

**JP1 Version 12**

## **JP1/Data Highway - Server User's Guide**

**3021-3-D44(E)**

## Notices

### ■ Relevant program products

For details about the applicable OS versions, and a service pack and patch that are prerequisites for JP1/Data Highway - Server, check the *Release Notes*.

P-2A41-9ACL JP1/Data Highway - Server version 12-00 (For Windows Server 2012, Windows Server 2012 R2, and Windows Server 2016)

P-8141-9ACL JP1/Data Highway - Server version 12-00 (For Linux 6 (x64))

P-2A41-9BCL JP1/Data Highway - Server Starter Edition 12-00 (For Windows Server 2012, Windows Server 2012 R2, and Windows Server 2016)

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## ■ Microsoft product name abbreviations

This manual uses the following abbreviations for Microsoft product names.

Full name or meaning	Abbreviation	
Windows(R) Internet Explorer(R)	Internet Explorer	
Windows(R) 10 Home	Windows 10	Windows
Windows(R) 10 Pro		
Windows(R) 10 Enterprise		
Microsoft(R) Windows(R) 7 Professional	Windows 7	
Microsoft(R) Windows(R) 7 Enterprise		
Microsoft(R) Windows(R) 7 Ultimate		
Windows(R) 8.1	Windows 8.1	
Windows(R) 8.1 Pro		
Windows(R) 8.1 Enterprise		
Microsoft(R) Windows Server(R) 2012 Standard	Windows Server 2012	

Full name or meaning	Abbreviation	
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 Server(R) 2016 Standard	Windows Server 2016	
Microsoft(R) Windows Server(R) 2016 Datacenter		

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## Summary of amendments

The following table lists changes in this manual (3021-3-D44 (E)) and product changes related to this manual.

Changes	Location
The following OS are supported: <ul style="list-style-type: none"><li>• macOS 10.13 (High Sierra)</li></ul>	<a href="#">1.1.1(2)</a>
The application (App) that is used to send and receive files and messages is now supported. Accordingly, Java software is no longer required if the App is used. Descriptions on the scenarios when the App is used and when it is not were changed. The <b>Send/Receive</b> menu name has been changed as follows: <ul style="list-style-type: none"><li>• <b>Legacy Window</b> → <b>Java Applet</b></li><li>• <b>New Window</b> → <b>JWS</b></li></ul>	<a href="#">1.1.2</a> , <a href="#">2.2</a> , <a href="#">2.3</a> , <a href="#">2.4.1(1)</a> , <a href="#">2.6</a> , <a href="#">3.5</a> , <a href="#">3.6</a>
The following web browser version is changed: <ul style="list-style-type: none"><li>• Mozilla Firefox ESR</li></ul>	<a href="#">1.1.2(1)</a>
The following web browsers are supported: <ul style="list-style-type: none"><li>• Safari 11</li></ul>	<a href="#">1.1.2(2)</a>
The following OSs are no longer supported: <ul style="list-style-type: none"><li>• Windows Server 2008 R2</li></ul>	--
The following browser are no longer supported: <ul style="list-style-type: none"><li>• OS X 10.9 (Mavericks)</li><li>• Safari 7</li><li>• Java Runtime Environment Version 6.0</li></ul>	--

In addition to the above changes, minor editorial corrections were made.

# Preface

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

## ■ 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

## ■ Organization of this manual

This manual is organized into the following chapters and an appendix:

### *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: Fonts and symbols

The following table explains the text formatting conventions used in this manual:

Text formatting	Convention
<b>Bold</b>	<p>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. For example:</p> <ul style="list-style-type: none"><li>• From the <b>File</b> menu, choose <b>Open</b>.</li><li>• Click the <b>Cancel</b> button.</li><li>• In the <b>Enter name</b> entry box, type your name.</li></ul>
<i>Italic</i>	<p>Italic characters indicate a placeholder for some actual text to be provided by the user or system. For example:</p> <ul style="list-style-type: none"><li>• Write the command as follows: <code>copy source-file target-file</code></li><li>• The following message appears: A file was not found. (file = <i>file-name</i>)</li></ul> <p>Italic characters are also used for emphasis. For example:</p> <ul style="list-style-type: none"><li>• Do <i>not</i> delete the configuration file.</li></ul>

Text formatting	Convention
Monospace	<p>Monospace characters indicate text that the user enters without change, or text (such as messages) output by the system. For example:</p> <ul style="list-style-type: none"> <li>At the prompt, enter <code>dir</code>.</li> <li>Use the <code>send</code> command to send mail.</li> <li>The following message is displayed: <code>The password is incorrect.</code></li> </ul>

The following table explains the symbols used in this manual:

Symbol	Convention
	In syntax explanations, a vertical bar separates multiple items, and has the meaning of OR. For example: <code>A   B   C</code> means A, or B, or C.
{ }	In syntax explanations, curly brackets indicate that only one of the enclosed items is to be selected. For example: <code>{ A   B   C }</code> means only one of A, or B, or C.
[ ]	In syntax explanations, square brackets indicate that the enclosed item or items are optional. For example: <code>[A]</code> means that you can specify A or nothing. <code>[B   C]</code> means that you can specify B, or C, or nothing.
...	In coding, an ellipsis (...) indicates that one or more lines of coding have been omitted. In syntax explanations, an ellipsis indicates that the immediately preceding item can be repeated as many times as necessary. For example: <code>A, B, B, ...</code> means that, after you specify A, B, you can specify B as many times as necessary.
x	Multiplication sign
/	Division sign

## ■ Conventions: Version numbers

The version numbers of Hitachi program products are usually written as two sets of two digits each, separated by a hyphen. For example:

- Version 1.00 (or 1.0) is written as 01-00.
- Version 2.05 is written as 02-05.
- Version 2.50 (or 2.5) is written as 02-50.
- Version 12.25 is written as 12-25.

The version number might be shown on the spine of a manual as *Ver. 2.00*, but the same version number would be written in the program as *02-00*.

## ■ Windows display

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.

### 1.1.1 Required OS

One of the following operating systems is required:

Japanese, English, and simplified Chinese editions of each OS are supported. However, Asian fonts must be installed in a client PC to correctly display items registered in Japanese or simplified Chinese edition.

#### (1) In Windows

- 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) 8.1 (32-bit or 64-bit) (With or without Update)<sup>#</sup>
- Windows(R) 8.1 Pro (32-bit or 64-bit) (With or without Update)<sup>#</sup>
- Windows(R) 8.1 Enterprise (32-bit or 64-bit) (With or without Update)<sup>#</sup>
- Windows(R) 10 Home (32-bit or 64-bit)
- Windows(R) 10 Pro (32-bit or 64-bit)
- Windows(R) 10 Enterprise (32-bit or 64-bit)

<sup>#</sup>

Operations on Modern UI are not supported.

#### Important

When the Send and Receive App is used, 32-bit Windows operating systems are not supported. For details about the App, see [2.3 Using the Send and Receive App](#).

#### (2) In Mac OS

- OS X 10.10 (Yosemite)<sup>#1</sup>
- OS X 10.11 (El Capitan) <sup>#1</sup>
- macOS 10.12 (Sierra)
- macOS 10.13 (High Sierra)

<sup>#</sup>

Not supported when the Send and Receive App is used.

## 1.1.2 Required software

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

### Important

- Java software is required only if you choose not to use the Send and Receive App (or *App* for short). For details about the App, see [2.3 Using the Send and Receive App](#). The default setting is to use the App.
- 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 (for Windows)

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

- Internet Explorer 11<sup>#1#2</sup>
- Microsoft Edge
- Mozilla Firefox ESR 60
- Google Chrome 52 or later

#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, change the setting (on/off) for the Compatibility View function in addition to the above functions.

#2

If you use Internet Explorer, set by using either of the following procedures:

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

## (2) Web browsers (for Mac OS)

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

- Safari 8
- Safari 9<sup>#1</sup>
- Safari 10<sup>#1</sup>

- Safari 11<sup>#2</sup>

#1

It is available in OS X 10.10.5 or later.

#2

It is available in OS X 10.11.6 or later.

### **(3) Java software (When not using the Send and Receive App)**

Any of the following Java software is required if you choose not to use the Send and Receive App:

- Java Runtime Environment Version 7.0 (32bit) (Update 51 or later)
- Java Runtime Environment Version 7.0 (64-bit) (Update 51 or later)<sup>#</sup>
- Java Runtime Environment Version 8.0 (32-bit) (Update 25 or later)
- Java Runtime Environment Version 8.0 (64-bit) (Update 25 or later)<sup>#</sup>

#

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

Some buttons might be out of alignment in Internet Explorer. In this case, in the Internet Explorer menu bar, select **Tools** change the setting (on/off) of the **Compatibility View** function. 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.

- 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.

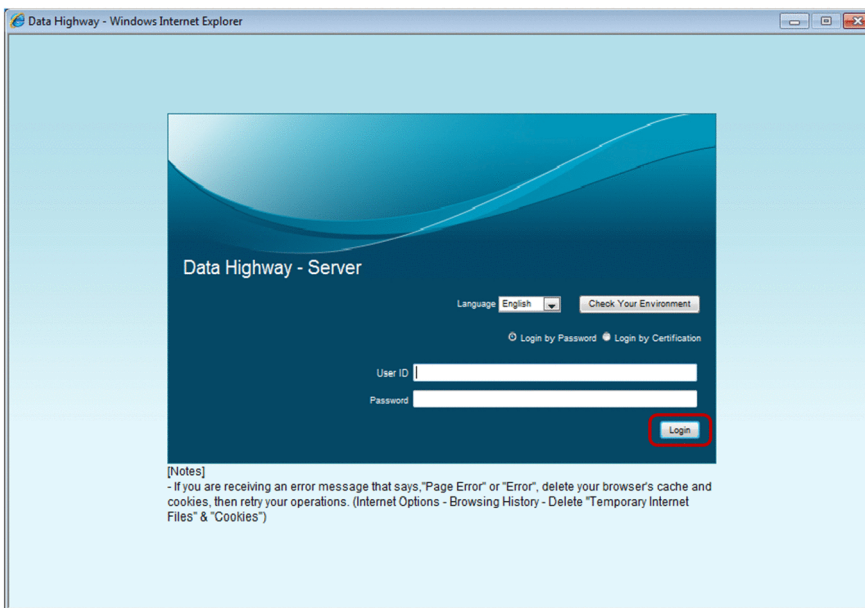
For details about the login page URL, contact your representative user or group manager.

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.



#### Note

- Before login, you can change the display language from the **Language** drop-down menu. You can also change the display language after login.
- 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 [2.10.1 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

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

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.

### ! Important

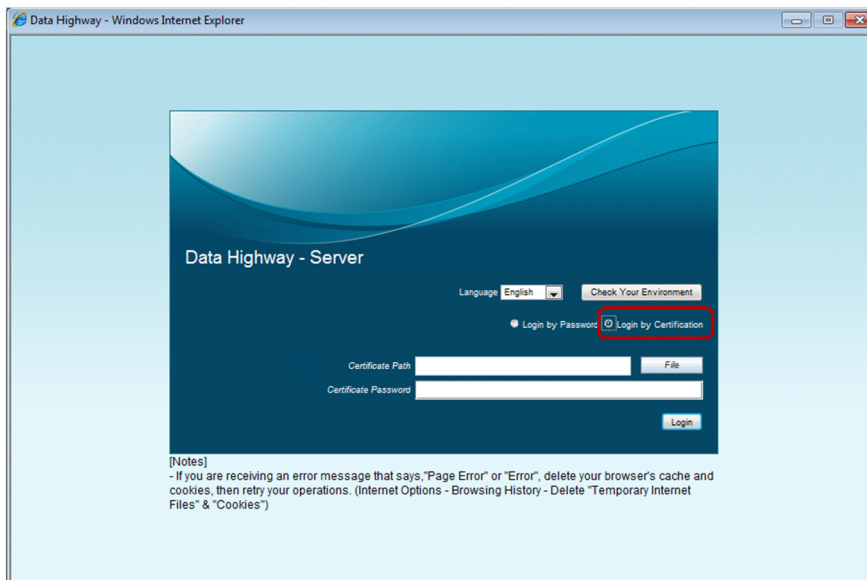
A guest user cannot log in by using an electronic certificate.

1. Access the JP1/DH - Server URL.

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

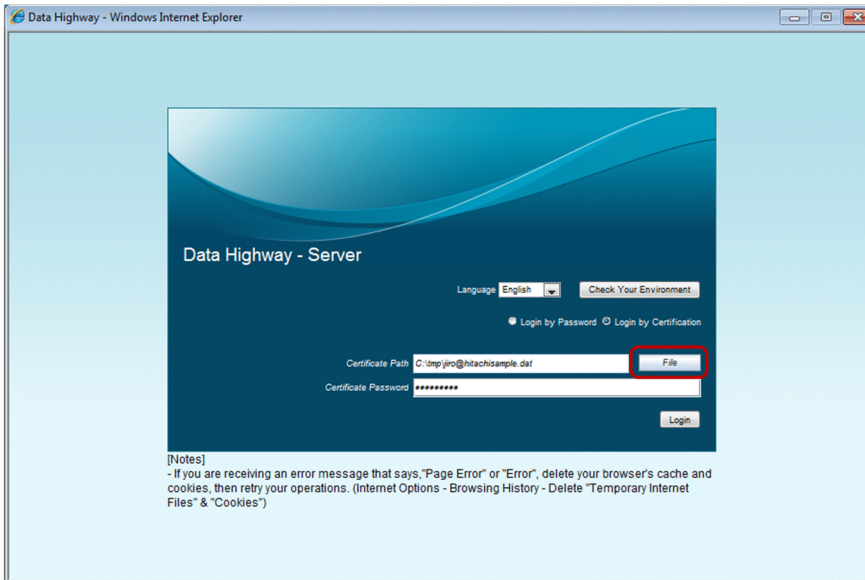
The User Authentication window appears.

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



3. Select your certificate file at the **Certificate Path** field.

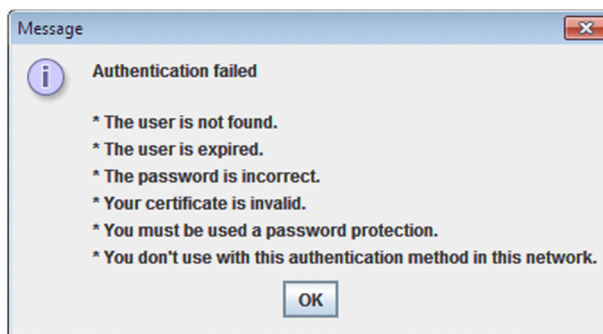
The certificate file path appears.



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

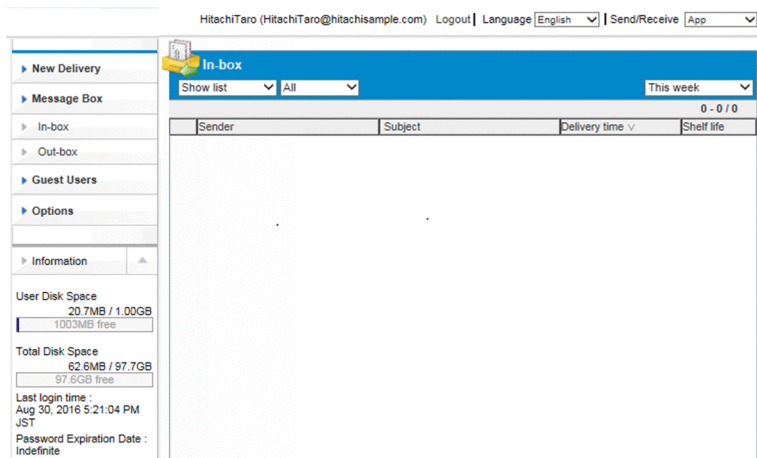
### Important

If the entered password is incorrect, 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 User Authentication window appears.



