bmcsoftware

BMC FootPrints Service Core

Release Notes

Version 11.6.02

BMC FootPrints Service Core Release Notes 11.6.02

Legal Notices

BMC FootPrints Service Core Release Notes 11.6.02

Note: This document contains cumulative release notes for all releases within version 11.

The following release notes include information on BMC FootPrints Service Core version 11.6.02. A number of defects have been addressed.

Visit the Product Documentation Web page for the following BMC FootPrints 11.6 Service Core documentation:

- What's New in BMC FootPrints Service Core 11.6
- System Requirements for BMC FootPrints Service Core 11.6

Installation Guides
- BMC FootPrints Service Core Installation Guide 11.6
- BMC FootPrints Service Core Upgrade Instructions 11.6

Administrator Guides
- BMC FootPrints Service Core Administrator's Guide 11.6
- BMC FootPrints Service Core Reference Guide 11.6
- BMC FootPrints Service Core Data Model 11.6
- BMC FootPrints Service Core Data Model 11.6 (PDF)

Product Guides
- BMC FootPrints Service Core User Guide 11.6
- BMC FootPrints Service Core Change Management Guide 11.6
- BMC FootPrints Service Core Mobile Guide 11.6
- BMC FootPrints Service Core Configuration Management Guide 11.6

Defects Addressed

The following defects have been addressed in BMC FootPrints 11.6.02 Service Core. The list includes a description of the issue and a hyperlink to the Knowledge Base article containing additional information.

Article ID	Description *(Listed in order by core feature and sub-feature)*
Address Book	
TIA06094	JavaScript error occurs when searching Address Book containing a Real Number field
TIA07009	"Error loading YAML data - code: YAML_PARSE_ERR_BAD_IMPLICIT" error occurs when attempting to change permissions on AB fields when status names contain international characters
TIA07103	Updated By information incorrect when customer updates issue via email if AutoField rules exist in Workspace
Automated Workflow	
TIA06683	Change management Reports not available to be Auto Run
TIA06923	Update of issue via Web Services does not cause dynamically linked issues to be updated
TIA06976	"The ballot was not clear" error occurs when voting via email and workspace uses a customized language

Article ID	Description (Listed in order by core feature and sub-feature)
TIA07008	Survey mail for escalation based surveys not sent if body of mail message contains international characters
TIA07033	Field Based Auto Assignment does not assign agent as expected in a workspace with no teams defined.
TIA07051	Appointments associated with Preventive Maintenance templates are lost after assignees are modified
TIA07052	"Database Error 203" error occurs when Change Manager process uses keyword criteria
TIA07089	"'SubmitFunction' is undefined" JavaScript error occurs when attempting to save customer role if German language is used
TIA07109	Survey submitted by customer does not reflect submitter correctly
TIA07110	International characters are not displayed correctly in emails that come from Change Manager phases
TIA07115	International characters do not display correctly in issue created as copy by an Escalation
TIA07117	"Can't use an undefined value" error may occur when updating a dynamically linked issue
Calendar	
TIA07015	Calendar Appointment Confirmation mail unexpectedly sent to all members of team although member is assigned
CMDB	
TIA04908	Changing attribute filtering of CMDB saved search returns original results when exported to csv file
TIA06900	JavaScript errors occur when attempting to edit multiple CIs from CMDB homepage
TIA06989	NODATA search for empty CI attribute in CMDB search does not return CIs
TIA07031	User in Read Only CMDB role is able to delete CIs and contact links
TIA07092	CI History incorrectly records change to a Real Number attribute although none was made
TIA07101	Round Robin is not invoked when issue is created from CMDB automation that uses Quick Issue template where team is assigned
TIA07108	Cannot view more than 25 CIs on contact Detail view
Executive Dashboard	

Article ID	Description *(Listed in order by core feature and sub-feature)*
TIA07099	Drilldown of results on Resolution Fulfillment metric chart in Executive Dashboard may return incorrect results
Flashboard	
TIA07007	Active count on Workspace Totals chart of Workspace flashboard includes issues in Resolved statuses
Form Designer	
TIA07054	JavaScript error occurs when dependent field is a Multiple Line Character field with Read Only permissions for at least one status
TIA07112	Renaming the built-in Open status allows creation of a duplicate Open status
TIA07113	Contact Information tab name is unexpectedly changed in all workspaces that share the Address Book
TIA07118	Dependent field may not appear as expected when parent field has read only advanced permissions
Homepage	
TIA07017	"Invalid character value for cast specification" error when loading homepage
TIA07114	Issues grid on homepage may not be as wide as expected
Issue Creation	
TIA07120	HTTP 404 - Not Found error occurs when attempting to save issue using Mobile Interface
TIA07121	Value of Read Only field not populated in copy of issue
Issue Edit	
TIA06836	Manual changes to SLA Date Time field values are not retained upon subsequent edit
TIA06971	"There were no matches to your query" error may occur when customers edit issues
TIA07100	Read Only fields not populated when issue is updated by Dynamic linked Cross Workspace issue
TIA07116	CCs are removed from issue when "Also remove the previous Assignees" box is checked on Quick Action - Assign page
TIA07119	Permission Denied JavaScript error occurs when Multiple Line Character field has Advanced Field Permissions

Article ID	Description (Listed in order by core feature and sub-feature)
Knowledge Base	
TIA07111	Searching Knowledge Base via Issue Page only returns 20 results without option to view more
Preferences	
TIA06832	Priority and Status words not translated on create or edit page when language is set in Workspace options or Preferences
TIA07096	Currently Logged In Users dashboard Component shows duplicate logins for Agents who are customers in another Workspace
Reports	
TIA06362	Final Decision Information/Voting History not included in auto run reports
TIA06970	"Invalid object name" database error occurs or incorrect results may be returned if running report from a workspace linked to CMDB having ID number greater than 1
TIA07032	First Contact Resolution Rate report may timeout without returning results
Search	
TIA06911	Cross-Workspace search is not sorted by selected Address Book field
TIA07091	Searches, Reports and Escalations using non-alphanumeric criteria in Description field may not return expected results
TIA07138	Custom cross workspace search does not sort on built-in fields such as Priority or Status
System Administration	
TIA06842	Database error occurs when attempting to archive a workspace that has field of type Custom HTML
TIA06966	"You cannot login with the given id..." error occurs after workspaces are substituted in User Management
TIA06988	Email message is not received by person whose email address contains two consecutive underscore characters
TIA06990	File Attachments not accessible in issues in an Archive Workspace if Source Workspace is deleted
TIA07006	Saving a new issue may take extra time after an upgrade to 11.6

Article ID	Description *(Listed in order by core feature and sub-feature)*
TIA07018	User add, modification and deletion at User Management not recorded in Security logging
TIA07049	Team or agent cannot be assigned via email if "Rich-Text" quote characters enclose Team/agent
TIA07090	"Undefined module method" error may occur when uploading image files for logo
TIA07102	Team not assigned as expected if workspace email address is not the last in the TO field of message
Workspace Administration	
TIA04922	JavaScript error occurs when pressing "New Request" option on customer toolbar if "Home" option is removed
TIA06723	Dependent fields may not display when decision field is in a different tab
TIA06813	Fields with hidden permissions set by escalation action are visible in reports, searches and History
TIA06840	System Logo changes when a new one is uploaded for a workspace
TIA07012	History incorrectly records change to a Real Number field although none was made
TIA07047	Help Text and Instructions unexpectedly appear on Create and Edit page if status cannot be changed

BMC FootPrints Service Core Release Notes 11.6.01

Note: This document contains cumulative release notes for all releases within version 11.

The following release notes include information on BMC FootPrints Service Core version 11.6.01. A number of defects have been addressed.

Visit the Product Documentation Web page for the following BMC FootPrints 11.6 Service Core documentation:

- What's New in BMC FootPrints Service Core
- System Requirements for BMC FootPrints Service Core 11.6

Installation Guides
- BMC FootPrints Service Core Installation Guide 11.6
- BMC FootPrints Service Core Upgrade Instructions 11.6

Administrator Guides
- BMC FootPrints Service Core Administrator's Guide 11.6
- BMC FootPrints Service Core Reference Guide 11.6
- BMC FootPrints Service Core Data Model 11.6
- BMC FootPrints Service Core Data Model 11.6 (PDF)

Product Guides
- BMC FootPrints Service Core User Guide 11.6
- BMC FootPrints Service Core Change Management Guide 11.6
- BMC FootPrints Service Core Mobile Guide 11.6
- BMC FootPrints Service Core Configuration Management Guide 11.6

Defects Addressed

The following defects have been addressed in BMC FootPrints 11.6.01 Service Core. The list includes a description of the issue and a hyperlink to the Knowledge Base article containing additional information.

