

File storage 1.0



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iSupport

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

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Contents

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

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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.

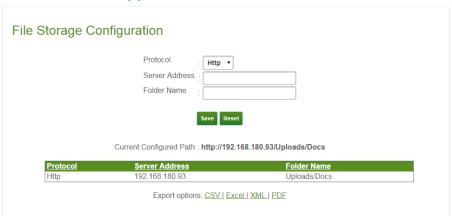
A shared file location is possible or even needed when the organisation either decides to run iSupport in a cluster environment with several servers to handle the case load, or switches to a backup iSupport server in case of primary iSupport failure.

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





2.3 Screen in iSupport



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