Nuance PowerMic Web Extension Deployment Guide

NUANCE

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Overview

The Nuance PowerMic Web Extension and Nuance PowerMic Web Adapter provide button control support for Dragon Medical SpeechKit Browser edition integrations in Google Chrome in Citrix or local environments.

The Nuance PowerMic Web Extension is a Google Chrome extension published via the Chrome web store.

The Nuance PowerMic Web Adapter is a separate desktop component to enable the passing of button controls to the PowerMic Web Extension.

Requirements

Dragon Medical SpeechKit

See the release notes for the Dragon Medical SpeechKit (Browser edition) you are deploying.

Nuance PowerMic Citrix Extension

See the Nuance - Citrix Configuration for Nuance PowerMic guide.

Nuance PowerMic Web Adapter

- One of the following operating systems:
    Microsoft Windows 8.1
    Microsoft Windows 10
    Microsoft Windows 11
    Microsoft Windows Server 2012 R2
    Microsoft Windows Server 2016
    Microsoft Windows Server 2019
    Microsoft Windows Server 2022

Nuance PowerMic Web Extension

- Google Chrome 56 or higher

Supported microphones

	Citrix XenApp	Citrix XenDesktop	Local environment
Nuance PowerMic II	yes*	yes*	yes
Nuance PowerMic II with barcode scanner	yes*	yes*	yes
Nuance PowerMic III	yes*	yes*	yes
Nuance PowerMic 4	yes	yes	yes

* To enable Nuance PowerMic controls, install the server and client components of the Nuance PowerMic Citrix Extension; for more information, see the documentation delivered with the product.
If your Citrix system is configured to use USB redirection, you do not need to install the server and client components to get button events from the Nuance PowerMic devices.

** To enable button controls for third-party devices, install the corresponding redistributable packages and the Nuance PowerMic Web Adapter on the Citrix server/virtual desktop.

Installation procedure

To install the Nuance PowerMic Web Extension and Nuance PowerMic Web Adapter in Citrix or local environments, do the following:

1. Make sure your system fulfills the requirements.

2. For Citrix environments (administration rights are required), see Installation in Citrix environments.

   For local environments (no administration rights are required), see Installation in local environments.

Installation in Citrix environments

To use a Nuance PowerMic device with the Google Chrome browser in a Citrix environment, install the Nuance PowerMic Web Adapter on the Citrix server/virtual desktop (administration rights are required) and Nuance PowerMic Web Extension for your users via Google Chrome policy.

> **Important:** Make sure you uninstall the current versions of the Nuance PowerMic Web Extension and Nuance PowerMic Web Adapter before installing new ones.

Proceed as follows:

1. Log on to the Citrix server/virtual desktop as an administrator.

2. Open the `PowerMicWebExtensionRedist` folder and double-click `NuancePowerMicWebAdapterSetup - AdminInstall.bat`.

   Nuance PowerMic Web Adapter is installed at the following location:

   ```
   C:\Program Files (x86)\Common
   Files\Nuance\NuancePowerMicWebAdapter\<version>
   ```
   (64-bit Windows)
   ```
   C:\Program Files\Common
   Files\Nuance\NuancePowerMicWebAdapter\<version>
   ```
   (32-bit Windows)

   Nuance PowerMic Web Extension is installed silently via Google Chrome policy; the following registry key and value are created by the setup:

   ```
   HKEY_LOCAL_
   MACHINE\SOFTWARE\Policies\Google\Chrome\ExtensionInstallForcelist
   fmiojochalhealflohaicjncoofdjjfb;https://clients2.google.com/ser
   vice/update2/crx
   ```
   For more information on installation via Google Chrome policy, see Google Chrome policy documentation.

Note: To enable button support in Citrix environments, install the Nuance PowerMic Citrix Client Extension. Download the extension on the 'Virtual environment support' page of the Dragon Medical One Resource Center linked in your welcome kit.

Uninstalling

1. Log on to the Citrix server/virtual desktop as an administrator.

2. Open the `PowerMicWebExtensionRedist` folder and double-click `NuancePowerMicWebAdapterSetup - AdminUninstall.bat`.

Remarks

- When you upgrade from version 18.3 to 21.3, you need to manually remove the Adapter package and the `com.nuance.pmicadapter` registry key; when upgrading from version 19.2 to 21.3, this is not necessary.

