

Deployment and Configuration for Citrix Environments

Table of contents

Overview	3
Application deployment	3
Audio channels	3
Microphone control channels	4
Server and client components	4
Package contents	5
Requirements	6
Citrix server	6
Client PC	6
Network requirements	6
Audio channel installation	7
PowerMic control channel installation	8
Server component	8
Client component	8
Silent setup	9
Uninstalling	9
Supported microphones	10
Third-party microphones	10
Troubleshooting audio	11
Third-party software updates	11
Common issues	11
Verifying the installation	11
Citrix client does not start	12
Microphone unavailable	12
Record/playback not working	13
Application performance and stability issues	14
XenApp 5 issues	14
Enabling logging	14
Contacting support	15
Troubleshooting PowerMic controls	16
Common issues	16
Verifying the installation	16
Enabling logging	17
Contacting support	17

Overview

The Nuance Citrix Client Audio Extension and Nuance PowerMic Citrix Extension provide custom audio and microphone button channels for the following products:

- Citrix XenApp and XenDesktop
- Microsoft Windows and Windows Embedded operating systems
- Linux thin clients
- The following speech recognition applications:
 - Dragon Medical One Desktop Application
 - Dragon Medical Direct
 - Dragon Case and Care
 - Applications based on Dragon Medical SpeechKit (.NET and COM editions)
 - Applications based on SpeechMagic SDK

For more information on hardware, software and network requirements, see: [Requirements](#).

Application deployment

Applications or desktops that are hosted in a virtualized environment are displayed as a bit map image via a receiver or remote desktop application.

This has the following implications:

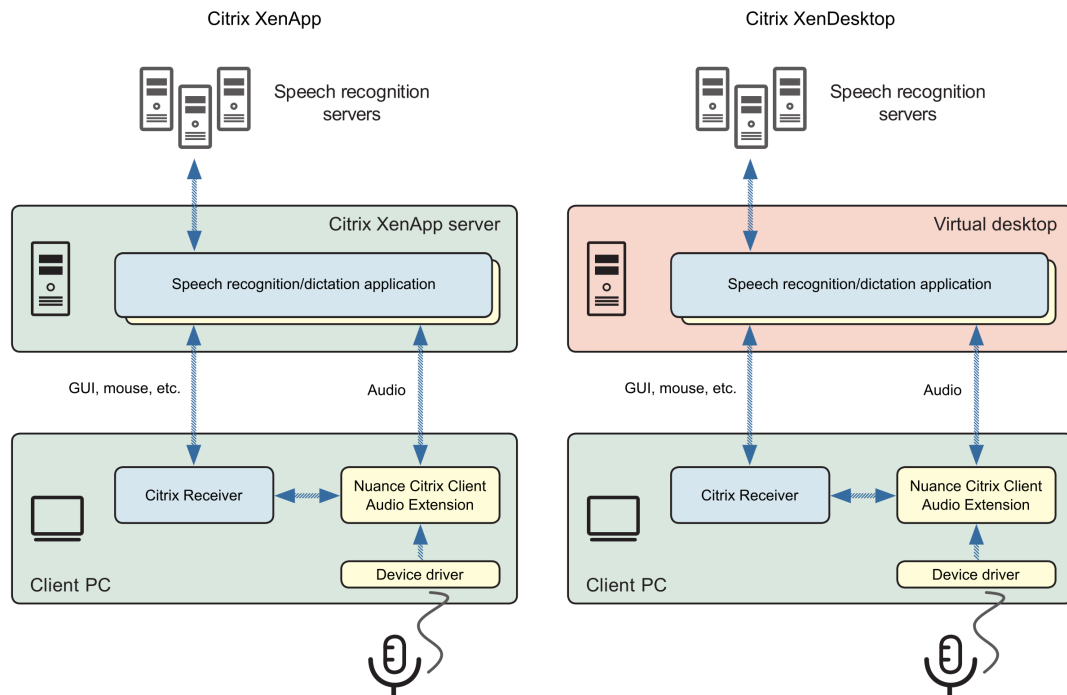
- Your speech recognition application is not installed on the end-user's PC/thin client, but on the Citrix server/virtual desktop.
- Your speech recognition application is not installed where the microphone is plugged in.
- If your speech recognition application sends recognized text to a target application (for example. clinical documentation program or word processor), the speech recognition application must be installed on the same server or virtual desktop image as the target application to be able to access the target application's text fields.

