



# BMC FootPrints Asset Core - Installation on Windows

Version 11.5

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# Installation Prerequisites

In the following paragraphs you will find information concerning prerequisites for the installation of the individual components of the software.



## Note

For detailed information on the supported platforms and other technical specifications download the respective document from the BMC Software web site.

## Database Prerequisites

The Asset Core setup offers the possibility to install SQL Server Express on the master server for Windows platforms which have no database engine already installed on their network. SQL Server Express will be installed during master server installation.

For those of you who have a version of SQL Server or Oracle already installed, you must make sure the following prerequisites are fulfilled before starting the Asset Core setup process:

### SQL Server 2005/2008

If SQL Server 2005/2008 is already installed as a database engine you need to execute the following tasks before installing the master:

- Make sure the SQL Server Express and the SQL Server Browser are exempted by the firewall on the server machine. This is done by putting sqlservr.exe and sqlbrowser.exe as an exception in the Windows firewall.
- You might need to completely reboot the server machine after making these changes. There have been reports that starting and stopping the SQL Server and Browser software is not enough.

In addition to this the following operations must be executed:

### Defining Case Sensitivity

SQL Server 2005/2008 is case insensitive. You can make it case sensitive by modifying the **Collation Name** parameter which is located in the **Maintenance** zone of the **Database Properties** dialog box. In this drop-down list select the regional language corresponding to your operating system (CI = case insensitive, CS = case sensitive). To apply this value, the parameter must be set either during the installation of SQL Server or when creating the `ampdb` database. It may not be modified anymore afterwards. If the database is set to case sensitive you must pay attention to the spelling when creating queries or when using the search tool in Asset Core.

### Creating Your Database

Creating a database for the Asset Core in advance is optional. You may either create it directly during the master server installation or you may manually create it in advance and then provide the required information at the installation. You can accept the default database name (`ampdb`) or create a new name. The name will be requested during the Asset Core master installation in the **Agent Configuration** dialog box (this applies to Windows platforms only).

### Creating Tablespaces

Creating the tablespaces for the Asset Core database in advance is optional. You may either create them directly during the installation of the master server or you may manually create them in advance and then provide the required

information during installation. Creating the tablespaces is done through the execution of a script delivered with the Asset Core installation archive in the `Support\Database` directory. Proceed as follows:

1. Go to the SQL Server to create a directory in which the tablespaces will be installed (for example, `Microsoft SQL Server/MSSQL/Data/ampdb`).
2. Open the **SQL Query Analyzer** and select the device on which the Asset Core database is located (for example, local if it is on the local device).
3. Open the file `Support\Database/Create_TS.sqlserver.sql` of the Asset Core installation archive in the **SQL Query Analyzer** window.
4. In the script replace the placeholder `&2` with the name of the Asset Core database (for example, `ampdb`, the default value), and `&1` with the path to the tablespace subdirectory created under step 1 (for example, `Microsoft SQL Server/MSSQL/Data/ampdb`).
5. Verify that the script works correctly by clicking the **Parse Query** icon. If this is the case execute the script by selecting the **Execute Query** icon in the icon bar.

## SQL Server 2005/2008 with ODBC Connection Express Edition

If the master and the database are on different devices make sure that the following conditions are fulfilled; otherwise, the database will not accept any connections from the master:

### Enabling the TCP/IP protocol using the Surface Area Configuration Utility

1. Go to the **Surface Area Configuration Utility** window.
2. Under the section **Configure Surface Area for localhost** select the **Surface Area Configuration for Services and Connections** link.
3. In the window that displays, select the **Remote Connections** option under **SQLEXPRESS > Database Engine** in the left window pane.
4. In the table on the right window pane make sure the **Local and remote connections** radio button is selected, as well as the **Using TCP/IP only** button.

### Enabling the TCP/IP protocol in the SQL Server Configuration Utility

1. Open the **SQL Server Configuration Utility** window.
2. Select the **Protocols for SQLEXPRESS** option under **SQL Server Network Configuration** in the left window pane.
3. In the right window pane make sure the entry **TCP/IP** is set to status **Enabled**.
4. Right click on the entry to open the **Properties** window.
5. In the **Protocol** tab make sure the **Enabled** entry is set to **Yes**.
6. Then select the **IP Addresses** tab.
7. Here you will probably see several sections, one for each network connection. Normally there would be one network card and one or more loopback connections indicated by the standard address of `127.0.0.1`. You can disregard these for SQL Server Express.
8. In the section for the network card make sure that the options **Active** and **Enabled** are both set to **Yes**.
9. If you wish to enable dynamic ports for your SQL Server Express instance then the **TCP Dynamic Ports** option should be set to 0. To disable this option and use a fixed port change this field to a blank and fill in the port number of the **TCP Port** option.

## Starting the the SQL Server Browser

This step is optional. It is possible to set the SQL Server instance to use a fixed IP address - but this is non-standard for named instances.

1. In the **SQL Server Configuration Utility** window select the **SQL Server Service** entry in the left window pane.
2. Then right-click the entry **SQL Browser** in the right window pane to open the **SQL Browser Properties** window.
3. In the **Log on** tab press the **Start** button in the **Service Status** part if it not yet started.
4. Go to the **Service** tab.
5. Select the **Start Mode** option in the table and set it to **Automatic** if this is not yet the case.

## SQL Server 2005/2008 with ODBC Connection

To create an ODBC connection (System DSN) follow the general procedure for SQL Server 2005/2008 and then proceed as follows:

### Creating an ODBC Connection

To create an ODBC connection (System DSN) follow the general procedure for SQL Server 2005/2008 and then proceed as follows:

1. Open the window **ODBC Data Source Administrator** and go to the tab **System DSN**.
2. Click the **Add** button and select the SQL Server driver from the list, then click **Next**.
3. In the following window enter the name for the data source, for example `ampdb`, select the SQL Server to which to connect and click **Next**.
4. Then select the authentication type, *Windows* or *SQL Server* and click **Next**.
5. Select the database you created previously, for example `ampdb`, click **Next** and then **Finish**.
6. In the window that displays click the **Test Data Source** button to verify the connection.

## Oracle v9.2.0.6, 10g or 11g

The following versions are supported for Windows platforms:

- 9i from 9.2.0.6 onwards (server and client)
- 10.0 and 10.1 with client 9.2.0.x
- 10.2.0.3 patch 5846376 (This patch is required on a Windows Oracle Server. Attention, 10.2.0.3 does not work if the Oracle Server is installed on a Linux device, as Oracle did not report patch 5051602 to this version.)
- 10.2.0.4 and 10.2.0.5
- 11.2.0.2 with 10.2.0.4, 10.2.0.5 or 11.2.0.2 client



### IMPORTANT

Make sure your Oracle client has the same architecture as the Asset Core agent (x86 or x64) otherwise the Asset Core agent will not be able to communicate with the database. This is due to the fact that Oracle versions prior to 10.2.0.5 do not include x64 clients, which means that in this case only an x86 Asset Core agent can communicate with the Oracle database.

If Oracle v9.2.0.6, 10g or 11g is already installed as a database engine you need to execute the following before installing the master:



### Note

If you are using Oracle 10g Release 2 make sure you have installed all available patches.

## Setting the Character Set to Unicode

1. In the Database Configuration Assistant select the Character Set tab when the Initialization Parameters window appears on the screen.
2. Select the Use Unicode (AL32UTF8) radio button
3. In the National Character Set drop-down field select the UTF8 value.



## Creating Your Database

Create a database for the Asset Core before running the installation process. This database can be default named as `ampdb` or freely named. The name will be requested during the Asset Core master installation in the Database Settings dialog box (this applies to Windows platforms only).

## Creating Tablespaces

Before installing the master you must also create a user and the tablespaces for the Asset Core database. This is done through the execution of scripts delivered with the BMC Asset Core installation archive in the `Support\Database` directory. Proceed as follows:

1. Create a new directory under the Oracle installation directory for the tablespaces, for example, `Oracle\OraData\NumaraFootPrintsAssetCore`.
2. Copy the files `Create_User_TS.oracle.bat` and `Create_User_TS.oracle.sql` to the temp directory of the machine on which the Asset Core master will be installed.
3. Open a command line window on this machine.
4. Enter the following command line followed by the ENTER button: `Create_User_TS.oracle.bat <System Password> <Instance Name> <Tablespace Directory>`



whereby:

System Password	is the password to the Oracle system
Instance Name	is the Oracle instance on which the Asset Core master will be located
Tablespace Directory	is the directory in which the tablespaces will be located, as created above under step 1, for example, <code>Oracle\OraData\FootPrintsAssetCore</code> .

## Removing Oracle Identification on the Client

The following line must be commented with a hash (#) in the following file to remove the Oracle identification on the Oracle client:

```
file: sqlnet.oracle: SQLNET:AUTHENTICATION_SERVICES=(NTS)
```

## Defining the Language Settings

The following settings are required for the NLS\_LANG parameter:

- The Oracle parameter NLS\_LANG (stored as either an environment variable, or in the registry at `HKLM\SOFTWARE\ORACLE\HOME0\NLS_LANG`) needs to be set properly. It is of the form "Language"."Location"."Charset" and Charset needs to be set to AL32UTF8, for example, `NLS_LANG=Japanese_Japan.AL32UTF8`.
- If your language is not one of the Western European group, the Oracle parameter NLS\_LANG (stored as either an environment variable, or in the registry at `HKLM\SOFTWARE\ORACLE\HOME0\NLS_LANG`) needs to be set properly. It is of the form "Language"."Location"."Charset" and Charset needs to be set to AL32UTF8, for example, `NLS_LANG=Japanese_Japan.AL32UTF8`.



## Master Prerequisites

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A recent version of JRE (Java Runtime Environment, minimum version 1.6 update 27) needs to be installed on the master device for the generation of template based reports. For Windows platforms, the Asset Core setup will automatically detect the JRE version and will install a compatible version if necessary.

## Console Prerequisites

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A recent version of JRE (Java Runtime Environment, minimum version 1.6 update 27) needs to be installed on the device the console will be used on. For Windows platforms, the Asset Core setup will automatically detect the JRE version and will install a compatible version if necessary.

## Miscellaneous Prerequisites

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This paragraph lists some specific configurations, which may be executed before the master installation if so required by company internal standards, which differ from the general way of dealing with the data within the Asset Core.

### Keep Software Core Data and Generated Data Separate

All data which is generated by Asset Core is located in a directory called <InstallDir>\master\data. To take this directory out of the installation directory you need to proceed as follows:

Create an empty partition and change the path of this partition in the disk management mmc, then choose the data folder (the folder must be empty to choose it).

# Component Installation

The installation of the FootPrints Asset Core is a simple, straightforward process carried out via a Windows Installer Service. While installing a master server, Windows Installer provides the possibility of installing SQL Server Express (if no database engine is preinstalled on your network), and the BMC FootPrints Asset Core Console (these installations will be described in the steps below).

The installation process is comprised of the following steps:

1. Master and Console Installation
2. Super Master Installation
3. Relay (Client) Installation and
4. Installation Options.

## Master and Console Installation

The setup program will take you through the steps required to install the BMC FootPrints Asset Core master including its predefined objects on your server. The database used for this example installation will be the SQL Server Express engine for which a new database and the user will be created with the default names and password. Also the tablespaces will be created during the installation process. You will find links to the options section of this chapter for the installation of any other database wherever these are applicable.



### Prerequisites

- Neither SQL Server Express nor SQL Server are installed on the master server device.
- The installation example will be executed on a Windows XP device. To install the master and database on any other supported Windows version you will find the necessary information where applicable in the options section later on in this chapter.



#### Note


If you intend to install the master server with an Oracle database refer to Option [Install Master with an Oracle Database](#) first for the necessary prerequisites before starting the installation process.

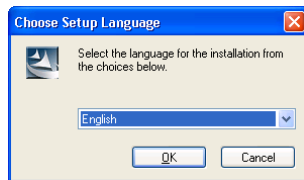




#### Note

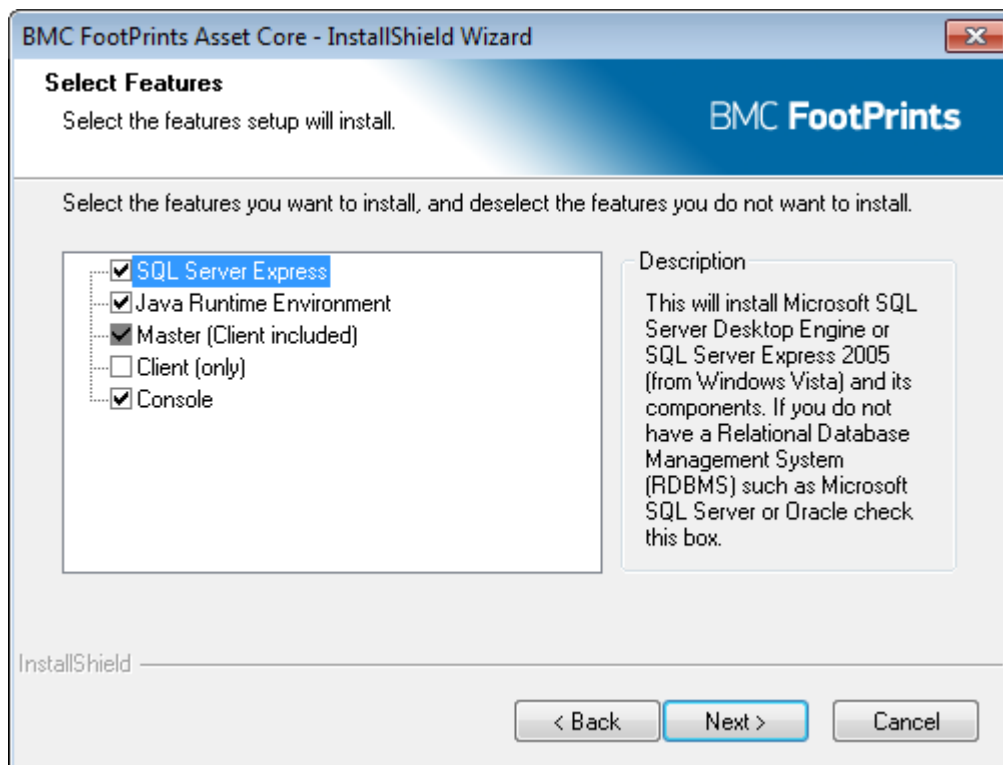
If you intend to install the master server with an SQL server database with ODBC connection or an Oracle database, you need to manually create the database and tablespaces as explained in the [SQL Server 2005/2008/Oracle v9.2.0.6, 10g or 11g Prerequisites](#) paragraphs of the Installation Prerequisites chapter before starting the Master installation process below.

To install the master server and the console, follow these steps:

1. Decompress the downloaded archive in a temporary folder.
2. Double-click the setup.exe file.  
 A **Choose Setup Language** pop-up requests you choose your language for the installation procedure.
3. Select your language then click **OK**.



