



Rocket MultiValue

AccuTerm FAQ

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Contents

Sales, Licensing and Product Downloads	3
1. I purchased AccuTerm 8.1. Do I need to pay separately for mobile, web and desktop editions?	3
2. I bought a multi-user license of AccuTerm 8.1. Do I have to license mobile, web and desktop separately?	3
3. I bought AccuTerm 8 do I need to buy AccuTerm 8.1?	3
4. I bought AccuTerm from Zumasys and do not know who my Rocket sales rep is or where to start. How do I buy, license, or download AccuTerm?	3
5. Before AccuTerm 8.1, I was able to upgrade with a single click within the product, how do I upgrade to 8.1?	3
6. I ordered AccuTerm, how can I download it?	3
7. I am a partner. Can I download software from RBC and distribute it to my customers?	4
8. How can I obtain a debug build of AccuTerm?	4
9. How do I contact Rocket tech support?	4
10. How can I download all the components of AccuTerm 8.1 (AccuTerm desktop, Accuterm.IO (Web) and AccuTerm Session Resilience)?	4
11. Is maintenance required?	4
12. Does adopting the new on-premises AccuTerm Web require switching from user-based to device-based licensing?	4
13. How do I activate AccuTerm Desktop and Web licenses?	5
14. How do I get a license key for AccuTerm 8.1.1?	5
Go-to-Market	5
15. Will there be any further development or new releases of AccuTerm?	5
16. What is the 'go forward' strategy for the different editions of AccuTerm?	6
17. When did AccuTerm 8.1.1 release?	6
18. What is new in AccuTerm 8.1.1?	6
19. Is AccuTerm LITE still available?	6
Installation and Configuration	6
20. Can I install AccuTerm Web on my own hardware?	6
21. How do I manage users with AccuTerm Web 8.1 and later	6
22. Is there a way to do a silent install of AccuTerm?	6

23.	Does AccuTerm work with Remote Desktop Services or Citrix?	7
Product Documentation		7
24.	Where can I find the AccuTerm documentation?	7
AccuTerm Web		7
25.	Do I need the server components for AccuTerm Web?	7
26.	Where do I download server components for AccuTerm Web?	7
27.	How do I install the server components for AccuTerm Web?	7
28.	Is AccuTerm Web secure?	7
29.	Can I use AccuTerm Web on a MAC, Linux or mobile?	7
30.	Does AccuTerm Web support GUI application development?	7
31.	Does AccuTerm Web support file transfers?	8
32.	What are roles used for?	8
33.	What are profiles?	8
Session Resilience		8
34.	What happened with the ReZume feature in AccuTerm?	8
35.	What host platforms does Session Resilience work with?	8
36.	How do I set up the server component for Session Resilience?	8

Sales, Licensing and Product Downloads

1. I purchased AccuTerm 8.1. Do I need to pay separately for mobile, web and desktop editions?

No, AccuTerm gives you access to all available form factors. You can deploy users as needed in any of AccuTerm's editions.

2. I bought a multi-user license of AccuTerm 8.1. Do I have to license mobile, web and desktop separately?

No, you can deploy user licenses to any of the AccuTerm editions. However, your license needs to account for all desktop devices and web users. For example, if you plan to install AccuTerm on 5 desktop computers and have 15 web browser users, you will need a 20-user license.

User licenses are floating and can be redeployed. For example, when a user logs out of the web, you can transition that user to desktop as needed.

3. I bought AccuTerm 8 do I need to buy AccuTerm 8.1?

For as long as you have an active maintenance contract, you will be able to upgrade to v8.1 or higher without buying a new license. However, customers with AccuTerm 7 and prior need to buy AccuTerm 8 or above to be able to access the latest version.

If you have AccuTerm 8 or later, but your maintenance contract has expired you will need to pay a reinstatement fee to upgrade.

4. I bought AccuTerm from Zumasys and do not know who my Rocket sales rep is or where to start. How do I buy, license, or download AccuTerm?

You can start by contacting Rocket support. In most cases they will be able to direct you to the right person.

As a fallback, you can e-mail rbc@rocketsoftware.com.

