline feature is disabled in Cerner Dynamic Docs.	**Issue** A provider dictates a phrase. The provider uses the keyboard or their voice to enable the Bold function or the underline function. New dictation text appears as bold or underlined text. The provider uses the keyboard or their voice to disable the Bold function or the underline function. New dictation text still appears as bold or underlined text. **New behavior** Dictation text is not bolded or underlined after disabling the bold or underline feature in Cerner Dynamic Docs.
Issue 33280 – Dragon log files do not appear in Session folders or the Nuance Management Center console.	**Issue** The Dragon client does not copy session data to the master user profile after the profile reaches 500 MB on the server. This problem occurs even though the master profile folder size limit is 1 GB. As a result, the newest session data (dra files, archive files, Dragon log files, etc.) are not available in the Session folder or in the Nuance Management Center console. **New behavior** The Dragon client copies contents of the session folders until the master profile folder size limit of 1 GB is reached. The session data are also available in the Nuance Management Center console.
Issue 31546 – Cerner PowerNote: Using the Spell command selects and modifies the wrong text.	**Issue** A provider is using Dragon and minitracker with Cerner/PowerNote. The provider uses the Spell command to select and modify dictation text. When the Spell dialog captures the screen focus, a space character disappears from the dictation text. The cursor location in the dictation text is offset by two characters to the right of where it should be located. The Spell command selects and modifies the wrong text. **New behavior** To enable the fix for this issue, perform the following steps: 1. On the server that runs minitracker, open the Registry Editor. 2. Navigate to HKEY_LOCAL_MACHINE\SOFTWARE\Nuance.

Issues and Fixes in Dragon Client and Minitracker 2.4.2

Issue	In-Depth Description
	3. Add the new key "UseTextDiffCorrection": -Name: UseTextDiffCorrection -Type: REG_DWORD -Data: Set to "1". After performing the above steps, the Spell command selects and modifies the correct text in Cerner PowerNote. The cursor location in the PoweNote field is correct.
Issue 33249 – Dragon only captures 45 seconds of wave data	**Issue** After upgrading from DMENE 1 Service Pack 5 to DMENE 2.3, wave capture does not work properly. The wave capture stops after 45 seconds. The sample bit rate of the wave file is double what it was in DMENE 1 Service Pack 5. **New behavior** Wave capture does not stop after 45 seconds. In natspeak.ini, the WAVCaptureTimeout value is now set to 32000000. This sets the timeout to a year in length.
Issue 31340 – Text is not inserted when dictating into a Cerner TX32 control in Cerner Millennium PathNet	**Issue** A provider is dictating into a Cerner TX32 field in Cerner Millennium PathNet. Text is not inserted into the field. PathNet protects the field when text is inserted from a non-keyboard source. A specific keyboard action is required to 'unlock' the field. **New behavior** When a provider dictates into a Cerner TX32 field in Cerner Millennium PathNet, text is inserted into the field.

Issues and Fixes in Minitracker 2.4.1.2

Issue	In-Depth Description
Issue 32976 – An error page appears when switching windows or re-loading a page in Cerner Mpages.	**Issue** 1. A provider is working in Cerner Mpages. 2. The provider attempts to select a different page or reload a page using the Mpages menu. 3. The system displays an error message. **New behavior** When a provider selects a different page or reloads a page using the Mpages menu, the system does not display an error message.
Issue 33046 – Dictation utterances jump down one line when dictating into a document in Cerner Dynamic Docs, Cerner Mpages or PowerChart.	**Issue** 1. A provider uses Dragon to dictate into a document in Cerner Dynamic Docs, Cerner Mpages or PowerChart. 2. The provider uses the mouse and keyboard to delete text at the end a sentence. 3. The provider places the cursor at the end of the sentence and begins to dictate. 4. The dictated words do not appear in the correct place. Instead, Dragon inserts the words into the middle of the sentence below the current line. **New behavior** When a provider uses Dragon to dictate into a document in Cerner Dynamic Docs, Cerner Mpages or PowerChart, the cursor does not jump to the next line.

