

# Enterprise Services and ClearCase Define the Market for Software Configuration Management

*A Case Study*

## OPEN MARKET

THE FUTURE OF BUSINESS™



**“I installed TAS on three Unix VOB servers rather than installing PC-based NFS software on thirty PCs. With Enterprise Services I don’t need to deal with additional software on the clients. This advantage is exactly why Open Market chose Enterprise Services.”**

**- Guy Moore, ClearCase/Release Engineer, Open Market**

In 1994, the founders of Open Market envisioned the Internet of today and jump-started the e-business industry with high-performance software. In order to accommodate its impressive list of customers, Open Market branched out from its Burlington, Massachusetts, headquarters to include locations around the world. Developed for local and global businesses, Open Market products, such as Content Server, Transact, and Shopsite, are designed to assist e-businesses in the management of content, commerce, and customer relationships. In providing these services, Open Market software allows today’s businesses to do everything from starting an online store to developing and operating advanced delivery applications.

Guy Moore, Open Market’s ClearCase/Release Engineer, oversees the development of Transact, a multifaceted software product for conducting commerce on the Internet. Before migrating to a Unix-based environment, Moore’s development group was comprised of Unix and

NT users operating on disparate platform servers. The code base for Transact resided on a divided NT-Unix system, making Moore’s job as administrator quite difficult. Code for Transact was developed using Concurrent Version System (CVS), a freeware product for source code management. As Open Market’s product line expanded, Moore’s group began writing code for other products. The addition of new files to an already complex code base rendered CVS ineffective in the management of Open Market’s code files. Due to the growing complexity of the development environment, Moore decided to replace CVS with Rational ClearCase® for configuration management.

### **Configuration Management**

Managing software development and code base evolution can be an administrator’s greatest challenge. Compounding these complexities is the fact that engineers need to work collaboratively on the same code. Typically, changes to code are not made instantaneously,

causing a chain reaction for engineers involved in the project. The inability to automatically reconcile changes often causes projects to run past schedule and quality to be sacrificed, ultimately increasing the total cost of resources allocated for software development projects.

Rational ClearCase is a configuration management system engineered to track source files and directories used in the development of software. These source files and directories, referred to as elements, are stored in a versioned object base (VOB). The VOB repository contains all versions of a particular set of elements that can be accessed and changed using a view. Each time a view of a source file is accessed and modified, all changes are automatically reconciled and a new version is created when the file is checked back into the VOB. ClearCase succinctly orders element versions in a numbered string. Because changes made to elements are present in subsequent versions of a string, ClearCase allows software engineers to work in parallel and develop multiple product versions concurrently. Furthermore, administrators are able to access any file in the version string, providing them the capacity to isolate, rebuild, and track the evolution of the code base.

### ***The Need: Interoperability***

The ClearCase solution offered Open Market the opportunity to manage code on VOB servers, providing for accelerated development, unified change in code, and easy tracking of the code development cycle. The implementation of ClearCase on three Unix servers simplified and expedited the development process. However, one problem still needed to be addressed: Unix and NT users remained divided in the development process, unable to work in parallel on the same code. To address this problem, Moore had several options. He needed to decide whether to use Syntax Enterprise Services, open-source software, or PC-based NFS software to achieve interoperability in the development environment.

### ***The Solution: Enterprise Services***

Moore chose Syntax Enterprise Services, an advanced package of interoperability software and services that ensures the stability and security of the network and provides the flexibility demanded by the enterprise. Moore viewed this package as the ideal solution for Open

Market because Enterprise Services offer a server-centric interoperability solution, Rational Software certification, and exceptional technical support.

TotalNET Advanced Server (TAS), the interoperability software component of Enterprise Services, installs directly onto a Unix server and requires no changes or software additions to client computers. All Moore had to do was load TAS onto three Sun Solaris 2.7 servers already running ClearCase and perform necessary configurations to connect NT and Unix users. The simplicity of installation is stated best by Moore, "I installed TAS on my servers and it simply took care of itself. I don't have to do a thing to keep my users connected."

Rational's certification of Enterprise Services as the superior interoperability solution for ClearCase users greatly influenced Moore's decision to use Syntax's package. This certification ensures that ClearCase users can share development files in both operating system environments. The Solaris 2.7 servers, with both Rational ClearCase and TAS software installed, enable Open Market programmers to share information and develop builds seamlessly across NT and Unix platforms.

Syntax Enterprise Services also supplied Open Market developers access to 24/7 technical support. This feature positioned Enterprise Services ahead of the open-source interoperability solutions Moore was considering that did not have support services. Syntax and Rational technical support teams are committed to providing exceptional, unified services to their mutual customers. Open Market can contact Syntax or Rational with any question or problem regarding either product. Syntax technical teams are trained to support ClearCase environments and Rational technical teams are trained to support Syntax Enterprise Services environments.

Enterprise Services offered Open Market a complete, server-centric interoperability solution, Rational certification, and technical support. No other interoperability solution offered all these features in one package. The decision was clear and simple: Partner Syntax Enterprise Services with Rational ClearCase to set the stage for advanced source code management.