Commure Dictation

for Windows

Enterprise Deployment Guide

Voice-to-text built for healthcare professionals

New in this edition. Starting with version 0.6.72, enterprise installs include the Commure Dictation Updater, a background service that keeps each machine on the release approved for your site. Machines running an earlier version are not affected until you deploy 0.6.72 or later. See section 5.

1. How it works

1. **We publish.** Each approved enterprise release goes to fixed public URLs. Nothing appears there until it is approved for production.
2. **You deploy.** Your tool installs Commure Dictation silently in **system context**. PDQ, Intune, SCCM / ConfigMgr, ManageEngine and any RMM are supported.
3. **It stays current.** The Commure Dictation Updater, installed with the app, keeps each machine on the release approved for your site. It installs only Commure-signed releases of this app, from the same fixed URLs, and never interrupts a dictation.
4. **We notify.** We email your IT contact before automatic updates begin for your site, and whenever a release is published.

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2. Download locations

Base URL:

`https://storage.googleapis.com/athelas-scribe-dictation-downloads/dictation/enterprise/`

Path	What it is	Changes?
`latest.json`	Manifest of the current release: version, download URLs, SHA-256 hashes, MSI codes, detection key, silent-install switches	On each release
`latest/CommureDictation-Enterprise.msi`	Current MSI (recommended)	On each release
`latest/CommureDictation-Enterprise-Setup.exe`	Current enterprise EXE	On each release

Path	What it is	Changes?
`latest/SHA256SUMS`	Hashes for the two files above	On each release
`latest/versions.json`	Every published version, newest first	On each release
`<version>/CommureDictation-Enterprise-<version>.msi` plus `.exe`, `SHA256SUMS`, `manifest.json`	One release, pinned	**Never**

- Every installer is Authenticode-signed by Commure. **Verify the SHA-256 before deploying.**
- Files are downloadable by direct URL only. Listing the bucket returns 403 by design; `latest/versions.json` is the index.
- No credentials are needed and the links do not expire.
- Allow `storage.googleapis.com` through your egress filtering, including for the SYSTEM account, which the updater uses.

What latest.json looks like (abbreviated)

```
{
  "version": "0.6.72",
  "artifacts": {
    "msi": { "filename": "CommureDictation-Enterprise-0.6.72.msi", "url":
".../0.6.72/CommureDictation-Enterprise-0.6.72.msi", "sha256": "…", "size_bytes": 0 },
    "exe": { "filename": "CommureDictation-Enterprise-Setup-0.6.72.exe", "url": "…",
"sha256": "…", "size_bytes": 0 }
  },
  "msi": { "upgrade_code": "B8F7D153-FF2E-42F2-87DC-5EB16A0E4D61", "product_code": "…" },
  "detection": { "registry_key": "HKLM\\SOFTWARE\\CommureDictation", "value":
"DisplayVersion" },
  "silent_install": { "msi": "msiexec /i CommureDictation-Enterprise-0.6.72.msi /quiet
/norestart", "exe": "…" }

}
```

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3. Deploy with your tool

Deploy the MSI once to each machine, in system context, with a version-based detection rule. From then on the updater keeps the machine current, so your tool does not need to redeploy each release.

1. **Package** `<version>/CommureDictation-Enterprise-<version>.msi` (the current version is in `latest.json`) and verify it against `<version>/SHA256SUMS`. Versioned URLs never change.
2. **Install** with `msiexec /i CommureDictation-Enterprise-<version>.msi /quiet`

`/norestart` (see section 4).

3. **Detect** with the registry value `DisplayVersion`, “greater than or equal to” the version you packaged. Machines the updater has moved forward keep passing this rule.
4. **Refresh** the package when convenient so new machines start close to current. This is optional; the updater upgrades new machines after their first launch.

Tool	Settings
Intune (Win32 app)	Install command: `msiexec /i CommureDictation-Enterprise-<version>.msi /quiet /norestart` Install behavior: System Detection: registry, `HKLM\SOFTWARE\CommureDictation`, value `DisplayVersion`, Version comparison, Greater than or equal to `<version>`
Intune (line-of-business MSI)	Upload the MSI and set **Ignore app version** to Yes.
SCCM / ConfigMgr	An application with an MSI deployment type. Detection: registry `DisplayVersion`, greater than or equal to `<version>`, not the MSI ProductCode.
ManageEngine	Software Deployment with the MSI and the silent switches in section 4. Detection: registry `DisplayVersion`, at least `<version>`.
PDQ	Deploy to machines without the app. If you target by version, use “version older than”, not “not equal to”.

