# Citrix® administrator guide

For:

Nuance®
**Dragon® Professional**
Group

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Group

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

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# About this guide

## Who should read this guide

This guide is written for any administrator in an organization who manages either the Citrix server or the supporting software on client computers that allows them to connect to the server.

## Dragon products included here

This guide is for customers who purchase either Dragon Professional Group or Dragon Legal Group. Because deploying Dragon with Citrix is the same for both of these Dragon products, for simplicity, this guide uses the terms "Dragon Group" and "Dragon" to reference any of the Dragon group products.

## Information covered in this guide

Inside this guide are details about hardware, software, and network requirements for deploying Dragon within a network made up of client computers that connect to a Citrix server to access published applications or published desktops.

For those who need information on administering the features available in the Dragon software, please see the product's administrator guide.

# Getting started deploying Dragon Group with Citrix

You can deploy Dragon Group Edition with Citrix in one of the following ways:

| Option | Usage | Limitations |
|---|---|---|
| Install Dragon Group Edition as a published application on Citrix XenApp server | Publish Dragon and use it to dictate into other published applications that are located on the same XenApp server. | In this implementation, users can't use Dragon to dictate into applications installed on a published desktop or any installed locally on the client machine. |
| Install Dragon Group Edition on a Citrix XenDesktop server | Install Dragon on a virtual desktop published with XenDesktop and use it to dictate into applications that are installed on the same published desktop. | In this implementation, users can't use Dragon to dictate into applications installed on a separate published desktop or published individually with XenApp. They also can't dictate into any applications installed locally on the client machine. |

# Overview of Dragon Group Edition implemented with Citrix

The following is an overview of how users can access and interact with Dragon when it is running from a Citrix server.

## How user dictation is saved and synchronized

A user dictates into a microphone that is connected to the client computer but has been configured to route the audio into Dragon on the Citrix server. Dragon transcribes the dictation and transmits the text into a destination application, according to the following rules:

When Dragon is published in XenApp, the destination application must be installed on the same XenApp server.

When Dragon is installed on a published desktop in XenDesktop, the destination application must be installed on the same published desktop.

Both Dragon and the destination application then synchronize the updates back to the client computer.

In order for to use Dragon this way, the high level tasks are:

- On a client computer, set up a microphone to route the audio to Dragon on the Citrix server.
- Launch Dragon and the destination application, which is the application you want to dictate into. Both must either be published apps on the same XenApp server or be installed on the same published desktop in XenDesktop.
- Use the microphone to dictate.
- The audio from the microphone travels across the network to Dragon running on the Citrix server, and Dragon transcribes it into text.
- Dragon transmits the text, revisions, and other text changes to the destination application.
- The changes - from Dragon and from the destination application- that are now on the Citrix server synchronize with the client computer, and are visible on you client computer's screen.

# Benefits and drawbacks of running Dragon from a Citrix server

It's important to understand the benefits and drawbacks of running Dragon as a published application on your Citrix XenApp server, before you commit to doing so. Here are some of the main issues you should consider.

**Benefits of this deployment solution**

| | |
|---|---|
| Dictate from any client | Users can dictate from any client computer, even if Dragon is not installed on it. |
| Control access | Administrators can use the Citrix management console to control who can access Dragon. |
| Save time and effort | Reduce or even eliminate the amount of time and effort required to install Dragon on each client computer. |
| Simplify client installation | On each client computer, administrators only need to install a .dll file, the **Dragon update for Citrix**, and the Citrix client extension. |

**Drawbacks of this deployment solution**

| | |
|---|---|
| Higher loads on your XenApp server | Moving the dictation processing to your server will increase CPU usage and processor demand. |
| Higher bandwidth use | If a user dictates through an analog microphone, the client computer must transfer high-resolution audio data to the server. Also, anytime a user has an analog microphone turned on, they use 1.3 Mbps of network bandwidth. If a user has a slow connection or if many users are working in Dragon simultaneously, some may not be able to use Dragon.<br><br>Note that USB microphones use less than 1.3 Mbps of network bandwidth. |
| No dictation for locally installed applications | Users can't use Dragon to dictate directly into applications that run on their client computer (as opposed to applications published on the server). As a workaround, users can dictate into the Dictation Box and then copy and paste the text into the local application. |

# Installing Dragon Group Edition on a Citrix XenApp server

To install and enable Dragon Group Edition on a Citrix XenApp server, complete each task described below.

## On the Citrix XenApp 7.6 server

1. Verify that your Citrix server meets the following requirements:
   - Dragon's standard system requirements, described in "System requirements for Dragon" on page .
   - 1GB RAM to run the natspeak.exe process.
   - A single (non-hyper-threaded) core for each speaker.
   - Speech model of BestMatch IV only.
2. Ensure your Dragon installation will be compatible with your Citrix settings, based on how you plan to deliver Dragon and other user applications. For more information, See "Configuring your XenApp server for Dragon" on page .
3. Install Dragon on the Citrix server. For instructions, see the Dragon Group Administrator Guide.
4. If any user will be dictating with a PowerMic, install the PowerMic 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. Publish Dragon from the Citrix server. For details, see See "Publishing Dragon from the Citrix XenApp 7.6 server" on page .

