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**FootPrints**  
**11.6.10.001**

**Release Notes**



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## FootPrints Release Notes 11.6.10.001

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

The following release notes include information on FootPrints 11.6.10.001. Several [defects](#) have been addressed.

**Notes:**

1. For FootPrints 11.6.08 and later, support for Oracle 10g and Oracle 11.1 is no longer available. If you want to upgrade to FootPrints 11.6.08 or later, you must have Oracle 11.2 or later. For more information, see the [Support Article](#).
2. The versions for supported platforms on which FootPrints can be used have changed. For more information, see the [Support Article](#).
3. To upgrade to FootPrints version 11.6.10.001, you must enter 862778 as the update key.

### Defects addressed

The following defects have been addressed in FootPrints 11.6.10.001:

<b>Core Feature</b>	<b>Description</b>	<b>PM ID</b>
<b>Escalation</b>	For a workspace, if service level agreement (SLA) was configured based on an Address Book field and a Time-Based escalation sent notifications, the MRpromote.pl file failed to run.	29793
<b>Change Management</b>	Change Management reminder notifications were not sent.	29792
<b>Database</b>	If you use FootPrints with the application and database on different servers, and you enabled FastCGI, a database error message was displayed.	29789
<b>Online Help</b>	Incorrect information about the ability to delete the database for a workspace was included in the documentation.	29780

## FootPrints Release Notes 11.6.10

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

The following release notes include information on FootPrints 11.6.10. Several [defects](#) have been addressed.

### Notes:

4. For FootPrints 11.6.08 and later, support for Oracle 10g and Oracle 11.1 is no longer available. If you want to upgrade to FootPrints 11.6.08 or later, you must have Oracle 11.2 or later. For more information, see the [Support Article](#).
5. The versions for supported platforms on which FootPrints can be used have changed. For more information, see the [Support Article](#).
6. To upgrade to FootPrints version 11.6.10, you must enter 862778 as the update key.

### What's new

FootPrints 11.6.10 primarily focuses on defect corrections. Before you upgrade to version 11.6.10, note the following key changes:

- **Updated version of Perl and related libraries:** This release uses and includes the BMC compiled Perl version 5.24.1 instead of ActiveState Perl 5.10.0 used with earlier versions. This BMC compiled Perl version provides security enhancements.
- **Updated version of server side JAVA and Tomcat for Windows installs:** This release includes an upgraded Java version 8u112 and Tomcat version 8.5.8 for better security and stability for the Executive Dashboard and all reporting charts and graphs.
- **Search and Report configuration now stored in the database:** Previously all search and report configuration were stored in text files and the upgrade moved all that information to database tables. This release provides an enhanced stability, better management, and better performance for searching and reporting.
- **Windows 2016 support:** This release provides an official support for the Windows 2016 platform for the FootPrints server.
- **Other performance and security improvements**

**Note:** FootPrints version 11.6.10 includes major changes. BMC recommends that you first upgrade your test environment.

### Defects addressed

The following defects have been addressed in FootPrints 11.6.10:

<i>Core Feature</i>	<i>Description</i>	<i>PM ID</i>
<b>Performance</b>	Saved reports and searches are stored without impacting application performance.	16141
<b>General</b>	If you submit a ballot via an email message, the ballot was not counted.	28263
<b>Email</b>	If you replaced an existing attachment in the notification email of a ticket, and you saved a ticket, the notification email was sent without the attachment.	28273

<b>Reporting</b>	When you ran a Turn-Around Time report with the <b>Graphical</b> option enabled, the chart did not display bars to cover the time period and an error message was displayed at the end of the report.	28289
<b>General</b>	When the <b>Auto Assign on create only</b> and <b>Unassign existing Assignee list before adding new Assignees</b> options were enabled for Auto Assignment for a workspace, if you edit a ticket by using a Web API and don't specify an assignee, the existing assignees were removed.	28313
<b>Configuration Management</b>	If you edited an existing CMDB automation to create a new one, the settings of the new automation replaced the existing CMDB automation.	28317
<b>Searching</b>	When you searched for data, sometimes a FootPrints FastCGI error message was displayed.	28339
<b>General</b>	If you had a large number of users in FootPrints, when you tried to add a user email address to the <b>CC</b> field of an email notification for a ticket, an error message was displayed.	28344 29671
<b>Issues</b>	Sometimes, when you saved a ticket, a CGI error message was displayed.	28351
<b>Configuration Management</b>	If you created a saved search using the CI types that had relationships, when you opened the new saved search and clicked the <b>CI Types</b> tab, the following error message was displayed: Uncaught TypeError current_rel.unshift is not a function.	28354
<b>SLA</b>	When you tried to configure a Service Level Agreement (SLA), the Service Level Management page showed only the page headers. The rest of the page was displayed as a blank white screen.	28355
<b>Field Automation</b>	If you created a new survey project and switched to a language other than English, when you opened a new survey, the questions were not displayed.	28438
<b>Field Automation</b>	When you added a customer as an approver, the customer received a notification but the details link was broken. This issue occurred when you created a change management process with a phase that used a custom field named <b>Approver</b> and included the LINK TO DETAILS variable in the email notification.	29165
<b>Knowledge Base</b>	Sometimes, when you tried to use the Advanced Search, an error message was displayed.	29256
<b>Dashboard</b>	When you used local encoding in FootPrints instead of the default language, unknown characters were displayed in the widgets.	29583
<b>File Attachments</b>	An attached file was not sent via outgoing email message under the following conditions: <ul style="list-style-type: none"> <li>You edited an issue that contained an attachment.</li> <li>The attachment file name contained an ampersand (&amp;).</li> <li>You selected the <b>Attach to mail</b> check box.</li> </ul>	29588

<b>Issues</b>	Sometimes, when you tried to edit an issue, the following error message was displayed: <i>Error retrieving session data.</i>	29590
<b>Install/Upgrade</b>	SQL Server Installer failed on new cumulative updates of SQL Server.	29595
<b>Issues</b>	The new YUI libraries caused a JavaScript error.	29597
<b>CRM Bridge</b>	When you searched for the end user name Nike by using the search string <b>%nike%</b> , the search did not respond and did not update the CRM. However, if you used <b>NIKE CORPORATE</b> as the search keyword, the CRM was updated immediately.	29598
<b>Database</b>	Multiple identical indexes were created for DataMart Tables, specifically the MASTERX_IssueActivityFact table.	29600
<b>Security</b>	When you logged in to the FootPrints application, an SQL injection error occurred on the <b>User</b> field before the authentication.	29602
<b>Reporting</b>	If the report contained the contact data that did not exist in the address book, the <b>First Call Resolution</b> report generated an error message.	29604
<b>Migration</b>	When migrating the workspaces, after loading the data, when you tried to run the MRupdateFieldHistory.pl script, the following error message was displayed: <i>A non-numeric character was found where a numeric was expected.</i>	29606
<b>Address Book</b>	The <b>CC</b> field user name validation was case sensitive.	29611
<b>Email</b>	If the file names in an email attachment contained a Nordic character, the attachments were not saved to the ticket.	29614
<b>Security</b>	The Stored Cross-Site Scripting (XSS) script allowed user's input to be integrated with client-side application code in an unsafe manner via HTML injection.	29617
<b>Form Builder</b>	Sometimes, when you tried to edit fields in the Form Builder, you received an error message.	29618
<b>Database</b>	If you selected the <b>No count</b> check box on the FootPrints database Server connections, created a ticket, and tried to save it, the ticket was not saved and the ticket stopped responding.	29619
<b>Teams</b>	When the team availability was set with the <b>Dynamically assign based on round-robin rule</b> setting enabled, the personal appointments of agents were not respected.	29620
<b>Form Builder</b>	If you created a survey workspace from template and edited the questions in the survey, when you opened the Form Builder, the changes to the questions were not saved.	29621

<b>Executive Dashboard</b>	The <b>Executive Dashboard</b> did not open on first attempt and required two-three clicks to open.	29622
<b>Searching</b>	When using <b>Advanced Search</b> , if you included a search keyword between double quotes (" "), the keyword criteria was ignored. The results were returned based on the other criteria specified in the <b>Advanced Search</b> .	29626
<b>Reporting</b>	When generating reports, if you selected a few users from the <b>Assigned to</b> list and did not select the <b>Not Assigned</b> option, the generated report showed unassigned users.	29627
<b>User Permissions</b>	The Role Properties page took a long time to open.	29628
<b>Install/Upgrade</b>	When installing FootPrints, in the update installer for Windows, the script name contained an error.	29629
<b>Form Builder</b>	After you upgraded from version 10.02.00 to version 11.6.09, when you tried to use the Form Designer, the following error message was displayed: <i>CGI Carp Caught an Error</i> <i>Error: at lib/FBConverter.pm line 4651.</i>	29632
<b>Escalation</b>	While creating an escalation, if you selected the <b>Send single-issue notification mail</b> option and populated the recipient list with more than 100 email addresses, when you tried to edit the recipient list, a 404-error message was displayed.	29635
<b>System Administrator</b>	If you deleted a user from a workspace that is different from the one you were currently working on, tried to access the tickets reassignment page, your current workspace switched to the one from which you deleted a user.	29636
<b>Issues</b>	When you used FootPrints version 11.6.09 on the Google Chrome browser, if you used the <b>CTRL + arrow</b> keys to move the cursor one word at a time in the <b>Description</b> field of a ticket, the shortcut keys skipped the first word in the second line.	29637
<b>Address Book</b>	If you generated a survey notification from a ticket, used the notification to record, and saved the survey, when you reviewed the survey, the description was appended with the following data: <i>dl=ENGLISH dpr=3</i>	29639
<b>Searching</b>	If you removed the <code>&lt;br /&gt;</code> tag from the <code>mrallDescriptions</code> string, the concatenation of words and made it difficult to find some words using index.	29640
<b>Reporting</b>	If you scheduled a Shared report from Auto Run Reports, the report name was not displayed in the <b>Currently Scheduled reports</b> section.	29642

<b>File Attachments</b>	When you created a file with a name containing a German umlaut character (like ä,ü,ö), you could not download the file by using Microsoft Internet Explorer.	29644
<b>Fields</b>	Random loss of data was observed in rich text multi-line character fields.	29645
<b>Performance</b>	If you had a large number of users, the Create/Edit issues page took more than 30 seconds to open.	29646
<b>Email</b>	When using the corporate Lotus Notes email client, sometimes, the incoming mail containing attachments with long names were not displayed.	29647
<b>Calendar</b>	When creating a new appointment, if you added individual users and members of a team as invitees, the team members were not displayed as having an appointment in the <b>Availability</b> view.	29651
<b>Address Book</b>	When you create an Active Directory user as a Supervisor or a Manager, if you create an issue and click the <b>Supervisor/Manager</b> link in <b>Contact Details</b> , a blank page is displayed instead of showing the manager's details.	29654, 29744
<b>Issues</b>	When you tried to edit the Master issue, the Master Ticket page did not load correctly and an error message was displayed.	29656
<b>Form Builder</b>	When you published a form in version 11.6.09, it displayed <i>createDefaultRolePermissions</i> error message.	29657
<b>Dynamic Field Mapper</b>	When you configured the Dynamic SQL Field Mapper, saved it, and then created a new ticket, the <b>Title</b> field was removed from the Issue page and Form Designer in that workspace and every other workspace that shared that address book.	29660
<b>Customer Survey</b>	If you edited a default survey question, made it mandatory by selecting the <b>Make this question mandatory check box</b> , and saved, when you viewed the Survey Response file, the mandatory question was neither shown as mandatory nor highlighted in red color.	29661
<b>Security</b>	The <b>jquery.js</b> JavaScript file included a vulnerable version of the library 'jquery' that made the Online Help file vulnerable to security issues.	29665
<b>Reporting</b>	When you tried to schedule a shared cross workspace report for Auto Run, the report name was not listed in the <b>Report</b> column of the <b>Scheduled Reports</b> list. The email was sent as scheduled, but when you clicked the email attachment, an error message was displayed.	29670
<b>Email</b>	If you had a large number of users in FootPrints, when you added a user to the <b>CC</b> field of a ticket and clicked the <b>Go</b> button, a JavaScript error message was displayed.	29671
<b>XML</b>	When you tried to assign a user in the edit mode using Web Services, the agent was not assigned to that issue.	29674