Issues and Fixes in the Nuance Management Center server 4.3.79

Issue	In-Depth Description
Issue 25453 – Users do not appear in usage reports after being added to and removed from groups.	**Issue** 1. In the Nuance Management Center console (NMC console), an NMC console administrator adds one or more users to a group. 2. The administrator removes the same users from a different group using the NMC console Add/remove users feature on the **Group Details** > **Members** tab. 3. The NMC console administrator runs a speech usage report. 4. The users are not included in the report. **New behavior** Users that are added to a group and later removed from another group appear in Speech Usage reports.

Issues and Fixes in Minitracker 2.4.1.1

Issue	In-Depth Description
Issue 31665 – The Spell Command causes the cursor to jump back a character in Cerner Mpages.	**Issue** 1. Dictate a word in Mpages. 2. Say "Spell A". 3. Turn the microphone on or dictate again. Result: The cursor jumps back one character. The next utterance is inserted before the character "A". The issue does not occur in Cerner Dynamic Docs. **New behavior** The Spell Command no longer causes the cursor to jump back a character.
Issue 32916 – Dictation causes the font size and style to become inconsistent in Cerner Dynamic Docs and Cerner Mpages.	**Issue** Dictation causes the font size and style to become inconsistent in Cerner Dynamic Docs and Cerner Mpages. **New behavior** Dictation works as expected with Cerner Dynamic Docs and Cerner Mpages.
Issue 31832 – Dictation utterances jump up one line when dictating at the beginning of a document in Cerner Dynamic Docs and Cerner Mpages.	**Issue** Dictation utterances jump up one line when dictating at the beginning of a document in Cerner Dynamic Docs and Cerner Mpages. **New behavior** Dictation works as expected with Cerner Dynamic Docs and Cerner Mpages.
Issue 32147 – The New Line command moves previously dictated text to a new line.	**Issue** When using Minitracker 2.4.1, the New Line command moves previously dictated text to a new line instead of creating a new line at the current cursor position. **New behavior** The New Line command works as expected with Minitracker 2.4.1.1.
Issue 32154 – The Next Field command inserts text into the previous line in Cerner Dynamic Docs FreeTextNote fields.	**Issue** The Next field command inserts text into the previous line instead of the next line. **New behavior** The Next field command works as expected with Cerner Dynamic Docs FreeTextNote fields.
Issue 32202 – The Scratch That command not functioning as expected in Cerner Dynamic Docs.	**Issue** The Scratch That command not functioning as expected with Cerner Dynamic Docs. **New behavior** The Scratch That command works as expected with Cerner Dynamic Docs.

Issues and Fixes in Minitracker 2.4.1.1

Issue	In-Depth Description
Issue 32604 – Clicking the cancel button causes PowerChart to crash or disconnect in Cerner Dynamic Docs.	**Issue** Clicking the cancel button causes PowerChart to crash or disconnect in Cerner Dynamic Docs. **New behavior** Clicking the cancel button works as expected and does not cause PowerChart to crash or disconnect in Cerner Dynamic Docs.
Issue 32607 – Changing a font style causes PowerChart to crash in Cerner Dynamic Docs.	**Issue** Changing a font style causes PowerChart to crash in Cerner Dynamic Docs. **New behavior** Changing a font style works as expected and does not cause PowerChart to crash in Cerner Dynamic Docs.
Issue 32609 – The New Line command sets font sizes to their default sizes in Cerner Dynamic Docs.	**Issue** The New Line command sets font sizes to their default sizes in Cerner Dynamic Docs. **New behavior** The New Line command works as expected and does not set font sizes to their default sizes in Cerner Dynamic Docs.

