## Dragon Naturally Speaking & Dragon® Medical Practice Edition Constantly Disabled in Microsoft Outlook & Microsoft Word

**\$** speakeasysolutions.com/blog/2014/11/19/dragon-naturally-speaking-dragon-medical-practice-edition-constantly-

By Alexandria

Some users of Dragon NaturallySpeaking version 12 and <u>Dragon® Medical Practice Edition 2</u> and earlier may find that **Dragon ceases to function in Microsoft Outlook or Microsoft Word**.

Even new users of <u>Dragon NaturallySpeaking version 13</u> have reported this same issue.

Dragon NaturallySpeaking 13 users may see the following warning dialogue in relation to this issue:

More often than not, this intermittent situation is alleviated by one of several options. However, there are some instances where the typical resolutions do not resolve the issue, and Dragon is consistently prevented from functioning as it should in Microsoft Office.

stently prevented from functioning as it in Microsoft Office.

# Resolutions for Intermittent Failure of Dragon in Microsoft Office

Systematically attempt the following resolutions to reenable Dragon in the Microsoft Office applications (Word, Outlook, and Excel). If Dragon's non-functionality persists then proceed to the final resolution involving modifying the Load Behaviour within the registry.

Always make sure that Dragon is closed when performing the following resolution options.

Remember to restart your computer between each of the above resolutions.

If the above does not alleviate the issue, please see below for the next step.

# Set the Load Behaviour for the Dragon Add-In

The following example below is in relation to Microsoft Word, and you would follow the same pathway for Microsoft Excel and Microsoft Outlook.

Restart the computer, and do not load any applications.

Access the registry by searching for and clicking on the "**Run**" application.

Dragon NaturallySpeaking
Dictation is not possible or is restricted for the current window due to the Dragon add-in for 'MS Outlook' not being loaded.

Don't show this alert again

OK

### November 19, 2014

Programs (1)			
🖅 Run			
Control Panel (10)	8		
📅 Run programs made f	for previous version	ons of Windows	
Move_Run_Off.png See more results			
Run I	×	Shut down 🕨	
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From the *Run* dialogue box, enter "**regedit**" in the text field and click *OK*.

📼 Run	×			
	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.			
Open:	regedit 👻			
	This task will be created with administrative privileges.			
	OK Cancel Browse			

#### Browse to

HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Office\Word\Addins\Dragon.Word2000Support.1

📸 Registry Editor			
File Edit View Favorites Help			
Computer  HKEY_CLASSES_ROOT  HKEY_CURRENT_USER  HKEY_LOCAL_MACHINE  HKEY_USERS  HKEY_CURRENT_CONFIG	Name	Type REG_SZ	Data (value not set)
Computer\HKEY_LOCAL_MACHINE	•	III.	<b>ا</b>

le Edit View Favorites Help				
■ I + 0 - 0 - 0 - 0 - 0 - 0 - 0 - 0 - 0 - 0	*	Name	Type REG SZ	Data (value not set)
▶ - <b>   </b> 15.0   <b>   </b> Common ▶ - <b>   </b> Excel		FileName     FriendlyName     StrendlyName	REG_SZ REG_SZ	C:\Program Files (x86)\Nuance\NaturallySp NatSpeak Word AddIn
			NEG_DWORD	0,0000003 (3)
Addins				
Dragon.word2000Support.1	-			

Right click *LoadBehavior* and choose **Modify**.

ile Edit View Favorites Help				
	*	Name (Default) (Defa	Type REG_SZ REG_SZ REG_SZ	Data (value not set) C:\Program Files (x86)\Nuance\NaturallySpe NatSpeak Word AddIn
Gutlook     Gutlook     Gutlook     Word     Gutlook     Gutl	•	CoadBehavior	REG_DWORD Aodify Aodify Binary Data Delete Rename	0.0000003 (3)

Enter a Value data of 3 with Base marked as Hexadecimal.

Click OK.

Browse to

Edit DWORD (32-bit) Value	×
Value name: LoadBehavior	
Value data: 3	Base Hexadecimal Decimal
	OK Cancel

### HKEY\_CURRENT\_USER\Software\Microsoft\Office\XX.0\Word\Resiliency\DisabledItems

If you see the Dragon add-in present in this directory, right click the item and *Delete*.

Restart your computer.

## Further Assistance Required

If the above resolutions do not correct the issue of Dragon functioning within Microsoft Word and Microsoft Outlook, and you are a client of Speakeasy Solutions, please <u>contact us for further</u> <u>steps</u>.

Depending on your purchase, support may be complimentary, or charged at our current rates for such. We look forward to assisting you.