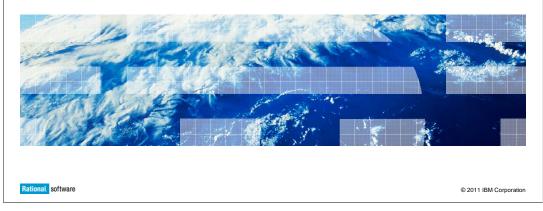


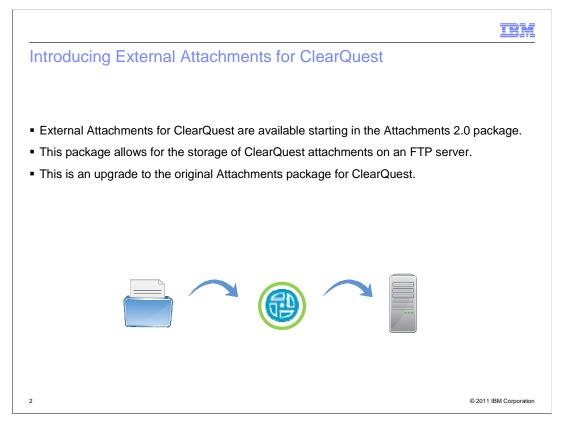
ClearQuest External Attachments Package

IBM Rational change and release management



This presentation covers the External Attachments package for IBM Rational[®] ClearQuest[®].

RCQ_AXP.ppt Page 1 of 9



The original Attachments package for ClearQuest allowed you to store attachments for records. However, that storage was limited to the ClearQuest database itself. Starting in version 2.0 of the Attachments package, you have the capability to store attachments for your ClearQuest records on an FTP server. This package is an update to the original ClearQuest Attachments package.

Before implementation, see the Attachments Package documentation of your specific ClearQuest version for information on limitations of this package with your ClearQuest schema.

RCQ_AXP.ppt Page 2 of 9

IEM

Advantages

- It reduces the size of the ClearQuest database, which helps with performance and administration functions.
- Reducing bandwidth strain on the database server by distributing attachment activity.
- You can perform actions with the files in the external storage site:
 - Replace an existing **Attachment** with a changed file of the same name.
 - Add **Attachments** to the external storage site.

© 2011 IBM Corporation

There are several advantages to using this method of attaching files with ClearQuest. It reduces the size of the ClearQuest database, which can help with performance, backup and restore activities, and other administration functions. It Improves performance by reducing bandwidth strain on the database server because of the distribution of attachment activity to the external server.

Additionally, you can perform actions with the files stored on the external storage site, instead of encountering limitations with the files being stored in a database.

RCQ_AXP.ppt Page 3 of 9



User experience for attachments remains simple

- Uses the existing Add button seen in ClearQuest records under the Attachments Tab.
- Attachments you add during record editing temporarily display in the **Attachments** box.



- When the record is saved, the attachment is transferred to the external storage site. The attachment is then removed from the **Attachments** box.
- A URL link to the attachment location for that record is stored in a field under the attachments field on the Attachments Tab.

4 © 2011 IBM Corporation

The implementation of this package does not cause major changes in user experience. Like before, you can add attachments when editing records using the Add button under the Attachments Tab.

When adding the attachment, the file is visible in the Attachments box. When you have saved your changes to the record, the file is removed from the Attachments box and transferred to the external storage server. A URL link to the file location for that record is added to a field under the Attachments field on the Attachments Tab.

RCQ_AXP.ppt Page 4 of 9



No interruption of work if storage server is unavailable

- If the storage server is unavailable when an attachment needs to be transferred to external storage, the attachment is temporarily stored in the ClearQuest database. It will remain visible in the **Attachments** box during this time.
- The next time changes to the record are saved, ClearQuest makes another attempt to transfer the file to the FTP Server:
 - If the server is available, the attachment is transferred to the server.
 - If that transfer is successful, the version of the attachment stored in the ClearQuest database is removed. The **Attachments Tab** will show the URL to the storage location.

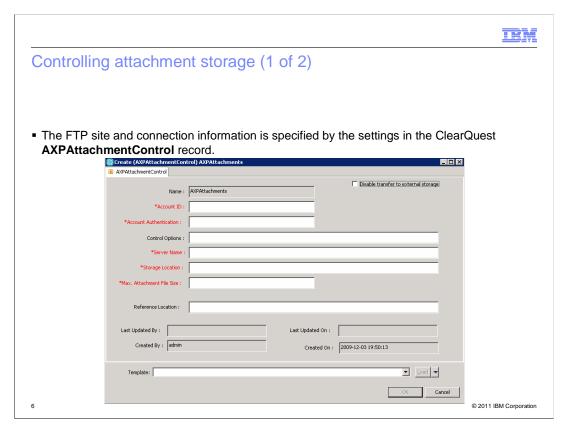


© 2011 IBM Corporation

The new Attachments package is designed to continue working even in the event of an external storage server outage. In the event that the storage server is unavailable, attachments are temporarily stored in the ClearQuest database.