Audio channels

High quality audio is required for accurate speech recognition. Regardless of the virtualization technology and architecture, you must be able to deliver audio from the end-user's PC or thin client to the application hosted on the server.

The Nuance Citrix Audio Extension reduces the bandwidth requirements between the client end point and the hosted application. Each dictating user requires 19.2 to 256 kbps depending on the sound format. Native audio channels can require up to 1.4 Mbps.

The corresponding improvements in application responsiveness and performance are critical to the user experience.



Microphone control channels

Microphone buttons, sliders and other controls must be routed separately to the speech recognition application.

To enable this for the Nuance PowerMic in a Citrix XenApp/XenDesktop system, the [Nuance PowerMic Citrix Extension](#) provides a custom channel for Nuance PowerMic button controls.

For Philips, Grundig and Olympus devices, [third party redistributable packages](#) are available.

Server and client components

Install the PowerMic control channel on the client PC and on the server/virtual desktop. Install the audio channel only on the client PC.

Package contents

Nuance Citrix Client Audio Extension

A virtual audio channel for Citrix XenApp/XenDesktop systems:

- Client component:
Nuance Citrix Audio and Button Extensions\Client\Client Windows folder, Nuance Citrix Client Audio Extension.exe

For more information on how to install the Nuance Citrix Client Audio Extension, see: [Audio channel installation](#).

Nuance Citrix Client Audio Extension for Linux

- Client component:
Nuance Citrix Audio and Button Extensions\Client\Client Linux folder

For more information on system requirements, supported audio formats and supported thin clients, see the README file in the Nuance Citrix Audio and Button Extensions\Client\Client Linux folder.

Nuance PowerMic Citrix Extension

A virtual channel for Nuance PowerMic button controls in a Citrix XenApp/XenDesktop system:

- Server/virtual desktop component (Nuance PowerMic Citrix Server & Virtual Desktop Extension):
Nuance Citrix Audio and Button Extensions\Server & Virtual Desktop folder, Nuance PowerMic Citrix Server & Virtual Desktop Extension.exe
- Client component (Nuance PowerMic Citrix Client Extension):
Nuance Citrix Audio and Button Extensions\Client\Client Windows folder, Nuance PowerMic Citrix Client Extension.msi

For more information on how to install the Nuance PowerMic Citrix Extension, see: [PowerMic control channel installation](#).

Third-party device drivers

- Redistributable packages for Philips, Grundig and Olympus devices. For more information, see: [Supported microphones](#).

Requirements

Citrix server

- One of the following Citrix environments:
 - Citrix XenApp 6.5 or 7.x
 - Citrix XenDesktop 7.x

Client PC

- Sound card or USB audio device. For more information, see: [Supported microphones](#).
- One of the following operating systems:
 - Microsoft Windows 7
 - Microsoft Windows Embedded Standard 7
 - Microsoft Windows 8
 - Microsoft Windows 8.1
 - Microsoft Windows 10
 - Microsoft Windows Server 2008 R2
 - Microsoft Windows Server 2012 R2
 - Microsoft Windows Server 2016
- Citrix client:
 - Citrix Receiver 4.3 or higher
- Linux thin clients: For more information on system requirements, supported audio formats and supported thin clients, see the README file in the Nuance Citrix Audio and Button Extensions\Client\Client Linux folder.

Network requirements

- Minimum Citrix client to Citrix server bandwidth for audio data:
 - CELP: 19.2 kbps
 - Speex: 28 kbps
 - PCM 8 kHz: 128 kbps
 - PCM 16 kHz: 256 kbps
- Network latency must not exceed 50 ms.

