

BMC FootPrints Service Core: Migration Tools Overview

As you plan your BMC FootPrints Service Core version 12 implementation you need to understand all of the options and tools available to aid in the migration process. To ensure a satisfactory migration experience, BMC has developed a series of tools designed to help you decide which migration path is best for your organization including which data and configurations to migrate as well as what support you may require.

MIGRATION TOOLS

There are three migration tools that you will need whether migrating data, configurations or both. These tools support version 11.6 installations.

Migration Advisor

The Migration Advisor can be obtained by contacting Technical Support. This tool analyzes existing 11.6 installations and creates a customized project plan providing steps to complete before using the other migration tools. The report will provide you data critical in determining what you may choose to migrate. Some of the things the report will detail include what will migrate as is, what will migrate with changes and what will not migrate at this time as well as the time to migrate and the disk space required.

Export Tool

The Export tool does what the name suggests exporting selected configurations and data from v11.6 to an XML format.

Import Tool

The Import tool imports the selected configuration and data from an XML format into a v12.1 installation.

*The Migration Advisor and the Export Tool are read only making this a risk-free process. No changes will be made to your production environment at any time.

MIGRATION SUPPORT

- BMC Assisted Migration Operations (AMIGOS) Program (offered through BMC Support Services)
- BMC Consulting Services
- BMC Certified Partners



The screenshot shows a report titled "BMC FootPrints Service Core 12.1.0 Migration Advisor Analysis Report". It includes a "Migration Overview" section with a disclaimer, a "Migration Plan" section with a flow diagram, and a list of issues found with migration. The flow diagram shows the following steps: "Things to Do Before Migration", "Back Up the FootPrints 11 Application Server", "Restore the FootPrints 11 Backup to the FootPrints 12 Application Server", "Things to Do After Migration", and "FootPrints 12 is in production". The list of issues includes: "Issues Found with Migration of Your Instance", "Known Issues for All Migrations", "Configuration Settings and Data Items Not Yet Migrated by the Migration Tool", and "Functionality Discontinued in FootPrints 12".

Migration Advisor report provides information critical in determining your migration readiness state.

WHAT CAN BE MIGRATED?*

When considering what to migrate, understanding what the tool can migrate will be helpful. Here are some of the most common items that you are likely to consider migrating.

Workspaces

- Fields
- Forms
- Notification rules
- Email templates
- User roles
- Teams
- Tickets
- Quick issue templates
- Work schedule
- Email preferences
- Billing rate
- Time tracking
- Auto assignment
- Auto field
- Escalations
- SQL field mapper

Address Books

- Contacts
- Fields
- External AB configuration
- Master contact record
- Master contact key/organization filed
- Master contacts/organizational units

System Configurations

- Authentication
- Users
- Email configuration
- Password reset
- Asset core integration
- Instant talk

*This is not an exhaustive list of what can be migrated with the Migration Tools. Please review your Migration Advisor report for information specific to your implementation.

ADDITIONAL RESOURCES

There are a number of resources available providing information about FootPrints Service Core version 12 and the migration process.

- [BMC FootPrints Service Core web page](#) on www.bmc.com
- [BMC Communities – FootPrints Service Core](#)
- At-a-Glance: Planning your Migration to FootPrints Service Core version 12 datasheet

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