Article ID	Description *(Listed in order by core feature and sub-feature)*
Address Book	
TIA06953	'Please Wait' spinner remains when attempting to view Contact records from LDAP Address Book with CMDB CIs linked
TIA06828	"Invalid Script Parameter" error when attempting to change address book type
TIA06896	Database Error 203 occurs on Change Management Expiration Action with Dynamic SQL Address Book
TIA06912	"Cannot decode string with wide characters" error may occur when performing Contact lookup from Dynamic SQL Address Book
Automated Workflow	
TIA06673	Assignment to round robin team via Quick Action does not assign a member
TIA06681	Issue dynamically linked to a Master issue is not closed when last subtask closes Master issue

Article ID	Description *(Listed in order by core feature and sub-feature)*
TIA06685	Change Management mail shows html code for multi-line character field using Rich Text Editor
TIA06725	Original Assignees field on Survey Details shows CCs from Original Issue
TIA06748	Undefined module method or non-FP sub called: "FBSerializer::new" error occurs when voting
TIA06830	"Invalid DateTime Format" error occurs when changing status from an SLA Pending to an SLA non-Pending status
TIA06831	JavaScript error occurs and Response Time field not populated when Service Level is set
TIA06839	Instant Escalation that copies to another workspace only escalates first selected issue when Quick Action is used
TIA06843	Creation Date and Last Edit Date displayed in ISO format in escalation mails created with custom template
TIA06845	Voting History shows that a voter voted multiple times on a phase
TIA06847	'gridControl' is undefined JavaScript error occurs when Result Field of AutoField rule contains non-alphanumeric characters
TIA06854	Images embedded in Description field of issue are not displayed in Escalation or Change Management notification mails
TIA06865	Change Management vote placed using Outlook is not counted if sent with Rich-Text or html
TIA06870	International characters included in Title of issue are not displayed correctly in Change Management notification emails sent in html format
TIA06887	Team members assigned via Preventive Maintenance appointment when "Leave assigned to Team" method is set
TIA06889	Escalation action that reassigns to selected users causes permanent CCs of issue to be removed
TIA06891	Read Only Dependent field displayed incorrectly when customer uses Quick Issue Template
TIA06894	Issue creator is assigned as individual when created via email with Assign To Creator's team and Creator Auto Assignment option
TIA06895	Issue created via email by agent who is member of multiple teams assigns to all his/her teams with assign to team or team and creator option

Article ID	Description (Listed in order by core feature and sub-feature)
TIA06915	Global Link not escalated when status is changed by changed status in Global Issue
TIA06925	Field Based Auto-Assign Rules are not invoked in destination Workspace when issue is copied or moved from other workspace
TIA06673	Assignment to round robin team via Quick Action does not assign a member
TIA06386	On Demand Survey is not sent during issue creation when configuration option to send surveys based on Escalation rules is enabled.
Calendar	
TIA06849	AM/PM indicator shown twice in End Time field after editing datetime field that had No Time set
TIA06851	502 Web Server error may occur when editing agent or workspace calendar
TIA06866	Multiple Calendar appointment reminders sent for appointments scheduled for the same time
CMDB	
TIA05943	Duplicate Relationships May Appear when trying to Add Relationships to a CI
TIA06568	"Internal Server Errors" may occur when deleting CI relationships
TIA06672	User is able to request a service created in a workspace of which they are not a member
TIA06680	0 KB Attachment added to issue when requesting service from remote Service Catalog
TIA06838	"Invalid argument for GetDefaultRoleProperties" error occurs when searching CMDB and CI has contacts of an Address Book linked to a deleted Workspace
TIA06857	"Invalid argument for GetDefaultRoleProperties" error occurs when pressing "Dependencies" button on "My Searches" page in CMDB
TIA06930	CMDB imports may not complete in a timely manner
TIA06936	This session is no longer active message occurs for customer that is an agent and customer in separate workspaces
Form Designer	
TIA06623	Incorrectly allowed to set per-Status Advanced Field Permissions on field used as Lookup field in Dynamic SQL Field Mapper
TIA06682	Choices of dropdown field in a dependency are not sorted on the issue page or preview form

Article ID	Description *(Listed in order by core feature and sub-feature)*
TIA06814	Address book Primary key field can be removed from the Form in Form Designer
TIA06855	HTML tags shown instead of Rich-Text in View Complete Field Data window of multi-line text field and report
TIA06859	JavaScript containing plus signs in Custom HTML field or Help Text and Instructions is removed
TIA06861	Content of Custom HTML fields do not display on Issue Details page
TIA06867	Dependent fields may not display as expected if placed in General section of Issue form
TIA06884	Dependent field loses chosen value when status is changed to one where the field has Required permissions
TIA06902	Error may occur when publishing Form Designer for some Help Text and Instructions content
TIA06928	Dependent field value selections may be reset if status changed before saving
TIA06929	Choices de-selected in Multi-select dependent field during edit
Homepage	
TIA06829	Incorrect Name and Publisher in java Security warning message
TIA06846	Active Issues by Team or Agent dashboard component includes issues in a Resolved status
TIA06882	Assignees and status columns don't appear on homepage when My Assignments in all Workspaces search is default
Issue Creation	
TIA06244	Built-in Priority field and custom field originally named Priority positions are exchanged
TIA06883	Cursor not placed in Title field when opening New Issue page

TIA06909	indentation is removed when text is copied from shell window into email message

Issue Edit

TIA06684	Descriptions of Master issue and subtasks updated when Subtask is updated via Quick Edit
TIA06741	JavaScript error occurs with 11.6 R2 patch applied if Service Level field is Priority and Automatic Time Tracking is enabled
TIA06856	Full Edit window opens unexpectedly although Required Date or Date Time field was populated in Quick Edit window
TIA06874	Some attachments listed as Removed when update occurs via dynamic link when more than 3 files are attached
TIA06880	Images embedded in Description field are not retained after saving issue if Auto-Spell check replaces misspelled word
TIA06927	Edit Lock not removed if Internet Explorer edit window is closed before save of issue

Knowledge Base

TIA06612	Database Error 203 occurs when "Extend Search to other Workspaces" button is pressed for keyword search in KB
TIA06886	"No" votes cast for Solutions are not counted in Knowledge Base report for "used"
TIA06914	Agent unable to access articles in linked Knowledge Base from separate workspace

Reports - FP

TIA06727	"AutoField" appears in Last Edited By column of report for issues that had AutoField rule run upon last edit of the issue
TIA06834	Report with Time to Close column included may not display actual time to close
TIA06841	404 Web Server error may occur when selecting link to display issues in SLA report
TIA06852	Report in Survey workspace that includes Original Assignees column includes CC's from original issue
TIA06853	"Error creating chart" errorCustom Metrics/Graphics report that subtotals by Assignees and uses Pie chart
TIA06864	Creating a custom field called "Record Type" when Terminology for Issue is called "Record" causes reporting problems
TIA06885	Drilldown in Service Level Agreement report does not return correct number of issues

TIA06918	HTML tags appear on Single-Issue Report for Multi Line character field that Has Rich text mode enabled for value having formatted text
Workspace Administration	
TIA06670	"Access Denied" message occurs when attempting to configure Dynamic SQL Field mapper with disabled address book
TIA06679	Dependent field is writable when edited in status where it should be Read Only
TIA06723	Dependent fields may not display when decision field is in a different tab
TIA06833	Workspace Options cannot be saved if Full Text Indexing not installed on database server or not enabled for Footprints database
TIA06903	"Modification of a read-only value" error occurs when accessing SLA Admin page when Address Book is shared among Workspaces
TIA06910	Attached gif image files sent from Lotus Notes are not attached to issue
TIA06922	Blank Escalation mail sent for statuses that are not selected in Mail Preferences
Search	
TIA05344	Column width not maintained when columns are resized after running cross-workspace search
TIA06837	Custom Searches or Reports using Not Assigned as criteria may display a server timeout
TIA06862	Cross-workspace search ignores sort fields other than Issue Number
TIA06888	Issues in Resolved status appear in My Assignments and other built-in searches
System Administration	
TIA06609	It is possible to create an agent user ID matching name of an existing team in same workspace
TIA06726	Version Control page doesn't list Files changed since last release/upgrade
TIA06848	Issue or Address Book Data cannot be imported via csv that contains the string "_EOL_"
TIA06850	Using permanent CCs in Web Services create issue does not add CCs or send mail
TIA06860	Re-Licensing may be required if VM is defragmented, inode changes or restore occurs
TIA06863	Allowed to create a team with no name in FootPrints Service Core
TIA06901	Assignment to a team based on Incoming mail address may assign to wrong team due to partial matches
TIA06937	Unable to download MRdownloadAttachment.pl error may occur when attempting to download attachment using IE8