Audio channel installation

Install the Nuance Citrix Client Audio Extension on the client PC (i.e. on the PC operating system, not the virtual desktop).

Note: Make sure that Citrix Receiver 4.3 or higher is already installed on the client PC; see: [Requirements](#). Citrix Receiver must not be running during the installation of the Nuance Citrix Client Audio Extension.

Proceed as follows:

1. Log on to the client PC as an administrator.
2. Open the Nuance Citrix Audio and Button Extensions\Client\Client Windows folder.
3. Double-click Nuance Citrix Client Audio Extension.exe.
4. Follow the installation wizard.
5. Make sure the device you want to use is selected as the default recording device on the client PC (Control Panel, **Sound** dialog box, **Recording** tab).

Remarks

- If you upgrade the Citrix client, you must reinstall the Nuance Citrix Client Audio Extension.
- Microphone buttons and other controls require a separate channel. For more information, see: [PowerMic control channel installation](#) and [Supported microphones](#).
- The extension does not need to be installed on the server/virtual desktop; the required server binaries are already included in the application folder.

PowerMic control channel installation

To use a microphone with buttons or other controls, install the corresponding device driver/redistributable package with Citrix XenApp/XenDesktop support on the Citrix server/virtual desktop and client PC. See also: [Third party microphones](#).

For Nuance PowerMic, install the server and client components of the Nuance PowerMic Citrix Extension. This configures a custom channel to route button controls from the Nuance PowerMic to the hosted application.

Server component

Install the Nuance PowerMic Citrix Server & Virtual Desktop Extension where your speech recognition application is hosted. This depends on your Citrix system:

- Citrix XenApp: Install on the Citrix server.
- Citrix XenDesktop: Install on the Citrix virtual desktop.

To install the Nuance PowerMic Citrix Server & Virtual Desktop Extension, do the following:

1. Log on to the Citrix server/virtual desktop as an administrator.
2. Open the Nuance Citrix Audio and Button Extensions\Server & Virtual Desktop folder.
3. Double-click Nuance PowerMic Citrix Server & Virtual Desktop Extension.exe.
4. Follow the installation wizard.

Client component

Install the Nuance PowerMic Citrix Client Extension on the client PC (i.e. on the PC operating system, not the virtual desktop).

Note: Make sure that Citrix Receiver 4.3 or higher is already installed on the client PC; see: [Requirements](#). Citrix Receiver must not be running during the installation of the Nuance PowerMic Citrix Client Extension.

Proceed as follows:

1. Log on to the client PC as an administrator.
2. Open the Nuance Citrix Audio and Button Extensions\Client\Client Windows folder.
3. Double-click Nuance PowerMic Citrix Client Extension.msi.
4. Follow the installation wizard.

Remarks

- 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 are not recognized if the application is started in the background after a session is reconnected. Press ALT + TAB until the focus is regained.

Silent setup

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

- Nuance Citrix Client Audio Extension
`"<path>\Nuance Citrix Client Audio Extension.exe" -i -q -l log.txt`
- Nuance PowerMic Citrix Server & Virtual Desktop Extension
`"<path>\Nuance PowerMic Citrix Server & Virtual Desktop Extension.exe" -i -q -l log.txt`
- 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).
- By default, Nuance Citrix Client Audio Extension cannot be installed on Windows Server operating systems. To enforce its installation, use the `SKIP_OS_CHECK` parameter.