## On each client computer

1. Install Citrix Receiver 4.2. For instructions, refer to your Citrix product documentation.
2. Make sure the **Citrix XenApp client** is installed.
3. Install the **Dragon update for Citrix** . To do so, locate the Citrix Extension folder in the Dragon installation directory and double-click vddnspatch2.exe. See "Installing the Dragon update for Citrix" on page .
   **Note:** Keep your current version of vddnspatch.exe or vddnspatch.msi installed for now.
4. Configure the client audio devices to communicate properly with the server-based Dragon installation. See "Configuring audio devices on the client in XenDesktop 7.6" on page .
5. Create policies to allow users with analog microphones to use Dragon on the Citrix XenApp server. See "Allow users with analog microphones to launch Dragon " on page .
6. Enable sound quality. See "Enable sound quality on the client computer" on page .

7. If you will be using a PowerMic, you need to install the PowerMic Citrix Client Extension on each client machine. To do so, navigate to the Citrix Client Extension directory in your installation files and double-click the PowerMic Citrix Extension Client.msi file.
8. Configure Citrix logging to avoid running out of space on the client computer. See "Managing Citrix logging in the Dragon update" on page .
9. (Optional) Uninstall the old version of vddnspatch.exe or vddnspatch.msi from the client machines.

# Configuring your XenApp server for Dragon

Before installing Dragon on your Citrix XenApp server, you need to make sure the server settings are configured appropriately, based on how you plan to deliver Dragon and other user applications.

## Citrix Load Balancing

If you use the Citrix server's Load Balancing feature, make sure you run Dragon on the same server as any published application that gets used with Dragon. Otherwise, Dragon may not work properly with those applications. You can check the configuration of the Load Manager for this. You may want to disable automatic load balancing in a multi-server farm.

## Application Isolation Environments

If you use the Citrix server's Application Isolation Environments feature, you should launch both Dragon and the published application you want to use it with, from the same application isolation environment. Otherwise, Dragon may not communicate correctly with the other application.

## Guidelines for accessing Dragon and other applications on the server

To allow users to run a published installation of Dragon with another published application like Microsoft Word, you must publish both applications so they run in a single Citrix client session, on the same server cluster. You must also install vddnspatch2.exe on each client computer

Use the following guidelines to make sure all published applications work together.

**Administrator guidelines for configuring Dragon on a XenApp server**

In Citrix, use one of the following configurations to provide users with access to applications:

- Publish the Desktop and let users start applications from the published desktop.
- Publish all your user applications, entering identical settings for each.
  If the settings are not identical, Dragon may not operate correctly with other published applications. For example, if the settings you use to publish Microsoft Word are different from the settings you use to publish Dragon, the microphone hotkey will not work when Microsoft Word is the active application, and the Dragon user cannot dictate text into Microsoft Word.

**User guidelines for using Dragon on a XenApp server**

If you publish your user applications separately and do not publish a Desktop, you may need to provide your users with the following guidelines:

- Users should not change ***Application Set*** settings when they run a published application.
- When you enable the Citrix feature, ***Smooth Roaming***, with published applications that are on multiple computers, users should do one of the following:
    - Close all published applications before moving to a new location.
    - Start published applications in the same order on all the computers that he or she uses. For example, if you run a published Microsoft Word application on a computer, to work in the same session when moving to a new computer, a user should start Microsoft Word on the new computer before starting another published application like Dragon. This allows the published Dragon application to run in the same session as the published Microsoft Word.

**More about multiple sessions**

Citrix will start published applications in separate sessions when:

- The applications are published with different settings (***Colors***, ***Enable Legacy Audio***, ***Encryption, Allow Only Configured Users***). Citrix places applications into separate Windows sessions if the color settings are different. Using different settings may cause problems with dictation.
- You publish even one application as a Desktop.
- The Citrix client does not start the application in ***Seamless*** mode.
- A Citrix client launches one application, changes ***Application Set*** settings, and then launches another application.
- A user starts different applications from different computers. If a user starts the same application from a different computer, it connects to the same Citrix client session and disconnects the previous session, as in the ***Smooth Roaming*** feature.

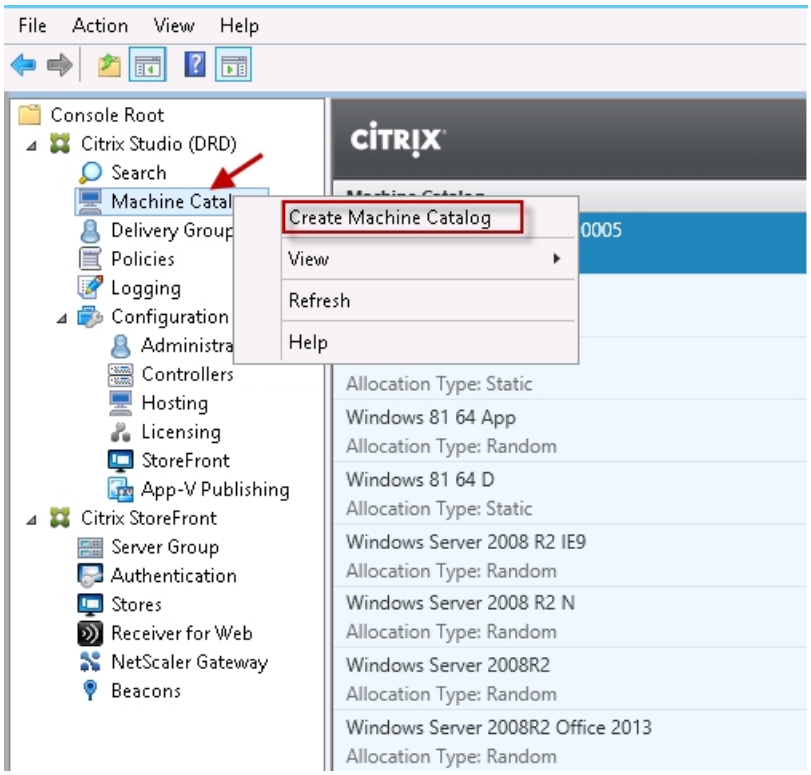
# Publishing Dragon from the Citrix XenApp 7.6 server

