



IBM Cúram Social Program Management

Cúram Content Management

Interoperability Services Integration Guide

Version 6.0.4

**Note**

Before using this information and the product it supports, read the information in Notices at the back of this guide.

This edition applies to version 6.0.4 of IBM Cúram Social Program Management and all subsequent releases and modifications unless otherwise indicated in new editions.

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# Chapter 1

## Introduction

### 1.1 Purpose

The purpose of this guide is to outline the available configuration options for integrating Cúram with a Content Management System (CMS) and to provide detail on what these configurations entail.

### 1.2 Prerequisites

The reader should be familiar with both the basic elements of case processing in the human services industry and with the functionality available in the Cúram Case Manager.

Before reading this guide the reader should be familiar with Cúram attachments and communications functionality described in the Cúram Integrated Case Management Guide and the Cúram Communications Guide.

### 1.3 Audience

This guide is intended for developers responsible for configuring Cúram to integrate with a Content Management System.

### 1.4 Background

Content management systems are used by organizations to store and manage various types of content. Using the Content Management Interoperability Services (CMIS) standard, system provides the ability to integrate the documents associated with attachments, Microsoft® Word communications, and pro forma communications with a CMS.

Cúram CMIS integration has been verified with IBM® FileNet P8 v5.0 hos-

ted on Windows Server 2008 R2 (64-bit edition).

For more information on CMIS standards, please consult <http://docs.oasis-open.org/cmisis/CMIS/v1.0/cmisis-spec-v1.0.html>.

## 1.5 Chapters in this Guide

The following list describes the chapters in this guide:

### **Configuring Cúram for use with a Content Management System**

This chapter covers the administrative configuration options that are available to use a CMS as a repository for documents.

### **Integrating a Content Management System with Cúram**

This chapter discusses the integration of documents with a CMS.

# Chapter 2

## Configuring Cúram for Use with a Content Management System

### 2.1 Introduction

Before a content management system can be used as a repository for documents, it must first be registered as a target system. Cúram must also be configured so that the application can communicate with it. This chapter describes how to go about both of these tasks.

### 2.2 Registering a Target System

In order to allow two-way communication between Cúram and a content management system, a system administrator first needs to set up and configure the details for the content management target system. To register a target system, log in to the system administration application, and select to create a new target system. Enter a unique name for the target system, and enter the target system URL.

### 2.3 Adding a Content Management Service to the Target System

Once the target system has been registered, the next step is to add the service. When creating a service, the following must be specified:

Setting	Description	Mandatory
Service Name	Unique name of the service. This must be set to 'Content Management Interoperability Service	Yes

Setting	Description	Mandatory
	over Atompub'.	
Extension	URL extension that is added to the target system address to give the full location of the CMIS repository.	Yes
Invoking User Username	Login username required by the CMS Atomic service. Although this is not mandatory in Cúram, it is required by the CMS ATOM service.	No
Invoking User Password	Login password required by the CMS ATOM service. Although this is not mandatory in Cúram, it is required by the CMS ATOM service.	No

Table 2.1 CMS Target System Service Settings

## 2.4 Activating the Content Management Service

Once the CMS service has been added to the target system, it must then be configured and activated. Configuration is done by means of a group of system properties, 'Application Properties - Content Management Interoperability Service Settings', which can be found in the Property Administration section of the System Administration application.

Update the CMIS properties listed below as follows:

Property	Description	Default Value
curam.cms.enable	Indicates if the Content Management Interoperability Service is enabled. True/false flag. True determines that the storage location for certain files is in a configured CMS. False determines that the storage location is in the Cúram database.	true



Property	Description	Default Value
curam.cms.attachment.enable	Indicates if storing attachments to the CMS is enabled. True/false flag. True determines that the storage location for attachments is in a configured CMS. False determines that the storage location is in the Cúram database.	true
curam.cms.proforma.enable	Indicates if storing pro forma communications to the CMS is enabled. True/false flag. True determines that the storage location for communications is in a configured CMS. False determines that the storage location is in the database.	true
curam.cms.curam.dir	The absolute path to the root directory for Cúram content within the global CMS repository used by the Cúram application.	Set based on the customer implementation, e.g., /Curam
curam.cms.repository.name	The repository for the global CMS account used by the Cúram application.	Set based on the customer implementation.

Table 2.2 CMIS Target System Service Settings



Note

The CMIS application properties are not designed to be changed once a system has gone live without extensive analysis and offline reconfiguration of the system.

# Chapter 3

## Integrating a Content Management System with Cúram

### 3.1 Introduction

When integration with a CMS is enabled, attachments, Microsoft Word communications, and pro forma communications documents are stored and retrieved from the CMS, rather than being stored in the Cúram database.

### 3.2 Taking on this Functionality

Customers who wish to utilise CMIS with attachments will need to check whether they have overridden Cúram's Attachment entity implementation. If it has been overridden, the customization can continue to be used as well as the CMIS with attachments functionality - with some impact. This involves updating the custom version in line with Cúram's latest version. The custom implementation should be updated to implement the same functions as the Cúram implementation, and each custom function should be updated to call the Cúram implementation.

### 3.3 Securing Documents in a CMS

It is important to note that access to documents stored in a CMS will only be secured through existing Cúram security mechanisms, such as data based security and location based security. For more information on data and location based security, please consult the Cúram System Configuration Guide and the Cúram Security Guide. Customers will need to provide their own means of securing alternate forms of access to documents in the CMS, such as security for accessing documents directly from the CMS.

### 3.4 Attachments

Attachment records in the Cúram database no longer store the associated file content. Instead, the file is stored in the CMS. When a user subsequently selects to view the document, it is retrieved from the CMS. If the user selects to upload a new version of the file, the original document stored in the CMS is superseded by the new document. Reading this attachment will always return the latest version of the file on the CMS. Superseded versions are still available for viewing via the CMS application.

### 3.5 Microsoft Word Communications

For Microsoft Word communications, the Microsoft Word document is stored in the CMS when the communication is created. It is retrieved from the CMS when a user selects to open the Microsoft Word document. When modifications are made to the Microsoft Word document, a new version of the document is stored in the CMS, with the latest version being the version retrieved when the Microsoft Word document is subsequently opened again.

### 3.6 Pro Forma Communications

For pro forma communications, the PDF file that is generated using a pro forma template is stored in the CMS when the status of the pro forma communication is set to 'Sent'. Once the PDF file is stored in the CMS, any requests to preview the pro forma communication retrieves the file from the CMS.

# Appendix A

## Validation Error Messages

### A.1 Validation Error Messages

The following table provides a list of possible validation error messages that may be encountered by a user when a CMS is used with Cúram.

Validation	When is this displayed?
No application property supplied for 'curam.cms.xxxx'. Please contact your administrator.	Upon storing a file to CMIS, when a required application property is empty.
The application property 'curam.cms.curam.dir' must be in the form '/x/y/z'. Please contact your administrator.	Upon storing a file to CMIS, when the path doesn't start with a '/', ends with a '/', or contains a folder name with an unsupported character.
The configured Content Management System is unavailable. Please contact your administrator.	Upon storing a file to CMIS, when a connection to the target system cannot be made.
The file was not found on the Content Management System.	Upon retrieving a file from CMIS within Cúram which has been deleted directly from the CMS application.
The Content Management System has not been configured. Please contact your administrator.	Upon accessing a CMS, when the CMIS ATOM target system has not been configured.
Multiple Content Management Systems have been configured. Please contact your administrator.	Upon accessing a CMS, when more than one CMIS ATOM target system configured.

Table A.1 CMIS Validation Error Messages

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