

Pharos 8.0: Release Notes

Welcome to Pharos 8.0! This document contains the release notes for this version of Pharos. If you encounter any problems or require further assistance, contact your Pharos Authorized Reseller.

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What's New in this Release

The document "[Pharos 8.0 New Features](#)" in the root directory of the Pharos CD contains detailed information on all new features.

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Install Notes

1. Supported operating systems

As of the release of Pharos Solution Suite 8.0, the Uniprint, Off-The-Glass, and SignUp products support only Windows 2003, Windows Vista and Windows 2008 for all server components. For Windows Vista and Windows 2008, at least 1GB of RAM is required.

Pharos supports Windows 2000 and later for all client components. The Pharos Station component is supported on Windows XP and later.

Server components are no longer supported on Windows NT 4, 2000 or XP; client components are no longer supported on Windows 98, Me or NT 4. Furthermore, the Pharos Popup Client for Macintosh no longer supports Mac OS 8 and 9. If you are using operating systems earlier than Windows XP for any Pharos components, please contact Pharos Support prior to upgrading.

2. 64-bit support

The server components will support 32-bit and 64-bit versions of Windows 2003 and Windows 2008. The Popup Client and Pharos Station will both support 32-bit and 64-bit versions of supported Windows operating systems. The SignUp Client supports 32-bit only; it does not support 64-bit versions of the Windows operating system.

When building Popup packages for a combination of 32-bit and 64-bit clients, all queues included in a package must support the same set of platforms. For example, if one queue supports both 32-bit and 64-bit clients, all other queues included in the package must also support both 32-bit and 64-bit platforms. For information about how to add 64-bit drivers to a 32-bit Print Server, and vice versa, please refer to the Pharos Knowledge Base.

Note: Pharos components are not officially supported on VMware 64-bit virtual machines due to hardware compatibility issues with these virtual machines.

3. Microsoft SQL Server

As of the release of Pharos Solution Suite 8.0, the Uniprint, Off-The-Glass, and SignUp products support SQL Server 2000, SQL Server 2005 and SQL 2005 Express Edition (SQL Express) with the latest Service Packs applied. **SQL Server 7.0, MSDE and MSDE 2000 are no longer supported.** If you are using any of these versions, please contact Pharos Support prior to upgrading.

Further considerations regarding SQL Server:

- When installing SQL, be sure to install the TCP/IP network option, because Pharos sets this as the default connection to SQL.
- On SQL 2005 Express, TCP/IP must be manually enabled before installing Pharos. Enable TCP/IP from the SQL Server Surface Area Configuration tool.

- For SQL 2000 users, Pharos supports only SQL Server 2000 Standard with Service Pack 4. While other editions of SQL 2000 (Personal, Desktop Engine, Enterprise and Developer) may be possible platforms, Pharos Systems has not tested them.
- During an installation of the Pharos Database, the Pharos installers attempt to schedule a regular backup task for the SQL Server database; however, this is not possible when installing on SQL Express. There are several ways of manually setting up regularly scheduled backups for a SQL Express database - see the Pharos TechNote "Scheduling Backups of the Pharos Database on SQL Express" for more information. This document can be found on the Pharos Documentation CD.

4. Check the Pharos website for card reader and Omega downloads

The Pharos CD-ROM contains the latest versions of card reader and non-card Logon DLLs that were available at the time of release. The latest versions of all DLLs are always available from the [Pharos website](#). If your card reader does not appear in the installer list, check the web site for new DLL releases.

Firmware upgrades and other downloads for Omega Network Terminals are also available on the Pharos website. Check the [Support section](#) before installing to ensure that you have the latest Omega Terminal firmware.

5. Windows Service Packs

All Windows operating systems are tested with the latest Service Pack at the time of the Pharos release. In general, Pharos Systems recommends that Windows operating systems have the latest Service Pack applied; however, Service Packs released subsequent to the release of this version of Pharos are not officially supported.

