

Moving FootPrints 11.x for Windows SQL to FootPrints 11.x for Windows SQL using Management Studio

Last Updated: 01/23/14

:

PREREQUISITES:

- **PREPARATION:**

It is highly advisable to read through this entire document at least once **before** beginning the process. Doing so will provide a better understanding of the process, and will allow for any questions or steps that need clarification to be answered by FootPrints Technical Support.

- **TESTING:**

It is strongly recommended to perform the following steps on a test server to minimize downtime on the production server in case there are issues. Testing should be run for a few days to ensure data integrity. If this test is ignored, data integrity cannot be guaranteed.

- **CREDENTIALS:**

Administrator access to currently used and new FootPrints servers as well as “sa” level access to the SQL server currently used to store FootPrints data and a new SQL server (if applicable). When opening a command prompt on the server, to perform the tasks below, ensure the command prompt is opened as an Administrator (i.e. “run as Administrator”).

- **CONNECTIVITY:**

Be advised before performing this migration that any Dynamic SQL Field Mapper or Dynamic SQL Address Book connections that were configured on the existing install of FootPrints will not work on the new FootPrints install **UNLESS** the databases the connections point to are accessible from the new FootPrints server and a DSN is created for their use. Contact FootPrints Technical Support for additional information.

IMPORTANT NOTES:

- This document is to be used for moving from FootPrints version 11.x (up to and including sub-releases such as 11.6.01) on Windows using SQL Server to FootPrints 11.x (up to and including sub-releases such as 11.6.01) on Windows using SQL Server only. Do not move FootPrints to an earlier version or sub-release than the version currently being used. Contact Numara Support if documentation for other versions is needed.
- These instructions assume FootPrints is installed to C:\Footprints on the server FootPrints is being moved **from and to**. Please use the correct path for your FootPrints installation when running the various commands listed in the instructions if FootPrints is installed in a location other than C:\Footprints.
- For the purposes of this procedure, “**old**” server refers to the server FootPrints currently runs on and “**new**” server refers to the server FootPrints is to be migrated to, which may be using the same database server FootPrints currently uses (**SECTION 1**) or a new SQL server for the FootPrints database (**SECTION 2**).
- No one should try to access FootPrints while performing these steps. It is highly recommended to either pause or stop the web site that FootPrints uses while the migration is in progress. Failure to do so may cause data corruption.
- When installing FootPrints on Windows, the installation must be run directly at the server, not through Terminal Services unless the session is started in “Console mode” or “Admin Mode” (using the “mstsc /console” command if initiating the remote session FROM Windows 2003, Windows XP SP2 or prior

and "mstsc /admin" if initiating the remote session FROM Windows XP SP3 or later, Vista, Windows 7, or Windows Server 2008). See the following Microsoft article for additional information on the use of "mstsc" - <http://support.microsoft.com/kb/947723>.

- If you are in need of assistance while performing these steps, please call our technical support department at 1-800-836-2326 (toll free in the US & Canada) or 1-813-977-6774. Technical Support is available between the hours of 8am-8pm Eastern, Monday through Friday for basic questions and advice regarding the migration. If this conversion/migration require
- s Numara to perform the steps for you, hourly charges will apply with a four (4) hour minimum.
- **WARNING regarding migration to a "test" environment:** If the purpose of this migration is to create a "test" environment for testing changes in the production environment or FootPrints upgrades, etc., while the production environment is still in place, do not restart the "Footprints Schedule Service" and "Footprints Watch Service" on the **new** server. Doing so will cause the following problems (this list is not to be considered all-inclusive, but are the most common problems that will occur):
 - Incoming email to FootPrints for creation or update of tickets will be processed on the "wrong" system if the same incoming email address is configured on both systems. For example, if an email address of helpdesk@mycompany.com is configured in two separate installs of FootPrints at the same time, a user's reply to an email intended to update a ticket in production may create or update a ticket in the test environment instead.
 - Notifications for normal ticket creation and update will be sent to contacts, assigned agents, etc.
 - Escalations would run on a ticket that is now also on the "test" server and send out mail messages to recipients along with the one which was sent for the same ticket from production, which could cause confusion among recipients.
 - Auto-run reports will be sent from both systems, causing confusion among recipients.

