

# Microsoft RDS Configuration for Nuance PowerMic

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## Overview

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

### Server requirements

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- One of the following operating systems running Microsoft Remote Desktop Services (RDS):
  - Microsoft Windows Server 2012 R2
  - Microsoft Windows Server 2016
  - Microsoft Windows Server 2019

### Client end point requirements

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- One of the following operating systems:
  - Microsoft Windows 8.0
  - Microsoft Windows 8.1
  - Microsoft Windows 10
- Remote Desktop Protocol 7.x or higher.
- Microsoft Remote Desktop Client

### Network requirements

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- 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 RDS Client Extension package, Client folder and double-click Nuance PowerMic RDS 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.
- The 32-bit and 64-bit versions of the Nuance PowerMic RDS Client Extension are installed together.

# Silent setup

## Installation

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

- Nuance PowerMic RDS Client Extension  
`"<path>\Nuance PowerMic RDS 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

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

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

# Troubleshooting

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

## Common issues

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In case of problems, check the following:

- The Nuance PowerMic RDS Client Extension is correctly installed. For more information, see: [Verifying the installation](#).

## Verifying the installation

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To verify that the Nuance PowerMic RDS 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 RDS Client Extension** is listed.  
**Note:** If the RDS session (mstsc.exe process) was running during the installation of the Nuance PowerMic RDS Client Extension, the extension might not work properly.
3. On a 64-bit Microsoft Windows system, go to C:\Windows\System32 (64-bit dll files) and C:\Windows\SysWOW64 (32-bit dll files) and check that the following files exist:
  - PowerMicClient.dll
  - PowerMicLog.dll
  - PowerMicRDSCInt.dll
4. On a 64-bit Microsoft Windows system, go to C:\Program Files (x86)\Common Files\Nuance\PowerMic (32-bit dll files) and C:\Program Files\Common Files\Nuance\PowerMic (64-bit dll files) and check that the following files exist:
  - PowerMicHid.dll
  - PowerMicLog.dll
5. Open the Registry Editor.
6. On a 64-bit Microsoft Windows system, browse for HKEY\_LOCAL\_MACHINE\Software\Microsoft\Terminal Server Client\Default\AddIns\PMRDSCl and check that the Name value is set to PowerMicRDSCInt.
7. On a 64-bit Microsoft Windows system, browse for HKEY\_LOCAL\_MACHINE\Software\Wow6432Node\Microsoft\Terminal Server Client\Default\AddIns\PMRDSCl and check that the Name value points to C:\windows\SysWOW64\PowerMicRDSCInt.dll.

## Enabling logging

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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 RDS server/virtual desktop where your application is hosted:
    - <ApplicationFolder>\Nuance.PowerMic
  - On the client end point:

C:\Program Files (x86)\Common Files\Nuance\PowerMic(32-bit Remote Desktop Connection app)

C:\Program Files\Common Files\Nuance\PowerMic (64-bit Remote Desktop Connection app)

C:\Windows\SysWOW64 (32-bit Remote Desktop Connection app)

C:\Windows\System32 (64-bit Remote Desktop Connection 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

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When you request support for RDS-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 RDS Client Extension.
- The Windows, Windows Server and RDP versions used.
- The Microsoft RDS settings in use: Desktop or Application publishing.
- The Remote Desktop client used.