6. .NET Framework 3.0

All Pharos services require Microsoft .NET Framework 3.0. Installers for the .NET Framework and Windows Installer 3.1 (required by .NET 3.0) are available on the Pharos CD at **common\win32\DotNETFramework**. You must install the Windows Installer first, then the .NET Framework.

7. DNS

All Pharos components require working Domain Name Services (DNS). As of Uniprint 8.0, the host name to IP address mapping previously performed by the Pharos Database has been removed, and name resolution is now handled solely by the networking environment.

If DNS is not available or not configured on any machine, the host configuration for this machine must be updated. To do this, add a line containing the IP address and the domain name (separated by a space) of any required servers to the **hosts** file located in **%SystemRoot%\system32\drivers\etc**.

e.g. 255.255.255.255 mainserver.domain.com

Note: While it is possible to specify Pharos servers using IP addresses instead of domain names, this is not recommended. Some services, such as Pharos Remote and the Nerve Center, will not work if an IP address is used in place of a domain name.

8. Web browsers

The Pharos Web Components (Pharos Remote, Uniprint Web Site, Nerve Center and Queue Station) can be viewed with Microsoft Internet Explorer 6.0 or later, Safari 2.0 or later and Firefox

2.0 or later. Other browsers, e.g. Opera, may work, but are not officially supported.

Internet Explorer 5.0 or later must be installed on any machine that the Pharos Station or Pharos Reports applications are to be installed on. This is because Microsoft Active Data Objects (ADO), which these applications use, requires IE 5.0 or later. The Pharos installers check for the presence of IE 5.0 or later when installing these components - if it is not found, they cannot be installed.

The Popup Client application also requires Internet Explorer 5.01 SP1 or later.

9. Encountering ODBC errors during installation

If an ODBC error is encountered while installing any components, close any applications that use ODBC (including services), and run the installation again.

10. Cash Card Readers and upgrade

During an upgrade, any customer inserted Logon DLLs in the Charging context of Administrator are renamed with a prefix of "old". This is to ensure that they do not get over-written by the new Pharos installed DLLs.

If you have a customer-installed DLL and wish to continue using it, no action need be taken; your system will continue to function normally. However, you may have a preference to remove the "old" prefix. If you wish to use one of the new Pharos-installed DLLs, then choose one of upgraded Banks to be used by your system.

11. Upgrade Database, then all other components

Due to the extent of changes to the Pharos Database from version to version, an upgrade of the Database can take anywhere from 10-15 minutes to several hours. It is very important that the upgrade be allowed to complete fully - **do not attempt to shut down or restart the Database machine during an upgrade, regardless of how long it appears to be taking**. The speed of the upgrade is affected in part by the number of Transactions present. Archiving off Transactions before an upgrade will speed up the process.

After upgrading the Pharos Database, upgrade all other Pharos components installed on the database machine and all other computers. On a machine where other components are installed along with the Database, the first time the upgraders run, they will upgrade only the Database components, regardless of what else may be installed. The upgraders must be run a second time to upgrade any additional components. The machine must be rebooted each time the upgraders finish.

Note: Because the Database is upgraded separately first, there will be a short period of time when the Database has been upgraded, but the server components have not. During this period before the servers are upgraded, it is possible that Alerts will be generated due to the mismatch between the Database and server versions. These Alerts can be disregarded in most cases, and should not recur after the server upgrade is complete.

The Component Distribution System for upgrading client components is no longer supported and has been replaced with individual installers for the Pharos Station and SignUp Client. These installers can be used for upgrading either by running directly on client machines or by distribution through software management systems. If you are using Pharos Popup install packages, you must re-build all packages once the Pharos servers have been upgraded. This ensures that all package components are upgraded to the current version.

12. Upgrading to SignUp Vx3

Due to the extent of the changes from ReserveIT/SignUp 1.0 to SignUp Vx3, upgrading SignUp is a relatively major process. See the [SignUp Vx3 Upgrade Notes](#) for information on the changes that are made in an upgrade, and steps that should be taken prior to an upgrade. This document also contains information on upgrading from SignUp Vx/Vx2 to SignUp Vx3.