## Note

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



Hitachi Jiro (jiro@hitachisample.com)

## 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

User authority	Function							
	Send and Receive App #2	Send#3	Receive	Message Box	Guest Users	Options	Approval Manager	Manual download
General user	A	A	A	A	C	C	C	A
Guest user#1	A	A	A	A	NA	C	NA	A
Unregistered user	A	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

This menu appears when you select **App** in the **Send/Receive** drop-down menu. It allows you to download the Send and Receive App.

#3

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

Legend:

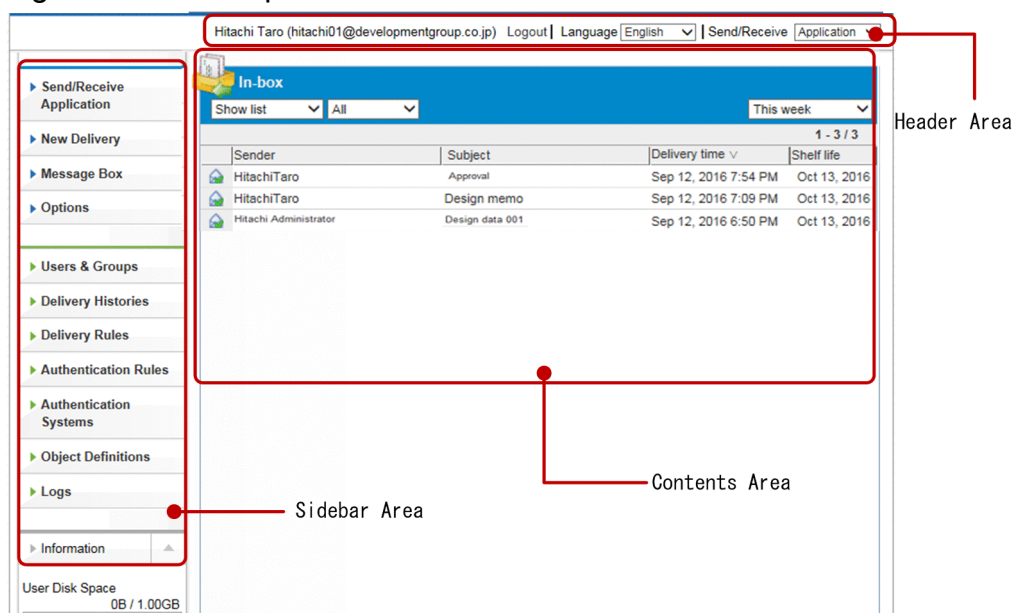
A: Available

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

#

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 <b>Start Sending</b> 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.



Window			Icon	Description
				Indicates an approval is required to send a file and message to the specified destination.
--	Address Book windows	Address List		Indicates a group.
				Indicates a user.
		• Sending Address Histories • Receiving Address Histories		Indicates a user.
				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 <b>Show more info.</b> and <b>Delete</b> menu items. In the In-box window, clicking this icon displays the <b>Show more info.</b> menu item.
				Indicates the delivery expires. Files contained in the delivery have been deleted. In the Out-box window, clicking this icon displays the <b>Show more info.</b> and <b>Delete</b> menu items. In the In-box window, clicking this icon displays the <b>Show more info.</b> menu item.
Out-box				Indicates the delivery is in process or waiting to be sent. Clicking this icon displays the <b>Show more info.</b> and <b>Delete</b> menu items.
				Indicates the delivery has failed. The delivery has not reached the destination user. Clicking this icon displays the <b>Show more info.</b> and <b>Delete</b> menu items.
				Indicates the delivery has been completed. Clicking this icon displays the <b>Show more info.</b> and <b>Delete</b> menu items.
				Indicates the delivery is rejected by the approver. The delivery has not reached the recipient. Clicking this icon displays the <b>Show more info.</b> and <b>Delete</b> 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 <b>Show more info.</b> and <b>Delete</b> menu items.
				Indicates that the system administrator temporarily stopped the delivery transmitted in JP1/Data Highway - AJE or the data transfer command. The delivery has not reached the recipient. Clicking this icon displays the <b>Show more info.</b> and <b>Delete</b> menu items.
In-box				Indicates the delivery has not been opened yet. Clicking this icon displays the <b>Show more info.</b> 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 <b>Show more info.</b> 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 <b>Show more info.</b> menu item.

Window	Icon	Description
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 <sup>#</sup>		Indicates a user who has applied for approval.

#

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

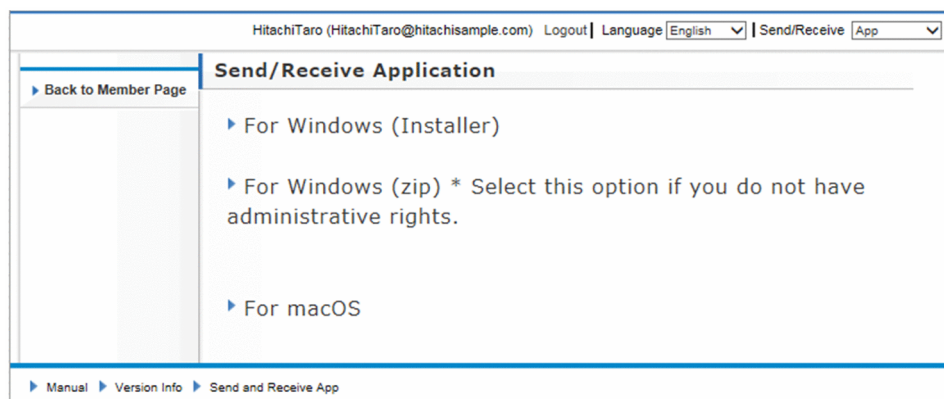
## 2.3 Using the Send and Receive App

In JP1/DH - Server, you can download the Send and Receive App and use it to send and receive files and messages.

This section describes the steps required to use the App. You can skip this section if you choose not to use the App.

### 2.3.1 Downloading the App

1. From the **Send/Receive** drop-down menu, select **App**.
2. Click **Send and Receive App** in the menu in the left side of the window.  
A window for downloading the Send and Receive App appears.  
The download window can also be displayed by clicking the **Send and Receive App** link at the footer.
3. Download the installer or zip file depending on the client OS.  
Save the downloaded file in a folder.



### 2.3.2 Installing the App

This subsection describes how to install the App using the downloaded file.

After installation, you start the App when sending and receiving data by downloading the file for the App. For details, see the following subsections.

#### (1) For Windows (with the installer)Windows

1. Right-click the downloaded `AFTClientInstaller.zip` and select **Expand All** to unzip the file.
2. Click `aftsetup.exe`. The installer starts and the User Account Control dialog box appears.
3. Click the **Yes** button.  
A dialog box appears in which you select the language to use for the setup.
4. Select the language to use and click the **OK** button.  
A dialog box for the setup appears.
5. Select where to install the App. By default, the App is installed in the following folder:

```
C:\Program Files\Data Highway Client
```

Click the **Next** button. According to the procedure ,install.

6. When you see a dialog box indicating completion of the setup, click the **Complete** button.
7. A folder is created for Data Highway Client in the **Start** menu, and the installation completes.

## (2) For Windows (with the zip file)

1. Right-click the downloaded `AFTClient.zip` and select **Expand All** to unzip the file.
2. Do one of the following:
  - Right-click the file `00_prepare.bat` that is immediately under the folder into which the zip file was unzipped, and then run it with administrator rights.
  - Right-click the file `config.dhxc` that is immediately under the folder into which the zip file was unzipped, and then select **Open with, Choose default program**, and **Browse**. Click `AFTClient.exe` in the same folder.

A setting window of the application opens. Please be closed.

3. The App is installed.

## (3) For macOS

1. Double-click the downloaded `AFTClient.dmg`.  
The `dmg` file is expanded and the resulting folder opens.
2. Drag and drop the icon of `Data Highway Client.app` to the **Applications** icon.  
The installation completes.

### 2.3.3 Importing the server certificate

This subsection describes the steps required if the server certificate was issued by non-public authority.

Obtain the server certificate and complete the following steps:

#### (1) For Windows (Installer)

1. Run `Import Certificate.bat` in the **Start** menu as an administrator.  
The command prompt window appears.
2. Enter the path to the certificate in `Input certificate file path:`.
3. Enter a name (alphanumeric characters only) in `Input certificate alias:`.
4. You will be asked if you trust the certificate. Enter `y`.
5. When you see `Completed`, you are all set.

## (2) For Windows (zip)

1. Unzip the zip file and run `Import Certificate.bat` in the resulting folder.  
The command prompt window appears.
2. Enter the path to the certificate in `Input certificate file path:.`
3. Enter a name (alphanumeric characters only) in `Input certificate alias:.`
4. You will be asked if you trust the certificate. Enter `y`.
5. When you see `Completed`, you are all set.

## (3) For macOS

1. Run the following command:

```
----  
/Applications/Data\ Highway\ Client.app/Contents/java/bin/keytool -  
import -file path-to-the-certificate -alias an-alphanumeric-only-string -  
keystore /Applications/Data\ Highway\ Client.app /Contents/java/lib/  
security/cacerts -storepass changeit -trustcacerts  
----
```

2. You will be asked if you trust the certificate. Enter `y`.

## 2.3.4 Uninstalling the App

### (1) For computers with Windows OS

1. Go to **Control Panel, Programs and Features**, and click **Data Highway Client**.
2. Select **Uninstall** to uninstall the App by following the steps given in the dialog boxes that appear.

### (2) For Windows (with the zip file)

1. Delete the unzipped folder.

### (3) For computers with macOS

1. Drag and drop `Data Highway Client.app` to the **Trash**.
2. Delete the following folders manually:

```
user.home/Library/Application Support/Data Highway Client  
<user.home>/Library/Logs/Hitachi Solutions/Log/DWLog
```

3. The uninstallation completes.

## 2.4 Sending files and messages

In JP1/DH - Server, there are three menu options available for sending files and messages: **App**, **Java Applet** and **JWS**. These options provide the same transmission function, but work differently due to the difference in the type of the underlying Java platform started by the product.

If you select the **Java Applet** menu item, JP1/DH - Server will send files and messages just like in JP1/DH - Server 11-00 or earlier. If you select the **App** or **JWS** menu item, a separate window will open.

### Important

- When you use Microsoft Edge and Google Chrome of a web browser in which Java Applet does not work, you select the **App** or **JWS** menu item. If you select the **Java Applet** menu item, you cannot send files and messages.
- Depending on the system settings, the menu for switching between the **Java Applet** and the **JWS** may not be displayed. In such a case, the New Delivery window is displayed in accordance with system settings.

### 2.4.1 Opening the New Delivery window

#### Important

If you choose to use **App** to send files and messages, you first need to download the Send and Receive App. For details, see [2.3 Using the Send and Receive App](#).

### (1) To send files and messages using Java App:

1. From the **Send/Receive** drop-down menu, select **App**.
2. Click **New Delivery** in the menu in the left side of the window.
3. A dialog box for confirming the download of the file `aftclient.dhxc` appears. Click the **Save** button.
4. Open the downloaded `aftclient.dhxc`.

If a file with the same name already exists in the folder where the downloaded file is saved, the name of the file is changed to `aftclient(n).dhxc`. *n* is a number that indicates how many times the file has been downloaded. When the New Delivery window opens, the file `aftclient(n).dhxc` is automatically deleted.

1. The New Delivery window opens in a separate window. Your user name is displayed in the **Sender** field.

## (2) To send files and messages using Java Applet:

1. From the **Send/Receive** drop-down menu, select **Java Applet**.
2. Select **New Delivery** in the menu in the left side of the window.
3. The New Delivery window is displayed and your user name is displayed in the **Sender** field.

## (3) To send files and messages using JWS:

If **JWS** is used for transmission, the steps differ depending on your browser. In addition, please do not start plural **New Delivery Windows** at the same time when you use **JWS**.

### Important

- Do not run multiple instances of the New Delivery window at once.

- Please do not log out with displaying **New Delivery Window**. Because the web session is closed, you will not be able to operate in the **New Delivery Window**.
- If you log out while displaying **New Delivery Window**, the message "Restart your browser and try again." will be displayed. In this case, restart the web browser, and then please log in again.

### (a) In Internet Explorer

1. From the **Send/Receive** drop-down menu, select **JWS**.
2. Select **New Delivery** in the menu in the left side of the window.
3. A separate window opens where you can see the New Delivery window. Your user name is displayed in the **Sender** field.

### (b) In Microsoft Edge, Google Chrome, or Safari:

Unlike using Internet Explorer, if you are using Microsoft Edge, Google Chrome, or Safari as a web browser, selecting **New Delivery** opens a dialog box to download the `aftclient.jnlp` file. When you download and open this file, the New Delivery window is displayed.

#### ! Important

In Mac OS, click `aftclient.jnlp` while pressing and holding the **control** key to open the **New Delivery window**. If you do not click the **control** key, you cannot open the New Delivery window.

The following steps use Google Chrome windows as examples for explanation:

1. From the **Send/Receive** drop-down menu, select **JWS**.
2. Select **New Delivery** in the menu in the left side of the window.
3. A dialog box to confirm that you want to download the `aftclient.jnlp` file appears. Click the **Save** button.



## Important

When you click the **Discard** button, the **New Delivery window** does not appear.

4. In the dialog box for the file `aftclient.jnlp`, click **aftclient.jnlp**.

## Note

If one or more files with the same name are found in the folder to which `aftclient.jnlp` is downloaded, it is renamed to `aftclient(n).jnlp` depending on your browser, where *n* is a number that indicates how many times the file has been downloaded. The `aftclient(n).jnlp` files are not removed automatically, and as many files as you downloaded are retained.

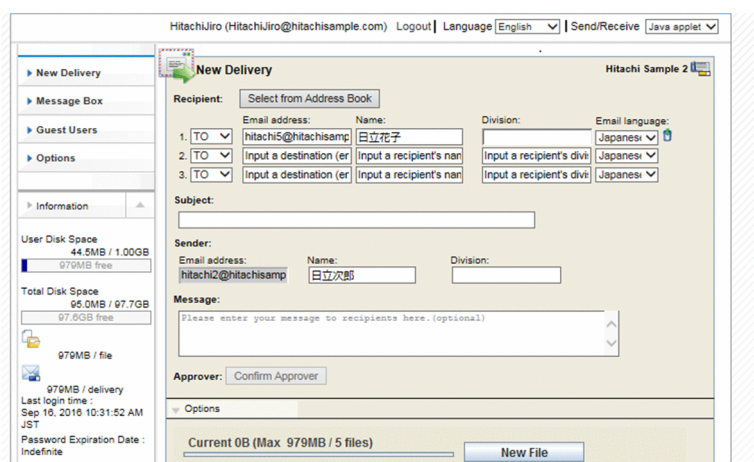
We recommend that if you find some files, in the dialog box to confirm that you want to download the `aftclient.jnlp` file, click **View All** to open the download window, and use the **Open Download Folder** menu item to remove files on a regular basis.

5. A separate window opens where you can see the **New Delivery window**. Your user name is displayed in the **Sender** field.

