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Issuing Organisation Name

MySystem (v1.0)

Messip User Manual

- v 1.0.3 -

Based on IEEE Std 1063-2001 [\[1\]](#)

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Chapter 1

Product information

1.1 Identification

iCrash is a simple system dedicated to any person who wants to inform of a car crash crisis situation in order to allow for crisis handling. At anytime and anywhere, anyone can be the witness or victim of a car crash and might be in a situation allowing for alerting this crisis. The *iCrash* system has for objectives to support crisis declaration and secure administration and crisis handling by the *iCrash* professional users.

1.1.1 *List of parts*

- Desktop application that provides Graphical User Interface
- Server that provides services for the *iCrash* system
- Database that stores data for the *iCrash* system

1.1.2 *Applicable operating environments*

1.1.2.1 Operating System

- Java v7.0 or Java v8.0
- supported operating systems
 - Windows
 - Windows 10 (8u51 or older)
 - Windows 8.x (desktop version)
 - Windows 7 (SP1)
 - Windows Vista SP2
 - Windows Server 2008 R2 (SP1) (64-bit)
 - Windows Server 2012 and 2012 R2 (64-bit)
 - Mac OS X 10.8.3+, 10.9+
 - Linux
 - Oracle Linux 5.5+
 - Oracle Linux 6.x
 - Oracle Linux 7.x
 - Red Hat Enterprise Linux 5.5+, 6.x
 - Red Hat Enterprise Linux 7.x (64-bit)2 (8u20 or older)
 - Suse Linux Enterprise Server 10 SP2+, 11.x
 - Suse Linux Enterprise Server 12.x (64-bit)2 (8u31 or older)
 - Ubuntu Linux 12.04 LTS, 13.x
 - Ubuntu Linux 14.x (8u25 or older)
 - Ubuntu Linux 15.04 (8u45 or older)
 - Ubuntu Linux 15.10 (8u65 or older)
 - Solaris x64 (64-bit) 11.x+

1.1.2.2 Hardware

- Recommended Memory 512 MB
- Recommended Disk Space 500 MB free

1.1.2.3 Other requirements

- You must have seven unused ports available. The installation program automatically detects ports in use and suggests currently unused ports for the default domain
- Shutting down firewall for Microsoft Windows or add to exceptions

1.2 Copyright

Copyright (c) 2014-2016 ADC company All rights reserved. This document and the accompanying materials are made available under the terms of the Eclipse Public License v1.0 which accompanies this distribution, and is available at <http://www.eclipse.org/legal/epl-v10.html>

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Contributors may not remove or alter any copyright notices.

1.3 Trademark notices

- Oracle and Java are registered trademarks of Oracle and/or its affiliates
- Messir and Excalibur are University of Luxembourg product
- *iCrash* is a registered mark of ADC company

1.4 Restrictions

Everyone is permitted to copy and distribute the product according to the Eclipse Public License v1.0.

1.5 Warranties

The product is provided on an as is basis, without warranties or conditions of any kind, either express or implied including, without limitation, any warranties or conditions of title, non-infringement, merchantability or fitness for a particular purpose. Each Recipient is solely responsible for determining the appropriateness of using and distributing the product and assumes all risks associated with its exercise of rights under this Agreement, including but not limited to the risks and costs of program errors, compliance with applicable laws, damage to or loss of data, programs or equipment, and unavailability or interruption of operations.

1.6 Contractual obligations

Commercial Contributor hereby agrees to defend and indemnify every other Contributor ("Indemnified Contributor") against any losses, damages and costs (collectively "Losses") arising from claims, lawsuits and other legal actions brought by a third party against the Indemnified Contributor to the extent caused by the acts or omissions of such Commercial Contributor in connection with its distribution of the Program in a commercial product offering.

1.7 Disclaimers

Except commercial use forth in this agreement, neither recipient nor any Contributor shall have any liability for any direct, indirect, incidental, special, exemplary, or consequential damages (including without limitation lost profits), however caused and on any theory of liability, whether in contract, strict liability, or tort (including negligence or otherwise) arising in any way out of the use of the program or the exercise of any rights granted hereunder, even if advised of the possibility of such damages.

