



Uniface Customer Support Portal

Communicatiemiddelen Support

▲ Telefoon/fax.

▲ E-mail

▲ Customer portal

Cases**Search**

[Advanced Search...](#)**Create New...****Recent Items**00121759
00121716 **Cases Home**

Select the cases you want to view from the dropdown.

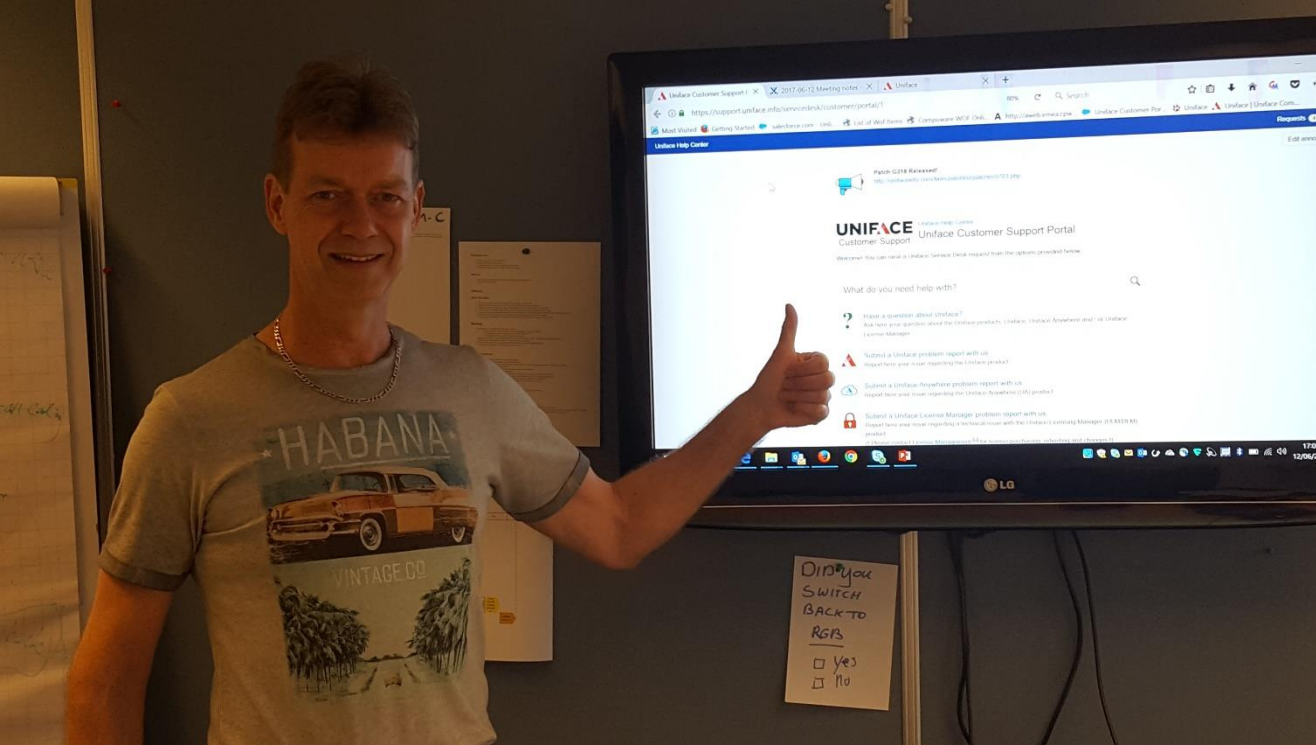
View: **Recent Cases**[Create New Case](#)

Recently Viewed ▾

| Case Number | Subject | Date/Time Opened | Priority | Status |
|--------------------------|-------------------------------------------------------------------|------------------|------------|----------------------|
| 00121759 | Uniface License Service do not start correctly | 15-5-2017 16:32 | 4-Low | Closed - No Response |
| 00121716 | 00121716 - Client hangs - Client hangs | 5-5-2017 9:51 | 3-Moderate | New Case Email |

Huidig portal (Salesforce)

- ▲ Functionaliteit beperkt
- ▲ Lastig te onderhouden
- ▲ Geen integratie met andere systemen binnen Uniface



Jira Service Desk

- ▲ Grotendeels zelf inrichten en onderhouden
- ▲ Integratie mogelijk met Jira en Confluence

Minimale Eisen

 SLA bewaking

 Reviews

 Feedback

Nico Peereboom resolved this as Done.

How was our service for this request?



[View request](#) · [Turn off this request's notifications](#)

This is shared with Jan Cees Boogaard.

Uniface Help Center, powered by [JIRA Service Desk](#), sent you this message.



Patch G318 Released!

