

IBM TRIRIGA
Version 10 Release 5.2

*Document Management
User Guide*

IBM

Note

Before using this information and the product it supports, read the information in "Notices" on page 11.

This edition applies to version 10, release 5, modification 2 of IBM TRIRIGA and to all subsequent releases and modifications until otherwise indicated in new editions.

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Chapter 1. Managing documents

IBM® TRIRIGA® Application Platform includes the Document Manager, which enables applications to access documents and data files that are stored on the server. The Document Manager organizes documents and data files in a way that is similar to the file system on a personal computer.

By using the Document Manager, you can complete the following tasks.

- Upload and download files
- Organize files into folders
- Manage access permissions for folders and files
- Retain all revisions of a file and organize them using revision numbers
- Combine specific revisions of individual documents into a collection that is called a publication

The Document Manager is used to manage and maintain documents throughout the application. Document sections exist in many business objects so that files can be associated with the business objects for reference or historical purposes. The Document Manager can also be used as a stand-alone application to enforce version control and configuration management. Any type of file can be managed, including graphics, CAD files, word-processing documents, and text files. File names for upload can have a maximum of 100 characters, including the dot and extension.

Documents, folders, and publications in TRIRIGA Application Platform are represented by using records that are created from business objects in the Document module. Applications work directly with these business objects and records.

Do not modify Document Manager objects such as publications and folders because these business objects contain functions that are specific to the TRIRIGA Application Platform and changes might impact these functions.

You can download files and folders. When you download folders with names that contain slashes, the slashes are converted to underscores to facilitate successful download. If your folder is named MyDocuments - 11/04, for example, the download process changes the folder name to MyDocuments - 11_04.

Enterprise content management integration with Document Manager by using Content Management Interoperability Services

As an alternative to storing documents in the TRIRIGA database, you can integrate the Document Manager with an enterprise content management (ECM) solution by using Content Management Interoperability Services (CMIS). CMIS allows different content management systems to integrate with each other over the internet. The CMIS solution connects the Document Manager with an external ECM, such as IBM FileNet Content Manager, Documentum, or any other ECM that supports CMIS.

When this integration is in place, the TRIRIGA Application Platform administrators work with the company's ECM administrators to ensure that the CMIS solution is configured to meet the rules and guidelines that are in place with the company's

external ECM. Administrators must verify that the ECM system is set up to be used with CMIS gateway, or they must establish the gateway.

When CMIS and the external ECM are integrated, users can upload files to the ECM by using the TRIRIGA Application Platform document record interface in business objects or by using the Document Manager application. The data is stored in the ECM solution rather than in the TRIRIGA database schema. When this integration is used, the user does not have access to the cut, copy, and paste functions, but otherwise does not see any difference in the Document Manager or in document records. The administrator can view and manage the content in the linked ECM.

The integration of a CMIS-enabled ECM solution with TRIRIGA works only for TRIRIGA documents that are created after the CMIS link is enabled. You cannot migrate existing files from Document Manager storage to the ECM.

Chapter 2. Managing documents

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external ECM. Administrators must verify that the ECM system is set up to be used with CMIS gateway, or they must establish the gateway.

When CMIS and the external ECM are integrated, users can upload files to the ECM by using the TRIRIGA Application Platform document record interface in business objects or by using the Document Manager application. The data is stored in the ECM solution rather than in the TRIRIGA database schema. When this integration is used, the user does not have access to the cut, copy, and paste functions, but otherwise does not see any difference in the Document Manager or in document records. The administrator can view and manage the content in the linked ECM.

The integration of a CMIS-enabled ECM solution with TRIRIGA works only for TRIRIGA documents that are created after the CMIS link is enabled. You cannot migrate existing files from Document Manager storage to the ECM.

CMIS administration

You can integrate the TRIRIGA Application Platform Document Manager with an enterprise content management (ECM) solution. Administrators must configure the Content Management Interoperability Services (CMIS), which connects Document Manager and the external ECM.

