

FIMS 14.71 Upgrade Guide

Overview

This document provides details on the process of upgrading a local, on-premise Foundation Information Management System (FIMS) installation to the latest version using a .exe file.

Clients on FIMS version 12.5 or higher can download the installation package from [Blackbaud Downloads](https://www.blackbaud.com/support/downloads/downloads.aspx) (<https://www.blackbaud.com/support/downloads/downloads.aspx>), and follow the instructions in this document.

Upgrade Notes

About 14.71

FIMS 14.71 is a full release. You must be on version 12.50 or later to upgrade to 14.71.

Note: During the upgrade, progress can seem to stall although it is progressing. Large database upgrades can expect to take 2-3 hours to complete. When the upgrade completes, the following text displays: "Press any key to continue . . ."

Progress Database

Note for On-Premise clients: FIMS versions 14.70 and above are supported with **Progress OpenEdge 11.7.5** as the minimum-supported version.

For information about upgrading to **Progress 11.7.5**, see [Knowledgebase article 117586](#), or to learn about moving your data to Blackbaud's hosted environment in HostNet, contact Blackbaud.

Check your Progress version in **FIMS** by selecting **Help > About FIMS**. Contact Support for any assistance needed with upgrading Progress.

If you are currently on **Progress 11.6.4**, you can still upgrade to **FIMS 14.71**. Upgrading to **Progress 11.7.5** is not required for upgrading to **FIMS 14.71**, but it is the current recommended version for use with **FIMS**.

If your **FIMS** database server is **Windows Server 2019**, **Progress 11.7.5** is supported for use with that operating system.

If you are on **Progress 10**, **Progress 10** is not supported starting with **FIMS 14.70** and you will need to upgrade to a later version of Progress.

Current IGAM Users

If your IGAM version is older than IGAM 5.5, do not perform the upgrade. Contact Support to schedule an IGAM update at (800) 256-7772.

Compatibility Notes

Please see the full system requirements document below:

[FIMS System Requirements](#)

Microsoft Windows Operating Systems

- Workstations must have Microsoft Windows 8.1, or 10 installed. Windows 10 is recommended.
- Servers must have Microsoft Windows Server 2012 or later installed. Microsoft Windows Server 2019 is supported.
- **Windows 8.1 users:** Please note that **FIMS** is not certified for touch-screen functionality. If you notice any issues, please disable the touch-screen feature when using **FIMS**.
- **DonorCentral users:** Your **FIMS** server must have Microsoft Windows Server 2012 or later to upload data to **DonorCentral**.
- **IGAM users:** IGAM 3 is not compatible with Windows 7 or later. If you are currently using IGAM 3 for **FIMS** and want to use Windows 10, you must upgrade to IGAM 5 or later. Please contact Blackbaud Support for more information. Note that Windows 7 is no longer supported by Microsoft.

Crystal Reports

If you use Crystal Reports, note that reports written in Crystal Reports earlier than version 13 cannot connect to Progress 11.x databases.

If you have reports written in an earlier version of Crystal, you will need to upgrade to Crystal 13 or higher and convert your reports to use them with **FIMS** version 14.x.

FIMS version 14.60 with Progress OpenEdge version 11 requires an upgrade to Crystal version 13. See the 14.60 Release notes on [the How To page](#) for information.

OS

OS updates are not automatically certified but are supported when the OS vendor guarantees backwards compatibility with the baseline OS level. Certification of OS updates may be performed if the backwards guarantee compatibility of the OS Service Pack / Maintenance Pack is questionable.

Microsoft Office

Microsoft Office 365 users, please note that only a desktop installation of Office is fully compatible. The cloud (web) version of Microsoft Office 365 is not supported.

For non-365 users, Microsoft Office 2013, 2016, and 2019 are compatible.

Support

Need Help or Have Questions?

If you have questions or need assistance in any way, please contact Support.

Support Hours: M-F, 8:30 am – 8:00 pm ET

Phone: (800) 468-8996, option 1

1. **Online:** Visit Case Central at <https://www.blackbaud.com/casecentral/casesearch.aspx>. Click the **Case** tab at the top and click **Create New Case**.

Upgrading FIMS

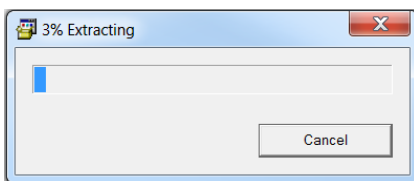
Before beginning, ensure all users are logged off, and all instances of FIMS are closed, meaning that FIMS is not open on any machine. The database, however, must be running.

Please see the following Prep Guide that may help avoid common upgrade issues:

<https://kb.blackbaud.com/articles/Article/117534>

Note: Version 14.71 is a full upgrade, not a patch. The upgrade must run on the FIMS database server, not a workstation.

1. On the FIMS database server (not workstation), double-click the **FIMS1471.exe** file to begin the installation.

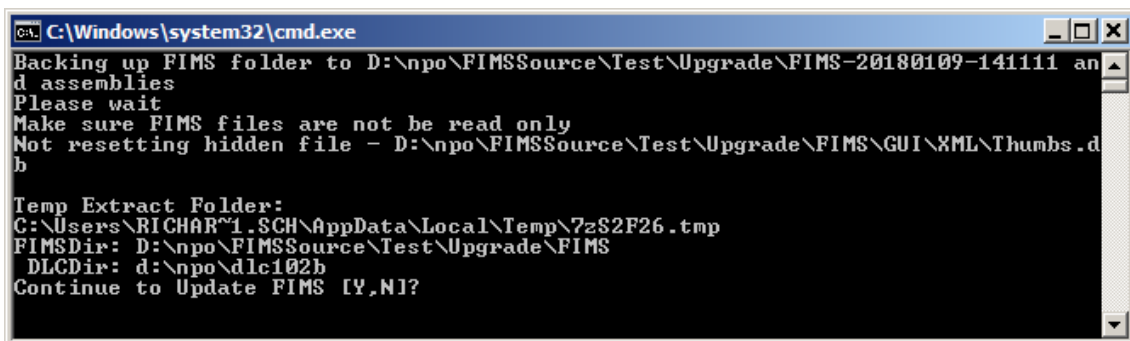


Tip: If your browser or operating system ask whether you want to continue, choose to agree.