<b>Email</b>	When you created a ticket via email using the <b>Assignees= CC</b> variable without specifying an email address, the ticket was created without an error. However, if you used the ticket to create a report, the date fields in the report contained a colon (:).	29677
<b>Issues</b>	When you had a large number of tickets and ticket fields in the system, the Ticket create and edit pages took a long time to load.	29681
<b>Issues</b>	If you added a new mandatory drop-down field to an Address Book associated with a Survey workspace, when you submitted a survey, it caused a JavaScript error.	29686
<b>Configuration Management</b>	When you entered search keywords in the <b>Quick Search</b> field of the CMDB dialog box and pressed the <b>Enter</b> key or clicked <b>Search</b> , the following error message was displayed: <i>"This shouldn't ever happen!"</i>	29691
<b>General</b>	If you enabled FastCGI, you received HTTP 500 error messages.	29694
<b>Preventative Maintenance</b>	Sometimes, the Preventive Maintenance templates were not displayed.	29696
<b>Issues</b>	If you had a large number of tickets and ticket fields in the system, the create and edit pages of a ticket took a long time to open.	29698
<b>Preventative Maintenance</b>	After you created a ticket, if you removed time or date from the <b>Linked Date/Time</b> field, the Preventative Maintenance schedule was also removed.	29704
<b>General</b>	The nine-digit license code that usually appears on the License Management page in FootPrints System Administration was not visible.	29707
<b>Customer Service Portal</b>	If a customer closed an issue, when an agent viewed the ticket, although there was a value in the <b>SLA Due Date</b> field, the value was not displayed.	29712
<b>Escalation</b>	When you used a Work Schedule from the Workspace calendar to determine if the tickets were unedited for a specific time, the time-based escalation <b>Close Resolved Tickets</b> did not run.	29713
<b>Executive Dashboard</b>	A script was needed to prevent full and incremental Data Mart load when Data Mart was not required to load for newly created workspaces.	29715
<b>Security</b>	The use of HTTP_HOST header might have caused a security vulnerability.	29720
<b>Security</b>	Use of the MRhomepage.pl script might have caused a security vulnerability.	29724
<b>Security</b>	Use of the MRstatistical_page.pl script might have caused a security vulnerability.	29725

<b>Security</b>	The FootPrints application allowed the input coming from the Host or X-Forwarded-Host request headers as part of the response without proper validation. This might have caused a security vulnerability.	29726
<b>General</b>	The session inactivity timeout was too long and needed to be reduced.	29727
<b>Security</b>	A few fields were vulnerable to the Cross-Site Scripting (XSS) attacks.	29728
<b>Security</b>	The My Preferences page was found to be vulnerable to the Cross-Site Scripting (XSS) attacks. Specifically, a user could put a XSS input parameters in the following fields: <ul style="list-style-type: none"> <li>• <b>Primary Email Address</b></li> <li>• <b>Pager Email Address</b></li> <li>• <b>Wireless Email Address</b></li> </ul>	29729
<b>Issues</b>	If you entered a line separator in a multiline character field of ticket, saved the ticket, and opened it again for editing, the ticket page appeared dimmed and a loading dialog box was displayed.	29730
<b>Security</b>	The Knowledge Base Search was vulnerable to the Cross-Site Scripting (XSS) attacks.	29731
<b>Database</b>	When a user ran the <b>DROP INDEX</b> command in Oracle using the <b>ONLINE</b> parameter, errors were displayed each time the command ran.	29735
<b>Issues</b>	When you added a URL to a Custom HTML field that contained a built-in field variable (%%MRID%%), the <b>MRID</b> field was displayed in the <b>Edit</b> mode but not in the <b>Details</b> mode.	29736
<b>Security</b>	Security vulnerability was found for MReEntrance.pl and mrLogin.pl as the application accepted Body Parameters in a query.	29742
<b>Security</b>	Security vulnerability was reported for mrchangePass.pl (password change).	29743

## FootPrints Release Notes 11.6.09

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

The following release notes include information on FootPrints 11.6.09. Several [defects](#) have been addressed.

### Notes:

7. For FootPrints 11.6.08 and later, support for Oracle 10g and Oracle 11.1 is no longer available. If you want to upgrade to FootPrints 11.6.08 or later, you must have Oracle 11.2 or later. For more information, see the [Support Article](#).
8. The versions for supported platforms on which FootPrints can be used have changed. For more information, see the [Support Article](#).

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

- What's New in FootPrints 11.6
- System Requirements for FootPrints 11.6

### Installation Guides

- FootPrints Installation Guide 11.6
- FootPrints Upgrade Instructions 11.6

### Administrator Guides

- FootPrints Administrator's Guide 11.6
- FootPrints Reference Guide 11.6
- FootPrints Data Model 11.6
- FootPrints Data Model 11.6 (PDF)

### Product Guides

- FootPrints User Guide 11.6
- FootPrints Change Management Guide 11.6
- FootPrints Mobile Guide 11.6
- FootPrints Configuration Management Guide 11.6

### Defects Addressed

The following defects have been addressed in FootPrints 11.6.09:

<b>Core Feature</b>	<b>Description</b>	<b>PM ID</b>
<b>Active Directory</b>	In Active Directory password reset, entries were case sensitive. If users tried to log on by using any other variation of their user name, they received a "User not registered" and "Primary Key violation" error message. For example, if a user was registered as JDoe, they could not log on to the system by using variations such as jdoe, JDOE, or jDoe.	10864

<b>Asset Management</b>	If the availability of the <b>Asset Core</b> field was configured based on the <b>Status</b> field, a JavaScript error occurred.	10873
<b>Business Process Templates</b>	When you tried to delete an attachment from a Quick Issue Template, the attachment was not deleted, and an Invalid Script Parameter error message was displayed.	IP-00004737
<b>Business Rules</b>	If the <b>Re-escalate Issue</b> option was selected, when you created a new escalation, it was assigned an ID that belonged to an old, previously deleted escalation.	10317
<b>Change Management</b>	If the change management debugger was enabled and a user voted for approval by using an email message, an error message about the FP::ChangeManage::WriteLog being invalid was displayed.	IP-00004068
	If a change manager process was created by an agent, although the criteria were met, the escalations did not occur when the issues were approved or disapproved.	1660
	When a customer tried to approve a record, a <b>Requires voting but you are not eligible to vote</b> message was incorrectly displayed under the following conditions: <ul style="list-style-type: none"> <li>• A customer user ID contained a nonalphanumeric character such as a period (.) or hyphen (-)</li> <li>• A configured change manager phase required the submitter as an approver</li> </ul>	10385
<b>CMDB</b>	If an agent with read-only permission to Configuration Management Database (CMDB) deleted a configuration item (CI) linked to a ticket, the link reappeared when the ticket was opened again.	IP-00002897
	If you selected the <b>Last Edit Date/Time</b> attribute to define criteria for the CMDB automation, the result was undefined.	10647
	You could not link a CI to tickets on the first attempt. However, the CI was linked successfully when you tried again.	10629
	If multiple CI types were added to the <b>Toolbar</b> tab in the <b>Miscellaneous</b> options, when you deleted any of that CI type and navigated to the <b>Miscellaneous</b> options page, the page did not load and a Common Gateway Interface (CGI) error message was displayed.	9147
	When one of the relationships of a CI that was linked to multiple CIs was deleted, all records in the <b>CMDB Relations</b> table were updated.	10729
	Users with read-only access to the CMDB could create, edit, and delete a CI relationship.	10401
	If you used an external address book, CMDB automation did not send email messages to contacts linked to CIs.	10790

	When you tried to create a CMDB in FootPrints, a CGI error message was displayed.	10824
<b>Database</b>	While the system was building full text indexes, a database error message was displayed.	10817
<b>Email Management</b>	If you used the <b>Insert Variable</b> option while configuring the email addresses to which single-issue notifications for approvals must be sent, the email messages were sent to <%%variable field name%%> instead of the email address added to that field. This issue occurred if the field name contained a space.	IP-00002639
	If the email debugger was enabled and email messages that contained an attachment were sent or received, system performance was affected.	9604
	Using an email message, if you tried to assign an issue to an agent who was a member of a team, the issue was assigned to both the team and the agent individually.	9720
	If you used Office 365 to manage your incoming email messages, you received IMAP error messages intermittently.	10807
	When the text of an incoming message was copied to the <b>Description</b> field of an issue, the <STYLE> and <SPAN> tags were removed from the signature, and unformatted text was displayed.	8693
<b>Fields</b>	If the <b>Rich Text Editor</b> setting was disabled, when you edited the <b>Description</b> field of a ticket, the changes were not updated and the entry was not created for the history of the record. However, if you edited any other field along with the <b>Description</b> field, the changes were updated and an entry was also created for the history of the record.	28312
	If you configured a <b>Service Level</b> field as an <b>Address Book</b> field, you could not close a global issue, and a database error message was displayed.	10560
	If the options in the <b>Title</b> field of an issue contained an apostrophe ('), the number of apostrophes displayed in the options was doubled.	10745
	If the <b>Issue Information</b> section of a form contained a dependent field in the layout, when you viewed the issue in Details mode, the fields on subsequent lines appeared distorted.	10423
	While editing an issue, if you added an email address beginning with two consecutive occurrences of the letter "s" to the <b>cc</b> field, the email address was truncated.	10759
	Status names that contained parenthesis ( ) caused the advanced field permissions not to retain the selected options for <b>Internal-Optional Address Book</b> fields.	10875

<b>Form Designer</b>	While configuring fields in a form, when you attempted to add a single-line character field and set its length, the end limit selection option was missing.	28288
	If the value of the <b>Submission Tracking</b> field for a ticket contained a space, the value for that field was not displayed on the Homepage.  For example, for all tickets with <b>Cell Phone</b> as the value of the <b>Submission Tracking</b> field, the <b>Submission Tracking</b> column did not display any values on the Homepage.	9252
	If you used a custom status as the <b>Resolved</b> status to close subtasks, the master task was not closed.  For example, you created a custom status “ <b>Closed</b> ” and used it to resolve subtasks, the master task was not closed.	10646
	If you used FootPrints on Microsoft Internet Explorer, you could not view the field dependencies in the Form Designer for user names that contained a period (.).	10293
	The <b>Interface Style</b> selection for the <b>Contact Information</b> section for one of the workspaces was not retained under the following conditions: <ul style="list-style-type: none"> <li>• If you had two workspaces with the same address book</li> <li>• If you renamed the <b>Contact Information</b> section</li> </ul>	10126
	If you changed the singular and plural names for the <b>Description</b> field, the changes were not reflected in the <b>Preview Form</b> option before you published the form.	9718
<b>Homepage</b>	In the <b>Total</b> component of a workspace dashboard (workspace B), the total number of active records of another workspace (workspace A) was incorrectly displayed under the following conditions: <ul style="list-style-type: none"> <li>• A custom status was used as the <b>Active</b> status by records in the workspace (workspace A)</li> <li>• Records with the custom status were created after the <b>Total</b> component was added to the workspace (workspace B)</li> </ul>	6381
<b>Integration</b>	Connection issues occurred between the FootPrints and the BMC Client Management (previously known as BMC FootPrints Asset Core) systems.	10689
<b>Interface</b>	Agent names in the <b>Supervisor</b> field ( <b>Administration &gt; System &gt; User Management</b> ) were not sorted in an alphabetical order.	2784