  The location of the adapter package:
  > `C:\Program Files (x86)\Common Files\Nuance\NuancePowerMicWebAdapter\<version>` (64-bit Windows)
  > `C:\Program Files\Common Files\Nuance\NuancePowerMicWebAdapter\<version>` (32-bit Windows)

  The location of the `com.nuance.pmicadapter` the registry key:
  > `HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Google\Chrome\NativeMessagingHosts\com.nuance.pmicadapter` (64-bit Windows)
  > `HKEY_LOCAL_MACHINE\SOFTWARE\Google\Chrome\NativeMessagingHosts\com.nuance.pmicadapter` (32-bit Windows)

- If you install the Nuance PowerMic Web Extension via Google Chrome policy, your users cannot remove the extension or install it from the Google Chrome web store.

- The `NuancePowerMicWebAdapterSetup - AdminInstall.bat` setup uninstalls any old versions of the Nuance PowerMic Web Adapter and Nuance PowerMic Web Extension.

- By default, Nuance PowerMic Web Extension is automatically updated by Google Chrome for the current user when a new version of the extension is available on the Google Chrome web store. If the automatic updates are disabled, you must update the extension via Google Chrome policy.

- Nuance PowerMic Web Adapter is not updated automatically; you must uninstall the current version of the adapter and install the new one.

- All new Dragon Medical SpeechKit Browser edition versions are backward compatible with the versions of Nuance PowerMic Web Extension and Nuance PowerMic Web Adapter released in the previous 12 months; make sure not to use earlier releases.

Installation in local environments

To use a Nuance PowerMic device with the Google Chrome browser in a local environment, the user must install the Nuance PowerMic Web Extension and Nuance PowerMic Web Adapter on the local PC (no administration rights are required).

Proceed as follows:

1. Connect the Nuance PowerMic device to the local PC.

2. Open the application integrating Dragon Medical SpeechKit Browser edition and follow the installation instructions.

Remarks

- Once installed, the Nuance PowerMic Web Extension and Nuance PowerMic Web Adapter will update automatically.

- If you have any problems following the procedure above, you can install the Nuance PowerMic Web Extension from the Chrome web store; browse for https://chrome.google.com/webstore/detail/nuance-powermic-web-exten/fmiojochalhealflohaicjncoofdjjfb and click **Add to Chrome**. In Google Chrome settings, make sure that the Nuance PowerMic Web Extension is enabled.

Troubleshooting - Citrix installation

This chapter describes problems related to button controls in Citrix environments.

General issues

In case of problems, make sure of the following:

- Nuance PowerMic Web Adapter and Nuance PowerMic Web Extension are correctly installed. For more information, see: Verifying the installation.

- Nuance PowerMic Web Extension is added to Chrome extensions and enabled (in the Google Chrome menu, expand **More tools** and click **Extensions**).

- The Nuance PowerMic Web Adapter.exe process is running (check the Task Manager).

Verifying the installation

Nuance PowerMic Web Adapter

To verify that the Nuance PowerMic Web Adapter is correctly installed on the Citrix server/virtual desktop, do the following:

1. On the Citrix server/virtual desktop, open the `C:\Program Files (x86)\Common Files\Nuance\NuancePowerMicWebAdapter\<version>` folder (64-bit Windows) or `C:\Program Files\Common Files\Nuance\NuancePowerMicWebAdapter\<version>` folder (32-bit Windows) and check that the following files exist:

   ```
   NucaPowerMicWebAdapter.exe
   NucaPowerMicWebAdapter.ini
   manifest.json file
   AdapterAutoUpdate.cfg

   Philips.SpeechMike folder
   Nuance.PowerMic folder
   NcaAudioDev.dll
   NcaAudioDev.ini
   NuCaButtonController.dll
   psplog.dll
   ```

```
SmControlDrv.dll
SmControlDrv.ini
SpeexLicense.txt
mfc140.dll
mfc140u.dll
mfcm140.dll
mfcm140u.dll
msvcp140.dll
concrt140.dll
ucrtbase.dll,
vccorlib140.dll,
vcruntime140.dll.
api-ms-win-core-*.dll
api-ms-win-crt-*.dll
```

