

# VMware Horizon View Configuration for Nuance PowerMic

## Table of contents

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

# 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 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 select Nuance PowerMic VMware 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.

# 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 can't 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 select **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  
pmlog.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  
pmlog.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  
pmlog.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  
pmlog.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've 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.