

OpenScape Business V1

Tutorial

Clients on Microsoft Windows 2008 R2 Remote Desktop Services / Citrix XenApp 6.5

Version 1.0

Definitions

HowTo

An OpenScape Business HowTo describes the configuration of an OpenScape Business feature within the OpenScape Office administration. It addresses primarily trained administrators of OpenScape Business.

Tutorial

Within the OpenScape Business tutorials procedures for installation, administration and operation of specific devices, applications or systems, which are connected to OpenScape Business, are described. The tutorial addresses primarily trained administrators of OpenScape Business.

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Table of History

Date	Version	Changes
2013-06-08	1.0	Initial Creation

1. Environment and Preconditions

- Microsoft Windows 2008 R2 Server, Standard Edition (64 Bit)
- Windows "Desktop Experience Feature" installed (for fax viewer and audio)
- Citrix XenApp 6.5 Enterprise Edition
- Citrix Receiver 3.4.0.29577
- Java Runtime must be installed for myPortal / myAttendant / myReports application; Test is done with current version JRE 1.7.0_21-b11 32 bit
- http://www.java.com/de/download/manual.jsp
- Microsoft Outlook 2010 SP1 32 or 64 bit
- Actual Microsoft Windows/Office Updates and Service Packs installed.
- OpenScape Business S, V1R1.1.0_201

2. Conclusions and Restrictions

The Citrix Seamless Mode can be used with some minor restrictions.

- It is strongly recommended to use 32 Bit Java Runtime Environment (JRE) instead 64 Bit JRE to save memory resources on server.
- Please note that myAgent is currently not generally released for Citrix / Remote Desktop Server installations. A customer project specific evaluation is required.
- "myPortal" and "myPortal for Outlook" Favorites window disappears from screen on undocking in Citrix seamless mode.
- OpenScape Business Auto Update tooltips are not shown to user in Citrix seamless mode
- **myPortal Smart:** No relevant issues could be found while using myPortal Smart on Remote Desktop Server or Citrix in Desktop Mode. However, myPortal Smart is not officially released on Remote Desktop Server, because underlying Adobe AIR 3 platform does not list Windows Server 2008 R2 or Windows Server 2012 in supported Windows platform list.
- **myPortal Smart**: Application cannot be used in Citrix seamless mode, because application shape is not recognized correctly. There is always a square window frame around the application.

3. Installing Communications Clients

Installation must be done with Administrator privileges.

Microsoft advices to put Remote Desktop Services (Terminal Services) Server into install mode, before installing or removing programs. This can be done via Control Panel-> Install Application on Remote Desktop.... This is the same as typing "change user /install" at the command prompt and "change user /execute" after setup has finished.

The CommunicationsClients installation files can be downloaded from OpenScape Business Assistant (WBM): Service Center-> Download Center. The other option is to use (or map) the shared applications directory on OpenScape Business:

\\< OpenScape Business UC Booster IP Address >\applications\install-common\

or

\\< OpenScape Business S IP Address >\applications\install-common\

User name: hoome

Password: hoomesw

🕌 install-common				
G 🕞 🗸 🕨 🗸 Computer 🗸	applications (\\198.6.104.64) (Z:) + install-common	- 🔂 🗸	Search install-common	2
Organize 🔻 📷 Open New	folder			H · 🗋 🔞
	Name *	Date modified	Туре	Size
F Computer	🐖 CommunicationsClients.exe	16.05.2013 04:01	Application	128.815 KB
DVD Drive (D:) XA6.5	🖻 ReadMe first.rtf	01.05.2013 02:35	Rich Text Format	105 KB
install-common				
CommunicationsC Application	lients.exe Date modified: 16.05.2013 04:01 Size: 125 MB	Date created: 16.05.20	13 04:01	

Execute the CommunicationsClients.exe program and confirm the Microsoft "Security Warning":



😽 CommunicationsClients Se	etup
	Welcome to the CommunicationsClients Installation Wizard
	It is strongly recommended that you exit all Windows programs before running this setup program. Click Cancel to quit the setup program, then close any programs you have running. Click Next to continue the installation.
	WARNING: This program is protected by copyright law and international treaties. Unauthorized reproduction or distribution of this program, or
	any portion of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under law.
	< Back Next > Cancel

Applications should be installed in 32-Bit program files directory (default setting)

