

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 2012 R2
 - 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 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

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 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
psplog.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
psplog.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 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.