

FIMS 14.61 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.

Clients on FIMS version 12.5 or higher can access installation packages from [Blackbaud Downloads](https://www.blackbaud.com/support/downloads/downloads.aspx) (<https://www.blackbaud.com/support/downloads/downloads.aspx>).

Clients on a FIMS version earlier than 12.50 must contact Support.

Upgrade Notes

About 14.61

FIMS 14.61 is a patch release. **You must be on version 14.60 to upgrade to 14.61.** See the [FIMS 14.60 Upgrade Guide](#) for instructions.

The 14.61 patch release does not need to be installed from the database server, so other users do not need to exit FIMS during installation. This patch includes updates shipped in the March 14.60 release.

Progress Database

FIMS version 14.61 supports OpenEdge Progress version 10b, and version 11.6 and later. Check your Progress version in FIMS by clicking **Help > About FIMS**. Contact [Support](#) for any assistance needed with upgrading 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.

Update Preparation

Identify the location of your FIMS installation. This is typically X:\npo, D:\npo or E:\npo. **Not** the mapped N: drive.

- My FIMS installation is at: _____
- My FIMS Version is (*Help > About FIMS*): _____

Compatibility Notes

Windows Operating Systems

- Workstations must have Windows 7, 8, or 10 installed.
- Servers must have Windows Server 2008 or later installed.
- **Windows 8/8.1 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.
- **FIMS CRM users:** You may be required to co-install Progress 11 for compatibility with some graphical reporting features. Please contact FIMS Support for more details.
- **DonorCentral users:** Your FIMS server must have Windows Server 2008 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 7, you must upgrade to IGAM 5 or later. Please contact FIMS Support for more information.

Crystal Reports

If you use Crystal Reports, note that reports written in Crystal Reports earlier than version 9.0 cannot connect to Progress 10.x databases.

If you have reports written in an earlier version of Crystal, you must upgrade to Crystal 10 or higher and convert your reports to use them with FIMS version 14.x.

FIMS 14.60 with Progress OpenEdge version 11 requires an upgrade to Crystal version 13. See the [14.60 Release notes](#) 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

Office 365 users, please note that only a desktop installation of **Office 2007/2010/2013** connected to Office 365 is fully compatible.

FIMS 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

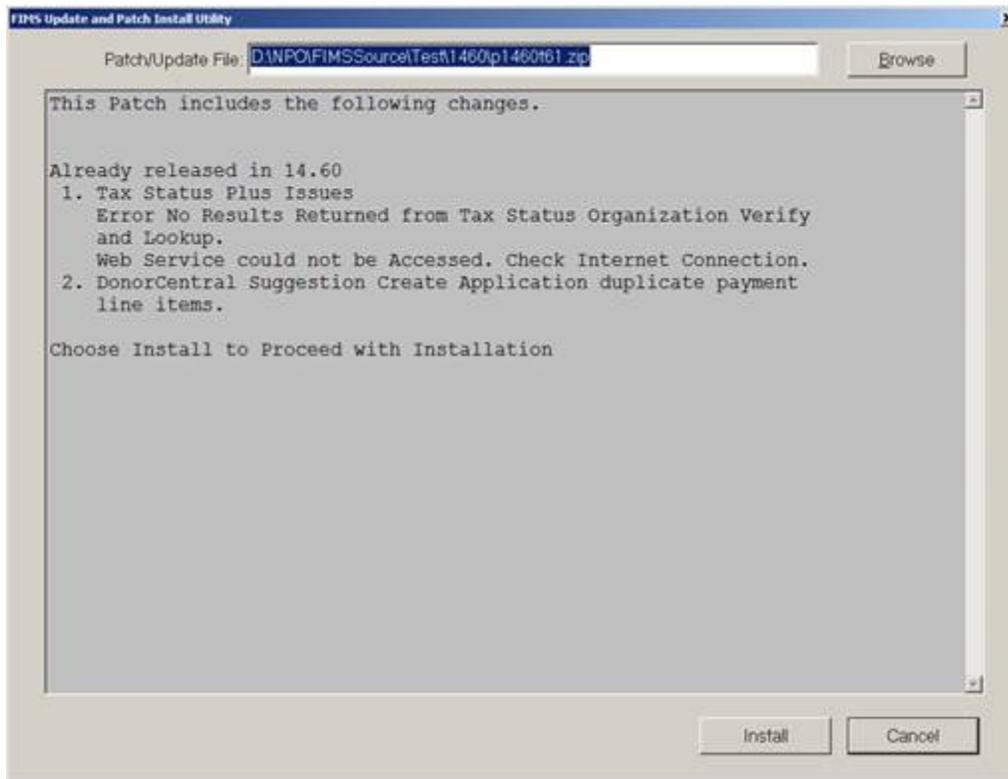
Online: Visit Case Central at <https://www.blackbaud.com/casecentral/casesearch.aspx>. Click the **Case** tab at the top and click **Create New Case**.

Upgrading to a FIMS 14.61 patch

Patches are installed using the **FIMS Update and Patch Install Utility**.

Prerequisite: You must be on version 14.60 to install 14.61.

1. Download **p1460t61.zip** from [Blackbaud Downloads](https://www.blackbaud.com/support/downloads/downloads.aspx) (<https://www.blackbaud.com/support/downloads/downloads.aspx>) to any workstation where you'll apply the update.
2. Copy the FIMS Patch file to FIMS subfolder on the server or workstation on which the patch is being installed:
 - **Server Location:** X:\npo\found\FIMS (X is the letter of the drive where FIMS is installed)
 - **Workstation location:** N:\found\FIMS
3. Log in to FIMS.
4. Open **Tools > System Utilities > FIMS Update and Patch Utility**.
5. Click **Browse** and select the patch file named **p1460t61.zip**.
6. Click **Open** to display the patch notes.



7. Click **Install**.

NOTE: If you see a 'single-user mode' error, please see next page.

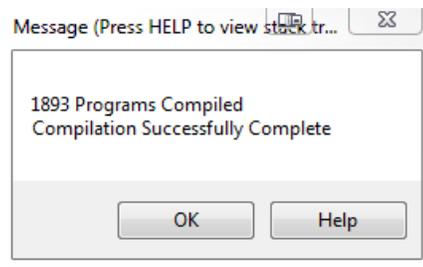
8. When complete, a FIMS email prompt with **Update Complete** displays. Click **Send**.
9. Log into FIMS and select **Help> About FIMS**. FIMS version should now be 14.61.

Single-User Mode Error Troubleshooting

If you are a single user, you may get an error during the installation that says something like “database found is in use in single-user mode” (your exact message may be different but single-user mode will be part of it).

To resolve this issue, follow the steps below:

1. Press **OK** and let the installation process complete.
2. Once complete, run the FIMS compiler before you use any of the patched programs:
 - a. From the main FIMS screen, select **Tools > System Utilities > Admin Utilities > FIMS Compiler**.
 - b. Press the **Compile** button.
 - c. You will see a scrolling area of programs being compiled. When it completes, you will get a dialog box that says something like this (number of programs may vary):



- d. Press **OK**.

Your upgrade is now complete.