

## Numara FootPrints Hosted Version Limitations

The vast majority of functionality available in the locally installed version of Numara® FootPrints® is also available in the hosted version. However, there are a few limitations – most of which involve add-on modules that depend on local systems or a Windows database server, and Numara FootPrints Hosting Service always installs on Linux® OS with MySQL® database.

Here is the list of limitations:

### Database/OS

Numara FootPrints is always installed on Linux OS with MySQL in the Hosted Service environment.

### Numara FootPrints Dynamic Link Add-ons

- **Numara FootPrints Dynamic Address Book Link/LDAP** (to Active Directory®, Lotus Notes®, etc.) Requires an open port on the customer's firewall for LDAP access to their directory services.
- **Numara FootPrints Dynamic SQL Link** (for linking to contact and other external SQL® information)

Only supports access to other MySQL databases and requires an open port on the customer's firewall.

NOTE: The native Numara FootPrints Address Book is available in the hosted version for contact information and it supports import from a text file. For integration with external systems, Numara FootPrints Web Services (XML/SOAP, .NET®, etc.) are available in the hosting version.

### Numara FootPrints Configuration Management Module (CMDB)

- The Numara FootPrints CMDB automated import feature from Numara Asset Manager cannot be used in the hosted environment. Just like other Linux/UNIX installs, the hosted server does not have the ability to communicate directly with a Microsoft® SQL Server® database.
- Similarly, the automated import feature to other SQL databases is limited to MySQL databases.
- The CSV file import method to import CI data is available.

### Numara Software Add-ons

- **Numara Asset Manager** – Numara Asset Manager cannot be hosted. It must be installed locally on a Windows server. However, data from Numara Asset Manager can be dynamically imported into a multi-line text field within a Numara FootPrints issue. Linking Numara Asset Manager to a hosted Numara FootPrints installation requires an open port on the customer's firewall to access Numara Asset Manager.
- **Numara FootPrints Integration with Microsoft SMS/SCCM** – Not supported. The function is only available in Windows version of Numara FootPrints.
- **Numara FootPrints Integration with LANDesk® Asset Manager** (requires Dynamic SQL Link) – Not supported. This function is only available in Windows version of Numara FootPrints.
- **Numara Deploy** – Numara Deploy cannot be hosted (must be installed and run locally)
- **Numara Patch Manager** – Numara Patch Manager cannot be hosted (must be installed and run locally)
- **Numara Network Monitor** – Numara Network Monitor cannot be hosted. It must be installed locally on a Windows server, but can be linked to the hosted version of Numara FootPrints via incoming e-mail.
- **Numara Mobile** – Fully supported in hosted environment
- **Numara Remote** – Fully supported in hosted environment
- **Integration with Numara Industry KnowledgePaks** – The "1-click" import of solution link from KnowledgePaks is not available. (NOTE: The built-in Numara FootPrints Knowledge Management feature is available in the hosted version, for authoring, approving, managing and publishing your own solutions.)

### Base Product Functionality

- **Alternative authentication methods** – Numara FootPrints native authentication method with login name and password is supported – however, Windows, UNIX and Web Server authentication are not. LDAP authentication is supported but requires a port to be opened on the firewall for LDAP access.
- **Alternate location for File Attachment Directory** – Supported but requires assistance from Numara Software.
- **Security logging** – Supported but requires assistance from Numara Software.