RSD GLASS 3.4.4

Governance Services

ReQuest Web Management Guide and Technical Reference

English

RSD-00060-EN-bffd109

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version 3.4.4
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1. Introduction

The ReQuest® Web Governance Driver allows RSD GLASS® to include data on documents stored in a ReQuestWeb® inventory items.

> **Important:** The connector allows you to create a ReQuest Web content repository. The content repository does not refer to a particular ReQuest Web repository since ReQuest Web does no provide appropriate public API. As a result, any calls to the repository are only pro forma calls: the connector returns success even though no action was performed on the repository.

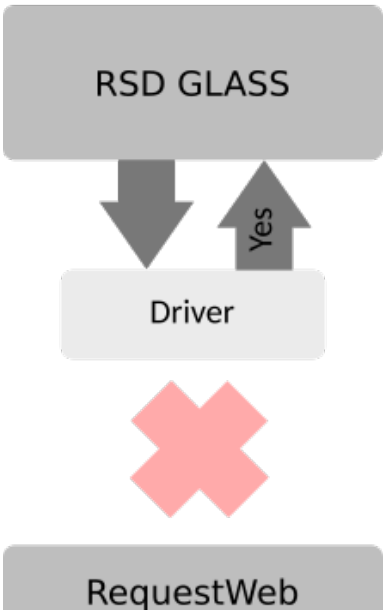
1.1. Architecture

The connector resources provide additional resources to the existing infrastructure:

Driver to RSD GLASS®

The driver is an implementation of the connector interface with no logic.

Figure 1: Architecture schema



1.2. Technical Requirements

The ReQuest Web connector requires the following:

- RSD GLASS® 3.4 or newer

1.3. Package Content

The connector package provides the following resources:

- Driver for RSD GLASS®

  `RSDGLASS_GS-RequestWeb-Driver.zip` with the following:

  - Driver file `RSDGLASS_GS-RequestWeb-Driver.jar`

2. Installation

2.1. Deployment to Servers with GLASS

2.1.1. Deploying to Apache Tomcat

To deploy the connector to Apache Tomcat with GLASS, copy RSDGLASS_GS-RequestWeb-Driver.jar to the `<CATALINA_BASE>\orm\connectors\` folder.

2.1.2. Deploying to JBoss with GLASS

To deploy the connector to JBoss with GLASS, do the following:

1. Set up a connector directory:
   - In standalone mode, do the following:
     1. Open the `$JBOSS_HOME\standalone\configuration\standalone.xml` file for editing.
     2. In the <system-properties> element, child element of the <server> element, define the glass.connector property with the path to the RSD GLASS connectors: `<property name="glass.connectors" value="<PATH_TO_THE_CONNECTORS_FOLDER>"/>`
   - In domain mode, do the following:
     1. Open the `$JBOSS_HOME\domain\configuration\domain.xml` file for editing.
     2. In the <system-properties> element, child element of the <server> element, define the glass.connectors property with the path to the RSD GLASS connectors: `<property name="glass.connectors" value="<PATH_TO_THE_CONNECTORS_FOLDER>"/>`
2. Deploy the RSDGLASS_GS-RequestWeb-Driver.jar file to the location you defined in the glass.connectors property.

2.1.3. Verifying Installation

Once the connector and its libraries are deployed, an RSD GLASS administrator is able to create RequestWeb content repositories and virtual repositories server from the RSD GLASS® Governance Manager.

To verify that you have deployed the driver correctly, do the following:

1. Log in to the Governance Manager.
2. Go to **Setting** > **Content Repositories**.
3. On the **Content Repositories** tab, verify that the **RequestWeb** item is available in the **Driver** drop-down menu.

