



BMC FootPrints Service Core Upgrading Guide

Version 11.6

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Upgrading BMC FootPrints Service Core

Preparing for Upgrade

The information below will help guide you through your upgrade to version 11.6.

Upgrade key: An upgrade key is required to do your upgrade. It can be found on the main upgrade page.

Backing up your current BMC FootPrints Service Core

Always back up your current BMC FootPrints Service Core product(s) before you upgrade to a new version.

1. Back up the BMC FootPrints Service Core application directory on the web server (i.e., C:\FootPrints or wherever you installed BMC FootPrints Service Core) to tape or another disk.
2. Back up the BMC FootPrints Service Core database (Microsoft SQL Server, Postgres, etc.)

IMPORTANT NOTE

BMC FootPrints Service Core recommends that you back up these directories on a daily or weekly basis.

- Any changes you have made directly to the BMC FootPrints Service Core Perl code will not be saved when you have performed the upgrade. It is your responsibility to back up these changes and then re-integrate them in the BMC FootPrints Service Core 11.6 code. You cannot simply copy the saved files back into the BMC FootPrints Service Core directory, as BMC Software has made changes to these files for the new release as well. You must manually re-integrate your changes into the latest Perl files. BMC FootPrints Service Core takes no responsibility for modifications to the Perl code that have been made by the customer.
- Modifications made through MRlocalDefs variables provided by BMC FootPrints Service Core should continue to work in release 11.6 with no additional modifications, unless you have been notified otherwise. However, BMC Software does not guarantee these variables will work in this release as they are not officially supported.
- Users must not access BMC FootPrints Service Core while it is being upgraded. Make sure that no one is logged in to BMC FootPrints Service Core while you are performing the upgrade. We recommend that you temporarily pause the web server.

Upgrading

To Upgrade:

Windows

1. For All Windows versions, be sure to download the correct version of the upgrade for your platform and database.
2. To install the upgrade, double-click the upgrade file and then follow the on-screen instructions.

Unix and Linux

1. For Unix and Linux versions, you must run the “update.pl” script.

Read the README.update file in your release first to see what exact steps are needed.

For example:

- To upgrade the Solaris MySQL version:
 - fpscinstSUNMYSQL1160.tar.Z – Solaris version
- To update:
 - uncompress fpscinstSUNMYSQL1160.tar.Z
 - tar xvf fpscinstSUNMYSQL1160.tar
 - cd fpscinstSUNMYSQL
 - ./update.pl
- To upgrade the Linux MySQL version
 - fpscinstLINUXMYSQL1160.tar.Z – Linux version
- To update:
 - tar xzvf fpscinstLINUXMYSQL1160.tar.Z
 - cd fpscinstLINUXMYSQL
 - ./update.pl

Configuring after Upgrade

Modifying a Preexisting CMDB to Use Financial Asset Management Fields in Version 11.6

See our [Knowledge Base article](#) for detailed information.

Field Headers Display

Because certain Field Headers are anticipated to behave differently between versions 10 and 11, if the upgrade to v11.6 detects that a given installation of BMC FootPrints Service Core was using Field Headers, the following broadcast message is sent to all administrators of that BMC FootPrints Service Core instance the first time they log in to v11.6. The message alerts them to the fact that Field Headers were detected and it is possible the Field Headers in their workspace are not behaving as they did previously:

```
"During the upgrade, BMC FootPrints Service Core detected the use of
"HTML/Text Field Headers" in one or more Workspaces. Prior to the
upgrade it was possible for the content of these Field Headers to span
the entire width of the form, but after the upgrade any such Field
Headers will conform to only span the width of the Field that the header
was associated with. This could cause Field Header text to wrap across
several lines, for example, rather than appearing as one long line
spanning several fields."
```

To Revert to the Pre-upgrade Display for Field Headers:

If you preferred the pre-upgrade handling of the Field Header content and want the display to revert to the pre-upgrade state, then it is recommended that you follow these steps:

1. Inspect your **Issue form** immediately to find the **Field Headers** you would like to modify.
2. From **Administration | Workspace**, visit the new **Form Designer**.
3. Find and edit the **Field** that contained the **Field Header**.

4. From the **field properties** panel, copy the content of the **Field Header** that was migrated to the field's **Help Text And Instructions**, then remove the content and save the Field with a blank header.
5. Drag and drop the new **Custom HTML field type** onto the form where the desired content should appear.
6. Paste the previously copied content into the properties panel of the newly added **Custom HTML field**.
7. Adjust the column width and text mode of the **Custom HTML field** until the desired appearance is achieved.