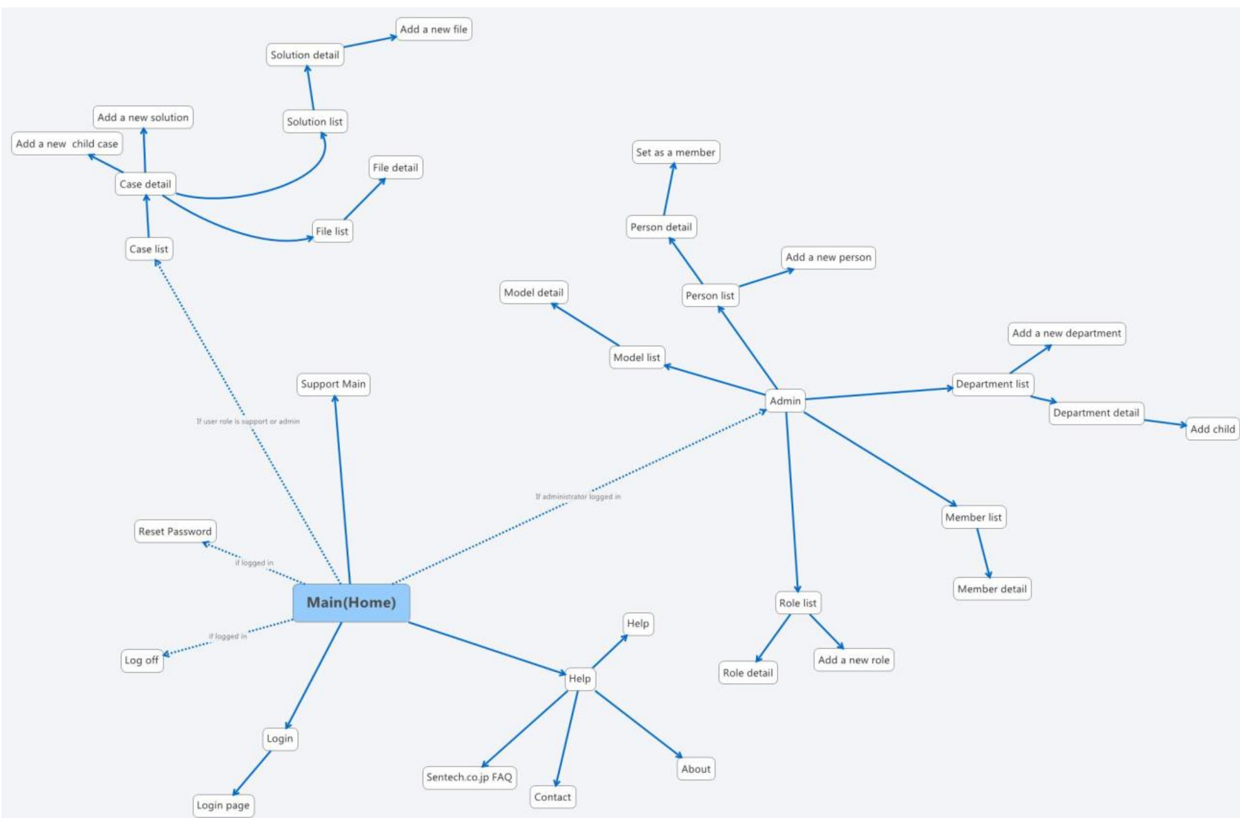
Sentech Inner Page Documentation

Dong Hang

The site map of whole website:

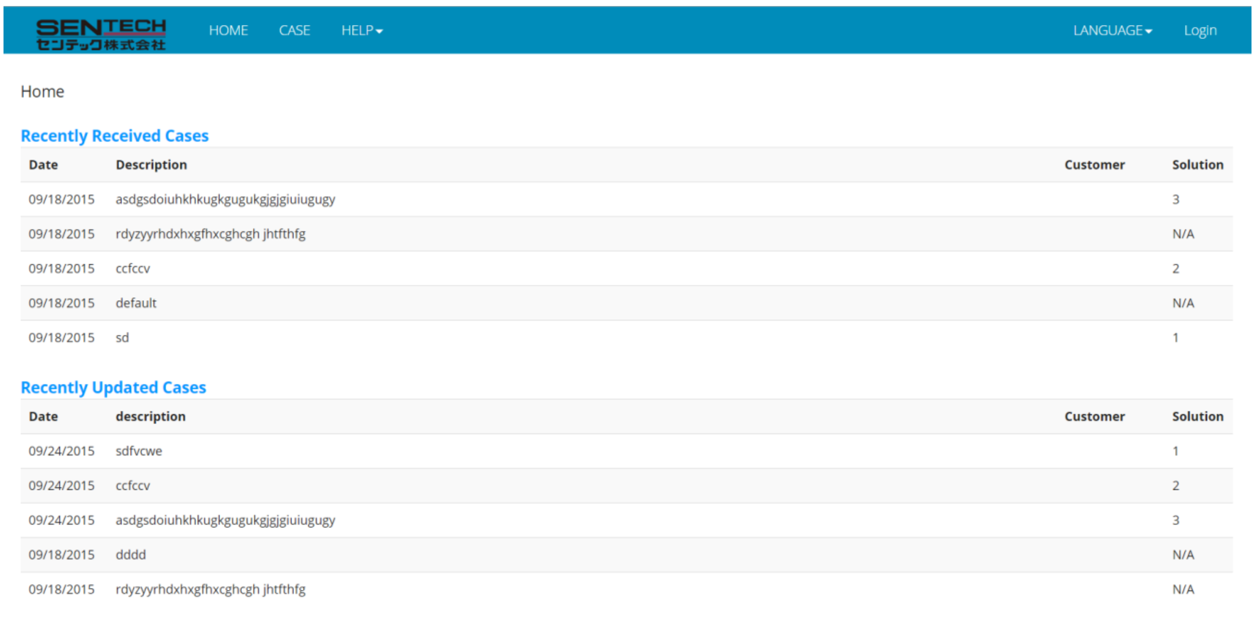


Features and a brief walkthrough:

The Sentech inner page is intended to share information among Sentech Company and simplify the work of Sentech support team or maybe later Sentech sales team.

The website pages are developing using ASP.NET(C#) along with JavaScript, JQuery and the DBMS system is Microsoft SQL Server. Also, the website is running on IIS (Internet Information Service) server.

The main or default page without user log in is like this:



Recently Received Cases

Date	Description	Customer	Solution
09/18/2015	asdgsdoiuhkhkugkgugukgjgjgiuiugugy		3
09/18/2015	rdyzyyrhdxhxgfhxcghcgh jhtfthfg		N/A
09/18/2015	ccfccv		2
09/18/2015	default		N/A
09/18/2015	sd		1

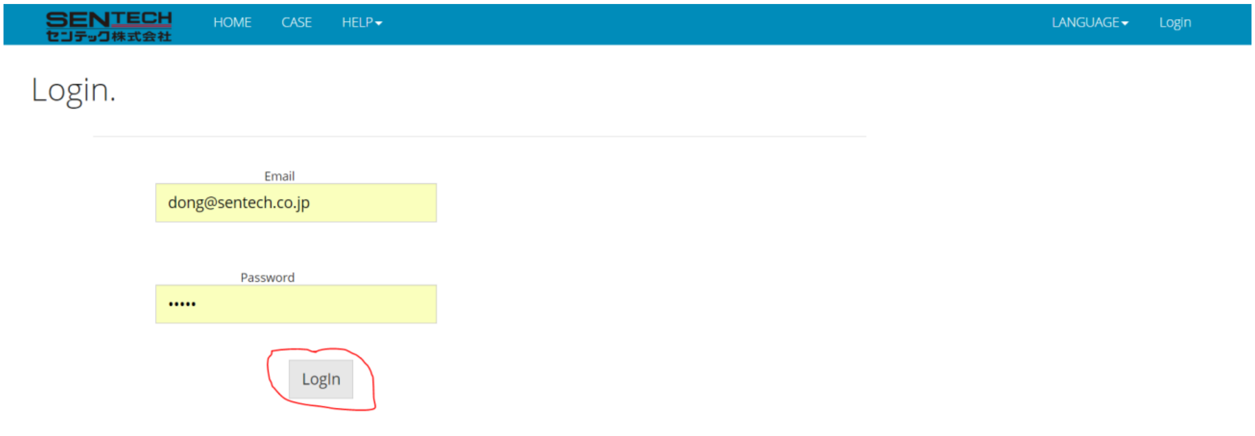
Recently Updated Cases

Date	description	Customer	Solution
09/24/2015	sdfvcwe		1
09/24/2015	ccfccv		2
09/24/2015	asdgsdoiuhkhkugkgugukgjgjgiuiugugy		3
09/18/2015	dddd		N/A
09/18/2015	rdyzyyrhdxhxgfhxcghcgh jhtfthfg		N/A

Initially, there are 4 tags in the navigation bar: HOME, SUPPORT, ABOUT, CONTACT.

