Name and Surname author 1
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Name and Surname author 3

Issuing Organisation Name

MySystem (v1.0)

Messir User Manual
- v 1.0.3 -

Based on IEEE Std 1063-2001 [1]

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Contents

List of Figures

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

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- 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

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1.5 Warranties

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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 ... sdfdsfg 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 prodedures are splet 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 Administrator

3.2.1.1 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 22
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

3.2.1.2 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 21
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 22
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

3.2.2 Coordinator

3.2.2.1 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 23
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 23
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

3.2.3 My-Actor2

3.2.3.1 MyProcedure1MyActor2

. . .

3.2.3.2 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.

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.

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

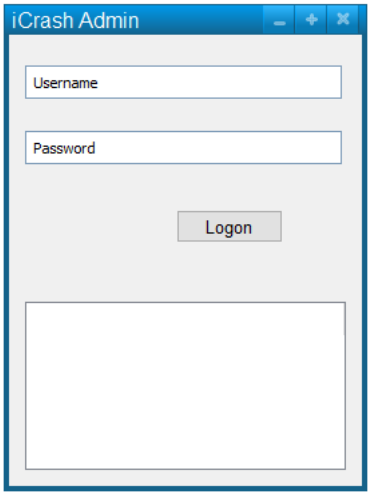

Fig. A.1 Administrator login

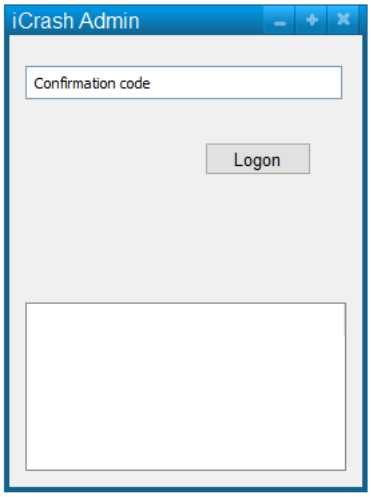

Fig. A.2 Administrator confirm dialog

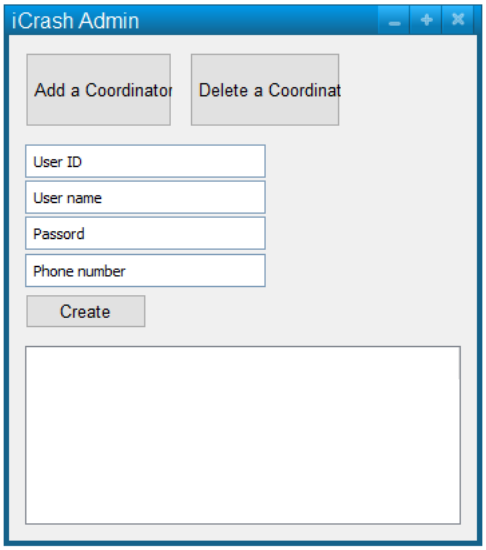

Fig. A.3 Administrator add Coordinator window

A.2.2 Coordinator Control Panel

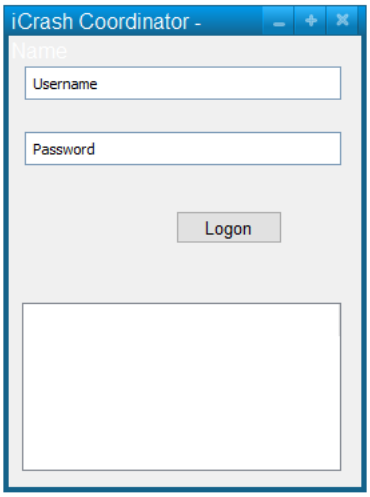

Fig. A.4 Coordinator login

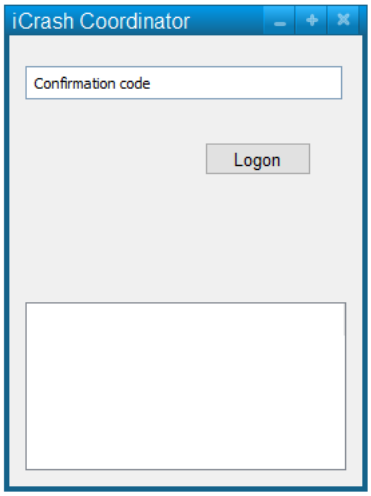

Fig. A.5 Coordinator confirm dialog

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)