4. Wait a few moments while InstallShield prepares the Windows Installer installation and the configuration of BMC FootPrints Asset Core.
5. A **Welcome** screen appears, click **Next**.
  -  The **License Agreement** dialog box appears.
6. Check the radio button to accept the license and then **Next** to continue.
  -  The **Select Features** dialog box appears on the screen.
7. Here you need to select the components to be installed. Leave all preselected options as they are and click **Next** if you execute the example installation using an SQL Server Express database.



#### Note

The master requires that the Java Runtime Environment (JRE) version 1.6 update 27 or later is installed on your device. If the JRE is not yet installed and you do not check the respective box in this window, you will not be able to generate template based reports.



#### Note

If you want to use another database uncheck the box **SQL Server Express** and see the respective option in the Installation Options section of this chapter when the respective information is required..



#### Note

To use SQL Server with an ODBC connection uncheck the box **SQL Server Express** and see Option *Installing the Master with an SQL Server Database and ODBC Connection* now. If you want to use

SQL Authentication make sure you have already created your database, user and tablespaces, as explained in the prerequisites chapter.



#### Note

If you want to install the console on a device other than the master uncheck the **Console** box in this view, install the master, and then see Option [Installing Master and Console on Different Devices](#).



#### Note

If you want to install the console as Java Web Start Console uncheck the **Console** box in this view, install the master, and then see Option [Installing the Java Web Start Console on a 3rd party HTTP Server](#).



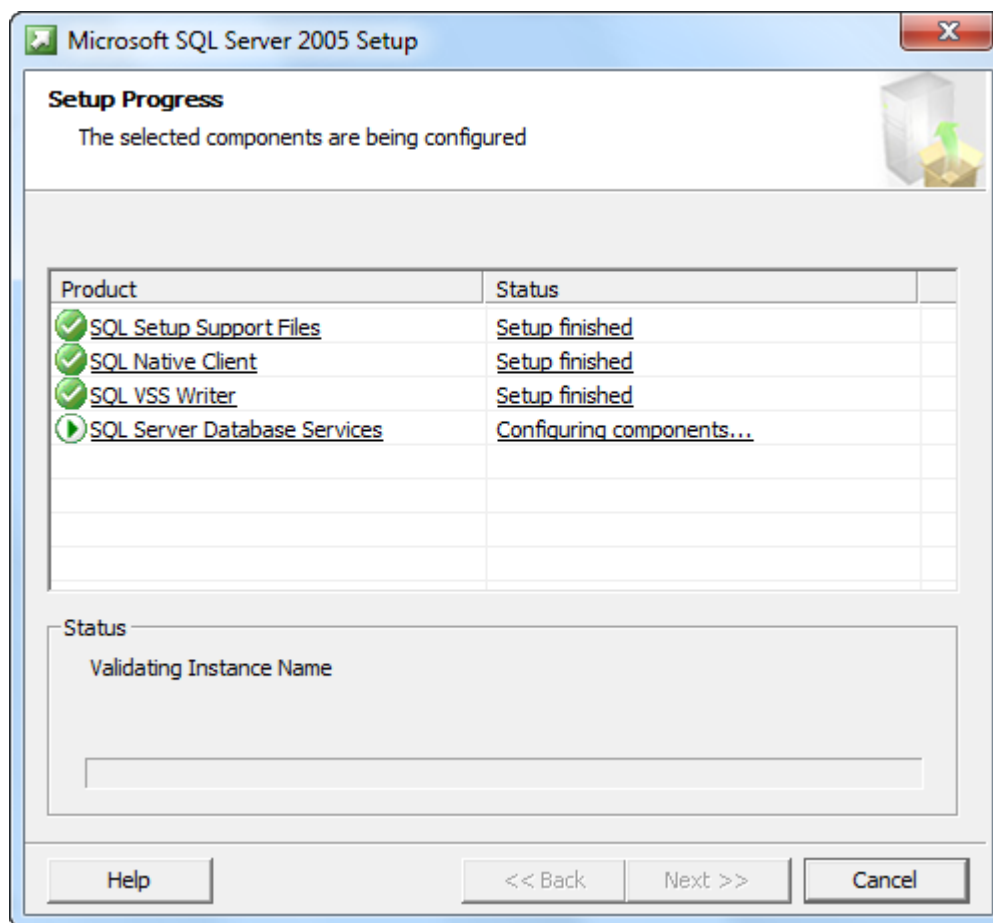
A **Ready to Install** window appears on the screen. It will start the actual installation process.

#### 8. Click **Install**.

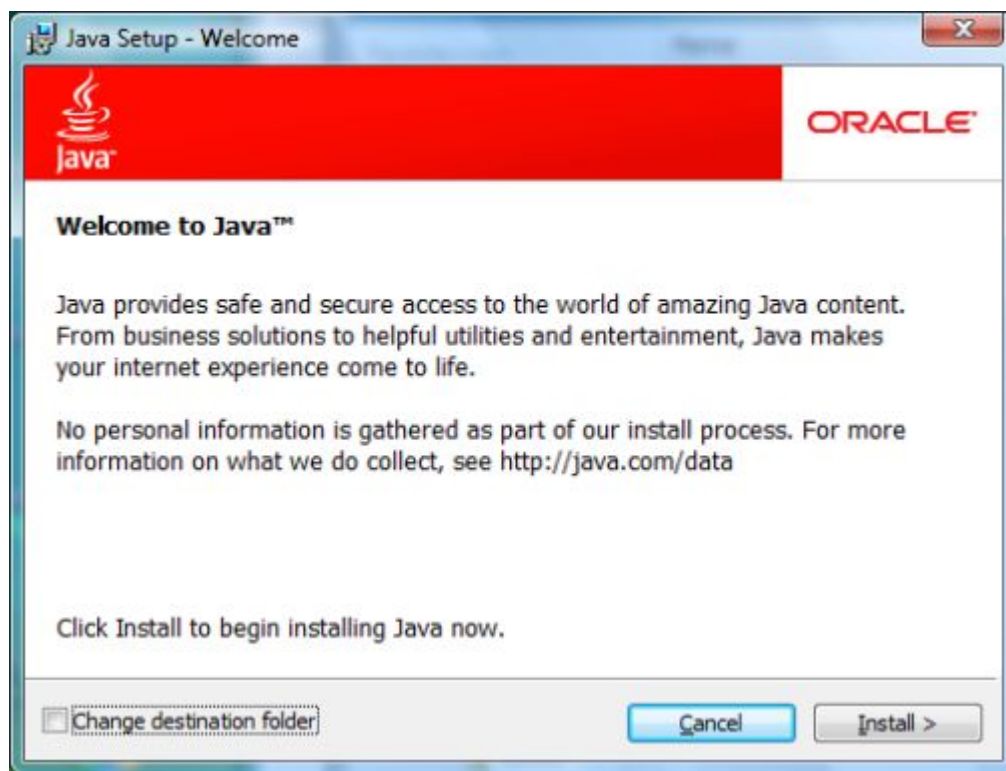


The **Microsoft SQL Server Setup** installation box appears on the screen with a number of changing views.

#### 9. Wait until the database installation is configured and finished.



#### 10. If the JRE must be installed, its installation process is shown now. Click **Install** to proceed with the installation.



The JRE installation may take a few minutes.

11. Click the **Terminate** button once the installation is finished.

12. Once the **InstallShield Wizard Initialized** dialog box appears with its **Welcome** window click **Next** to proceed with the Asset Core installation.



The **License Configuration** dialog box appears on the screen.

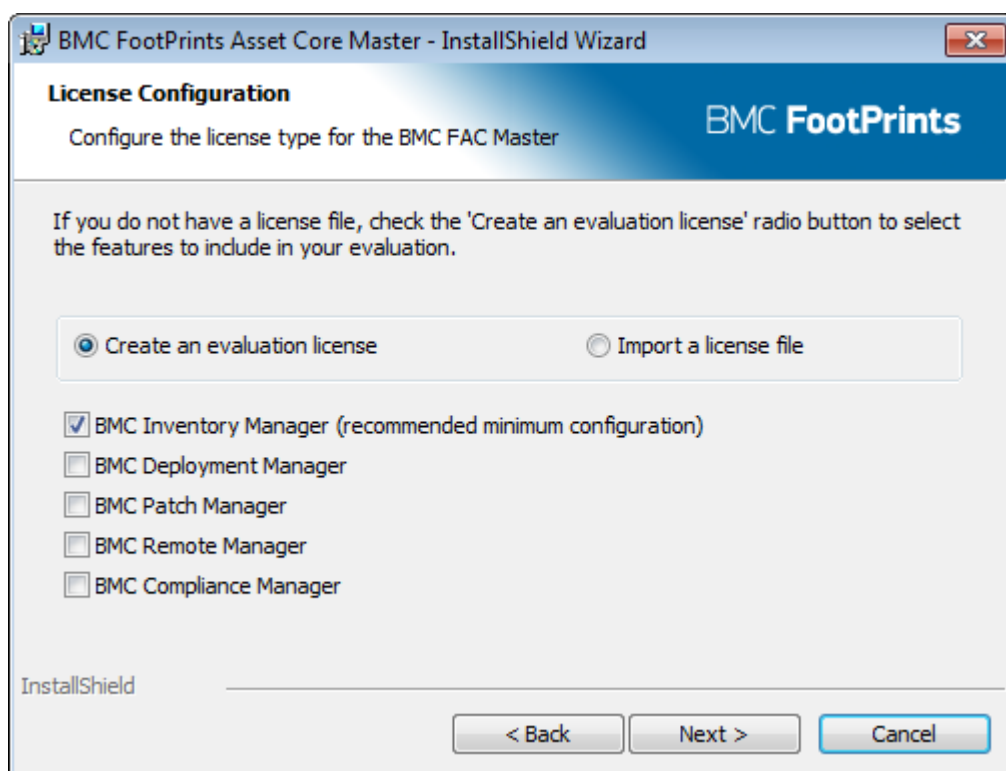
13. Here you may select which type of license to use for your installation. You have the following choices:

- a) Leave the **InstallShield Wizard Initialized** radio button checked to evaluate the software.



Now all possible functionalities are displayed below with check boxes.

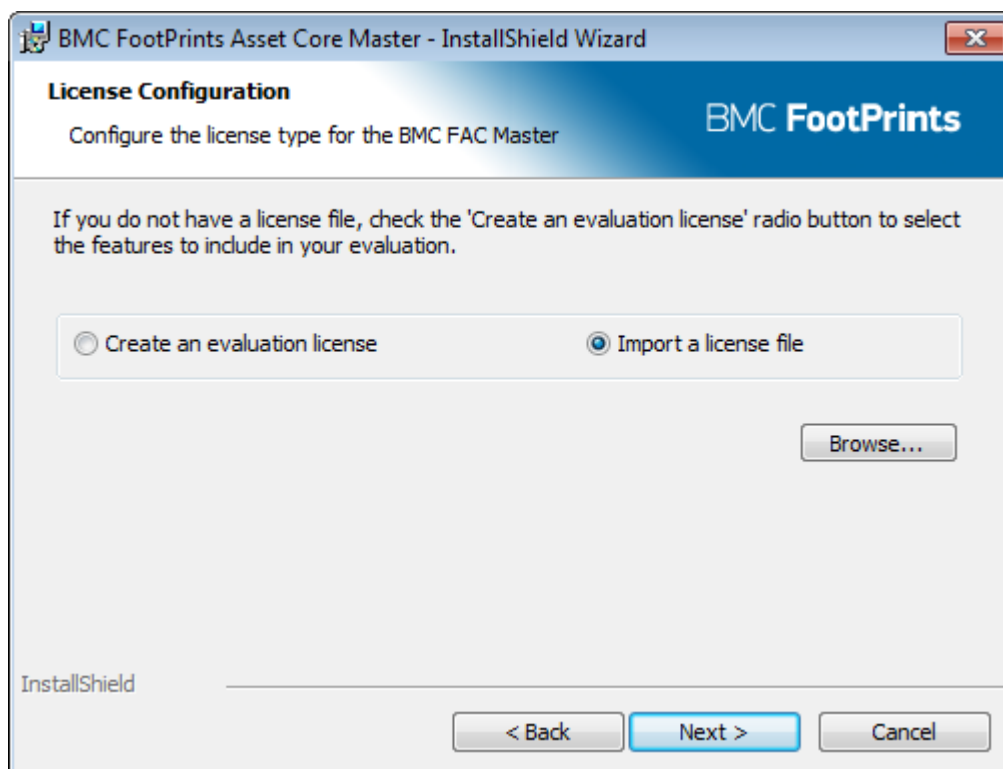
The following Asset Core functionalities are available:



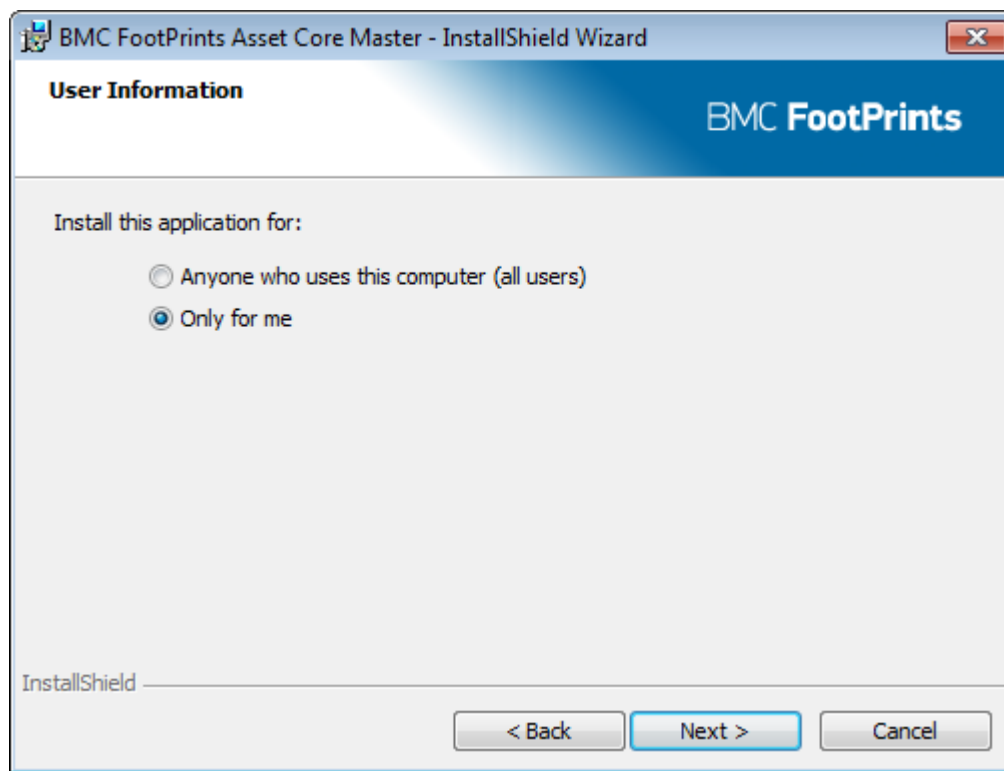
License	Description
BMC FootPrints Asset Core - Inventory Manager	provides access to the software, hardware, security, and custom inventory functionalities, as well as the object, application and resource monitoring. This functionality is also the minimum configuration.
BMC FootPrints Deployment Manager - Software Distribution	provides access to software packaging and distribution of MSI, RPM, custom, and snapshot packages, as well as to the operating system deployment features
BMC FootPrints Patch Manager	activates the patch management functionality (patch inventories and deployment)
BMC FootPrints Remote Manager	allows you to remotely control all Asset Core devices and directly access the devices
BMC FootPrints Compliance Manager	activates the device compliance feature

Check the boxes for the desired functionalities, then click **Next** to continue.