🖶 CommunicationsClients Setup 📃 🗖 🗙
Destination Folder Select a folder where the application will be installed.
The Wise Installation Wizard will install the files for CommunicationsClients in the following folder. To install into a different folder, click the Browse button, and select another folder. You can choose not to install CommunicationsClients by clicking Cancel to exit the Wise Installation Wizard.
Destination Folder C()Program Files (x86))Communications(Clients) Browse
Wise Installation Wizard < <u>B</u> ack <u>N</u> ext > Cancel
Wise Installation Wizard <a>< <u>Back</u> <a>Cancel

Select "Complete" installation for all clients and Fax Printer driver. Select "Custom" to choose applications separately. "Typical" will install myPortal/myAttendant only.:

Gelect Installation Select Installation Select the desired	Clients Setup Type installation type.	
O Typical	The most common application features will be installed. This option is recommended for most users.	
C Complete	All application features will be installed. This option is recommended for the best performance.	
Custom	Use this option to choose which application features you want installed and where they will be installed. Recommended for advanced users.	
Wise Installation Wizar	d (R)	Iancel

All clients are installed in this example:

🖶 CommunicationsClients Setup	
Select Features Please select which features you would like to	o install.
Complete Outlook Integration Fax Printer myAgent myPortal / myAttendant	Feature Description: This feature will be installed on the local hard drive. This feature requires 14MB on your hard drive.
Wise Installation Wisard (D)	Brgwse
Disk Cost Reset	< <u>Back N</u> ext > Cancel

Proceed with <Next> until setup wizard is finished...

4. Installing myReports

Installation must be done with Administrator privileges.

Microsoft advices to put Remote Desktop Services (Terminal Services) Server into install mode, before installing or removing programs. This can be done via Control Panel-> Install Application on Remote Desktop.... This is the same as typing "change user /install" at the command prompt and "change user /execute" after setup has finished.

The myReports installation file can be downloaded from OpenScape Business Assistant (WBM): Service Center-> Download Center. The other option is to use (or map) the shared applications directory on OpenScape Business:

\\< OpenScape Business IP Address >\applications\install-myReports\

User name: hoome

Password: hoomesw



The myReports.msi must be used in terminal server environment. Confirm the Microsoft "Security Warning":



With the second		19		
Enter the following info	ormation to persona	ilize your installation.		-0-
Full N <u>a</u> me:	Windows User			
Organization:	SEN			
Wise Installation Wizard (R))			
		< <u>B</u> ack	<u>N</u> ext >	Cancel

🛃 myReports Setup		
Ready to Install the Application Click Next to begin installation.		
Click the Back button to reenter the insta the wizard.	Ilation information or click Cancel to exit	
Wise Installation Wizard (R)		
Wise Installation Wizard (R)	< Back	Cancel

Installation is done without user input to "\ProgramData\myReports\myReports.jar"

Proceed with <Next> until setup wizard is finished.

5. Publishing via Citrix XenApp Server

5.1. Disable myPortal for Outlook for a defined user group

The Outlook Add-In is loaded in context of every user on server that is starting Outlook application. Following configuration can be used to avoid loading of Add-In for a defined group of users.

Create a new User-Group (e.g.: "No_Outlook_Plugin") on the Remote Desktop Server. This can be done via Computer Management or in Active Directory:

🛃 Computer Management				
Eile Action View Help				
🗢 🔿 🛅 🖬 🖉				
Computer Management (Local)	Name	Description		Actions
Computer Management (Local) System Tools Task Scheduler Shared Folders Shared Folders Shared Folders Shared Folders Shared Folders Storage	Name Administrators Badup Operators Certificate Service DCOM Access Cryptographic Operators Distributed COM Users Event Log Readers Guests TIS_JUSRS Network Configuration Operators Performance Log Users Performance Monitor Users Power Users Remote Desktop Users Replicator SQLServer 2005SQLBrowserUser \$PC4 SQLServerMSSQLServerADHelperUser SQLServerSQLAgentUser \$PC4SEVE SQLServerSQLAgentUser \$PC4SEVE	Description Administrators have complete and u Backup Operators can override secu Members of this group are allowed t Members are authorized to perform Members of this group can ead vec Guests have the same access as me Built-in group used by Internet Infor Members of this group can avec som Members of this group can access p Power Users are included for backw Members of this group can access p Power Users are included for backw Members of this group are granted t Supports file replication in a domain Users are prevented from making ac Benutzern wird anonymer Zugriff au Members in the group have the requ Members of this group can query th		Actions Groups A More Actions
	,		,	,