Uninstall command. The ProductCode changes every release, so look it up through the UpgradeCode, which never changes:

```
$installer = New-Object -ComObject WindowsInstaller.Installer

$installer.RelatedProducts('{B8F7D153-FF2E-42F2-87DC-5EB16A0E4D61}') | ForEach-Object {
Start-Process msiexec.exe "/x $_ /quiet /norestart" -Wait }
```

Set up with an earlier edition of this guide? The follow-latest script and its detection script are no longer needed. Switch detection to the registry rule above and retire the script; otherwise each release installs the day it is published, ahead of the staged rollout.

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4. Install reference

MSI (recommended)

```
msiexec /i CommureDictation-Enterprise-<v>.msi /quiet /norestart /l*v
%TEMP%\commure-install.log
```

- Success codes: `0`, and `3010` (a reboot may be needed). `1603` is a fatal error; check the log.
- Each release is a standard MSI major upgrade. It installs beside the running version without closing the app; the new version starts the next time the app restarts.

Enterprise EXE

```
CommureDictation-Enterprise-Setup-<v>.exe /VERYSILENT /SUPPRESSMSGBOXES /NORESTART /SP-
/NOCANCEL /LOG=%TEMP%\commure-install.log
```

```
"C:\Program Files\CommureDictation\unins000.exe" /VERYSILENT /SUPPRESSMSGBOXES /NORESTART
```

Detection

Method	Value
Registry *recommended*	`HKLM\SOFTWARE\CommureDictation` → `DisplayVersion`, compared "greater than or equal to"
MSI ProductCode *not recommended*	Changes with every release, including releases the updater installs, so a ProductCode rule reports the app as missing after an update.
MSI UpgradeCode *same for every release*	`B8F7D153-FF2E-42F2-87DC-5EB16A0E4D61`

What ends up on the machine

- The app, under `C:\Program Files\CommureDictation`. Each version has its own folder under `app\<version>\`, and the root `commure_dictation.exe` is a small launcher that starts the current version. Point shortcuts and scripts at the root path, and allowlist by publisher (Commure) rather than by path.
- The Commure Dictation Updater service (see section 5).
- `HKLM\SOFTWARE\CommureDictation`: `DisplayVersion`, `InstallType=Enterprise`, `InstallSource=MSI`
- Start Menu entries and a **Public Desktop shortcut** (`C:\Users\Public\Desktop`). To skip the shortcut with the EXE, add `/MERGETASKS=!desktopicon`.
- The app does not launch automatically after a silent install.
- The Visual C++ redistributable is installed silently if missing.

Policy settings

Under `HKLM\SOFTWARE\Policies\CommureDictation`:

Value	Meaning
`EnableAutoUpdate`	Set to 0 by every enterprise install, only if missing, so an existing GPO value is not overwritten. It applies to the per-user updater, which enterprise installs never use.
`DisableUpdaterService`	Not set by default. When set to 1, installs skip the updater service and remove an existing one, a running updater refuses requests, and your tool installs every update.

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5. Automatic updates

Enterprise installs include the Commure Dictation Updater, a Windows service that keeps each machine on the release Commure has approved for your site. It updates the app the same way your deployment tool does: it downloads the signed MSI from the URLs in section 2 and runs it silently. We need automatic updates due to our output velocity and dedication to bringing the best experience to providers. We still support manual IT-managed deployments when required.

How an update reaches a machine

1. The app asks Commure which version this site should run, and passes only that version number to the updater.
2. The updater downloads that release from the fixed URL in section 2.
3. It installs nothing unless the SHA-256 matches the release manifest, the Authenticode signature is valid and is Commure's, and the MSI is this product (UpgradeCode `B8F7D153-FF2E-42F2-87DC-5EB16A0E4D61`). It never installs an older version.
4. It runs `msiexec /i <msi> /quiet /norestart`. The new version installs beside the running one, and nothing is closed.
5. The app switches to the new version when it is idle or next opened, never during a dictation.

The updater at a glance

Item	Detail
Service	`CommureDictationUpdater` (Commure Dictation Updater). Runs as LocalSystem, Automatic (Delayed Start).