You must publish Dragon to allow the Citrix Receiver to see and display Dragon.

**Note:** Before you begin this procedure, make note of the server location of the Dragon installation directory.

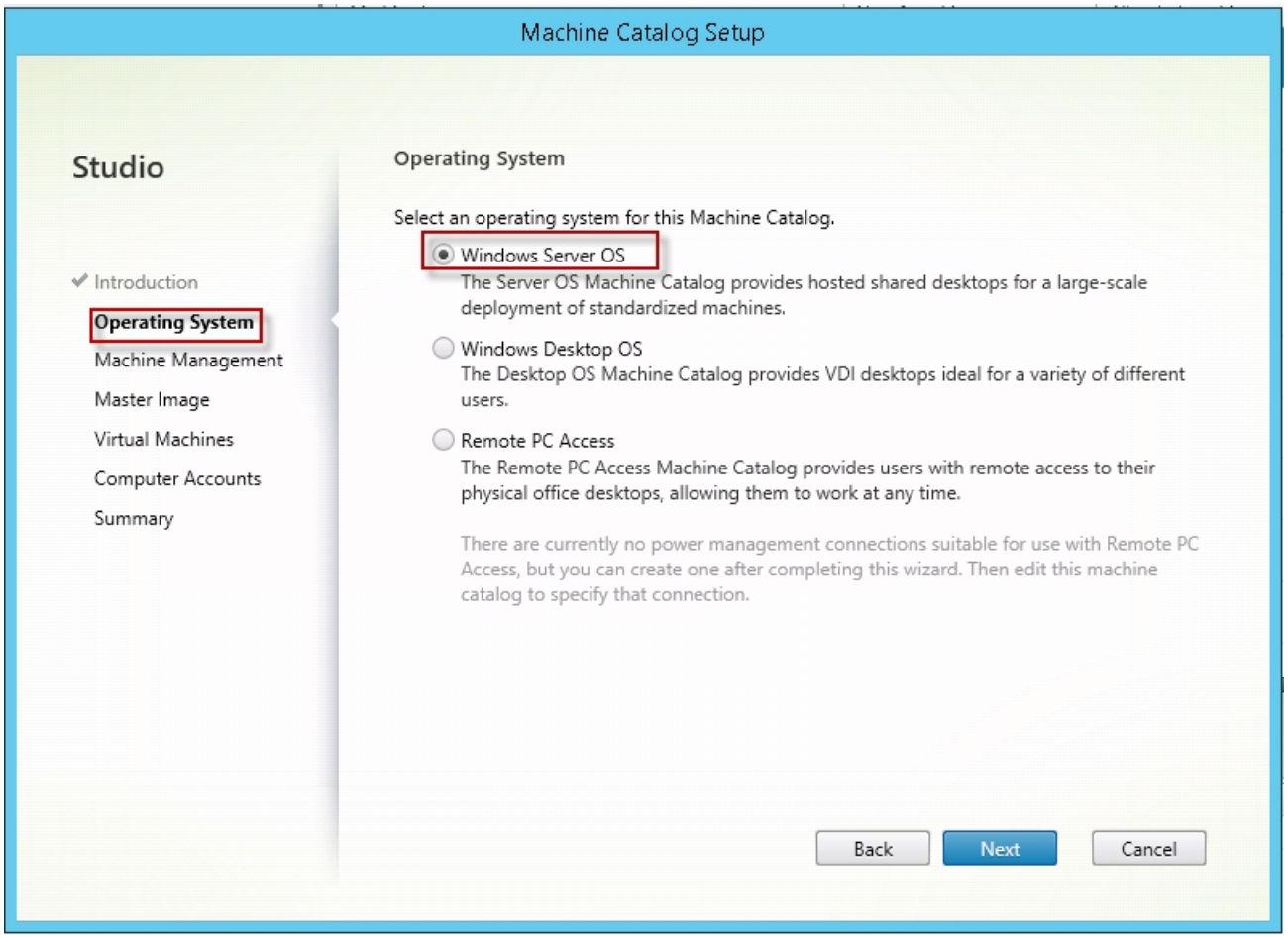
To publish Dragon, go to the Citrix server and do the following:

1. Start Citrix Studio.
2. In the left-navigation panel, right-click **Machine Catalogs** and select **Create Machine Catalog**.
3. Select the machine where Dragon Group is installed.