Note: If you are upgrading from ReserveIT, your charging details will not be carried across to SignUp Vx3. Contact Pharos Support for information on implementing charging in SignUp Vx3.

13. Close the Services window before upgrading the Print Server

The Windows Services manager window must be closed before upgrading the Print Server. If it is left open, there is the possibility that the Pharos LPD Server service will be removed during the upgrade. If this happens, open a command prompt at the **Pharos\bin** directory and run the command `PSLPDSrv -install`, then start the LPD Server from the Services list. This will add the LPD Server back into the Services list.

14. Device names must be unique

As of version 6.0, device names must be unique in the Pharos Database irrespective of which Print Server manages them or whether they are Printers or Copiers. If your current installation has duplicate device names, you must rename them to be unique before proceeding with the upgrade. The upgraders run a check on the existing database before executing any upgrade changes. If duplicate device names are found, a warning message will appear and the upgrade will not start.

15. Back up Nerve Center customizations before upgrading

If any of pages of the SignUp Nerve Center have been customized, they should be backed up before upgrading. All Nerve Center files are overwritten in an upgrade - keeping backups of your customizations will allow them to be made again more easily following the upgrade.

16. Windows Firewall

The Windows Firewall (or Internet Connection Firewall) included in Windows XP and later blocks ports used by the Pharos components. When Pharos 6.1 or later is installed on a PC running the Windows Firewall, it automatically opens the ports for installed Pharos components, as required.

Note: Other applications like Microsoft Internet Information Services (which some Pharos components use) may also need to have ports opened after the Windows Firewall is activated (port 80 or 443, in the case of web servers like IIS). These changes must be done manually.

17. Upgrading Job Cost Methods

Due to changes to the structure of Job Cost Methods in Pharos 7.1, certain information is lost in an upgrade from a version of Pharos prior to 7.1. Any per job costs are not retained in an upgrade - you will need to re-enter any per job costs into the new Base Job Cost and/or Per Job Attribute Costs properties. Per page costs are migrated in an upgrade; however, you should check your Job Cost Methods after an upgrade to ensure that they still cost jobs as you want them to.

18. Copy files to the Shared Directory manually

As of Pharos 7.1, all user-supplied source files (e.g. EULA files, custom drivers) must reside in the location specified by the Shared Directory property (**File menu > System Properties > Packages tab**). In an upgrade from a version prior to 7.1, existing files are not affected - they must be copied to the Shared Directory manually before packages can be built.

19. Scripts that use the people table must be updated

As of Pharos 7.2, the *people* table in the Pharos Database, which contained all data for Users and User Groups, has been split into a *users* table and a *groups* table. If your site uses scripts that reference the *people* table, these scripts must be updated to refer to the *users* and/or *groups* tables; otherwise they may not work with Pharos 7.2 or later. Specifically, scripts that attempt to insert or update entries in the *people* table will fail; scripts that only query information in the *people* table will still work, however.

20. Removed features may affect upgrades

Certain features have been removed in this and earlier releases. These feature removals may require extra steps before an upgrade, or may have an effect on your system following the upgrade:

- As of Pharos 7.2, User-level permissions are no longer available; permissions can be set on a per-User Group basis only. In an upgrade to Pharos 7.2 or later, any User-level permissions that may be configured are removed from the database.
- As of Pharos 8.0, the PrintOp feature has been discontinued. In an upgrade to Pharos 8.0 or later, all PrintOp Stations and PrintOp transactions will be removed from the system. The PrintOp Stations context no longer appears in Pharos Administrator.
- As of Pharos 8.0, Standard Charging is no longer available; all Spool Queues must use a Job Cost Method. In an upgrade to Pharos 8.0 or later, Job Cost Methods that duplicate the Standard Charging settings configured for each Spool Queue are created and associated with each queue.
- As of Pharos 8.0, BEAR PODs are no longer supported as Copy Control Devices, meaning that Pharos Stations can no longer function as Copy Stations. During an upgrade, any copiers associated with Pharos Stations will be disassociated and the Copy option for the Pharos Station will be removed. Network terminals will need to be added following an upgrade and the copier associated with the new network terminal before it can be used.
- As of Pharos 8.0, the Message of the Day feature has been removed.