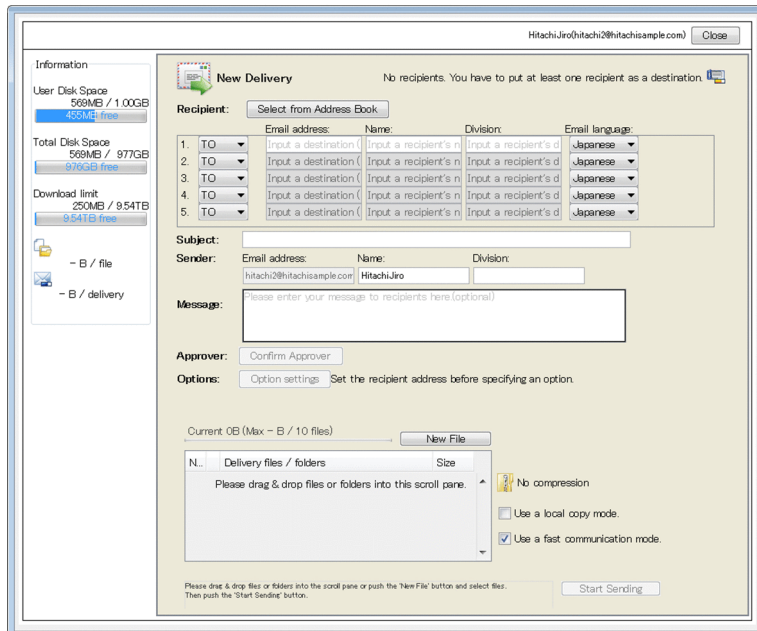
## 2.4.2 Setting recipient addresses

1. Click the **Select from Address Book** button. Open the Address Book in a separate window.

- In Java Applet:



- In JWS or APP:



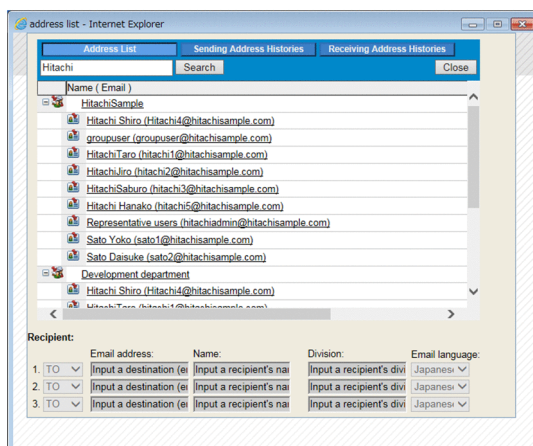
## Note

If the user is allowed by a representative user or group manager to send messages to any destination, a message *Input a destination (email address)* is displayed in the Email address field.

- When searching the address book for a group, user name, or email address, enter a keyword in the search field and then click the **Search** button. When entering multiple keywords, separate them using spaces.

The groups or users whose names contain the search keyword are displayed. If there is no group or user whose name contains the search keyword, a message is displayed.

- In Java Applet:**



- In JWS or APP:**

	Email address:	Name:	Division:	Email language:
1. TO				Japanese
2. TO				Japanese
3. TO				Japanese
4. TO				Japanese
5. TO				Japanese
6. TO				Japanese
7. TO				Japanese
8. TO				Japanese
9. TO				Japanese
10. TO				Japanese



## Note

- If you click + button on the group name, the group will be displayed.
- 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.
- 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 addresses to which you can send data simultaneously is 100. This number is a total of recipients specified in the destination address section of the New Delivery window and approvers assigned to the approval route to be used. Depending on the delivery policy definition that is set up by the representative user, the number of addresses to which you can send data simultaneously might be limited.

3. If you click the anchor for the recipient user, the name and email of the selected user is displayed in the text box for a **Recipient**. If you click the anchor for the recipient group, the name of the selected group is displayed in the text box for a **Recipient**.

- In Java Applet:

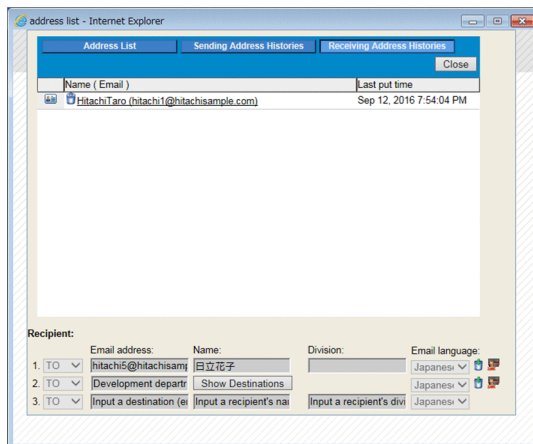
	TO	Email address:	Name:	Division:	Email language:
1. TO	▼	hitachi5@hitachisam	日立花子		Japanese
2. TO	▼	Development departu	Show Destinations		Japanese
3. TO	▼	Input a destination (e	Input a recipient's nai	Input a recipient's divi	Japanese

- In JWS or APP:

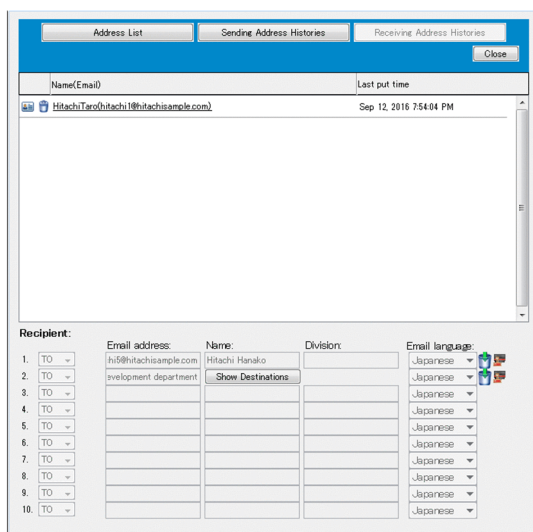


4. To select a recipient user from the sending or receiving address history, click the **Sending Address Histories** or **Receiving Address Histories** button, and then select the user you want to send a file and message to in the displayed window.

- In Java Applet:



- In JWS or APP:





## Note

- The **Sending Address Histories** window displays a history of recipient addresses in the past. The **Receiving Address Histories** window displays a history of sender addresses in the past. Each window displays a maximum of 10 history records, from the newest last-used-date-and-time to the oldest.
- History records do not contain any group addresses. Also, the name and email address at the time of delivery are displayed. For this reason, if a registered user edits and changes the name or email address in the registered information, those displayed in the history will remain the same.
- Only a user who is allowed by a representative user or group manager to enter any destination can select an unregistered user from the history.
- A user who is not allowed to enter any destination cannot select any unregistered user. This is because the unregistered user is inactivated in the lists even when that user is in the list of **Sending Address Histories** or **Receiving Address Histories**. If a user whose account has expired is selected, a transmission error occurs.

5. Click the **Close** button to close the address book.

6. Select **TO**, **CC**, or **BCC**.

7. Destination that you selected in the Address Book, Email field, appears in the name field. Division and select the language for the delivery email if necessary.

- In Java Applet:

The screenshot shows the 'HitachiJiro' web interface. On the left is a sidebar with navigation links: 'New Delivery', 'Message Box', 'Guest Users', 'Options', and 'Information'. Below these are disk space statistics: 'User Disk Space' (47.4MB / 1.00GB, 977MB free), 'Total Disk Space' (97.9MB / 97.7GB, 97.6GB free), and '977MB / file'. The main content area is titled 'New Delivery' and contains several input fields: 'Recipient' (with a 'Select from Address Book' button), three rows for 'TO', 'CC', and 'BCC' (each with 'Email address', 'Name', 'Division', and 'Email language' sub-fields), a 'Subject' field, a 'Sender' section (with 'Email address' pre-filled as 'hitachi2@hitachisamp'), a 'Message' text area, an 'Approver' button labeled 'Confirm Approver', and an 'Options' section. At the bottom, there is a file upload area showing 'Current 0B (Max 977MB / 5 files)' and a 'New File' button.


- In JWS or APP:

- Email : Enter the email to directly , you can specify a user who is not registered in the system as the destination.
- Division : Enter the division of the recipient user. You can enter no more than 1,024 characters. The value entered here is displayed in the destination information field of delivery notification email. However, nothing is displayed in this text box if the field for the name is left blank for some reason, such as an unregistered user.
- Language for delivery mail : Select the language to be used in the delivery email. The email uses the language selected here.



### Note

- 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.
- When choosing an address from an address book, the user's registration of the contents is indicated. When choosing an address from the history, the input of the contents when sending and receiving, is indicated. When inputting directly, a blank is shown to entry field of the name and belonging as initial condition.

- To delete the destination already specified, click the trash icon (  ) displayed to the right of the destination fields.
- Enter the sender's name and division, and Subject.
  - Subject : Enter the subject of a delivery email. You can enter no more than 100 characters in this field.
  - Name : Enter the sender's name. If you leave this field blank, the name registered in the system is used as the sender of the delivery to be transmitted.
  - Division : Enter the sender's division. You can enter no more than 1,024 characters in this field.

## 2.4.3 Enter of the message

- In the **Message** text area, enter a message to be sent.

The entered messages are described in the text of the notification e-mail to inform the delivery. You can enter no more than 4,096 characters.

- In **Java Applet**:



HitachiJiro (HitachiJiro@hitachisample.com) Logout | Language English | Send/Receive Java applet

**New Delivery** Hitachi Sample

Recipient: Select from Address Book

	Email address	Name	Division	Email language
1. TO	hitachi5@hitachisamp	日立花子		Japanese
2. TO	hitachi1@hitachisamp	日立太郎		Japanese
3. TO	Input a destination (en)	Input a recipient's name	Input a recipient's division	Japanese

Subject: Development Data

Sender: Email address: hitachi2@hitachisamp Name: 日立次郎 Division:

Message: Please enter your message to recipients here. (optional)

Approver: Confirm Approver

Options

Current OB (Max: 977MB / 5 files) New File

- In JWS or APP:

HitachiJiro (HitachiJiro@hitachisample.com) Close

**New Delivery** Hitachi Sample

Recipient: Select from Address Book

	Email address	Name	Division	Email language
1. TO	hitachi5@hitachisamp	Hitachi Hanako		Japanese
2. TO	Input a destination	Input a recipient's name	Input a recipient's division	Japanese
3. TO	Input a destination	Input a recipient's name	Input a recipient's division	Japanese
4. TO	Input a destination	Input a recipient's name	Input a recipient's division	Japanese
5. TO	Input a destination	Input a recipient's name	Input a recipient's division	Japanese

Subject:

Sender: Email address: hitachi2@hitachisample.com Name: HitachiJiro Division:

Message: I will send the latest version of the development data.

Approver: Confirm Approver

Options: Option settings Some options may be changed by changing the selected policy. Please confirm it.

Current OB (Max: 455MB / 10 files) New File

Delivery files / folders Size

Please drag & drop files or folders into this scroll pane.

No compression

Use a local copy mode.

Use a fast communication mode.

Please drag & drop files or folders into the scroll pane or push the 'New File' button and select files. Then push the 'Start Sending' button.

Start Sending

## 2.4.4 Selecting or confirming an approver

### Important

If a delivery rule that allows a sender to select an approver applies and an approval route is defined in that delivery rule, you need to select an approver. If a delivery rule that does not allow a sender to select an approver applies and an approval route is defined in that delivery rule, or if a delivery rule in which no approval route is defined applies, the steps described below are not necessary.

1. If a delivery rule that does not allow a sender to select an approver applies and an approval route is defined in that delivery rule, the **Confirm Approver** button appears. Click the **Confirm Approver** button to appear to the Approver List window.

- In Java Applet:

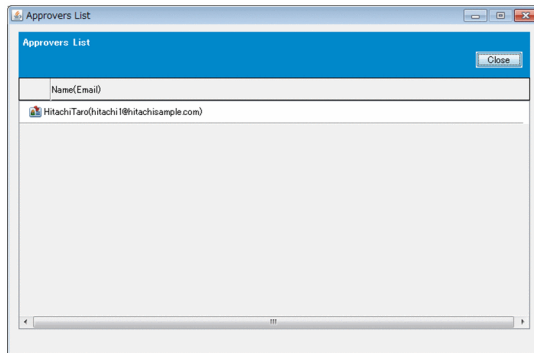
- In JWS or APP:

2. Confirm the specified approver. Click the **Close** button to close to the Approver List window.

- In Java Applet:

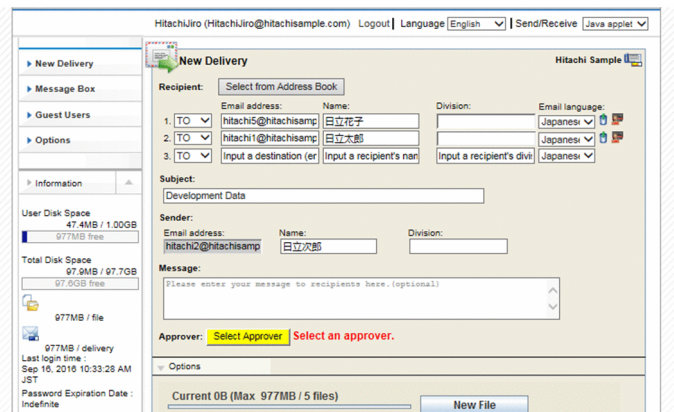
- In JWS or APP:



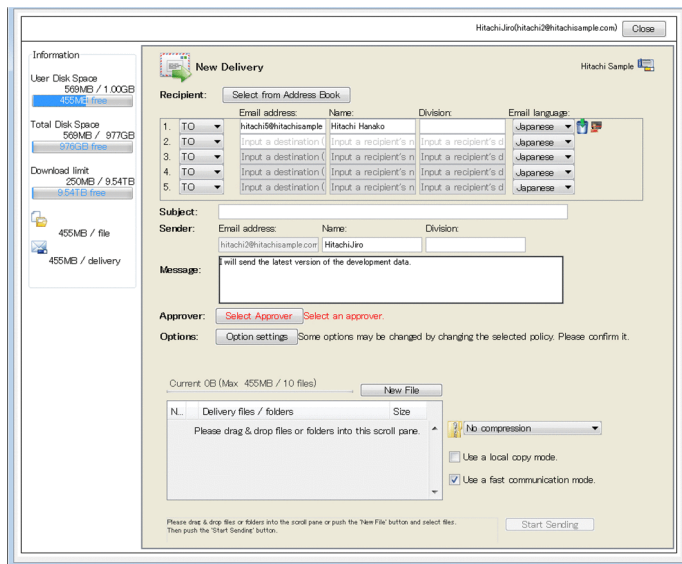


3. If a delivery rule that allows a sender to select an approver applies, the **Select Approver** button appears. Click the **Select Approver** button to display the Select Approver window.

- In Java Applet:



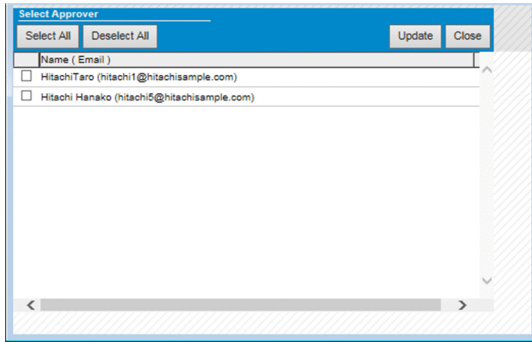
- In JWS or APP:



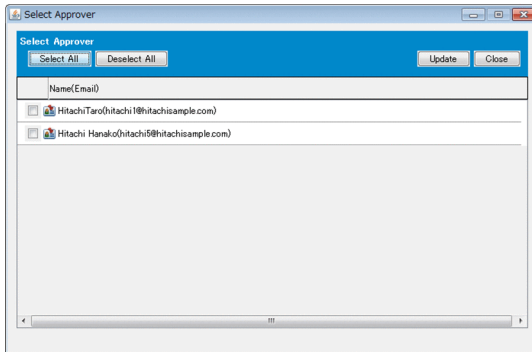
4. Select the check box corresponding to the user that you want to specify as an approver. If you want to specify all the users in the list as approvers, click the **Select All** button.

The selected users are specified as approvers.

- In Java Applet:



- In **JWS** or **APP**:



5. When you click the **Update** button to close the Select the approver window.

## 2.4.5 Setting of Option

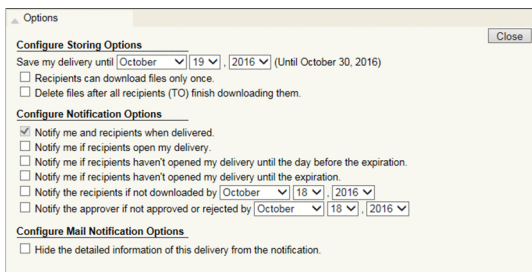
### ! Important

Unless you have specified an unregistered user as a destination, or as long as you are sending the file and message by using a preset delivery policy by system administrator, you do not need to set an option.

