

Job Management Partner 1 Version 10

**Job Management Partner 1/Data Highway - Server
User's Guide**

Description, User's Guide, Operator's Guide

3021-3-361(E)

JP1 *Version*
10

Notices

■ Relevant program products

For details about the applicable OS versions, and a service pack and patch that are prerequisites for Job Management Partner 1/Data Highway - Server, check the *Release Notes*.

R-1523P-1AAL Job Management Partner 1/Data Highway - Server version 10-50 (For Windows Server 2008 R2, Windows Server 2012, and Windows Server 2012 R2)

R-1S23P-1A8L Job Management Partner 1/Data Highway - Server version 10-50 (For Red Hat Enterprise Linux)

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This software contains code derived from the RSA Data Security Inc. MD5 Message-Digest Algorithm, including various modifications by Spyglass Inc., Carnegie Mellon University, and Bell Communications Research, Inc (Bellcore).

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■ Microsoft product name abbreviations

This manual uses the following abbreviations for Microsoft product names.

Full name or meaning	Abbreviation	
Microsoft(R) Internet Explorer(R)	Internet Explorer	
Microsoft(R) Windows Server(R) 2008 R2 Datacenter	Windows Server 2008 R2	Windows
Microsoft(R) Windows Server(R) 2008 R2 Enterprise		
Microsoft(R) Windows Server(R) 2008 R2 Standard		
Microsoft(R) Windows Server(R) 2012 Standard	Windows Server 2012	
Microsoft(R) Windows Server(R) 2012 Datacenter		
Microsoft(R) Windows Server(R) 2012 R2 Standard	Windows Server 2012 R2	
Microsoft(R) Windows Server(R) 2012 R2 Datacenter		
Microsoft(R) Windows(R) XP Professional Operating System	Windows XP Professional	
Microsoft(R) Windows(R) XP Professional x64 Edition		
Microsoft(R) Windows Vista(R) Home Premium	Windows Vista	
Microsoft(R) Windows Vista(R) Business		

Full name or meaning	Abbreviation	
Microsoft(R) Windows Vista(R) Ultimate		
Microsoft(R) Windows Vista(R) Enterprise		
Microsoft(R) Windows(R) 7 Professional	Windows 7	
Microsoft(R) Windows(R) 7 Enterprise		
Microsoft(R) Windows(R) 7 Ultimate		
Windows(R) 8	Windows 8	
Windows(R) 8 Pro		
Windows(R) 8 Enterprise		
Windows(R) 8.1	Windows 8.1	
Windows(R) 8.1 Pro		
Windows(R) 8.1 Enterprise		

■ Related product

The following shows the product related to Job Management Partner 1/Data Highway - Server:

- Job Management Partner 1/Data Highway - Automatic Job Executor

This data transmission client allows users to automate the file transfer function of Job Management Partner 1/Data Highway - Server.

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Preface

This manual describes how to use Job Management Partner 1/Data Highway - Server (hereinafter abbreviated as *JP1/DH - Server*).

In this manual, *Job Management Partner 1* is abbreviated as *JP1*.

■ Intended readers

This manual is intended for users who operate JP1/DH - Server. Readers of this manual must have an understanding of:

- Basic operations of Windows
- Basic operations of a web browser

■ How to read this manual

This manual is organized into the following chapters and appendixes:

1. Before Use

This chapter describes what you need to understand about JP1/DH - Server before using it.

2. Operating JP1/DH - Server

This chapter describes how to operate JP1/DH - Server.

3. Troubleshooting

This chapter describes how to solve problems that you might encounter while using JP1/DH - Server.

Appendixes

These appendixes are FAQs and a glossary for JP1/DH - Server.

■ Conventions: Text formatting used in explanation of Windows operation

The following table describes the text formatting conventions for Windows used in explaining operations:

Text formatting	Convention
Bold	Bold characters indicate text in a window, other than the window title. Such text includes menus, menu options, buttons, radio box options, or explanatory labels.

Screenshots in this manual are captured in an environment where the OS is Windows 7 and the browser is Internet Explorer 8. The windows displayed in your OS or browser might differ from the screenshots in this manual. For details, see Help for your OS.

■ Domain on a directory server

If the word *domain* refers to a domain on a directory server, it is explained that way in this manual.

If the word *domain* is used without such an explanation, it means the management unit of groups in JP1/DH - Server.

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1

Before Use

This chapter describes what you need to understand about JP1/DH - Server before using it.

1.1 Required environment

The following subsections describe the environment required for a client PC for JP1/DH - Server.

Note that we might not be able to respond to an inquiry about problems that occur due to software for which support has been discontinued by the manufacturer or provider of that software.

1.1.1 Required OS

One of the following operating systems is required:

(1) In Windows

- Windows(R) XP Professional (32-bit) (Service Pack 3 or later)
- Windows(R) XP Professional (64-bit) (Service Pack 2 or later)
- Windows Vista(R) Home Premium (32-bit) (Service Pack 2 or later)
- Windows Vista(R) Business (32-bit) (Service Pack 2 or later)
- Windows Vista(R) Ultimate (32-bit) (Service Pack 2 or later)
- Windows Vista(R) Enterprise (32-bit) (Service Pack 2 or later)
- Windows(R) 7 Professional (32-bit or 64-bit) (Service Pack 1 or later)
- Windows(R) 7 Enterprise (32-bit or 64-bit) (Service Pack 1 or later)
- Windows(R) 7 Ultimate (32-bit or 64-bit) (Service Pack 1 or later)
- Windows(R) 8 (32-bit or 64-bit)[#]
- Windows(R) 8 Pro (32-bit or 64-bit)[#]
- Windows(R) 8 Enterprise (32-bit or 64-bit)[#]
- Windows(R) 8.1 (32-bit or 64-bit) (With or without Update)[#]
- Windows(R) 8.1 Pro (32-bit or 64-bit) (With or without Update)[#]
- Windows(R) 8.1 Enterprise (32-bit or 64-bit) (With or without Update)[#]

#

Operations on Modern UI are not supported.

(2) In Mac OS

- OS X Mavericks

1.1.2 Required software

The following subsections list web browsers and Java software that can be used in JP1/DH - Server.

Furthermore, you can check your environment by clicking **Check Your Environment** in the login window. For details, see [3.2 Checking the client environment](#).

If the settings of the web browser or Java control panel are specified incorrectly, JP1/DH - Server does not operate properly. For details about the settings of the web browser and Java control panel, see [3. Troubleshooting](#).

(1) Web browsers

The following are the web browsers you can use if your OS is Windows:

- Internet Explorer 7^{#1}
- Internet Explorer 8^{#1}
- Internet Explorer 9^{#1}
- Internet Explorer 10^{#1#2}
- Internet Explorer 11^{#1}
- Mozilla Firefox ESR 24
- Mozilla Firefox ESR 31

#1

If you use Internet Explorer, you need to enable the following functions:

- Cookies
- JavaScript (including the Ajax function and the DOM function)
- Cascading style sheets (CSS)
- SSL (HTTP Communication Encryption)
- Java applet

If the web pages are not displayed correctly or other page layout errors occur in Internet Explorer 8 or later, change the setting (on/off) for the Compatibility View function in addition to the above functions.

#2

If you use Internet Explorer 10, set your browser as follows:

- Disable the enhanced protected mode.
- Add the URL of this server to trusted sites and disable the protected mode for trusted sites.

The following is the web browser you can use if your OS is Mac OS:

- Safari 7

(2) Java software

Any of the following Java software is required:

- Java Runtime Environment Version 6.0 (32-bit) (Update 24 or later)
- Java Runtime Environment Version 6.0 (64-bit) (Update 41 or later)
- Java Runtime Environment Version 7.0 (32-bit) (Update 51 or later)
- Java Runtime Environment Version 7.0 (64-bit) (Update 51 or later)[#]

#

For Mac OS, use software with this version.

1.2 Notes on using JP1/DH - Server

The following subsections describe notes on using JP1/DH - Server.

1.2.1 Notes on the page settings of the web browser

- Specify the medium size for the text size. If you specify other size options, the webpages for JP1/DH - Server might not be displayed properly.
- Specify **100%** (or **Reset** or **Actual Size**) for Zoom. If you specify other zoom percentage options, the webpages for JP1/DH - Server might not be displayed properly.

1.2.2 Notes on the New Delivery window

- Behavior of a file selection dialog box

A file selection dialog box that appears when you attempt to select a file in the New Delivery window displays the folder that contains the file that was selected in the previous file selection as a default folder. If the folder you select is located on a network drive or it is a network folder, it might take a long time to open a file selection dialog box. If you preview image files, the CPU usage by the Java process increases and you cannot operate the dialog box. Do not preview image files in the file selection dialog box.

- If a sending history exists in the out-box even though a file transmission does not succeed

If you display the detailed sending history and download the file from the history, the incomplete file is downloaded and the download size increases by the size of the original file.

When a sending history exists in the **out-box** even though a data transmission fails, delete the sending history rather than downloading the data.

In the following cases, a sending history might exist in the **out-box** even though a data transmission fails:

- When a file that is locked exclusively or a folder that contains an exclusively locked file is sent
 - When a file to which you have no access permission is sent
 - When a file or folder that does not exist or is located on a disconnected network or network drive is sent
 - When a data transmission is canceled immediately before completion of the data transmission
 - When the browser is closed during a data transmission
 - When a `java` or `iexplore` process is forcibly terminated
- If you drag files and folders more than the maximum number of registered files to the file selection field, and then you delete the excessive files and folders by using the **Delete** key

When you specify a valid destination in the New Delivery window and then you drag files and folders more than the maximum number of registered files to the file selection field simultaneously, an error dialog box appears. If you delete the excessive files and folders by using the **Delete** key to reduce the number of dragged files and folders to equal to or less than the maximum number of the registered files, the following problems might occur and it seems that you cannot send files:

- The **Start Sending** button seems disabled. Hovering the mouse over the button shows the enabled button.
- The files and folders you deleted seem to remain in the file selection field. These files and folders are actually removed from the sending targets.

You can send data while these problems occur. The files and folders you deleted by using the **Delete** key are not sent. If you select and right-click files and folders and then select the **Delete** menu item from the pop-up menu, these problems do not occur. These problems occur depending on the JRE version installed on the client PC.

- If you select the **Use a local copy mode.** check box when you send a file
When you select the **Use a local copy mode.** check box, there must be enough free space to copy the sending target file or folder to the local environment. Before selecting this check box, make sure that there is enough free space in the folder that is specified by the `TEMP` environment variable. If there is not enough free space, an error occurs. You must specify an existing folder by the `TEMP` environment variable. To check the location of the folder specified by the `TEMP` environment variable, open your machine's System Properties dialog box.

1.2.3 Notes on downloading

- Download size when a compressed-file transmission fails and the file is downloaded from the Out-box window
If a compressed-file transmission fails and the file is downloaded from the Out-box window while the incomplete file remains on the server, the size of the original file is added to the download size. An incomplete file is automatically removed in about three minutes. Do not download an incomplete file from the Out-box window before the file is automatically removed. If an incomplete file is not automatically removed, delete the delivery corresponding to the file from the Out-box window.
- If an approver attempts to approve a delivery including only a message when the **Need to download at least one file.** option is selected for approval operation
When an approver attempts to approve a message delivery in the Applications for Approval window, the message `You need to download at least one file to accept or reject this application for approval.` appears and the approver cannot continue an approval operation. In this case, the approver can continue an approval operation from the URL written in an approval request email.
- Destination to save a downloaded file
If you attempt to overwrite an existing file on a client PC with a downloaded file, overwriting the file might fail and the message `A file was not found` is displayed in an alert dialog box. This is probably caused because the file on the client PC is read only or currently being edited.
Before overwriting a file, remove the read-only attribute from the file so that you can overwrite it. If you do not have write permission for the destination folder, a similar error occurs. Specify a folder that you have write permission for as the destination.
- If you select the **Use a local copy mode.** check box during file download
When you select the **Use a local copy mode.** check box, there must be enough free space to receive the target file or folder in the local environment. Before selecting this check box, make sure that there is enough free space in the folder that is specified by the `TEMP` environment variable. If there is not enough free space, an error occurs. You must specify an existing folder by the `TEMP` environment variable. To check the location of the folder specified by the `TEMP` environment variable, open your machine's System Properties dialog box.
- If you cancel downloading a file that is sent with the compression function enabled
If a file is sent with **STRONG**, **MIDDLE**, or **WEAK** selected for the compression level or if a folder is sent, you might not be able to cancel downloading the file or folder by clicking the **Cancel** button during file download. In this case, close the applet window to cancel downloading the file or folder.
- Download progress indication when you download a file that is sent with the compression function enabled
If a file is sent with **STRONG**, **MIDDLE**, or **WEAK** selected for the compression level, or if a folder is sent, the download progress indication might remain 0%. In fact, the file is being downloaded. As soon as decompressing the downloaded file starts, the progress indication shows the actual status.
- File download progress indication

If you download a file that you have already downloaded, the progress indication might remain 0%. Although the progress indication is 0%, the file is being downloaded. If you want to watch the progress while downloading the file, restart the browser and then download the file again.

1.2.4 Other notes

- Time difference and storage period when using JP1/DH - Server from abroad

If you use JP1/DH - Server from abroad, the storage period for a new delivery is set based on the local time. However, the actual storage period is set according to the time zone specified for the server on which JP1/DH - Server is installed.

Therefore, if you use JP1/DH - Server from the area (for example, U.S.) whose time zone is behind the time zone of the area (for example, Japan) where JP1/DH - Server is located, you might encounter a problem. The problem is that the storage period might expire immediately after the file transmission when you specify the current day for the storage expiration date of a file and send the file. If you use JP1/DH - Server from such an area, extend the storage expiration date of a file.

- Storage period when a client PC is in a time zone in which Daylight Saving Time (DST) is observed

If you attempt to send a file during the DST period while a maximum storage expiration date is not within the DST period by using the client PC for which you have specified the time zone in which DST is observed, you cannot send the file when you specify the maximum storage expiration date. In this case, set the storage expiration date to the day that is one or more days earlier than the maximum storage expiration date.

- Misalignment in Internet Explorer 8 or later

Some buttons might be out of alignment in Internet Explorer 8 or later. In this case, in the Internet Explorer menu bar, select **Tools** and then **Compatibility View**. The buttons are then displayed correctly in Internet Explorer.

- Surrogate pairs

When you enter a character string containing surrogate pairs into an input field, the maximum length exceeded error might occur even though the number of characters you enter is equal to or less than the maximum length.

- Messages displayed during operations

Even if Chinese is selected for the display language, some messages might be displayed in English during operations.

- Concurrent use in multiple browsers on one client PC

Do not use JP1/DH - Server in two or more browsers on one client PC concurrently. If you do so, JP1/DH - Server might not operate properly due to a systematic problem. If you use a tabbed browser, do not use JP1/DH - Server on two or more tabs concurrently.

- Do not include a space character at the beginning or end of a character string you enter into input fields. If a space character is included at the beginning or end of a character string, the character string you enter might not be recognized correctly.

- If the minor version of JRE 6 installed on your machine is 6.0.18 or earlier, a warning dialog box appears when you start using a Java applet. In this case, check the detailed information and then select **Yes** in the warning dialog box. Use JRE 6 Update 24 or later, which is a recommended environment.

- Use buttons and anchor texts in the windows for window operation. If you operate windows by using the **Back**, **Next**, and **Refresh** buttons and browsing histories in the web browser, windows for JP1/DH - Server might not appear properly.

- Do not click buttons repeatedly when you operate windows. If you do so, windows for JP1/DH - Server might not appear properly.

- Do not operate a window while `Loading...` is displayed at the top of the window. If you do so, windows for JP1/DH - Server might not appear properly.

2

Operating JP1/DH - Server

This chapter describes how to operate JP1/DH - Server.

2.1 Logging in and logging out

This section describes how to log in to and log out from JP1/DH - Server.

2.1.1 Logging in by using the "Login by Password" radio button

To log in to JP1/DH - Server by using the **Login by Password** radio button, and a user ID and password:

1. Access the JP1/DH - Server URL.

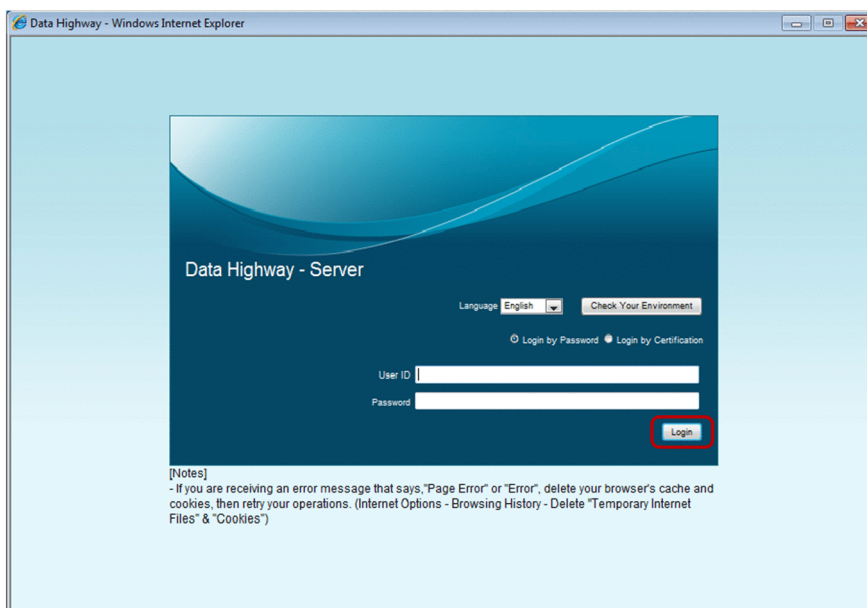
For details about the login page URL, contact your representative user or group manager.

The User Authentication window appears.

2. Select the **Login by Password** radio button. Enter your user ID and password, and then click the **Login** button.

For details about your user ID and initial password, contact your representative user or group manager.

Log in to JP1/DH - Server.



Reference note

Before login, you can change the display language from the **Language** drop-down menu. You can also change the display language after login.

Tip

Depending on the settings specified by your representative user, the Change Password window might appear when you attempt to log in. This window appears because you have not changed your password for a certain period of time since the last time you changed it. In this case, you cannot log in unless you change your password. Even if the Change Password window appears, you can log in by using an electronic certificate.

For details about how to change your password, see [2.9.1 Changing a password](#).

3. To log out from JP1/DH - Server, click the **Logout** link.

The User Authentication window appears.

2.1.2 Logging in by using the "Login by Certification" radio button

Before operation

If the representative user allows a group to be authenticated with an electronic certificate, users belonging to the group can log in by using an electronic certificate. To log in to JP1/DH - Server by using an electronic certificate, the user needs to receive a certificate file from the representative user or group manager in advance and obtain the password for the electronic certificate.

A guest user cannot log in by using an electronic certificate.

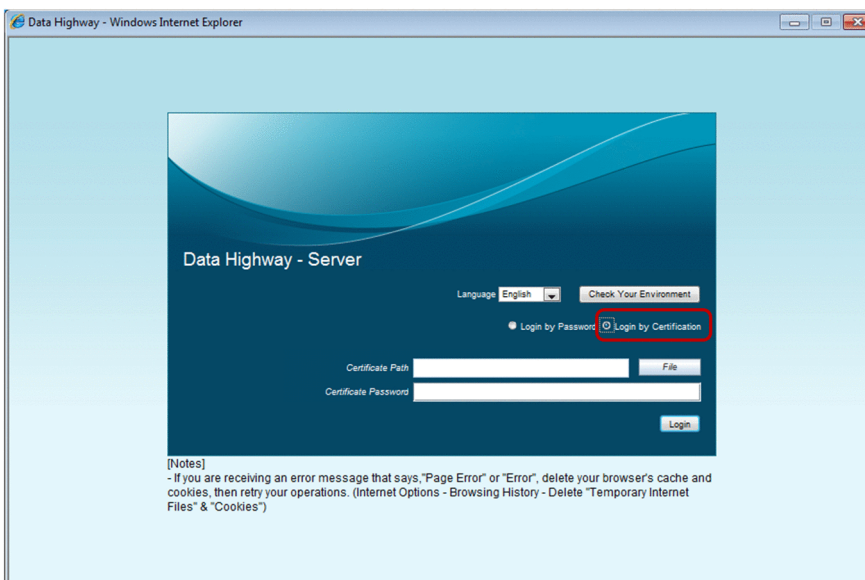
To log in to JP1/DH - Server by using an electronic certificate:

1. Access the JP1/DH - Server URL.

For details about the login page URL, contact your representative user or group manager.