- Check the **Select License File** radio button if you have purchased the software and been provided with a specific license file from BMC Software.
- Click the now available **Browse** button and select the path to the license file in the **Select License File** window that displays.
- Then click **Open** to confirm the file and its path and close the window to return to the wizard.
- Click **Next** to continue.

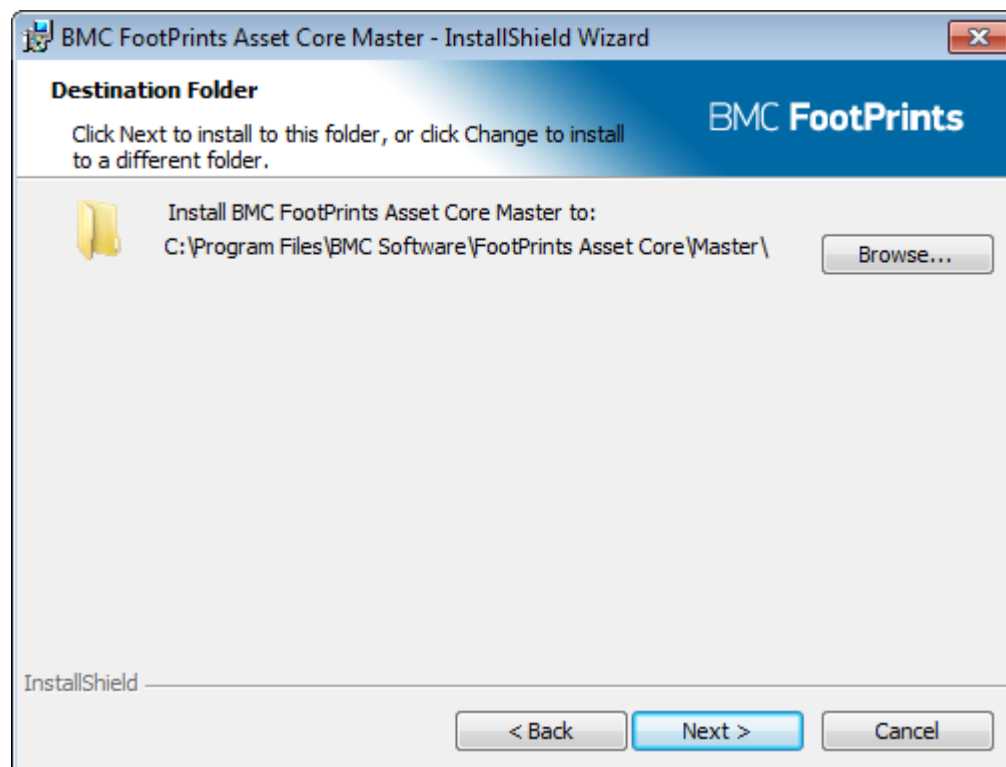


14. The **User Information** dialog box allows you to define if the Asset Core master will be installed for all user accounts of this device or only the account which is currently logged on. Check the required radio button and click **Next** to continue.





15. The **Destination Folder** dialog box will now propose a default installation directory. You may choose to keep this or click **Browse** to change the directory or create a new directory for installation. When you are ready to continue, click **Next**.



16. The **HTTP Port Configuration** dialog box now opens. In this window the HTTP ports for the agent communication and the console connection are defined, as well as the type of secure connection. For a default installation leave all preselected options as they are. You may change these values if you desire to do so, however, you need to make note of these changes as you are required to enter them for specific operations such as when accessing the agent browser interface or upgrading to a new version. Click **Next** when you are ready.

**Note**

For more information regarding the agent communication options see Option [Using Access Control for Communication](#) now.

**Note**

For more information regarding the SSL options for all agent communication see Option [Using SSL for Secure Communication](#) now.

**BMC FootPrints Asset Core Master - InstallShield Wizard**

**HTTP Port Configuration**

Enter the HTTP port number for agent communication

HTTP Port

Enter the HTTP port number for the BMC FootPrints Asset Core Console virtual host

HTTP Port

Access Control

Use SSL  (Secure communication via SSL for agent connections)

InstallShield

< Back Next > Cancel

17. Click **Next** to continue.

18. The **SQL Server Database Settings** dialog box allows you to define the Asset Core database properties. For a default installation leave all preselected options and pre-entered values as they are. In this case the database will be created automatically with its default name `ampdb` as well as the default user `ampdbuser` with the corresponding password `Numara@06`. You may change these values if you desire to do so, however, you need to make note of these changes. To create a user to connect to the database with a different name fill in the fields **Login**, **Password** and **Confirm Password** with the desired values.



**Note**

If you have selected to install **SQL Server Express** with the setup, the user part of this window will not be displayed, and the above explained default user will automatically be created with the database.



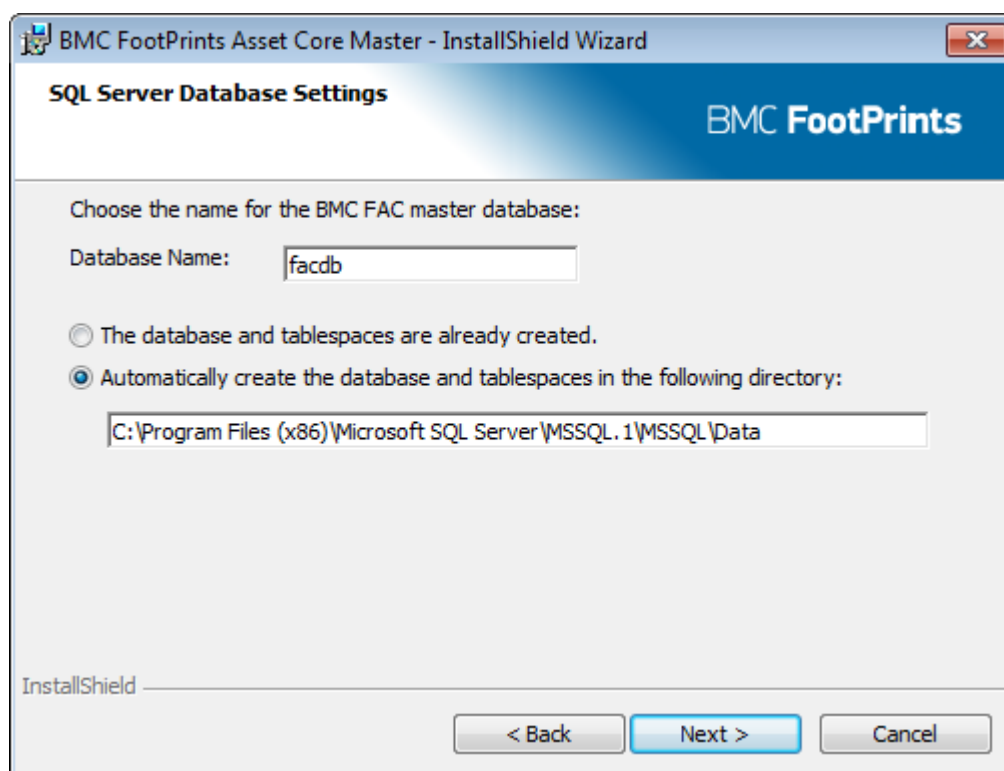
**Note**

If you want to use an existing user see option [SQL Server with Existing User](#) now.



**Note**

If the tablespaces are already created select the **The database and tablespaces are already created.** radio button and enter the name of the existing database in the field **Database Name** above.

**Note**

For SQL Server the option **Automatically create the database and tablespaces in the following directory** is preselected and the path to the tablespaces filled in (C:\Program Files\Microsoft SQL Server\MSSQL\Data or C:\Program Files\Microsoft SQL Server\MSSQL.1\MSSQL\Data).

**Note**

If the fields are not correctly selected/pre-entered the connection with the database could not be established. In this case abort the installation and verify that your database installation is correct.

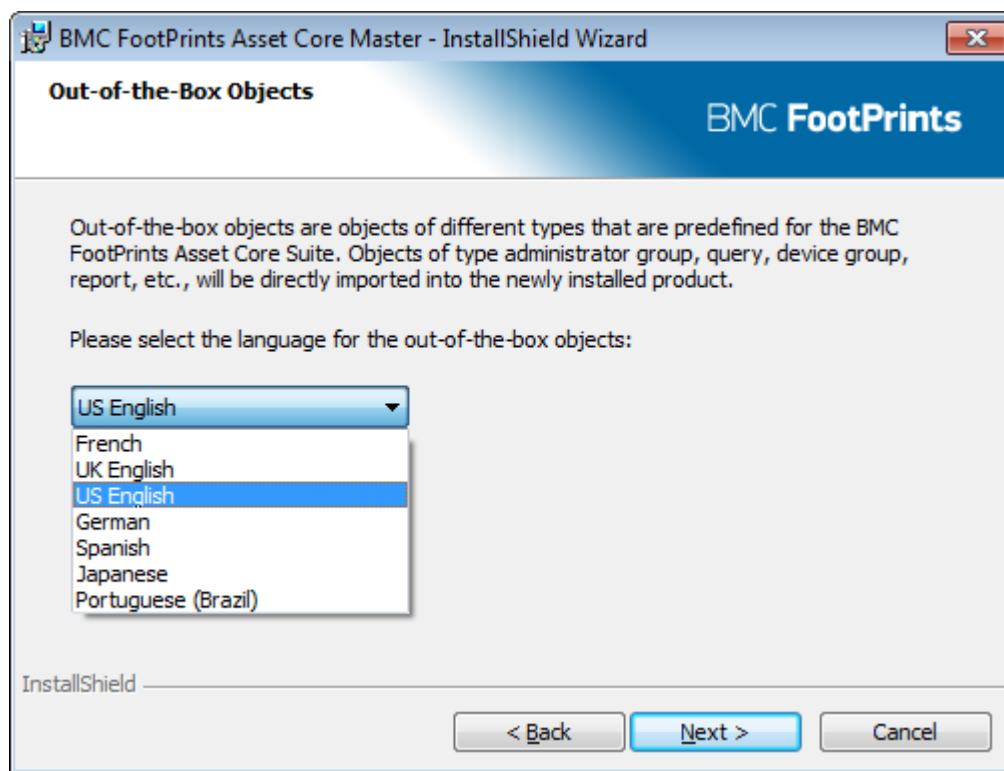
19. Then click **Next** to continue.



The **Out-of-the-Box Objects** window appears on the screen.

Here you can select in which language you want to import the predefined objects that come with BMC FootPrints Asset Core. These are a set of objects of different types, such as administrator groups, device groups, queries, compliance rules, vulnerability groups and reports, that provide you with a basic setup for your operations in the network.

20. Select your language from the dropdown list, by default the US English version is imported.

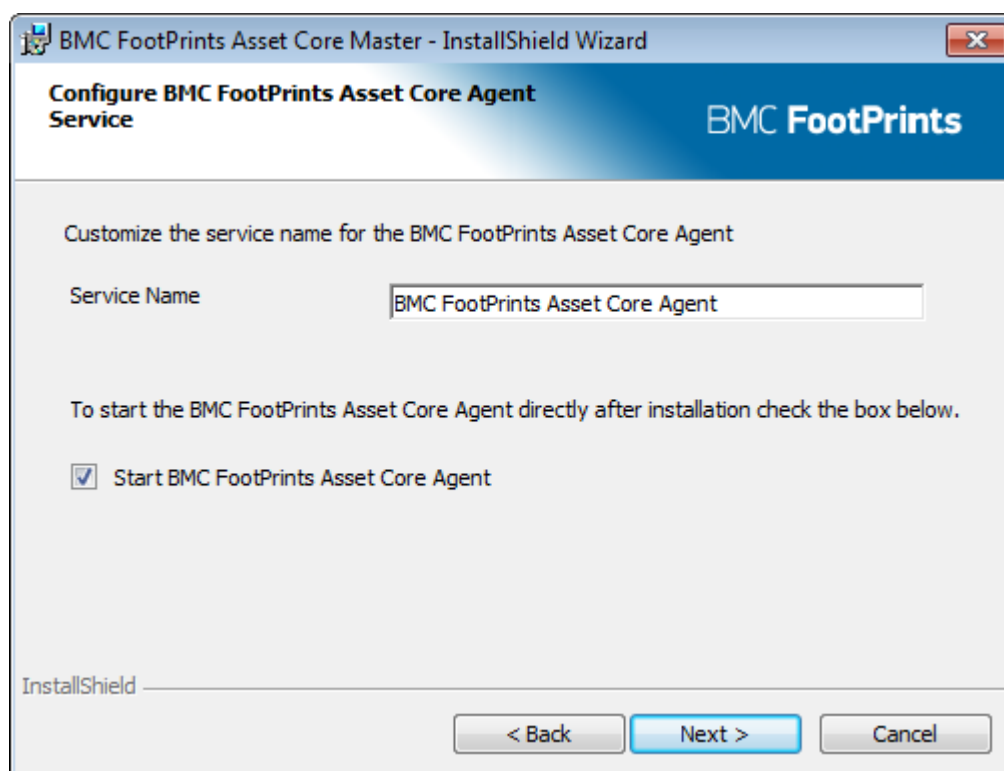


21. The **Configure FootPrints Asset Core Agent Service** dialog box provides you with Asset Core agent options. The **Service Name** field allows you to define the name for the Asset Core agent service. Leave all preselected options as they are and click **Next**.

