EPO Online Filing

Advanced tutorials

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1 Tutorial scenario

Using the Online Filing software in a firm of patent attorneys

Our scenario uses the British patent attorneys' firm, IP Partners, as an example. The firm acts as European representative for companies in several different countries and is based in Cambridge, United Kingdom. IP Partners have recently decided to start using the Online Filing software in their office.

The team at IP Partners is made up of patent attorney David Kilburn, two paralegals Jennifer Hancock and Oliver Barber, attorney's assistant Elizabeth Miners and an administrator (unnamed). In the course of our exercises, David Kilburn will be replaced as patent attorney by his colleague Jennifer Hancock and two American trainees, Patricia Baxter and Alex Haselmere, will join the IP Partners team.

User privileges

At IP Partners, different staff members have different privileges in the system, depending on their role. In Online Filing, these user privileges are assigned by the system administrator.

- Paralegals may draft and check applications when they are ready for signing, they may also make any necessary corrections and attach documents.
- Attorneys may perform all business functions such as drafting, signing and sending.
- Assistants may send applications to the European Patent Office and maintain the Address Book.

Electronic transmission of data

IP Partners have recently taken on a new client, an American company called Universal Engineering, based in Los Angeles, California. Universal Engineering sends him all its documents electronically.

Online Filing accepts files prepared in ***PDF-Format***.

It also accepts files prepared in ***XML-Format***.

Application templates and filing of data

IP Partners anticipate that the filing office, names and payment details will be the same for every application they submit on behalf of Universal Engineering. IP Partners create a template with the relevant data in order to save time when completing the forms. The applications are filed in a folder labelled by the company's name, with subfolders for each year.

Request for grant of a European patent

IP Partners prepare applications in the Online Filing software using Form EP(1001E2K) Request for Grant of a European Patent (EPC 2000).

Sending applications to the EPO via a secure Internet connection

For the purposes of this scenario, the team is going to use the "batch send" functionality, that is, they will send multiple applications to the EPO at the same time for filing. The assistant will use her personal smart card to transfer the applications that are ready to send to the OLF server at the EPO. The data will be encrypted and transmitted over a secure Internet link.

Figure 1: Inserting smart card into card reader

Confirmation of receipt by the EPO

Applications are received and stored on the EPO server in The Hague. The EPO server issues a receipt, showing the exact date and time of receipt, down to the second. The receipt is stored in the Online Filing software together with the sent application. IP Partners also make a copy and store it in a local folder.

2 Online Filing in a networked environment

In our example, the applicant, Universal Engineering of California, USA, prepares all the PDF documents relating to its patent applications and shares these within a networked Online Filing installation with its authorised representative, IP Partners in Cambridge, England. IP Partners then submit the completed applications to the EPO in The Hague.

Figure 2: Example of a networked scenario

IP Partners have installed the Online Filing software on a server. All users can access the server from their own PC and work with folders and documents.

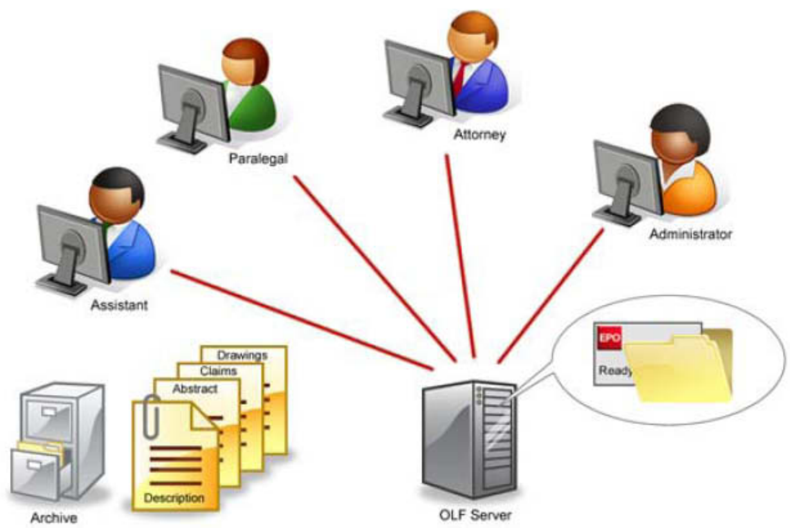


Figure 3: Example of a networked environment

3 User management in Online Filing

Objective

We want to assign privileges to Online Filing users according to their roles in the company.

