

VMware Horizon View Configuration for Nuance PowerMic

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Overview

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

VMware server requirements

- VMware Horizon View Agent 7.6 or higher.
- One of the following operating systems:
 - Microsoft Windows Server 2012 R2
 - Microsoft Windows Server 2016
 - Microsoft Windows Server 2019

Client end point requirements

- Sound card or USB audio device.
- One of the following operating systems:
 - Microsoft Windows 8
 - Microsoft Windows 8.1
 - Microsoft Windows 10
- VMware Horizon View Client 4.9 or higher.
- VMware Blast Extreme (compatible with Nuance virtual extensions client and server components version 29.2.44.1 or higher and PowerMic SDK 4.6.16.8 or higher).

Network requirements

- Network latency must not exceed 50 ms.

Installation

Proceed as follows:

1. Log on to the client end point as an administrator.
2. Open the Nuance PowerMic VMware Client Extension package, Client folder and double-click Nuance PowerMic VMware Client Extension.exe.
3. Follow the installation wizard.

Remarks

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

Silent setup

Installation

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

- Nuance PowerMic VMware Client Extension
`"<path>\Nuance PowerMic VMware Client Extension.exe" -i -q -l log.txt`

Note: The `l` option enables logging. If you enable logging, you must specify a log file name (`log.txt` in this example).

Uninstalling

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

- Nuance PowerMic VMware Client Extension
`"<path>\Nuance PowerMic VMware Client Extension.exe" /uninstall -i -q -l log.txt`

Troubleshooting

See also: [Enabling logging](#) and [Contacting support](#).

Common issues

In case of problems, check the following:

- The Nuance PowerMic VMware Client Extension is correctly installed. For more information, see: [Verifying the installation](#).
- USB redirection is disabled:
You cannot use USB redirection together with the Nuance PowerMic VMware Client Extension. USB redirection removes the audio device from the client and adds a virtual audio device on the server.

Verifying the installation

To verify that the Nuance PowerMic VMware 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 VMware Client Extension** is listed.
Note: If the VMware session (vmware-remotekms.exe process) was running during the installation of the Nuance PowerMic VMware Client Extension, the extension might not work properly.
3. On a 64-bit Microsoft Windows system, go to C:\Windows\System32 and check that the following files exist:
 - PowerMicClient.dll
 - PowerMicLog.dll
 - PowerMicRDSCInt.dll
4. On a 32-bit VMware Horizon Client app, go to C:\Windows\SysWOW64 and check that the following files exist:
 - PowerMicClient.dll
 - PowerMicLog.dll
 - PowerMicRDSCInt.dll
5. On a 32-bit VMware Horizon Client app, go to C:\Program Files (x86)\Common Files\Nuance\PowerMic and check that the following files exist:
 - PowerMicHid.dll
 - PowerMicLog.dll
6. On a 64-bit Microsoft Windows system, go to C:\Program Files\Common Files\Nuance\PowerMic (64-bit dll files) and check that the following files exist:
 - PowerMicHid.dll
 - PowerMicLog.dll
7. Open the Registry Editor.
8. On a 64-bit Microsoft Windows system, browse for HKEY_LOCAL_MACHINE\Software\Microsoft\Terminal Server Client\Default\AddIns\PMVMWCL and check the following:
 - The Name value points to C:\windows\system32\PowerMicRDSCInt.dll.
 - The PCoIP Enabled DWORD value is set to 1.

9. On a 32-bit VMware Horizon Client app installed on a 64-bit Microsoft Windows system, browse for HKEY_LOCAL_MACHINE\Software\Wow6432Node\Microsoft\Terminal Server Client\Default\AddIns\PMVMWCL and check the following:

The Name value points to C:\windows\syswow64\PowerMicRDSCInt.dll.

The PCoIP Enabled DWORD value is set to 1.

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 VMware server/virtual desktop where your application is hosted:
<ApplicationFolder>\Nuance.PowerMic
 - On the client end point:
 - C:\Program Files (x86)\Common Files\Nuance\PowerMic (for 32-bit VMware Horizon Client app)
 - C:\Program Files\Common Files\Nuance\PowerMic (for 64-bit VMware Horizon Client app)
 - C:\Windows\SysWOW64 (for 32-bit VMware Horizon Client app)
 - C:\Windows\System32 (for 64-bit VMware Horizon Client app)
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 VMware-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 VMware Client Extension.
- The type and operating system versions of thin clients used.
- The VMware Horizon View version used on your system.
- The VMware client version used.
- The VMware server operating system.
- The guest operating system on the virtual machine.