The ABOUT is just some information about this web page, CONTACT information is about the author. Besides these two, when user clicks the HOME or Sentech logo, it will go back to HOME page. When user clicks SUPPORT tag, the support page would show up with 5 recently received cases and 5 recently updated cases. In this way, even no one logged in; it is possible to glimpse the latest news in the support team.

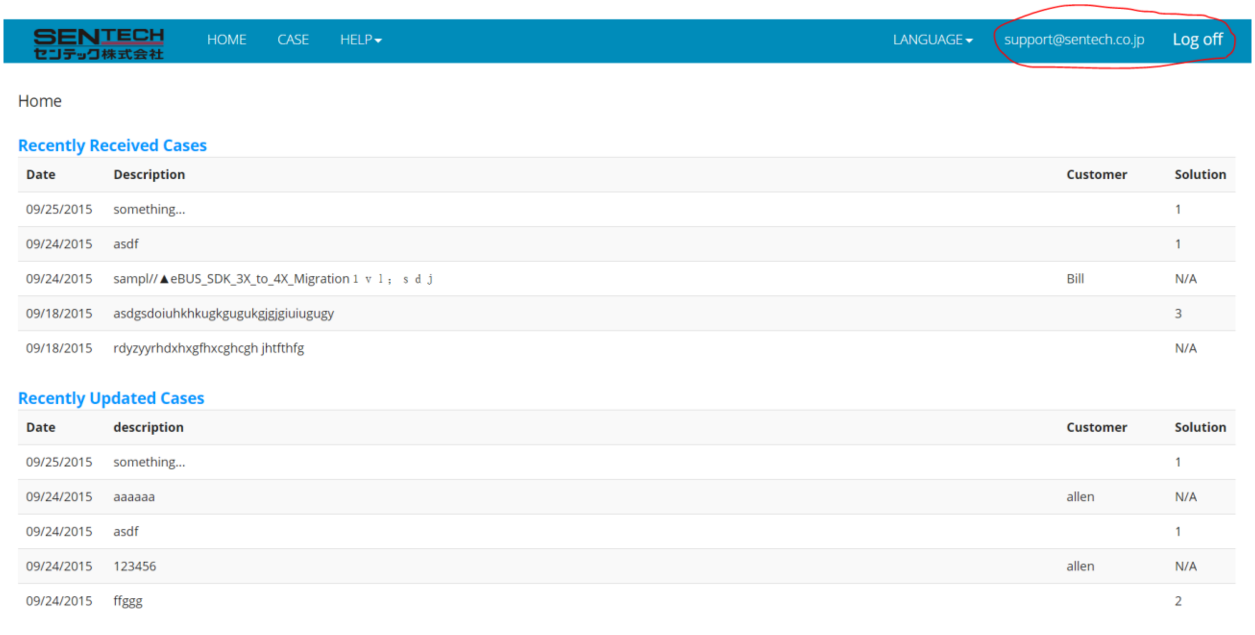
More contents could show up to user when he/she logs in. The log in page could be entered by click the log in link in the top right most corner. And the log in page is like this:



Just enter the predefined Email as account name and the corresponding password, and then click “LogIn”. User could successfully log in the page.

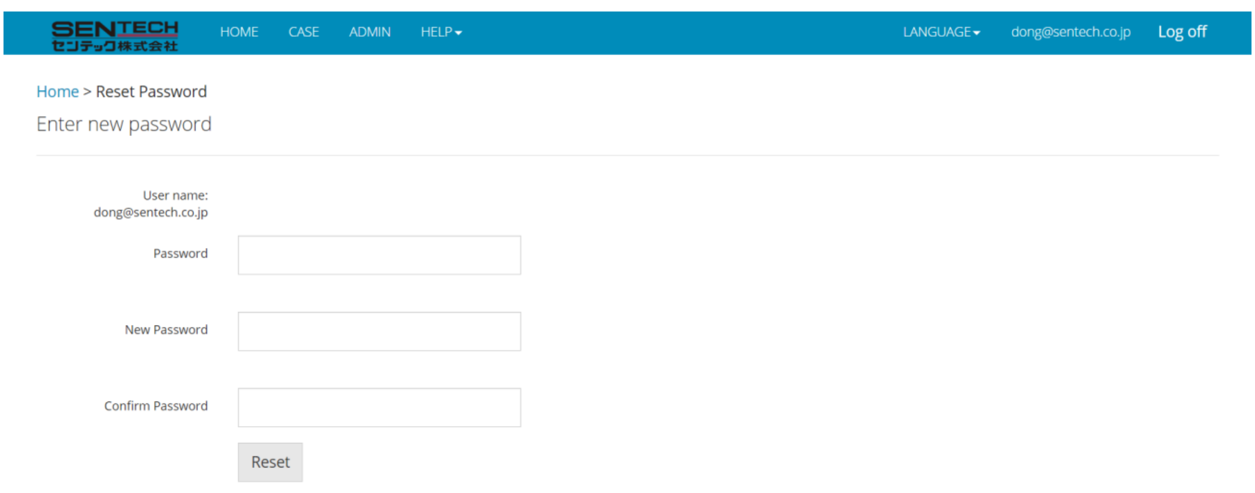
*There is no register or some other function like a register. For security issue, the account name and password is defined by the administrator. And the password could be changed later.

