



A MITEL
PRODUCT
GUIDE

MiCollab Client Integration with VMware Horizon: Deployment Guide

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This chapter contains the following sections:

- [Scope of the Document](#)
- [Intended audience](#)
- [About VMware](#)

MiCollab Client offers virtual environment support, enabling seamless integration within virtualization platforms like VMware Horizon, ensuring efficient communication and collaboration in virtual settings.

This document is designed to assist you in successfully deploying and configuring MiCollab Client within a VMware Horizon virtual desktop infrastructure.

1.1 Scope of the Document

Modern workplaces are increasingly adopting virtual desktop solutions to provide flexibility, security, and streamlined management of user workspaces. MiCollab Client plays a pivotal role in enhancing productivity and communication within these virtualized environments. This guide aims to simplify the process of deploying MiCollab Client on VMware Horizon, ensuring that users can access its features seamlessly while benefiting from the advantages of virtualization.

1.2 Intended audience

This document is intended for administrators who are deploying MiCollab Client application on VMware Horizon and for end users to connect with MiCollab Client application on VMware Horizon Client.

If you are an end-user, proceed with [Connecting to MiCollab Client on VMware Horizon Client](#).

1.3 About VMware

MiCollab Client Service is provided in a virtual appliance form to the customers who have a VMware® environment in place. The virtual appliance includes Mitel Standard Linux® (MSL), MiCollab Client Service, and configuration requirements for the virtual machine.

For detailed virtualization information including version support and requirements, see the [Virtual Appliance Deployment Solutions Guide](#).

Refer to the VMware documentation supplied with the product and available on the VMware Web site for more information (<http://www.vmware.com>).

1.3.1 About VMware Horizon

VMware Horizon is a comprehensive virtual desktop and application delivery platform that enables organizations to provide a seamless and secure user experience for accessing virtualized desktops, applications, and online services. It leverages a centralized architecture for managing and delivering virtual resources, optimizing user experiences while maintaining data security.

MiCollab Client is compatible with VMware Horizon services. MiCollab Client Softphone is supported on VMware virtualized environments. Mitel has validated the following limits and requirements when deploying MiCollab Client.

Table 1: VMware Environments

Capacity	Limit
Maximum number of MiCollab Clients per VMware Server and master image	Upto 25 users For MiCollab Client (PC and Web) where Browser Content Redirection (BCR) is not configured.
	For MiCollab Web Client with BCR configured, scaling the solution on the VMware Horizon VDI platform involves the following factors: VMware guidelines, assessing the customer's infrastructure, and the solution deployed at customer site.
Softphone support	Yes

Note:

For optimal performance with 75 clients per server, it is essential to enable BCR, currently compatible only with MiCollab for Web Client configured on VMware Horizon Client. Refer to [Configuring Browser Content Redirection in VMware Horizon](#) on page 6 for BCR configuration details. If BCR is not configured, MiCollab Client will have a maximum support capacity of 25 clients per server.

Mitel recommends deploying VMware servers to support the number of users based on the table above. Mitel validated this configuration in a virtual environment. The physical server requirements would be equivalent and/or need to exceed the recommended specifications below. Also, an additional load will be placed on the VMware Server and image if the VMware Server is presenting other applications. Please follow VMware's recommendations when deploying into a mixed environment.

Benefits of using MiCollab Client in VMware Horizon

- Provides a unified platform for managing virtual desktops, applications, and user access.

- Data security is strengthened by hosting MiCollab Client within a virtualized environment.
- Allows users to access MiCollab Client and other applications from various devices and locations, promoting remote work and increasing user productivity.
- Enables efficient resource utilization.
- Supports various operating systems and applications, allowing you to deploy MiCollab Client alongside other necessary tools seamlessly.

System Requirements

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Refer to Mitel's [Product Compatibility Matrix \(PCM\)](#) to verify MiCollab Client and VMware software product versions supported for use in a Mitel virtualized data center.

To check the supported versions complete to the following steps:

1. Go to the [Mitel MiAccess](#) portal.
2. Under the left-menu, go to **Compatibility Matrix > View Product Compatibility Details**.
3. On the **Product Compatibility Matrix** page, select MiCollab from the **Product Type drop-down**.
4. Select the product and release number from the respective drop-down options.
5. Select **Third-party** from the **Compatible with** drop-down, and the specific product from the **All compatible products** drop-down to check VMware.