The next time the record is updated, the package checks for the availability of the storage server. If it is back online, the attachment is transferred to the storage server. If that process is successful, the attachment that is stored in the ClearQuest database is removed. The attachment is available to ClearQuest users in either of these situations.

RCQ_AXP.ppt Page 5 of 9



The administration of the storage server configuration does not require schema changes. Configuration is controlled using the ClearQuest record type AXPAttachmentControl. Here is a screen capture example of this record.

Only ClearQuest users with administrator or super user privileges are allowed to submit or edit this record. Only one instance of this record is allowed, as the package can only support the use of one FTP server per ClearQuest user database for all attachments.

RCQ_AXP.ppt Page 6 of 9

IBM

Controlling attachment storage (2 of 2)

- The AXPAttachmentControl record contains configuration information, including:
 - Authentication information for an account ID with write privilege on the storage server.
 - The name of the server.
 - The storage location on the server, a path name.
 - The maximum file size for attachment files stored in the ClearQuest database.
 - The Control Options field must contain the value **TYPE=FTP**.
- A check box is available to enable or disable the external storage feature.

7 © 2011 IBM Corporation

The AXPAttachmentControl record stores the authentication information used when connecting to the storage server. The account ID for the FTP server must have write privileges. The storage server address and storage location is also stored here. The storage location is a path name on the FTP server. What you use for the storage path will, in part, define the URL for the attachments of a record.

A configuration setting is available for limiting the size of attachments stored in the ClearQuest database in the event that the FTP server is not available. When editing a record, you can add attachments of any size to the Attachment field with the Add button. However, if the FTP server is unavailable, and that attachment exceeds the defined maximum file size, then record validation will fail when you try to save your changes. To continue, you have to remove the attachment or discard your record changes. If you do not want to define a limit for your environment, you can use a value of -1 for the setting in the AXPAttachmentControl record.

The Control Options field must contain a "TYPE" value. Because FTP is used with this package, you can only use the value TYPE=FTP.

A check box is available on the AXPAttachmentControl record that allows you to enable or disable the external storage server configuration. When enabled, attachments are transferred to the storage server as configured in this record. When disabled, attachments are stored in the ClearQuest database. Additionally, when the package is disabled, the file size limit defined in the AXPAttachmentControl record is ignored.

RCQ_AXP.ppt Page 7 of 9

IEM

Feedback

Your feedback is valuable

You can help improve the quality of IBM Education Assistant content to better meet your needs by providing feedback.

- Did you find this module useful?
- Did it help you solve a problem or answer a question?
- Do you have suggestions for improvements?

Click to send email feedback:

mailto:iea@us.ibm.com?subject=Feedback_about_RCQ_AXP.ppt

This module is also available in PDF format at: .../RCQ_AXP.pdf

8 IBM Rational change and release management

© 2011 IBM Corporation

You can help improve the quality of IBM Education Assistant content by providing feedback.

RCQ_AXP.ppt Page 8 of 9



Trademarks, disclaimer, and copyright information

IBM, the IBM logo, ibm.com, ClearQuest, and Rational are trademarks or registered trademarks of International Business Machines Corp., registered in many jurisdictions worldwide. Other product and service names might be trademarks of IBM or other companies. A current list of other IBM trademarks is available on the web at "Copyright and trademark information" at http://www.ibm.com/legal/copytrade.shtml

THE INFORMATION CONTAINED IN THIS PRESENTATION IS IBM CONFIDENTIAL AND IS PROVIDED FOR INFORMATIONAL PURPOSES ONLY.

THE INFORMATION CONTAINED IN THIS PRESENTATION IS PROVIDED FOR INFORMATIONAL PURPOSES ONLY. WHILE EFFORTS WERE MADE TO VERIFY THE COMPLETENESS AND ACCURACY OF THE INFORMATION CONTAINED IN THIS PRESENTATION, IT IS PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. IN ADDITION, THIS INFORMATION IS BASED ON IBM'S CURRENT PRODUCT PLANS AND STRATEGY, WHICH ARE SUBJECT TO CHANGE BY IBM WITHOUT NOTICE. IBM SHALL NOT BE RESPONSIBLE FOR ANY DAMAGES ARISING OUT OF THE USE OF, OR OTHERWISE RELATED TO, THIS PRESENTATION OR ANY OTHER DOCUMENTATION. NOTHING CONTAINED IN THIS PRESENTATION IS INTENDED TO, NOR SHALL HAVE THE EFFECT OF, CREATING ANY WARRANTIES OR REPRESENTATIONS FROM IBM (OR ITS SUPPLIERS OR LICENSORS), OR ALTERING THE TERMS AND CONDITIONS OF ANY AGREEMENT OR LICENSE GOVERNING THE USE OF IBM PRODUCTS OR SOFTWARE.

© Copyright International Business Machines Corporation 2011. All rights reserved.

9 © 2011 IBM Corporation

RCQ_AXP.ppt Page 9 of 9