Assign all users to group, that should not see and use myPortal for Outlook

New Group			? ×
<u>G</u> roup name:	No_Outlook_Plugin	1	
Description:			
<u>M</u> embers:			
🗲 User01			
[]	<u>H</u> emove		
<u>H</u> elp		Create	Cl <u>o</u> se

Open properties dialog of OutlookIntegration file "OLI2010.dll" with right mouse click on file. When Microsoft Outlook 2003/2007 is used then "OLI.dll" is the relevant file.

nize 🔻 🔲 Open with	New folder		85	= 🝷 🛄
鷆 inetpub 📃	Name 🔶	Date modified	Туре	Size
👍 MSOCache		10.03.2013 11.20	THAN LUTINE	IN
PerfLogs	OLI.dll.manifest.bak	14.05.2013 17:01	BAK File	1 KI
🌗 Program Files 🔤	OLI.dll.manifest.new	28.05.2013 09:12	NEW File	1 KE
鷆 Program Files (x86)	OLI.dll.new	28.05.2013 09:12	NEW File	320 Ki
퉬 7-Zip	OLI64reg.exe	10.02.2011 14:09	Application	18 KI
📕 Adobe 🚽	🚳 OLI2003.dll	27.03.2012 15:21	Application extension	224 KE
📙 Citrix	OLI2003.dll.manifest	27.03.2012 15:21	MANIFEST File	1 KI
Common Files	S OLI2010.dll	16.05.2013 11:15	Application extension	350 KI
CommunicationsCli	OLI2010.dll.bak	14.05.2013 17:01	BAK File	350 KE
FaxPrinter	OLI2010.dll.manifest	16.05.2013 11:15	MANIFEST File	16 KI
Language	OLI2010.dll.manifest.bak	14.05.2013 17:01	BAK File	16 KI
myAgent	OLI2010.dll.manifest.new	28.05.2013 09:12	NEW File	16 KI
🚺 OutlookIntegrati 🕶				1

Select security settings and deny "Full control" for the created user group.

DLI2010.dll Properties	
eneral Security Details Previous Versions	1
Object name: C:\Program Files (x86)\Comm	unicationsClients\0.
Group or user names:	
SYSTEM	
No_Outlook_Plugin (WIN2008R2CITRIX)	No_Outlook_Plug
Administrators (WIN2008R2CITRIX\Admin Administrators (WIN2008R2CITRIX\Linear)	nistratorsj
users (winzuuon 2011 RIX/Users)	
To change permissions, click Edit.	<u>E</u> dit
Permissions for	D
No_Uutlook_Plugin Allo	w Deny
Full control	1
Modify	~
Read & execute	~
Head	~
Write	~
Special permissions	
For special permissions or advanced settings	Adversed
For special permissions or advanced settings, click Advanced.	Advanced
For special permissions or advanced settings, click Advanced. Learn about access control and permissions	Advanced
For special permissions or advanced settings, click Advanced. _earn about access control and permissions	Advanced

5.2. Publishing myAgent in XenApp 6.5

The myAgent application is published as any other application:

nyAgent - Publish Applica	tion (4/8)
CITRIX Location Select and configure the	e resource being published.
Steps ✓ Welcome Basic ✓ Name	Enter the command line for the application you want to publish. You can also specify a default working directory for users. <u>More</u> <u>Command line:</u> ["C:\Program Files (x86)\CommunicationsClients\myAgent\myAgent.exe''
 Type Location Servers Users Shortcut presentation Publish immediately 	Working directory: [C:\Program Files (x96)\CommunicationsClients\myAgent Browsg
	< <u>B</u> ack <u>N</u> ext> Cancel

5.3. Publishing myPortal in XenApp 6.5

The myPortal application is published as any java application. The command line must be configured with full path to java runtime platform. Quotation marks are necessary if there are spaces in path name. Please note, that 32-Bit Java is recommended to be used for myPortal to save memory resources on server:

C:\Windows\SysWOW64\javaw.exe -jar "C:\Program Files (x86)\CommunicationsClients\myPortal\myPortal.jar"

nyPortal - Publish Applic	ation (4/8)
Location Select and configure t	he resource being published.
Steps Velcome Basic Name Location Servers Users Shortcut presentation Publish immediately	Enter the application location Enter the command line for the application you want to publish. You can also specify a default working directory for users. <u>More</u> C:\Windows\Sys\VD\V64\javaw.exe -jar "C:\Program Files (x86)\CommunicationsClients\myPortal\m <u>Browse</u> <u>Working directory: C:\Program Files (x86)\CommunicationsClients\myPortal\ Browse </u>
	 < <u>B</u>ack <u>N</u>ext > Cancel

5.4. Publishing myReports in XenApp 6.5

The myReports application is published as any java application. The command line must be configured with full path to java runtime platform. Quotation marks are necessary if there are spaces in path name. Please note, that 32-Bit Java is recommended to be used for myReports to save memory resources on server:

C:\Windows\SysWOW64\javaw.exe -jar "C:\ProgramData\myReports\myReports.jar"

nyReports - Publish Appli	ication (4/8)
CITRIX'	
Location Select and configure th	ne resource being published.
-	
Steps	Enter the application location
✓ Welcome	 Enter the command line for the application you want to publish. You can also specify a default working directory for users. <u>More</u>
Basic	Command line:
✓ Name	C:\Windows\Sys\//OW/64\javaw.exe-jar "C:\ProgramData\myReports\myReports.jar"
🗸 Туре	Br <u>o</u> wse
Location	Working directory:
Servers	
Users	Brows <u>e</u>
Shortcut presentation	
Publish immediately	
	< <u>B</u> ack <u>N</u> ext > Cancel

5.5. Fax Printer for hosted applications

The "CommunicationsClients Fax Printer" is available for all XenApp server hosted applications in print dialog. Basically there is no additional configuration needed.

However, XenApp supports rather complex printing scenarios where client and network printers are also available in Citrix session ("Auto create client printers"), where client printer settings (e.g. "default printer") affects Citrix session...

The behaviour can be changed with Windows group policies for Terminal Services. More detailed settings can be done with Citrix policies.

5.5.1. Configure "CommunicationsClients Fax Printer" as default printer:

When client printers are created in Citrix session, then also client default printer will override the user setting on server side. To avoid this, open "XenApp Delivery Services" console and create a new policy for "User" and give it a reasonable name:

😼 Citrix Delivery Services Console					
Eile Action View Help					
	T.				
Alerts	Policies				CİTRIX'
My Views					
 Citrix Resources Configuration Tools 	Information Alerts Computer Us	er]
Hotfix Management	Citrix User Policies		Sea	rch User Policies	
XenApp6 Administrators	🔁 New 📝 Edit 👒	Delete 🔷 Inc	rease Priority 🔻	Decrease Priority 🛛 🗟 Er	nable 🛛 🔂 Di
Applications	Name	Priority	Enabled	Description	
Load Balancing Policies	Unfiltered	1	True		
Policies	TimeZone Windows XP	2	False	disables time zone red	lirection
E Cones 😥 Single Sign-On					
	Unfiltered				
	Summary Settings Filt	ers			
	Active Settings:		Active Filters:		
			Filters do no	t apply to the unfiltered po	licy.
🚟 Edit Policy					_ 🗆 🗙
20 02 0					
Identify your policy					
Name: do not change de	efault printer settings				
Description:					
Enable this policy					
I Enable this policy					
			< Back	xt > Save	Cancel

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	Search Printing
ategories:	Settings:
Bandwidth Desktop UI	Client printer redirection Add
File Redirection	Default printer ICA\Printing Edit Remove
Image compression Multimedia	Printer auto-creation event log preference ICA\Printing
HDX MediaStream for Flash (clier HDX Multimedia For Flash (server	nt Session printers Add
Ports Printing	Wait for printers to be created (desktop)
Client Printers Drivers Universal Printing	
Security Session Limits	Applies to XenApp 6.0 or later and XenDesktop
Shadowing	Specifies how the client's default printer is established in an ICA session. By default, the client's current printer is used as the default printer for the session.
Shadowing	"Set default printer to the client's main printer" allows the client's current default printer to be used as the default printer for the caseion

Enable setting "Do not adjust user's default printer":

Edit Setting	x
Default printer	
hoose client's default printer:	
Po not adjust the user's default printer Add	
Use default value	
Help Comment	
Applies to XenApp 6.0 or later and XenDesktop Specifies how the client's default printer is established in an ICA session. By default, the client's current printer is used as the default printer for the session.	-
"Set default printer to the client's main printer" allows the client's current default printer to be used as the default printer for the session.	-
OK Cancel	

This can also be done specific for some users only.

