

HP Integrated Archive Platform Version 2.1 File Export

Installation and Administration



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1 Installing IAP File Export

Files migrated using the HP File Archiving software (formerly known as FMA) or the HP IAP Object Storage (BIBO) API can be exported via the IAP Web Interface and a File Export utility.

The following activities must occur for File Export to be activated:

- File Export must be enabled on the IAP.
- The IAP File Export utility must be installed on the end user's computer.

When both File Export and the AuditLog are enabled on the IAP, a user's file export activity is recorded in the AuditLog.

The following topics explain how to configure File Export:

- [Enabling File Export on the IAP](#), page 4
- [Enabling the AuditLog](#), page 5
- [Installing the IAP File Export utility](#), page 6

Enabling File Export on the IAP

File Export must be specifically enabled on the IAP so that users can export files using the IAP Web Interface.

1. In a virtual IAP environment, follow steps a-e below.
In non-virtual IAP environments, go to step 2.
 - a. Start vSphere Client by selecting **Start > All Programs > VMware > VMware vSphere Client**.
 - b. Log in to the vCenter Server that manages the ESXi host using the IP address, Administrator ID, and password.
 - c. Select the ESXi host.
 - d. Click the kickstart virtual server.
 - e. Click the **Console** tab.

2. From the console, log in to the kickstart server as the root user.

3. At the prompt, enter:

```
# cd /install/tools/registry/loader/
```

4. Open `MONITORING_WEBUI.archive` in a text editor.

For example:

```
# vi MONITORING_WEBUI.archive
```

You should see the following entry in the file:

```
ALLOW_DOC_EXPORT:java.lang.Boolean:false
```

5. Change the entry to:

```
ALLOW_DOC_EXPORT:java.lang.Boolean:true
```

6. Save and exit the file.
7. Run the RegistryLoader by entering:

```
# regloader.pl -l onlyarchive
```

File Export is now enabled. You might have to wait up to 10 minutes for the L3 Registry to be updated on the HTTP portals.

Enabling the AuditLog

If you want an audit trail of file exports and other user activity, and the AuditLog has not been enabled previously, enable the AuditLog using these steps.

1. In a virtual IAP environment, follow steps a-e below.
In non-virtual IAP environments, go to step 2.
 - a. Start vSphere Client by selecting **Start > All Programs > VMware > VMware vSphere Client**.
 - b. Log in to the vCenter Server that manages the ESXi host using the IP address, Administrator ID, and password.
 - c. Select the ESXi host.
 - d. Click the kickstart virtual server.
 - e. Click the **Console** tab.
2. From the console, log in to the kickstart server as the root user.
3. At the prompt enter:

```
# cd /install/configs/primary
```
4. Open Domain.jcml in a text editor.
For example:

```
# vi Domain.jcml
```
5. Enable the AuditLog by entering:

```
AuditLogEnabled=true  
domainLog_IP = <VIP of domain>
```
6. Save and exit the file.
7. Run the RegistryLoader by entering:

```
# regloader.pl -cv -clearallConfirm=<BlackBoxName>
```


Enter **y** at prompt to confirm.
8. After the RegistryLoader has completed its run, open the PCC console and log in as the root user.
9. Restart the IAP from the PCC:

```
# /opt/bin/restart
```
10. Log in to PCC Web administration and do the following:
 - Verify that the AuditLog Service is enabled in the General Configuration Platform Settings view.
 - Go to the Account Manager, and ensure that the appropriate users (normally compliance or legal officers) have access to the AuditLog repository.

Installing the IAP File Export utility

Users can only export files from the Web Interface when the IAP File Export utility is installed on their local system.

The installation file, `FileExport.msi`, can be copied to the client system and installed by the administrator or the end user.



NOTE:

Microsoft .NET Framework version 2.0 or later must be installed on the client before proceeding with the installation.

To install IAP File Export on a client:

1. Copy `File Export.msi` to the client computer.
2. Double-click the file, and then follow the instructions in the installation wizard.

