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JP1 Version 12

JP1/Service Support Operator's Guide

3021-3-D72(E)

Notices

■ Relevant program products

P-242C-8FCL JP1/Service Support version 12-00 (for Windows Server 2016 and Windows Server 2012)

P-2A2C-8LCL JP1/Service Support Starter Edition version 12-00 (for Windows Server 2016 and Windows Server 2012)

For details about the applicable OS versions, and the service packs and patches required for JP1/Service Support, see the *Release Notes*.

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■ Microsoft product name abbreviations

This manual uses the following abbreviations for Microsoft product names.

Abbreviation		Full name or meaning
Excel		Microsoft(R) Office Excel
Internet Explorer		Windows(R) Internet Explorer(R)
Windows Server 2012	Windows Server 2012	Microsoft(R) Windows Server(R) 2012 Datacenter
		Microsoft(R) Windows Server(R) 2012 Standard
	Windows Server 2012 R2	Microsoft(R) Windows Server(R) 2012 R2 Datacenter
		Microsoft(R) Windows Server(R) 2012 R2 Standard
Windows Server 2016		Microsoft(R) Windows Server(R) 2016 Datacenter
		Microsoft(R) Windows Server(R) 2016 Standard

Windows Server 2012 and Windows Server 2016 are sometimes referred to as *Windows*.

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Summary of amendments

The following table lists changes in this manual (3021-3-D72(E)) and product changes related to this manual.

Changes	Location
Windows Server 2008 R2 was deleted from the list of supported operating systems.	--

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

Preface

This manual describes how to perform operations in the user interface of JP1/Service Support.

The following products are referred to collectively as *JP1/Service Support* in this manual.

- JP1/Service Support#
- JP1/Service Support Starter Edition

#

Referred to as *JP1/Service Support (Standard)* in this manual.

Change of the product name and integration

The product name was changed as follows in JP1/Service Support 11-00.

Old name: JP1/Integrated Management - Service Support

New name: JP1/Service Support

JP1/Integrated Management - Service Support Advanced Edition was integrated into JP1/Service Support.

■ Intended readers

This manual is intended for readers who intend to use the JP1/Service Support user interface to build or use a JP1/Service Support environment.

■ Organization of this manual

This manual is organized into the following chapters and appendixes:

1. Overview of JP1/Service Support

This chapter provides an overview of JP1/Service Support.

2. Logging in and Logging Out of JP1/Service Support

This chapter describes how to log in and out of JP1/Service Support.

3. Building a JP1/Service Support Environment

This chapter describes how to build the JP1/Service Support environment from the user interface.

4. Displaying and Working With Items

This chapter describes how to display and work with Items in the JP1/Service Support user interface.

5. Checking Item Statuses and Outputting Reports

This chapter describes how to check the status of Items in the JP1/Service Support user interface, and how to output reports.

6. Messages

This chapter describes the messages output in relation to on-screen operations in JP1/Service Support.

A. Notes on using JP1/Service Support

This appendix describes notes on using JP1/Service Support.

B. Version Changes

This appendix lists the changes in each version.

C. Reference Material for This Manual

This appendix provides reference material for this manual.

D. Glossary

This appendix explains the terminology used in this manual

■ Manual suite

The JP1/Service Support manual set contains the following manuals, including this one. Read the manual appropriate for the purpose.

JP1 Version 12 IT Service Management: Getting Started (3021-3-D70(E))

This manual is recommended reading for first-time users of JP1/Service Support. It describes how to install and set up JP1/Service Support, and describes the operations of JP1/Service Support based on use cases.

JP1 Version 12 JP11/Service Support Configuration and Administration Guide (3021-3-D71(E))

This manual is recommended reading for system administrators who manage and maintain JP1/Service Support. It provides an overview of JP1/Service Support, and describes its functionality, installation and setup, and how to use the product.

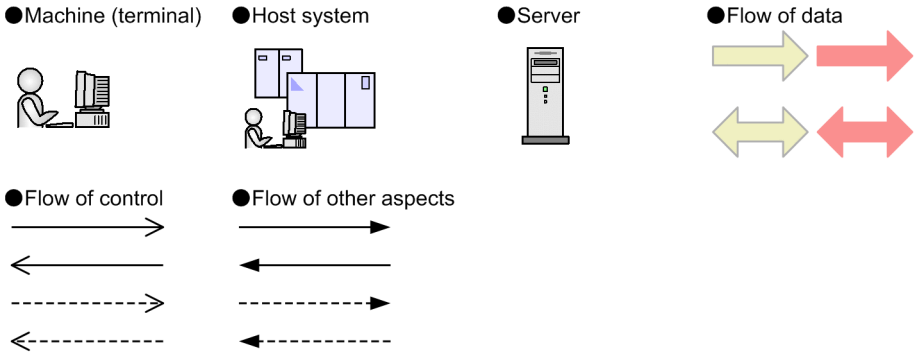
JP1 Version 12 JP1/Service Support Operator's Guide (3021-3-D72(E))

This manual is recommended reading for users who will be using the graphical interface JP1/Service Support to perform operations. It describes the operations you can perform from the windows and dialog boxes of JP1/Service Support.

The on-screen operations related to Items are described only in the *JP1/Service Support Operator's Guide*. On-screen operations that relate to building the JP1/Service Support environment are described in the *JP1/Service Support Configuration and Administration Guide* and the *JP1/Service Support Operator's Guide*.

■ Conventions: Diagrams

This manual uses the following conventions in diagrams:



■ Conventions: Fonts and symbols

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

Text formatting	Convention
Bold	Bold characters indicate text in a window, other than the window title. Such text includes menus, menu options, buttons, radio box options, or explanatory labels. For example: • From the **File** menu, choose **Open**. • Click the **Cancel** button. • In the **Enter name** entry box, type your name.
Italic	Italic characters indicate a placeholder for some actual text to be provided by the user or system. For example: • Write the command as follows: `copy` *source-file target-file* • The following message appears: `A file was not found. (file =` *file-name*`)` Italic characters are also used for emphasis. For example: • Do *not* delete the configuration file.
`Monospace`	Monospace characters indicate text that the user enters without change, or text (such as messages) output by the system. For example: • At the prompt, enter `dir`. • Use the `send` command to send mail. • The following message is displayed: `The password is incorrect.`

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: `A|B|C` 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: `{A|B|C}` 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: `[A]` means that you can specify `A` or nothing. `[B|C]` 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: `A, B, B, ...` means that, after you specify `A, B,` you can specify B as many times as necessary.

■ Conventions: Installation Folders

In this manual, the paths of files whose location can be specified by the user are written in *italics*.

Installation folder	Convention
JP1-SS-path	The folder where JP1/Service Support is installed. The default installation folder# is *system-drive*`:\Program Files (x86)\Hitachi\JP1SS`
system-drive	The drive on which the operating system is installed

#

The folder where JP1/Service Support is installed by default.

■ Conventions: Meaning of "default" in this manual

The term *default* in this manual describes the initial state of JP1/Service Support after a new installation. The term default value of a key specified in a definition file does not mean this initial state.

■ 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*.

■ Entering two-byte characters in the user interface

Characters entered in JP1/Service Support are converted to UTF-8 encoding. This means that two-byte characters are converted to three or four bytes. Take this into consideration when entering two-byte characters.

■ Linkage with JP1 products

Linkage with the following JP1 products is possible only in a Japanese environment:

- JP1/UCMDB

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1 Overview of JP1/Service Support

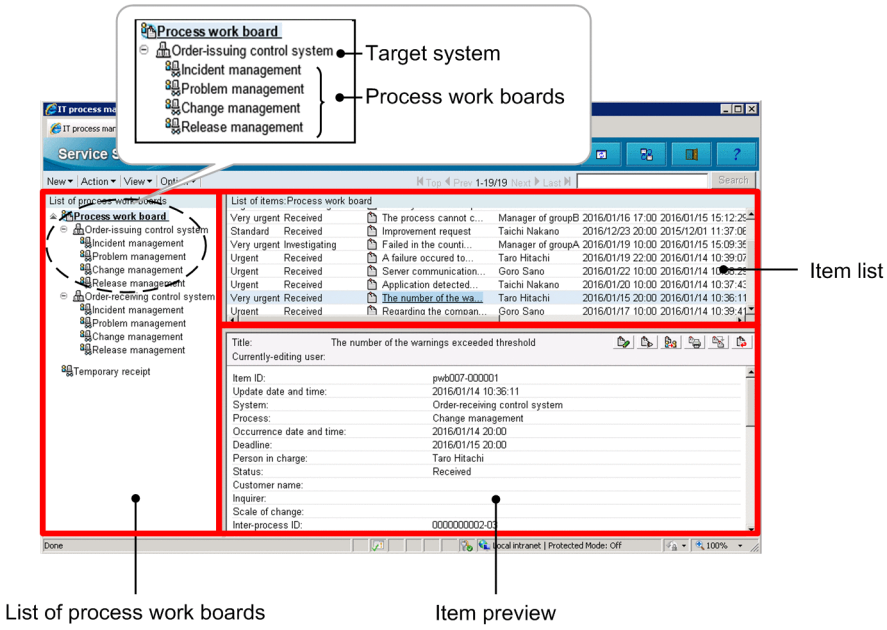
This chapter provides an overview of JP1/Service Support.

1.1 About JP1/Service Support

JP1/Service Support is a program that facilitates the smooth transition between processes from the time an incident occurs until it is resolved. JP1/Service Support centrally manages user inquiries, system faults, and the problems and considerations that arise as a result of these user inquiries and system faults, as *Items* requiring resolution.

Figures 1-1 and 1-2 show the two main windows in which most JP1/Service Support activity takes place.

Figure 1–1: Main window (Item list)



The primary use of the main window (Item list) is to perform Item-related actions. These include creating, editing, and searching for Items.

The left frame is the *List of process work boards*, which displays a list of process work boards. The top right frame is the *Item list* and displays a list of Items. The bottom right frame is the *Item preview* which shows a preview of the Item selected in the Item list.

For details about the main window (Item list), *4.2 Layout of main window (Item list)*.

The following describes the terminology used in the figure.

Target system

A term for a system being managed by JP1/Service Support.

Process work board

A process work board is a location where tasks are recorded for each process. You can create only one process work board per process. Settings that relate to actions performed on Items generally apply at the level of an individual process work board.

Process

A process is a category of task designated by JP1/Service Support. The four categories are *incident management*, *problem management*, *change management*, and *release management*. Process names are based on the processes defined in the ITIL (Information Technology Infrastructure Library) framework. In addition, JP1/Service Support allows the process display names to be customized to suit how you use the system.

ITIL is a set of guidelines seeing widespread adoption mainly in Europe that systematize the building and operation of IT systems. The processes defined in ITIL are as follows:

Incident management

The incident management process manages user inquiries and events that threaten to disrupt normal operations as *incidents*, and presents the appropriate answers and workarounds to the user at the earliest opportunity.

If an inquiry or event cannot be adequately resolved in the incident management process, responsibility can be transferred to the problem management process. This act of transferring responsibility to another process is called *escalation*.

Problem management

Problem management manages, as *problems*, inquiries from users, system faults, and other matters that warrant further investigation. This process diagnoses the root cause of problems and identifies permanent solutions.

If feedback needs to be made to the incident management process, a request to that effect can be made. If problem management determines that a user document or the system itself needs changing, a *request for change (RFC)* can be raised and escalated to the change management process.

Change management

Change management is triggered by a request for change. It involves a careful assessment of potential changes and proposals for their implementation, taking into consideration the risk of system failures and the impact the change might have on business operations. This assessment and the resulting proposal involve a team made up of people who have roles in the construction, operation, and use of the affected systems. In ITIL, these are called *Change Advisory Board (CAB) members*. The meetings at which CAB members assess the situation and come up with proposals are called *Change Advisory Board (CAB) meetings*.

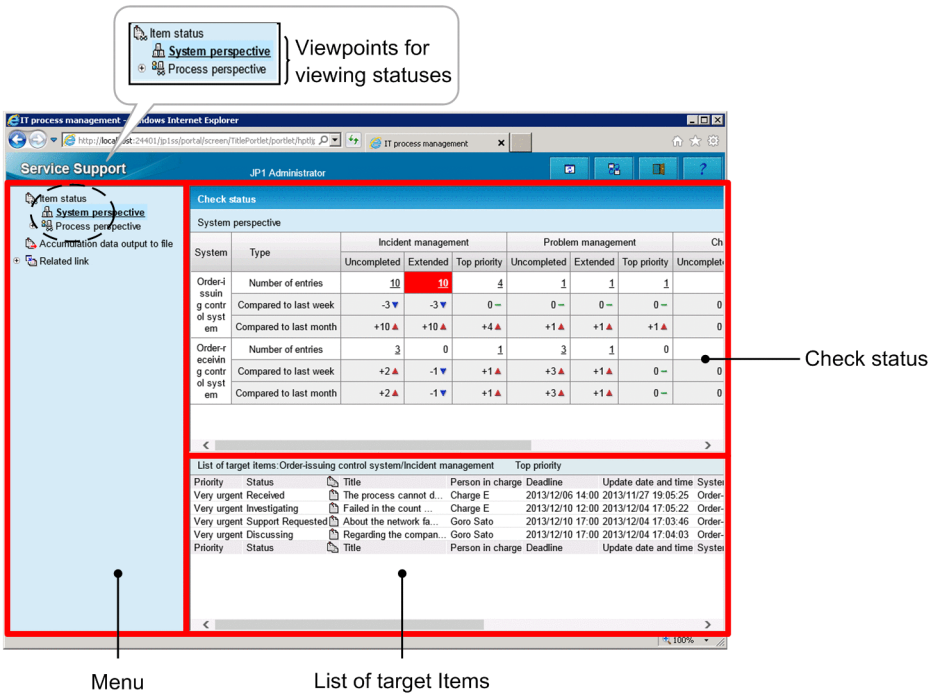
If the meeting results in a change plan, the plan is passed to the release management process for implementation. The results of the RFC are also reported back to the problem management process.

Release management

This process establishes implementation plans based on proposed changes to affected systems. It is also responsible for building, testing and deploying changes according to the implementation plan.

The result of this activity is reported back to the change management process.

Figure 1–2: System perspective of main window (Item status)



The primary use of this window is to check the work status of items, through operations such as displaying the number of unresolved Items and outputting reports about Item resolution.

The left frame displays a *menu* with the commands you can perform in the main window (Item status). The top right frame is the *check status* frame, in which you can view the statuses of Items registered in JP1/Service Support. The bottom right frame is the *list of target Items*. By clicking a number in the top right frame, you can display a list of the Items that contribute to the tally.

For details about the main window (Item status), see *5.1 Layout of main window (Item status)*.

The following describes the terminology used in the figure.

Perspectives for viewing statuses

From the menu, you can select the perspective from which to check Item statuses. You can select from the system perspective and the process perspective. Click the perspective in the menu to use it in the status check frame.

From the system perspective, you can view the statuses of every item in every system managed by JP1/Service Support. From the process perspective, you can view the status of the processes in a given system in greater detail than the system perspective.

Note that JP1/Service Support is provided as the following products to accommodate different scales of system and organizational needs:

- JP1/Service Support Starter Edition
- JP1/Service Support (Standard)

1.2 Features of JP1/Service Support

JP1/Service Support provides a number of features designed to bring Items to resolution in a quick and efficient manner. The available features depend on the access permissions assigned to the operator. To use the desired feature, you must have the correct access permissions. Access permissions can be assigned in three ways:

- Assignment to a system role

  System roles are roles provided for system administrators by JP1/Service Support. There are three system roles: the user management role, the process work board management role, and the work management role. Each role is assigned access permissions for a subset of operations, and users who belong to a role are granted access permissions for the operations permitted by that role.
- Designation as a process work board administrator

  A process work board administrator can perform the full range of operations with respect to the process work boards he or she manages.
- Assignment of access permissions for Items

  JP1/Service Support provides access permissions, such as view and edit permissions, that correspond to the operations you can perform on an Item. You can assign access permissions at the process work board level. The access permissions provided for each process work board can be allocated to users and roles. There are also two types of editing permission for Items: general permission that allows the holder to edit every Item registered in a process work board, and status-level permission that allows the holder to edit Items only when they are in a specific status.

The tables below describe the access permissions needed to use certain features of JP1/Service Support. The first table describes access permissions for environment-building features, and the second describes those for Item-related operations.

Table 1–1: JP1/Service Support functions (environment building) and required access permissions

Function	Required access permissions	See
Adding, editing, and deleting users	User management role	*Section 3.1*
Adding, editing, and deleting roles Adding and removing members to and from roles	User management role	*Section 3.2*
Adding, editing, and deleting target systems	Process work board management role	*Section 3.3*
Customizing processes	Process work board management role	*Section 3.4*
Adding, editing, deleting, and viewing process work boards	• Addition and deletion: Process work board management role • Editing: Process work board management role or process work board manager • Viewing: View permission for Items	*Section 3.5*
Allocating access permissions	Process work board management role or process work board manager	*Section 3.6*
Viewing Item form information Deleting Item forms Setting the default Item form for a process	Process work board management role	*Section 3.7*
Customizing Item statuses There are two ways to customize Item statuses: • Customizing statuses for common use across processes	• For common use across processes: Process work board management role • Specific to one process work board: Process work board management role or process work board manager	*Section 3.8*

Function	Required access permissions	See
• Customizing statuses for use only in a specific process work board	• For common use across processes: Process work board management role • Specific to one process work board: Process work board management role or process work board manager	*Section 3.8*

Note:

In a process work board where view permission is assigned at the Item level, you can only view Items for which you have view permission. For details on setting view permission for individual Items, see the *JP1/Service Support Configuration and Administration Guide*.

Table 1–2: JP1/Service Support functions (Item operations) and required access permissions

Function	Required access permissions	See
Displaying Items You can display the following information about Items: • Details • Item history • Item progress • Work status • Related Items	One of the following is required: • Process work board management role • Process work board manager • Item view permission • View permission for the individual Item#	*Section 4.3*
Searching for Items There are two ways to search for Items: • Search using the Specify search conditions - Item-common element window or the Specify item search conditions window • Simple search in the main window (Item list)	One of the following is required: • Process work board management role • Process work board manager • Item view permission • View permission for the individual Item#	*Section 4.4*
Creating Items There are three ways to create Items: • In the New item window • Creating an Item based on an existing Item • By email	One of the following is required: • Process work board management role • Process work board manager • Item view permission, view permission for the individual Item#, and Item create permission When creating an Item based on the contents of an existing Item, you must have this access permission for the new Item and the original.	*Section 4.5*
Editing Items	One of the following is required: • Process work board management role • Process work board manager • Item view permission, view permission for the individual Item#, and Item edit permission • Item view permission, view permission for the individual Item#, and status-level edit permission	*Subsection 4.6.1*
Changing the status of an Item	To change to a status other than *Acknowledged* or *Close*: One of the following is required: • Process work board management role • Process work board manager • Item view permission, view permission for the individual Item#, and Item edit permission • Item view permission, view permission for the individual Item#, and status-level edit permission To change to *Acknowledged* status: One of the following is required: • Process work board management role	*Subsection 4.6.2*

Function	Required access permissions	See
Changing the status of an Item	• Process work board manager • Item view permission, view permission for the individual Item#, Item edit permission, and Item acknowledge permission • Item view permission, view permission for the individual Item#, and Item acknowledge permission To change to *Close* status: One of the following is required: • Process work board management role • Process work board manager • Item view permission, view permission for the individual Item#, Item edit permission, and close permission • Item view permission, view permission for the individual Item#, status-level edit permission, and close permission	*Subsection 4.6.2*
Recalling Items	Both of the following are required: • User and role member in effect before the Item transitioned to its current status • View permission for the individual Item#	*Subsection 4.6.3*
Sending back Items	One of the following is required: • Process work board manager • View permission for the individual Item# and Item edit permission • Process work board management role	*Subsection 4.6.4*
Batch operations on Items	One of the following is required: • Process work board manager • Process work board Item edit permission and view permission for the individual Item# • Permission to change the status of Items on the process work board to *Acknowledged* or *Close* • Process work board management role	*Subsection 4.6.5*
Escalating an Item	One of the following is required: • Process work board management role • Process work board manager at the escalation source and destination processes • Item view permission, view permission for the individual Item#, and escalation permission at the escalation source and destination processes	*Subsection 4.6.6*
Deleting an Item	One of the following is required: • Process work board management role • Process work board manager • Item view permission, view permission for the individual Item#, and Item delete permission	*Section 4.7*
Printing an Item	One of the following is required: • Process work board management role • Process work board manager • Item view permission • View permission for the individual Item#	*Section 4.8*

Function	Required access permissions	See
Outputting Item information to a CSV file	One of the following is required: • Process work board management role • Process work board manager • Item view permission • View permission for the individual Item#	*Section 4.9*
Checking the status of an Item There are two perspectives from which you can check the status of an Item: • System perspective • Process perspective	One of the following is required: • Work management role • Process work board management role • Process work board manager • Item view permission • View permission for the individual Item#	*Section 5.2*
Outputting a report about Items	One of the following is required: • Work management role • Process work board management role • Process work board manager • Item view permission • View permission for the individual Item#	*Section 5.3*
Viewing information relating to an Item	One of the following is required: • Work management role • Process work board management role • Process work board manager • Item view permission • View permission for the individual Item#	*Section 5.4*

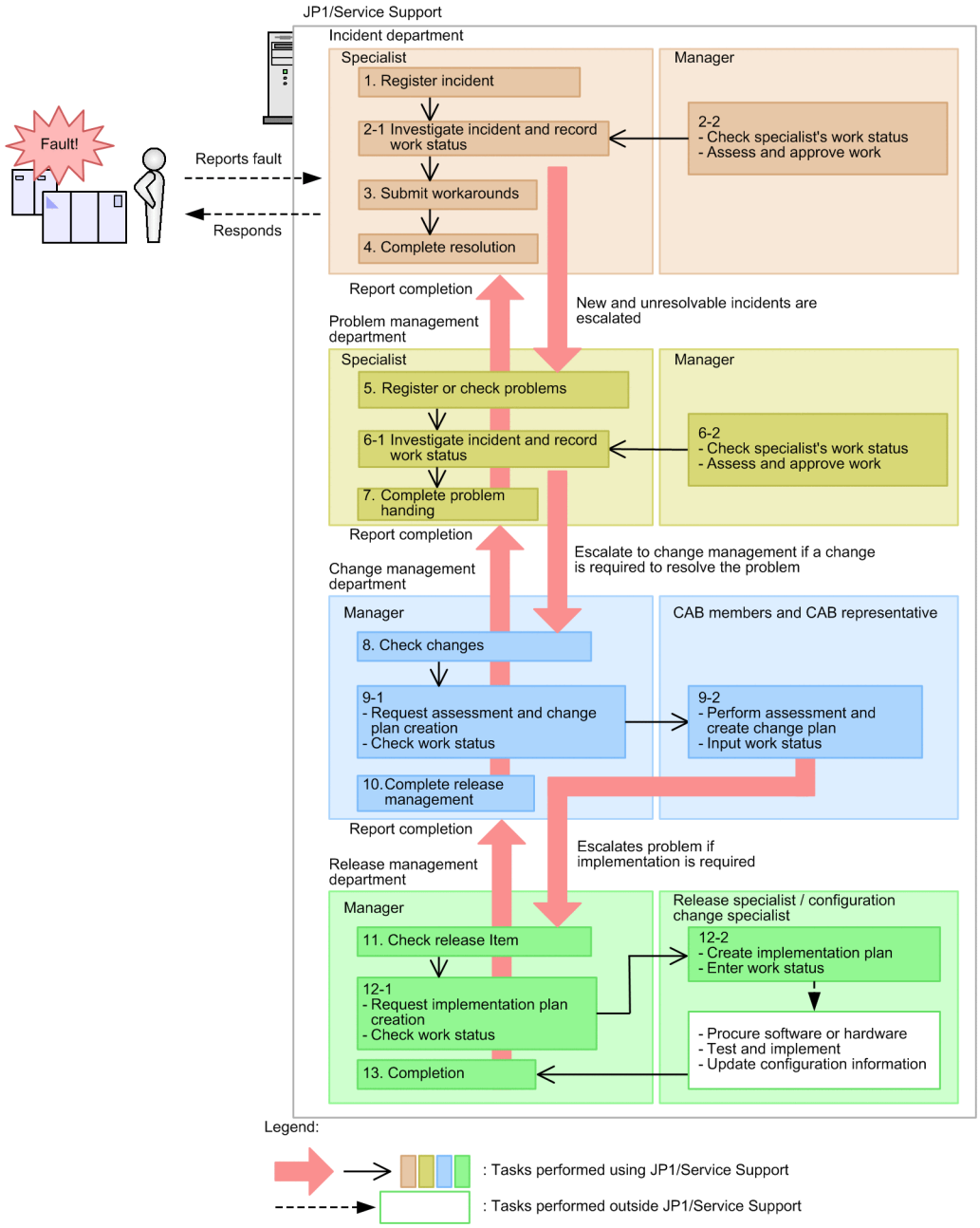
#

In a process work board where view permission is assigned at the Item level, you can only view Items for which you have view permission. For details on setting view permission for individual Items, see the *JP1/Service Support Configuration and Administration Guide*.

1.3 Overview of Item resolution using JP1/Service Support

The following figure shows an example of the general procedure from incident to resolution using JP1/Service Support.

Figure 1–3: Flow from incident to resolution



The description below uses the number in the figure to refer to each step.

1. Register incident

   The incident specialist receives an error report from the user, and registers the incident.

2-1 Investigate incident and record work status

   The incident specialist assesses whether the incident is a known one. If the incident is determined to be unknown, it is escalated to problem management.

   At this stage, the incident specialist also updates the incident to reflect the work done.

2-2 Check specialist's work status/Assess and approve work

The incident manager reviews the work status of the specialist. At this stage, the manager can also assess and approve Items as needed.

3. Submit workarounds

The incident specialist makes a workaround available to the user.

4. Complete resolution

With the consent of the user, the incident specialist closes the incident.

5. Register or check problems

The problem management specialist registers the problem, or reviews a problem registered by a department that handled the incident.

6-1 Investigate incident and record work status

The problem management specialist assesses whether the problem is a known one. If this assessment shows that the incident is unknown, the problem management specialist begins working towards a resolution. If this process indicates that a system change will be needed, the incident is escalated to change management.

At this stage, the problem is updated in the database to reflect the work done.

6-2 Check specialist's work status/Assess and approve work

The problem manager reviews the work status of the problem management specialist. At this stage, the manager can also assess and approve problems as needed.

7. Complete problem handing

The problem management specialist closes the problem as soon as a conclusion is reached. If the problem was escalated from the incident department, the incident department is notified that a solution has been reached.

8. Check changes

The change manager reviews the changes registered by the problem management team.

9-1 Request assessment and change plan creation/Check work status

The change manager issues a request to the CAB members and CAB representative to assess the proposed changes registered by problem management and create a change plan. The change manager also checks for updates that reflect this activity.

9-2 Perform assessment and create change plan/Input work status

CAB members hold a meeting where they assess the proposed changes and create a change plan. After this stage, CAB members update the change plan to reflect the work done.

The CAB representative reviews and approves the result of the assessment and the proposed change plan. The change plan is then escalated to the release management team as a release Item, to begin the process of implementing the changes in the system.

10. Complete release management

When notified by the release management team that the release process has finished, the change manager conducts a review after a certain length of time has passed. The Item is updated to reflect the result, and the process of problem handling is concluded.

At this point, the problem management department is notified that the process has completed.

11. Check release Item

The release manager reviews the release Item registered by the change management group.

12-1 Request implementation plan creation/Check work status

The release manager issues a request to the release specialist to create an implementation plan for the release Item registered by the change management process. The release manager then checks the database for updates that reflect this activity.

12-2 Create implementation plan/Enter work status

The release specialist creates an implementation plan, engages in hardware or software procurement or other activities within the confines of his or her role, and tests and installs the hardware or software. The release specialist then updates the release Item to reflect the work done.

The configuration change specialist is notified that the change has been implemented and updates the system configuration. The configuration change specialist updates the release Item to reflect the work done.

13. Completion

The release manager reviews the release Item and makes sure that all tasks have been completed. The release Item is closed as soon as a judgment is made that everything that needs to be done has been done. At this stage, the release manager notifies the change management team that the change has been completed.

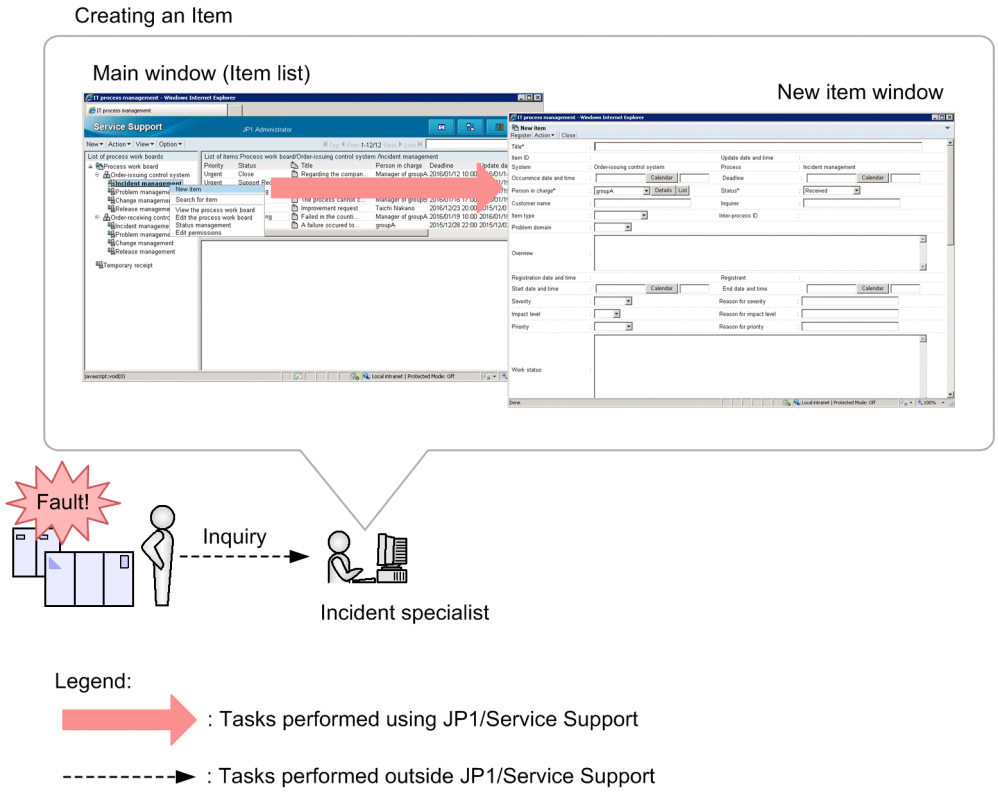
1.3.1 Items from submission to resolution

This subsection describes the progress of an Item from the point when the Item is received until its resolution, using the example of an incident. This corresponds to steps 1 to 4 in *1.3 Overview of Item resolution using JP1/Service Support*.

(1) Item registration in response to an incident

The following figure shows an example in which an inquiry from a user is registered as an incident in JP1/Service Support.

Figure 1–4: Example of Item (incident) registration



In the main window (Item list), the incident specialist selects the process (Incident Management) for the system where the incident occurred and displays the New item window. After entering the required parameters in the New item window, the incident specialist selects **Register** from the menu. This registers the incident as an Item in the Item management database of JP1/Service Support.

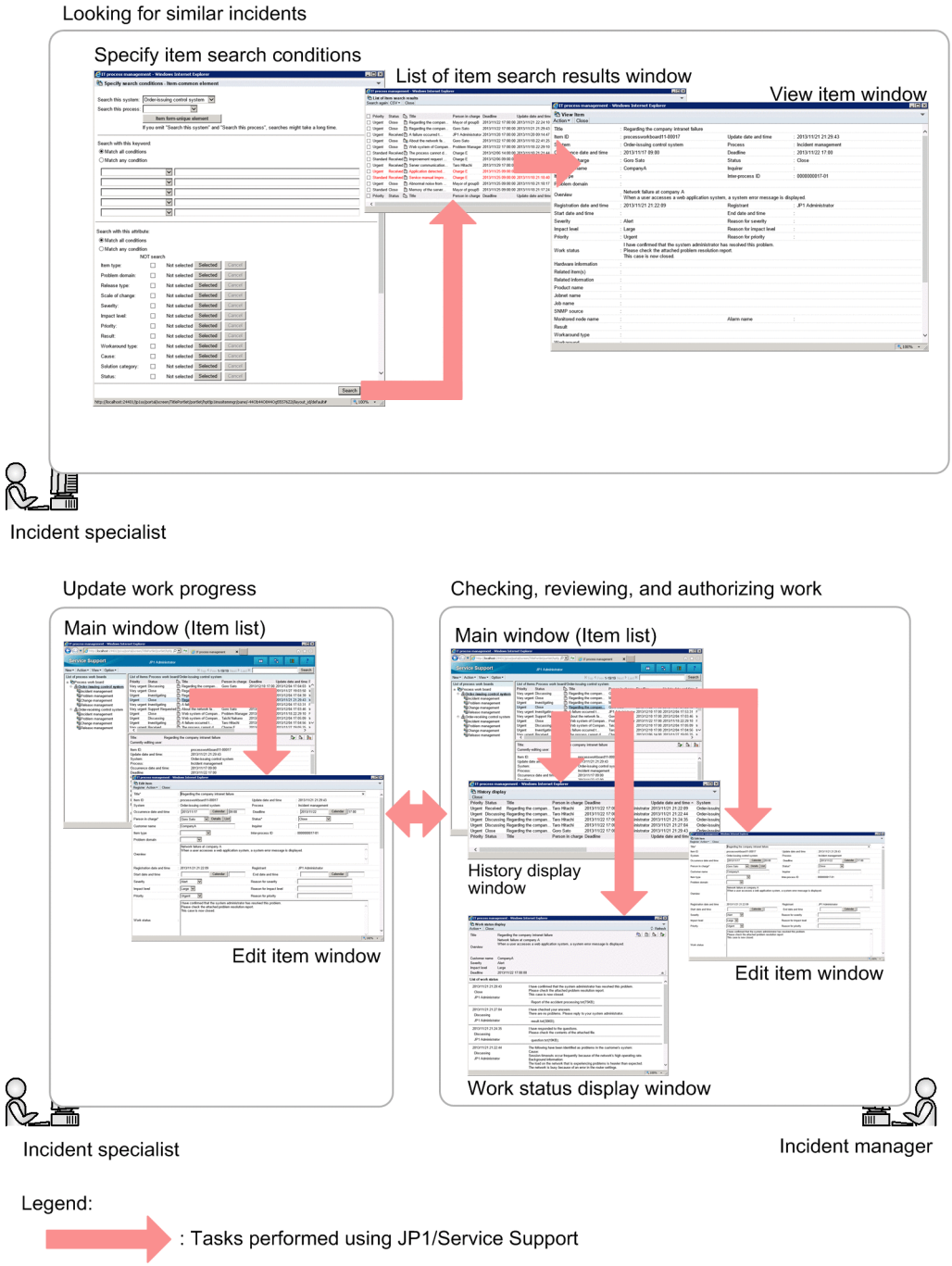
(2) Investigation

An incident specialist uses the search function to identify whether similar incidents have occurred and been dealt with in the past. He or she also updates the registered Item so that a record is kept of their investigation and the work being done.

The incident manager then reviews the work of the incident specialist. He or she also assesses and approves the information entered into the database by the incident specialist.

The following figure shows an example in which the incident specialist searches for similar Items and records the results of this work in the database, after which the incident manager assesses and approves the work of the incident specialist.

Figure 1–5: Example of searching for similar Items, recording progress, and assessing and approving work



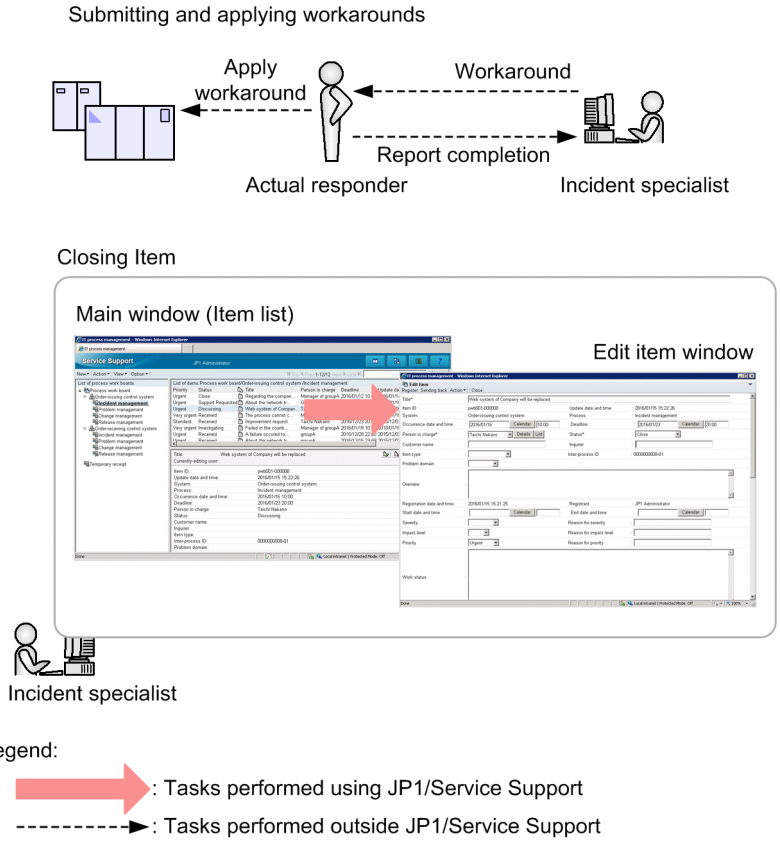
The incident specialist uses the Specify item search conditions window to look for similar Items that were registered in the past. After entering search conditions in the Specify search conditions - Item-common element window or the Specify item search conditions window, the incident specialist clicks the **Search** button. The search results appear in the List of item search results window. The incident specialist can view details of similar Items and how they were resolved by selecting the Item in the search results and opening the View Item window.

To record his or her progress, the incident specialist displays the Edit item window from the main window (Item list) and updates the Item to reflect the work done. The incident manager then reviews the work of the incident specialist in the main window (Item list) and the Work status display window. If the incident specialist's work needs to be assessed or approved, the incident manager can do so by first checking the History display window to see whether issues have been raised with this person's work in the past, and then opening the Edit item window from the main window (Item list) to change the Item status.

(3) Item resolution

The first step towards resolving an Item is to provide a workaround to the user who submitted the inquiry. An Item is only considered to be resolved when it has been dealt with completely based on the supplied workaround.

Figure 1–6: Item resolution



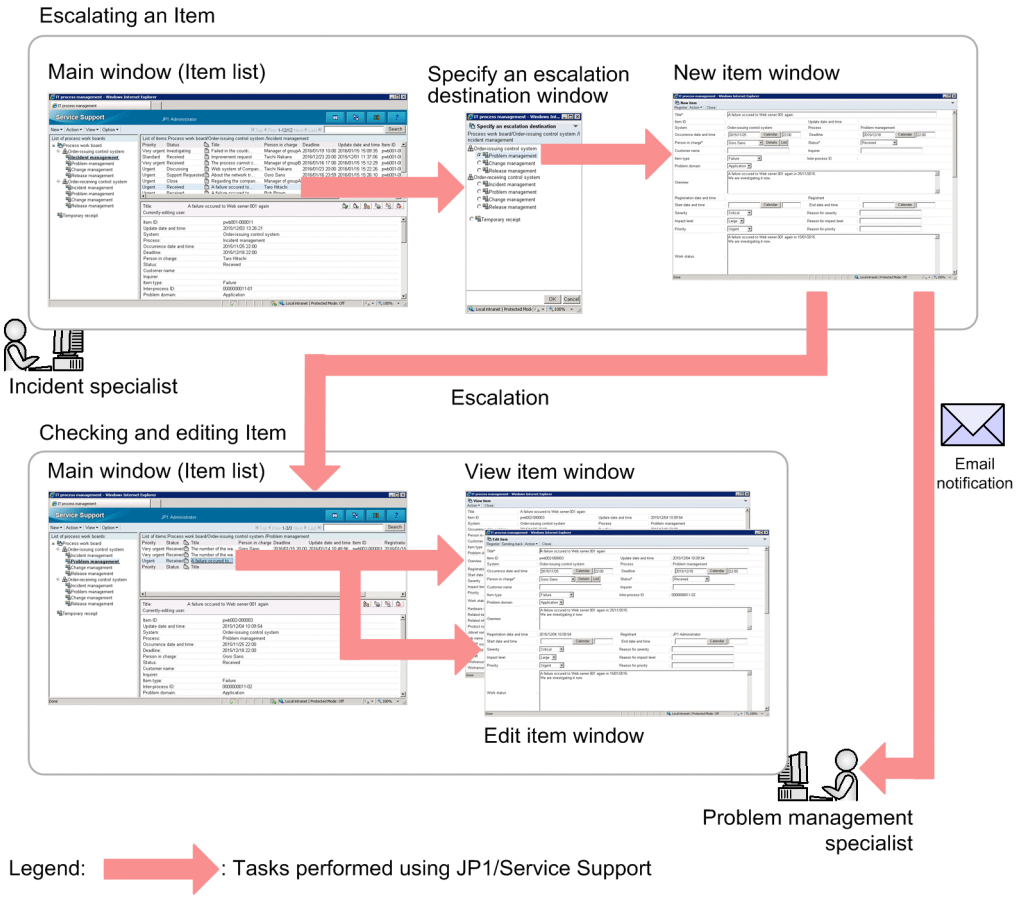
The proposal and implementation of workarounds is not part of JP1/Service Support. An Item can be closed only after the appropriate measures have been offered to the user who submitted the inquiry, or applied to a managed system.

To close an Item, display the Edit item window by selecting the Item in the main window (Item list). In the Edit item window, change the Item status to **Close** and update the Item. The Item is now closed.

1.3.2 Escalation to other processes

This subsection describes the escalation of an Item to another process, using the example of an incident. If the investigation shows that an inquiry does not relate to a known fault, it is escalated to problem management.

