

**interMediate Software  
Configuration Checklist  
up to 10 users**



ACTIVITY	NOTES	INFORMATION SOURCE
host hardware	Must conform to interMediate system requirements. Celeron or similar low performance computers are not suitable as hosts. A dedicated general purpose computer is preferred to a server.	interMediate system requirements.
host operating system	<p>Must conform to interMediate system requirements. Hibernation, standby and disk spin down must all be set Off. Shared interMediate files should not be accessible for file sharing, anti-virus scanning or search indexing. Fixed IP address.</p> <p>For a Macintosh to export data as Microsoft Excel spreadsheets, Mac OS X should be installed with Rosetta. Rosetta translates old PowerPC code to Intel ‘on the fly’ and is required for Microsoft’s original xls file format. The Rosetta installer is on the OS X disc but in OS X 10.6 and later it isn’t part of the default installation.</p> <p>Set the Date and Time control panel to use an internet time server.</p> <p>The host firewall must allow inbound traffic from the LAN and outbound traffic to the Internet, both on port 5003.</p> <p>The interMediate user must have read and write access to the interMediate Folder at the root level of the C: Drive or Mac OS X System Disk, and all the files within it.</p>	<p>interMediate system requirements, administration guide, installation guide.</p> <p>OS X 10.6 installer disc.</p> <p>Time server addresses: time.windows.com time.apple.com time.euro.apple.com</p>
client hardware	Must conform to interMediate system requirements.	interMediate system requirements.
client operating system	<p>Must conform to interMediate system requirements. File sharing, hibernation, standby and disk spin down must all be set Off. Clients access the database only via the client file interMediateNetClient.</p> <p>On Mac OS X 10.6, Rosetta is required as described above.</p> <p>Set the Date and Time control panel to use an internet time server.</p> <p>The client firewall must allow outbound traffic to the interMediate host and the Internet on port 5003.</p> <p>The interMediate user must have read and write access to the interMediate Folder at the root level of the C: Drive or OS X System Disk, and all the files within it.</p>	<p>interMediate system requirements, administration guide, installation guide.</p> <p>OS X 10.6 installer disc.</p> <p>Time server addresses: time.windows.com time.apple.com time.euro.apple.com</p>

**Resolute Systems**

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ACTIVITY	NOTES	INFORMATION SOURCE
FileMaker Pro	<p>Check version compatibility.</p> <p>On the host, FileMaker and interMediate must both be installed on the same locally attached fast disk.</p> <p>FileMaker Pro supports up to 5 concurrent users. FileMaker Server may be required for more than 5 users, depending on computer speed, network speed and intensity of use.</p> <p>FileMaker Server is essential for more than 10 concurrent users.</p>	<p>Resolute Systems website:  <a href="http://www.resolutesystems.co.uk">www.resolutesystems.co.uk</a>,  support page</p>
network	<p>Full duplex, 100 mbps or faster. Simplex hubs must be replaced with modern full duplex switches. Most PhoneNet connectors are not full duplex.</p> <p>Category Ve cables or better, in good condition, no RJ45 line connectors.</p> <p>Wired networking is faster, more reliable and more secure than wireless.</p> <p>Fixed IP address for the interMediate host.</p> <p>All firewalls between the host/clients and the Internet must allow outbound traffic to the Internet on port 5003.</p>	<p>interMediate system requirements.</p>
internet	<p>Use broadband access, delivering at least 1mbps download, 250kbps upload and 80% service quality. The faster the better, up to 8mbps. Cable access is usually faster and more reliable than ADSL.</p>	<p>Test service at:  <a href="http://myspeed.visualware.com">http://myspeed.visualware.com</a>,  using your local server.</p>
email	<p>On all computers, ensure that the email client in use is set as the default email client (ie MAPI client).</p>	<p>In Outlook Express, Tools / Options / General / Default Messaging Programs / Default Mail Handler</p>
phone dialler	<p>To auto-dial phone numbers from the database, configure and test the Windows phone dialler, then set Use Windows Dialer On in interMediate Preferences</p>	<p>C:\Program Files \WindowsNT\dialer</p>
administrator account	<p>The default administrator name and password are:  user name: Administrator (not case sensitive)  Password: administration (case sensitive)</p>	<p>interMediate installation guide.</p>
set up options	<p>Install letter graphics, user interface graphics, case evaluation questions and LSC contract details.</p>	<p>Set up screen Help pages.</p>

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preferences	Set defaults for letters, other text, spelling checks and event logging. Manage access controls. Enter standard data for costs, charges and invoicing. Set the next invoice number and select other options.	Preferences screen Help pages.
letter templates	Enter letter templates and categorise them for use in cases, for mediators or for agencies.	Template screen Help pages.
letter graphics	See Preferences.	
user accounts	Add users and assign access rights in interMediate administration, Users and Preferences screens.	Preferences and Users screens Help pages.
housekeeping	Delete test records and set the next case number. Make back up copies and update interMediate.	Housekeeping screen Help pages.
historic cases	In setting the first case number, a block of case numbers can be set aside for past cases in the same reporting period. For example, install in March starting from case number 20. Later, use numbers 1 to 19 to enter the cases from January and February to allow reporting of the full year.	Set Up screen, Miscellaneous panel and Set up screen Help pages.
mediators	Enter mediators before entering cases.	Mediators edit screen Help pages.
agencies and referrers	Enter agencies and categorise them before entering cases.	Agencies Edit screen Help pages.
LSC contract	See Set Up options.	Applicable in the UK only.
back up copying	See Housekeeping.	
updating interMediate	See Housekeeping.	

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