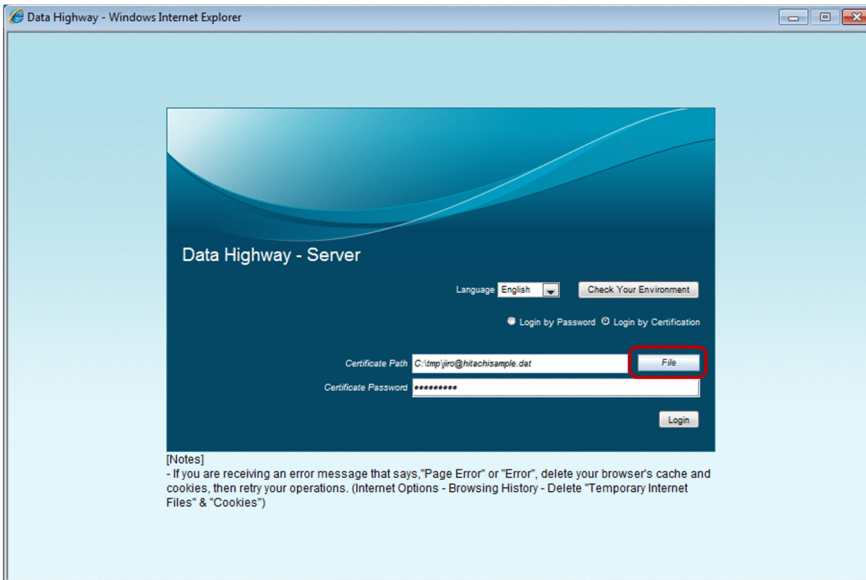
The User Authentication window appears.

2. Select the **Login by Certification** radio button.



3. Click the **File** button next to the **Certificate Path** field, and then select your certificate file.

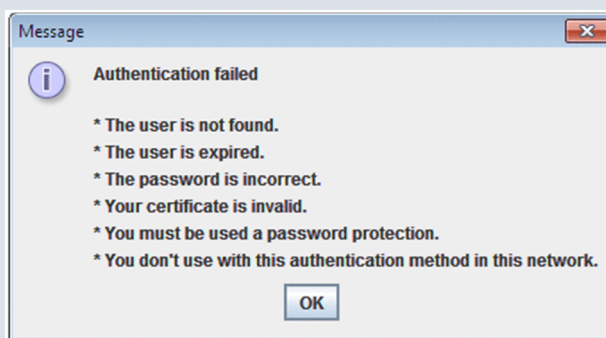
The certificate file path appears.



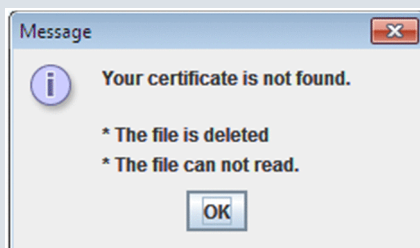
4. Enter the password for the electronic certificate in the **Certificate Password** field, and then click the **Login** button. Log in to JP1/DH - Server.

Important note

- If the entered password is incorrect, the dialog box below appears. If you click the **OK** button, the User Authentication window appears again.

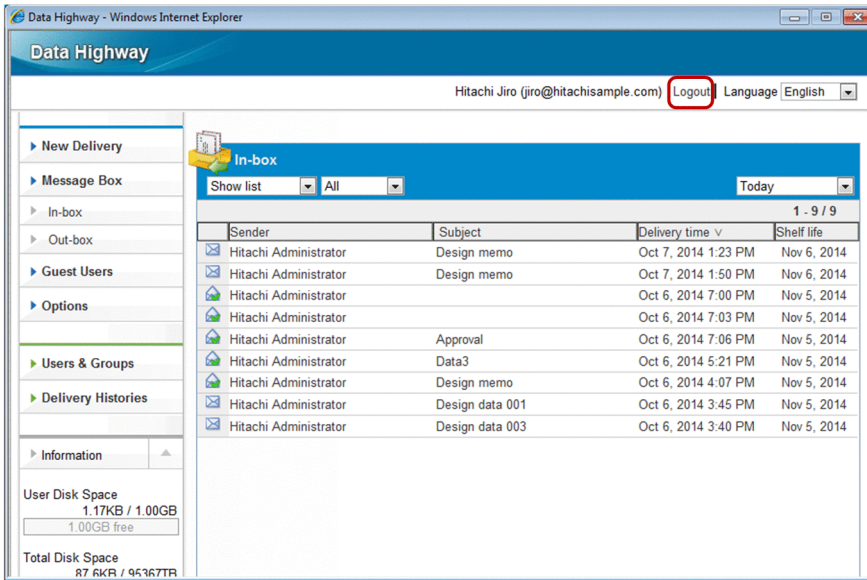


- If the certificate file does not exist on the specified path, the dialog box below appears. If you click the **OK** button, the User Authentication window appears again.



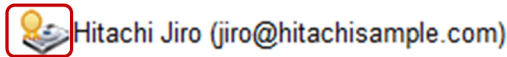
If you cannot solve the above errors, contact your representative user or group manager.

5. To log out from JP1/DH - Server, click the **Logout** link. The Logout window appears.



Reference note

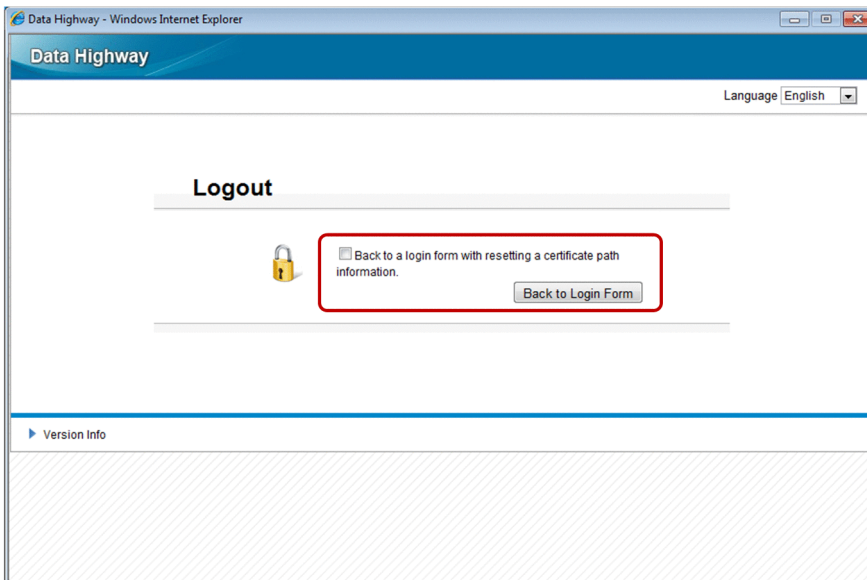
If you log in by using an electronic certificate, the following icon appears in your user information:



6. Select or clear the **Back to a login form with resetting a certificate path information.** check box.

If you select the check box, the certificate path information used for login is reset. Next time you log in, start the login procedure from step 2.

If you clear the check box, the certificate path information used for login is not reset. Next time you log in, start the login procedure from step 4.



7. Click the **Back to Login Form** button.

2.2 User authority and window structure

In JP1/DH - Server, the functions that a user can use differ depending on user authority.

The table below describes the relation between user authority and functions that a user can use. For details about user authority, contact your representative user or group manager.

Table 2–1: User authority and functions

Function							
User authority	Send ^{#2}	Receive	Message Box	Guest Users	Options	Approval Manager	Manual download
General user	A	A	A	C	C	C	A
Guest user ^{#1}	A	A	A	NA	C	NA	A
Unregistered user	NA	A	NA	NA	NA	NA	NA

#1

Depending on the setting at the time of user creation, the given account might have an expiration date or the number of times of transmission might be restricted.

#2

Some users can send data to an address that is not registered in the address book.

Legend:

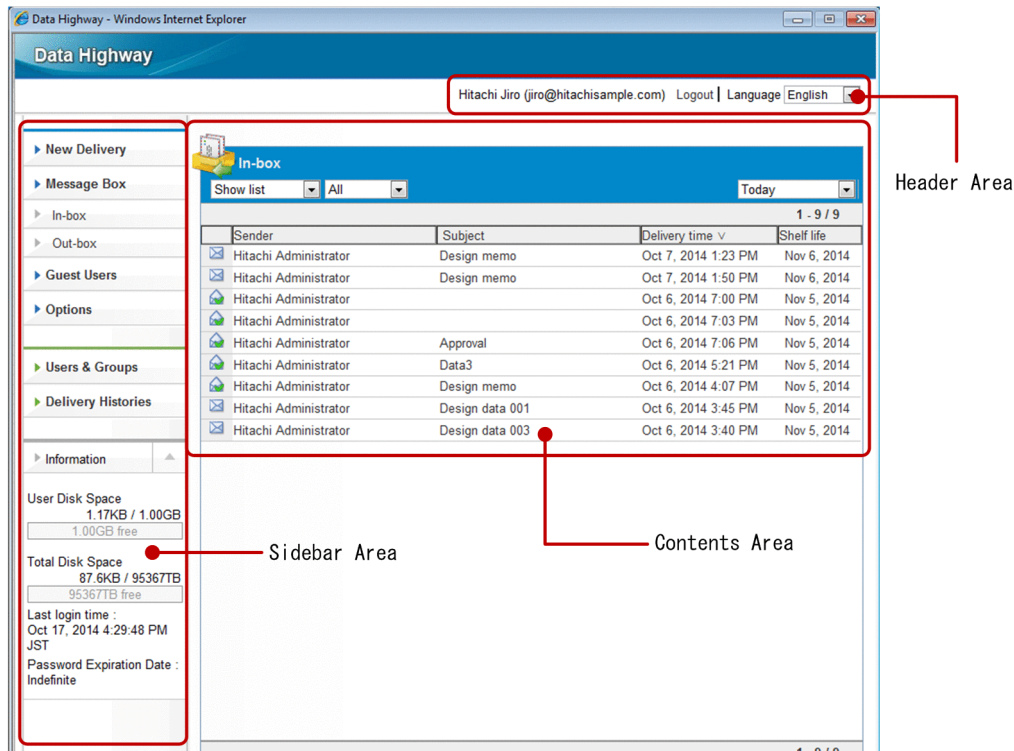
A: Available

C: Available for a user who is allowed to use the function by a representative user or a group manager

NA: Not available

The following figure shows the window structure for JP1/DH - Server.

Figure 2–1: Example of a window for JP1/DH - Server



The following table describes the items displayed in the window.

Table 2–2: Items displayed in the window









Item	Description	
Header area	<ul style="list-style-type: none"> • Logged-in user name: Shown in <i>user-name (email-address)</i> format. • Logout link: Log out from JP1/DH - Server. 	
Sidebar area	New Delivery	The New Delivery window appears.
	Message Box	<ul style="list-style-type: none"> • In-box: The list of deliveries you received is displayed. • Out-box: The list of deliveries you sent is displayed. <p>In both boxes, you can select a delivery displayed in the list to download data contained in the selected delivery.</p>
	Approval Manager[#]	If you are designated an approver, the list of deliveries that users have applied for your approval is displayed.
	Guest Users[#]	If you are given authority to create a guest user, this menu item is displayed.
	Options[#]	<ul style="list-style-type: none"> • Authentication: You can change your password. • Language: Select the language used in emails from Japanese, Chinese, and English.
	Information	<ul style="list-style-type: none"> • User Disk Space: Amount of storage space per user. You cannot send files whose size exceeds the amount of free user disk space. • Total Disk Space: Total amount of disk space allocated to a domain. You cannot send files whose size exceeds the amount of free disk space. • Last login time: The date and time for your last login is displayed. • Password Expiration Date: The expiration date of your password is displayed.
Content area	An operation window corresponding to the function that you select in the sidebar area is displayed.	
















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If you are allowed to use the function by a representative user or a group manager, this menu item is displayed.

The following table lists and describes icons displayed in the windows.

Table 2–3: List of icons

Window	Icon	Description	
New Delivery		Indicates all delivery settings have been specified. This icon appears when the delivery settings for a file and message are completely specified. You can send a file and message by clicking the Start Sending button.	
		Indicates that a mandatory field is incomplete in the delivery settings. This icon appears when a mandatory field is incomplete in the delivery settings.	
		Indicates there is an error in the delivery settings. This icon appears when there is an invalid delivery setting item.	
		Click this icon to delete the specified destination.	
		Indicates an approval is required to send a file and message to the specified destination.	
--	Address Book tab • Address List		Indicates a group.
			Indicates a user.
	Address Book tab		Indicates a user.

Window	Icon	Description
<ul style="list-style-type: none"> • Sending Address Histories • Receiving Address Histories 		Click this icon to delete an address from the list.
Common to the Out-box and In-box windows		Indicates the delivery expires. Files contained in the delivery have not been deleted. In the Out-box window, clicking this icon displays the Show more info. and Delete menu items. In the In-box window, clicking this icon displays the Show more info. menu item.
		Indicates the delivery expires. Files contained in the delivery have been deleted. In the Out-box window, clicking this icon displays the Show more info. and Delete menu items. In the In-box window, clicking this icon displays the Show more info. menu item.
Out-box		Indicates the delivery is in process or waiting to be sent. Clicking this icon displays the Show more info. and Delete menu items.
		Indicates the delivery has failed. The delivery has not reached the destination user. Clicking this icon displays the Show more info. and Delete menu items.
		Indicates the delivery has been completed. Clicking this icon displays the Show more info. and Delete menu items.
		Indicates the delivery is rejected by the approver. The delivery has not reached the recipient. Clicking this icon displays the Show more info. and Delete menu items.
		Indicates the approver has not done the approval operation (accept or reject) of the delivery. The delivery has not reached the recipient. Clicking this icon displays the Show more info. and Delete menu items.
		Indicates that the system administrator temporarily stopped the delivery transmitted in JP1/Data Highway - AJE. The delivery has not reached the recipient. Clicking this icon displays the Show more info. and Delete menu items.
In-box		Indicates the delivery has not been opened yet. Clicking this icon displays the Show more info. menu item.
		Indicates the delivery has been opened. This icon appears when the delivery has been opened but no file has been downloaded or not all files have been downloaded. Clicking this icon displays the Show more info. menu item.
		Indicates all files contained in the delivery have been downloaded. This icon appears when the recipient has opened the delivery and downloaded all the files contained in it. Clicking this icon displays the Show more info. menu item.
List of guest users		Indicates an activated guest user.
		Indicates an inactivated guest user.
		Indicates a guest user whose account is locked.
Applications for Approval [#]		Indicates a user who has applied for approval.

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This window is displayed for a user who is designated an approver.

2.3 Sending files and messages

To send files and messages:

1. Log in to JP1/DH - Server, and then select **New Delivery** in the menu in the left side of the window. The New Delivery window is displayed and your user name is displayed in the **Sender** field.

Tip

The Address List window is displayed by default.

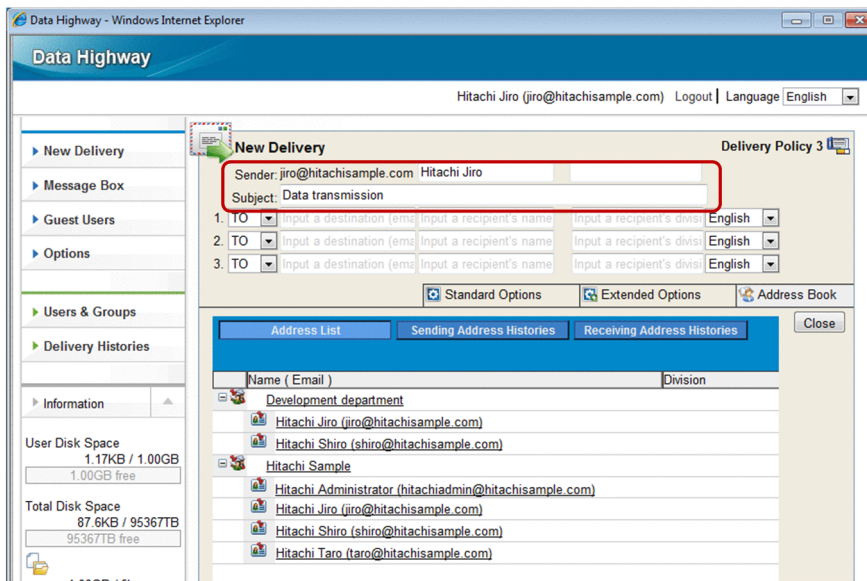
To select a destination from the sending or receiving address histories, click the **Sending Address Histories** button or the **Receiving Address Histories** button, and then select a user you want to send a file and message to in the displayed window. However, addresses that were specified by group as a destination are not displayed in the histories. If the maximum number of addresses you can select for a delivery is changed, you might not be able to select the addresses displayed in the histories. If a user whose account has expired is selected, a transmission error occurs.

2. Enter the sender's name and division if needed. Fill in the **Subject** field.

You can enter no more than 1,024 characters in the division field and no more than 100 characters in the **Subject** field.

What you enter in this window is written in a delivery notification email.

If you leave the **Sender** field blank, the name registered in the JP1/DH - Server system is used as the sender of the delivery to be transmitted.

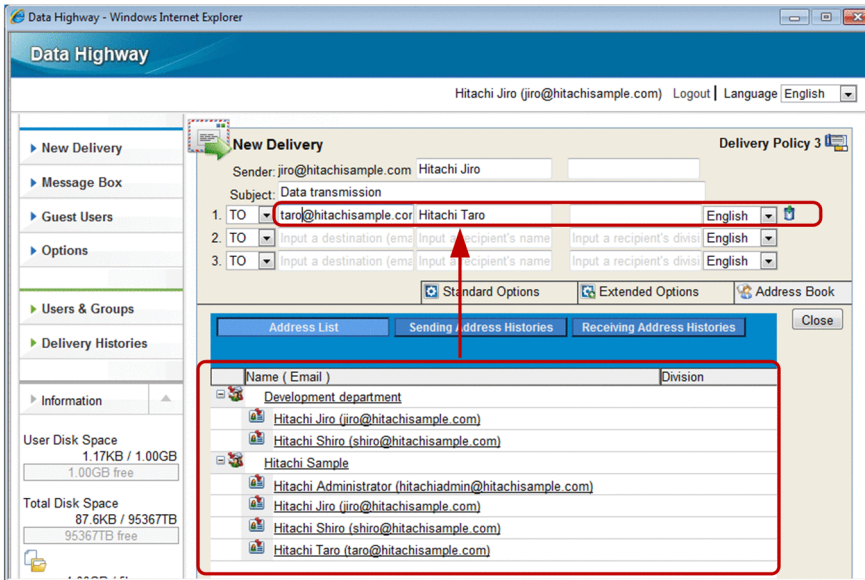


3. Specify a destination by selecting a user or group from the Address List.

The email address and name of the selected user are displayed in the text boxes for a recipient. Enter the recipient's division if needed.

If you leave the recipient's name field blank, the name registered in the JP1/DH - Server system is used as the recipient of the delivery to be transmitted.


Depending on your user authority, you can directly enter an email address in the text box. If the entered email address is not registered in the system, you need to specify an open password on the **Standard Options** tab.



Reference note

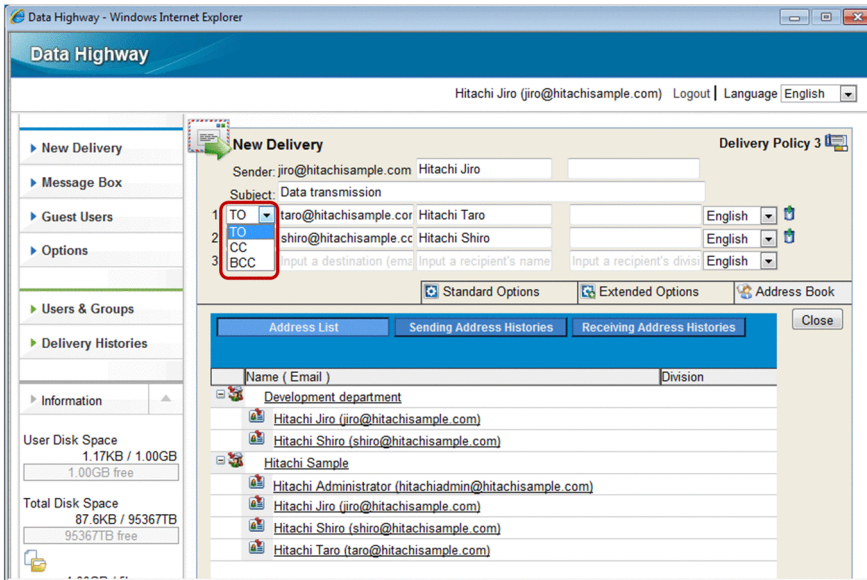
- If you select a group as the destination, you can check users belonging to the selected group by clicking the **Show Destinations** button.
- The maximum number of destinations that you can send to at once varies depending on the settings specified by the system administrator. Also, if you use the approval route, the total of recipients specified in the destination address section and approvers assigned to the approval route is the number of destinations that you can send to at once.

Tip

- To delete a specified destination, click the  icon.
- To change the language of the delivery email, select a language from the language drop-down list box.
- Data entered in the name and division entry fields is handled differently in Japanese or Chinese and in English. The data entered in the entry fields in Japanese or Chinese is not applied to the entry fields in English.
- The following are initially displayed in the name and division entry fields: registered user information when you select an address in the Address List, data entered at the time of sending or receiving when you select an address in histories, and blank when you enter an address in the field directly.