Figure 1–7: Escalation

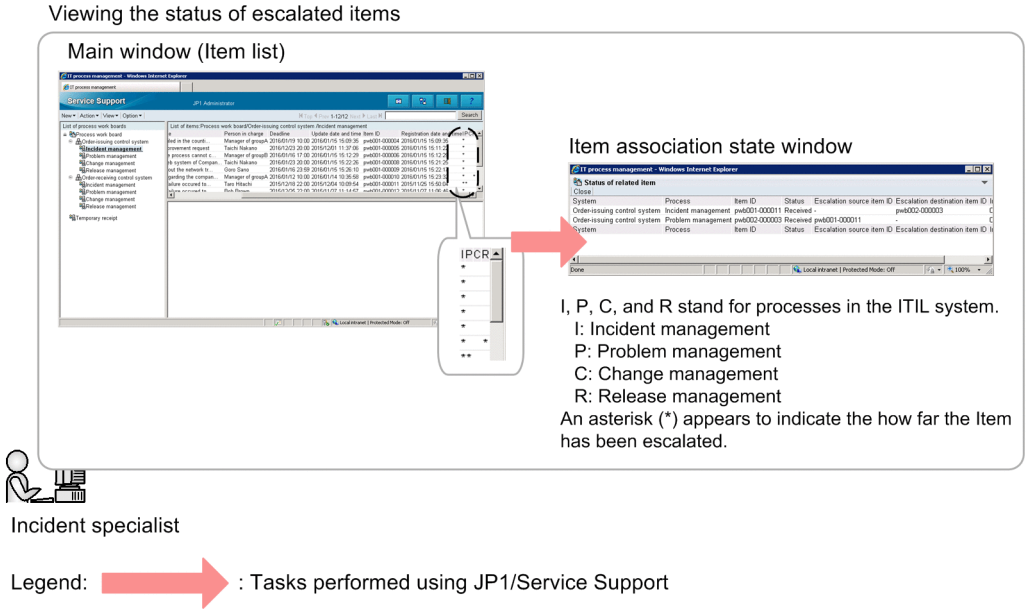


To escalate an Item to another process, you need to select the Item that you want to escalate in the main window (Item list) and open the Specify an escalation destination window. When you specify an escalation destination in the Specify an escalation destination window, the New item window appears with the information of the original Item already filled in. After adding the information needed at the escalation destination, you can register the Item with the target process by selecting **Register** from the menu.

Those in charge of the target process are then required to resolve the Item in the same manner as if they had registered it themselves.

As shown in the following figure, you can view the status of escalated Items at the escalation source.

Figure 1–8: Viewing the status of escalated Items



In the Item list of the main window (Item list), you can see whether an Item has been escalated. You can also view the status of escalated Items in the Status of related item window.

2 Logging in and Logging Out of JP1/Service Support

This chapter describes how to log in and out of JP1/Service Support.

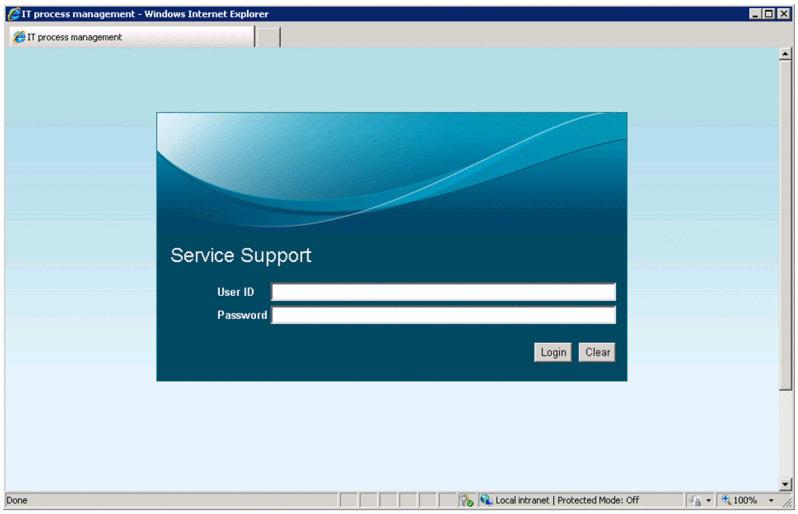
2.1 Logging in to JP1/Service Support

The following describes how to display the Login window in your Web browser and log in to JP1/Service Support. Make sure that the language settings of the machine on which JP1/Service Support windows are opened are the same as the language settings of the server on which JP1/Service Support runs.

1. Open your Web browser and enter the URL of the Login window.

   When you enter the URL of the Login window in your Web browser, the Login window appears. The URL is `http://`*host-name*`:`*port-number*`/jp1ss/index.jsp`. As *host-name*, specify the host where JP1/Service Support is installed. As *port-number*, specify the port number used for communication with the Web server. The default port number is 24401.

   Figure 2–1: Login window

   If JP1/Service Support is installed on a server running Windows, you can also display the Login window by selecting JP1_SS Login window in the **All Apps** section of the start screen.

2. In the Login window, enter your user ID and password.

   User ID

   In the **User ID** field, enter your user ID using 1 to 64 half-width alphanumeric characters. User IDs are case sensitive.

   Password

   In the **Password** field, enter your password using 1 to 64 half-width alphanumeric characters, spaces, and symbols. Passwords are case sensitive.

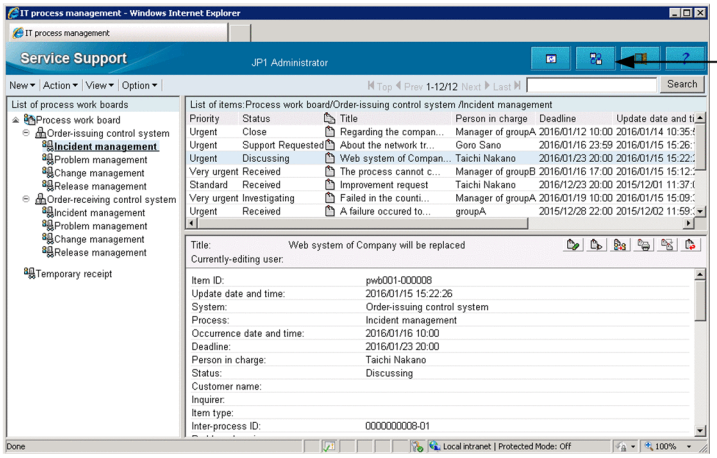
   Users must already be registered to log in from the Login window. In JP1/Service Support, the system management user is registered as a default account. To register users and user information, first log in using this user ID. For details about how to register users, see *3.1 Creating users*. For details about the default system management user account, see the description of the system management user (`jp1admin` user) in the *JP1/Service Support Configuration and Administration Guide*.

3. Click **Login**.

   If authentication is successful, the main window (Item list) or main window (Item status) of JP1/Service Support appears. You can toggle between these windows by clicking the toggle main windows button in the toolbar of each window.

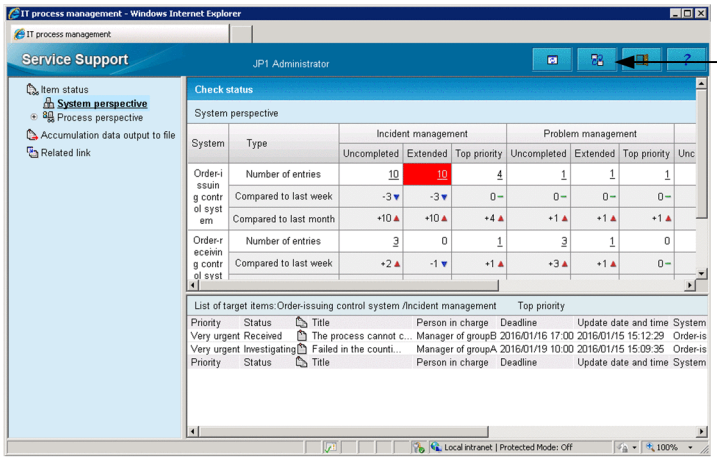
Figure 2–2: Toggling main windows

Main window (Item list)



Use the Toggle main windows button to switch between windows

Main window (Item status)



Note:

The maximum number of users that can be logged in at the same time is 100 users. However, for this product, the multiplicity of database access is 10. Therefore, when many users attempt to access the database concurrently, response might become slow.

2.2 If you are using an LDAP server for authentication, passwords are managed by the LDAP server and attempting to change the password in JP1/Service Support will have no effect. You must prevent users from changing passwords in JP1/Service Support if you are using an LINKID=loginjohohenkou">Viewing and changing logged-in user information

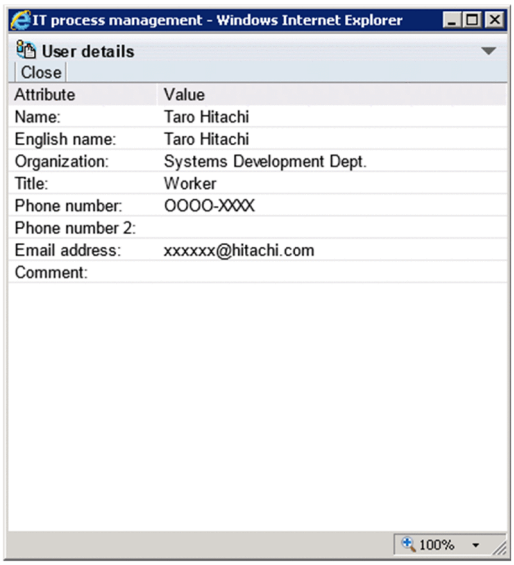
The logged-in user can view and change his or her own user information, such as passwords and Phone number. The following describes how to view and change the user information for the logged-in user.

2.2.1 Viewing user information for the logged-in user

To view the user information for the logged-in user:

1. From the menu in the main window (Item list), select **Option** and then **View my details**.
   The User details window appears.

   Figure 2–3: User details window

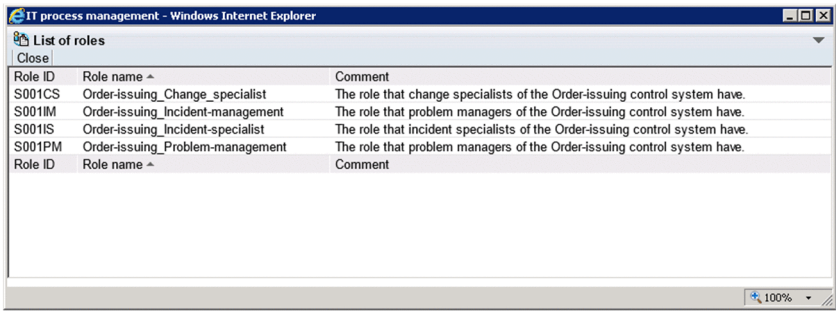


2.2.2 Viewing the roles of the logged-in user

To view the roles to which the logged-in user belongs:

1. From the menu in the main window (Item list), select **Option** and then **View assigned role**.
   The List of roles window appears.

Figure 2–4: List of roles window



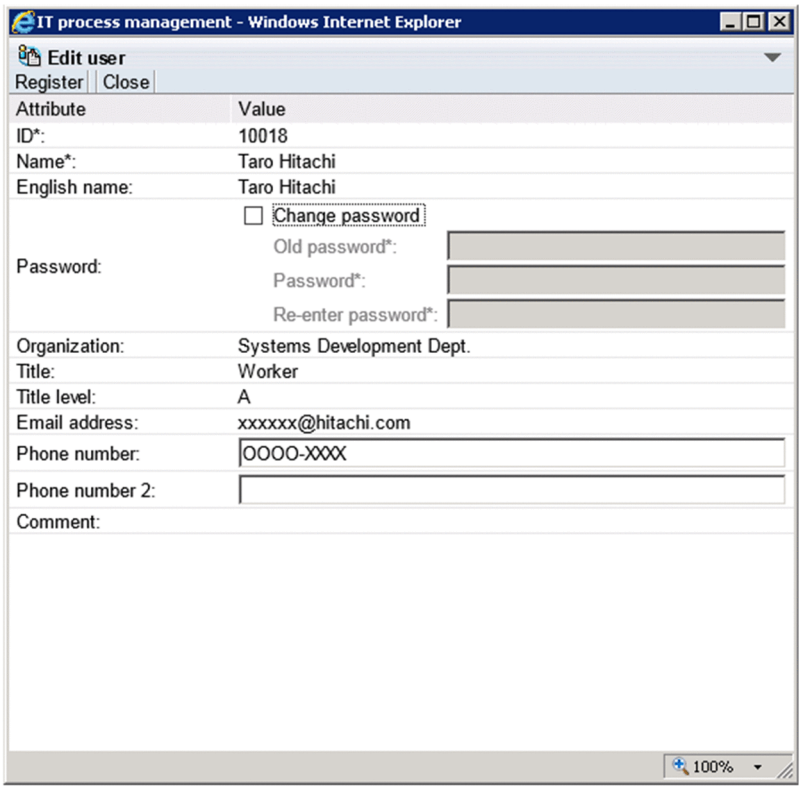
You can display the Role details window by clicking a Role ID or Role name.

2.2.3 Changing user information (password and Phone number) for the logged-in user

To change the password and Phone number of the logged-in user:

1. From the menu in the main window (Item list), select **Option** and then **Edit my details**.
   The Edit user window appears.

   Figure 2–5: Edit user window



2. Select the **Change password** check box, and enter the password.
   Enter your old password in the **Old password** field and your new password in the **Password** and **Re-enter password** fields, using 1 to 64 half-width alphanumeric characters, spaces, and symbols. Passwords are case sensitive. If you do not want to change your password, clear the **Change password** check box.

3. Enter your phone number in the **Phone number** field.

You can enter a maximum of 255 numeric characters and hyphens.

4. From the menu, select **Register**.
   The user information for the logged-in user is updated.

Note:

If you are using an LDAP server for authentication, passwords are managed by the LDAP server and attempting to change the password in JP1/Service Support will have no effect. You must prevent users from changing passwords in JP1/Service Support if you are using an LDAP server for authentication. Whether users can change passwords depends on a setting in the User management property file. For details about the User management property file, see the *JP1/Service Support Configuration and Administration Guide*.

2.3 Logging out of JP1/Service Support

To log out of JP1/Service Support:

1. Click the **Logout** button in the toolbar of the main window.
   You are logged out of JP1/Service Support, and returned to the Login window.

3

Building a JP1/Service Support Environment

This chapter describes the steps involved in building the environment for JP1/Service Support.

3.1 Creating users

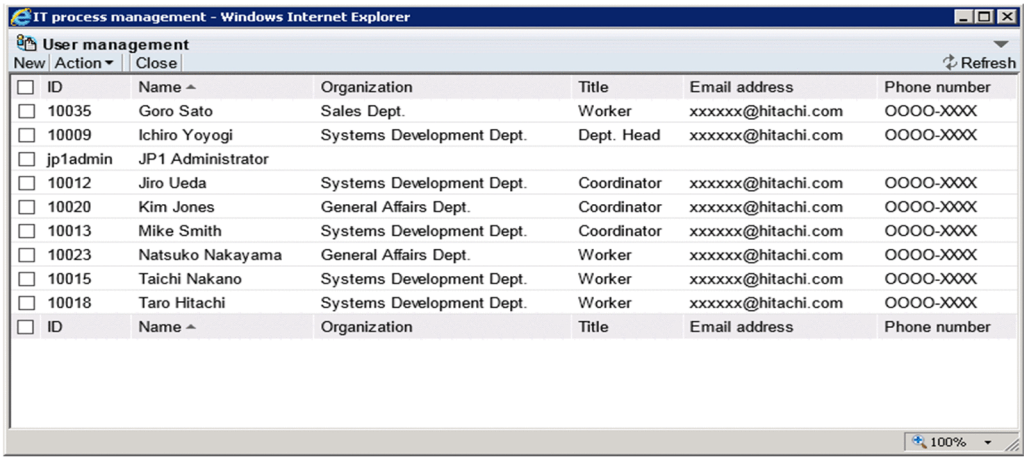
This section describes how to add and delete users from the User management window. Only users who belong to the user management role can perform these operations.

3.1.1 Adding users

To add a user:

1. From the menu in the main window (Item list), select **Option** and then **User management**.
   The User management window appears. This window is shown below.

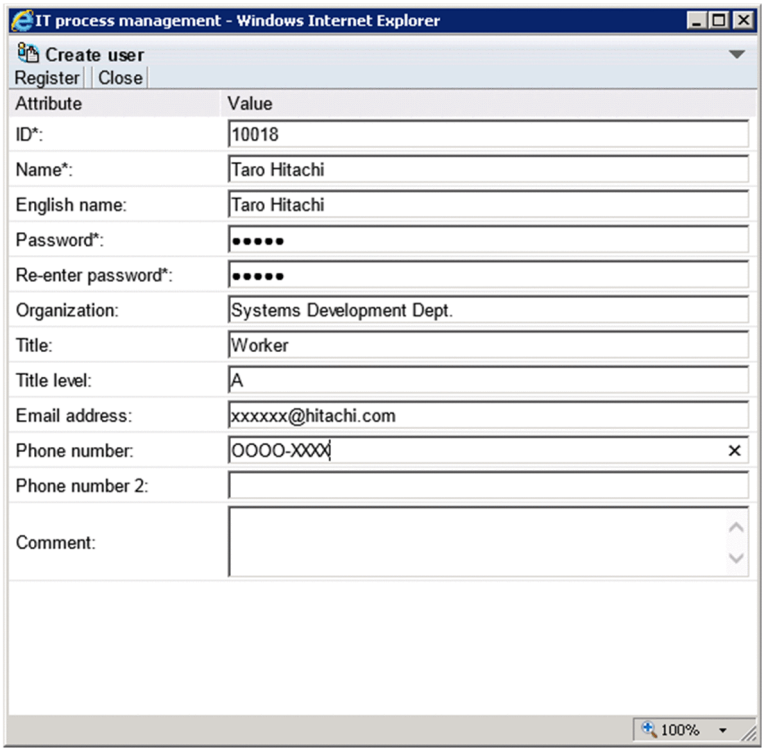
   Figure 3–1: User management window



   You can change the order of user information in the User management window by clicking a column header to sort the list by that column. By default, the list is sorted by the **Name** column. An icon appears in the column header indicating whether the column is sorted in ascending order (▲) or descending order (▼).

2. From the menu, select **New**.
   The Create user window appears. This window is shown below.

Figure 3–2: Create user window



3. Enter the user information.

   You must enter information in the **ID**, **Name**, **Password**, and **Re-enter password** fields. If you are not allowed to set passwords, the **Password** and **Re-enter password** fields are unavailable. In this case, the password will be the same as the ID. Whether you can set passwords depends on a setting in the User management property file. For details about the User management property file, see the *JP1/Service Support Configuration and Administration Guide*.

   Enter from 1 to 64 half-width alphanumeric characters in the **ID** field. In the **Name** field, you can enter from 1 to 255 half-width alphanumeric characters or from 1 to 85 full-width characters. When using the authentication functionality of JP1/Base, you can enter from 1 to 31 lower-case half-width alphanumeric characters.

   In the **Password** and **Re-enter password** fields, specify from 1 to 64 half-width alphanumeric characters, spaces, and symbols. When using the authentication functionality of JP1/Base, you can enter from 6 to 32 half-width alphanumeric characters and half-width symbols, but not \, **"**, **:**, spaces, and tab characters.

   In the **English name**, **Title**, **Title level**, **Email address**, **Phone number**, and **Phone number 2** fields, you can specify a maximum of 255 half-width alphanumeric characters or approximately 85 full-width characters. In the **Organization** and **Comment** fields, you can enter a maximum of 512 half-width alphanumeric characters or approximately 170 full-width characters.

   In the **Email address** field, you can specify any characters in the ASCII character set. However, the following conditions apply:

   - The address cannot contain control characters (0x00 to 0x1F and 0x7F).
   - The address must contain only one at sign (**@**).
   - There must be characters before and after the at sign (**@**).
   - The address cannot begin or end with a period (**.**).
   - The address cannot include parentheses (**(** **)**), angle brackets (< >), square brackets (**[** **]**), colons (**:**), semicolons (**;**), backslashes (\), commas (**,**), or half-width spaces (0x20).

4. From the menu, select **Register**.

The user is added and you are returned to the User management window.

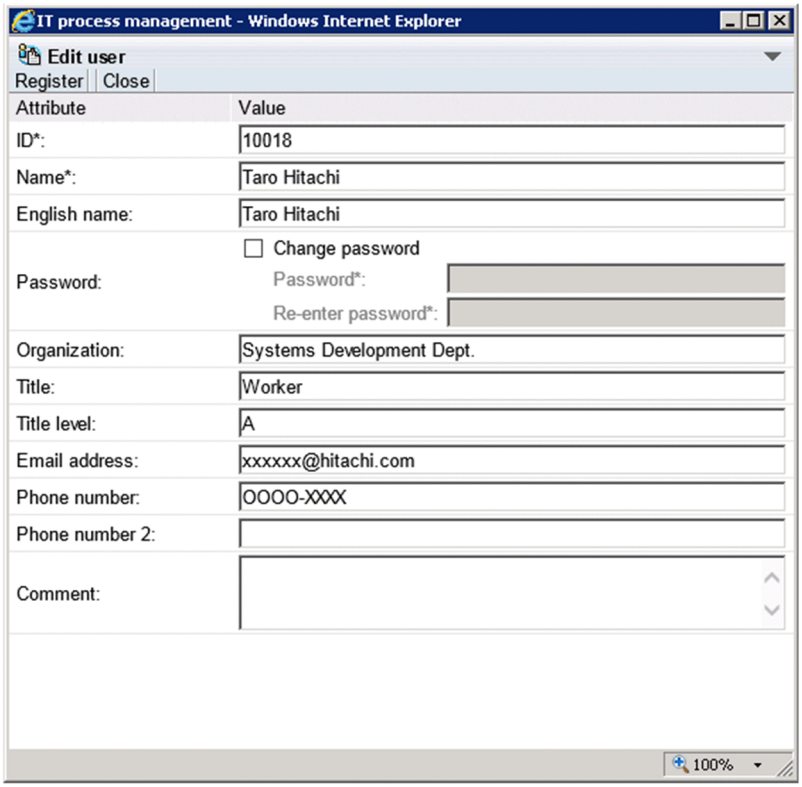
3.1.2 Editing user information

To edit the user information for an added user:

1. From the menu in the main window (Item list), select **Option** and then **User management**.
   The User management window appears.

2. Select the check box for the user you want to edit, and from the menu, select **Action** and then **Edit**.
   The Edit user window appears. This window is shown below.

   Figure 3–3: Edit user window



3. Edit the user information.

   Change the ID and password as needed. To change the password, select the **Change password** check box. This check box is unavailable if you are not allowed to set passwords. Whether you can set passwords depends on a setting in the User management property file. For details about the User management property file, see the *JP1/Service Support Configuration and Administration Guide*.

   Specify from 1 to 64 half-width characters in the **ID** field. When using the authentication functionality of JP1/Base, you can enter from 1 to 31 lower-case half-width alphanumeric characters.

   In the **Name** field, you can enter from 1 to 255 half-width alphanumeric characters or from 1 to 85 full-width characters.

   In the **Password** and **Re-enter password** fields, specify from 1 to 64 half-width alphanumeric characters, spaces, and symbols. When using the authentication functionality of JP1/Base, you can enter from 6 to 32 half-width alphanumeric characters, and half-width symbols except for \, ", :, spaces, and tab characters.

   In the **English name**, **Title**, **Title level**, **Email address**, **Phone number**, and **Phone number 2** fields, you can specify a maximum of 255 half-width alphanumeric characters or approximately 85 full-width characters. In the

Organization and **Comment** fields, you can enter a maximum of 512 half-width alphanumeric characters or approximately 170 full-width characters.

In the **Email address** field, you can specify any characters in the ASCII character set. However, the following conditions apply:

- The address cannot contain control characters (0x00 to 0x1F and 0x7F).
- The address must contain only one at sign (@).
- There must be characters before and after the at sign (@).
- The address cannot begin or end with a period (.).
- The address cannot include parentheses (( )), angle brackets (< >), square brackets ([ ]), colons (:), semicolons (;), backslashes (\), commas (,), or half-width spaces (0x20).

4. From the menu, select **Register**.

   The user information is registered and you are returned to the User management window. When you edit user information, the changes take effect when you next edit an Item.

Notes:

- If you are using an LDAP server for authentication, passwords are managed by the LDAP server and attempting to change the password in JP1/Service Support will have no effect. You must prevent users from changing passwords in JP1/Service Support if you are using an LDAP server for authentication. Whether users can change passwords depends on a setting in the User management property file. For details about the User management property file, see the *JP1/Service Support Configuration and Administration Guide*.
- You cannot link to certain JP1 products without using the authentication features provided by JP1/Base. In this scenario, how user information and passwords are managed depends on the authentication method used with JP1/Service Support. If you disable password changes in the User management property file, you can still change the password for the user set as the information-search user ID in the property file for JP1 product cooperation.

  For details about changing user information and passwords and on the User management property file and the property file for JP1 product cooperation, see the *JP1/Service Support Configuration and Administration Guide*.

3.1.3 Deleting users

To delete a user:

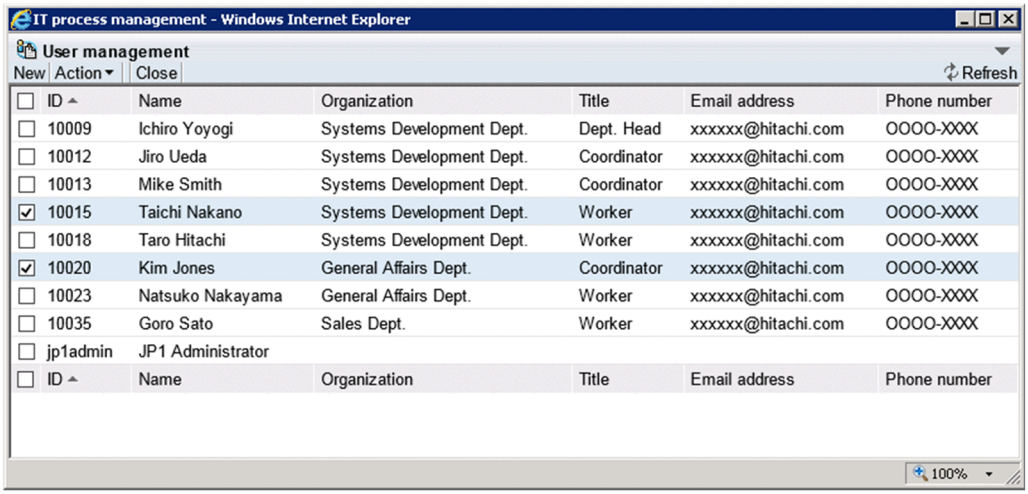
1. From the menu in the main window (Item list), select **Option** and then **User management**.

   The User management window appears.

2. Select the check boxes for the user or users you want to delete.

   You can delete multiple users in a single operation. The following figure shows the User management window with users selected.

Figure 3–4: User management window (with users selected)



You can change the order of user information in the User management window by clicking a column header to sort the list by that column. By default, the list is sorted by the **Name** column. An icon appears in the column header indicating whether the column is sorted in ascending order (▲) or descending order (▼).

You can select all listed users by selecting the check box in the column header. If you clear the check box in the header, all the selected check boxes are cleared. Note that you cannot delete the `jp1admin` user.

3. From the menu, select **Action** and then **Delete**.

   A confirmation message appears. Click **OK** to delete the user or users. When you delete user information, the deletion takes effect when you next edit an Item.

3.2 Creating roles

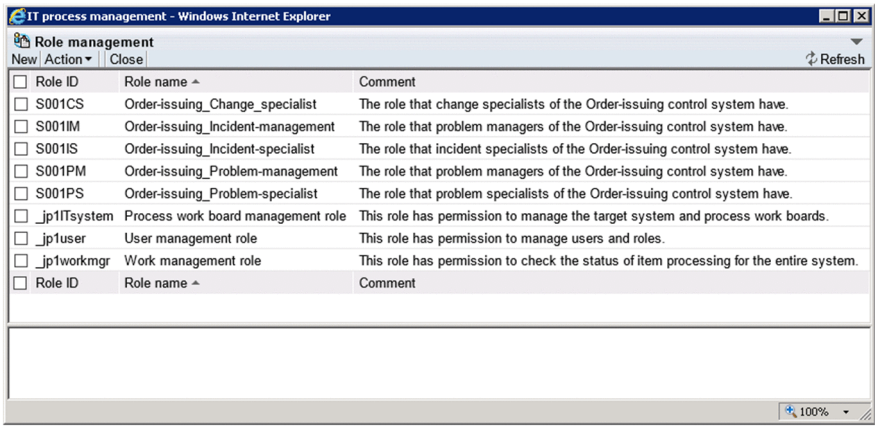
This section describes how to add and delete roles from the Role management window. Only users who belong to the user management role can perform these operations.

3.2.1 Adding roles

To add a role:

1. From the menu in the main window (Item list), select **Option** and then **Role management**.
   The Role management window appears. This window is shown below.

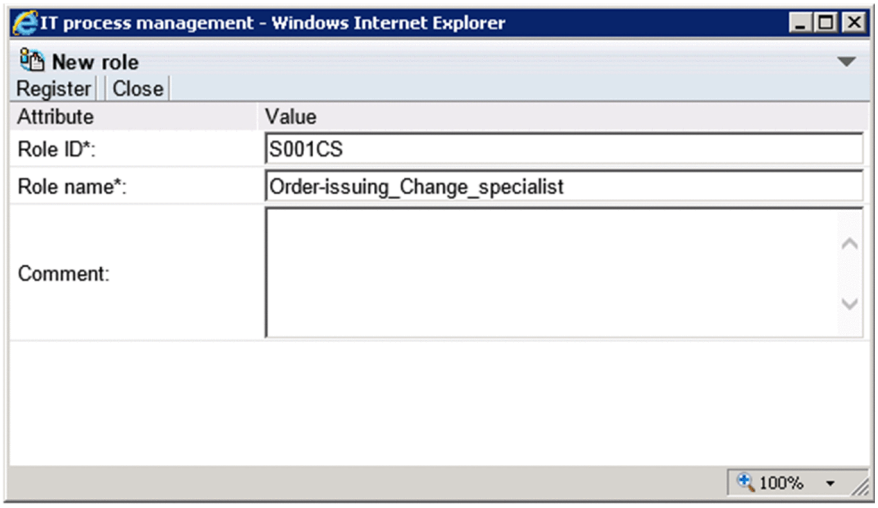
   Figure 3–5: Role management window



   You can change the order in which roles and their members are listed in the User management window by clicking a column header to sort the list by that column. By default, the role information is sorted by the **Role name** column, and members are sorted by **Name**. An icon appears in the column header indicating whether the column is sorted in ascending order (▲) or descending order (▼).

2. From the menu, select **New**.
   The New role window appears. This window is shown below.

   Figure 3–6: New role window



3. Enter the role information.

You must enter values in the **Role ID** and **Role name** fields.

Specify from 1 to 64 half-width alphanumeric characters in the **Role ID** field. You cannot register a role ID that begins with `_jp1`.

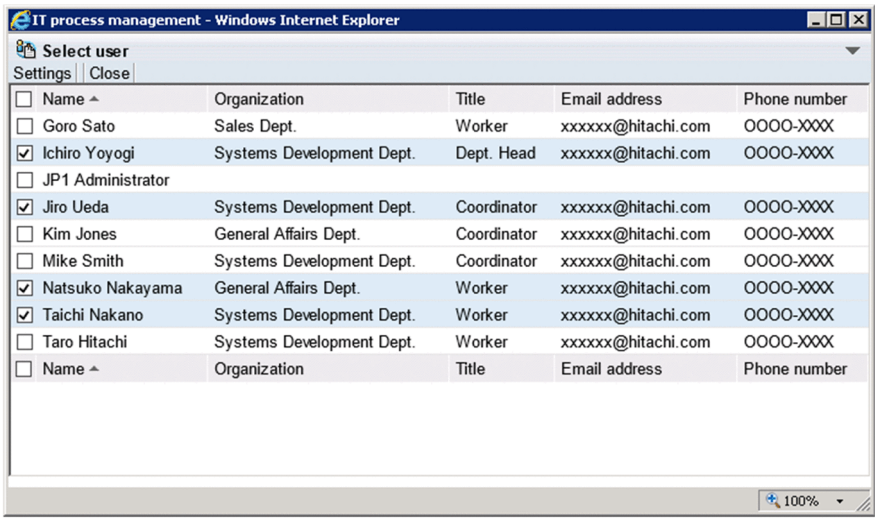
In the **Role name** field, specify from 1 to 255 half-width alphanumeric characters or approximately 85 full-width characters. In the **Comment** field, specify a maximum of 512 half-width alphanumeric characters or approximately 170 full-width characters.

4. From the menu, select **Register**.
   The role is added and you are returned to the Role management window.

5. Select the check box for the role you added, and from the menu, select **Action** and then **Add member**.
   The Select user window appears.

6. Select the check boxes for the users you want to add to the role.
   You can select multiple users. The Select user window is shown in the figure below.

Figure 3–7: Select user window



   You can select all listed users by selecting the check box in the column header. If you clear the check box in the header, all check boxes are cleared.

7. From the menu, select **Settings**.
   The selected users are added to the role.

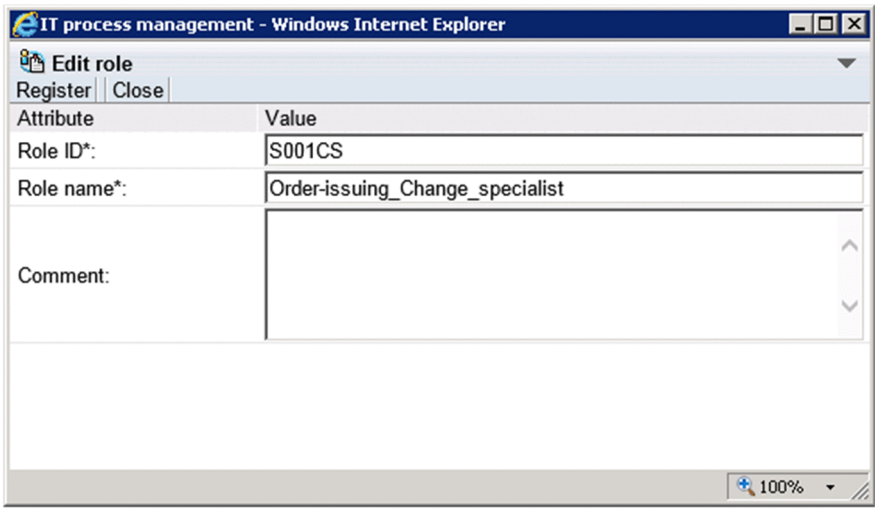
3.2.2 Editing roles

To edit role information:

1. From the menu in the main window (Item list), select **Option** and then **Role management**.
   The Role management window appears.

2. Select the role you want to edit, and from the menu, select **Action** and then **Edit role**.
   The Edit role window appears. This window is shown below.

Figure 3–8: Edit role window



3. Edit the role information.

   Change the role ID and role name as needed.

   Specify from 1 to 64 half-width alphanumeric characters in the **Role ID** field. You cannot register a role ID that begins with `_jp1`.

   In the **Role name** field, specify from 1 to 255 half-width alphanumeric characters or approximately 85 full-width characters. In the **Comment** field, specify a maximum of 512 half-width alphanumeric characters or approximately 170 full-width characters.

4. From the menu, select **Register**.

   The role information is edited and you are returned to the Role management window. When you edit role information, the new information applies when you next edit an Item.

3.2.3 Adding members

To add members to a role:

1. From the menu in the main window (Item list), select **Option** and then **Role management**.

   The Role management window appears.

2. Select the role to which you want to add members, and from the Action menu, select **Add member**.

   The Select user window appears.

3. Select the check boxes for the users you want to add to the role.

   Select the check boxes for the users you want to add.

   You can select all listed users by selecting the check box in the column header. If you clear the check box in the header, all check boxes are cleared.

4. From the menu, select **Settings**.

   The selected users are added to the role.

3.2.4 Deleting members

To delete members from a role:

1. From the menu in the main window (Item list), select **Option** and then **Role management**.
   The Role management window appears.

2. Select the role from which you want to delete members, and select the check boxes for the members you want to delete from the role.
   Select the check boxes for the members you want to delete.
   You can select all listed members by selecting the check box in the column header. If you clear the check box in the header, all check boxes are cleared.

3. From the menu, select **Action** and then **Delete member**.
   A confirmation message appears. Click **OK** to delete the selected members.

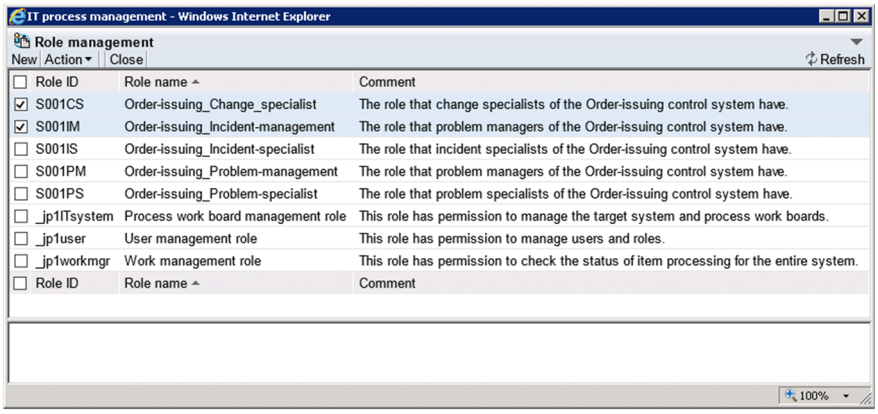
3.2.5 Deleting roles

To delete a role:

1. From the menu in the main window (Item list), select **Option** and then **Role management**.
   The Role management window appears.

2. Select the check box for the role you want to delete.
   You can delete several roles at once. The following figure shows an example of the Role management window with roles selected.

   Figure 3–9: Role management window (with roles selected)



   You can change the order in which roles and their members are listed in the Role management window by clicking a column header to sort the list by that column. By default, role information is sorted by the **Role name** column, and members are sorted by **Name**. An icon appears in the column header indicating whether the column is sorted in ascending order (▲) or descending order (▼).
   You can select all listed roles by selecting the check box in the column header. If you clear the check box in the header, all the selected check boxes are cleared. Note that you cannot delete system roles (role IDs beginning with `_jp1`).

3. From the menu, select **Action** and then **Delete role**.
   A confirmation message appears. Click **OK** to delete the role or roles. When you delete role information, the deletion takes effect when you next edit an Item.

3.3 Creating target systems

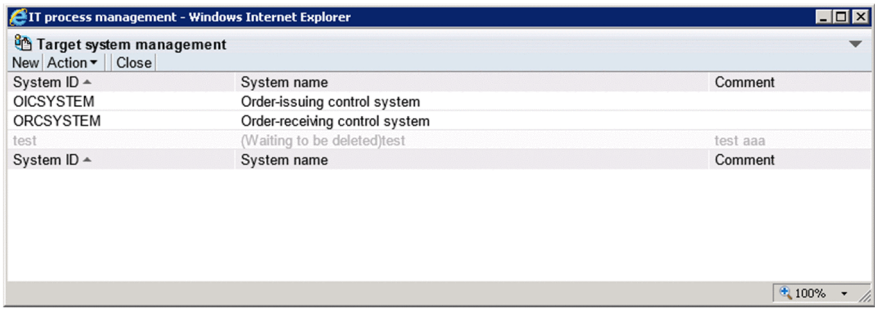
This section describes how to add and delete target systems, and how to edit information about target systems. Only users who belong to the process work board management role can perform these operations.

3.3.1 Adding target systems

To add a target system:

1. From the menu in the main window (Item list), select **Option** and then **Target system management**.
   The Target system management window appears. This window is shown below.

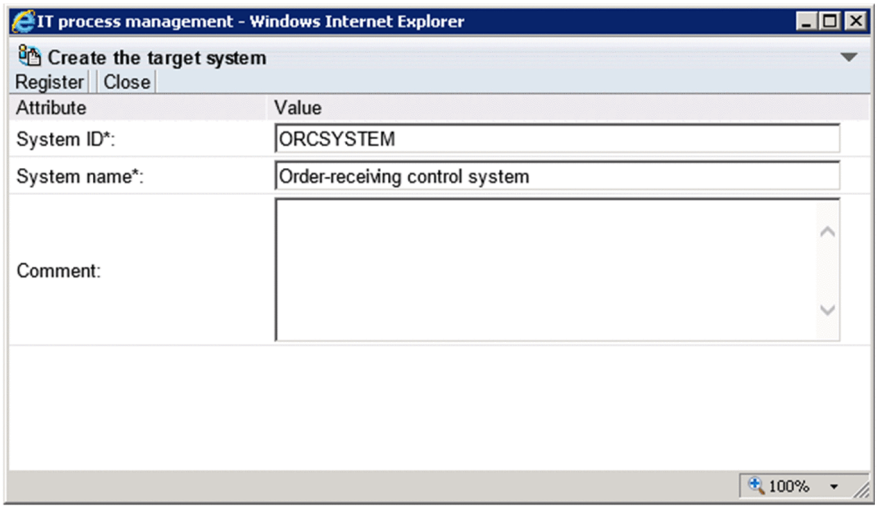
   Figure 3–10: Target system management window



   You can change the order of target system information in the Target system management window by clicking the **System ID** or **System name** column header to sort the list by that column. By default, the list is sorted by the **System ID** column. An icon appears in the column header indicating whether the column is sorted in ascending order (▲) or descending order (▼).

2. From the menu, select **New**.
   The Create the target system window appears. This window is shown below.

   Figure 3–11: Create the target system window



3. Enter information about the target system.
   You must enter information in the **System ID** and **System name** fields. Specify from 1 to 64 half-width alphanumeric characters in the **System ID** field. In the **System name** field, you can enter from 1 to 128 half-width alphanumeric

characters or approximately 40 full-width characters. In the **Comment** field, you can enter a maximum of 1,024 half-width alphanumeric characters or approximately 340 full-width characters.

4. From the menu, select **Register**.
   The target system is added and you are returned to the Target system management window.

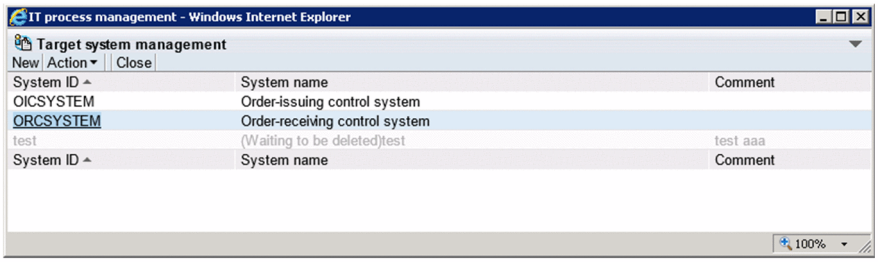
3.3.2 Editing target system information

To edit information about a target system:

1. From the menu in the main window (Item list), select **Option** and then **Target system management**.
   The Target system management window appears.