After user logged in, the page would become like this:



The log in link in the top right most corner becomes log off and a welcome message (also a link) appears.

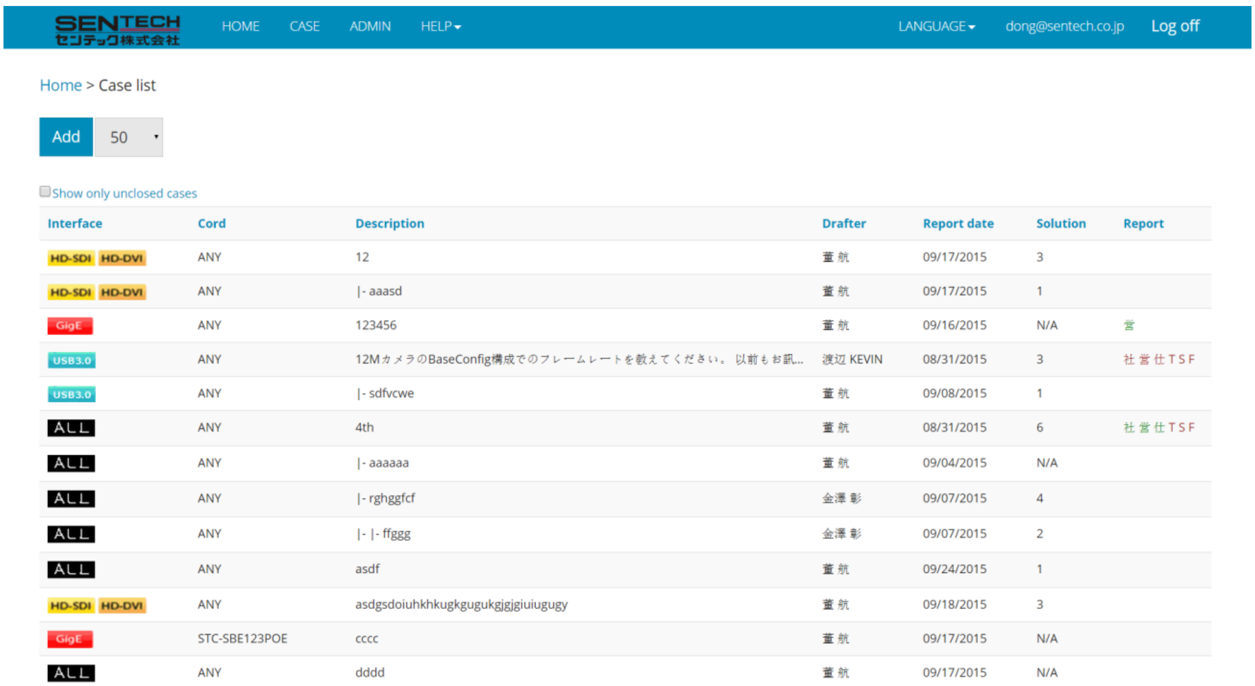
By clicking the log off button user would log off the current account. Clicking the Welcome message goes to the reset password page:



Just enter the current password, new password and confirm the new password, the new password would be set.

