



# BMC FootPrints Service Core System Requirements

Version 11.6

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## BMC FootPrints Service Core Technical Highlights

- 100% web-based
- Resides on a single, central computer running a web server
- No client software required; only a standard web-browser (If using the integration with BMC FootPrints Asset Core, please refer to the BMC FootPrints Asset Core Tech Specs for client specs. Java version 1.6.0 16 or higher is needed for the integration)
- No programming needed for implementation or ongoing administration
- Supports multiple platforms, databases, email systems, client systems and web browsers
- Integrates with telephony systems to automate call routing and auto-populate tickets
- Offers robust security with configurable security roles, support for multiple authentication methods, secure LDAP, secure IMAP and SSL
- Includes 64-bit support for x86 servers

BMC FootPrints Service Core uses HTML and JavaScript to display dynamic web content. It makes use of AJAX technology for just-in-time data delivery and uses modern JavaScript libraries like YUI and Ext JS to display its presentation layer. Perl and Java are used on the server to generate all of the dynamic web content and interface with the back-end database via DBI/DBD and ODBC. All configurations are performed through the browser without any programming.

Users can be authenticated directly against their Microsoft Windows, LDAP, web server, UNIX or native BMC FootPrints Service Core login ID and password. BMC FootPrints Service Core then assigns users to their proper roles, giving them their established preferences and permissions within the system.

## Mobile Requirements

Smartphone with a minimum display width of 320 pixels

### Currently Tested Devices

Rim Blackberry 8700 series, 8300 series (Curve), 8800 series (World Edition), 9000 series (Bold), and 9630 series (Tour)

Rim Blackberry 8100 and 8200 series (Pearl) are not supported

Palm Treo running Windows Mobile 5 or 6 (Palm OS is not supported)

Apple iPhone 3G, 3GS, 4 and 4s

HTC Desire Bravo, Desire A8181 on Android 2.2

Other devices not listed may also be supported. If your device is not listed, it can be easily tested through our hosting site without special configuration. Contact a BMC Software sales representative for details.

## Offline Personal Information Manager (PIM) Specifications

**Supported Operating Systems:** Windows 2000, Windows 2003, Windows XP, Windows Vista

**Supported PIM software:** Microsoft Outlook, Microsoft Outlook Express, Lotus Notes, Palm Desktop, Palm HotSync

**Supported PDAs:** PocketPC (through Outlook), BlackBerry (through Outlook or Lotus Notes), Palm (through Palm HotSync or Palm Desktop)

**Transfer options:** Agent can select either two-way or one-way (PIM-to-BMC FootPrints Service Core or BMC FootPrints Service Core-to-PIM) transfer

## Versions of BMC FootPrints Service Core for Microsoft Windows Web Servers

<b>Platform</b>	Windows Server <ul style="list-style-type: none"> <li>• 2012 R2</li> <li>• 2012</li> <li>• 2008 R2</li> <li>• 2008 (32-bit and 64-bit)</li> <li>• 2003 (32-bit and 64-bit)</li> </ul>
<b>File System</b>	NTFS-formatted hard drive
<b>Web Server</b>	Internet Information Services (IIS) v6-8.5

<b>Database</b>	<b>Microsoft SQL Server<sup>1</sup></b>	<b>Oracle</b>
Version	<ul style="list-style-type: none"> <li>• 2012</li> <li>• 2008 R2</li> <li>• 2008</li> <li>• 2005</li> </ul> Microsoft SQL Server Express <ul style="list-style-type: none"> <li>• 2008</li> <li>• 2005</li> </ul>	Oracle 10g/11g <sup>2</sup> (Note: The database can reside on a Windows, Linux, or UNIX server) Oracle Text required
Hardware 1 – 20 users <sup>3</sup>	SQL Server on a different server: <ul style="list-style-type: none"> <li>• 4 GB RAM</li> <li>• 1 Xeon or Opteron 2.4 GHz processor or better</li> <li>20 GB disk space</li> </ul>	Oracle on a different server: <ul style="list-style-type: none"> <li>• 4 GB RAM</li> <li>• 1 – 2.4 GHz processor or better</li> <li>20 GB disk space</li> </ul>
Hardware 1 – 20 users <sup>3</sup>	SQL Server on the same server: <ul style="list-style-type: none"> <li>• 4 - 8 GB RAM</li> <li>• 1 – 2.4 GHz processor or better</li> <li>20 GB disk space</li> </ul>	Oracle on the same server: <ul style="list-style-type: none"> <li>• 4 - 8 GB RAM</li> <li>• 1 – 2.4 GHz processor or better</li> <li>20 GB disk space</li> </ul>
Hardware 21 – 50 users <sup>3</sup>	SQL Server on a different server: <ul style="list-style-type: none"> <li>• 4 GB RAM</li> <li>• 2 – 2.4 GHz processor or better</li> <li>40 GB disk space</li> </ul>	Oracle on a different server: <ul style="list-style-type: none"> <li>• 4 GB RAM</li> <li>• 2 – 2.4 GHz processor or better</li> <li>40 GB disk space</li> </ul>
Hardware 21 – 50 users <sup>3</sup>	SQL Server on the same server: <ul style="list-style-type: none"> <li>• 4 - 8 GB RAM</li> <li>• 2 – 2.4 GHz processor or better</li> <li>40 GB disk space</li> </ul>	Oracle on the same server: <ul style="list-style-type: none"> <li>• 4 - 8 GB RAM</li> <li>• 2 – 2.4 GHz processor or better</li> <li>40 GB disk space</li> </ul>
Hardware Large Volume 51+ Users <sup>3</sup>	See the <a href="#">Suggested hardware based on volume chart</a> .	
Email	<ul style="list-style-type: none"> <li>• SMTP for email notification (as provided by Microsoft Exchange)</li> <li>• Lotus Domino POP/IMAP/IMAP-SSL for incoming email processing (as provided by Microsoft Exchange and Lotus Domino)</li> </ul>	
Client Platform	Any supported web browser as defined below. Java version 1.6.0 16 or higher required.	