2. Select the target system you want to edit.
   You can select a target system by clicking the system ID or system name. Only one target system can be selected. The following figure shows the Target system management window with a target system selected.

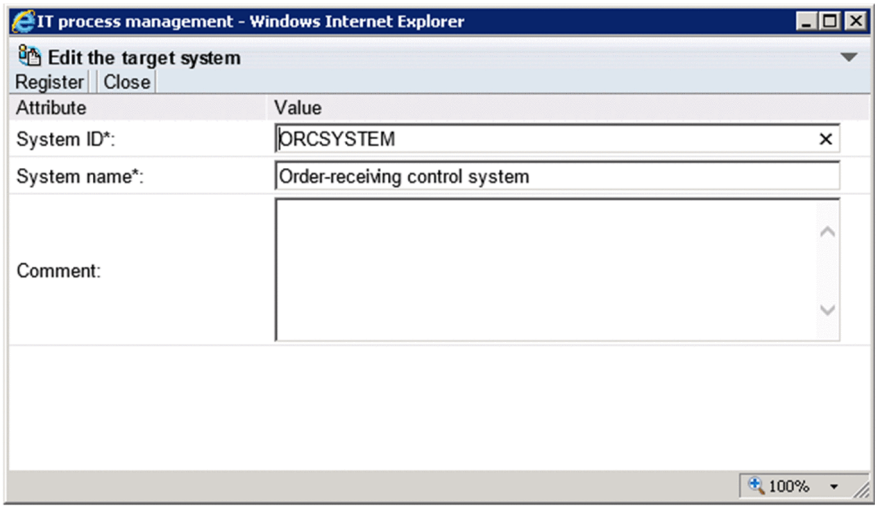
   Figure 3–12: Target system management window (with target system selected)



   You can change the order of target information in the Target system management window by clicking the column header of the **System ID** or **System name** column to sort the list by that column. By default, the list is sorted by the **System ID** column. An icon appears in the column header indicating whether the column is sorted in ascending order (▲) or descending order (▼).

3. From the menu, select **Action** and then **Edit target system**.
   The Edit the target system window appears. This window is shown below.

   Figure 3–13: Edit the target system window



4. Edit the target system information.

Change the system ID and system name as needed. Specify from 1 to 64 half-width alphanumeric characters in the **System ID** field. In the **System name** field, specify from 1 to 128 single byte alphanumeric characters or approximately 40 full-width characters. In the **Comment** field, specify a maximum of 1,024 half-width alphanumeric characters or approximately 340 full-width characters.

5. From the menu, select **Register**.
   The target system information is edited and you are returned to the Target system management window.

3.3.3 Deleting target systems

To delete a target system:

1. From the menu in the main window (Item list), select **Option** and then **Target system management**.
   The Target system management window appears.
2. Select the system you want to delete.
   You can select a target system by clicking the system ID or system name. Only one target system can be selected.
3. From the **Action** menu, select **Delete target system**.
   A confirmation message appears. Click **OK** to delete the target system.

Note:

To delete a target system, none of its subordinate work boards can be in *Operating* status.

Note

You can restore a target system that you have deleted from the Target system management window. To do so, select the target system in the Target system management window, and from the **Action** menu, select **Deletion cancellation**.

3.4 Customizing processes

You can customize processes to suit how you use the system in the following manner:

- Editing process display names

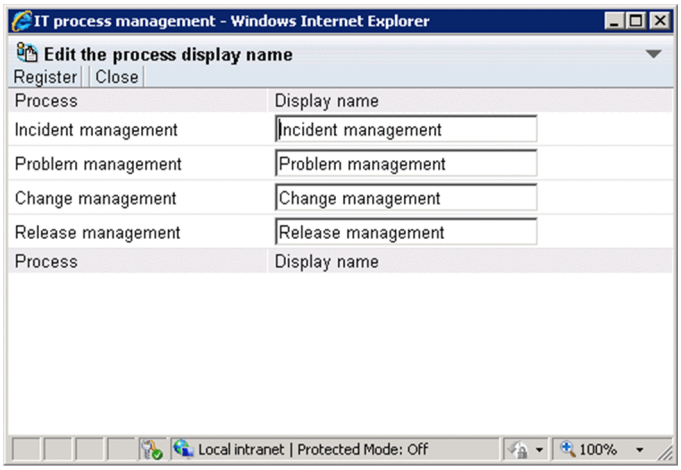
Process display names apply to all systems in JP1/Service Support. Only users who have the role of process work board management can perform this operation.

3.4.1 Editing process display names

To edit a process display name:

1. From the menu in the main window (Item list), select **Option** and then **Edit process display name.**
   The Edit process display name window appears, as shown in the following figure.

   Figure 3–14: Edit process display name window



2. Enter the current display name of the process whose display name you want to change.
   In the **Display name** field, you can enter from 1 to 128 half-width alphanumeric characters or approximately 40 full-width characters.

3. From the menu, select **Register**.
   The process display name is changed and you are returned to the main window (Item list).

3.5 Creating process work boards

This section describes how to add and delete process work boards, and how to edit the process work board information in the system.

3.5.1 Adding process work boards

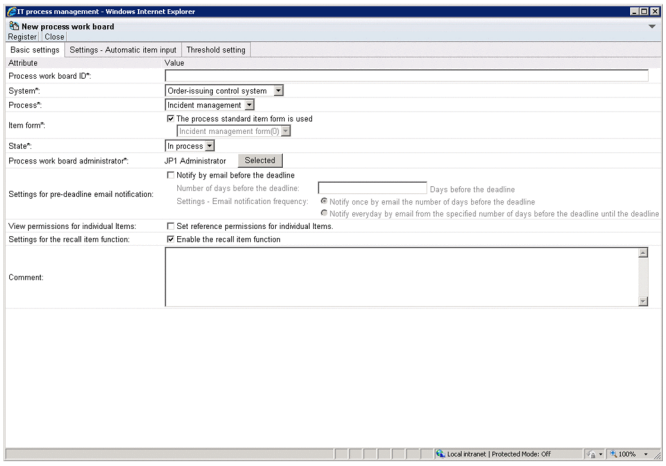
This subsection describes how to add process work boards. Only users who belong to the process work board management role can perform these operations.

1. From the menu in the main window (Item list), select **New** and then **New process work board**.

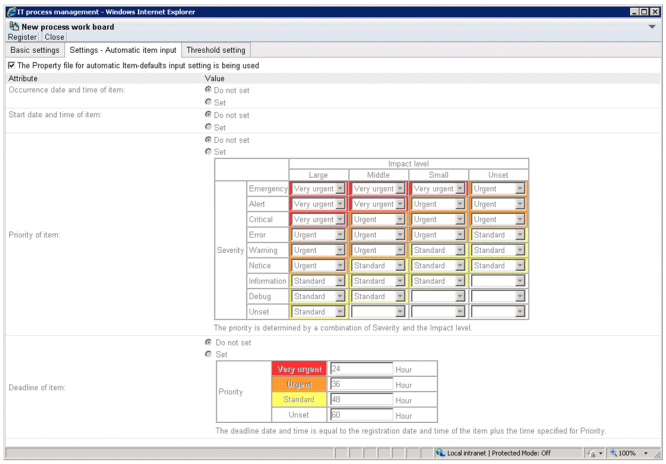
   The New process work board window appears. The window has three tabs: the **Basic settings** tab, the **Settings - Automatic item input** tab, and the **Threshold setting** tab, with different settings in each tab. The following figure shows the New process work board window.

Figure 3–15: New process work board window

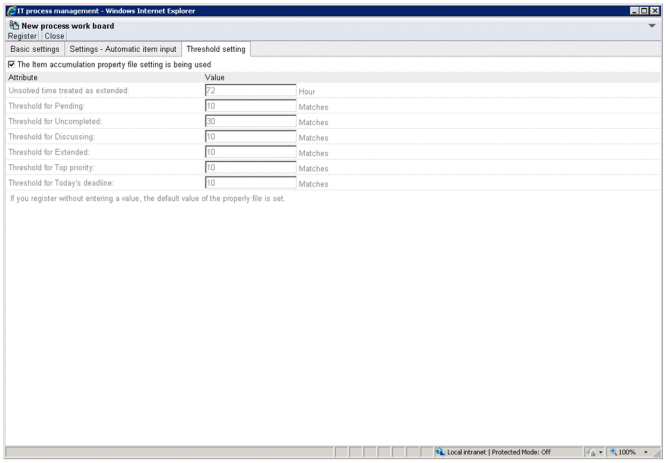
Basic settings tab



Settings - Automatic item input tab



Threshold setting tab



2. Enter the process work board information.

   The following describes the elements you can set in the **Basic settings** tab, the **Settings - Automatic item input** tab, and the **Threshold setting** tab.

   Basic settings tab

   The following table lists the elements you can set in the **Basic settings** tab.

   Table 3–1: Elements in the New process work board window ("Basic settings" tab)

Element	Description
Process work board ID#	Enter the process work board ID using 1 to 64 half-width alphanumeric characters.
System#	From the pull-down menu, select the target system in which to register the process work board.
Process#	From the pull-down menu, select the process with which to associate the process work board.
Item form#	Select the Item form to use with the process work board. To use the standard Item form assigned to the process, select the **The process standard item form is used** check box. If you want to use different Item forms for different process work boards, clear the **The process standard item form is used** check box and select an Item form in the pull-down menu. The comment associated with the selected Item form appears below the pull-down menu.
State#	Select the state of the process work board from the pull-down menu.
Process work board administrator#	Select the administrator for the process work board from the Select user and role window displayed by clicking the **Selected** button. You can select a user or a role.
Settings for pre-deadline email notification	To notify the process specialist, the process work board administrator, or another party when the deadline for an Item is approaching, select the **Notify by email before the deadline** check box. In the **Number of days before the deadline** field, enter the number of days before the deadline to receive notifications, in a range from 1 to 365 half-width numerals. In the **Settings - Email notification frequency** area, select **Notify once by email the number of days before the deadline** or **Notify everyday by email from the specified number of days before the deadline until the deadline**.
JP1 event configuration	This element only appears if you have configured JP1/Service Support to issue JP1 events. Select this check box to issue JP1 events from JP1/Service Support.
Person in charge of the registered item from email#	This element only appears if you are using the email-driven Item registration command. Click the **Selected** button to display the Select user and role window, and select the user or role that is a person in charge of the registered item from email.

Element	Description
View permissions for individual Items	This element appears only if you have executed the command to set up view permission settings for individual Items. Select the check box if you want to set view permission settings for individual Items.
Settings for the recall item function	Select **Enable the recall item function** if you want to be able to recall Items.
Comment	Enter a comment describing the process work board, in a maximum of 1,024 half-width alphanumeric characters or approximately 340 full-width characters.

#

This element is mandatory.

Settings - Automatic item input tab

The following table lists the elements you can set in the **Settings - Automatic item input** tab.

Table 3–2: Elements in the New process work board window ("Settings - Automatic item input" tab)

Element	Description
The Property file for automatic Item-defaults input setting is being used	Select this check box to use the settings in the Property file for automatic Item-defaults input. If you select this check box, all other elements become unavailable and cannot be changed.
Occurrence date and time of item	To automatically enter the date and time when Items occur, select **Set**. When this option is selected, the date and time are automatically filled in when you display the New item window.
Start date and time of item	To automatically enter the date and time when Items start, select **Set**. When this option is selected, the date and time are automatically filled in when you display the New item window.
Priority of item	To automatically enter the priority of an Item, select **Set**. When this option is selected, the priority is automatically filled in when you register an Item, determined by a combination of severity and impact level. You can also use the pull-down menu to define the priority assigned for each combination of the severity and impact level to suit how the system is used. You can set a maximum of three impact levels and a maximum of eight severity levels, except for the **Unset** priority. Note that if you customize an Item form and increase the number of impact or severity levels beyond these limits, the pull-down menu will display no more than three impact levels and eight severity levels.
Deadline of item	To automatically enter Item deadlines, select **Set**. When this option is selected, the deadline is automatically filled in based on the priority of the Item. When you display the New item window, the number of hours specified for the priority is added to the current time and the result is automatically entered as the deadline of the Item. You can set the number of hours to add for each priority by entering a number in a range from 0 to 8,760 in the text box using half-width numerals. You can also leave the text box blank, in which case the deadline is not automatically filled in. Note that the deadline will also be filled in automatically when you change the priority of an Item in the Edit item window. You can select to calculate the deadline in the following ways: • Adding the number of hours in the text box to the time when the Edit item window was displayed. • Adding the number of hours in the text box to the registration time of the Item. If you edit an Item without a registration date and time, the deadline will be the number of hours in the text box added to the time when the Edit item window was displayed, regardless of which setting you select here. For details about how deadlines are calculated, see the *JP1/Service Support Configuration and Administration Guide*. Deadlines will also be filled in automatically if you create an Item using the Item registration command directly, or by email. The same applies if you use the Item editing command to change the priority of an Item.

Element	Description
Deadline of item	If you create an Item using the Item registration command directly or by email, and later use the Item editing command to change the priority of the Item, the number of hours in the text box is added to the registration time of the Item.

Threshold setting tab

The following table lists the elements you can set in the **Threshold setting** tab.

Table 3–3: Elements in the New process work board window ("Threshold setting" tab)

Element	Description
The Item accumulation property file setting is being used	Select this check box to use the settings in the Item accumulation property file. If you select this check box, all other elements become unavailable and cannot be changed.
Unsolved time treated as extended	An Item that does not have a completion date and time and is not in `Close` status is treated as extended when the number of hours specified here has elapsed since the Item was registered. Such Items are counted as `Extended` in the main window (Item status). Enter a number of hours as an integer from 0 to 876,000 using half-width numerals.
Threshold for Pending	When the number of pending Items in a process work board exceeds the number entered in this text box, the **Pending** area of the process work board is highlighted in the main window (Item status) to warn the operator. Enter the threshold value as an integer in a range from 0 to 2,147,483,647 using half-width numerals.
Threshold for Uncompleted	When the number of uncompleted Items in a process work board exceeds the number entered in this text box, the **Uncompleted** area of the process work board is highlighted in the main window (Item status) to warn the operator. Enter the threshold value as an integer in a range from 0 to 2,147,483,647 using half-width numerals.
Threshold for Discussing	When the number of Items under discussion in a process work board exceeds the number entered in this text box, the **Discussing** area of the process work board is highlighted in the main window (Item status) to warn the operator. Enter the threshold value as an integer in a range from 0 to 2,147,483,647 using half-width numerals.
Threshold for Extended	When the number of extended Items in a process work board exceeds the number entered in this text box, the **Extended** area of the process work board is highlighted in the main window (Item status) to warn the operator. Enter the threshold value as an integer in a range from 0 to 2,147,483,647 using half-width numerals.
Threshold for Top priority	When the number of top-priority Items in a process work board exceeds the number entered in this text box, the **Top priority** area of the process work board is highlighted in the main window (Item status) to warn the operator. Enter the threshold value as an integer in a range from 0 to 2,147,483,647 using half-width numerals.
Threshold for Today's deadline	When the number of Items due today in a process work board exceeds the number entered in this text box, the **Today's deadline** area of the process work board is highlighted in the main window (Item status) to warn the operator. Enter the threshold value as an integer in a range from 0 to 2,147,483,647 using half-width numerals.

3. From the menu, select **Register**.

   The process work board is added, and you are returned to the main window (Item list).

3.5.2 Editing process work board information

This subsection describes how to edit process work board information. Only users who belong to the process work board management role and the process work board manager can perform these operations.

1. From the list of process work boards in the main window (Item list), select the process work board you want to edit.

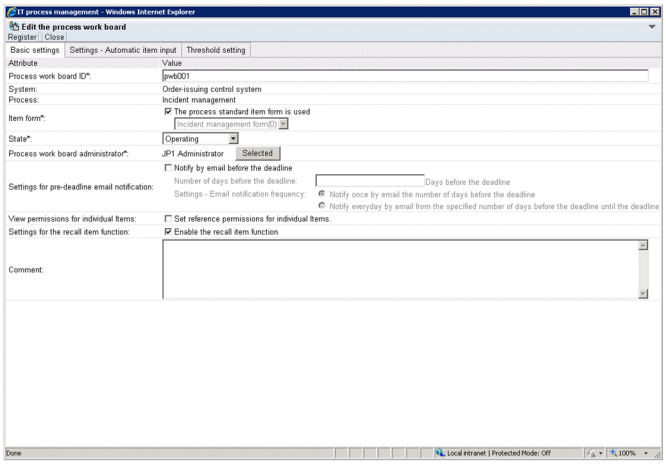
You can select a process work board by clicking its name.

2. From the menu, select **Action** and then **Edit the process work board**.

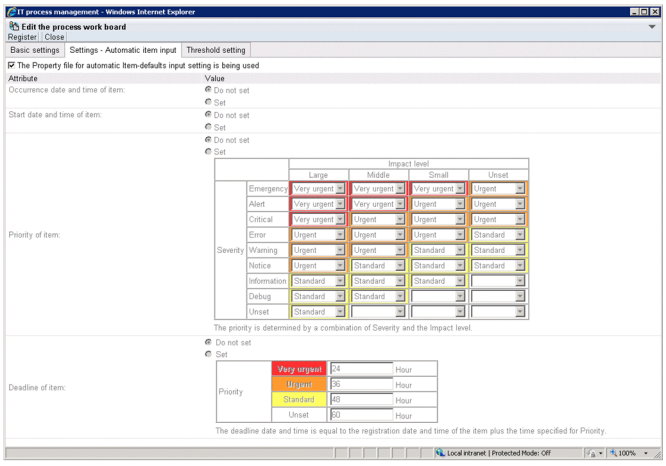
   The Edit the process work board window appears. The window has three tabs: the **Basic settings** tab, the **Settings - Automatic item input** tab, and the **Threshold setting** tab, with different settings in each tab. The following figure shows the Edit the process work board window.

Figure 3–16: Edit the process work board window

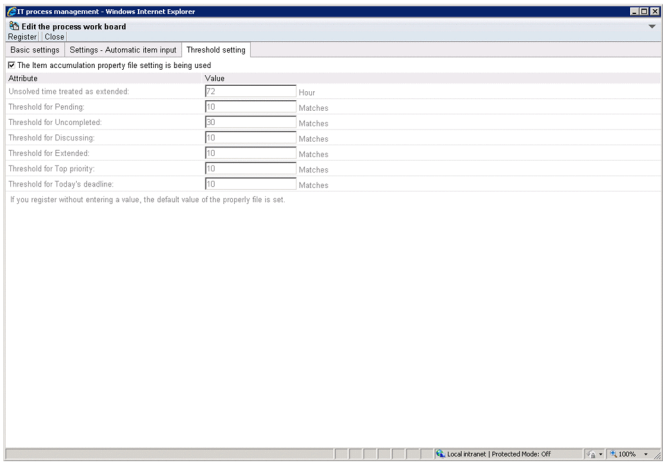
Basic settings tab



Settings - Automatic item input tab



Threshold setting tab



3. Edit the process work board information.

   For details about the elements in these tabs, see *3.5.1 Adding process work boards*. Note that you cannot edit the **System** or **Process** field.

   Changing the Item form on the **Basic settings** tab

   Make sure that the status of the process work board is *Stopped* before changing the Item form. If you change the Item form while another user has the New item window, Specify item search conditions window, or another window that depends on the Item form open, the other user might experience difficulty using the window.

4. From the menu, select **Register**.

   The process work board information is edited and you are returned to the main window (Item list).

3.5.3 Deleting process work boards

This subsection describes how to delete process work boards. Only users who belong to the process work board management role can perform these operations.

1. From the list of process work boards in the main window (Item list), select the process work board you want to delete.

   You can select a process work board by clicking its name. You cannot delete a process work board that is in *Operating* status.

2. From the menu, select **Action** and then **Delete process work board**.

   A confirmation message appears. Click **OK** to delete the process work board.

> **Note**
>
> You can restore a process work board that you have deleted in the main window (Item list). To do so, select the process work board, and from the **Action** menu, select **Cancel deletion of the process work board**.

3.5.4 Viewing process work boards

This subsection describes how to view a process work board. This operation requires view permission for Items.

1. From the list of process work boards in the main window (Item list), select the process work board you want to view.

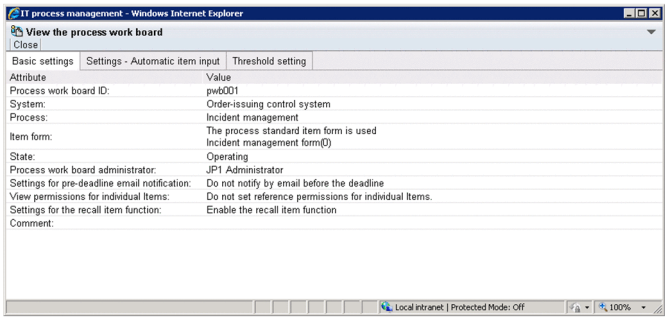
   You can select a process work board by clicking its name.

2. From the menu, select **Action** and then **View the process work board**.

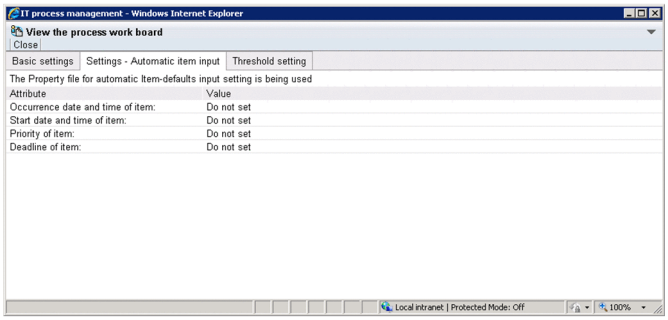
   The View the process work board window appears. The window has three tabs: the **Basic settings** tab, the **Settings - Automatic item input** tab, and the **Threshold setting** tab, with different settings in each tab. The following figure shows the View the process work board window.

Figure 3–17: View the process work board window

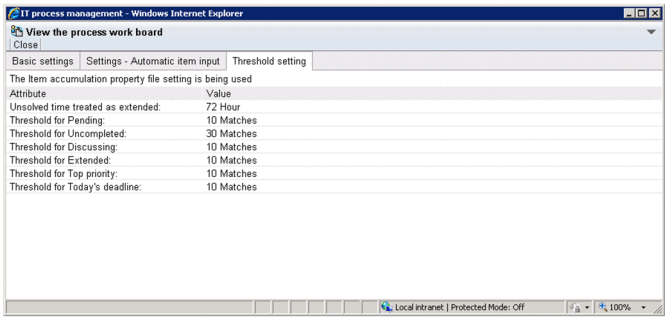
Basic settings tab



Settings - Automatic item input tab



Threshold setting tab

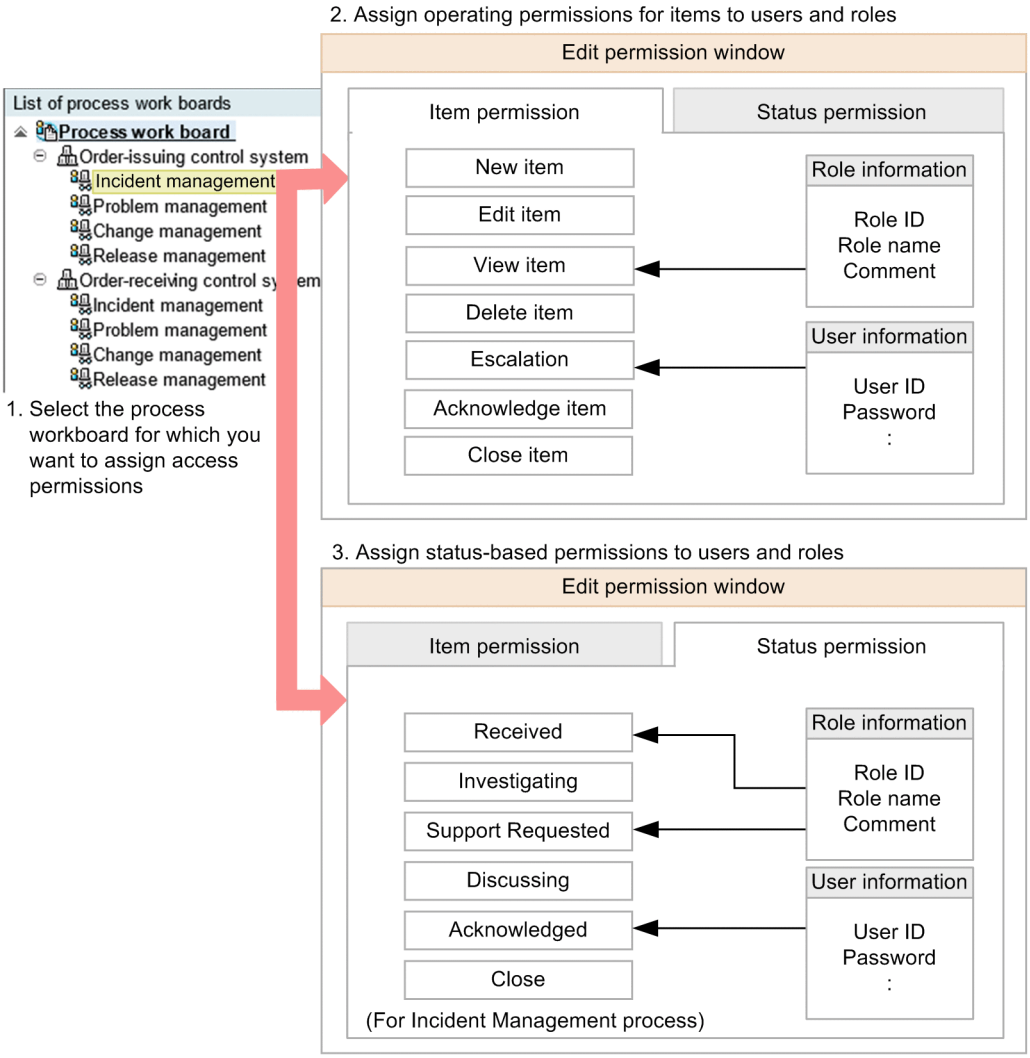


3.6 Assigning access permissions

This section describes how to select a process work board and assign access permissions to users from the Edit permissions window. Only the process work board manager and users who belong to the process work board management role can perform these operations.

The following figure shows how to assign access permissions.

Figure 3–18: Procedure for assigning access permissions



The following access permissions can be set from the Edit permissions window:

Item access permissions

- New item (permission to register Items)
- Edit item (permission to edit Items)
- View item (permission to view Items)
- Delete item (permission to delete Items)
- Escalation (permission to escalate Items)
- Acknowledge item (permission to approve Items)
- Close item (permission to close Items)

Status-level access permissions

You can assign access permissions that allow a user to only edit Items in certain statuses, such as `Received` or `Close`. You can also assign access permissions that relate to custom statuses created by users. In addition, when setting status-level access permissions, you can set the initial person in charge of the status.

Note that the statuses you can select differ between processes. The statuses are listed in the table below by their default names. Custom statuses might have been given different names. The following table lists the statuses you can select.

Table 3–4: Types of status

Status	Description	Process			
		Incident management	Problem management	Change management	Release management
Received	Permission to edit Items in `Received` status.	Yes	Yes	Yes	Yes
Planning	Permission to edit Items in `Planning` status.	No	No	Yes	Yes
Investigating	Permission to edit Items in `Investigating` status.	Yes	Yes	No	No
Support Requested	Permission to edit Items in `Support Requested` status.	Yes	Yes	Yes	Yes
Discussing	Permission to edit Items in `Discussing` status.	Yes	Yes	Yes	Yes
Acknowledged	Permission to edit Items in `Acknowledged` status.	Yes	Yes	Yes	Yes
Reviewing	Permission to edit Items in `Reviewing` status.	No	No	Yes	No
Close	Permission to edit Items in `Close` status.	Yes	Yes	Yes	Yes

Legend:

Yes: Can be selected

No: Cannot be selected

If you do not assign status-level access permissions, users are able to edit Items in any status other than *Acknowledged* or *Close*.

You can assign rights to access process work boards by allocating these permissions to users and roles. When you add a user to a role, the user automatically gains any access permissions associated with that role. Deleted users or roles are automatically deleted from the list of users and roles with access permissions.

In addition, when assigning status-level access permissions to users or roles, if you set the initial person in charge of the status, the person you set will automatically be set in the **Person in charge** field in the New item window, or the Edit item window. The initial person in charge of the status is selected from the users or roles assigned the status-level access permissions.

3.6.1 Adding access permissions

To add access permissions:

1. From the list of process work boards in the main window (Item list), select the process work board for which you want to add access permissions.

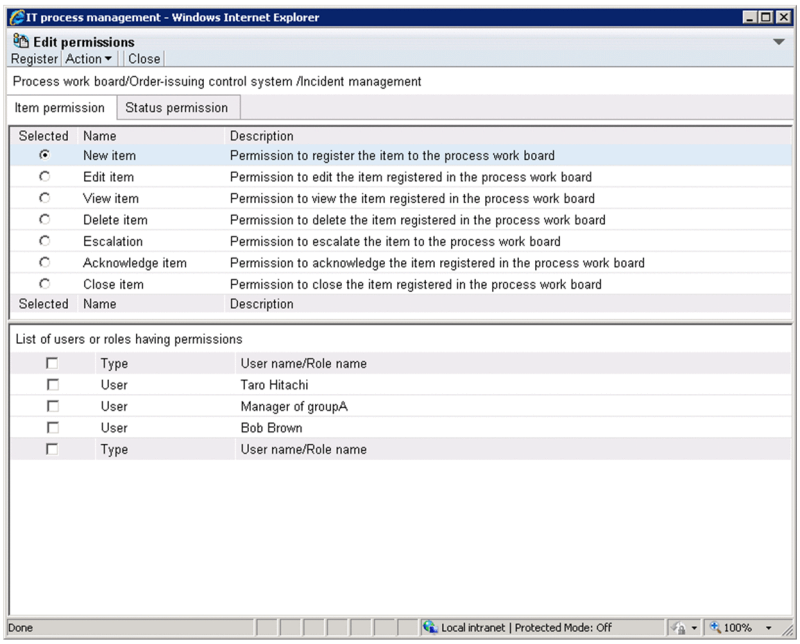
   You can select a process work board by clicking its name.

2. From the **Action** menu, select **Edit permissions**.

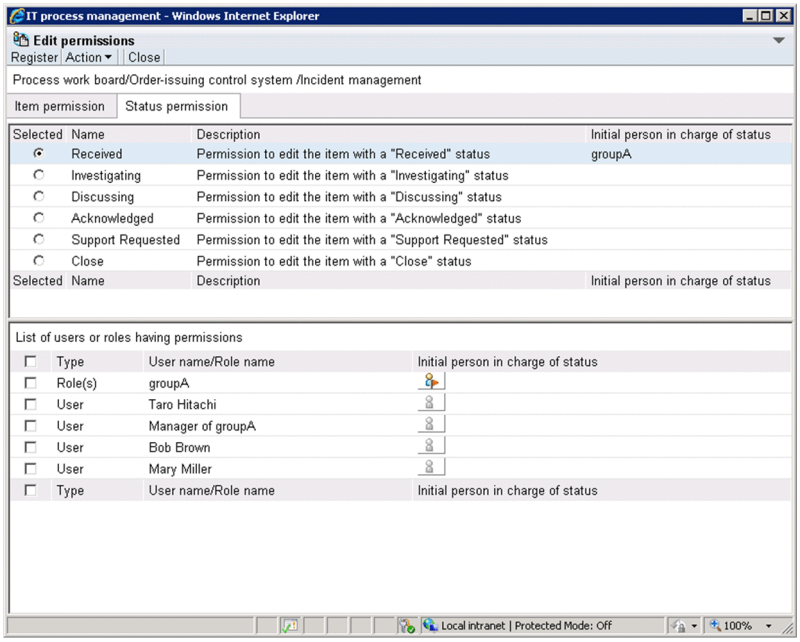
The Edit permissions window appears. This window is shown below.

Figure 3–19: Edit permissions window

Item permission tab



Status permission tab



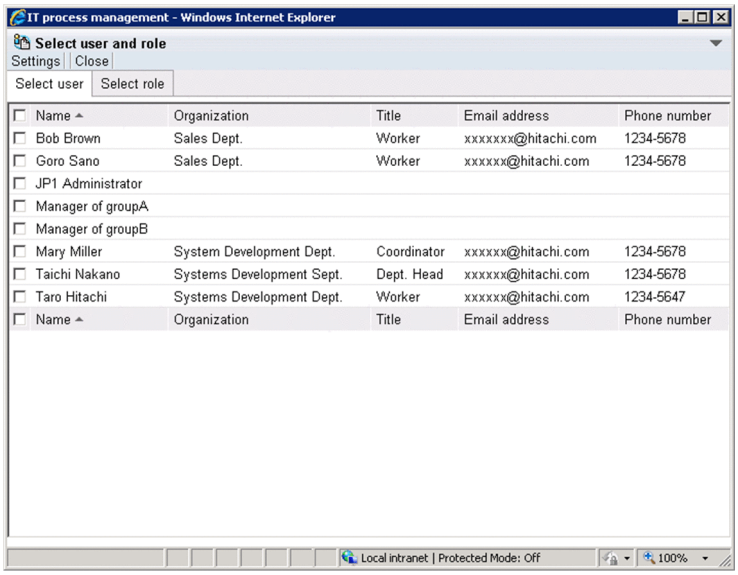
3. Select the type of access permission you want to add.

   Click the **Item permission** or **Status permission** tab, and select the access permission you want to assign. When you select an access permission, the users or roles that have the selected permission are shown under **List of users or roles having permissions**.

4. From the menu, select **Action** and then **Add user and role**.

   The Select user and role window appears, as shown in the following figure.

Figure 3–20: Select user and role window



5. Select the users and roles that you want to add.

   You can select users in the **Select user** tab, and roles in the **Select role** tab.

6. From the menu, select **Settings**.

   The users and roles you selected in the Select user and role window appear in the Edit permissions window under **List of users or roles having permissions**.

7. Select the initial person in charge of status.

   In the **Initial person in charge of status** tab, click the icon for setting the initial person in charge ( ) for the desired user or role. When you click the icon, it changes to an icon representing the initial person in charge ( ), and the selected user or role is set as the initial person in charge. To cancel the initial person in charge of status setting, click the icon representing the initial person in charge ( ). When you click the icon, it reverts to the icon for setting the initial person in charge ( ), and the setting is canceled. Note that this step is necessary only if you want to set the initial person in charge of status.

8. As needed, select another access permission in the Edit permissions window and repeat steps 5 and 7 in the Select user and role window.

   Add users and roles for each access permission.

9. From the menu in the Edit permissions window, select **Register**.

   Access permissions are assigned in the manner you specified, and you are returned to the main window (Item list).

3.6.2 Deleting access permissions

To delete access permissions:

1. From the list of process work boards in the main window (Item list), select the process work board for which you want to delete access permissions.

   You can select a process work board by clicking its name.

2. From the **Action** menu, select **Edit permissions**.

The Edit permissions window appears.

3. Select the permission from which you want to delete users and roles.
   Click the **Item permission** or **Status permission** tab, and select the access permission from which you want to delete a user or role. The users or roles that have the selected permission will be shown under **List of users or roles having permissions**.

4. Select the check boxes for the users or roles you want to delete.

5. From the menu, select **Action** and then **Delete user and role**.
   The selected users and roles are deleted.

6. From the menu, select **Register**.
   The selected users and roles are deleted, and you are returned to the main window (Item list).

3.7 Viewing and setting Item form information

From the JP1/Service Support GUI, you can view information about Item forms, such as the Item form ID, version, and status. You can also delete Item forms that are no longer needed, and select process standard Item forms from among registered forms. The standard Item forms you select takes effect when you next create an Item. Note that only users who belong to the process work board management role can perform the operations described in this section.

The following describes how to perform these operations.

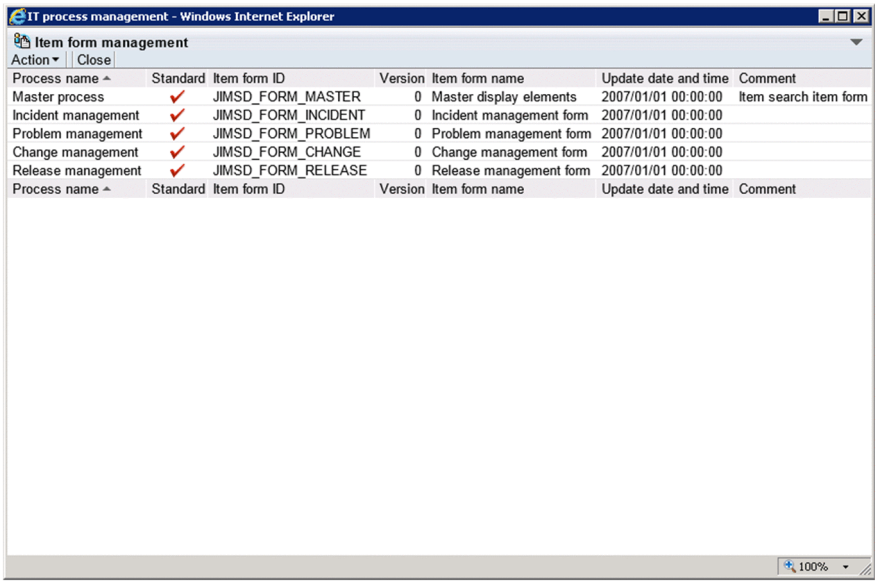
3.7.1 Viewing Item form information

To view Item form information:

1. From the menu in the main window (Item list), select **Option** and then **Item form management**.

   The Item form management window appears, as shown in the following figure.

   Figure 3–21: Item form management window

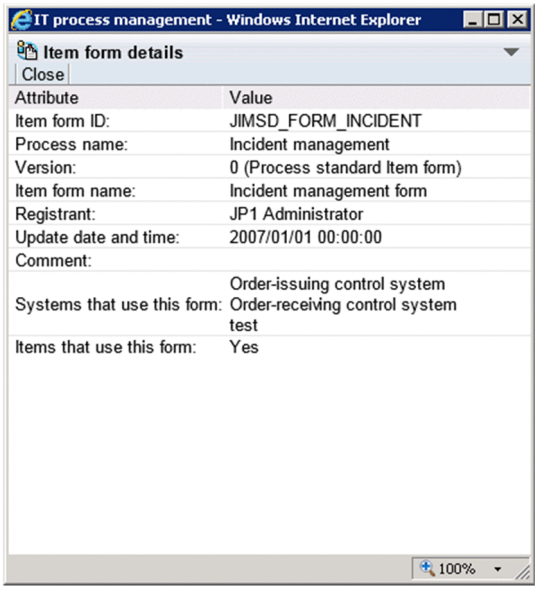


2. Select the Item form you want to view, and from the menu in the Item form management window, select **Action** and then **Item form details**.

   You can select an Item form by clicking its name or ID.

   The Item form details window appears, as shown in the following figure.

Figure 3–22: Item form details window



Note

You can also view Item form management from a context menu by right-clicking the ID or name of the Item form you want to view, and selecting **Item form details**.

3.7.2 Deleting Item forms

To delete an Item form:

1. From the menu in the main window (Item list), select **Option** and then **Item form management**.
   The Item form management window appears.

2. Select the Item form you want to delete.
   Note that you cannot delete Item forms that are:
   - In use by a process work board
   - In use by an Item
   - In use as a process standard Item form

   You can use the Item form details window to find out whether an Item form is being used by a process work board or Item. You can use the Item form management window or Item form details window to find out whether an Item is designated as a standard process Item form.

3. From the menu in the Item form management window, select **Action** and then **Delete item form**.
   A confirmation message appears. Click **OK** to delete the Item form.

Note

You can also delete an Item form from a context menu, by right-clicking the ID or name of the Item form you want to delete and selecting **Delete item form**.

3.7.3 Setting process standard Item forms

Before setting a process standard Item form, you must ensure that the status of any process work boards that use the Item form is *Stopped*. If you change the Item form while another user has the New item window, Specify item search conditions window, or another window that depends on the Item form open, the other user might experience difficulty using the window. For details about how to change the status of a process work board, see *3.5.2 Editing process work board information*.

To assign a process standard Item form:

1. From the menu in the main window (Item list), select **Option** and then **Item form management**.
   The Item form management window appears.
2. Select the Item form that you want to set as the process standard Item form.
   You cannot select an Item form that has already been designated as a process standard Item form.
3. From the menu in the Item form management window, select **Action** and then **Set in the process standard item form**.
   A confirmation dialog box appears. Click **OK** to set the Item form as the process standard Item form.

> **Note**
>
> You can also set a process standard Item form from a context menu by right-clicking the ID or name of the Item form, and selecting **Set in the process standard item form**.

3.8 Customizing statuses

You can customize Item statuses to suit how you use the system. There are five ways in which statuses can be customized:

- Selecting which statuses are available

  You can select which statuses are available for Items in certain processes or process work boards. You can also use extended statuses created by users.
- Changing the order in which statuses are displayed

  For each process or process work board, you can change the display order of the available statuses. These changes will be applied in the windows where the statuses are configured. Note that the changes will also be applied in the order in which the statuses are displayed in the Show progress window.
- Changing status names

  You can change the names of the statuses used throughout the JP1/Service Support system.
- Restricting statuses

  You can limit the statuses that can be applied to certain processes or process work boards.
- Prohibiting escalation

  You can prohibit users from escalating Items in certain statuses.

You can customize statuses from the following windows:

- Status management window

  A window used to enter settings common to all processes. Only users who belong to the process work board management role can display this window.
- Status management window (process work board-specific)

  A window used to enter settings that apply to a specific process work board. Only users who belong to the process work board management role and process work board managers can display this window.

The following describes how to customize these aspects of Item statuses.

3.8.1 Selecting which statuses are available

There are two ways to select the Item statuses to be used:

- Selecting statuses to use across all processes
- Selecting statuses to use with a certain process work board

Each approach is described below.

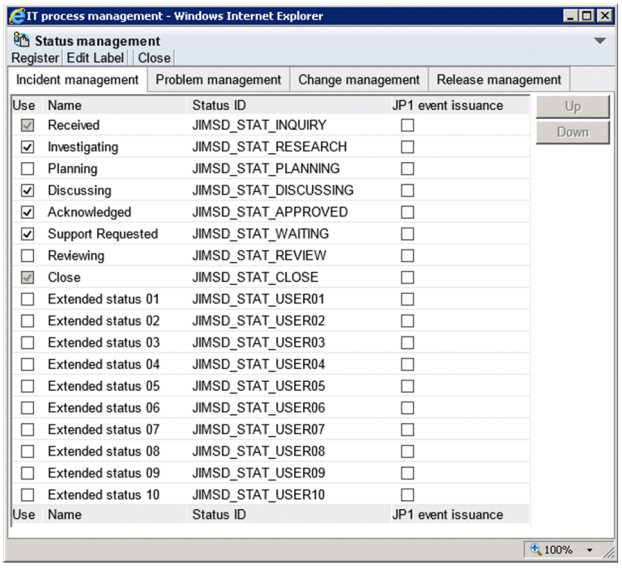
(1) Selecting statuses to use across all processes

The following describes how to select the statuses that can be used across all processes. Only users who belong to the process work board management role can perform these operations.