Issues and Fixes in Dragon Client and Minitracker 2.4.1

Issue	In-Depth Description
Issue 29354 – Intermittent issues using vSync in Cerner Dynamic Docs.	**Issue** Using vSync with Cerner Dynamic Docs may cause issues such as: green check-mark not working, extra characters in words, loss of next field functionality. **New behavior** vSync with Cerner Dynamic Docs works as expected.
Issue 29860 – eClinicalWorks, version 10 does not accept text and graphics commands.	**Issue** When using Dragon with eClinicalWorks, version 10, eClinicalWorks does not process text and graphics commands correctly. Text is not placed into the target application window. **New behavior** Text and graphics commands work as expected in eClinicalWorks, version 10.
Issue 29591 – "Failed to launch 64bit server" error.	**Issue** Dragon fails to launch the 64bit server with the following error message: ERROR (Vbar): Unable to spawn 64 bit UIA server (0x80070102). **New behavior** The Dragon launches correctly when the client is started, and the error does not appear.
Issue 29106 – The cursor jumps down one line after completing recognition in Cerner Mpages fields.	**Issue** The cursor jumps down one line after completing recognition in Cerner Mpages fields. **New behavior** Issue 29106 has been resolved; the cursor no longer jumps down one line after completing recognition in Cerner Mpages fields.
Issues 29253, 29250 – Cursor jumps after pasting text into HPI edit control when using Cerner Dynamic Doc.	**Issue** Cursor jumps after pasting text into HPI edit control when using Cerner Dynamic Doc. **New behavior** Issues 29253 and 29259 have been resolved; the issue was fixed via a Cerner exception package.

Issue 29760 – Cerner Dynamic Doc – The cursor jumps back into the middle of text during dictation.	**Issue**
	The cursor jumps back into the middle of text during dictation.
	
	    1. Open Cerner Dynamic Doc.
	
	    2. Copy text into one field.
	
	    3. Move to the next field.
	
	    4. Insert an autotext.
	
	    5. Start dictation.

Issues and Fixes in Dragon Client and Minitracker 2.4.1

Issue	In-Depth Description
	Result: After a few minutes, the cursor moves back in the middle of word. **New behavior** Issue 29760 has been resolved; the cursor no longer jumps back into the middle of text during dictation.
Issue 29938 – The end of dictation is dropped after copying and pasting text.	**Issue** The end of dictation is dropped after copying and pasting text. **New behavior** Issue 29938 has been resolved; dictation now appears as expected after cutting and pasting text.
Issue 30392 – Jumping cursor when dictating a large note in Cerner Dynamic Doc.	**Issue** Jumping cursor when dictating a large note (150 lines) in Cerner Dynamic Doc. **New behavior** Issue 30392 has been resolved; dictating a large note in Cerner Dynamic Doc functions as expected.
Issue 31033 – Unable to dictate into Cerner message center when replying to messages or reminders.	**Issue** Unable to dictate into Cerner message center when replying to message or reminders. **New behavior** Issue 31033 has been resolved; users can now dictate into Cerner message center when replying to messages or reminders.

Issues and Fixes From the 2.4 Dragon Client Release Included in 2.4.1

Issue	In-Depth Description
Issues 26474, 28106, 29468, 29559, 29439, 29782 – Dragon Client crashes in Epic with the following call: `EPICD81: subclsedit.cpp.: InternalUnregisterSubclsMsgProc`, or where an Epic thick client in installed locally.	**Issue** Dragon Client crashes in Epic with the following call: `EPICD81: subclsedit.cpp.: InternalUnregisterSubclsMsgProc` or when an Epic thick client is installed locally. **New behavior** Dragon no longer crashes when `EPICD81: subclsedit.cpp.: InternalUnregisterSubclsMsgProc` is called or when an Epic thick client is installed locally.
Issue 31294 – Citrix Session freezes	**Issue** Citrix Session freezes.

Issues and Fixes From the 2.4 Dragon Client Release Included in 2.4.1

Issue	In-Depth Description
	New behavior Citrix sessions now work as expected.
Issues 29892, 31169, 31289, 31418 – Roaming user profile error following SDAPI errors.	**Issue** Users receive a roaming user profile error when they try to log in to Dragon following SDAPI errors. **New behavior**Issues 29892, 31169, 31289, 31418 have been resolved; users no longer receive a roaming user profile error when they try to log in to Dragon following SDAPI errors.