4. Select **TO**, **CC**, or **BCC** for each address.

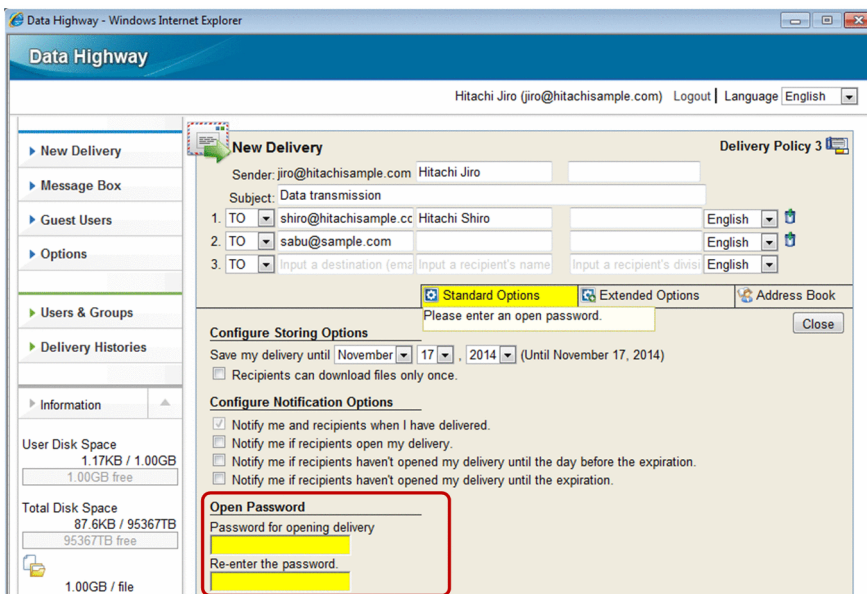
Click the **Close** button to close the **Address Book** tab.



5. If you have specified an unregistered user as a destination, specify an open password on the **Standard Options** tab. You also need to specify an open password if you send data to both a registered address and an unregistered address. An open password must consist of from 6 to 32 alphanumeric characters and symbols, and include two or more different types of characters (number, lowercase, uppercase, symbol). You can use the following symbols:

!"#\$%&'()*+,-./:;<=>?@[\\]^_`{|}~

Note that the **Open Password** section is not displayed on the tab if you have not specified an unregistered user as a destination.



Important note

- The unregistered user needs the specified open password to open a delivery. Notify the unregistered user of the open password by means other than JP1/DH - Server. You cannot see or change the specified open password later.

Note that you need to notify only the unregistered user of the open password if you send data to both the registered user and the unregistered user. You do not need to notify the registered user of the open password.

- If the delivery policy for unregistered address is not defined, you cannot send data to an unregistered address even though you have the authority to do so. In this case, contact your representative user or group manager.

6. If necessary, set the items for the **Standard Options** tab or the **Extended Options** tab. The following table describes the settings.

Tab	Item	Description
Standard Options	Configure Storing Options	<ul style="list-style-type: none"> • Save my delivery until drop-down list boxes You can specify the storage expiration date of the delivery. • Recipients can download files only once. check box If you select this check box, recipients and approvers (if an approval route is specified) can download files only once.
	Configure Notification Options[#]	<ul style="list-style-type: none"> • Notify me and recipients when delivered. check box If you select this check box, a notification email is sent to a sender and recipients when a file is uploaded or a message is sent. • Notify me if recipients open my delivery. check box If you select this check box, a notification email is sent to a sender when recipients open the delivery. • Notify me if recipients haven't opened my delivery until the day before the expiration. check box If you select this check box, a notification email is sent to a sender when recipients have not opened the delivery by the day before the expiration. • Notify me if recipients haven't opened my delivery until the expiration. check box If you select this check box, a notification email is sent to a sender when recipients have not opened the delivery by the expiration. • Notify the recipients if not downloaded by <i>month day, year</i> check box If you select this check box, a notification email is sent to recipients when recipients have not downloaded the file contained in the delivery by a designated date. If two or more files are contained in the delivery, a notification email is sent when any of the files is not downloaded by the designated date. By default, the day before the storage expiration date specified in the Configure Storing Options section is displayed in the drop-down list boxes. A notification email is sent on the day after the designated date. However, a notification email is not sent after the storage expiration date. • Notify the approver if not approved or rejected by <i>month day, year</i> check box If you select this check box, a notification email is sent to the approver when the delivery has not been approved or rejected by a designated date. By default, the day before the storage expiration date specified in the Configure Storing Options section is displayed in the drop-down list boxes. A notification email is sent on the day after the designated date. However, a notification email is not sent after the storage expiration date.
Extended Options	Configure Notification Options	If you select the Hide the detailed information of this delivery from the notification. check box, the sender information, storage expiration date, file list, and other information are not written in a delivery notification email or an approval request email.

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Depending on the setting specified by the system administrator, displayed items are different.

7. Click the **New File** button and select a file, or drag files or folders to the window.

If you click the **New File** button, the file selection dialog box appears. Select a file in the dialog box, and then click the **Open** button.

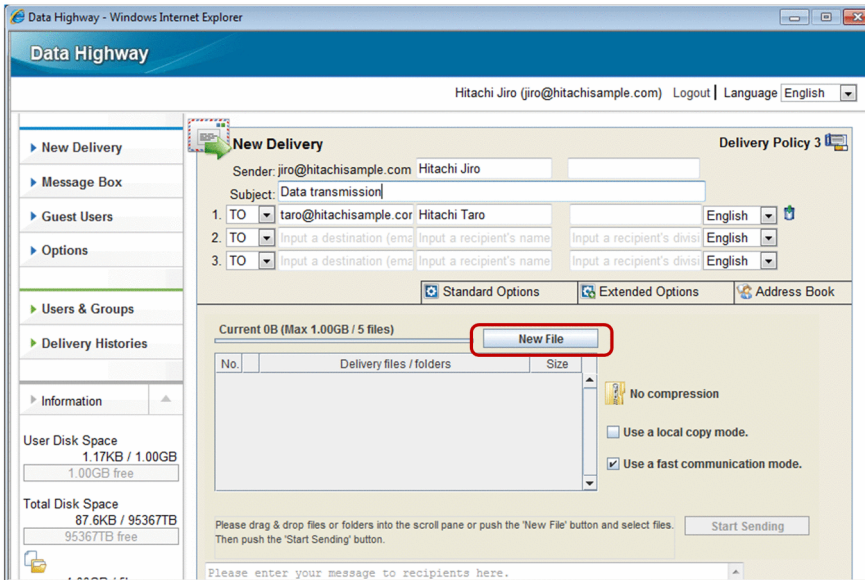
If you drag a drive to the window, **Drive** is displayed in the **Delivery files / folders** column.

If you specify a file or folder in a non-local folder or on a drive with a slow access speed (such as an SD card), you could reduce the time required to display the selected target on the delivery window and send it. To reduce the time, select the **Use a local copy mode.** check box before selecting a file or folder.

If a file or folder in the local environment is specified as a sending target in addition to the target mentioned above, you can select the **Use a local copy mode.** check box. However, you cannot select this check box only for a file or folder in a non-local folder or on a drive with a slow access speed.

Note that you can select only one file at a time in the file selection dialog box.

To cancel the selected file, select the target file in the list and then press the **Delete** key on the keyboard, or right-click the target file and then select the **Delete** menu item in the pop-up menu.



Important note

- If the total size of files in a sending target folder exceeds 3.96 GB (4,252,017,623 bytes), use the delivery policy for which the **Extended** compression method is selected. If the delivery policy for which the **Standard** compression method is selected is used, a folder that exceeds 3.96 GB cannot be sent. For details about the delivery policy, contact your system administrator.
- When sending a folder, make sure that the total number of files and folders inside the sent folder is 65,534 or less when using a delivery policy with the **Standard** compression method, and 262,144 or less when using a delivery policy with the **Extended** compression. For details about the delivery policy, contact your system administrator.
- The size of files that can be sent is restricted by delivery rules and the amount of free user disk space for a sender.
- If you select the **Use a local copy mode.** check box and then specify a file or folder in a non-local folder, the target file or folder is copied in the local environment. The message `Copying files` is displayed during the copy. You cannot perform any other operations.
- You cannot select or clear the **Use a local copy mode.** check box after selecting a sending target file or folder. To change the check box status, delete all the sending target files and folders.
- After you select a file or folder, do not refer to the file or folder or change data or name of the file or folder until sending the file or folder is completed. If you want to refer to or change the file or folder, remove the file or folder from the sending target list and then select the file or folder again.

Note that when the file or folder increases or decreases in size due to change of its data after selection, it cannot be sent. Moreover, if the selected file or folder is changed, regardless of data size, a verification error occurs at the time of reception.

Depending on the file access method, referring to the file might change the data of the file. In such a case, an error occurs at the time of transmission and reception in the same manner as in the case of data change.

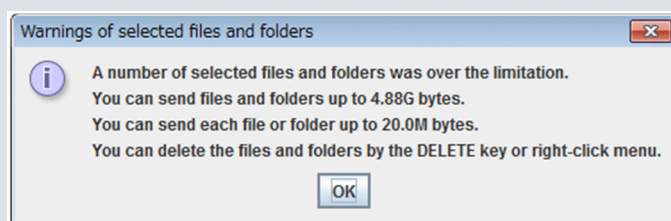
8. Select a compression level from the Compress Level drop-down list box.

Depending on the delivery policy definition specified by the representative user, you might not be able to select a compression level.

Select the **Use a fast communication mode.** check box according to the amount of data transmission. If a file transmission fails due to the settings of the proxy server or firewall, you might solve this problem by clearing this check box.



Important note

The size of the file that can be compressed and sent varies depending on the delivery policy to be used. For details about the delivery policy, contact your system administrator. When the following dialog box appears, select **No compression** and then send a file.

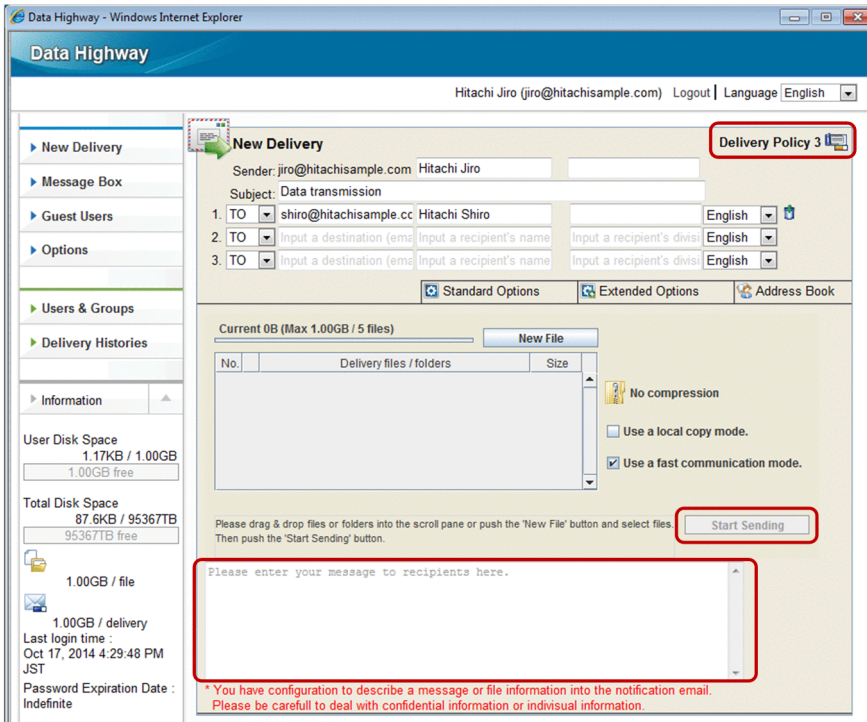


9. Enter a message if needed.

The entered message is written in the text body of a delivery notification email. You can enter a message of no more than 4,096 characters.

When you complete the preparation for delivery, the delivery rule icon changes from  to .

10. Click the **Start Sending** button to send the file. You can only operate the **Cancel** button during transmission.



Important note

When the cursor is in the email address entry area, you cannot click the **Start Sending** button.

11. The Sent Result window appears after transmission is completed.
Time required for transmission is displayed in **Sending time**.

2.4 Receiving a file by accessing a URL in a delivery notification email

This section describes how to receive a file by accessing a URL written in a delivery notification email.

2.4.1 When a registered user receives a file

To receive a file by accessing a URL written in a delivery notification email (for a registered user):

1. Access the URL written in the delivery notification email.

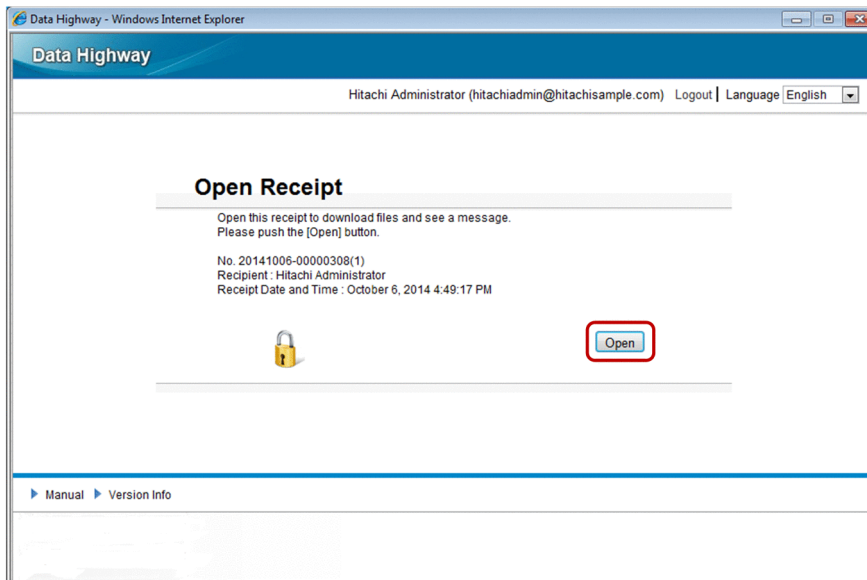
The Receipt Authentication window appears.

Log in to JP1/DH - Server by using the **Login by Password** or **Login by Certification** radio button. For details about logging in, see [2.1 Logging in and logging out](#).

When you are logged in, the Open Receipt window appears.

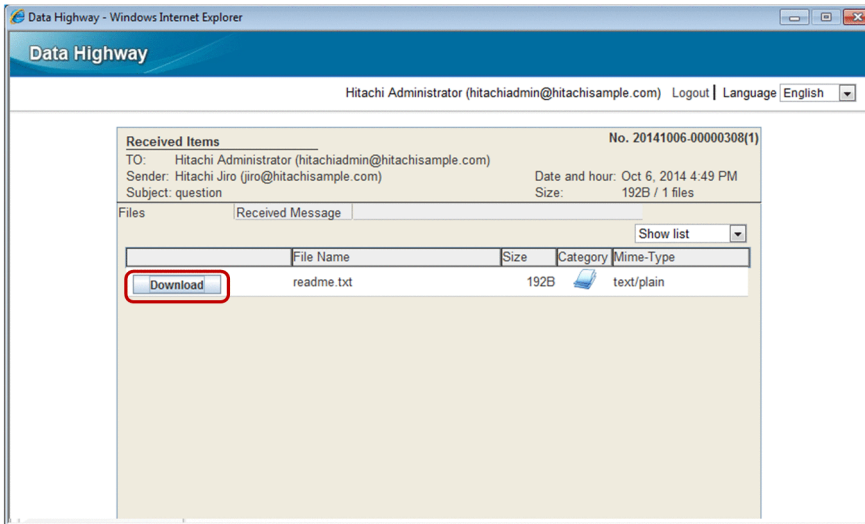
2. Click the **Open** button.

The Received Items window appears.



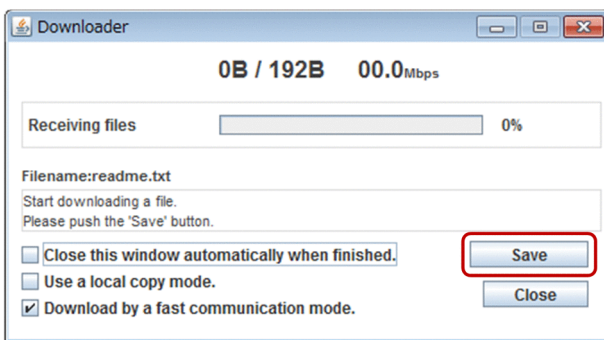
3. Click the **Download** button.

The Downloader window appears.



4. Click the **Save** button, and then select a destination where the file is saved.

If you specify a non-local folder as a destination, select the **Use a local copy mode**. check box. Selecting this check box could reduce the time required to download the selected file or folder.



Important note

If a timeout occurs during the download, the file download fails. If you have specified a non-local folder as a destination, specify a local folder as a destination and then download the file again.

5. The Downloading Finished!! dialog box appears.

The time required for download is displayed in **Download time**.

6. Click the **OK** button.

A download is completed.

2.4.2 When an unregistered user receives a file

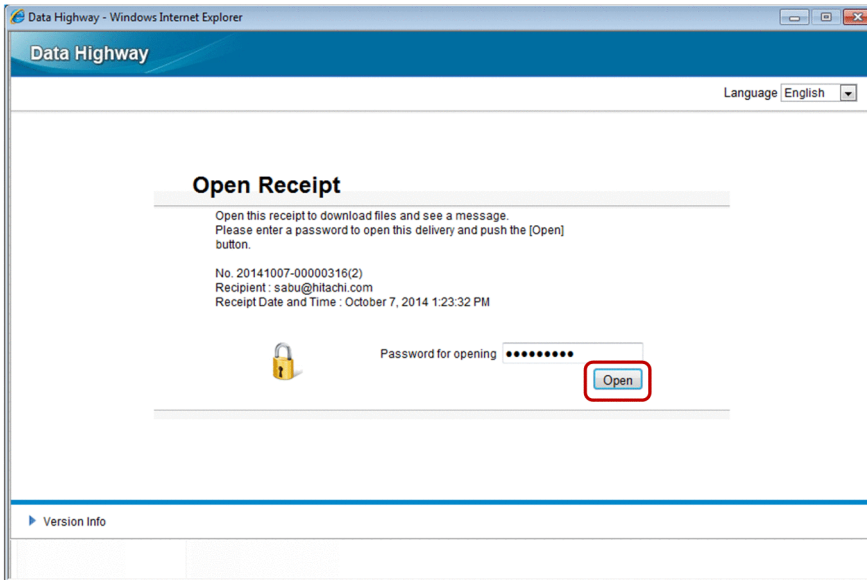
To receive a file by accessing a URL written in a delivery notification email (for an unregistered user):

1. Access the URL written in the delivery notification email.

The Open Receipt window appears. Enter the open password that is notified to you in advance.

2. Click the **Open** button.


The Received Items window appears.