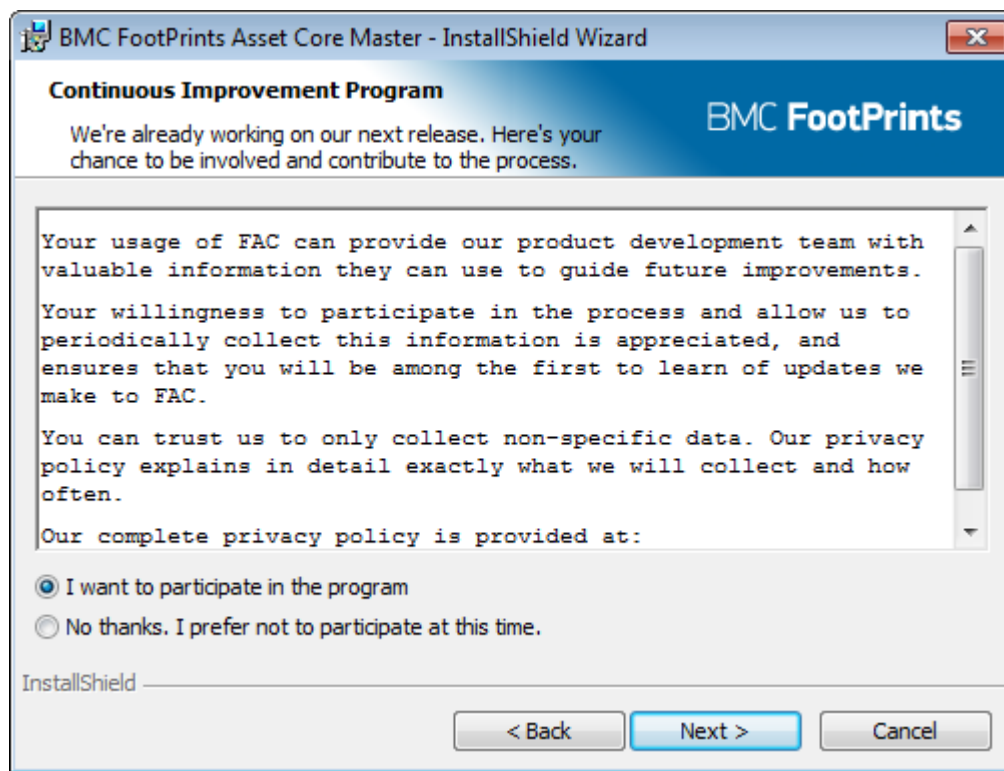


**Note**


If you are installing a Super Master Server system uncheck the box for automatically starting the agent, as some manual modifications must be executed in the configuration files for this type of architecture.



22. In the **Continuous Improvement Program** window you may decide if you want to participate in the amelioration of the product and let BMC know your thoughts and ideas about Asset Core. If you do not want to participate select the **No, thanks.** radio button.




23. You may verify your settings in the window **Ready to Install** before selecting **Install** to launch the actual installation process.

 When installation is complete the InstallShield Wizard Completed dialog box will appear to inform you that the installation has been successful and the link to the Console was successfully created.


**24. Click **Finish**** to terminate the Master installation.



If the Console is installed on the Master device it will not be installed in its own directory but it is part of the Master installation and only a link will be created to the required files.

**25.** You should now see the grey agent icon  in your systray, indicating that the master agent is initializing.



Once it is running the icon will be blue .



A second InstallShield Wizard Completed dialog box appears to terminate the overall Asset Core installation process.

**26. Click **Finish**** to exit the wizard.

## Super Master Installation

If you are installing a super master architecture, you must execute the above- explained installation procedure at least twice: once for the super master on its device and once for each "regular" master server that will be installed on your different locations. Once all masters including the super master are installed you need to make the following modifications for the "regular" masters:

## Relay (Client) Installation

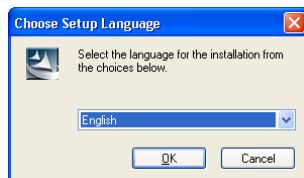
The agent is installed on each client and operates completely independently from the master server (the master has its own agent), sending information either at regularly defined intervals or when polled by the master or any other module. As we will be rolling out the agents to some clients later on, we will use this installation to install a relay for our clients, as the installation program is the same for a client or relay. A relay agent is the same type of agent as that of the client and is treated as such, but it has some additional functionalities. Same as for the master and console installation, the installation of the Asset Core agent is a simple, straightforward process carried out via a Windows Installer Service. The setup program will take you through the steps and install the agent on your selected device. To install the relay agent, follow these steps:

**1.** Double-click the setup.exe file.



A **Choose Setup Language** pop-up requests you choose your language for the installation procedure.

**2.** Select your language, in our case most probably *English*, then click **OK**.



**3.** Wait a few moments while InstallShield prepares the Windows Installer installation and the FootPrints Asset Core configuration.



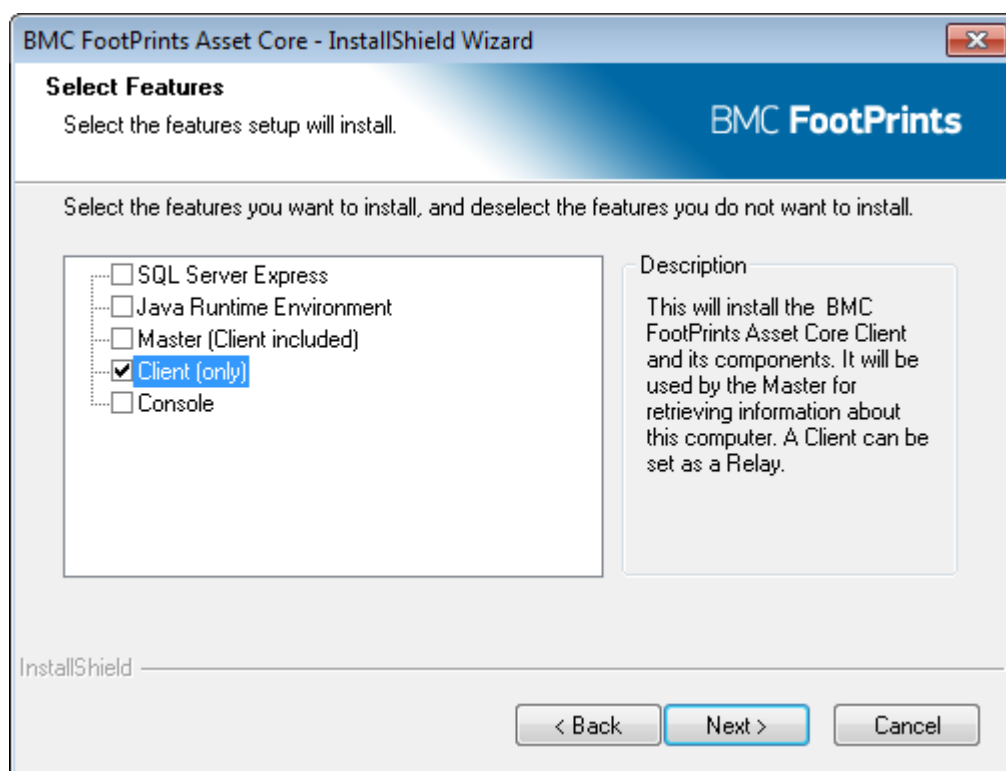
The **License Agreement** dialog box appears.


**4.** Check the radio button to accept the license and then **Next** to continue.

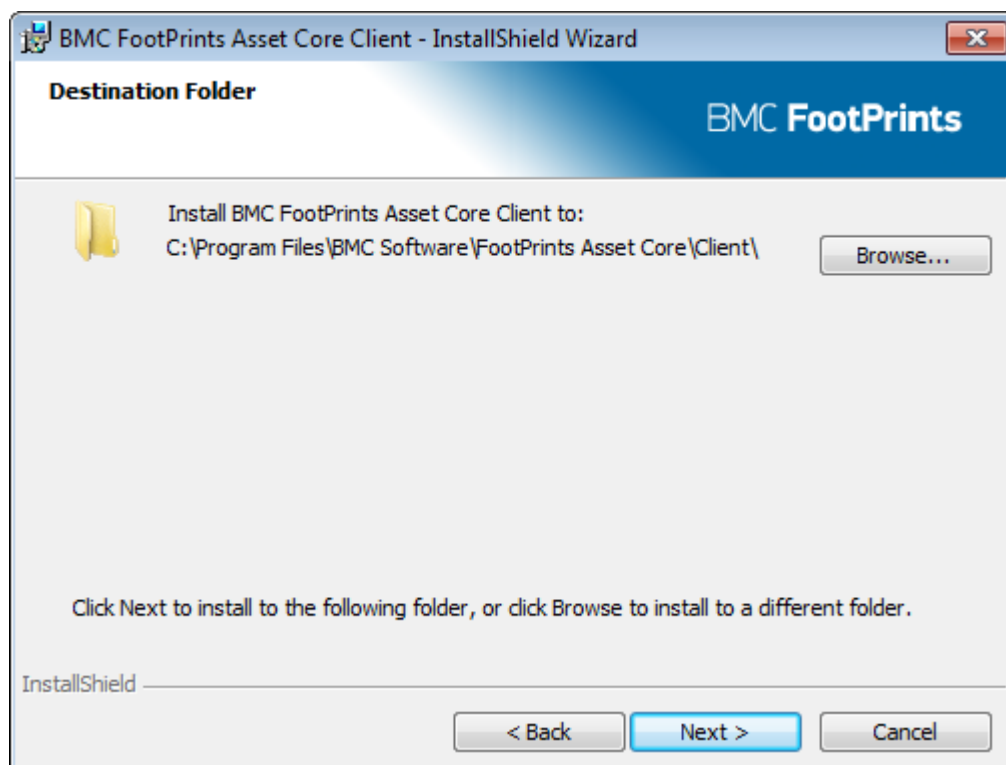


The **Select Features** dialog box then appears for you to choose the components to be installed.

**5.** For the agent installation you must first uncheck all preselected options and then check the component box.



6. On the **Start Copying Files** dialog box that now appears, click **Next** to prepare for installation.
7. Wait until the InstallShield Wizard is completely initialized, then click **Next** to continue.
  -  The **Destination Folder** dialog box will now propose a default installation directory.
8. You may choose to keep this or click **Browse** to change the directory or create a new directory for installation.





9. When you are ready to continue, click **Next**.

10. The **Agent Configuration** dialog box now opens for you to enter communication settings for your relay:

Parameter	Description
<b>HTTP Port</b>	The <b>HTTP Port</b> field defines the HTTP port of your local machine. The default value for this port is 1610 for the Windows machines. If you left the default settings at the master installation also leave this value.
<b>Parent Name</b>	The direct parent of our relay here is the master, therefore you <b>must</b> enter the name of the master server into this field.
<b>Parent Port</b>	In the <b>Parent Port</b> field enter the port number of the master. If you left the default settings at the master installation also leave this value.
<b>Relay Enabled</b>	Check the <b>Relay Enabled</b> checkbox to make the particular client you are about to install a relay.
<b>Access Control</b>	The <b>Access Control</b> option defines if agent communication is secured via access control. Leave the preselected option.
<b>Use SSL</b>	The SSL option defines if agent communication is secured via SSL. Leave the preselected option and click <b>Next</b> .



**Note**

For more information on the access control options for all agent communication see Option [Using Access Control for Communication](#) now.



**Note**

For more information on the SSL options for agent communication see Option [Using SSL for Secure Communication](#) now.

11. The following dialog box provides you with Asset Core agent options. The **Service Name** field allows you to define the name for the Asset Core agent service, the default value for the service. BMC FootPrints Asset Core Agent is pre-entered. Leave the preselected option and click **Next**.

12. You may verify your settings in the window **Ready to Install** before selecting **Install** to launch the actual installation process.

13. When installation is complete the InstallShield Wizard Completed dialog box will appear to inform you if the client/relay installation has been successful. Click **Finish**.

14. A second InstallShield Wizard Completed dialog box appears to terminate the overall Asset Core installation process. Click **Finish** to exit the wizard.

15. You should now see the grey agent icon in your systray, indicating that the relay agent is initializing. Once it is running the icon will be blue and the relay is ready for operation.

## Installation Options

Following you will find a number of options for the installation of the FootPrints Asset Core.

### Install Master with SQL Server Database and ODBC Connection

To install the master with an SQL Server Express or SQL Server database with an ODBC connection proceed as follows:

1. At step 19, **SQL Server Database Settings** check the option **ODBC Connection**.
2. There are two authentication types possible:
  - a) **DNS with SQL Server Authentication:**



#### Note

You can only use this option with a previously created database and user (see the SQL Prerequisites section under the heading

*SQL Server 2005/2008 with ODBC Connection* previously in this chapter).

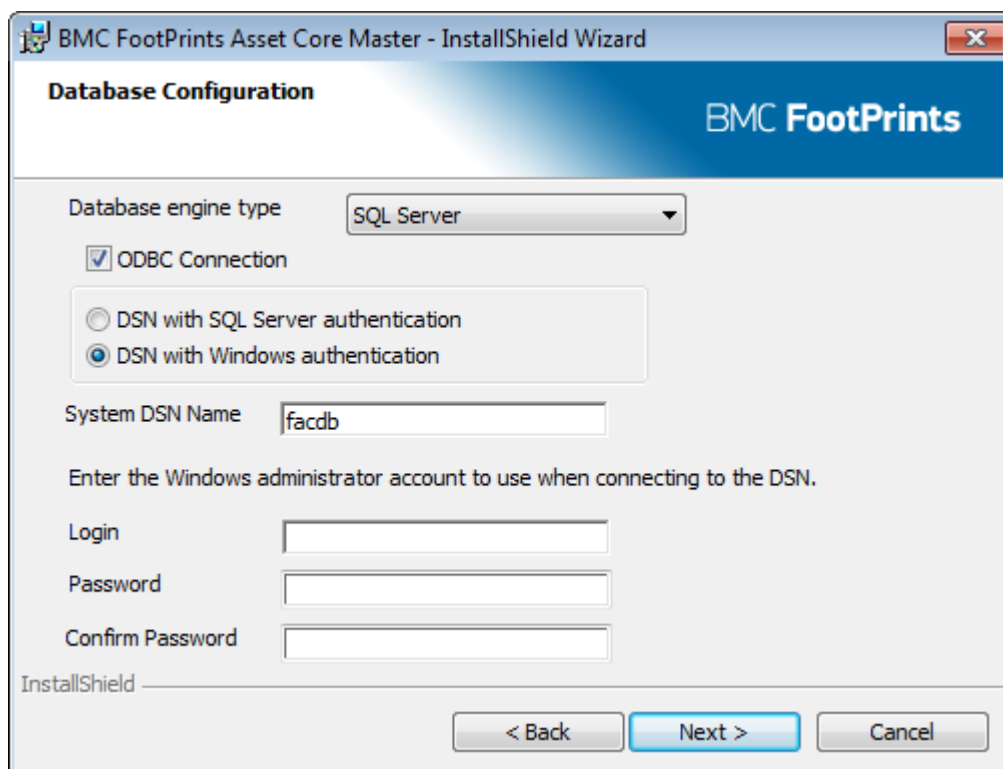


- To install with the default values leave all pre-entered fields as they are.
- To use an already created DNS name enter the name in the **System DSN Name** below.

- b) **DNS with Windows Authentication:**



- To install with the default values leave all pre-entered fields as they are.
- To use an already created DNS name enter the name in the **System DSN Name** below.
- Enter the login and password of the Windows account to be used for connecting to the DSN.