1. In the main window (Item list), select **Process work board** at the top of the tree, and from the **Action** menu, select **Status management**.

   The Status management window appears, as shown in the following figure.

Figure 3–23: Status management window



2. In the **Use** column, select the check boxes for the statuses you want to use.
   Use the tabs to select the processes you want to configure.

3. From the menu, select **Register**.
   Changes to the available statuses take effect, and you are returned to the main window (Item list).

Notes:

- The system revokes access permissions for statuses you make unusable.
- Because the `Received` (status ID: `JIMSD_STAT_INQUIRY`) and `Close` (status ID: `JIMSD_STAT_CLOSE`) statuses are used to check Item statuses in the main window (Item status), these statuses cannot be made unusable.

Note

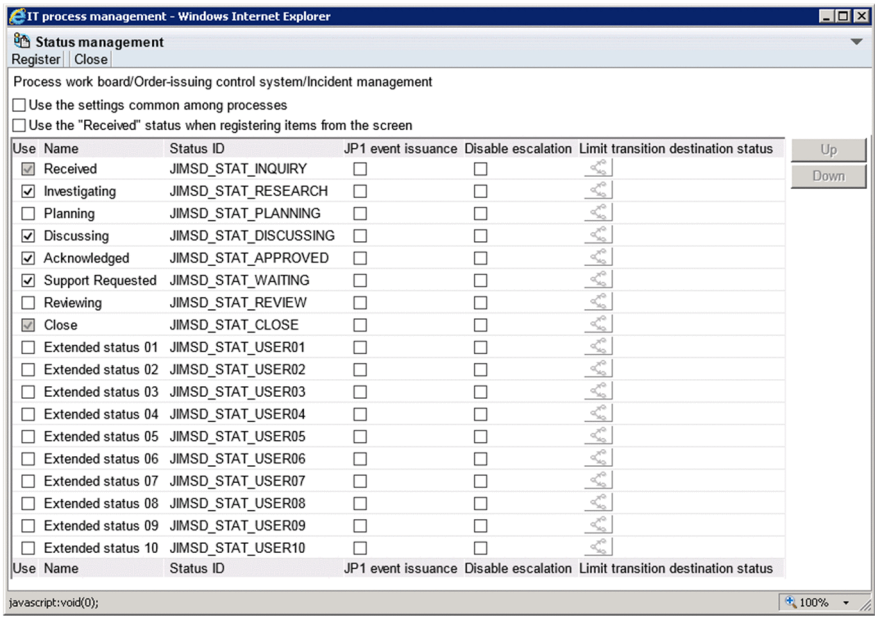
- You can also display the Status management window by right-clicking **Process work board** at the top of the tree in the main window (Item list), and clicking **Status management**.
- If you have configured JP1/Service Support to issue JP1 events, **JP1 event issuance** check boxes are displayed. You can use these check boxes to specify whether to issue JP1 events when Items change status.

(2) Selecting statuses for process work boards

The following describes how to select the statuses available to a particular process work board. Only users who belong to the process work board management role and process work board managers can perform these operations.

1. Select the process work board in the main window (Item list), and from the **Action** window, select **Status management**.
   The Status management (process work board-specific) window appears, as shown in the following figure.

Figure 3–24: Status management (process work board-specific) window



2. In the **Use** column, select the check boxes for the statuses you want to use.

   The statuses whose check boxes you select will be available for use in the process work board.

   If you select the **Use the settings common among processes.** check box, the common settings specified in the Status management window are used.

3. From the menu, select **Register**.

   Changes to the available statuses take effect, and you are returned to the main window (Item list).

Notes:

- You cannot display the Status management (process work board-specific) window if the status of the process work board is *Waiting to be deleted*.
- The system revokes access permissions for statuses that are made unusable.
- If you select the **Use the settings common among processes.** check box and click **Register**, the information entered in the Status management (process work board-specific) window is deleted. If you then clear the **Use the settings common among processes.** check box, the common settings set in the Status management window take effect.

Note

- You can also display the Status management window by right-clicking the chosen process work board in the main window (Item list) and clicking **Status management**.
- If you have configured JP1/Service Support to issue JP1 events, **JP1 event issuance** check boxes are displayed. You can use these check boxes to specify whether to issue JP1 events when Items change status.

3.8.2 Changing the status display order

There are two ways to change the order in which statuses are displayed:

- Changing the order in which statuses are displayed across all processes
- Changing the order in which statuses are displayed in a certain process work board

Each approach is described below.

(1) Changing the order in which statuses are displayed across all processes

The following describes how to change the order in which statuses are displayed across all processes. Only users who belong to the process work board management role can perform these operations.

1. In the main window (Item list), select **Process work board** at the top of the tree, and from the **Action** menu, select **Status management**.

   The Status management window appears.

2. Select the status whose display order you want to change, and click **Up** or **Down**.

   You can select a status by clicking its name or ID.

   Clicking **Up** moves the selected status up one position in the list. Clicking **Down** moves the selected status down one position. Use these buttons to move each status to the desired position.

   Use the tabs to select the processes you want to configure.

3. After moving each status to the desired position, from the menu, select **Register**.

   The status display order changes, and you are returned to the main window (Item list).

(2) Changing the status display order for process work boards

The following describes how to change the order in which statuses are displayed for a particular process work board. Only users who belong to the process work board management role and process work board managers can perform these operations.

1. Select the process work board in the main window (Item list), and from the **Action** window, select **Status management**.

   The Status management (process work board-specific) window appears.

2. Select the status whose display order you want to change, and click **Up** or **Down**.

   You can select a status by clicking its name or ID.

   Clicking **Up** moves the selected status up one position in the list. Clicking **Down** moves it down one position. Use these buttons to move each status to the desired position.

3. After moving each status to the desired position, from the menu, select **Register**.

   Changes to the status display order take effect, and you are returned to the main window (Item list).

Notes:

- You cannot display the Status management (process work board-specific) window if the status of the process work board is *Waiting to be deleted*.
- If you select the **Use the settings common among processes.** check box and click **Register**, the information entered in the Status management (process work board-specific) window is deleted. If you then clear the **Use the settings common among processes.** check box, the common settings set in the Status management window take effect.

3.8.3 Editing status names

The following describes how to edit status names. Only users who belong to the process work board management role can perform these operations.

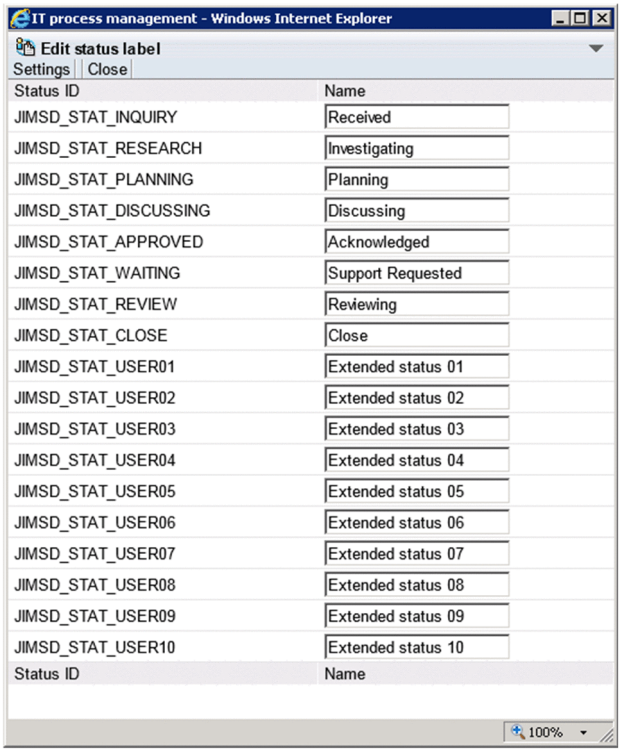
1. In the main window (Item list), select **Process work board** at the top of the tree, and from the **Action** menu, select **Status management**.

   The Status management window appears.

2. From the menu, select **Edit Label**.

   The Edit status label window appears, as shown in the following figure

   Figure 3–25: Edit status label window



3. Edit the status names.

   Enter character strings containing 1 to 255 half-width characters, or 1 to approximately 85 full-width characters. The character strings must not contain control characters (0x00 to 0x1F and 0x7F).

4. After editing the status names, click **Settings**.

   The new status names are registered, and you are returned to the Status management window.

Notes:

- Do not give a default status such as *Received* and *Close* a name with a substantially different meaning. This can make it difficult for the operator to check Item statuses in the main window (Item status).
- In the main window (Item status), Item statuses are tallied based on status ID. This means that if you create a new status that you call *Discussing*, Items with that status are not counted in the same category as the default *Discussing* status.
- You cannot register more than one status with the same name.

- Items with the status ID `JIMSD_STAT_DISCUSSING` contribute to the tally of the accumulation unit *Discussing* in the main window (Item status). If you change the name of the *Discussing* status, use a name that makes it clear that Items in that status will be counted as *Discussing* in the main window (Item status).

3.8.4 Limiting Item statuses

JP1/Service Support allows you to limit the available statuses in the following ways:

- Limiting registered Items to *Received* status
- Limiting transition destination statuses

Each approach is described below.

(1) Limiting registered Items to Received status

The following describes how to limit the status of Items registered from the New item window to *Received*. Only users who belong to the process work board management role and process work board managers can perform these operations.

1. Select the desired process work board in the main window (Item list), and from the **Action** menu, select **Status management**.
   The Status management (process work board-specific) window appears.
2. Select the **Use the "Received" status when registering items from the screen.** check box, and from the menu, select **Register**.
   The setting takes effect, and you are returned to the main window (Item list).

Note:

When escalating Items to a process work board for which the **Use the "Received" status when registering items from the screen.** check box is selected, you can only select Items in *Received* status.

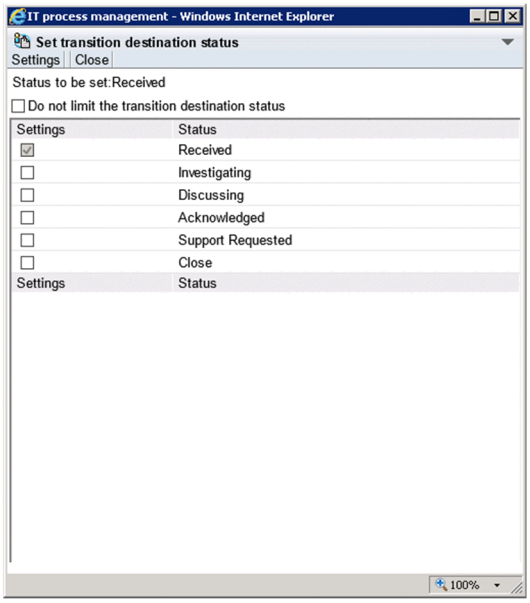
(2) Limiting transition destination statuses

The following describes how to limit the transition destination statuses of Items. Only users who belong to the process work board management role and process work board managers can perform these operations.

1. Select the desired process work board in the main window (Item list), and from the **Action** menu, select **Status management**.
   The Status management (process work board-specific) window appears.
2. Clear the **Use the settings common among processes.** check box.
   When you clear this check box, the elements become available for statuses with the **Use** check box selected.
3. Click the **Limit transition destination status** icon for the desired status. The appearance of the icon differs depending on whether the Item is restricted as a transition destination.
   - : Restricted as transition destination
     Indicates that transition destination statuses are restricted.
   - : Not restricted as transition destination
     Indicates that transition destination statuses are unrestricted.

   The Set transition destination status window appears, as shown in the following figure.

Figure 3–26: Set transition destination status window



4. Clear the **Do not limit the transition destination status.** check box.

   When you clear this check box, the elements become available for statuses with the **Settings** check box selected.

5. Select the **Settings** check box for each status that you want to be available as a transition destination, and from the menu, select **Settings**.

   The settings take effect, and you are returned to the main window (Item list).

Notes:

- If you have not made a status specified as a transition destination available for use, it does not appear as a selectable status in the Edit item window.
- If none of the statuses specified as transition destinations are registered as available, the statuses you can select in the Edit item window are those you have registered as available.

3.8.5 Prohibiting escalation

The following describes how to prohibit users from escalating Items. Only users who belong to the process work board management role and process work board managers can perform these operations.

1. Select the desired process work board in the main window (Item list), and from the **Action** menu, select **Status management**.

   The Status management (process work board-specific) window appears.

2. Clear the **Use the settings common among processes.** check box.

   When you clear this check box, settings become available for statuses with the **Use** check box selected.

3. Select the **Disable escalation** check box for the desired status, and from the menu, select **Register**.

   The settings take effect, and you are returned to the main window (Item list).

4 Displaying and Working With Items

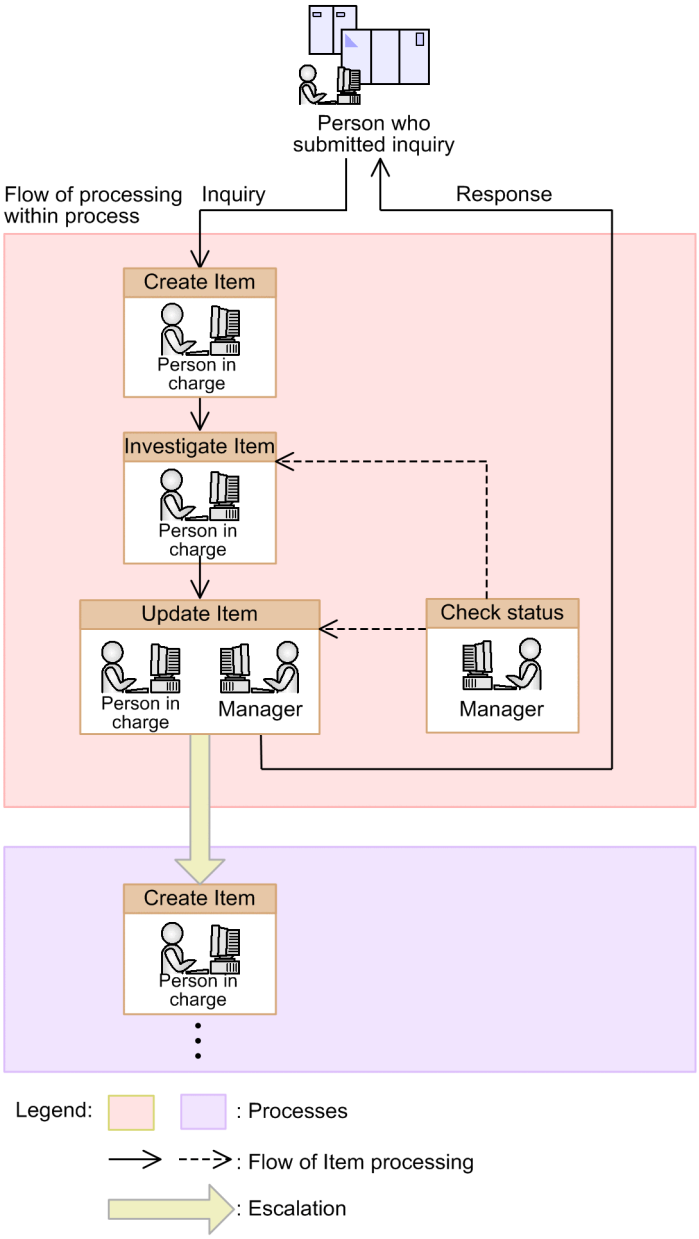
This chapter describes how to view the Items registered in JP1/Service Support, and how to perform actions such as creating and editing Items. It also provides an overview of how Items are processed.

Note that the screen images in this chapter reflect JP1/Service Support in its default configuration.

4.1 Overview of Item processing

This section describes the flow of Item processing in JP1/Service Support, with reference to the figure below.

Figure 4–1: Overview of Item processing



Item creation

To help manage inquiries from users and problems in the system, a person in charge enters the required information and creates an Item. For details about how to create Items, see *4.5 Creating Items*.

Investigation

The person in charge looks into whether similar Items have been registered in the past. For details about how to search for similar Items, see *4.4 Searching for Items*.

Progress updates

The expert or manager responsible for the Item updates the Item in the database. This might involve recording the results of the investigation, making a note of the work he or she has done, or changing the status of the Item to reflect any progress made. When the status changes to *Close*, the person in charge or manager responds to the user who

submitted the original inquiry with reference to the Item contents. In cases where this response is insufficient, the Item can be recalled or sent back after its status has changed. For details about how to edit the contents of an Item, see *4.6.1 Editing Item information*. For details about how to change Item statuses, see *4.6.2 Changing the status of an Item*. For details about recalling Items, see *4.6.3 Recalling Items*. For details about sending back Items, see *4.6.4 Sending back Items*.

Status checking

The manager of the Item checks the status of the Item by viewing the investigation results, the updated Item contents, and other relevant information. For details about viewing Items, see *4.3 Displaying Items*.

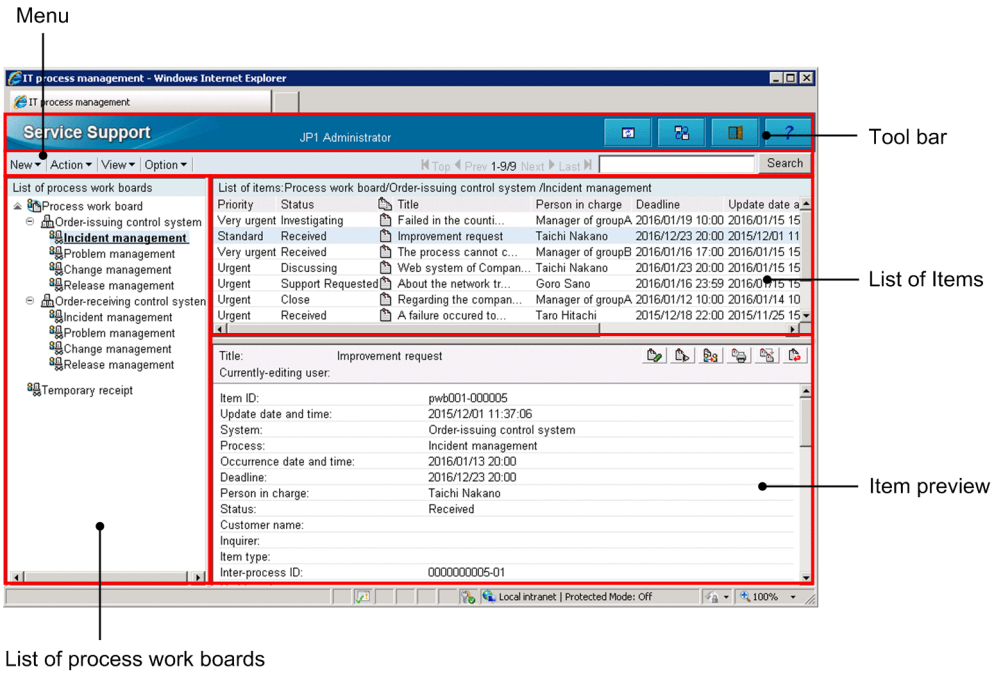
Escalation

The person who is responsible for an Item escalates the Item to the next process, or a process associated with another target system. When escalating an Item, the user creates an Item by entering the required information based on the original Item. For details about Item escalation, see *4.6.6 Escalating Items*.

4.2 Layout of main window (Item list)

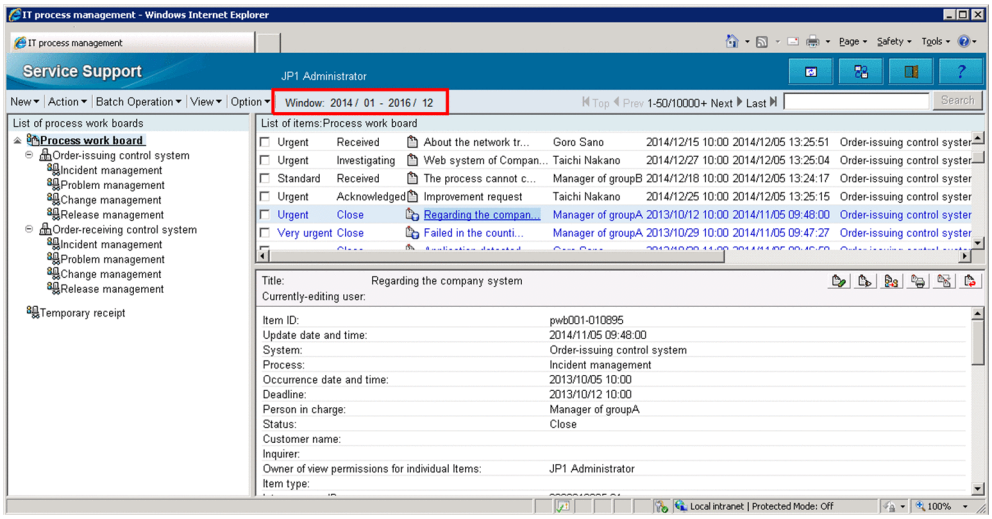
The main window (Item list) is the starting point for a variety of operations you can perform in relation to the Items registered in JP1/Service Support. The following figure shows the main window (Item list).

Figure 4–2: Main window (Item list)



If you are using the Item Management window function, the time period for which Items are being displayed is shown to the right of the menus. The following figure shows the main window (Item list) with the Item Management window function enabled.

Figure 4–3: Main window (Item list) with the Item Management window function enabled



Various aspects of the main window (Item list) are described below.

4.2.1 Toolbar in main window (Item list)

There are four buttons on the toolbar in the main window (Item list).

: Refresh

Refreshes the content of the main window.

: Switch from the main screen

Toggles between the main window (Item list) and the main window (Item status).

: Logout

Logs you out of JP1/Service Support.

: Help

Displays the manual. If your installation of JP1/Service Support does not incorporate the manual files, an error occurs when you click this button.

4.2.2 Menus in main window (Item list)

The menu area of the main window (Item list) consists of the following menus, page-turn anchors, and a simple search area:

- **New**
- **Action**
- **Batch Operation**#
- **View**
- **Option**

#

The **Batch Operation** menu appears in systems where batch operations on Items are enabled.

The menu items, page turn anchors, and simple search area of the main window (Item list) are described below.

(1) New menu

The following table lists the commands in the **New** menu.

Table 4–1: Commands in the New menu

Command	Description
New process work board	Displays the New process work board window in which you can create a process work board.
New item	Displays the New item window in which you can create an Item.
Inherit Content to Create an Item#	Displays the Specify the registration target window. When you select a process and click **OK**, a New item window appears that contains the Item information of the Item selected in the list of Items. You can then use this information as the basis for a new Item to be created in the process you selected on the Specify the registration target window.

#

This command becomes available when you select an Item in the list of Items in the main window (Item list).

(2) Action menu

The following table lists the commands in the **Action** menu.

Table 4–2: Commands in the Action menu

Command	Description
Edit item#1, #2	Displays the Edit item window in which you can edit the selected Item.
Cancel edit#1, #2	Removes an Item from editing status. For example, if you exit the Edit item window by clicking the × in your Web browser and not by selecting **Close**, the Item might remain in editing status. In this case, you can remove an Item from editing status by selecting **Cancel edit** from the menu. The being-edited icon changes to the normal Item icon. Note that the **Cancel edit** command can only be used by the user who was editing the item, users who belong to the process work board management role, and the process work board manager.
Recall item#1, #2	Even if you do not have access permissions to an Item whose status has been transitioned, you can revert the status and person in charge of an Item to its pre-transition state.
Escalation#1, #2	Displays the Specify an escalation destination window, from which you can escalate the selected Item.
History display#1	Displays the History display window, in which you can view the history of the selected Item.
Show progress#1	Displays the Show progress window, in which you can check the progress of the selected Item.
Work status display#1	Displays the Work status display window, in which you can view the work status of the selected Item.
View item#1	Displays the View Item window, in which you can view detailed information about the selected Item.
Display the Print Window#1	Displays the print window in which you can print an Item.
Search for item	If you select **Process work board** at the top of the tree in the list of process boards in the main window (Item list), this command displays the Specify search conditions - Item-common element window. If you select a process work board, it displays the Specify item search conditions window.
Display status of related item#1	Displays the Status of related item, in which you can view the Items that are related to the selected Item.
Delete item#1, #2	Deletes an Item.
View the process work board#3	Displays the View the process work board window, in which you can view detailed information about process work boards.
Edit the process work board#3	Displays the Edit the process work board window, in which you can edit detailed information for a process work board.
Status management	Displays the Status management window, from which you can customize the status.
Edit permissions#3	Displays the Edit permission window, in which you can edit access permissions.
Delete process work board	Places the process work board in *Waiting to be deleted* status. You can only use this command with processes that are stopped.
Cancel deletion of the process work board	Restores a process work board that is waiting to be deleted to the status it was in before entering *Waiting to be deleted* status. You can only use this command with processes in *Waiting to be deleted* status.

#1

This command is only available when an Item is selected in the list of Items in the main window (Item list).

#2

This command is unavailable if a stored Item is selected.

#3

This command is only available when a process work board is selected in the list of process work boards in the main window (Item list).

(3) Batch Operation menu

The following table lists the commands in the **Batch Operation** menu. Note that this menu only appears in systems where batch operations on Items are enabled. For details on batch operations on Items, see the *JP1/Service Support Configuration and Administration Guide*.

Table 4–3: Commands in the Batch Operation menu

Command	Description
Approve Items	Authorizes the Items selected in the list of Items in the main window (Item list) as a batch. This changes the status of all the selected Items to *Acknowledged*#.
Close Items	Closes the Items selected in the list of Items in the main window (Item list) as a batch. This changes the status of all the selected Items to *Close*#.

#

These are the default status names.

(4) View menu

The following table lists the commands in the **View** menu.

Table 4–4: Commands in the View menu

Command	Description
My item	Shows only Items for which you are responsible in the list of Items in the main window (Item list).
Item in progress	Shows only Items that are not in *Close* status in the list of Items in the main window (Item list).
Range of the Item Management window	Changes the range of Items displayed in the Item Management window. This command appears only if the Item Management window function is enabled.

(5) Option menu

The following table lists the commands in the **Option** menu.

Table 4–5: Commands in the Option menu

Command	Description
Edit my details	Displays the Edit user window in which you can edit detailed user information.
View my details	Displays the User details window, in which you can view detailed user information.
View assigned role	Displays the List of roles window, in which you can view a list of roles to which a user belongs.
User management	Displays the User management window, in which you can create, edit, and delete users.
Role management	Displays the Role management window, in which you can create, edit, and delete roles.
Target system management	Displays the Target system management window, in which you can create, edit, and delete target systems.

Command	Description
Item form management	Displays the Item form management window, in which you can view detailed Item form information and delete Item forms.
Edit the process display name	Displays the Edit the process display name window, where you can edit the display name of a process.
Related link	Allows you to view the URLs specified in the Related-links property file. For details about the Related-links property file, see the *JP1/Service Support Configuration and Administration Guide*.

(6) Page-turn anchor

The list of Items in the main window (Item list) displays a maximum of 50 Items per page. For example, `1-50/100` in the navigation area indicates that the window is displaying Items 1 through 50 of 100 registered Items. If more than 10,000 Items are registered, numbers are displayed in the format `1-50/10000+`.

By default, Items are listed in descending order of registration date and time. If more than 50 Items are registered, you can display the 51st and subsequent Items by using the page-turn anchors to turn the page. These anchors are described below.

Top : First page

Click this anchor to display the first page.

Prev : Previous page

Click this anchor to display the previous page.

Next : Next page

Click this anchor to display the next page.

Last : Last page

Click this anchor to display the last page.

(7) Simple search area

You can conduct a simple Item search by entering keywords and clicking **Search**. The simple search area consists of the following elements.

Figure 4–4: Simple search area

Simple search text box

A text box in which to enter keywords. By default, you can enter a maximum of three keywords separated by spaces. You can increase the maximum number of keywords to five.

Search button

When you enter keywords in the simple search text box and click **Search**, the List of item search results window appears displaying the Items that match the search conditions.

4.2.3 List of process work boards

The list of process work boards in the main window (Item list) displays the target systems and process work boards registered in JP1/Service Support. If you register Items by email, the list of process work boards incorporates the temporary receipt process work board.

You can display a context menu by right-clicking **Process work board**, a target system, or a process work board. The following table lists the commands in the context menus displayed from the list of process work boards.

Table 4–6: Context menu displayed from list of process work boards

Menu command	Description
New process work board	Displays the New process work board window in which you can create a process work board.
New item	Displays the New item window in which you can create an Item.
Search for item	Displays the Specify search conditions - Item-common element window or the Specify item search conditions window, in which you can search for Items registered in the selected process work boards.
View the process work board	Displays the View the process work board window, in which you can view the settings of the selected process work board.
Edit the process work board	Displays the Edit the process work board window, in which you can edit the settings of the selected process work board.
Edit permissions	Displays the Edit permission window, in which you can edit access permissions.
Delete process work board	When you select a process work board and click this menu command, the process work board is placed in *Waiting to be deleted* status.
Cancel deletion of the process work board	When you select a process work board in *Waiting to be deleted* status and click this menu command, the process work board is returned to the status it was in before entering *Waiting to be deleted* status.

4.2.4 List of Items

The list of Items in the main window (Item list) displays the Items registered in JP1/Service Support, in descending order of registration date and time. If you are using the Item Management window function, the list of Items only displays Items that were registered within the time frame set for the function. If you have set view permission for individual Items in the target process work board, the list of Items only displays those Items for which the user has view permission.

The Items displayed in the list of Items differ depending on what is selected in the list of process work boards in the main window (Item list).

If you select **Process work board** at the top of the tree:

The list shows Items that are registered in process work boards with the status *Operating* or *Stopped*.

If you select a target system:

The list shows Items that are registered in process work boards with the status *Operating* or *Stopped* in the selected target system.

If you select a process work board:

The list shows Items that are registered in the selected process work board.

You can sort the list of Items by a particular column (other than **I**, **P**, **C**, or **R**) by clicking the column header. When you use a column as the sort key, an icon appears in the column header indicating whether the column is sorted in ascending order (▲) or descending order (▼).

An Item whose deadline has passed but has not yet closed is highlighted in red.

The following table describes the elements displayed in the list of Items.

Table 4–7: Elements displayed in the list of Items

Element	Description
Priority	The priority of the Item, as either **Standard**, **Urgent**, or **Very urgent**.
Status	The current status of the Item. For details about Item statuses, see *3.6 Assigning access permissions*.
Editing status icon	An icon that indicates the editing status of the Item. There are three icons, as shown below. If you sort the list by editing status in ascending order, Items that are not being edited are listed first. In descending order, Items that are being edited appear first. • : Item icon Indicates that the Item is not being edited. • Editing status icons These icons indicate that an Item is being edited. There are two types: : Indicates an Item that you are currently editing. You can edit Items in this status. : Indicates that another user is currently editing the Item. You cannot edit an Item that is being edited by another user. : Indicates a stored Item. You cannot edit this Item.
Title	The title of the Item. You can preview an Item by clicking its title. By double-clicking the title, you can display detailed information about the Item in the View Item window.
Person in charge	The user or role who processes the Item. If the person in charge is a user, clicking the user name displays the User details window. If the person in charge is a role, clicking the role name displays the Role details window.
Deadline	The deadline of the Item.
Update date and time	The date and time when the Item was last updated.
System	The name of the target system in which the Item is registered.
Process	The name of the process in which the Item is registered. The display name of the process is shown.
Item ID	An ID that uniquely identifies the Item within the JP1/Service Support framework. The Item ID is a combination of the process work board ID assigned at work board creation and the serial number of the Item in the context of the process work board.
Registration date and time	The date and time when the Item was registered in JP1/Service Support.
I (Incident)	An asterisk (*) is displayed if the Item was created in the incident management# process or was escalated to incident management#. Clicking the asterisk displays the Status of related item window in which you can view a list of related Items.
P (Problem)	An asterisk (*) is displayed if the Item was created in the problem management# process or was escalated to problem management#. Clicking the asterisk displays the Status of related item window in which you can view a list of related Items.
C (Change)	An asterisk (*) is displayed if the Item was created in the change management# process or was escalated to change management#. Clicking the asterisk displays the Status of related item window in which you can view a list of related Items.
R (Release)	An asterisk (*) is displayed if the Item was created in the release management# process or was escalated to release management#. Clicking the asterisk displays the Status of related item window in which you can view a list of related Items.

#

Process names are the default names. They might be given different names in customized environments.

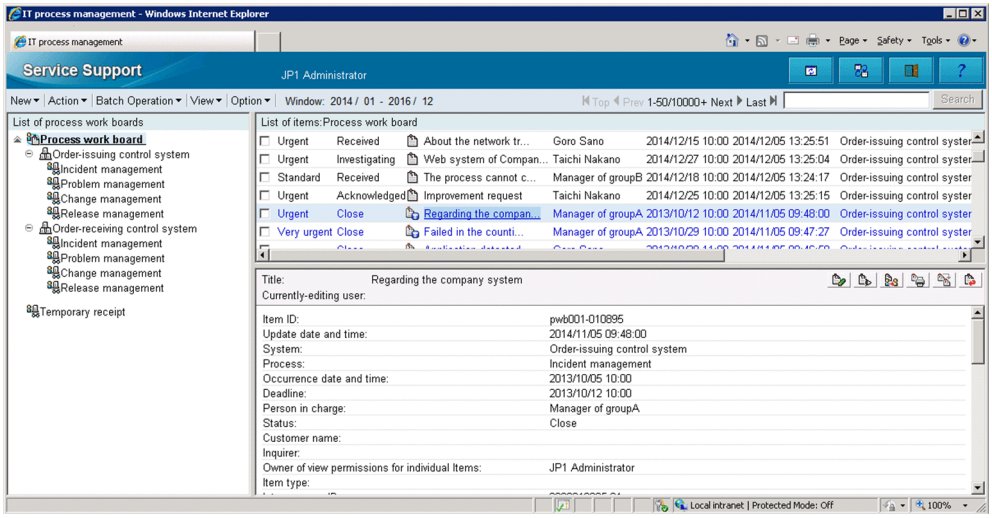
You can also display a context menu by right-clicking certain elements in the list of Items. The following table lists the commands displayed in the context menus.

Table 4–8: Context menu displayed from the list of Items

Element	Menu	Description
Item title	**Edit item**	Displays the Edit item window in which you can edit the selected Item.
	Cancel edit	Removes an Item from *Being edited* status. Doing so changes the icon of the Item from the editing icon to the ordinary Item icon. This command can only be used by the user who placed the Item in editing status, users who belong to the process work board management role, and process work board managers.
	Recall item	Even if you do not have access permissions to an Item whose status has been transitioned, you can revert the status and person in charge of an Item to its pre-transition state.
	Inherit Content to Create an Item	Displays the Specify the registration target window. When you select a process and click **OK**, a New item window appears containing the Item information of the Item selected in the list of Items. You can then use this information as the basis for a new Item to be created in the process you selected on the Specify the registration target window.
	Escalation	Displays the Specify an escalation destination window in which you can escalate the selected Items.
	History display	Displays the History display window in which you can view the history of the selected Item.
	Show progress	Displays the Show progress window, in which you can check the progress of the selected Item.
	Work status display	Displays the work status display window in which you can trace the progress of work carried out on the selected Item.
	View item	Displays the View Item window in which you can view detailed information about an Item.
	Display the Print Window	Displays the print window in which you can print an Item.
	Display status of related item	Displays the Status of related item window in which you can view Items related to the selected Item.
	Delete item	Deletes the Item.
Person in charge	**Details**	Displays the User details or Role details window in which you can view detailed information about the person in charge.
	List of roles	If the person in charge is a user, this command displays the List of roles window showing a list of roles to which the user belongs.
	List of members	If the person in charge is a role, this command displays the List of members window in which you can view a list of members who belong to the role.

Note that Items in the Item storage database appear in the list of Items in the main window (Item list), in addition to those in the Item management database. Stored items are shown in blue and have a distinct editing status icon. The following figure shows the main window (Item list) with stored Items displayed.

Figure 4–5: Main window (Item list) with stored Items displayed



4.2.5 Item preview

When you click the title of an Item in the main window (Item list), the full set of properties for the Item (except for attached files) appears in the Item preview area. The preview area also contains operation icons that you can click to perform certain operations on the selected Item. These icons are described below.

: Edit Item icon

Clicking this icon displays the Edit item window for the selected Item. This icon appears only if any of the following conditions is met, and the selected Item is not a stored Item:

- The user belongs to the process work board management role.
- The user is a process work board manager.
- The selected Item is not being edited by another user.
- The user has permission to view and edit the selected Item.
- The user has permission to view the selected Item and change the current status of the Item.

: View Item icon

Clicking this icon displays the View Item window for the selected Item.

: Escalation icon

Clicking this icon displays the Specify an escalation destination window for the selected Item. Note that this icon does not appear if the selected Item is being edited by another user, or the selected Item is a stored Item.

: Display print window icon

Clicking this icon displays the print window for the selected Item.

: Inherit content to create Item icon

Clicking this icon displays the Specify the registration target window. When you select a process and click **OK**, a New item window appears containing the Item information of the Item displayed in the Item preview area. You can then use this information as the basis for a new Item to be created in the process you selected in the initial window.

: Recall Item icon

Clicking this icon displays a dialog box for you to confirm whether you want to recall the selected Item. If you click **OK**, the selected Item will be recalled. This icon is shown when the recall item function is enabled in the process work board to which the Item is to be registered. The icon is deactivated when the selected Item is a stored Item or the process work board to which the Item is to be registered is under suspension or waiting to be deleted.

You can display additional information in the Item preview by clicking anchor text. The following describes the elements for which you can display additional information.

Related item(s)

By clicking the Item ID of a related Item, you can display the View Item window for that Item.

Related information

By clicking the name of a piece of related information, you can display the related information in a Web browser. If there is no URL associated with the related information, it is not displayed as anchor text.

Hardware information

When linking with JP1/AIM, clicking the hardware information anchor displays the JP1/AIM Device Details dialog box.

When linking with JP1/UCMDB, clicking the hardware information anchor displays the JP1/UCMDB Device Details dialog box.

When linking with JP1/ITDM2 - Asset Console, clicking the hardware information anchor displays the JP1/ITDM2 - Asset Console Device Details dialog box.

Attached file(s)

By clicking the name of an attached file, you can display the Download the attached file window and download the file.

User-added links

By clicking a link added by a user, you can display the View Item window for the related Item, or display related information or hardware information in a new window.

4.3 Displaying Items

In JP1/Service Support, you can display Items and information about Items in a number of ways. For example, you can display lists of registered Items with irrelevant Items filtered out, display detailed information about Items, view the work history for a specific Item, and display lists of related Items. Note that Items in the Item storage database are displayed in addition to those in the Item management database.

Each of these operations is described below.

4.3.1 Filtering displayed Items

You can filter the Items that are displayed in JP1/Service Support. The available filter conditions are:

- My item
  Only the Items for which you are responsible appear in the user interface.
- Items in progress
  Only Items whose status is not *Close* and whose process work board is in *Operating* status appear in the user interface.

To filter displayed Items:

1. In the main window (Item list), from the menu, select **View**, and then **My item** or **Item in progress**.
   A tick appears beside the menu command you selected. Now only Items that conform to the selected filter condition will appear in the list of Items in the main window (Item list). You can also apply both filter conditions at once.

4.3.2 Displaying detailed Item information

You can view detailed Item information in the View Item window. The following users can perform the operations described in this section:

- Process work board managers
- Users with view permission for Items in the process work board#
- Users who belong to the process work board management role

#
If the option to set view permissions for individual Items is enabled for the target process work board, the user can only work with Items for which he or she is an Item view permissions owner.

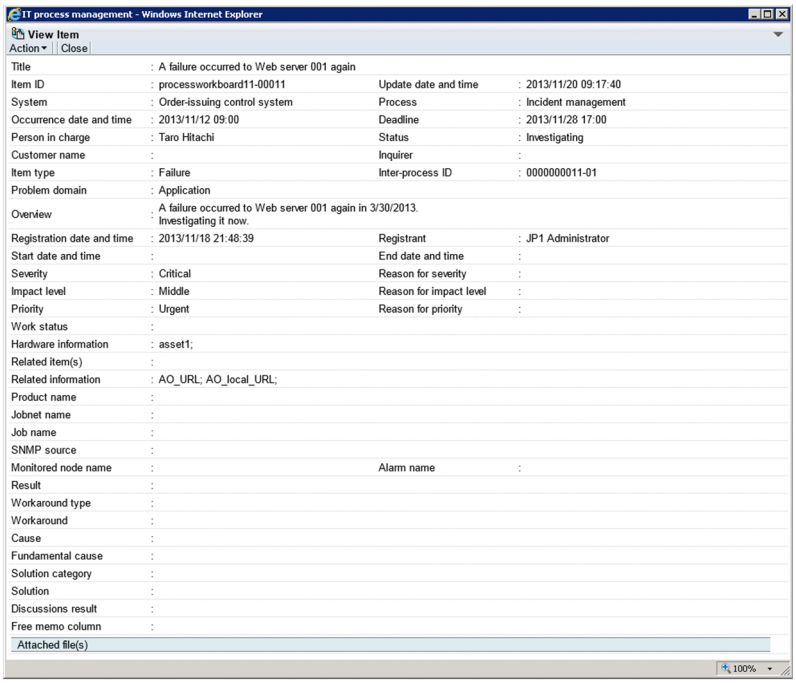
(1) Displaying the View Item window

To display the View Item window:

1. In the list of Items in the main window (Item list), select the Item you want to view.
2. From the menu in the main window (Item list), select **Action** and then **View item**.
   The View Item window appears.

The following figure shows the View Item window.

Figure 4–6: View Item window



Note

There are seven other ways to display the View Item window:

- In the list of Items in the main window (Item list), double-click the title of the Item you want to view, or right-click the title and click **View item**.
- In the list of target Items in the main window (Item status), double-click the title of the Item you want to view, or right-click the title and click **View item**.
- In the History display window, click the title of the Item you want to view.
- In the Show progress window, select **Action** and then **View item** from the menu.
- Click the Item ID of a related Item in the New item window, Edit item window, or View Item window.
- Click the title of an Item in the List of item search results window.
- In the Work status display window, select **Action** and then **View item** from the menu, or click the view icon for the Item.