Issues and Fixes From the 2.3.3 Dragon Client Release Included in 2.4.1

Issue	In-Depth Description
Issues 29395, 28816, 29646 – "Failed to launch 64 bit server" error.	**Issue** Dragon fails to launch the 64 bit server with the following error message: `ERROR (Vbar): Unable to spawn 64 bit UIA server (0x80070102).` **New behavior** The Dragon launches correctly when the client is started, and the error does not appear.
Issue 30039 – Dragon client freezes.	**Issue** The Dragon client appears to freeze when it is processing too many messages simultaneously. When the freeze subsides, only the first few words of dictation appear–any additional dictation is gone. **New behavior** The Dragon Client now processes messages as expected.
Issue 27681 – Cerner Dynamic Doc/mPages/vSync – Too many carriage returns when using the "new line" and "new paragraph" commands.	**Issue** In installations that use Cerner Dynamic Doc, Mpages, and vSync, the "new line" command starts the new line with a double return instead of a single return, and the "new paragraph" command starts the new paragraph with four returns. **New behavior** The"new line" and "new paragraph" commands now use the expected number of returns before beginning the new line or paragraph.
Issue 29804 – After dictation and playback via Dragon published on XenApp 7.6, dictation is in Nattext mode.	**Issue** After dictation and playback via Dragon published on XenApp 7.6, dictation is in Nattext mode. **New behavior** After dictation and playback via Dragon published on XenApp 7.6, dictation is in Normal mode
Issue 29572 – Custom words	**Issue**

Issues and Fixes From the 2.3.3 Dragon Client Release Included in 2.4.1

Issue	In-Depth Description
deleted from vocabularies re-appear in those vocabularies.	Custom words deleted from vocabularies reappear in those vocabularies. **New behavior** Custom words deleted from vocabularies remain deleted.
Issue 30317 – vSync in Note in Allscripts 11.4 – new line/new para do not insert.	**Issue** Unstable vSync in Note in Allscripts 11.4 – new line/new para do not insert. **New behavior** New line/new para now insert as expected in Allscripts 11.4 with vSync.
Issue 29586 – Cerner/PowerNote: vSync dropped after inserting a Dragon template from the Dictation Box in Hidden mode.	**Issue** Cerner/PowerNote: vSync dropped after inserting a Dragon template from the Dictation Box in Hidden mode. **New behavior** vSync no longer drops after inserting Dragon template from the Dictation Box in Hidden mode.
Issues 29603, 28812, 30154 – Allscripts with minidragon causes an Internet Explorer crash.	**Issue** Allscripts with minidragon: Dictating causes an Internet Explorer crash. **New behavior** Issues 29603, 28812, 30154 are resolved; dictating in an environment with Allscripts and minidragon no longer causes an Internet Explorer crash.
Issue 28281 – Cerner/Mpages – Cursor moves double lines when executing "New line" after playing back the dictated utterances.	**Issue** Cerner/Mpages – Cursor moves double lines when executing "New line" after playing back the dictated utterances. **New behavior** The cursor now behaves as expected when executing "New line" after playing back the dictated utterances.
Issue 28531, 28460 – Cerner – Jumping cursor in DM Network Edition.	**Issue** **Issue 28531** – A user starts typing in an Mpages field. He changes focus to another portion of the chart, then returns to the original location in the chart. He clicks once into a new field and begins dictating. Once dragon places the text, it will jump to the first (original) field dictated. To correct this, one must either double click into the new field, or right click before dictating. **Issue 28460** – After dictating in any section in Dynamic Doc, if you click on the task list, come back to the previous note, and move the cursor to a new section of the note, subsequent dictation goes to the wrong field. **New behavior** Issues 28531 and 28460 are now resolved; the dictation is now placed as expected.
Issue 27497 – Cerner Dynamic Docs – DMENE 2.3 adds extra line breaks.	**Issue** Cerner Dynamic Docs – DMENE 2.3 adds extra line breaks. The New Line and New Paragraph commands result in double spacing in the majority of the fields.

