

# iHEAT<sup>®</sup>

## Version 8.03

August 2003  
Readme.txt

Please read this entire document. It contains important information for a smooth installation and operation of iHEAT<sup>®</sup> Version 8.03. The following topics are discussed in this file:

1. What's New in iHEAT Version 8.03?
2. Installation Notes
3. Application Notes
4. Known Issues

## 1. What's New in iHEAT Version 8.03?

Following are the items that have been added to this release:

- iHEAT 8.03 is now compatible and will install on Windows 2003 Server
- Terminal Services Compatibility – User can now run Terminal Services to remote control the iHEAT Server
- Session Reconnect – Users can disconnect from the Server, and then reconnect at a later time to the same session.
- Session Shadowing – Administrators can connect to another users iHEAT session and then view what that users is doing, or remote control the machine.
- Native Load Balancing – Administrators can now set up multiple iHEAT servers to balance the load without using a third party product.
- NT Passthrough Authentication – Users logging into iHEAT on the same domain are no longer required to re-enter their passwords
- Native Macintosh Client – Users can now utilize a native Macintosh Client (MAC OS 10.3 or higher).
- Ability to Publish non-FrontRange applications – Out of the box, users can publish Microsoft Word, after activation, users can publish any supported Windows application.

## 2. Installation Notes

Following are specific items of interest regarding the installation process:

- If you are installing iHEAT on a Windows 2003 Server, you will prompted with a warning that the driver being installed has not been certified by Microsoft. Click Ok through this warning to continue with the install. FrontRange Solutions is working with Microsoft to certify this display driver, and will release a new version of iHEAT when it is certified.
- If you are installing iHEAT on a network that uses Windows 2000 and Active Directory, you will need to change the iHEAT install directory. It must be a directory directly below the root directory of the drive onto which you are installing iHEAT. For example, instead of using the default (c:\program files\heat), you could install it to c:\heat.
- HEAT or HEAT Power Desk and Data sources must be installed prior to installing iHEAT.

- MDAC 2.5 or higher will need to be installed if it is not already installed - The MDAC setup displays a status dialog that indicates that it is configuring "Control Panel". This incorrect text is set by the Microsoft Data Access Components installer and is out of our control.
- Reboot is required after Setup - Users will need to reboot their system after setup is complete or the system will not function. The iHEAT server may need to be rebooted twice during installation. Once for the new Windows Installer Program and a second time for the iHEAT services to be engaged. Also note for customers upgrading from iHEAT 6.4 or lower, they must uninstall iHEAT from the server and reboot prior to installing iHEAT 8.03.
- Oracle Users: In order for Oracle to run under iHEAT, you might need to set the Start Directory variable for Call Logging to the oracle\bin directory for your installation. You can do this through the Cluster Manager by selecting the Properties for Call Logging under the Applications tab.
- Windows 2000 has added security roles that were not available under Windows NT. When setting up a user to run HEAT on Windows 2000 you must set them up to use the Power user role. This corresponds to the same rights they would have under NT using the user role

### 3. Application Notes

#### **iHEAT 8.03 System Requirements**

This process can be run on any CPU including your main IIS server, but it is recommended you that have IIS and iHEAT running on the same CPU.

We do not recommend having iHEAT and/or IIS on the same server as your database servers, mail servers or any other server-related services; these should be implemented on other CPUs.

#### **Session Reconnect**

iHEAT 8.03 offers a session reconnect. With this feature, users are able to connect to existing session still running on the iHEAT server. However, there is a slight time-delay for the iHEAT server to discover that the user has disconnected, creating the possibility for the user to start a new session instead of connecting to the exhibiting session.

#### **Server**

Microsoft IIS server 4.0 or higher.  
HEAT version 8.03  
100 MB Network Connection

You must be running Windows 2000 Server Service Pack 3. Additionally, you must have administrative rights on the server to perform the installation and the server must have TCP/IP as a network protocol. A Web Server must also be available in order to set up the server for browser deployment.

The specific system requirements will change for each customer site. Items to consider during this evaluation are:

- Number of users
- Network traffic
- User profile (how they are using the product)
- Network bandwidth and other server-related processes should be taken in consideration as well.

<b>Users</b>	<b>System</b>	<b>RAM</b>	<b>Hard Disk</b>
1 – 25	Pentium III – 733 MHz or higher	1 GB	See below
25-50	Dual Pentium	2 GB	See below

	III – 733 MHz or higher		
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The installation space requirements for iHEAT 8.03 are 115-120 Megs.

Additional considerations:

- Any additional services or applications running on the server as noted above;
- Swap space for the system, this is something that the end-user may have to fine tune; and
- Disk space for installing IIS (or applicable Web).

#### Client

The iHEAT Windows Client supports PCs running Windows® 98/2000/XP. The iHEAT Java Client supports Macintosh® and Windows 98/2000/XP. The iHEAT Linux Client supports Red Hat Linux 9.0. The client must also have TCP/IP as a network protocol. To start the iHEAT client from a browser with Windows 98/2000/XP, the client must have Netscape® Navigator 7.1 and higher or Microsoft Internet Explorer 6.0, SP1 or later with any Java Virtual Machine (JVM) 1.4 (or higher) compatible client including Windows 98, Windows 2000.

#### Attention Macintosh Users:

The Native Macintosh Client in iHEAT 8.03 is only compatible with Macintosh OS 10.3 and higher. The signed or unsigned Java clients will work with earlier versions, but client performance is affected.

#### Workstation CPU Requirements:

System	RAM	Browsers
Any OS that supports I.E. 6.0 Service Pack 1 or higher or Netscape Communicator 7.1 or higher	As required by OS	Internet Explorer 6.0 Service Pack 1 or higher Netscape 6.2 or higher

## 4. Known Issues

35712 – Users are unable to print a Crystal Report through a client printer.

37299 – Users are unable to use MAPI email when NT Pass Through Authentication is enabled.

38053 – Users are unable to shadow an iHEAT session running on Windows 98 Operating System

38067 – Users are unable to shadow an iHEAT session running through the Native Macintosh Client