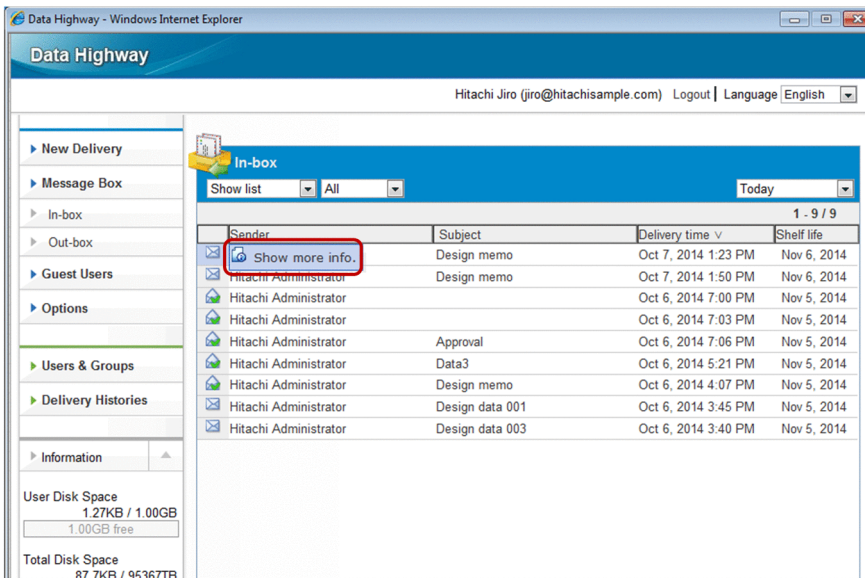


For details about the subsequent steps of this procedure, see step 3 and later in *2.4.1 When a registered user receives a file.*

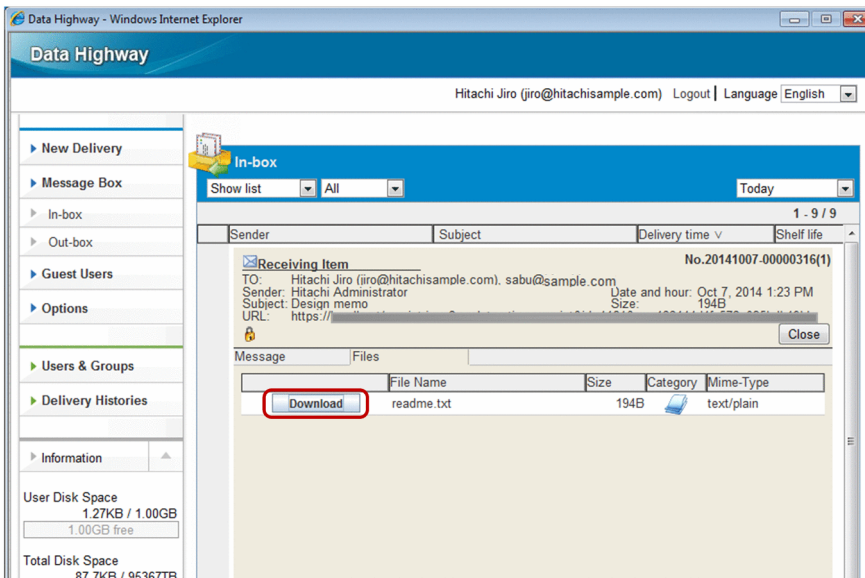
2.5 Receiving a file in the in-box

To receive a file in the in-box:

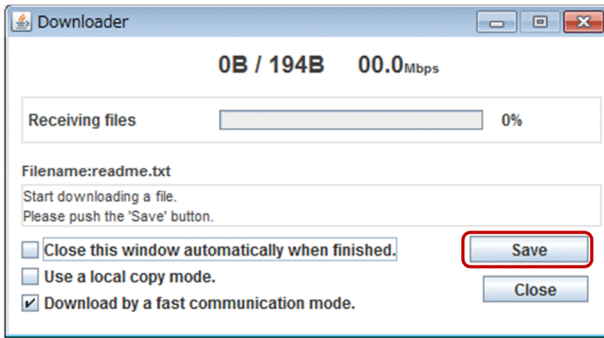
1. Log in to JP1/DH - Server. In the menu in the left side of the window, select **Message Box** and then **In-box**. The In-box window appears.
2. Select the processing status of files displayed in the in-box from **Not opened**, **Opened**, or **All**.
3. Click the  icon of the delivery you want to receive, and then select **Show more info**. The details of the delivery are displayed in the Receiving Item window.



4. Click the **Files** tab, and then check the details of the file. Click the **Download** button. The Downloader window appears.



5. Click the **Save** button, and then select a destination where the file is saved. If you specify a non-local folder as a destination, select the **Use a local copy mode** check box. Selecting this check box could reduce the time required to download the selected file or folder.



Important note

- You cannot operate the In-box window while the Downloader window appears.
- If a timeout occurs during the download, the file download fails. If you have specified a non-local folder as a destination, specify a local folder as a destination and then download the file again.

6. The Downloading Finished!! dialog box appears.
The time required for download is displayed in **Download time**.
7. Click the **OK** button.
A download is completed.

2.6 Viewing or deleting your sending and receiving histories

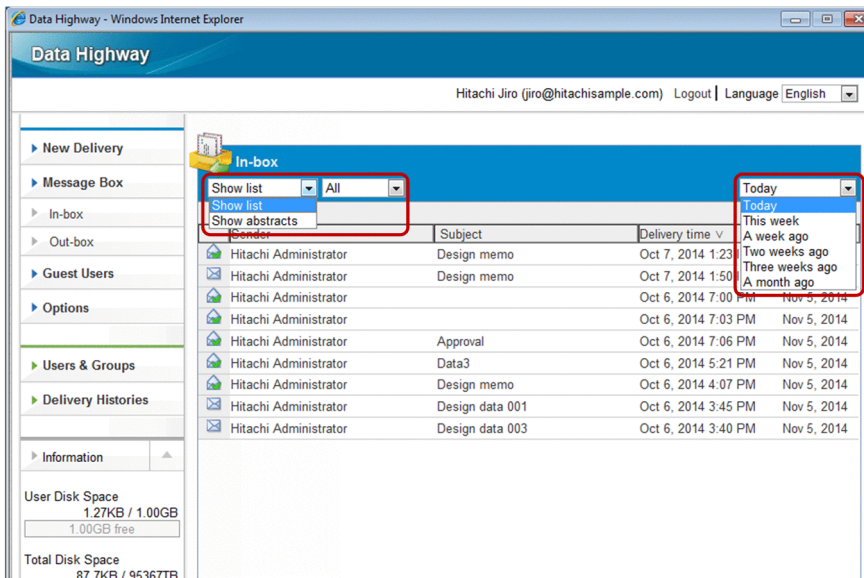
To view or delete sending histories in the out-box and receiving histories in the in-box:

1. Log in to JP1/DH - Server. In the menu in the left side of the window, select **Message Box** and then **In-box** or **Out-box**.

The In-box or Out-box window appears.

2. Select the display style, processing status, and display period in the drop-down list boxes if needed.

- Display style: You can select the list style or the abstract style.
- Processing status: This drop-down list box is displayed only in the In-box window. You can select **All**, **Not opened**, or **Opened**.
- Display period: You can select one of the following items:
 - **This week**: From last Sunday to today
 - **A week ago**: From two Sundays ago to today
 - **Two weeks ago**: From three Sundays ago to today
 - **Three weeks ago**: From four Sundays ago to today
 - **A month ago**: From the first day of the last month to today

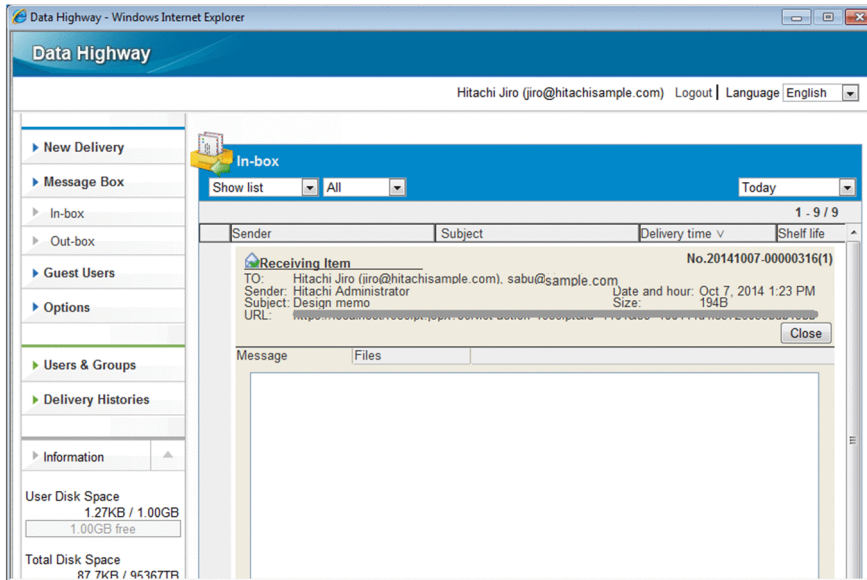


Tip

If the period specified by **This week** includes days of the previous month, the histories to be displayed are those from the first day of the current month. The histories of the days of the previous month are not displayed.

If there are histories over the past one month or more, the list items you can select are displayed in the form of *MM YYYY*.

3. Click the icon, and then select **Show more info**. The history detailed information window appears.



Important note

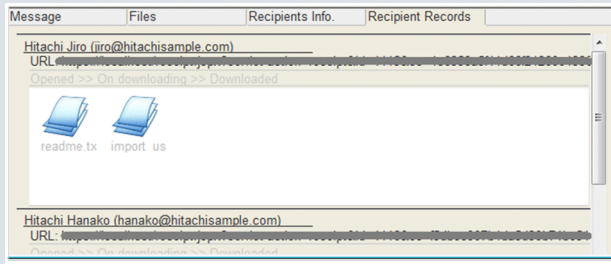
If the sender is deleted or inactivated, you cannot view the detailed information.

4. Select one of the tabs in the history detailed information window. The content displayed on each tab is described below. Note that the **Recipients Info.**, **Recipient Records**, and **Approver List** tabs are displayed only when you select **Show more info.** to display the detailed information in the Out-box window.
- **Message** tab: Displays the message you sent or received.
 - **Files** tab: Displays the file name, size, and other detailed file information. Click the **Download** button to download files.
 - **Recipients Info.** tab: Displays the recipient-related information.
 - **Recipient Records** tab: Displays the receiving status of the recipients.
 - **Approver List** tab: Displayed when the delivery requires approval. You can view the list of approvers. However, if all the approvers are deleted, the **Approver List** tab is not displayed.

When you click the **Close** button on each tab, the In-box window or the Out-box window appears again.

Tip

- If you select **Show more info.** to display the history detailed information in the Out-box window, the **Delete** button is displayed in the history detailed information window. You can delete histories and transmitted files by clicking the **Delete** button. If you delete a transmitted file, the recipient of the delivery of the file cannot download the file anymore.
- When you send two and more files at once, you can check which files are downloaded by the recipient on the **Recipient Records** tab. If the files have not been downloaded, the names of the files are displayed in gray. However, if the recipient has received the files from the receiving histories, the status of the files does not change to downloaded.



2.7 Managing applications for approval

This section describes how to perform the approval operation.

2.7.1 Accepting or rejecting an application for approval by accessing a URL written in an email

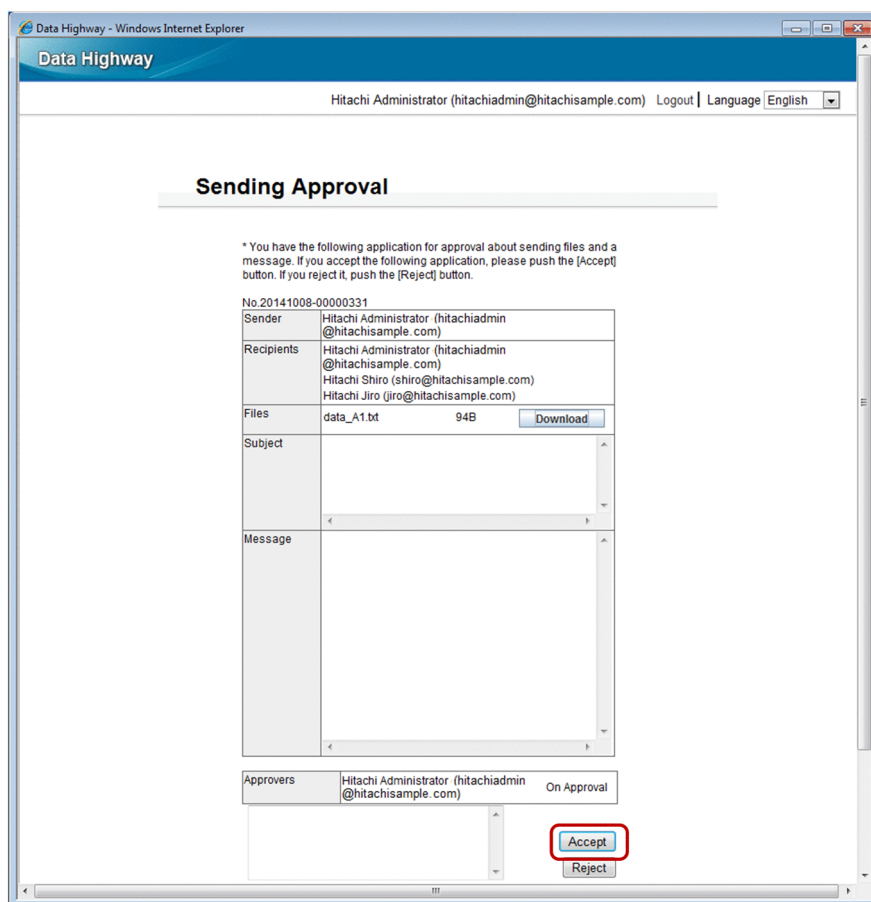
To accept or reject an application for approval by accessing a URL written in an approval request email:

1. Access the URL written in the approval request email.

The User Authentication window appears.

Log in to JP1/DH - Server by using your user ID, password, and electronic certificate. For details about logging in, see [2.1 Logging in and logging out](#).

The Sending Approval window appears.



2. Check the details of the application for approval. Accept or reject the application.

If you reject the application, you need to enter the rejection reason in no more than 4,096 characters. If you accept the application, you can enter the reason if you want to.

3. Click the **Accept** or **Reject** button.

A confirmation dialog box appears.

Click the **OK** button in the dialog box to complete the approval operation (accept or reject).

Important note

To continue to use JP1/DH - Server after the approval operation, exit the browser and then log in again.

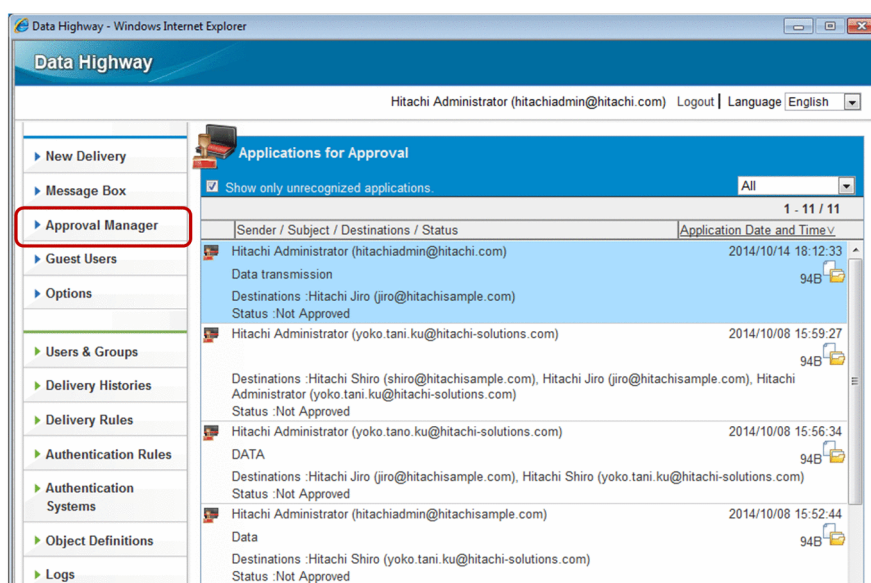
2.7.2 Accepting or rejecting applications for approval in the Applications for Approval window

To accept or reject an application for approval in the Applications for Approval window:

1. Log in to JP1/DH - Server by using your user ID, password, and electronic certificate.
For details about logging in, see *2.1 Logging in and logging out*.

2. In the menu in the left side of the window, click **Approval Manager**.

The Applications for Approval window appears.



3. Click the application you want to operate.

The Application for Approval window appears.

Reference note

To display only applications that have not been processed, select the **Show only unrecognized applications** check box.

You can also narrow down applications to be displayed by selecting a display period in the drop-down list box.

4. Check the details of the application for approval.

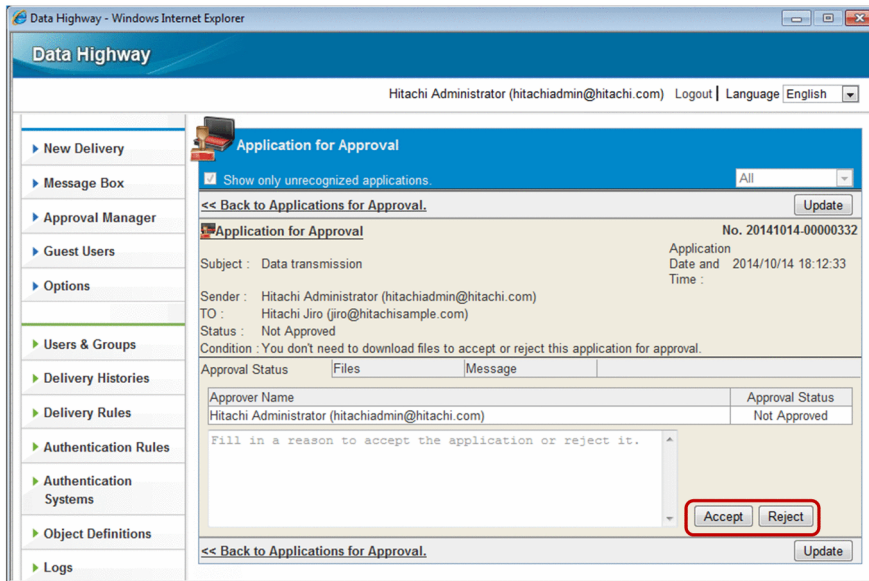
- **Approval Status** tab: Displays the approver name and approval status.
- **Files** tab: Displays files. Download the files if needed.
- **Message** tab: Displays the message from the applicant.

5. Click the **Accept** or **Reject** button.

If you reject the application, you need to enter the rejection reason in no more than 4,096 characters. If you accept the application, you can enter the reason if you want to.

A confirmation dialog box appears.

Click the **OK** button in the dialog box to complete the approval operation (accept or reject).



Reference note

If you click the **OK** button but nothing happens, another approver might have already accepted or rejected the application.

When you click the **Update** button, the latest approval status is displayed.

2.8 Setting guest users

To use the **Guest Users** menu item, you must be allowed to use the Guest Users function. Even if you are allowed, you cannot create a guest user when there is no guest group.

For details about user authority, contact your representative user or group manager.

2.8.1 Creating or editing a guest user

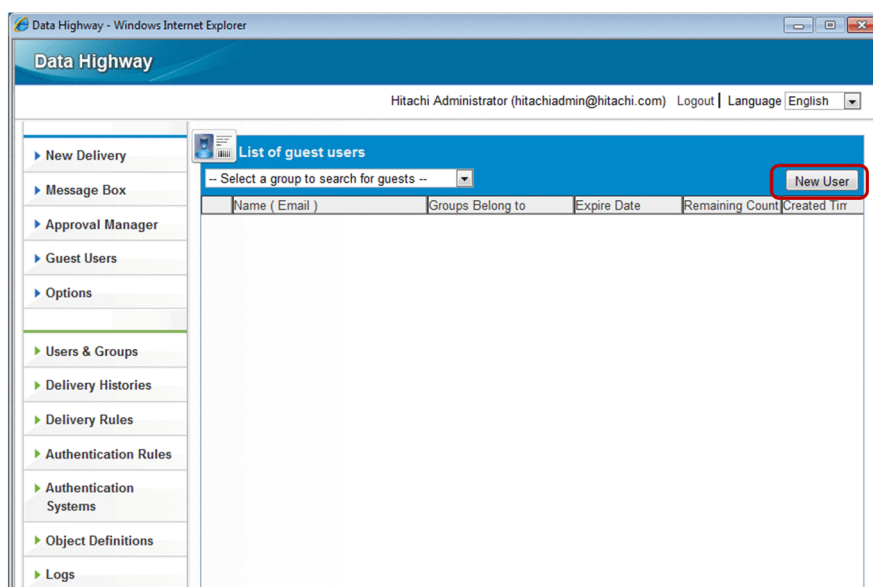
To create a guest user or edit the setting of a created guest user:

1. Log in to JP1/DH - Server. In the menu in the left side of the window, click **Guest Users**.

The List of guest users window appears. The guest users are displayed in the window.

2. If you want to create a guest user, click the **New User** button.


The New User window appears.



Go to step 4.

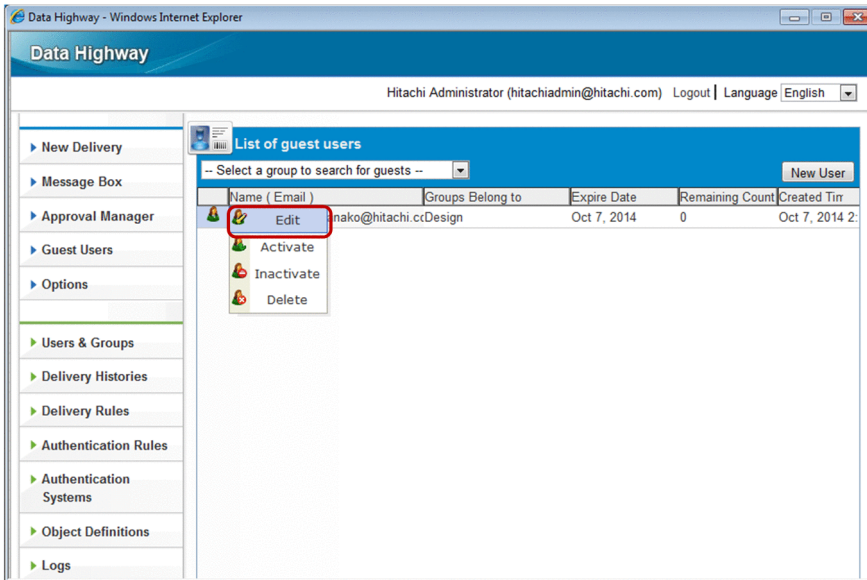
Reference note

By selecting a group in the group selection drop-down list box, you can display only guest users belonging to the group in the window.

3. If you want to edit the setting of a created guest user, click the  icon corresponding to the target guest user and select **Edit**.