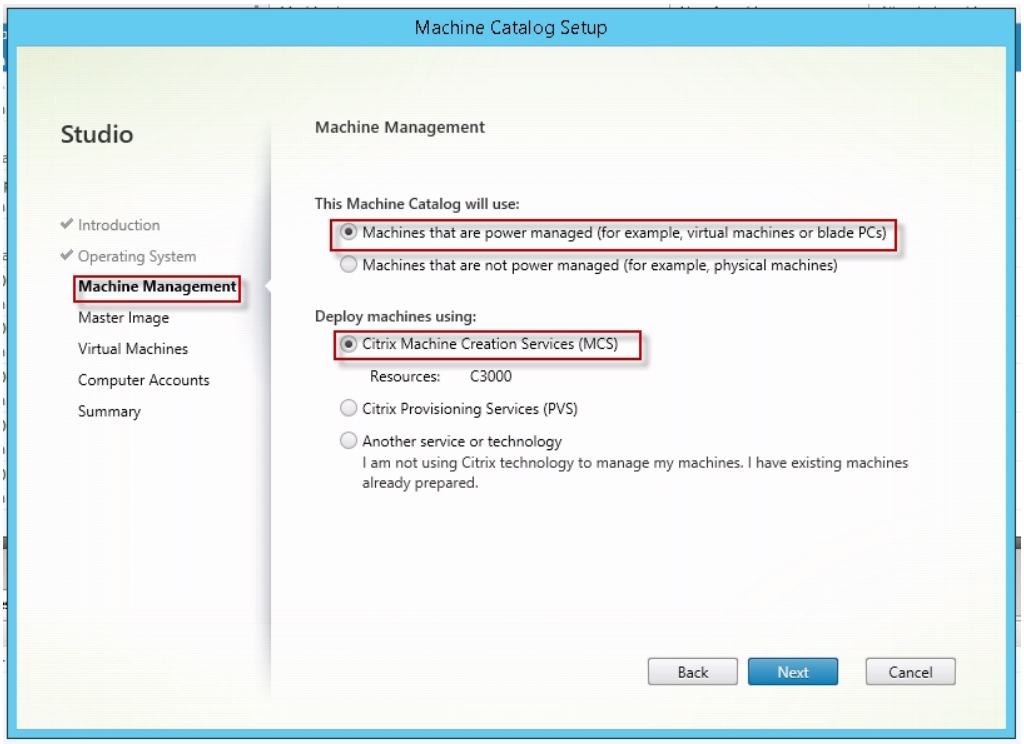

4. On the **Machine Catalog Setup** screen, click **Next**.

5. In the **Operating System** section, select **Windows Server OS**.




6. Click **Next**.
7. In the **This Machine Catalog will use** section, select **Machines that are power managed**.

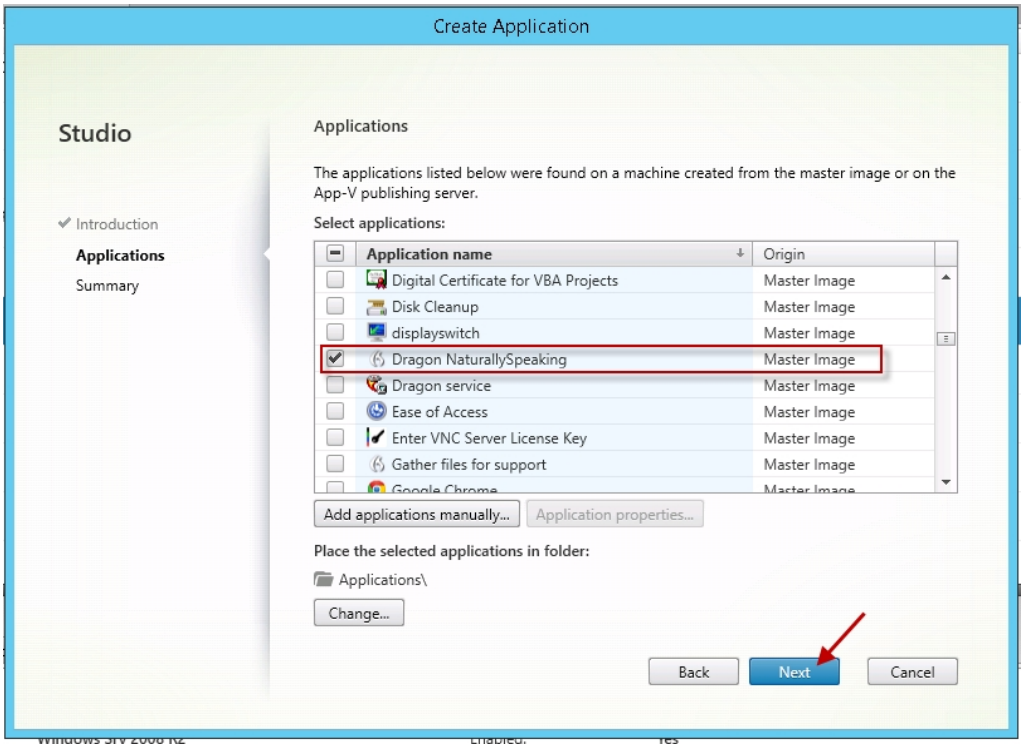
8. In the **Deploy machines using** section, select **Citrix Machine Creation Services (MCS)**.