21. Extra user information exported

As of Pharos 8.0, the User Archive Wizard exports additional information about user records: the Alias, Email, Custom1 and Custom2 fields. These fields are added to the end of each row. If you use exported data in other systems (or to batch load Users), you may need to check that these additions do not affect your current process.

22. Changes to costing may affect upgrades

Changes to costing in Pharos may affect your system in an upgrade:

- As of Pharos 8.0, Job Cost Methods that use Area Costing are based on a Cost Per **Square Inch** (where prior to this they were based on a Cost Per Inch). In an upgrade from versions prior to 8.0, all Per Inch Costs will become Per Square Inch Costs, meaning that you will need to re-configure your Job Cost Methods that use Area Charging to ensure that jobs are given the correct cost.
- As of Pharos 8.0, the final page of any odd-numbered Duplex job will be costed as a Simplex page. This means that you must always configure Duplex and Simplex costs, even if Duplex is mandatory.

23. Proxy Service affects Database Server registry values

In an upgrade from versions of Pharos prior to 8.0, the Pharos Proxy Service is installed on all servers (see [below](#)). This affects certain registry values used for communication with the Database Server. The value **HKEY_LOCAL_MACHINE\SOFTWARE\Pharos\Database Server\Host Address**, which previously contained the host name of the Pharos Database Server, is changed to the host name of the local machine. The host name of the Database Server is now

stored in the value **HKEY_LOCAL_MACHINE\SOFTWARE\Pharos\Proxy\Database Server**.

For new installs, note that the **HKEY_LOCAL_MACHINE\SOFTWARE\Pharos\Database Server\Host Address** should contain the host name of the local machine, not the Database Server. Do not attempt to change this value.

What's New in this Release

The document "[Pharos 8.0 New Features](#)" in the root directory of the Pharos CD contains detailed information on all new features.

24. New Pharos Administrator application

The Pharos Administrator management application has been completely re-written. It is now a snap-in to the Microsoft Management Console (MMC). The Administrator interface has been re-organized and enhanced to make configuration easier.

Pharos Administrator now offers a series of Activities, designed to guide you through various common tasks. Each Activity lists the steps needed to perform that task. Clicking on a step opens the relevant context and displays a short description of what must be done there. When Pharos Administrator first opens (or whenever the top "Pharos Administrator" node is selected), the Getting Started screen is displayed. This screen displays a collection of links designed to be of use to users who are setting up a Pharos system for the first time, including links to Help information, as well as links to relevant contexts and Activities.

The new Dashboard context (available at the top of the Context Tree) shows an overview of the status of the entire Pharos system.

25. Enterprise Secure Release Here

In the normal Spooled printing scenario, users are restricted to submitting and releasing print jobs to print queues on the same Print Server. By activating the Enterprise Secure Release Here feature, users can release their print jobs from Pharos Stations controlled by any Print Server to any compatible printer.

The new **Compatible Queues** property allows you to specify which queues the current queue can forward jobs to. These queues can exist on any Print Server. As soon as you specify compatible queues for a Spool Queue, that queue becomes a part of the Enterprise Secure Release Here system.

Note: In order to be compatible, Spool Queues must use compatible printer drivers. The system does not check that the queues you select have compatible drivers-you must ensure this yourself.

26. New Pharos Remote application

The Pharos Remote management application has been re-written as a web application. It is now installed on a web server, and can be accessed from any workstation with a web browser. The new application retains most of the functionality of the old Pharos Remote, including the ability to manage user accounts and print jobs. An Access Level of Proctor or higher is now required to access Pharos Remote.

