

# Citrix Configuration for Nuance PowerMic

## Table of contents

<b>Overview</b>	<b>3</b>
Citrix server requirements	3
Client end point requirements	3
Network requirements	4
Virtual channel allow list	4
<b>Installation</b>	<b>5</b>
<b>Silent setup</b>	<b>6</b>
Installation	6
Uninstalling	6
<b>Troubleshooting</b>	<b>7</b>
Common issues	7
Verifying the installation	7
Contacting support	8

# Overview

The Nuance PowerMic Citrix Client Extension provides button control support for PowerMic SDK integrations on Windows platforms in Citrix 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.

## Citrix server requirements

- One of the following operating systems:
  - Microsoft Windows 10
  - Microsoft Windows 11
  - Microsoft Windows Server 2016
  - Microsoft Windows Server 2019
  - Microsoft Windows Server 2022
- One of the following Citrix environments:
  - Citrix XenApp 7.15 or higher
  - Citrix XenDesktop 7.15 or higher
  - Citrix Virtual Apps and Desktops 1912 LTSR or higher

## Client end point requirements

- One of the following operating systems:
  - Microsoft Windows 10
  - Microsoft Windows 11
  - Microsoft Windows Server 2016
  - Microsoft Windows Server 2019
  - Microsoft Windows Server 2022
- Citrix client:
  - Citrix Workspace app 1912 LTSR or higher

## Network requirements

- Network latency must not exceed 50 ms.

## Virtual channel allow list

Starting with Citrix Virtual Apps and Desktops 2109, the **Virtual channel allow list** policy setting is enabled by default. This means that custom/third-party virtual channels no longer work with the default configuration; you must either add the Nuance virtual channels to the allow list or disable the **Virtual channel allow list** policy. For more information, see the Citrix documentation on [obtaining virtual channel names and processes](#) and the [relevant Citrix blog post](#).

To configure the **Virtual channel allow list** policy setting in Citrix Studio, do the following:

1. In the tree view, select and hold (or right-click) **Policies** and select **Create Policy**.
2. Search for the **Virtual channel allow list** policy and select **Select**.
3. To disable the policy and allow all third-party virtual channels, select **Disabled**.

Disabling the policy is the preferred option; if this isn't possible in your organization, leave the policy enabled and specify the following Nuance virtual channels in the text box:

```
PSPSBEX,<path>\SoD.exe  
PSPMIX,<path>\SoD.exe  
NUCAAUX,<path>\SoD.exe  
NUAREC,<path>\SoD.exe  
NUAPLAY,<path>\SoD.exe  
NUACOM,<path>\SoD.exe  
PMICIIB,<path>\SoD.exe  
PSPCTRL,<path>\SoD.exe,<path>\Philips.SpeechMike\PSPDispatcherS.exe  
PSPCTR2,<path>\SoD.exe,<path>\Philips.SpeechMike\PSPDispatcherS.exe
```

**Note:** <path> stands for the location of the app on the server that uses the virtual channel.

4. Select **OK > Next**.
5. Assign the policy to a specific delivery group (Citrix server) and select **Next**.
6. Enable the policy and select **Finish**.
7. Restart the Citrix server you applied the policy to.

# Installation

**Note:** Make sure that the Citrix Workspace app 1912 LTSR or higher is already installed on the client end point; see: [Requirements](#). Citrix Workspace must not be running during the installation of the Nuance PowerMic Citrix Client Extension.

Proceed as follows:

1. Log on to the client end point as an administrator.
2. Open the Nuance PowerMic Citrix Extension package, Citrix Client Extension folder and select Nuance PowerMic Citrix Client Extension.msi.
3. Follow the installation wizard.

## Remarks

- The extension doesn't need to be installed on the server/virtual desktop; the required server binaries are already included in the app folder.
- If you upgrade the Citrix client, you must reinstall the Nuance PowerMic Citrix Client Extension.
- Firmware upgrade is not supported in a Citrix environment.
- In some cases the focus is lost and PowerMic buttons aren't recognized if the app is started in the background after a session is reconnected. Press ALT + TAB until the focus is regained.

# Silent setup

## Installation

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

- Nuance PowerMic Citrix Client Extension  
`msiexec /i "<path>\Nuance PowerMic Citrix Client Extension.msi" /qn /l*v log.txt`

## Remarks

- The `/l` option enables logging. If you enable logging, you must specify a log file name (log.txt in these examples).
- 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 Citrix Client Extension via the command line. For example:

- Nuance PowerMic Citrix Client Extension  
`msiexec /x "<path>\Nuance PowerMic Citrix Client Extension.msi" /qn /l*v 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 Citrix Client Extension is correctly installed. For more information, see: [Verifying the installation](#).
- The Nuance PowerMic Citrix Server & Virtual Desktop Extension setup is uninstalled unless it's used by other products.
- The Nuance PowerMic Citrix Client Extension was installed after Citrix Workspace. If Citrix Workspace is reinstalled, the Nuance PowerMic Citrix Client Extension must also be reinstalled. If Citrix Workspace is updated manually or automatically, the Nuance PowerMic Citrix Client Extension doesn't need to be reinstalled.
- USB redirection is disabled:  
You can't use USB redirection together with the Nuance PowerMic Citrix Client Extension. USB redirection removes the audio device from the client and adds a virtual audio device on the server.

## Verifying the installation

### Citrix client

To verify that the Nuance PowerMic Citrix 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 Citrix Client Extension** is listed.
3. Open the C:\Program Files (x86)\Citrix\ICA Client folder (64-bit Microsoft Windows) and check that the following files exist:  
  
PowerMicVcClient.dll  
pmlog.dll
4. Open the C:\Program Files (x86)\Common Files\Nuance\PowerMic folder and check that the following files exist:  
  
PowerMicCtrl.dll

PowerMicHid.dll  
pmlog.dll

5. Open the Registry Editor.

6. Browse for (64-bit Microsoft Windows):

HKEY\_LOCAL\_  
MACHINE\Software\Wow6432Node\Citrix\ICA Client\Engine\Configuration\Advanced\Modules\ICA 3.0

Check that the VirtualDriverEx value contains: PowerMicVcClient

**Note:** The VirtualDriverEx value can have multiple values, separated by comma.

7. Browse for (64-bit Microsoft Windows):

HKEY\_LOCAL\_  
MACHINE\Software\Wow6432Node\Citrix\ICA Client\Engine\Configuration\Advanced\Modules\PowerMicVcClient

Check that DriverNameWin32 is set to: PowerMicVcClient.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 Citrix-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 Citrix Client Extension.
- The type and operating system versions of thin clients used.
- The Citrix XenApp/XenDesktop version used on your system.
- The Citrix settings in use: Desktop or Application publishing.
- The Citrix Workspace version used.
- The Citrix server operating system.
- Any special configurations in use; for example, Citrix Provisioning, combined XenApp and XenDesktop installation.