2.2. Configuration

To configure the driver, edit the relevant properties:

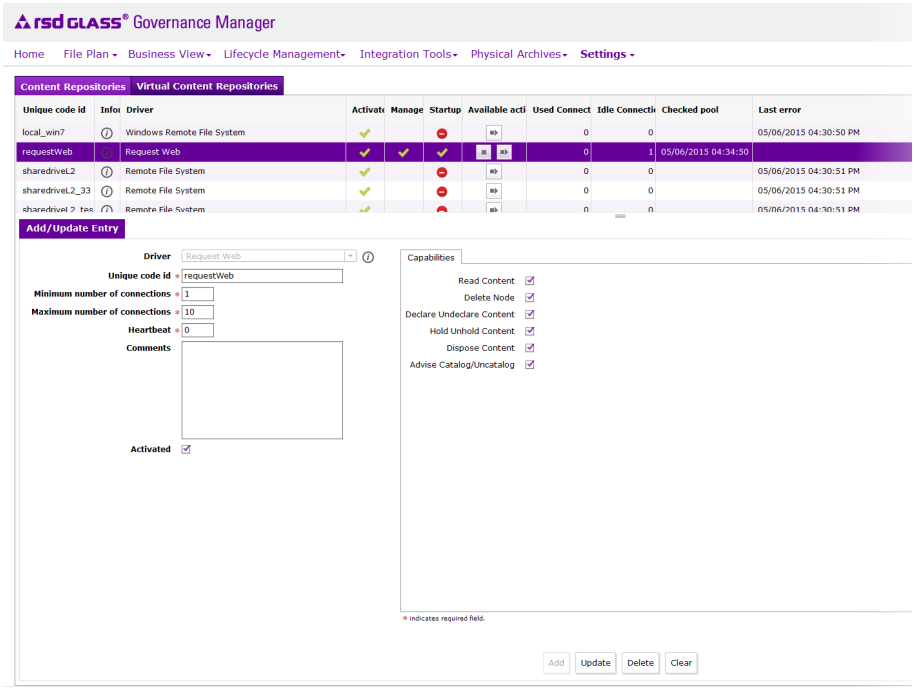
- In the multi-tenant editing, the properties are available in the `gm/tenants/tenant[id=TENANTID]/repository/config` node.
- The `glass.properties` file in the on-premise edition.

3. Usage

When working in Governance Manager with RequestWeb Records, you can perform all the expected RSD GLASS® operations: declaration, cataloging, holding, etc.

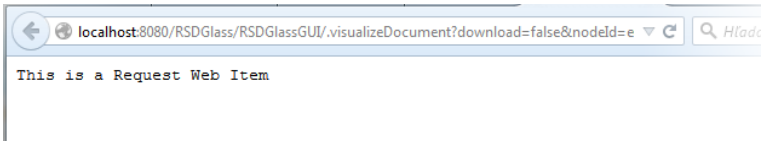
However, a RequestWeb content repository does not define any connection to the repository and any virtual repository based on a RequestWeb content repository is read-only (write access is not enabled).

Figure 2: RequestWeb virtual content repository



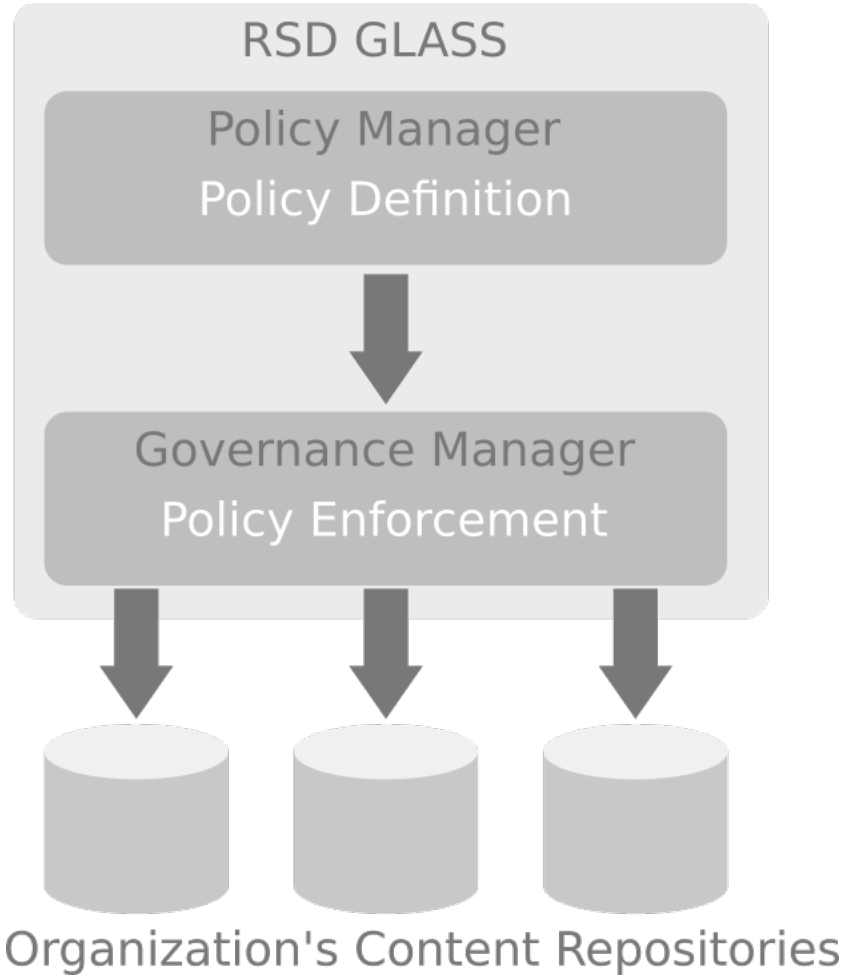
When you create Records for such a virtual repository, you cannot upload any documents. If you attempt to download a component document, the system returns an appropriate message.