If it is absolutely essential to test with the Footprints Schedule Service and Footprints Watch Service running in the test environment, use COMPLETELY separate email accounts than those that are used in production for both incoming email and recipients of outgoing messages (for escalations, auto-run reports, etc).

- **WARNING regarding migration to a new production environment:** DO NOT restart the "Footprints Schedule Service" and "Footprints Watch Service" on the **old** server once the migration of FootPrints to the **new** server has been completed. Doing so will introduce the same problems as listed above for creating a test environment. Once the migration to the **new** server has been completed, the install of FootPrints on the **old** server must be removed.

SECTION 1: If you are ONLY moving the FootPrints software (but NOT the database), follow these steps. If you're moving BOTH the FootPrints software AND the database, then skip to SECTION 2.

1. Back up your current FootPrints settings and database before proceeding. To backup the settings, simply make a copy of your entire FootPrints folder (i.e. C:\FootPrints). **For instructions on backing up the SQL database, refer to the Backup and Disaster Recovery section in Chapter 10: Database Administration of the FootPrints online help or contact your database administrator.**
2. Install the latest version of FootPrints 11.x (latest sub-release) for Windows SQL (please download from <http://support.numarasoftware.com/support/MyFootprints.asp>) to a **new** server. If installing FootPrints to a 64bit server, then please be sure to download and install the 64bit version of FootPrints for SQL Server. Likewise, if the server is a 32bit server, download and install the 32bit version.
 - a. During the installation, when asked for the name of the SQL server, be sure to enter the hostname or IP address of the existing SQL server.

NOTE: Be advised, the FootPrints version 11.x installation program will check the existing SQL server to determine if a database named “Footprints” already exists. If a database by that name does exist, the installation program will create a new database called “Footprints_2”. Likewise, if a database named “Footprints_2” exists, a new database called “Footprints_3” will be created, etc. Additionally, if a SQL login named “FP” is found by the installation program, a new login named “FP_2” will be created. “FP_3” would be created if “FP_2” already exists, etc. Steps exist below (Be sure to follow) to point the install of FootPrints on the **new** server back to the original Footprints database, which is currently being used by the install of FootPrints on the **old** server.

- b. Enter the ID and password of the SQL Administrator for the SQL server as instructed. The default password is set to blank (i.e. no password) for some versions of SQL. The SQL dba should be contacted to obtain the correct sa password, if it is not known.

An additional option of the FootPrints 9.5 and later installation wizard allows for specifying an account other than “sa”. This account will need to have the same level of privileges as the “sa” account in order to successfully create the Footprints database, tables and a user named “FP” (or “FP_2”, etc) on the SQL server.

The FootPrints 9.5 and later installation wizard also allows for using Windows Authentication, however as of this date, there is a Known Issue regarding that functionality if the SQL server is in Windows Authentication mode. View KB article TIA04557 for further details at <http://support.numarasoftware.com/support/articles.asp?ID=4683&mode=detail>

Do not be concerned about licensing the new install of FootPrints at this point. This will be addressed later in the process.

After installation, reboot the **new** FootPrints server.

3. Stop the FootPrints Schedule Service and FootPrints Watch Service services on both the **old** and **new** FootPrints servers (under Start -> Administrative Tools -> Services).
4. In IIS, pause or stop the website FootPrints uses on both the **old** and **new** FootPrints servers.
5. Now the project configurations, the system level configurations and users and Attachments must be copied over to a temporary folder on the **new** server for “post-transfer maintenance” prior to moving them into their respective locations on the **new** server. The folders that contain this data and configurations are:
 - C:\Footprints\db (project configurations with the dumped data in .xml files)
 - C:\Footprints\etc (system level configurations and users)
 - C:\Footprints\Attachments (Attachments for issues/tickets) **+++ NOTE: The actual location of Attachments is defined at “Administration | System | File Attachments” - “Change Attachments Directory Location”. By default, this location is in the “base install folder” (i.e. C:\Footprints), unless previously changed by a FootPrints System Administrator.**
 - Additionally, the folder for Security Logging (enabled at “Administration | System | Logs” – “Security/Query Logging”) in FootPrints may need to be copied to the new server. If a C:\Footprints\etc\SecurityLogging.txt file exists on the **old** server, open that file in a text editor such as notepad. Look for a line similar to the following:

LOGDIR: 'C:\Footprints\Security'

Be sure to copy the folder specified at the “LOGDIR” setting to the temporary folder on the **new** server in addition to the db, etc and Attachments folder.

