

# Dragon Professional Anywhere Cloud Installation Guide v1.3

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This short guide should be used as a basis for installing Dragon Professional Anywhere; it is not intended to provide an in-depth set of instruction, it is designed to provide a basic overview and set of steps to guide you through its implementation.

For in-depth steps please refer to the Nuance Dragon Professional Anywhere guide; this has been provided also.

While every effort has been made to provide accurate information, some steps may not correctly apply to your organization, for any specific steps or troubleshooting guides please feel free to contact our support desk or your allocated sales representative, the support desk can be contacted using [support@ordignal.com](mailto:support@ordignal.com).

## Installation using “Click Once” link:

The ClickOnce method is the default / go-to method of installation, this method ensures your clients receive the most up to date versions of your application which minimizes any extra efforts for updates. This type of Installation also removes any need for administration rights, such that anyone can open the application by simply running the web link within a compatible browser.

Advantages	Disadvantages
No Administration rights required	Bypasses any administration rights
Per user installation (local user folder)	Per user – difficult to provide automatically to everyone
Always Up to Date	User defines if they update or not
Desktop Shortcut automatically given	

The installation of Dragon Professional Anywhere Cloud is straightforward using the download link provided; this unique link ensures your software stays up to date with the latest enhancements. Links as stated are unique to each partner.

Installation with Click Once Download:

Step 1: Click on the link that has been provided to you:

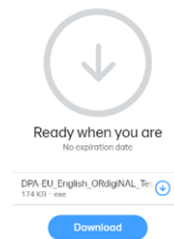
Step 2: Download the small installation file

Step 3: Double click the installation file to start the installation

Step 4: The installation will start to download the required files from the server

Step 5: The installation will then finish and automatically create a shortcut on your desktop.

Step 6: Click on the short cut to open the application.



## Troubleshooting the ClickOnce Installation:

It should be noted before troubleshooting that the following addresses should be whitelisted across any intermediary web defence platform you currently have deployed; this includes firewalls, anti-virus, proxies etc.

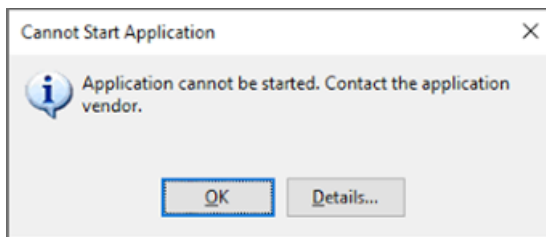
Application provision: <https://dragonprofessionalanywhere.ordiginal.com>

Common errors include:

Application Cannot be started. Contact the application vendor.

Cannot download the application. The application is missing required files. Contact application vendor for assistance

More errors can be found at <https://docs.microsoft.com/en-us/visualstudio/deployment/troubleshooting-specific-errors-in-clickonce-deployments?view=vs-2019>



The majority of ClickOnce related errors can usually be fixed by:

1. Ensuring all web accessibility has been addressed, all whitelisting has been completed and checked.
2. Ensuring the following location is not conflicting with your installation: C:\Users\%username%\AppData\Local\Apps\2.0.

ClickOnce applications install locally and are tied specifically to web browsers for use. Commonly the installation location may contain conflicting remnants of previous ClickOnce applications or your installation may be blocked because of an open web browser. A common set of steps to resolving this are as follows:

Open the installation location: c:\Users\%username%\appdata\local\Apps\2.0

You will see a folder called 'data' and 1 or more folders similar to 'APQR43JSH', the names are randomly generated.

At this point I would recommend backing up all files in c:\Users\%username%\appdata\local\Apps\2.0, as any changes have the potential to cause adverse effects with other applications - you have been warned.

Once backed up, delete every file or as a minimum any file that looks to be associated with your application, in this case, 'Dragon' from the folders with randomly generated characters.

If you have deleted individual files as opposed to the entire file list and the solution has not allowed you to install your application, go back and delete more files or remove them all to start fresh.

