

Appendix C: Using Dragon over a remote desktop connection

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Remote desktop connection support

To transmit audio from the client computer to a server running Dragon through a Remote Desktop Connection, you must:

- Enable the audio recording option on the remote client software.
- Enable the audio recording redirection policy on the server.

To use the PowerMic over the RDC connection, install the PowerMic Button Control application to enable button support.

System Requirements for using Dragon through a remote desktop connection

- **Server Operating System:**
 - Windows Server 2012 R2
 - Windows Server 2008 R2
 - Windows 10 Professional, Enterprise and Education
 - Windows 8 Professional and Enterprise
 - Windows 7 Ultimate and Enterprise

Note: Windows Server 2008 R2 and Windows Server 2012 R2 support multiple client connections at the same time. Windows 7 Ultimate and Enterprise, Windows 8 Professional and Enterprise or Windows 10 Professional, Enterprise and Education supports only a single client connection at one time.

- **Server Hardware:** To support 6 concurrent users connecting to Dragon on a server, the minimum requirements are:
 - **Cache:** 1 MB L2 cache per CPU
 - **CPU:** 3.x Ghz
 - **Disk space:** 5 GB
 - **Processor:** Multi-core processor with 4 cores
 - **RAM:** 16 GB RAM
- **Client Operating System:** The following operating systems support Remote Desktop Connection:
 - Windows 10, 32-bit and 64-bit
 - Windows 8.x, 32-bit and 64-bit
 - Windows 7, 32-bit and 64-bit
- **Client Hardware:**
 - **Disk space:**
 - 2 MB for the Remote Desktop Client (from Microsoft)
 - 8 MB for the Dragon client
 - 1 GB free hard disk space
- **Microphone:**
 - **USB microphone:** including the PowerMic
 - **Other microphone:** Microphone plugged into Mic-In jack
 - **Headset:** Any Nuance-approved headset. Visit <http://support.nuance.com/compatibility/> to view the Hardware Compatibility List.
 - **Bluetooth:** Plantronics Calisto Bluetooth Headset
- **Software:** Remote Desktop Connection 6.1 (RDP 6.1) or higher. The RDP 7 download is available at <http://support.microsoft.com/kb/969084> and works for all operating systems.

- **Network:**

- 100 Mbps connection speed
- Network bandwidth required per active user is 1.3 Mbps

Configuring the Windows server

Install Dragon on a supported server operating system. For information on installing Dragon, see [“Initial installation” on page 24](#).

When you have installed Dragon, do the following for your server:

- **Windows Server 2008 R2**—See [“Configuring Windows Server 2008 R2” on page 79](#).
- **Windows Server 2012 R2**—See [“Configuring Windows Server 2012 R2” on page 78](#).
- **Windows 7 Ultimate and Enterprise, Windows 8 Professional and Enterprise or Windows 10 Professional, Enterprise and Education**—See [“Configuring other server operating systems” on page 81](#).

Configuring Windows Server 2012 R2

Install and configure the Remote Desktop Services role

1. Open Remote Desktop Connection to the server, or go directly to the server console.
2. From the Start menu, open the Server Manager.
3. On the Dashboard, click **Add roles and features**.
The Add Roles and Features wizard appears.
4. On the Before You Begin page, click **Next**.
The Select installation type screen appears.
5. Select **Role-based or feature-based installation**, and then click **Next**.
The Select destination server screen appears.
6. Choose **Select a server from the server pool**, select the server, and then click **Next**.
The Select Server Roles screen appears.
7. Select **Remote Desktop Services** from the **Roles** list, and then click **Next**.
The Select features screen appears.
8. On the Features list, browse to **Remote Server Administration Tools>Role Administration Tools>Remote Desktop Services Tools**.
9. Select **Remote Desktop Licensing Tools**, and then click **Next**.
The Remote Desktop Services screen appears.
10. Click **Next**.
The Select role services screen appears.
11. Select **Remote Desktop Session Host**, and then click **Next**.
A pop-up window appears.
12. Click **Add Features**.
The pop-up window closes.
13. Click **Next**.
The Confirm installation selections screen appears.
14. Select **Restart the destination server automatically if required**.
15. Confirm your selections, and then click **Install**.

16. If a dialog box appears asking you to allow automatic restarts, click **Yes**.
The Installation Progress screen displays the status of the installation.
17. When the installation is complete, verify that the installation was successful.
18. Click **Close**.
19. Restart the computer, even if the server was not restarted automatically.

Configure the local group policy on the server

1. On the server, open a command prompt and run `gpedit.msc`.
2. Navigate to **Computer Configuration>Administrative Templates>Windows Components>Remote Desktop Services>Remote Desktop Session Host>Device and resource redirection**.
3. Enable the **Allow audio and video playback redirection** option:
 1. Right-click the **Allow audio and video playback redirection** screen.
 2. Select **Edit**.
4. Select **Enabled**, and then click **OK**.
5. On the client computer, launch the registry editor:
 1. Go to **Start > Run....**
 2. In the Run line, type **regedit**.
 3. Click **OK**.
6. Set the following registry setting to 0:
`HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Terminal Server-\WinStations\RDP-Tcp\DisableAudioCapture REG_DWORD0x00000000`

Allow connections from client computers

1. On the server, open the Control Panel.
2. Navigate to **System and Security>System**.
3. Select the **Remote settings>Remote** tab.
4. Choose your preferred configuration to allow remote connections.
5. Click **OK**.
6. Proceed to [“Configuring the Dragon clients” on page 82](#).