- a. Create a temporary folder on the **new** server named C:\tmpFPfiles so “post-transfer maintenance” can be performed on the data. **NOTE: If this step is omitted, or done improperly, the migration of FootPrints stands a great chance of failing.**
- b. Next, copy (recursively) the C:\Footprints\db, C:\Footprints\etc and C:\Footprints\Attachments and the Security Logging folder (if necessary) from the **old** server to the C:\tmpFPfiles folder on the **new** server.
- c. If FootPrints on the **new** server was installed to a different path than your original install (on the **old** server), change the paths to the FootPrints project and Address Book folders in a few files in the C:\tmpFPfiles\etc folder.
 - **MRprojects** - Each line in this file has a specific format. Lines in the file will look similar to the following:

1:C:\FootPrints\db\MASTER1:Help Desk:0:0:0:jsmith@yourcompany.com:0:0:0:3:1

 For example, if FootPrints on the **new** server is installed to D:\fpnew, change each of the lines in the MRprojects file to reflect the path to FootPrints on the **new** server

1:D:\fpnew\db\MASTER1:HelpDesk:0:0:0:jsmith@yourcompany.com:0:0:0:3:1
 - **ABlist.txt** - Each line in this file has a specific format. Lines in the file will look similar to the following:

1:C:\FootPrints\db\ABMASTER1:Help Desk Contacts::

 Change each of the lines in the ABlist.txt file to reflect the path to FootPrints on the **new** server

1:D:\fpnew\db\ABMASTER1:Help Desk Contacts::
- d. In the etc folder of the temporary folder (C:\tmpFPfiles), remove the following files (one or more of the files may not exist):
 - License
 - MRMultiIncoming
 - imap.txt
 - URLroot
 - AttachmentsRoot
 - V60toV65completed.txt
 - V65toV66completed.txt
 - wizardtemplates (this is a subfolder of the etc folder)
- e. In each of the db\MASTERx\MR folders of the temporary folder, the following files need to be removed (one or more of the files may not exist):
 - MR.db
 - MRNUMBER
- f. When steps a-e above are complete, the db, etc and Attachments folders and the Security Logging folder (if necessary) must be copied recursively from the C:\tmpFPfiles folder to the C:\Footprints (or other “base install” location if different), overwriting the db, etc and Attachments folders of the install on the **new** server.
- g. Open a command prompt on the **new** server to the C:\Footprints\cgi folder and run the MRchangePermissions.pl script to properly set needed permissions for IIS to be able to run FootPrints. The command to run is:

C:\Footprints\bin\perl\bin\perl MRchangePermissions.pl

6. Once the steps above have been successfully completed, steps will need to be taken to re-integrate the original Footprints database that was in place before the installation of FootPrints 11.x was performed on the **new** FootPrints server, which created a new database named "Footprints_2" and/or a new SQL login named "FP_2", etc.

NOTE: Be advised before performing steps 6.a.vi and 6.a.vii below (for specifying the FP login and FP01012006u password), if an alternative SQL login and/or password was being used for the SQL login the Footprints System DSN on the **old** FootPrints server uses, the C:\Footprints\cgi\MRlocalDefs file on the **old** FootPrints server should be reviewed for the existence of the following variables:

\$ALTERNATE_ODBC_USER = "alternateSQLloginname"; (where *alternateSQLloginname* represents the actual login name of a SQL login other than the default of "FP" – if this variable does not exist, it is assumed the default login "FP" is used)

\$ALTERNATE_ODBC_PW = "alternateDBpassword"; (where *alternateDBpassword* is an alternate password OR the default password of "FP01012006u" for the SQL login - the *ALTERNATE_ODBC_PW* variable always exists and is set to either an alternate or the default password)

If an alternate SQL login or alternate DB password is used per the 2 variables in the MRlocalDefs file on the **old** Footprints server, these should be used when configuring the Footprints System DSN and specifying the login ID and password per steps 6.a.vi and 6.a.vii below.

