

HEAT[®] Asset Tracker

Version 8.03

September 2004
Readme

Please read this entire document. It contains important information for smooth installation and operation of HEAT Asset Tracker (HAT) Version 8.03, as well as a list of new features and resolved issues in Version 8.0.

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1. Overview of HAT Version 8.03

This Service incorporates many enhancements for the new FRS Inventory Scanners introduced with HEAT Asset Tracker version 2.0. These enhancements increase the control and accuracy of your scans and provide for easier data collection and better quality of available data.

2. Bug Fixes and Enhancements Included in HAT Version 8.03 (FRS Scanners Only)

35551 – Conversion Utility does not retain the Asset ID number.

35559 – The Asset Scanner cannot identify Windows 2000 Service Pack 4 if the Uninstall option is not selected.

35692 – The following fields in the HWD_Network table are not updating: IPHost, Name, IPAddress, and LocalMachine.

35693 – Login Name ID change is not being picked up by the HAT Scanner.

37004 – The Idiscn32.log file does not purge itself.

37549 – Data is lost after performing a HAT conversion.

3. Bug Fixes and Enhancements Included in HAT Version 8.0 (FRS Scanners Only)

General

- (1) HEAT Asset Tracker Macintosh scanning issues have been corrected.
- (2) Added Macintosh OS X scanner support.
- (3) This release includes a roll-up of all existing service packs.
- (4) Added NetWare v6 Support
- (5) Added capability to define additional fields in the HAS_AssetData table. The field label names and field types are customer modifiable. The customer is allowed to delete non-system fields as well as edit the characteristics of fields.
- (6) Included support for all FRS scanner data in HAS_AssetData table. The prior implementation only processes a subset of the data.
- (7) Included both versions of HAT (HEAT v7 & HEAT v8) on a single CD.

User Interface Enhancements

Grid Views

- (8) Added ability to double click on an item in the grid and have a default action occur.
- (9) Added ability to right click over an item in the grid and choose from available actions.
- (10) Added support for both ascending and descending grid sorting. Include visual indicator.

Asset Details

- (11) Added Auto fill capability for known fields such as Last Name, First Name, etc.

Asset Form

- (12) Added automatic selection of asset when returning from Asset Form to Grid view.
- (13) When editing data, place descriptive text into the status bar.
- (14) Provide visual indication (color, asterisk, etc) on required fields.
- (15) Allow for administration selection of which fields are displayed in the Asset Form.
- (16) Date Picker allows dates to be manually entered in any format but the db expects the data to be in the format YYYY-MM-DD and no other. By using a date picker control, there user is relieved of the burden of remembering the exact format expected.

Reporting / Demo Data Enhancements

- (17) The existing reports have been modified to provide a more useful set of information that is relevant to IT groups. The report criteria were derived from customer feedback. There are now 32 canned reports.

4. Installation Instructions

Installation Requirements

To install this update the following requirements must be met:

- You must be using HEAT 8.03 to use HEAT Asset Tracker 8.03

Client Installation

HAT updates the client component of HEAT Asset Tracker. To install this update, simply run the HATClient.exe file on any PC where Tracking Manager and/or Asset Details are installed then follow the on-screen instructions. You will need to have your HEAT Asset Tracker CD available.

If the HAT client is installed on the same PC as your HAT service and you apply the *service* update, then you must also apply the *client* update on that PC to keep the common files in synch.

Server Update when using FRS Scanners

To update the HAT service and the configuration tools you will need to run the Service update for FRS scanners. Simply launch the file HAT_Service_FRSScanner.exe on the PC where your HAT service is located and follow the on-screen instructions. You will need to have your HEAT Asset Tracker CD available.

4. Outstanding Issues / Known Problems

Reports in SQL server 2000 and 7.x are prompting for DSN, Database Name, UID, and PWD. When location for this database is set in crystal reports, they work properly

Tracking Manager hangs when trying to Customize Database for Sybase 7.0. Sybase needs exclusive permission to modify its database fields. Sybase requires an exclusive lock to the database to perform DML operations, so until it acquires that lock, it will simply sit and wait indefinitely, appearing to be locked.

When using the Oracle DB, system must be rebooted to successfully login into Oracle with any operating systems.

Autofill processing is performed by the HAT service and the definition of the autofill information used by the service is contained in the HATScanner.ini file. The configuration file must have that name for the autofill functionality to work. Also, the autofill based on a registry item is only available for Windows scans.

The only fields in HAS_AssetData that are tied to the Profile table by design are CustID and CustType. Other fields can be mapped to fields in the profile table, but are only done so when the user defines a mapping via the Customize Database dialog. First_Name and Last_Name in HAS_AssetData are user defined fields, so it is up to the user to make sure and define those fields that they want to map correctly.

To run Reports with Oracle the data source location needs to be manually set in Crystal Reports Professional Edition Version 9.0

To run Reports with SQL Server 2K & 7.x the data source location must be manually set in crystal Reports 9.0

To Run IE Explorer Version Mix Report using Sybase 7.0 the set Data source Location must be set manually in crystal Reports 9.0.

The RAM Variable report is intermittent when run in a Windows 2003 / Oracle 9.02 environment. A query error may be invoked.

5. System Requirements

Scanners Supported

- MS-DOS®
- 16-bit Microsoft® Windows®
- 32-bit Windows (Microsoft Windows NT® and Windows 95, 98, 98SE, Me, 2000 and XP)
- O/S 2
- Mac® (OS 7, 8, 9, X)
- Novell® (NetWare® 4.x, 5.x and 6.c)
- UNIX® (AIX®, HP-UX, Solaris™ 8 for Intel and SunSparc)
- Linux® (Red Hat, Caldera, Suse).

Server System Requirements

- Under a 1,000 assets
 - Pentium® III processor
 - 733 MHz
 - 512MB RAM
- Between 1,001 and 2,999 assets
 - Pentium® III processor or higher
 - 800 MHz
 - 1GB RAM
- Over 3,000 assets
 - Consult your FrontRange representative for requirements

Server Operating System Support

- Windows 98SE
- Windows NT
- Windows 2000
- Windows XP
- Windows 2003

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