The utility is installed in the following location:

- `Program Files\Hewlett-Packard\HP File Export (32 bit systems)`
- `Program Files (x86)\Hewlett-Packard\HP File Export (64 bit systems)`

IAP File Export contains a help file, `FileExportHelp_<language>.chm`, that opens when users click Help in the application. The information in this guide on exporting files, troubleshooting, and uninstalling File Export is included in the user help file.

2 Exporting archived files

- [Using the IAP File Export utility](#), page 7
- [Exported files](#), page 9
- [Saving the download list file](#), page 9

Using the IAP File Export utility



NOTE:

The destination drive must have 5 GB of free space available for files to be exported.

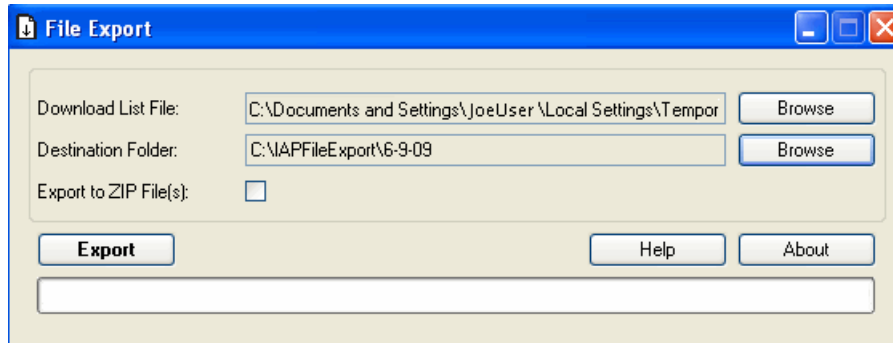
To export archived files, follow these steps:

1. In the IAP Web Interface:
 - a. Conduct a simple or advanced search for the relevant archived files.
 - b. From the Query Results page, select the check box next to each item you want to export on the page. Skip this step if you are exporting all items.
 - c. Click **More Options** to open the Options menu.
 - d. To export all results, click **Export All Items**. To export the selected items, click **Export Checked Items**.
 - e. If this is the first time you are exporting files from the IAP, the file download dialog box is displayed.
Click **Open** in the file download dialog box.
(If you choose to click **Save** in the file download dialog box, see “[Saving the download list file](#)” on page 9.)
The IAP File Export utility appears.

2. Export the archived files individually or to a ZIP file.

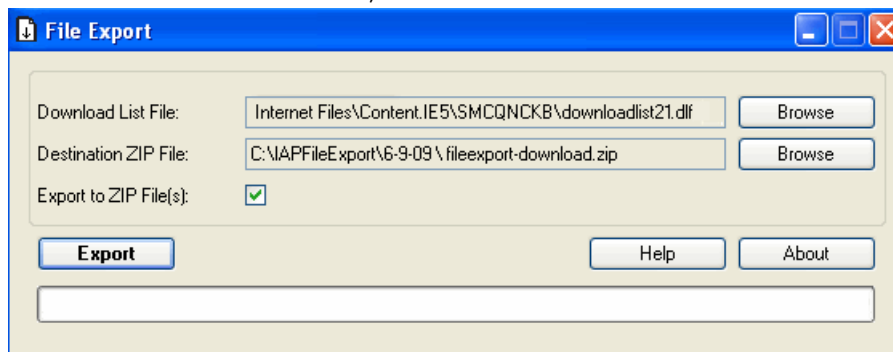
To export the files individually:

- a. Click the **Browse** button next to the **Destination Folder** box.
- b. Browse to an external folder, such as a folder on your computer's hard drive or a folder on the network.
- c. Click **OK** to add the location to the Destination Folder box.