1. If you are sending the file and message after editing the delivery policy, and you have specified an unregistered user, set the **Option** tab or the **Option settings** button.

The contents of the options will be displayed.

- In **Java Applet**:



- In **JWS** or **APP**:

Table 2–4: Items in Options

Classification	Item	Description
<b>Configure Storing Options</b>	<b>Save my delivery until</b> drop-down list boxes	You can specify the storage expiration date of the delivery.
	<b>Recipients can download files only once</b> check box	If you select this check box, recipients and approvers (if an approval route is specified) can download files only once.
	<b>Delete files after all the TO, CC, and BCC recipients finish downloading them</b> check box <sup>#1</sup>	<p>If you select this check box, files are automatically deleted before the storage period expires after the system confirms that all the users specified as recipients have finished downloading the files.</p> <p>The types of recipients to be confirmed (TO, CC, and BCC) differ depending on the system configuration.</p>
<b>Configure Notification Options</b> <sup>#2</sup>	<b>Notify me and recipients when delivered.</b> 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.
	<b>Notify me if recipients open my delivery.</b> check box	If you select this check box, a notification email is sent to a sender when recipients open the delivery.
	<b>Notify me if recipients haven't opened my delivery until the day before the expiration.</b> 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.
	<b>Notify me if recipients haven't opened my delivery until the expiration.</b> 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.
	<b>Notify the recipients if not downloaded by <i>month day, year</i></b> check box	<p>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.</p> <p>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 <b>Configure Storing Options</b> section is displayed in the drop-down list boxes.</p> <p>A notification email is sent on the day after the designated date. However, a notification email is not sent after the storage expiration date.</p>
	<b>Notify the approver if not approved or</b>	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

Classification	Item	Description
	<b>rejected by <i>month day, year</i></b> check box	expiration date specified in the <b>Configure Storing Options</b> 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.
<b>Configure Mail Notification Options</b>	<b>Hide the detailed information of this delivery from the notification</b> check box	If you select this 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.

#1

- If multiple files are delivered at one time, files will be deleted after all of the files have been downloaded. Individual files cannot be deleted.
- Files will not be deleted the exact moment that all target users have finished downloading the files. After all of the files have been downloaded, the files will be deleted at the end of the day.

#2

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

## 2. If you have specified an unregistered user as a destination, specify an open password on the **Options**.

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:

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

### • In Java Applet:

### • In JWS or APP:

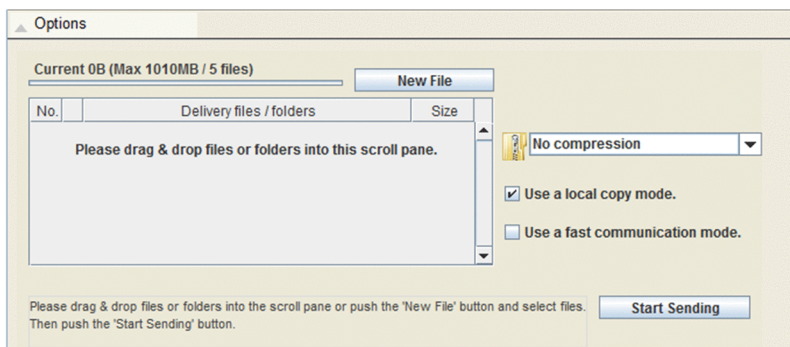
### ! Important

- You also need to specify an open password if you send data to both a registered address and an unregistered address.
- The Open Password section is not displayed on the tab if you have not specified an unregistered user as a destination.
- 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.

3. When a **Close** button or **Option** tab is clicked, an option is closed.

## 2.4.6 Transmission settings of the file / folder

1. 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.



### ! Important

- 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.
- 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.
- 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.

2. Select a sending file, click the **New File** button .For Mac OS, you can also specify the folder by using the **New File** button. Note that you can select only one file at a time in the file selection dialog box.

- In Java Applet:

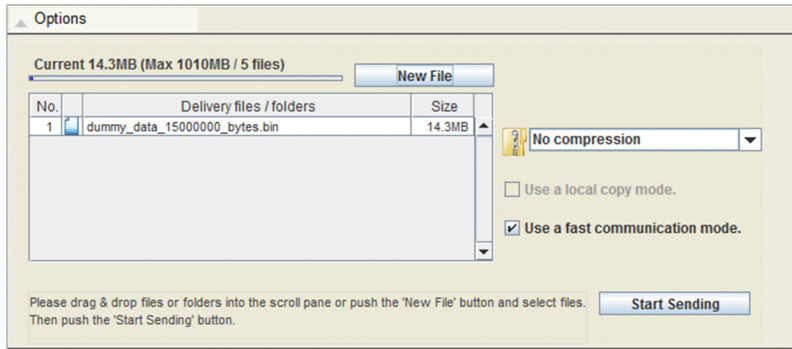
The screenshot shows the 'New Delivery' window of the Hitachi Sample Java Applet. On the left, there is a sidebar with navigation links: 'New Delivery', 'Message Box', 'Guest Users', 'Options', and 'Information'. The 'Information' section displays disk space usage: 'User Disk Space 47.4MB / 1.00GB' and 'Total Disk Space 97.9MB / 97.7GB'. The main area is titled 'New Delivery' and contains fields for 'Recipient' (Email address, Name, Division, Email language), 'Subject' (Development Data), 'Sender' (Email address, Name, Division), and 'Message' (I will send the latest version of the development data.). There is an 'Approver' section with a 'Confirm Approver' button. Below these is an 'Options' section with a 'Current OB (Max 977MB / 5 files)' indicator and a 'New File' button. A table with columns 'No.', 'Delivery files / folders', and 'Size' is present, with a note 'No compression' and checkboxes for 'Use a local copy' and 'Use a fast communication mode'.

- In JWS or APP:

The screenshot shows the 'New Delivery' window of the Hitachi Sample JWS or APP. The sidebar on the left shows 'User Disk Space 569MB / 1.00GB' and 'Total Disk Space 569MB / 977GB'. The main area is titled 'New Delivery' and contains fields for 'Recipient' (Email address, Name, Division, Email language), 'Subject' (Development Data), 'Sender' (Email address, Name, Division), and 'Message' (I will send the latest version of the development data.). There is an 'Approver' section with a 'Confirm Approver' button. Below these is an 'Options' section with a 'Current OB (Max 455MB / 10 files)' indicator and a 'New File' button. A table with columns 'No.', 'Delivery files / folders', and 'Size' is present, with a note 'No compression' and checkboxes for 'Use a local copy mode' and 'Use a fast communication mode'. At the bottom, there is a 'Start Sending' button.

3. You can specify a file, a folder, and a drive by dragging and dropping them into the list box.  
If you drag and drop a drive to the area, Drive is displayed in the Delivery files / folders column.





### ! Important

In Mac OS, the Java Applet does not support the drag and drop operation.

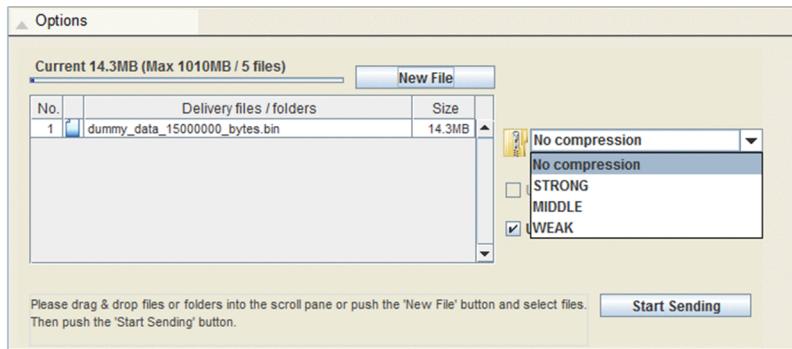
### 📄 Note

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. For Mac OS cannot be deleted in the **Delete** key.

### ! Important

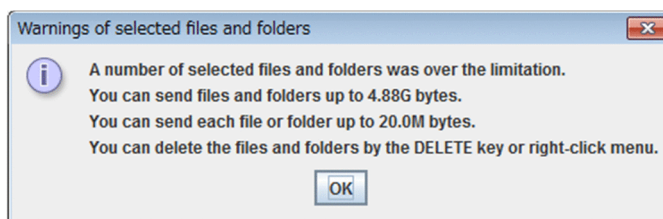
- The size of files that can be sent is restricted by delivery rules and the amount of free user disk space for a sender.
- After you select a file or folder, do not refer to the file or folder or change data or name of the file or folder until sending the file or folder is completed. If you want to 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.

4. Select a compression level from the 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. You can select one of the following:
  - No compression: The files are not compressed.
  - STRONG: The file or files are compressed with a method that provides the best compression ratio.
  - MIDDLE: The file or files are compressed with a method that provides a moderate compression ratio.
  - WEAK: The file or files are compressed with a method that provides the lowest compression ratio.



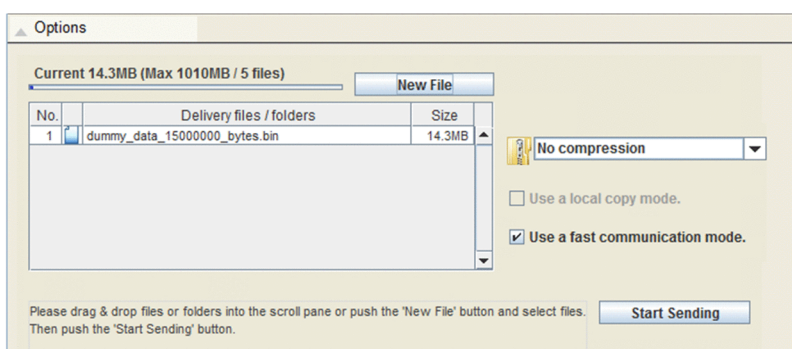
## ! Important

- With the delivery policy that uses the Standard compression method, a file that exceeds 3.96 GB (4,252,017,623bytes) cannot be compressed and sent. If the limit is exceeded, the dialog box below appears. If you want to send a file that exceeds 3.96 GB, use the No compression option.



- 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.
- 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.

5. Select the **Use a fast communication mode**. Check box according to the amount of data transmission.





## 📄 Note

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.



## 2.4.7 Start of send

1. When you complete the preparation for delivery, the delivery rule icon changes from  to .
2. Click the **Start Sending** button to send the file. You can only operate the **Cancel** button during transmission. The Sent Result window appears after transmission is completed.

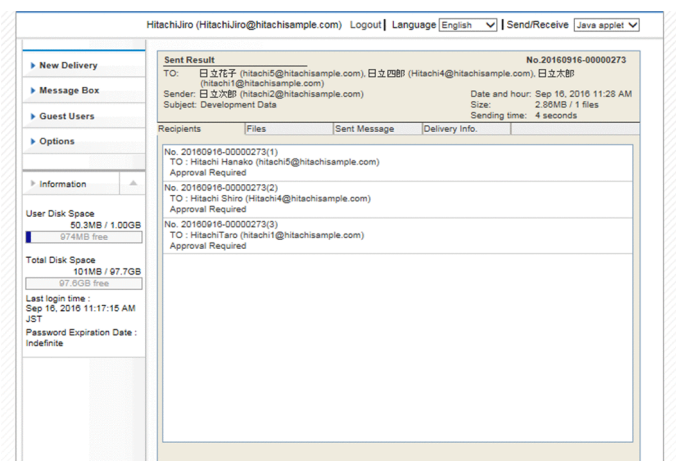
### ! Important

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

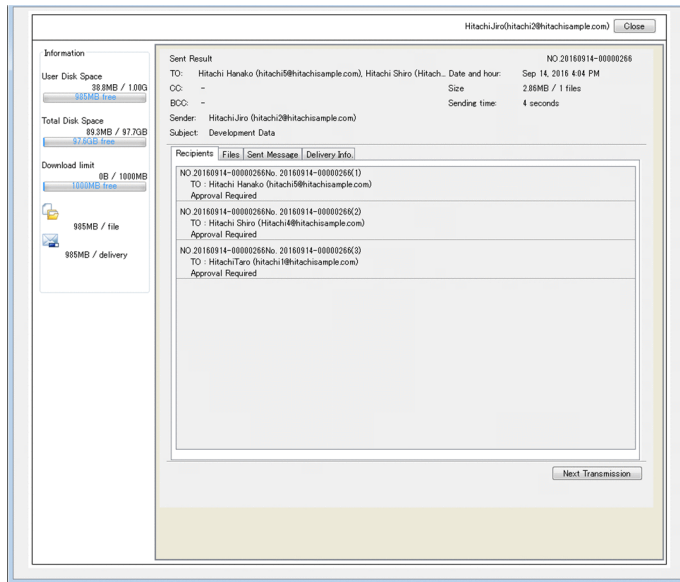
3. Click a tab in the **Sent Result** window to switch information to be displayed.
  - Recipients tab : Displays the recipient-related information. If an approval is required, it is shown.
  - Files tab : Displays the information on the file that was sent.
  - Sent Message tab : Displays the message sent to the recipient users.
  - Delivery Info. tab : Displays options you specified when you sent the file. The options you did not specify when you sent the file are dimmed.

The time taken for transmission is displayed in Sending time.

- In **Java Applet**:



- In **JWS or APP**:



## Note

In **JWS** or **APP**, clicking the **Continue Sending** button brings you to the New Delivery window, where you can set the next recipient of the delivery.

## 2.5 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.

### 2.5.1 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.

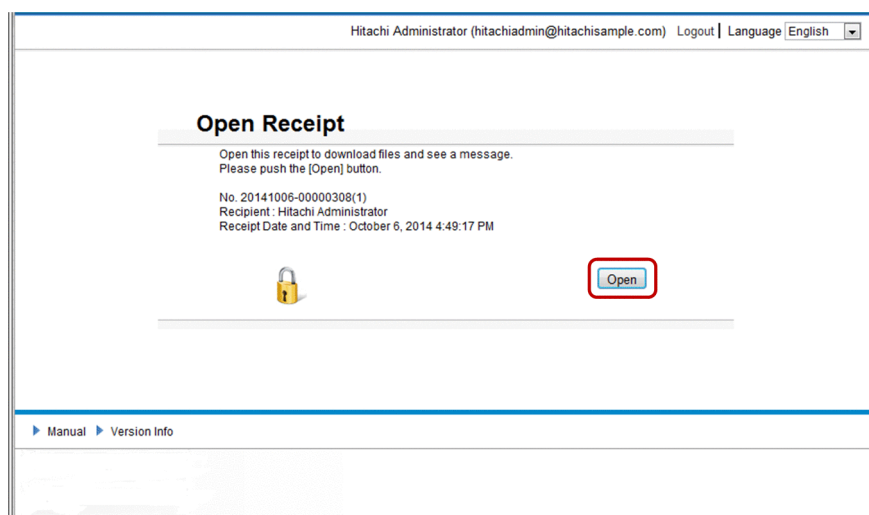
The Receipt Authentication window appears.

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.

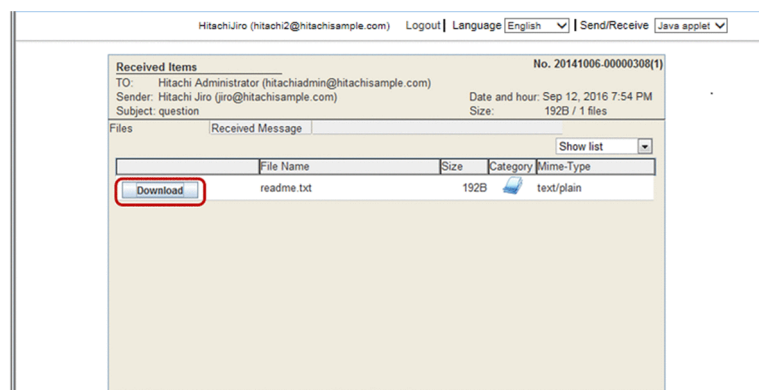
2. Click the **Open** button.

