

HEAT[®] Service & Support [™]

Version 8.35

March, 2005
Readme

NOTE: HEAT Systems utilizing HEAT Asset Tracker or HEAT Link to LDAP must also upgrade HEAT Asset Tracker to HEAT Asset Tracker Version 8.03 and HEAT Link to LDAP to HEAT Link to LDAP 8.30.

Please read this entire document. It contains important information for a smooth installation and operation of HEAT Service & Support version 8.35.

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1. What's New in HEAT Service & Support 8.3?

New HEAT Homepage Capability

HEAT now has the capability for a user to set a URL as a homepage, which can then be accessed by the user, without ever leaving the customer information, or Call Logging. This feature is accessed by setting the URL via the HEATIntegrationBO.xml and the HEATHomePage section on GlobalSettings.

IT Service Management Module Integration

HEAT 8.3 includes the integration points required to integrate with the ITIL based IT Service Management Modules. HEAT can integrate to the Problem, Change, Release, Configuration, and Service Level Management modules of the IT Service Management product family.

MobileHEAT Performance Enhanced

MobileHEAT has been enhanced to perform better when used as a disconnected client. HEAT will now only transfer changed Call Records, Profile Records, and Configuration records since the last synchronization date versus the whole database.

MobileHEAT MSDE Compatibility

MobileHEAT is now able to utilize MSDE as its database. Previous versions allowed only the use of Access.

Ability to Designate Fields that are Printed

Administrators can now configure what fields are printed when a user selects File>>Print>>Print Call Ticket.

2. Application Notes

Use of Custom Calendars

For the enhanced @dateadjust and @timeadjust AutoTask functions to adjust dates and times according to custom calendars (Help Desk Hours included) using AutoTasks or BPAM, the Administrator will need to edit the calendar, save it, and the edit back to the original state.

HEAT 8.35 System Requirements

HEAT 8.35 operates in Microsoft® Windows® 98SE, ME, Windows® NT® 4.0 Workstation (SP6a) or Server (SP6a), or Windows® 2000 (SP4), Windows® XP (SP2), Windows Server™ 2003.

Please refer to the HEAT 8.30 documentation for further information on system requirements.

Allowing Editing Memo Fields through Table Maintenance in a SQL Database

A known limitation of SQL Server and ODBC requires that a table possess a primary key or unique index in order for the Database Cursor to be updateable. If a table does not have a primary key set, then users will experience errors when trying to edit a memo field, on that table, through the Table Maintenance interface.

True Color Support

Because of the new look and feel of HEAT 8.01, including the new tool bar icons, HEAT Service & Support 8.35 will only support True Color. Using any other display setting may cause toolbar icons to disable.

Previewing HEAT 8.35

If you are an existing HEAT customer and would like to preview the new HEAT 8.30 features, choose the Custom Setup when installing. You will have the option to install both the Quick Start Wizard Starter database and a HEAT 8.30 Demo database, which contain sample customer information and sample calls. If you choose to install the MS Access demo database, the data source name (DSN) is HEAT Demo; the two primary login IDs are “Sandy” and “Chris” and the password is “manage” for both IDs. Each login ID will show a different security view of HEAT to demonstrate the security based forms view feature.

Notes on Images

When images are placed or removed from forms, they are placed on forms in real time, before clicking Ok, Cancel, or committing an Edit Set.

HEAT 8.35 utilizes images that are 45k in size or smaller.

When utilizing images, HEAT uses pixel 1,1 for the transparency color. Meaning, the color at pixel 1,1 will be changed throughout the image to the background color of the form the image is placed on.

Enabling Profile or Configuration Records for Escalation in BPAM

HEAT 8.35 requires users to commit an edit set. To enable the tables for escalation:

1. Open an Edit Set
2. Open the Config table
3. Click the Business Rules Enabled button
4. Close the table.
5. Open the Profile table
6. Click the Business Rules Enabled button
7. Commit the Edit set

Processor Usage when using Profile or Configuration Rules

When using Profile or Configuration Rules, administrators may notice an increase of Processor Usage on the database server. This increase only occurs during the BPAM rule confirmation query, which looks for changes in rules or AutoTasks. FrontRange Solutions recommends, if using Profile or Configuration Rules, to expand the time between these types of queries. By default, the query time is set for every 2 hours, FrontRange Solutions recommend changing this to at least every 4 hours.

Using the All Existing Tickets Option when Creating or Editing BPAM Rules

If the user decides to apply a new or edited rule to all existing records in the database, BPAM will process each record that applies twice.