Login Failure	
TIA06844	Multiple concurrent licenses used by concurrent agent that changes between workspaces where they are also a customer
Password Reset	
TIA06734	Password Reset option not available on Customer Portal
Performance - FP	
TIA06890	Load time of the Create and Edit Issue pages is lengthened with forms containing large number of choices and/or large number of dropdown/multiselect fields
Preferences	
TIA06924	Concurrent agent who configures Auto-Refresh for 15 minutes is never timed out
Upgrade - FP	
TIA06913	Issue page form may be missing fields after upgrade to 11.5.1 or 11.6

Known Issues

There are no known issues for FootPrints Service Core 11.6.01.

BMC FootPrints Service Core Release Notes 11.6

Note: This document contains cumulative release notes for all releases within version 11.

The following release notes include information on BMC FootPrints 11.6 Service Core version 11.6. Several defects have been addressed.

Visit the Product Documentation Web page for the following BMC FootPrints 11.6 Service Core documentation:

- What's New in BMC FootPrints Service Core 11.6
- System Requirements for BMC FootPrints Service Core 11.6

Installation Guides
- BMC FootPrints Service Core Installation Guide 11.6
- BMC FootPrints Service Core Upgrade Instructions 11.6

Administrator Guides
- BMC FootPrints Service Core Administrator's Guide 11.6
- BMC FootPrints Service Core Reference Guide 11.6
- BMC FootPrints Service Core Data Model 11.6
- BMC FootPrints Service Core Data Model 11.6 (PDF)

Product Guides
- BMC FootPrints Service Core User Guide 11.6
- BMC FootPrints Service Core Change Management Guide 11.6
- BMC FootPrints Service Core Mobile Guide 11.6
- BMC FootPrints Service Core Configuration Management Guide 11.6

Defects Addressed

The following defects have been addressed in BMC FootPrints 11.6 Service Core. The list includes a description of the issue and a hyperlink to the Knowledge Base article containing additional information.

Article ID	Description *(Listed in order by core feature)*
Address Book	
TIA06463	Address Book field using per-status Advanced Field permissions shows as Optional after upgrade to FPSC 11.5.1 from 11.1
Asset Management Integration	
TIA06593	Results not retrieved from SMS/SCCM integration if "All Systems" Collection in SMS does not have a CollectionID of SMS0001
Automated Workflow	
TIA06319	Pending solutions not included in Auto Run Reports
TIA06466	Removing Priority choice not possible when Service Level Management configured
TIA06476	Preventive Maintenance issues don't get created and 203 database error occurs when multiple workspaces have SLA configured
TIA06518	Voting on Details page possible without being prompted for a password per Preferences

Article ID	Description (Listed in order by core feature)
	setting
TIA06538	Subtask field Inheritance settings not being retained
TIA06558	Surveys configured to be sent based on time-based escalation are sent immediately when Web Services closes issue
TIA06564	Issue assigned to agent with special character in user ID by Preventive Maintenance template does not appear in search or report results
TIA06565	SLA Due Date or Response Time field is not populated when used alone and Service Level field is AutoField Result Field
TIA06571	SLA Dates not recalculated when changing status from an SLA Pending to Non-Pending status via Quick Edit
TIA06583	SLA Response and Resolution fields configured to use Work Schedule are set using Real time when Auto Field sets Service Level field
TIA06589	Issue where vote is initially deferred, and then later voted on, continue to appear in "My Vote Required" search
TIA06590	CCs of an issue not copied to issue in different workspace when escalation creates copy
TIA06598	SLA Response and Resolution fields of dynamically linked issues are not recalculated when status changed from SLA Pending to non-Pending status
TIA06608	"Access Denied" error occurs when Quick Action causes Instant Escalation to run that copies or moves issue Cross-Workspace
TIA06618	Metrics report not accurate when issues being reported on are for assignees with non-alphanumeric characters in User ID
TIA06619	Result Field of Auto Field rule not set correctly when Decision Field value is Assignee having non-alphanumeric character in User ID
TIA06626	SLA Response and Due Dates not calculated correctly when agent time zone different from server
TIA06633	Issue copied within same workspace is not escalated when escalation is configured to "Instantly escalate Issue received as a copy" from same workspace
TIA06634	Survey sent for Master issue when auto-closed by last Subtask although surveys are configured to send by escalation rule only
Calendar	
TIA06592	Most recent description overwritten when calendar appointment description is edited

Article ID	Description (Listed in order by core feature)
CMDB	
TIA06499	Database Error 203 error occurs when searching CMDB Service Catalog
TIA06557	"Unresponsive Script" warnings may occur when requesting CMDB Service in a workspace with numerous fields
TIA06615	CMDB import fails if when importing contents of Number datatype column from external Oracle database
Executive Dashboard	
TIA06588	Executive Dashboard cannot be used with SSL/https connection
Form Designer	
TIA06359	Errors occur when setting Adv. Field Permissions for status with International characters
TIA06563	International characters entered in choices of dropdown fields may not display correctly after saving draft if Local Encoding is used
TIA06567	Calendar link option is not retained when editing issue if Datetime field has no value
TIA06585	"Too many digits" error occurs when number of digits entered in Real Number field configured with 0 decimal length is equal to Total length allowed
TIA06607	Moving a field from one tab to another in Form Designer may cause field to be removed
TIA06623	Incorrectly allowed to set per-Status Advanced Field Permissions on field used as Lookup field in Dynamic SQL Field Mapper
Homepage	
TIA06521	Customer changed from agent role where Agent Preference Template is used has wrong homepage columns
TIA06535	Security Warning about expired certificate appears upon logging into FootPrints Service Core
Issue Edit	
TIA06432	Edit Lock can only be removed by agent or Administrator editing the issue
TIA06446	Edit Lock is removed when Mandatory field message appears while editing issue using Internet Explorer
TIA06468	Edit Lock removed when editing agent downloads an issue attachment
TIA06470	Edit Lock removed when editing agent using Internet Explorer presses History button in Contact Information tab/section

Article ID	Description *(Listed in order by core feature)*
TIA06471	Issue can be opened for editing by same agent in multiple windows
TIA06522	Issue becomes unassigned when team member assigned as Individual User via Quick Action
TIA06560	Wrong issue displayed when agent is cc'd on an issue from a workspace they are not a member of
TIA06594	Issue details may not display if Issue has numerous issue links
Knowledge Base	
TIA06374	Description link for solution in an external workspace displays wrong Description data
TIA06548	Files attached to solution not added to issue from search of Knowledge Base
TIA06616	Keyword search of Knowledge Base may not return results quickly
Reports - FP	
TIA06473	"MRCalendarLib.pl sub ConvertDate" Error occurs when running Turn-around Time report
TIA06475	"MRCalendarLib.pl sub ConvertDate" Error occurs when running report with Time to Close Issue field and option to not include time outside Work Schedule is enabled
TIA06561	"getTableName" error may occur when running newly created cross-workspace search or report
TIA06625	Survey report may not show questions placed in Selected Fields list
TIA06627	"Error Creating Chart" Java error may occur when running Custom Metric report with Subtotal
Search	
TIA06495	Advanced Search or Custom Report using Exclude Issues Assigned To criteria only excludes highest selected team or agent in list
System Administration	
TIA06599	"Field cannot be deleted" message improperly occurs when attempting to delete field in copy of workspace
TIA06629	Search for Shared Customers in User Management includes Unique customers in returned results

Upgrade - FP	
TIA06566	MRupdateTeamassignees.pl runs on upgrades from a version prior to 11.5
TIA06601	Last Edited Date and Time of Linked Issues set to date/time of upgrade to FootPrints Service Core 11.0 through 11.5.1
Workspace Administration	
TIA06465	CC addresses not retained on issue from incoming email
TIA06531	Agent incorrectly assigned if User ID contains special character and issue updated via email or Web Services
TIA06611	Administrator's AD/LDAP account gets locked out after multiple team membership changes

Known Issues

There are no known issues for FootPrints Service Core 11.6.