Uninstalling

You can uninstall the Nuance Citrix Client Audio Extension and Nuance PowerMic Citrix Extension via the command line. For example:

- Nuance Citrix Client Audio Extension
`"<path>\Nuance Citrix Client Audio Extension.exe" /uninstall -i -q -l log.txt`
- Nuance PowerMic Citrix Server & Virtual Desktop Extension
`"<path>\Nuance PowerMic Citrix Server & Virtual Desktop Extension.exe" /uninstall -i -q -l log.txt`
- Nuance PowerMic Citrix Client Extension
`msiexec /x "<path>\Nuance PowerMic Citrix Client Extension.msi" /qn /l*v log.txt`

Supported microphones

	Citrix XenApp		Citrix XenDesktop	
	Audio	Controls	Audio	Controls
Nuance PowerMic II	yes	yes*	yes	yes*
Nuance PowerMic II with barcode scanner	yes	yes*	yes	yes*
Nuance PowerMic III	yes	yes*	yes	yes*
Philips SpeechMike Air	yes	yes**	yes	yes**
Philips SpeechMike Premium	yes	yes**	yes	yes**
Philips SpeechMike III	yes	yes**	yes	yes**
Grundig Digta SonicMic II	yes	yes**	yes	yes**
Grundig Digta SonicMic II (US edition)	yes	yes**	yes	yes**
Grundig Digta SonicMic 3	yes	yes**	yes	yes**
Olympus DirectRec	yes	yes**	yes	no

* To enable Nuance PowerMic controls, [install the Nuance PowerMic Citrix Extension](#).

** To enable button controls for third-party devices, install the corresponding redistributable packages.

Third-party microphones

The Nuance 3rd party device drivers folder contains redistributable packages for Philips, Grundig and Olympus devices.

Install the redistributables on the Citrix server/virtual desktop where your application is hosted and on the client PC. For more information, see the documentation delivered with the redistributable package.

Note: The quality of third-party device drivers is the responsibility of the device vendor. Nuance does not guarantee that third-party drivers are error free and suitable for your requirements. Redistributed drivers might not be the most recent versions; contact your vendor for up-to-date drivers that support your speech recognition system.

Troubleshooting audio

This troubleshooting guide deals with problems related to the Citrix virtual audio channel. For problems with button controls on Nuance PowerMic devices, see: [Troubleshooting PowerMic controls](#).

See also: [Enabling logging](#) and [Contacting support](#).

Third-party software updates

- **Windows Server 2008 R2:** Intermittent internal errors when recording audio.
Microsoft hotfix KB2538047 must be installed. For more information, see the Microsoft Knowledge Base, [article 2538047](#).

Common issues

In case of problems, check the following:

- The client components of the Nuance Citrix Audio Extension are correctly installed. For more information, see: [Verifying the installation](#).
- The Nuance Citrix Client Audio Extension was installed after Citrix Receiver. If Citrix Receiver is updated or reinstalled, the Nuance Citrix Client Audio Extension must be reinstalled.
- USB redirection is disabled:
You cannot use USB redirection together with the Nuance Citrix Audio Extension. USB redirection removes the audio device from the client and adds a virtual audio device on the server. For more information, see: [Record/playback not working](#).
Note: You can use the Citrix built-in virtual channel together with the Nuance Citrix Audio Extension.
- The audio device you want to use is listed as the default audio device on the client PC, and this device is also available to the application hosted on the server. For more information, see: [Microphone unavailable](#).
- In case of problems with a Citrix XenApp 5 system, see: [XenApp 5 issues](#).

Verifying the installation

Citrix client

To verify that the Nuance Citrix Client Audio Extension is correctly installed on the client PC, do the following:

1. On the client PC, open the Control Panel and click **Programs and Features**.
2. Check that **Nuance Citrix Client Audio Extension** is listed.
3. Check that the version number corresponds to your download.
4. Open the C:\Program Files (x86)\Citrix\ICA Client folder (64-bit Windows) and check that the following files exist:
 - NcaAudiodev.dll
 - SmCAudio.dll
 - SmCMixer.dll
 - NuCaAudioCtxCInt.dll
 - NuCaMixerCtxCInt.dll
5. Start the Registry Editor.
6. Browse for (64-bit Windows):

```
HKEY_LOCAL_
MACHINE\SOFTWARE\Wow6432Node\Citrix\ICA Client\Engine\Configuration\Advanced\Modules\ICA 3.0
```

and check that the VirtualDriverEx value contains PspSbExtCtx and PspMixerCtx.