- a. Change the Footprints System DSN on the **new** server to use the previously existing database named "Footprints" and SQL login named "FP" (or alternate):
 - i. On the FootPrints server, Select "Start -> **Administrative Tools -> Data Sources (ODBC)**"
 - ii. In the "ODBC **Data Source Administrator**" window, select the "**System DSN**" tab.
 - iii. Select the "Footprints" Data Source and press the "**Configure...**" button.
 - iv. In the "**Which SQL Server do you want to connect to?**" field, provide the name of the SQL server currently used for FootPrints data and press "**Next >**".
 - v. Ensure "**With SQL Server authentication using a login ID and password entered by the user**" is selected, and the checkbox for "**Connect to SQL Server to obtain default settings for the additional configuration options**" is selected.
 - vi. Type "FP" in the "**Login ID:**" field.
 - vii. Provide the password for the "FP" account ("FP01012006u" by default)
 - viii. press "**Next >**".
 - ix. If necessary, check the box labeled "**Change the default database to:**" and select the "Footprints" database.
 - x. press "**Next >**".
 - xi. press "**Finish >**".

A new window should appear providing the details of the connection.

- xii. Press "**Test Data Source**". A message with the following text should appear:

Microsoft SQL Server ODBC Driver Version 03.86.3959

Running connectivity tests...

Attempting connection

Connection established

Verifying option settings
Disconnecting from server

TESTS COMPLETED SUCCESSFULLY!

- xiii. Press the **OK** button.
- xiv. Press the **OK** button on the window that provides details of the connection and contains the "**Test Data Source**" button.
- xv. Press the "**OK**" button on the main "**ODBC Data Source Administrator**" window.

If any errors are encountered in reconfiguring the ODBC Data Source to connect to the currently used/existing SQL server, re-check steps and/or contact Numara Technical Support for assistance.

- b. Edit the C:\Footprints\cgi\MRlocalDefs file on the **new** FootPrints server to ensure it contains the correct database connection information.
 - i. Make a backup copy of the C:\Footprints\cgi\MRlocalDefs file on the **new** FootPrints server.
 - ii. Open the MRlocalDefs file in a text editor such as notepad or Wordpad.
 - iii. Locate the following line in the MRlocalDefs file (this line would only be found if the "FP_2" or other SQL login was created by the FootPrints version 11.x installation wizard as mentioned in the **NOTE** in step 2.a above)

\$ALTERNATE_ODBC_USER = "FP_2";

- iv. Change "FP_2" to the SQL login name currently used for the FootPrints database, which was specified in step 6.a.vi (typing in Login ID when configuring the Footprints System DSN).

If the line does not exist, it is not necessary to enter it if the default SQL login name of "FP" will be used for connectivity between the FootPrints application and database, and "FP" was specified in step 6.a.vi for the System DSN's Login ID.

Add the **\$ALTERNATE_ODBC_USER = "alternateSQLloginname";** line to the MRlocalDefs file if it does not exist AND an SQL login name OTHER THAN the default of "FP" was specified in step 6.a.vi for the System DSN's Login ID. Ensure the line ends with the semi-colon (;) character.

- v. Save the file when done editing.

- 7. If migrating from a 32bit install of FootPrints to a 64bit version of FootPrints, rebuild the C:\Footprints\etc\MRChecksumList.storable file using the following steps:

- a. Delete the existing C:\Footprints\etc\MRChecksumList.storable file on the **new** server.
- b. Open a command prompt and cd to C:\Footprints\cgi
- c. Set the CMI variable to the location of FootPrints (if not already set from having run the scripts in the previous step):

```
set CMI=C:\Footprints
```

- d. Run the following command:

```
C:\Footprints\bin\perl\bin\perl MRRunChecksum.pl
```

(It may take a minute or so for the script to run. Once complete the C:\Footprints\etc\MRChecksumList.storable should be recreated)

8. On the **new** server, remove the C:\Footprints\etc\newInstall file.
9. In IIS, start the website FootPrints uses on the **new FootPrints server only**.
10. A FootPrints System Administrator must now log in with their user ID and password that worked on the original system. You will be prompted to enter a new License. Get a license for the **new** server's install of FootPrints by following the on-screen instructions for licensing. If you need your permanent license, please call Numara Support at 1-800-836-2326 (toll free in the US & Canada) or 1-813-977-6774. If you are calling between the hours of 8pm – 8AM Eastern Monday through Friday, or on the weekend, you can get an "Emergency" License from this address:

<http://support.numarasoftware.com/support/MyFootprints.asp>

Install the license and click 'GO' which will bring you to a FootPrints homepage.