Software Requirements

MiCollab Client for VMware Horizon requires the following:

- VMware Horizon version 8.8 or later
- For BCR, VMware Horizon 8.8 or later
- vCenter 8.0
- vSphere 8.0
- Windows 10 and 11 Virtual Desktop

MiCollab for PC Client virtual appliance can be deployed in a VMware Horizon environment version 8.8 or later. It supports both Desktop mode and Web mode.

The following table represents the specifications required for configuring 25 and 75 MiCollab Client users:

Note:

For 75 users, following VMware Horizon guidelines is crucial, especially in mixed environments where other applications are hosted on the VMware Horizon server. This setup adds extra load on both the server and the client. Scaling the solution on the VMware Horizon VDI platform depends on VMware Horizon guidelines, the customer's infrastructure, and the deployed solution.

Specifications	25 Users	75 Users
VMware Master Image Server	Yes	Yes

Specifications	25 Users	75 Users
BCR Optimization	Not required	Required Currently supports only MiCollab for Web Client.
CPU Requirement	8 vCPU (Validated with 2.67 GHz Processor)	24 vCPU (Validated with 2.50 GHz Processor)
CPU Reservation	12 GHz	37 GHz
Memory Requirement	16 GB RAM	48 GB RAM
Operating System	Windows Server 2022	Windows Server 2022

For more information about Host Server Sizing and Resource Management Considerations, see the [Virtual Appliance Deployment Solutions Guide](#).

Preparing the Environment

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This chapter contains the following sections:

- [Configuring VMware Horizon Infrastructure](#)
- [Configuring Browser Content Redirection in VMware Horizon](#)

This section will guide you through the steps required to prepare your virtual desktop infrastructure for a successful deployment.

3.1 Configuring VMware Horizon Infrastructure

For configuring VMware Horizon, see the [VMware Documentation](#).

3.2 Configuring Browser Content Redirection in VMware Horizon

Browser Content Redirection (BCR) is a feature commonly used in virtual desktop infrastructure (VDI) solutions, like VMware Horizon, to optimize the delivery of web content to virtual desktops or remote applications. BCR improves the user experience by offloading the rendering of web content from the virtual desktop or remote session host to the user's local web browser.

The benefits of using BCR includes the following:

- Performance Improvement
- Enhanced Quality
- Reduced Bandwidth
- Optimized CPU Usage
- Security
- Compatibility

To configure BCR in VMware Horizon, see [Configuring Browser Redirection](#) in the **VMware Documentation**. (In case The VMware Horizon documentation page is discontinued, check VMware Horizon documentation under <https://techdocs.broadcom.com/>).



Note:

The administrator requires knowledge on Active Directory and Domain Name System for enforcing the system policies while configuring BCR.



Note:

For now, only MiCollab for Web Client supports BCR.

Deploying MiCollab Client

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This chapter contains the following sections:

- [Installing MiCollab Client on VMware Agent server](#)
- [Setting up MiCollab Client on VMware Connection Server](#)
- [Connecting to MiCollab Client on VMware Horizon Client](#)

This section will guide you through the steps required to successfully deploy MiCollab Client in VMware Horizon.

4.1 Installing MiCollab Client on VMware Agent server

Use the following procedure to install MiCollab Client on VMware Agent server:

1. Login to VMware Agent server using Administrator credentials.
2. Download and install the MiCollab Client install software as instructed in the deployment e-mail message. MiCollab Client will be installed on VMware Agent server.

If required, install a web browser (for example, Chrome) to access MiCollab for Web Client.

4.2 Setting up MiCollab Client on VMware Connection Server

Use the following procedure to install MiCollab Client on VMware Connection Server:

1. Login to VMware connection server using Administrator credentials.
2. Open the Web browser and enter `https://server/admin`, where server is the host name of the Connection Server instance to open **VMware Horizon Console**.