27. Windows Vista and Windows 2008 Server support

The Pharos Solution Suite now offers limited support for Windows Vista and Windows 2008. All Pharos services are supported on Windows Vista Business Edition, Enterprise Edition and

Ultimate Edition, as well as Windows 2008 Server Standard Edition and Server Enterprise Edition. The Popup Client, SignUp Client and Pharos Station are supported on Windows Vista Home Basic Edition, Home Premium Edition, Business Edition, Enterprise Edition and Ultimate Edition, as well as Windows 2008 Server Standard Edition and Server Enterprise Edition.

28. Offline capabilities

The Pharos system now includes redundancy features to cope with loss of communications. In situations where the Database Server cannot be contacted, the Pharos system can continue to offer limited functionality to users.

A new component called the Pharos Proxy Service is installed with the Pharos Print Server, EDI Server, Popup Server and the Pharos Station application. The Proxy Service relays all communication between these Pharos components and the Pharos Database. As the services request information from the database, the Proxy Service caches certain data locally. In the event of communication with the database being lost, services are able to make use of the cached data. When Database Server comes back online, the Proxy Service ensures that the system recovers gracefully and any offline transactions are forwarded to the database.

29. Inactive devices

Output devices can now be marked as inactive, meaning that they cannot be printed to and do not count towards a site's license limits, but their transactions are retained and they can be reported on. Devices become active when they are associated with a Pharos Station, Network Terminal and/or Spool Queue, and are marked as inactive when they are no longer associated with any Pharos Stations, Network Terminals or Spool Queues.

The existing **Active** property for Computers now performs a similar function: as well as marking a Computer as being unavailable for reservations, selecting "No" for this property now means that the Computer will not count towards license limits.

30. Pharos Online Services

Pharos Online Services is a collection of features that involve communication between Pharos products and Pharos Systems. These features include:

- The Product Information section of the Dashboard context, which reads and displays information from an RSS feed hosted by Pharos Systems.
- Integration of the Pharos Knowledge Base into Administrator interfaces.
- The Surveyor service that collects information about the configuration of your Pharos system from the Pharos Database and sends it to Pharos Systems for analysis. This service has been redesigned since its introduction in a previous version.

Pharos Online Services is always installed, but the use of it is completely voluntary. Options to disable Pharos Online Services are available in the installers and in Pharos Administrator.

31. Changes to installers

The main Pharos installers have been simplified and slimmed down. Many screens that requested install information have been removed, and instead sensible defaults are chosen.

The Pharos Station and Pharos SignUp Client components have been removed from the main installers; instead, they are now installed using self-contained install packages. These packages are located on the Pharos CD in the **clientinstallers** directory, and are installed on Pharos Administrator PCs in the **Program Files\Pharos\Client Installers** directory. New Administrator contexts under Packages display information on these packages.

32. Deleted job reporting

Deleting a print job now generates a transaction with the new "DP" transaction type. A summary of all deleted print jobs is available in the new Deleted Print Summary report, which lists all print jobs deleted between the specified start and end dates along with the total cost of all jobs, giving an indication of the savings being made by users deleting unnecessary jobs instead of printing them.

33. Multiple network cards and subnets

The Pharos services will now function correctly on servers with multiple network cards installed. In addition, all Pharos services now support network environments with multiple subnets.

34. Server migration tools

A suite of server migration tools are now available to assist with migrating Pharos services between machines. The tools can be used to migrate and upgrade the Pharos database, as well as to rename Pharos server machines. For information about how to obtain and use the server migration tools, please refer to the [Pharos Knowledge Base](#).

Known Issues

35. TCP/IP Services file can be overwritten by other software

When the network card is changed on a Windows PC, Windows writes a new **services** file. Pharos applications rely on entries made in this file at install time to determine how to communicate with each other. When it is overwritten, the applications will stop working correctly. Before you install a new network card, make a copy of the **services** file and copy it back afterward. The **services** file is located in **%SystemRoot%\system32\drivers\etc**.