2. Start the Registry Editor.

3. Browse for:

    HKEY_LOCAL_
    MACHINE\SOFTWARE\Google\Chrome\NativeMessagingHosts\com.nuance.p
    micadapter (32-bit Windows)
    HKEY_LOCAL_
    MACHINE\SOFTWARE\WOW6432Node\Google\Chrome\NativeMessagingHosts\
    com.nuance.pmicadapter (64-bit Windows)

    Check that the installation path in the REG_SZ value (`<installation_`
    `path>/manifest.json`) points to the correct version number.

Nuance PowerMic Web Extension

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

1. Start the Registry Editor.

2. Browse for (32-bit and 64-bit Windows):

    HKEY_LOCAL_
    MACHINE\SOFTWARE\Policies\Google\Chrome\ExtensionInstallForcelist

    Check that the REG_SZ value contains:
    `fmiojochalhealflohaicjncoofdjjfb;https://clients2.google.com/service/u`
    `pdate2/crx`

3. In the Local Group Policy Editor, browse for `Computer`
    `Configuration/Administrative Templates/Google/Google`
    `Chrome/Extensions`.

4. Double-click **Configure the list of force-installed apps and extensions** setting
    and check that this setting is enabled.

5. In **Extensions/App IDs and update URLs to be silently installed**, click **Show**; the corresponding dialog box opens.

6. In the **Show Contents** dialog box, check that the value contains: `fmiojochalhealflohaicjncoofdjjfb;https://clients2.google.com/service/update2/crx`

Logging

The Nuance PowerMic Web Extension and Nuance PowerMic Web Adapter log files are stored with the Dragon Medical SpeechKit Browser edition client logs in the Dragon Medical system.

If you have issues, Nuance technical support needs the following information to retrieve the relevant log files:

- The user name of the speech recognition user who experienced the issue.
- The date and time when the issue occurred.

Troubleshooting - local installation

This chapter describes problems related to button controls in local environments.

General issues

In case of problems, make sure of the following:

- Nuance PowerMic Web Adapter is correctly installed. For more information, see: Verifying the installation.

- Nuance PowerMic Web Extension is added to Chrome extensions and enabled (in the Google Chrome menu, expand **More tools** and click **Extensions**).

- The Nuance PowerMic Web Adapter.exe process is running (check the Task Manager).

Verifying the installation

Nuance PowerMic Web Adapter

To verify that the Nuance PowerMic Web Adapter is correctly installed on the client PC, do the following:

1. On the client PC, open the
   `C:\Users\<user>\AppData\Local\Programs\Nuance\NuancePowerMicWebAdapter`
   `\<version>` folder (64-bit and 32-bit Windows) and check that the following files
   exist:

   ```
   NucaPowerMicWebAdapter.exe
   NucaPowerMicWebAdapter.ini
   manifest.json file
   AdapterAutoUpdate.cfg

   Philips.SpeechMike folder
   Nuance.PowerMic folder
   NcaAudioDev.dll
   NcaAudioDev.ini
   NuCaButtonController.dll
   psplog.dll
   SmControlDrv.dll
   SmControlDrv.ini
   ```

```
SpeexLicense.txt
mfc140.dll
mfc140u.dll
mfcm140.dll
mfcm140u.dll
msvcp140.dll
concrt140.dll
ucrtbase.dll,
vccorlib140.dll,
vcruntime140.dll.
api-ms-win-core-*.dll
api-ms-win-crt-*.dll
```

2. Start the Registry Editor.

3. Browse for:

   `HKEY_CURRENT_ USER\Software\Google\Chrome\NativeMessagingHosts\com.nuance.pmic adapter` (32-bit and 64-bit Windows)

   Check that the installation path in the `REG_SZ` value (`<installation_ path>/manifest.json`) points to the correct version number.

Logging

The Nuance PowerMic Web Extension and Nuance PowerMic Web Adapter log files are stored with the Dragon Medical SpeechKit Browser edition client logs in the Dragon Medical system.

If you have issues, Nuance technical support needs the following information to retrieve the relevant log files:

- The user name of the speech recognition user who experienced the issue.

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