

# HEAT<sup>®</sup> Service & Support<sup>™</sup>

## HEAT<sup>®</sup> Link to LDAP

### Version 8.4

July 2006  
Readme

Please read this entire document. It contains important information for a smooth installation and operation of the HEAT Link to LDAP module of HEAT Service & Support version 8.4.

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## **1. What is HEAT<sup>®</sup> Link to LDAP 8.4?**

HEAT<sup>®</sup> Link to LDAP allows HEAT<sup>®</sup> Service & Support<sup>™</sup> to populate and/or update the customer profile table from a supported LDAP repository.

## **2. Application Notes**

### **HEAT Service & Support 8.4 System Requirements**

Please refer to the HEAT Service & Support documentation for further information on system requirements. Your system must be upgraded to HEAT 8.4 in order to use this LDAP module. You must also install Internet Explorer 5.5 service pack 2 or higher.

### **Compatible LDAP systems**

The following versions of LDAP have been tested in the HEAT integration:

- Sun ONE (formerly known as iPlanet) Directory Server version 5.1
- Exchange 5.5 SP4
- Windows 2000 Active Directory
- Windows 2003 Active Directory
- eDirectory 8.62 SP4
- eDirectory 8.7
- Lotus Domino 6.5
- Lotus Domino 7.0
- OpenLDAP 2.0.27 Using RedHat Linux 9
- OpenLDAP 2.1.22 on FreeBSD Unix 4.8

### **Win2K and XP Users:**

Before you can successfully install the service, you must make a change to the local security policy if you plan to use a specific user account to validate the service at startup. (If the service is just using the system account, this is not a problem.) You must first give the Logon as Service right to the account (or to a group to which the account belongs) that will be used to start the service. If this is not done, then the installer will fail.

### **Using UserP\* fields from the Profile table**

Administrators must not use the UserP\* fields in the Profile table to mark Profile records as non-LDAP data. If configured this way, an GetValidation error will occur.

### **Win98 Users**

Users are encouraged not to use the LDAP configuration tool on Windows 98. If using the Configuration Tool on Windows 98, users may encounter a Config Exit error. If this error is encountered, be aware that all settings were saved.

## **3. Installation Process Notes**

1. Close any open application on your computer
2. Insert the 8.4 CD into your CD-ROM drive
3. If Windows AutoRun is enabled, the Product Installation menu will display automatically. HEAT Link to LDAP cannot be installed from the default installation program. Please end this Windows Installer session (i.e. cancel out of the installer).
4. Click the start button, select Run. Type x:\HEATLinktoLDAP\setup.exe, where "x" is the letter of your CD-ROM drive. Press Enter or click OK. The Product Installation menu will display.
5. Follow the on-screen instructions to complete the installation.

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