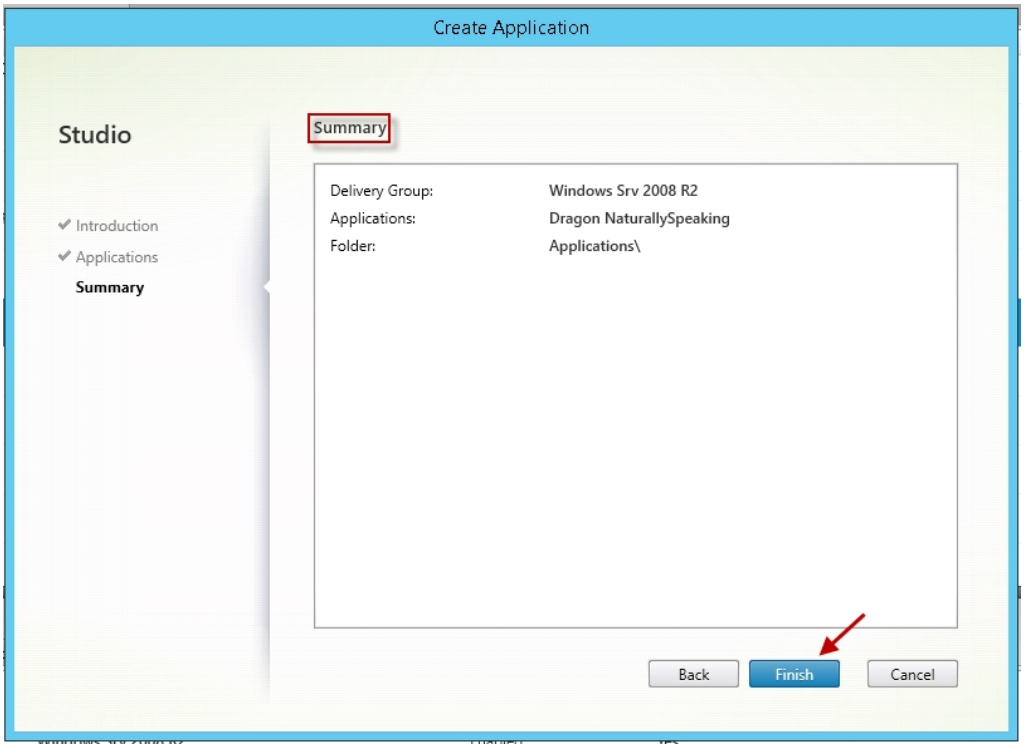

9. In the left-navigation panel, click **Delivery Groups**.
10. Right-click the **Delivery Groups** that contain the machine where Dragon Group is installed, and select **Add Applications**.

11. On the **Create Application** screen, click **Next**.

12. In **Select Applications**, select "Dragon NaturallySpeaking", and click **Next**.




13. On the **Summary** screen, click **Finish**.



# Configuring clients to use Dragon from the XenApp server

Below are details on completing the different tasks associated with setting up your client computers.

## Installing the Dragon update for Citrix

You must install the **Dragon update for Citrix** software on each client computer before users will be able to dictate into Dragon remotely. Make sure you do this before you run Dragon on the Citrix XenApp server for the first time. Note that you need to have administrator rights to install the update.

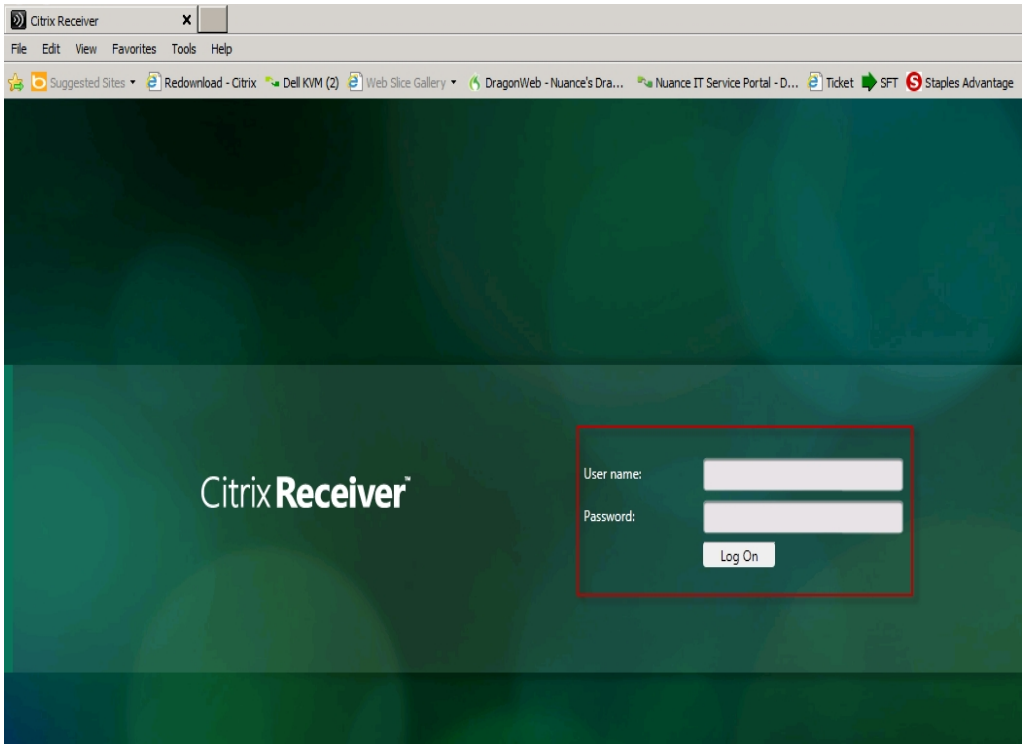
You install the **Dragon update for Citrix** for use with the default application set in the XenApp plug-in client.