Figure 3: Message displayed when attempting to download a RequestWeb document



4. Appendix: Introduction to Connectors

RSD GLASS® allows you to define information governance policies and have them applied across the organization. To apply policies and manage data, RSD GLASS® needs to communicate with different content repositories, such as, Google Drive, SharePoint, etc.

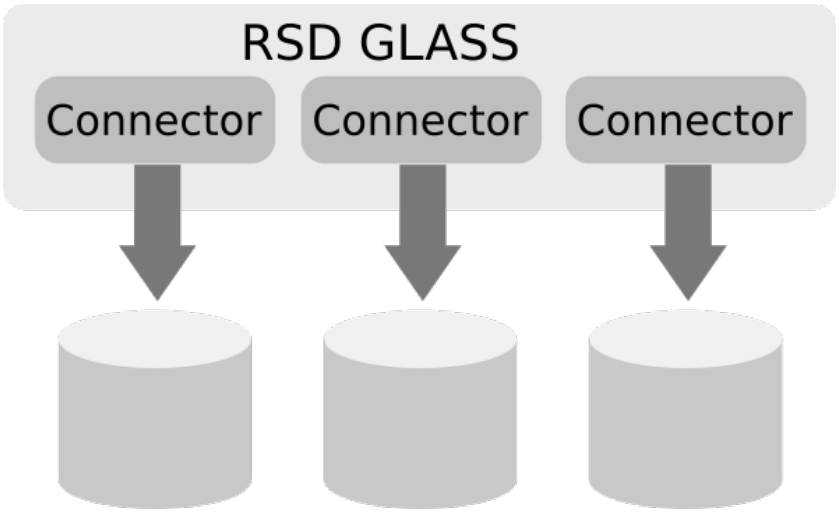


To accommodate such communication, RSD GLASS® comes with connectors for various repository types, including shared drives, general purpose systems, such as, Microsoft SharePoint and IBM FileNet, specialized business systems like SAP and Symantec Enterprise Vault, as well as cloud repositories such as Google Drive and Box.com.

RSD GLASS® uses connectors to connect to a repository, discover the stored information and applied policies, and manage the information life cycle for the repository. The abilities of individual connectors differ and each connector is classified depending on the extent of its capabilities (refer to *Connector Capabilities* on page 8).

> **Note:**
> All connectors connect to RSD GLASS® with the RSD GLASS® API for external connectors.

Figure 4: Connectors



4.1. Connector Capabilities

Each RSD GLASS® connector allows communication of RSD GLASS® with a repository. On the side of the repository is a GLASS driver that allows the repository to communicate with RSD GLASS®.

Level 1: Access-Only Connector

RSD GLASS® is able to capture information in the repository and access it through the connector. It does not allow you to store or delete information in the repository.