<b>Issues</b>	In the Assignee lookup window for a record, agents were sorted by user ID instead of by user name. Also, during sorting, the capitalized letter of a <b>User ID</b> was given precedence over alphabetical order.	10379
	Sometimes, because of the AttachmentRules.lck error, you could not create or edit tickets. This issue occurred intermittently.	10785
	If you used FootPrints in the Spanish language and the <b>Auto-Check Availability</b> option ( <b>Administration &gt; Workspaces &gt; Calendar and Scheduling</b> ) was enabled, you could not save an issue after you tried to assign it to an agent.	6968
	Although the <b>Quick Edit</b> option was enabled, when you tried to edit the description of a ticket, the Quick Edit page did not open.	10805
	If you printed an issue that contained only a few lines from the Details page, it was printed on two pages instead of one, with the second page as blank. This issue occurred only if you used FootPrints on the Internet Explorer browser.	10725
	If the Primary Key was not in the PK_ form, the full text index for issues was not created.	10894
	If the master task contained dependent fields, after you created and saved a subtask manually, the field values from the master task were not populated.	10925
<b>Knowledge Base</b>	After upgrading to FootPrints version 11.6.08, if you attempted to perform a search in the knowledge base, an error message was displayed.	IP-00003115
<b>Miscellaneous</b>	After you archived a workspace that contained an address book, the index for the MASTERXXX_ABDATA table was not completed.	10639
	Although the uploaded image for the <b>Logo in search frame</b> option was the recommended size, after the import, the image appeared distorted compared to the original.	10438
	If you had a large number of tickets and you rebuilt the Oracle Full Text indexes, the operation was not completed and a time out message was displayed.	10820
<b>Permissions</b>	If you used the <b>System</b> menu to modify role properties to change the field permissions for a user, a CGI error message was displayed. However, this error did not occur if you edited the role properties from the <b>Workspace</b> menu.	8146
	Although the <b>Can take issues that are assigned to their own team</b> option was enabled for an agent role, if that agent tried to take a ticket that was assigned to another team member, the <b>Taking</b> option was unavailable in the <b>Actions</b> menu.	10645

<b>Reports</b>	When you ran the Flashboard query, a database 203 error message was displayed. This issue occurred because the query run on the <b>mrField</b> referenced a blank field.	IP-00002567
	If you added any of the following metrics as additional metrics to an existing report, the total number of tickets was incorrectly displayed in the report: <ul style="list-style-type: none"> <li>• Sum of Time Tracking (total time)</li> <li>• Average of Time Tracking</li> <li>• Subtotal by Assignees</li> <li>• Teams Assigned to a report</li> </ul>	IP-00003559
	Cross-workspace reports were not available for scheduling from the list of <b>Auto-Run</b> reports.	10504
	Although tickets were reopened and closed again after a Service Level Agreement (SLA) due date, in the <b>SLA Metric</b> report, they were incorrectly shown as achieved.	9788
	If a ticket contained multiple entries for the time it was worked on, the <b>Time Tracking</b> report export showed multiple rows of the same issue instead of a single record for the total time taken.	10544
	If a record was closed and reopened multiple times, the turnaround time in the <b>Time to Close</b> report was calculated incorrectly.	1466
	Although an agent was restricted from running large reports, they could still run shared, saved version of such reports.	9943
<b>Search</b>	As an agent, you could not sort the records in the <b>My Service Request</b> list view by the <b>Issue Number</b> column.	2421
	If you performed a wildcard search by using the percent symbol (%) in the <b>User ID</b> field on any of the <b>User Management</b> tabs, a <b>No Matches Found</b> message was displayed.	984
<b>Security</b>	SQL injection vulnerabilities in the calendar and cross-site scripting on the ticket pages occurred.	61566
<b>Survey</b>	While configuring a survey, although you had selected the <b>Include a question header</b> check box, the headers were not displayed above the questions in the survey form.	9134
<b>Upgrading</b>	While you were upgrading to a newer version of FootPrints, if your system was configured to use the <b>/usr/local/footprints-service-core/etc/MRDBPasswd</b> file and you attempted to verify the database connectivity, an error message was displayed before you could proceed with the upgrade process.	50908

## FootPrints Release Notes 11.6.08

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

The following release notes include information on FootPrints version 11.6.08. A number of [defects](#) have been addressed.

**Note:** For FootPrints 11.6.08 and later, support for Oracle 10g and Oracle 11.1 is no longer available. If you want to upgrade to FootPrints 11.6.08 or later, you must have Oracle 11.2 or later. For more information, see [Support Article](#).

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

- What's New in FootPrints 11.6
- System Requirements for FootPrints 11.6

### Installation Guides

- FootPrints Installation Guide 11.6
- FootPrints Upgrade Instructions 11.6

### Administrator Guides

- FootPrints Administrator's Guide 11.6
- FootPrints Reference Guide 11.6
- FootPrints Data Model 11.6
- FootPrints Data Model 11.6 (PDF)

### Product Guides

- FootPrints User Guide 11.6
- FootPrints Change Management Guide 11.6
- FootPrints Mobile Guide 11.6
- FootPrints Configuration Management Guide 11.6

## Defects Addressed

The following defects have been addressed in FootPrints 11.6.08. The list includes a description of the issue and a hyperlink to the Knowledge Base article containing additional information:

<b>Article ID</b>	<b>Description</b> <i>(Listed in order by core feature and sub-feature)</i>	<b>PM ID</b>
<b>Address Book</b>		
<a href="#">TIA08282</a>	"Invalid Script Parameter" error may occur when attempting to view a master contact record from the address book.	10113
<a href="#">TIA08285</a>	Auto Run report may not be sent at expected time.	10377
<b>Automated Workflow</b>		
<a href="#">TIA08184</a>	Unable to save Preventive Maintenance template if title field contains quote characters.	10524

<a href="#">TIA08196</a>	Issue appears on SLA Metrics report as Achieved when re-opened and closed after initial SLA achievement.	9788
<a href="#">TIA08246</a>	Read Only dependent field value set by customer via Quick Issue template is not retained after save.	10266
<a href="#">TIA07907</a>	Survey Notification email messages do not allow the translation of the "Complete Survey" link text.	10068
<b>BCM integration</b>		
<a href="#">TIA08280</a>	"Failed to connect to the Asset Core server" error may occur when attempting to search Assets from within issues.	10592
<b>Calendar</b>		
<a href="#">TIA08277</a>	Agent personal calendar appointments deleted for all workspaces when removed from one workspace or workspace is deleted of which the agent was a member.	9924
<b>CMDB</b>		
<a href="#">TIA08148</a>	Sorting by name of Saved Search is not possible in CMDB.	10468
<a href="#">TIA08167</a>	Using Tab key to navigate between attributes during CI creation may not be possible.	10519
<a href="#">TIA08226</a>	"Unable to save search!" error occurs when attempting to create saved CMDB search where datetime attribute uses relative criteria.	10354
<a href="#">TIA08281</a>	Invalid Field used in CI Name Format error occurs when attempting to add attribute with International character in CI Name Format.	10363
<b>Database - FP</b>		
<a href="#">TIA08211</a>	"Database Error 203" may occur searching Knowledge Base.	10477
<b>Flashboard</b>		
<a href="#">TIA08279</a>	Charts do not display in Flashboard if agent role does not allow viewing all issues in Workspace.	10392
<b>Form Designer</b>		
<a href="#">TIA08193</a>	Issue not created or edited via email when renamed status is specified in body of email.	10264
<a href="#">TIA08210</a>	Changed name for Title field not reflected on issue page.	10478
<b>Homepage</b>		
<a href="#">TIA08287</a>	Error may be entered in System Log if Workspace Totals Dashboard component fails to load.	10230

<b>Issue Creation</b>		
<a href="#">TIA08186</a>	CC cannot be added to issue if user id or email address contains two consecutive S or s characters.	10512
<a href="#">TIA08200</a>	Subtask sequencing does not occur when Closed status is renamed in Form Designer.	10420
<a href="#">TIA08245</a>	Read Only fields in dependency configuration are editable.	7796
<a href="#">TIA08268</a>	JavaScript error may occur when attempting to add CCs to an issue.	10591
<b>Issue Edit</b>		
<a href="#">TIA08165</a>	Team removed as Assignee after calendar appointment is edited.	9894
<a href="#">TIA08185</a>	Workspace level Quick Description does not insert text in Description field using Quick Edit from Cross Workspace Search results.	9113
<a href="#">TIA08225</a>	"502 - Web Server received an invalid response" error may occur when creating/editing or applying quick action on issues.	10464
<a href="#">TIA08283</a>	"Error: Wide character in subroutine entry" error may occur with lookup database using alternate collation.	10316
<a href="#">TIA08286</a>	Agent assigned as Individual Assignee and also added as Permanent CC is not retained after save of Issue.	10278
<a href="#">TIA08297</a>	Errors occur adding and removing CCs with email address from issues.	10548
<a href="#">TIA08298</a>	Team cannot be added as CC to an issue.	10578
<b>Languages</b>		
<a href="#">TIA07914</a>	Various text strings not translated to configured language.	7247
<b>Reports - FP</b>		
<a href="#">TIA08209</a>	"502 - Web Server received an invalid response" error may occur when running Metrics report.	10507
<b>System Administration</b>		
<a href="#">TIA08149</a>	URL beginning with https cannot be imported via csv to Web Site field.	10427
<a href="#">TIA08194</a>	Changed Product Name prevents CI Types Administration page from loading.	9884
<a href="#">TIA08195</a>	Append Error occurs when CC replies if "Only Associated Users" setting is used for Mail Preferences.	9817
<a href="#">TIA08202</a>	Error may appear in System Log for MRpromote.pl script when escalations run.	10300
<a href="#">TIA08267</a>	Error may occur when sending email to create or update issue for FootPrints on PostgreSQL database.	10600

**Workspace Administration**

<a href="#">TIA08166</a>	Hidden or Read Only Address Book field is shown when prompted for contact information during Global Issue subscription process.	9805
<a href="#">TIA08201</a>	A new Request Status can be created in Form Designer.	10506
<a href="#">TIA08278</a>	Attached Description File does not display content when opened from SLA Information link in issue.	10443
<a href="#">TIA08284</a>	Workspace File Attachment page does not allow sorting by size column.	10131
<a href="#">TIA08288</a>	Facebook Connector fails to get Access Token and loops with an error.	10180

**Known Issues**

There are no known issues for FootPrints 11.6.08.

## FootPrints Release Notes 11.6.07

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

The following release notes include information on FootPrints version 11.6.07. A number of [defects](#) have been addressed.

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

- What's New in FootPrints 11.6
- System Requirements for FootPrints 11.6

### Installation Guides

- FootPrints Installation Guide 11.6
- FootPrints Upgrade Instructions 11.6

### Administrator Guides

- FootPrints Administrator's Guide 11.6
- FootPrints Reference Guide 11.6
- FootPrints Data Model 11.6
- FootPrints Data Model 11.6 (PDF)

### Product Guides

- FootPrints User Guide 11.6
- FootPrints Change Management Guide 11.6
- FootPrints Mobile Guide 11.6
- FootPrints Configuration Management Guide 11.6

### Defects Addressed

The following defects have been addressed in FootPrints 11.6.07. The list includes a description of the issue and a hyperlink to the Knowledge Base article containing additional information:

<b>Article ID</b>	<b>Description</b> <i>(Listed in order by core feature and sub-feature)</i>	<b>PM ID</b>
<b>Address Book</b>		
<a href="#">TIA07911</a>	International characters are displayed improperly in listing of contacts when Dynamic SQL Address Book is used	9979
<a href="#">TIA07913</a>	Workspace Homepage displays after edit of an issue chosen from contact History list	2904
<b>Automated Workflow</b>		
<a href="#">TIA04836</a>	SQL error appears in auto-run report when report contains deleted Change Management issues.	1247

<b>Article ID</b>	<b>Description</b> <i>(Listed in order by core feature and sub-feature)</i>	<b>PM ID</b>
<a href="#">TIA07929</a>	Variable to disable urgent flag for escalation emails cannot be used workspace or system wide	4242
<a href="#">TIA07932</a>	Global issue unexpectedly enters Change Management process when created by escalation action	10115
<a href="#">TIA07946</a>	SupervisorFieldType: invalid argument error may occur in system log	10082
<b>Database - FP</b>		
<a href="#">TIA07923</a>	Error may occur when attempting to save issues with several/long multi-select field choices selected	9836
<b>Executive Dashboard</b>		
<a href="#">TIA08005</a>	Executive Dashboard reports may not be aligned	10078
<b>Form Designer</b>		
<a href="#">TIA08004</a>	Title renamed in Form Designer is not displayed correctly on issue page	10214
<b>Homepage</b>		
<a href="#">TIA07912</a>	Totals Dashboard component may generate error in System Log if FastCGI enabled	10060
<a href="#">TIA07924</a>	Quick Edit window may appear out of view	9834
<b>Issue Creation</b>		
<a href="#">TIA07918</a>	HTML tags displayed in broadcast message popup for Global Issues	9871
<b>Issue Edit</b>		
<a href="#">TIA07933</a>	Primary Key violation error may occur upon adding new assignee to issue	10166
<a href="#">TIA07937</a>	Unable to edit issue due to page being inactive/locked	10207
<a href="#">TIA08065</a>	Text pasted into Description field may appear out of order when copied from external source where Quick Description is used	1491
<b>Migration Tool</b>		
<a href="#">TIA07945</a>	Error may occur running RestoreFootPrints.pl	10221
<b>My Preferences</b>		
<a href="#">TIA06881</a>	Date-Time and user stamp of most recent Description changed when Automatic Spell Check and Edit Most Recent Description are enabled	6473