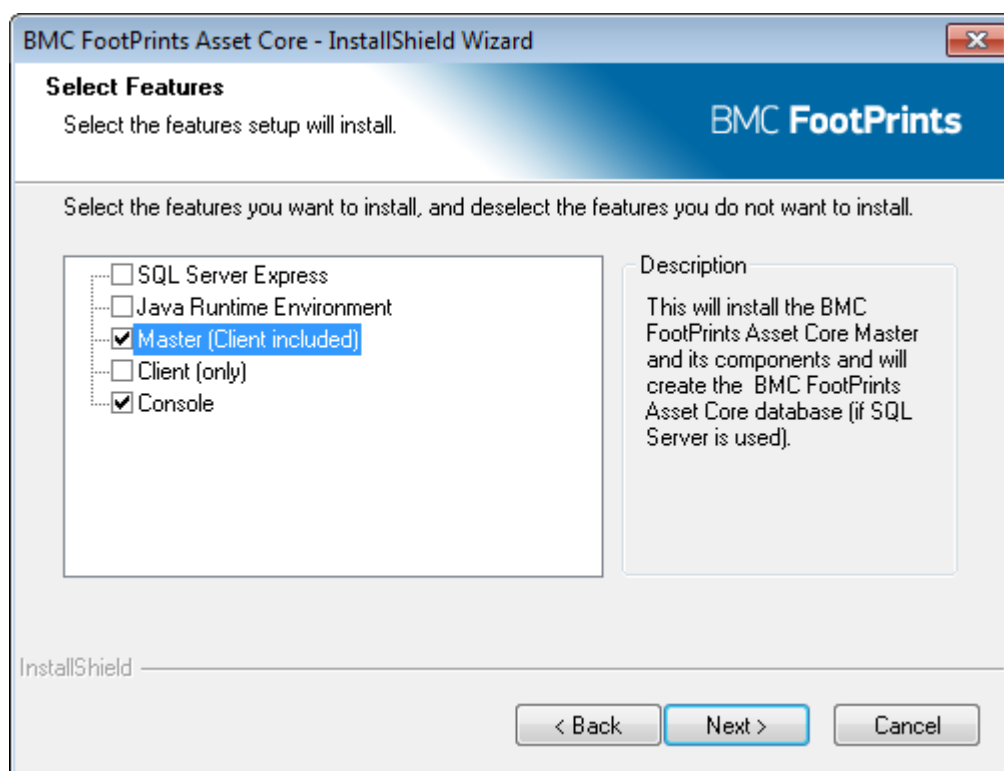
3. Then click **Next** to continue with Step 20 of the general procedure:

## Install Master with an Oracle Database

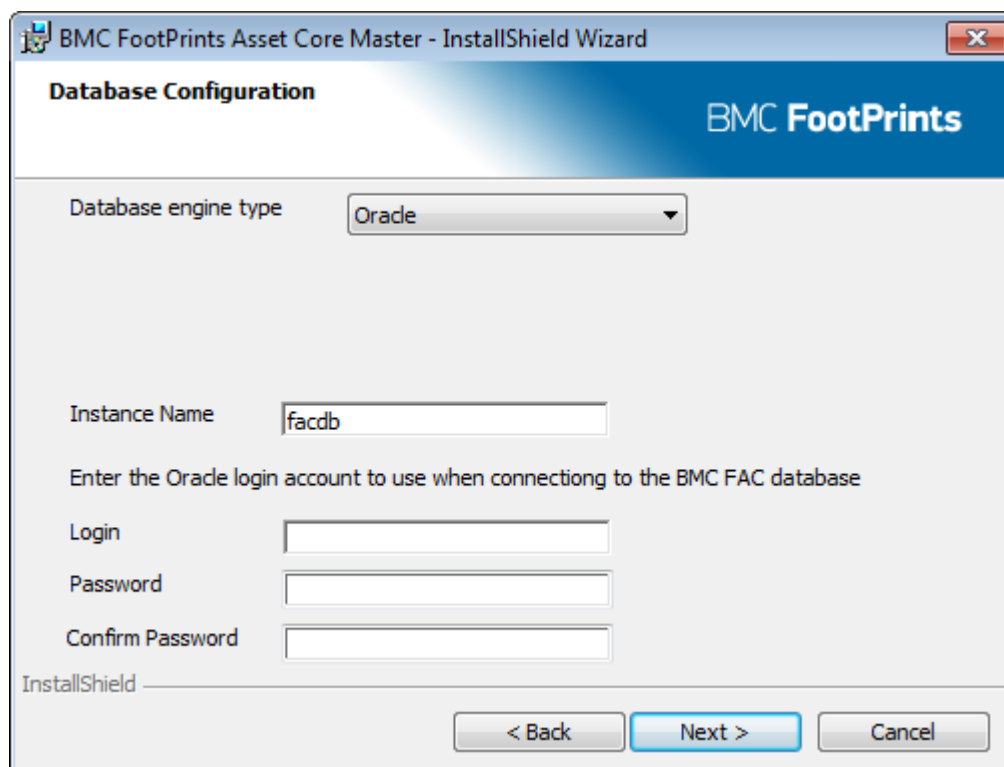
If you intend to install the FootPrints Asset Core with an Oracle database refer first to the chapter [Installation Prerequisites](#) and the section on [Database Prerequisites](#). Find the section regarding Oracle and execute all necessary steps.

Then proceed with the general installation process as described earlier in this chapter.

1. In step 8 uncheck the **SQL Server Express** option.



2. Continue with the general procedure.
3. In step 19 in the **Database Configuration** window select the Option **Oracle** from the **Database Engine Type** drop-down box.



4. Enter the name of the existing instance.

5. Enter the name and password of the Oracle account to be the user to connect to the Asset Core database.
6. Then click **Next** to continue with step 20 of the general procedure.

## SQL Server with Existing User

To use an existing user for the connection with the database fill in the following fields:

- Fill in the name of the user into the **Login** field, paying attention to upper and lower-case letters.
- Enter the password corresponding to the login into the **Password** field, paying attention to upper and lower-case letters.

## Using PAC for Communication

This parameter defines the security when agents communicate with each other (that is, if the Asset Core **Access Control** (PAC) handshake is to be used for inter-agent communication). Be aware that PAC communication is not possible between a current agent and a 6.0 or earlier agent. By default this parameter is set to No/0, to make sure all agents can communicate with each other when upgrading.

If you would like to use access control for agent communication you must activate this option for the master as well as ALL agents (that is, during the master--Step 17 and relay--Step 11) installations explained in this chapter as well as for the agent rollout in one of the following chapters.

The following options are available for access control:

Parameter	Description
<b>Receive Both, No PAC Connections</b>	As a server, allow PAC connections with client authentication as well as non PAC connections. As client, no PAC connections are required.
<b>Receive Both, PAC Connections</b>	As server, allow PAC connections with client authentication as well as non PAC connections. As client, only allow PAC connections.

Parameter	Description
<b>Yes</b>	Only allow PAC connections (as server or client).
<b>Yes (With server authentication)</b>	Only allow PAC connections (as server or client) with mutual authentication.

## Master Installation

To install the master agent with access control proceed as follows:

At step 17 make the following additional selection:

- In window **HTTP Port Configuration** select the desired option from the **PAC** drop-down list. Then proceed with the next step as defined for the rest of the procedure.

## Relay Installation

To install the relay agent with access control proceed as follows:

In step 11 make the following additional selection:

- In the **Agent Configuration** dialog select **Yes** from the **PAC** drop-down list. Then proceed with the next step as defined for the rest of the procedure.

**BMC FootPrints Asset Core Client - InstallShield Wizard**

**Agent Configuration**

Enter the HTTP port number for agent communication

HTTP Port:  Console HTTP Port:

Enter the parent name and port number of the device the Client will use as its relay

Parent Name:  Parent Port:

Relay enabled: ☒ (By checking "Relay Enabled", the Client becomes a Relay)

Access Control: **Yes** (dropdown menu open showing: Yes, Receive Both, No PAC Connections, Receive Both, PAC Connections, Yes, Yes (With server authentication))

Use SSL: ☒ (Secure communication via SSL for agent connections)

InstallShield

< Back Next > Cancel

## Using SSL for Secure Communication

If you would like to use SSL for agent communication you must be activate this option for ALL components, that is, during the master (step 17) and relay (step 11) installations explained in this chapter, as well as for the console, as well as for the agent rollout in one of the following chapters. The console provides an exception as the SSL option may not only be

chosen during the installation process, it may also be activated or deactivated when you log on to the console. A note will make you aware of this at the appropriate paragraph later on in this manual.

The following options are available for SSL communication:

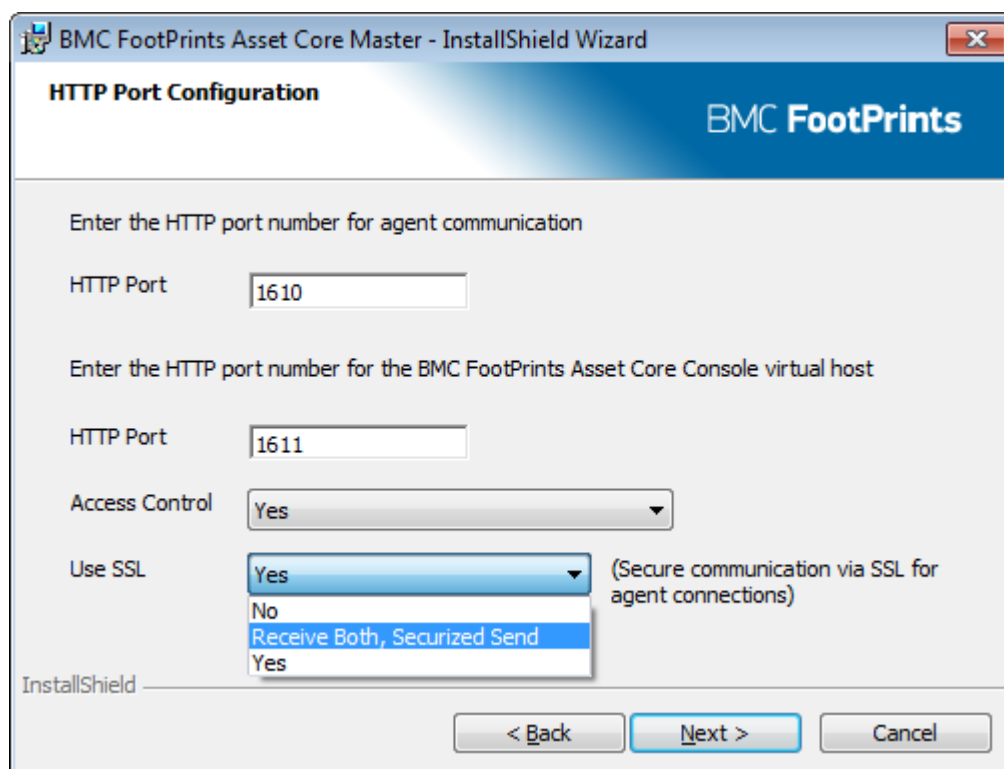
Parameter	Description
<b>No</b>	With this option the agent accepts both securised and non-securised communication, however it will send only non-securised communications.
<b>Receive Both, Securised Send</b>	This value indicates that the agent accepts both securised and non-securised communication, however it will send only securised communications.
<b>Yes</b>	When this option is selected the agent only communicates in secure mode, i.e. it only receptions and send securised communication.

## Master Installation

To install the master agent with SSL proceed as follows:

In step 17 make the following additional selection:

- In **HTTP Port Configuration** dialog, make your choice from the **Securized Send, Receive Both** drop-down list. Then proceed with step 18 as defined for the rest of the procedure.



## Relay Installation

To install the relay agent with SSL proceed as follows:

In step 11 make the following additional selection:



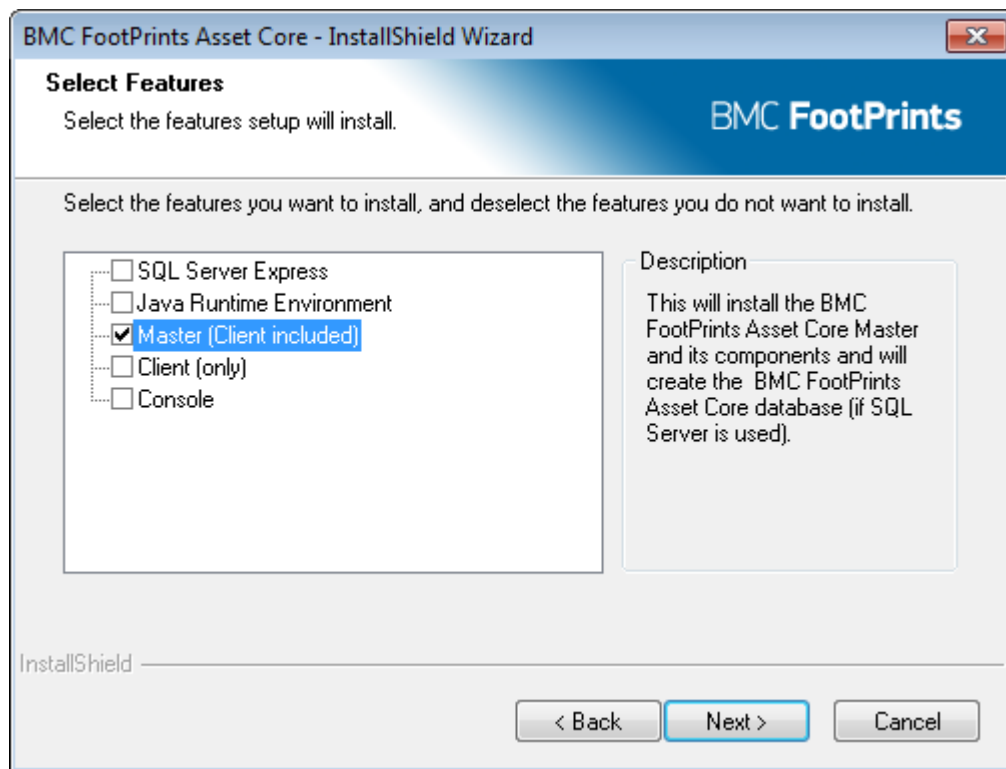
- In the **Agent Configuration** dialog, make your choice from the **Securized Send, Receive Both** drop-down list. Then proceed with step 12 as defined for the rest of the procedure.

## Installing Master and Console on Different Devices

If you would like to install the console on a different device than the master the installation process is divided in two different parts. Proceed as follows:

### Install Only the Master

1. Launch the installation as described.
2. In step 8 uncheck the console option in the **Component Selection** window.



3. Proceed with the installation as described until step 25.



Once you click **Finish** the installation process will terminate and you must install the console separately.

