



SERVE YOUR CUSTOMERS FROM ANYWHERE

- PROVIDES 24/7 REMOTE ACCESS TO HEAT®
- NO ADDITIONAL PLUG-INS REQUIRED
- PROVIDES GREATER MOBILITY & PRODUCTIVITY

ACCESS TO HEAT® HAS NEVER BEEN EASIER FOR “ON-THE-GO” SERVICE AND SUPPORT TECHNICIANS

With iHEAT™, you can access HEAT® solutions using one of the leading Web browsers with no additional plug-ins required.

iHEAT utilizes Java™ and Microsoft® Windows™ technologies. By providing exactly the same graphical user interface (GUI) format as the standard HEAT software, iHEAT offers a Web solution that requires no additional training.

BENEFITS

- **Client-less Installation** — iHEAT eliminates the installation of software on the client’s desktop PC utilizing application access via Internet Explorer. This alleviates software maintenance and upgrade hassles. HEAT becomes available from any desktop with network connectivity.
- **Easy Installation** — iHEAT can typically be installed in fifteen minutes or less. Competitive products require multiple days of professional installation.
- **Concurrent User Licensing Schema** — Other thin client products utilize fixed-node licensing causing you to purchase more licenses than you really need. With iHEAT, you limit your purchase to the appropriate number of concurrent licenses that you need.
- **Single Source Administration** — Because iHEAT utilizes the current HEAT Windows client, it is administered with the HEAT Administration tool. This reduces the need for duplicate personnel and training associated with HEAT functionality.
- **Maintains the same look as HEAT®** — This reduces training time and corresponding data input errors.
- **Consistent Functionality** — Not only does iHEAT provide the same look as HEAT, it also utilizes the same client functionality running inside a Web browser — your version of HEAT with your customization.

HEAT® ADD-ON MODULES CREATE EVEN GREATER VALUE!

- **HEAT® Self Service™** — Reduces service desk calls up to 15%
- **HEAT® Asset Tracker** — Saves your IT budget up to 30%
- **Knowledge Management** — Saves up to 30% of IT budget by reducing training costs, unnecessary escalations, and call lengths.

iHEAT™ Version 6.4

iHEAT 6.4 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 6.4
100 MB Network Connection

You must be running Windows NT® Server 4 with Service Pack 4, 5 or 6, or Windows® 2000 Server. Additionally, you must have administrative rights on the server to perform the installation and the server must have TCP/IP as a network protocol.

Utilizing IIS 4.0 and 5.0

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.

We recommend that you have only the number of concurrent users per server as outlined below. This information is provided as a guiding profile, please configure the system based on your specific environment. For calculation purposes: the average memory requirements are about 4 Megs of RAM per user running Call Logging.

Users	System	RAM	Hard Disk
1 - 10	Intel® Pentium® III – 500 Mhz or higher	128-256 MB	See below
11 - 25	Intel® Dual Pentium® III – 600 Mhz or higher	256-1024 MB	See below

The installation space requirements for iHEAT 6.4 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).

For more than 25 users we recommend that you evaluate the server needs by making a careful analysis for the number of anticipated concurrent users, how many concurrent iHEAT applications they will be running, how often they will be accessing the system and what other possible services would be running. For evaluation purposes the two resources to keep in mind are the CPU and memory being a close second.

Detailed suggestions:

1. Limit the number of concurrent users in the iHEAT cluster manager to better match the CPU you are running it on.
2. Run it on more than one server and have a load balancing tool that will help distribute the load across multiple servers on your network

Client

The iHEAT Windows Client for iHEAT supports PCs running Windows® 95, Windows® 98, Windows® NT and Windows® 4/2000. The iHEAT Java Client for iHEAT supports Macintosh® and Windows 95, Windows 98, Windows NT and Windows 2000. The iHEAT Linux Client for iHEAT supports Red Hat Linux 6.1 or later and Corel Linux. The client must also have TCP/IP as a network protocol. To start the iHEAT client from a browser with Windows 95, Windows 98, Windows NT and Windows 2000, the client must have Netscape® Navigator 4.08+ or Microsoft Internet Explorer 4.01, SP2 or later with any Java Virtual Machine (JVM) 1.1 compatible client including Windows 95 and Windows 98, Windows NT, Windows 2000, Windows ME or Macintosh.

WORKSTATION CPU REQUIREMENTS:

System	RAM	Browsers
Any OS that supports I.E. 5 or higher or Netscape Communicator 4.08 or higher	As required by OS	Internet Explorer 5 or higher Netscape 4.8 or higher



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