The Edit User window appears.

The setting items you can edit in the Edit User window are the same as those in the New User window. For details, see step 4.

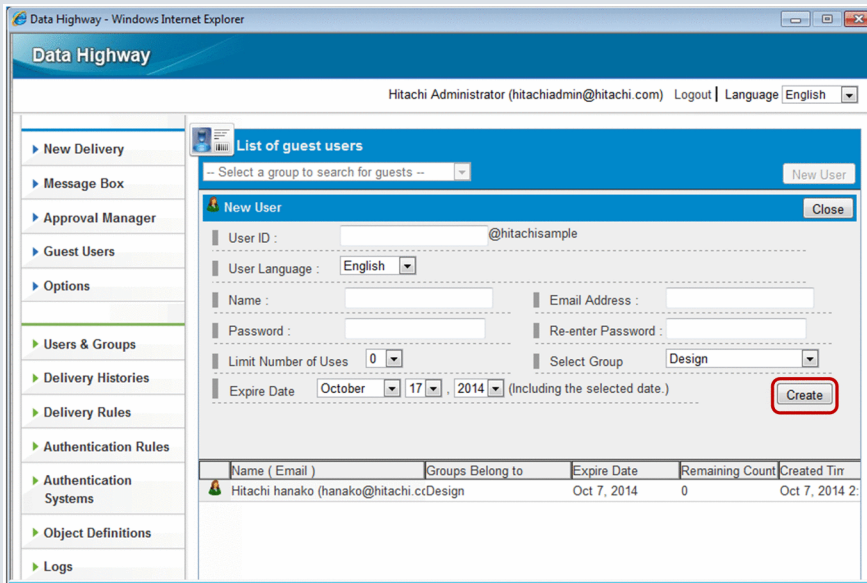


4. Specify or edit the user ID, language, and other data of the target guest user, and then click the **Create** or **Update** button.

The new guest user is created or the setting of the guest user is updated.

Important note

After creating a guest user, inform him or her of the user ID and password and then ask him or her to change the password.



The following table describes the setting items for a guest user.

Table 2–4: Setting items for a guest user

Item	Description
User ID text box ^{#1}	Enter a user ID of a guest user. The user ID entered in this field is postfixed with an ID assigned to the domain. The ID assigned to the domain starting with an at mark (@) is shown on the right of the text box.

Item	Description
	The length of the user ID including the ID assigned to the domain must be no more than 256 characters. The user ID must be unique in a domain.
User Language drop-down list box	Select the language the guest user uses. Select Japanese , English , or Chinese .
Name text box ^{#2}	Enter the name of the guest user in English.
Email Address text box	Enter an email address for the guest user. Notification emails for delivery and approval are sent to the email address specified in this field. You can enter no more than 256 alphanumeric characters and symbols. You cannot use a space character or the following symbols: / \ ? * : " < > ^ .
Password text box	Enter a password for the guest user.
Re-enter Password text box	Specify a password according to the authentication rules.
Limit Number of Uses drop-down list box	Specify the number of times the guest user can send files and messages in the range from 0 to 10. After sending files for the specified number of times, the guest user cannot send files anymore. In this case, the guest user can log in to JP1/DH - Server and receive files.
Select Group drop-down list box	Guest groups are displayed in the list. Select a guest group to which the guest user belongs.
Expire Date drop-down list box	Specify the expiration date of the account set for the guest user. After the expiration date, the guest user cannot log in to JP1/DH - Server. If the expiration date of the account is extended, the guest user can log in to the service again.

#1


- You can enter no more than 256 alphanumeric characters and symbols.
- You cannot use a space character or the following symbols: / \ ? * : | " # \$ < > @ ^ [] .
- A name including only a period (.) cannot be specified.
- You cannot use the following IDs:
CON, PRN, AUX, CLOCK\$, NUL, COM0, COM1, COM2, COM3, COM4, COM5, COM6, COM7, COM8, COM9, LPT0, LPT1, LPT2, LPT3, LPT4, LPT5, LPT6, LPT7, LPT8, LPT9

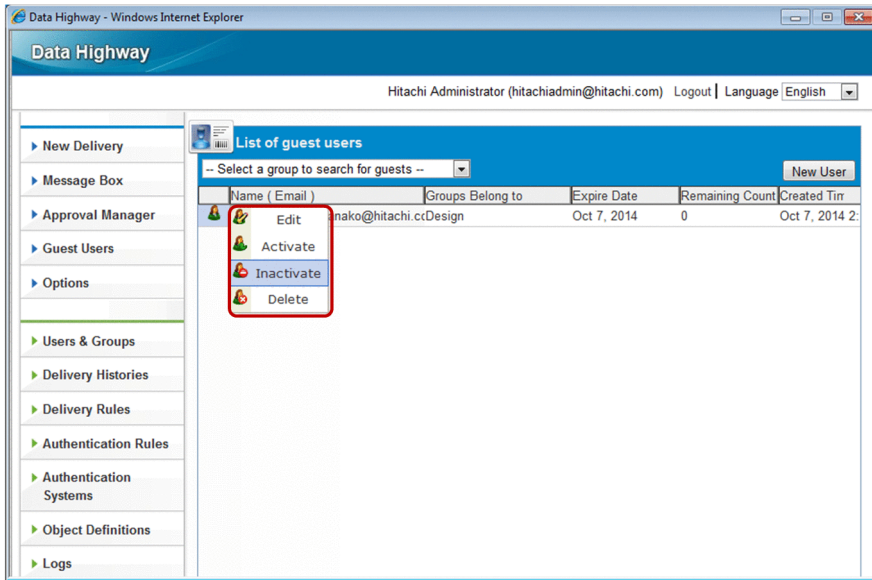
#2

- You can enter no more than 256 alphanumeric characters and symbols.
- You cannot enter the following symbols: / \ ? * : | " < > @ ^ .
- A name including only a space character or period (.) cannot be specified.

2.8.2 Activating, inactivating, or deleting a guest user

To activate, inactivate, or delete a guest user:

1. Log in to JP1/DH - Server. In the menu in the left side of the window, click **Guest Users**.
The List of guest users window appears. The guest users are displayed in the window.
2. Click the  icon of the guest user, and then select **Activate**, **Inactivate**, or **Delete**.
 - **Activate**: Activates an inactivated guest user. For the guest user whose account is locked, the account is unlocked.
 - **Inactivate**: Inactivates a guest user. An inactivated guest user cannot use JP1/DH - Server. After being activated, the guest user can use the system again.
 - **Delete**: Deletes a guest user. The deleted guest user cannot be restored.



2.9 Setting options

This section describes the operation of the Options window. If you are not allowed to use the Options function, you cannot use this window.

2.9.1 Changing a password

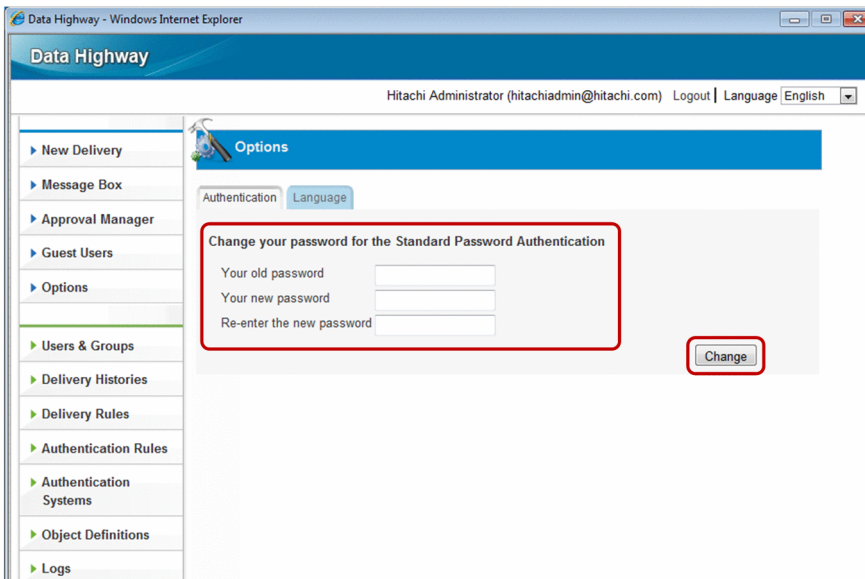
Note that you cannot change a password when you are logged in with the electronic certificate.

To change a password:

1. Log in to JP1/DH - Server. In the menu in the left side of the window, click **Options** and then the **Authentication** tab.

The Change your password for the Standard Password Authentication window appears.

2. Enter the current password in **Your old password**, and a new password in **Your new password** and **Re-enter the new password**.



Reference note

You can use alphanumeric characters and symbols in a given length for a password as defined by authentication rules.

You can use the following symbols:

! " # \$ % & ' () * + , - . / : ; < = > ? @ [\] ^ _ ` { | } ~

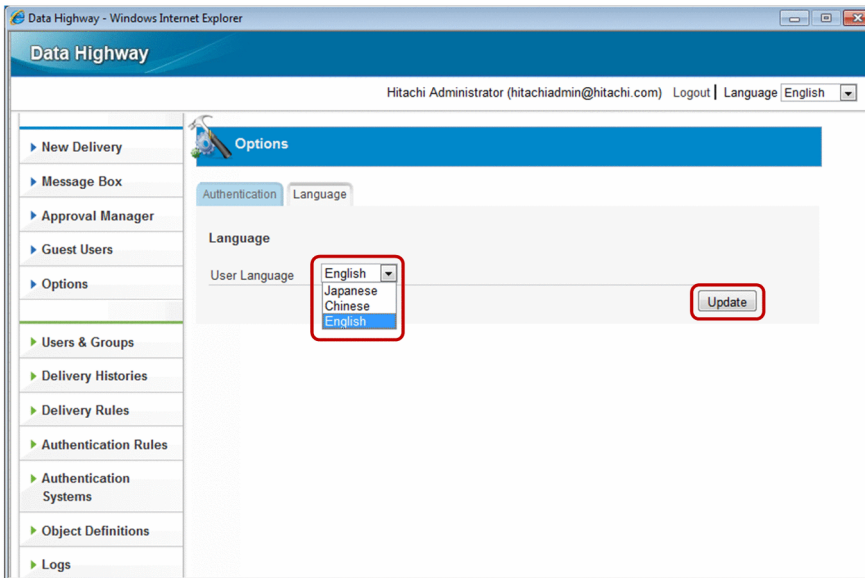
3. Click the **Change** button.

Changing the password is completed.

2.9.2 Changing the language used in email

This subsection describes how to change the language used in email sent to users. However, the language used in a delivery notification email is specified by the sender. To change the language used in email:

1. Log in to JP1/DH - Server. In the menu in the left side of the window, click **Options** and then the **Language** tab. The Language window appears.
2. Select the language used in email in the **User Language** drop-down list box. You can select **Japanese**, **English**, or **Chinese**.



3. Click the **Update** button. Changing the language is completed.

3

Troubleshooting

This chapter describes how to solve problems that you might encounter while using JP1/DH - Server.

3.1 Troubleshooting

The following table describes problems and corrective actions for them.

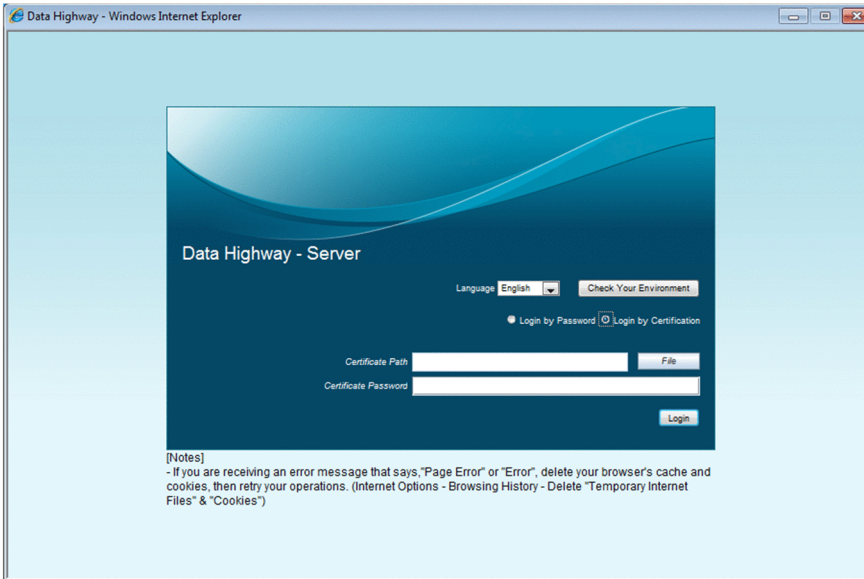
Table 3–1: List of troubleshooting tips

No.	Problem	Possible cause	Corrective action
1	Could not log in.	The user ID or password is wrong.	Enter the correct user ID and password. If you forget your password, contact your administrator.
2		User information has been deleted.	Contact your administrator.
3		User account has expired.	
4		User has been inactivated.	
5		Authentication is denied by authentication rules.	
6		A failure occurs in the server.	
7	The file delivery succeeded, but the delivery notification email did not reach recipients.	The email addresses of the sender or recipients are wrong.	Make sure that the entered email addresses of the sender and recipients are correct.
8	The warning message <code>Object not found</code> appeared and the processing stopped.	There is a problem in the Java settings on the client PC.	Perform the following procedures to make sure that the settings are correct: <ul style="list-style-type: none"> To check the version of Java Runtime Environment: From the Windows start menu, select Control Panel, Java, and the General tab, and then click the About... button. Check the JRE version. For details about the JRE version you can use, see 1.1.2(2) Java software. To check the Java applet proxy settings: From the Windows start menu, select Control Panel, Java, and the General tab, and then click the Network Settings... button. In the Network Settings dialog box, select the Use browser settings radio button. To enable the next-generation Java Plug-in: From the Windows start menu, select Control Panel, Java, the Advanced tab, Java Plug-in, and the Enable the next-generation Java Plug-in (requires browser restart) check box, and then click the OK button. Then, restart the web browser.
9	The warning message <code>Object doesn't support this property or method.</code> appeared and the processing stopped.		
10	The Download button is not displayed in the Received Items window or the Receiving Item window.		

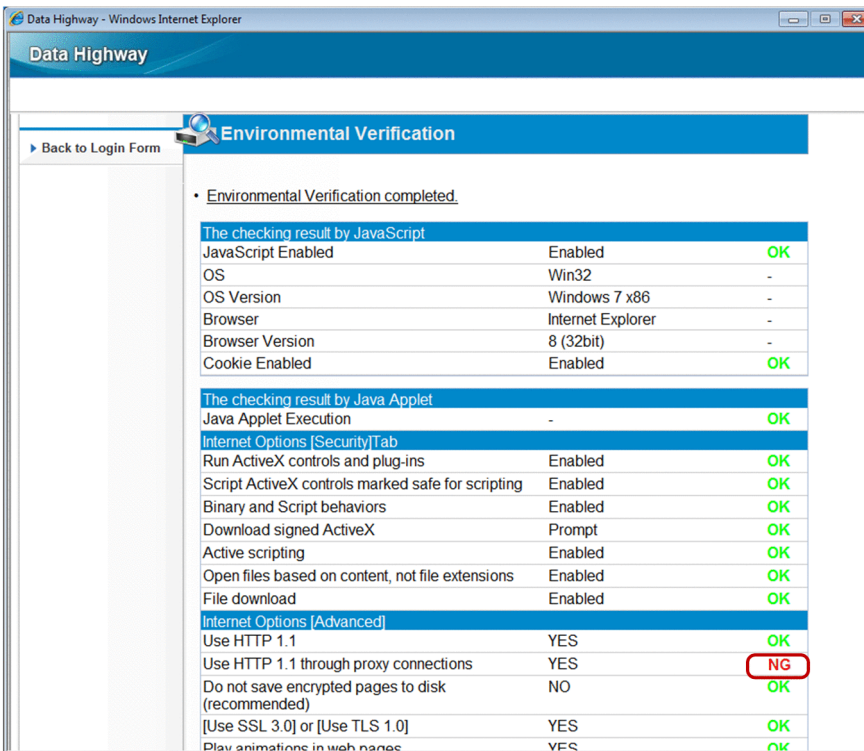
3.2 Checking the client environment

To check the client environment you are using:

1. Access the JP1/DH - Server URL. In the User Authentication window, click **Check Your Environment**.



2. In the Environmental Verification window, check the environment settings. Review the item marked with **NG**.



3.3 Checking the Internet Options settings

JP1/DH - Server works normally with the default Internet Option settings. This section describes how to check the Internet Options settings for JP1/DH - Server.

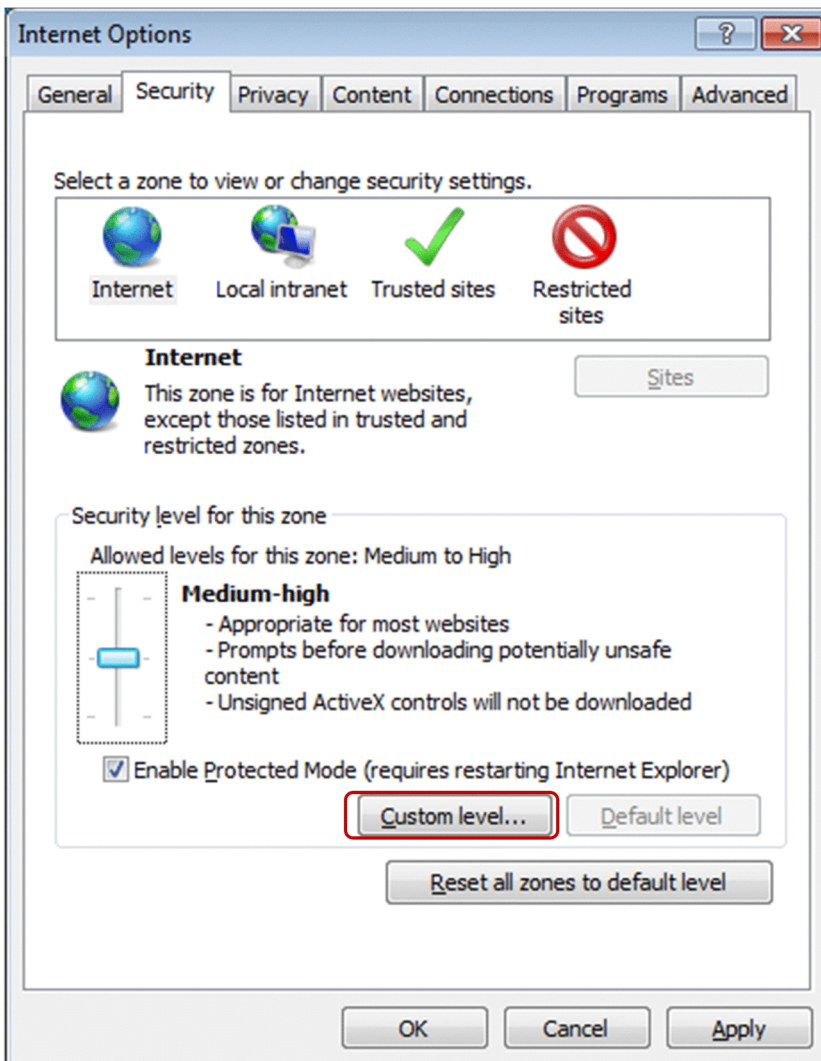
Note that the security of Internet Explorer is maintained at least at the default level if you change the Internet Options settings as described below.

3.3.1 Security tab

This subsection describes the settings on the **Security** tab.

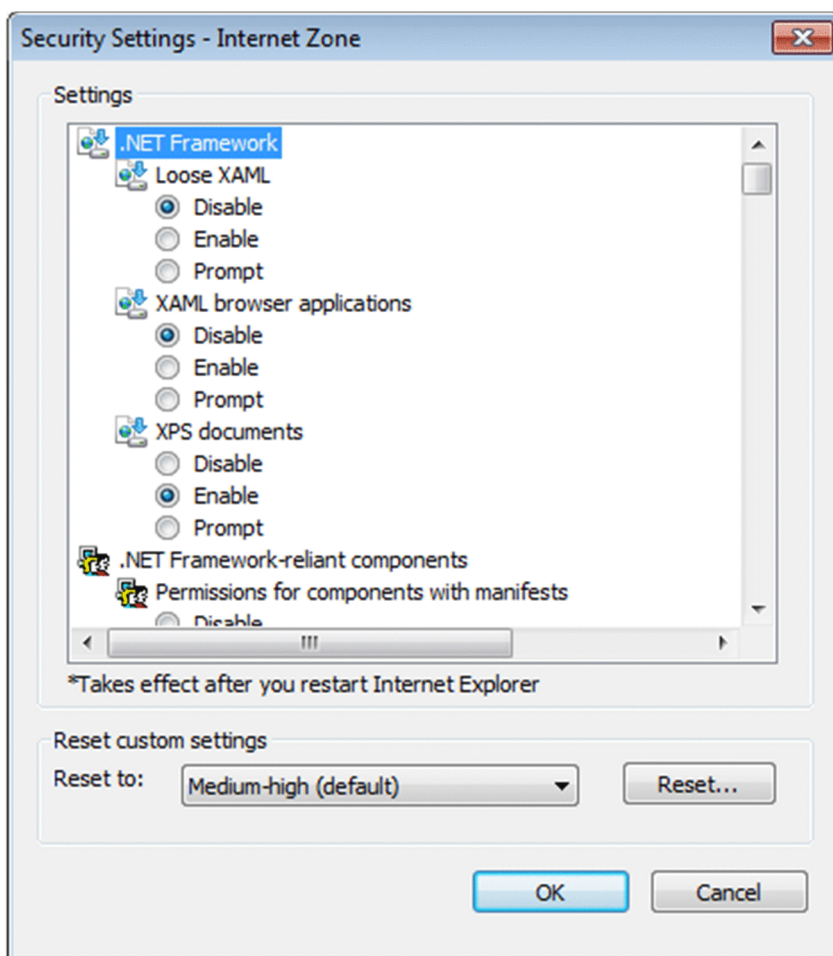
The JP1/DH - Server site is normally in the **Internet** zone. Change the security settings for the **Internet** zone.