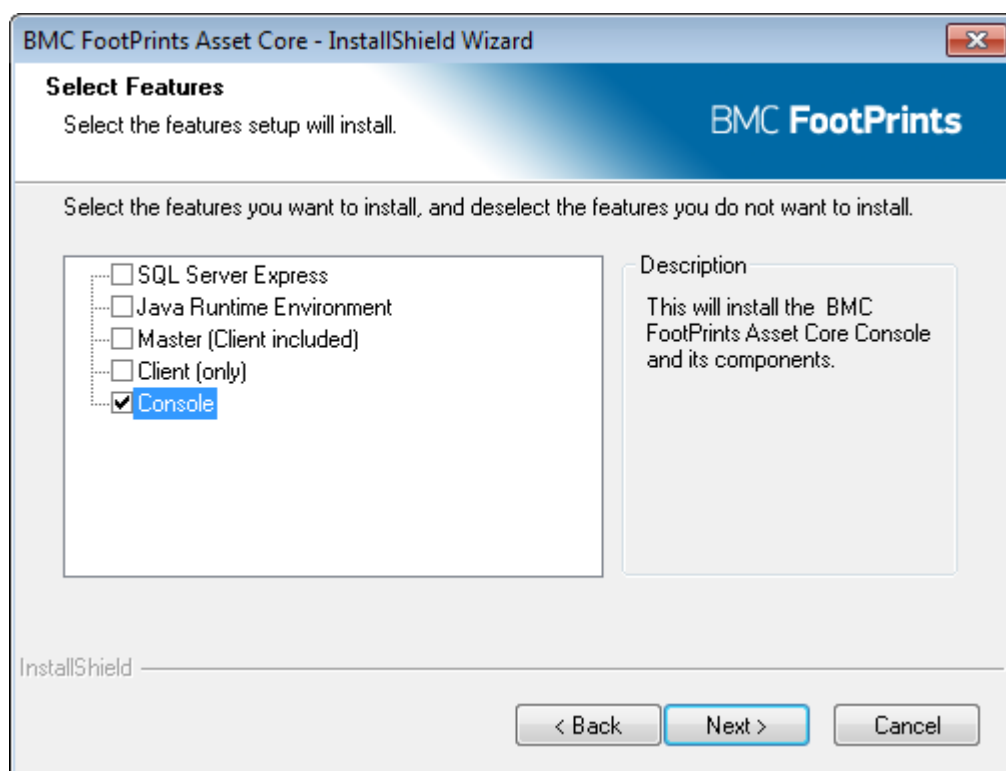
## Install the Console

The console installation process starts in the same way as the master--you have two options:

1. To install the Console as Java Web Start Console (see Option [Installing the Java Web Start Console on a 3rd party HTTP Server](#) now).
2. To install the Console on another device with an active HTTP Server proceed as described below.

The installation of the Console starts in the same way as the master installation; therefore, proceed as follows:

1. Go to the device on which the console is to be installed and proceed as described in the general installation process (step 1 to 7).
2. At step 8 uncheck all options apart from *Console* in the **Component Selection** window.
3. Click **Next**.



The **InstallShield Wizard Initialized** dialog box appears with its *Welcome* screen again to install the console.

4. Click **Next** to continue.



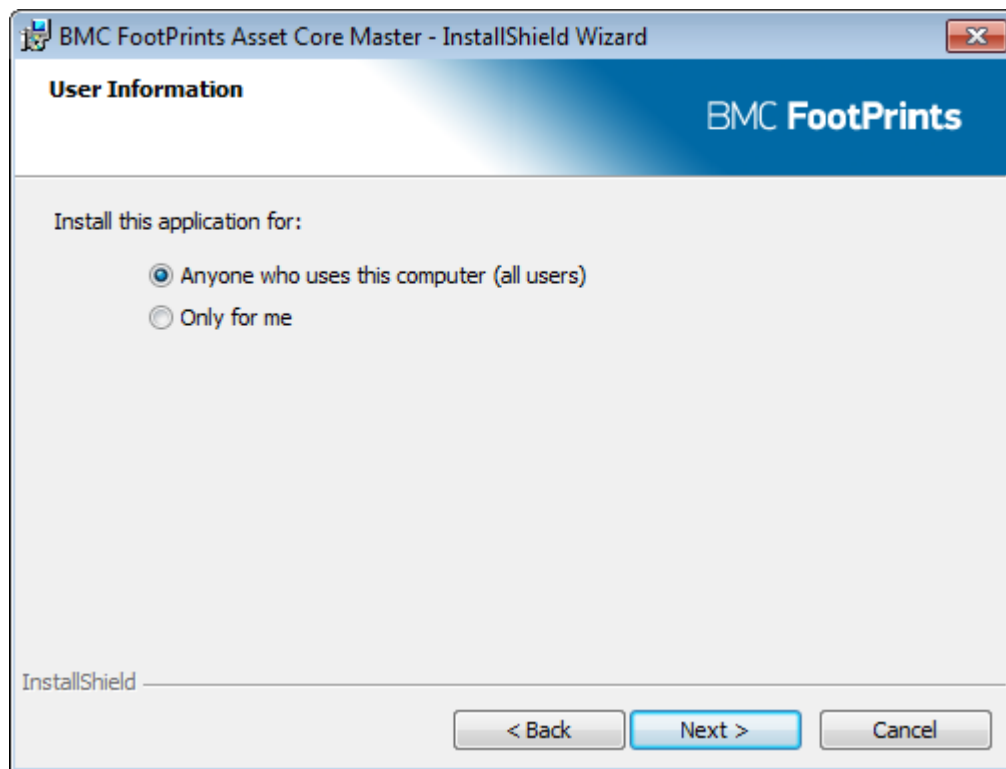
The **InstallShield Wizard** for the console installation dialog box appears on the screen.

5. Wait until the InstallShield Wizard is completely initialized, then click **Next** to install.



The **User Information** dialog box allows you to define if the Asset Core master will be installed for all user accounts of this device or only the account which is currently logged on.

6. Check the required radio button and click **Next** to continue.

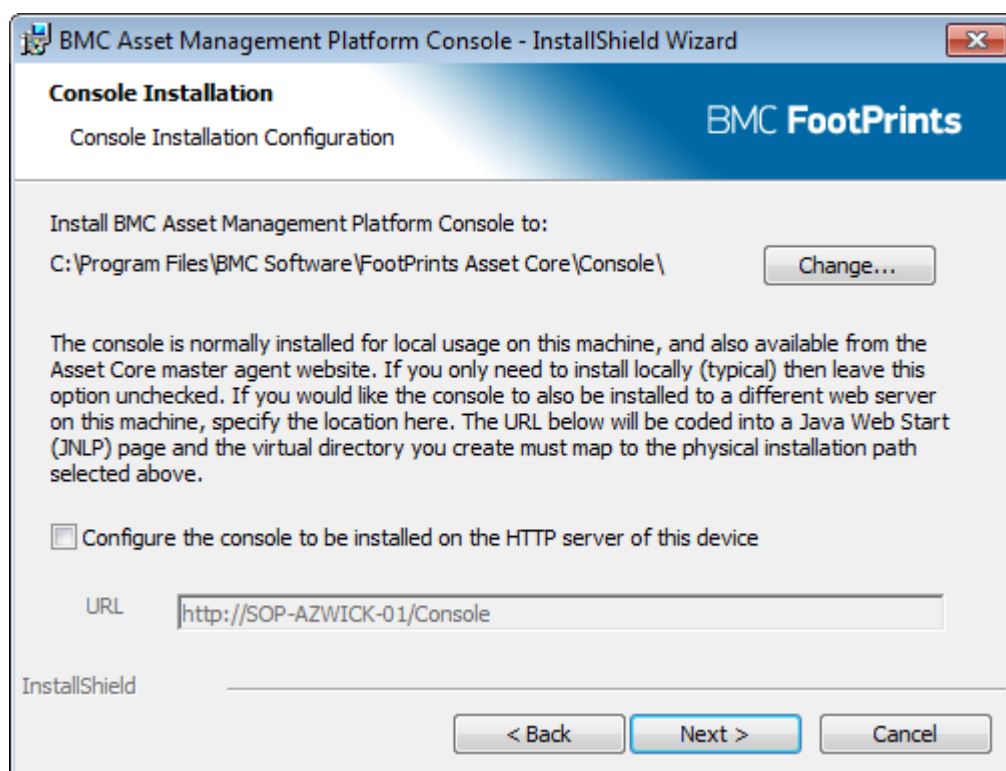


The next window **Console Installation** defines the way the console is installed. By default it is installed as an application in the indicated directory.

7. Click the **Change** button to install it in another directory.

**Note**

To install the console with Java Web Start support on another HTTP server than the master see Option [Installing the Java Web Start Console on a 3rd party HTTP Server](#) now.

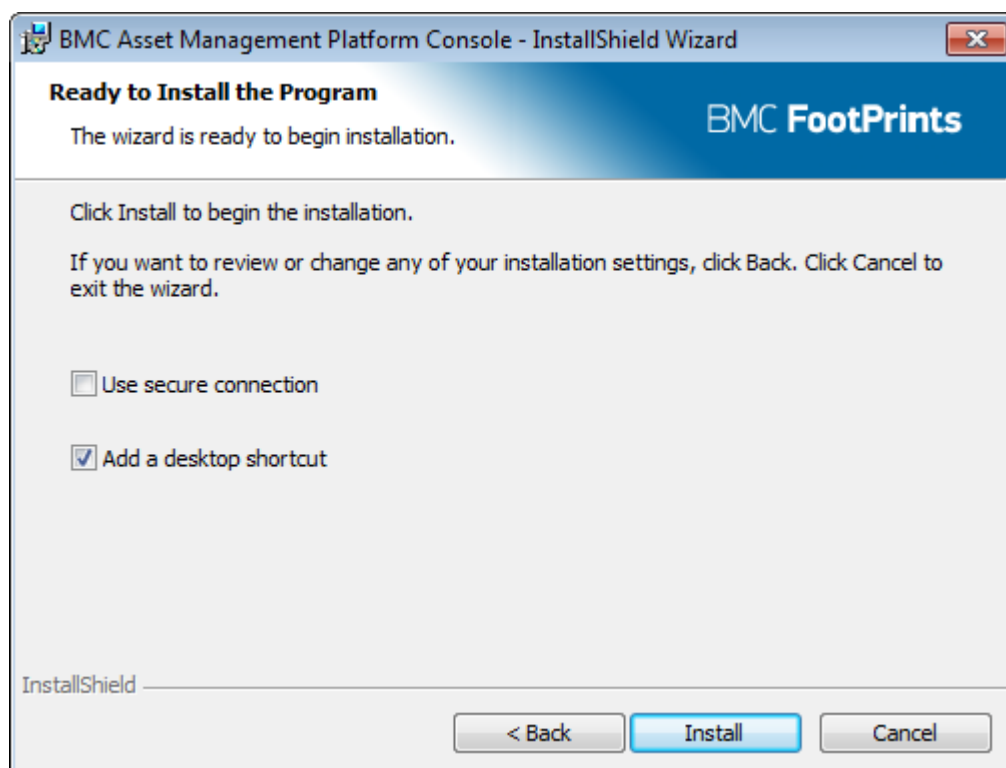


8. Click **Next** to continue.



The **Ready to Install** window displays the chosen installation directory and also allows you to create a shortcut to the console on the desktop.

9. Leave the other options as they are and click **Install** to launch the installation process.



**Note**

If you have defined the master installation with SSL, you need to check the **Use secure connection** box here.



Once the console installation is completed the **InstallShield Wizard Completed** dialog box will appear to inform you if the console installation was successful.

**10. Click Finish.**

A second **InstallShield Wizard Completed** dialog box appears to terminate the overall Asset Core installation process.

**11. Click Finish** to exit the wizard.

## Installing the Java Web Start Console on a 3rd party HTTP Server

If the console is installed as a Java Web Start (JWS) Console the default option is to 'install' it with a link to the master. It is, however, possible to use an HTTP server other than the master server. To install the JWS Console this way the **Console Installation** process must be run on the device of the respective HTTP server. But before you can install the Console you must make sure that the HTTP server fulfills the following prerequisites:

- An alias must exist for the location of the JWS Console in the format `http:<IP address or server name>:<port number>/<installation directory>` ( for example, `http://192.168.1.1:80/amp-jws`). This alias will be coded into a Java Web Start (JNLP) page and the virtual directory you create must map to the physical installation path which is defined during the console installation.
- The \*.jnlp extension must be added to the MIME types.
- If the console should also be installable from outside of the company network, the directory containing the Java Web Start (JNLP) page must be duplicated to another directory and an alias must be created (`amp-jws-extern`) for this directory. Then the \*.jnlp file must be modified to use the public address of this server and the new alias (for example, `http://175.16.11.140:80/amp-jws-extern`).

To install the JWS Console proceed as follows:

**Note**

To be able to use this option the HTTP server must be active on the device.

**Note**

To be able to connect to this server from outside the company network the jnlp files must be created with the IP address and the port number of the HTTP server's outside address (IP address and port number). When the console is then started on the device you must enter this outside address and port into the **Server:Port** field.

1. If the console is to be installed in its default directory leave the directory path unchanged. To select another installation directory click the **Change** button to the right and select the target directory in the **Change Current Destination Folder** popup window that appears. This is the 'physical' path where you install the console (corresponding to the alias), for instance: `c:\Inetpub\wwwroot\amp-jws`.

**Note**

This directory must correspond to the alias to be defined in the **URL** field below.

2. Then check the box **Configure the console to be installed on the HTTP server of this device**.
3. The **URL** field below becomes available. Enter the alias from where the JNLP will be accessed, including the target installation directory for the console (for example, `http://192.168.1.1:80/amp-jws`). This URL will be coded into a Java Web Start (JNLP) page and the virtual directory you create must map to the physical installation path selected above.
4. Then click **Next** and continue with step 9 of the main procedure.

## Console Installation via the Command Line

The FootPrints Asset Core Console may also be installed via the command line and the `console.msi` executable file which is located in the `\software\console\winnt` directory of the archive. For this enter the following command with the desired options that are all optional:

```
msiexec /i <msgph conref = "..\variables\variables.xml#id10B8A000W5Z/install_msi"/>
  INSTALLDIR='<msgph conref = "..\variables\variables.xml#id10B8A000W5Z/term_install_dir_win"/>
Console' ALLUSERS=2 DESKSHORTCUT=1 SSL=1
```

- The `INSTALLDIR` option defines the installation directory of the console. If the optional command is not used the default directory `C:\Program Files\BMC Software\FootPrints Asset Core\console` is used.
- The `ALLUSERS` option defines where the configuration information of the installed console is stored. The following values are possible:
  - `ALLUSERS=' '`: determines a per-user installation using folders in the user's personal profile. For this option no administrator rights are required.
  - `ALLUSERS=1`: specifies a per-device installation using folders in the **All Users** profile. Administrator rights are required for this option.
  - `ALLUSERS=2`: This option offers two possibilities:
    - specifies a per-device installation using folders in the **All Users** profile if the installation is launched by a user with administrator rights.
    - determines a per-user installation using folders in the user's personal profile if the installation is launched by a user with only user rights.
- The `DESKSHORTCUT` option defines if a shortcut to the console is to be created on the desktop. By default the shortcut is created. If the value `0` is set, no shortcut will be created.
- The `SSL` option defines if the communication between the console and the master agent is secured. By default this option is activated (1).

