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APL DB Attachments v1.3

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INTRODUCTION

This program got its root in the BMC Communities. There is a need at times to access Remedy attachments that exist in a DB when there is no longer a Remedy server sitting in front of the DB, this could be because it's an archived server/version of Remedy, an archive database, or really any other reason you might have data in a database but no longer have a Remedy server standing in front of it. Accessing these attachments is an issue because before Remedy stuffs them in the db it compresses them, so unless you decompress the attachments when you pull them out of the db, you don't have a viable/usable file, and BMC doesn't use standard 'zip' compression. So, what this tool does is connects you directly to the DB via JDBC, analyzes your Remedy meta-data tables and presents you with options to pull the attachments out. There are two ways to do this, you can do it through the GUI with presents you with connection string builders, provides you with a list of forms/fields that attachments can be stored in as well as allowing you to execute queries against those tables presenting you with a browse-able list of attachment records with the option of saving one or all of them to the file system. The other method will allow you to specify commands at the command line allowing you to dump attachments out to directories directly without the use of a GUI at all.

THE MAIN SCREEN

The screenshot shows the main interface of the 'APL DB Attachments' application. It includes a menu bar with 'File' and 'Help' options. The interface is divided into several sections: a login section with 'User Name' and 'Password' fields and a 'Connect' button; a configuration section with 'Connect String' field and a browse button; two dropdown menus for 'Forms' and 'Fields'; a 'Records Query' field with an 'Execute' button; a table with columns 'Entry ID', 'File Name', and 'File Size (Bytes)'; and a bottom section with 'Save Selected (Prompt File Name)', 'Save Selected (Bulk)', and '0 Records'.

This is where most of the time is spent. This is where you will connect to your DB server, get a list of forms/fields where attachments can exist, and choose which records you want to save attachments out of, let's go over the various fields/functions

User Name: This is the user that will be used to connect to your Remedy DB Server

Password: The password that has access to the table space that contains not only the attachments, but the Remedy meta-data

Connection String: This is the JDBC connection string used to connect to the DB. This program uses two different JDBC libraries. One of them is the [JTDS](#) library, this is used to connect to SQL Server. The other is the official Oracle Thin JDBC driver, so if you are needing to get help building your connect strings beyond those that this tool builds for you, you can go look up references.

Connect: This button will utilize the ID/PW/Connection string that you provide before and attempt to establish a connection to the db, it will inform you if successful, or otherwise, and if not successful, it'll tell you what the error was with the connection.

Forms: When you connect to the DB, the tool will walk through the meta-data on the server and query all of the forms that contain attachment fields, it then presents you with a list of those forms. If this field has focus you can type to filter the list

Fields: Based on your connection and selected form, it provides you with a list of all of the fields on the form that can store attachments

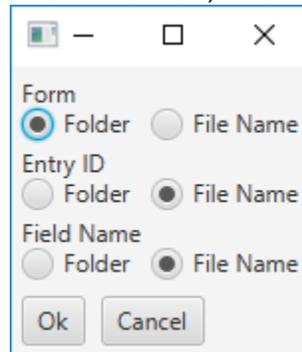
Records Query: Based on the selected form and field, the tool generates a base level query that will show you all records in that form/field that exist in the entire db. Depending on the size of the table in question, this may or may not be a good query to actually issue. It contains no where statement by default. Depending on your circumstances, you may want to add a where statement and qualify the query a bit more to prevent large table loads and extended delays.

Execute: This sends the query that you have in the 'Records Query' box to the DB and pulls back any attachment records that match the query.

Records Table: This is where your Attachment records show up. The 3 columns you have available to you are Entry ID, File Name, and File Size (in bytes). A right click on this table will give you two options, Select All or Clear Selection

Save Selected (Prompt File Name): This button will save all selected records prompting for location and file name for each selected record, this option is good if you are pulling out just a few files

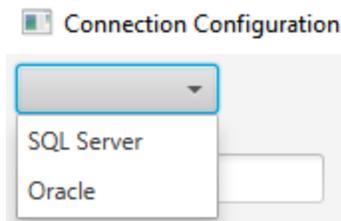
Save Selected (Bulk): This button will save all selected records, but it will prompt you with the following window



The default options are that the Form name will become a folder and that the Entry ID and Field Name will be put in front of the file name, thus saving all of the selected attachments to a Form specific folder with unique names to ensure there are no overwriting of files. As soon as you hit Ok on this screen it prompts you for the location of where you want to perform the export, and starts it.