<b>Article ID</b>	<b>Description</b> <i>(Listed in order by core feature and sub-feature)</i>	<b>PM ID</b>
<b>Other Options</b>		
<a href="#">TIA07915</a>	"502 - Gateway error" occurs when configuring/editing Dynamic SQL Field Mapper if workspace has more than 50 user roles	9839
<a href="#">TIA08052</a>	False positive connection errors pertaining to mail connection	10287
<b>Reports - FP</b>		
<a href="#">TIA07908</a>	Metric report shows time spent for assigned agents who did not edit issue	3684
<a href="#">TIA07930</a>	Current Agent/Team Performance report does not return results if User ID of agent contains non-alphanumeric characters	8241
<a href="#">TIA07938</a>	Snapshot Historical report displays tickets created outside specified criteria	9909
<b>Workspace Administration</b>		
<a href="#">TIA07906</a>	left and right bracket symbols surrounding an email address prevent CC mails from being sent	10055
<a href="#">TIA07909</a>	404 error occurs attempting to associate agent preference template to role	10123
<a href="#">TIA07931</a>	Unique customer accounts listed in Shared account listing	10183
<a href="#">TIA08011</a>	Incorrect French translation for Change Management phase action of running Instant Escalation	9814

### Known Issues

There are no known issues for FootPrints 11.6.07.

## FootPrints Release Notes 11.6.06

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

The following release notes include information on FootPrints version 11.6.06. A number of [defects](#) have been addressed.

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

- What's New in FootPrints 11.6
- System Requirements for FootPrints 11.6

### Installation Guides

- FootPrints Installation Guide 11.6
- FootPrints Upgrade Instructions 11.6

### Administrator Guides

- FootPrints Administrator's Guide 11.6
- FootPrints Reference Guide 11.6
- FootPrints Data Model 11.6
- FootPrints Data Model 11.6 (PDF)

### Product Guides

- FootPrints User Guide 11.6
- FootPrints Change Management Guide 11.6
- FootPrints Mobile Guide 11.6
- FootPrints Configuration Management Guide 11.6

### Defects Addressed

The following defects have been addressed in FootPrints 11.6.06. The list includes a description of the issue and a hyperlink to the Knowledge Base article containing additional information:

<b>Article ID</b>	<b>Description</b> <i>(Listed in order by core feature and sub-feature)</i>	<b>PM ID</b>
<b>Address Book</b>		
<a href="#">TIA07854</a>	Database error 203 occurs when using a Dynamic SQL Address Book	9954
<a href="#">TIA07870</a>	"500 - Internal Server Error" occurs performing contact lookup from LDAP Address Book with FastCGI enabled	9874
<b>Asset Management</b>		
<a href="#">TIA07884</a>	No results are found when attempting to search for manufacturer via integration with SMS/SCCM 2012	8494

<b>Article ID</b>	<b>Description</b> <i>(Listed in order by core feature and sub-feature)</i>	<b>PM ID</b>
<b>Automated Workflow</b>		
<a href="#">TIA07859</a>	General Information in Change Manager section does not appear if Change Manager and History tabs are set to load expanded	9677
<b>CMDB</b>		
<a href="#">TIA07885</a>	CMDB sorting of columns is not possible	4511
<b>Executive Dashboard</b>		
<a href="#">TIA07853</a>	Executive Dashboard not usable after upgrade to Footprints 11.6.05	9978
<b>Form Designer</b>		
<a href="#">TIA07866</a>	Field with per-status Advanced Field Permissions is not writable when approving Knowledge Base articles	9461
<b>Home Page</b>		
<a href="#">TIA07868</a>	Database error 203 occurs when sorting keyword search results by field of type date time	7241
<a href="#">TIA07897</a>	404 error occurs upon pressing "Edit" in Descriptions popup from Homepage	9948
<b>Issue Creation</b>		
<a href="#">TIA07883</a>	Javascript error and FootPrints unresponsive when attempting to save issue if field name contains double quotes	9829
<a href="#">TIA07889</a>	Unable to create an issue using a Blackberry 10 device	10081
<b>Issue Edit</b>		
<a href="#">TIA07867</a>	Incorrect text in Description when multiple issues opened for edit and spell check runs with Internet Explorer	1851
<b>Other Options</b>		
<a href="#">TIA07858</a>	Ambiguous column name may occur when attempting keyword search after upgrade to FootPrints 11.6.05	9936

<b>Article ID</b>	<b>Description</b> <i>(Listed in order by core feature and sub-feature)</i>	<b>PM ID</b>
<b>System Administration</b>		
<a href="#">TIA07860</a>	Error occurs when attempting to archive or purge issues if Social Media features are enabled	9443
<b>Workspace Administration</b>		
<a href="#">TIA07869</a>	"type" error occurs when editing escalations if Form Designer is locked	9740
<a href="#">TIA07882</a>	Service Level related Date Time fields cannot be deleted from Form Designer after removing SLA configuration	9860

### Known Issues

There are no known issues for FootPrints 11.6.06.

## FootPrints Release Notes 11.6.05

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

The following release notes include information on FootPrints version 11.6.05. A number of [defects](#) have been addressed.

Visit the [Product Documentation Web page](#) for the following FootPrints 11.6 documentation:

- What's New in FootPrints 11.6
- System Requirements for FootPrints 11.6

### Installation Guides

- FootPrints Installation Guide 11.6
- FootPrints Upgrade Instructions 11.6

### Administrator Guides

- FootPrints Administrator's Guide 11.6
- FootPrints Reference Guide 11.6
- FootPrints Data Model 11.6
- FootPrints Data Model 11.6 (PDF)

### Product Guides

- FootPrints User Guide 11.6
- FootPrints Change Management Guide 11.6
- FootPrints Mobile Guide 11.6
- FootPrints Configuration Management Guide 11.6

## Defects Addressed

The following defects have been addressed in FootPrints 11.6.05. The list includes a description of the issue and a hyperlink to the Knowledge Base article containing additional information.

<b>Article ID</b>	<b>Description</b> <i>(Listed in order by core feature and sub-feature)</i>	<b>PM ID</b>
<b>Address Book</b>		
<a href="#">TIA07535</a>	Arabic characters of Address Book contact record not displayed correctly if imported from csv file	8444
<a href="#">TIA07665</a>	"Invalid Issue number" error occurs when single-line character Organizational field contains international characters	6872
<b>Automated Workflow</b>		
<a href="#">TIA07556</a>	Broadcast popup of Global Issue creation via Escalation contains wrong issue number	9260
<a href="#">TIA07670</a>	CM Ballot Link confirmation page does not translate special characters properly	7486
<a href="#">TIA07677</a>	Incorrect display of Subtask titles when workspace uses dropdown titles	9136

<b>Article ID</b>	<b>Description</b> <i>(Listed in order by core feature and sub-feature)</i>	<b>PM ID</b>
<b>BCM Integration</b>		
<a href="#">TIA07515</a>	Asset Core/BCM information lookup using IE fails to load/populate fields due to javascript error	8472
<b>Calendar</b>		
<a href="#">TIA07557</a>	"Error: The recurrence values are invalid!" error occurs during appointment creation with large amount of text in Description	9253
<a href="#">TIA07724</a>	"You are not allowed to view this appointment" message occurs when agent attempts to view appointment created by other agent"	9460
<b>CMDB</b>		
<a href="#">TIA07534</a>	notifications not sent to assignees from subtask created from Master Service Catalog template	7982
<a href="#">TIA07550</a>	CMDB searches do not appears after upgrade to 11.6.04 if default in Preferences is set to "None"	9402
<a href="#">TIA07672</a>	"Access Denied" error when attempting to link contact to CI of CMDB linked to multiple workspaces	6851
<a href="#">TIA07679</a>	Mixed content warnings occur in CMDB when FootPrints site uses secure http	7426
<b>Database</b>		
<a href="#">TIA07669</a>	MRCREATEFULLTEXTINDEXES.PL does not populate the MASTERX.MRALLDESCRIPTIONS column in FootPrints Service Core 11	6845
<b>Executive Dashboard</b>		
<a href="#">TIA07532</a>	Choices may not appear in Executive Dashboard filters when non-English language is used	9454
<a href="#">TIA07533</a>	Incremental datamart loads for Executive Dashboard may not complete successfully	9364
<a href="#">TIA07554</a>	Some field types of the Address Book not available for filtering in Executive Dashboard	7854
<a href="#">TIA07723</a>	International characters not displayed correctly in Executive Dashboard	9012

<b>Article ID</b>	<b>Description</b> <i>(Listed in order by core feature and sub-feature)</i>	<b>PM ID</b>
<b>Home Page</b>		
<a href="#">TIA07551</a>	Workspace Totals Dashboard component does not use changed words for Open and Closed statuses for remote workspace	6689
<a href="#">TIA07725</a>	Dashboard Component not viewable when configured to show Chart of Active Issues for custom field not accessible by User Role or field is deleted	9184
<b>Issue Creation</b>		
<a href="#">TIA07666</a>	Help Text and Instructions appear on service request page although related field has Hidden permissions	9437
<a href="#">TIA07668</a>	"HTTP Error 502.2" occurs when customer attempts to save request	9571
<a href="#">TIA07676</a>	values in wrong fields when issue that has field value of dot character is copied	9189
<a href="#">TIA07715</a>	Improper grammar used in warning message for integer only check when linking issues	9258
<b>Issue Edit</b>		
<a href="#">TIA07445</a>	Empty Real Number fields will not retain a zero value when editing existing issues	9231
<a href="#">TIA07499</a>	Common members of team not assigned when CM Phase replaces previous team assigned	9280
<a href="#">TIA07673</a>	spell check provides inappropriate words as suggested corrections	4736
<a href="#">TIA07674</a>	Multiple Line Character fields with Rich Text mode enabled cannot be resized	8810
<b>Knowledge Base</b>		
<a href="#">TIA07675</a>	Protocol and server/domain portion of URL to FootPrints ticket not sent in html message	9173
<b>Other Options</b>		
<a href="#">TIA07664</a>	Users with parentheses or square brackets in Display Name receive error when attempting to register for password reset	9505

<b>Article ID</b>	<b>Description</b> <i>(Listed in order by core feature and sub-feature)</i>	<b>PM ID</b>
<b>Reports</b>		
<a href="#">TIA07498</a>	Auto Run Reports send results as attached HTML file if Auto Run configuration is edited	9324
<a href="#">TIA07553</a>	Resolution Rate report uses last set Resolved status of issue to determine resolution time	9405
<a href="#">TIA07555</a>	Report exported to csv contains html tags for Description and multiline text field data	8288
<a href="#">TIA07660</a>	Day of week entries do not appear on configuration page for Auto Run reports scheduled for specific day	9581
<a href="#">TIA07661</a>	Saved Time Tracking Reports are not available to be Auto Run	9474
<a href="#">TIA07678</a>	Historical snapshot report displays deleted issues in status they were in prior to being deleted	9127
<a href="#">TIA07680</a>	Database Error 203 error occurs when selecting links in SLA report	9239
<b>Search</b>		
<a href="#">TIA07514</a>	Social Media Connectors Debugging does not record information	7186
<a href="#">TIA07558</a>	Database Error 203 may occur when performing keyword search	9190
<a href="#">TIA07662</a>	Renamed Open and Closed statuses not displayed in Status field of Advanced Search or Report configuration screen when non-English language is used	9498
<b>System Administration</b>		
<a href="#">TIA07583</a>	CGI Carp Error may occur when attempting to access License Page	9548
<a href="#">TIA07671</a>	Bad Name or password page displays international characters incorrectly	9233
<a href="#">TIA07716</a>	Version Control page does not list Files changed since last release/upgrade	7842
<b>Workspace Administration</b>		
<a href="#">TIA04555</a>	Portuguese characters not displayed correctly for Description keyword when outgoing mail is sent	197
<a href="#">TIA07429</a>	Edit Lock placed on Global Issue when Global Link is created	9159

<b>Article ID</b>	<b>Description</b> <i>(Listed in order by core feature and sub-feature)</i>	<b>PM ID</b>
<a href="#">TIA07552</a>	Large AutoField Configuration may cause AutoField Administration page to not fully load	9425
<a href="#">TIA07667</a>	Date Time field set for Link to Personal and Workspace has Personal selected upon edit of issue	9309

### **Known Issues**

There are no known issues for FootPrints Service Core 11.6.05.