## Console Download Page

The **Console Download Page** on is only available on the master server and it provides the links to download different types of installations available for the FootPrints Asset Core Console. This page is only accessible via a browser through the following address: `http://[master name]:[master port]/console`, for example, `http://scotty:1611/console`. It can not be accessed through the regular browser interface of the agent. To log on to this page you must either have an administrator login, the system login of the master device, or a login specifically defined by the administrator. For a first test you may use the predefined login `admin` with no password.



Language



## Console Download Page on QACENTER-

Installation and product information is available in the FootPrints Asset Core module specific manuals delivered with the software.

### *Java Web Start*

To install and immediately launch the FootPrints Asset Core, Java Runtime Environment 6 or later must be already installed.



### *Default Installation Packages*

Below you will find the links to the standard FootPrints Asset Core installation packages.

- [Windows 32 bits / Windows 64 bits](#)
- [Mac OS X](#)
- [Linux Generic Distribution Self-Extracting File](#)

### *Java Runtime Environment 1.6 Update 27*

Prerequisite: To be able to execute the FootPrints Asset Core, Java Runtime Environment 1.6 Update 27 must be installed. To download the JRE follow the links below.

- [Windows 32 bits / Windows 64 bits](#)
- [Linux 32 bits / Linux 64 bits](#)

The FootPrints Asset Core Console exists for the different operating systems as well as Java Web Start. To download and install a specific Console version click the link of the desired version under the respective section to start the download.

To install the Console as Java Web Start with a link to the master or another HTTP server click the respective icon on the page. A desktop link for the console will be created on the device and the remote device keeps in its cache memory the files required to launch the console. At every console launch a verification takes place if a newer version of these console files is available.

**Note**

Make sure that JRE version 1.6 update 27 is installed on the remote device and selected as default for using JWS.

**Note**

Do not empty or delete the Java cache memory, as this will delete the files required for the Console Web Start. If this happens the Console Web Start must be reinstalled.

The **Console Download Page** on also provides the current version of the Java Runtime Environment (JRE) that is required by the console as well as the master (on Mac OS X the JRE is preinstalled by default).

## Support For East Asian Languages

The console as well as the tool generating the reports in the FootPrints Asset Core are both Java applications. Regarding the font management, Java relies on its own fonts, as well as those installed on the operating system of the device. As Java up to now does not include support for East Asian Languages, the device(s) on which the console and the master are installed must be correctly configured to be able to display reports in any of these languages, such as Japanese.

The procedure to follow for the installation example of Windows XP is explained below. The procedure for other Windows versions is the same but the names of the windows and options may slightly vary:

1. Open the **Start** menu and select the **Control Panel**.
2. From its options select the **Regional and Language Options**.
3. Select the **Language** tab in the new window.
4. In this window select the **Install files for East Asian Languages** check box.
5. Then click **Apply** to start the installation.
6. Once all files are installed click **OK** to confirm and reboot your device for these new settings to take effect.

Language



## Console Download Page on QACEN

Installation and product information is available in the module specific manuals delivered with the software.

### *Java Web Start*

To install and immediately launch the FootPrints Asset Core, Java Runtime Environment 6 or later must be already installed on the system.



### *Default Installation Packages*

Below you will find the links to the standard FootPrints Asset Core installation packages.

- [Windows 32 bits / Windows 64 bits](#)
- [Mac OS X](#)
- [Linux Generic Distribution Self-Extracting Package](#)

### *Java Runtime Environment 1.6 Update 2*

Prerequisite: To be able to execute the FootPrints Asset Core, Java Runtime Environment 1.6 Update 2 must be installed on the system. To download the JRE follow the link below.

- [Windows 32 bits / Windows 64 bits](#)
- [Linux 32 bits / Linux 64 bits](#)



# Upgrading Asset Core



## ATTENTION

Make sure you have a valid license for your upgrade to version 11.1. Your current license will continue to work for 30 days after the upgrade. You can download your new license from your support profile on our website, or by contacting Technical Support.

The following paragraphs lead you through the upgrade process for the different components of the FootPrints Asset Core.

## Upgrading the Master and Database

A setup program will take you through the steps concerning the master and database upgrade.





## IMPORTANT


If you are upgrading from a version prior to version 11.1 you first need to upgrade your master and database to version 10.0 before you can execute the following master upgrade procedure.



## IMPORTANT

If your Asset Core database is on Oracle you must first manually upgrade your tablespaces before launching the upgrade process of the master.

1. Go to directory `upgrade/master`. This directory contains the master upgrade packages for all supported platforms.
2. Launch the `FPACUpgrade.exe` file to start the upgrade wizard.
  -  A **Choose Setup Language** pop-up requests you to choose your language for the installation procedure.
3. Select your language, in our case most probably *English* then click **OK**.
4. Wait a few moments while InstallShield prepares the Windows Installer installation and the configuration of the Asset Core.
  -  The **Check Upgrade Settings** screen appears displaying the currently installed version number and the version to which you will upgrade.
5. Below you may select the installation directory of the master if it is not installed in the default directory.
 

 The installation directory is provided by the Registry by default.
6. Click **Next**.
7. In the **Upgrade Options** window you have several choices:
  - In the **Client Agent Options** part you can define if all your clients are to be automatically upgraded as well once the master is upgraded to the new version. If you want to do so, leave the box checked.
  - You can define if a backup of the currently installed master is to be created.



## Note

To save the backup in a directory other than the one shown, click the **Change** button and select it from the window that appears.

- You can define to upgrade to the newer JRE in which case you need to leave the box checked.
- To update the Console and create a shortcut on the desktop for it, leave this box checked.



#### Note

If you uncheck this box your Console will NOT be updated unless it is a Java Web Start Console!

#### 8. Click **Next**.



The next window lists all requirements that need to be fulfilled before you can start the actual upgrade process.

#### 9. If this is the case check the box **All these requirements are met**, otherwise abandon the upgrade and execute the necessary options before relaunching the process.

#### 10. Click **Next**.



The **Database Upgrade** window appears on the screen.

#### 11. Select the database server if the pre-entered value is not correct.

#### 12. Enter another administrator account with which to upgrade the database if the pre-entered value is not correct.



The account must have superadministrator privileges.

#### 13. Enter the corresponding password.

#### 14. Select the language in which to update your predefined objects from the dropdown list.

#### 15. Click **Next**.



If the connection credentials are correct a new window appears to remind you of the prerequisites and specific considerations.

If the connection credentials are not correct an error message appears. You need to acknowledge it, return to the window and retry entering your credentials.

#### 16. Click **Next**.



The **New Data File Location** window appears on the screen if you are upgrading with an SQL database. If you work with an Oracle database this window will not be displayed.

#### 17. Verify that the pre-entered path for the tablespaces is correct. If this is not the case, correct it.

#### 18. Click **Next**.

#### 19. In the **Continuous Improvement Program** window you may decide if you want to participate in the amelioration of the product and let BMC know your thoughts and ideas about Asset Core. If you do not want to participate select the **I want to participate in the program** radio button.

#### 20. The next window displays a review of the selected options. If all upgrade settings are to your satisfaction click the **Upgrade** button to launch the upgrade process.



The upgrade first stops the agent (that is, the blue icon in the status bar in the bottom right hand corner disappears).

After the upgrade process is finished a terminating window is displayed and the agent is restarted.

#### 21. To not display the upgrade log uncheck the respective button and click **Finish**.



You can see that the upgrade process successfully finished when the agent icon reappears in the status bar. During its initialization process the icon will be grey, and it will be shown in blue once the agent is up and running again.

## Applying a Master Hotfix

A setup program will take you through the steps concerning the master hotfix.



### Note

Make sure you have downloaded the correct Windows master hotfix zip package (11.5.x\_one\_off\_win32\_master.zip or 11.5.x\_one\_off\_win46\_master.zip) and copied it next to the FPACUpgrade.exe file. This file is normally located in the upgrade/master directory.

1. To apply the hotfix on the clients of your population, you also need to copy the .zip files of the required operating systems into this directory before starting the master upgrade process: 11.5.x\_one\_off\_win32\_client.zip for Windows 32 bit devices and 11.5.x\_one\_off\_win64\_client.zip for Windows 64 bit devices.
2. Launch the FPACUpgrade.exe file to start the hotfix upgrade wizard.
3. Wait a few moments while InstallShield prepares the Windows Installer installation and the configuration of the Asset Core.
4. In the **Upgrade** window click the **Upgrade** button to launch the hotfix upgrade process.



The upgrade first stops the agent, and the blue icon in the status bar in the bottom right-hand corner disappears.

After the upgrade process is finished a terminating window is displayed and the agent is restarted.

5. To not display the upgrade log uncheck the respective button and click Finish.



You can see that the upgrade process successfully finished when the agent icon reappears in the status bar. During its initialization process the icon will be grey, and it will be shown in blue once the agent is up and running again.

## Upgrading the Console

To upgrade an installed Console to the current version you have the following possibilities:

- [Automatic Upgrade via the Console Parameters](#)
- [Alternatively Upgrading via the Console Download Page](#)

If you have applied a master hotfix, the console is upgraded by this process as well; therefore, you can skip the following paragraphs.

### Automatic Upgrade via the Console Parameters

Before upgrading the console you need to have already upgraded the master. The upgrade process for the console is then configured so that it will be executed automatically when the console is launched for the first time after the master upgrade.

### Alternatively Upgrading via the Console Download Page

The console Download Page is available on the master server and provides the links to download different versions of the FootPrints Asset Core Console. This page is only accessible via a browser through the following address: `http://<master name>:<master port>/console`; it can not be accessed through the regular agent interface. To log on to this page you must either have an administrator login, the system login of the master machine, or a login specifically defined by the administrator, such as the initial administrator login admin with no password.

The BMC FootPrints Asset Core Console exists for the different operating systems as well as Java Web Start. To download and install a specific Console version click the link of the desired version under the respective section. To install the Console as Java Web Start with the master click the respective icon on the page.



#### Note

This will install a link on your desktop to the master to launch the console, which is not installed on the local device. The files required to launch the console are stored in the local cache memory and are updated every time a console update is available.



#### IMPORTANT

Do not empty or delete the Java cache memory, as this will delete the files required for the Console Web Start. If this happens the Console Web Start must be reinstalled.

The Download page also provides the current version of the Java Runtime Environment (JRE) that is required by the console as well as the master.

## Upgrading the Predefined Objects

If you have imported the out-of-the-box objects you also need to upgrade these to the new version. Proceed as follows:

1. Open the console by double-clicking the desktop icon.



Don't forget to select the level of **Secure Connection** if you have installed the master with SSL.

2. Then click the **Login** button.



The console opens on the screen.

3. Select the **Tools > Import Out-of-the-Box Objects**  menu item.



The **Out-of-the-Box Object Import** window opens on the screen.

4. Select the language of the predefined objects from the drop-down box.



The **Import Results** window opens on the screen if you already have imported a previous version of this file. It lists all predefined objects that are contained in this new file with their object type.

5. Select all objects that are to be added or updated by marking the respective checkbox in the **Update** column.

6. To update all objects select the **Select All Objects** button below.

7. Click **OK** to confirm the import and close the window.



The selected predefined objects will now be imported. The selected new ones will be added and those that already exist will be updated. Then all selected predefined objects are available in the console for use.

## Upgrading the Client Agents


There are two possible ways to upgrade the agents:

- *automatically*
- *manually* (semi-automatically) either individually or *via groups*

### Automatically Upgrading the Agents

The automatic upgrade of the agents is specified during the Master upgrade. To verify that you have defined automatic upgrade, proceed as follows, as, by default, it is deactivated:



1. In the Console open the **Global Settings > System Variables** node.
2. Select the **Connection Management** tab.
3. Check that the **Automatic Agent Version Upgrade** parameter is set to **Yes**.
4. If this is not the case double-click the respective line in the table.
  -  The **Properties** window opens.
5. Mark the box for the parameter.
6. Click **OK** to confirm and close the window.



The automatic agent upgrade is directly activated. The agents will be upgraded right after they upload their identity the next time to their parent.

## Manually Upgrading the Agents

The installed Asset Core client agents may be upgraded very easily from any previous version to the most recent version. This is done via a semi-automatic upgrade which is executed through an operational rule.

The upgrade process for the agents works as follows for all of the different platforms:

1. Log on to the console with a super administrator login or equivalent rights (for example, admin with no password if you have kept the original settings).



To upgrade the client agents via device groups instead of individually, go to that option now.



One custom package (.cst) per .zip file is created in the same location together with its respective operational rule and be placed in a specifically created folder called *FootPrints Asset Core Upgrade* under the **Packages/Operational Rules** top nodes.



### Note

If you have performed previous upgrades, for example, from 6.1.2 to 6.1.3 the operational rules/packages are placed under the previously created folder called *PrecisionUpgrade*, no new folder will be created.

2. Now go to the **Operational Rules > FootPrints Asset Core Upgrade** node and select the operational rule to upgrade the agents, for example,
  - *Win32Upgrade/Win32Oneoff* for agents on 32 bit Windows 2000/XP/2003/7/2008 devices
  - *Win64Upgrade/Win64Oneoff* for all agents installed on 64 bit Windows systems.

3. Go to the **Assigned Objects > Devices** node below the selected package.

4. Select the **Edit > Assign Device**  icon.



A pop-up window appears on the screen in which you can define if the operational rule will be automatically activated with the default schedule.

5. Click **Yes**.



If you select **No** here, the operational rule must be specifically activated afterwards.



The **Assign to Device** popup window will appear on the screen.

6. Click the **All**  button in the left window bar.



The list in the right part of the window now displays all available devices of your infrastructure on which a Asset Core agent is installed.

7. Select all devices of the selected operating system type and that require upgrading from the list, for example, all Windows 64 bit devices for the *Win64Upgrade* rule.
8. Click **OK** to confirm the assignment and close the window.



The device will be added to the table of assigned devices with the default timer, which schedules the execution once and immediately.



Once the assignment process is finished and the upgrade package has arrived at the targets, the agents are automatically upgraded.

This is the case when the status is green and **Executed** is displayed in the **Status** field for the respective device in the table of all assigned devices.

To verify this go to a device node, either in the **Device Topology** or in a device group and select the device's **General**.

The attributes **Agent Version Major** and **Agent Version Minor** should display the values 11 and 5 now. If you are applying a oneoff, the **Agent Revision** number should have increased by one.

## Upgrade Options

Following you will find some optional ways to upgrade the Asset Core components:

### Upgrading Client Agents via Device Groups



#### IMPORTANT

To use this procedure to upgrade the client agents you must obligatorily have completed step **Upgrading the Predefined Objects** explained above.

Agents can be upgraded via device groups instead of individually. For this one or more Windows device groups need to be created.

While it is possible to create these groups during the upgrade procedure it is recommended to prepare them beforehand.

### Creating the Target Groups

For Windows systems two different upgrade packages are available, one for [32 bit Windows](#) and another for [64 bit Windows](#). Depending on the population of your network you may therefore only need to create one of the following groups or both. These groups must contain all clients and relays that are running on the respective Windows operating system. For this we can use an existing queries that find all corresponding Windows devices, however, we must create a new query that finds relays as well as clients.

