

HEAT Call Logging 9.5 Installation Guide
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HEAT Call Logging



System Overview

Information Technology Services (ITS) has upgraded HEAT Call Logging to version 9.5 which now includes a Web-based module that allows for an incident to be acknowledged, responded to, and resolved for any HEAT incidents created from Self Service or HEAT call logging.

This user guide will provide instruction for installing the 'Thick Client' used by those employees who's job definition requires the full version.

PRE-Installation Check List:

1. Be Patient –The install may take some time to install. (+/- 15 minutes)
2. These instructions are for a 32 bit version PC only.
3. If you use Alert Monitor – save your *.alr file to your 'My Documents' folder or it will be deleted during the upgrade.
4. Your employee number for the DADESCHOOLS domain - must be a local administrator on that machine.
5. EXIT OUT of all applications – before getting started
6. At the conclusion of the install – Call Logging will be open ready to be used.

Install Package:

1. Checks the computer for .NET 3.5 framework and will install – if necessary
2. Installs SQL NATIVE Client ODBC driver
3. Removes older version of HEAT application
4. Installs upgraded application
5. Updates windows registry
6. Configures and Launches the HEAT Application

HEAT Call Logging 9.5 Upgrade

Getting Started

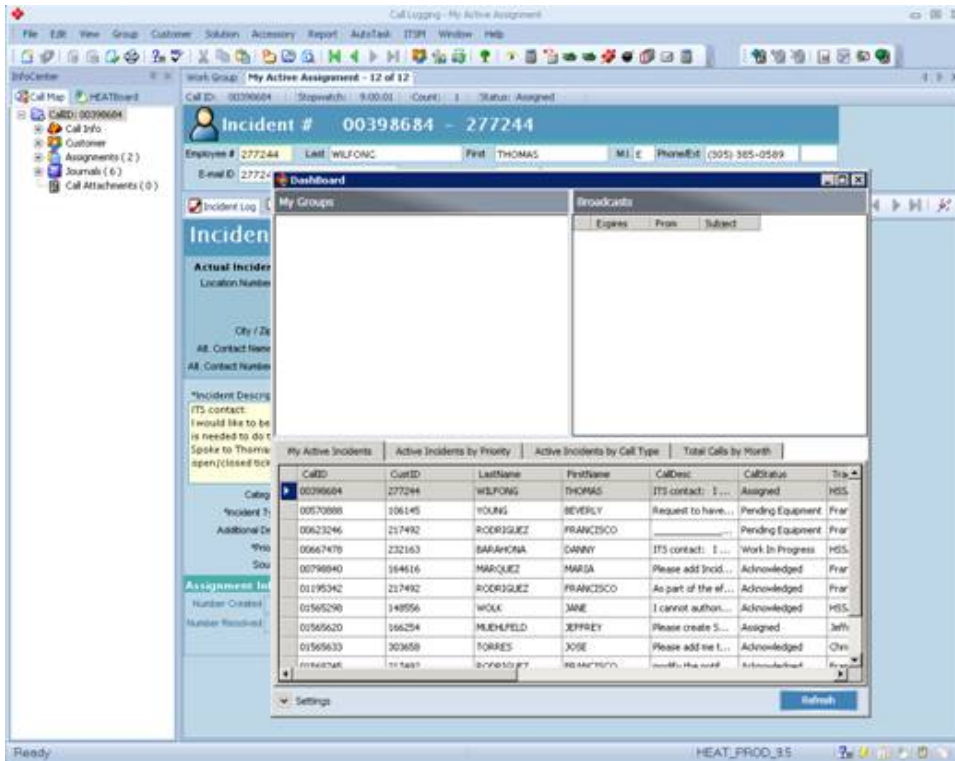
Please close out of all applications and let the installer work...at the conclusion of the install–Call Logging will be open and ready to be used.

- ▶ Copy and Paste the following in the 'RUN COMMAND' to start the HEAT UPGRADE script.

\\heat-db0\HEAT Client Install\HEAT 9.5.3.1\HEAT.exe



This new version automatically installs a Dashboard and it is recommended that you disabled to save system resources.



FAQ:

- How to disable Dashboard:
 - Under the Edit menu in HEAT, select User Preferences
 - In the User Preferences window, select the Display tab.
 - Remove the checkmark for Show Dashboard At Startup
- Enable Outlook Support within HEAT:

<http://itsm.dadeschools.net/OUTLOOK%20Support%20in%20HEAT%20-%20thick%20client%20ONLY.pdf>

(NOTE: May not work with Office 2010 – DOES NOT WORK with OWA)
- If you need assistance, please submit a heat ticket to:

<http://selfservice.dadeschools.net>