

Service Pack 1 for Dragon NaturallySpeaking Version 9

HOW TO DOWNLOAD/APPLY:

Since Version 8, NaturallySpeaking Service Packs are available for download through the Nuance Update Service. The Nuance Update Service is an automatic update service included with Dragon NaturallySpeaking 9. To access the Nuance Update Service, do the following:

1. Start NaturallySpeaking.
2. If you have "Check for product updates at startup" turned on, you can skip this step, because NaturallySpeaking will "Check for Updates" automatically. Otherwise, click on "Help > Check for Updates".
3. When the Update Service opens, click "Show Updates" then click "Add" on any of the available Service Pack(s) as desired.
4. Click the "Next" button and then use the "Download" button to save the Service Pack(s) to the computer.
5. Once downloaded, double-click the Service Pack to install. Please be sure to close out of all open applications before installing the Service Pack.

NOTE: The Service Pack is only available for retail versions of Dragon NaturallySpeaking. If Dragon NaturallySpeaking came bundled with a Digital Voice Recorder, do NOT install the Service Pack. Installing the Service Pack will disable the product. If this occurs, you must uninstall and reinstall Dragon NaturallySpeaking.

QUESTIONS ABOUT THE SERVICE PACK:

1. **When downloading, do I select "Install Now" vs. "Download"?**
If the "Install Now" button is used instead of the "Download" button, a message may appear stating that all open applications should be closed before continuing the installation. All applications can be closed except for the "Update Service" Internet Explorer Window. The Service Pack(s) can be successfully installed with this window open by pressing the "Ignore" button, however all other applications including Dragon NaturallySpeaking 9 must be closed. Nuance recommends that the Service Pack is saved locally for later installation ("Download").
2. **What should I do first – install a NaturallySpeaking upgrade/modification OR apply the Service Pack?**
Any upgrades or modifications need to be done to your NaturallySpeaking product before downloading and installing the Service Pack if there are plans to:
 - Upgrade editions within version 9 (Example: v9 Professional to v9 Medical).
 - Modify or repair the installation (Example: install a new vocabulary).
3. **When will I need to reinstall the Service Pack?**
After applying the Service Pack, the Service Pack will need to be re-installed if:
 - Dragon NaturallySpeaking is upgraded within version 9.
 - Dragon NaturallySpeaking is modified or repaired.
 - If Dragon NaturallySpeaking is un-installed after installing the Service Pack and then re-installed, the Service Pack will need to be re-installed.
4. **Can I uninstall the Service Pack?**
The Service Pack cannot be un-installed. To un-install the Service Pack, Dragon NaturallySpeaking will need to be un-installed.

5. **Can I just go to a Nuance Download site and download the Service Pack or do I need to get the Service Pack through my NaturallySpeaking product?**

The service pack is accessible from within Dragon NaturallySpeaking 9. Service Pack related technical notes do not have a link to the update. If you need the update on CD (because you have a slow internet connection or PC not connected to the internet), please contact us and we can send them to you on a CD for a media/handling fee of \$10.00 (US).

6. **What kinds of questions will I be asked when I run the Service Pack Installation routine?**

When installing the service pack, a drop down to select language will appear. There is only one entry for all English editions. It will appear as English (US).

7. **Is there any known possible error message that I may experience when I install the Service Pack?**

There is one error "Error 1316" if you install an earlier version of the Service Pack that was available on TechNote 5555. This error references an early conflict between the installation of the Service Pack and the 9A Performance Update. If you get this error message, download the Service Pack again, because the current version of the Service Pack corrects this error.

8. **Is there any known possible issue that I will experience after I install the Service Pack?**

Some users have experienced a message related to an old version of a Microsoft update. If you have been installing Microsoft "critical" updates, this will not happen, but if not, you will want to manually update this Microsoft file.

******* MSXML4 required after installing Service Pack 1 (SP1) *******

After installing the service pack, MSXML4 needs to be installed to operate properly. Typically, MSXML4 is installed when installing the critical updates from Microsoft. If your PC only has the older version of this file (MSXML3), you will most likely see one of the two following error messages and need to download/install the latest version (MSXML4) of this file:

7A. **When launching:** "Cannot find import dll maybe missing corrupt or wrong version file dd10SHRD.dll error 126"

7B. **When running the Acoustic and Language Model Optimizer from the Accuracy Center:** "Could not perform operation for the ff reason: 0x80040154-class not registered".

If MSXML4 is not installed, [click here](http://www.microsoft.com/downloads) (go to www.microsoft.com/downloads) to access the Microsoft Downloads. Search for MSXML4.

ISSUES RESOLVED IN SERVICE PACK 1:

Technote Number	Issues Resolved
5480	When creating a new user profile, the error "Cannot load Compatibility module support" should no longer occur.
5555	Background noise should no longer cause Dragon NaturallySpeaking to freeze using 100% of the processor power.
5584	Commands to turn on/off bold, italics and underline should now work properly.
5646	When opening or switching to a document containing speech data, the focus should now be returned to the document after the speech data is loaded.