When the client now configures the "CommunicationsClients Fax Printer" as default printer, then this setting will be persistent.

5.6. Publishing Fax CoverPage Editor in XenApp 6.5

The Fax CoverPage Editor is published as any other application. It can also be opened out of Printer dialog without publishing before.

Fax CoverPage Editor - Pul	blish Application (4/8) 🛛 🛛 🗙
Location Select and configure the	e resource being published.
Steps Velcome Basic Name Location Servers Users Shortcut presentation Publish immediately	Enter the application location Enter the command line for the application you want to publish. You can also specify a default working directory for users. <u>More</u> Command line: ''C:\Program Files (x86)\CommunicationsClients\FaxPrinter\CSEV2.exe'' Working directory: C:\Program Files (x86)\CommunicationsClients\FaxPrinter\ Browsg Browsg
	< <u>B</u> ack <u>N</u> ext > Cancel

Data Execution Prevention (DEP) needs to be disabled on Microsoft Windows 2008 R2 Server. When DEP is enabled, then exclusion needs to be defined for Fax CoverPage Editor:

Visual Effects Advanced Data Execution Prevention Image: Data Execution Prevention (DEP) helps protect against damage from visues and other security threats. How does it work? Turn on DEP for essential Windows programs and services only Image: Turn on DEP for all programs and services except those I select: Select: Image: CSEV2.exe Select:
Data Evecution Prevention (DEP) helps protect gainst damage from viruses and other security threads. <u>How does it work?</u> Iurn on DEP for essential Windows programs and services only. Turn on DEP for all programs and services except those I select: CSEV2.exe
only © Tarm on DEP for all programs and services except those I select: ■ CSEV2.exe
C Turn on DEP for all programs and services except those I select: CSEV2.exe
CSEV2.exe
Add Remove
Your computer's processor supports hardware-based DEP.
OK Cancel Apply

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6. Auto update

Auto update of applications will wait to execute, as long as one instance of application is still in use by any user. When all instances of applications are closed, then auto update will be performed automatically. There is no user input necessary.

Administrator will see from console login, when auto update has not been performed yet.



After left mouse click on this message, the OpenScape Business Update dialog is opened. All listed processes must be closed, before Auto update can take place. Only users with Administrator privileges will see the "Force Update" button. All listed processes, except Outlook, are closed on using "Force update" button:

OSO Update The Following files will be updated:	×
FaxPrinter\VSFaxDriver.dll FaxPrinter\hprunas.exe OutlookIntegration\OLI.dll OutlookIntegration\VSClientCore.dll myAgent\myAgent.exe myPortal\myPortal.jar osoupd.exe	×
Please close the following processes: OUTLOOK.EXE (user1003) javaw.exe (user1001) Daemon.exe (user1001) Daemon.exe (user1000) javaw.exe (user1000) javaw.exe (user1003) Daemon.exe (user1003)	•
Check for Updates Now Refresh Force Update	

6.1. Auto update of myReports application

The above mentioned Auto update service does not include the myReports application.

When system update took place then new myReports version will be downloaded on next application start. Log in with administrator account and start myReports application once.

6.2. Update via setup wizard (CommunicationsClients.exe)

Attention - All client applications must be closed, before running setup wizard!

Running setup wizard is not necessary. The update will be performed by auto update service automatically.

However, if auto update does not take place (e.g. disabled, or system offline) then setup wizard can be used for update, as long as applications are not in use by any client.

Microsoft advices to put Remote Desktop Services (Terminal Services) server into install mode, before installing or removing programs. This can be done via Control Panel-> Add /Remove programs. This is the same as typing "change user /install" at the command prompt and "change user /execute" after setup has finished.

7. Citrix Receiver: Online Plug-in (client)

The published applications and Desktop on Citrix server can be accessed by user via Citrix Receiver software. Citrix Receiver can be found in system tray after installation.