The Received Items window appears.



3. Click the **Download** button.

The Downloader window appears.



## ! Important

- If you select **App** in the **Send/Receive** menu, clicking the **Download** button displays a dialog box for downloading the file `aftclient.dhxc`. The Downloader window appears once you download the file and open it.
- In case of select of the **JWS**, unlike using Internet Explorer, if you are using Microsoft Edge, Google Chrome, or Safari as a web browser, selecting **Download** opens a dialog box to download the `aftclient.jnlp` file. When you download and open this file, the Downloader window is displayed.

## 📄 Note

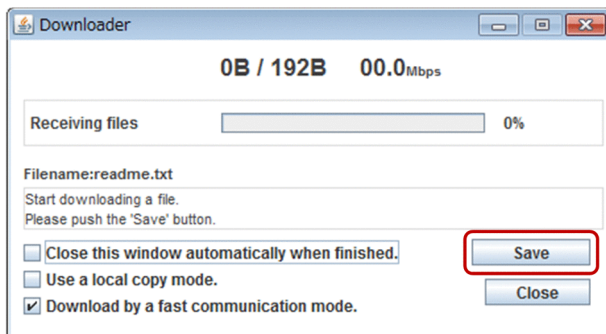
If one or more files with the same name are found in the folder to which `aftclient.jnlp` is downloaded, it is renamed to `aftclient(n).jnlp` depending on your browser, where *n* is a number that indicates how many times the file has been downloaded. The `aftclient(n).jnlp` files are not removed automatically, and as many files as you downloaded are retained.

For example, when you use Google Chrome as a web browser, we recommend that if you find some files, in the dialog box to confirm that you want to download the `aftclient.jnlp` file, click View All to open the download window, and use the Open Download Folder menu item to remove files on a regular basis.

Note that the name of the file is `aftclient(n).dhxc` if you select **App** in the **Send/Receive** menu.

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

- 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.

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.

## 2.5.2 When an unregistered user receives a file

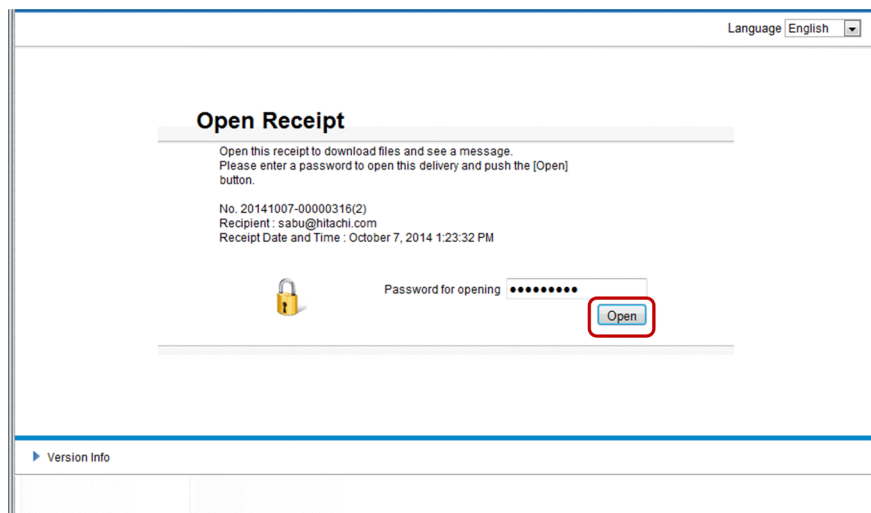
To receive a file by accessing a URL written in a delivery notification email (for an unregistered user):

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.

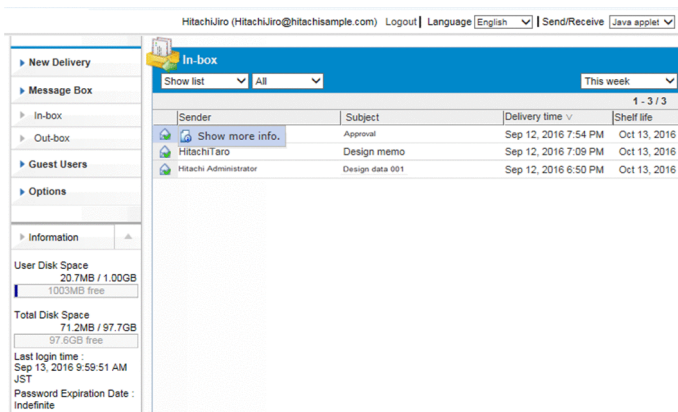


For details about the subsequent steps of this procedure, see step 3 and later in [2.5.1 When a registered user receives a file](#).

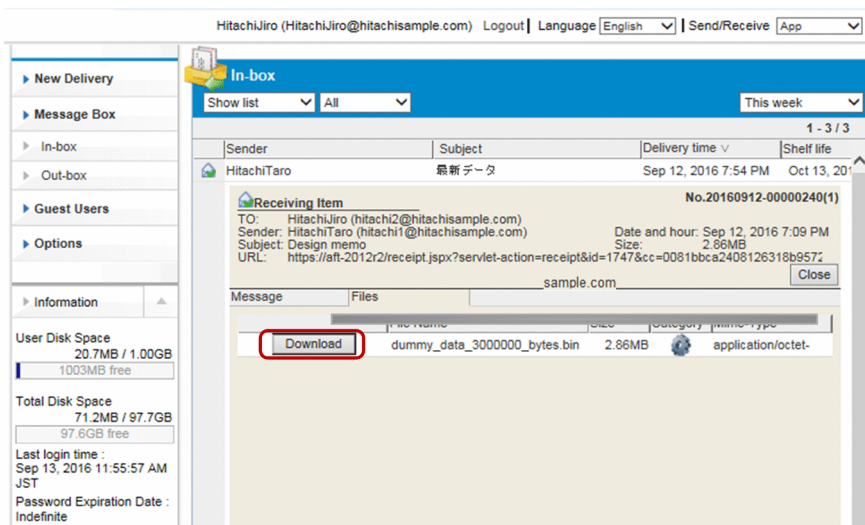
## 2.6 Receiving a file in the in-box

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.



### ! Important

- If you select **App** in the **Send/Receive** menu, clicking the **Download** button displays a dialog box for downloading the file `aftclient.dhxc`. The Downloader window appears once you download the file and open it.
- In case of select of the **JWS**, unlike using Internet Explorer, if you are using Microsoft Edge, Google Chrome, or Safari as a web browser, selecting **Download** opens a dialog box to download the

aftclient.jnlp file. When you download and open this file, the Downloader window is displayed.



## Note

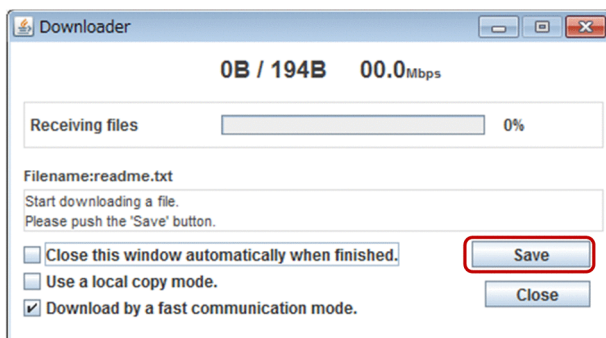
If one or more files with the same name are found in the folder to which aftclient.jnlp is downloaded, it is renamed to aftclient(n).jnlp depending on your browser, where n is a number that indicates how many times the file has been downloaded. The aftclient(n).jnlp files are not removed automatically, and as many files as you downloaded are retained.

For example, when you use Google Chrome as a web browser, we recommend that if you find some files, in the dialog box to confirm that you want to download the aftclient.jnlp file, click View All to open the download window, and use the Open Download Folder menu item to remove files on a regular basis.

Note that the name of the file is aftclient(n).dhxc if you select **App** in the **Send/Receive** menu.

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

- 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.

## 2.7 Viewing or deleting your sending and receiving histories

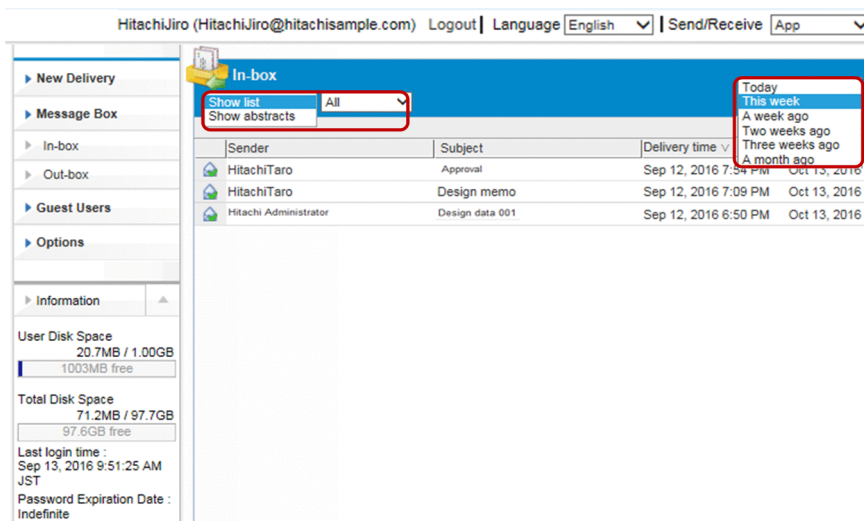
To view or delete sending histories in the out-box and receiving histories in the in-box:

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:
  - **Today**: today
  - **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



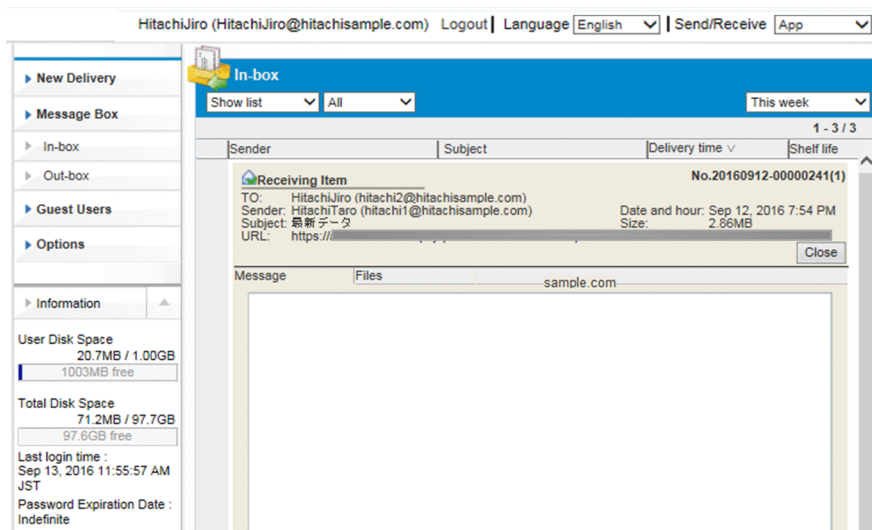
### Tip

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

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

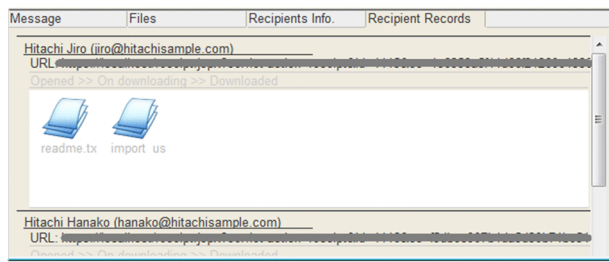
4. Select one of the tabs in the history detailed information window. The content displayed on each tab is described below. Note that the **Recipients Info.**, **Recipient Records**, and **Approver List** tabs are displayed only when you select **Show more info.** to display the detailed information 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.

5. 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.



## 2.8 Managing applications for approval

This section describes how to perform the approval operation.

### 2.8.1 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.

Hitachi Administrator (hitachiadmin@hitachisample.com) Logout | Language English

### Sending Approval

\* You have the following application for approval about sending files and a message. If you accept the following application, please push the [Accept] button. If you reject it, push the [Reject] button.

No.20141008-00000331

Sender	Hitachi Administrator (hitachiadmin@hitachisample.com)	
Recipients	Hitachi Administrator (hitachiadmin@hitachisample.com) Hitachi Shiro (shiro@hitachisample.com) Hitachi Jiro (jiro@hitachisample.com)	
Files	data_A1.txt	94B <a href="#">Download</a>
Subject		
Message		

Approvers Hitachi Administrator (hitachiadmin@hitachisample.com) On Approval

[Accept](#) [Reject](#)

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

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

## 2.8.2 Accepting or rejecting applications for approval in the Applications for Approval window

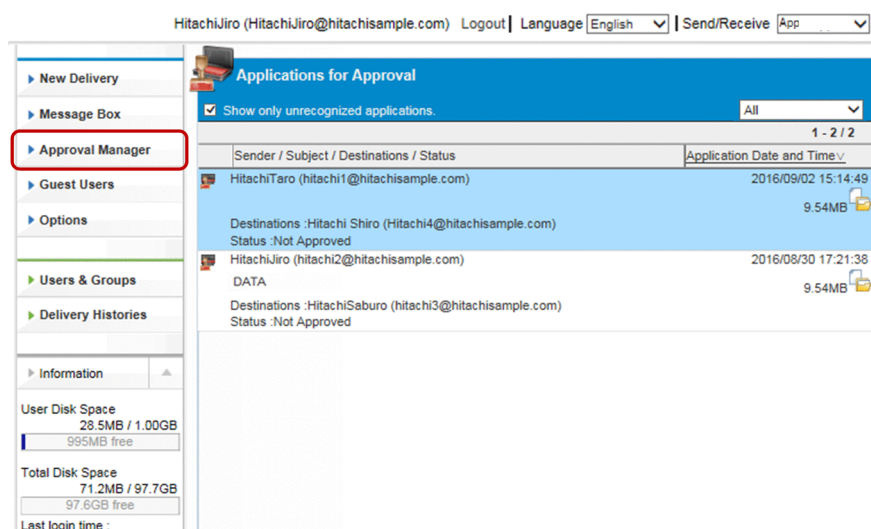
To accept or reject an application for approval in the Applications for Approval window:

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.



### 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).



## 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.

## 2.9 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.

### 2.9.1 Creating or editing a guest user

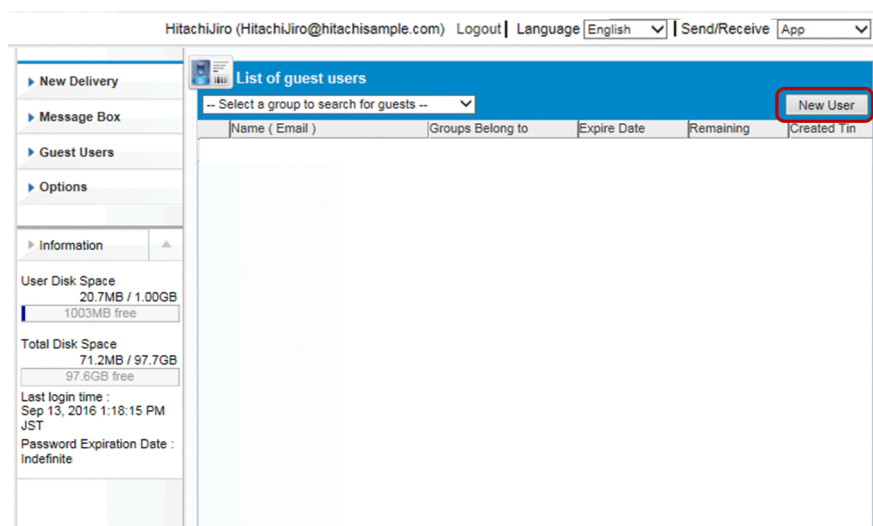
To create a guest user or edit the setting of a created guest user:

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.



