



## Web solutions made easy.

Using HEAT® Service & Support™ has never been easier for on-the-go technicians. iHEAT™ makes it possible to access HEAT Service & Support through one of the leading Web browsers using either network or dial-up connections—with no additional plug-ins required.

### **Simply Powerful™ benefits from iHEAT:**

- **Same Look and Feel as Other HEAT® Modules**—Training time and corresponding data-input errors are reduced.
- **Client Installation Unnecessary**—Because the iHEAT application can be accessed through industry-standard Web browsers, there is no need to install software on a client's desktop PC. Your HEAT configuration becomes available from any desktop with network connectivity, enabling remote software maintenance and upgrades.
- **Consistent Functionality**—iHEAT not only provides the same look as other HEAT modules, it also utilizes the same custom functionality running inside a Web browser—your HEAT configuration tailored to your environment.
- **Concurrent User Licensing Schema**—Unlike other thin client products, iHEAT is licensed to concurrent users. Concurrent user licensing enables you to match the license requirement to active system usage.

- **Single-Source Administration**—iHEAT administration tools are built into the HEAT Service & Support administration environment, providing a one-stop facility for administration of your entire HEAT configuration, thereby saving time and training costs for multiple environments.
- **Ease of Installation**—Because iHEAT is pre-configured for the HEAT operating environment, a typical iHEAT installation will take fifteen minutes or less. Competitive thin client products require multiple days of professional services to complete the implementation.

### **Other optional modules that add even greater value to your HEAT environment:**

- **HEAT® Self-Service™**—Improve efficiencies and enable direct, timely customer self-service and issue management.
- **HEAT® Asset Tracker**—Reduce employee and system downtime, track and manage IT assets, and decrease your overall IT infrastructure budget by up to 30%.
- **HEAT® Plus Knowledge**—Enables users and technicians to search an indexed knowledge base for incident resolution information, resulting in faster resolution times and greater labor efficiencies.



HEAT® Service & Support™:  
Winner of the User's Choice  
Gold Award three years in a  
row—1999, 2000, 2001

*"The helpdesk staff had never seen iHEAT before, but had full functionality except printing. After 12 hours Greyhound re-opened our downtown offices and the helpdesk resumed normal operations. Having iHEAT gave us flexibility in quickly getting the helpdesk running at the remote location and allowed us to avoid ODBC and client installs."*

—Chauncey Brandom, Greyhound Lines

### iHEAT™ System Requirements

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

### Server Software Requirements

- **Windows 2000 Server, Windows 2000 Advanced Server or Windows NT® 4.0 SP 6a**
- **Microsoft® Internet Information Services (IIS) Server 4.0 or higher**
- **HEAT Service & Support 7.0 SP 1 or higher**

### Server Hardware Requirements

Number of Users*	Recommended Hardware
1–25	750 MHz Processor 1 GB RAM ~20 MB Hard Disk Space 100 Mbps Network Connection
25–50	Dual 750 MHz Processors 2 GB RAM ~20 MB Hard Disk Space 100 Mbps Network Connection

\*Number of concurrent users is approximate. A comprehensive Capacity Planning Guide is available upon request.



To learn more about optional HEAT modules and services for your HEAT installation, please visit [www.frontrange.com](http://www.frontrange.com).

### Client Workstation Requirements

Operating System	Versions	Required Browser*
Microsoft® Windows®	98/Me/XP, 2000 or Windows NT 4.0 SP 6a	Microsoft® Internet Explorer 5.5 SP2 or higher or Netscape® Navigator™ 6.2 or higher
Macintosh®	Mac OS® 8.6–9.2	Microsoft Internet Explorer 5 and Mac OS Runtime for Java Version 2.2
Linux®	Red Hat 7.3 or higher	Netscape Navigator 6.2 or higher

\*Java-based clients and plug-ins require Java Virtual Machine 1.1 or Java Runtime Engine 1.3.