To export the files to a ZIP file:

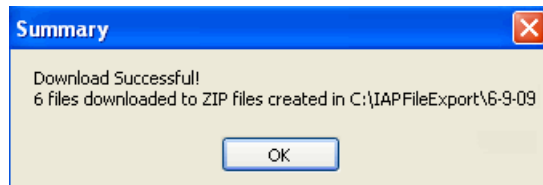
- a. Select the **Export to ZIP File(s)** check box.
- b. Click the **Browse** button next to the **Destination ZIP file** box, and select a destination for the ZIP file.
- c. Enter a file name for the ZIP file, and then click **Save**.



3. Click **Export**.

The progress bar at the bottom of the utility displays the progress of the file export.

A summary appears after the export is complete.



If the summary shows an error in exporting one or more files, see [“Download errors”](#) on page 14.

If the export is aborted because of insufficient space on the destination drive, see [“File export stops”](#) on page 13.

4. Click **OK** to close the summary.



NOTE:

The **Download List File** box in the utility displays the name and location of the file that contains links to the exported files.

Clicking **Browse** displays the full path to the download list file.

You cannot save the file to another location from the File Export utility. For information about the steps required to change the name or location of the download list file, see [“Saving the download list file”](#) on page 9.

5. Close the File Export utility, and then close the IAP Web Interface Options menu.
Log out of the Web Interface when you have finished searching for or exporting files.

File Export remembers the information you entered. When you export files again, this information appears by default in the utility.

Exported files

The following conditions apply to exported files:

- Files exported to a destination folder: If a file of the same name already exists in the folder, File Export appends a number to the name. For example, `filename.001.txt`, `filename.002.txt`.
- Files exported in a ZIP file: For large exports, File Export creates several ZIP files and appends a number to the name. For example, `files.001.zip`, `files.002.zip`, `files.003.zip`.
- The original directory structure for a file is not re-created during export to a destination folder or ZIP file(s).
- The original access permissions for a file are not applied when the file is exported. In addition, some of a file's original metadata is not applied when the file is exported. A file's modification date and time are applied upon export.

Saving the download list file

When you select **Export All Items** or **Export Checked Items** in the IAP Web Interface, links to the archived files you select are placed in an XML download file called a DLF file. IAP File Export uses these links to export copies of the files and place them in an external location of your choice.

The DLF file is usually a temporary list of links to archived files, and is placed in a temporary file folder. However, the DLF file can be saved; for example, for troubleshooting purposes.

For the DLF file to be saved, its location must be changed to another folder on your computer or network.

To change the location of the DLF file, follow these steps:

1. In the IAP Web Interface, select the files to export.
2. In the query results page, click **More Options** to open the options menu, and then click **Export All Items** or **Export Checked Items**.

The file download dialog box is displayed.

3. Save the file.

If you want, ensure that the file download box always appears when you export files from the IAP in the future. (For example, select the **Always ask before opening this type of file** check box if it is displayed in Internet Explorer.)

If you have the option of saving the file to a specific location, ensure the file type is .dlf. You can rename the file; for example, `export_8-4-09.dlf`.

The File Export utility opens when you double-click the saved DLF file. Export the files using the procedure in [“Using the IAP File Export utility”](#) on page 7.

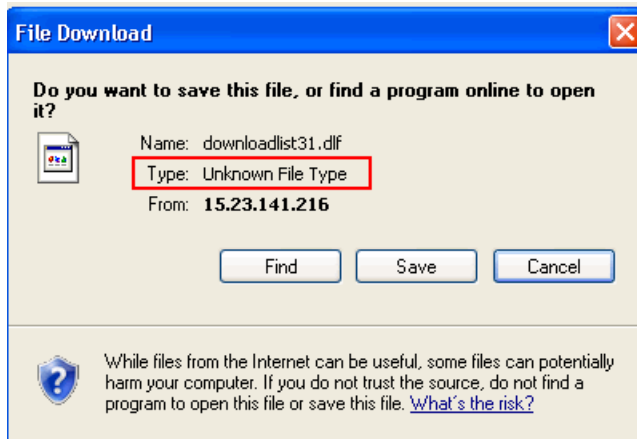
3 Troubleshooting

- [File association error](#), page 11
- [File export stops](#), page 13
- [File Export log file](#), page 13
- [Download errors](#), page 14

File association error

When you select **Export All Items** or **Export Checked Items** in the IAP Web Interface, links to the archived files you select are placed in a special download file called a DLF file. IAP File Export uses these links to export copies of the files and place them in an external location of your choice.