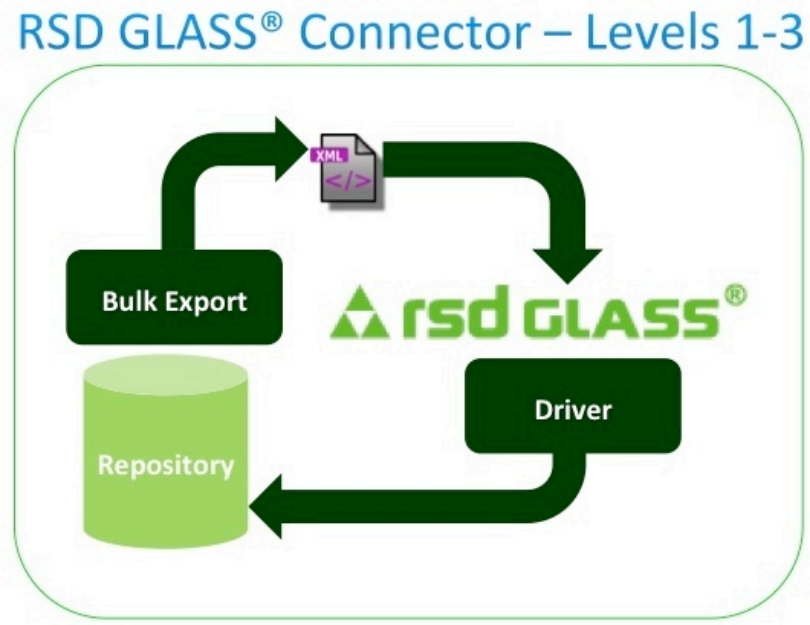
Level 2: Information Connector

RSD GLASS® is able to capture and access, as well as store and delete information. However, it cannot guarantee immutability of information, that is, information can be changed by other external processes or systems, even though locked by RSD GLASS®.

Level 3: Basic RM Connector

RSD GLASS® is able to capture and access, store and delete information and guarantee immutability of information: it can apply legal holds as well as records-management-level retention rules.

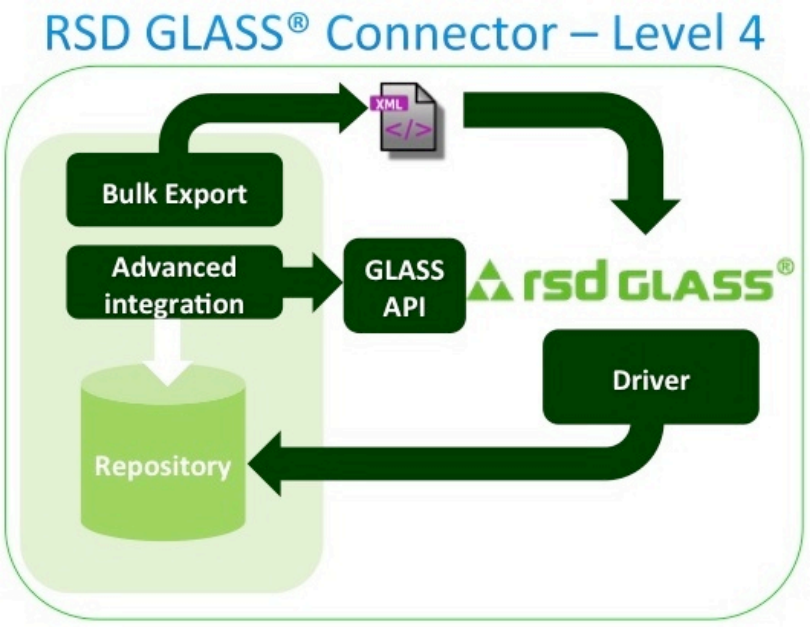
Figure 5: Schema of how a connector of level 1-3 works



Level 4: Optimized RM Connector

RSD GLASS® is able to capture and access, store and delete the information and guarantee immutability of information: it can apply legal holds as well as records-management-level retention rules. In addition it provides a rich interface integrated in the content application.

Figure 6: Schema of how a level-4 connector works



Table

Level	Batch export	Delete	Immutability	Integrated GUI
Level 1	X			
Level 2	X	X		
Level 3	X	X	X	
Level 4	X	X	X	X

For more information about RSD GLASS® connectors refer to the RSD GLASS® Connector Whitepaper.