(2) Information displayed from anchor text

You can display additional information by clicking the following anchor text in the View Item window:

Registrant

When you click the name of the user who registered the Item, the User details window for the user appears.

Person in charge

When you click the name of the user or role that is responsible for the Item, the User details or Role details window for the user or role appears.

Related item(s)

When you click the Item ID of a related Item, the View Item window for the related Item appears.

Related information

When you click the name of a piece of related information, the related information is displayed in a Web browser. If there is no URL assigned to the related information, the name of the related information is not clickable.

Hardware information

When linking with JP1/AIM, clicking the hardware information anchor displays the JP1/AIM Device Details dialog box.

When linking with JP1/UCMDB, clicking the hardware information anchor displays the JP1/UCMDB Device Details dialog box.

When linking with JP1/ITDM2 - Asset Console, clicking the hardware information anchor displays the JP1/ITDM2 - Asset Console Device Details dialog box.

Attached file(s)

By clicking the name of an attached file, you can display the Download the attached file window and download the file.

If you use a customized Item form, the following clickable elements might appear in the View Item window:

Answerer

When you click the name of the user who is responsible for answering the inquiry, the User details window for that user appears.

User-added elements

When you click the user name associated with a user-added element, the User details window for that user appears.

(3) Operations in the View Item window

The following describes the operations you can perform in the View Item window.

(a) Menus

Action

Edit item

Edits an Item. This command displays the Edit item window. This command is unavailable if the selected Item is a stored Item.

Cancel edit

Cancels editing of an Item. This command is unavailable if the selected Item is a stored Item.

Recall item

Recalls an Item. This command displays a dialog box for you to confirm whether you want to recall the Item. If you click **OK**, the Item is recalled. This command is unavailable if the selected Item is a stored Item. In addition, this command is not shown if the recall item function is disabled in the process work board to which the Item is to be registered.

Inherit Content to Create an Item

Allows you to create a new Item based on the Item information of an existing Item displayed in the View Item window. This command displays the Specify the registration target window. When you select a process and click **OK**, a New item window appears containing the Item information of the Item selected in the View Item window. You can then use this information as the basis for a new Item to be created in the process you selected in the initial window.

This command is unavailable if you open the View Item window from the History display window.

Escalation

Escalates an Item. This command displays the Specify an escalation destination window. This command is unavailable if the selected Item is a stored Item.

History display

Displays the history of an Item. This command displays the History display window.

Show progress

Displays the progress of an Item. This command displays the Show progress window.

Work status display

Displays the work status of an Item. This command displays the Work status display window.

Display the Print Window

Displays a window in which you can print an Item. This command displays the print item window.

Display status of related item

Displays related Items. This command displays the Status of related item window.

Close

Closes the View Item window.

(b) Context menu

A context menu appears when you right-click certain elements in the View Item window. The following table lists the commands in this menu.

Table 4–9: Context menu displayed from the View Item window

Element	Menu command	Description
Registrant	**Details**	Displays the User details window for the user who registered the Item.
	List of roles	Displays the List of roles window showing the roles to which the user who registered the Item belongs.
Person in charge	**Details**	Displays the User details or Role details window for the person in charge of the Item.
	List of roles	If the person in charge is a user, this command displays the List of roles window showing a list of roles to which the user belongs.
	List of members	If the person in charge is a role, this command displays the List of members window for the role.
Answerer#	**Details**	Displays the User details or Role details window for the answerer.
	List of roles	If the answerer is a user, this command displays the roles to which the user belongs.
	List of members	If the answerer is a role, this command displays the List of roles window showing the roles to which the user who registered the Item belongs.
User-added element#	**Details**	Displays the User details or Role details window for the user-added element.
	List of roles	If a user is selected in the user-added element, this command displays the List of roles window showing a list of roles to which the user belongs.
	List of members	If a role is selected in the user-added element, this command displays the List of members window for the role.

#

These parameters appear in the View Item window when you use a customized Item form.

4.3.3 Displaying Item histories

JP1/Service Support keeps a record of the work history associated with Items. You can display this information in the History display window. The following users can perform the operations described in this section:

- Process work board managers
- Users with view permission for Items in the target process work board#
- Users who belong to the process work board management role

#

If the option to set view permissions for individual Items is enabled for the target process work board, the user can only work with Items for which he or she is an Item view permissions owner.

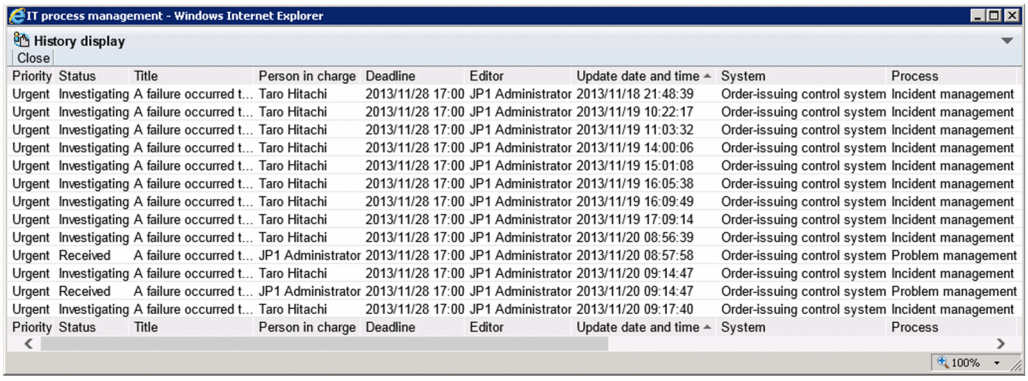
(1) Displaying the History display window

To display the History display window:

1. In the list of Items in the main window (Item list), select the Item whose history you want to display.
2. From the menu in the main window (Item list), select **Action** and then **History display**.
   The History display window appears.

The following figure shows the History display window.

Figure 4–7: History display window



Note

There are four other ways to display the History display window:

- In the list of Items in the main window (Item list), or the list of target Items in the main window (Item status), or the List of items in a search results window, right-click the title of the Item whose history you want to display. From the right-click menu, select **History display**.
- From the menu in the View Item window, select **Action** and then **History display**.
- In the Work status display window, select **Action** and then **History display** from the menu, or click the history display icon.
- From the menu in the Show progress window, select **Action** and then **History display**.

Items are listed in the History display window in descending order of their update date and time. You can sort the list by a particular column by clicking the column header. When you use a column as the sort key, an icon appears in the column header indicating whether the column is sorted in ascending order (▲) or descending order (▼).

(2) Information displayed from anchor text

You can display additional information by clicking the following anchor text in the History display window:

Title

When you click the title of an Item, the View Item window for the Item appears.

Person in charge

When you click the name of the user or role that is responsible for the Item, the User details or Role details window for the user or role appears.

Editor

When you click the user name of the user who edited the Item, the User details window for the user appears.

(3) Operations in the History display window

The following describes the operations you can perform in the History display window.

(a) Menus

Close

Closes the History display window.

(b) Context menu

A context menu appears when you right-click certain elements in the History display window. The following table lists the commands in the context menu displayed in the History display window.

Table 4–10: Context menu displayed from the History display window

Element	Menu command	Description
Title	**View item**	Displays the View Item window for the selected Item.
	Show progress	Displays the Show progress window for the selected Item.
	Work status display	Displays the Work status display window for the selected Item.
Person in charge	**Details**	Displays the User details or Role details window for the person in charge.
	List of roles	If the person in charge is a user, this command displays the List of roles window showing a list of roles to which the user belongs.
	List of members	If the person in charge is a role, this command displays the List of members window for the role.
Editor	**Details**	Displays the User details window for the user who edited the Item.
	List of roles	Displays the List of roles window for the role to which the user belongs.

4.3.4 Displaying the progress of an Item

You can display the progress of Items registered in JP1/Service Support. The Item's progress is shown in the Show progress window. Only the following users can perform this operation:

- Process work board managers
- Users with view permission for Items in the process work board#
- Users who belong to the process work board management role

#

If the option to set view permissions for individual Items is enabled for the target process work board, the user can only work with Items for which he or she is an Item view permissions owner.

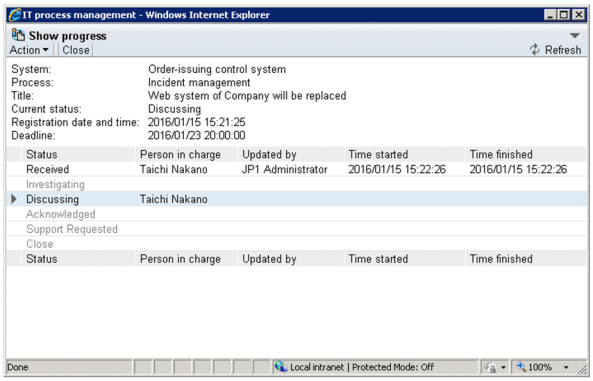
(1) Displaying the Show progress window

To display the Show progress window:

1. In the list of Items in the main window (Item list), select the Item whose progress you want to view.
2. From the menu in the main window (Item list), select **Action** and then **Show progress**.
   The Show progress window appears.

The following figure shows the Show progress window:

Figure 4–8: Show progress window



Click the **Refresh** button or to update the contents of the Show progress window.

> **Note**
>
> There are three other ways to display the Show progress window:
>
> - In the list of Items in the main window (Item list), the list of target Items in the main window (Item status), or the History display window, right-click the title of the Item whose progress you want to view and select **Show progress**.
> - From the menu in the View Item window or Work status display window, select **Action** and then **Show progress**.
> - In the List of batch operation results window or the List of item search results window, right-click the title of the Item whose progress you want to view and select **Show progress**.

(2) Information displayed from anchor text

You can display additional information by clicking the following anchor text in the Show progress window:

Person in charge

When you click the name of the user or role that is responsible for the Item, the User details or Role details window for the user or role appears.

Updated by

When you click on the name of the user who updated the Item, the User details window for the user appears.

(3) Operations in the Show progress window

The following describes the operations you can perform in the Show progress window.

(a) Menus

Action

History display

Displays the history of an Item. This command displays the View history window.

View item

Displays detailed information about an Item. This command displays the View Item window.

Close

Closes the Show progress window.

Refresh

Update the contents of the Show progress window.

(b) Context menu

A context menu appears when you right-click certain elements in the Work status display window. The following table lists the commands in this menu.

Table 4–11: Context menu displayed from the Show progress window

Element	Menu command	Description
Person in charge	**Details**	Displays the User details or Role details window for the person in charge of the Item.
	List of roles	If the person in charge is a user, this command displays the List of roles window showing a list of roles to which the user belongs.
	List of members	If the person in charge is a role, this command displays the List of members window for the role.
Updated by	**Details**	Displays the User details window for the person who updated the Item.
	List of roles	Displays the List of roles window showing a list of roles to which the user belongs.

4.3.5 Displaying Item work statuses

You can trace the history of the work users have performed on an Item. This information appears in list form in the Work status display window. The information users enter in the **Work status** field of the New item and Edit item window

is recorded in the database each time an Item is updated, and can be displayed in the Work status display window. Entries are listed in the List of work status area in order from newest to oldest. Note that only the following users can perform the operations described in this section:

- Process work board managers
- Users with view permission for the target process work board#
- Users who belong to the process work board management role

#

If the option to set view permissions for individual Items is enabled for the target process work board, the user can only work with Items for which he or she is an Item view permissions owner.

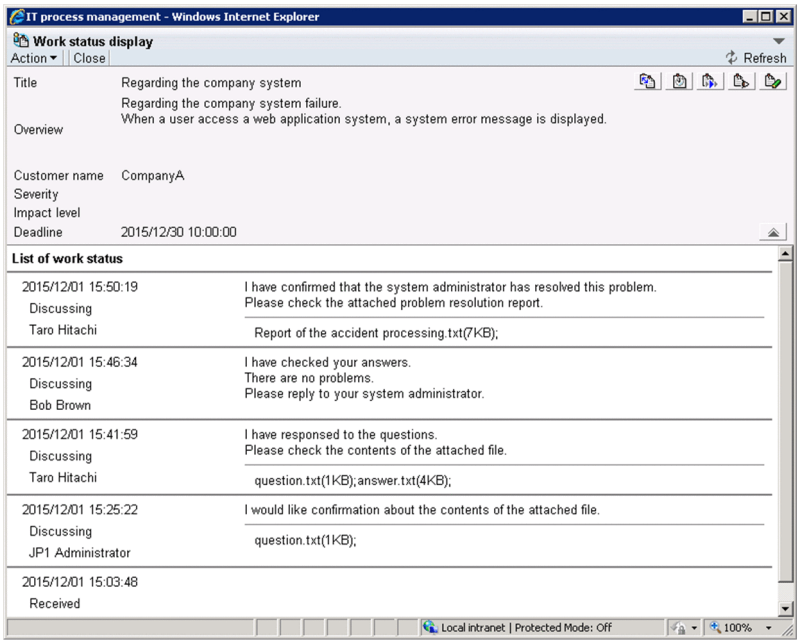
(1) Displaying the Work status display window

To display the Work status display window:

1. In the list of Items in the main window (Item list), select the Item whose work status you want to display.
2. From the menu in the main window (Item list), select **Action** and then **Work status display**.
   The Work status display window appears.

The following figure shows the Work status display window.

Figure 4–9: Work status display window



You can click the icon to hide all of the basic elements of the Item except for the title.

Note

There are two other ways to display the Work status display window:

- In the list of Items in the main window (Item list), the list of target Items in the main window (Item status), the History display window, the Status of related item window, or the List of item search results

window, right-click the title of the Item whose work status you want to view and select **Work status display**.

- From the menu in the View Item window, select **Action** and then **Work status display**.

(2) Information displayed from anchor text

You can display additional information by clicking the following anchor text in the Work status display window:

Editor

By clicking the name of the user who edited the Item, you can display the User details window for that user.

Attached file(s)

By clicking the name of an attached file, you can display the Download the attached file window and download the file.

(3) Operations in the Work status display window

The following describes the operations you can perform in the Work status display window.

(a) Menus

Action

Display status of related item

Displays related Items. This command displays the Status of related item window.

History display

Displays the history of an Item. This command displays the View history window.

Show progress

Displays the progress of an Item. This command displays the Show progress window.

View item

Displays detailed information about an Item. This command displays the View Item window.

Edit item

Edits an Item. This command displays the Edit item window. This command is unavailable if the selected Item is a stored Item.

Display the Print Window

Displays the print window for the Item's work status. This command displays the window for printing the Item's work status. Use your browser's print function to print the contents of the window.

Close

Closes the Work status display window.

Refresh

Updates the contents of the Work status display window.

(b) Context menu

A context menu appears when you right-click certain elements in the Work status display window. The following table lists the commands in this menu.

Table 4–12: Context menu displayed in Work status display window

Element	Menu command	Description
Editor	**Details**	Displays the User details window for the user who edited the Item.
	List of roles	Displays the List of roles window for the user.

(c) Icons

The Work status display window features icons that you can click to perform operations on Items. These icons are as follows:

: Related item status display icon

Click this icon to display the Status of related item window.

: History display icon

Click this icon to display the History display window.

: Show progress icon

Click this icon to display the Show progress window.

: View Item icon

Click this icon to display the View Item window.

: Edit Item icon

Click this icon to display the Edit item window. This icon does not appear if the selected Item is a stored Item.

: Print Window icon

Click this icon to display the window for printing the Item's work status. Use your browser's print function to print the contents of the window.

4.3.6 Displaying related Items

When you escalate an Item, JP1/Service Support records the association between the escalation source and destination Items. In the Status of related item window, you can display a list of Items that are related by escalation. The following users can perform the operations described in this section:

- Process work board manager
- Users with view permission for Items in the process work board#
- Users who belong to the process work board management role

#

If the option to set view permissions for individual Items is enabled for the target process work board, the user can only work with Items for which he or she is an Item view permissions owner.

(1) Displaying the Status of related item window

To display the Status of related item window:

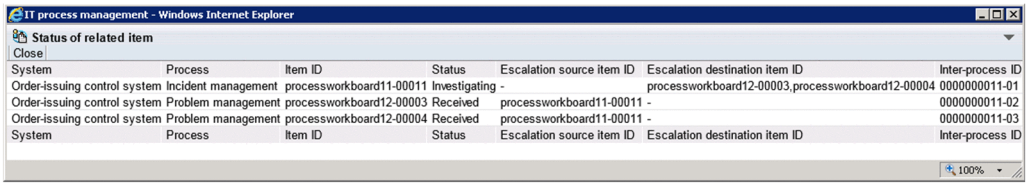
1. In the list of Items in the main window (Item list), click an asterisk (*) in the **I**, **P**, **C**, or **R** column for an Item.

   The Status of related item window appears.

An Item with more than one asterisk (*) has been escalated to each process for which an asterisk appears.

The following figure shows the Status of related item window.

Figure 4–10: Status of related item window



Note

There are four other ways to display the Item association window:

- In the list of Items in the main window (Item list), select the Item whose related Items you want to display. Then, from the **Action** menu, select **Display status of related item**.
- In the list of Items in the main window (Item list), right-click the title of the Item whose related Items you want to display, and select **Display status of related item**.
- From the menu in the View Item window, select **Action** and then **Display status of related item**.
- From the menu in the Work status display window, select **Action** and then **Work status display**, or click the icon that displays the status of related items.

(2) Information displayed from anchor text

You can display additional information by clicking the following anchor text in the Status of related item window:

Item ID

When you click an Item ID, the View Item window for the Item appears. Note that the View Item window does not appear if the Item has been deleted.

Escalation source item ID

When you click the ID of an escalation source Item, the View Item window for that Item appears. Note that the View Item window does not appear if the Item has been deleted.

Escalation destination item ID

When you click the ID of an escalation destination Item, the View Item window for that Item appears. Note that the View Item window does not appear if the Item has been deleted.

(3) Operations in the Status of related item window

The following describes the operations you can perform in the Status of related item window.

(a) Menus

Close

Closes the Status of related item window.

(b) Context menu

A context menu appears when you right-click certain elements in the Status of related item window. The following table lists the commands in this menu.

Table 4–13: Context menu displayed from the Status of related item window

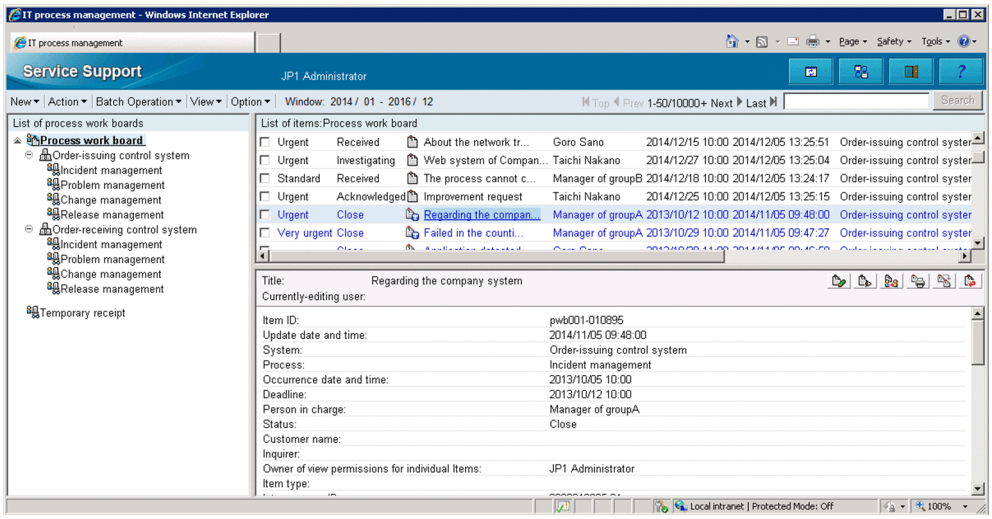
Element	Menu command	Description
Item ID	**View item**	Displays the View Item window for the selected Item.
	Work status display	Displays the Work status display window for the selected Item.

4.3.7 Changing the range of the Item Management window

The Item Management window provides a function that limits the contents of the main window (Item list) to Items registered within a specific time period defined by the system administrator. When you enable the Item Management window function, the time period for which Items are being displayed is shown at the top of the main window (Item list). The system administrator can change the range of the Item Management window at the user level.

The following figure shows the main window (Item list) with the Item Management window function enabled:

Figure 4–11: Main window (Item list) with the Item Management window enabled



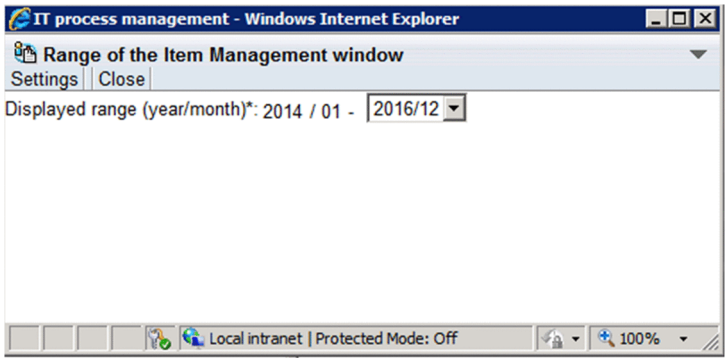
(1) Changing the range of the Item Management window

To change the range of Items displayed in the Item Management window:

1. From the menu in the main window (Item list), select **View** and then **Range of the Item Management window**.

   The window "Range of the Item Management window" appears. The following figure shows the window "Range of the Item Management window":

Figure 4–12: The window "Range of the Item Management window"



2. From the **Displayed range (year/month)** pull-down menu, select the last year and month for which to display Items in the Item Management window.

   The first year and month for which Items are displayed is set automatically, based on the selected last year and month and the span of the Item Management window.

3. In the menu, click **Settings**.

   The range of the Item Management window changes, and you are returned to the main window (Item list).

Notes:

- You cannot change the span of the Item Management window.
- When there are Items from earlier than 1970 registered in the system, the earliest year and month in the pull-down menu is `Jan. 1970`.
- When you use the above procedure to reposition the Item Management window, the change remains in effect until you log out of JP1/Service Support. The Item Management window reverts to its original position when you log in again. For details on how to configure the Item Management window function, see the *JP1/Service Support Configuration and Administration Guide*.

(2) Operations in the window "Range of the Item Management window"

The following describes the operations you can perform in the window "Range of the Item Management window".

(a) Menus

Settings

Applies the settings entered in the window "Range of the Item Management window".

Close

Closes the window "Range of the Item Management window".

4.4 Searching for Items

This section describes how to search JP1/Service Support for Items that satisfy certain conditions, how to conduct a simple search, and how to view search results. You can search stored Items in the Item storage database, in addition to the Items in the Item management database.

4.4.1 Specifying search conditions

This subsection describes how to search for Items that meet certain conditions.

Only the following users can perform these operations:

- Process work board managers
- Users who have view permission for Items in the target process work board#
- Users who belong to the process work board management role

#

If the option to set view permissions for individual Items is enabled for the target process work board, the user can only work with Items for which he or she is an Item view permissions owner.

(1) Searching for Items

To search for Items:

1. In the list of process work boards in the main window (Item list), select **Process Work board** at the top of the tree, a target system, or a process work board.

   The scope of the search depends on the element you selected.

   When you select **Process work board** at the top of the tree:

   The search applies to all Items registered in JP1/Service Support. You can refine the scope of the search by selecting a target system or process work board in the Specify search conditions - Item-common element window.

   When you select a target system:

   The search applies to Items registered in the selected target system. You can refine the scope of the search by selecting a process work board or another target system in the Specify search conditions - Item-common element window.

   When you select a process work board:

   The search applies to Items registered in the selected process work board.

2. From the menu in the main window (Item list), select **Action** and then **Search for item**.

   The Specify search conditions - Item-common element window or the Specify item search conditions window appears.

3. Specify the search conditions.

   The search conditions you can specify depend on the element selected in the list of process work boards in the main window (Item list).

   When **Process work board** or a target system is selected (the Specify search conditions - Item-common element window):

   You can specify preset elements as search conditions.

When a process work board is selected (the Specify item search conditions window):

You can specify search conditions based on the Item form elements assigned to the selected process work board.

4. Click **Search**.

The List of item search results window appears in which you can view a list of Items that match the search conditions.

(2) Information displayed from anchor text

You can display additional information by clicking the following anchor text in the Specify search conditions - Item-common element window and the Specify item search conditions window.

Registrant

When you click the name of the user who registered the Item, the User details window for the user appears.

Person in charge

When you click the name of the user or role that is responsible for the Item, the User details or Role details window for the user or role appears.

The following elements might also be clickable in the Specify search conditions - Item-common element window or the Specify item search conditions window in environments where the search Item form has been customized:

Answerer

When you click the name of the user who is responsible for answering the inquiry, the User details window for that user appears.

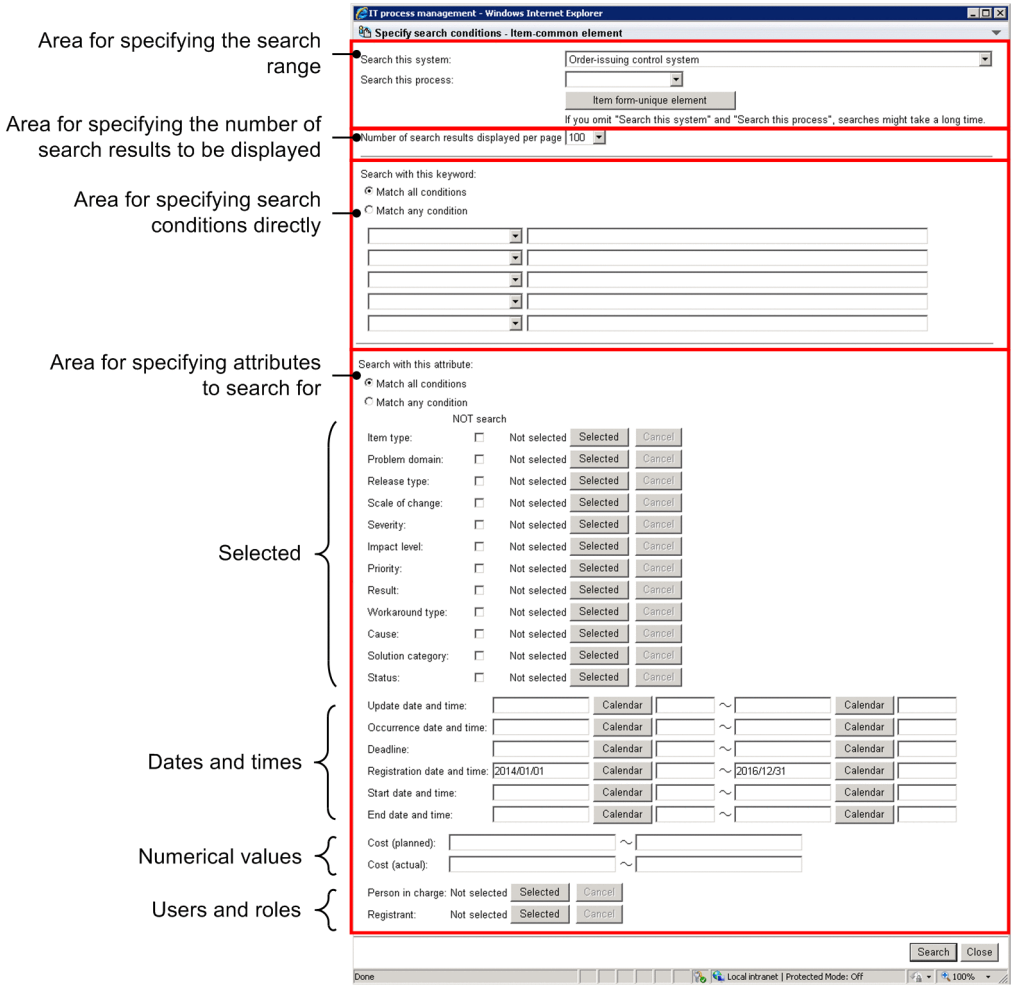
User-added elements

When you click the name of the user or role associated with a user-added element, the User details or Role details window for that user or role appears.

(3) Specifying search conditions

You can conduct searches that combine a number of search conditions, such as **Person in charge** and **Occurrence date and time**. The following figure shows the range of search conditions you can specify in the Specify search conditions - Item-common element window or the Specify item search conditions window.

Figure 4–13: Specify search conditions - Item-common element window (range of specifiable search conditions)



Area for specifying the search range

In the **Search this system** field, you can specify the target system in which the Item you are trying to find is registered. Specify the target system by selecting it from the pull-down menu. You do not need to enter a value if you selected a process work board in the list of process work boards in the Main window (Item list).

In the **Search this process** field, you can specify the process in which the Item you are trying to find is registered. Specify the process by selecting it from the pull-down menu. You do not need to enter a value if you selected a process work board in the list of process work boards in the Main window (Item list).

After specifying a target system and process in which to search, click the **Item form-unique element** button to replace the available search conditions with the Item form elements for the specified process. Any search conditions entered before clicking the **Item form-unique element** button remain filled in if the same field is present after the button is clicked.

If you are using the Item Management window function, the range of the Item Management window appears at the top left of the window.

Area for specifying the number of search results to be displayed

In **Number of search results displayed per page**, you can specify the number of Items to show per page when displaying the search results in the List of item search results window. Specify a value by selecting it from the pull-down menu.

Area for specifying search conditions directly

Use this area to conduct a search using text or linked elements as keywords. You can specify one search condition per text box. If you select **Match all conditions**, the search conditions are combined with the AND operator. If you select **Match any condition**, they are combined with the OR operator.

Select an element in the pull-down menu, and enter the search key in the text box. You can enter a maximum of 300 half-width characters or approximately 100 full-width characters in each text box. Note that the list of elements in the pull-down menu includes those added to customized Item forms.

Underscores and percent signs have special meaning in search keys. When entered in a text box, these characters are interpreted as follows:

- _ (underscore): Any single character
- % (percent): Any character string of 0 or more characters

For example, if you search for Items with the title a_c, the search will return Items with the title aac, abc, and so on. If you search for a%c, the search finds Items with the title ac, abc, abbbc, and so on. To search for the underscore character (_) itself, specify ?_ as the search key. To search for the percent sign (%), specify ?%.

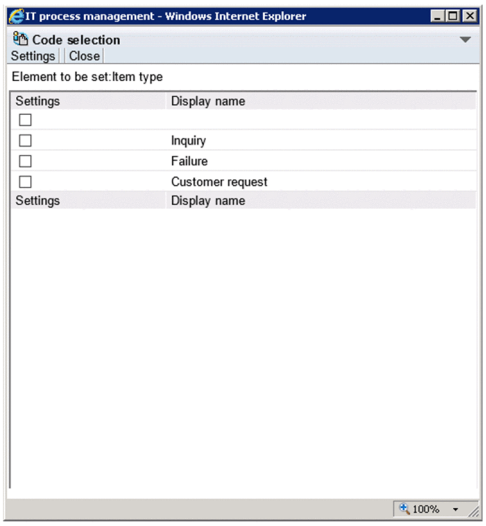
Area for specifying attributes to search for

Specify attributes as described in the table below. If you select **Match all conditions**, the search conditions are combined with the AND operator. If you select **Match any condition**, they are combined with the OR operator.

Table 4–14: Specifying conditions in the Search with this attribute area

Specification method	Description
Selected	In this area, you can specify elements such as severity and impact level as search criteria. When you click the **Selected** button, the Code selection window appears in which you can select the criteria for that element. When you select the **NOT search** check box, the search is conducted with a NOT operator for the parameter and criteria you specified. When you select more than one value in the Code selection window, an OR operator applies among the values. For example, suppose you select **Match all conditions** (an AND search) with selection codes a1, a2, and a3 specified for element A and codes b1, b2, and b3 specified for element B. In this case, the search string will be (a1 or a2 or a3) AND (b1 or b2 or b3).
Dates and times	In this area, you can specify search criteria based on dates and times. For example, you can search for Items that occurred or were registered within a specific time period. If you only specify the start time of a range, the search finds all Items that meet the criteria since that time. If you only specify an end time, the search finds all Items that meet the criteria until that time. Note that you do not need to specify a time. The following describes how to specify dates and times in this area: • Date You can enter a date directly or select it in a calendar. Enter dates in the format *YYYY*/*MM*/*DD*, where *YYYY* indicates the year, *MM* the month, and *DD* the day. To select a date from the calendar, click the **Calendar** button and use the Calendar window that appears. • Time Enter times directly in the format *hh*:*mm*, where *hh* indicates the hour and *mm* the minute. If you are using the Item Management window function, the range of the Item Management window is entered automatically as the registration date and time. However, you can edit the date that was automatically entered. If you edit this date, the system ignores the range of the Item Management window when conducting the search.
Numerical values	Enter numerical values to use as search criteria for parameters such as **Cost (planned)** and **Cost (actual)**. You can specify a value from 0 to 2147483647.
Users or roles	In this area, specify the name of a user or role to use as search criteria. For example, you can search for Items that were registered by a certain user, or which have a certain role as the person in charge. Click the **Selected** button to display the Select user and role window in which you can specify a user or role. Note that for **Registrant**, you can only specify a user.

Figure 4–14: Code selection window



You can specify one or more selection codes to include as search criteria by selecting the check boxes for the code and clicking **Settings**.

When you specify **Search with this keyword** and **Search with this attribute** as search criteria, whether an AND or OR operator applies between the elements depends on which of **Match all conditions** and **Match any condition** is selected in each area. The following table shows the result of each combination of these settings.

Table 4–15: Relationship between Search with this keyword and Search with this attribute

Option selected in Search with this keyword area	Option selected in Search with this attribute area	Search method
Match all conditions	**Match all conditions**	Search conducted with AND operator
Match all conditions	**Match any condition**	Search conducted with AND operator
Match any condition	**Match all conditions**	Search conducted with AND operator
Match any condition	**Match any condition**	Search conducted with OR operator

Note the following when specifying search criteria:

- Items for which you do not have view permission do not appear in search results.
- Searches do not find Items that are in *Waiting to be deleted* status.
- Searches conducted with **Search with this keyword** selected can take some time to complete. We recommend that you narrow the search scope by also entering criteria in **Search with this attribute**.
- If you want to search for obsolete statuses that are no longer in use, display the Specify search conditions - Item-common element window by selecting **Process work board** or a target system. If you display the window by selecting a process work board, these statuses will not be available for selection.
- If you add selectable elements to an Item form and conduct a search with these new elements specified as search criteria, the search results sometimes include Items that were created using past Item forms.
- If you want to exclude Items created using past Item forms from the search results, use additional criteria like **Registration date and time** to exclude these Items.
- When you use a customized Item form, the Specify item search conditions window might appear with certain elements already filled in under **Search with this attribute**. However, the system will ignore these parameters when conducting the search.

(4) Operations in the Specify search conditions - Item-common element window and the Specify item search conditions window

The following describes the operations you can perform in the Specify search conditions - Item-common element window and the Specify item search conditions window.

(a) Context menu

A context menu appears when you right-click certain elements in the Specify item search conditions window. The following table lists the commands in this menu.

Table 4–16: Context menu displayed from the Specify search conditions - Item-common element window and the Specify item search conditions window

Element	Menu command	Description
Registrant	**Details**	Displays the User details window for the user who registered the Item.
	List of roles	Displays the List of roles window for the user who registered the Item.
Person in charge	**Details**	Displays the User details or Role details window for the person in charge of the Item.
	List of roles	If the person in charge is a user, this command displays the List of roles window showing a list of roles to which the user belongs.
	List of members	If the person in charge is a role, this command displays the List of members window for the role.
Answerer#	**Details**	Displays the User details or Role details window for the answerer.
	List of roles	If the answerer is a user, this command displays the List of roles window for the user.
	List of members	If the answerer is a role, this command displays the List of members for the role.
User-added elements#	**Details**	Displays the User details or Role details window for the user-added element.
	List of roles	When a user is selected in a user-added element, this command displays the List of roles window showing the roles to which the user belongs.
	List of members	When a role is selected in a user-added element, this command displays the List of members window for the role.

#

These elements appear in the Specify item search conditions window when you use a customized Item form.

4.4.2 Using simple search

The following describes how to conduct a simple Item search. Only the following users can perform these operations:

- Process work board managers
- Users with view permission for Items in the target process work board#
- Users who belong to the process work board management role

#

If the option to set view permissions for individual Items is enabled for the target process work board, the user can only work with Items for which he or she is an Item view permissions owner.

1. In the list of process work boards in the main window (Item list), select a target system or a process work board.

   The scope of the search depends on the element selected in the list of process work boards in the main window (Item list).

   When **Process work board** is selected at the top of the tree:

   You cannot perform a simple search.

   When a target system is selected:

   The search applies to Items registered in the selected target system.

   When a process work board is selected:

   The search applies to Items registered in the selected process work board.

2. Specify the search conditions in the simple search area of the main window (Item list).

   Enter the search conditions in the text box in the simple search area. The search returns Items that are a partial match to the specified character string. By default, the system searches the *Title*, *Overview*, and *Work status* fields.

   You can specify a maximum of three search conditions in a given search by default. Between each keyword, specify a half or full-width space as a delimiting character. If you want to search for a character string that includes a half or full-width space, use the Specify search conditions - Item-common element window or the Specify item search conditions window.

   The search conditions are combined with the AND operator. To conduct an OR search, use the Specify item search conditions window. If you click **Search** without entering anything in the simple search area, the Specify item search conditions window appears.

   In the simple search text box, you can enter a maximum of 300 half-width alphanumeric characters or approximately 100 full-width characters. Underscores and percent signs have special meaning in search keys, and are interpreted as follows:

   - _ (underscore): Any single character
   - % (percent): Any character string of 0 or more characters

   For example, if you search for Items with the title a_c, the search will return Items with the title aac, abc, and so on. If you search for a%c, the search finds Items with the title ac, abc, abbbc, and so on. To search for the underscore character (_) itself, specify ?_ as the search key. To search for the percent sign (%), specify ?%.

   Note the following when specifying search criteria:

   - Items for which you do not have view permission do not appear in search results.
   - Searches do not find Items that are in *Waiting to be deleted* status.
   - If the Item Management window function is enabled, the search applies to Items within the scope of the Item Management window.

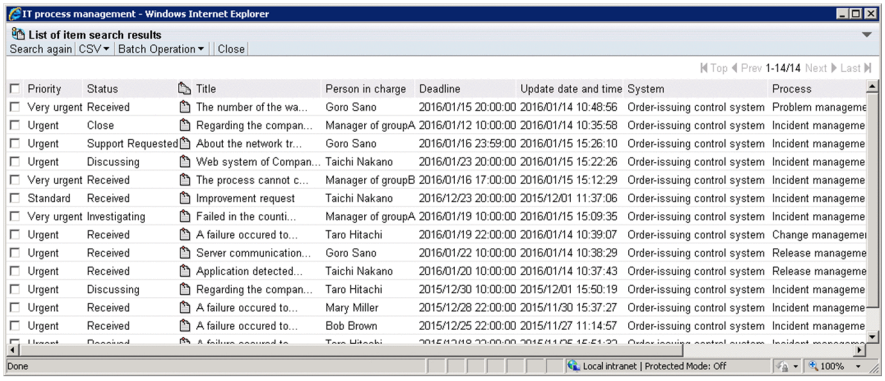
3. Click **Search**.

   The List of item search results window appears, showing a list of Items that match the search criteria.

4.4.3 Viewing search results

This subsection describes the operations you can perform in the List of item search results window, and how to interpret the window contents. The following figure shows the List of item search results window.

Figure 4–15: List of item search results window



(1) Display order

Items in the List of item search results window are listed in descending order by registration date and time. This also applies to the results of a simple search.

(2) Number of displayed items

The number of displayed items and the total number of matches are shown. If the number displayed on one page is 1,000 but the total number of matches is 2,500, the first page will show the numbers in the format `1-1000/2500`. Note that the number of search results to be displayed depends on which window you search from.

When searching from the simple search area

The List of item search results window can display a maximum of 100 search results. If a search returns more than 100 results, you can view the other search results by using the page-turn anchor to navigate the pages.

When searching from the Specify search conditions - Item-common element window or the Specify item search conditions window

The number of search results shown is determined by the value specified for **Number of search results displayed per page** in the Specify search conditions - Item-common element window or the Specify item search conditions window. When a search returns more than the specified number of results, you can view the other search results by using the page-turn anchor to navigate the pages.

(3) Information displayed from anchor text

You can display additional information by clicking the following anchor text in the List of item search results window:

Title

When you click the title of an Item, the View Item window for that Item appears.

Person in charge

When you click the name of the user or role that is responsible for the Item, the User details or Role details window for the user or role appears.

(4) Operations in the List of item search results window

The following describes the operations you can perform in the List of item search results window.

(a) Menus

Search again

Displays the Specify search conditions - Item-common element window or the Specify item search conditions window with the criteria used for the original search filled in.

If you search again after a simple search, the keywords you entered in the simple search area appear in the **Search with this keyword** area of the Specify item search conditions window. In this case, **Number of search results displayed per page** will show the default number of items to display.

You can then refine the search by adding new search criteria.

CSV

Outputs the Items selected in the List of item search results window to a CSV file. For details about how to output Items to a CSV file, see *4.9 Outputting Item information to a CSV file*.

Batch Operation

You can change the status of multiple Items selected in the List of item search results window. This menu appears only if batch operations on Items are enabled. For details about how to perform batch operations, see *4.6.5 Performing batch operations on Items*.

Approve Items

Authorizes the Items selected in the List of item search results window as a batch. This changes the status of the selected Items to *Acknowledged*#.

Close Items

Closes the Items selected in the List of item search results window as a batch. This changes the status of all the selected Items to *Close*#.

#

These are the default status names.

Close

Closes the List of item search results window.

(b) Context menu

A context menu appears when you right-click certain elements in the List of item search results window. The following table lists the commands in this menu.

Table 4–17: Context menu displayed from the List of item search results window

Element	Menu command	Description
Item title	**View item**	Displays the View Item window in which you can view detailed information for the Item.
	History display	Displays the History display window for the Item.
	Show progress	Displays the Show progress window for the Item.
	Work status display	Displays the Work status display window for the selected Item.
Person in charge	**Details**	Displays the User details or Role details window for the person in charge of the Item.
	List of roles	If the person in charge is a user, this command displays the List of roles window showing a list of roles to which the user belongs.
	List of members	If the person in charge is a role, this command displays the List of members window for the role.

(c) Page-turn anchors

When the number of search results exceeds the number to be displayed per page on the List of item search results window, you can view the other results by using the page-turn anchors to navigate through the pages. These anchors are described in the following list:

Top : First page

Click this anchor to display the first page.

Prev : Previous page

Click this anchor to display the previous page.

Next : Next page

Click this anchor to display the next page.

Last : Last page

Click this anchor to display the last page.