BMC FootPrints Service Core Release Notes 11.5.1

Note: This document contains cumulative release notes for all releases within version 11.

The following release notes include information on BMC FootPrints 11.5 Service Core version 11.5.1. Several defects have been addressed. Known issues are listed.

Visit the Product Documentation Web page for the following BMC FootPrints 11.5.1 Service Core documentation:

- What's New in BMC FootPrints 11.5 Service Core
- System Requirements for BMC FootPrints 11.5 Service Core

Installation Guides
- BMC FootPrints 11.5 Service Core Installation Guide
- BMC FootPrints 11.5 Service Core Upgrade Instructions

Administrator Guides
- BMC FootPrints 11.5 Service Core Getting Started for Administrators Guide
- BMC FootPrints 11.5 Service Core Reference Manual
- BMC FootPrints 11.5 Service Core Data Model
- BMC FootPrints 11.5 Service Core Data Model (PDF)

Product Guides
- BMC FootPrints 11.5 Service Core User Guide
- BMC FootPrints 11.5 Service Core Change Management Guide
- BMC FootPrints 11.5 Service Core Mobile Guide
- BMC FootPrints 11.5 Service Core Configuration Management Guide

Defects Addressed

The following defects have been addressed in BMC FootPrints 11.5.1 Service Core. The list includes a description of the issue and a hyperlink to the Knowledge Base article containing additional information.

Article ID	Description *(Listed in order by core feature and sub-feature)*
Address Book	
TIA06316	International characters in records of imported Address Book contacts don't display correctly.
TIA06350	Order of Address book fields on various pages is not consistent.
Automated Workflow	
TIA04962	Next subtask in sequence does not become active if Name of Inactive Subtask Status is changed.
TIA06238	Agent not assigned to subtask when assigned from Individual User list after removing team.
TIA06274	Newly added priorities do not appear on Service Level Management page.
TIA06282	ERROR! undefined subroutine call error occurs when user selects survey link in email.
TIA06292	Auto Assignment using Default Assignment rule does not occur for edited Request if a CC exists.
TIA06298	New choice added to Submission Tracking field makes it the only choice.
TIA06353	Submission Tracking value set incorrectly for customer requests submitted via Auto Suggest feature.

Article ID	Description *(Listed in order by core feature and sub-feature)*
TIA06355	Auto Assignment rule does not assign to Team after upgrade to FP Service Core 11.5.
TIA06363	Change to quick issue template cannot be made after upgrade to 11.5 on Unix/Linux.
TIA06386	On Demand Survey is not sent during issue creation when configuration option to send surveys based on Escalation rules is enabled.
TIA06400	Global Issue details may not list Global Links with FastCGI enabled.
TIA06422	Auto Assignment of team by external source causes issues assigned to team to be excluded from report or search.
Calendar	
TIA06424	Calendar files from recurring appointments cannot be opened in Outlook 2007/2010.
CMDB	
TIA06320	Message about "need to license CMDB" incorrectly appears when Workspace administration page is accessed before initial system CMDB setup, even though the CMDB is licensed.
TIA06442	Service Catalog searches are unexpectedly case-sensitive for Oracle or PostgreSQL databases.
TIA06443	CMDB Import error may occur when attempting to import Software relationships from Asset Core.
Database - FP	
TIA06423	Keyword search does not return correct results after upgrade to FootPrints Service Core 11.5.
TIA06426	203 database / "Huge Tuple" error occurs when issue created via email with over 1K long URL reference.
TIA06435	Oracle Full Text Indexing consuming abnormally large amount of storage disk space.
TIA06436	203 database error may occur if issues are created/updated after changing Keyword Search options.
Executive Dashboard	
TIA06290	Missing rdSecureKey parameter errors may occur when Executive Dashboard error left open longer than 30 minutes.
TIA06399	Frequent/numerous refreshes of Dashboard Components generate "Exception in thread main" error if FastCGI enabled.
TIA06431	Executive Dashboard may not function after upgrade due to statuses with the same name but in different case being created.
Form Designer	
TIA06242	Title and Status field names cannot be changed back to default names.
TIA06243	Tab name for Description tab is unexpectedly renamed when Description field is renamed.

Article ID	Description *(Listed in order by core feature and sub-feature)*
TIA06246	Rich Text Editor toolbar for Help text and Instructions does not display until clicked.
TIA06328	Checkbox field name duplicated on Issue details page.
TIA06329	Checkbox field cannot be relocated in Form Designer.
TIA06333	New choices are not added to Submission Tracking field after upgrade to FootPrints Service Core 11.5.
TIA06335	Priority choices not available when priority field is moved to Issue Information section.
TIA06336	Customer submitted issues created in Open status when priority and Status fields moved above Title.
TIA06349	Tab/Section names with international characters may appear incorrectly.
TIA06421	Prompt for Required dependent fields not presented when editing via quick edit.
Homepage	
TIA06012	IE Memory Leak Found When Using Quick Edit or the Description Link on the Homepage.
TIA06419	Drilldown of Active Issues by Assignee Dashboard Component chart unexpectedly includes Requests.
Issue Creation	
TIA06425	Contact Information section displays as collapsed although preference is set to be expanded.
TIA06434	International characters from email not displayed correctly in Description of copied issue.
TIA06440	Attachments in Subtask templates not kept after inheriting attachment(s) from Master Issue.
Issue Edit	
TIA06291	"No Choice" appears by default in Required Dependent field.
TIA06404	Previously set values of multi-select field in dependency not retained when editing issue with Chrome.
TIA06417	High memory usage by Internet Explorer 8 when creating or editing issues.
TIA06432	Edit Lock can only be removed by agent or Administrator editing the issue.
Other Options	
TIA06334	Oracle full-text index(s) in LOADING/FAILED/UNUSABLE state not properly dropped and recreated.

Article ID	Description *(Listed in order by core feature and sub-feature)*
TIA06401	Edit Locks created when creating links to Global or Master Issues.
TIA06438	International characters from email not displayed correctly in Description of copied issue (local encoding).
Workspace Administration	
TIA06263	Advanced Actions bar does not appear when creating or editing issue template using Internet Explorer.
TIA06310	International characters don't display correctly when data retrieved using Dynamic SQL Field mapper.
TIA06343	Email notification not sent when using Priority/Status preference and Priority field is moved from General Information section.
TIA06360	Splash Screen/Workspace Info lost upon upgrade.
TIA06398	HTML code with forward slash character(s) inserted in Multiple Line Character field causes text to appear outside field during edit.
TIA06439	Multiple Line Character field with Rich Text mode enabled shows HTML code in outgoing email.
Search	
TIA06275	Custom field placed in General Information section not available to be used as criteria.
TIA06276	A search for "My Assignments in all Workspaces" returns issues not assigned to agent running search for non-default workspaces.
TIA06280	Closed issues included in "My Assignments in all Workspaces" built-in search.
System Administration	
TIA04670	Issue data export creates in csv format despite selection for format.
TIA06351	System Log entries/CGI error occurs when creating IT Service Management workspace.
TIA06445	Internal Knowledge Base solutions cannot be imported into FootPrints Service Core.

Known Issues

The following are known issues for FootPrints Service Core 11.5.1. Click the Article ID number to open your Web browser and access the Knowledge Base article describing the issue and its resolution, if available.

Address Book	
TIA06463	Address Book field using per-status Advanced Field permissions shows as Optional after upgrade to FPSC 11.5.1 from 11.1.
Help	
TIA06450	Footprints Service Core Help references Right Answers integration.
Workspace (Incoming Email)	
TIA06465	CC addresses not retained on issue from incoming email.

BMC FootPrints Service Core Release Notes 11.5

Note: This document contains cumulative release notes for all releases within version 11.

The following release notes include information on BMC FootPrints 11.5 Service Core version 11.5. Several [defects](#) have been addressed. Several [enhancements](#) have been added to this version. [Known issues](#) are listed.