Login to Citrix XenApp via Browser:

Citrix/XenApp/auth/login.aspx	ହ କ ଅ ଏ (Citrix XenApp - Logon	×		- □ ×
_	_	_	_	Settings	citrix 🔷
Cit	rix XenAp	qq			
Log on User name: Password: Domain:	user01 Win2008R2Citrix	× og On			•
	_				€ 100% →



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8. Test results

8.1. Server Resources

Using OpenScape Business applications has an impact to the PC where they are installed. In case of terminal server this summarizes for each user that is using the application. The following specific values and formulas have to be considered when calculating the requirements for the terminal server.

Reference system:

- Windows 2008 R2 Server
- Intel Xeon CPU E5620; 2.40GHz (4 processors)
- 5 GB RAM

8.2. RAM – additional memory requirement

Memory needed by each instance of application:

OpenScape Business client application	Approximately allocated memory per client	
myPortal / myAttendant - 32 Bit JRE	app. 70 MB	
myPortal for Outlook	app. 100 MB	
myAgent	app. 150 MB	

8.3. CPU – additional CPU load from applications

myPortal



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myPortal for Outlook

<Processor load> [%] = <<u>*user/app></u> * <<u>telephony traffic> [BHCA]</u> 2150

Note: BHCA = number of calls (attempts and completed calls) per hour of the whole system

Example for a mixed installation

10 myPortal + 2 myAttendant + 10 myAgent + 5 myPortal for Outlook:

Number of users connected to the system = 30

6 calls per hour = 6 * 30 → 180 BHCA

CPU load myPortal	= 10 * 180 / 360	~ 5%
CPU load myAttendant	= 2 * 180 / 375	~ 1%
CPU load myAgent	= 10 * 180 / 150	~12%
CPU load myPortal for Outlook	= 5 * 180 / 2150	~ 0,5%

CPU load for OpenScape Business applications ~ 18,5%

Contact Center with higher agent activity (e.g. 20 calls per hour):

20 users with 6 calls per hour

10 agents with 20 calls per hour \rightarrow 120 + 200 = 320 BHCA

CPU load myPortal	= 10 * 320 / 360	~ 9%
CPU load myAttendant	= 2 * 320 / 375	~ 2%
CPU load myAgent	= 10 * 320 / 150	~ 21%
CPU load myPortal for Outlook	= 5 * 320 / 2150	~ 1%

 \rightarrow CPU load for OpenScape Business applications $\,\sim\,33\%$

These values are rough technical values and should be used for project calculation only, real values could be different.

8.4. Detailed test results with myPortal / myAttendant

Following behavior and restrictions should be considered:

- Citrix seamless mode: desktop dialing is not working, when call number is selected in applications running on local operating system
- Citrix seamless mode: Favorites window auto hide is not supported in Citrix seamless mode. The myPortal Favorites window disappears from screen on undocking it. It does not show up again on touching left screen border with mouse pointer. Work around: Maximize myPortal main window or move the myPortal main window to left edge of screen.
- Other server installed application (like MS Outlook, MSIE, Fastclient) can be started from myPortal, even if they are not a published application for this user on XenApp server (e.g. by Outlook calendar integration, contact import, send email...)

8.5. Detailed test results with myPortal for Outlook

Following behavior and restrictions should be considered:

- Citrix seamless mode: The Favorites window auto hide is not supported in Citrix seamless mode. The myPortal Favorites window disappears from screen on auto hide to left or right side. It does not show up again on touching the screen border with mouse pointer. Work around: Maximize Outlook main window or move the Outlook main window to screen border. Auto Hide function should be disabled.
- Citrix seamless mode: Hot keys do not work when local application on client PC has focus. They only work, when Citrix hosted applications have input focus.

8.6. Detailed test results with myAgent

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Following behavior and restrictions should be considered:

• Citrix seamless mode: Hot keys do not work when local application on client PC has focus. They only work, when Citrix hosted applications have input focus.

About Unify

Unify is one of the world's leading communications software and services firms, providing integrated communications solutions for approximately 75 percent of the Fortune Global 500. Our solutions unify multiple networks, devices and applications into one easy-to-use platform that allows teams to engage in rich and meaningful conversations. The result is a transformation of how the enterprise communicates and collaborates that amplifies collective effort, energizes the business, and enhances business performance. Unify has a strong heritage of product reliability, innovation, open standards and security.

Unify.com

UNFY Harmonize your enterprise

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