Issues and Fixes From the 2.3.3 Dragon Client Release Included in 2.4.1

Issue	In-Depth Description
	Resolution The New Line and New Paragraph commands now behave as expected.
Issue 29812 – Jumping cursor in Cerner Firstnet/Dynamic Docs.	**Issue** Jumping cursor to beginning of line in Dynamic Docs, Physical Exam field. This occurs when accessing PowerChart through Cerner Firstnet, but not when accessing PowerChart directly. **Resolution** The cursor no longer jumps to the beginning of the Physical Exam field when accessing PowerChart through Cerner Firstnet.
Issues 28808, 29558, 29621 – Cerner/Dynamic Doc/Mpages – vSync dropping connection in v2.2 client and v2.3.1 minitracker. This is also caused by copying/pasting large amounts of text, or dictating long documents.	**Issue** End-of-line processing for large amounts of text pasted or dictated into Cerner Dynamic Documents will cause vSync to stop working. In previous versions of DM Network Edition 2.3 (minitracker 2.3.1), this behavior would start to occur after 150 lines or 10,000 characters of text are entered into a document. **New behavior** You can now paste or dictate approximately 450 lines or 30,000 characters of text into a Cerner Dynamic Document without causing vSync to drop.
Issue 29136 – Significant delay between turning the microphone on and being able to dictate into Dynamic Doc window.	**Issue** Significant delay between turning the microphone on and being able to dictate into Dynamic Doc window. **New behavior** There is no longer a significant delay between turning the microphone on and being able to dictate into Dynamic Doc window.
Issue 29251 – When dictating a long sentence, the cursor position does not change to the end of the current utterance as Dragon places text into Cerner Mpages.	**Issue** When dictating a long sentence, the cursor position does not change to the end of the current utterance as Dragon places text into Cerner Mpages. **New behavior** This is a Cerner issue, fixed by Cerner's Exception package.
Issue 28863 – Cerner – When Transferring text from the Dictation Box, the document ends up with some incorrectly formatted HTML.	**Issue** When Transferring text from the Dictation Box, the document ends up with some incorrectly formatted HTML. **New behavior** This is a Cerner issue, fixed by Cerner's Exception package 79144.
Issue 30041 – Issues with silent install of vddnspatch2.msi.	**Issue** Issues with silent install of vddnspatch2.msi: silent installation hangs. **New behavior** Silent install of vddnspatch2.msi now completes without error.
Issues 29411,28739 – Exceptions in the dragon.log after a long period	**Issue** Exceptions in the dragon.log after a long period without action

Issues and Fixes From the 2.3.3 Dragon Client Release Included in 2.4.1

Issue	In-Depth Description
without action by the end user cause a Dragon crash.	by the end user cause a Dragon crash. **New behavior** Issues 29411, 28739 are resolved; the dragon.log is now cleared of exceptions, preventing this client crash.
Issue 29852 – Rerunning the minitracker.exe install removes registry setting and file – minidragon.cmd.	**Issue** Installing minitracker works as expected for the initial installation. If you rerun minitracker.exe to reinstall: The value "minidragon.cmd" is removed from the registry The minidragon.cmd file is removed. **New behavior** The minitracker now installs as expected for the initial installation and every subsequent installation.
Issue 29200 – Dragon client crash with CPS.	**Issue** Occasional Dragon client crashes when using Dragon with CPS, due to an error removing items from the ActivationContext stack. **New behavior** Dragon no longer crashes due to an error removing items from the ActivationContext stack.

Product build numbers

The following table summarizes the Dragon, Nuance Management Center server (NMC server), Profile Optimizer Server (POS), and SDK builds that are part of different releases of Dragon Medical Network Edition.