Visit the [Product Documentation](#) Web page for the following BMC FootPrints 11.5 Service Core documentation:

- What's New in BMC FootPrints 11.5 Service Core
- System Requirements for BMC FootPrints 11.5 Service Core

Installation Guides
- BMC FootPrints 11.5 Service Core Installation Guide
- BMC FootPrints 11.5 Service Core Upgrade Instructions

Administrator Guides
- BMC FootPrints 11.5 Service Core Getting Started for Administrators Guide
- BMC FootPrints 11.5 Service Core Reference Manual
- BMC FootPrints 11.5 Service Core Data Model
- BMC FootPrints 11.5 Service Core Data Model (PDF)

Product Guides
- BMC FootPrints 11.5 Service Core User Guide
- BMC FootPrints 11.5 Service Core Change Management Guide
- BMC FootPrints 11.5 Service Core Mobile Guide
- BMC FootPrints 11.5 Service Core Configuration Management Guide

Enhancements

The following features have been added or enhanced for BMC FootPrints 11.5 Service Core:

- Enhancements to the user interface (icons, logos, colors, etc.)
- Enhancements to the CMDB/Service Catalog (look and feel)
- Enhancements to the Social Media feature (capturing Twitter Tweets)
- New Auto-Suggest Solutions feature
- New integration with FootPrints Asset Core financial information

Defects Addressed

The following defects have been addressed in BMC FootPrints 11.5 Service Core. The list includes a description of the issue and a hyperlink to the Knowledge Base article containing additional information.

Article ID	Description *(Listed in order by core feature and sub-feature)*
Address Book	
TIA06070	Address Book field is duplicated when deleted and recreated with same name while using External address book
TIA06110	Contact record data does not populate contact information fields when dropdown value contains apostrophe
TIA06147	JavaScript error occurs and existing field list not displayed in Address Book Field Maintenance using language other than English
TIA06152	Error is Generated when a Customer Logs in for the first time with Web Authentication Configured
TIA06226	Changes to permissions of Address Book field do not take effect
Automated Workflow	
TIA06004	Auto assigned agent that is manually removed during creation of issue remains assigned
TIA06128	JavaScript error occurs when attempting to set Date Time field after having changed from Read Only to writable status
TIA06140	Assignment doesn't occur for Field-Based Auto Assign rule based on Create Only when customer creates Request
TIA06142	JavaScript error occurs when attempting to save escalation if language other than English is used
TIA06208	Assignment via time-based escalation which also changes status may not occur consistently when multiple issues are escalated
CMDB	
TIA06037	CI Attribute permission change does not take effect after edit of attribute
TIA06104	CI Search results do not appear when opening CMDB if more than 25 CIs should be displayed
TIA06107	CI Attributes do not display on Custom Report
TIA06210	CI with multiple relationships may not display visualization
TIA06223	CI link to a Preventive Maintenance subtask is not displayed
Executive Dashboard	
TIA06229	Edit icon disappears for Executive Dashboard when pressed using Firefox and Chrome
Form Designer	
TIA05987	Form Designer Draft is not discarded when field is created from outside feature

Article ID	Description *(Listed in order by core feature and sub-feature)*
TIA06029	After upgrading to FootPrints Service Core 11.0.x, the Status choice may display incorrectly if the choice contains special characters
TIA06105	"Wide character in subroutine entry" error may occur when saving/accessing some pages
TIA06162	HTML Help and instructions of dependent field may not display above correct field on create or edit page
TIA06164	Custom fields added at same time as Submission Tracking field do not appear in Preview Form mode
TIA06168	Mandatory field prompt appears for dependent field not displayed when issue edited via Quick Edit
TIA06172	Renaming Date Time field causes error when next Publishing Form
TIA06174	Dependent field choice filtering problems when changing status multiple times before save of issue
TIA06206	Browser may display warnings about long running scripts when publishing form or accessing Form Designer
TIA06207	Status not set as expected when attempting to set to a status with international characters
TIA06211	Browser may display warnings about long running scripts when publishing form after deleting multiple fields
TIA06228	Form Designer not usable with language that uses right to left mode
TIA06233	Exception Error may occur when attempting to access Form Designer
TIA06234	Using international characters in the name of the Priority field is corrupted after creating escalations
Homepage	
TIA06012	Internet Explorer memory leak found when using Quick Edit or the Quick Links display on the Homepage
Issue Creation	
TIA06076	Description timestamps not inserted above associated description entries when issue is copied in same workspace using Internet Explorer
TIA06138	International characters in Multi Line Character field incorrectly displayed with PostgreSQL database
TIA06146	Agents can create issues in Open status although role is set to not allow it
TIA06166	CCs not added to Request or sent mail for Requests submitted via Web Interface
TIA06173	Dependency behavior problems when changing status multiple times before save of issue
TIA06232	Error: unexpected end of string while parsing JSON string error may occur when opening issue
Issue Edit	

Article ID	Description (Listed in order by core feature and sub-feature)
TIA05817	All teams may not be assigned when assigning an agent who is member of common teams
TIA05937	Attachments containing international characters do not display in description field with local encoding and language other than English
TIA06102	Value of Real Number result field of InstaCalc formula is set to .00 upon editing of an issue
TIA06136	Multi line character field text may wrap prematurely when entered using Firefox
TIA06176	Issues with same issue number as subtasks from different workspace unexpectedly closed when Master issue is closed
TIA06178	"Undefined module method" error occurs when attempting to save issues with FastCGI enabled and Asset Core integrated
TIA06179	Backend Session Validation failed warnings occur in System Log with FastCGI enabled
TIA06213	Assignee addition not recorded in Issue History during edit where assignees are also removed
TIA06215	Dependent field with only one choice available is not automatically selected
TIA06235	Dependent field with Read Only permissions and previously set value is not displayed on edit page
Migration Tool	
TIA06143	Issue link data not exported for dynamic or static cross-workspace links using XML Conversion tools
TIA06145	Issue link data not loaded when mrXMLLoad.pl -relationship is run
Other Options	
TIA06139	Delay loading create/edit page when using Tabs mode
TIA06163	Attachment Rules not enforced correctly if Secondary field is dependent field of dependency configuration
TIA06230	Attachments having filenames with international characters not added to issue when mailed
Performance	
TIA06195	Performance degradation when numerous fields have international characters in names
TIA06203	Performance degradation in loading New Issue/Edit Issue page with numerous Quick Issue Templates
Reports	
TIA05888	Last Edit Date column does not appear in custom report when French language is used
TIA05946	Custom report only lists one CI in Name field as being linked to issue when there are multiple
TIA06071	Reports don't display assignees when agent or administrator user IDs contain special characters

Article ID	Description *(Listed in order by core feature and sub-feature)*
TIA06224	Knowledge Base Lifecycle report does not return results
TIA06225	Custom Metrics/Graphics style report based on "Closed By" or "Closed By Agent" shows incorrect results
Search	
TIA05831	"Invalid Script Parameter" error when performing Advanced Search on team name with international characters
TIA06108	Issues containing CCs not included in Search, Report, or Escalation results where "Not Assigned" is criteria
TIA06109	Search results may not include issues where SQL Server stop word is criteria
TIA06231	Database Error 203 occurs when My Assignments in All Workspaces search sorts on custom field not existing in all workspaces
System Administration	
TIA05941	Unable to create a user that contains international characters
TIA06111	Email processing slow due to files in footprints\cgi folder from forwarded messages
TIA06177	203 error occurs when workspace created by copying configuration of another workspace that was created as a copy
TIA06205	Multiple "no log message supplied" errors in System Log when images used in Help Text and Instructions or Custom HTML field
TIA06227	Columns in User Management grid cannot be sorted
Workspace Administration	
TIA05839	Agent with role property set to access statuses page also has access to Form Designer
TIA05905	Dropdown field populated by Dynamic SQL Field Mapper doesn't show dependent fields
TIA06175	Edit Lock remains after issue is edited and saved using Firefox or Chrome

Known Issues

The following are known issues for FootPrints Service Core 11.5. Click the Article ID number to open your Web browser and access the Knowledge Base article describing the issue and its resolution, if available.