Before you can integrate the CMIS with the external ECM, you must work with the ECM administrator to ensure that the company already has a CMIS-capable ECM and the corresponding CMIS gateway program for their ECM.

The integration of a CMIS-enabled ECM solution with TRIRIGA works only for TRIRIGA documents that are created after the CMIS link is enabled. You cannot migrate existing files from Document Manager storage to the ECM, and you cannot migrate existing files from the ECM to Document Manager storage.

Enabling CMIS

If the company uses an ECM that supports CMIS, such as Documentum or IBM FileNet Content Manager, you can enable the CMIS in the TRIRIGA Application Platform so that files and folders can be managed by using the TRIRIGA Document Manager and then stored in the ECM. You enable CMIS by setting the CMIS properties in the TRIRIGAWEB.properties file, either on the server or in the IBM TRIRIGA Administrator Console. You must restart the server for the changes to the TRIRIGAWEB.properties file to take effect. After CMIS is enabled, the ECM administrator can proceed to configure the ECM settings as necessary.

Property	Values	Description
ENABLE_CMIS	Y, N	Set to Y if the installation uses a CMIS-supported ECM to manage documents within TRIRIGA. Set to N if the installation uses TRIRIGA Document Manager to manage documents. You can leave the rest of the properties blank. The default value is N.
CMIS_URL	[URL]	The URL of the CMIS server for the AtomPub protocol.
CMIS_USER	[string]	The user name of the CMIS server.

Property	Values	Description
CMIS_PW	[string]	The password for the CMIS server. The password must be encrypted. In the Administrator Console, go to the System Manager managed object and use the Username and Password Encryption tool to encrypt the password and then paste the password in the properties file.
CMIS_STORE	[store_name]	The name of the ECM document store that holds the TRIRIGA documents.
CMIS_ROOT	[folder CMIS ID]	The CMIS ID of the ECM folder that is the root for all TRIRIGA documents.

Viewing and managing content in ECM

Users can upload files and folders to and delete files and folders from the ECM by using the TRIRIGA Application Platform document record interface in business objects or by using the Document Manager application. The data is stored in the ECM solution rather than in the TRIRIGA database schema.

When this integration is place, the user does not have access to the cut, copy, and paste functions, but otherwise does not see any difference in the Document Manager or in document records. The administrator can view and manage the content in the linked ECM. In general, the administration of the ECM is not affected by the integration with the CMIS. Files and folders that are manipulated by using the CMIS are displayed just like other files, by using the mechanisms that your ECM uses, such as color coding or symbols to show checked out files.

Some exceptions to common ECM behavior, which should be communicated to the ECM administrator, are as follows:

Deleting files and folders

When a file or folder is deleted in the Document Manager, it is treated as a virtual delete in the ECM. The file is still viewable within the ECM, but it is not available in the Document Manager application. Deleted files are identified by the "_del_" prefix.

Naming conventions

Some symbols, including blank spaces, that can be used in the Document Manager file and folder names might not be valid in the ECM. The CMIS changes these blank spaces and invalid symbols to underscores in the ECM. The following symbols might be converted to underscores in the ECM: \$ @ !) (* ? > <

The ECM saves the internal value of folder names. If you use translated folder names in a multi-language environment, the translated names are not saved in the ECM. Only the internal value, or base language name, is saved.

Publication records

A publication record is a collection of documents, other publications, or both. It can contain a single document or many documents. Publication records are accessible in the Document Manager.

In addition to the standard create, cancel, save, and save and close actions, publication records have the following extra actions:

Delete Places the record in the delete queue.

Restore

Restores the retired record out of retirement. The restored record is not available on the active management list.

Revise

Reopens the retired or completed record for further editing. After you complete editing, the record must be published to restart the approval process.

Final Delete

Permanently removes the record from the delete queue and from the Document Manager. After you select **Final Delete**, the record cannot be retrieved.

Undelete

Removes the record from the delete queue and returns it to the active management list.

Permissions to access document records

Permissions are necessary to restrict access to publications, folders, documents, and the ROOT record. Before these permissions can be assigned, single users and groups must first be granted access rights to the Document Manager by their administrator.