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

7. Browse for (64-bit Windows):

```
HKEY_LOCAL_
MACHINE\SOFTWARE\Wow6432Node\Citrix\ICA Client\Engine\Configuration\Advanced\Modules\PspSbExtCtx
```

and check the following values:

```
DriverNameWin32 = SmCAudio.dll
DriverName = Unsupported
DriverNameWin16 = Unsupported
```

8. Browse for (64-bit Windows):

```
HKEY_LOCAL_
MACHINE\SOFTWARE\Wow6432Node\Citrix\ICA Client\Engine\Configuration\Advanced\Modules\PspMixerCtx
```

and check the following values:

```
DriverNameWin32 = SmCMixer.dll
DriverName = Unsupported
DriverNameWin16 = Unsupported
```

Citrix client does not start

- After you install the Nuance Citrix Client Audio Extension, the Citrix client does not start.

Make sure the Nuance Citrix Audio Extension is correctly installed; for more information, see: [Verifying the installation](#).

Microphone unavailable

- The audio device is not available to the speech recognition application. Proceed as follows:
 1. Make sure the audio device is switched on and connected to the client PC.
 2. Make sure your system fulfills the [Requirements](#).
 3. Make sure the speech recognition application has permission to use the audio device.
 4. Make sure the Nuance Citrix Audio Extension is correctly installed; for more information, see: [Verifying the installation](#).

- Your speech recognition application lists an audio device, but not the one you want to use.

The Nuance Citrix Client Audio Extension always uses the default device on the client PC. To verify/set the default audio device, do the following:

1. Make sure the audio device is switched on and connected to the client PC.
2. On the client PC, open the Control Panel and click **Sound**.
3. Open the **Recording** tab and make sure the device you want to use is set as the default device.
4. Open the **Playback** tab and make sure the device you want to use is set as the default device.

Record/playback not working

- Recording and playing back audio work at first, but a failure occurs during record or playback.

See: [Application performance and stability issues](#).

- Recording and playing back audio do not work.

Proceed as follows:

1. Make sure the audio device is switched on and connected to the client PC.
2. Make sure your system fulfills the [Requirements](#).
3. Make sure the Nuance Citrix Audio Extension is correctly installed; for more information, see: [Verifying the installation](#).

- Recording and playing back audio do not work, even though the audio device appears available to your speech recognition application.

Proceed as follows:

1. Make sure the audio device is switched on and connected to the client PC.
2. On the client PC, open the Control Panel and click **Sound**.
3. Open the **Recording** tab.

If the device is not listed, you have USB redirection enabled and the device is redirected to the Citrix server (bypassing the Nuance Citrix Audio Extension). To use the device with the Nuance Citrix Audio Extension, disable USB redirection.

- Recording does not start; a **Device in use** error is displayed.

The audio device is in use by another process.

Make sure that other processes are not using the recording device when you start to record.

- Half-duplex devices (e.g. Philips SpeechMike with firmware lower than version 1.25): Recording does not start; a **Device in use** error is displayed.

Another application might be playing audio.

Upgrade the device firmware, and/or make sure that different devices are selected as default devices for recording and playing back audio.

- Citrix XenApp on Windows Server 2003 and 2008 (non-R2 versions): Windows keeps the device in use.

Upgrade the Citrix server or disable Citrix Audio on the Citrix client.

- Nuance PowerMic: Recording or playing back audio does not work, but the LED on the device comes on when you try to record.

There is an audio problem; proceed as follows:

1. Make sure your system fulfills the [Requirements](#).
2. Make sure the Nuance Citrix Audio Extension is correctly installed; for more information, see: [Verifying the installation](#).

- Nuance PowerMic: Recording and playing back audio work via the application GUI but not via the buttons on the device.

There is a problem with the Nuance PowerMic Citrix Extension. See [Troubleshooting PowerMic controls](#).