Article ID	Description
Form Designer	
TIA06242	Title and Status field names cannot be changed back to default names
TIA06243	Tab name for Description tab is unexpectedly renamed when Description field is renamed

Article ID	Description
TIA06244	Built-in Priority field and custom field originally named Priority positions are exchanged
TIA06246	Rich Text Editor toolbar for Help text and Instructions does not display until clicked
TIA06265	Label for editing Description in Form Designer is changed when Description tab is renamed
Searching	
TIA06275	Custom field placed in General Information section not available to be used as criteria
TIA06276	A search for "My Assignments in all Workspaces" returns issues not assigned to agent running search for non-default workspaces
Workspace Administration	
TIA06263	Advanced Actions bar does not appear when creating or editing issue template using Internet Explorer

Numara FootPrints 11.1 Service Core Release Notes

Note: This document contains cumulative release notes for all releases within version 11.

The following release notes include information on Numara FootPrints 11 Service Core version 11.1. Several defects have been addressed. Several enhancements have been added to this version.

Visit the Product Documentation Web page for the following Numara FootPrints 11 Service Core documentation:

- **What's New in Numara FootPrints 11 Service Core**
- **System Requirements for Numara FootPrints 11 Service Core**
- **Installation Guides**
    - Numara FootPrints 11 Service Core Installation Guide
    - Numara FootPrints 11 Service Core Upgrade Instructions
- **Administrator Guides**
    - Numara FootPrints 11 Service Core Getting Started for Administrators Guide
    - Numara FootPrints 11 Service Core Reference Manual
    - Numara FootPrints 11 Service Core Data Model
    - Numara FootPrints 11 Service Core Data Model (PDF)
- **Product Guides**
    - Numara FootPrints 11 Service Core User Guide
    - Numara FootPrints 11 Service Core Change Management Guide
    - Numara FootPrints 11 Service Core Mobile Guide
    - Numara FootPrints 11 Service Core Configuration Management Guide

Enhancements

Broadcasting Issues to Social Media

- FootPrints can be configured to post messages to your organization's Facebook page and/or Twitter feed about specific Issues affecting the entire organization

For details, see the following topic in the online help or Reference Manual (version 11.1) on our Support Web page: Broadcasting Issues to Social Media (Overview).

CMDB

- Related CI(s) and Related Contacts columns have been added to the CMDB Search page
- Multiple CIs can be deleted at one time from the CMDB Search page and the CI Details page
- The number of Related CIs and Contacts can be clicked to display the details
- The list can be printed or exported from the CMDB Search page and the CI Details page

For details, see the following topic in the online help or Reference Manual (version 11.1) on our Support Web page: Viewing and Editing CIs from the Results Page (Configuration Manager Database Search).

Defects Addressed

The following defects have been addressed in Numara FootPrints 11 Service Core version 11.1. The list includes a description of the issue and a hyperlink to the Knowledge Base article containing additional information.

Article ID	Description *(Listed in order by core feature and sub-feature)*
Address Book	
TIA05626	Optional Address Book fields lose value when updating records via csv import if the "Do Not Import" option is used.
TIA06081	CARP Error -- Contact data may not populate fields in Contact Information if LDAP data has apostrophe.
Automated Workflow	
TIA05631	Customer who is a Change Management eligible voter but not the contact of the issue cannot download file attachments.
TIA05674	Escalation Summary page has display issues and is missing some criteria and action options.
TIA05979	Auto Assignment does not occur on edit for "Assign to creator" and "Auto Assign on create and edit" settings.
TIA05945	JavaScript error may occur when a Master Quick Issue template is applied to an issue that was created via email.
TIA05965	Issue creator listed as individual assignee when "Assign to creator's team AND the creator" Auto Assignment rule is used.
TIA06079	Using "unassigning all existing users" option in Change Management voting action leaves existing agents assigned.
Calendar	
TIA05964	Auto Check Availability warning incorrectly displayed when agent's work schedule has "24 Hour Workday" set.
CMDB	
TIA06036	CMDB attribute headers do not format or render HTML or JavaScript code Properly.
TIA06075	CIs remain linked to contacts after CMDB is unlinked from Workspace.
TIA05968	Multi-line character attribute width causes images to be partially obscured and text to wrap unexpectedly.
TIA05950	Assignment does not occur when issue created from template by customer requesting a service in Service Catalog.
TIA06006	Random problem with Round Robin assignment when issue created from template by customer requesting a Service in Service Catalog.

Article ID	Description *(Listed in order by core feature and sub-feature)*
Database	
TIA05996	Full text indexes rebuilt frequently in FootPrints Service Core 11.
Form Designer	
TIA05967	Date field does not appear on issue page if changing from status where field is "read only" to one where field should be visible.
TIA05970	"Field is mandatory" message appearing for dependent field although choice in decision/parent field wasn't selected.
TIA06029	After upgrading to FootPrints Service Core 11.0.x the status choice may display incorrectly if the choice contains special characters.
Homepage	
TIA06028	When clicking on a CI under the CI Name column on the Homepage, a GetDefaultRoleProperties error occurs
TIA05986	Incorrect results may occur when using the "Assigned to" criterion in searches, reports, and escalations.
TIA05959	Internet Explorer may show "Out of Memory" message when editing issues Using FootPrints Service Core 11.
Issue Edit	
TIA06048	History tab does not document linking activity.
Knowledge Base	
TIA06020	Database 203 error using AND or OR logical operators to search Knowledge Base.
My Preferences	
TIA05789	Status names containing international characters may not display on Workspace Totals Dashboard component of Homepage.
TIA05697	"Invalid Script Parameter" error when selecting status with international characters in "Workspace Totals" Dashboard Component.
Workspace Administration	
TIA05936	CGI error occurs when accessing Field Maintenance page if escalation has unmatched bracket or parentheses characters in name.
TIA05969	Default choice not set when dropdown field is decision/parent field of dependency.

Article ID	Description (Listed in order by core feature and sub-feature)
TIA05966	Agent is not assigned when assignment method is Round Robin and team is assigned during edit of issue.
TIA06030	Violation of PRIMARY KEY constraint error when attempting to archive issues after upgrade.
TIA06204	502.2 web server error or database 203 error caused by creating field with same name as deleted field or renaming a field
Reports	
TIA05829	SLA Response and Due Date fields of Global Link not properly set when Global issue status changed to or from SLA Pending or non-Pending status.
TIA06049	International character in choice of dropdown field appears as square block on metric report chart.
Search	
TIA05786	203 error occurs when a cross Workspace search is configured to sort on a Workspace specific field.
System Administration	
TIA05899	SLA recalculation does not occur when an issue is closed via Quick Action and the issue has an SLA Pending status set.
TIA06010	"No entry was found" error occurs when attempting to create an Auto-Add customer account when FastCGI and Web Server authentication is enabled.
Upgrade	
TIA06035	MASTERx_ASSIGNMENT table is not populated/not created during upgrade if team names exceed 80 characters.
TIA06082	Issues may not be linked after upgrade to FootPrints Service Core 11.0.x.

Known Issues

The following are known issues for FootPrints Service Core 11.1. Click the Article ID number to open your Web browser and access the Knowledge Base article describing the issue and its resolution, if available.

Article ID	Description *(Listed in order by core feature and sub-feature)*
Social Media	
TIA06086	Cannot Create New Social Media Connector while using DEU-German language.
TIA06092	Social Media Connector configuration fields do not appear initially when using Internet Explorer 7 or 8/9 in Compatibility View.
TIA06093	Social Media tables do not get dumped when using mrXMLConversion.pl.

Numara FootPrints 11.0.2 Service Core Release Notes

Note: This document contains cumulative release notes for all releases within version 11.

The following release notes include information on Numara FootPrints 11.0.2 Service Core. Several defects have been addressed.

Visit the Product Documentation Web page for the following Numara FootPrints 11 Service Core documentation:

- **What's New in Numara FootPrints 11 Service Core**
- **System Requirements for Numara FootPrints 11 Service Core**
- **Installation Guides**
    - Numara FootPrints 11 Service Core Installation Guide
    - Numara FootPrints 11 Service Core Upgrade Instructions
- **Administrator Guides**
    - Numara FootPrints 11 Service Core Getting Started for Administrators Guide
    - Numara FootPrints 11 Service Core Reference Manual
    - Numara FootPrints 11 Service Core Data Model
    - Numara FootPrints 11 Service Core Data Model (PDF)
- **Product Guides**
    - Numara FootPrints 11 Service Core User Guide
    - Numara FootPrints 11 Service Core Change Management Guide
    - Numara FootPrints 11 Service Core Mobile Guide
    - Numara FootPrints 11 Service Core Configuration Management Guide

Defects Addressed

The following defects have been addressed in Numara FootPrints 11.0.2 Service Core. The table provides a description of the issue and a hyperlink to the Knowledge Base article containing additional information.