<b>Database</b>	<b>Microsoft SQL Server<sup>1</sup></b>	<b>Oracle</b>
	For client specifications, refer to the BMC FootPrints Asset Core Technical Specifications.	
Web Browser	Microsoft Internet Explorer 8, 9, 10*, and 11*; Mozilla Firefox, Google Chrome, and Safari 5.0.x on Mac OS.  *Internet Explorer 10 and 11 are supported in 11.6.01 and later only.	

## Versions of BMC FootPrints Service Core for UNIX and Linux Web Servers

Platform	Linux	Oracle Solaris (for upgrade only)
Version	Any Intel 32 or 64 bit Linux system built from glibc 2.3-2.10.x	Oracle Solaris for SPARC 2.8 or higher
Web Server	Apache 2.x, Tomcat 6	Apache 2.x, Tomcat 6
Database	MySQL 5 - 5.6  Oracle 10g/11g(2) (Oracle Text required) PostgreSQL 8.4	MySQL 5 - 5.6  Oracle 10g/11g(2) (Oracle Text required) PostgreSQL 8.4
Hardware 1 – 20 users <sup>3</sup>	Database either on same server or different server: <ul style="list-style-type: none"> <li>• 4 GB RAM</li> <li>• 1 – 2.4 GHz processor or better 20 GB disk space</li> </ul>	Database either on same server or different server: <ul style="list-style-type: none"> <li>• 4 GB RAM</li> <li>• 1 – 2+ GHz processor 20 GB disk space</li> </ul>
Hardware 21 – 50 users <sup>3</sup>	Database either on same server or different server: <ul style="list-style-type: none"> <li>• 4 - 8 GB RAM</li> <li>• 2 – 2.4 GHz processor or better 20 GB disk space</li> </ul>	Database either on same server or different server: <ul style="list-style-type: none"> <li>• 4 - 8 GB RAM</li> <li>• 2 – 2+ GHz processors 40 GB disk space</li> </ul>
Hardware Large Volume 51+ Users <sup>3</sup>	See the <a href="#">Suggested hardware based on volume</a> chart.	
Email	<ul style="list-style-type: none"> <li>• Locally installed Sendmail SMTP (as provided by Microsoft Exchange</li> <li>• Lotus Domino POP/IMAP/IMAP-SSL (as provided by Microsoft Exchange and Lotus Domino)</li> </ul>	
Client Platform	Any supported web browser as defined below.  Java version 1.6.0 16 or higher required.  Please refer to the BMC FootPrints Asset Core Tech Specs for client specs.	
Web Browser	Microsoft Internet Explorer 8, 9, 10*, and 11*; Mozilla Firefox, Google Chrome, and Safari 5.0.x on Mac OS  *Internet Explorer 10 and 11 are supported in 11.6.01 and later only.	