If you receive the following error while exporting files, verify that your Windows system has associated the DLF file type with File Export.



Verifying the file type

To verify the file type:

- (Windows Vista) In the Control Panel, select **Default Programs**, and then click **Associate a file type or protocol with a program** to view the file type list.
- (Other Windows operating systems) In the Control Panel, select **Tools > Folder Options**, and then click the **File Types** tab to view the file type list.

Creating a file type association

If DLF is not listed in the file type list, create an association for the DLF file type.

Windows Vista:

1. Save the download list file. (See "[Saving the download list file](#)" on page 9.)
2. Right-click the download list file (for example, `downloadlist2.dlf`), and select **Properties**.

3. In the **General** tab, click **Change**.
4. Click **Browse**, and then browse to the following location:
 - Program Files\Hewlett-Packard\HP File Export (32 bit systems)
 - Program Files (x86)\Hewlett-Packard\HP File Export (64 bit systems)
5. Select **FileExport.exe**, and then click **Open**.
6. Click **OK** to associate the DLF file type with File Export.
7. Double-click the download list file to continue exporting the files.

Other Windows operating systems:

1. In the Control Panel, select **Tools > Folder Options**, and then click the **File Types** tab.
2. Click **New**.
3. In the File Extension box, enter **DLF**, and then click **OK**.
4. In the Details for 'DLF' extension area, click **Change**.
5. Click **Select the program from a list** in the dialog box that appears, and then click **OK**.
6. Click **Browse** in the Open With dialog box.
7. Browse to the following location:
 - Program Files\Hewlett-Packard\HP File Export (32 bit systems)
 - Program Files (x86)\Hewlett-Packard\HP File Export (64 bit systems)
8. Select **FileExport.exe**, and then click **Open**.
9. Click **OK** to associate the DLF file type with File Export.

Changing the file type association

If the DLF file type is associated with another software program, follow these steps to change the association.

Windows Vista:

1. In the Control Panel, select **Default Programs** and then click **Associate a file type or protocol with a program**.
2. Select the **.dlf** extension, and then click **Change program**.
3. Click **Browse** in the Open With dialog box.
4. Browse to the following location:
 - Program Files\Hewlett-Packard\HP File Export (32 bit systems)
 - Program Files (x86)\Hewlett-Packard\HP File Export (64 bit systems)
5. Select **FileExport.exe**, and then click **Open**.
6. Click **OK** to associate the DLF file type with File Export.

Other Windows operating systems:

1. In the Control Panel, select **Tools > Folder Options**, and then click the **File Types** tab.
2. Select the **DLF** extension in the File Types tab, and then click **Change**.
3. In the **Open With** dialog box, click **Browse**.

4. Browse to the following location:
 - Program Files\Hewlett-Packard\HP File Export (32 bit systems)
 - Program Files (x86)\Hewlett-Packard\HP File Export (64 bit systems)
5. Select **FileExport.exe**, and then click **Open**.
6. Click **OK** to associate the DLF file type with File Export.

File Export log file

The File Export log file is located in:

- Program Files\Hewlett-Packard\HP File Export\logs\FileExport.log (32 bit systems)
- Program Files (x86)\Hewlett-Packard\HP File Export\logs\FileExport.log (64 bit systems)

By default, the log is set to an informational level. The log can be set to debugging if a user experiences problems exporting files.

