Citrix Configuration

for Nuance PowerMic

NUANCE

Table of contents

Overview

The Nuance PowerMic Citrix Client Extension provides button control support for PowerMic SDK integrations on Windows platforms in Citrix remote sessions.

Citrix server requirements

- One of the following operating systems:
  Microsoft Windows 8
  Microsoft Windows 8.1
  Microsoft Windows 10
  Microsoft Windows Server 2012 R2
  Microsoft Windows Server 2016
  Microsoft Windows Server 2019

- One of the following Citrix environments:
  Citrix XenApp 7.15 or higher
  Citrix XenDesktop 7.15 or higher
  Citrix Virtual Apps and Desktops 1808 or higher

Client end point requirements

- One of the following operating systems:
  Microsoft Windows 8
  Microsoft Windows 8.1
  Microsoft Windows 10
  Microsoft Windows Server 2012 R2
  Microsoft Windows Server 2016
  Microsoft Windows Server 2019

- Citrix client:
  Citrix Receiver 4.10.1 or higher

Network requirements

- Network latency must not exceed 50 ms.

Installation

Note: Make sure that Citrix Receiver 4.10.1 or higher is already installed on the client end point; see: Requirements. Citrix Receiver must not be running during the installation of the Nuance PowerMic Citrix Client Extension.

Proceed as follows:

1. Log on to the client end point as an administrator.

2. Open the Nuance PowerMic Citrix Extension package, Citrix Client Extension folder and double-click Nuance PowerMic Citrix Client Extension.msi.

3. Follow the installation wizard.

Remarks

- The extension does not need to be installed on the server/virtual desktop; the required server binaries are already included in the application folder.

- If you upgrade the Citrix client, you must reinstall the Nuance PowerMic Citrix Client Extension.

- Firmware upgrade is not supported in a Citrix environment.

- In some cases the focus is lost and PowerMic buttons are not recognized if the application is started in the background after a session is reconnected. Press ALT + TAB until the focus is regained.

Silent setup

Installation

You can install the Nuance PowerMic Citrix Client Extension via the command line. For example:

- Nuance PowerMic Citrix Client Extension
  ```
  msiexec /i "<path>\Nuance PowerMic Citrix Client Extension.msi" /qn /l*v log.txt
  ```

Remarks

- The `l` option enables logging. If you enable logging, you must specify a log file name (`log.txt` in these examples).

Uninstalling

You can uninstall the Nuance PowerMic Citrix Client Extension via the command line. For example:

- Nuance PowerMic Citrix Client Extension
  ```
  msiexec /x "<path>\Nuance PowerMic Citrix Client Extension.msi" /qn /l*v log.txt
  ```

Troubleshooting

See also: Enabling logging and Contacting support.

Common issues

In case of problems, check the following:

- The Nuance PowerMic Citrix Client Extension is correctly installed. For more information, see: Verifying the installation.

- The Nuance PowerMic Citrix Server & Virtual Desktop Extension setup is uninstalled unless it is used by other products.

- The Nuance PowerMic Citrix Client Extension was installed after Citrix Receiver. If Citrix Receiver is reinstalled, the Nuance PowerMic Citrix Client Extension must also be reinstalled. If Citrix Receiver is updated manually or automatically, the Nuance PowerMic Citrix Client Extension does not need to be reinstalled.

- USB redirection is disabled:

  You cannot use USB redirection together with the Nuance PowerMic Citrix Client Extension. USB redirection removes the audio device from the client and adds a virtual audio device on the server.

Verifying the installation

Citrix client

To verify that the Nuance PowerMic Citrix Client Extension is correctly installed on the client end point, do the following:

1. On the client end point, open the Control Panel and click **Programs and Features**.

2. Check that **Nuance PowerMic Citrix Client Extension** is listed.

3. Open the C:\Program Files (x86)\Citrix\ICA Client folder (64-bit Microsoft Windows) and check that the following files exist:

   PowerMicVcClient.dll
   PowerMicLog.dll

4. Open the C:\Program Files (x86)\Common Files\Nuance\PowerMic folder and check that the following files exist:

   PowerMicCtrl.dll
   PowerMicHid.dll
   PowerMicLog.dll

5. Open the Registry Editor.

6. Browse for (64-bit Microsoft Windows):

   HKEY_LOCAL_
   MACHINE\Software\Wow6432Node\Citrix\ICA Client\Engine\Configuration\Advanced\Modules\
   ICA 3.0

   Check that the VirtualDriverEx value contains: PowerMicVcClient

   Note: The VirtualDriverEx value can have multiple values, separated by a comma.

7. Browse for (64-bit Microsoft Windows):

HKEY_LOCAL_
MACHINE\Software\Wow6432Node\Citrix\ICA Client\Engine\Configuration\Advanced\Modules\
PowerMicVcClient

Check that `DriverNameWin32` is set to: `PowerMicVcClient.dll`

Enabling logging

To enable logging, do the following:

1. Open the Log folder of the PowerMic SDK.

2. Rename powermiclog.ini.template to: powermiclog.ini

3. Copy powermiclog.ini to the following folders:

   - On the Citrix server/virtual desktop where your application is hosted:

     \<ApplicationFolder\>\Nuance.PowerMic

   - On the client end point:

     C:\Program Files (x86)\Common Files\Nuance\PowerMic
     C:\Program Files (x86)\Citrix\ICA Client

4. The default log output is C:\temp. To change this, open powermiclog.ini in a text editor and change the `LogDirectory` value.

Contacting support

When you request support for Citrix-related problems, please provide the following information:

- The troubleshooting steps you have already carried out and your results.

- Detailed steps describing how to reproduce the problem.

- The version number of the Nuance PowerMic Citrix Client Extension.

- The type and operating system versions of thin clients used.

- The Citrix XenApp/XenDesktop version used on your system.

- The Citrix settings in use: Desktop or Application publishing.

- The Citrix Receiver version used.

- The Citrix server operating system.

- Any special configurations in use; for example, Citrix Provisioning, combined XenApp and XenDesktop installation.