Notes:

If you turn the page after adding, deleting, or editing an Item, the results might no longer match the original search results. Furthermore, after you turn the page, the page might show `0-0/0` with no Items displayed. In these situations, perform the search again.

4.5 Creating Items

In a JP1/Service Support system, the operator uses an Item form to create a new Item each time an inquiry is received from a user or a problem occurs in a target system. Each process, such as incident management and problem management, has its own Item form. Note that the process names are the default names. They might have been given different names in customized environments.

Users who are able to log in to JP1/Service Support can create Items in the New item window. Users who cannot log in are able to create Items using email.

If you want to create an Item that inherits the information of an existing Item, you can do so by escalating the original Item. For details about escalation, see *4.6.6 Escalating Items*.

The following describes how to create Items in the New item window, and how to create Items via email.

4.5.1 Creating Items in the New item window

This subsection describes how to create an Item in the New item window. Only the following users can perform these operations:

- Process work board managers
- Users with create permission for Items in the target process work board
- Users who belong to the process work board management role

(1) Creating Items

To create an Item:

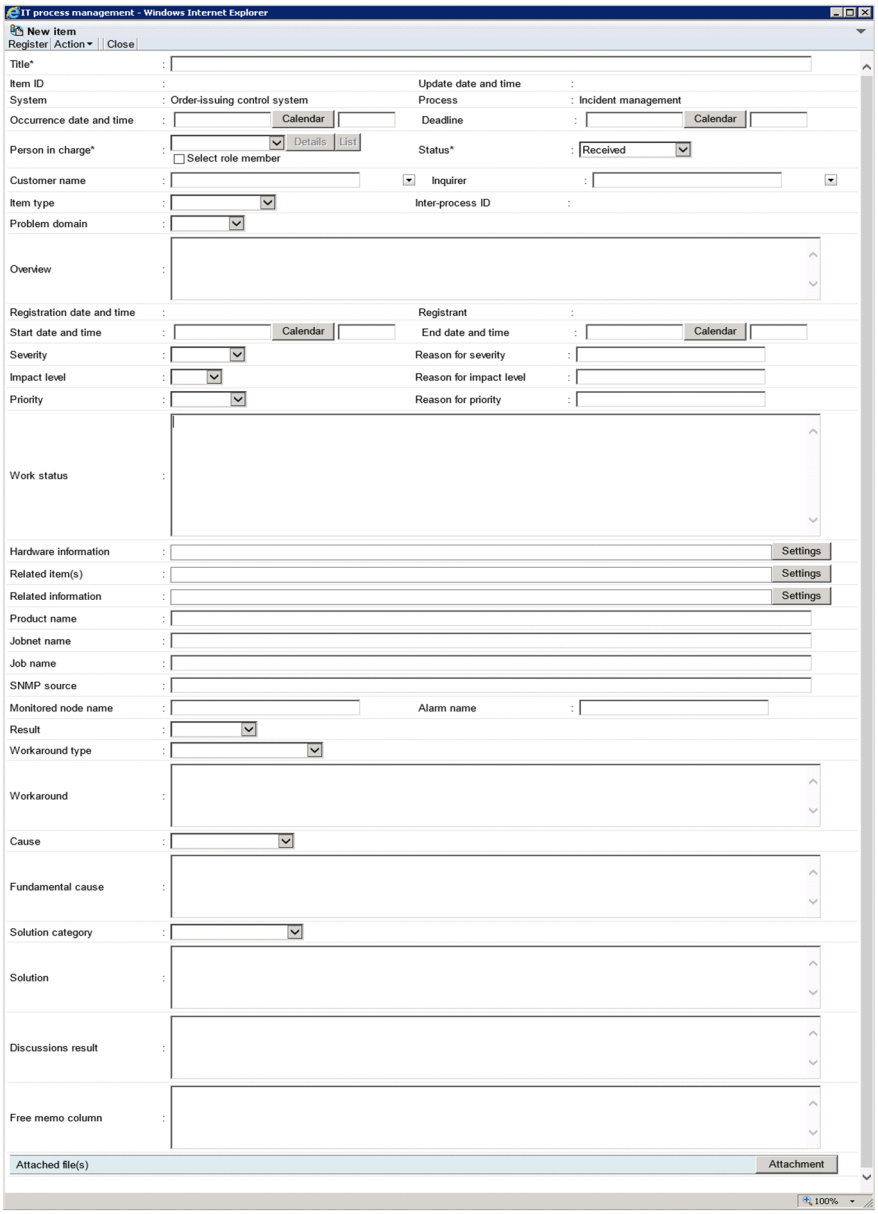
1. In the list of process work boards in the main window (Item list), select the process work board in which you want to create an Item.

   The process work board you select must be in *Operating* status.

2. From the menu, select **New** and then **New item**.

   The New item window appears. The elements in the New item window depend on the type of process work board you selected. The following figure shows the New item window as it appears for the incident management process. Note that the process names are the default names. They might have been given different names in customized environments.

Figure 4–16: New item window (incident management process)



3. Enter the Item information.

   You must enter information in the **Title**, **Status**, and **Person in charge** fields. You cannot select a person in charge until you select a status. As the person in charge, you can select a role, a member who belongs to a role, or a user name. Note that the **Person in charge** field might contain a pre-set value. This pre-assigned person in charge can be changed. For details, see *Entering the person in charge* below.

   Clicking **Details** displays the User details or Role details window. Clicking **List** displays the List of members or List of roles window.

   If you select the **Select role member** check box, you can select the name of a member who belongs to a role but can no longer select the role itself.

   You can display a list of predefined options by clicking the button. Some elements in the Item form might be linked to others. In this case, the entries in the list will change depending on the value you selected in the related element.

   Elements marked with an asterisk (*) are mandatory. You must enter values for these elements when you close the Item.

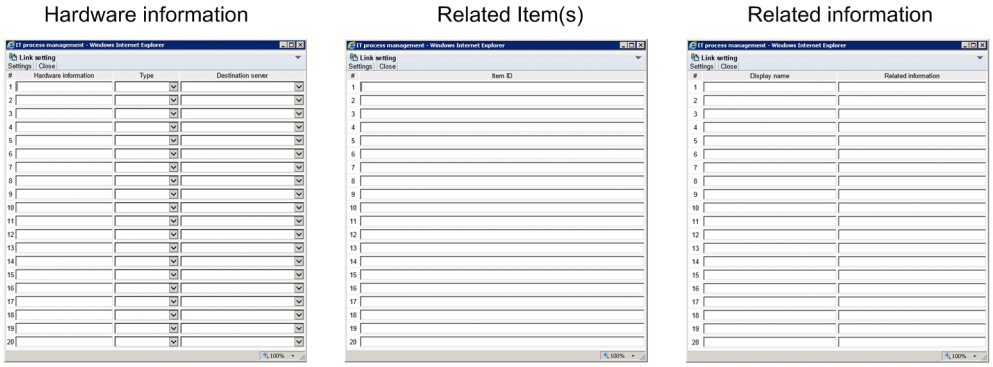
The **Calendar** button displays a calendar in which you can select the date on which the incident occurred or the Item was registered. Moreover, the current time# that you select the date on the Calendar window is automatically input.

When you click **Settings**, a Link setting window appears as shown in the figure below. In these windows, you can enter the URLs that lead to Related information, Hardware information, and Related item(s).

#

The current time which is automatically input is the New item window was opened. But if the time has been already input, the time is not updated automatically.

Figure 4–17: Link setting windows



4. Select **Action** and then **Attach file** from the menu, or click the **Attachment** button.

   The Attach file window appears. Select the files to attach to the Item as needed.

5. From the menu, select **Register**.

   The Item is created, and you are returned to the main window (Item list).

   The **Process**, **System**, **Item ID**, **Inter-process ID**, **Registrant**, and **Registration date and time** fields are filled in automatically.

Entering the person in charge

If **Initial person in charge of status** has been set in the process work board to which the Item is to be registered, a person in charge will be automatically set when the status is entered. If **Initial person in charge of status** has not been set, the value that is set in the **Person in charge** field depends on the number of users and roles who have edit permission for the status, as shown in the following table:

Table 4–18: Value that is set in Person in charge field (when Initial person in charge of status is not set)

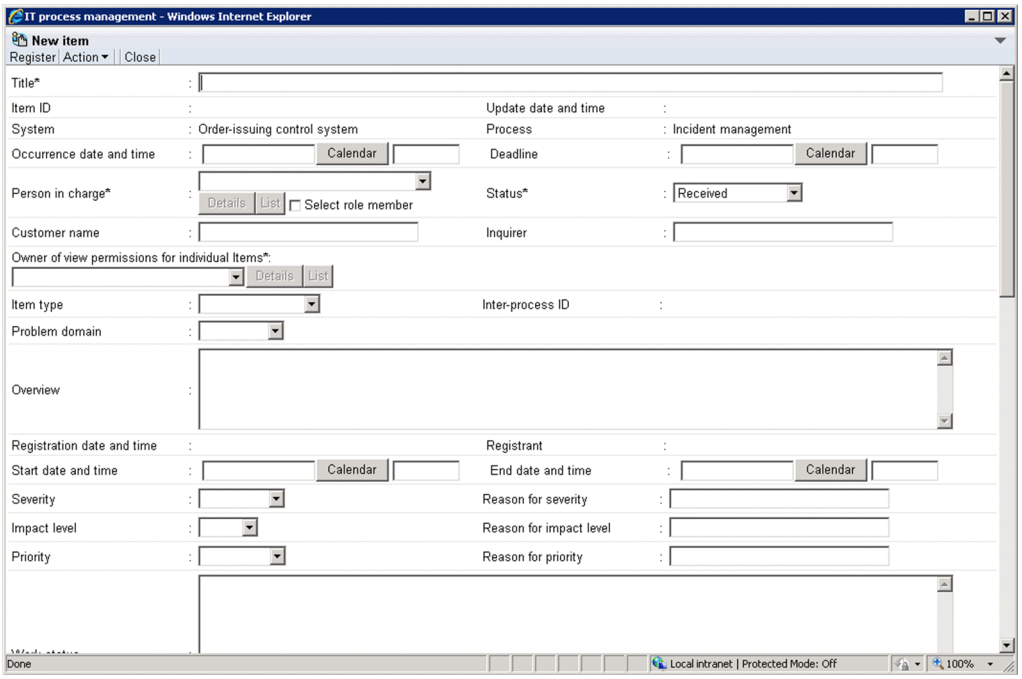
No.	Number of users or roles who have edit permission	Initial person in charge of status setting	Value that is set
1	0	Not set	Process work board manager
2	1	Setting is irrelevant	User or role who has edit permission
3	2 or more	Set	Initial person in charge of status
4	2 or more	Not set	Empty

Notes:

- When you select the **Select role member** check box, the responsiveness of the window might be affected if there are too many members in the pull-down menu. Make sure that the total number of roles, members, and users you can select as the person in charge does not exceed 100 or thereabouts.

- If you select the **Select role member** check box and attempt to select a member of a role as the person in charge with the scroll wheel, you might inadvertently select a role name. If this occurs, you cannot display role information or register the role as the person in charge. Display the pull-down menu for selecting the person in charge, and select a role member from the list.
- If the option to set view permissions for individual Items is enabled for the target process work board, in **Owner of view permissions for individual Items**, enter the user or role who is to have permission to view the Item. You can change **Owner of view permissions for individual Items** to a display name of your choice. The following figure shows an example of the New item window with view permissions for individual Items enabled:

Figure 4–18: New item window (with view permissions set for individual Items)



(2) Operations in the New item window

The following describes the operations you can perform in the New item window.

(a) Menus

Register

Registers the Item.

Action

Attach file

Attaches a file to the Item. When you click this menu command, the Attach file window appears.

Close

Closes the New item window.

4.5.2 Creating Items based on existing Item information

You can create a new Item based on the contents of an existing Item registered in JP1/Service Support. This approach involves creating an Item in a New item window that inherits the Item information of the existing Item. You can also use a registered Item as the basis for an Item in a process of another system.

The following users can perform the operations described in this section:

- Process work board managers
- Users who have view permission for the process work board of the existing Item and view and create permission for the process work board of the new Item#
- Users who belong to the process work board management role

#

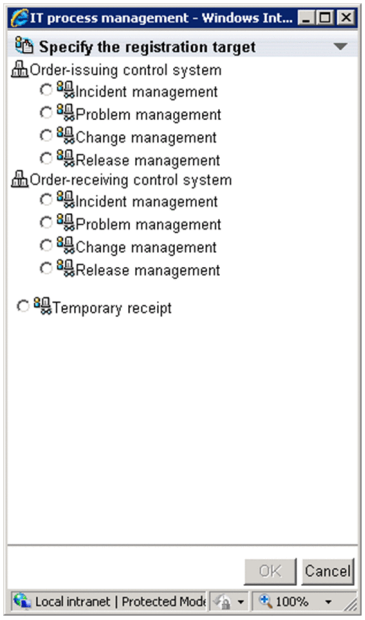
If the option to set view permissions for individual Items is enabled for the target process work boards associated with the existing and new Items, the user can only work with Items for which he or she is an Item view permissions owner.

To create a new Item based on an existing Item registered in JP1/Service Support:

1. In the list of Items in the main window (Item list), select the Item that you want to use as the basis for the new Item.
   The existing Item must belong to a process work board that is in *Operating* status.

2. From the menu in the main window (Item list), select **New** and then **Inherit Content to Create an Item**.
   The Specify the registration target window appears. Only process work boards that are in *Operating* status appear in this window.
   The following figure shows the Specify the registration target window:

   Figure 4–19: Specify the registration target window



3. Select the process work board in which you want to create the new Item.

4. Click **OK**.
   The New item window appears, containing the Item information of the existing Item.

5. Edit the Item information.
   You cannot edit the **System**, **Process**, **Item ID**, **Inter-process ID**, **Registrant**, **Registration date and time**, and **Update date and time** fields.
   For details on editing Item information, see *4.5.1 Creating Items in the New item window*.

6. From the menu, select **Register**.

The Item is registered in the process selected in the Specify the registration target window.

Important

When you create a new Item based on an existing Item registered in JP1/Service Support, the New item window does not inherit all of the Item information of the original Item. Also, if the automatic input of Item settings is enabled for the target process work board, the automatically input information has priority, which prevents the New item window from inheriting the Item information of the existing Item. For details on the inheritance of Item information, see the description of Item creation based on existing Items in the *JP1/Service Support Configuration and Administration Guide*.

Note

You can also use the methods below to start creating a new Item based on an existing Item registered in JP1/Service Support. Any of these operations displays the Specify the registration target window. Subsequent steps are the same as in the procedure above.

- In the list of Items in the main window (Item list), right-click the title of the Item that you want to use as the basis for the new Item, and click **Inherit Content to Create an Item**.
- In the Item preview area of the main window (Item list), click the icon.
- From the menu in the View Item window, select **New** and then **Inherit Content to Create an Item**.

4.5.3 Creating Items via email

To create an Item via email:

1. Create an email.

   Create the email that will register the Item in JP1/Service Support. This email must have the following characteristics:

   - Subject

     The subject line of the email becomes the title of the Item. Enter a subject line of no more than 300 half-width alphanumeric characters or approximately 100 full-width characters.

     You can register an Item in a specific process work board by specifying a process work board ID in the subject line. If you do not specify a process work board ID, the Item is registered in the temporary receipt process work board. Note that you will not be able to register the Item if the Item form used by the temporary receipt process work board does not permit file attachments.

     To specify a process work board, add the process work board ID enclosed by half-width hash marks (#) at the beginning of the subject line. You cannot specify a process work board without configuring the subject line in this way. The process work board you specify must be in *Operating* status. The process work board ID in the subject line does not become part of the Item title.

     The following table describes an example of a subject line that specifies a process work board.

     Table 4–19: Specifying a process work board in a subject line (example)

Element	Description
ID of process work board where Item is to be registered	`pwb01`
Subject line of email	`#pwb01#Server Fault`

Element	Description
Title of registered Item	`Server Fault`

- Body text

  The registration status of an Item depends on the mode in which the Item is registered by email. Predetermined body text is created according to the mode. For details about the modes for registering an Item by email, see the description about creating an Item by sending email in the *JP1/Service Support Configuration and Administration Guide*.

  Attached-file mode:

  The body of the email is saved to a file that is attached to the Item. Make sure that the body text does not exceed 4.9 megabytes.

  The presence of an email that is 4.9 MB or larger on the server limits the number of Items that can be registered by a single command. Because such emails are retained on the server, a situation might arise in which no more Items can be registered by email. When an email of 4.9 MB or larger appears on the server, register its contents as an Item from the user interface and then delete the email from the mail server.

  Single-element mode:

  The entire body of the email is registered as a single Item element. The length of text (in bytes) that can be registered from the text in the body of the email depends on the Item element to be registered. If the body of the email cannot be registered as the specified Item element, the body of the email is saved to a file that is attached to the Item.

  Multi-element mode:

  The Item is registered by writing the body of the email in XML format. The required information is entered into each element of the Item in accordance with a previously-created email body template, with the contents enclosed in start and end tags. The body of the email is saved to a file that is attached to the Item.

- Attached file(s)

  For security reasons, files must not be attached to the email. Attached files are not added to the Item management database, but are instead saved in a folder on the Item management server. The folder in which the attachment is to be saved appears at the end of the body text that is attached to the Item.

  The system might be unable to save files with file names longer than 100 characters. For this reason, make sure that the file names of attached files contain fewer than 100 characters. Each half and full-width character counts as one character.

2. Send the email.

   Send the email you created to the specified email address. The email is temporarily held at the mail server before being registered in JP1/Service Support.

When you register an Item by email, the contents depend on the mode in which the Item is registered. The common Item contents registered by email are listed in the following table.

Table 4–20: Common Item contents registered by email

Item element	Setting
Title	The subject of the email becomes the title of the Item. If you specify a process work board ID in the email subject, the title of the Item is the subject of the email minus the #*process-work-board-ID*# component.
Item ID	The latest Item ID available when the Item is registered is automatically assigned.
Update date and time	The date and time when the Item is registered on the Item management server.
System	`A master system` is set. If you specify a process work board ID in the email subject, the target system of that process work board is set as the system name.

Item element	Setting
Process	`Incident management` is set. However, if you have customized the incident management process display name, the process display name is set. If you specify a process work board ID in the email subject, the process of that process work board is set as the process name.
Person in charge	The value specified for a person in charge of the registered item from email in the target process work board. This person is assigned the following rights: • View permission for Items in the target process work board • Permission to edit Items that are registered in the target process work board and have the status *Received* (Status ID: `JIMSD_STAT_INQUIRY`)
Status	*Received* (Status ID: `JIMSD_STAT_INQUIRY`) is set.
Inter-process ID	The latest inter-process ID available when the Item is registered is automatically assigned.
Registration date and time	The date and time when the Item is registered on the item management server.
Registrant	The user set in the **Person in charge of the registered item from email** parameter for the target process work board.
Elements of extended user information type 01 to 05 used to specify ownership of view permission for individual Items	The user set in the **Person in charge of the registered item from email** parameter for the target process work board. Note that this element is only set if the option to set view permissions for individual Items is enabled for the target process work board.

If you set up automatic input of elements in the New process work board window or the **Automatic item input** tab of the Edit the process work board window, those elements are also set automatically.

Notes:

- To prevent text from becoming garbled, do not use characters in subject lines or body text that are inconsistent across character codes, or that are machine-dependent. Examples of such characters are as follows:

  Tildes (~), backslashes (\), full-width backslashes (＼), swung dashes (～), parallel to (∥), minus signs (－), cent symbols (￠), pound signs (￡), and full-width not signs (￢).
- Do not send encrypted emails. The text of the Item might become garbled, or the system might fail to register the Item.
- If the process work board specified in the subject line does not exist, the Item is registered in the temporary receipt process work board.
- If the process work board specified in the subject line is in a status other than *Operating*, the Item is registered in the temporary receipt process work board.
- If the process work board specified in the subject line uses an Item form that does not allow file attachments, the Item is registered in the temporary receipt process work board.

4.6 Processing Items

You can change the person in charge, status, and other aspects of created Items, and escalate Items to the next process. This section describes how to process Items in these and other ways.

4.6.1 Editing Item information

You can edit the person in charge, severity, and other parts of Item information. In addition, you can recall or send back Items whose status has been transitioned.

Only the following users can perform these operations:

- Process work board managers
- Users who have edit permission for Items in the target process work board#
- Users who belong to the process work board management role

#

If the option to set view permissions for individual Items is enabled for the target process work board, the user can only work with Items for which he or she is an Item view permissions owner.

If you set status-based permissions, the user must have the appropriate permission for the status of the Item you want to edit.

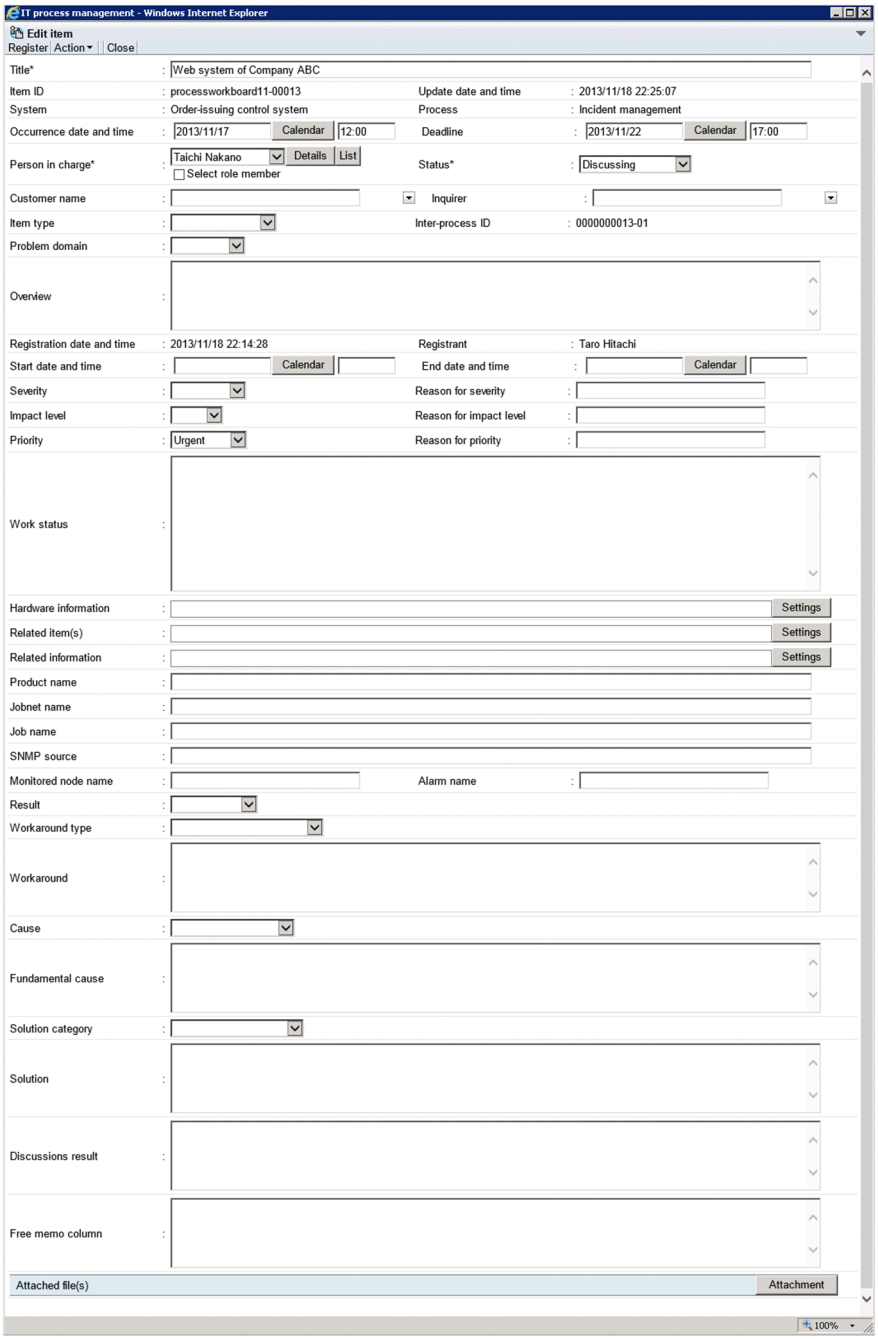
Note that you cannot edit stored Items.

(1) Editing Item information

To edit Item information:

1. From the list of Items in the main window (Item list), select the Item you want to edit.
   You cannot edit an Item that is being edited by another user, or is in the process of being escalated.
2. From the menu, select **Action** and then **Edit item**.
   The Edit item window appears. The following figure shows the window.

Figure 4–20: Edit item window



3. Edit the Item information.

   You cannot change the values in the **Process**, **System**, **Item ID**, **Inter-process ID**, **Registrant**, **Registration date and time**, and **Update date and time** fields.

   If you enter the current status in the **Work status** field when you register an Item, you can track the work status of the Item over time in the Work status display window.

   Clicking **Details** displays the User details or Role details window. Clicking **List** displays the List of members or List of roles window.

   If you select the **Select role member** check box, you can then select a member who belongs to a role but can no longer select the role itself.

You can display a list of predefined options by clicking the button. Some elements in the Item form might be linked to others. In this case, the values in the list will change depending on the value you selected in the related element.

Elements marked with an asterisk (*) are mandatory. You must enter values for these elements when you close the Item. For details about changing the status, see *4.6.2 Changing the status of an Item*.

The **Calendar** button displays a calendar in which you can select a date. Moreover, the current time# that you select the date on the Calendar window is automatically input.

When you click **Settings**, the Link setting window appears as shown in the figure below. In this window, you can enter the URLs that lead to Related information, Hardware information, and Related item(s).

#

The current time which is automatically input is the Edit item window was opened. But if the time has been already input, the time is not updated automatically.

4. Select **Action** and then **Attach file** from the menu, or click the **Attachment** button.

   The Attach file window appears. Select the files to attach to the Item as needed. You can delete a file that is attached to the Item by clicking the **Cancel** button.

5. From the menu, select **Register**.

   The Item information is updated, and you are returned to the main window (Item list).

Note:

- If you select the **Select role member** check box and attempt to select a member of a role by using the scroll wheel, you might inadvertently select a role name. If this occurs, you cannot display role information or register the role as the person in charge. Display the pull-down menu for selecting the person in charge, and select a role member from the list.

(2) Operations in the Edit item window

The following describes the operations you can perform in the Edit item window.

(a) Menus

Register

Registers the Item.

Send Back

Sends back the Item.

Action

Attach file

Attaches a file to the Item. When you click this command in the menu, the Attach file window appears.

Close

The Edit item window closes.

(b) Context menu

A context menu appears when you right-click certain elements in the Edit item window. The following table lists the commands in this menu.

Table 4–21: Context menu displayed from Edit item window

Element	Menu command	Description
Registrant	**Details**	Displays the User details window for the user who registered the Item.
	List of roles	Displays the List of roles window for the user who registered the Item.

4.6.2 Changing the status of an Item

This subsection describes how to change the status of an Item.

Only the following users can perform these operations:

- Process work board managers
- Users who have edit permission for Items in the target process work board#
- Users who belong to the process work board management role

#

If the option to set view permissions for individual Items is enabled for the target process work board, the user can only work with Items for which he or she is an Item view permissions owner.

If you set status-based permissions, the user must have the appropriate permission for the status of the Item you want to edit.

Note that you cannot change the status of a stored Item.

To change the status of an Item:

1. In the list of Items in the main window (Item list), select the Item whose status you want to change.
   You cannot edit an Item that is being edited by another user.
2. From the menu, select **Action** and then **Edit item**.
   The Edit item window appears.
3. Change the Item status.
   Change the status of the Item. The statuses you can assign to an Item depend on the process selected for the Item.
4. Specify the person in charge.
   When you change the status of an Item, the list of people who can be in charge of the Item also changes. In addition, the person in charge might be set automatically. Assign a different person in charge if needed. For details on setting the person in charge, see *Entering the person in charge* in *4.5.1(1) Creating Items*.
5. From the menu, select **Register**.
   The Item status is updated, and you are returned to the main window (Item list).

4.6.3 Recalling Items

Even if you do not have access permissions to an Item whose status has been transitioned, you can return the status and person in charge of an Item to their pre-transition state. This is called *recalling an Item*. To allow an Item to be recalled,

you must first specify a setting in the process work board. For details about the setting required to allow an Item to be recalled, see the description of **Settings for the recall item function** in *3.5.1 Adding process work boards*.

The following users can perform the operations described in this section:

- The user or role member set as the person in charge before the target Item transitioned to its current status#

#

If the option to set view permissions for individual Items is enabled in the target process work board, the user can only work with Items for which he or she is an Item view permissions owner.

Notes:

- Only Items whose status has transitioned can be recalled.
- The target Item cannot be recalled if it was edited or escalated after transitioning to its current status.
- Stored Items cannot be recalled.
- The target Item cannot be recalled if it transitioned to its current status due to being recalled or sent back.

(1) Recalling an Item

To recall an Item:

1. In the list of Items in the main window (Item list), select the Item you want to recall.
2. From the menu in the main window (Item list), choose **Action**, and then **View item**.
   The View Item window appears. Check the contents of the Item you want to recall.
3. From the menu in the View Item window, choose **Action**, and then **Recall item**.
   A dialog box appears, asking you to confirm whether you want to recall the item.
4. Click **OK**.
   The Item will be recalled.

Note

There are three other ways to recall an Item:

- In the list of Items in the main window (Item list), select the Item you want to recall, and then choose **Action** and **Recall item** from the menu.
- In the list of Items in the main window (Item list), right-click the title of the target Item, and then choose **Recall item**.
- Click the Recall Item icon ( ) displayed in the Item preview area of the Main window (Item list).

(2) Elements changed when an Item is recalled

When an Item is recalled, the following elements are changed:

Table 4–22: Elements changed when an Item is recalled

No.	Element	Description
1	Status	Changed to its previous status.

No.	Element	Description
1	Status	For details, see the description about sending back Items in the *JP1/Service Support Configuration and Administration Guide*.
2	Person in charge	Changed to the person in charge that was set for the previous status. For details, see the description about sending back Items in the *JP1/Service Support Configuration and Administration Guide*.

4.6.4 Sending back Items

You can return an Item's status and person in charge to the state they were in before the status was transitioned. This is called *sending back an Item*.

The following users can perform the operations described in this section:

- Process work board managers
- Users who have edit permission for Items in the target process work board#
- Users who belong to the process work board management role

#

If the option to set view permissions for individual Items is enabled for the target process work board, the user can only work with Items for which he or she is an Item view permissions owner.

Notes:

- Only Items whose status has transitioned can be sent back.
- Stored items cannot be sent back.
- The escalation target Item is a separate Item from the escalation source Item. For this reason, it is not possible to send back an escalation target Item and have it revert to the escalation source Item.

(1) Sending back an Item

To send back an Item:

1. In the list of Items in the main window (Item list), select the Item you want to send back.
2. From the menu in the main window (Item list), choose **Action**, and then **Edit item**.
   The Edit item window appears. Check the contents of the Item you want to send back.
3. From the Edit Item window, choose **Action**, and then **Send Back**.
   A dialog box appears, asking you to confirm whether you want to send back the item.
4. Click **OK**.
   The item will be sent back.

(2) Elements changed when an Item is sent back

When an Item is sent back, the following elements are changed:

Table 4–23: Elements changed when an Item is sent back

No.	Element	Description
1	Status	Changed to its previous status. The status that is set depends on how the Item transitioned to its current status. For details, see the description about sending back Items in the *JP1/Service Support Configuration and Administration Guide*.
2	Person in charge	Changed to the person in charge of the previous status.# The person in charge that is set depends on how the Item transitioned to its current status. For details, see the description about sending back Items in the *JP1/Service Support Configuration and Administration Guide*.
3	Other elements	Changed to the edited contents at the time the Item was sent back.

#

The person in charge (user or role) that was set when the Item was transitioned by editing its status.

4.6.5 Performing batch operations on Items

You can change the status of multiple selected Items to *Acknowledged* or *Close* in a single operation. You can do this from the main window (Item list) or List of item search results window. Note that the option to allow batch operations on Items must be enabled before you can perform the tasks described in this section. For details on the settings required to perform batch operations on Items, see the description of batch operations on Items in the *JP1/Service Support Configuration and Administration Guide*.

The following users can perform these operations:

- Process work board managers
- Users who have edit permission for Items in the target process work board#
- Users who have permission to change the status of Items in the target process work board to *Acknowledged* or *Close*.
- Users who belong to the process work board management role for the target process work board

#

If the option to set view permissions for individual Items is enabled for the target process work board, the user can only work with Items for which he or she is an Item view permissions owner.

You cannot perform batch operations on stored Items.

(1) Performing batch operations from the main window (Item list)

To change the status of multiple Items as a batch from the main window (Item list):

1. In the main window (Item list), from the menu, select **View**, and then **My item** or **Item in progress**.

   Items are filtered and those that conform to the filter condition appear in the list of Items in the main window (Item list).

2. In the Item preview area of the main window (Item list) or the View Item window, identify Items whose status you can change in a batch operation.

3. In the list of Items in the main window (Item list), select the check boxes of the Items on which you want to perform the batch operation.

   Do not select check boxes on more than one page. Select the check boxes of Items one page at a time.

4. From the menu, select **Batch Operation** and then **Approve Items** or **Close Items**.
   The Item statuses are changed as a batch, and the List of batch operation results window appears.
   To change the status of the Items to *Acknowledged*, click **Approve Items**. To change the status to *Close*, click **Close Items**.

5. Review the results of the batch operation in the List of batch operation results window.

6. In the List of batch operation results window, retry the operation on Items for which the batch operation failed.
   You can skip this step if the batch operation was successful for all Items in step 5.

7. From the menu, click **Close**.
   The List of batch operation results window closes.

(2) Performing batch operations from the List of item search results window

To change the status of multiple Items as a batch from the List of item search results window:

1. From the menu in the main window (Item list), select **Action** and then **Search for item**.
   The Specify search conditions - Item-common element window or the Specify item search conditions window appears. Specify the status you want to change as the search target. You can add search conditions as needed.

2. Click **Search**.
   The List of item search results window appears.

3. Use the View Item window to identify Items whose status you can change in a batch operation.

4. In the List of item search results window, select the check boxes of the Items on which you want to perform the batch operation.

5. From the menu, select **Batch Operation** and then **Approve Items** or **Close Items**.
   The Item statuses are changed as a batch, and the List of batch operation results window appears.
   To change the status of the Items to *Acknowledged*, click **Approve Items**. To change the status to *Close*, click **Close Items**.

6. Review the results of the batch operation in the List of batch operation results window.

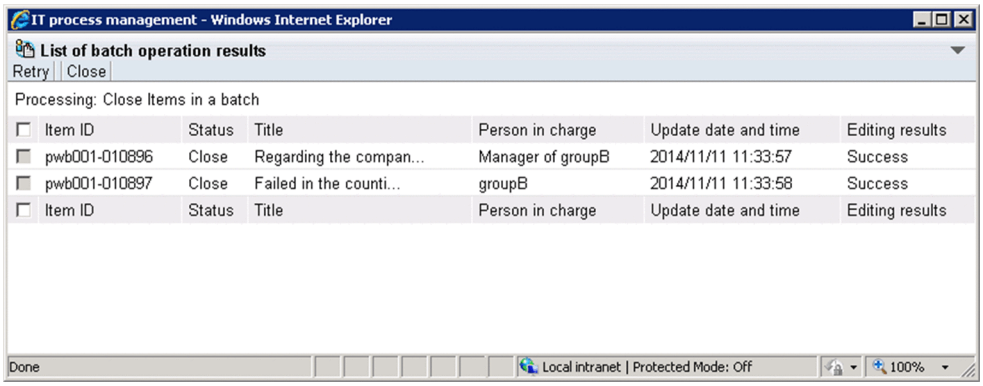
7. In the List of batch operation results window, retry the operation on Items for which the batch operation failed.
   You can skip this step if the batch operation was successful for all Items in step 6.

8. From the menu, click **Close**.
   The List of batch operation results window closes.

(3) Viewing batch operation results

The following describes the contents of the List of batch operation results window, how to interpret the results, and what action to take. The following figure shows the List of batch operation results window:

Figure 4–21: List of batch operation results window



(a) Display order

Items in the List of batch operation results window are listed by Item ID in ascending order.

(b) Number of displayed items

The List of batch operation results window can display a maximum of 100 results.

(c) Information displayed from anchor text

You can display additional information by clicking the following anchor text in the List of batch operation results window:

Title

When you click the title of an Item, the View Item window for that Item appears.

Person in charge

When you click the name of the user or role that is responsible for the Item, the User details or Role details window for the user or role appears.

(d) Viewing and dealing with results of batch operations

The results of batch operations in the List of batch operation results window appear in the columns **Editing results**, **JP1 event**, and **Sent email**. The following describes the execution results displayed in each column and the action you need to take.

Execution results in Editing results column

The following table describes the execution results displayed in the **Editing results** column, and the action you need to take.

Table 4–24: Execution results in Editing results column

No.	Result[#1]	Description	Action
1	**Success**	The Item was successfully edited.	No action required.
2	**The Item was deleted.**	Displayed in the following circumstances: • The Item is in *Waiting to be deleted* status • The `jssdelrec` command was executed and the Item was deleted from the Item Management database	No action required.

No.	Result[#1]	Description	Action
3	**Stored item**[#2]	The Item is a stored Item. The batch operation ends in an error for this particular Item because you cannot edit stored Items.	No action required.
4	**The max. times an Item can be edited was exceeded.**	The Item has been edited the maximum number of times.	Register another Item with the same content and perform the batch operation again.
5	**Invalid permission**	The user does not have permission to edit the Item.	Use one of the following methods to resolve the problem, and then perform the batch operation again: • Assign permission to edit the Item. • If you do not know what permission is assigned, ask a JP1/Service Support operation administrator whether permission to edit the Item was assigned. If this permission was not assigned, ask the operation administrator to assign the permission.
6	**Invalid state**	The status of the process work board is one that prevents its Items from being edited.	Refresh the main window (Item list), make sure that the process work board is in *Operating* status, and then perform the batch operation again. If the process work board is not in *Operating* status, ask a JP1/Service Support operation administrator to change the status of the process work board.
7	**The Item is being edited.**	The Item is being edited by another user.	Wait until the other user has finished editing the Item, and then perform the batch operation again.
8	**Invalid transition**	Displayed in either of the following circumstances: • You attempted to change the status of the Item to a restricted status • You are not using the *Acknowledged* status	Use one of the following methods to resolve the problem, and then perform the batch operation again: • Change the status to one that can be migrated to the destination status • Change the settings governing status transitions • Enable the *Acknowledged* status
9	**Invalid operator**	Displayed in either of the following circumstances: • The operator assigned to the Item was deleted before the batch operation was performed • The operator assigned to the Item before the batch operation does not have permission to be assigned to the Item in the new status	Use one of the following methods to resolve the problem, and then perform the batch operation again: • Change the user or role defined as the operator • Add the required permission to the user • Change the user or role assigned to the operator so that he or she can be assigned to the Item in the new status
10	**A required item is not set.**	A mandatory element was omitted.	Review the mandatory elements for the Item and then perform the batch operation again.
11	**Other**	An error such as a database access error occurred.	Contact a JP1/Service Support operation administrator.

#1

If there are several causes of errors for a given Item, causes are shown in order starting from No.2 in the table.

#2

This result is displayed only if the Item storage database is used.

Execution results in JP1 event column

The following table describes the execution results displayed in the **JP1 event** column, and the action you need to take.

Table 4–25: Execution results in JP1 event column

No.	Result	Description	Action
1	**Success**	The JP1 event was issued successfully.	No action required.
2	**Failure**	The JP1 event failed to be issued.	View the log files for the JP1 event issuing function and remove the cause of the error. Then, perform the batch operation again.
3	--	The Item does not issue JP1 events.	No action required.

Execution results in Sent email column

The following table describes the execution results displayed in the **Sent email** column, and the action you need to take.

Table 4–26: Execution results in Sent email column

No.	Result	Description	Action
1	**Success**	The email was sent successfully.	No action required.
2	**Failure**	The email failed to be sent.	Contact a JP1/Service Support operation administrator.
3	--	The item does not send email. Email is not sent in the following cases: • The Item was approved in a batch operation. • An attempt to edit the Item failed. • An Item in *Close* status was closed in a batch operation.	No action required.

(4) Operations in the List of batch operation results window

The following describes the operations you can perform in the List of batch operation results window.

(a) Menus

Retry

Repeats the batch operation on the Items whose check boxes are selected in the List of batch operation results window.

Close

Closes the List of batch operation results window.

(b) Context menu

A context menu appears when you right-click certain elements in the List of batch operation results window. The following table lists the commands in this menu.

Table 4–27: Context menu displayed from the List of batch operation results window

Element	Menu command	Description
Item title	**View item**	Displays the View Item window in which you can view detailed information about the Item.

Element	Menu command	Description
Item title	**History display**	Displays the History display window in which you can view the history of the selected Item.
	Show progress	Displays the Show progress window for the selected Item.
	Work status display	Displays the work status display window for the selected Item.
	Details	Displays the User details or Role details window in which you can view detailed information about the person in charge.
Person in charge	**List of roles**	If the person in charge is a user, this command displays the List of roles window for the user.
	List of members	If the person in charge is a role, this command displays the List of members window for the role.

4.6.6 Escalating Items

You can pass Item information on to the next process when you escalate an Item.

Only the following users can perform these operations:

- Process work board administrators at the escalation source and destination
- Users who have view permission for Items at the escalation source and escalation permission at the escalation destination#
- Users who belong to the process work board management role

#

If the option to set view permissions for individual Items is enabled for the escalation source and destination work boards, the user can only work with Items for which he or she is an Item view permissions owner.

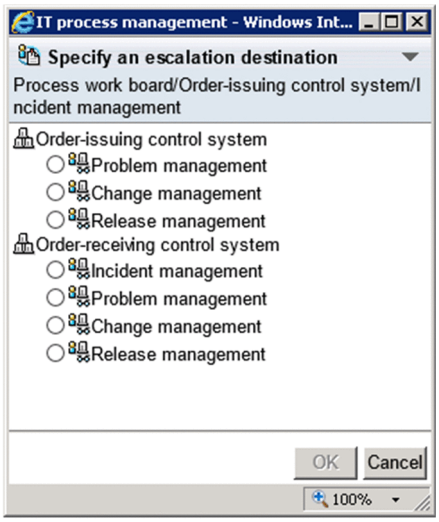
Note that you cannot escalate stored Items.

To escalate an Item:

1. In the list of Items in the main window (Item list), select the Item you want to escalate.
   Select a process work board whose status is *Operating*. You cannot escalate an Item that is being edited by another user.