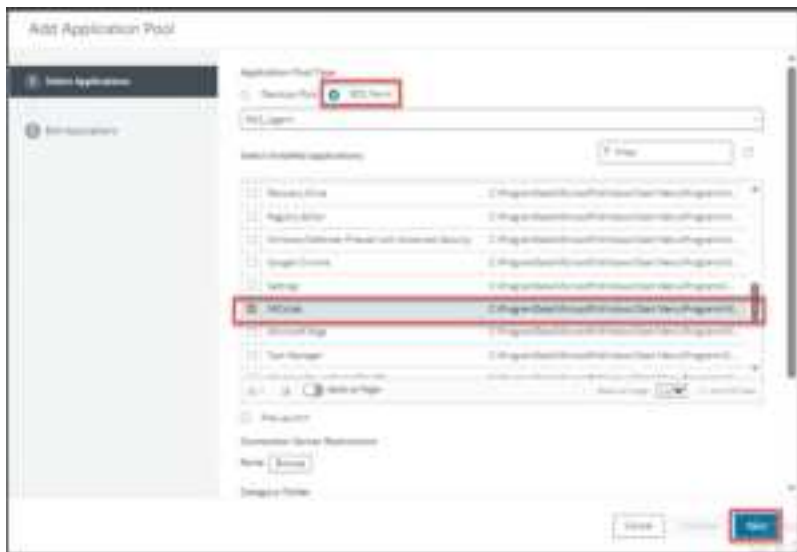
This web interface helps in creating and managing virtual desktops, published desktops and applications.

3. Log in with user credentials to access the Administrators account.
4. Open the **View Administrator** console and navigate to **Inventory > Applications**.

5. Click on **Add** button to create a new application pool.



6. From the **Application Pool Type** select **RDS Farm** which was previously created and select the applications to create an application pool.



7. Click **Next**.
8. Edit the **ID** or the **Display Name** field and then click **Submit** to create the application pool.

9. Since we did not entitle any user to view desktops and applications yet, the **Add Entitlements** window appears. You can click **Cancel** to close the window.



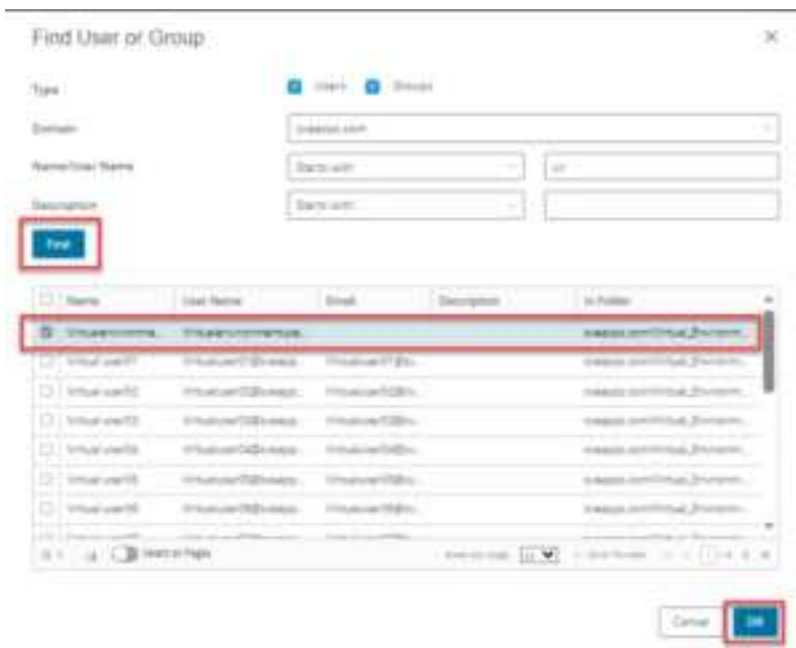
The MiCollab Client is now listed in the Application Pool.

10. Entitle users to a Desktop Pool on Connection Server

- a. In the **View Administrator** console, navigate to **Inventory > Desktops**.



- b. Select the Desktop Pool for entitlement.
- c. Click on **Entitlements** drop-down button and select **Add Entitlement** option.
- d. Click on **Add** to add users and groups.
- e. Click on **Find** and select from the list the users or groups to add, and then click **OK**.



- f. When done, click **OK** to entitle selected users and groups to the selected **Desktop Pool**.