Item	Detail
Program	`commure_dictation_updater.exe` in the version folder (`C:\Program Files\CommureDictation\app\<version>\`), signed by Commure
Working folder	`C:\ProgramData\CommureDictation\Updater\`, accessible only to SYSTEM and Administrators
Local connection	Named pipe `\\.\pipe\CommureDictationUpdater`. Accepts a version number only, never a URL, file path or hash.
Network	Outbound HTTPS to `storage.googleapis.com`. If the SYSTEM account cannot reach it (for example, behind a proxy that authenticates users), the app downloads the MSI as the signed-in user and the updater repeats every check on its own copy.

What clinicians see

Situation	What clinicians see
A new release has installed	Nothing. The app reopens on the new version after 20 minutes without keyboard or mouse input, or the next time it is opened.
A required update is installing	Starting a dictation shows “Installing required update… Commure Dictation will restart automatically when it is ready.” The app closes and reopens on its own as soon as no dictation is in progress.
An update could not be installed	A banner reads “The update could not be installed in the background.” with a Retry button.

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6. Update notices and deadlines

We send	When	What you do
New release available	The day we publish it	Nothing. Machines update in the background as the rollout reaches your site. Refresh your package when convenient.

We send	When	What you do
Update required by [date]	Ahead of the deadline	Nothing. Machines below the required version install it automatically.
Urgent update *rare: security or a critical fix*	Immediately, with a direct call	Nothing. Machines install it as soon as they check in.

Machines where the updater is turned off or cannot install the update need it from your tool before the date. Until then, starting a dictation on those machines shows:

> *"A required update for this managed installation must be deployed by your IT administrator before you can start a new dictation."*

A dictation already in progress is never interrupted. Once the update is in place, the app restarts into it as soon as no dictation is in progress.

> **Tell us who should receive these emails.** A shared IT mailbox works best.

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7. Citrix is not covered by this installer

> **Important.** The enterprise MSI and EXE install Commure Dictation only. They do **not** register the Citrix Workspace endpoint driver, and they do **not** install the VDA-side bridge. Citrix sites, including Citrix with MEDITECH, need the extra steps in the **Commure Dictation Citrix Deployment Guide**, on clinician endpoints and on the VDA or golden image. Non-Citrix sites can ignore this section.

Request the Citrix guide from your Commure contact before planning a Citrix rollout.

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8. Good to know

Point	Detail
Do not mix consumer and enterprise installs	Not on one machine. The enterprise build replaces a consumer install.
Install only to the default location	Do not repackage or re-sign the installer. Typing into elevated EHR windows depends on the signed build running from Program Files.

Point	Detail
Uninstall through the MSI	Apps & Features shows two entries (the MSI and the app); removing the MSI removes both, along with the updater and every installed version.
Downgrades are blocked	Neither the MSI nor the updater installs an older version over a newer one. If we ever pull a release, we pause the rollout and `latest` goes back to the previous good version; machines already on the newer build stay on it. We will email you if you need to do anything.
Two versions are kept	The current and previous versions stay on disk (about 760 MB together). Older versions are removed by the next update.
First upgrade from an earlier release	Upgrading from a release before 0.6.72 closes the app once to move to the new folder layout. Later updates do not close it.
User settings and logs are kept	Files under `%APPDATA%\Commure\Commure Dictation` survive uninstall. They contain application startup and update diagnostics only, no PHI.

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9. Support bundle

When reporting an install or update problem, send:

- The install log: `%TEMP%\commure-install.log`, or the MSI `/l*v` log
- Registry exports of `HKLM\SOFTWARE\CommureDictation` and `HKLM\SOFTWARE\Policies\CommureDictation`
- Updater files from `C:\ProgramData\CommureDictation\Updater\`: `status.json`, `updater.log` and `install-<version>.log`
- The version, and the deployment tool you used

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10. Frequently asked questions

Can Commure push updates to our machines?
Once version 0.6.72 or later is installed, the updater installs the release Commure has approved for your site: Commure-signed builds of this app only, from the URLs in section 2, never an older version and never during a dictation. See section 5.
Our change control requires approving each version.
The updater is governed by machine policy (see Policy settings in section 4). With it turned off, your tool installs every update, as with earlier releases.

Will our deployment tool show the right version?
Yes. The updater runs the same MSI your tool would, so Apps & Features, inventory tools and the `DisplayVersion` value all report the new version. Use a version-based detection rule (section 4) so your tool keeps reporting the app as installed.
How will we know about a new release?
We email you. You can also check `latest.json` at any time.
Do we need credentials or a Commure account to download?
No. The URLs are public, permanent and read-only.
What if a download fails?
Check that your network allows `storage.googleapis.com`. Contact us if it still fails.