11. **When all the above is complete, DO NOT perform the steps in SECTION 2. Proceed to "POST-MIGRATION TASKS" at the end of the document.**

SECTION 2: If you are moving BOTH the FootPrints software AND the SQL database, then follow these steps:

1. Back up your current FootPrints settings and database before proceeding. To backup the settings, simply make a copy of your entire FootPrints folder (i.e. C:\FootPrints). **For instructions on backing up the SQL database, refer to the Backup and Disaster Recovery section in Chapter 10: Database Administration of the FootPrints online help or contact your database administrator.**
2. Install the latest version FootPrints 11.x (latest sub-release) for Windows SQL (please download from <http://support.numarasoftware.com/support/MyFootprints.asp>) to a **new** server. If installing FootPrints to a 64bit server, then please be sure to download and install the 64bit version of FootPrints for SQL Server. Likewise, if the server is a 32bit server, download and install the 32bit version.
 - a. During the installation, when asked for the name of the SQL server, be sure to enter the hostname or IP address of the **new** SQL server to be used.
 - b. Enter the ID and password of the SQL Administrator for the SQL server as instructed. The default password is set to blank (i.e. no password) for some versions of SQL. The SQL dba should be contacted to obtain the correct sa password, if it is not known.

An additional option of the FootPrints 9.5 and later installation wizard allows for specifying an account other than "sa". This account will need to have the same level of privileges as the "sa" account in order to successfully create the Footprints database, tables and a user named "FP" on the SQL server.

The FootPrints 9.5 and later installation wizard also allows for using Windows Authentication, however as of this date, there is a Known Issue regarding that functionality if the SQL server is in Windows Authentication mode. View KB article TIA04557 for further details at <http://support.numarasoftware.com/support/articles.asp?ID=4683&mode=detail>

Do not be concerned about licensing the new install of FootPrints at this point. This will be addressed later in the process.

After installation, reboot the server.

3. Stop the FootPrints Schedule Service and FootPrints Watch Service services on **both the old and new FootPrints servers** (under Start -> Administrative Tools -> Services).
4. In IIS, pause or stop the website FootPrints uses on **both the old and new FootPrints servers**.
5. Now the project configurations, the system level configurations and users and Attachments must be copied over to a temporary folder on the **new** server for “post-transfer maintenance” prior to moving them into their respective locations on the **new** server. The folders that contain this data and configurations are:

- C:\Footprints\db (project configurations with the dumped data in .xml files)
- C:\Footprints\etc (system level configurations and users)
- C:\Footprints\Attachments (Attachments for issues/tickets) **+++ NOTE: The actual location of Attachments is defined at “Administration | System | File Attachments” - “Change Attachments Directory Location”. By default, this location is in the “base install folder” (i.e. C:\Footprints), unless previously changed by a FootPrints System Administrator.**
- Additionally, the folder for Security Logging (enabled at “Administration | System | Logs” – “Security/Query Logging”) in FootPrints may need to be copied to the new server. If a C:\Footprints\etc\SecurityLogging.txt file exists on the **old** server, open that file in a text editor such as notepad. Look for a line similar to the following:

LOGDIR: 'C:\Footprints\Security'

Be sure to copy the folder specified at the “LOGDIR” setting to the temporary folder on the **new** server in addition to the db, etc and Attachments folder.

- a. Create a temporary folder on the **new** server named C:\tmpFPfiles so “post-transfer maintenance” can be performed on the data. **NOTE: If this step is omitted, or done improperly, the migration of FootPrints stands a great chance of failing.**
- b. Next, copy (recursively) the C:\Footprints\db, C:\Footprints\etc and C:\Footprints\Attachments and the Security Logging folder (if necessary) from the **old** server to the C:\tmpFPfiles folder on the **new** server.
- c. If FootPrints on the **new** server was installed to a different path than your original install (on the **old** server), change the paths to the FootPrints project and Address Book folders in a few files in the C:\tmpFPfiles\etc folder.
 - **MRprojects** - Each line in this file has a specific format. Lines in the file will look similar to the following:

1:C:\FootPrints\db\MASTER1:Help Desk:0:0:0:jsmith@yourcompany.com:0:0:0:3:1

For example, if FootPrints on the **new** server is installed to D:\fpnew, change each of the lines in the MRprojects file to reflect the path to FootPrints on the **new** server