- g. In the Entitled column you can check the number of entitlements.



11. Entitle users to an **Application Pool** on the Connection Server:

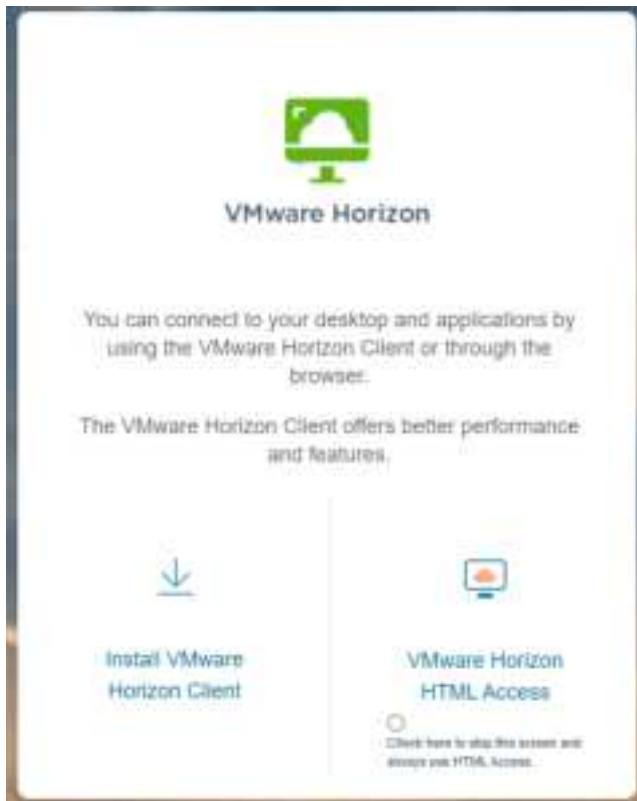
- a. In the **View Administrator** console, navigate to **Inventory > Applications**.
- b. Select the application to entitle, click on **Entitlements** drop-down button and select **Add Entitlement** option.
- c. Click **Add** to add users and groups.
- d. Click on **Find** and select from the list the users or groups to add and then click **OK**.
- e. When done, click **OK** to entitle users and groups to the selected Application Pool.
- f. Repeat the same steps entitle/disentitle to entitle additional users or groups.

4.3 Connecting to MiCollab Client on VMware Horizon Client

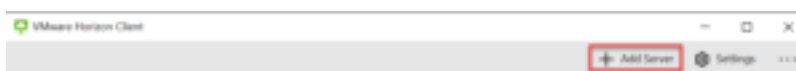
This section will guide you through the steps to connect to MiCollab Client using the VMware Horizon Client.

1. On your local device, launch the **VMware Horizon Client** application. This application allows you to access virtual desktop or remote application.

If not already installed, download and install the **VMware Horizon Client**. For more information, see [VMware Documentation](#). Or, you can use **VMware Horizon HTML Access** from the web browser using the Host FQDN (<https://Host-FQDN>), where Host FQDN is added in the VMware Connection Server.

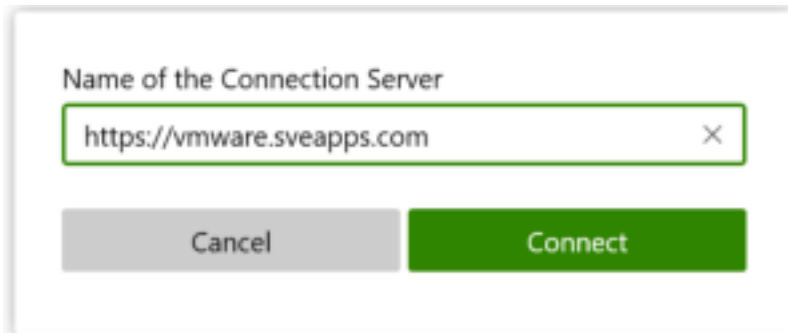


2. Launch the **VMware Horizon Client**, click on **Add Server** to connect to the Host FQDN server.




3. Type the Host FQDN of the Connection Server and click on **Connect**.

The VMware Horizon Client starts connecting to the server.