1.8 Contact

For any purpose contact pr@adc.com

Chapter 2

Introduction

2.1 Scope

This section has to provide the scope of the user's manual document. In the following some opening statements to use when providing the information corresponding to this section.

This document provides ...

This document does not ... sdfsf **Actor** This document is not ...

This document may be used with ...

2.2 Purpose

In this section you explain the purpose (i.e. aim, objectives) of the user's manual. In the following some examples of opening statements to be used in this section.

The purpose of this document is ...

This document defines ...

This document is meant to ...

2.3 Intended audience

Description of the categories of persons targeted by this document together with the description of how they are expected to exploit the content of the document.

2.4 *MySystem (v1.0)*

iCrash is a system dedicated to inform about car crash and help wiht crisis handling.

2.4.1 *Actors & Functionalities*

Overview of all the **actors** interacting with the software being them either humans (called end-users in the standard [1]) or not. For each actor, describe the main software functions that are offered to him. Structure of this sub-section MUST be by actor/functionalities.

2.4.2 Operating environment

Brief overview of the infrastructure on which the software is deployed and used.

2.5 Document structure

Information on how this document is organised and it is expected to be used. Recommendations on which members of the audience should consult which sections of the document, and explanations about the used notation (i.e. description of formats and conventions) must also be provided.

Chapter 3

Usage Guide

This section is aimed at describing the general use of the software, since it is **deployed, configured** and **run**.

This software is used by actors. These actors rely on the software to perform a set of business activities (called here procedures) aimed at reaching a particular goal.

These procedures are split in two groups:

- **Multi-procedures:** which are procedures at **summary** or **user-goal** level involving several active or pro-active actors. Each of these procedures aims at illustrating intertwined business activities required to be performed by the involved actors to reach the expected goal. Each business activity between the system and an actor must correspond to a **system operation** instance given with actual parameter values.
- **Mono-procedures:** which are procedures at **summary** or **user-goal** level involving only one active or pro-active actor. Each of these procedures aims at illustrating the required business activities an actor has to perform to reach the expected goal. Each business activity between the system and the actor must correspond to a **system operation** instance given with actual parameter values.

Each process has to be documented using the following textual description template [2] **BUT its content must be as low level as possible with actual values:**

Procedure: ProcessMissionOne

Scope: Crisis Management System (*CMS*)

Primary Actor: Coordinator John

Secondary Actor(s): FirstAidWorker Bob,
ExternalResourceSystem ERS

Goal: The intention of the Coordinator is to process mission with ID equal to 1.

Level: User-goal level

Main Success Scenario :

1. *John* instructs the *CMS* to process the mission with ID equal to 12.031005
2. *CMS* selects the internal worker *Bob* to execute the mission 12.031005
3. *CMS* instructs *Bob* to behave as *First Aid Worker (FAW)*
4. *Bob* informs the *CMS* of his arrival
5. *Bob* informs the *CMS* that he starts to execute the mission 12.031005
6. *Bob* informs the *CMS* that the mission 12.031005 outcome is "Mission completed"

Extensions :

- 2.a None internal worker can execute the mission
 - 2.a.1 *CMS* sends a request for an external resource to the *ERS* actor instance
 - 2.a.2 *ERS* informs *CMS* that the request can be processed
 - 2.a.3 *ERS* informs *CMS* that *Bob* can now be selected as first aid worker
- procedure continues at step 3**
-

Remark-Processes presentation: processes should be introduced to the reader in a pedagogical manner. Thus, simple and common processes should be presented before than more complex and less utilised ones.

Remark-Graphical User Interfaces (GUIs): include GUIs screenshots to show the different stages of the process while its is performed by the actor(s).

3.1 Multi-procedures

3.1.1 *MyMultiProcedure1*

...

3.1.2 *MyMultiProcedure2*

...

3.1.3 *MyMultiProcedure3*

...

3.2 Mono-procedures

Mono-procedures must be grouped by actors.

3.2.1 *ComCompany*

3.2.2 *PI*

Procedure: ConsultOfPI

Scope: Crisis Management System (CMS)

Primary Actor: ComCompany Vodafone, Vict im Diana

Secondary Actor(s): CMS

Goal: Consult ComCompany a list of PI classified by categories.