1:D:\fpnew\db\MASTER1:HelpDesk:0:0:0:jsmith@yourcompany.com:0:0:0:3:1

- **ABlist.txt** - Each line in this file has a specific format. Lines in the file will look similar to the following:

1:C:\FootPrints\db\ABMASTER1:Help Desk Contacts::

Change each of the lines in the ABlist.txt file to reflect the path to FootPrints on the **new** server

1:D:\fpnew\db\ABMASTER1:Help Desk Contacts::

- d. In the etc folder of the temporary folder (C:\tmpFPfiles), remove the following files (one or more of the files may not exist):
 - License
 - MRMultiIncoming
 - imap.txt
 - URLroot
 - AttachmentsRoot
 - V60toV65completed.txt
 - V65toV66completed.txt
 - wizardtemplates (this is a subfolder of the etc folder)
- e. In each of the db\MASTERx\MR folders of the temporary folder, the following files need to be removed (one or more of the files may not exist):
 - MR.db
 - MRNUMBER
 - fulltext_enabled.txt
 - alldescriptions_enabled.txt
- f. When steps a-e above are complete, the db, etc and Attachments and the Security Logging folder (if necessary) folders must be copied recursively from the C:\tmpFPfiles folder to the C:\Footprints (or other "base install" location if different), overwriting the db, etc and Attachments folders of the install on the **new** server.
- g. Open a command prompt on the **new** server to the C:\Footprints\cgi folder and run the MRchangePermissions.pl script to properly set needed permissions for IIS to be able to run FootPrints. The command to run is:

```
C:\Footprints\bin\perl\bin\perl MRchangePermissions.pl
```

7. Before performing the next step, which is to backup and restore the database, open the Microsoft SQL Server Management Studio on the **new** SQL server and drop all the tables from the Footprints database (but do not delete the **new** Footprints database itself) which was created by installing Footprints on the **new** server. Performing this step should allow the restore of the database to proceed without failure.
8. The database must now be backed up and restored. The backup that was performed in Step 1 above is a sufficient backup if it was performed correctly then.
 - a. Open up Microsoft SQL Server Management Studio
 - b. Connect to the SQL Server where the original Footprints database exists.
 - c. Expand **Server Name -> Databases -> Footprints**
 - d. Right click Footprints
 - i. Select Tasks
 - ii. Now select backups
 - e. Select *FULL backup* and choose a location to hold this backup.
 - i. The default name will be footprints.bak.
 - ii. For example:

```
C:\Program Files\Microsoft SQL Server\MSSQL.1\MSSQL\Backup\footprints.bak
```

- f. Press the OK button to begin the backup.
- g. Copy footprints.bak to the New SQL server.
- h. Connect to the new target SQL Server using the existing Microsoft SQL Server Management Studio console.
- i. Expand **Server Name -> Databases**
- j. Right click **Databases** and select **Restore Database**.
- k. In the Restore Database window, do the following:
 - i. Enter **Footprints** in the "To database" field
 - ii. Click on the radio button for "From Device".
 - iii. Click on the **square button** on the right.
 - iv. Click the "**Add**" button and select the location/path to the footprints.bak file.
 - v. Click **OK**
- l. Execute the restore by clicking **OK**.
- m. After the restore completes, select **New Query** on the left side of the top toolbar. This will open up a notepad-like interface tab.
- n. In this area, type in the following:

use Footprints
EXEC sp_addlogin 'FP', 'FP01012006u', 'Footprints'
EXEC sp_changedbowner FP

NOTE: If you changed the password ('FP01012006u') to something else, you must reflect this change in the Footprints\cgi\MRlocalDefs file with the **\$ALTERNATE_ODBC_PW = "FP01012006u"**; variable. Only on Windows versions of FootPrints after 7.0d3, will the password be **FP01012006u** as mentioned above. Otherwise the default password was 'FP'.

Select the **red** exclamation mark/Execute button from the upper toolbar.

9. Now, database indexes must be rebuilt using the MRCreateFullTextIndexes.pl script.

Open a command prompt and cd to the C:\Footprints\cgi directory. Type the following to execute the script:

```
C:\Footprints\bin\perl\bin\perl MRCreateFullTextIndexes.pl ALL
```

This will rebuild the indexes for all projects in FootPrints.