DM Network Edition Version 2.x Releases

Product version	Product Component	Build Number
2.7, US and UK English	Dragon client	12.51.217.055
	Update installer/Service Pack	12.51.217.055
	Dragon Medical SDK	12.51.217.055
2.6.2, US and UK English	Dragon client	12.51.216.183
	Update installer/Service Pack	12.51.216.183
	Dragon SDK client	12.51.216.183
2.6.1, US and UK English	Dragon client	12.51.216.137
	Update installer/Service Pack	12.51.216.137
2.6.1, US and UK English	Dragon Medical SDK	12.51.216.145
2.6	Dragon client	12.51.216.038

Product version	Product Component	Build Number
	Update installer/Service Pack	12.51.216.043
2.5.2 HF1	Minidragon	12.51.215.208
2.5.2	Dragon client	12.51.215.103
2.5.2	Minidragon	12.51.215.103
2.5.2	SDK	12.51.215.103
2.5.1	Dragon client	12.51.215.089
2.5.1	SDK	12.51.215.089
2.5	Dragon client	12.51.215.034
	Nuance Management Center console	5.1.16.8
	NMC server Full suite installer	5.1.23.3
	PO Server Migration Tool	5.1.3.4
	PO Speech Node	5.1.15.1
	SDK	12.51.215.034
2.4.4	Dragon Client	12.51.214.097
2.4.4	Minidragon	12.51.214.097
2.4.3	Dragon Client	12.51.214.077
2.4.3	Minidragon	12.51.214.077
2.4.2.2	Minidragon	12.51.214.045
2.4.2.1	Minidragon	12.51.214.043
2.4.2	Dragon Client	12.51.214.037
2.4.2	Minidragon	12.51.214.037
2.4.1.2	Minidragon	12.51.214.011
2.4.1.1	Minidragon	12.51.214.008
2.4.1	Dragon Client	12.51.204.108
2.4.1	Minidragon	12.51.204.108
2.4	Dragon Client	12.51.204.096
2.3.3.1	Minidragon	12.51.203.151
2.3.3	Dragon client	12.51.203.148
2.3	Dragon client	12.51.202.093
	NMC server	4.3.72
	POS	4.2.0.2
	Call Forwarder	4.2.24
	SDK	12.51.202.093
2.2.1	Dragon client	12.51.202.079
2.2	Dragon client	12.51.202.051
	NMC server	4.2.24
	POS	4.2.0.2
	Call Forwarder	4.2.24
	SDK	12.51.200.072
2.1	Dragon client	12.51.200.072
	NMC server	4.1.55

Product version	Product Component	Build Number
	POS	4.1.0.2
	Call Forwarder	4.1.55
	SDK	12.51.200.072
Original product release (2.0)	Dragon client	12.50.200.089
	NMC server	3.1.84
	POS	3.1.0.5
	Call Forwarder	3.1.84
	SDK	12.50.200.089

DM Network Edition Version 1.x Releases

Product version	Product Component	Build Number
Original product release	Dragon client	10.50.650.007
	NMC server	1.00.0344
	POS	1.10.0013
	SDK	10.50.650.007
Hot fix 1	Dragon client	10.50.650.016
Hot fix 2	Dragon client	10.50.650.017
Hot fix 3	Dragon client	10.50.650.027
Hot fix 4	Dragon client	10.50.650.041
Hot fix 5	Dragon client	10.50.650.044
Hot fix 6	Dragon client	10.50.650.047
Hot fix 7	Dragon client	10.50.650.118
Service Pack 1	Dragon client	10.50.650.027
	NMC server	1.00.1007
	POS	1.10.1003
	SDK	10.50.650.033
Service Pack 2 for NMC server/Nuance Management Center console/POS/SpeechNode/SDK, (Re-release of HF7 as a service pack)	Dragon client	10.50.650.118
	NMC server	1.1.882
	POS	1.10.2008
	SDK	10.50.800.005
NMC server Service Pack 2.1		1.1.895
Service Pack 3	Dragon client	10.50.654.263
	NMC server	2.0.535
	POS	1.30.0004
	SDK	10.50.654.263
Service Pack 3.5	Dragon client	10.50.654.293
Service Pack 3.5 Hot fix 1	Dragon client	10.50.654.355