### Suggested Hardware Based on Volume<sup>4</sup>

<b>Platform # of Users<sup>3</sup></b>	<b>Windows 32 or 64 Bit 2003 /2008 R2 Server w/2 GB RAM</b>	<b>Linux 32 or 64 bit Any Intel Server w/2 GB RAM</b>	<b>Oracle Solaris Oracle SPARC Server w/2 GB RAM (for upgrade only)</b>
1-20	4 GB RAM 1 – Xeon or Opteron 2.4 GHz processor or better	4 GB RAM 1 – Xeon or Opteron 2.4 GHz processor or better	4 GB RAM 1 – 2+ GHz Processor
21-50	4 GB RAM 2 – Xeon or Opteron 2.4 GHz processor or better	4 GB RAM 2 – Xeon or Opteron 2.4 GHz processor or better	4 GB RAM 2 – 2+ GHz Processors
51-150 <sup>5</sup>	8 GB RAM 4 – Xeon or Opteron 2.4 GHz processor or better	8 GB RAM 2 – Xeon or Opteron 2.4 GHz processor or better	8 GB RAM 4 – 2+ GHz Processors
151-249 <sup>6</sup>	8 GB RAM 8 – Xeon or Opteron 2.4 GHz processor or better	8 GB RAM 4 – Xeon or Opteron 2.4 GHz processor or better	8 GB RAM 4 – 2+ GHz Processors
250-500 <sup>7</sup>	16 GB RAM 16 – Xeon or Opteron 2.4 GHz processor or better	16 GB RAM 8 – Xeon or Opteron 2.4 GHz processor or better	16 GB RAM 8 – 2+ GHz Processors
501+	32 GB RAM 32 – Xeon or Opteron 2.4 GHz processor or better	32+ GB RAM 16+ Xeon or Opteron 2.4 GHz processor or better	32+ GB RAM 16+ – 2+ GHz Processors
Sample Server for Large Volume <sup>8</sup>	HP Proliant DL500 series, IBM x3850 X5 or Dell PowerEdge R200 for up to 150 users.  HP Integrity Servers, IBM x3950 R2, or Dell PowerEdge R900 for over 150 users.	HP Integrity rx7620-16 Server	Oracle SPARC M-class Enterprise Series Server (for upgrade only)

- (1) Use of BMC FootPrints Service Core with Microsoft SQL Server may require additional Microsoft licenses. For more information, contact [Microsoft](#). A no-cost Microsoft SQL Server Express 2005 is available from BMC Software.
- (2) Use of BMC FootPrints Service Core with Oracle may require additional Oracle licenses. For more information, contact [Oracle](#).
- (3) The number of users refers to the average number of concurrent users on the system at any one time. This should include agents and 1-2 percent of the total number of customers (if using BMC FootPrints Service Core for customer service). So, if you have 20 agents and 1000 customers using customer self-service, 30-40 users should be counted. This is only a rough guide. Actual load on the system is dependent upon your usage of BMC FootPrints Service Core.
- (4) The hardware requirements for large volume usage assume a 2 server install with both the application and database server matching the suggested specifications.
- (5) Windows 2003 Standard (SP2 and R2) supports up to 4 processors and 4 GB RAM. Windows 2008 and 2008 R2 supports up to 4 GB RAM, and (64-bit) supports up to 32 GB RAM.
- (6) Windows 2003 Enterprise (SP2 and R2) supports up to 8 processors and 64 GB RAM. Windows 2008 and 2008 R2 supports up to 64 GB RAM and (64-bit) supports up to 2 TB RAM.
- (7) Windows 2003 DataCenter supports up to 32 processors and 64 GB RAM. Windows 2008 and 2008 R2 supports up to 64 GB RAM and (64-bit) supports up to 2 TB RAM.
- (8) "Sample Server" is not intended to be an inclusive list of authorized hardware or vendors, but examples of possible servers that can be used.
- (9) **Note:** Dual and Quad Core CPUs are equivalent to 2 and 4 processors respectively. 4 Processors can be 4 single CPUs, 2 Dual Core, or 1 Quad Core.

## Server Virtualization

BMC FootPrints Service Core has been proven by BMC Software customers to function properly in virtualized data centers that use VMware ESXi, VMware Infrastructure and Microsoft Hyper-V Core Server 2008 R2. BMC FootPrints Service Core is only supported in these environments if the product is installed on an approved OS platform, web server and database. BMC FootPrints Service Core may work properly on other virtualization products, but BMC Software has not tested them and verified that functionality.

Furthermore, BMC Software has no documented statistics regarding the performance of BMC FootPrints Service Core in these environments since the mix of outside vendors' applications and hardware can have a direct impact on overall performance.

Additionally, should BMC Software believe that the virtualization layer is the root cause of an incident; the customer will be required to contact the appropriate virtualization layer support provider to resolve the virtualization issue.

BMC Software server components are not supported on VMware Server or VMware Workstation using the GSX engine in a production environment since it is not designed for hardware optimization.

VM servers carry their own overhead; therefore, the above recommendations might need to be increased to account for that overhead. Also, resources in a VM environment should be dedicated to this FootPrints Service Core server and not shared with other VM servers in the environment.