CONNECTION CONFIGURATION

This is where you will build the connection string used to connect to your DB server.



This is where you choose what type of DB you are connecting to, either SQL Server or Oracle. Once selected you will be presented with one of the following field selections

Connection Configuration

SQL Server

Server Name: [] Server Port: 1433

Database Name: [] Server Instance: []

User Name: [] Password: []

Test Connection

Connecton String: jdbc:jtds:sqlserver://:1433

Ok Cancel

or

Connection Configuration

Oracle

Server Name: [] Server Port: 1521

SID Service SID: []

User Name: [] Password: []

Test Connection

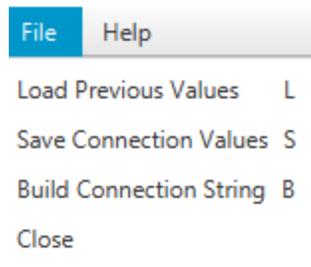
Connecton String: jdbc:oracle:thin::1521

Ok Cancel

Either way, you will type in the requested information that's appropriate to your DB and can hit the 'Test Connection' button. If all of your information is accurate and the connection string was built properly, you will connect, if additional effort is needed, you may need to modify the connection string properly for your circumstances. When the connection string allows you to connect, you can hit the 'Ok' button and it'll transfer you back to the main screen

MENUS

There are only 2 menus in this tool, File and Help



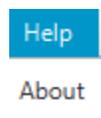
The File menu provides you with everything you will need to access to use the tool properly:

Load Previous Values: If you have previously used the tool to build your connection string and saved the values, this can be used to restore them from the config file so you don't need to build it again from scratch

Save Connection Values: If the User Name, Password, or Connection String are populated, when this option is selected it will save those values to the config file for future use. **NOTE: The password gets stored in the config file as plain text, so only utilize this feature if you are okay with that**

Build Connection String: This will take you to the Connection Configuration screen discussed earlier

Close: This will close the tool



The Help menu provides you with the About box where you can see what version of the tool you are currently running.

KEYBOARD

There are a few keyboard shortcuts you can utilize while in this tool that will be useful. First off, you don't need to actually use a mouse at all, all of the fields on the screens tab as you would expect. To help you get around without as much moving around, the following keyboard commands can be used

Ctrl-B: This will open the Connection Configuration screen

Ctrl-L: This will load any previously saved connection information from the config file

Ctrl-S: This will save any non-null connection information into the config file

Ctrl-Shift-A: This will select all attachment records for the currently executed query

Ctrl-Shift-C: This will clear selection on all attachment records

Additionally the keyboard can be used in 3 other places, the Enter key can be used in both the connection string field to connect, as well as the records query field to execute the query. When in the Connection Configuration screen, you can hit the Esc key and it'll act as a cancel and close the window without saving any changes from that window

BULK EXPORT

Because one use of this tool might be to just strip all of the attachments out of a Remedy DB, I wanted to provide a quick and easy way to do that if that's the desired use. There are a few essential parameters that can be utilized to do this.

-clm: This will cause the program to launch in command line mode instead of GUI mode. All other parameters need to either be specified in the config file or on the command line. In all cases, command line overwrites any values provided in the config file.

-u: Username to connect to DB

-p: Password to connect to DB

-cs: Connection String to connect to DB

-od: Output directory for the export, absolute or relative

- formlist**: This is a list (single or multiple, if multiple, comma separated) of forms to export attachments from, if you want to export all attachments from all forms, leave this empty
- fieldlist**: This is an option best used on a single form, or on multiple forms with the same field names, if not specified, it is assumed to export all fields on a form, again, this is comma separated

RELEASE NOTES

1.3 – May 20th 2019

- Fixed an open cursor problem when dealing with a large number of attachments

1.2 – December 14th 2018

- Removed the 'viewName' column from the arschema search because it wasn't being used and reduced compatibility with older versions of Remedy that didn't have that column

1.1 – March 31th 2018

- Added a build connection string button to the main window
- Updated how the configuration is being saved to try to overcome a problem a user was having
- Added filtering for the form box so that when it has focus, you can start typing to filter the list

1.0 – March 25th 2018

- Initial Release