Article ID	Description *(Listed in order by core feature and sub-feature)*
Automated Workflow	
TIA05876	Escalation doesn't run if criteria are a drop-down field with one choice selected and field is in Keyword Search List.
TIA05910	"No log message supplied" error recorded in System Log after unlinking an Open sequenced subtask.
TIA05912	Error may occur when attempting to remove Service Level Management configuration.
Form Designer	
TIA05909	Error is displayed when attempting to Publish Form on upgraded Unix/Linux system.
TIA05920	Dropdown and multi-select fields use As Wide As Needed setting after upgrade.

Article ID	Description *(Listed in order by core feature and sub-feature)*
Issue Edit	
TIA05915	Already assigned agents listed in History as being added when new assignee added via email.
TIA05917	Database 203 error occurs on bottom of edit page after last subtask is unlinked from a Master issue.
Knowledge Base	
TIA05919	Database 203 error occurs when searching for text in Search Results for Keyword field in Knowledge Base.
Project Administration	
TIA05908	"Use Default Permissions" checkbox does not appear in "Permissions for Custom Fields" section of User Role properties page.
TIA05911	No entry is made in History to reflect that an assignee whose User ID was deleted was unassigned from issue.
TIA05914	Deleting an assignee and using the Unassign deleted agent option shows all assignees as deleted from the issue in History.
TIA05918	Custom fields configured with hidden or read-only permissions prior to upgrade and then changed to optional don't appear on create issue page
Search	
TIA05916	Searching space separated list of issue numbers in Quick Search box returns no results.

Numara FootPrints 11.0.1 Service Core Release Notes

Note: This document contains cumulative release notes for all releases within version 11.

The following release notes include information on Numara FootPrints 11.0.1 Service Core. Two defects have been addressed.

Visit the Product Documentation Web page for the following FootPrints 11 documentation:

- **What's New in Numara FootPrints 11 Service Core**
- **System Requirements for Numara FootPrints 11 Service Core**
- **Installation Guides**
  - Numara FootPrints 11 Service Core Installation Guide
  - Numara FootPrints 11 Service Core Upgrade Instructions
- **Administrator Guides**
  - Numara FootPrints 11 Service Core Getting Started for Administrators Guide
  - Numara FootPrints 11 Service Core Reference Manual
  - Numara FootPrints 11 Service Core Data Model
  - Numara FootPrints 11 Service Core Data Model (PDF)
- **Product Guides**
  - Numara FootPrints 11 Service Core User Guide
  - Numara FootPrints 11 Service Core Change Management Guide
  - Numara FootPrints 11 Service Core Mobile Guide
  - Numara FootPrints 11 Service Core Configuration Management Guide

Defects Addressed

The following defects have been addressed in Numara FootPrints 11.0.1 Service Core. The table provides a description of the issue and a hyperlink to the Knowledge Base article containing additional information.

Article ID	Description *(Listed in order by core feature and sub-feature)*
Issues Page (Create/Details/Edit)	
TIA05868	Assignees are removed when a customer edits an issue.
TIA05869	The wrong assignee may be removed from an issue if an agent tries to remove himself.

Numara FootPrints 11 Service Core Release Notes

The following release notes include information on Numara FootPrints 11 Service Core. Several [defects](#) have been addressed.

Visit the [Product Documentation](#) Web page for the following FootPrints Service Core 11 documentation:

- **What's New in Numara FootPrints 11 Service Core**
- **System Requirements for Numara FootPrints 11 Service Core**
- **Installation Guides**
  - Numara FootPrints 11 Service Core Installation Guide
  - Numara FootPrints 11 Service Core Upgrade Instructions
- **Administrator Guides**
  - Numara FootPrints 11 Service Core Getting Started for Administrators Guide
  - Numara FootPrints 11 Service Core Reference Manual
  - Numara FootPrints 11 Service Core Data Model
  - Numara FootPrints 11 Service Core Data Model (PDF)
- **Product Guides**
  - Numara FootPrints 11 Service Core User Guide
  - Numara FootPrints 11 Service Core Change Management Guide
  - Numara FootPrints 11 Service Core Mobile Guide
  - Numara FootPrints 11 Service Core Configuration Management Guide

Enhancements

Visit the [What's New in Numara FootPrints 11 Service Core PDF](#) on our Support Web page for more information on the following enhancements:

- Executive Dashboard
- Form Designer
- First Contact Resolution report enhancements
- Time Tracking added to Quick Edit function
- Enhancement to Secure SMTP
- Enhanced Escalation notifications
- Paste images direct from clipboard
- Numara FootPrints Asset Core - operational rules for service request templates
- Performance enhancements
- Define issue statuses within the Issue Lifecycle
- Support for Google Chrome, Internet Explorer 9, and Firefox 4 and 5
- Support for MySQL 5.5
- Continuous Improvement Program

Executive Dashboard-specific Requirements

The following information is specific to the Executive Dashboard feature:

- To support the Executive Dashboard, the minimum configuration requires an additional GB of memory. Refer to the *FootPrints Service Core Reference Manual* for details on system requirements.

- Tomcat is a requirement (we will not install it) of the Linux installers.

- The Executive Dashboard is hosted now by a TomCat servlet in the FootPrints Service Core Server.

- The Oracle update installation [requires the database system administrator password.

- Instances running with Local Encoding that are going to be upgraded might need to follow instructions provided in Support Article TIA05661. The article explains how to change the encoding of the jdbc driver for SQL Server and MySQL.

- During update, new tables to support reporting are created from the history for each workspace. Consequently, the update can take a long time. Administrators may wish to run the update over a weekend.

- The following are added with this installation/update:
    - TomCat
    - Java SDK
    - JDBC driver
    - Logi Engine

- Administrator will be asked during installation for a port on the TomCat Server that can be used by the Executive Dashboard Logi Web application.

- Generally, installation or upgrade may take longer because of the Executive Dashboard feature.

Defects Addressed

The following defects have been addressed in Numara FootPrints 11 Service Core. The table provides a description of the issue and a hyperlink to the Knowledge Base article containing additional information.

Article ID	Description *(Listed in order by core feature and sub-feature)*
Address Book	
TIA05771	All contacts in Address Book returned after editing contact from list of search results.
Automated Workflow	
TIA05157	Service Level Agreement recalculation does not occur when priority or status is edited via Quick Action.
TIA05647	Mail not sent to assignees when assigned by Preventive Maintenance Issue creation.
TIA05685	Service Level Agreement Date fields are not updated after AutoField rule populates the Service Level field via incoming email.
TIA05760	Service Level Agreement Response Time and Service Level Agreement Due Date fields not populated when issue is created by Preventive Maintenance schedule until issue is edited.

Article ID	Description *(Listed in order by core feature and sub-feature)*
TIA05300	Override vote of Change Management Phase not displayed in Voting History.
TIA05681	The Assignees Supervisor's Supervisor is missing as an available voter with the Change Management Phase Configuration Page.
TIA05541	Service Level Agreement date time field values incorrectly populated after changing from an SLA Pending to non-Pending Status when fields have read-only permissions
TIA05461	Duplicate surveys sent if configured to be sent upon escalation triggering
TIA05559	Disapproval Vote not generating Email Notification
TIA05508	Backup voter continues to be made voter instead of originally designated voter after phase expires and is restarted
TIA05745	Subtask issue not assigned to Creator and Team although Auto Assignment rules are configured to do so
TIA05687	Change Management Phase Start Ballot in email may be malformed
TIA05652	Auto Assignment rule still appears in Summary list for deleted dropdown choice.
TIA05788	FootPrints help incorrect regarding linking appointment to date time field when creating appointment for Preventive Maintenance.
TIA05787	Change Management Emails may not be sent to addresses entered in the 'Space-separated email addresses' list for vote actions.
Calendar	
TIA05460	End Date-time of date-time field not seen after populating if not linked to either Personal or Workspace Calendar
TIA05710	Multi-hour or Multi-day appointment appear with 1 hour duration after importing into Outlook
TIA05345	Appointment not removed from Personal or Workspace Calendar when value cleared from linked issue's date time field.
TIA05770	Appointments not removed from Calendar when agent account deleted
CMDB	
TIA05649	If a Contact within the Address Book has more than 25 CIs Associated to it, the CI Links Section Only Shows 25 CIs Without the Ability to Page Through the Rest
TIA05309	CMDB import error occurs when importing devices with invalid Serial Numbers
TIA05630	CI Link not created for subtask created from an issue
TIA05602	Incorrect Quick Issue template selected and used to create issues in CMDB automation
TIA05563	Database 203 Error Message is Generated When Adding Value to a Real Number Field
TIA05651	If a CI has more than 25 Relationships Associated to it, the CI Relationship Section Only Shows 25 CIs Without the Ability to Page Through the Rest
TIA05502	"Run Scripts" field in CMDB automations is empty upon edit of automation
TIA05646	Date Field Value Does Not Display
TIA05591	CMDB automations do not create issues if "AB Primary Key" field is not filled in