36. SignUp Servers and daylight savings settings

If the 'Automatically adjust clock for daylight saving changes' setting (**Start menu > Control Panel > Date/Time**) on any client machines is changed, the Signup Server(s) controlling those machines must be rebooted. Failure to do so can result in incorrect reservation start times being displayed to users.

37. Known issues with Terminal Services

The following issues have been encountered when running Pharos in a Terminal Services environment:

- The SignUp Client is not supported on Terminal Servers; however, it can be installed on client workstations that are used to log on to the Terminal Server. When running the SignUp Client on a Terminal Services client machine, the timer icon is obscured by the status bar once the client connection is made to the Terminal Server.
- Crystal Reports does not support Terminal Services. Because of this, Pharos Reports should not be installed on a Terminal Server machine. If Pharos Reports is installed on a Terminal Server, certain Reports will not work and error messages will arise about missing DLLs.
- When using Popups in a Terminal Services environment, it is possible for users to be notified that their jobs have printed successfully when this is not the case.
- Application tracking is unreliable on Terminal Services, which means that the application limiting function of Uniprint's Color Limiting feature should not be used in a Terminal Services environment. Access to color printing can still be restricted, but on a per-User

Group basis only.

For more information on these issues, see the Pharos TechNote, *Using Pharos with Terminal Services*. This document is available on the Pharos Documentation CD.

38. Application Tracking on Windows Vista and Windows 2008 Server

Application tracking is unreliable on Windows Vista and Windows 2008 Server, which means that the application limiting function of Uniprint's Color Limiting feature should not be used in a Windows Vista or Windows 2008 Server environment. Access to color printing can still be restricted, but on a per-User Group basis only.

39. Known issues with the regional date and time settings

The short date format (set at **Start menu > Settings > Control Panel > Regional Options > Date tab**) must not include more than two "d" values, e.g. "M/dd/yyyy" is acceptable, "MM/ddd/yy" is not. Making the day of the week string too long corrupts sorting of the reservation sessions on the Reservation Station and the Patron Management page of the SignUp Nerve Center.

40. Warning dialogs when installing on Windows 2003

When installing Pharos components on Windows 2003, a File Download warning dialog may appear. This happens if the installers attempt to run an executable over the network. This warning may be safely disregarded (click Open to continue). These dialogs can be prevented from appearing by altering Windows' security settings.

41. Pharos Uniprint and Blueprint on one machine

As of Pharos 8.0, Blueprint and Uniprint cannot be installed on the same machine.

42. Pharos Knowledge Base link fails on Windows 2003

The links to the Pharos Knowledge Base from Pharos Administrator use a redirect to ensure that the link stays current if the Knowledge Base URL changes. Windows 2003's default security settings do not allow such redirects in Internet Explorer, so clicking the link in Administrator opens the (blank) redirect page and goes no further. In order for this link to work, you must add the Pharos website's URL (<http://www.pharos.com>) to the trusted web sites in Internet Explorer's security settings.

43. Behavior when moving jobs between Spool Queues

With the introduction of Enterprise Secure Release Here, there has been a small change in behavior when moving jobs from one Spool Queue to another Spool Queue. This may have some impact on scripting in this area for upgrades. For more information, please contact Pharos Support.

44. Cost Center Import/Export fails in some configurations

If you use Third Party Charging with Import Profiles and Export Profiles, your ability to run those profiles will depend on your configuration and choice of operating systems. Running a profile from Pharos Administrator on the Principal Server computer is likely to fail in Windows Vista and Windows Server 2008, but should succeed on Windows Server 2003. Running a profile from a computer with only Pharos Administrator and no servers will fail only if both that computer and the Principal Server computer are running Windows Vista or Windows Server 2008. You will not be

able to run a profile from a computer where the Pharos Proxy Server (see above) is installed, i.e. any computer with a server or Pharos Station except the Principal Server, irrespective of what versions of Windows are used.

Pharos Systems intends to produce a hot fix to address this issue. Until then, if you need to use this functionality then depending on your Principal Server's operating system you may have to install the Administrator alone on a Windows Server 2003 computer.

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