(In case of forgetting password, please contact the administers to retrieve the password. For security issue, nothing about the password information would show up in the website)

After logged in, user clicks the CASE tag, the case list page will appear:


SENTECH センテック株式会社 HOME CASE ADMIN HELP LANGUAGE dong@sentech.co.jp Log off

Home > Case list

Add 50

Show only unclosed cases

Interface	Cord	Description	Drafter	Report date	Solution	Report
HD-SDI HD-DVI	ANY	12	董 航	09/17/2015	3	
HD-SDI HD-DVI	ANY	|- aaasd	董 航	09/17/2015	1	
GigE	ANY	123456	董 航	09/16/2015	N/A	営
USB3.0	ANY	12MカメラのBaseConfig構成でのフレームレートを教えてください。 以前もお訊...	渡辺 KEVIN	08/31/2015	3	社 営 仕 T S F
USB3.0	ANY	|- sdfvcwe	董 航	09/08/2015	1	
ALL	ANY	4th	董 航	08/31/2015	6	社 営 仕 T S F
ALL	ANY	|- aaaaaa	董 航	09/04/2015	N/A	
ALL	ANY	|- rghggfcf	金澤 彰	09/07/2015	4	
ALL	ANY	|- |- ffggg	金澤 彰	09/07/2015	2	
ALL	ANY	asdf	董 航	09/24/2015	1	
HD-SDI HD-DVI	ANY	asdgsdoiuhkhkugkgugukgjgjgiuiugugy	董 航	09/18/2015	3	
GigE	STC-SBE123POE	cccc	董 航	09/17/2015	N/A	
ALL	ANY	dddd	董 航	09/17/2015	N/A	

On the top are “Add” button used to add a new case and a dropdown list used to set how many cases will be displayed in a page, initially 50.

Below is a check box which set the page whether to display only unclosed case or not.

Then, the 1st column is the interface of a case, 2nd is the cord of a case, 3rd is the content or description of a case.

In the description, user might see an indicator like “|-“to indicate a lower layer or child case of the above.

The 4th column is the drafter of the case; the 5th is when the case is reported.

The last column is the report and actions, there are 6 indicators:

1. 社: should this case be reported to all the company
2. 営: should this case be reported to all the sales
3. 仕: should the instruction be modified

4. T: should the technote be modified
5. S: should the case be reported to all the support team
6. F: should the FAQ be modified.

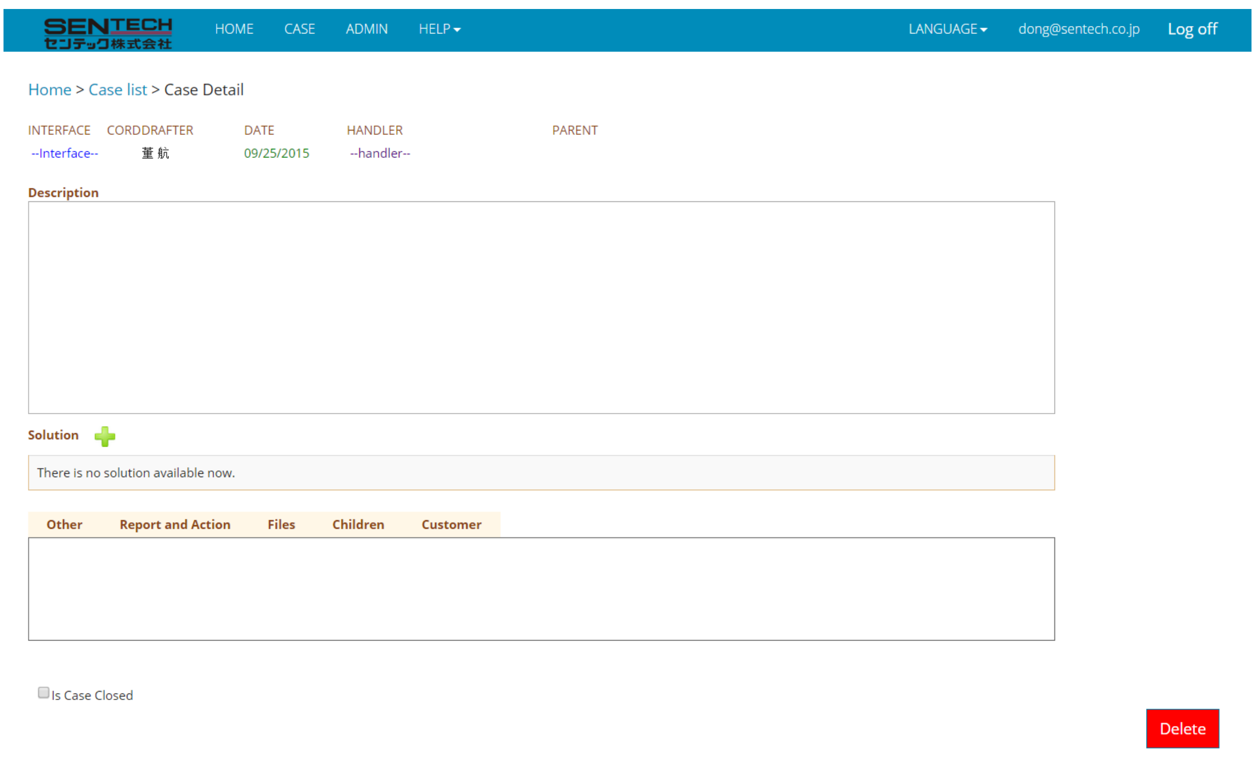
There are 2 statuses for those actions above:

Green color means it is already done;

Brown color means it is not yet finished;

A user is able to add a new case, set the number of rows to be displayed in one page and generating excel file based on the current table. Moreover, a user can customize the columns that appear in the table by clicking the check box. For example, if a user unclicks sales, the sales column will be invisible to user.

In case list page, click "Add" to go to adding new case page. The adding new case page:



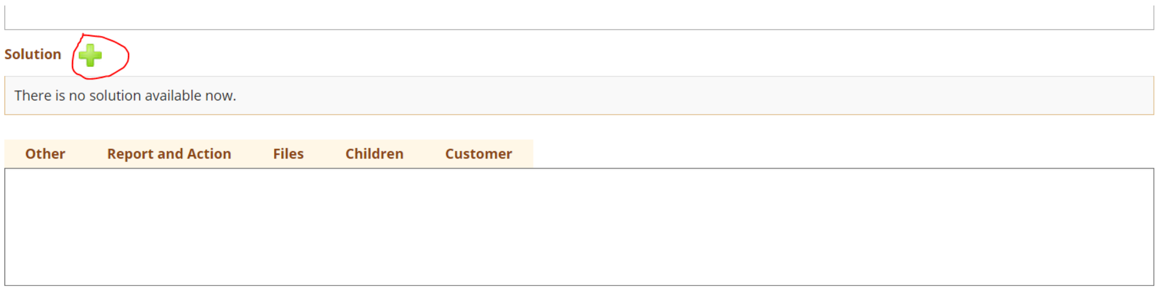
Below the sitemap are:

1. INTERFACE: the interface of the camera that is involved in this case

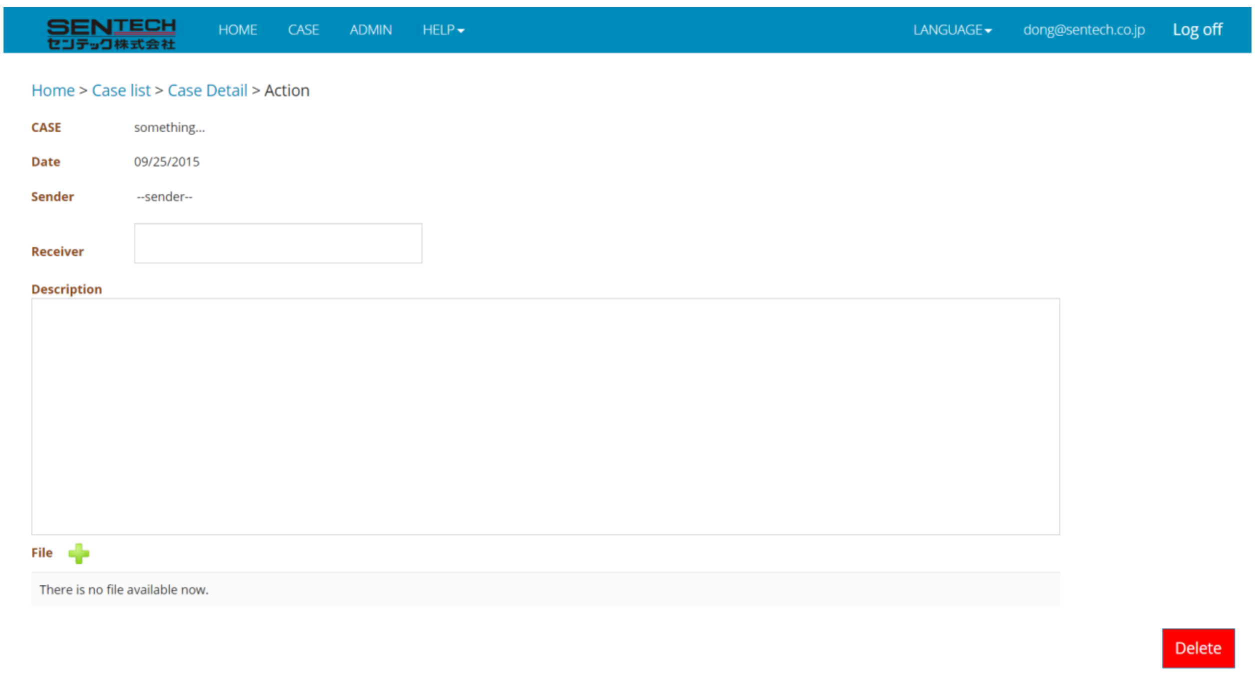
2. CORD: the cord of the camera that is involved in this case, after specify the interface, this dropdown list will be enabled
3. DRAFTER: the person who report this case, cannot be changed
4. DATE: the date when this case is reported, cannot be changed too
5. HANDLER: the member who should take care of this case
6. PARENT: the parent of this case
7. DESCRIPTION: the description of this case
8. Solution: the solutions of this case, when click “PLUS” mark; user will be lead to adding a new solution page. It is recommended that to add a new solution after adding a new case finished.
9. Other: some other information about this case, or remaining things here
10. Report and Action: to whom should this case be reported. When finished, click “Confirm” to save
11. Files: the files which are related to this case, only name and path will be displayed
12. Children: the successor of this case, when click “Add” button, user will go to adding a new child page
13. Customer: the customer information of this case. When finished, click “Confirm” to save.
14. Is Case Closed: If the case is closed, please check this checkbox to close this case. If the current case has children, before all its children including all the successors are closed, this case cannot be closed. If this case is reopened, all this case’s directly predecessor will be reopened.
15. Delete: If a user wants to delete this case, just click this button and confirm the pop up alert. If the current case has children, this case will not be closed.

