



Project co-funded by the  
CIVIL JUSTICE PROGRAMME  
Of the EUROPEAN UNION

# iSupport

cross-border recovery  
of maintenance obligations  
*pour le recouvrement transfrontière  
des obligations alimentaires*

Project Name:	iSupport		
Date:	28 October 2015	Release:	1.0
Authors:	Brigitte Voerman		
Owner:	Philippe Lortie		
Document Name:	HCCH iSupport File storage		

## Revision History

Date	Version	Author	Reviewed by	Remarks
15 October 2015	0.2	Brigitte Voerman	Sreegopal Vemuri	
28 October 2015	1.0	Brigitte Voerman	Marie Vautravers, Philippe Lortie	

## Contents

1 Purpose of this document .....	3
2 File storage .....	3
2.1 iSupport documents.....	3
2.2 Location of file storage.....	3
2.3 Screen in iSupport .....	4
2.4 Parameters.....	4

## 1 Purpose of this document

This document describes the functional and technical aspects of the file storage for the iSupport system.

## 2 File storage

### 2.1 iSupport documents

Documents can be attached to an iSupport case. These are forms generated by iSupport and documents which are manually attached to a case by the user.

Both types of documents can be exchanged via e-CODEX to the other State.

These documents are not stored in the iSupport database but in a separate file system. Only document metadata such as file location is stored in the iSupport database.

### 2.2 Location of file storage

For each iSupport instance / installation, the organisation can choose for a folder on the iSupport server or choose for a location on another server such as a File server [as shown in section 2.3\\_Screen in iSupport\\_below](#).

iSupport doesn't connect to Content server software, but looks for files in the absolute path.

A shared file location is possible or even needed when the organisation either decides to run iSupport in a cluster environment with several servers to handle the case load, or switches to a backup iSupport server in case of primary iSupport failure.

Organisations use their own backup and restore procedures for the files.

## 2.3 Screen in iSupport

**File Storage Configuration**

Protocol :

Server Address :

Folder Name :

Current Configured Path : **http://192.168.180.93/Uploads/Docs**

Protocol	Server Address	Folder Name
Http	192.168.180.93	Uploads/Docs

Export options: [CSV](#) | [Excel](#) | [XML](#) | [PDF](#)

## 2.4 Parameters

Protocol: Only http is available

Server Address: Name or IP of the server

Folder Name: Name of the folder where iSupport documents will be stored