If you have no problem restoring the security settings at the default level for the **Internet** zone, select the **Internet** zone, and then click the **Default level** button.



If you have already changed the default security settings for the **Internet** zone and you want to retain the changed settings, perform either one of the following procedures:

- If you have not changed the default security settings for the **Trusted sites** zone, add the JP1/DH - Server site to the **Trusted site** zone.
- Review each of the security settings for the **Internet** zone.



To review each of the security setting, open the Security Settings dialog box and then check the settings of the following items.

(1) ActiveX controls and plug-ins

- **Run ActiveX controls and plug-ins**
Select **Enable** or **Prompt**. By default, **Enable** is selected.
- **Script ActiveX controls marked safe for scripting**
Select **Enable** or **Prompt**. By default, **Enable** is selected.
- **Binary and Script behaviors**
Select **Enable**. By default, **Enable** is selected.
- **Download signed ActiveX controls**
Select **Prompt**. By default, **Prompt** is selected.

(2) Scripting

- **Active scripting**
Select **Enable**. By default, **Enable** is selected.

(3) Miscellaneous

- **Open files based on content, not file extension**

Select **Enable**. By default, **Enable** is selected.

(4) Downloads

- **File download**

Select **Enable**. By default, **Enable** is selected.

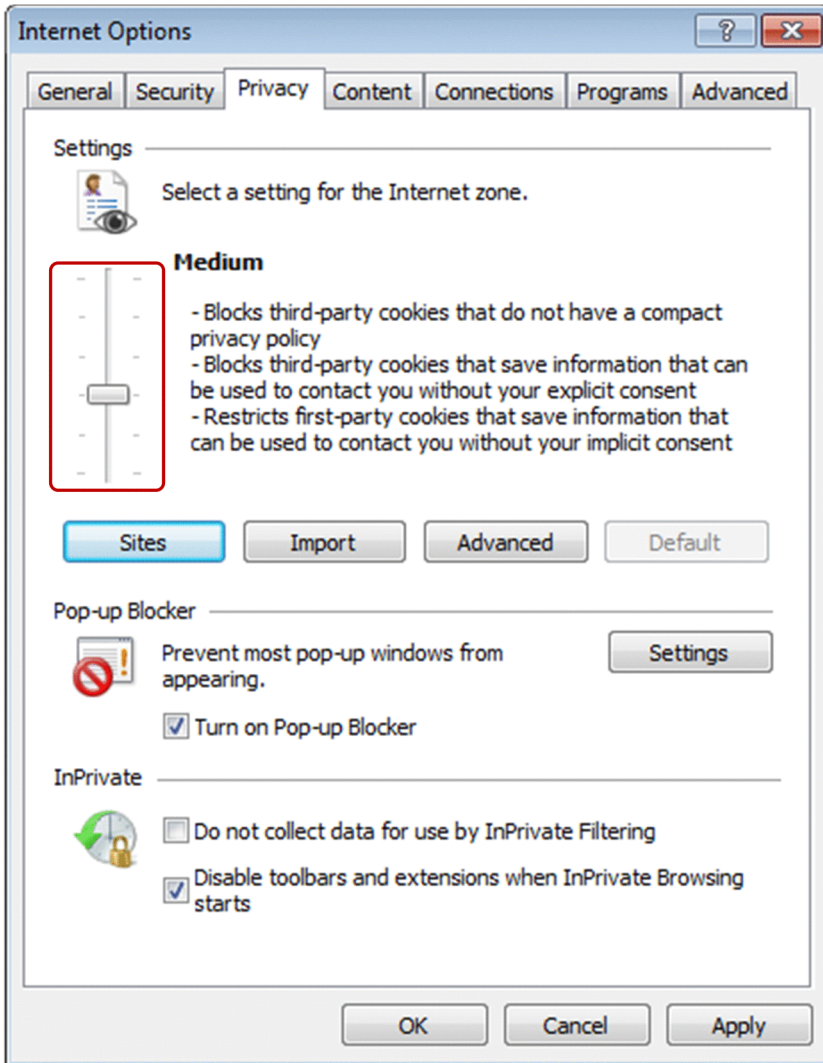
3.3.2 Privacy tab

This subsection describes the settings on the **Privacy** tab.

If the JP1/DH - Server site is in the **Internet** zone, you need to accept cookies.

Under **Settings**, select **High**, **Medium High**, or **Medium** for a setting for the Internet zone. By default, **Medium** is selected.

If you select **High**, you need to allow the JP1/DH - Server site to use cookies. Click the **Sites** button to open the Per Site Privacy Actions dialog box. In the **Address of website** text box, enter the domain of JP1/DH - Server site (for example, if the site is `jp1dh-server.hitachi.co.jp`, then enter `hitachi.co.jp`), and then click the **Allow** button.

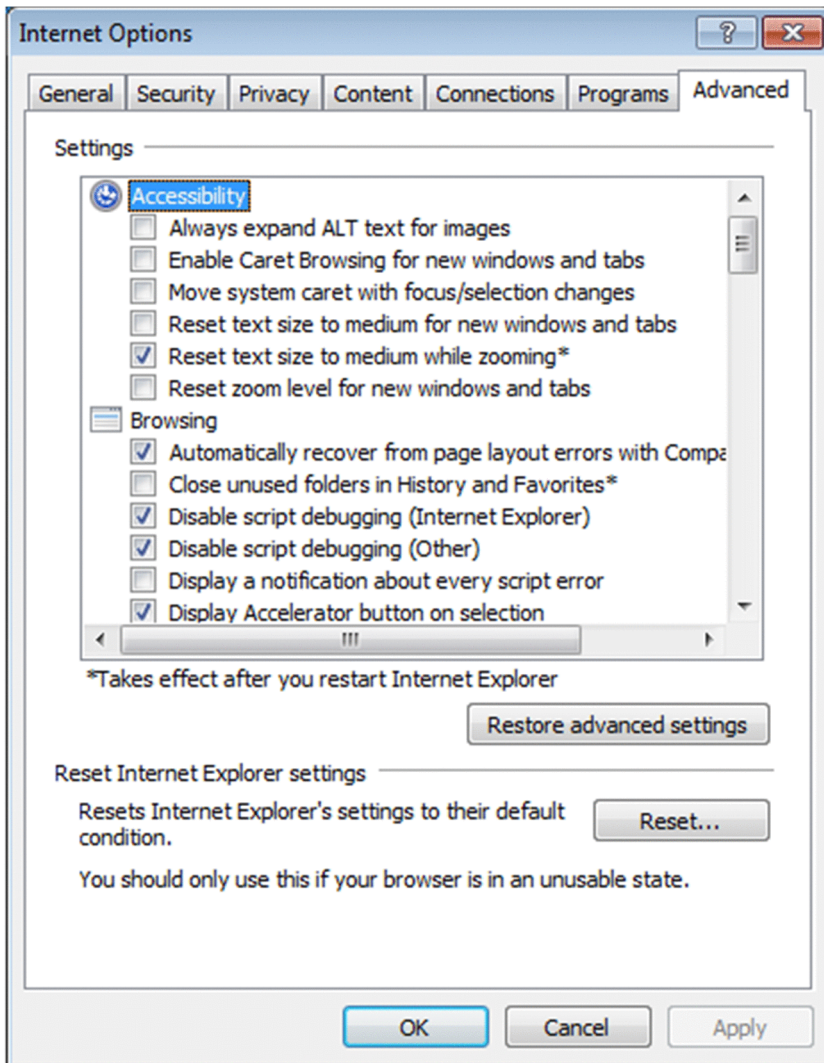


When you select the **Override automatic cookie handling** check box in the Advanced Privacy Settings dialog box that is displayed by the **Advanced...** button, select **Accept** or **Prompt** under **First-party Cookies**.

By default, the **Override automatic cookie handling** check box is cleared.

3.3.3 Advanced tab

This subsection describes the settings on the **Advanced** tab.



Check the following settings:

- **HTTP 1.1 settings**

- **Use HTTP 1.1**
- **Use HTTP 1.1 through proxy connections**

Select both of the check boxes above. By default, both of them are selected.

- **Security**

- **Use SSL 2.0**
- **Use SSL 3.0**
- **Use TLS 1.0**
- **Use TLS 1.1[#]**
- **Use TLS 1.2[#]**

[#]: This item is displayed in Internet Explorer 8 or later.

You can use SSL 3.0 or TLS 1.0 for the JP1/DH - Server, but cannot use SSL 2.0, TLS 1.1, or TLS 1.2. For this reason, select **Use SSL 3.0** or **Use TLS 1.0**, or both. By default, both of them are selected.

- **Do not save encrypted pages to disk**

We recommend that you do not select this check box. Leaving this check box cleared might display the windows of JP1/DH - Server more quickly. By default, this check box is cleared.

- **Multimedia**

- **Play animations in webpages**

- Select this check box. By default, this check box is selected.

- **Show pictures**

- Select this check box. By default, this check box is selected.

3.4 Checking the Java Control Panel settings

You need to specify the settings in the Java Control Panel properly to use JP1/DH - Server.

This section describes the Java Control Panel of JRE 6.0 Update 24. If the version of Update you are using is different, some setting items might be different (for example, added or missing items, and different item names).

To open the Java Control Panel, select **Java** in the Windows Control Panel.

3.4.1 General tab

This subsection describes the settings on the **General** tab.

(1) Network Settings

You need to specify the network settings according to your environment.

Normally, select **Use browser settings**.

Important note

If you select **Use browser settings** in an Active Directory environment, you might not be able to access JP1/DH - Server. In this case, select **Use proxy server**, and then enter your proxy server information.

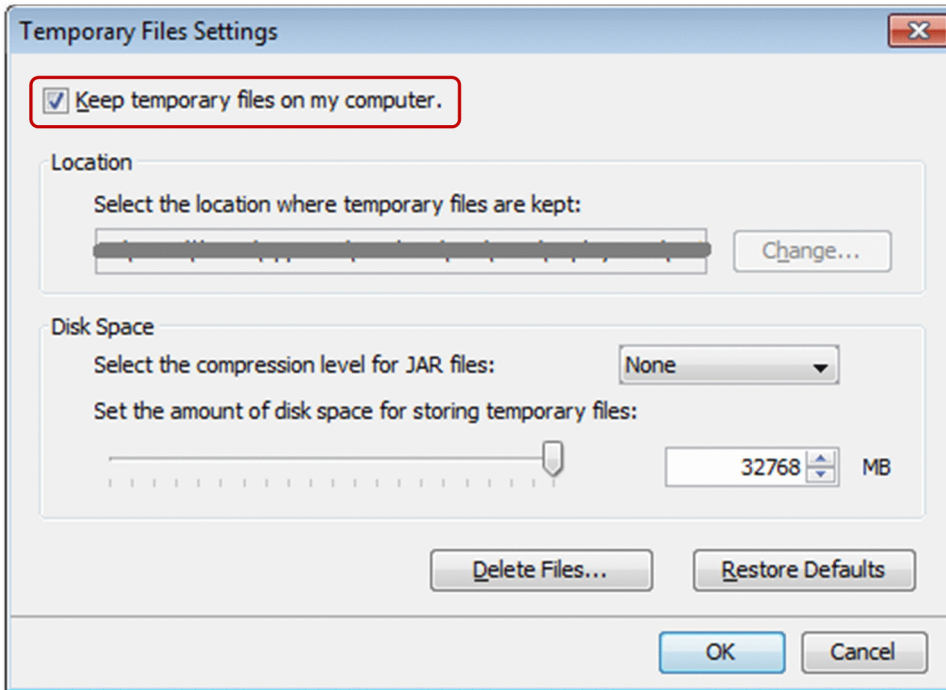
(2) Temporary Internet Files

We recommend that you select the **Keep temporary files on my computer** check box in the Temporary Files Settings dialog box that is displayed by clicking the **Settings...** button.

Selecting this check box displays the windows of JP1/DH - Server more quickly from the next time you access the service.

By default, this check box is selected.

Specify an existing folder for which you have write permissions in **Location**.



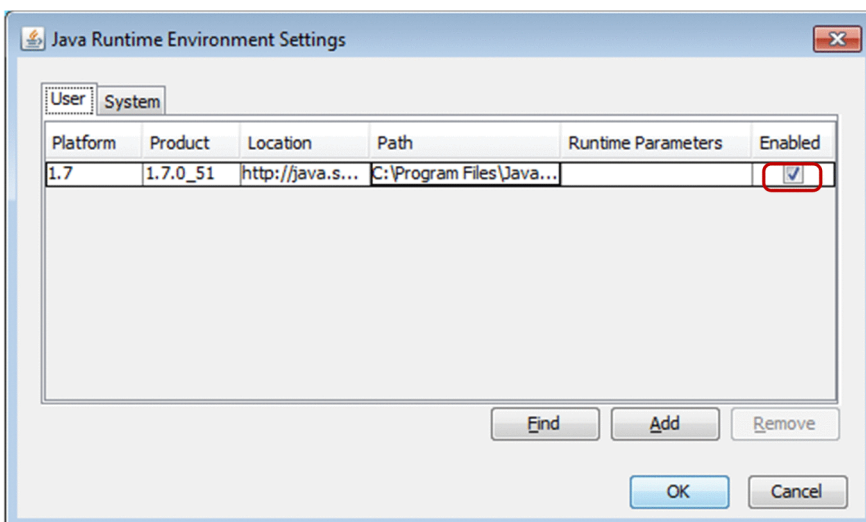
3.4.2 Java tab

This subsection describes the settings on the **Java** tab.

(1) Java Runtime Environment Settings

Click the **View...** button to open the Java Runtime Environment Settings dialog box. Select the **User** tab, and then select the check box under **Enabled**.

By default, the check box under **Enabled** is selected.



3.4.3 Advanced tab

This subsection describes the settings on the **Advanced** tab. By default, all the check boxes described below are selected.

Java Plug-in

Select the **Enable the next-generation Java Plug-in (requires browser restart)** check box.

Secure Execution Environment

- Select the **Allow user to grant permissions to signed content** check box.

Advanced Security Settings

- Select the **Use certificates and keys in browser keystore** check box.

For Windows XP, we recommend that you select the **Java Quick Starter** check box under **Miscellaneous**. Selecting this check box displays the windows of JP1/DH - Server more quickly.

3.5 Procedures for coping with problems in sending and receiving

This section describes how to cope with problems in sending and receiving.

3.5.1 Problems in sending (the address book does not appear)

The possible causes of problems in sending are as follows:

- Java failed to start because JRE was not allowed to be executed.
- Java successfully started but the Java proxy authentication failed.
- Java successfully started but the Java applet of JP1/DH - Server failed to start.
- Other causes[#]

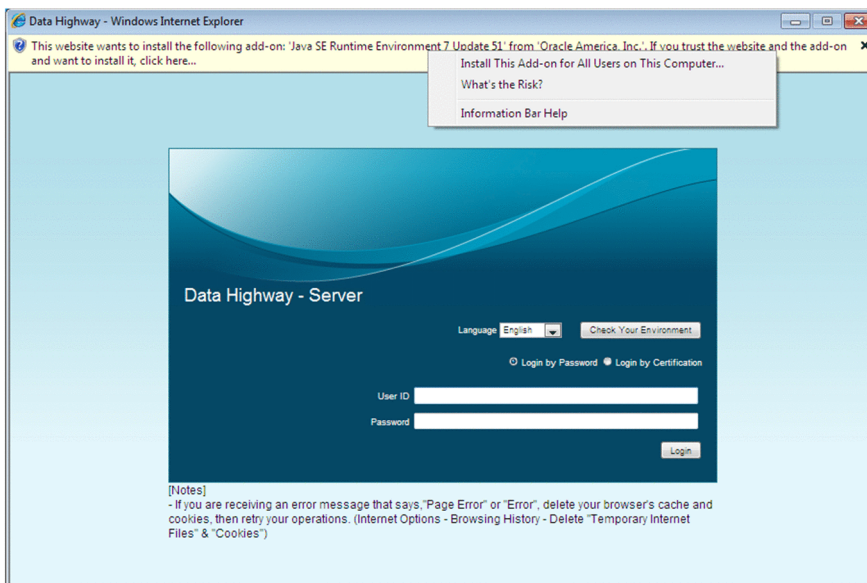
#

Collect a log by following the procedure described in [3.5.2 Collecting a Java console log](#), and then send it to the system administrator.

(1) Java failed to start because JRE was not allowed to be executed

When a message that asks permission to run JRE appears, click **Run ActiveX Control**.

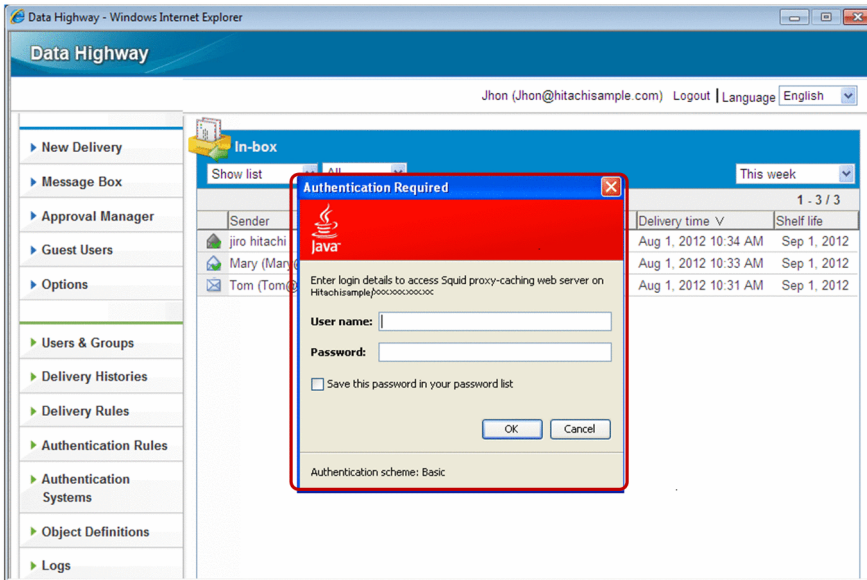
The address book does not appear unless you run JRE.



(2) Java successfully started but the Java proxy authentication failed

Does the Authentication Required dialog box appear?

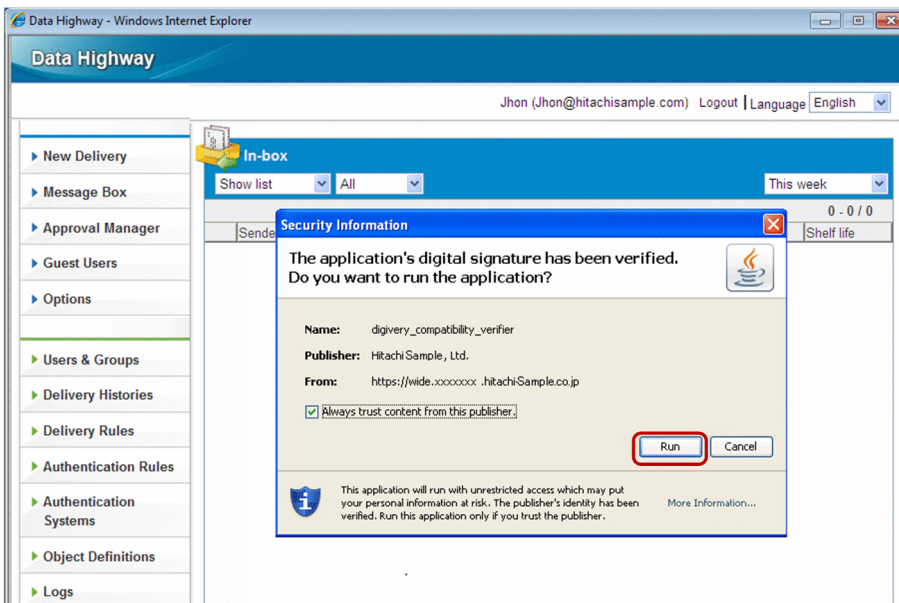
If so, enter your user ID and password for the proxy authentication. The address book does not appear unless this proxy authentication is implemented.