5. Before AccuTerm 8.1, I was able to upgrade with a single click within the product, how do I upgrade to 8.1?

You can find detailed [upgrade instructions](#) in RBC.

6. I ordered AccuTerm, how can I download it?

You can find details on [how to download AccuTerm](#) in RBC.

7. I am a partner. Can I download software from RBC and distribute it to my customers?

As a partner, you can download and share downloaded software with customers. However, each customer transaction requires generating an order through RBC.

8. How can I obtain a debug build of AccuTerm?

Customers need to request a debug build from Rocket tech support as this is only intended for troubleshooting purposes. You need to open a support ticket and support will provide a download link for the build.

9. How do I contact Rocket tech support?

Rocket's web site provides helpful information on how to [access support](#) and other avenues available for you to interact with Rocket and our customer community.

The [support portal](#) is your hub for all maintenance related topics. Finally, you can also call the U. S. support line at 855-577-4323 (Toll-free) or +1-781-577-4323 (Direct). For local phone access numbers on other geos you can visit

<https://my.rocketsoftware.com/RocketCommunity/s/contact-us>.

10. How can I download all the components of AccuTerm 8.1 (AccuTerm desktop, Accuterm.IO (Web) and AccuTerm Session Resilience)?

- All AccuTerm 8.1 components are available in [Rocket Business Connect \(RBC\)](#). In RBC, AccuTerm is set up as a Windows-only product. However, the "product downloads" link in RBC provides multiple download links for desktop, web, and session resilience.
- The AccuTerm.IO download contains both Windows and Linux installers.
- The Session Resilience installer works on any supported MV server.

11. Is maintenance required?

When you purchase AccuTerm v8 or above, it includes the first year of maintenance. In addition to access to technical support, customers with an active maintenance contract are entitled to free product upgrades.

If you have AccuTerm 8 or later, but your maintenance contract has expired you will need to pay a reinstatement fee to upgrade.

12. Does adopting the new on-premises AccuTerm Web require switching from user-based to device-based licensing?

Yes, AccuTerm.IO on-premises deployment requires you to use device licenses. The transition from user-based to device licenses can be disruptive since transitioning forces the deletion of any users registered in the AccuTerm portal.

AccuTerm 8.1.1 introduces key-based licensing that doesn't require a callback to the AccuTerm portal for license validation and activation.

To avoid disruption, you can install AccuTerm 8.1.1 side-by-side with AccuTerm 8.0. During the transition period you can:

- Continue to run AccuTerm.IO v8.0 with user-based licenses. This will allow your end users continued access to AccuTerm.
- Deploy AccuTerm.IO v8.1.1 on premises with key-based device licenses.
- Re-create users in the 8.1.1 installation and progressively rollout the new release.
- Once you complete the rollout you can uninstall 8.0.

13. How do I activate AccuTerm Desktop and Web licenses?

The activation process depends on the version of AccuTerm you are using:

- For AccuTerm 8.0 and 8.1.0 please see the [Product Activation](#) topic in the AccuTerm documentation.
- For AccuTerm 8.1.1, you need to use RBC to generate a license key after purchasing the product. To activate you need to apply the license key obtained through RBC to your AccuTerm installation.

14. How do I get a license key for AccuTerm 8.1.1?

After you order AccuTerm you will receive a confirmation e-mail with a link to the RBC authorizations page. For more details on how to complete the process please read the [AccuTerm Authorization Instructions](#).

Go-to-Market

15. Will there be any further development or new releases of AccuTerm?

Yes, we will continue to support AccuTerm going forward. We will provide Hot Fixes for critical issues as well as maintenance releases that include enhancements, OS certifications, and address bugs and security updates.

The latest GA version of AccuTerm is 8.1.1.

16. What is the 'go forward' strategy for the different editions of AccuTerm?

Starting with AccuTerm 8.1, all editions will follow the same versioning scheme and numbering. AccuTerm desktop and web (AccuTerm.IO) are available in version 8.1.0.0. All editions align with a common release schedule and roadmap.

17. When did AccuTerm 8.1.1 release?

AccuTerm 8.1 has been generally available since November 2023.

18. What is new in AccuTerm 8.1.1?

AccuTerm 8.1.1 introduces key-based licensing that doesn't require a callback to the AccuTerm portal for license validation and activation. This removes the need to connect to Rocket's systems to operate AccuTerm.