Configuring Windows Server 2008 R2

Install and configure the Remote Desktop Services role

1. Open Remote Desktop Connection to the server, or go directly to the server console.
2. Go to **Start>Administrative Tools** and open the Server Manager.
3. Right-click **Roles**, and then select **Add Roles**.
The Add Roles Wizard opens.
4. Click **Next**.
The Select Server Roles screen appears.
5. Select **Remote Desktop Services**, and then click **Next**.

The Remote Desktop Services screen appears.

6. Click **Next**.

The Select Role Services screen appears.

7. Select **Remote Desktop Session Host**, and then click **Next**.

The Uninstall and Reinstall Applications for Compatibility screen appears.

8. Click **Next**.

The Specify Authentication Method for Remote Desktop Session Host screen appears.

9. Select **Do not require Network Level Authentication**.

10. Click **Next** until you reach the Configure Client Experience screen.

11. Select **Audio and video playback** and **Audio recording redirection**, and then click **Next**.

The Confirm Installation Selections screen appears.

12. Confirm your selections, and then click **Install**.

The Installation Progress screen shows the status of the installation. When the process is complete, the Installation Results screen appears.

13. Verify that the installation was successful, and then click **Close**.

14. Restart the computer.

Configure the local group policy

1. On the server, open a command prompt and run `gpedit.msc`.
2. Navigate to **Computer Configuration>Administrative Templates>Windows Components>Remote Desktop Services>Remote Desktop Session Host>Device and resource redirection**.
3. Enable the **Allow audio and video playback redirection** option:
 1. On the Allow audio and video playback redirection screen, select **Enabled**.
 2. Click **OK**.
4. Enable the **Allow audio recording redirection** option:
 1. On the Allow audio recording redirection screen, click **Enabled**.
 2. Click **OK**.
5. On the client computer, launch the registry editor:
 1. Go to **Start > Run...**
 2. In the Run line, type **regedit**.
 3. Click **OK**.
6. Set the following registry setting to 0:

```
HKLM\SYSTEM\CurrentControlSet\Control\Terminal Server\WinStations\RDP-Tcp  
fDisableAudioCapture REG_DWORD0x00000000
```

Allow connections from client computers

1. On the server, open the Control Panel.
2. Navigate to **System and Security>System**.
3. Select **Remote**.

4. Choose your preferred configuration to allow remote connections.
5. Click **OK**.
6. Proceed to [“Configuring the Dragon clients” on page 82](#).

Configuring other server operating systems

Do the following to configure Remote Desktop Connection on Windows 7 Ultimate and Enterprise, Windows 8 Professional and Enterprise, or Windows 10 Professional, Enterprise and Education:

1. Open the Control Panel.
2. Open **System Properties**.
3. Click the **Remote** tab.
4. Choose your preferred configuration to allow remote connections.
5. Proceed to [“Configuring the Dragon clients” on page 82](#).

Configuring the Dragon clients

To enable audio redirection through a remote desktop connection and to allow users to connect and use Dragon through a Remote Desktop Connection, you must install and configure the Dragon Client for Remote Desktop on each client computer that needs to connect to Dragon on the server.

1. In Windows Explorer, navigate to the Dragon installer DVD.
2. Open the DragonClientForRemoteDesktop folder.
3. Double-click to run `setup.exe` or `dragon-clientinstaller.msi`.
4. Follow the prompts to complete the installation.

Configure the microphone

1. On the client computer, plug in the microphone that you're using to dictate with Dragon.
2. Go to **Start>Dragon Client for Remote Desktop** and open the Audio Setup Wizard.
3. Follow the prompts to ensure that microphone sound levels and signal quality are acceptable.

Configure the Remote Desktop Connection

Note: Depending on which version of Windows you are running, your RDC software interface may not completely match the screens described in the steps in this section.

1. In the **Start** menu, search for and open Remote Desktop Connection.
2. In the Remote Desktop Connection window, click **Options**.
3. Select the **Local Resources** tab, and then click **Settings**.
A pop-up dialog window appears.
4. Under **Remote audio playback**, select **Play on this computer**.
5. Under **Remote audio recording**, select **Record from this computer**.
These options enable audio support when the user runs Dragon over a remote connection.
6. Click **OK** to close the pop-up window.
7. Recommended for PowerMic users only:
 - On the **Local Resources** tab, set the **Apply Windows key combinations** field to **Only when using the full screen**. Using full-screen mode lets you use the PowerMic Button Control application correctly.

Note: Key combinations may not work as expected when using full-screen mode.

- On the **Display** tab, set the **Display configuration** to Full Screen.
8. In the **Start** menu, search for and open the Control Panel on your computer.
 9. Open the Sound window. If you do not see **Sound** in the main Control Panel screen, click **Hardware and Sound** and look for **Sound** within this category.
 10. Click the Recording tab and verify that Remote Audio device appears.

Using Dragon on a Server Operating System

- To use the PowerMic over a remote desktop connection, select the USB microphone type when creating a new user profile.

When using the USB dictation source, you must use the PowerMic Button Control application to configure PowerMic hot keys.

- The Remote Audio suggested for the user profile is the default microphone on your client computer.

User profiles and using Dragon through a Remote Desktop Connection

For best results, Nuance recommends creating and training a new user profile while Dragon is running in a Remote Desktop session.