10. If migrating from a 32bit install of FootPrints to a 64bit version of FootPrints, rebuild the C:\Footprints\etc\MRChecksumList.storable file using the following steps:
 - a. Delete the existing C:\Footprints\etc\MRChecksumList.storable file on the **new** server.
 - b. Open a command prompt and cd to C:\Footprints\cgi
 - c. Set the CMI variable to the location of FootPrints (if not already set from having run the scripts in the previous step):
 - d. Run the following command:

```
C:\Footprints\bin\perl\bin\perl MRRunChecksum.pl
```

(It may take a minute or so for the script to run. Once complete the C:\Footprints\etc\MRCchecksumList.storable should be recreated)

11. On the **new** server, remove the C:\Footprints\etc\newInstall file.
12. In IIS, start the website FootPrints uses on the **new FootPrints server only**.
13. A FootPrints System Administrator must now log in with their user ID and password that worked on the original system. You will be prompted to enter a new License. Get a license for the **new** server's install of FootPrints by following the on-screen instructions for licensing. If you need your permanent license, please call Numara Support at 1-800-836-2326 (toll free in the US & Canada) or 1-813-977-6774. If you are calling between the hours of 8pm – 8AM Eastern Monday through Friday, or on the weekend, you can get an "Emergency" License from this address:

<http://support.numarasoftware.com/support/MyFootprints.asp>

Install the license and click 'GO' which will bring you to a FootPrints homepage.

14. Proceed to the "POST-MIGRATION TASKS" below:

POST-MIGRATION TASKS:

You will now need to:

- After the license is entered, you should see your custom settings, fields, and existing data. Make sure the number of tickets on the new server matches that of the old server for each workspace.
- Access "**Administration | System | System Preferences**". In the "Miscellaneous Options" section at the top of the page, set the "FootPrints Base URL" to the fully qualified domain name (FQDN) of the FootPrints server, or to the URL that most users will be using to access the FootPrints website. For example: <http://helpdesk.mycompany.com> - (Do not include the "/footprints" at the end of the FootPrints Base URL).
 - Setting the URL correctly during initial setup of FootPrints, especially after a migration will help prevent later problems with the URL being wrong for the "Click here to view Issue in Browser" link in FootPrints emails, as well as the URL that is used to submit Surveys (when using a separate project for surveys).
 - Although the "FootPrints Base URL" may be set to the FQDN of the FootPrints server, this does NOT prevent users from accessing the FootPrints website via the IP address or hostname (such as <http://helpdesk>). If users will be accessing FootPrints from outside the organization's network, it is recommended to use the FQDN or IP address of the FootPrints server, to ensure the "Click here to view Issue in Browser" link and surveys will work correctly.
 - If the FootPrints website is to use Secure http (SSL), be sure to begin the FootPrints Base URL using "https" (i.e. <https://helpdesk.mycompany.com>).
 - Be sure to save the "System Preferences" page when done editing the FootPrints Base URL.
- Access "**Administration | Workspace | Mail Preferences**" for each workspace.
 - Press the "Configure Email Notification Templates" button near the top of the page. This will present a grid showing the different fields/attributes that can be sent in emails from FootPrints.
 - On the row labeled "Link to Details Page", click the "pencil" icon in each of the 4 columns (for Assignee, Customer, CC, Wireless/Pager). A window will pop up showing the link.