#### Creating the 32 Bit Windows Group

1. Go to the **Queries** node.
2. Select the folder **Operating Systems**.
3. Select the **Windows** folder.
4. Select the query *32 Bit Windows Devices*.



If you need to create a group for several types of Windows devices you may select more than one query in this folder by holding the CTRL key.

5. Now select the **Edit > Create Device Group**  icon.



The new group will be automatically created directly under the **Device Groups** top node with the same name as that of the query, that is, *32 Bit Windows Devices*.

6. Find the query *Client Devices*, duplicate it and give it a new name, for example, *All Clients and Relays*.











This query is located either in the folder *FootPrints Asset Core Architecture* or *Numara Asset Management Platform Architecture*, depending on which version you have currently installed.



#### Note






If you already have a query that collects all client devices and all relays you can skip the following procedure and continue directly with step n.

7. Select the new query and go to its **Criteria** tab.
8. Select **OR** as the **Query Operator** above the criteria table.
9. Select the **Edit > Add Criterion**  icon in the icon bar.  
 The **Select Criterion** popup window will appear on the screen.
10. Select the criterion **Topology Type**.
11. Click the **Find**  button.  
 The **Search Criteria** popup appears on the screen.
12. Select the **Relay** topology type and click **OK**.
13. Modify the **Operator** to **Equal to**.
14. Click the **Add**  button to add the criterion to the list.
15. Then click **OK** to confirm the new query content and to close the window.
16. Activate the query by selecting the green colored option **active** instead of the currently displayed red option **inactive** in the **Query Status** drop-down field above the table.
17. Now go to the **Device Groups** top node and select the query *32 Bit Windows Devices*.
18. Select its **Dynamic Population > Queries** subnode.
19. Click the **Assign Query**  icon.
20. Find the newly created query *All Clients and Relays*, select it and click **OK**.  
 A **Properties** window appears on the screen.
21. Select the option **Only Devices with an Agent** as the **Device Type** and click **OK**.  
 The second query is directly assigned to the group.



The new group is now created using both queries to find its population and is ready to be used for upgrading all Windows 32 bit agents.

### Creating the 64 Bit Windows Group

1. Select the query *64 Bit Windows Devices*.
2. Now either select the **Edit > Create Device Group**  icon.  
 The new group will be automatically created directly under the **Device Groups** top node with the same name as that of the query, that is, *64 Bit Windows Devices*.
3. Now go to the **Device Groups** top node and select the group *64 Bit Windows Devices*.
4. Select its **Dynamic Population > Queries** subnode.
5. Click the **Assign Query**  icon.
6. Find the newly created query *All Clients and Relays*, select it and click **OK**.  
 A **Properties** window appears on the screen.
7. Select the option **Only Devices with an Agent** as the **Device Type** and click **OK**.  
 The second query is directly assigned to the group.



The new group is now created using both queries to find its population and is ready to be used for upgrading all Windows 64 bit agents.

## Upgrading the Client Agents

Now that all necessary groups are created, the upgrade packages can be created, assigned and distributed to these target groups. Proceed as follows:

1. In the Console select the **Tools > Create Upgrade Packages** menu item.



One custom package (.cst) per .zip file is created in the same location together with its respective operational rule and be placed in a specifically created folder called *FootPrints Asset Core Upgrade* or *FootPrints Asset Core Oneoff* under the **Packages/Operational Rules** top nodes.



### Note

If you have performed previous upgrades, for example, 6.1.2 to 6.1.3 the operational rules/packages are placed under the previously created folder called *PrecisionUpgrade*, no new folder will be created.

2. Now go to the **Operational Rules > FootPrints Asset Core Upgrade** node and select the operational rule to upgrade the agents, for example,

- *Win32Upgrade/Win32Oneoff* for agents on 32 bit Windows 2000/XP/2003/7/2008 devices
- *Win64Upgrade/Win64Oneoff* for all agents installed on 64 bit Windows systems.

3. Go to the **Assigned Objects > Devices** node below the selected package.

4. Select the **Edit > Assign Device** icon.



A pop-up window appears on the screen in which you can define if the operational rule will be automatically activated with the default schedule.

5. Click **Yes**.



If you select **No** here, the operational rule must be specifically activated afterwards.



The **Assign to Device** popup window will appear on the screen.

6. Click the **All** button in the left window bar.



The list in the right part of the window now displays all available devices of your infrastructure on which a Asset Core agent is installed.

7. Select all devices of the selected operating system type and that require upgrading from the list, for example, all Windows 64 bit devices for the *Win64Upgraderule*.

8. Click **OK** to confirm the assignment and close the window.



The device will be added to the table of assigned devices with the default timer, which schedules the execution once and immediately.



Once the assignment process is finished and the upgrade package has arrived at the targets, the agents are automatically upgraded.

This is the case when the status is green and **Executed** is displayed in the **Status** field for the respective device in the table of all assigned devices.

To verify this go to a device node, either in the **Device Topology** or in a device group and select the device's **General**.

The attributes **Agent Version Major** and **Agent Version Minor** should display the values 11 and 0 now. If you are applying a oneoff, the **Agent Revision** number should have increased by one.

## Upgrading the Database for Versions 5.4.0 and earlier

Before starting the master upgrade process to the current version you need to upgrade the tablespaces of your database. Proceed as follows:

1. Go to directory support/database/<database> in which you will find the scripts for the tablespaces creation and upgrade.
2. Execute the scripts called dbtablespaces\_532x\_533.<database>.sql and/or dbTablespaces\_53x\_540.<database>.sql, depending on your current version (for example, dbTablespaces\_53x\_540.sqlserver.sql for updating the SQL Server from any version of 5.3 to 5.4.0, as explained under the respective sections of the database prerequisites in chapter of the installation manual). This script contains the list of all tablespaces that are to be newly created for this version.



#### IMPORTANT

If you have modified the names of the tablespaces for your database you need to go to the Vision64Database.ini file and modify the tablespaces again to the names you have given them before executing the script.

3. Once the script executed with success go to the main master upgrade procedure earlier in this chapter to upgrade your master.



For more information on the tablespace and database upgrade process see paragraph below.

## Upgrading the Console via an MSI or a Custom Package

The console may be automatically upgraded by an MSI or a custom package. For this procedure a package must be created containing the console upgrade file and sent to the targets.

1. To create the MSI package you may use the bmc-footprints-asset-core-console.msi file. This is the console installation file provided by BMC Software and it is contained in the MSIConsole.zip archive located in the /ui/console/install/console/ directory.
2. To create a custom package you may use an existing installation and create the package based on it.

## The Console Upgrade Parameters

The parameters defining the automatic upgrade of the Asset Core console are located in its configuration file Vision64Database.ini. The file's [Console] section provides two parameters for this and depending on their definition, the upgrade process is different if the original settings of these parameters were modified:


### [Console]

This section contains all parameters relative to the FootPrints Asset Core Console.

Parameter	Description
MinVersion	This parameter defines the minimum version of the console to be able to connect to the current version of the database module. The value to be defined here is the number of the Build version (that is, 081022q for the 6.1.0 release. You will find this value in the About dialog window in its title.
AutomaticUpdate	This option defines if the console will automatically be updated if its version is too old to connect to the database. By default this option is activated.

### Minversion Parameter


If only the Minversion parameter is defined in this section a popup window appears at the connection of the console to the database explaining that the currently installed console is obsolete, thus cannot connect to the database and must be updated. The following update process must be executed manually, for example:

1. Open the Agent Interface by right-clicking its icon in the systray.
2. Then enter the following address to access the update page: `http://<master:1610>/console`.  
 The Console Download page of your master appears on the screen.
3. Select the link corresponding to your operating system and launch the upgrade.

## Minversion and AutomaticUpdate Parameters

If the Minversion parameter is defined and the AutomaticUpdate parameter activated, the upgrade will be executed automatically in the following way:

1. At the next connection a popup appears explaining the console is going to be updated.
2. Then the console tries to download the upgrade file for which there are the following two possibilities:
  - a) You have created an auto-extractible file called MSIConsole.exe located in the OS respective subdirectory of the `/ui/console/install/console/` directory which contains a customized version of the console which is to be used in your network. The upgrade process will always first check for such a file.  

 If the connected user does not have the required access rights to install an msi package, this can be a workaround to still upgrade the console to the required version.
  - b) If the file MSIConsole.exe does not exist, the console downloads the archive MSIConsole.zip containing the `bmc-footprints-asset-core-console.msi` from the same directory which is provided by BMC Software by default and contains the newest version of the console.
3. Once the file is downloaded the installation process is launched.
4. When the installation is terminated the new console will connect to the master.

## Upgrading the Database of Versions 6.1.x and Earlier

Before upgrading you master check in the Vision64DataBase.ini file that the following line is present in section [SqlIndexSpaces]:

Products= Precision\_PatchIndex

If this line is not present you need to add it. Then you can continue with the actual master upgrade.

## Upgrading an Oracle Database of Versions 6.1.x and Earlier

If you are upgrading a master 6.1.x or earlier to the current version and you database is Oracle you need to execute the following procedure before upgrading the master:

1. Go to directory `support\database\oracle`.
2. Execute the file `userprivilege_62x.oracle.sql` as a user with system privileges.
3. After that you can start the actual master upgrade.

# Uninstalling Asset Core

If you need to uninstall any of the BMC FootPrints Asset Core components which have been installed manually, the procedure to follow will depend on your platform:

- Manually Uninstalling the Asset Core Master and Console
- Uninstalling the Client Agent via Rollout

Be aware that uninstalling an agent from a device will NOT automatically remove the device from the Asset Core database; it must be removed manually via the console. If you do not delete the device in the database, it will still be displayed in all its groups with the connection status Lost and a red icon after the device lost time defined in the system variables.

## Manually Uninstalling the Asset Core Master and Console

The Asset Core Master and Console may be uninstalled manually, however, client agents (relays as well as simple clients) may only be uninstalled by rollout.

To uninstall the Asset Core Master and Console from a Windows operating system proceed as follows:

1. Select the **Start** menu and then the **Control Panel**.
2. Open the **Add/Remove Programs** window of the **Control Panel**.
3. Find the component to uninstall (BMC FootPrints Asset Core Master, BMC FootPrints Asset Core Client, BMC FootPrints Asset Core Console) in the list of programs and select it.
4. In the additional information select the **Remove** button.
5. A confirmation window appears on the screen. Click **Yes** to confirm.



The uninstall starts directly.



When uninstall is complete you will see that the respective BMC FootPrints Asset Core Component has been removed from the list of programs in the **Add/Remove Programs** list and the agent icon in the systray has disappeared.



### Note

If you installed MSDE/SQL Server Express as the database engine to be used with the BMC FootPrints Asset Core Master installation, SQL Server Express will NOT be uninstalled with the master, it must be removed individually.

## Uninstalling the Client Agent via Rollout

Agents that were installed via a rollout may also be uninstalled by rollout. The procedure is similar to the installation. The wizard created for this uninstallation uses the Master as the **Rollout Server** and the default schedule.

1. Select the **Wizards > Agent Rollout** icon in the icon bar.
2. Select the **Uninstall** option from the **Select the action to perform for this rollout** dropdown list.
3. Then click **Next** now to go to the following wizard page.
4. Define the following parameters for your new rollout and leave all others with their predefined values:



The first wizard window appears on the screen.



- Enter the name for the rollout configuration, for example, *XP 32-bit Uninstall* in the **Name** field.
- Enter the name for the auto-extractible file into the **Auto-extractible Name** if the uninstallation is to be also available for download on the **Rollout Server** agent interface, for example, *AssetCore\_XP32BitUninstall.exe*.
- If the installation is to be executed silently, that is, without any user input on the target, on Windows devices check the **Silent mode Installation** box.
- In the **Operating System** field select the appropriate operating system group.
- If the agent was NOT installed in the default directory enter its installation directory in the **Installation Directory** field.
- If the agent was NOT installed with its default service name enter its name in the **Agent Service Name** field.

5. Click **Next**.

6. In the next window the devices on which the agent is to be uninstalled must be selected as well as the administrator accounts to access them. To select the target devices there are several methods available. Since all targets have an agent installed the easiest method is to select them from the device list.

7. For this select the **Edit > Add Device** icon.

 The **Select a Device** window opens on the screen.

8. Select the devices on which the agent is to be uninstalled from one of the tabs of the **Select a Device** dialog box.

9. Click **OK** to confirm and close the window.

 The devices are now added to the list window.

10. To add a new account click the **Add Administrator** icon.



The access to the devices must be defined in the same way as for the installation before you can schedule the deployment.

 The **Properties** dialog box appears on the screen.

11. Enter the following data for a new account login into the respective fields:

- Enter the name of the domain to which the rollout is going into the **Administrator Domain** field. You may use an asterisk (\*) if the rollout is going to all domains.
- Enter the login name of the administrator as which the deployment tries to log on to the remote target to install the agent into the **Administrator Login** field.

You may provide the login as one of the following possibilities:

- as the 'simple' login name of a local user of the remote machine, such as Administrator
- as `.\login` for a local login, or
- as `\\domain\login` for a domain login of the administrator, such as `\\LAB\TEST`. The domain part may be set to a dot (.) to indicate the local machine.



#### IMPORTANT

For Windows XP Professional rollouts you **MUST** enter a valid login and password, and it must be the same for all devices, that is, the rollout server (the master) as well as targets.



#### Note

If you are not sure that your local administrator login has the same passwords for all targets, use the domain login. For domain logins to work correctly, the necessary domain trust relationships must already have been set up between the different domain controllers.

- Enter the password of the above entered administrator into the **Password** field. For security reasons the passwords will only be displayed in the form of asterisks (\*).
- Confirm the above entered the password in the corresponding field.
- Click the **OK** button to confirm the new account and add it.



It will now be shown in the list above.

12. If you have defined all targets and accounts click **Finish** button to confirm all settings.





A confirmation window appears now on the screen.

13. To directly move the focus of the console to the newly created rollout check the **Go to Rollout** box.
14. Click **OK** to confirm the change of focus and launch the uninstallation process.

## Verifying the Uninstallation

1. Under the node **Global Settings > Rollouts > XP 32-bit Uninstall > Servers > Your Rollout Server** click the tab **Targets**.



All defined target devices are listed.

2. Monitor the advancement of the rollout under **Status**.



When the rollout has just been defined and is preparing to execute, the **Status** will be *Initial*.



### Note

In the more general status information, the final status may be either *Successful* for a successfully executed rollout, *Processing* if the rollout has not yet finished executing, or *At least one device failed*, if an error of any type occurred on at least one target.



### ATTENTION

Devices that may not be accessed directly by the rollout because they are in another domain or behind a firewall or for any number of other reasons must download the uninstall package from the **Rollout Server** page of the server's agent browser interface and execute it. To access the server enter `http://<rollout server name>:<rollout server port>/rollout` into the browser.

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## **JCommon**

### **LGPL v2.1**

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Version 2.1, February 1999

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Version 1.1

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