Product version	Product Component	Build Number
Service Pack 3.5 Hot fix 2	vSync Restoration patch	10.50.655.359
Service Pack 3.5 Hot fix 3	Dragon Client	10.50.655.372
Service Pack 3.5 Hot fix 4	vSync MiniTracker only	10.50.655.376
Service Pack 5	Dragon client	10.50.660.018
	NMC server	3.0.112
	POS	3.0.0.8
	SDK	10.50.660.018
Service Pack 6	Dragon client	10.50.660.033

Viewing version numbers for DMNE service packs or hotfixes

The DMNE 2.7 full and service pack installer includes the checkForDragonUpdates batch tool.
The tool lets you view the versions of DMNE service packs and/or hotfixes installed on a computer.
The tool does not show information about full DMNE product installations.
The DMNE 2.7 installer installs the checkForDragonUpdates batch tool in the DMNE 2.7 install directory.

Steps for viewing DMNE service packs and/or hotfixes
1. On the computer with DMNE, open a DOS command prompt with administrator privileges.
2. In the command prompt, navigate to the location of the checkForDragonUpdates.bat file:
   - If DMNE is installed in the default directory, type:
     cd C:\Program Files (x86)\Nuance\NaturallySpeaking12\Program
   - If DMNE is installed in a non-default directory, type
     the path to the DMNE install directory.

3. Type checkForDragonUpdates.bat.
4. Press **Enter**.

If one or more DMNE service packs and/or hotfixes are installed on the computer, the computer displays the following message:
"The following SPs and HFs have been installed:
<text>"

<text>: Information about the service packs and/or hotfixes on the computer.
For example:
SP2.6.1
Or
SP2.5.2 + 2.5.2HF1 + SP2.6.1

If no DMNE service packs and/or hotfixes are installed on the computer, the computer displays the following message:
"No SPs or HFs have been installed."

Finding DM Network Edition build numbers

Component	Instructions
Dragon client	**Method 1**: On the DragonBar, click **Help** > **About Dragon**. **Method 2**: 1. In the Start Menu, select **All Programs** > **Network Edition** > **Show Dragon Log**, or, if you are running Windows 8 or newer, go to Win 8 Metros and click the "Show Dragon Log" icon . For this to work, you must be logged in to Windows under the Dragon user's account. 2. Open the dragon.log file. The build number is the value to the right of "Dragon Medical Version ". **Method 3**: On a workstation, in Windows Explorer, on Windows Vista, Windows 7, Windows 8.x, Windows 10, or Windows Server 2008, look here: `C:\Users\<WindowsUsername>\AppData\Roaming\Nuance\NaturallySpeaking12\Dragon.log` **Method 4**: From the Start menu, go to **All programs** -> **Network Edition** -> **About Network Edition**.
Nuance Management Center server	**Method 1 (for an on-premise NMC server)**: 1. On the NMC server server, navigate to: `C:\Program Files\Nuance\NMS Server\Nuance.NAS.Server.exe.` 2. Double-click Nuance.NAS.Server.exe. 3. In the Properties dialog box, click **Version**. The build number is the value to the right of "Dragon Medical Version". **Method 2**: 1. View the version number in the lower right corner of the Nuance Management Center console login screen.
SDK	**Method 1**: 1. In the Nuance Management Center console, in the **Utilities** ribbon, select **Profile Optimizer Tasks**. 2. Highlight a task and select **DM Network Edition log**. **Method 2**: On a Speech Node machine, find and open the Dragon log file.
Profile Optimizer Server	**Method 1:** 1. In the Nuance Management Center console, in the **Utilities** ribbon, select **Profile Optimizer Tasks**. 2. Highlight a task and select **View Speech Node Log**. The build number is the value to the right of "assembly version=". **Method 2**: 1. On the POS server, find and right click POService.exe. 2. In the POService.exe Properties dialog box, click **Version**. The build number is the value to

Component	Instructions
	the right of "File version:".