## FootPrints Release Notes 11.6.04

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

The following release notes include information on FootPrints version 11.6.04. 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 FootPrints 11.6
- System Requirements for FootPrints 11.6

### Installation Guides

- FootPrints Installation Guide 11.6
- FootPrints Upgrade Instructions 11.6

### Administrator Guides

- FootPrints Administrator's Guide 11.6
- FootPrints Reference Guide 11.6
- FootPrints Data Model 11.6
- FootPrints Data Model 11.6 (PDF)

### Product Guides

- FootPrints User Guide 11.6
- FootPrints Change Management Guide 11.6
- FootPrints Mobile Guide 11.6
- FootPrints Configuration Management Guide 11.6

## Defects Addressed

The following defects have been addressed in FootPrints 11.6.04. The list includes a description of the issue and a hyperlink to the Knowledge Base article containing additional information.

<b>Article ID</b>	<b>Description</b> <i>(Listed in order by core feature and sub-feature)</i>
<b>Address Book</b>	
<a href="#">TIA07363</a>	Files with unique names unexpectedly have timestamps appended to name
<a href="#">TIA07371</a>	Issues of other customers listed on homepage if primary key value has underscore
<a href="#">TIA07399</a>	International characters do not display properly when retrieved from a contact record to an issue
<b>Automated Workflow</b>	
<a href="#">TIA07361</a>	Escalation Details does not show criteria for the Submission Tracking field
<a href="#">TIA07380</a>	Original Information section in Survey may not display international characters correctly
<a href="#">TIA07381</a>	Escalations based on age of issue do not run as expected
<a href="#">TIA07398</a>	Contact Information not prefilled when agent selects Quick Issue Template to create issue

<b>Article ID</b>	<b>Description</b> <i>(Listed in order by core feature and sub-feature)</i>
<a href="#">TIA07400</a>	Attachment is not included as expected when escalation runs upon copy from separate workspace
<a href="#">TIA07401</a>	Auto-Run Concurrent License usage report does not display results correctly
<a href="#">TIA07407</a>	Timezone used may be incorrect for auto-run report
<a href="#">TIA07409</a>	Result field not set if Decision field is Assignees with team name containing a space character
<b>Calendar</b>	
<a href="#">TIA07368</a>	Datetime field may not be properly linked to calendar appointment
<a href="#">TIA07384</a>	All team members unexpectedly receive appointment notification when a member uses "last, first" User Name format
<a href="#">TIA07389</a>	Updates not sent to all agent schedules as expected when Workspace Schedule modified
<a href="#">TIA07408</a>	Appointment set for both Personal and Workspace Calendar visible to other agents in Workspace Calendar
<b>CMDB</b>	
<a href="#">TIA05127</a>	Invalid argument for GetDefaultRoleProperties error when selecting Details from a linked CI via the Visualization tab
<a href="#">TIA07366</a>	Contact fields not populated when customer requests service from Service Catalog
<a href="#">TIA07378</a>	Incorrect Service Request Template may be used if more than one is created simultaneously by separate administrators
<a href="#">TIA07404</a>	404 or other Web Server error may occur when accessing CMDB if large number of CI types are in search results
<b>Database</b>	
<a href="#">TIA07353</a>	It is not possible to add a field with a name exceeding 32 characters when using a PostgreSQL database.
<a href="#">TIA07369</a>	Database Error 203 - Error converting data type varchar to numeric error occurs when applying agent preference template.
<b>Form Designer</b>	
<a href="#">TIA07365</a>	"The following choices already exist in this list" error occurs when attempting to create choice "map"

<b>Article ID</b>	<b>Description</b> <i>(Listed in order by core feature and sub-feature)</i>
<a href="#">TIA07370</a>	"The following choices already exist in this list" error occurs when attempting to create choice "filter" with Firefox or Chrome
<a href="#">TIA07372</a>	"Access Denied" error occurs when publishing the Form to a Workspace linked to an Archive Workspace
<a href="#">TIA07377</a>	Fields unexpectedly retain their values when using Do not retain previous values in the dependent fields.
<b>Issue Creation</b>	
<a href="#">TIA07390</a>	"TypeError: fbConfig.fields[id] is undefined" error may occur on issue page using Firefox or Chrome
<b>Issue Edit</b>	
<a href="#">TIA07356</a>	Entered Multiple Line Character content is removed from field when status is changed
<a href="#">TIA07362</a>	Edit of issue displays incorrect Auto-assignee when multiple dependent field choices have Field based Auto Assignment
<a href="#">TIA07405</a>	Edit Lock unexpectedly placed on issue when a copy of it is made
<b>Preferences</b>	
<a href="#">TIA06832</a>	Priority and Status words not translated on create or edit page when language is set in Workspace options or Preferences
<b>Other Options</b>	
<a href="#">TIA07355</a>	Dynamic SQL field mapper performance may be degraded or errors will occur if external table or view has many rows of data
<a href="#">TIA07360</a>	Incoming email that invokes AutoField rule to assign issue causes performance issue
<b>Reports</b>	
<a href="#">TIA07364</a>	Priority names containing "less than" or "greater than" symbol display incorrectly in exported report
<a href="#">TIA07374</a>	Change to name of team causes issues to show as "Unassigned" on reports
<a href="#">TIA07386</a>	"Escalated" may appear as a value for reports subtotaled by "Last Edited By"

<b>Article ID</b>	<b>Description</b> <i>(Listed in order by core feature and sub-feature)</i>
<b>System Administration</b>	
<a href="#">TIA07376</a>	Issue History indicates CC was deleted and re-added once issue is edited
<a href="#">TIA07403</a>	No email is sent when customer selects "Forgot Password" link
<a href="#">TIA07406</a>	Incoming email processing delayed in environment with large number of agent accounts
<a href="#">TIA07412</a>	Agent Preference Template not applied to agent account when role is changed
<b>Upgrade</b>	
<a href="#">TIA07373</a>	Unexpected prompt regarding user running webserver during install of FootPrints on Linux/Unix
<b>Web Related</b>	
<a href="#">TIA07379</a>	HTML Source code of pages reveals plain text passwords
<b>Workspace Administration</b>	
<a href="#">TIA07354</a>	File Attachments added to issue from linked Solution are not sent via email

## Known Issues

There are no known issues for FootPrints Service Core 11.6.04. For information about FootPrints Service Core installs bundled with MS SQL Server Express, view the [article](#).

## FootPrints Release Notes 11.6.03

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

The following release notes include information on FootPrints version 11.6.03. A number of [defects](#) have been addressed.

Visit the [Product Documentation Web page](#) for the following FootPrints 11.6 documentation:

- What's New in FootPrints 11.6
- System Requirements for FootPrints 11.6

### Installation Guides

- FootPrints Installation Guide 11.6
- FootPrints Upgrade Instructions 11.6

### Administrator Guides

- FootPrints Administrator's Guide 11.6
- FootPrints Reference Guide 11.6
- FootPrints Data Model 11.6
- FootPrints Data Model 11.6 (PDF)

### Product Guides

- FootPrints User Guide 11.6
- FootPrints Change Management Guide 11.6
- FootPrints Mobile Guide 11.6
- FootPrints Configuration Management Guide 11.6

## Defects Addressed

The following defects have been addressed in FootPrints 11.6.03. The list includes a description of the issue and a hyperlink to the Knowledge Base article containing additional information.

<b>Article ID</b>	<b>Description</b> <i>(Listed in order by core feature and sub-feature)</i>
<b>Address Book</b>	
<a href="#">TIA07233</a>	Checkbox field with Read Only permissions displays field name twice on edit page
<a href="#">TIA07248</a>	Database Error 203 - Invalid Column Name error occurs for issue creation in a workspace with a disabled Address Book
<a href="#">TIA07256</a>	Database Error 203 - Invalid Column Name error occurs for workspace with disabled address book and Change Management phase with expiration set
<a href="#">TIA07260</a>	javascript error occurs when new user attempts to create Auto Add customer account
<b>Automated Workflow</b>	
<a href="#">TIA06986</a>	Send Email To settings on edit issue page not respected if issue is escalated
<a href="#">TIA07050</a>	Team can be saved without warning that no member(s) were selected when "Assign individual member(s)" Assignment Method is used

<b>Article ID</b>	<b>Description</b> <i>(Listed in order by core feature and sub-feature)</i>
<a href="#">TIA07229</a>	International Characters in outgoing Survey mail template cause mail not to be sent when Creator keyword is used
<a href="#">TIA07239</a>	Escalations cannot be edited when Advanced Assignment Controls are used for criteria
<a href="#">TIA07241</a>	Change Management email displays customer User ID improperly when including timestamped Multiple Line Character field
<a href="#">TIA07244</a>	Performance may be degraded when voting in workspace with numerous Change Management processes and phases
<a href="#">TIA07257</a>	Creation Date and Last Edited Date included in Escalation notifications are in incorrect format
<a href="#">TIA07285</a>	Voting fails if strings in MRChangeManagementEmail.txt are changed for custom language
<b>Calendar</b>	
<a href="#">TIA05939</a>	Default System logo appears on Workspace and Personal calendar
<b>CMDB</b>	
<a href="#">TIA07196</a>	CI Attribute choices cannot be longer than 40 characters
<a href="#">TIA07208</a>	Text enclosed within less than and greater than symbols in multi-line character fields is not displayed
<a href="#">TIA07219</a>	CI search results may be incorrect if timezones of application and database servers are different
<a href="#">TIA07247</a>	temp\cmdbImportData folder not cleaned up properly
<a href="#">TIA07262</a>	"Invalid Script Parameter" error when attempting edit multiple CIs
<a href="#">TIA07284</a>	Error occurs during search of CMDB if Multiple Line Character attribute in CMDB contains unmatched bracket or parenthesis
<b>Customer Service</b>	
<a href="#">TIA07223</a>	Unable to get property 'split' javascript error may occur when customer attempts to save request

<b>Article ID</b>	<b>Description</b> <i>(Listed in order by core feature and sub-feature)</i>
<b>Executive Dashboard</b>	
<a href="#">TIA07222</a>	LogiDebugger Error occurs when using "Activity All" report in Executive Dashboard with "Previous" qualifier
<a href="#">TIA07225</a>	Dropdown choices not shown in Executive Dashboard when Editing Optional Filters - Firefox only
<a href="#">TIA07275</a>	Filtering of Address Book fields ignored in Executive Dashboard
<b>Flashboard</b>	
<a href="#">TIA07281</a>	CGI error occurs if First Contact Resolution chart is enabled in Workspace Flashboard
<b>Form Designer</b>	
<a href="#">TIA07139</a>	Delay experienced upon pressing Save button on Create or Edit issue page
<a href="#">TIA07217</a>	Field with name of "Utility" has Field Name obscured on issue page
<a href="#">TIA07224</a>	choice in dropdown field containing ampersand character do not appear correctly in Internet Explorer
<a href="#">TIA07238</a>	'fbConfig.roles[...].name' javascript error may occur when accessing Form Designer
<b>Homepage</b>	
<a href="#">TIA07182</a>	Issues in Pre-active status do not appear in results when built in Assignment related searches are run
<b>Issue Creation</b>	
<a href="#">TIA07212</a>	Performance issue loading create issue page - FootPrints 11.6.02
<a href="#">TIA07246</a>	CCs of Global Issue added to newly created Global Links
<b>Issue Edit</b>	
<a href="#">TIA07197</a>	Clearing contact information from an issue during edit reverts to previously entered information
<a href="#">TIA07218</a>	"close window" link may be shown among field data in Time Stamp enabled Multiple Line Character field
<a href="#">TIA07227</a>	Edit Lock unexpectedly removed when specific actions are taken during edit of issue using Internet Explorer