In addition to the items listed above, the following issues have also been resolved in the Service Pack:

New Features in Dragon NaturallySpeaking 9:

- Full support for Internet Explorer 7 has been added to the English release including commands for handling "Tabs" and the new "Favorites Center".
- DNS can now track HTML LABEL elements on web pages for command control.
- Buttons on the DragonBar now have tooltips.
- The DragonBar System menu can now be accessed by keyboard.
- It will now be possible to say "you'll", "you're", "you've" in the Medical editions of Dragon NaturallySpeaking.
- It will now be possible to store the contents of the DictationBox to the Windows clipboard.

Acoustic Optimizer:

- Running the Acoustic Optimizer will no longer return an empty error message: "%1 could not be found"
- The Acoustic Optimizer Scheduler window will now automatically refresh to show status changes in scheduled events.
- When the Acoustic Optimizer Scheduler is running, clicking 'Refresh' will no longer remove the name of the user being processed from the list.

Language Specific:

- The Dutch version now has a "Ga naar favorieten" command for Internet Explorer 6.
- It will now be possible to perform the enrollment procedure for a Dutch user profile using the "Nederlands | Large | Audiomining Telephony" acoustic model and "Nederlands | Large | Nuclear Transcription" topic.
- The command "Format that spelled out" in international versions will now work correctly with decimal separators.
- 'Ziffer' will no longer be handled as a formatting command when dictated after the word "gemäß" in the German edition.
- Number and date format handling has been improved in the German editions

Other:

- It is now possible to use 'Enter' key or macro commands that send 'Ctrl+Enter' or 'Enter' keystrokes in the Dictation Box.
- Alternative written forms will now be retained when upgrading or importing user profiles.
- The product should no longer crash when running the "Add words from documents" wizard several times.
- The "Go to body" command in an Outlook HTML message will now work properly.
- A crash should no longer occur when making changes to the font of an HTML message in Microsoft Outlook or when trying to use the find feature.
- DRA files should now retain their speech data when opened in DragonPad.
- Olympus recorder users will no longer be listed as Sony recorder users after upgrading the user from version 8 to version 9. Note that the V8 user will need to be upgraded after installing the Service Pack.

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- Dragon NaturallySpeaking should no longer prompt for an activation code after connecting USB devices.
- Fixed a problem where the “Select/Delete the next character” command would not function properly.

Roaming Users:

- The product should no longer freeze when attempting to load a roaming user profile when the computer is disconnected from the network.
- It is no longer possible to create a Roaming User profile without specifying a network location in the Administrative Settings dialog.
- Passwords set for Internet Roaming Users will now be retained and encrypted in the HTTP Settings dialog.
- Vocabulary names for Internet Roaming User profiles containing question marks “?” will no longer cause problems or generate error messages.
- The “Type” combo box in the HTTP Settings dialog for Internet Roaming Users can no longer be edited by the user.
- The “Type” combo box in the HTTP Settings dialog for Internet Roaming Users will now be empty by default when the “Use Proxy Server” checkbox is not checked.
- The HTTP Settings dialog for Internet Roaming Users will no longer be available when the Address box in the Roaming Users Network Location dialog is empty.
- Fixed a problem where it was impossible to delete the location of the Master Roaming User profile in the Open User dialog when no location was selected in the Administrative Settings.
- When making changes to the HTTP Settings for Internet Roaming Users, the “Restore Default” button will now restore all values to their default settings.
- Custom added words will now be added to the Master roaming user on the server for Internet Roaming Users.
- Improved handling of opening a user when an Internet Roaming User is already opened.

SDK:

- It is now possible to specify internet roaming options using the SDK. This will resolve errors such as “speech engine: SpeakerMustBeOpen” when accessing internet roaming users.
- The “Name Editor” button in the MyCommands Editor is now available to SDK users.
- The SDK can now return the complete build number when invoking GetEngineVersion().
- Fixed a problem where it was impossible to change the roaming locations in the Open User sample of the SDK.
- “Cannot find speech engine that supports this language” error should no longer appear when running the UserManager sample.
- The VocTool should no longer crash when analyzing a large quantity of data.
- Improved the way the VocTool handles importing words from documents.
- When using the VocTool, words will no longer be added to the vocabulary when the user chooses not to add any words.
- The VocTool will now properly save all the new words found into a file.
- The SDK Server edition now properly closes the engine after transcription.
- “Transcription” will no longer appear in the vocabulary names in the Dragon SDK Server Edition.

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By the way, our web site is continually being updated with more product information, as well as, technical support information (available from the NaturallySpeaking “Tech Support” link on our home page) available to our customers. Please plan on visiting our web site at www.Image-Management.com.

Send us your email address

Also, if you'll send us an email with your email address, we'll add you to our email distribution list, so you'll receive information about new products, industry news, etc. If you didn't receive the NaturallySpeaking V9 Update announcement by email, then we don't have your email address. Remember, you can also email us your serial number and we'll keep it on file for you. Email us at: Speech@Image-Management.com.

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