Article ID	Description (Listed in order by core feature and sub-feature)
TIA05608	No warning that "AB Primary Key" field is required when CMDB automation action is "Create Issues"
TIA05650	If an Issue has more than 25 CIs Associated to it, the CI Links Section Only Shows 25 CIs Without the Ability to Page Through the Rest
TIA05604	CMDB Search is Case Sensitive when FootPrints is Accessing Data within an Oracle Database.
Customer Service	
TIA05474	Customers added via system User Management page don't see column changes made at Customer Options page
Flashboard	
TIA05728	Database 203 error due to Ambiguous mrID column name when opening workspace flashboard
Homepage	
TIA05776	Quick Action checkboxes do not appear next to each issue on homepage when using Firefox 7
Installation	
TIA05527	File Permissions not set properly when installing FootPrints on non-English language Windows server
Issue Creation	
TIA05774	text files attached to FootPrints issues via email contain extra newlines
Issue Edit	
TIA05349	Mail Preferences not followed when using Quick Action dialog to close issues
TIA05553	Stylized double quotes and apostrophes sent via email display as question mark characters in created issue
TIA05030	Edit Lock may not be removed after user saves issue
TIA04869	Filenames with certain characters or combinations of characters cannot be attached to issue
TIA05773	Description field of Global Link not updated when Global Issue is edited using Quick Edit
TIA05412	Editing existing Time Tracking entries from Details or Edit page does not update Last Edit Date and Time
TIA05775	Improper "The following users are unavailable for assignment" error when editing issue and availability check enabled occurring when creating/editing tickets since October 1
Knowledge Base	
TIA05639	'Invalid script parameter' error when selecting Knowledge Base Category from Knowledge Base Search of create/edit issue page
TIA05742	Mandatory Fields don't show as Mandatory when creating a new Knowledge Base Solution
TIA05677	Comments for solutions made by users not logged in are displayed in User field

Article ID	Description *(Listed in order by core feature and sub-feature)*
Preferences	
TIA05758	Title and Issue Number Field are removable from the Homepage Depending on the Browser Used
TIA05706	General Performance Degradation Running Reports that Reference Date Closed Criteria
TIA05633	Saved search run as dashboard component returns incorrect results if Contact criteria is specified
TIA05697	"Invalid Script Parameter" error when selecting status with International Characters in "Workspace Totals" Dashboard Component.
Other Options	
TIA05617	Attachments that Contains Two Consecutive Underscores within the Name Cannot be Replaced from an Issue
TIA05538	Calendar appointment spanning multiple days does not mark agents/invitees unavailable between first and last day of appointment
TIA05565	Attachments with same filename overwrites other attachments in workspace if filenames contains parentheses
TIA05695	203 error or date time fields not populated correctly when set in Quick issue template used on mobile device and FootPrints uses European Date and Time Format.
Password Reset	
TIA05574	Invalid Script Parameter error when users registers for AD Password Reset feature if DisplayName contains hyphen
Workspace Administration	
TIA04572	Dynamic SQL field mapper does not find results when lookup field is dropdown field with choices that contain spaces or other characters
TIA05772	"Configuration Management and Service Catalog Options" link available for agent whose role has Workspace Administration property enabled
TIA05303	Timestamped multi-line character field in popup dependency is mandatory on edit although it has a value
TIA05556	History May Reflect Incorrect Information When Status is Renamed
TIA05419	Accessing Sales/CRM integration URL produces "Login Error"
TIA05483	reply messages to update FootPrints issues being truncated upon receipt of reply
TIA05690	Homepage filter flyout/tooltip doesn't display when hovering over filter icon if user ID contains a period (dot) character
TIA05609	If the Priority Field is Renamed, the History of the Issue Does not Reflect the Correct Name
TIA05645	JavaScript error occurs when accessing InstaCalc configuration page if fields contain forward slash or single parentheses character

Reporting	
TIA05396	Received vs. Closed export report places totals in wrong columns when reporting by Week
TIA05614	SLA Auto-Run Report May Not Display the SLA Values Correctly if the Name Contains Special Characters
TIA05632	Checkbox to add time/date stamp becomes unchecked if autorun report filename's extension is changed
TIA05443	csv file of export report contains "Wide character" error if report data contains stylized quotes and FastCGI enabled
TIA05692	An Error Occurs when Generating a Report Template Under Some Conditions
TIA05755	Incorrect results returned when using "Date Closed" criteria without selecting status criteria
TIA05755	203 database error for missing column occurs when providing Date Closed AND keyword or description criteria in search/report
TIA05797	Labels for 'Process/Phase Voting Details' reporting options on Formatting tab of Report configuration page are not translated.
Search	
TIA05666	203 error occurs when agent or Administrator sets Preferences to sort on Date of Last Edit and Last Updated (Time Since)
TIA05753	Column filtering doesn't display correct results after running "My Assignments and Requests" search on homepage
TIA05795	203 error results from sorting by "Closed By" column on FootPrints homepage.
System Administration	
TIA05628	A newly created fixed agent may see error: "all fixed licenses are in use" when attempting to login after a different agent is converted from fixed to concurrent
TIA05598	Auto-add customers cannot login to FootPrints under certain conditions
TIA05558	Subsequent user lockouts by bad attempts after being unlocked does not show user as being locked out on User Administration pages
TIA05676	Concurrent agent doesn't see "all concurrent licenses are in use" message when FastCGI is enabled.
TIA05752	"500 - Internal Server Error" may occur when running large reports with FastCGI enabled.
TIA04634	Unwanted code appears on the Create or Edit page when using Safari 4.0.
TIA05659	Updating an issue to a custom status via Web Services is unexpectedly case-sensitive.
TIA05791	Team not sent mail when included as a CC on an issue.
Upgrade	
TIA05750	Welcome to FootPrints dashboard component may show incorrect version number upon upgrade to version 10.0.x

Known Issues

The following are issues known to be associated with FootPrints Service Core 11. Click the Article ID number to open your Web browser and access the Knowledge Base article describing the issue and its resolution, if available.

Article ID	Description *(Listed in order by core feature and sub-feature)*
Address Book	
TIA05808	Address Book field created in Field Maintenance appears in Form Designer as dropdown or single-line character.
TIA05809	New tab/section created in Address Book Field Maintenance doesn't appear on issue page.
Automated Workflow	
TIA05812	Eligible Voter whose User ID contains uppercase letters isn't listed as voter in Change Management - General Information of issue.
Issue Creation	
TIA05810	Image pasted from clipboard is not immediately removed by pressing Ctrl+Z hotkey.
TIA05816	Not possible to paste images into Description field when accessing FootPrints on a Mac.
Issue Edit	
TIA05817	All teams may not be assigned when assigning an agent who is member of common teams.
Workspace Administration	
TIA05813	Empty space to the right of Date and Date Time fields on Issue page when 4 or more columns are set for issue page.
TIA05814	Cannot move excluded Address Book field which was dragged and dropped from Palette without first publishing form.
TIA05839	Agent with role property set to access statuses page also has access to Form Designer
Reporting	
TIA05811	Renaming field used for filtering in Executive Dashboard Statistics or Watchlist Widget may cause "Logi Debugger Trace Report" error.
Searching	
TIA05807	Searching title field with international characters in search criteria does not return results.
System Administration	
TIA05815	Not possible to create a new Workspace in language other than English when FootPrints uses Oracle database.