<b>Article ID</b>	<b>Description</b> <i>(Listed in order by core feature and sub-feature)</i>
<a href="#">TIA07243</a>	Survey unexpectedly sent immediately when issue is closed via Web Services edit in addition to triggered escalation
<a href="#">TIA07245</a>	History shows html code for updates to Multiple Line Character fields with Rich Text mode enabled
<a href="#">TIA07263</a>	Edit page of a solution does not complete loading
<a href="#">TIA07272</a>	View complete field data" button for timestamped Multiple Line character fields does not appear on edit page"
<b>Knowledge Base</b>	
<a href="#">TIA07228</a>	Database Error 203 occurs when "All Solutions in All Workspaces" option selected in Category field from workspace with KB categories
<a href="#">TIA07261</a>	Database Error 203 - Invalid Column Name error occurs when searching KB if Address Book field is secondary sort field
<b>Preferences</b>	
<a href="#">TIA06951</a>	Tabbed View setting ignored when 508 Compliance setting in Preferences enabled
<b>Other Options</b>	
<a href="#">TIA07230</a>	"'KBApproval" could not be opened' error may occur when running searches or reports
<b>Reports</b>	
<a href="#">TIA07183</a>	Database 203 error occurs Process/Phase Voting Details fields included in report formatting in a Workspace with no Change Management Processes or Phases
<a href="#">TIA07213</a>	Received vs Closed Report debugging does not appear for some reports
<a href="#">TIA07220</a>	Report using Date Closed as criteria in an Archived workspace returns no issues
<a href="#">TIA07232</a>	Resolution Rate report output may have empty cells
<a href="#">TIA07240</a>	Resolution Rate Report only lists built-in status of Closed
<b>Spell Check</b>	
<a href="#">TIA07254</a>	Words with International characters incorrectly identified as misspelled words when non-English language is used

<b>Article ID</b>	<b>Description</b> <i>(Listed in order by core feature and sub-feature)</i>
<b>System Administration</b>	
<a href="#">TIA06842</a>	Database error occurs when attempting to Archive a workspace that has field of type Custom HTML
<a href="#">TIA07221</a>	Issue import fails when LDAP Address book link field is last column in file
<a href="#">TIA07231</a>	Export of Date Time fields are not in compatible format for issue import
<a href="#">TIA07242</a>	Configured columns in Customer Options do not appear for customers who are members of multiple workspaces
<a href="#">TIA07258</a>	Custom Escalation notification templates are not copied to new workspace
<a href="#">TIA07259</a>	Incorrect assignment of team occurs when attempting to assign team with spaces via email and setting status to closed
<b>Upgrade</b>	
<a href="#">TIA07255</a>	Debugging for MRConvertReferences.pl script may be incorrect
<b>Workspace Administration</b>	
<a href="#">TIA07145</a>	Security code not included in outgoing message when custom html mail template is used
<a href="#">TIA07253</a>	Agents can update issues via email although Mail Preferences are set to not allow it
<a href="#">TIA07276</a>	Require Add" permission in Workspace attachment rules not enforced"

## Known Issues

There are no known issues for FootPrints Service Core 11.6.03.

## FootPrints 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 FootPrints 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 FootPrints 11.6
- System Requirements for FootPrints 11.6

### Installation Guides

- FootPrints Installation Guide 11.6
- FootPrints Upgrade Instructions 11.6

### Administrator Guides

- FootPrints Administrator's Guide 11.6
- FootPrints Reference Guide 11.6
- FootPrints Data Model 11.6
- FootPrints Data Model 11.6 (PDF)

### Product Guides

- FootPrints User Guide 11.6
- FootPrints Change Management Guide 11.6
- FootPrints Mobile Guide 11.6
- FootPrints Configuration Management Guide 11.6

## Defects Addressed

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

<b>Article ID</b>	<b>Description</b> <i>(Listed in order by core feature and sub-feature)</i>
<b>Address Book</b>	
<a href="#">TIA06094</a>	JavaScript error occurs when searching Address Book containing a Real Number field
<a href="#">TIA07009</a>	"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
<a href="#">TIA07103</a>	Updated By information incorrect when customer updates issue via email if AutoField rules exist in Workspace
<b>Automated Workflow</b>	
<a href="#">TIA06683</a>	Change management Reports not available to be Auto Run
<a href="#">TIA06923</a>	Update of issue via Web Services does not cause dynamically linked issues to be updated

<b>Article ID</b>	<b>Description</b> <i>(Listed in order by core feature and sub-feature)</i>
<a href="#">TIA06976</a>	"The ballot was not clear" error occurs when voting via email and workspace uses a customized language
<a href="#">TIA07008</a>	Survey mail for escalation based surveys not sent if body of mail message contains international characters
<a href="#">TIA07033</a>	Field Based Auto Assignment does not assign agent as expected in a workspace with no teams defined.
<a href="#">TIA07051</a>	Appointments associated with Preventive Maintenance templates are lost after assignees are modified
<a href="#">TIA07052</a>	"Database Error 203" error occurs when Change Manager process uses keyword criteria
<a href="#">TIA07089</a>	"'SubmitFunction' is undefined" JavaScript error occurs when attempting to save customer role if German language is used
<a href="#">TIA07109</a>	Survey submitted by customer does not reflect submitter correctly
<a href="#">TIA07110</a>	International characters are not displayed correctly in emails that come from Change Manager phases
<a href="#">TIA07115</a>	International characters do not display correctly in issue created as copy by an Escalation
<a href="#">TIA07117</a>	"Can't use an undefined value" error may occur when updating a dynamically linked issue
<b>Calendar</b>	
<a href="#">TIA07015</a>	Calendar Appointment Confirmation mail unexpectedly sent to all members of team although member is assigned
<b>CMDB</b>	
<a href="#">TIA04908</a>	Changing attribute filtering of CMDB saved search returns original results when exported to csv file
<a href="#">TIA06900</a>	JavaScript errors occur when attempting to edit multiple CIs from CMDB homepage
<a href="#">TIA06989</a>	NODATA search for empty CI attribute in CMDB search does not return CIs
<a href="#">TIA07031</a>	User in Read Only CMDB role is able to delete CIs and contact links
<a href="#">TIA07092</a>	CI History incorrectly records change to a Real Number attribute although none was made
<a href="#">TIA07101</a>	Round Robin is not invoked when issue is created from CMDB automation that uses Quick Issue template where team is assigned

<b>Article ID</b>	<b>Description</b> <i>(Listed in order by core feature and sub-feature)</i>
<a href="#">TIA07108</a>	Cannot view more than 25 CIs on contact Detail view
<b>Executive Dashboard</b>	
<a href="#">TIA07099</a>	Drilldown of results on Resolution Fulfillment metric chart in Executive Dashboard may return incorrect results
<b>Flashboard</b>	
<a href="#">TIA07007</a>	Active count on Workspace Totals chart of Workspace flashboard includes issues in Resolved statuses
<b>Form Designer</b>	
<a href="#">TIA07054</a>	JavaScript error occurs when dependent field is a Multiple Line Character field with Read Only permissions for at least one status
<a href="#">TIA07112</a>	Renaming the built-in Open status allows creation of a duplicate Open status
<a href="#">TIA07113</a>	Contact Information tab name is unexpectedly changed in all workspaces that share the Address Book
<a href="#">TIA07118</a>	Dependent field may not appear as expected when parent field has read only advanced permissions
<b>Homepage</b>	
<a href="#">TIA07017</a>	"Invalid character value for cast specification" error when loading homepage
<a href="#">TIA07114</a>	Issues grid on homepage may not be as wide as expected
<b>Issue Creation</b>	
<a href="#">TIA07120</a>	HTTP 404 - Not Found error occurs when attempting to save issue using Mobile Interface
<a href="#">TIA07121</a>	Value of Read Only field not populated in copy of issue
<b>Issue Edit</b>	
<a href="#">TIA06836</a>	Manual changes to SLA Date Time field values are not retained upon subsequent edit
<a href="#">TIA06971</a>	"There were no matches to your query" error may occur when customers edit issues
<a href="#">TIA07100</a>	Read Only fields not populated when issue is updated by Dynamic linked Cross Workspace issue

<b>Article ID</b>	<b>Description</b> <i>(Listed in order by core feature and sub-feature)</i>
<a href="#">TIA07116</a>	CCs are removed from issue when "Also remove the previous Assignees" box is checked on Quick Action - Assign page
<a href="#">TIA07119</a>	Permission Denied JavaScript error occurs when Multiple Line Character field has Advanced Field Permissions
<b>Knowledge Base</b>	
<a href="#">TIA07111</a>	Searching Knowledge Base via Issue Page only returns 20 results without option to view more
<b>Preferences</b>	
<a href="#">TIA06832</a>	Priority and Status words not translated on create or edit page when language is set in Workspace options or Preferences
<a href="#">TIA07096</a>	Currently Logged In Users dashboard Component shows duplicate logins for Agents who are customers in another Workspace
<b>Reports</b>	
<a href="#">TIA06362</a>	Final Decision Information/Voting History not included in auto run reports
<a href="#">TIA06970</a>	"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
<a href="#">TIA07032</a>	First Contact Resolution Rate report may timeout without returning results
<b>Search</b>	
<a href="#">TIA06911</a>	Cross-Workspace search is not sorted by selected Address Book field
<a href="#">TIA07091</a>	Searches, Reports and Escalations using non-alphanumeric criteria in Description field may not return expected results
<a href="#">TIA07138</a>	Custom cross workspace search does not sort on built-in fields such as Priority or Status
<b>System Administration</b>	
<a href="#">TIA06842</a>	Database error occurs when attempting to archive a workspace that has field of type Custom HTML
<a href="#">TIA06966</a>	"You cannot login with the given id..." error occurs after workspaces are substituted in User Management
<a href="#">TIA06988</a>	Email message is not received by person whose email address contains two consecutive underscore characters

<b>Article ID</b>	<b>Description</b> <i>(Listed in order by core feature and sub-feature)</i>
<a href="#">TIA06990</a>	File Attachments not accessible in issues in an Archive Workspace if Source Workspace is deleted
<a href="#">TIA07006</a>	Saving a new issue may take extra time after an upgrade to 11.6
<a href="#">TIA07018</a>	User add, modification and deletion at User Management not recorded in Security logging
<a href="#">TIA07049</a>	Team or agent cannot be assigned via email if "Rich-Text" quote characters enclose Team/agent
<a href="#">TIA07090</a>	"Undefined module method" error may occur when uploading image files for logo
<a href="#">TIA07102</a>	Team not assigned as expected if workspace email address is not the last in the TO field of message
<b>Workspace Administration</b>	
<a href="#">TIA04922</a>	JavaScript error occurs when pressing "New Request" option on customer toolbar if "Home" option is removed
<a href="#">TIA06723</a>	Dependent fields may not display when decision field is in a different tab
<a href="#">TIA06813</a>	Fields with hidden permissions set by escalation action are visible in reports, searches and History
<a href="#">TIA06840</a>	System Logo changes when a new one is uploaded for a workspace
<a href="#">TIA07012</a>	History incorrectly records change to a Real Number field although none was made
<a href="#">TIA07047</a>	Help Text and Instructions unexpectedly appear on Create and Edit page if status cannot be changed

## FootPrints 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 FootPrints 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 FootPrints
- System Requirements for FootPrints 11.6

### Installation Guides

- FootPrints Installation Guide 11.6
- FootPrints Upgrade Instructions 11.6

### Administrator Guides

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### Product Guides

- FootPrints User Guide 11.6
- FootPrints Change Management Guide 11.6
- FootPrints Mobile Guide 11.6
- FootPrints 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.