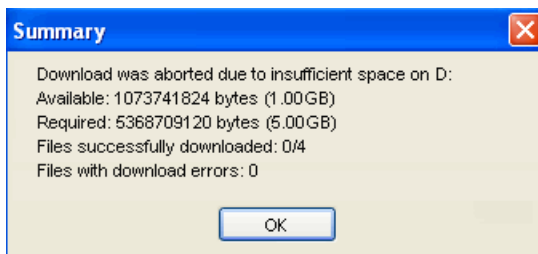
To change the logging level:

1. Open the logging configuration file using a text editor:
 - Program Files\Hewlett-Packard\HP File Export\log4net.config (32 bit systems)
 - Program Files (x86)\Hewlett-Packard\HP File Export\log4net.config (64 bit systems)
2. Locate the following line:
`<level value="INFO" />`
3. Change the line to:
`<level value="DEBUG" />`
4. Save the configuration file.
5. Re-export the files from the IAP using the revised File Export log settings.

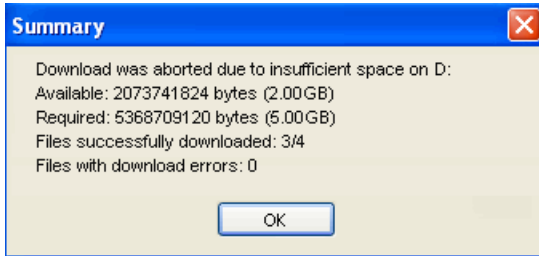
File export stops

Files cannot be exported when:

- The destination drive has less than 5 GB of free space available when the export begins.
The export is aborted and a summary similar to the following appears:



- The free space on the destination drive falls below 5 GB during the file export.
File Export tries to finish exporting the current file, then displays a summary similar to the following:

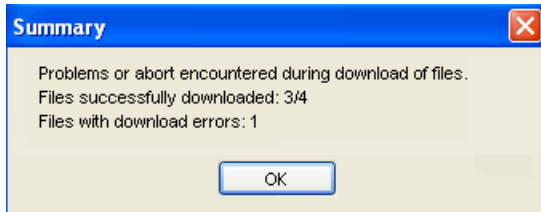


The "Required" space always displays 5.00 GB, the amount of free space required when the export begins.

Files that are not exported because of insufficient disk space do not appear in the "Files with download errors" count. For an explanation of those errors, see [Download errors](#) below.

Download errors

If an error occurs during file export, the number of affected files is shown in the "Files with download errors" count in the Summary dialog box.



Errors can occur under the following circumstances:

- The user aborts the export.
- A network outage occurs while a file is being exported.
Loss of a network connection is recorded in the File Export log file if debugging is enabled.
- A link to the archived file (the documentURL) in the download list file is corrupted.
If debugging is enabled, the error is recorded in the File Export log file, along with the documentURL.
- A document no longer exists on the IAP.
It has either been removed manually by the IAP Delete Administrator or its retention period has expired.

4 Uninstalling and reinstalling IAP File Export

If you need to uninstall File Export, follow these instructions:

Windows Vista:

1. In the Control Panel, open **Programs and Features**.
2. Select **File Export** in the program list, and then click **Uninstall**.
3. Follow the instructions in the wizard to uninstall the program.

Other Windows operating systems:

1. In the Control Panel, open **Add or Remove Programs**.
2. Select **File Export** in the program list, and then click **Remove**.
3. Follow the instructions in the wizard to uninstall the program.

To reinstall File Export after the program has been removed from your computer:

1. Locate `File Export.msi` on your computer.
2. Double-click the file, and then follow the instructions in the installation wizard.

Ensure that Microsoft .NET Framework version 2.0 or later is installed on your computer before installing File Export. To verify that .NET Framework is installed, go to the Control Panel and select **Programs and Features** (*Windows Vista*) or **Add or Remove Programs** (*other Windows operating systems*).

If .NET is not installed, the installation package can be downloaded from: <http://www.microsoft.com/.NET/Download.aspx>.

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