Level: User-goal level

Main success Scenario:

1. CMS sends to victim Diana SMS with list of PI classified by categories via ComCompany Vodafone
2. Victim Diana selects from list of options which are presented in SMS and send his choice in response message via ComCompany Vodafone
3. CMS sends SMS with requested information (including a map and the route) via ComCompany Vodafone
4. Victim Diana took all the necessary information or she sends another SMS with a new choice(procedure starts from 2 point) Extension:

Extension:

2.1 In case Victim sends empty message or with options that is not provided in list of options Victim receive message with text Incorrect data. Please retry (Here content of a previous message with list of options)

3.2.3 Administrator

3.2.3.1 AddCoordinatorAdministrator

Procedure: AddCoordinator

Scope: Crisis Management System (*CMS*)

Primary Actor: Administrator Bill

Secondary Actor(s): Coordinator July

Goal: Registration of the new coordinator in the CMS.

Level: User-goal level

Main Success Scenario :

1. *Bill* initializes process of a creation of the new Coordinator (*July*) in the *CMS*. See figure [A.3](#) on page 24
2. *Bill* enters *July*'s user id, username, password and phone number to the corresponding fields
3. *Bill* confirms the entered data
4. *CMS* informs *Bill* that the Coordinator *July* is added

Extensions :

- 2.a Fields was not filled out
 - 2.a.1 *CMS* shows the warning Incorrect data

procedure continues at step 1
-

3.2.3.2 AuthenticationAdministrator

Procedure: AuthenticationOfAdministrator

Scope: Crisis Management System (*CMS*)

Primary Actor: Administrator Bill

Secondary Actor(s): ComCompany

Goal: Authentication of Administrator in the CMS

Level: User-goal level

Main Success Scenario :

1. *Bill* enters his username and password and proceeds. See figure [A.1](#) on page 23
2. *CMS* sends confirmation code via ComCompany and displays field to enter the confirmation code
3. *Bill* receives the SMS message with the confirmation code from ComCompany. See figure [A.2](#) on page 24
4. *Bill* enters this code in the displayed field and proceeds
5. *CMS* displays to *Bill* Administrator control panel

Extensions :

- 2.a Fields was not filled out
 - 2.a.1 *CMS* shows the warning Incorrect data: field is empty

procedure continues at step 1
 - 2.b Entered data is invalid
 - 2.a.1 *CMS* shows the warning Incorrect data

procedure continues at step 1
 - 2.c Confirmation code is incorrect
 - 2.a.1 *CMS* shows the warning Wrong identification information

procedure continues at step 1
-

3.2.4 Coordinator

3.2.4.1 AuthenticationCoordinator

Procedure: AuthenticationOfCoordinator

Scope: Crisis Management System (*CMS*)

Primary Actor: Coordinator Gonzalez

Secondary Actor(s): ComCompany

Goal: Authentication of Coordinator in the CMS

Level: User-goal level

Main Success Scenario :

1. *Gonzalez* enters his username and password and proceeds. See figure [A.4](#) on page [25](#)
2. *CMS* sends confirmation code via ComCompany and displays field to enter the confirmation code
3. *Gonzalez* receives the SMS message with the confirmation code from ComCompany. See figure [A.5](#) on page [25](#)
4. *Gonzalez* enters this code in the displayed field and proceeds
5. *CMS* displays to *Gonzalez* Administrator control panel

Extensions :

- 2.a Fields was not filled out
 - 2.a.1 *CMS* shows the warning Incorrect data: field is empty
procedure continues at step 1
 - 2.b Entered data is invalid
 - 2.a.1 *CMS* shows the warning Incorrect data
procedure continues at step 1
 - 2.c Confirmation code is incorrect
 - 2.a.1 *CMS* shows the warning Wrong identification information
procedure continues at step 1
-

3.2.5 *My-Actor2*

3.2.5.1 MyProcedure1MyActor2

...

3.2.5.2 MyProcedure2MyActor2

...