(3) Java successfully started but the Java applet of JP1/DH - Server failed to start

Does the Security Information dialog box that asks you whether you run the Java applet of JP1/DH - Server appear? If so, click **Run**.

The address book does not appear unless you run the applet.



3.5.2 Collecting a Java console log

If you cannot solve the problem, collect log data by following the procedure below and then send the log file to the system administrator.

To collect log data:

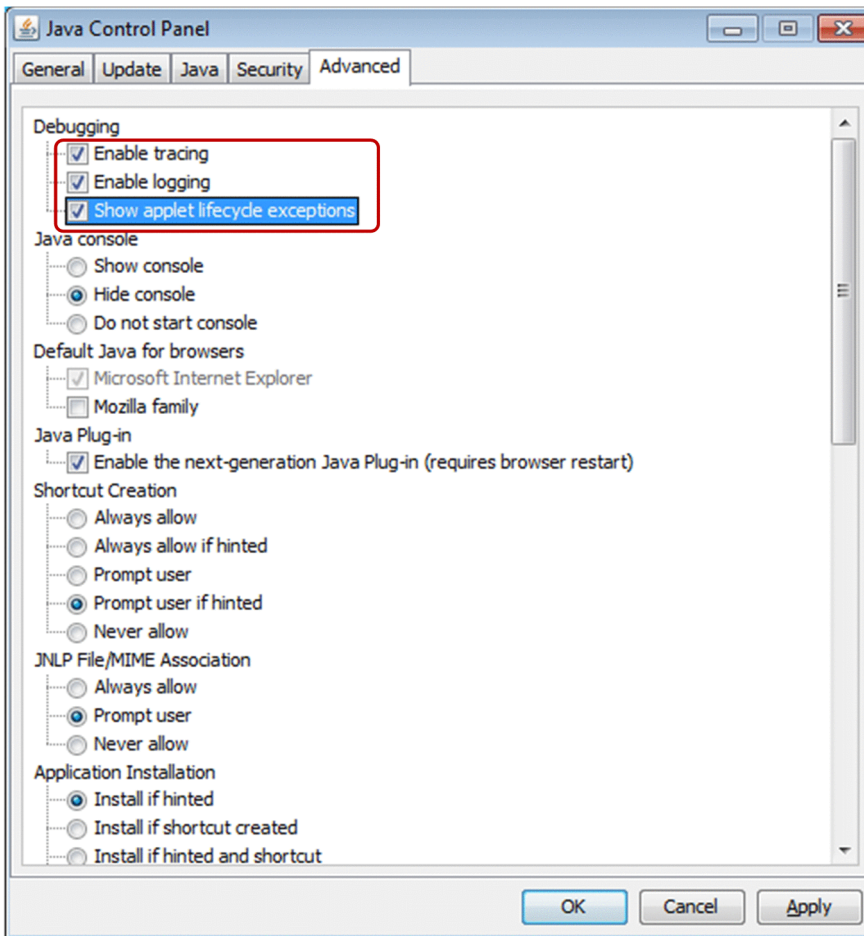
1. From the **Start** menu, click **Control Panel**.

The Control Panel appears.

2. Double-click the **Java** icon.

The Java Control Panel appears.

3. Click the **Advanced** tab, and then select all the check boxes under **Debugging**. Click the **OK** button.



4. Restart Internet Explorer (IE).

Do the same operation as when the problem occurred.

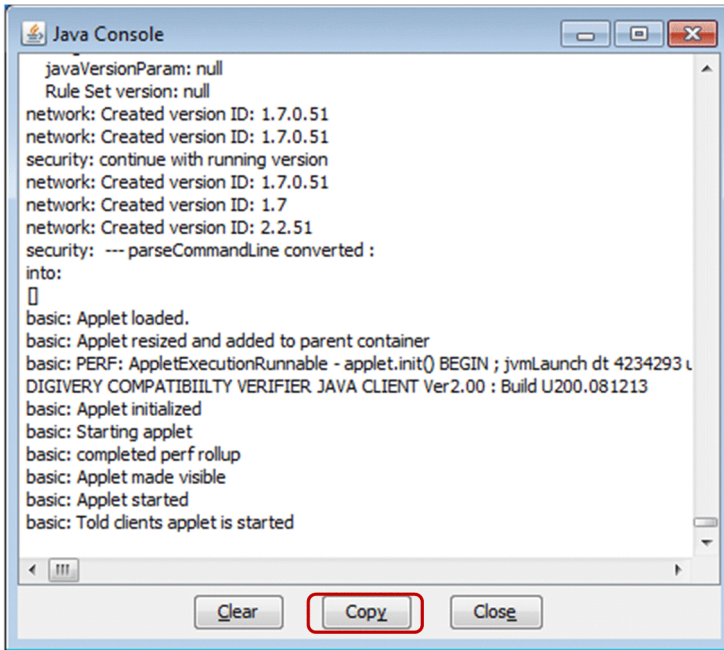
5. In the task tray, right-click the displayed Java icon.

Click **Open version Console**. The Java Console appears.



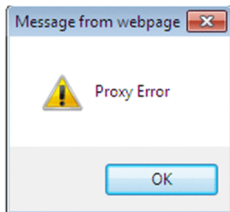
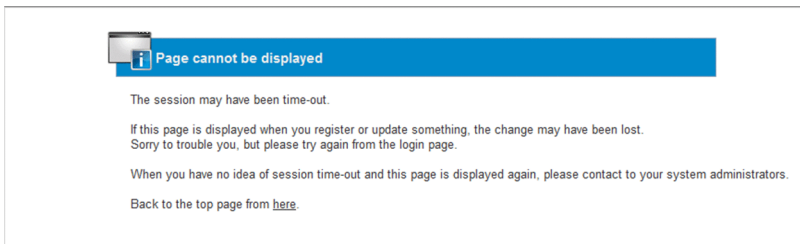
6. Click the **Copy** button.

Paste the log data in a text editor (such as notepad), and then save it in a file.
Send the saved file to the system administrator.



3.6 Workarounds for the Page Error window and the Error dialog box

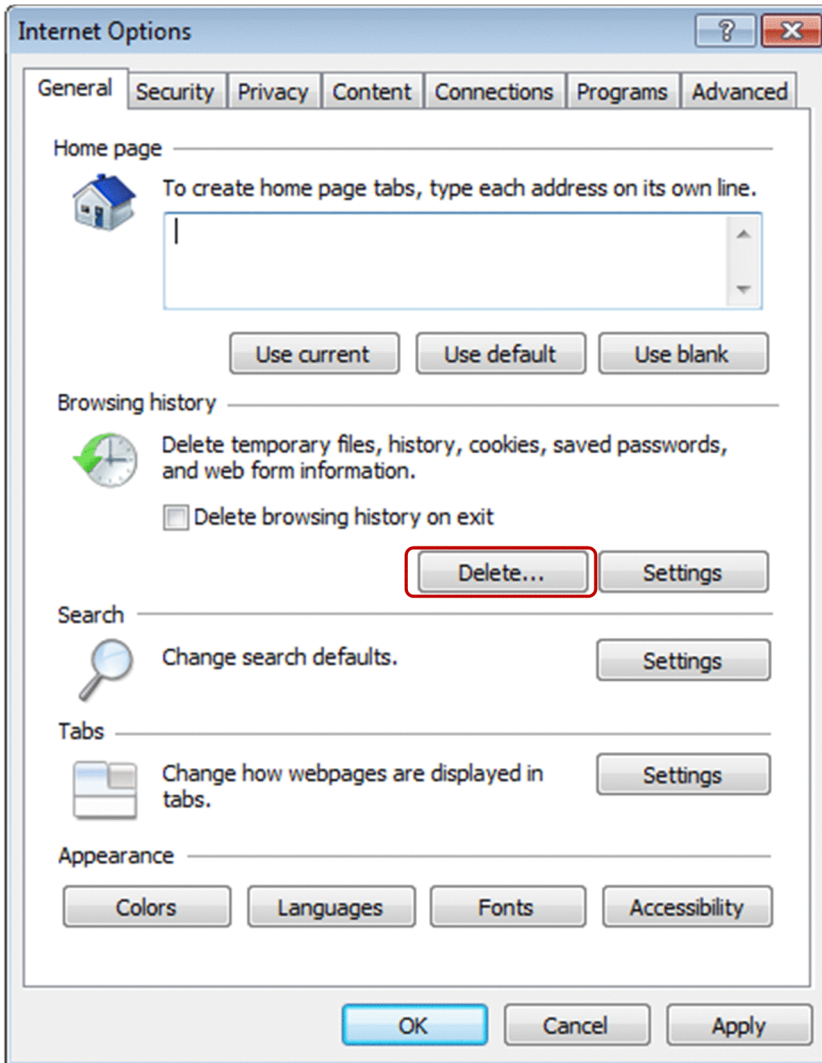
This section describes workarounds for the Page Error window and the Error dialog box displayed in the browser.



3.6.1 Clearing the cache of the browser

1. From the browser menu, click **Tools**, **Internet Options**, and then the **General** tab. Under **Browsing history**, click the **Delete...** button.

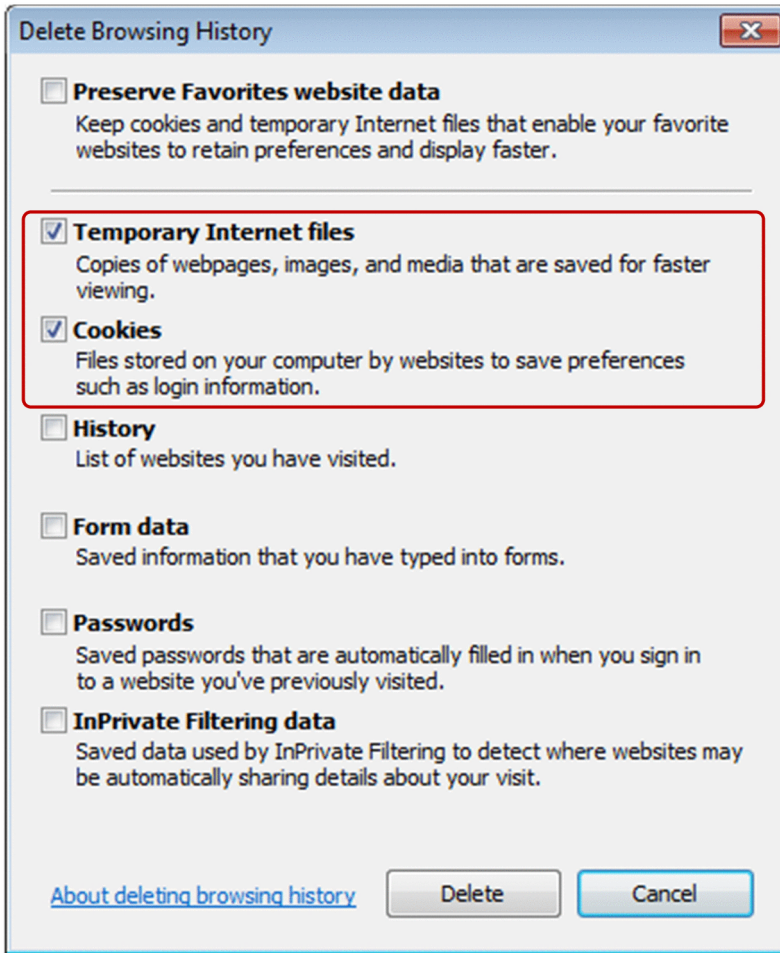
The Delete Browsing History dialog box appears.



2. Select the **Temporary Internet files** and **Cookies** check boxes, and then click the **Delete** button.
The browsing history is deleted.

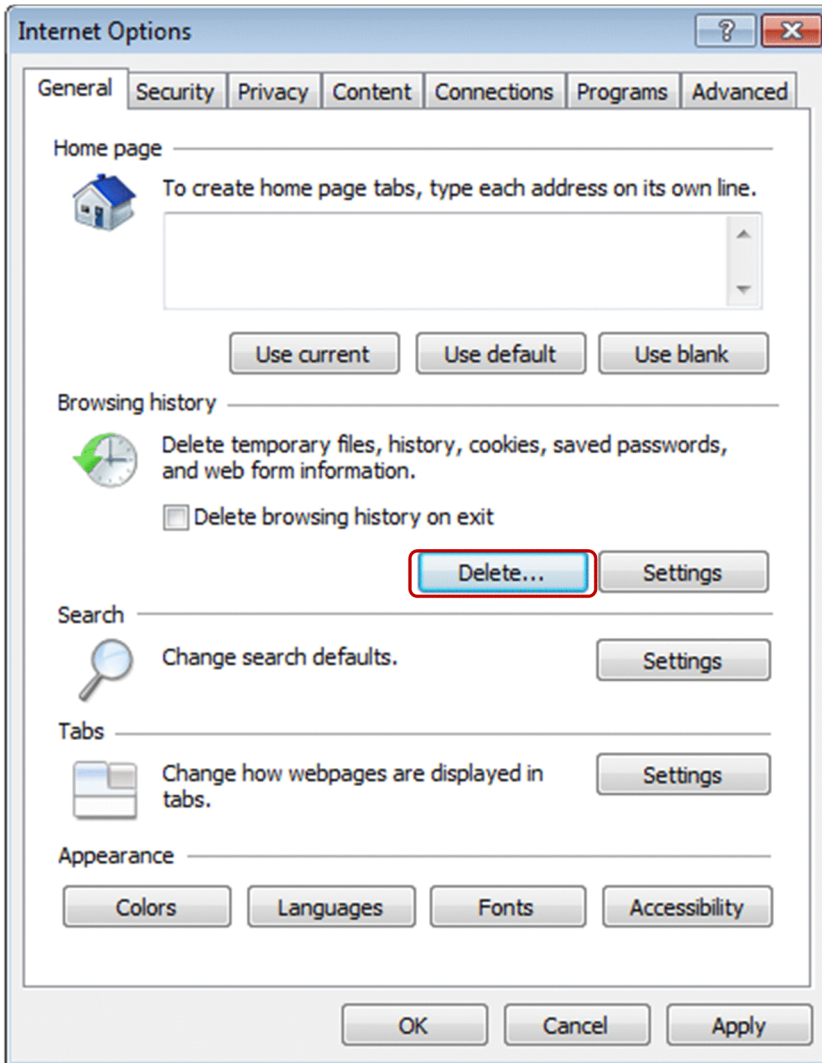
Important note

If you have bookmarked the JP1/DH - Server site as a favorite, clear the **Preserve Favorites website data** check box.



3. Click the **Close** button. The Internet Options dialog box appears.

4. Click the **OK** button.

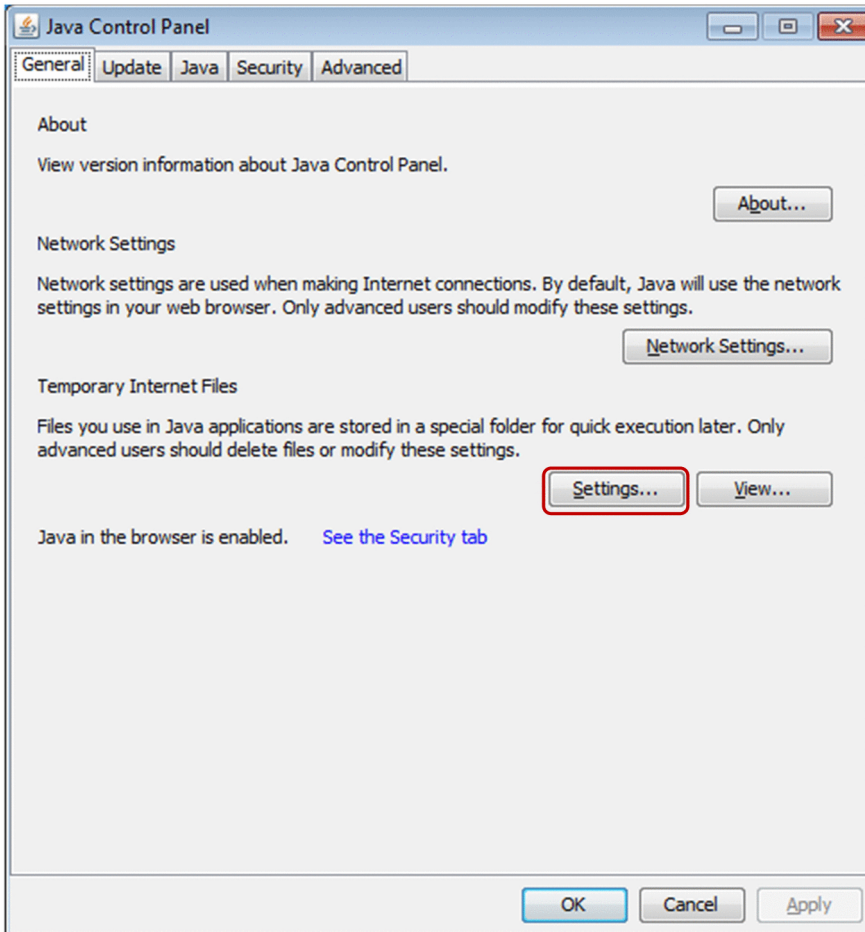


5. Restart Internet Explorer (IE).

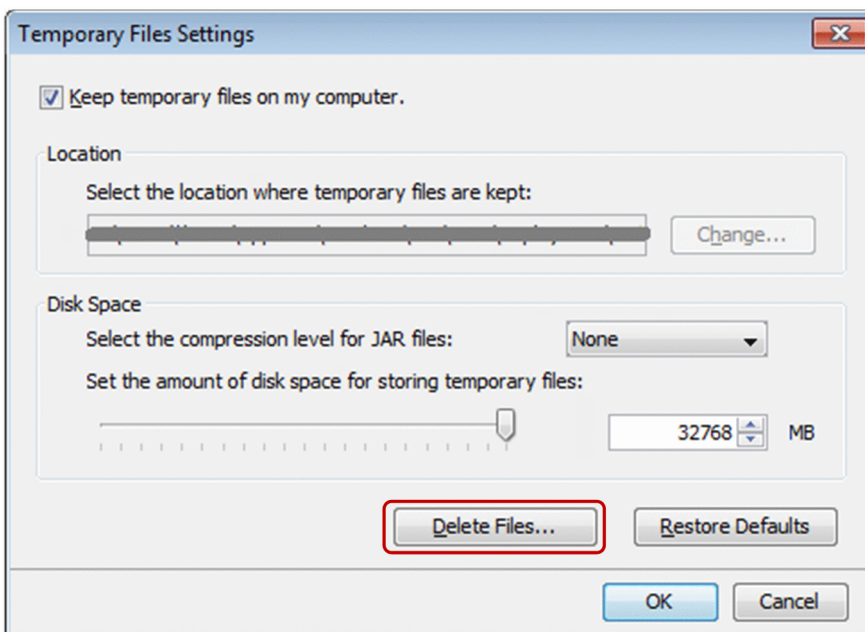
If the same error occurs even after you perform the procedure above, perform the procedure in the next subsection.

3.6.2 Clearing the cache of Java

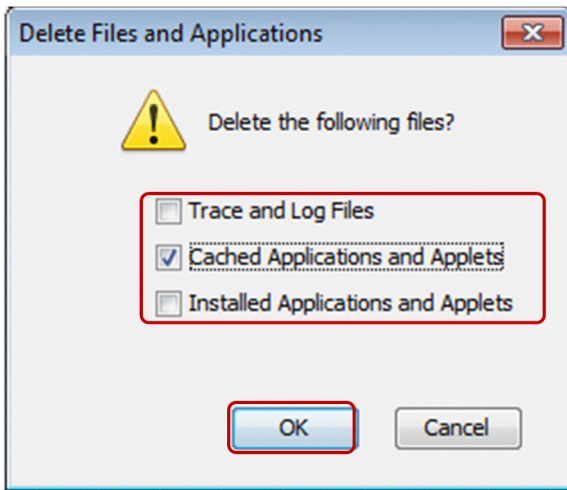
1. From the **Start** menu, click **Control Panel**.
The Control Panel appears.
2. Double-click the **Java** icon to display the Java Control Panel.
3. In the **General** tab, under **Temporary Internet Files**, click the **Settings...** button. Click the **Delete Files...** button.
The Temporary Files Settings dialog box appears.



