

# iHEAT<sup>®</sup>

## Version 8.3.7

March 2006  
Readme.txt

Please read this entire document. It contains important information for a smooth installation and operation of iHEAT<sup>®</sup> Version 8.3. The following topics are discussed in this file:

1. What's New in iHEAT Version 8.3.7?
2. Installation Notes
3. Application Notes
4. License Limits and Definitions

## 1. What's New in iHEAT Version 8.3?

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

- iHEAT 7.0 Server installation can now run on Windows XP SP2

Administrators now have the option of installing the iHEAT Server on to Windows XP Service Pack 2. This can allow organizations to lower their cost of ownership, by not utilizing a Windows Server class operating system.

- Universal Print Driver

iHEAT 7.0 offers the capability for client users to utilize a Universal Print Driver for client printing. The universal Print Driver creates an .PDF document on the client machine, that is then opened in the clients local installation of their chosen .PDF reader. The user then prints the document from the PDF reader.

- Proxy Tunneling

Proxy tunneling allows iHEAT to transmit its data through the Port 80 or Port 443 via the HTTP CONNECT method (also referred to as SSL tunneling or HTTPS tunneling). This allows a user who accesses the Internet via a Web proxy server to connect to iHEAT Servers on the Internet.

- NT Password Changes

Users can change passwords when: a) the administrator requires the user to change his or her password at the next logon, b) the security policy is configured to prompt users to change passwords before expiration, and c) the user's password has expired.

- Group Policy Support

iHEAT supports Microsoft's Group Policy. Using Group Policy and its extensions, administrators can manage registry-based policy, assign scripts, redirect folders, manage applications, and specify security options.

## 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 be 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.
- 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 8.3.7.
- 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.

### 3. Application Notes

#### **Session Reconnect**

iHEAT 8.3.7 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.

#### **iHEAT 8.3 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.

#### **Server**

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

#### **Hardware 1 – 25 users (minimum)**

1.1 Ghz single processor  
1 Gig RAM

#### **Hardware 25 – 50 users (minimum)**

1.1 Ghz Dual processor  
2 Gig RAM

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.

The installation space requirements for iHEAT 8.3 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.

### **Logon Interactively**

iHEAT requires users be able to logon interactively (Logon Local Rights) to the server to ensure that client drives are mapped correctly, and the user has appropriate rights to load local print drivers.

### **Netscape Plug-in**

iHEAT 8.3 is no longer shipping with Netscape Plug-ins.

### **FrontRange IT Service Management**

iHEAT must be installed on separate server from FrontRange IT Service Management (ITSM). Installing iHEAT on the FrontRange ITSM will cause the server to freeze during the boot cycle.

### **HEAT Plus Knowledge**

iHEAT must be installed on a separate server from HEAT Plus Knowledge. When installed on the same server as iHEAT, users are unable to login to HEAT Plus Knowledge through an iHEAT session.

### **Client Printing Wizard**

When setting up a local printer through the Java signed client, users must ensure they designate the proper port in the Client Printing Wizard. Failure to do so will result in the inability to print a document to the local printer or freeze the Client Printing Wizard.

## 4. iHEAT License Limits and Definitions

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

These definitions are as of January 25, 2006.

You agree not to copy the Licensed Software except for backup and disaster recovery purposes, or as described in the accompanying Documentation.

In order for You to use iHEAT, You must have a valid license under another EULA for the latest corresponding version of the HEAT<sup>®</sup> Service & Support product. This EULA will automatically terminate upon termination of Your corresponding HEAT EULA. This iHEAT license does not expand Your number of authorized concurrent users for HEAT. Remote users accessing HEAT via iHEAT are considered to be utilizing one of Your concurrent user licenses under HEAT.

You may be required to register the Licensed Software to one application server machine.

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 accordance with FrontRange Solutions pricing program, as well as the full Maintenance and Support Fee related to these additional products.

Capitalized terms not defined herein shall have the meanings set forth in the applicable End-User License Agreement.