To install the **Dragon update for Citrix**, launch vddnspatch2.exe or vddnspatch2.msi. Note that there are no options for vddnspatch2.msi.

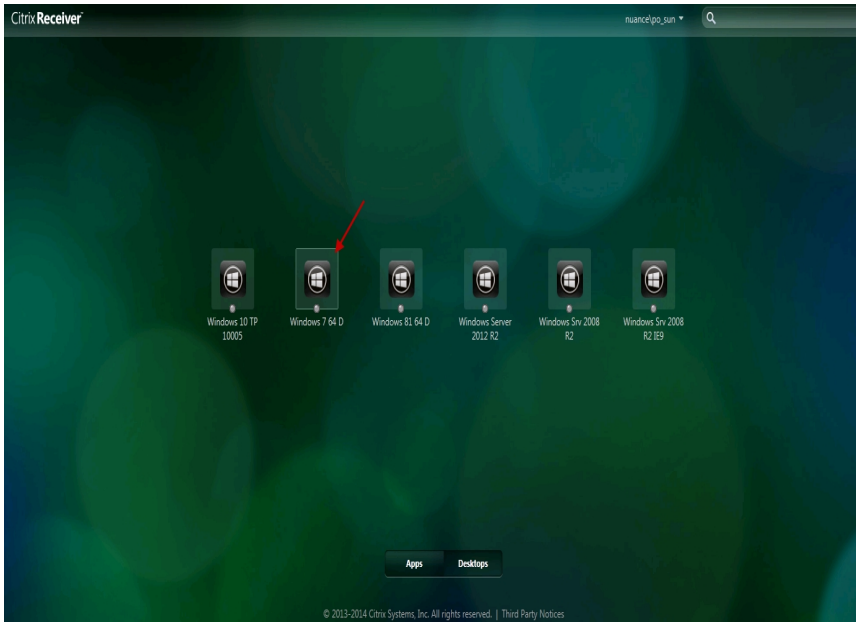
## Configuring audio devices on the client in XenDesktop 7.6

Perform the following steps on each client machine:

1. Launch an internet browser and log in to the XenDesktop server.

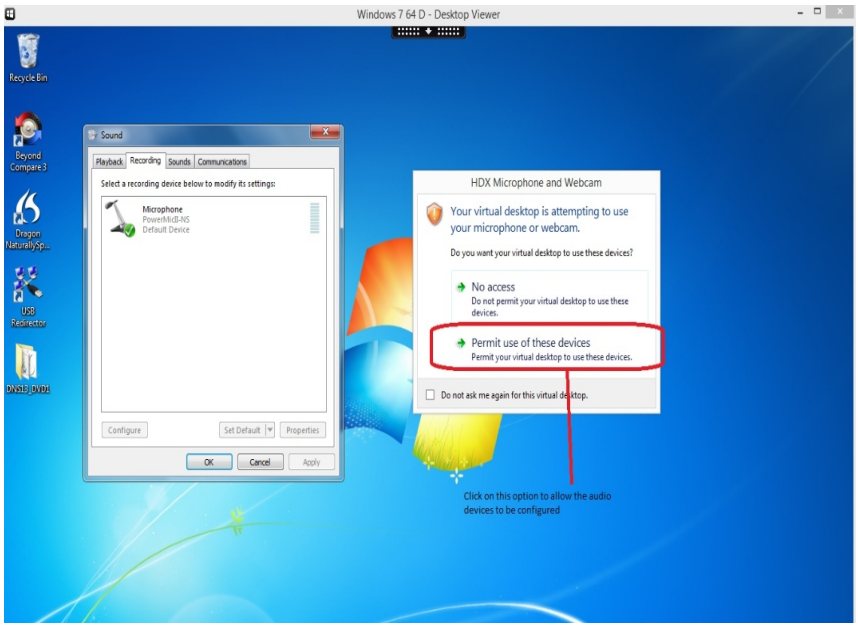



2. Select the desktop where Dragon Group is installed.

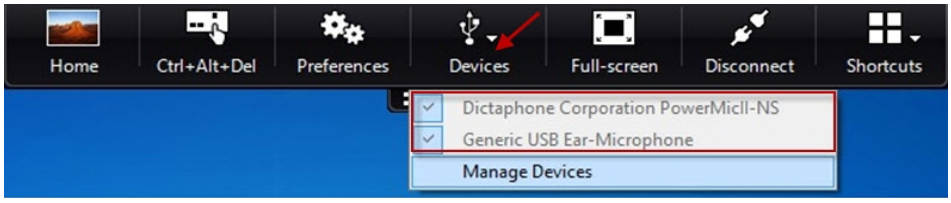


3. If the browser displays a security dialog box like the one below, click **Allow**.

4. In the HDX Microphone and Webcam dialog-box, select **Permit use of these device**. This gives permission to the virtual desktop to use audio devices connected to the client machine.




