
interMediate Software
Installation Guide
for up to 10 users
Windows XP and Vista Business



This guide is written for moderately experienced computer users who should find it quick and easy. If you don't understand the terms used here, or if you are not confident, please ask for telephone help.

Before Starting . . .

The following are necessary:

- the host, network and any client computers should conform to the interMediate System Requirements and be configured in accordance with the interMediate Checklist (PDF file).
- broadband internet access with a good quality connection;
- any previously installed version of FileMaker Pro should be removed;
- a FileMaker Pro installer disc, usually provided by Resolute Systems, or a downloaded trial version;
- a FileMaker install code, usually provided by Resolute Systems;
- an interMediate installer downloaded from SendThisFile.com.

interMediate protects its data by locking itself to its host hardware. If the database is moved from the computer on which it's first installed it won't open. Resolute Systems can provide a code to release the lock.

FileMaker Pro

Either: Insert the FileMaker CD-ROM and open it,

Drag the FileMaker virtual CD to the desktop background to copy it,

Eject the CD from the disc drive and open the copied virtual CD;

Or: from the FileMaker website, download and open a FileMaker Pro trial installer.

Select the installer language and click OK.

Click Next to start the installer, then accept the installer default settings, but refuse the option to place shortcuts to FileMaker Pro on the desktop and in the taskbar. These aren't necessary for running interMediate.

Enter the install code when the installer asks for it, in capitals. (For FileMaker trial installers there is no code.)

After the installer finishes, answer the questions to register the software with FileMaker.

Cancel installation of Bonjour network discovery software.

From the Applications Folder, start FileMaker Pro.

From the Starter Solutions, select Home - General / To Do List, saving it to the desktop. Open this file.

In the grey header area of the To Do List, right click and select Customize...

With the Customize window open, drag all the icons in the window header off the grey header area. The leftmost group of icons can't be deleted. In the Customize window click Close.

In the bottom left border of the To Do List file window, change the Browse pop-up menu to Preview.

Repeat the process to select Customize in the header area and delete all the icons except the leftmost.

In the Customize window click Close. Exit FileMaker Pro and delete the To Do List file from the desktop.

Delete the installer virtual CD from the desktop and store the FileMaker Pro CD safely.

interMediate Host Database

interMediate is supplied as a download from a file transfer service, using a link provided by Resolute Systems.

Download the file by Saving it to the desktop, then double click the downloaded file. A folder <your name> *interMediate Installer* appears. It contains guides and interMediate Folder, with six items: interMediate.fp7, interMediateHelp.fp7, interMediateMenus.fp7, iMAssessmentOpener.fp7, interMediateNetClient.fp7, and interMediate Back Up folder.

Move this folder and its contents to the root level of the C: Drive. To do this, open the C: Drive from My Computer. Arrange the windows so the interMediate Folder is visible on the desktop and use the mouse to drag the interMediate Folder into the disk window. In Windows Access Control Lists, interMediate users must have read and write access to the interMediate Folder and all the files within it.

Resolute Systems

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Open the interMediate Folder and right click interMediate.fp7. Select Make Shortcut. Move the new shortcut from the interMediate Folder to the desktop. Close the window. Place a shortcut to interMediate.fp7 on the desktops of all the users of this computer who will use interMediate. It's also a good idea to place a shortcut in the Shared Folder, so users can easily replace their desktop copy if it's deleted. Host installation is complete. The first time interMediate is started, it will warn that FileMaker networking is switched Off. This can be ignored as interMediate will switch it On.

Network clients don't use shortcuts - follow the instructions below.

interMediate Network Clients

Make sure TCP/IP networking is working on all the client computers. If you can see the correct date at www.bbc.co.uk and play some video on all the computers, then all is well.

Install FileMaker Pro on each client computer as above.

Create a Folder called interMediate Folder at the top level of the C: Drive of each client computer.

Place a copy of interMediateNetClient.fp7 in the interMediate Folder on each client computer.

Create a shortcut to interMediateNetClient.fp7 on each client computer and place it on the desktop of each user who needs it, and in the Shared Folder as above. interMediate users must have read and write access to their local interMediate Folder.

While the host is running, double click the interMediateNetClient shortcut to open it. If the host asks for a user name and password the client set up is complete, whether user accounts have been entered on the host or not.

Entering User Accounts

There are five types of user in interMediate. PASSWORDS MUST CONTAIN AT LEAST 8 CHARACTERS.

administrators The default logon information for Administrators is:

 user name: Administrator password: administration (case sensitive)

Administrators enter the system set up information and set the access rights for other users. For setting up the system, see the separate document interMediate Admin Guide. After setting up, log on using the default administration account and change the administrator password to a private password. Keep a record of the password in a secure place.

To log on as the Administrator, use the host computer and the administration account. To run the system for normal use, it is important to log off as the Administrator and log on as a User, Manager or Host.

managers Managers have full access to all of the system except the Administration functions.

users User account access rights can be limited by the Administrator. There are pop-up menus on the Preferences page that allow the Administrator to deny Users access to: delete parties, see reports, edit letter templates and see mediator training and supervision records.

mediators Mediators have the same access rights as Users, but limited to only those cases where the mediator is allocated in the case record. This limitation applies throughout interMediate, including the reports, which adds an additional dimension of reporting cases by mediator.

host The Host account is for running interMediate unattended or in a data centre where the staff should not have access to the records. To enable the Host account, select its checkbox on the Users screen.

 user name: Host password: hostonly (case sensitive)

Logging on as Host goes only as far as the Start screen.

Security Code

The network address of the host computer appears on the interMediate Start screen. Please copy this and email it to support@resolutesystems.co.uk. This is for a security system that generates a code allowing your software to be opened if the administration password is lost or if the database is moved to a different computer.

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