Chapter 4

Software operations

Explain each allowed software operations (i.e. an atomic unit of treatment, a service, a functionality) including a brief description of the operation, required parameters, optional parameters, default options, required steps to trigger the operation, assumptions upon request of the operation and expected results of executing such operation. Describe how to recognise that the operation has successfully been executed or abnormally terminated. The template given below (i.e. section 4.1 has to be used).

Group the operations devoted to the needs of specific actors. Common operations to several actors may be grouped and presented once to avoid redundancy.

4.1 MyOperation

The system operator creates and adds a new crisis to the system after being informed by a third party (citizen, organization) and selects a crisis handler for the crisis.

Parameters: Reporter Personal Information, Crisis Information, Crisis Handler

Precondition: The system operator is logged in and has received information from a reporter.

Post-condition: A new crisis has been added to the system and the new crisis has been assigned to a crisis handler, the Handler has received an automatic notification from the system.

Output messages: The selected Crisis Handler will be notified automatically once the crisis has been created.

Triggering:

1. From within the crisis management window fill out the required entries related to the personal information of the reporter such as name and phone number.
2. Fill out the entries related to the crisis type, impacted area, priority, description, GPS coordinates, address and finally choose a Crisis Handler from the combo box.
3. Click on the “Submit” button in and add the entry to the database.

4.1.1 MyExample1

Examples should illustrate the use of **complex operations**.

Each example must show how the actor uses the software operation under description to achieve (at least one of) its expected outcome.

It might be required to include GUI screenshots to illustrate the example.

4.2 RegistrationOfCoordinator

The system Administrator adds a new Coordinator to the system. The administrator provides Coordinator's User ID, User name, Password and a phone number.

Parameters: Coordinator User ID, Coordinator User name, Coordinator Password, Coordinator phone number.

Precondition: The system administrator is logged in.

Post-condition: A new Coordinator has been added to the system database.

Output messages: The coordinator was added to the system.

Triggering:

1. Login as Administrator.
2. From Administrator Control Panel press button Add a coordinator.
3. From Administrator Control Panel fill out the required entries related to the personal information of the Coordinator such as User ID, User name, Password and phone number.
4. Click on the button Create to add the entry to the database.

4.3 AdministratorLogin

Administrator provides username and password to login into the system. Then system sends temporary confirmation code via SMS. Administrator fill out the code and gets access to the Administrator Control Panel.

Parameters: Administrator User ID, Administrator password, Administrator phone number.

Precondition: The system administrator is not logged in.

Post-condition: The administrator gets access to the Administrator Control Panel.

Output messages: The administrator is logged in.

Triggering:

1. From Administrator Control Panel Login Window fill out the required entries as Username and Password and push on the button Continue.
2. Wait for SMS on the provided phone number with temporary confirmation code.
3. Fill out the entry confirmation code and press on the button Login to access the Administrator Control Panel.

4.4 CoordinatorLogin

Coordinator provides username and password to login into the system. Then system sends temporary confirmation code via SMS. Coordinator fill out the code and gets access to the Coordinator Control Panel.

Parameters: Coordinator User ID, Coordinator password, Coordinator phone number.

Precondition: The Coordinator is not logged in.

Post-condition: The Coordinator gets access to the Coordinator Control Panel.

Output messages: The Coordinator is logged in.

Triggering:

1. From Coordinator Control Panel Login Window fill out the required entries as Username and Password and push on the button Continue.
2. Wait for SMS on the provided phone number with temporary confirmation code.
3. Fill out the entry confirmation code and press on the button Login to access the Coordinator Control Panel.

4.5 ConsultOfPI

ComCompany provides all necessary information about the victim then system sends SMS message to the Victim with all necessary information.

Parameters: Victim phone number, Victim location information.

Precondition: Victim selected option from list in SMS.

Post-condition: Victim received SMS message with data he or she requested according Victim location information.

Output messages: comes right after Victim response via SMS

Triggering:

1. CMS informs us about alert with new Victim and Coordinator verified this alert as valid (really happened)
2. Victim was mistaken while sending message with incorrect data or message was empty
3. Victim makes some choice and sends correct request

Chapter 5

Error messages and problem resolutions

All known problems in using the software should be listed and explained in details using the structure presented below.