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

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

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

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

<a href="#">TIA06909</a>	indentation is removed when text is copied from shell window into email message
<b>Issue Edit</b>	
<a href="#">TIA06684</a>	Descriptions of Master issue and subtasks updated when Subtask is updated via Quick Edit
<a href="#">TIA06741</a>	JavaScript error occurs with 11.6 R2 patch applied if Service Level field is Priority and Automatic Time Tracking is enabled
<a href="#">TIA06856</a>	Full Edit window opens unexpectedly although Required Date or Date Time field was populated in Quick Edit window
<a href="#">TIA06874</a>	Some attachments listed as Removed when update occurs via dynamic link when more than 3 files are attached
<a href="#">TIA06880</a>	Images embedded in Description field are not retained after saving issue if Auto-Spell check replaces misspelled word
<a href="#">TIA06927</a>	Edit Lock not removed if Internet Explorer edit window is closed before save of issue
<b>Knowledge Base</b>	
<a href="#">TIA06612</a>	Database Error 203 occurs when "Extend Search to other Workspaces" button is pressed for keyword search in KB
<a href="#">TIA06886</a>	"No" votes cast for Solutions are not counted in Knowledge Base report for "used"
<a href="#">TIA06914</a>	Agent unable to access articles in linked Knowledge Base from separate workspace
<b>Reports - FP</b>	
<a href="#">TIA06727</a>	"AutoField" appears in Last Edited By column of report for issues that had AutoField rule run upon last edit of the issue
<a href="#">TIA06834</a>	Report with Time to Close column included may not display actual time to close
<a href="#">TIA06841</a>	404 Web Server error may occur when selecting link to display issues in SLA report
<a href="#">TIA06852</a>	Report in Survey workspace that includes Original Assignees column includes CC's from original issue
<a href="#">TIA06853</a>	"Error creating chart" errorCustom Metrics/Graphics report that subtotals by Assignees and uses Pie chart
<a href="#">TIA06864</a>	Creating a custom field called "Record Type" when Terminology for Issue is called "Record" causes reporting problems
<a href="#">TIA06885</a>	Drilldown in Service Level Agreement report does not return correct number of issues

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

### Login Failure

<a href="#">TIA06844</a>	Multiple concurrent licenses used by concurrent agent that changes between workspaces where they are also a customer
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### Password Reset

<a href="#">TIA06734</a>	Password Reset option not available on Customer Portal
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### Performance - FP

<a href="#">TIA06890</a>	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
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### Preferences

<a href="#">TIA06924</a>	Concurrent agent who configures Auto-Refresh for 15 minutes is never timed out
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### Upgrade - FP

<a href="#">TIA06913</a>	Issue page form may be missing fields after upgrade to 11.5.1 or 11.6
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### Known Issues

There are no known issues for FootPrints Service Core 11.6.01.

## FootPrints 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:

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- FootPrints Change Management Guide 11.6
- FootPrints Mobile Guide 11.6
- FootPrints 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.

<b>Article ID</b>	<b>Description</b> <i>(Listed in order by core feature)</i>
<b>Address Book</b>	
<a href="#">TIA06463</a>	Address Book field using per-status Advanced Field permissions shows as Optional after upgrade to FPSC 11.5.1 from 11.1
<b>Asset Management Integration</b>	
<a href="#">TIA06593</a>	Results not retrieved from SMS/SCCM integration if "All Systems" Collection in SMS does not have a CollectionID of SMS0001
<b>Automated Workflow</b>	
<a href="#">TIA06319</a>	Pending solutions not included in Auto Run Reports
<a href="#">TIA06466</a>	Removing Priority choice not possible when Service Level Management configured
<a href="#">TIA06476</a>	Preventive Maintenance issues don't get created and 203 database error occurs when multiple workspaces have SLA configured

<b>Article ID</b>	<b>Description</b> <i>(Listed in order by core feature)</i>
<a href="#">TIA06518</a>	Voting on Details page possible without being prompted for a password per Preferences setting
<a href="#">TIA06538</a>	Subtask field Inheritance settings not being retained
<a href="#">TIA06558</a>	Surveys configured to be sent based on time-based escalation are sent immediately when Web Services closes issue
<a href="#">TIA06564</a>	Issue assigned to agent with special character in user ID by Preventive Maintenance template does not appear in search or report results
<a href="#">TIA06565</a>	SLA Due Date or Response Time field is not populated when used alone and Service Level field is AutoField Result Field
<a href="#">TIA06571</a>	SLA Dates not recalculated when changing status from an SLA Pending to Non-Pending status via Quick Edit
<a href="#">TIA06583</a>	SLA Response and Resolution fields configured to use Work Schedule are set using Real time when Auto Field sets Service Level field
<a href="#">TIA06589</a>	Issue where vote is initially deferred, and then later voted on, continue to appear in "My Vote Required" search
<a href="#">TIA06590</a>	CCs of an issue not copied to issue in different workspace when escalation creates copy
<a href="#">TIA06598</a>	SLA Response and Resolution fields of dynamically linked issues are not recalculated when status changed from SLA Pending to non-Pending status
<a href="#">TIA06608</a>	"Access Denied" error occurs when Quick Action causes Instant Escalation to run that copies or moves issue Cross-Workspace
<a href="#">TIA06618</a>	Metrics report not accurate when issues being reported on are for assignees with non-alphanumeric characters in User ID
<a href="#">TIA06619</a>	Result Field of Auto Field rule not set correctly when Decision Field value is Assignee having non-alphanumeric character in User ID
<a href="#">TIA06626</a>	SLA Response and Due Dates not calculated correctly when agent time zone different from server
<a href="#">TIA06633</a>	Issue copied within same workspace is not escalated when escalation is configured to "Instantly escalate Issue received as a copy" from same workspace
<a href="#">TIA06634</a>	Survey sent for Master issue when auto-closed by last Subtask although surveys are configured to send by escalation rule only
<b>Calendar</b>	
<a href="#">TIA06592</a>	Most recent description overwritten when calendar appointment description is edited

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

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

### Upgrade - FP

<a href="#">TIA06566</a>	MRupdateTeamassignees.pl runs on upgrades from a version prior to 11.5
<a href="#">TIA06601</a>	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

<a href="#">TIA06465</a>	CC addresses not retained on issue from incoming email
<a href="#">TIA06531</a>	Agent incorrectly assigned if User ID contains special character and issue updated via email or Web Services
<a href="#">TIA06611</a>	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.

## FootPrints 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.

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

<b>Article ID</b>	<b>Description</b> <i>(Listed in order by core feature and sub-feature)</i>
<a href="#">TIA06353</a>	Submission Tracking value set incorrectly for customer requests submitted via Auto Suggest feature.
<a href="#">TIA06355</a>	Auto Assignment rule does not assign to Team after upgrade to FP Service Core 11.5.
<a href="#">TIA06363</a>	Change to quick issue template cannot be made after upgrade to 11.5 on Unix/Linux.
<a href="#">TIA06386</a>	On Demand Survey is not sent during issue creation when configuration option to send surveys based on Escalation rules is enabled.
<a href="#">TIA06400</a>	Global Issue details may not list Global Links with FastCGI enabled.
<a href="#">TIA06422</a>	Auto Assignment of team by external source causes issues assigned to team to be excluded from report or search.
<b>Calendar</b>	
<a href="#">TIA06424</a>	Calendar files from recurring appointments cannot be opened in Outlook 2007/2010.
<b>CMDB</b>	
<a href="#">TIA06320</a>	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.
<a href="#">TIA06442</a>	Service Catalog searches are unexpectedly case-sensitive for Oracle or PostgreSQL databases.
<a href="#">TIA06443</a>	CMDB Import error may occur when attempting to import Software relationships from Asset Core.
<b>Database - FP</b>	
<a href="#">TIA06423</a>	Keyword search does not return correct results after upgrade to FootPrints Service Core 11.5.
<a href="#">TIA06426</a>	203 database / "Huge Tuple" error occurs when issue created via email with over 1K long URL reference.
<a href="#">TIA06435</a>	Oracle Full Text Indexing consuming abnormally large amount of storage disk space.
<a href="#">TIA06436</a>	203 database error may occur if issues are created/updated after changing Keyword Search options.
<b>Executive Dashboard</b>	
<a href="#">TIA06290</a>	Missing rdSecureKey parameter errors may occur when Executive Dashboard error left open longer than 30 minutes.
<a href="#">TIA06399</a>	Frequent/numerous refreshes of Dashboard Components generate "Exception in thread main" error if FastCGI enabled.
<a href="#">TIA06431</a>	Executive Dashboard may not function after upgrade due to statuses with the same name but in different case being created.
<b>Form Designer</b>	
<a href="#">TIA06242</a>	Title and Status field names cannot be changed back to default names.

<b>Article ID</b>	<b>Description</b> <i>(Listed in order by core feature and sub-feature)</i>
<a href="#">TIA06243</a>	Tab name for Description tab is unexpectedly renamed when Description field is renamed.
<a href="#">TIA06246</a>	Rich Text Editor toolbar for Help text and Instructions does not display until clicked.
<a href="#">TIA06328</a>	Checkbox field name duplicated on Issue details page.
<a href="#">TIA06329</a>	Checkbox field cannot be relocated in Form Designer.
<a href="#">TIA06333</a>	New choices are not added to Submission Tracking field after upgrade to FootPrints Service Core 11.5.
<a href="#">TIA06335</a>	Priority choices not available when priority field is moved to Issue Information section.
<a href="#">TIA06336</a>	Customer submitted issues created in Open status when priority and Status fields moved above Title.
<a href="#">TIA06349</a>	Tab/Section names with international characters may appear incorrectly.
<a href="#">TIA06421</a>	Prompt for Required dependent fields not presented when editing via quick edit.
<b>Homepage</b>	
<a href="#">TIA06012</a>	IE Memory Leak Found When Using Quick Edit or the Description Link on the Homepage.
<a href="#">TIA06419</a>	Drilldown of Active Issues by Assignee Dashboard Component chart unexpectedly includes Requests.
<b>Issue Creation</b>	
<a href="#">TIA06425</a>	Contact Information section displays as collapsed although preference is set to be expanded.
<a href="#">TIA06434</a>	International characters from email not displayed correctly in Description of copied issue.
<a href="#">TIA06440</a>	Attachments in Subtask templates not kept after inheriting attachment(s) from Master Issue.
<b>Issue Edit</b>	
<a href="#">TIA06291</a>	"No Choice" appears by default in Required Dependent field.
<a href="#">TIA06404</a>	Previously set values of multi-select field in dependency not retained when editing issue with Chrome.
<a href="#">TIA06417</a>	High memory usage by Internet Explorer 8 when creating or editing issues.
<a href="#">TIA06432</a>	Edit Lock can only be removed by agent or Administrator editing the issue.

<b>Article ID</b>	<b>Description</b> <i>(Listed in order by core feature and sub-feature)</i>
<b>Other Options</b>	
<a href="#">TIA06334</a>	Oracle full-text index(s) in LOADING/FAILED/UNUSABLE state not properly dropped and recreated.
<a href="#">TIA06401</a>	Edit Locks created when creating links to Global or Master Issues.
<a href="#">TIA06438</a>	International characters from email not displayed correctly in Description of copied issue (local encoding).
<b>Workspace Administration</b>	
<a href="#">TIA06263</a>	Advanced Actions bar does not appear when creating or editing issue template using Internet Explorer.
<a href="#">TIA06310</a>	International characters don't display correctly when data retrieved using Dynamic SQL Field mapper.
<a href="#">TIA06343</a>	Email notification not sent when using Priority/Status preference and Priority field is moved from General Information section.
<a href="#">TIA06360</a>	Splash Screen/Workspace Info lost upon upgrade.
<a href="#">TIA06398</a>	HTML code with forward slash character(s) inserted in Multiple Line Character field causes text to appear outside field during edit.
<a href="#">TIA06439</a>	Multiple Line Character field with Rich Text mode enabled shows HTML code in outgoing email.
<b>Search</b>	
<a href="#">TIA06275</a>	Custom field placed in General Information section not available to be used as criteria.
<a href="#">TIA06276</a>	A search for "My Assignments in all Workspaces" returns issues not assigned to agent running search for non-default workspaces.
<a href="#">TIA06280</a>	Closed issues included in "My Assignments in all Workspaces" built-in search.
<b>System Administration</b>	
<a href="#">TIA04670</a>	Issue data export creates in csv format despite selection for format.
<a href="#">TIA06351</a>	System Log entries/CGI error occurs when creating IT Service Management workspace.
<a href="#">TIA06445</a>	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**

<a href="#">TIA06463</a>	Address Book field using per-status Advanced Field permissions shows as Optional after upgrade to FPSC 11.5.1 from 11.1.
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**Help**

<a href="#">TIA06450</a>	Footprints Service Core Help references Right Answers integration.
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**Workspace (Incoming Email)**

<a href="#">TIA06465</a>	CC addresses not retained on issue from incoming email.
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## FootPrints 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.