Answer Wizard Reports using HEAT Calendar

Due to a bug in the Crystal API, the following steps must be taken to run an Answer Wizard Report that utilizes the HEAT Calendar:

1. After selecting desired options for Report and on the Report Print Options Screen, select the Print Option, then Click Next.
2. You will be prompted with a Database Password Screen Fill in the Database information, then click Ok.
3. Click Back.
4. Click Next, Re-enter the Database information, then Click OK.

The Report will now run appropriately.

Enabling the LANDesk, SMS, or NetCensus Menu in the Administrator Module

FrontRange Solutions has removed the menu item from the Administrator Module to integrate with LANDesk, SMS, or NetCensus. To re-enable this menu requires a database setting in the HEATINI table.

If the entries do not exist, or exist but the contents field has a value of 0, the menu items do not show up. To enable the menu, the Contents field must be populated with a 1.

INISection	INIEntry	Contents
NetCensus	Enabled	0
MS SMS	Enabled	0
LANDesk DTI	Enabled	0

Note to Novell Users

HEAT 8.35 is a 32-bit product that uses long filenames in several instances. Please verify that long filename support has been enabled on your Novell server before attempting a HEAT 8.01 installation. Please refer to the documents 2929574, 2934097, and 2912726 on the Novell Support pages at <http://support.novell.com/search/>.

GroupWise

HEAT 8.35 is compatible with GroupWise 5.5 and 6.0.

MobileHEAT

Current users of MobileHEAT will need to delete their MobileHEAT database before upgrading HEAT to a newer version, as well as, enabling the HEAT Configuration and Profile tables for Business Rules. Since the upgrade process changes the version number of the host database, an older version of MobileHEAT is no longer compatible with the host.

Note: It is recommended that users always sync Profile and Config records. If the user syncs only call records, added or changed Profiles and Config records will not sync to the client the next time the user chooses to sync the Profile and Config data.

Steps for Setting up MobileHEAT (The following steps are required due to changes in the synchronization process of MobileHEAT. MobileHEAT will now only send new and changed Profile and Configuration records to the remote sites, instead of the entire tables)

1. After Deleting the MobileHEAT database on the client, and upgrading the host HEAT database (to HEAT 8.30, if upgrading from HEAT 8.01, a database upgrade is not required) on the server, log into the HEAT Administrator Module, ensuring that you select the host HEAT data source.
2. Select File>>New Edit Set and select Yes to Edit Set confirmation dialogue
3. Locate the Config table in the Tables list, and highlight it by clicking on Config once.

4. Click the Open Table button.
5. Notice the Business Rules Enabled Button on the toolbar. Click the button if there is NOT a green “x” in the box. If there is a green “X” in the box, proceed to step 6. Clicking the button will explain that “Enabling business rules will add three fields (DTLastMod, RecvdDate, and RecvdTime) to this table. Proceed?”. Select Yes.
6. Close the Config table and locate the Profile table in the Tables list. Highlight it by clicking on Profile once.
7. Click the Open Table button.
8. Notice the Business Rules Enabled Button on the toolbar. Click the button if there is NOT a green “x” in the box. If there is a green “X” in the box, proceed to step 8a. Clicking the button will explain that “Enabling business rules will add three fields (DTLastMod, RecvdDate, and RecvdTime) to this table. Proceed?”. Select Yes.
- 8a. If Business Rules were already enabled for both the Config and Profile tables, there is no need to commit an Edit Set. You can move forward with replacing the MobileHEAT databases for the remote clients.
9. Close the Profile Table, and commit the Edit set.
10. Proceed with replacing the MobileHEAT databases on the remote clients.

These steps may need to be repeated for other tables in the database, if they are not yet enabled for business rules.

Update on Compatible Back End Databases

ODBC 32

Because HEAT 8.35 is a 32-bit application, it requires setting up a 32-bit ODBC data source.

Pager Integration

HEAT 8.35 integrates with MobileCHOICE WinBEEP 32 (www.mobilechoice.com). The link between HEAT and WinBEEP can be completed using the HEAT AutoTask function. See the HEAT Support page <http://support.frontrange.com> for Integration Notes.

3. Installing HEAT® Service & Support™ 8.35

The HEAT 8.35 installation program displays step-by-step instructions that let you install HEAT Program Files, Demo FLS Data, Report Files, or the Online Books Installation Program.