Contact information for reporting any problems (either with the software or this document) should be clearly indicated

5.1 Error message 1

5.1.1 Problem identification

A description explaining the meaning of the faced problem.

5.1.2 Probable cause

A description explaining the reasons why such a problem has been raised.

5.1.3 Corrective actions

Describe the required steps the actor should take to recover from such situation.

5.2 Incorrect data. Not all data was entered, please try again

5.2.1 Problem identification

Notification window with text Incorrect data. Not all data was entered, please try again was displayed in the admin control panel window during registration of the new coordinator.

5.2.2 Probable cause

Not all data was entered at the administrator control panel window during registration of the new Coordinator.

5.2.3 Corrective actions

Close notification window and fill out all the entries. Click on the button Create.

5.3 Incorrect data. Incorrect phone number

5.3.1 Problem identification

Notification window with text Incorrect data. Incorrect phone number was displayed in the administrator control panel window during registration of the new coordinator

5.3.2 Probable cause

Wrong phone number format was entered at the administrator control panel window during registration of the new Coordinator.

5.3.3 Corrective actions

Close notification window and fill out the entry with the valid phone number. Click on the button Login.

5.4 Incorrect data. Not all data was entered, please try again

5.4.1 Problem identification

Notification window with text Incorrect data. Not all data was entered, please try again was displayed at the login screen.

5.4.2 Probable cause

Not all data was entered at the login window.

5.4.3 Corrective actions

Close notification window and fill out all the entries. Click on the button Login.

5.5 Incorrect data. Wrong identification information

5.5.1 Problem identification

Notification window with text Incorrect data. Wrong identification information was displayed at the login screen.

5.5.2 Probable cause

Username entered at the login window is incorrect.

5.5.3 Corrective actions

Enter correct username. Click on the button Login.

5.6 Incorrect data. Wrong password

5.6.1 Problem identification

Notification window with text Incorrect data. Wrong password was displayed at the login screen.

5.6.2 Probable cause

Password entered at the login window is incorrect.

5.6.3 Corrective actions

Enter correct password. Click on the button Login.

5.7 Incorrect data. Wrong password

5.7.1 Problem identification

Notification window with text Incorrect data. Wrong confirmation code was displayed at the login screen.

5.7.2 Probable cause

Confirmation code entered at the login window is incorrect.

5.7.3 Corrective actions

Enter correct confirmation code. Click on the button Login.

5.8 Incorrect data. Wrong password

5.8.1 Problem identification

Notification window with text Incorrect data. Confirmation code has expired was displayed at the login screen.

5.8.2 Probable cause

Confirmation code entered at the login window has expired.

5.8.3 Corrective actions

In the window Enter confirmation code click on the button Cancel. Try to login again from the beginning.

5.9 Incorrect SMS. Empty or not valid data

5.9.1 Problem identification

This problem doesn't allow to get consult with list of PI.

5.9.2 Probable cause

While process of selecting an options Victim send message with empty or incorrect data. Incorrect data is something that is not presented in options list which is sent to Victim or incorrect typography of the message

5.9.3 Corrective actions

The only way to handle this error is avoiding mistakes. Step by step guide how to recover from such situation:

1. Create a new SMS
2. Type options that you chose in a list of PI, remember that the delimiter is white space
3. Send that message

Appendix A

Title of the appendix 1

Here you write the context of the appendix, structuring such content in sections, sub-sections and sub-sub-sections, if needed.

An example of appendix is the flat presentation of all the graphical user interface screens. Each screen can be presented (identification symbol and description) and screens transition graph can be given.

A.1 My Section

Description of the section.