Application performance and stability issues

- Your speech recognition application reacts slowly in general.

This can be caused by low network bandwidth or high latency. Make sure that your network fulfills the [network requirements](#).

This can be caused by your server architecture. Microsoft Windows Server has a longer thread quantum than desktop PCs; this means that foreground applications are not prioritized as much.

By default, applications on a Citrix server get 100% CPU on launch. Therefore, applications that share a core with a newly-launched application are blocked for a short time.

- Your speech recognition application launches slowly or reacts slowly to record/playback start/stop.

This can be caused by low network bandwidth or high latency. Make sure that your network fulfills the [network requirements](#).

Make sure your Citrix client is up-to-date. The Citrix client application typically handles approximately 30 channels, including the GUI, mouse, and audio channels. Each of these channels can delay all other channels if there is a delay in returning from the client channel callback. For example, Citrix Online Client version 12 or older can cause such issues.

- Your speech recognition application stops with an error during recording.

This can be caused by low network bandwidth or high latency. Make sure that your network fulfills the [network requirements](#).

This can be caused by latency peaks. Monitor your network performance over a long enough timeframe to detect latency peaks.

This can be caused by the audio device or the USB port on the client PC. Make sure you have the latest firmware installed. Do a longer recording on the client PC using a different application (e.g. Sound Recorder) to try to replicate the issue.

File-based recording: Make sure that the sound file is located on the server and not on a network share.

XenApp 5 issues

Citrix XenApp 5.0 (originally Citrix Presentation Server 4.5) for Windows Server 2003 and Windows Server 2008 are not supported by Nuance. We can provide the following information to help with troubleshooting:

- A limited number of channels can be used in parallel. If the audio channel is not working, it might not be loaded.
- Solution: remove unnecessary channels (e.g. ClientComm, SmartCard, TwainRdr) from the VirtualDriver section of the Citrix client configuration.

Registry key: HKEY_LOCAL_

MACHINE\SOFTWARE\Citrix\ICA Client\Engine\Configuration\Advanced\Modules\ICA 3.0

Value: VirtualDriverEx

Important: Do not remove channels unless you know which are needed by your system and which can be removed.

Enabling logging

Nuance Citrix Client Audio Extension

1. On the client PC, browse for the C:\Program Files (x86)\Citrix\ICA Client folder.
2. Open SmCAudio.ini, SmCMixer.ini, NuCaAudioCtxClnt.ini and NuCaMixerCtxClnt.ini in a text editor.

3. In each file, change the `Enable` line to: `Enable=yes`.
4. In each file, change the `File` line to define an output folder and file name for logs. You must have write access to this folder.

Citrix Server & Virtual Desktop

1. On the Citrix server/virtual desktop, browse for the application folder.
2. Open `ncaaudiodev.ini` in a text editor.
3. Change the `Enable` line to: `Enable=yes`
4. Change the `File` line to define an output folder and file name for logs. You must have write access to this folder.

Speech recognition application

Applications based on SpeechMagic SDK or the SmAudio SDK from Capture Services:

1. Open the `SpeechMagic.AudioFull` or `SpeechMagic.AudioMinimum` folder of your application.
2. Rename `smxlog.ini.template` to `smxlog.ini`.
3. Open `smxlog.ini` and change the `LogDirectory` line to define an output folder for logs. You must have write access to this folder. The default folder is: `C:\TEMP\SpeechMagic\SMXLOG`

Applications based on Dragon Medical One Desktop Application, Dragon Case and Care or 360 | SpeechAnywhere Services:

1. Locate the `pspaudio.dll` file deployed with your application (usually in the application folder).
2. Add `sdk51.ini` to the folder where `pspaudio.dll` is located.

Contacting support

When you request support for Citrix-related problems, 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 client component of the Nuance Citrix Audio Extension.
- The audio devices used.
- 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 Receiver version used.
- The Citrix server operating system.
- Any special configurations in use; for example, Citrix Provisioning, combined XenApp and XenDesktop installation.