A dialog box titled "Name of the Connection Server". It contains a text input field with the URL "https://vmware.sveapps.com" and a small "X" icon to its right. Below the input field are two buttons: a grey "Cancel" button and a green "Connect" button.

4. Enter the user credentials and click **Login**.



A login dialog box. At the top, it shows a lock icon and the URL "https://vmware.sveapps.com". Below this are two text input fields: the first is labeled "Enter your user name" and the second is labeled "Enter your password". At the bottom are two buttons: a grey "Cancel" button and a grey "Login" button.

5. When the main screen comes up, double-click the MiCollab Client icon to open the application.



Configuring MiCollab Client Settings

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Once the component parts (MiCollab Client Service, MiCollab Client, VMware Horizon, and the MiCollab Client Plugin) are installed, the following user configuration steps must be completed for MiCollab Client VMware Horizon to function properly.

Device Configuration

After you have configured MiCollab Client for VMware Horizon, you must configure the devices (headsets) that work when your client is operating in VMware Horizon mode. Once the MiCollab Client Plugin has been installed, you must configure the MiCollab Client and your virtual desktop to work properly with the endpoint device (Thin or Thick Client).

Use the Softphone Settings in the Configuration menu on the MiCollab Client to configure these devices.

Ensure that you have chosen either Bluetooth or USB audio device as your default audio device for both Playback and Recording. **ONLY** these options work correctly with MiCollab Client for VMware Horizon:

1. On the physical device, go to **Start > Control Panel > Sound**.
2. Under both the Playback and Recording tabs, ensure that the default device is the Bluetooth or USB audio device. Click on the proper device. Click on **Set Default** and choose **Default**. Under Properties, ensure **Use this device** is chosen. Confirm all choices.

Headsets

MiCollab Client VMware Horizon supports several headsets for audio.

Softphone settings

Configuring the softphone settings for MiCollab Client for VMware Horizon on the MiCollab Windows Desktop Client is very similar to configuring devices for the thick client version. However, there are now additional options specifically for MiCollab Client VMware Horizon.

In the MiCollab Client Configuration menu, Softphone Settings, you can choose either Local (to your machine) or View (for MiCollab Client VMware Horizon) options for both the Microphone and the Speaker settings. If you choose local, but no devices are available on your machine, MiCollab Client switches automatically to the VMware Horizon options.

Note:

When you run MiCollab for PC Client in a Windows server, access to the microphone is not allowed by default. Contact the administrator to allow MiCollab to use the microphone in the Windows microphone privacy setting.

Expected behavior

The MiCollab Windows Desktop Client operates in one of two modes, namely:

- Local softphone (meaning on the same machine as the MiCollab Windows Desktop Client itself)
- View softphone (meaning as a plug-in to VMware Horizon).

In order to switch between softphones, MiCollab Client must deregister the current softphone to bring the new active softphone online. This switch over causes a delay - no more than five to ten seconds.

The UI does not directly indicate which mode of softphone is active.

Limitations of MiCollab for PC Client in VMware environment

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The limitations of accessing MiCollab for PC Client in VMware environment include the following:

- MiTeam is not available (MiTeam is auto disabled when the Client is in a VMware environment).
- MiCollab Client will not auto upgrade to a newer version.
- Video call is not supported.
- Users will not be able to share their desktop from the Client in VMware Horizon.
- Users may experience slow response during large group chats.

Troubleshooting

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The following table describes troubleshooting procedures for issues that can arise when installing, configuring, and running MiCollab Client for VMware Horizon.

Table 2: MiCollab Client for VMware Horizon problems

Problem or Error	Probable Cause	Corrective Action
No audio or poor audio after connecting a USB headset.	The headset is selected for USB redirection.	Ensure that the headset is not enabled for USB redirection.
No audio or poor audio after connecting any type of headset.	RDP protocol is enabled for the virtual desktop.	Ensure PCoIP protocol is enabled.
Poor audio after connecting any type of headset.	Thin Client operating in Wireless mode.	Ensure Thin Client is operating in LAN Mode.
Unable to select Headset in the MiCollab Windows Desktop Client Configuration/Softphone settings.	The Thin / Thick Client physical endpoint does not have Headset set as the default Sound device.	Select Headset as the default Sound device on the physical endpoint device.