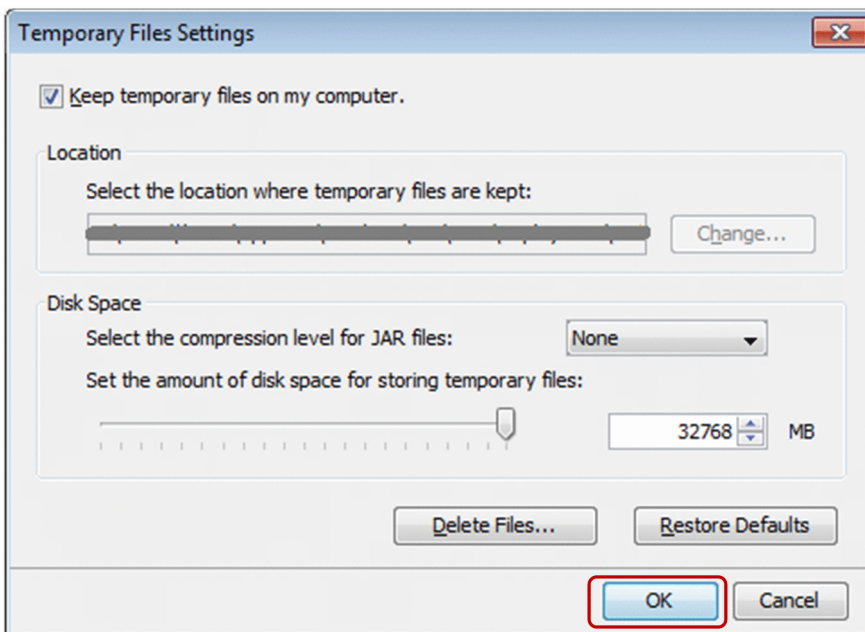
4. Click the **Delete Files...** button.
The Delete Temporary Files dialog box appears.



5. Select only the **Applications and Applets** check box. Click the **OK** button.
Temporary files are deleted and the Temporary Files Settings dialog box appears.



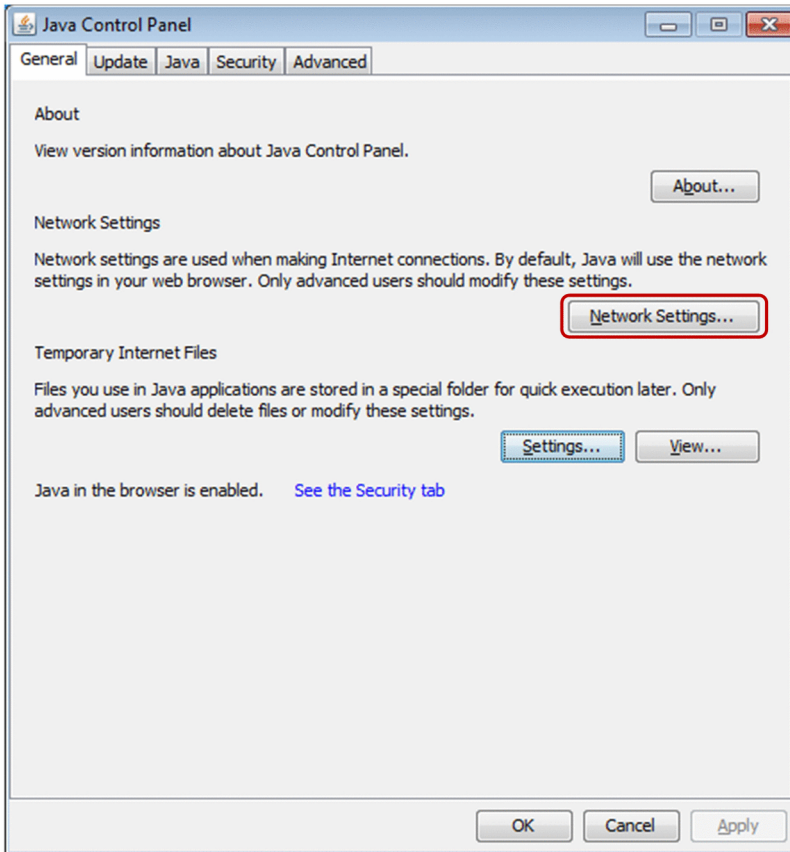
6. Click the **OK** button.



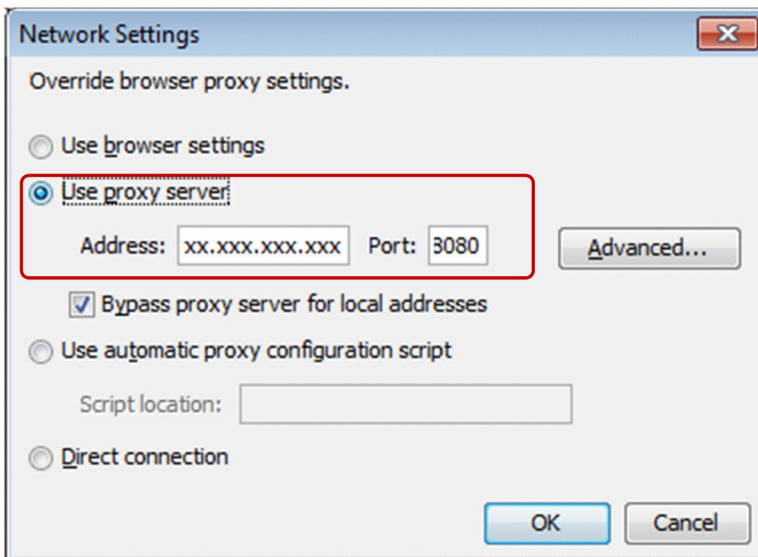
If the same error occurs even after you perform the procedure above, perform the procedure in the next subsection.

3.6.3 Specifying the Java proxy settings

1. From the **Start** menu, click **Control Panel**.
The Control Panel appears.
2. Double-click the **Java** icon to display the Java Control Panel.
3. In the **General** tab, under **Network Settings**, click the **Network Settings...** button.
The Network Settings dialog box appears.



4. Select **Use proxy server**, and then enter the IP address and port number of the proxy server.



Tip

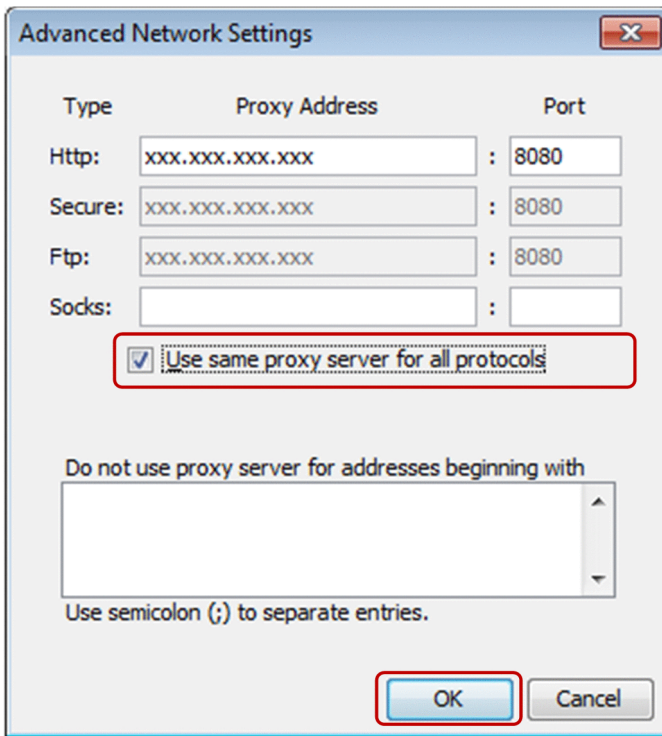
For details about the IP address and port number of the proxy server, ask your network administrator.

5. Click the **Advanced...** button.

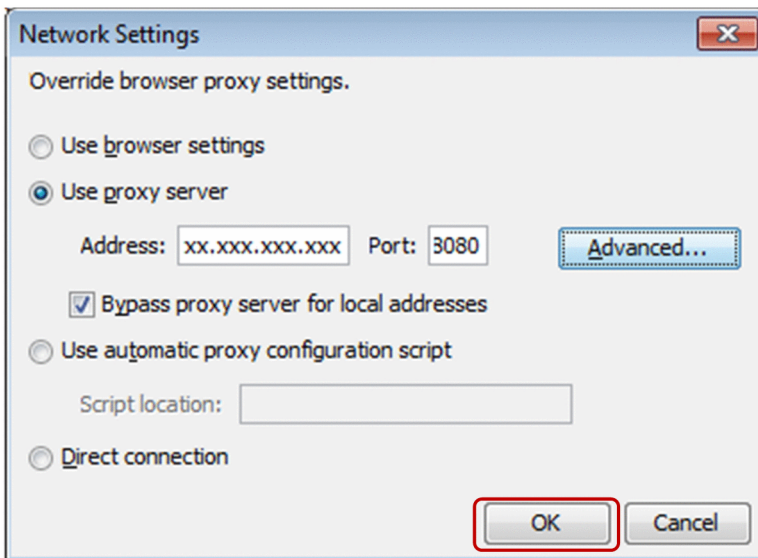
The Advanced Network Settings dialog box appears.

6. Select the **Use same proxy server for all protocols** check box, and then click the **OK** button.

The Network Settings dialog box appears.



7. Click the **OK** button.



3.7 Inquiry

Give the following information when inquiring about a problem:

- Problem
 - Screen capture (if possible)
 - Java console log file
 - Error details (message text)
- Time of occurrence
- Occurrence condition and operation procedure
- Logged-in user ID
- Whether the same problem occurs on another client PC
- Whether the same problem occurs with another user ID

Send the Java console log data collected by following the procedure described in [3.5.2 Collecting a Java console log](#).



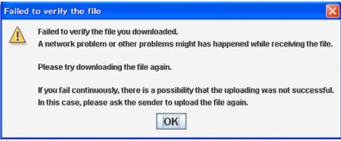
Appendixes

A. FAQ

The following table describes frequently asked questions and answers about JP1/DH - Server.

Table A–1: FAQs and answers

No.	Question	Answer
1	I cannot log in after I failed to log in several times by typing a wrong password in the login window.	JP1/DH - Server locks the account of the user who enters a wrong password five times in a row. The user cannot log in for a while. After 10 minutes, the user can log in again. If you want to unlock your account immediately, request your representative user or group manager to unlock your account.
2	After I select a file in the New Delivery window, I cannot remove the file from the file list.	You can delete the file by using either of the following procedures: <ul style="list-style-type: none"> • In the file list, select and right-click the file you want to delete, and then select the Delete menu item. • Select the file you want to delete, and then press the Delete key on the keyboard.
3	Which country's local time is used for the file storage expiration date specified in the New Delivery window?	The time that JP1/DH - Server uses is the local time of the area where JP1/DH - Server is located. The file storage expiration date is the same local time as above. Be aware that the local time of the area where a client PC is located is not used.
4	When I open the New Delivery window, the dialog box indicating that <code>Object doesn't support this property or method</code> appears instead of the Java applet for selecting files.	<ul style="list-style-type: none"> • From the Windows start menu, select Control Panel, Java, and the General tab, and then click the About... button. Check the JRE version. For details about the JRE version you can use, see 1.1.2(2) Java software. • By using the following procedure, make sure that the proxy setting for Java applet is correct: From the Windows start menu, select Control Panel, Java, and the General tab, and then click the Network Settings... button. In the Network Settings dialog box, make sure that the Use browser settings radio button is selected.
5	What behavior is expected if I select a shortcut file or file for which I do not have access permissions in the New Delivery window?	If you drag a shortcut file to the file selection field, the shortcut file (*.lnk) is sent. If you select a shortcut file in the file selection dialog box displayed by clicking the New File button, the file to which the shortcut file refers is sent. If you drag a file for which you do not have access permissions to the file selection field, you encounter the error message <code>A file was not found</code> after clicking the Start Sending button, and you cannot send the file.
6	I encounter an error while a file is being sent in the New Delivery window.	If a representative user or group manager performs the following operations while you are sending a file, you encounter an error and the file delivery fails: <ul style="list-style-type: none"> • Delete the sender. • Delete the recipients. • Delete the approvers assigned to the approval route. Ask your representative user or group manager to make sure that these users exist.
7	The characters are not displayed soon when I type them into the message box in the New Delivery window.	Displaying the characters in the New Delivery window needs time because the system checks if the typed characters can be transferred. If the characters you have typed are not displayed soon, wait for a while.
8	When I open the New Delivery window, I encounter the "Failed to read input" dialog box and cannot upload a file.	This dialog box might appear when you operate the New Delivery window before the window is displayed completely. Do not operate the New Delivery window until the window is displayed completely. When the Address List is displayed, the New Delivery window is displayed completely.
9	When I click the menu icon and select Show more info. in the In-box window, the Receiving Item window is not displayed.	The sender might be deleted or inactivated. In this case, you cannot receive the file. In addition, the delivery rule is re-evaluated when the recipient selects Show more info. If the sender is allowed to send the file at the delivery but is not allowed when the recipient selects Show more info. , the Receiving Item window is not displayed.

No.	Question	Answer
10	When I attempt to download a file in the Inbox window, the message An invalid sequence of the protocol was detected appears and I cannot download the file.	The sender might have deleted the file just before you started to download it. Ask the sender whether he or she has deleted the file.
11	The Download button is not active so I cannot download the file.	File download fails due to the following reasons: <ul style="list-style-type: none"> • The sender limits the number of times the file can be downloaded. • The storage expiration date of the file has been reached. • The sender has deleted the sending history of the file. • The file has been deleted by the anti-virus software installed in the server.
12	The "Failed to verify the file" dialog box appears while a file is being downloaded, and I cannot download the file. 	The system finds that the downloaded file is corrupt. Download the file again. If this dialog box appears repeatedly, the file might be corrupted due to a failure during the file upload. In this case, request the sender to send the file again.
13	When I attempt to create a guest user in the New User window or edit a guest user in the Edit User window, the message The email address (xxx@xxx.xx) is already registered. appears and I cannot create or edit a guest user.	JP1/DH - Server does not allow you to register the same email address that is already registered. Ask your representative user, group manager, and other users who have created guest users whether they used the email address of the guest user you want to create or edit. If no user used the email address but the same message appears again, contact your representative user or group manager.
14	When I attempt to create a guest user in the New User window, the message You exceeded limits of your number of users. Please delete users before you create this user. appears and I cannot create a guest user.	The maximum number of the users that can be registered is the number of users that the system administrator assigns to the domain. If there is no guest user you can delete, request your representative user or group manager to delete other users.
15	Whenever I access JP1/DH - Server by using a 64-bit Internet Explorer on a 64-bit OS, Java installer starts and I cannot use JP1/DH - Server.	A 64-bit JRE is not installed in your environment. Install a 64-bit JRE listed in 1.1.2(2) Java software .
16	When I use Java 7 Update 21 or earlier, a security warning dialog box appears in the New Delivery window of JP1/DH - Server.	If a security warning dialog box appears, select Don't Block or No . Be assured that JP1/DH - Server does not access any data on your computer without authorization.
17	I cannot operate Internet Explorer after file transmission is completed, while the downloader is starting, after the downloader has started, during certificate authentication, or while checking a client environment.	This problem might occur if Java settings are not specified properly. Make sure that the settings below are enabled. Close the frozen Internet Explorer window by using Task Manager or other methods. <ul style="list-style-type: none"> • Java settings <ol style="list-style-type: none"> 1. From the Windows start menu, select Control Panel, Java, and the Java tab, and then, under Java Runtime Environment Settings, click the View... button. In the Java Runtime Environment Settings dialog box, make sure that the check box under Enabled is selected. 2. From the Windows start menu, select Control Panel, Java, the Advanced tab, and then Java Plug-in. Make sure that the Enable the next-generation Java Plug-in (requires browser restart) check box is selected.
18	Java does not start in an environment where Internet Explorer 8 or later runs.	Make sure that the settings of Internet Explorer are as follows: For Internet Explorer 8 or later <ul style="list-style-type: none"> • Compatibility View: Enabled

No.	Question	Answer
		<p>For Internet Explorer 10</p> <ul style="list-style-type: none"> • Enable Enhanced Protected Mode: Cleared • The URL of this server is added to trusted sites and the protected mode for trusted sites is disabled.
19	While I operate the window, a dialog box that indicates only <code>ERROR</code> appears.	<p>This dialog box appears infrequently depending on the timing of processing.</p> <p>If this dialog box appears, close and restart the browser and then log in again. If the dialog box still appears after you restart the browser, delete the browser's cache and cookies. This might solve the problem.</p>
20	While I operate the window, the error message <code>A problem with this webpage caused Internet Explorer to close and reopen the tab</code> appears.	<p>This problem occurs if you use Internet Explorer 9.0 and JRE 6 Update 23 or earlier. Enable Compatibility View in Internet Explorer or use JRE 6 Update 24 or later.</p>
21	<p>While I operate the window, the following messages appear:</p> <ul style="list-style-type: none"> • Object doesn't support this property or method. • Object doesn't support the 'Verify' property or method. # <p>#: The property name in the message might vary.</p>	<p>The version or minor version of JRE on your machine might be old. Use the latest version of JRE.</p>
22	<p>While I am using JP1/DH - Server, the dialog box indicating the following message appears:</p> <p>The application's digital signature has been verified. Do you want to run the application? What should I do?</p>	<p>You need to start the Java application to use JP1/DH - Server. A digital signature is applied to verify that this Java application has not been maliciously manipulated.</p> <p>When this dialog box appears, confirm that the Publisher is Hitachi Solutions, Ltd., and then click the Run button. If you select the check box, this dialog box will not be displayed next time.</p>

B. Reference Material for This Manual

This appendix provides reference information, including various conventions, for this manual.

B.1 Related publications

This manual is part of a related set of manuals. The manuals in the set are listed below (with the manual numbers):

- *Job Management Partner 1 Version 10 Job Management Partner 1/Data Highway - Server Administrator Guide* (3021-3-360(E))

B.2 Conventions: Abbreviations for product names

This manual uses the abbreviations for product names listed below. However, when necessary, products names are written in full.

Full name or meaning	Abbreviation	
Java™ Runtime Environment	Java Runtime Environment	JRE
Job Management Partner 1/Data Highway - Automatic Job Executor	JP1/Data Highway - AJE	
Job Management Partner 1/Data Highway - Server	JP1/DH - Server	

B.3 Conventions: Acronyms

This manual also uses the following acronyms:

Acronym	Full name or meaning
CPU	Central Processing Unit
FAQ	Frequently Asked Question
HTTP	Hyper Text Transfer Protocol
ID	Identification
JRE	Java Runtime Environment
OS	Operating System
SSL	Secure Socket Layer
TLS	Transport Layer Security
URL	Uniform Resource Locator

B.4 Default installation folder

JP1/DH - Server is installed in the following folder by default:

- Default installation folder
system-drive: \Program Files\Hitachi\jpldh\server

B.5 Conventions: KB, MB, GB, and TB

This manual uses the following conventions:

- 1 KB (kilobyte) is 1,024 bytes.
- 1 MB (megabyte) is 1,024² bytes.
- 1 GB (gigabyte) is 1,024³ bytes.
- 1 TB (terabyte) is 1,024⁴ bytes.

C. Glossary

A

approval route

A rule that consists of approvers of a delivery and conditions of approval. An approval route is included in a delivery rule and managed by a representative user.

Two or more approvers can be assigned to an approval route. In this case, an approval operation is completed when one of the approvers accepts or rejects the application for approval.

approver

A general user who approves applications for deliveries.

C

creating a guest user

An operation where a general user adds a user to JP1/DH - Server. A general user must be granted authority to create a guest user.

D

delivery

An action of sending files or messages in JP1/DH - Server.

delivery policy

A policy on file transmission including maximum size and storage period of a file.

A delivery policy is managed by a representative user.

domain

One of the management units of JP1/DH - Server. A domain is created by the system administrator. A representative user is assigned a domain.

download limit

Total amount of data that can be downloaded in one month.

A representative user specifies the download limit.

F

fast communication mode

A setting for high-speed file transmission. A user can select this mode when sending files. However, depending on the environment, files might not be sent in fast communication mode due to the settings of the proxy server and firewall.

G

general user

Sends and receives files by using JP1/DH - Server.

General users are managed by a representative user or group manager.

If a general user is granted authority by a representative user or a group manager, the general user is also able to create guest users and manage them.

group

A management unit of users.

A group is managed by a representative user or group manager.

group manager

A user who is allowed to manage a group by a representative user or another group manager.

A group manager is able to manage the groups and users in the management target group and view the sending and receiving histories of the group.

guest user

A general user created by a general user with authority.

A guest user is managed by a representative user or the general user who creates the guest user.

A guest user can send and receive files by using JP1/DH - Server. However, a guest user cannot create other users.

R

recipient

A general user who receives files and messages.

representative user

A user who manages a whole domain.

A representative user is managed by the system administrator.

S

sender

A general user who sends files and messages.

system administrator

A user who manages the JP1/DH - Server domain and the representative users.

T

Total Disk Space

A storage space allocated to a domain. A user cannot send files that exceed the amount of free disk space. A representative user specifies the Total Disk Space.

U

unregistered user

A user who is not registered in JP1/DH - Server.

An unregistered user can receive an email with an open password that is sent by a user who is allowed to send data to unregistered addresses in JP1/DH - Server.

An unregistered user can use only the function to receive files.

user

A person who uses JP1/DH - Server, including a representative user, group manager, general user, and unregistered user.

User Disk Space

Amount of storage space allocated to a user. A user cannot send files that exceed the amount of free user disk space.

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