

Computer Network System Requirements

Minimum - Windows 2003 Server or higher; Terminal Services, or Citrix is required for a wide area network (WAN) environment. The Windows XP Professional or higher operating system is required for all local area network (LAN) client workstations.

Network settings to enable form letter and mailing label merge utilities:

All Customer Frontline™ (CFL) users need read/write/delete access to:

C:\

C:\documents & settings\their userid\crm\

C:\documents & settings\their userid\my documents\

C:\documents & settings\their userid\my documents\local settings\temp\

c:\wordcust.xls

All users must have read/write/delete access to the Front folder on the network.

Terminal Services users must have Write access to the wordcust file in the root of the c: drive for data merges used to publish form letters and mailing labels.

The system user environment variables for TEMP and TMP require read/write/delete access (right click my computer/properties/advanced/environment variables).

CFL requires drive space to create temporary files, make changes to the temporary files and delete the temporary files. The program will error out if temporary file workspace does not exist.

CFL has an update feature that downloads patches through a dedicated FTP site. A high speed internet connection is required. CFL synchronizes with the files posted to the FTP site and downloads updated files automatically. A automated utility within CFL applies the patches to update itself.

Installation with the AIMsi™ accounting system:

It is recommended that the CFL application be installed on the same mapped drive with the AIMsi application. CFL will require access to the AIMsi.exe file and the Data folder in AIMsi.

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