2. From the menu, select **Action** and then **Escalation**.
   The Specify an escalation destination window appears. The following figure shows the window.

Figure 4–22: Specify an escalation destination window



3. Select the process to which to escalate the Item.

   You can escalate Items to another target system and process. Only process work boards in *Operating* status appear in the Specify an escalation destination window.

4. Click **OK**.

   The New item window appears with the Item information from the escalation source already filled in.

5. Edit the Item information.

   Enter the information for the Item to register at the escalation destination.

6. From the menu, select **Register**.

   The Item is created in the process you selected, and you are returned to the main window (Item list).

4.7 Deleting Items

You can delete Items you have created.

Only the following users can perform these operations:

- Process work board managers
- Users who have delete permission for Items in the target process work board#
- Users who belong to the process work board management role

#

If the option to set view permissions for individual Items is enabled for the target process work board, the user can only work with Items for which he or she is an Item view permissions owner.

When an Item is registered in error, the user who registered the Item can delete it provided that the following conditions are met:

- The user who deletes the Item is the one who registered the Item
- The Item has not been edited or escalated

You cannot delete an Item that is being edited by another user. If the option to set view permissions for individual Items is enabled for the target process work board, you cannot delete an Item for which you are not an Item view permissions owner.

Note that you cannot use the procedure below to delete stored Items. For details on how to delete stored Items, see the description of the Item storage database in the *JP1/Service Support Configuration and Administration Guide*.

To delete an Item:

1. In the list of Items in the main window (Item list), select the Item you want to delete.
   You can only delete one Item at a time. You cannot select multiple Items to delete.
2. From the menu in the main window (Item list), select **Action** and then **Delete item**.
   A confirmation dialog box appears.
3. Click **OK**.
   The selected Item is deleted.

Note:

If related Items have been created through escalation, delete these Items as needed.

4.8 Printing items

You can print Items registered in JP1/Service Support. If you are using the Item storage database, you can print Items stored in the Item storage database in addition to the Items in the Item management database.

Only the following users can perform these operations:

- Process work board managers
- Users who have view permission for Items in the target process work board#
- Users who belong to the process work board management role

#

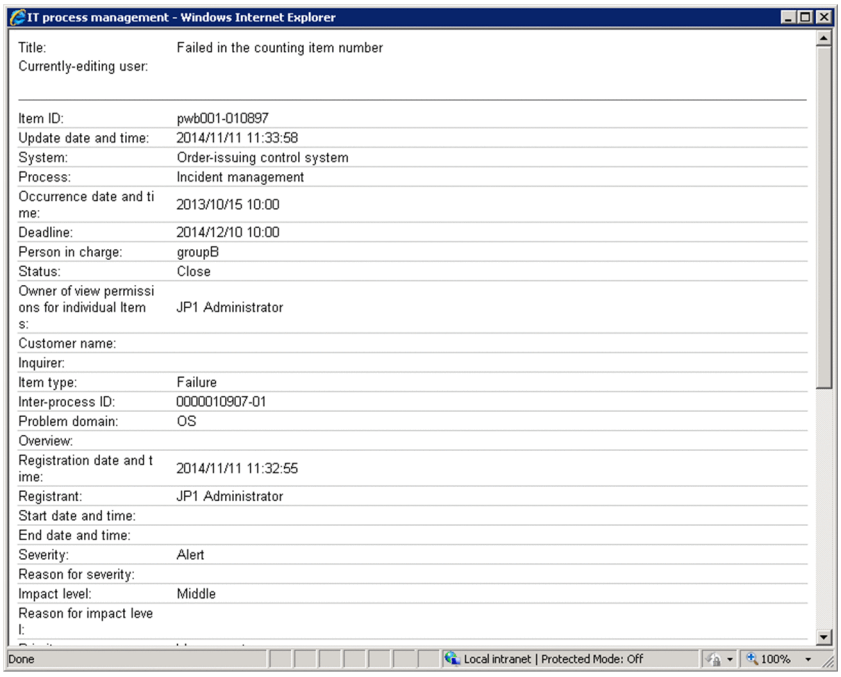
If the option to set view permissions for individual Items is enabled for the target process work board, the user can only work with Items for which he or she is an Item view permissions owner.

To display the print window and print an Item:

1. In the list of Items in the main window (Item list), select the Item you want to print.
2. From the menu in the main window (Item list), select **Action** and then **Display the Print Window**.
   The print window appears.
3. From the menu bar of your browser, select **File** and then **Print**.

The following figure shows the print window:

Figure 4–23: Print window



Note

There are three other ways to display the print window:

- In the list of Items in the main window (Item list), right-click the title of the Item you want to print, and select **Display the Print Window**.
- In the preview area of the main window (Item list), click the icon.
- From the menu in the View Item window, select **Action** and then **Display the Print Window**.

4.9 Outputting Item information to a CSV file

In the List of item search results window, you can output detailed information about Items in the search results to a CSV file (called a *detailed Item information file*).

Only the following users can perform these operations:

- Process work board managers
- Users who have view permission for Items in the target process work board#
- Users who belong to the process work board management role

#

If the option to set view permissions for individual Items is enabled for the target process work board, the user can only work with Items for which he or she is an Item view permissions owner.

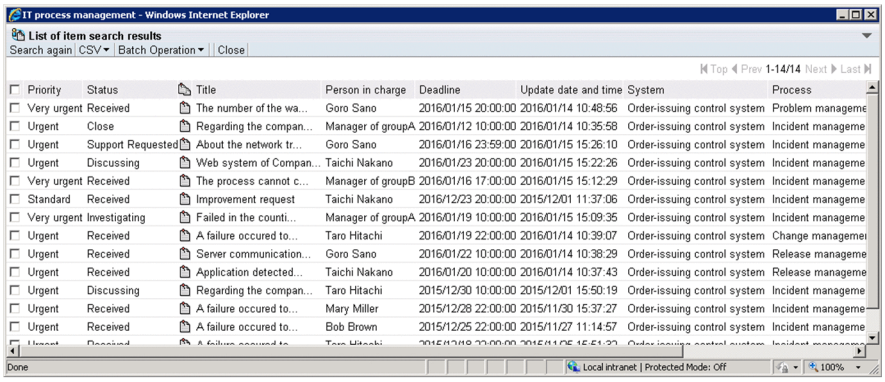
To output detailed Item information to a file:

1. In the List of item search results window, select the Item or Items for which you want to output detailed information.

   For details about how to display the List of item search results window, see *4.4.1 Specifying search conditions*.

   You can select multiple Items. Select an Item by selecting the check box associated with the Item. You can select all listed Items by selecting the check box in the column header. If you clear the check box in the header, all the selected check boxes are cleared. The following figure shows the List of item search results window.

   Figure 4–24: List of item search results window

2. From the menu, select **CSV** and then **Without extended item** or **With extended item**.

   A dialog box appears from which you can output detailed information about the selected Items to a CSV file. If you selected **Without extended item** in the menu, the output information does not include extended items. If you selected **With extended item**, extended items are output to the file.

3. Specify the output destination for the CSV file.

   The CSV file is output to the location you specified.

   The selection codes for selectable elements are converted to their display names as defined in the Definition file for the Item search item form. The information output to the second line of the CSV file in double-quotation marks (#"*system-ID*","*system-name*","*process-work-board-ID*",...) is always output in this format regardless of whether the Item form has been customized.

If you want to output information from the next page of search results to a CSV file, display the next page by clicking **Next page** in the List of item search results window and then return to step 1.

Note:

- Linefeed characters are converted to half-width spaces when Item information is output to a CSV file. Each double-quotation mark (") is converted to two consecutive double-quotation marks ("") in the output file.
- To output Items that span multiple pages of search results, you must display each page separately and output the results to a CSV file.
- If you turn the page after adding, deleting, or editing an Item, the search results might no longer match the original search results. If you want to output retrieved Items to a CSV file, we recommend that you do so during a lull in Item updating, in order to prevent duplicate or missing Items.
- If the information to be output includes characters that are mapped with UTF-8 but that are not mapped with the character set used in the operating environment, those characters are replaced with question marks (?) in the CSV file output.

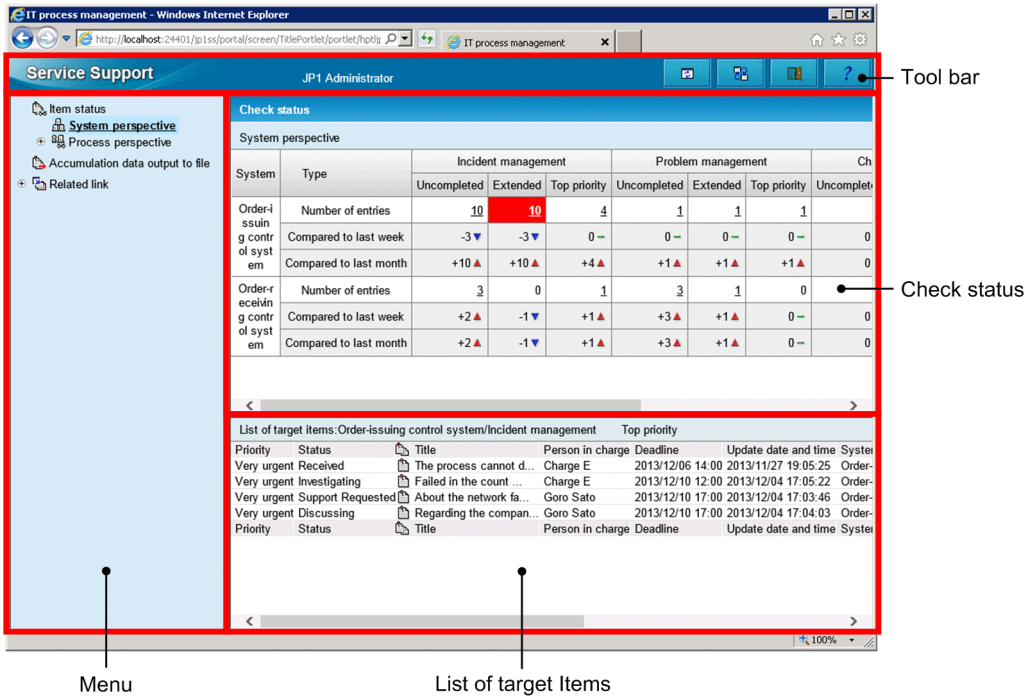
5 Checking Item Statuses and Outputting Reports

This chapter describes how to check the status of Items in the JP1/Service Support user interface, and how to output reports that summarize information about Item statuses.

5.1 Layout of main window (Item status)

The operations you can perform in the main window (Item status) include viewing lists of Item statuses, and outputting reports that present statistical data about Items. Statistical data must be available before you can perform some of the tasks described in this chapter, like outputting statistical data to a file and displaying trends in Item counts. You can make this data available by using the JP1/Service Support - Task Service to execute the `jsscollectdata` command. To view the status of an Item, you must have view permission for the Item or belong to the work management role. Note that deleted Items and stored Items do not contribute to the totals displayed in the main window (Item status). The following figure shows the window.

Figure 5–1: Main window (Item status)



This window is described below.

5.1.1 Toolbar in main window (Item status)

There are four buttons on the toolbar in the main window (Item status).

- : Refresh
- : Switch from the main screen
- : Logout
- : Help

For details on each button, see *4.2 Layout of main window (Item list)*.

5.1.2 Menus in main window (Item status)

The menu in the main window (Item status) contains the following elements:

- **Item status**
- **Accumulation data output to file**
- **Related link**

Each of these elements is described below.

(1) Item status

The following table describes the commands under **Item status** in the menu.

Table 5–1: Commands under Item status

Command	Description
System perspective	Displays statistical information about Items at the system level in the Check status area. When you select a value in the Check status area, the elements that contribute to that value display in the List of target items area.
Process perspective	Displays statistical information about Items at the process level in the Check status area. Note that the display name of the process is shown. If you click the name of a target system under this menu command, the system displays the status of Items in the selected target system. Elements that contribute to the value selected in the check status area are displayed in the List of target items area.

(2) Accumulation data output to file

This command displays the Accumulation data output to file window. In this window, you can perform such tasks as outputting statistical information about Items to a file, and using macros to automatically create reports based on statistical information.

(3) Related link

When you click the name of a related link, the target of the related link is displayed.

5.1.3 Check status

In the Check status area, you can view Item statuses from the following perspectives:

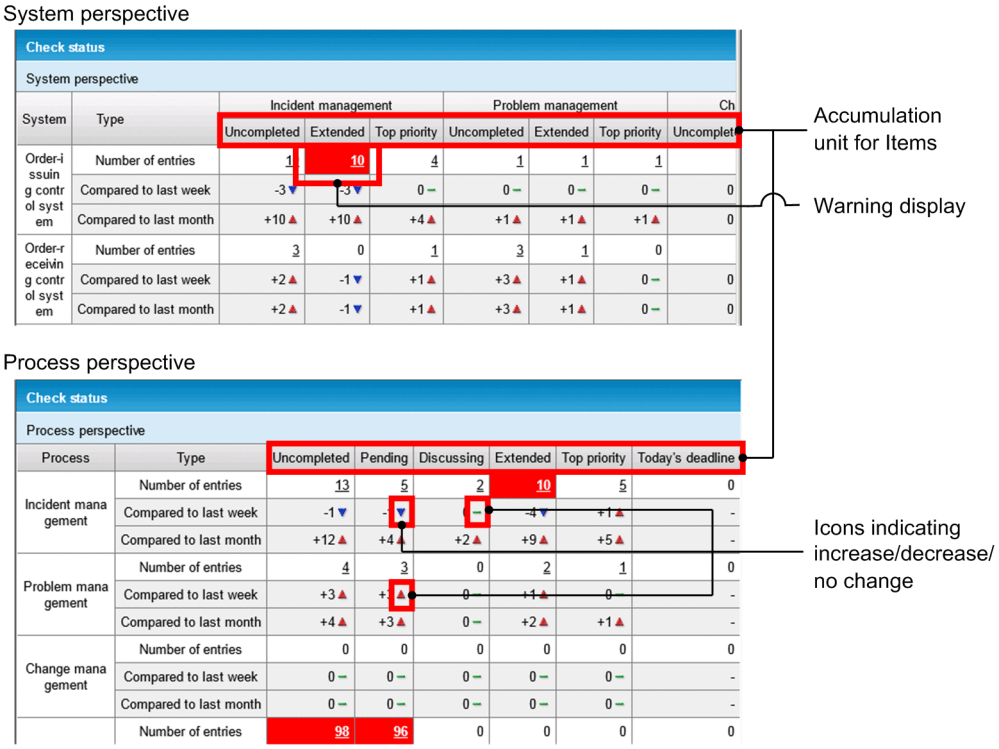
- System perspective

  Displays the status of all Items for each system managed by JP1/Service Support. You can only view the status of Items in target systems with a process work board for which you have Item view permission.
- Process perspective

  Displays the status of Items registered in a process in greater detail than the system perspective. When you click the name of a target system in the process perspective, detailed information about the status of Items in the selected target system appears in the main window (Item status).

The following figure shows the system perspective and the process perspective.

Figure 5–2: Check status area of main window (Item status)



The following table describes the elements in the Check status area.

Table 5–2: Elements displayed in the Check status area

Element	Description
System	Displays the target systems with registered process work boards for which the user has permission to view Items.
Type	Displays the nature of the Item count represented in that row. There are three types of Item count: • **Number of entries** The current number of Items. When you click the link, a list of the Items that contributed to the total appears in the list of target Items. • **Compared to last week** The difference between the current number of Items and the number 7 days ago. • **Compared to last month** The difference between the current number of Items and the number 30 days ago.
Process	Displays the display name of the process. When the following conditions are met, you can display the View the process work board window by clicking the name of the process in the process perspective. This window presents detailed information about the process work board. • A target system is specified in the menu. • You have view permission for Items in the target process work board.
Accumulation unit for Items#	The unit for which a total is shown in that column. There are three units for which totals are presented in the system perspective: • **Uncompleted** Displays the number of Items in a status other than *Close*. • **Extended** Displays the number of Items whose deadline has been extended. An Item is counted as extended if its status is other than *Close*, it has no end date and time, and a certain number of days have elapsed since its registration date. The number of days after which an Item is considered extended depends on the process. The default is 3 days for the incident management, 7 days for the problem management process, and 20 days for the change management and release management processes.

Element	Description
Accumulation unit for Items#	• **Top priority** The number of items in a status other than *Close* whose priority is *Very urgent*. The process perspective has three additional units: • **Pending** The number of items whose status is *pending*. • **Discussing** The number of items whose status is *discussing*. • **Today's deadline** The number of Items in a status other than *Close* whose deadline is today. Hyphens appear in the **Compared to last week** and **Compared to last month** rows.

#
These are the default status and process names. Statuses and processes might have been given different names in customized environments.

When the number of Items in a particular status exceeds a threshold, the cell is highlighted in red to warn the operator. If you select **Process perspective** from the menu and display the total number of Items across all systems, the cell is highlighted in red if even one target system exceeds the threshold. The number of Items that triggers a warning depends on the accumulation unit. The default thresholds are 30 Items for *Uncompleted* status, and 10 Items for the *Extended*, *Top priority*, *Pending*, *Discussing*, and *Today's deadline* statuses.

The **Compared to last week** and **Compared to last month** rows show one of the following icons to indicate whether the number of Items has increased or decreased:

- : Increase
  This icon appears if the number of Items has increased since last week or last month.
- : Decrease
  This icon appears if the number of Items has decreased since last week or last month.
- : No change
  This icon appears if the number of Items has stayed the same.

The following table describes the context menu displayed in the check status area.

Table 5–3: Context menu in the Check status area

Anchor text	Menu command	Description
A process name in the process perspective	**View the process work board**	The View the process work board window appears if you selected a target system in the menu, and have permission to view Items in process work boards in the applicable process. The window displays detailed information about the process work board.

5.1.4 List of target items

In the main window (Item status), the List of target items area displays a list of the Items that contribute to a particular total. By default, Items with the highest priority appear first. Items are sorted in descending order by deadline. The List of target items area displays a maximum of 100 Items. For details on the elements of the List of target items area, see *4.2 Layout of main window (Item list)*. The **I**, **P**, **C**, and **R** columns in the list of Items in the main window (Item list) do not appear in the main window (Item status).

Viewing more than 101 Items

To show the 101st and subsequent Items in a list, you need to process the Items that are already displayed. By bringing listed Items to *Close* status, you can make space available to display additional Items.

The following table describes the context menu displayed in the List of target items area.

Table 5–4: Context menu in the List of target items area

Anchor text	Menu command	Description
Title of an Item	**View item**	Displays the View Item window, in which you can view detailed information about the Item.
	History display	Displays the History display widow, in which you can view the history of the selected Item.
	Show progress	Displays the Show progress window, in which you can view the progress of the selected Item.
	Work status display	Displays the Work status display window, in which you can view the work status of the selected Item.
Person in charge	**Details**	Displays the User details or Role details window, in which you can view detailed information about the person in charge.
	List of roles	If the person in charge is a user, this command displays the List of roles window in which you can view a list of roles to which the user belongs.
	List of members	If the person in charge is a role, this command displays the List of members window in which you can view a list of members who belong to the role.

5.2 Checking the status of Items

This section describes how to check the status of Items from the system and process perspectives.

5.2.1 Checking Item statuses from the system perspective

From the system perspective, you can check whether any problems have occurred within target systems managed by JP1/Service Support.

Only the following users can perform these operations:

- Process work board managers
- Users who have view permission for Items in the target process work board#
- Users who belong to the work management role or process work board management role

#

If the option to set view permissions for individual Items is enabled for the target process work board, Items for which the user does not have view permission contribute to the totals in the Check status area of the main window (Item status). However, the list of target Items in the main window (Item status) only displays the Items for which the user is registered as a view permission owner.

To view the status of Items from the system perspective:

1. Click the Switch from the main screen button in the toolbar.

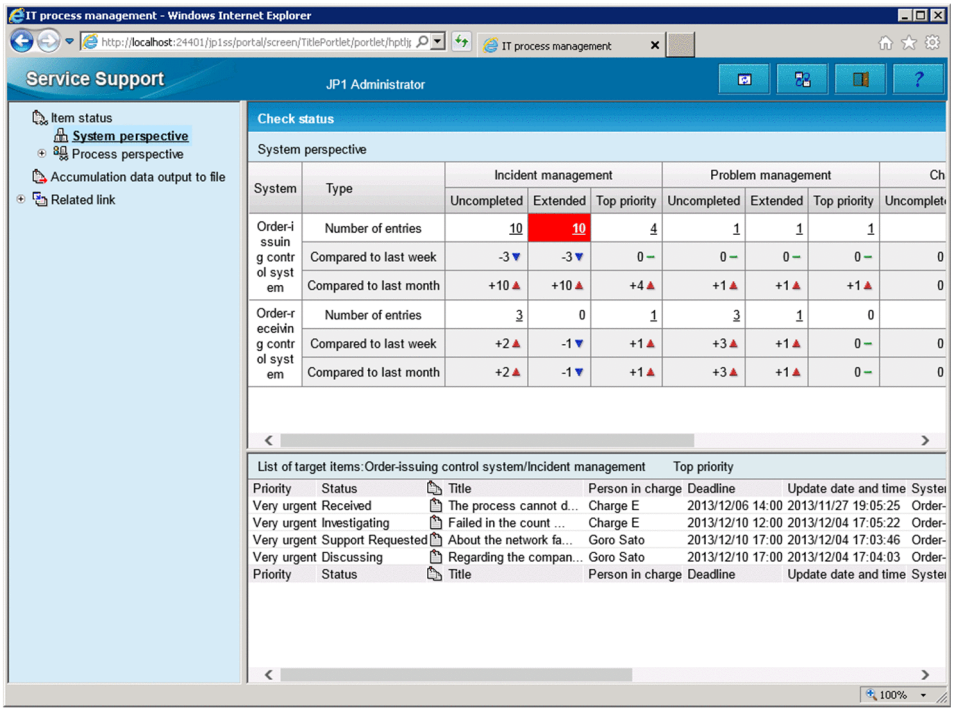
   The main window (Item status) appears. You can skip this step if your browser already shows the main window (Item status).

2. In the menu in the main window (Item status), click **System perspective**.

   The status of Items from the system perspective appears in the Check status area of the main window (Item status). You can skip this step if the Check status area already displays Item statuses from the system perspective.

   The following figure shows the main window (Item status) with Item statuses displayed from the system perspective in the Check status area.

Figure 5–3: Main window (Item status) with the system perspective selected (Check status area)



The figure shows the default process names. Processes might have been given different names in customized environments.

5.2.2 Checking Item statuses from the process perspective

From the process perspective, you can view a detailed breakdown of Item statuses in a target system, and find out whether a problem has occurred within a given process.

Only the following users can perform these operations:

- Process work board managers
- Users who have view permission for Items in the target process work board#
- Users who belong to the work management role or the process work board management role

#

If the option to set view permissions for individual Items is enabled for the target process work board, Items for which the user does not have view permission contribute to the totals in the Check status area of the main window (Item status). However, the list of target Items in the main window (Item status) only displays the Items for which the user is registered as a view permission owner.

To view the status of Items from the process perspective:

1. Click the Switch from the main screen button in the toolbar.

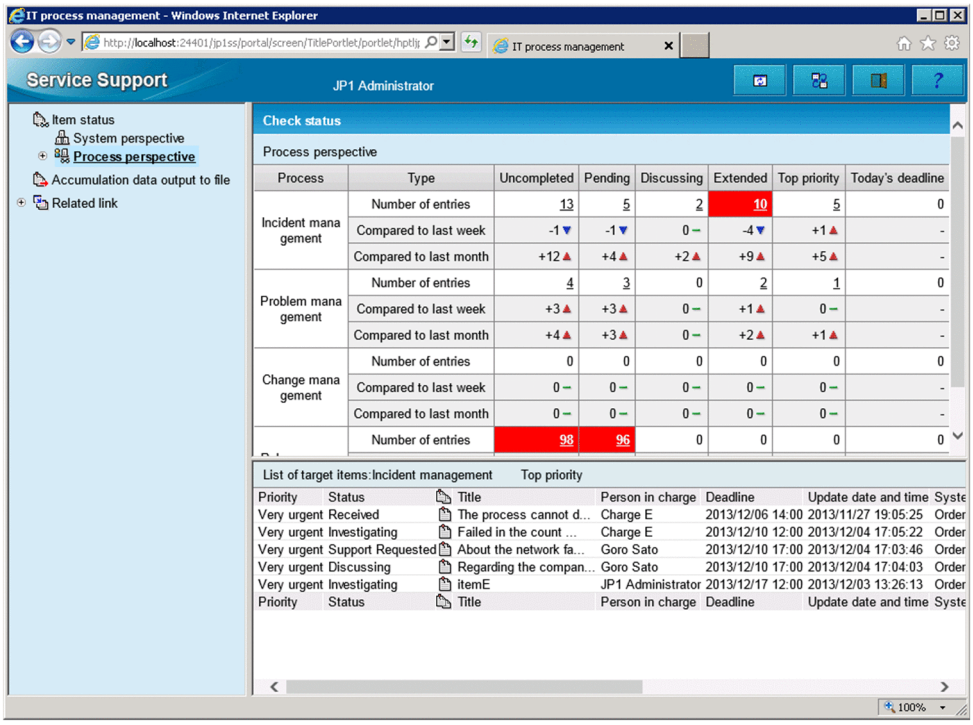
   The main window (Item status) appears. You can skip this step if your browser already shows the main window (Item status).

2. In the menu in the main window (Item status), click **Process perspective**.

   The status of Items from the process perspective appears in the check status area of the main window (Item status). You can skip this step if the Check status area already displays Item statuses from the process perspective.

The following figure shows the main window (Item status) with Item statuses displayed from the process perspective in the Check status area.

Figure 5–4: Main window (Item status) with the process perspective selected (Check status area)



The figure shows the default process names. Processes might have been given different names in customized environments.

When a target system is selected in the menu, you can display the View the process work board window from the process perspective of the main window (Item status) by clicking a process name, or by selecting **View the process work board** from the right-click menu.

5.3 Outputting reports about Items

In JP1/Service Support, you can output statistical information about Items to a file, and use macros to create reports based on this information.

Only the following users can perform these operations:

- Process work board managers
- Users who have view permission for Items in the target process work board#
- Users who belong to the work management role or process work board management role

#

If the option to set view permissions for individual Items is enabled for the target process work board, Items for which the user does not have view permission contribute to the totals in the report.

The following describes how to output statistical data about Item statuses, and how to create reports based on this data.

5.3.1 Outputting statistical data

To output statistical data about Item statuses:

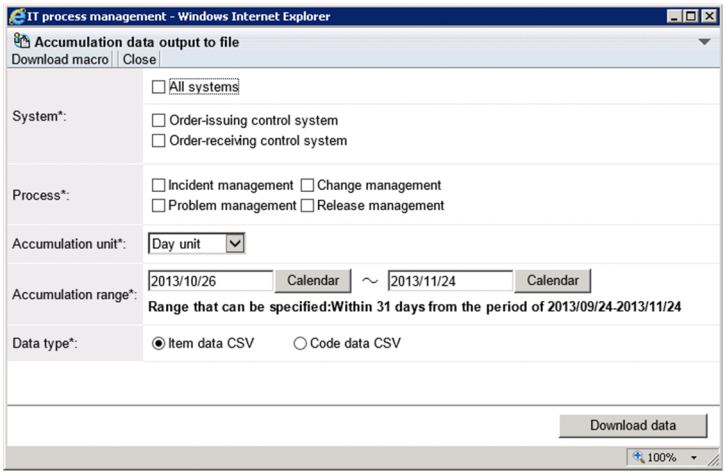
1. Click the Switch from the main screen button in the toolbar.

   The main window (Item status) appears. You can skip this step if your browser already shows the main window (Item status).

2. In the menu in the main window (Item status), click **Accumulation data output to file**.

   The Accumulation data output to file window appears, and the following figure shows the window.

   Figure 5–5: Accumulation data output to file window



3. Specify the conditions that define the statistical data you want to output.

   The systems and processes you can select in the **System** and **Process** areas are limited to those the user has permission to view. Selecting **All systems** in the **System** area has the effect of selecting all displayed systems, and causes the individual check boxes to become unavailable.

   As the **Accumulation unit**, you can select **Day unit**, **Monthly unit**, or **Yearly unit**. The values specifiable in **Accumulation range** depend on the accumulation unit you selected. **Range within which a period can be specified**

indicates the range the accumulation range you specify must fall within. As the **Data type**, you can select **Item data CSV** or **Code data CSV**.

4. Click **Download data**.
   A dialog box appears in which you can download the statistical data.

5. Specify where you want to save the file.
   The statistical data about Item statuses is saved to the location you specified.

5.3.2 Creating reports

The following describes how to create reports based on statistical data using a sample macro. The procedure will be different if you customize the sample macro or use a new macro you have created.

1. Display the Accumulation data output to file window.

2. Download the statistical data that will form the basis for the report.
   Download an Item data CSV file or code data CSV file as appropriate for the report you are creating. The following table lists the types of statistical data needed to create each kind of report.

   Table 5–5: Types of report and the data on which they are based

Created report	Data on which report is based
Total number of items	Item data CSV file
Average required time	
Processing rate within deadline	
Average cost for use per item	
Processing rate of item	
Solution rate	Code data CSV file
Breakdown of problem domain	
Breakdown of result	
Breakdown of cause	
Similar item rate	

3. From the menu, select **Download macro**.
   A dialog box appears in which you can download a macro.

4. Specify where you want to save the Excel file.
   The file is saved to the location you specified. Save the macro to the same location where you saved the statistical data in step 2.

5. Open the Excel file you saved in step 4.

6. Select the check boxes for the reports you want to create, and then click **Generate report**.
   The macro is executed and automatically creates the selected reports.

5.4 Viewing information related to Items

You can view information that relates to Item processing.

Only the following users can perform these operations:

- Process work board administrators
- Users who have view permission for Items in the target process work board
- Users who belong to the work management role or the process work board management role

To view information related to Item processing:

1. Click the Switch from the main screen button in the toolbar.
   The main window (Item status) appears. You can skip this step if your browser already shows the main window (Item status).
2. In the **Related link** menu in the main window (Item status), click the name of the related link that you want to view.
   The link destination appears in a new window.

6 Messages

This chapter explains the messages output by JP1/Service Support.

6.1 Message format

This section explains the format of messages output by JP1/Service Support.

6.1.1 Format of output messages

Each message consists of a message ID, followed by the message text. Messages are output in the following format:

`KNAB`*nnnnn*`-`*Z message-text*

The message ID consists of the following information:

`K`
System identifier

`NAB`
Indicates a JP1/Service Support message.

nnnnn
Message serial number

Z
Message type
`E`: Error message. Processing is stopped.
`W`: Warning message. Processing continues after message output.
`I`: Information message, which reports information to the user.
`Q`: Query message, which prompts the user to select the operation to be performed.

6.1.2 Format of message explanations

Messages are explained in the following format in this manual.

Message ID

message-text#

Explanation of the output message text

(S)
System action

(O)
Actions that must be performed by the operator when the message is output.

#
Character strings in italic in the message text vary depending on the state.

In the description of actions to be taken for messages, a *JP1/Service Support operation administrator* is a user who manages the JP1/Service Support operation such as creating process work boards and assigning access permission based on the *JP1/Service Support Configuration and Administration Guide*.

6.2 Window operation (user management and role management) messages (KNAB00002 to KNAB04007)

The following describes the messages that are output during window operation (user management and role management).

KNAB00002-E

The value set in *input-element-name* is too long. Enter a character string within *number-of-bytes-that-can-be-entered* bytes.

The number of characters entered exceeds the maximum you can specify.

(S)

Waits for a user operation.

(O)

Return to the entry window, and then revise the number of characters entered. Note that because the data registered in JP1/Service Support is converted to UTF-8, full-width characters are equivalent to three- or four-byte characters.

KNAB00003-E

Enter *input-element-name* using half-width alphanumeric characters.

Characters other than half-width alphanumeric characters have been used.

(S)

Waits for a user operation.

(O)

Return to the entry window, and then revise the characters entered.

KNAB00004-E

Enter *input-element-name* using characters that can be specified in an email address.

Characters that cannot be specified in an email address have been entered.

(S)

Waits for a user operation.

(O)

Return to the entry window, and then revise the characters entered.

KNAB00005-E

Enter *input-element-name* using characters that can be specified in a password.

Characters that cannot be specified in a password have been entered.

(S)

Waits for a user operation.

(O)

Return to the entry window, and then revise the characters entered.

KNAB00006-E

The password does not match the password confirmation input.

The password does not match the password confirmation input.

(S)

Waits for a user operation.

(O)

Check and, if necessary, revise the password.

KNAB00007-E

Character strings beginning with "_jp1" are reserved in the system.

A character string beginning with `_jp1` has been specified for the role ID.

(S)

Waits for a user operation.

(O)

Return to the entry window, and then revise the characters entered.

KNAB00008-E

Enter using characters that can be specified in *input-element-name*.

Characters that cannot be specified have been entered.

(S)

Waits for a user operation.

(O)

Return to the entry window, and then revise the characters entered.

KNAB01001-E

The selected *user-or-role* does not exist.

The selected user or role was not found. The selected user or role might have already been deleted.

(S)

Waits for a user operation.

(O)

Refresh the window and check whether the user or role has been deleted.

KNAB01002-E

The *window-name* window cannot be opened because you do not have the required permissions.

The user who attempted the operation does not have the required access permissions.

(S)

Waits for a user operation.

(O)

Assign the required permissions to the user or perform the operation as a user who has the required permissions.

KNAB01003-E

user-or-role cannot be registered because you do not have the required permissions.

The user who attempted the operation does not have the required permissions to register a user or role.

(S)

Waits for a user operation.

(O)

Assign the required permissions to the user or perform the operation as a user who has the required permissions.

KNAB01004-E

user-or-role cannot be deleted because you do not have the required permissions.

The user who attempted the operation does not have the required permissions to delete a user or role.

(S)

Waits for a user operation.

(O)

Assign the required permissions to the user or perform the operation as a user who has the required permissions.

KNAB01005-E

JP1 administrators (jpladmin) cannot be deleted.

The JP1 administrator (jp1admin) cannot be deleted.

(S)

Waits for a user operation.

(O)

Delete users other than JP1 administrators (jp1admin users).

KNAB01006-E

JP1 administrators (jp1admin) cannot be deleted from a system role.

The administrator (jp1admin) system role cannot be deleted.

(S)

Waits for a user operation.

(O)

Delete users other than jp1admin users.

KNAB01007-E

System roles cannot be deleted.

System roles cannot be deleted.

(S)

Waits for a user operation.

(O)

Delete roles other than system roles.

KNAB01008-E

The ID is already being used.

The ID is already being used.

(S)

Waits for a user operation.

(O)

Enter another ID.

KNAB01009-E

The old password is incorrect.

The old password is incorrect.

(S)

Waits for a user operation.

(O)

Check and, if necessary, revise the password.

KNAB01010-E

The registration could not be made because the maximum number (*maximum*) of *user-or-role* was exceeded.

The maximum number of users or roles that can be registered has been exceeded.

(S)

Waits for a user operation.

(O)

Delete unnecessary users, roles, or members of roles. If the operation cannot be performed, contact the JP1/Service Support operation administrator.

KNAB02002-E

A failure occurred on the server side.

An error occurred in the server.

(S)

Waits for a user operation.

(O)

Contact the JP1/Service Support operation administrator.

KNAB02003-E

An invalid value was set to the request.

If the server started directly from the URL, the request data from the client to the Web server is invalid.

(S)

Waits for a user operation.

(O)

Contact the JP1/Service Support operation administrator.

KNAB02004-E

A failure occurred in the database. (*detailed-code*)

An attempt to access the database failed.

(S)

Waits for a user operation.

(O)

The machine itself might be heavily loaded. Wait a while and then retry the operation. If the error occurs again, contact the JP1/Service Support operation administrator.

KNAB03001-W

user-or-role-name is already deleted.

An attempt was made to delete the user name or role name that has already been deleted.

(S)

Waits for a user operation.

(O)

Refresh the display and check whether the user or role has been deleted.

KNAB03002-W

user-name is already registered.

An attempt was made to add a currently registered member to a role.

(S)

Waits for a user operation.

(O)

Refresh the display and check whether the member has been added to the role.

KNAB04005-I

user-and-role is not selected.

In the Select user window or Select user and role window, **Settings** was clicked without a user or role selected.

(S)

Waits for a user operation.

(O)

Select the user or role, and then retry the operation.

KNAB04006-I

Close the window.

This message appears if a server error occurs or after you have logged in again.

(S)

Waits for a user operation.

(O)

Close the window.

KNAB04007-I

Click the [Return] button.

This message appears if a server error occurs or after you have logged in again.

(S)

Waits for a user operation.

(O)

Return to the entry window, and then retry the operation. If the same message appears again, contact the JP1/Service Support operation administrator.

6.3 Window operation (Item management) messages (KNAB10005 to KNAB15126)

The following describes the messages that are output during window operation (Item management).

KNAB10005-E

The specified *input-element-name* is too long. Enter a character string of *maximum* bytes or less.

This message appears if the input check detects that the number of entered characters that are converted to UTF-8 exceeds the maximum.

(S)

Waits for a user operation.

(O)

Return to the entry window, and then correct the entry so that the number of characters entered does not exceed the maximum.

KNAB10013-E

An attached file cannot be registered. The maximum size of attached files is *maximum* MB.

A file that is to be registered as an attached file exceeds the maximum size.

(S)

Waits for a user operation.

(O)

Reduce the file size so that it is smaller than the maximum by, for example, dividing the file, and then retry to attach the divided files.

KNAB10017-E

The specified process work board already exists.

A process work board having the same combination of systems and processes has already been created.

(S)

Waits for a user operation.

(O)

Return to the entry window, and then revise the specified systems and processes.

KNAB10035-E

The maximum number of Items (*maximum*) for which a batch operation can be performed has been exceeded.

The number of selected Items exceeds the number on which the batch operation can be performed.

(S)

Waits for a user operation.

(O)

Return to the entry window, and reduce the number of selected Items so that it does not exceed the maximum.

KNAB11001-E

The selected *target* cannot be found.

The selected element does not exist on the database. The element might have been deleted by other users.

(S)

Waits for a user operation.

(O)

Refresh the display and check whether the element has been deleted.

KNAB11002-E

reference-target cannot be referenced because you do not have the required permissions.

The user who attempted the operation does not have the required permissions to view the selected element.

(S)

Waits for a user operation.

(O)

Assign the required permissions to view the target. If the operation cannot be performed, contact the JP1/Service Support operation administrator to make sure that the required permissions to view the target have been assigned.

KNAB11003-E

search-target cannot be searched because you do not have the required permissions.

The user who attempted the operation does not have the required permissions to search for the specified element.

(S)

Waits for a user operation.

(O)

Assign the required permissions to search the target. If the operation cannot be performed, contact the JP1/Service Support operation administrator to make sure that the required permissions to search the target have been assigned.

KNAB11004-E

registration-target cannot be registered because you do not have the required permissions.

The user who attempted the operation does not have the required permissions to register the specified element.

(S)

Waits for a user operation.

(O)

Assign the required permissions to register the target. If the operation cannot be performed, contact the JP1/Service Support operation administrator to make sure that the required permissions to register the target have been assigned.

KNAB11005-E

update-target cannot be updated because you do not have the required permissions.

The user who attempted the operation does not have the required permissions to update the specified element.

(S)

Waits for a user operation.

(O)

Assign the required permissions to update the target. If the operation cannot be performed, contact the JP1/Service Support operation administrator to make sure that the required permissions to update the target have been assigned.

KNAB11006-E

deletion-target cannot be deleted because you do not have the required permissions.

The user who attempted the operation does not have the required permissions to delete the specified element.

(S)

Waits for a user operation.

(O)

Assign the required permissions to delete the target. If the operation cannot be performed, contact the JP1/Service Support operation administrator to make sure that the required permissions to delete the target have been assigned.

KNAB11007-E

operation cannot be executed because you do not have the required permissions.

The user who attempted the operation does not have the required permissions to perform the specified operation.

(S)

Waits for a user operation.

(O)

Assign the required permissions to perform the operation. If the operation cannot be performed, contact the JP1/Service Support operation administrator to make sure that the required permissions to perform the operation have been assigned.

KNAB11008-E

target cannot be registered because the maximum number (*maximum*) of *target* was exceeded.

The maximum number of systems, process work boards, or Items that can be registered has been exceeded.

(S)

Waits for a user operation.

(O)

Delete unnecessary systems, process work boards, or Items. If the number of times the Item has been edited has reached the maximum, the target Item cannot be edited, escalated, recalled, or sent back. Register the contents of the target Item as a new Item. If the operation cannot be performed, contact the JP1/Service Support operation administrator.

KNAB11009-E

The state of a system or process work board was updated. Refresh the display to confirm the latest state.

The system or process work board might have been updated by other users.

(S)

Waits for a user operation.

(O)

Refresh the display and check the status of the system or process work board.

KNAB11010-E

operation cannot be executed because an item is not being edited.

The specified operation cannot be performed because the Item is not being edited.

(S)

Waits for a user operation.

(O)

Refresh the display and check the status of the Item.

KNAB11011-E

operation cannot be executed because other users (*editing-user-name*) are editing an item.

An attempt was made to use the Item that was being edited by other users.

(S)

Waits for a user operation.

(O)

Perform the operation after other users finish editing the Item.

KNAB11012-E

An item that is being edited cannot be deleted.

An attempt was made to delete an Item that was being edited.

(S)

Waits for a user operation.

(O)

Delete the Item after other users finish editing the Item.

KNAB11013-E

The process work board of the specified item cannot be found.

The process work board on which the Item was created or viewed or on which the Item is to be registered was not found. It might have already been deleted by other users.

(S)

Waits for a user operation.

(O)

Refresh the display and check whether the process work board has been deleted.

KNAB11015-E

The escalation-source item of the specified item cannot be found.

The escalation-source Item was not found. It might have already been deleted by other users.

(S)

Waits for a user operation.

(O)

Refresh the display and check whether the escalation-source Item has been deleted.

KNAB11016-E

The escalation-source process work board of the specified item cannot be found.

The process work board for the escalation-source Item was not found. It might have already been deleted by other users.

(S)

Waits for a user operation.

(O)

Refresh the display and check whether the escalation-source process work board has been deleted.

KNAB11017-E

The user ID or password is incorrect.

The user ID or password is incorrect.

(S)

Waits for a user operation.

(O)

Specify a registered user ID or the correct password, and then retry the operation.

If this message appears when the correct user ID and password are entered, contact the JP1/Service Support operation administrator.

