Support resources for: ReDBox and Mint

Overview

Product role
ReDBox is an organisational metadata catalog for the tracking of research data holdings. Mint is an associated name authority service.

Current version
1.6 (Released March 2013)

Target support groups
- Users
- System administrators
- Developers

Licensing
Open source

Support provision

Commercial support
Available via QCIF

Training provision
As needed - user pays

Service desk
http://support.researchdatabox.com.au

Product overview
The ReDBox (Research Data Box) system provides organisations with the ability to describe research data and make these descriptions (metadata) available to national/global registers. These registers allow researchers from around the world to locate and access research data. Primarily a research data registry, ReDBox provides workflows and interfaces for the creation of metadata. It is assumed that the actual research data (which can be very large) is hosted via another service. However, ReDBox does allow for the upload of data as well as supporting evidence files (e.g licences or IP statements).

Mint is a name authority and vocabulary system that provides services to web applications (such as ReDBox). The benefit of using a name authority is in the broad identification of people, groups, projects, services, etc. By providing a linked data approach to identification, Mint helps make your identifiers globally unique - a must for sharing information.

Documentation maturity
Please note that a rating of 0 indicates that the section is not applicable.

General rating
Criteria:
1. Minimal formal documentation available
2. Adequate documentation for establishing the system is available
3. Well-established documentation for technical and non-technical users

Rating: 2

Notes:
User documentation

Criteria:
1. No user documentation
2. Adequate documentation for a new user
3. Comprehensive documentation for new and experienced users

Rating: 2

Notes:

User Knowledge-base

Criteria:
1. No knowledgebase exists beyond user documentation
2. Basic FAQ or similar is available
3. User forum is available and actively utilised

Rating: 3

Notes:

System administration documentation

Criteria:
1. No system administration documentation
2. Adequate documentation for installing and undertaking basic configuration
3. Comprehensive documentation for system administrators

Rating: 2

Notes:

Developer documentation

Criteria:
1. No developer documentation
2. Adequate documentation for understanding the system and engaging in basic development tasks
3. Comprehensive documentation for extending system functionality

Rating: 2

Notes:

Key resources

<table>
<thead>
<tr>
<th>Title</th>
<th>URL</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>Service desk</td>
<td><a href="http://www.qcif.edu.au/services/redbox">http://www.qcif.edu.au/services/redbox</a></td>
<td>Describes the ReDBox support agreement available from QCIF</td>
</tr>
<tr>
<td>User mailing list</td>
<td><a href="https://groups.google.com/d/forum/redbox-repo">https://groups.google.com/d/forum/redbox-repo</a></td>
<td></td>
</tr>
<tr>
<td>Technical mailing list</td>
<td><a href="https://groups.google.com/d/forum/redbox-repo">https://groups.google.com/d/forum/redbox-repo</a></td>
<td>Provides links to the codebase and issues management system</td>
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### Support resources

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<thead>
<tr>
<th>Title</th>
<th>URL</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Registration/subscription pack</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Security configuration</td>
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<tr>
<td>Technical background</td>
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