FIMS® 14.x Host*Net

System Requirements and FAQ

R02182015

Citrix Receiver for Windows 4.2
System Requirements:

Operating system

The following list of requirements specifies edition or service pack only where support is limited.

- Windows 8.1   32-bit and 64-bit editions (including Embedded Edition)
- Windows 8   32-bit and 64-bit editions (including Embedded Edition)
- Windows 7   32-bit and 64-bit editions (including Embedded Edition)
- Windows Vista   32-bit and 64-bit editions
- Windows Thin PC

NOTE: The Self-Service Plug-in is not supported. For more information, see Configure and install Receiver for Windows using command-line parameters.

- Windows Server 2012 R2   Standard and Datacenter Editions
- Windows Server 2012   Standard and Datacenter Editions
- Windows Server 2008 R2   64-bit edition
- Windows Server 2008   32-bit and 64-bit editions
- Windows Server 2003   32-bit and 64-bit editions

NOTE: Windows XP (Embedded Edition) is not currently supported (see Known Issues). Support for Windows XP ended April 8, 2014 when Microsoft ended extended support for Windows XP.

While Host*Net may be accessible via a non-Windows operating system, MicroEdge only provides support for Windows operating systems.

Hardware

- VGA or SVGA video adapter with color monitor
- Windows-compatible sound card for sound support (optional)
- For network connections to the server farm, a network interface card (NIC) and the appropriate network transport software

Browser Minimum Requirements

- Internet Explorer

  Connections to Receiver for Web or to Web Interface support the 32-bit mode of Internet Explorer. For the Internet Explorer versions supported, see StoreFront system requirements and Web Interface system requirements.

- Mozilla Firefox 18.*x* (minimum supported version)
- Google Chrome 21 or 20 (requires StoreFront)

FAQ

Q: Does Host*Net provide any shared disk space for my organization?

A: Yes, Host*Net provides a shared "S:\" drive for your organization to store MicroEdge product related files. If you currently have a mapped "S:\" drive in your local network, this will need to be renamed in order to make room for Host*Net's mapped "S:\" drive.

Q: Can I print to my office printers while using Host*Net?

A: Many printers are completely compatible with Host*Net, however, there may be specific functionality that is lost, and some printers may not function. Many printers are capable of utilizing what is called a "Universal Printer Driver" meaning there is a common language between printers which Citrix and Host*Net support.

Here is a Citrix article that displays compatibility with various HP printers:

http://support.citrix.com/article/ctx110571

MicroEdge cannot guarantee that your existing printers or hardware will be completely compatible with Host*Net, and thus we would encourage you to request demo access to test printer functionality.   To request demo access, please contact your Sales Representative.

Q: How do I request new Host*Net users or password resets?

A: Please contact FIMS Support for assistance in setting up new Host*Net users or resetting passwords.

Phone: 800-256-7772

Email: fimssupport@microedge.com

Portal: Click on **Cases** tab and then **Create New Case**

Hours: Support is available from 8am-8pm EST

Q: Do I need any software to access Host*Net?

A: Yes, you'll need to download Citrix Receiver.   You can download it here: https://receiver.citrix.com

Q: Can I send e-mail through FIMS on Host*Net?

A: Yes, you can. However, there are some differences. MicroEdge provides an *outgoing* email profile so that you can send email through FIMS. This is set up so the email that is sent leaves from our servers, but looks like it's coming from your email address. No email can be received through Host*Net – this will require your own email service. Please contact FIMS Support for assistance setting up your email profile.

Q: Can I use FIMS on a Mac?

A: While Host*Net can be accessed via a non-Windows operating system, MicroEdge only provides support for Windows operating systems and will be unable to troubleshoot any connectivity issues. Please visit http://www.citrix.com for more information.

Q: Do you provide any Office products?

A: Because there is a lot of interaction between FIMS and Microsoft Word and Excel, we provide Word 2010 and Excel 2010 with your Host*Net subscription.

Q: Does FIMS Host*Net work with Crystal Reports?

A: While we do not provide Crystal Reports along with a Host*Net subscription, if your foundation currently utilizes Crystal Reports, FIMS has a Crystal Reports Viewer that can be utilized to view your reports.

Q: Who is responsible for upgrades, maintenance, backups, etc.?

A: One of the benefits of Host*Net is that MicroEdge takes care of all of the server maintenance, upgrades, and backups for you. Maintenance is performed regularly to make sure performance is optimal, and all upgrades to FIMS are completed as soon as new versions of software are available. Backups are performed daily and stored securely so your data is safe.