<http://unifaceinfo.com/fixes/patchlist/patches9703.php>

UNIFACE Uniface Help Center
Customer Support Uniface Customer Support Portal

Welcome! You can raise a Uniface Service Desk request from the options provided below.

What do you need help with?



[Have a question about Uniface?](#)

Ask here your question about the Uniface products: Uniface, Uniface Anywhere and / or Uniface License Manager.



[Submit a Uniface problem report with us](#)

Report here your issue regarding the Uniface product.



[Submit a Uniface Anywhere problem report with us](#)

Report here your issue regarding the Uniface Anywhere (UA) product.



[Submit a Uniface License Manager problem report with us](#)

Report here your issue regarding a technical issue with the Uniface Licensing Manager (ULM/DLM) product.

(! Please contact [License Management](#) for license purchasing, rehosting and changes !)

UNIFACE
Advanced Development Technology

Voordelen



▲ Externe
communicatie
beter

▲ Interne
communicatie
beter

▲ Extra
functionaliteit

The screenshot displays the UNIFACE service desk interface. The top navigation bar includes 'Dashboards', 'Projects', 'Issues', 'Emails', and a 'Create' button. The main content area shows a ticket titled 'test if Jan Cees is still awake' (UFC-59). The ticket details include: Type: Uniface Question, Priority: Highest, Status: IN SERVICE (View Workflow), Resolution: Unresolved, and Product: Uniface License Manager. The description reads: 'That I want to know if this still will be able to awake Jan Cees.' The activity log shows three comments: one from 'sysadmin' on 12/Apr/17, one from 'Nico Peereboom' on 16/May/17, and one from 'Herman Peereboom' on 09/Jun/17. The right sidebar contains sections for 'SLAs' (Uniface First Response within 1h), 'People' (Assignee: Nico Peereboom, Reporter: Herman Peereboom), 'Service Desk request' (Request type: Have a question about Uniface?), and 'Dates' (Created: 12/Apr/17 5:25 PM, Updated: Friday 2:27 PM, Next Status Update: 25/Apr/17). A 'HipChat discussions' section is also present with a 'Connect' button.

Uniface Help Center
RequestsOpen requests Created by anyone Any request type Search for requests

| Type | Reference | Summary | Service desk | Status | Requester |
|-----------------------------------------------------------------------------------|-----------|-------------------------------------------------|---------------------------------|--------|---------------|
|  | UFC-117 | How can I suppress the license ending warnings? | Uniface Customer Support Portal | NEW | Peregrin Took |
|  | UFC-116 | Uniface crashes on exit | Uniface Customer Support Portal | NEW | Peregrin Took |

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Invoeren

 Aankondiging op Uniface.info

 Uitnodiging naar recente contacten

 Salesforce en Service Desk parallel

Welkomstscherm



Patch G319 Released!

<http://unifaceinfo.com/fixes/patchlist/patches9703.php>



Uniface Customer Support Portal

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Submit a Uniface Anywhere problem report with us

Report here your issue regarding the Uniface Anywhere (UA) product.



Submit a Uniface License Manager problem report with us

Report here your issue regarding a technical issue with the Uniface Licensing Manager (ULM/DLM) product.

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Call loggen



Uniface Help Center / Uniface Customer Support...

Submit a Uniface problem report with us

! Please supply any relevant Uniface LOG files and preferably a small TESTSET that can reproduce the issue !

Subject Summary

Question can be placed here with a link.

What is your problem?

What is the priority of your problem?

Which version/s is affected?

Click in the field and select all that are applicable.

Share your environment details here. *(optional)*

eg. Client/Server, Web, Mobile and Operating System versions, etc.

Do you want to attach more information as attachment? *(optional)*

📎 Drag and drop files, paste screenshots, or
browse

eg. Log files, TestSets, Documents with reproducing steps, screenshots etc. Total upload size limit: 10 MByte!

Choose your region

Please choose a region from APAC, EMEA, AMC.

Create Cancel

Overzicht



Uniface Help Center Requests

Any status Created by me Any request type

| Type | Reference | Summary | Service desk | Status | Requester |
|------|-----------|-------------------------------------------------|---------------------------------|------------------|---------------|
| | UFC-115 | When will patch G319 be released? | Uniface Customer Support Portal | CLOSED CONFIRMED | Peregrin Took |
| | UFC-117 | How can I suppress the license ending warnings? | Uniface Customer Support Portal | NEW | Peregrin Took |
| | UFC-116 | Uniface crashes on exit | Uniface Customer Support Portal | NEW | Peregrin Took |

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Toekomstplannen

- ▲ Verdere uitbreiding aan de Uniface Service Desk
- ▲ Uniface.info verbeteren
 - ▲ Single sign-on
 - ▲ Federated search
 - ▲ Informatie beter toegankelijk

THANK YOU & QUESTIONS