Troubleshooting PowerMic controls

This troubleshooting guide deals with problems related to the button controls on the Nuance PowerMic. For audio problems, see: [Troubleshooting audio](#).

See also: [Enabling logging](#) and [Contacting support](#).

Common issues

In case of problems, check the following:

- The client and server components of the Nuance PowerMic Citrix Extension are both correctly installed. For more information, see: [Verifying the installation](#).
- The Nuance PowerMic Citrix Client Extension was installed after Citrix Receiver. If Citrix Receiver is updated or reinstalled, the Nuance PowerMic Citrix Client Extension must be reinstalled.
- USB redirection is disabled:
You cannot use USB redirection together with the Nuance PowerMic Citrix Extension. USB redirection removes the audio device from the client and adds a virtual audio device on the server. For more information, see: [Troubleshooting audio](#).

Verifying the installation

Server component

To verify that the Nuance PowerMic Citrix Server & Virtual Desktop Extension is correctly installed on the Citrix server/virtual desktop, do the following:

1. On the Citrix server/virtual desktop where your speech recognition application is hosted, open the Control Panel and click **Programs and Features**.
2. Check that **Nuance PowerMic Citrix Server & Virtual Desktop Extension** is listed.
3. Check that the version number corresponds to your download and to the version number installed on the client PCs.
4. Open the C:\Program Files (x86)\Common Files\Nuance\PowerMic and C:\Program Files\Common Files\Nuance\PowerMic folders and check that the following files exist:
 - PowermicCtrl.dll
 - PowerMicLog.dll
 - PowerMicVcSrv.dll

Citrix client

To verify that the Nuance PowerMic Citrix Client Extension is correctly installed on the client PC, do the following:

1. On the client PC, open the Control Panel and click **Programs and Features**.
2. Check that **Nuance PowerMic Citrix Client Extension** is listed.
3. Check that the version number corresponds to your download and to the version number installed on the Citrix Server.
4. Open the C:\Program Files (x86)\Citrix\ICA Client folder (64-bit Microsoft Windows) and check that the following files exist:
 - PowerMicVcClient.dll
 - PowerMicLog.dll

5. Open the C:\Program Files (x86)\Common Files\Nuance\PowerMic folder and check that the following files exist:
 - PowerMicCtrl.dll
 - PowerMicHid.dll
 - PowerMicLog.dll
6. Open the Registry Editor.
7. Browse for (64-bit Microsoft Windows):
 - HKEY_LOCAL_MACHINE\Software\Wow6432Node\Citrix\ICA Client\Engine\Configuration\Advanced\Modules\ICA 3.0and check that the VirtualDriverEx value contains PowerMicVcClient.
Note: The VirtualDriverEx value can have multiple values, separated by a comma.
8. Browse for (64-bit Microsoft Windows):
 - HKEY_LOCAL_MACHINE\Software\Wow6432Node\Citrix\ICA Client\Engine\Configuration\Advanced\Modules\PowerMicVcClientand check that DriverNameWin32 = PowerMicVcClient.dll.

Enabling logging

To enable logging, do the following:

1. Open the Log folder of the PowerMic SDK.
2. Rename powermiclog.ini.template to powermiclog.ini
3. Copy powermiclog.ini to the following folders:
 - On the Citrix server/virtual desktop where your application is hosted:
 - C:\Program Files (x86)\Common Files\Nuance\PowerMic
 - On the client PC:
 - C:\Program Files (x86)\Common Files\Nuance\PowerMic
 - C:\Program Files (x86)\Citrix\ICA Client
4. The default log output is C:\temp. To change this, open powermiclog.ini in a text editor and change the LogDirectory value.

Contacting support

When you request support for Citrix-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 numbers of the server and client components of the Nuance PowerMic Citrix 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 Receiver version used.
- The Citrix server operating system.
- Any special configurations in use; for example, Citrix Provisioning, combined XenApp and XenDesktop installation.