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

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

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

<b>Article ID</b>	<b>Description</b> <i>(Listed in order by core feature and sub-feature)</i>
<a href="#">TIA05946</a>	Custom report only lists one CI in Name field as being linked to issue when there are multiple
<a href="#">TIA06071</a>	Reports don't display assignees when agent or administrator user IDs contain special characters
<a href="#">TIA06224</a>	Knowledge Base Lifecycle report does not return results
<a href="#">TIA06225</a>	Custom Metrics/Graphics style report based on "Closed By" or "Closed By Agent" shows incorrect results
<b>Search</b>	
<a href="#">TIA05831</a>	"Invalid Script Parameter" error when performing Advanced Search on team name with international characters
<a href="#">TIA06108</a>	Issues containing CCs not included in Search, Report, or Escalation results where "Not Assigned" is criteria
<a href="#">TIA06109</a>	Search results may not include issues where SQL Server stop word is criteria
<a href="#">TIA06231</a>	Database Error 203 occurs when My Assignments in All Workspaces search sorts on custom field not existing in all workspaces
<b>System Administration</b>	
<a href="#">TIA05941</a>	Unable to create a user that contains international characters
<a href="#">TIA06111</a>	Email processing slow due to files in footprints\cgi folder from forwarded messages
<a href="#">TIA06177</a>	203 error occurs when workspace created by copying configuration of another workspace that was created as a copy
<a href="#">TIA06205</a>	Multiple "no log message supplied" errors in System Log when images used in Help Text and Instructions or Custom HTML field
<a href="#">TIA06227</a>	Columns in User Management grid cannot be sorted
<b>Workspace Administration</b>	
<a href="#">TIA05839</a>	Agent with role property set to access statuses page also has access to Form Designer
<a href="#">TIA05905</a>	Dropdown field populated by Dynamic SQL Field Mapper doesn't show dependent fields
<a href="#">TIA06175</a>	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.

<b>Article ID</b>	<b>Description</b>
<b>Form Designer</b>	
<a href="#">TIA06242</a>	Title and Status field names cannot be changed back to default names
<a href="#">TIA06243</a>	Tab name for Description tab is unexpectedly renamed when Description field is renamed
<a href="#">TIA06244</a>	Built-in Priority field and custom field originally named Priority positions are exchanged
<a href="#">TIA06246</a>	Rich Text Editor toolbar for Help text and Instructions does not display until clicked
<a href="#">TIA06265</a>	Label for editing Description in Form Designer is changed when Description tab is renamed
<b>Searching</b>	
<a href="#">TIA06275</a>	Custom field placed in General Information section not available to be used as criteria
<a href="#">TIA06276</a>	A search for "My Assignments in all Workspaces" returns issues not assigned to agent running search for non-default workspaces
<b>Workspace Administration</b>	
<a href="#">TIA06263</a>	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.

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

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

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

<b>Article ID</b>	<b>Description</b> <i>(Listed in order by core feature and sub-feature)</i>
<b>Social Media</b>	
<a href="#">TIA06086</a>	Cannot Create New Social Media Connector while using DEU-German language.
<a href="#">TIA06092</a>	Social Media Connector configuration fields do not appear initially when using Internet Explorer 7 or 8/9 in Compatibility View.
<a href="#">TIA06093</a>	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.

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

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

<b>Article ID</b>	<b>Description</b> <i>(Listed in order by core feature and sub-feature)</i>
<b>Issues Page (Create/Details/Edit)</b>	
<a href="#">TIA05868</a>	Assignees are removed when a customer edits an issue.
<a href="#">TIA05869</a>	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
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- **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.

<b>Article ID</b>	<b>Description</b> <i>(Listed in order by core feature and sub-feature)</i>
<b>Address Book</b>	
<a href="#">TIA05771</a>	All contacts in Address Book returned after editing contact from list of search results.
<b>Automated Workflow</b>	
<a href="#">TIA05157</a>	Service Level Agreement recalculation does not occur when priority or status is edited via Quick Action.
<a href="#">TIA05647</a>	Mail not sent to assignees when assigned by Preventive Maintenance Issue creation.
<a href="#">TIA05685</a>	Service Level Agreement Date fields are not updated after AutoField rule populates the Service Level field via incoming email.

<b>Article ID</b>	<b>Description</b> <i>(Listed in order by core feature and sub-feature)</i>
<a href="#">TIA05760</a>	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.
<a href="#">TIA05300</a>	Override vote of Change Management Phase not displayed in Voting History.
<a href="#">TIA05681</a>	The Assignees Supervisor's Supervisor is missing as an available voter with the Change Management Phase Configuration Page.
<a href="#">TIA05541</a>	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
<a href="#">TIA05461</a>	Duplicate surveys sent if configured to be sent upon escalation triggering
<a href="#">TIA05559</a>	Disapproval Vote not generating Email Notification
<a href="#">TIA05508</a>	Backup voter continues to be made voter instead of originally designated voter after phase expires and is restarted
<a href="#">TIA05745</a>	Subtask issue not assigned to Creator and Team although Auto Assignment rules are configured to do so
<a href="#">TIA05687</a>	Change Management Phase Start Ballot in email may be malformed
<a href="#">TIA05652</a>	Auto Assignment rule still appears in Summary list for deleted dropdown choice.
<a href="#">TIA05788</a>	FootPrints help incorrect regarding linking appointment to date time field when creating appointment for Preventive Maintenance.
<a href="#">TIA05787</a>	Change Management Emails may not be sent to addresses entered in the 'Space-separated email addresses' list for vote actions.
<b>Calendar</b>	
<a href="#">TIA05460</a>	End Date-time of date-time field not seen after populating if not linked to either Personal or Workspace Calendar
<a href="#">TIA05710</a>	Multi-hour or Multi-day appointment appear with 1 hour duration after importing into Outlook
<a href="#">TIA05345</a>	Appointment not removed from Personal or Workspace Calendar when value cleared from linked issue's date time field.
<a href="#">TIA05770</a>	Appointments not removed from Calendar when agent account deleted
<b>CMDB</b>	
<a href="#">TIA05649</a>	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
<a href="#">TIA05309</a>	CMDB import error occurs when importing devices with invalid Serial Numbers
<a href="#">TIA05630</a>	CI Link not created for subtask created from an issue
<a href="#">TIA05602</a>	Incorrect Quick Issue template selected and used to create issues in CMDB automation
<a href="#">TIA05563</a>	Database 203 Error Message is Generated When Adding Value to a Real Number Field
<a href="#">TIA05651</a>	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
<a href="#">TIA05502</a>	"Run Scripts" field in CMDB automations is empty upon edit of automation

<b>Article ID</b>	<b>Description</b> <i>(Listed in order by core feature and sub-feature)</i>
<a href="#">TIA05646</a>	Date Field Value Does Not Display
<a href="#">TIA05591</a>	CMDB automations do not create issues if "AB Primary Key" field is not filled in
<a href="#">TIA05608</a>	No warning that "AB Primary Key" field is required when CMDB automation action is "Create Issues"
<a href="#">TIA05650</a>	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
<a href="#">TIA05604</a>	CMDB Search is Case Sensitive when FootPrints is Accessing Data within an Oracle Database.
<b>Customer Service</b>	
<a href="#">TIA05474</a>	Customers added via system User Management page don't see column changes made at Customer Options page
<b>Flashboard</b>	
<a href="#">TIA05728</a>	Database 203 error due to Ambiguous mrID column name when opening workspace flashboard
<b>Homepage</b>	
<a href="#">TIA05776</a>	Quick Action checkboxes do not appear next to each issue on homepage when using Firefox 7
<b>Installation</b>	
<a href="#">TIA05527</a>	File Permissions not set properly when installing FootPrints on non-English language Windows server
<b>Issue Creation</b>	
<a href="#">TIA05774</a>	text files attached to FootPrints issues via email contain extra newlines
<b>Issue Edit</b>	
<a href="#">TIA05349</a>	Mail Preferences not followed when using Quick Action dialog to close issues
<a href="#">TIA05553</a>	Stylized double quotes and apostrophes sent via email display as question mark characters in created issue
<a href="#">TIA05030</a>	Edit Lock may not be removed after user saves issue
<a href="#">TIA04869</a>	Filenames with certain characters or combinations of characters cannot be attached to issue
<a href="#">TIA05773</a>	Description field of Global Link not updated when Global Issue is edited using Quick Edit
<a href="#">TIA05412</a>	Editing existing Time Tracking entries from Details or Edit page does not update Last Edit Date and Time
<a href="#">TIA05775</a>	Improper "The following users are unavailable for assignment" error when editing issue and availability check enabled occurring when creating/editing tickets since October 1
<b>Knowledge Base</b>	
<a href="#">TIA05639</a>	'Invalid script parameter' error when selecting Knowledge Base Category from Knowledge Base Search of create/edit issue page

<b>Article ID</b>	<b>Description</b> <i>(Listed in order by core feature and sub-feature)</i>
<a href="#">TIA05742</a>	Mandatory Fields don't show as Mandatory when creating a new Knowledge Base Solution
<a href="#">TIA05677</a>	Comments for solutions made by users not logged in are displayed in User field
<b>Preferences</b>	
<a href="#">TIA05758</a>	Title and Issue Number Field are removable from the Homepage Depending on the Browser Used
<a href="#">TIA05706</a>	General Performance Degradation Running Reports that Reference Date Closed Criteria
<a href="#">TIA05633</a>	Saved search run as dashboard component returns incorrect results if Contact criteria is specified
<a href="#">TIA05697</a>	"Invalid Script Parameter" error when selecting status with International Characters in "Workspace Totals" Dashboard Component.
<b>Other Options</b>	
<a href="#">TIA05617</a>	Attachments that Contains Two Consecutive Underscores within the Name Cannot be Replaced from an Issue
<a href="#">TIA05538</a>	Calendar appointment spanning multiple days does not mark agents/invitees unavailable between first and last day of appointment
<a href="#">TIA05565</a>	Attachments with same filename overwrites other attachments in workspace if filenames contains parentheses
<a href="#">TIA05695</a>	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.
<b>Password Reset</b>	
<a href="#">TIA05574</a>	Invalid Script Parameter error when users registers for AD Password Reset feature if DisplayName contains hyphen
<b>Workspace Administration</b>	
<a href="#">TIA04572</a>	Dynamic SQL field mapper does not find results when lookup field is dropdown field with choices that contain spaces or other characters
<a href="#">TIA05772</a>	"Configuration Management and Service Catalog Options" link available for agent whose role has Workspace Administration property enabled
<a href="#">TIA05303</a>	Timestamped multi-line character field in popup dependency is mandatory on edit although it has a value
<a href="#">TIA05556</a>	History May Reflect Incorrect Information When Status is Renamed
<a href="#">TIA05419</a>	Accessing Sales/CRM integration URL produces "Login Error"
<a href="#">TIA05483</a>	reply messages to update FootPrints issues being truncated upon receipt of reply
<a href="#">TIA05690</a>	Homepage filter flyout/tooltip doesn't display when hovering over filter icon if user ID contains a period (dot) character
<a href="#">TIA05609</a>	If the Priority Field is Renamed, the History of the Issue Does not Reflect the Correct Name

<b>Article ID</b>	<b>Description</b> <i>(Listed in order by core feature and sub-feature)</i>
<a href="#">TIA05645</a>	JavaScript error occurs when accessing InstaCalc configuration page if fields contain forward slash or single parentheses character

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

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