After fill in the information of each field, the information will be automatically saved into database. Expect Customer field and Report and Action field. Those two fields need user to click “Confirm” button.

After clicking the “plus” mark beside Solution will go to add solution page:



The adding a new solution page:

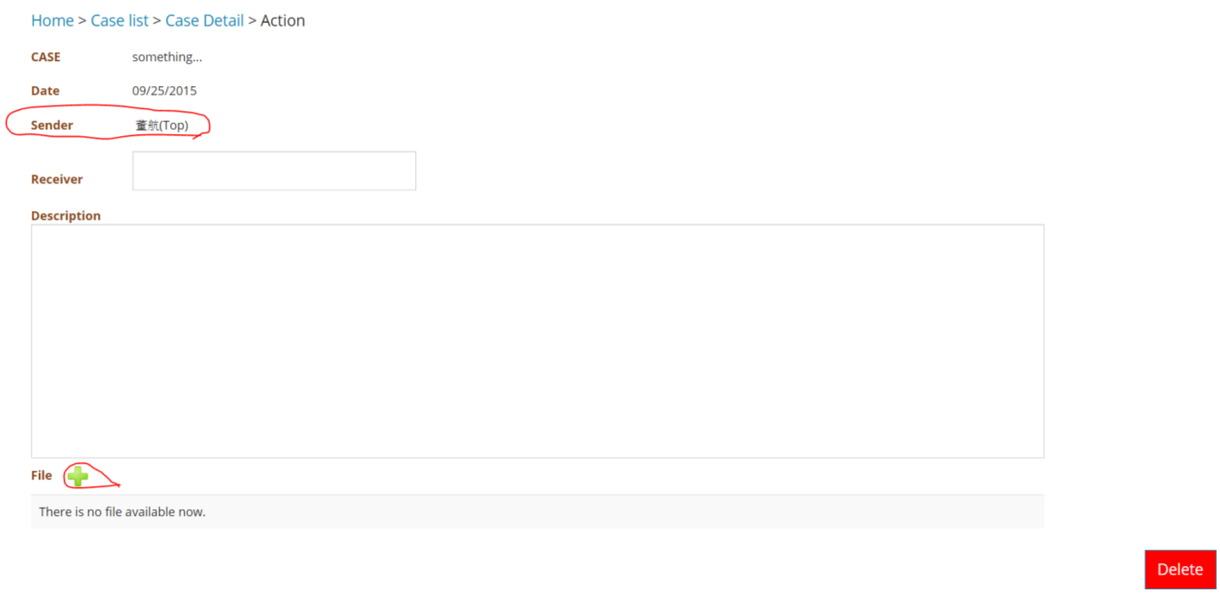


Below the sitemap are:

1. CASE: The description of the related case, cannot be changed.
2. Date: The date when this solution is created, cannot be changed.
3. Sender: The member who creates this solution
4. Receiver: The receiver who this solution is applied for
5. Description: The description of this solution
6. File: the related file, when click “plus” mark, will go to adding a new file page
7. Delete: If a user wants to delete this solution, just click this button and confirm the pop up alert.