19. Is AccuTerm LITE still available?

No, AccuTerm LITE is no longer available.

Installation and Configuration

20. Can I install AccuTerm Web on my own hardware?

Yes, AccuTerm 8.1 now supports on-premises deployment. This eliminates any dependencies on AccuTerm.IO. You will need to install the AccuTerm Web server components and register users directly on your AccuTerm server.

You need to apply a license key to the AccuTerm Web server.

- In AccuTerm 8.1 you need a connection to the Rocket AccuTerm licensing server to periodically verify the number of users available.
- In AccuTerm 8.1.1 the license key determines the number of available users without requiring a connection to the AccuTerm portal.

21. How do I manage users with AccuTerm Web 8.1 and later

AccuTerm 8.1 introduced on-premises deployment for AccuTerm Web. User management is now your responsibility and the AccuTerm portal is not used or needed at any point for using AccuTerm on a web browser. You can use the administrator web app to manage users. In environments where user authentication is handled by other mechanisms, AccuTerm Web 8.1 allows anonymous connections.

22. Is there a way to do a silent install of AccuTerm?

Yes, AccuTerm 8.0 and later supports silent installation. See the [Customizing the Installation Process](#) topic in the documentation.

23. Does AccuTerm work with Remote Desktop Services or Citrix?

Yes, you can use AccuTerm 8.0 or later with Remote Desktop Services (previously Terminal Services) and Citrix.

You need one license for each Remote Desktop and Cytrix session. For example, if you install AccuTerm on a Citrix server for use by 10 concurrent sessions, you need a 10-user AccuTerm license.

Product Documentation

24. Where can I find the AccuTerm documentation?

Product documentation for [AccuTerm 8.0 and above](#) is available online in Rocket's online documentation portal.

AccuTerm Web

25. Do I need the server components for AccuTerm Web?

Yes, the server components are available for Linux and Windows.

26. Where do I download server components for AccuTerm Web?

All AccuTerm 8.1 components are available in [RBC](#). In RBC, AccuTerm is set up as a Windows-only product. However, the "product downloads" link in RBC provides multiple download links for desktop, web, and session resilience.

27. How do I install the server components for AccuTerm Web?

Installation instructions are available in the [AccuTerm.IO Server](#) topic in the documentation.

28. Is AccuTerm Web secure?

Yes, AccuTerm Web only supports secure connections.

29. Can I use AccuTerm Web on a MAC, Linux or mobile?

Yes, you can utilize AccuTerm Web from any modern web browser including Chrome, Microsoft Edge, Firefox, and Safari.

30. Does AccuTerm Web support GUI application development?

Yes, AccuTerm 8.1 includes most GUI development capabilities in AccuTerm Web that are equivalent to GUI features in AccuTerm Desktop. You have the choice to deploy AccuTerm GUI applications on both Desktop and Web installations.

AccuTerm Desktop is required for creating GUI applications as the development tools are only in the desktop edition.

31. Does AccuTerm Web support file transfers?

No, file transfer capabilities are limited on a web browser and are currently not supported in AccuTerm Web.

32. What are roles used for?

You can use roles to partition users into related groups. Every user must be assigned one or more roles. Examples of roles are administrator, user, warehouse, customer service, developer, etc. As noted below, each user has a role, and each profile is assigned to specific roles. It is the intersection of user roles and profile roles that determines which profile(s) a user can open.

33. What are profiles?

You can use profiles in AccuTerm Web to define a terminal session, and are analogous to the session configuration files (.atstp, .atcf) used by AccuTerm Desktop. A profile defines the server's name or IP address to connect to, the terminal type, color theme, function keys, screen size, and other settings.

Users can import a .atstp file to re-use a desktop profile in AccuTerm Web.

Session Resilience

34. What happened with the ReZume feature in AccuTerm?

ReZume is now called Session Resilience.

35. What host platforms does Session Resilience work with?

Session Resilience currently works with MultiValue servers running either Linux or IBM AIX.

36. How do I set up the server component for Session Resilience?

For more information on setting up and using Session Resilience, please refer to the [product documentation](#).