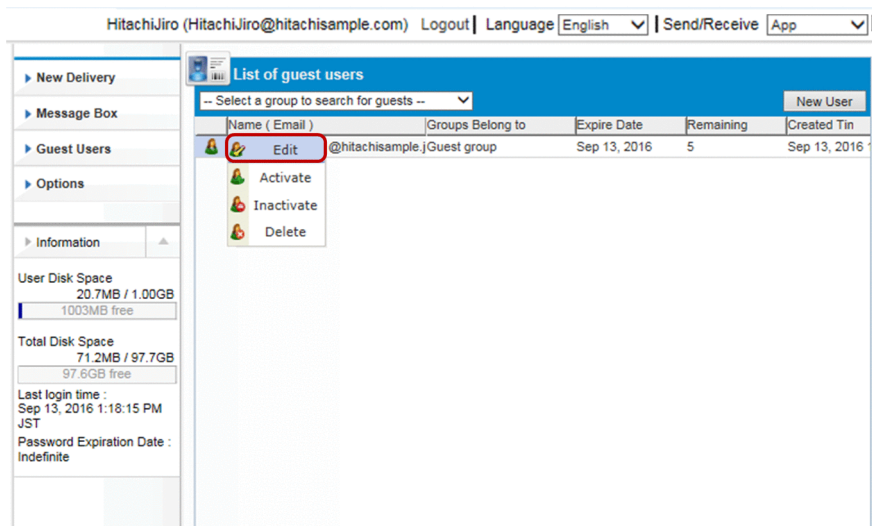
#### Note

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.

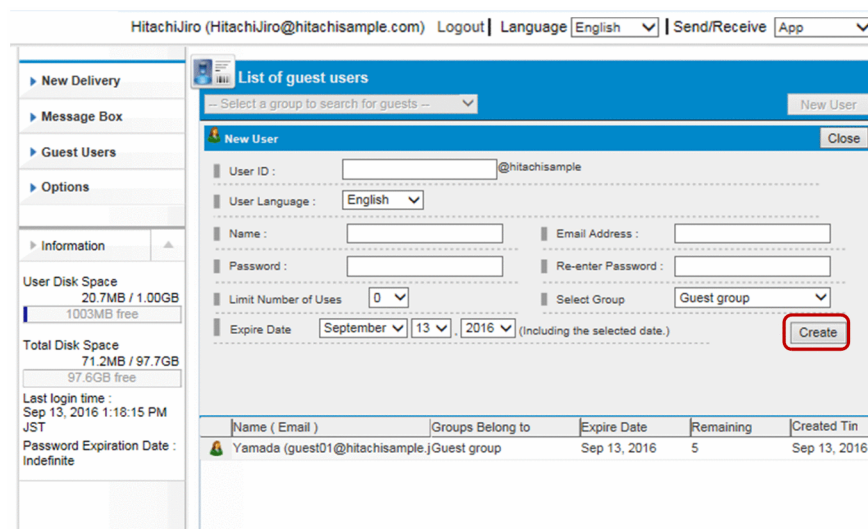


4. Specify or edit the user ID, language, and other data of the target guest user, and then click the **Create** or **Update** button.

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

### Important

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 2–5: Setting items for a guest user

Item	Description
<b>User ID</b> text box <sup>#1</sup>	<p>Enter a user ID of a guest user.</p> <p>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.</p> <p>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.</p>
<b>User Language</b> drop-down list box	Select the language the guest user uses. Select <b>Japanese</b> , <b>English</b> , or <b>Chinese</b> .

Item	Description
<b>Name</b> text box <sup>#2</sup>	Enter the name of the guest user in English.
<b>Email Address</b> 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: / \ ? * :   " < > ^ .
<b>Password</b> text box	Enter a password for the guest user.
<b>Re-enter Password</b> text box	Specify a password according to the authentication rules.
<b>Limit Number of Uses</b> 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.
<b>Select Group</b> drop-down list box	Guest groups are displayed in the list. Select a guest group to which the guest user belongs.
<b>Expire Date</b> 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.

### Important

The guest user you are editing is sometimes a new guest user who was originally a member of the non-guest group and who has a user electronic certificate issued. In this case, editing the user ID (including case changes) invalidates the electronic certificate. For this reason, the user will no longer be able to log in by using the issued electronic certificate after the user becomes a member of the non-guest group from the guest group. For electronic certificates, contact your representative user or group manager.

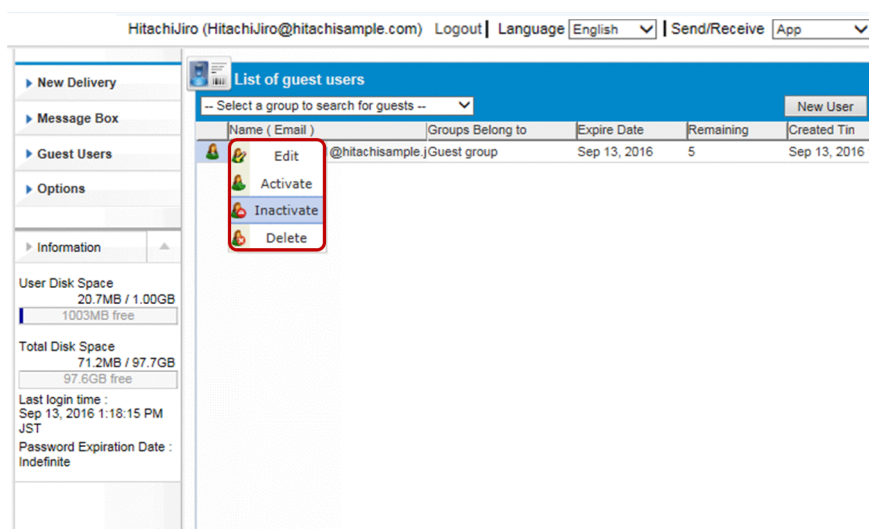
## 2.9.2 Activating, inactivating, or deleting a guest user

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.



### Important

Inactivating or deleting an approver user assigned to an approval route might cause the approval route to have no approver. No approval is required if a file is delivered by using a delivery rule that has the approval route with no approver.

## 2.10 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.

### 2.10.1 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**.

HitachiJiro (HitachiJiro@hitachisample.com) Logout | Language English | Send/Receive App

**Options**

Authentication Language

**Change your password for the Standard Password Authentication**

Your old password

Your new password

Re-enter the new password

Change

Information

User Disk Space  
20.7MB / 1.00GB  
1003MB free

Total Disk Space  
71.2MB / 97.7GB  
97.6GB free

Last login time :  
Sep 13, 2016 1:18:15 PM  
JST

Password Expiration Date :  
Indefinite



#### 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:

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

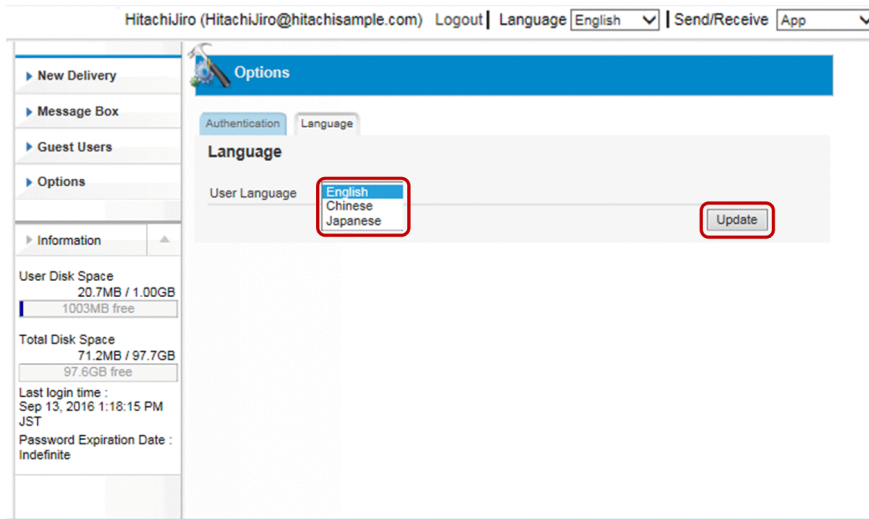
3. Click the **Change** button.

Changing the password is completed.

### 2.10.2 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"> <li>To check the version of Java Runtime Environment: From the Windows start menu, select <b>Control Panel, Java</b>, and the <b>General</b> tab, and then click the <b>About...</b> button. Check the JRE version. For details about the JRE version you can use, see <a href="#">1.1.2(3) Java software (When not using the Send and Receive App)</a>.</li> <li>To check the Java applet proxy settings: From the Windows start menu, select <b>Control Panel, Java</b>, and the <b>General</b> tab, and then click the <b>Network Settings...</b> button. In the Network Settings dialog box, select the <b>Use browser settings</b> radio button.</li> <li>To enable the next-generation Java Plug-in: From the Windows start menu, select <b>Control Panel, Java</b>, the <b>Advanced</b> tab, <b>Java Plug-in</b>, and the <b>Enable the next-generation Java Plug-in (requires browser restart)</b> check box, and then click the <b>OK</b> button. Then, restart the web browser.</li> </ul>
9	The warning message <code>Object doesn't support this property or method.</code> appeared and the processing stopped.		
10	The <b>Download</b> button is not displayed in the Received Items window or the Receiving Item window.		

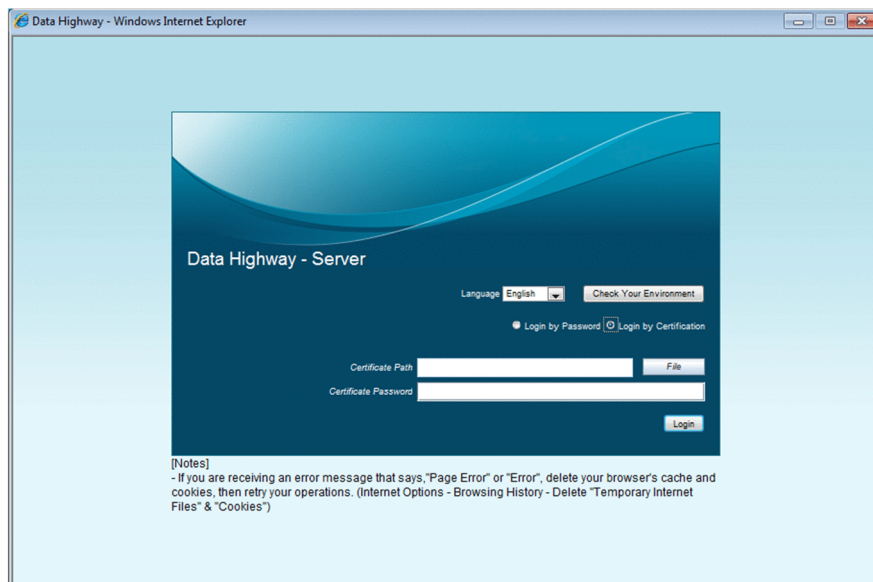
## 3.2 Checking the client environment

To check the client environment you are using:

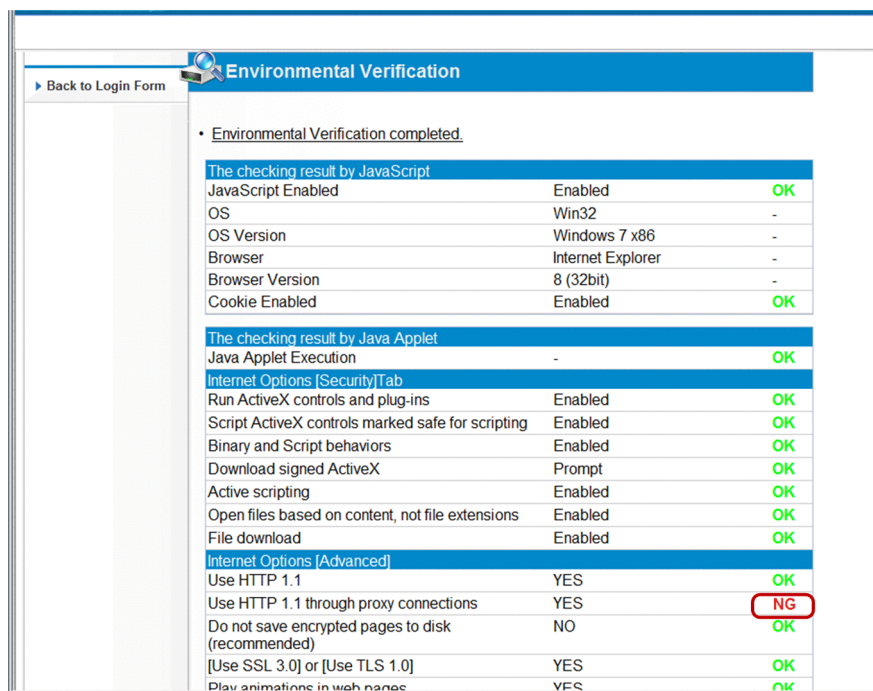
### ! Important

Depending on the system settings, the **Check Your Environment** link may not be displayed.

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



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.

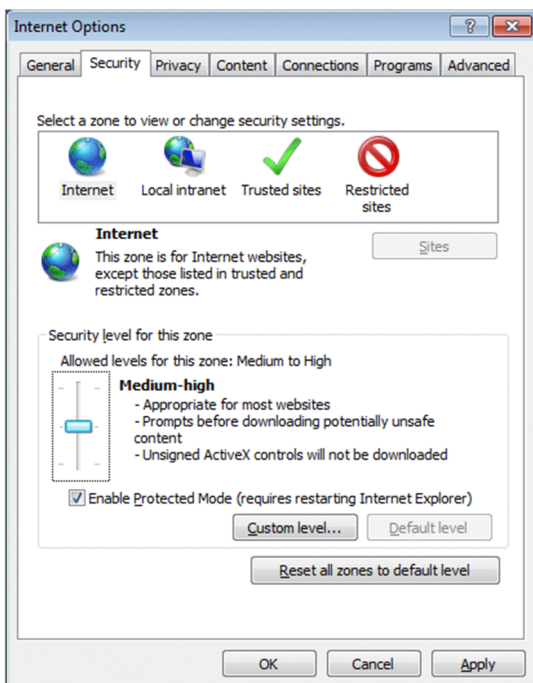
Note that the security of Internet Explorer is maintained at least at the default level if you change the Internet Options settings as described below.

### 3.3.1 Security tab

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

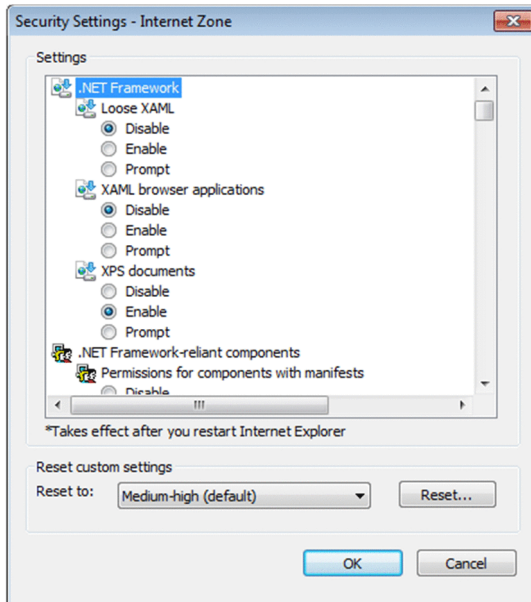
The JP1/DH - Server site is normally in the **Internet** zone. Change the security settings for the **Internet** zone.

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.