If this message is displayed when a JP1/Service Support window is opened from another JP1 product, confirm that you have logged out from that JP1 product. If you have not logged out, contact the administrator of JP1/Service Support.

KNAB11018-E

editing cannot be executed because the process work board is not in operation.

An attempt was made to edit a process work board that was not in operation.

(S)

Waits for a user operation.

(O)

Refresh the display and confirm that the process work board is in operation. Then retry the operation.

KNAB11021-E

The process work board of the escalation destination cannot be found.

The process work board for the Item at the escalation destination was not found. It might have already been deleted by other users.

(S)

Waits for a user operation.

(O)

Refresh the display and check whether the process work board at the escalation destination has been deleted.

KNAB11022-E

registration or editing cannot be executed because other users are editing an item.

An attempt was made to register or edit an Item that was being edited by other users.

(S)

Waits for a user operation.

(O)

Perform the operation after other users finish editing the Item.

KNAB11023-E

The ID is already being used.

The ID is already being used.

(S)

Waits for a user operation.

(O)

Return to the entry window, and then enter an ID that is not being used.

KNAB11025-E

operation cannot be executed because the process work board is in operation.

An attempt was made to perform an operation that was prohibited for a process work board that is in operation.

(S)

Waits for a user operation.

(O)

Change the status of the process work board, and then retry the operation.

KNAB11026-E

This is already updated.

The data was updated by another user during editing.

(S)

Waits for a user operation.

(O)

Refresh the display and confirm that the data has been updated, and then perform the operation.

KNAB11027-E

operation cannot be executed because *target* is deleted.

Operation was attempted for an element that was already deleted.

(S)

Waits for a user operation.

(O)

Refresh the display and confirm that the target of the operation has been deleted.

KNAB11028-E

operation-target is not up-to-date. Refresh the display to confirm the latest state.

The displayed element is not up to date.

(S)

Waits for a user operation.

(O)

Refresh the display and check the latest status.

KNAB11030-E

The system name is already being used.

The same system name has already been registered.

(S)

Waits for a user operation.

(O)

Return to the entry window, and then enter an unregistered system name.

KNAB11031-E

The process work board cannot be created because the target system does not exist.

An attempt was made to create a process work board before creating the target system.

(S)

Waits for a user operation.

(O)

Create the target system first.

KNAB11032-E

The attached file cannot be acquired. Confirm that the file name of the attached file is correct. Also, confirm that the file size is no less than one byte.

A nonexistent file or a zero-byte file was specified.

(S)

Waits for a user operation.

(O)

Confirm that the specified file exists and that the file contains at least one byte.

KNAB11033-E

File attachment failed. Click the [Return] button and try again.

An attempt to acquire an attached file failed.

(S)

Waits for a user operation.

(O)

Click the **Return** button and then attach the file again in the entry window.

KNAB11035-E

The selected item form cannot be deleted because it is in use.

This message appears when an attempt is made to delete an Item form that is in use.

(S)

Waits for a user operation.

(O)

The Item form is in use. Perform the following and then delete the Item form:

- Delete all Items that are using the Item form.
- If the Item form is set in the process work board, change the setting.
- If the Item form is used as the process standard, change the setting.

If the above actions cannot be taken, contact the JP1/Service Support operation administrator.

KNAB11037-E

There are no macro files.

There are no macro files in the installation folder for JP1/Service Support macros (*JP1/SS-path*`\home\public\report\`).

(S)

Waits for a user operation.

(O)

Contact the JP1/Service Support operation administrator.

KNAB11038-E

The system or process to be output does not exist.

This message appears if the Accumulation data output to file window does not contain the target system or process to be output.

(S)

Waits for a user operation.

(O)

Create the target system or process, and then open the window again.

KNAB11039-E

registered data is already being used. Enter a different name. (Name: *duplicate-name*)

This message appears if a name that is already in use is entered when duplicate names are prohibited.

(S)

Waits for a user operation.

(O)

Specify a different name.

KNAB11040-E

Enter up to *number-of-search-conditions* search conditions.

This message appears if the number of search conditions specified in the simple search area in the main window (Item list) exceeds the predefined value.

(S)

Waits for a user operation.

(O)

Reduce the number of search conditions specified in the simple search area in the main window (Item list), and then retry the search.

KNAB11041-E

The item cannot be escalated because its status is set to prohibit escalation.

This message appears if an attempt is made to escalate an Item whose status is set to prohibit escalation.

(S)

Waits for a user operation.

(O)

Escalate an Item permitted for escalation. If you want to escalate an Item prohibited for escalation, contact the JP1/Service Support operation administrator.

KNAB11042-E

The process work board to which the item is to be registered cannot be found.

This message appears if the process work board to which the Item is to be registered was not found.

(S)

Waits for a user operation.

(O)

Create a process work board to which the Item will be registered, and then assign the required permissions to register the Item. If the operation cannot be performed, contact the JP1/Service Support operation administrator and make sure that the process work board exists and the required permissions to register Items to the process work board are assigned.

KNAB11043-E

Searching is not possible because the Item form that is in use was changed.

This message appears if the Item form being used is changed during a search.

(S)

Waits for a user operation.

(O)

Open the Specify search conditions - Item-common element window or the Specify item search conditions window and restart the search.

KNAB11044-E

The specified Item to be inherited was not found.

The specified source Item does not exist.

(S)

Waits for a user operation.

(O)

Make sure that the Item to be inherited (source Item) has not been deleted.

KNAB11045-E

The process work board of the specified Item to be inherited was not found.

The process work board in which the Item to be inherited (source Item) is registered does not exist.

(S)

Waits for a user operation.

(O)

Make sure that the process work board in which the Item to be inherited (source Item) is registered has not been deleted.

KNAB11046-E

For the specified Item form, the definition of elements to be specified when setting permissions to view Items is invalid or does not exist.

This message is output when the **View permissions for individual Items** option is enabled and the specified Item form meets any of the following conditions:

- The **Type** attribute of an element that specifies permissions to view Items is not `userrole`.
- An element that specifies permissions to view Items is not a mandatory element.
- There are no elements that specify permissions to view Items in the Item form.

(S)

Waits for a user operation.

(O)

Check whether an extended user information element to be used as an element that specifies permissions to view Items has been added to the specified Item form. If such an element has been added, make sure that the **Type** attribute of the extended user information element is `userrole`, and that the element is a mandatory element.

KNAB11047-E

For the standard Item form for the specified process, the definition of elements to be specified when setting permissions to view Items is invalid or does not exist.

This message is output when the **View permissions for individual Items** option is enabled and the process standard Item form for the specified process meets any of the following conditions:

- The **Type** attribute of an element specified when setting permissions to view Items is not `userrole`.
- An element that specifies permissions to view Items is not a mandatory element.
- There are no elements that specify permissions to view Items in the Item form.

(S)

Waits for a user operation.

(O)

Check whether an extended user information element used as an element that specifies permissions to view Items has been added to the process standard Item form for the specified process. If such an element has been added, make sure that the **Type** attribute of the extended user information element is `userrole`, and that the element is a mandatory element.

KNAB11048-E

You cannot *operation* because the selected Item is a stored Item.

The action indicated in the message was performed on a stored Item.

(S)

Waits for a user operation.

(O)

The selected Item might have been stored by another user. Refresh the display and check whether the Item you selected has been stored.

KNAB12001-E

A failure occurred in the database. (*detailed-code*)

An attempt to access the database failed.

(S)

Waits for a user operation.

(O)

The machine itself might be heavily loaded. Wait a while and then retry the operation. If the same error occurs again, contact the JP1/Service Support operation administrator.

KNAB12002-E

A failure occurred on the server side. (*error-code*)

An error occurred in the server.

(S)

Waits for a user operation.

(O)

Contact the JP1/Service Support operation administrator.

KNAB12003-E

An invalid value was set to the request.

If the server started directly from the URL, the request data from the client to the Web server is invalid.

(S)

Waits for a user operation.

(O)

Close the window in which the error occurred, and open it again. Then, retry the operation. If the error occurs again, contact the JP1/Service Support operation administrator.

KNAB12013-E

The session is disconnected. Log in, and then try again.

This message appears if the session is disconnected unexpectedly.

(S)

Waits for a user operation.

(O)

Log in, and then retry the operation.

KNAB12014-E

The function to set up view permissions for each Item cannot be used in this environment. Re-execute the command to set up view permissions for each Item.

This message appears if the environment is incorrect for the function to set up view permissions for each Item.

(S)

Waits for a user operation.

(O)

Contact the JP1/Service Support operation administrator.

KNAB13003-W

The item cannot be referenced.

The Item was deleted from the Item management database.

(S)

Waits for a user operation.

(O)

Refresh the display and confirm that the Item exists.

KNAB13004-W

A time-out occurred because the search operation exceeded the fixed time.

This message appears if a timeout occurred because the search operation exceeded the fixed time.

(S)

Waits for a user operation.

(O)

In the Specify search conditions - Item-common element window or the Specify Item search conditions window, restrict the search range by specifying a search range, keywords, or attributes, or by selecting the **Match all conditions** radio button. Then retry the search.

KNAB13005-W

Failed to output the operation log. (*event* was successful.)

Output of the operation log failed.

(S)

Waits for a user operation.

(O)

Contact the JP1/Service Support operation administrator.

KNAB14007-I

There is no help file.

There is no HTML manual in JP1/Service Support.

(S)

Waits for a user operation.

(O)

Contact the JP1/Service Support operation administrator.

KNAB15042-E

Acquiring user information failed.

Acquiring user information failed.

(S)

Waits for a user operation.

(O)

Contact the JP1/Service Support operation administrator.

KNAB15064-W

Issuing the JP1 event failed. JP1/Base is not on the same host. Event ID: *event-ID*, item ID: *Item-ID* (*operation* succeeded)

The JP1 event could not be issued because JP1/Base did not exist on the same host.

(S)

Waits for a user operation.

Outputs a log.

(O)

Contact the JP1/Service Support operation administrator.

KNAB15065-W

Issuing the JP1 event failed. A connection could not be made to the destination server of the JP1 event transmission. Event ID: *event-ID*, item ID: *Item-ID* (*operation* succeeded)

The JP1 event could not be issued because the JP1/Base event server was not running.

(S)

Waits for a user operation.

Outputs a log.

(O)

Contact the JP1/Service Support operation administrator.

KNAB15066-W

Failed to issue a JP1 event. The total size of attribute values storable in the JP1 event exceeds the upper limit (10,000 bytes). (event ID = *event-ID*, Item ID = *Item-ID*) (*operation* was successful)

The JP1 event could not be issued because the sum of the attribute values for a JP1 event exceeded the maximum (10 KB).

(S)

Waits for a user operation.

Outputs a log.

(O)

Contact the JP1/Service Support operation administrator.

KNAB15067-W

An error occurred during the issuance of a JP1 event. Event ID: *event-ID*, item ID: *Item-ID* (*operation* succeeded)

Issuance of the JP1 event failed.

(S)

Waits for a user operation.

Outputs a log.

(O)

Contact the JP1/Service Support operation administrator.

KNAB15068-W

An error occurred during the transmission of a JP1 event. Event ID: *event-ID*, item ID: *Item-ID* (*operation* succeeded)

Transmission of a JP1 event failed.

(S)

Waits for a user operation.

Outputs a log.

(O)

Contact the JP1/Service Support operation administrator.

KNAB15091-E

There is an error in the JP1/UCMDB linkage environment.

This message appears if there is an error in the JP1/UCMDB linkage environment settings.

(S)

Waits for a user operation.

(O)

Contact the JP1/Service Support operation administrator.

KNAB15098-E

A parameter is invalid. (*detailed-message*, *supplementary-information*)

This message appears if a setting value is incorrect.

(S)

Waits for a user operation.

(O)

Contact the JP1/Service Support operation administrator.

KNAB15099-E

Connection with the JP1/UCMDB server failed. (*detailed-message*)

This message appears if the connection with the JP1/UCMDB server fails.

(S)

Waits for a user operation.

(O)

Contact the JP1/Service Support operation administrator.

KNAB15100-E

Failed to acquire information from the JP1/UCMDB server.

This message appears if an attempt to acquire information from the JP1/UCMDB server has failed.

(S)

Waits for a user operation.

(O)

Check the specified device information and then retry the operation. If the specified device information is correct, contact the JP1/Service Support operation administrator.

KNAB15101-E

The JP1/UCMDB version is incorrect.

This message appears if you are trying to connect to a disallowed version of JP1/UCMDB.

(S)

Waits for a user operation.

(O)

Contact the JP1/Service Support operation administrator.

KNAB15110-W

Failed to send email to any of the intended recipient users. (successes = *operation-contents*)

An email could not be sent to any of the intended recipient users.

(S)

Waits for a user operation.

Outputs a log.

(O)

Contact the JP1/Service Support operation administrator.

KNAB15111-W

Failed to send email to some of the intended recipient users. (successes = *operation-contents*)

An email could not be sent to some of the intended recipient users.

(S)

Waits for a user operation.

Outputs a log.

(O)

Contact the JP1/Service Support operation administrator.

KNAB15112-I

Are you sure you want to perform this operation on the item? (operation = *operation-contents*, status after operation = *status*, person in charge = *person-in-charge*)

This message appears so that you can confirm that the operation is to be executed.

(S)

Waits for a user operation.

KNAB15113-E

A *operation-contents* operation is not possible with respect to this item because a *operation-contents* operation has already been performed on the item.

This message appears if you attempt to recall or send back an Item that was edited or escalated after it transitioned to its current status.

(S)

Waits for a user operation.

KNAB15114-E

A *operation-contents* operation cannot be performed because the status has not changed from the time of registration.

This message appears if you attempt to recall or send back an Item that has not transitioned to the next status from its status at the time of registration.

(S)

Waits for a user operation.

KNAB15117-E

The process work board (*process-work-board-ID*) cannot be used for a recall.

This message appears if you attempt to recall an Item using a work board that is not configured to use the recall item function.

(S)

Waits for a user operation.

(O)

Check and, if necessary, revise the settings for the recall item function on the process work board. If you cannot change the process work board settings, contact the JP1/Service Support operation administrator and make sure the required permissions to change the process work board settings are assigned.

KNAB15118-E

operation-contents cannot be executed because *name-of-person-in-charge* cannot be assigned to the person in charge.

This message appears if you attempt to recall or send back an Item when the originally selected person in charge cannot be set as the person in charge in the status after the Item has been recalled or sent back.

(S)

Waits for a user operation.

(O)

Assign permissions to perform the operation on the target Item to the desired person in charge after the Item has been recalled or sent back. If the operation cannot be performed, contact the JP1/Service Support operation administrator and make sure the required permissions to perform the operation on the target Item are assigned.

KNAB15119-E

You are not a person in charge with permission to recall.

This message appears if a user who is not the person in charge displayed in message KNAB15112-I output immediately before this message attempts to recall or send back an Item.

(S)

Waits for a user operation.

KNAB15121-E

Items cannot be sent back to a status before the status at the time of registration.

This message appears if an attempt is made to send back an Item when it has already been recalled or sent back to its status at the time of registration.

(S)

Waits for a user operation.

KNAB15122-E

A *operation-name* operation is not possible because the status cannot be changed from *status-name* to *status-name*.

An attempt was made to recall or send back an Item using a work board that limits transitions from the current status to the status after it has been recalled or sent back.

(S)

Waits for a user operation.

(O)

Check and, if necessary, revise the status limitation settings on the process work board. If you cannot change the process work board settings, contact the JP1/Service Support operation administrator and make sure the required permissions to change the process work board settings are assigned.

KNAB15123-E

A *operation-name* operation is not possible because a required item is not entered for the status (*status-name*) after a *operation-name* operation.

This message appears if an attempt is made to recall an Item when a required field has not been entered for the status after it was recalled.

(S)

Waits for a user operation.

KNAB15124-E

Recall is impossible because the status of the Item was changed to the current status during a *operation-name* operation.

This message appears if an attempt is made to recall an Item after it transitioned to its current status by being recalled or sent back.

(S)

Waits for a user operation.

KNAB15125-E

The item cannot be sent back because the history information of the item is invalid.

This message is output if an attempt is made to send back an Item with invalid history information.

(S)

Waits for a user operation.

(O)

Change the Item using the Item editing capabilities.

KNAB15126-E

The following processing failed:
detailed-information

Processing failed when sending an email, issuing a JP1 event, or in the operation log. Multiple messages about the failed processing are output in *detailed-information*.

(S)

Waits for a user operation.

(O)

Contact the JP1/Service Support operation administrator.

Appendixes

A. Notes on using JP1/Service Support

This section describes notes on using JP1/Service Support.

A.1 Notes on GUI operation

The following shows notes on GUI operation.

Notes on browser operations:

- Do not perform an operation that opens another window, such as clicking while pressing the **Shift** key.
- Do not change the current page by using web browser buttons such as **Back**, **Forward**, or **Refresh**, or their shortcut keys.
- When you log out of JP1/Service Support or reconnected with JP1/Service Support, the user name in the tool bar of the main window is updated. When your session time out and the login window is displayed, you log out of JP1/Service Support or close the browser window and, please log in to it again.

Notes on downloading attached files:

- When an attached file is downloaded, "`;`" (semicolons) and "`%`" (percent signs) in the file name are replaced with "_" (underscores).
- In the following cases, when a file is downloaded, the file name is converted into alphanumeric characters:

  - The file name includes characters that are mapped to UTF-8 but that are not mapped to the character set used in the operating environment.

  - The file name is longer than 232 bytes.
- If the name of the file to be attached is longer than 254 bytes, you might not be able to select the file by clicking the **Browse** button.

Notes on text in HTML documents:

When an HTML document attached to an Item is downloaded, if you choose to open the document from the confirmation dialog box that is displayed, the HTML document is displayed in the download window. At this time, the text might be corrupted, depending on the character set of the HTML document. In addition, no scroll bars are displayed even if the HTML document is too large to fit in the browser window.

To avoid these problems, perform one of the following operations:

- In the confirmation dialog box, click **Save**, and then open the saved document in another browser or application.
- If text in the browser is corrupted, select the appropriate character set.

Notes on windows that contain drop-down lists:

In windows, such as the Create Item window, that contain items displayed as drop-down lists (such as person in charge and priority), if a drop-down list includes a very long entry, the window might not be displayed correctly.

Notes on clicking the **Related information** link:

If you click a **Related information** link whose specified URL is very long, a warning dialog box containing the text "The specified related information cannot be displayed" might be displayed. If this dialog box is displayed, close it, and then check the URL of the **Related information** link again.

Notes related to the print function of the browser:

After you perform either of the operations listed below, you might not be able to close the browser window by clicking the **Close** menu or the **Close** button. If this occurs, close the window by clicking the **X** button in the top right corner of the window.

- Opening the Print Preview window by selecting **Print Preview** from the **File** menu, and then closing the Print Preview window by a means other than clicking the **Close** menu.
- Right-clicking a link, and then selecting **Print Target**.

Notes on the Login window:

Depending on the environment, the Login window might appear when you try to perform an operation after an extended period of inactivity. If the Login window appears, log in again.

If a URL that is longer than the browser limit is specified in one of the functions below, the target of the link cannot be opened.

- The **Related links** menu in the main Item Status window
- The **Options** menu in the main List of Items window
- The URL of the related information for the Item

Notes related to the output of accumulation data to a file:

If you specify multiple systems in the Output Accumulation Data to File window, you might be unable to download the file that is output. If you cannot download the file, select the All systems and then output the file. Then, manually delete unnecessary system information from the output file. If you cannot download a file, specify fewer systems, and then output the accumulation data to file again.

Notes on opening multiple JP1/SS windows on the same machine:

To open multiple JP1/SS windows on the same machine, start another instance of Internet Explorer, and then log in by directly entering the following URL:

`http://`*host-name*`:`*port-number*`/jp1ss/index.jsp`

A.2 Notes on using WWW browser

The following shows notes on using WWW browser.

- You cannot directly specify the path of a file to be attached to an Item in Internet Explorer 8, Internet Explorer 9, Internet Explorer 10, or Internet Explorer 11. To attach a file, click the **Browse** button in the Attach File window, and then select the file.
- This section describes symptoms that occur in JP1/Service Support due to problems with Internet Explorer 8, Internet Explorer 9, Internet Explorer 10, or Internet Explorer 11.

  These versions of Internet Explorer have other known problems. Therefore, always apply the latest patches to these versions of Internet Explorer before using them.

  - While you are downloading data, such as an attached file, with JP1/Service Support, processing might stop and the message "Getting File Information" might be displayed in the download window. If this symptom occurs, close the window by clicking the **Cancel** button, and then try again. This might enable you to download the data successfully. Also, you might be able to prevent this symptom from occurring by performing the following procedure for each client machine:

    1. In the Control Panel, open **Regional and Language Options**.
    2. Open the **Languages** tab.
    3. Click the **Details** button.
    4. Open the **Advanced** tab.
    5. In the System Configuration area, select the **Turn off advanced text services** check box.
    6. Click **OK** button, and then close all windows.

    Note that after the above procedure is done, the advanced input support functions of Microsoft(R) IME 2002 and Microsoft(R) IME 2003 will no longer be available.

- If you download a file whose name includes special characters, such as symbols, or specific multi-byte characters, a part of the file name might be changed.
- Window display or computer response might become very slow while the Phishing Filter checks web page contents.
- When a new window is opened by using an operation from JP1/Service Support, a blank page might be displayed. You might be able to display the contents by reloading the page.
- When a new window is opened, the window size might be smaller than usual.
- When a JP1/Service Support window is displayed, if you select a large font size or magnify the window by using the Change Zoom Level function, the window might be unable to display all of the text. If all of the text is not displayed, select a medium or small font size. Alternatively, restore the previous zoom level.
- Web page contents might not be normally refreshed even if the pointer is moved to an inline frame.
- The cookie of a website cannot be set if the website's domain name consists of only uppercase characters and has an odd number of characters. Therefore, the browser cannot hold session information for such a website. If JP1/Service Support is on such a website, the Login window appears each time an operation is performed in a JP1/Service Support window. In this case, change the domain name so that the name uses lowercase characters or has an even number of characters.
- For the Internet shortcut icon of the JP1/Service Support Login window registered in the Start menu, the default system icon is displayed rather than the Internet Explorer icon. However, this does not affect the operation. When you click the displayed icon, the JP1/Service Support Login window is displayed.
- The menus (including right-click menus) of JP1/Service Support might be displayed incompletely. However, this does not affect operation. You can execute the selected menu command normally even if the menu item name is displayed incompletely.
- When you change the size of a frame displayed in a JP1/Service Support window by dragging the frame border, the new position of the border might be displayed incorrectly. To avoid this symptom, click the **Advanced** tab in the System Properties window, and then click **Settings** under **Performance**. In the dialog box that opens, click the **Visual Effects** tab, and select **Show window contents while dragging**.

- This product supports only the desktop version of Internet Explorer, and does not support the modern version of Internet Explorer.
- In case of using Internet Explorer 11, after specifying a file on the **Attach file** screen, if you press the **OK** button in a state in which the file path is deleted, the following problems occur:
  - The file whose file path was deleted is registered to JP1/Service Support.
  - The message "KNAB12003-E An invalid value was set to the request." is output.

  If you delete the path of the specified file, specify the file path after closing the **Attach file** screen and opening the **Attach file** screen again.

B. Version Changes

This appendix describes the changes made to each version.

B.1 Changes in 12-00

Windows Server 2008 R2 was deleted from the list of supported operating systems.

B.2 Changes in 11-50

The current time that you select the date on the Calendar window can be automatically input.

B.3 Changes in 11-10

- Windows Server 2016 was added to the list of supported operating systems.
- Instructions for displaying the work status print window and printing its contents were added.
- You can now specify the range of the Item Management window by using the month and year instead of just the year.

B.4 Changes in 11-00

(1) Changes since manual 3021-3-019-20

- The following operating systems are no longer supported:
  - Windows Server 2003
  - Windows Server 2008
- The name of the product was changed from JP1/Integrated Management - Service Support to JP1/Service Support. In accordance with this change, the following were changed:
  - The name of the product displayed under **All Programs** in the Windows Start menu
  - The name of the product displayed in windows and messages

  Furthermore, JP1/Integrated Management - Service Support Advanced Edition was integrated into JP1/Service Support.
- You can now link to JP1/ITDM2 - Asset Console. This change affects the following windows:
  - Item preview area of the Main window (Item list)
  - View Item window
- The process name displayed by JP1/Service Support (the process display name) can now be changed using the following:
  - Edit the process display name window

- Using the recall item function, even if you do not have access permissions to an Item whose status has been transitioned, you can revert the status and person in charge of an Item to its pre-transition state. This change affects the following windows:
  - New process work board window
  - Edit the process work board window
  - Main window (Item list)
  - View Item window
- By using the function for sending back Items, you can now revert an Item's status and person in charge to their pre-transition state in the following window:
  - Edit item window
- You can now set the status of the initial person in charge. The **Person in charge** field is now automatically set when you change the status in the New item window and Edit item window. Furthermore, even if the status of the initial person in charge is not set, if there is only one user or role that is selectable as the person in charge, the **Person in charge** field is now automatically set to that user or role. These changes apply to the following windows:
  - Edit permissions window
  - New item window
  - Edit item window
- The progress of an Item can now be displayed in the following windows:
  - Show progress window
  - Status management window
  - Main window (Item list) (Item status)
  - View Item window
  - History display window
  - Work status display window
  - List of item search results window
  - List of batch operation results window
- You can now specify the number of Items to be displayed per page in the List of item search results window when searching for Items from the Specify search conditions - Item-common element window or the Specify item search conditions window. Furthermore, you can now navigate the pages of search results when the number of results exceeds the number of Items to be displayed per page in the List of item search results window. These changes affect the following windows:
  - Specify search conditions - Item-common element window
  - Specify item search conditions window
  - List of item search results window
- By specifying the mode when registering an Item by email, you can now register information about the Item as an Item element, not just as a file attached to the Item.
- In the List of batch operation results window, you can now check the results of sending email when you close an Item.
- The following messages were added:

  KNAB12014-E, KNAB15110-W to KNAB15114-E, KNAB15117-E to KNAB15119-E, KNAB15121-E to KNAB15126-E
- The following messages were deleted:

KNAB15093-I to KNAB15096-I, KNAB16001-I to KNAB16004-I

- The operator action for the following message was changed:
  KNAB11008-E

(2) Changes since manual 3021-3-365-10

- The following operating systems are no longer supported:
  - Windows Server 2003
  - Windows Server 2008
- The name of the product was changed from JP1/Integrated Management - Service Support to JP1/Service Support. In accordance with this change, the following were changed:
  - The name of the product displayed under **All Programs** in the Windows Start menu
  - The name of the product displayed in windows and messages

  Furthermore, JP1/Integrated Management - Service Support Advanced Edition was integrated into JP1/Service Support.
- JP1/Service Support Starter Edition was added as a JP1/Service Support product.
- You can now link to JP1/UCMDB. This change affects the following windows:
  - The Item preview area of the Main window (Item list)
  - View Item window
- You can now link to JP1/ITDM2 - Asset Console. This change affects the following windows:
  - The Item preview area of the Main window (Item list)
  - View Item window
- The process name displayed by JP1/Service Support (the process display name) can now be changed using the following:
  - Edit the process display name window
- Using the recall item function, even if you do not have access permissions to an Item whose status has been transitioned, you can revert the status and person in charge of an Item to its pre-transition state. This change affects the following windows:
  - New process work board window
  - Edit the process work board window
  - Main window (Item list)
  - View Item window
- By using the function for sending back Items, you can now revert an Item's status and person in charge to their pre-transition state in the following window:
  - Edit item window
- You can now set the status of the initial person in charge. The **Person in charge** field is now automatically set when you change the status in the New item window and Edit item window. Furthermore, even if the status of the initial person in charge is not set, if there is only one user or role that is selectable as the person in charge, the **Person in charge** field is now automatically set to that user or role. These changes apply to the following windows:
  - Edit permissions window
  - New item window
  - Edit item window

- The progress of an Item can now be displayed in the following windows:
  - Show progress window
  - Status management window
  - Main window (Item list) (Item status)
  - View Item window
  - History display window
  - Work status display window
  - List of item search results window
  - List of batch operation results window
- You can now specify the number of Items to be displayed per page in the List of item search results window when searching for Items from the Specify search conditions - Item-common element window or the Specify item search conditions window. Furthermore, you can now navigate the pages of search results when the number of results exceeds the number of Items to be displayed per page in the List of item search results window. These changes affect the following windows:
  - Specify search conditions - Item-common element window
  - Specify item search conditions window
  - List of item search results window
- By specifying the mode when registering an Item by email, you can now register information about the Item as an Item element, not just as a file attached to the Item.
- In the List of batch operation results window, you can now check the results of sending email when you close an Item.
- The following messages were added:
  KNAB12014-E, KNAB15091-E, KNAB15098-E to KNAB15101-E, KNAB15110-W to KNAB15114-E, KNAB15117-E to KNAB15119-E, KNAB15121-E to KNAB15126-E
- The operator action for the following message was changed:
  KNAB11008-E

B.5 Changes in 10-50

(1) Changes in manual 3021-3-019-20

- Windows Server 2012 R2 was added to the list of supported operating systems.
- JP1/IM - Service Support Starter Edition was added as a JP1/IM - Service Support product.
- JP1/IM - Service Support Advanced Edition was added as a JP1/IM - Service Support product.
  Users of JP1/IM - Service Support Advanced Edition can now save Items registered in the Item management database to the Item storage database.
- By using the Item Management window function, users can now work with Items that were registered within a specific time frame.
- View permission can now be set for individual Items.
- Items can now be created based on existing Items registered in JP1/IM - Service Support.
- Items registered in JP1/IM - Service Support can now be printed.

- The status of multiple Items can now be changed to *Acknowledged* or *Close* in a batch operation.
- The following messages were added:
  KNAB10035-E, KNAB11044-E to KNAB11048-E
- The operator action for the following message was changed:
  KNAB12003-E
- The system action for the following message was changed:
  KNAB13005-W

(2) Changes in manual 3021-3-365-10

- Windows Server 2012 R2 was added to the list of supported operating systems.
- JP1/IM - Service Support Advanced Edition was added as a JP1/IM - Service Support product.
  Users of JP1/IM - Service Support Advanced Edition can now save Items registered in the Item management database to the Item storage database.
- By using the Item Management window function, users can now work with Items that were registered within a specific time frame.
- View permission can now be set for individual Items.
- Items can now be created based on existing Items registered in JP1/IM - Service Support.
- Items registered in JP1/IM - Service Support can now be printed.
- The status of multiple Items can now be changed to *Acknowledged* or *Close* in a batch operation.
- The following messages were added:
  KNAB10035-E, KNAB11044-E to KNAB11048-E
- The operator action for the following message was changed:
  KNAB12003-E
- The system action for the following message was changed:
  KNAB13005-W

B.6 Changes in 10-10

(1) Changes in manual 3021-3-019-10

- Windows Server 2012 was added to the list of supported operating systems.
- Login can now be authenticated using the JP1/Base authentication server.
- The **All systems** option was added to the Accumulation data output to file window so that the accumulation data of Items can be can be batch downloaded.
- The following messages were added:
  KNAB10005-E, KNAB13005-W, KNAB16001-I to KNAB16004-I
- The operator action for the following message was changed:
  KNAB11017-E
- The text and description of the following message was changed:
  KNAB15066-W

B.7 Changes in 10-00

(1) Changes in manual 3021-3-019

There were no functionality changes described in this manual.

B.8 Changes in 09-50

(1) Changes in manual 3020-3-R92-10

- Changes were made to the method of specifying search conditions for Items.
- You can now switch between the Item management database and the LDAP server.
- You can now limit statuses and disable escalations.
- You can now view related links in the **Option** menu.
- You can display additional information in the Item preview by the clicking anchor text for the following elements:
  - Related item(s)
  - Related information
  - Hardware information
  - Attached file(s)
  - User-added links
- The following messages were added:
  KNAB11041-E to KNAB11043-E, KNAB15091-E, KNAB15093-I to KNAB15096-I, KNAB15098-E to KNAB15101-E
- The operator actions for the following messages were changed:
  KNAB13004-W, KNAB15042-E

B.9 Changes in 09-00

(1) Changes in manual 3020-3-R92

- Windows Server 2008 was added to the list of supported operating systems.
- The system action and operator action for the following message were changed:
  KNAB04005-I

C. Reference Material for This Manual

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

C.1 Related publications

Manuals related to this manual are listed below. Refer to this manual when necessary.

JP1 Version 12 JP1/Service Support Configuration and Administration Guide (3021-3-D71(E))

C.2 Conventions: Abbreviations for product names

This manual uses the following abbreviations for product names.

Abbreviation	Full name or meaning
JP1/AIM	Job Management Partner 1/Asset Information Manager
JP1/ITDM2 - Asset Console	JP1/IT Desktop Management 2 - Asset Console
JP1/Service Support	JP1/Service Support
	JP1/Service Support Starter Edition
JP1/Service Support (Standard)	JP1/Service Support
JP1/Service Support Advanced Edition	JP1/Integrated Management - Service Support Advanced Edition
JP1/UCMDB	JP1/Integrated Management - Universal CMDB Advanced Edition
	JP1/Integrated Management - Universal CMDB 10.1 Full
	JP1/Universal CMDB 10.2 Full
	JP1/Universal CMDB 10.3 Full

C.3 Conventions: Acronyms

This manual also uses the following acronyms.

Acronym	Full name or meaning
ASCII	American Standard Code for Information Interchange
CD-ROM	Compact Disc - Read Only Memory
CSV	Comma Separated Value
DB	Database
GUI	Graphical User Interface
ID	Identifier
IT	Information Technology
JSP	JavaServer Pages

Acronym	Full name or meaning
OS	Operating System
URL	Uniform Resource Locator
WWW	World Wide Web

C.4 Conventions: KB, MB, GB, and TB

This manual uses the following conventions.

- 1 KB (kilobyte) is 1,024 bytes.
- 1 MB (megabyte) is $1{,}024^2$ bytes
- 1 GB (gigabyte) is $1{,}024^3$ bytes.
- 1 TB (terabyte) is $1{,}024^4$ bytes.

D. Glossary

attachment

A file that can be attached to an Item.

change management

Activity that identifies what changes could be made to improve IT services. Change management involves careful consideration of potential changes and how they will be implemented, taking into consideration the risk of system failures and the impact the change might have on business operations.

In JP1/Service Support, this activity is managed on a *change management* process work board.

Also see *process work board*.

control character

In this manual, the following are called control characters:

- ASCII characters from 0x00 to 0x1F, and 0x7F

email management server

An email server that manages the email messages sent when an Item is registered by email.

escalation

The act of transferring responsibility for an Item to another process manager who is better positioned to resolve it.

incident management

An activity intended to keep service disruption to a minimum. Incident management applies to user inquiries and events that threaten to disrupt normal operations, and aims to ensure that the appropriate answers and workarounds are presented to the user at the earliest opportunity.

In JP1/Service Support, this activity is managed on the *incident management* process work board.

Also see *process work board*.

inter-process ID

An inter-process ID is a value that combines the automatically assigned related Item serial number with a number that increments with each escalation. The related Item serial number lets you identify the same Item at different tiers of escalation, and the incrementing number lets you know how many times the Item has been escalated. Each inter-process ID is unique within the JP1/Service Support platform.

Item

A record of a task, and a unit by which task resolution is approached on a process work board. Several Items can be registered on a process work board, and the information in an Item can be updated by more than one user. You can define the relationships between Items by entering information about related Items in the Item elements.

Note that in this manual, Items might be called by the following names according to the process where the Item is registered:

- Item registered in an incident management process: *Incident*
- Item registered in a problem management process: *Problem*
- Item registered in a change management process: *Change*
- Item registered in a release management process: *Release*

Also see *process work board* and *process*.

Item form

The format of a window in which Item information is entered. Item forms are defined in a definition file associated with a process work board.

Also see *process work board*.

Item ID

An ID that JP1/Service Support automatically assigns to registered Items. The Item ID uniquely identifies an Item within the JP1/Service Support framework.

Item management console

A computer used to log in to JP1/Service Support on an Item management server using a Web browser. Users can use an Item management console to view or manipulate Items.

Also see *Item management server*.

Item management database

The database provided by JP1/Service Support.

The Item management database manages every piece of information created or defined by users in the course of using JP1/Service Support. This includes configuration information for the systems and processes defined by users of JP1/Service Support, and information about Items these users have registered or changed.

Item management database server

An internal component of JP1/Service Support that manages the Item management database.

Also see *WWW container server* and *Web server*.

Item management server

A server on which JP1/Service Support is installed. Items are managed in the Item management database on an Item management server. Users can view Items by accessing the Item management server using a Web browser.

Also see *Item* and *Item management database*.

Item storage database

The name of a database provided by JP1/Service Support.

Items that can no longer be managed in the Item storage database due to space constraints or other reasons can be transferred to the Item storage database. By storing past Items in the Item storage database, you can use these Items as a knowledge base to be consulted as needed. Note that Items stored in the Item storage database can only be viewed.

Item view permissions owner

A user who has a permission to view an Item in a process work board where the option to set view permissions for individual Items is enabled. Only users who have view permissions for a particular Item can view the Item in a process work board with this option enabled. You can set the Item view permissions owner when you create or edit an Item.

IT service

A service that is based on an IT system and satisfies a user requirement. IT services collectively support an organization's business operations and services.

JP1/AIM

A program that centrally manages IT assets such as hardware information (including network devices), software information, and contract information in a database. In doing so, JP1/AIM helps to reduce management costs and streamline IT asset management tasks such as deploying assets, managing software licenses, and maintaining equipment.

JP1/ITDM2 - Asset Console

A program that centrally manages IT assets such as hardware information (including network devices), software information, and contract information in a database. In doing so, JP1/ITDM2 - Asset Console helps to reduce management costs and streamline IT asset management tasks such as deploying assets, managing software licenses, and maintaining equipment.

JP1/Service Support

A program that records and manages user inquiries, system faults, and the problems and considerations that arise as a result of these system faults. JP1/Service Support manages these matters as *Items* requiring resolution.

Also see *Items*.

jp1admin user

The user who has the system administrator role in JP1/Service Support. This account is registered by default.

JP1 event

Information used to manage events occurring in the system within the JP1 framework.

The information recorded in a JP1 event is categorized by attribute as follows:

Basic attributes

Attributes possessed by every JP1 event.

Basic attribute names are expressed as, for example, `B.ID` (or simply `ID`) for the event ID.

Extended attributes

Attributes that are optionally set by the program that issued the JP1 event. An extended attribute consists of the following common information and program-specific information:

- Common information (extended attribute information in a format shared by all programs)
- Program-specific information (other information in a format specific to the program issuing the event)

Extended attribute names are expressed as, for example, `E.SEVERITY` (or simply `SEVERITY`) for the severity level.

JP1 events are managed by the JP1/Base event service. Events generated in the system are recorded in a database as JP1 events.

List of Items

An area in the user interface that displays a list of Items according to the view conditions defined in JP1/Service Support. For example, the main window (Item list) lists the Items associated with the system or process selected in the list of process work boards.

A list of Items allows the user to view the title of each Item, the status of associated tasks, and the person in charge.

main window (Item list)

One of the main windows of JP1/Service Support. The left frame shows the list of process work boards, the top right frame shows the list of Items, and the right bottom frame shows an Item preview. This window serves as the starting point for Item management.

main window (Item status)

One of the main windows of JP1/Service Support. The left frame features a menu, and the right frame displays a list of target Items. This window serves as the starting point for managing the status of tasks associated with Items.

problem management

Activity whose aim is to identify and resolve the cause of incidents that prevent a system from operating normally. JP1/Service Support manages, as problems, inquiries from users, system errors, and other matters that warrant further investigation, helping to diagnose the root cause of problems and identify permanent solutions.

In JP1/Service Support, this activity is managed on a *problem management* process work board.

Also see *process work board*.

process

In this manual, the term *process* has one of two meanings:

- A task as categorized by JP1/Service Support. The four categories are *incident management*, *problem management*, *change management*, and *release management*.
- An internal program that a program uses to operate

Also see *incident management*, *problem management*, *change management*, and *release management*.

process perspective

A perspective from which Item statuses can be displayed in the main window (Item status). The process perspective is suitable for users who wish to view the detailed status of processes within a specific system.

Also see *system perspective*.

process standard Item form

An Item form designed for a specific process.

You can use a different Item form for each process work board. However, JP1/Service Support also allows you to define Item forms in advance for use as standard with a given process.

Process standard Item forms can be defined in the Item form management window.

process work board

A location where tasks are recorded for each process. From a process work board, users can perform tasks oriented to problem resolution such as registering and updating Items and escalating an Item to another process.

Also see *process*.

process work board list

A list of process work boards that manage the tasks associated with a process. The process work board list displays the target systems and processes in a hierarchy, allowing you to view the Items at each level in the hierarchy in the Item list area.

Also see *process work board*, *target system*, *process*, and *Item list*.

process work board manager

The user and role responsible for managing a process work board. A user who acts as the process work board manager for a process work board has editing rights for that process work board and full access to all of its Items.

release management

Activity that implements the improvements to IT services proposed by the change management process. This involves building, testing, and deploying solutions according to an implementation plan.

In JP1/Service Support, this activity is managed on a *release management* process work board.

Also see *process work board*.

role

A group to which users who log in to JP1/Service Support belong. Like users, roles are assigned access permission for process work boards and Items.

status

Information representing the status of an Item. You can view the status of an Item in the list of Items. Generally, statuses are used to monitor and summarize whether Items are being resolved, and if not, what progress is being made.

Also see *Item* and *list of Items*.

status ID

An ID that uniquely identifies a status within the JP1/Service Support framework.

stored Item

An Item stored in the Item storage database. The Item storage database is a database provided by JP1/Service Support.

Also see *Item storage database*.

system perspective

A perspective from which Item statuses can be displayed in the main window (Item status). The system perspective is suitable for users who wish to view the status of Items in the overall context of the systems being managed by JP1/Service Support.

Also see *process perspective*.

system role

A role defined in the JP1/Service Support system. The role ID is prefixed with the characters `_jp1`. Users who build environments for JP1/Service Support must be assigned this role.

target system

A term for a system being managed by JP1/Service Support. The systems managed by JP1/Service Support are organized in the list of process work boards.

Also see *list of process work boards*.

Web server

An internal component of JP1/Service Support that is the point of contact with the Item management console (Web browser).

Also see *WWW container server* and *Item management database server*.

WWW container server

An internal component of JP1/Service Support that controls the display of the user interface.

Also see *Web server* and *Item management database server*.

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Hitachi, Ltd.
6-6, Marunouchi 1-chome, Chiyoda-ku, Tokyo, 100–8280 Japan