Access rights to the Document Manager, or its business objects, does not mean that single users and groups have access to any or all folders in the Document Manager. The **Permissions** tab allows administrators to associate single users and groups to the record and give them certain permissions. Users can be granted permission to view, discuss, download, modify, create, retire, and delete publications, folders, documents, and the ROOT record. Users can also be granted full administrative control of these record types.

You can assign a single user to varying permissions and many users to the same permissions, for a publication, folder, document, or the ROOT record. For example, if you have 20 users to whom you want to give read-only access to a specific document record, you can create a group and associate the individual records of the 20 users with the document record.

In the User Permissions section or in the Group Permissions section, select the appropriate permission value from the drop-down list in the Permissions column.

Permissions for folders can be propagated down to the documents and folders that they contain. For example, if you give Admin (Full Control) permission to the individuals who are listed in the Group Permissions and User Permissions sections, you can give them Admin access to the documents and folders in that folder as well. You can indicate that permissions are not propagated at all, that they are propagated to apply only to the folders in the selected folder or that they are propagated to apply to the folders and documents in the selected folder. The propagation continues as far down as the folders are nested.

Permission levels

Permission levels are hierarchical. Where relevant, in addition to the permissions of the current level, each level also obtains the permissions of the preceding level.

The following table shows a list of permission levels for single users and groups for the different record types:

Table 1. Permission levels for single users and groups

Permission	Record type	Description
(blank)	Document, Folder, or ROOT	The single user or group has no access to the document, folder, or ROOT record.
View Published	Document	Only after a document is included in a publication, and the publication is published, can the single user or group view the document.
	Folder or ROOT	The single user or group sees only documents and publications in the folder that are published. Documents that are not published are not included in the folder.
Discuss Published	Document	Only after a document is included in a publication, and the publication is published, can the single user or group discuss the document.
	Folder or ROOT	This permission level is the same as View Published.
Download Published	Document	Only after a document is included in a publication and the publication is published, can the single user, or group download the document's content as a file.
	Folder or ROOT	This permission level is the same as View Published.
View	Document	The single user or group can view a document, even if it is not published.
	Folder	The single user or group can see a listing of the folder's contents that includes all the documents and publications in the folder.
	ROOT	The single user or group can see a listing of the ROOT record's contents that includes all the documents and publications in the folder.

Table 1. Permission levels for single users and groups (continued)

Permission	Record type	Description
Discuss	Document	The single user or group can discuss the document, even if the document is not published.
	Folder	The single user or group can discuss the folder.
	ROOT	The single user or group can discuss the ROOT record.
Download	Document	The single user or group can download the document's content as a file, even if the document is not published.
	Folder or ROOT	This permission level is the same as Discuss.
Modify	Document	The single user or group can check out the file that is the document's content, modify the file, and check the file back in.
	Folder or ROOT	This permission level is the same as Discuss.
Create	Document	This permission level is the same as Modify.
	Folder or ROOT	The single user or group can create new documents, folders, and publications in the folder.
Retire	Document	The single user or group can retire the document after it is published.
	Folder or ROOT	This permission level is the same as Create.
Delete Unpublished	Document	The single user or group can delete the document before it is published.
	Folder or ROOT	This permission level is the same as Create. Published documents do not get deleted; instead they are retired to maintain history.
Admin (Full Control)	Document, Folder, or ROOT	The single user or group can perform all operations on the document or folder.

Workflows for document records

Workflows are customizable business logic that is required by the system to run tasks. When you work with the Document Manager and its business objects, workflows run to complete document-related tasks. Workflows can be assessed only by an administrator.

When a workflow runs, it generates a workflow instance record in the **Workflow Instance** tab of the publication, folder, or document record. By clicking the text of the line item, you can open a view of the workflow in the Workflow Builder. This view can be a useful tool for understanding why a workflow might fail.

Workflows can be synchronous or asynchronous. Synchronous workflows can run at the same time. Asynchronous workflows cannot run at the same time.

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