5. At the top of the desktop view, click the **Preferences** tab. This causes Citrix Receiver 4.2 to display the **Desktop Viewer Preferences** dialog box.
6. Click the **Connections Tab** and in the **Microphones and webcams** section, select **Connect automtically,** then click **OK.**
7. Verify that the audio devices are connected to the client machine by clicking **Devices** at the top of the desktop view. You should see your devices like in the example below.




## Allow users with analog microphones to launch Dragon

### Give users permission to customize the audio quality for the web interface

Do the following:

1. Open the Citrix Access Management Console.
2. From the **Start** menu, select **All Programs** > **Citrix** > **Management Consoles** > **Citrix Web interface management**.
3. In the left pane, select **Citrix Web Interface** > **XenApp Web Sites** > ***Site name*** (the name of your Citrix farm).
4. In the **XenApp - Edit Settings** window, click **Session Settings**.
5. In the **Remote Connection** section, select **Connection Performance**.
6. Select **Allow users to customize sound**.
7. Click **OK**.

### Set the audio quality to high

Do the following:

1. From the **Start** menu, select **Administrative Tools** > **Citrix** > **Management Consoles** > **Citrix AppCenter**.
2. In the left pane, under **XenApp**, go to the farm where Dragon is installed and select **Policies**.
3. In the lower part of the screen, click the **Settings** tab.
4. In the **Settings** area, beside **Audio quality**, click **Add**.
5. In the **Add Setting** screen, click the **Value** drop-down list and select **High – high definition audio**.
6. Under **Group Policy**, select **Administrative Templates** > **Citrix Components** > **Citrix XenApp Plugin for Hosted Apps** > **User Experience** > **Client audio settings**.
7. Change group policy setting from **Not Configured** to **Enabled**, and click **Apply**.
8. Select **Enable audio**.
9. In the **Sound quality** drop-down list, select **High**.

10. Click **Apply**.
11. Click **OK**.
12. From a command prompt, run the gpupdate /force command, to ensure that the policy is correctly applied.

## Enable sound quality on the client computer

After you install the **Dragon update for Citrix** on a client computer and before a user launches Dragon as a published application, you must enable sound on the client computer.

### Enabling sound quality for Citrix Receiver 4.2 client

Follow these steps to enable sound quality for Citrix Receiver 4.2 client:

1. Right click the Citrix Icon and select **About** > **Advanced** > **Online Plug-In Settings**> **options** > **Session Options** > **Audio Quality**.
2. Select high sound quality.
3. Click **Save**.

### Issues that may arise

- When you publish Dragon on a Citrix XenApp server that has the audio quality set to low, if the sound on the client computer is set to high and a user runs Dragon, he or she may not receive an audio quality warning on the client computer.
- Each client computer must have a sound system. If, for example, USB audio is disabled on the client computer, a user won't be able to create a user profile when using that computer. In this case, you should enable USB audio on the client computer and re-connect to the Citrix XenApp server.

## Managing Citrix logging in the Dragon update

When you start a **XenApp** session, the **XenApp plug-in** starts and loads the **module.ini** file from the root folder of the Citrix client. This **module.ini** file contains a list of the parameters used to select and configure the communications stack modules including the **Dragon update for Citrix**.

To save space on the Citrix client, you can disable or redirect Citrix logging. To do so, follow these steps:

1. Open the **module.ini** file. By default, the **module.ini** file is located in the Citrix client directory:
   -`C:\Program Files (x86)\Citrix\ICA Client` on Windows 7 or 8.
2. To disable logging: Go to the **[VDDNS]** section and change the line **LogLevel=2** to **LogLevel=0**.

3. To redirect logging to another location or device: Go to the **[VDDNS]** section and change the path in the line.
4. Save and exit the **module.ini** file.

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# Dragon system requirements

During the installation process, the software checks that your system meets the following requirements. If they are not met, Dragon will not be installed.

## Processor

2.2 GHz Intel Dual Core or equivalent AMD processor. Faster processors produce faster performance.

**Note:** Streaming SIMD Extensions (SSE) are not supported.

## Processor cache

Recommended: 2 MB L2

## Operating systems and RAM

| Operating system | 32-bit | 64-bit | RAM min |
|---|---|---|---|
| Windows 8, and 8.1 (Standard and Metro) | √ | √ | 2 GB for 32-bit<br>4 GB for 64-bit |
| Windows 7, SP1 or higher | √ | √ | 2 GB for 32-bit<br>4 GB for 64-bit |
| Windows Server 2008 R2 (SP2 or higher) | X | √ | 4 GB for 64-bit |
| Windows Server 2012 R2 | X | √ | 4 GB for 64-bit |

### *NOTE*

If your computer has less than the recommended amount of RAM, Dragon will install but displays a message recommending that you install additional RAM for optimum performance.

## Free hard disk space

4 GB minimum

## Microphone

- Nuance-approved noise-canceling microphone. For a complete listing of Dragon-compatible audio input devices, including Bluetooth microphones, Tablet PCs, and other hardware, visit http://support.nuance.com/compatibility on the Dragon Support Web pages.
- The 16 kHz Plantronics Calisto II Bluetooth wireless microphone. See the Dragon Help for more details about using Bluetooth microphones with Dragon.
  Please consult your Plantronics Calisto Bluetooth user guide (posted on the Nuance User Documentation page) for setup and operational details for your device.

