interMediate Software
Maintenance Guide
for up to 10 users

interMediate is a FileMaker database, running on FileMaker Pro version 10 for a single user or as a network host for up to 10 users. FileMaker doesn't require that its host computer is a server, or otherwise specially set up as a database host, unless the number of concurrent users exceeds 10. A mid-range general purpose system will run interMediate well, provided its system requirements are observed.

FileMaker Pro
Most customers use the version of FileMaker Pro supplied with interMediate. It includes maintenance, so there's no extra cost to upgrade to new versions of FileMker Pro. There's also no need to activate FileMaker Pro after installation. To install or un-install FileMaker Pro on Windows, always use the FileMaker installer.

Updating interMediate
interMediate is self contained, with no need for users to carry out maintenance beyond the initial set up options shown in the System Administration section, plus the basic housekeeping of adding and deleting user accounts, making back-up copies and updating. If a user requires a change in the way interMediate works, this is done by specifying what's needed to Resolute Systems. Agreed changes are included in interMediate and released to all users by email as an Updater. After downloading, Updaters install themselves on one mouse click. At the discretion of Resolute Systems, the cost of changes is included in the interMediate subscription.

Stability
interMediate has an excellent record of reliable stability. However, like any other software, it can be destabilised by malfunctions of its host computer or network environment*. interMediate includes several tools for such situations, none of which rely on special skill or knowledge:
- built-in back up copying of the entire database, (not including FileMaker Pro);
- the interMediate Updater checks the data and warns of any errors;
- self repair, a separate sub-system that checks data and re-installs in it a fresh copy of interMediate.

Re-installing the entire database and its programmes from a back up copy takes only a few minutes.

Security
interMediate users' individual passwords are private to the user and not revealed to the system administrator.

The database starts only on its host computer, so copies cannot be run on other computers. To change the host, Resolute Systems issues a security code on request.

Networks
FileMaker Pro relies on basic TCP/IP networking and not on any other network or directory settings of the host or client computers. A shared database host must have a fixed IP address.

interMediate manages its own host/client network and user list independently. Network devices must be 100 mbps or faster, full duplex (ie transmit and receive simultaneously). Old hubs, old routers, dial-up modems, PhoneNet connectors, overloaded networks, and slow or out of range wireless connections are all excluded.

Wireless networks are a security risk if not configured well and are not recommended for interMediate.

interMediate networking is tested on Netgear products using fast Ethernet, gigabit Ethernet, 108 mbps 802.11g wireless networking, cable, ADSL and VPN (virtual private networking, using interMediate via the Internet).

* *Windows Vista note:* interMediate is compatible with Vista. Vista users have experienced incompatibilities with hardware drivers, application software, other Windows computers on the network and other network devices. These incompatibilities can de-stabilise Vista for all purposes, including running interMediate. It is advisable to check thoroughly for incompatibilities and to update accordingly before installing Vista.

Internet Access

Internet access must be by a good quality broadband connection, delivering at least 1 mbps download, 250kbps upload and at least 80% quality of service. To use VPN, a faster synchronous connection with a fixed IP address is recommended for the host computer.

Internet access speed can be tested at www.myspeed.visualware.com. To load the test, choose the nearest test server location on the map. Then click the Start Test button.

Troubleshooting

An administrator maintaining a network for interMediate doesn't need any specialist skills or knowledge of interMediate administration or operation. If the computers, the network and Internet access meet the System Requirements and work well, interMediate can be expected to work well.

To install interMediate, follow the Installation Guide. In particular, the interMediate Folder must always be placed at the top level of the C Drive (Windows) or the System Disk (Mac OS X).

If interMediate performs slowly, the cause is nearly always one of these factors:
- lack of memory on its host computer, particularly if a shared host is also used to run other software at the same time (see the System Requirements). As the number of interMediate users rises, so does the host's memory requirement and its capacity for running other software reduces;
- underpowered hardware, particularly computers with Celeron or similar low performance budget processors;
- running too much memory-hungry or processor-hungry software, including music, video, large files in MS Office, background utilities, novelty cursors, etc.

It's very likely that any networking problems with interMediate will be caused by one of these factors:
- sharing interMediate by any method other than its built-in networking - no file sharing, no VNC;
- TCP/IP configuration errors, including failing to set a fixed IP address for the interMediate host;
- network devices that are more than 5 years old, slower than 100 mbps, or not full duplex;
- Internet connections with low speed and/or poor quality of service;
- Windows Vista networking incompatibilities with earlier versions of Windows and other devices.

Minimum test system specifications

The minimum systems on which interMediate is tested are as follows:
- Hewlett Packard Pavilion, 2.4GHz Pentium IV, 768MB memory, 40GB Ultra DMA disk, running Windows XP;
- Apple iMac, 1GHz PowerPC G4, 768MB memory, Ultra ATA/100 80GB disk, running OS X 10.4;
- Wired fast Ethernet, Netgear DG834 series routers and Netgear FS series switches;
- Hewlett Packard OfficeJet Pro network printer with HP universal ink jet printer drivers.

The computers were new in 2003.

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