

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.

Important: For security reasons, make sure that VDI channel encryption is enabled between client end points and VDI servers or virtual desktops. Disabling encryption in a virtualized environment can lead to confidential data being exposed. Encryption is enabled by default.

Server requirements

- One of the following operating systems running Microsoft Remote Desktop Services (RDS):
 - Microsoft Windows Server 2016
 - Microsoft Windows Server 2019
 - Microsoft Windows Server 2022

Client end point requirements

- One of the following operating systems:
 - Microsoft Windows 10
 - Microsoft Windows 11
- Remote Desktop Protocol 7.x or higher
- Microsoft Remote Desktop Client

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 RDS Client Extension package, Client folder and select Nuance PowerMic RDS Client Extension.exe.
3. Follow the installation wizard.

Remarks

- The extension doesn't need to be installed on the server; the required server binaries are already included in the app folder.
- The 32-bit and 64-bit versions of the Nuance PowerMic RDS Client Extension are installed together.

Silent setup

Installation

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`

Remarks

- The `l` option enables logging. If you enable logging, you must specify a log file name (`log.txt` in this example).
- Use the `-norestart` parameter to suppress the automatic restart of the computer if the Nuance extension setups require a restart.

Uninstalling

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`

Note: Use the `-norestart` parameter to suppress the automatic restart of the computer if the Nuance extension setups require a restart.

Troubleshooting

Common issues

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

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 select **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  
pmlog.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  
pmlog.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.

Contacting support

The PowerMic SDK logging framework was changed; please contact support for instructions on how to enable logging for PowerMic SDK.

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

- The troubleshooting steps you've 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.