

# 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.

**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.

## VMware server requirements

- VMware Horizon View Agent 7.13 or higher
- One of the following operating systems:
  - Microsoft Windows Server 2012 R2
  - Microsoft Windows Server 2016
  - Microsoft Windows Server 2019
  - Microsoft Windows Server 2022

## Client end point requirements

- Sound card or USB audio device
- One of the following operating systems:
  - Microsoft Windows 10
  - Microsoft Windows 11
- VMware Horizon View Client 5.5 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`

## 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 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`

**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 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  
psplog.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  
psplog.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  
psplog.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  
psplog.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.

## 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 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.