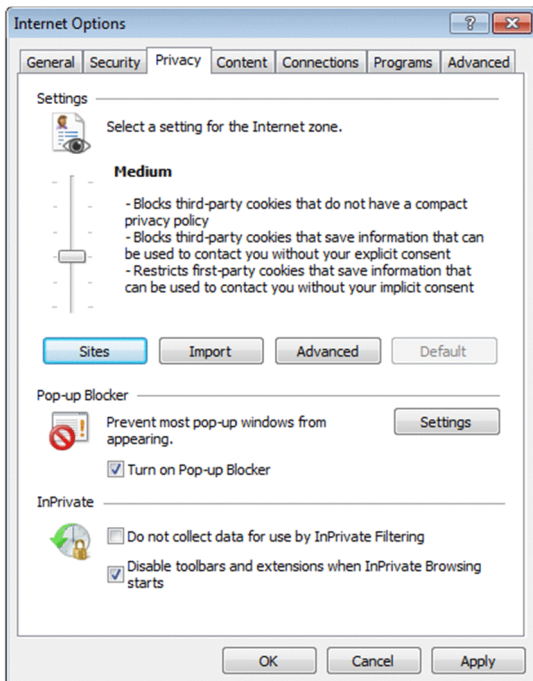
## 3.3.2 Privacy tab

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.

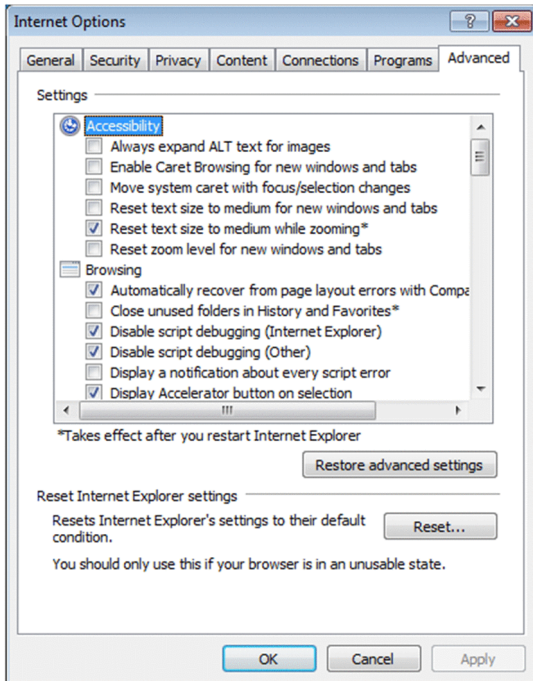


When you select the **Override automatic cookie handling** check box in the Advanced Privacy Settings dialog box that is displayed by the **Advanced...** button, select **Accept** or **Prompt** under **First-party Cookies**.

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**
- **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 (When not using the Send and Receive App)

If you choose not to use the Send and Receive App, 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

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.

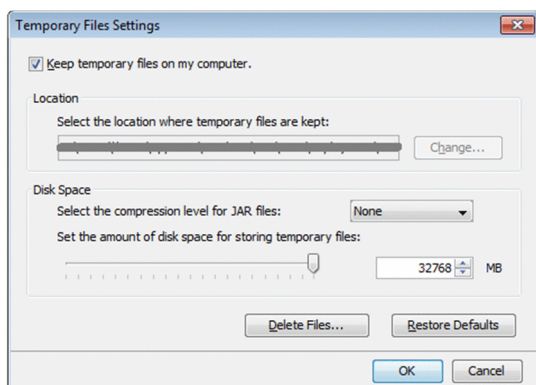
#### (2) Temporary Internet Files

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**.



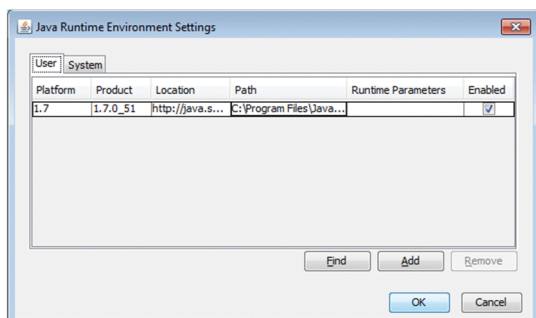
## 3.4.2 Java tab

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.

## 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. (When not using the Send and Receive App)
- Java successfully started but the Java proxy authentication failed.
- Java successfully started but the Java applet of JP1/DH - Server failed to start. (When not using the Send and Receive App)
- Other causes<sup>#</sup>

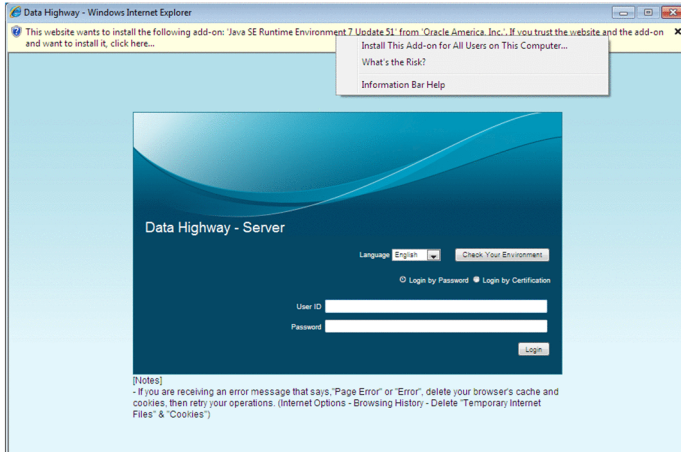
#

Collect a log by following the procedure described in [3.5.3 Collecting a Java console log \(When not using the Send and Receive App\)](#), and then send it to the system administrator.

#### (1) Java failed to start because JRE was not allowed to be executed (When not using the Send and Receive App)

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

The address book does not appear unless you run JRE.



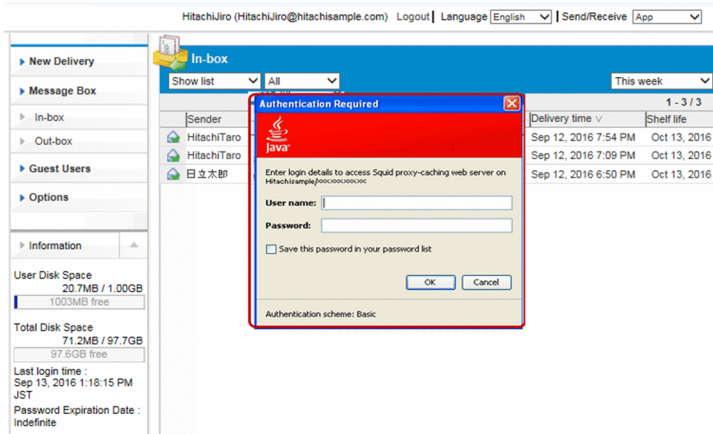
#### (2) Java successfully started but the Java proxy authentication failed

- When using the Send and Receive App

See [3.6.3\(1\) When using the Send and Receive App \(Default\)](#) to check the proxy settings of the App.

- When not using the Send and Receive App

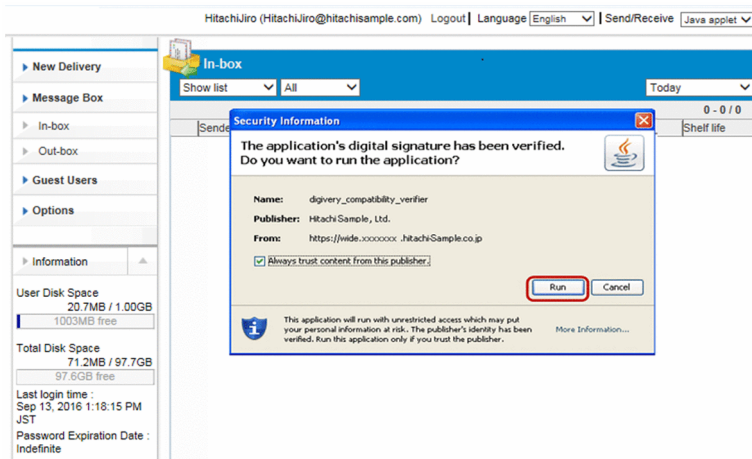
Does the Authentication Required dialog box appear? If so, enter your user ID and password for the proxy authentication. The address book does not appear unless this proxy authentication is implemented.



### (3) Java successfully started but the Java applet of JP1/DH - Server failed to start (When not using the Send and Receive App)

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

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



### 3.5.2 If the App does not start or some features cannot be used (When using the Send and Receive App)

If the App does not start or some features cannot be used, you need to update the version of the App. In this case, a dialog box that prompts you to update the App appears.

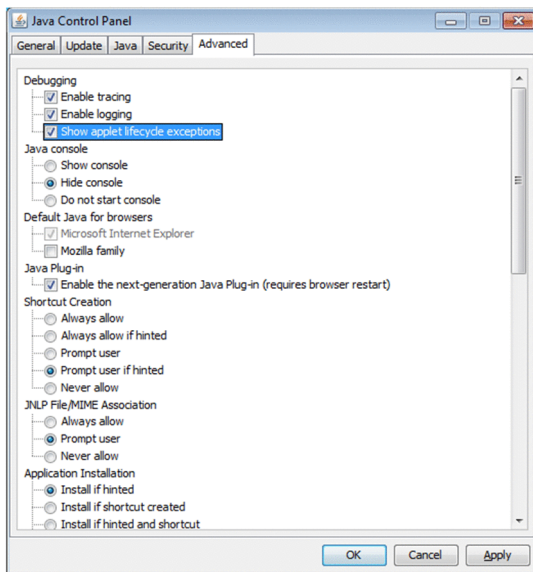
The steps for updating the version of the App are the same as in [2.3.2 Installing the App](#). Update the version by following the steps for each client OS.

### 3.5.3 Collecting a Java console log (When not using the Send and Receive App)

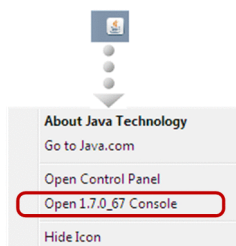
If you cannot solve the problem, collect log data by following the procedure below and then send the log file to the system administrator.

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.



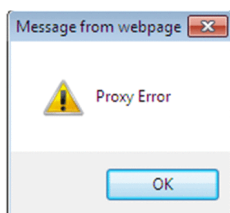
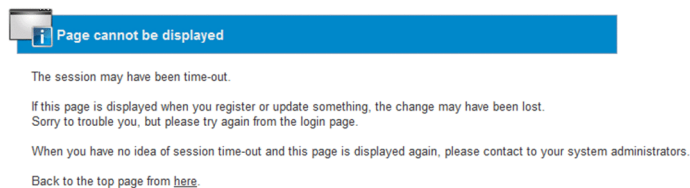
4. Restart Internet Explorer (IE).  
Do the same operation as when the problem occurred.
5. In the task tray, right-click the displayed Java icon.  
Click **Open version Console**. The Java Console appears.



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

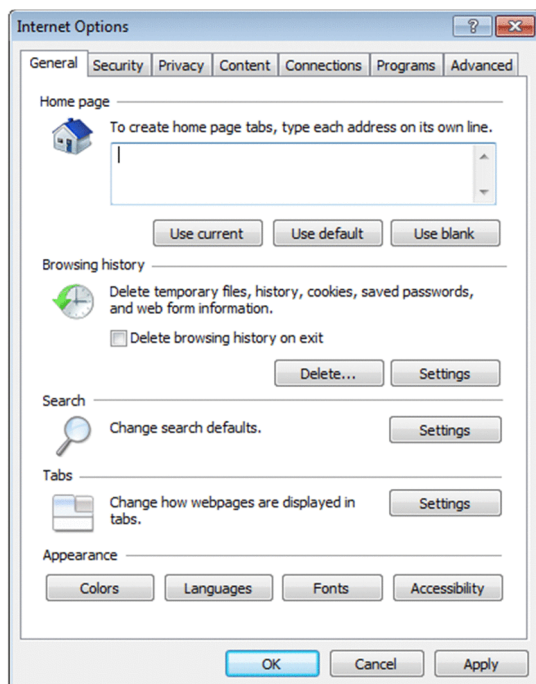
This section describes workarounds for the Page Error window and the Error dialog box displayed in the browser.



### 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.



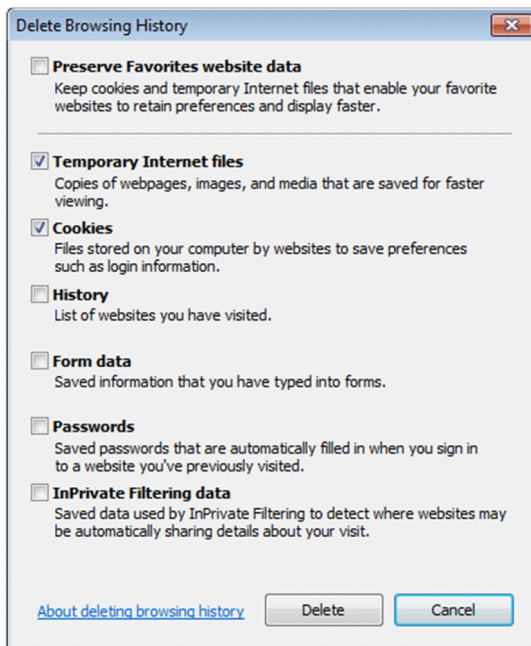
2. Select the **Temporary Internet files** and **Cookies** check boxes, and then click the **Delete** button.

The browsing history is deleted.



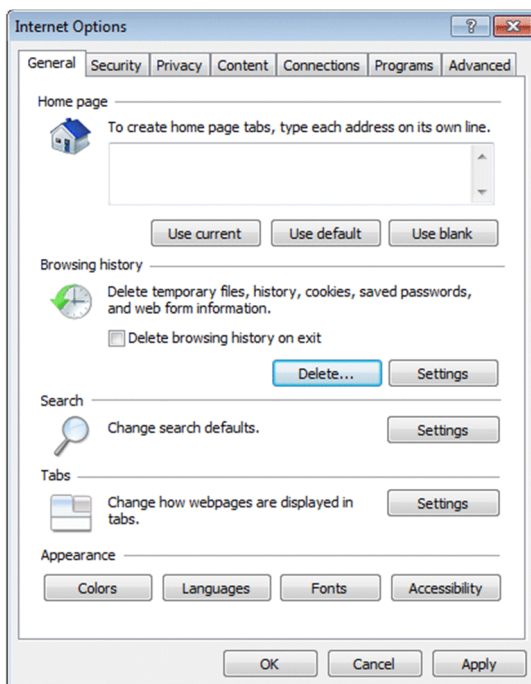
## Important

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.

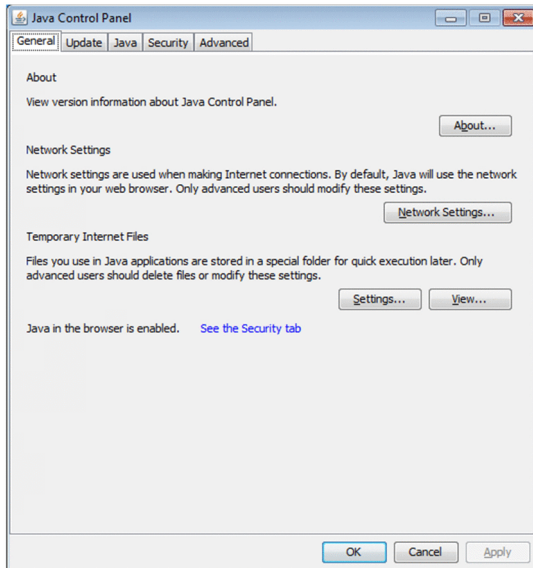


5. Restart Internet Explorer (IE).

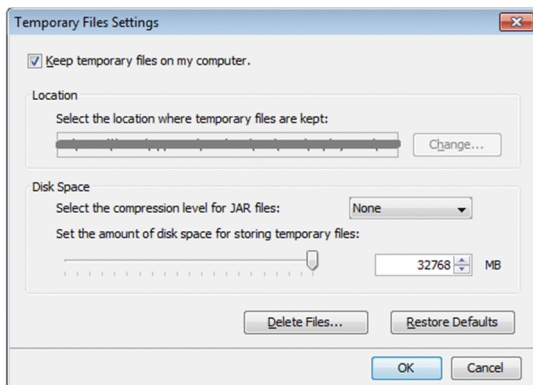
If the same error occurs even after you perform the procedure above, perform the procedure in the next subsection.

