

VMware/Omnissa Configuration for Nuance PowerMic

Version 2026.2

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Overview

The Dragon PowerMic Omnissa Client Extension provides button control support for PowerMic SDK integrations on Windows platforms in VMware/Omnissa Horizon 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/Omnissa server requirements

- VMware Horizon View Agent 7.13 or higher
- Omnissa Horizon Agent 2412 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
- Omnissa Horizon Client 2412 or higher
- VMware/Omnissa Horizon 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.

Virtual channel allow list

VMware/Omnissa Horizon has a virtual channel security feature that, if enabled, requires you to add the Nuance virtual channels to the allow list. This feature is implemented on the Windows agent for both Blast and PCoIP.

To enable the feature, open the Registry Editor, browse for HKLM\Software\Omnissa\Horizon\VirtualChannels\AllowVirtualChannels or HKLM\Software\VMware, Inc.\VMware VDM\VirtualChannels\AllowVirtualChannels and set it to 1.

The allowed channels and their associated apps are defined in subkeys. For example:

```
...\VirtualChannels\<feature name 1>\<channel name 1>=<app1>|<app2>...  
...\VirtualChannels\<feature name 2>\<channel name 2>=<app1>|<app2>...
```

Installation

Proceed as follows:

1. Log on to the client end point as an administrator.
2. Open the Dragon PowerMic Omnissa Client Extension package, Client folder and select Dragon 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 Dragon PowerMic Omnissa Client Extension via the command line. For example:

- Dragon PowerMic Omnissa Client Extension
`"<path>\Dragon 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 Dragon PowerMic Omnissa Client Extension via the command line. For example:

- Dragon PowerMic Omnissa Client Extension
`"<path>\Dragon 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 Dragon PowerMic Omnissa 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 Dragon PowerMic Omnissa 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 Dragon PowerMic Omnissa 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 **Dragon PowerMic Omnissa Client Extension** is listed.
Note: If the VMware/Omnissa session (vmware-remotekms.exe process) was running during the installation of the Dragon PowerMic Omnissa Client Extension, the extension might not work properly.
3. Go to C:\Windows\System32 and check that the following files exist:

PowerMicClient.dll
pmlog.dll
PowerMicRDSCInt.dll
4. Go to 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. 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.

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/Omnissa-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 Dragon PowerMic Omnissa Client Extension.
- The type and operating system versions of thin clients used.
- The VMware/Omnissa Horizon version used on your system.
- The VMware/Omnissa client version used.
- The VMware/Omnissa server operating system.
- The guest operating system on the virtual machine.