- Ensure the URL contains the address for the website for the **new** FootPrints server. In most cases, this will be the same address as was set for the FootPrints Base URL as mentioned above, but with “/MRcgi/MRlogin.pl” at the end (i.e. <http://helpdesk.mycompany.com/MRcgi/MRlogin.pl>). This is the URL used in the “Click Here to View Issue in Browser” link in standard FootPrints notification emails.
 - If the “Link to Details Page” URL for any of the 4 columns had been modified when FootPrints was installed on the **old** server, the **old** server’s address will most likely be seen in the pop up after pressing the “pencil” icon as the configuration file where the URL is stored was copied from the **old** server to the **new** server.
 - If no previous modifications had been made, the FootPrints Base URL address is used to provide the “server portion” of the “Link to Details Page” URL.
 - Be sure to press the “Save” buttons in the pop up window and at the bottom of the “Configure Email Notification Templates” grid when edits of the URLs are complete.
- Access “**Administration | Workspace | Escalations**” for each workspace.
 - Press the “Configure Escalation Email” link at the bottom of the list of escalations.
 - For each escalation template listed in the dropdown field, edit the template.
 - Press the “pencil” icon next to the “Link to Details Page” setting.
 - Ensure the URL contains the address for the website for the **new** FootPrints server. In most cases, this will be the same address as was set for the FootPrints Base URL as mentioned above, but with “/MRcgi/MRlogin.pl” at the end (i.e. <http://helpdesk.mycompany.com/MRcgi/MRlogin.pl>). This is the URL used in the “Click Here to View Issue in Browser” link in FootPrints escalation emails.
 - If the “Link to Details Page” URL for any of the escalation templates had been modified when FootPrints was installed on the **old** server, the **old** server’s address will most likely be seen in the pop up after pressing the “pencil” icon as the configuration file where the URL is stored was copied from the **old** server to the **new** server.
 - If no previous modifications had been made, the FootPrints Base URL address is used to provide the “server portion” of the “Link to Details Page” URL.
 - Be sure to save changes.
 - Access “**Administration | Workspace | Surveys**” of each workspace. If Surveys are enabled for the workspace (evidenced by the checkbox labeled “**Enable Surveys for this workspace**” being checked at the top of the survey configuration screen), save the configuration by scrolling to the bottom of the page, entering your password and pressing the “**Save**” button.
 - Reconfigure any System DSNs for Dynamic SQL Field Mapper, Dynamic SQL Address Book (if module was purchased), or CMDB import (if CMDB module was purchased) connections for any workspace, address book or CMDB that may use them.
 - Reconfigure the incoming Email settings for each workspace. (note the warnings in “IMPORTANT NOTES” regarding using the same mail accounts in 2 installs of FootPrints).
 - Edit and re-save (without making changes) each of the escalations and/or Change Management Processes and Phases for all workspaces. The only changes that may need to be made to escalations or CM Phases is under the following situations:
 - Escalations or Change Management phases exist that use “External Actions” to run a command, script or program where the path to Footprints is specified **AND** the path to the install location of FootPrints changed between the **old** and **new** servers. An example of one such command in an escalation may be:


```
C:\Footprints\bin\perl\bin\perl C:\Footprints\bin\mrSetField.pl
          %%MRID%% "Start Date" "%%CURRENTDATETIME%%" %%PROJID%%
```
 - In the example command above, the command would need to be edited to change the command from:


```
C:\Footprints\bin\perl\bin\perl C:\Footprints\bin\mrSetField.pl %%MRID%% "Start Date"
          "%%CURRENTDATETIME%%" %%PROJID%%
```

to

```
D:\fpnew\bin\perl\bin\perl.exe D:\fpnew\bin\mrSetField.pl %%MRID%% "Start Date"  
"%%CURRENTDATETIME%%" %%PROJID%%
```

- A quick way to tell if External actions are used in escalations for a given workspace is to access “**Administration | Workspace | Escalations**” and click the link at the bottom right of the escalation list titled “Summary of all Escalations”. This will pop up a window with the configuration and actions of each escalation. Under “Escalation Actions” – “Workflow”, there will be an entry for “External Program”. If the path to the External Program references the Footprints path, the escalation will need to be edited and the command and path changed appropriately to the correct path of FootPrints on the **new** server.
- For External Actions on Change Management Phases, check “**Administration | Workspace | Change Management**”. Press the Summary button at the top of the page. A window will pop up displaying a summary of Processes and Phases. Any phase that is configured to run an External Program/Action will have the words “External Action” displayed.
- Ensure new tickets can be created, and existing tickets can be edited without error.
- For any projects that use the Customer Service Portal (enabled under “**Administration | Workspace | Customer Options**”), save the settings on this page to recreate the .html file listed in the “Entry Point” URL in the C:\footprints\html folder on the **new** server.
- Upload any custom logos that may have been displayed on pages of the **old** install of FootPrints.
- If custom color schemes for workspaces or the system do not appear to match that of the **old** install of FootPrints, reconfigure these on the **new** server’s install. **NOTE:** Default color schemes changed from some older to newer versions of FootPrints.
- After reviewing the above steps to make sure they were properly completed, start the FootPrints Schedule and FootPrints Watch services on the **new** FootPrints server (**ONLY**) (under Start -> Administrative Tools -> Services).

This completes the migration process. If any problems are encountered, contact Numara FootPrints Technical Support.