## 3.6.2 Clearing the cache of Java (When not using the Send and Receive App)

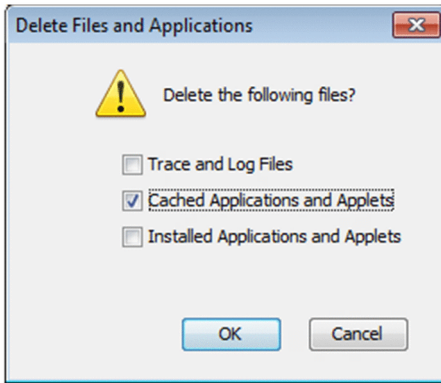
1. From the **Start** menu, click **Control Panel**.  
The Control Panel appears.
2. Double-click the **Java** icon to display the Java Control Panel.
3. In the **General** tab, under **Temporary Internet Files**, click the **Settings...** button. Click the **Delete Files...** button.  
The Temporary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



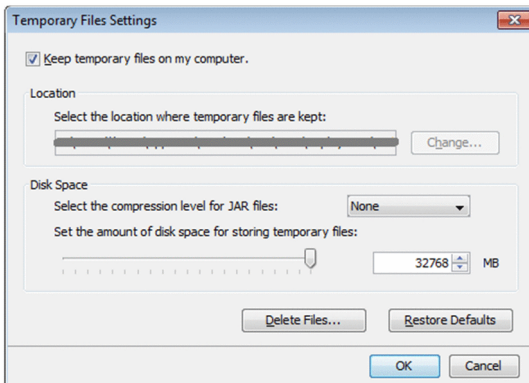
4. Click the **Delete Files...** button.  
The Delete Temporary Files dialog box appears.



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) When using the Send and Receive App (Default)

This subsection describes how to manually set up the proxy and security settings of the App. Only Basic authentication is supported.

1. From **Start** in the web browser, start **Data Highway Client**. Alternatively, double-click the file `config.dhxc` that is immediately under the folder where Data Highway Client is installed.
2. The setup window appears.

The screenshot shows a settings window with two main sections: Network Settings and Security Settings. In the Network Settings section, the 'Use system settings (Default)' radio button is selected. Below it, there are input fields for 'Address' and 'Port', and a 'Script location' field. The 'Direct connection' radio button is also present. A button labeled 'Delete the Saved Credentials' is highlighted with a red box, and the text 'Deleted.' appears next to it. In the Security Settings section, the checkboxes for 'Use TLS 1.1' and 'Use TLS 1.2' are checked. At the bottom, there is a note: '\* Use [New Delivery] or [Download] via a web browser when sending and receiving data.' and two buttons: 'Save and Close' and 'Cancel'.

The following table shows the setup items.

Table 3–2: Table Setup items in the setup window

Settings	Setup item	Description
Network Settings	Use system settings (Default)	The system settings are used. This is the default setting.
	Use a proxy server	Select this option if you set a proxy manually. <ul style="list-style-type: none"> <li>• <b>Address</b> Specify the address of the proxy server.</li> <li>• <b>Port</b> Specify the port of the proxy server.</li> </ul>
	Use automatic proxy configuration script	Select this option if you use an automatic configuration script. <ul style="list-style-type: none"> <li>• <b>Script location</b> Specify the URL of the automatic configuration script.</li> </ul>
	Direct connection	Select this option if you do not use a proxy server.
	Delete the Saved Credentials button	When you click this button, the credentials (the ID and password) saved during proxy authentication are deleted.
Security Settings	Use TLS 1.0	Select if required. This option is not selected by default.
	Use TLS 1.1	These options are selected by default.
	Use TLS 1.2	

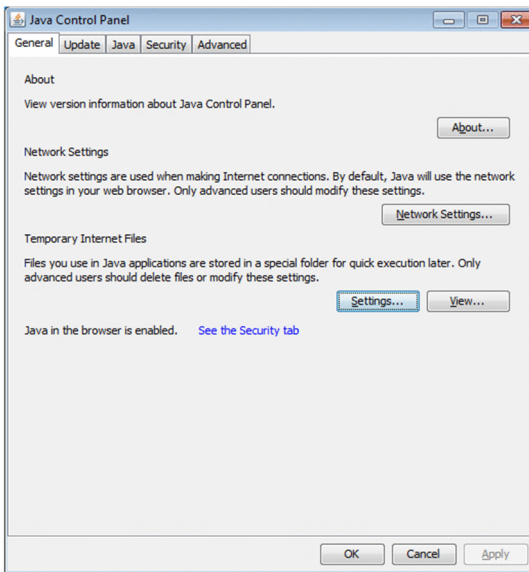
3. Click the **Save and Close** button. This saves the settings and closes the setup window.

## (2) When not using the Send and Receive App

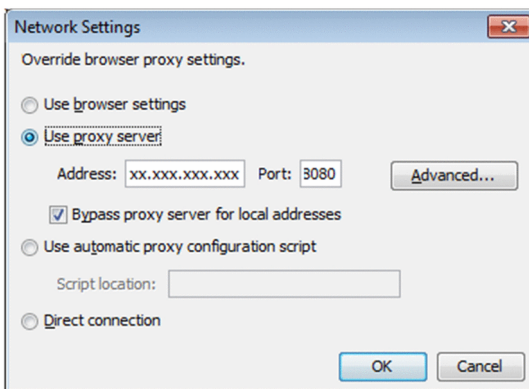
1. From the **Start** menu, click **Control Panel**.

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.



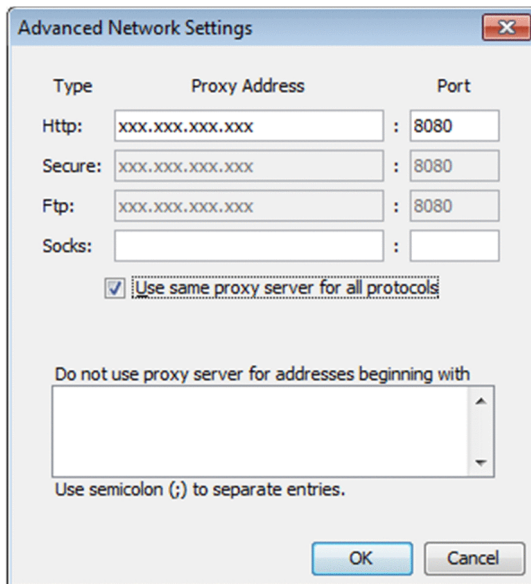
4. Select **Use proxy server**, and then enter the IP address and port number of the proxy server.



### 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.



**Advanced Network Settings**

Type	Proxy Address	Port
Http:	xxx.xxx.xxx.xxx	8080
Secure:	xxx.xxx.xxx.xxx	8080
Ftp:	xxx.xxx.xxx.xxx	8080
Socks:		

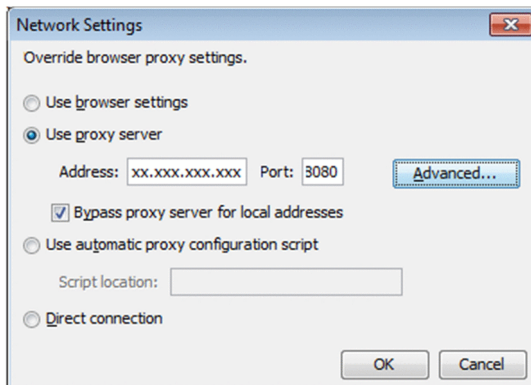
☒ Use same proxy server for all protocols

Do not use proxy server for addresses beginning with

Use semicolon (;) to separate entries.

OK Cancel

7. Click the **OK** button.



**Network Settings**

Override browser proxy settings.

☐ Use browser settings  
☒ Use proxy server

Address: xxx.xxx.xxx.xxx Port: 8080 Advanced...

☒ Bypass proxy server for local addresses

☐ Use automatic proxy configuration script

Script location:

☐ Direct connection

OK Cancel

## 3.7 Inquiry

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Give the following information when inquiring about a problem:

- Problem
  - Screen capture (if possible)
  - Java console log file (when not using the Send and Receive App)
  - 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

If you are not using the Send and Receive App, send the Java console log by following the procedure described in [3.5.3 Collecting a Java console log \(When not using the Send and Receive App\)](#).

# Appendixes

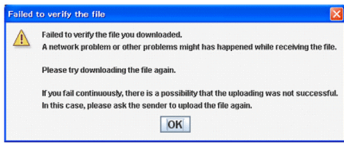


## A. FAQ

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"><li>• In the file list, select and right-click the file you want to delete, and then select the <b>Delete</b> menu item.</li><li>• Select the file you want to delete, and then press the <b>Delete</b> key on the keyboard.</li></ul>
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 Object doesn't support this property or method appears instead of the Java applet for selecting files.	<ul style="list-style-type: none"><li>• From the Windows start menu, select <b>Control Panel, Java</b>, and the <b>General</b> tab, and then click the <b>About...</b> button. Check the JRE version. For details about the JRE version you can use, see <a href="#">1.1.2(3) Java software (When not using the Send and Receive App)</a>.</li><li>• By using the following procedure, make sure that the proxy setting for Java applet is correct: From the Windows start menu, select <b>Control Panel, Java</b>, and the <b>General</b> tab, and then click the <b>Network Settings...</b> button. In the Network Settings dialog box, make sure that the <b>Use browser settings</b> radio button is selected.</li></ul>
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 <b>New File</b> 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 <b>A file was not found after clicking the Start Sending button</b> , 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"><li>• Delete the sender.</li><li>• Delete the recipients.</li><li>• Delete the approvers assigned to the approval route.</li></ul> 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 <b>Show more info.</b> 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 <b>Show more info.</b> If the sender is allowed to send the file at the delivery but is not allowed when the recipient selects <b>Show more info.</b> , 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 <b>Download</b> button is not active so I cannot download the file.	File download fails due to the following reasons: <ul style="list-style-type: none"> <li>• The sender limits the number of times the file can be downloaded.</li> <li>• The storage expiration date of the file has been reached.</li> <li>• The sender has deleted the sending history of the file.</li> <li>• The file has been deleted by the anti-virus software installed in the server.</li> <li>• The file was deleted by the function to automatically delete files when the users specified as recipients finish downloading all of the files.</li> </ul>
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. A communication failure might occur while the file is downloaded. Check the network condition and 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 <a href="#">1.1.2(3) Java software (When not using the Send and Receive App)</a> .
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 <b>Don't Block</b> or <b>No</b> . 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"> <li>• Java settings <ol style="list-style-type: none"> <li>1. From the Windows start menu, select <b>Control Panel, Java</b>, and the <b>Java</b> tab, and then, under <b>Java Runtime Environment Settings</b>, click the <b>View...</b> button. In the Java Runtime Environment Settings dialog box, make sure that the check box under <b>Enabled</b> is selected.</li> <li>2. From the Windows start menu, select <b>Control Panel, Java</b>, the <b>Advanced</b> tab, and then <b>Java Plug-in</b>. Make sure that the <b>Enable the next-generation Java Plug-in (requires browser restart)</b> check box is selected.</li> </ol> </li> </ul>
18	Java does not start in an environment where Internet Explorer runs.	Perform either one of the following: <ul style="list-style-type: none"> <li>• <b>Enable Enhanced Protected Mode:</b> Cleared</li> </ul>

No.	Question	Answer
		<ul style="list-style-type: none"> <li>The URL of this server is added to trusted sites and the protected mode for trusted sites is disabled.</li> </ul>
19	While I operate the window, a dialog box that indicates only Error 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	<p>While I operate the window, the following messages appear:</p> <ul style="list-style-type: none"> <li>Object doesn't support this property or method.</li> <li>Object doesn't support the 'Verify' property or method. #</li> </ul> <p>#: The property name in the message might vary.</p>	The version or minor version of JRE on your machine might be old. Use the latest version of JRE.
21	<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 <b>Publisher</b> is <b>Hitachi Solutions, Ltd.</b>, and then click the <b>Run</b> button. If you select the check box, this dialog box will not be displayed next time.</p>

## B. Version Changes

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This appendix describes the changes in each version.

### B.1 Changes in version 12-00

- The following OS are supported:
  - macOS 10.13 (High Sierra)
- The application (App) that is used to send and receive files and messages is now supported. Accordingly, Java software is no longer required if the App is used.

Descriptions on the scenarios when the App is used and when it is not were changed.

The **Send/Receive** menu name has been changed as follows:

- **Legacy Window**→**Java Applet**
- **New Window**→**JWS**
- The following web browser version is changed:
  - Mozilla Firefox ESR
- The following web browsers are supported:
  - Safari 11
- The following OSs are no longer supported:
  - Windows Server 2008 R2
- The following browser are no longer supported:
  - OS X 10.9 (Mavericks)
  - Safari 7
  - Java Runtime Environment Version 6.0

### B.2 Changes in version 11-50

- The following OS are supported:
  - macOS 10.12 (Sierra)
- The following web browsers are supported:
  - Mozilla Firefox ESR 52
- The following web browsers are supported:
  - Safari 10

### B.3 Changes in version 11-10

- A user can now send a file by selecting the delivery window.
- The following OSs are no longer supported:

- Windows 8
- The following OS are supported:
  - OS X 10.11 (El Capitan)
- The following web browsers are supported:
  - Microsoft Edge
  - Google Chrome
  - Safari 9
- The following web browsers are no longer supported:
  - Internet Explorer 8
  - Internet Explorer 9
  - Internet Explorer 10
  - Mozilla Firefox ESR 31
  - Mozilla Firefox ESR 38
- Files can now be deleted automatically if the recipient users download all the files.

## B.4 Changes in version 11-00

- The following OS for the client PC are now supported: Windows 10 and OS X 10.10 (Yosemite).
- The following web browsers are supported: Mozilla Firefox ESR 38 and Safari 8.
- The following the Java software are supported:
  - Java Runtime Environment Version 8.0 (32-bit) (Update 45 or later)
  - Java Runtime Environment Version 8.0 (64-bit) (Update 45 or later)
- Operability at the time of sending a new delivery is improved.
- The default view of the address book now can be set at the time of creating a user or a group.
- The following OSs are no longer supported:
  - Microsoft(R) Windows(R) XP Professional Operating System
  - Microsoft(R) Windows(R) XP Professional x64 Edition
  - Microsoft(R) Windows Vista(R) Home Premium
  - Microsoft(R) Windows Vista(R) Business
  - Microsoft(R) Windows Vista(R) Ultimate
  - Microsoft(R) Windows Vista(R) Enterprise
- The following browser are no longer supported:
  - Internet Explorer 7

## C. Reference Material for This Manual

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

### C.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):

- *JP1 Version 12 JP1/Data Highway - Server Administrator Guide (3021-3-D43(E))*

### C.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
JP1/Data Highway - Automatic Job Executor	JP1/Data Highway - AJE	
JP1/Data Highway - Server	JP1/DH - Server	
Red Hat Enterprise Linux(R) Server 6 (64-bit x86_64)	Linux 6 (x64)	Linux

### C.3 Conventions: Acronyms

This manual also uses the following acronyms:

Acronym	Full name or meaning
CPU	Central Processing Unit
FAQ	Frequently Asked Question
Firefox ESR	Mozilla Firefox ESR
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

## C.4 Default installation folder

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

- Default installation folder  
*system-drive*: \Program Files\Hitachi\jp1dh\server

## C.5 Conventions: KB, MB, GB, and TB

This manual uses the following conventions:

- 1 KB (kilobyte) is 1,024 bytes.
- 1 MB (megabyte) is 1,024<sup>2</sup> bytes.
- 1 GB (gigabyte) is 1,024<sup>3</sup> bytes.
- 1 TB (terabyte) is 1,024<sup>4</sup> bytes.

## D. Glossary

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### 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

A mount 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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