It is also recommended to restart the machine; this act will close any browser-related elements tied to the ClickOnce application and free its correct implementation.

Another common error may occur when logging into your application; should you install the incorrect link and log in as the required user, you may receive a licensing error. Any licensing errors received when logging in either indicates the wrong link has been used or the required user is not correctly configured.

It is important to remember that pilots 'must' use the pilot-link and paid-for licenses must use the correct organizational link, If you are a partner you may have your own organizational link, If you are unsure which link you should be using, please contact your sales representative or [support@ordiginal.com](mailto:support@ordiginal.com).

## Installation using the StandAlone Package

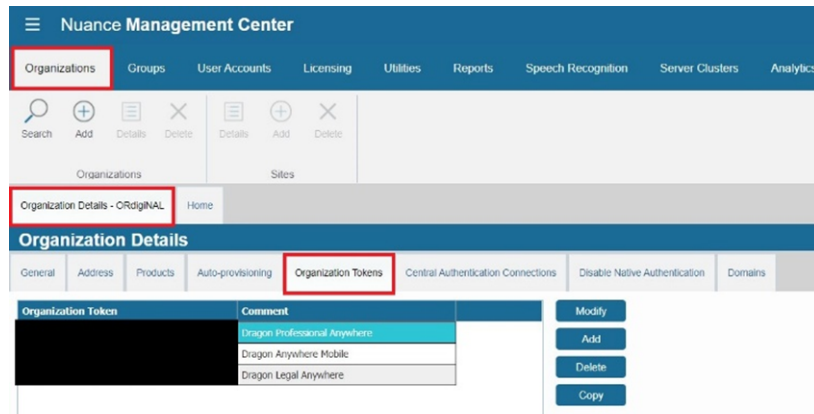
The standalone package requires no direct installation, an ideal package for environments subject to installation restrictions or environments that cause difficulties with installed versions of the application. This standalone method is ideal for portability, such that it can be ported to external storage mediums for greater accessibility.

Advantages	Disadvantages
No Administration rights required	Bypasses any administration rights
No Installation Required	No desktop Icon provided as default
Portable	Updates are a manual process
Can be centralized, with shortcuts pointing to file location	

Using the StandAlone package is very simple; the folder 'StandAlone' contains a file called 'SoD.exe'; this is the application. You will also see a file called 'SoD.exe.configuration', this file is customizable and must be configured to correctly.

Pilots & non-partner: the SoD.exe.configuration is pre-prepared for pilots and non-partner provisions.

Partner-purchased: the SoD.exe.configuration must be modified to include your server URL and organizational token. The organizational token can be found in the NMC under your Organization Details > Organization Tokens (see screenshot below). If you are unsure which URL and token details to use, please contact your sales representative or email [support@ordiginal.com](mailto:support@ordiginal.com)



## Installation using the StandAlone MSI Package

The standalone MSI package is ideal for organizations wanting to deploy across a vast number of machines; such deployments may be better suited to virtualized environments. The below is a basic set of installation instructions, for a broader set of instructions please refer to the Nuance Installation guide (provided alongside this guide).

Advantages	Disadvantages
Wide-scale deployment	No desktop icon as default
No Installation required by the user	Updates are a manual process
Manageable from an IT stance	
Suitable for Citrix/ RDP environments	

Installing with command prompt:

Step 1: Open command prompt as an administrator

Step 2: type, cd c:\standaloneMSI – This is an example, change the path to the location you intend to store the package.

Step 3: type, msixec /i Standalone.msi CONFIGTEMPLATE="(filelocation)/SoD.exe.config"

example: msixec /i Standalone.msi CONFIGTEMPLATE="c:/standaloneMSI/SoD.exe.config"

Additionally it is possible to install the msi using the following command, this must be edited to include the relevant properties such as serverurl.

```
msixec /i Standalone.msi SERVERURL=enter_required_serverurl ORGANIZATIONTOKEN="enter_your_token"
SUPPORTEDLANGUAGES="enter_your_language" supportedtopics="enter_your_topic" AUTHENTICATION="native"
```