## Sound card

Sound card capable of supporting 22 kHz 16-bit audio recording.

## Citrix

**Note**: The Smooth Roaming feature is not supported on Windows Server 2008.

To download the latest patches and updates for the Citrix XenApp client and the Citrix Presentation Server, visit http://www.citrix.com.

## Screen resolution

The following minimum screen resolutions are recommended for optimal display of Dragon on a Windows Desktop:

| Computer class | Minimum resolution |
|---|---|
| Desktop | 1024 x 768 |
| Laptop | 1024 x 768 |
| Netbook | 1024 x 600 |

For Windows 7, and Windows 8, the maximum recommended display magnification is 150 per cent.

## Other requirements

- Microsoft® Internet Explorer 9 or higher or the current version of Chrome or Firefox. (free download available at www.microsoft.com).
  **Note:** To use Web application support, Dragon requires Internet Explorer version 9 or 10 (32-bit mode only).
- USB or DVD-ROM drive if required for installation.
- An Internet connection.

## Supported Applications

- NotePad
- Microsoft® Word 2010 (32 & 64 bit), 2013 (32 & 64 bit)
- Microsoft® Office® 2010, 2013
- Internet Explorer 9, 11

# Support for Dragon with Citrix clients and servers

## Support for Dragon Group installed on a Citrix XenApp server

Nuance supports the following configurations in which Dragon Group is installed on a Citrix XenApp server.

**Citrix Receiver 4.2 and Citrix XenApp desktop 7.6 on**

- Microsoft Windows 8, and 8.1 (Standard and Metro), 32 and 64 bit
- Microsoft Windows 7, SP1 or higher, 32 and 64 bit

**Citrix XenApp server 7.6 on:**

- Microsoft Windows Server 2008 R2, 32 and 64 bit
- Microsoft Windows Server 2012 R2, 32 and 64 bit

# Glossary

**Basic Text Control (definition)**

Basic Text Control is a type of dictation that Dragon supports for certain applications.

If Dragon does not supply a compatibility module for an application, then a Dragon user can only use Basic Text Control functionality with the application. Certain features such as using voice to correct text and move the cursor may not work as expected. The Dragon user may need to use the DictationBox to make corrections and move the cursor.

**Compatibility module support (definition)**

Nuance creates compatibility modules for an application to allow Dragon users to dictate into an application and use Full Text Control functionality with the application.

Compatibility module support refers to the existence of a compatibility module for an application.

**Dragon update for Citrix (definition)**

The Dragon update for Citrix is an application that you install on each client computer that connects to a Citrix XenApp server that runs Dragon. You must install the update before you run Dragon for the first time on the Citrix XenApp server. You must have administrator rights to install the update.

You can use the vddnspatch2.msi, from the Dragon installation disc, to install the update.

**Note:** If you intend to install the Dragon Group on a Citrix XenApp server, make sure to disable the vSync feature.

**Full Text Control (definition)**

Selects text by voice and displays the Correction menu, where you can select from a list of alternative spellings and words, bring up the Spell dialog box, play the selection back, capitalize it, unselect it, or open the Correction Options. Alternatively, you can ignore the Correction menu and dictate something new to overwrite the selection with new text.

**Full Text Control indicator (definition)**

The colored check mark that appears next to the volume meter on the DragonBar. The indicator changes color to show the level of dictation support in your current application. The indicator is green when all of Dragon's selection and dictation capabilities are supported and gray when the insertion point is in a non-standard window. A dotted-line square indicates you are dictating in Hidden Mode.

**MSI (definition)**

An MSI file is a Windows Installer file created by Microsoft Corporation. This kind of file has a .msi file extension. An MSI file typically contains installation control data and is used to install applications.

You can use the MSI file to install Dragon from a server to client computers across a network.

**Non-standard window (definition)**

A window that does not support all of Dragon's selection and correction capabilities. When the cursor is positioned in a non-standard window, the DragonBar displays the message “Dictating in a non-standard window” and its Full Text Control indicator, the colored check mark next to the volume meter on the DragonBar, is gray. You can usually select, correct, and use various commands in non-standard windows, but if you have trouble, use the Dictation Box and transfer text from it into the application.

**Published Application (definition)**

An application that an administrator publishes from a Citrix XenApp server. The documentation sometimes refers to a published application as a Citrix published application.

**Standard window (definition)**

A window that supports all of Dragon's selection and correction capabilities. When the cursor is positioned in a standard window, the Full Text Control indicator, the colored check mark next to the volume meter on the DragonBar, is green. You can select, correct, and use various commands in standard windows.

A window that does not support all of Dragon's selection and correction capabilities is called a Non-standard window.

**User Profile (definition)**

A set of files created the first time you use Dragon, which is subsequently used to reflect your vocal characteristics and adapt to your usage. Each person who uses Dragon must have a User Profile, which the software stores in a set of files containing, among other things, acoustic and lexical data. These files contain information about how you sound, the words you use, and how often you use them. When you add a word to your Dragon Vocabulary, correct a mis-recognition, read a training text, or change a setting in the Options dialog, Dragon can save these refinements in your User Profile. If your edition of Dragon supports custom commands, these are also saved in the User Profile.