2. Click **Yes** to continue.

The automated installer runs and performs the following actions:

- Determines the last FIMS folder used
- Determines the last DLC folder used
- Backs up the FIMS folder
- Removes the Read Only attribute in existing FIMS files

A screenshot of a Windows command prompt window. The title bar reads "C:\Windows\system32\cmd.exe". The command prompt shows the following text:

```
Backing up FIMS folder to D:\npo\FIMSSource\Test\Upgrade\FIMS-20180109-141111 and assemblies
Please wait
Make sure FIMS files are not be read only
Not resetting hidden file - D:\npo\FIMSSource\Test\Upgrade\FIMS\GUI\XML\Thumbs.db

Temp Extract Folder:
C:\Users\RICHAR~1.SCH\AppData\Local\Temp\7zS2F26.tmp
FIMSDir: D:\npo\FIMSSource\Test\Upgrade\FIMS
DLCDir: d:\npo\dlc102b
Continue to Update FIMS [Y,N]?
```

3. When prompted, choose **Y** to continue.
4. After the files finish copying, the FIMS Database Selection window displays. Click on the database you want to update and click **Select**.
5. The upgrade is complete when the screen prompt displays **Press any key to continue . . .** Press a key to continue. The program closes the window and deletes the temp folder.

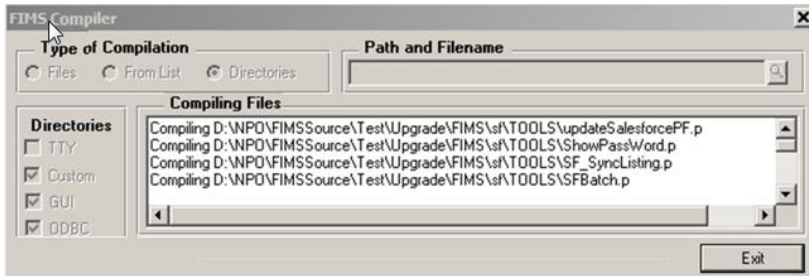
Depending on the size of your database, the update process may take some time to complete.

```
ca. C:\Windows\system32\cmd.exe
Backing up FIMS folder to D:\npo\found-14.70\fims-20190516-100529 and assemblies
Please wait
Make sure FIMS files are not read only
Temp Extract Folder:
C:\Users\laurie.parmentier\AppData\Local\Temp\7zS4F14.tmp
FIMSDir: D:\npo\found-14.70\fims
DLCDir: d:\npo\dlc102b06
Continue to Update FIMS [Y,N]?Y
Copying files to D:\npo\found-14.70\fims

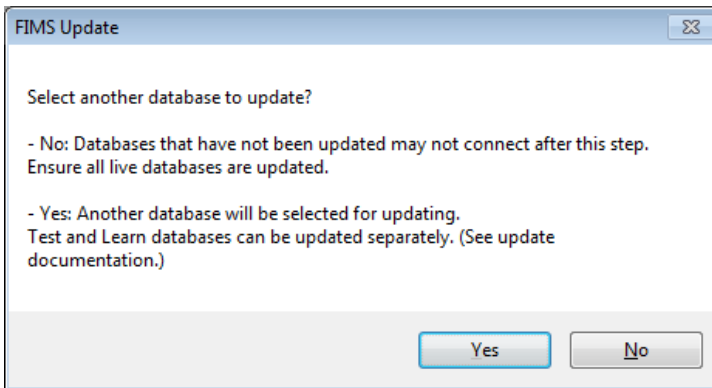
Change Directory From:
C:\Users\laurie.parmentier\AppData\Local\Temp\7zS4F14.tmp
To:
D:\npo\found-14.70\fims
Updating Assemblies
assemblies\Newtonsoft.Json-v10.dll
1 File(s) copied
Assemblies Copied

Starting FIMS Database upgrade.
FIMS database selection screen will come up shortly.
Please select your primary database for the FIMS upgrade.
Press any key to continue . . .
```

6. On the FIMS Compiler window, click **Exit**.



7. If you have multiple databases, the screen below displays. Click **Yes** to go back to repeat the above steps so you can choose the next database to update.



NOTE: Choosing **No** may require FIMS Support to update the other databases in the future.

8. When the upgrade is complete, close the window to finish.

Updating Test & Learn Databases - Updated November 14, 2018

Note: Do not stop your live or demo database before doing this task.

The live database *must be running* to complete the **Copy Live to Demo** task. The task automatically regulates the stopping and starting of the Demo database for you.

1. On the desktop of the FIMS database server, double-click the **Copy Live to Demo** icon.

Tip: If you don't have the icon, follow these instructions to create the task icon:

<https://kb.blackbaud.com/articles/Article/103103>

2. Type in **Y** and press Enter when prompted in the command window. A backup of the live database completes, then a list of files displays. The live database backup restores to Demo, then the Demo database restarts.