To begin the installation process:

1. Close any open applications.
2. Double-click the HEAT 8.30 executable downloaded from NetUpdate.
3. Install HEAT installation files to a temporary directory.
4. Double-click the Setup.exe.
5. Follow the on-screen instructions to complete the installation.

You will also need to setup a 32-bit ODBC data source using the System DSN tab to point to your database. For detailed instructions, please refer to the Installation Guide (InstallGuide.pdf) located in the \Documentation directory on the HEAT 8.01 CD.

Note: Upgrading to HEAT 8.35 from HEAT 8.0 or lower requires the Administrator to update the database. This can be done through loading a HAF file after install, or by updating the database through the Administrator Module.

4. Bug Fixes and Enhancements included in HEAT 8.35

RM 12646 - @DateDiff Function does not calculate correctly when run against a custom calendar.

RM 15295 – Command Buttons will not operate when HEAT is installed on an operating system with Chinese regional settings enabled.

RM 15351 – The HEAT Administrator crashes when loading a HAF file on an operating system with Chinese regional settings enabled.

RM 15549 – HEAT Self Service Version 8.0 will not operate with HEAT Service & Support Version 8.30.

RM 16041 – The SLA.exe will not operate when used in the iHEAT environment.

RM 16096 – Alert Monitor will not open Call Logging when installed on an operating system with Chinese regional settings enabled.

RM 16232 – Enabling MAPI in HEAT Version 8.3 will cause a “Reading Global Settings for Fusion Connect Failed” error to show periodically.

RM 16291 – Launching Call Logging from another application when HEAT is not integrated with FrontRange IT Service Management will cause a “Reading Global Settings for Fusion Connect Failed” error.

RM 16369 – Users will receive a Required Fields error when scrolling through multiple assignments in an open call group.

5. Bug Fixes and Enhancements included in HEAT 8.30

9630 - If you try to sort the displayed calls by call description field, you receive an error, "Error in Statement: The text, ntext or image data type cannot be selected as DISTINCT". OK that and ODBC errors.

15013 - Record does not appear in the validation list, even though user has access to record in GoldMine Corporate Edition. The curtaining record does not appear in the validation list, even though the user has access to the record in GoldMine via the user group.

22487 - Managers Console is not sending an email action when a threshold between Yellow and Red is hit when using MAPI.

28226 - Auto Task to email, print, or write file with All Journals inserted or 'CallID information query' with all journals inserted, will not send all the journals.

30232 - In Goldmine the first 35 characters of the email address are written in the contsupp.contsupref and the remaining are placed in address1. Heat does not see the characters in address1 so the email address is truncated at 35 characters even though the field's length is 50.

31011 - The actual call # (and Customer ID) in the Banner on the top of the subset won't print. I tried moving the static text to front with same results.

35102 - Tickets with large create/save time difference are not being scheduled and performed.

35117 - After starting a Manager's Console as a server, any connections to it will cause program to lock up.

35595 - Altering an attachment's path after it has been added and saved, is not holding the path changes.

35759 - Font on Call Ticket/Assignments/Journals is white - cannot view when printed.

36047 - First email out using SMTP from HEAT sends a blank duplicate email.

36601 - If the user edits the definition and does not click to the subset (detail) table, the mapped fields will be wiped out.

36612 - Tabs disappear if Work Group was closed and reopened.

36758 - The @DateAdjust function is skipping viable days when used on a calendar that has a single day (not default for all same day) closed.

37411 - Date passed rules are not finding dates that meet criteria after rule is enabled.

37468 - If a connection is lost when transferring records with MobileHEAT, the records that were not transferred are sometimes lost.

37727 - If an email is missing the subject line, and the server does not accommodate the header for the missing subject, ATG will die when processing this email.

37856 - Contact1 email is being truncated at 35 even though the ticket is created.

37924 - Allow Mobile HEAT to utilize and be set-up on an MSDE database

38203 - AutoTask is not writing to the database until last action is complete. This causes multiple calculations with the same field to be incorrect.

HEAT License Limits and Definitions

a. **Concurrent User:** A Concurrent User is a license that can be used by any Authorized User, but only by one at any given time.

b. **Database:** A database is one set of data files.

These definitions are as of January 24, 2004.

You may use only one copy of the Licensed Software accessing one database. You are allowed only the number of Concurrent Users of the Licensed Software as shown in the corresponding purchase order or other order confirmation form. A remote user accessing the Licensed Software (via a web-enabled product) is considered to be utilizing one User license.

Should You exceed Your licensed number of Users, then You agree to pay the full list price for the excess Users and any additional Server or other product licenses required for such additional Users in

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