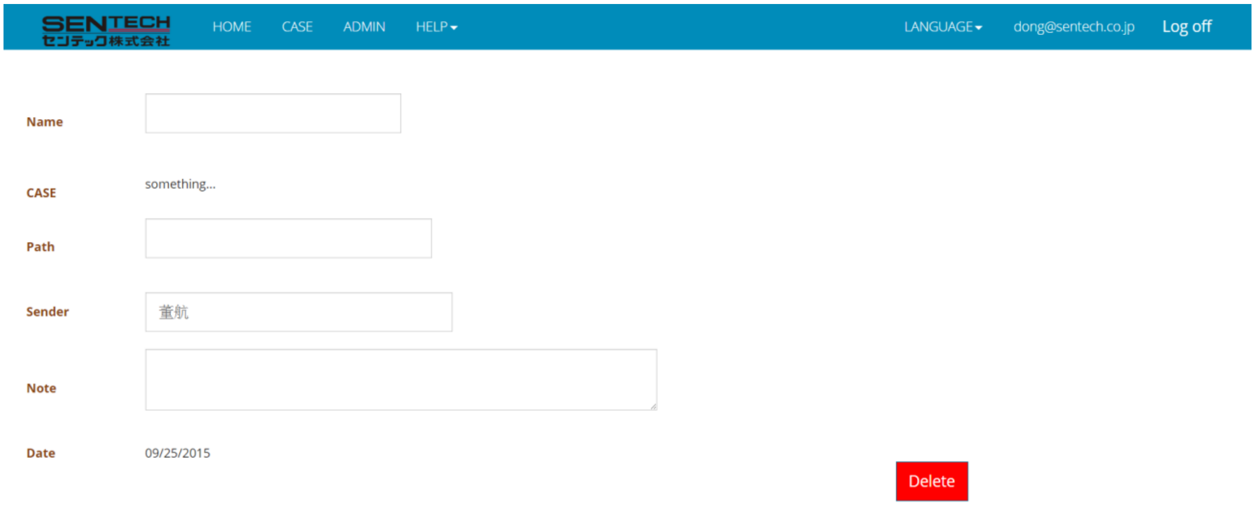
After fill in the information of each field, the information will be automatically saved into database.

After clicking the “plus” mark beside File will go to add file page:



Please do select a sender in Detail Action page

The adding a new file page:



Below the sitemap are:

1. Name: the name of the file
2. CASE: The description of the related case, cannot be changed.
3. Path: the path where the file is located
4. Sender: The member who attaches this file, inherited from solution, cannot be changed
5. Note: The note for this file
6. Date: The date when this file is attached, cannot be changed
7. Delete: If a user wants to delete this file, just click this button and confirm the pop up alert.

After fill in the information of each field, the information will be automatically saved into database.

Language

This website provides 3 different languages for users: Simplified Chinese, English and Japanese. User could set the favorite language in Language setting:

- The Japanese here might be incorrect.

Glossary

Word	Description
Solution	The solution or method to take to solve the problem or case
Description	The general description of a case
Case	The incident or problem occurred due to Camera malfunction or other technical problem like implement the API
Interface	The categories of Cameras like USB, GigE
Drafter	The person who recorded the case
Handler	The person who should take care of the case
File	The attachment to the case
Is closed	Has the case been solved
*Sales	Should this case be informed to the sales team
*Support	Should this case be informed to the sales team
*Tech Note	Should this case be informed to the sales team
*Instruction	Should this case be informed to the sales team
*FAQ	Should this case be informed to the sales team
*All Company	Should this case be informed to the sales team
Other	Is there any other information according to the

	case
Children	The related case or the succeeding case of the current case
Parent	The related case or the preceding case of the current case
Active	The person or member is still available
Deactive	The person or member is not available
Department	Which department or division person belongs to. For example, the sales team, the software team
Organization	Same as department
Person	A real people in the company
Member	A staff in a department, a person can be multiple members in different department. For example, Henry could be a member in software team and also he could be a member in sales team
Role	The profession of a member. For example, a programmer in software team.