BMC Footprints Service Core Helpdesk

USER

- How to create a IT/PM/IE helpdesk ticket
- How to Print a Ticket on the NEW OIT Helpdesk

AGENT

- How to add a user in the Address Book
- How to create a Knowledge Base

ADMINISTRATOR

- How to create a filter by assignees
- How to add a team
- How to add/change Department/Division
- How to create a support case
- Service Analytics

APPLICATION & DATABASE SERVER

- Upgrades
- Backup times
  - ❖ Application – Daily @ 6PM (Acronis)
  - ❖ Database
    - Full – Every Sunday @12AM (SQL Server Mgmt Studio)
    - Differential – Mondays-Saturdays @9PM (SQL Server Mgmt Studio)
    - Transactional – Mondays-Saturdays every 1 hour@12AM-11:59:59PM (SQL Server Mgmt Studio)
  - ❖ Cobian -

TROUBLESHOOTING

- Web page error -

Secure Connection Failed

The connection to the server was reset while the page was loading.

- The page you are trying to view cannot be shown because the authenticity of the received data could not be verified.
- Please contact the website owners to inform them of this problem.

Learn more...

[Try Again]

Report errors like this to help Mozilla identify and block malicious sites

RESOURCES

- Support Central
  - https://www.bmc.com/support/support-central.html
- Help Button
- FootPrints Community

QUESTIONS?