A.1.1 My subSection

A.1.1.1 My subSubSection

A.2 Graphical User Interface screens

A.2.1 Administrator Control Panel

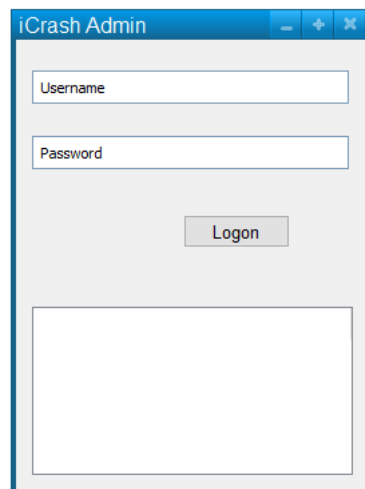


Fig. A.1 Administrator login

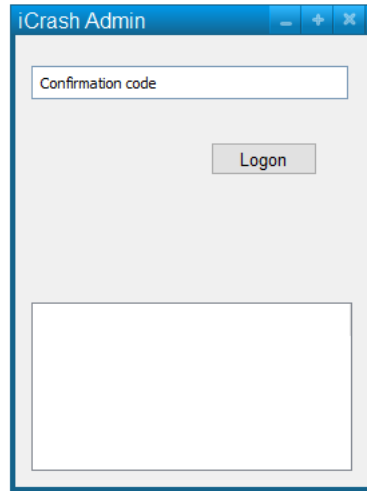


Fig. A.2 Administrator confirm dialog

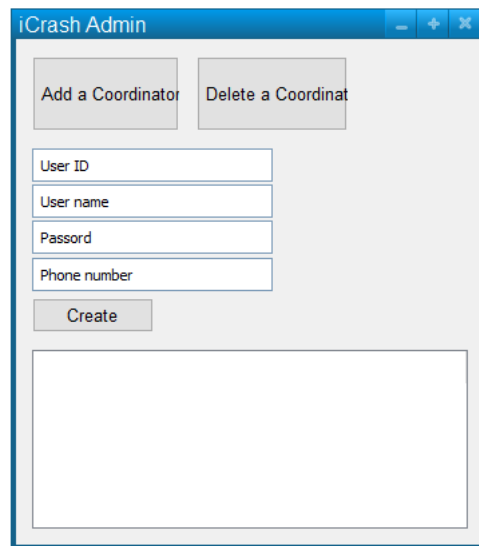


Fig. A.3 Administrator add Coordinator window

A.2.2 Coordinator Control Panel

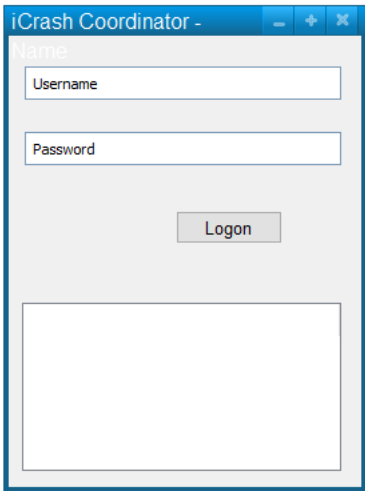


Fig. A.4 Coordinator login

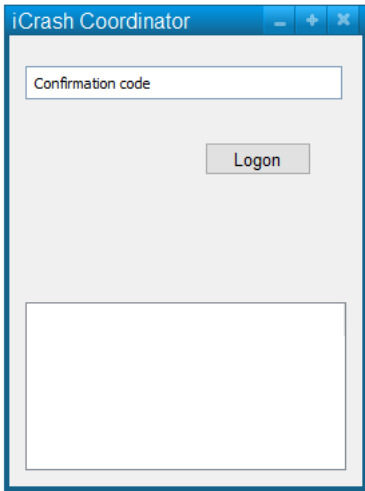


Fig. A.5 Coordinator confirm dialog

Glossary

Actor An actor is a person, organization, or external system that plays a role in one or more interactions with the system. 7

Glossary the description of terms that are likely unfamiliar to the audience. The glossary shall include an alphabetical list of terms and definitions. Documentation using abbreviations and acronyms unfamiliar to the audience shall include a list with definitions, which may be integrated with the glossary. Terms included in the glossary should also be defined on their first appearance in printed documentation. Here there is an example of how to include an expression into the glossary: [Societics](#). 5

Societics Represents the fields of hardware/software systems used for the society extension. 21

References

1. IEEE: IEEE Standard for Software User Documentation. IEEE Std 1063-2001 (Dec 2001) 1–24
2. Armour, F., Miller, G.: Advanced Use Case Modeling: Software Systems. Addison-Wesley (2001)