Step by step

We are going to assign privileges for an attorney, a paralegal and an attorney's assistant. In our example the company's policy specifies that all users must log in with a user name and password.

We will start with a tour of what is available. After that we are going to

- define groups,
- create profiles to assign privileges,
- map the profiles to the groups,
- add individual users to the groups,
- re-activate blocked users,
- activate folders for specific groups.

3.1 User administration - Overview

➜ Log on to File Manager with the **Administrator** ID.

➜ In the File Manager's menu, select ***Tools > User Administration***.

User Administration always opens in the ***Users*** tab.

This is where all the individual persons allowed to use the Online Filing software are listed. Their names, user names and passwords are entered by the person acting as ***Administrator***.

The user ***Administrator*** already exists and cannot be deleted. The administrator can change his or her password, but not the first/last name or login name, which is why these fields are greyed out. The administrator cannot be removed from the ***Administrators*** group either.

The purpose of the following process is to demonstrate that you cannot delete the administrator, not even accidentally:

➜ Click the **Delete** button on the left.

An error message appears, informing you that the administrator cannot be deleted.

➜ Then click the **Delete** button in the middle.

An error message appears, informing you that the administrator cannot be removed from the ***Administrators*** group.

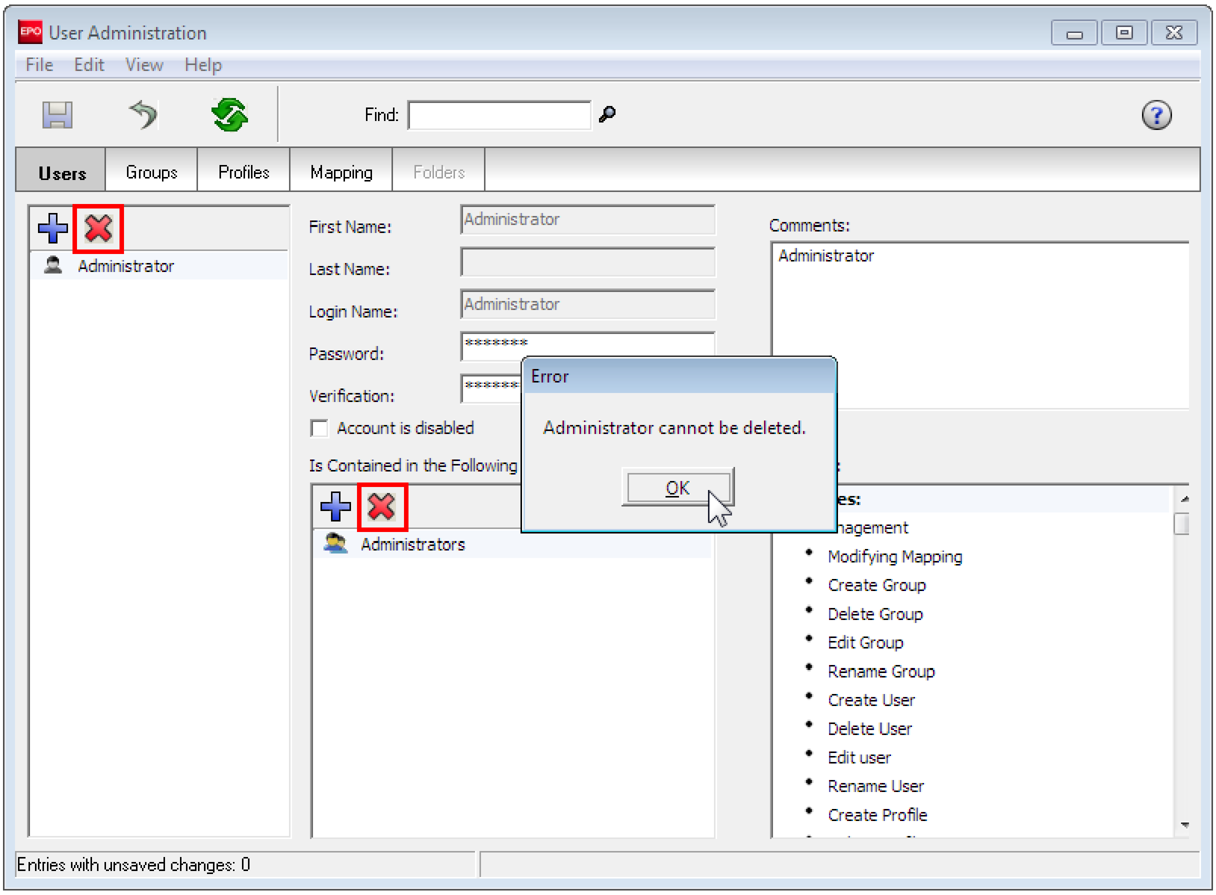


Figure 4: Administrator as the first user in User Administration

➔ Click the ***Groups*** tab.

This is where groups defined by the Administrator are listed. The ***Administrators*** and ***Users*** groups are already set by default and should not be changed.

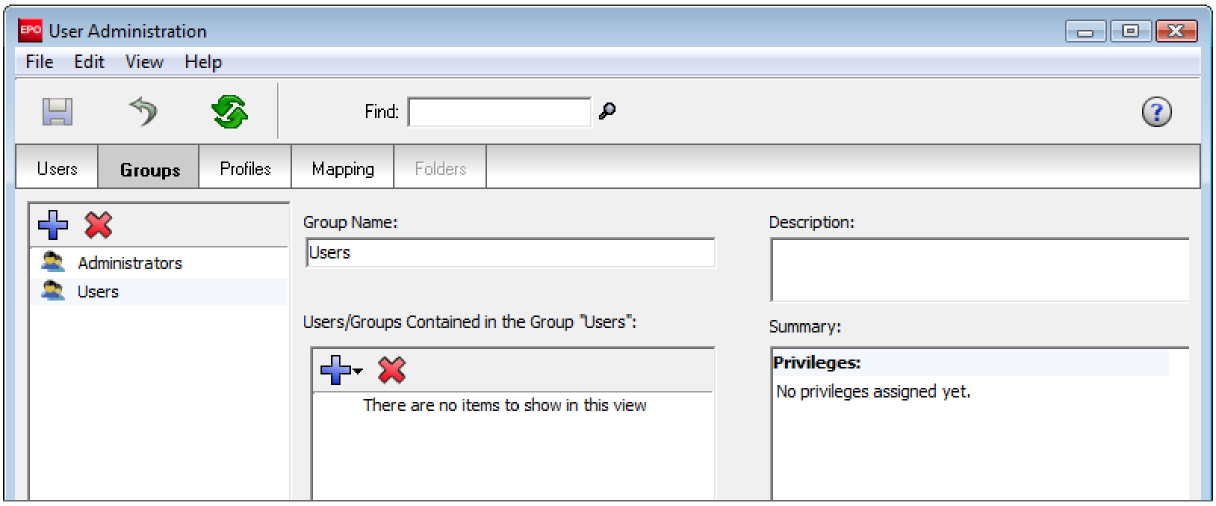


Figure 5: User administration - Groups tab

➔ Click the ***Profiles*** tab.

This is where the privileges are listed that can be assigned to each group.

They can be grouped into four headings:

- Address Book Management
- Application Workflow
- Folder/Data Management
- User Management.

ⓘ At the moment we cannot see any privileges under these headings. We will look at the full list once we have assigned one or more profiles to a group.

➔ Click the ***Mapping*** tab.

Here you can assign the profiles to groups.

➔ To start the exercise, return to the ***Groups*** tab.

3.2 Creating groups

We are now going to create separate groups for the IP Partners team and call them Attorneys, Assistants and Paralegals. The ***Administrators*** and ***Users*** groups will remain unchanged.

→ Click the **New** button in the ***Groups*** screen.

→ In the middle panel enter **Attorneys** in the ***Group Name*** field.

→ Repeat this process to create groups called **Assistants** and **Paralegals**.

→ Finally, click the last of the new entries in the column on the left.

Your screen should look like this:

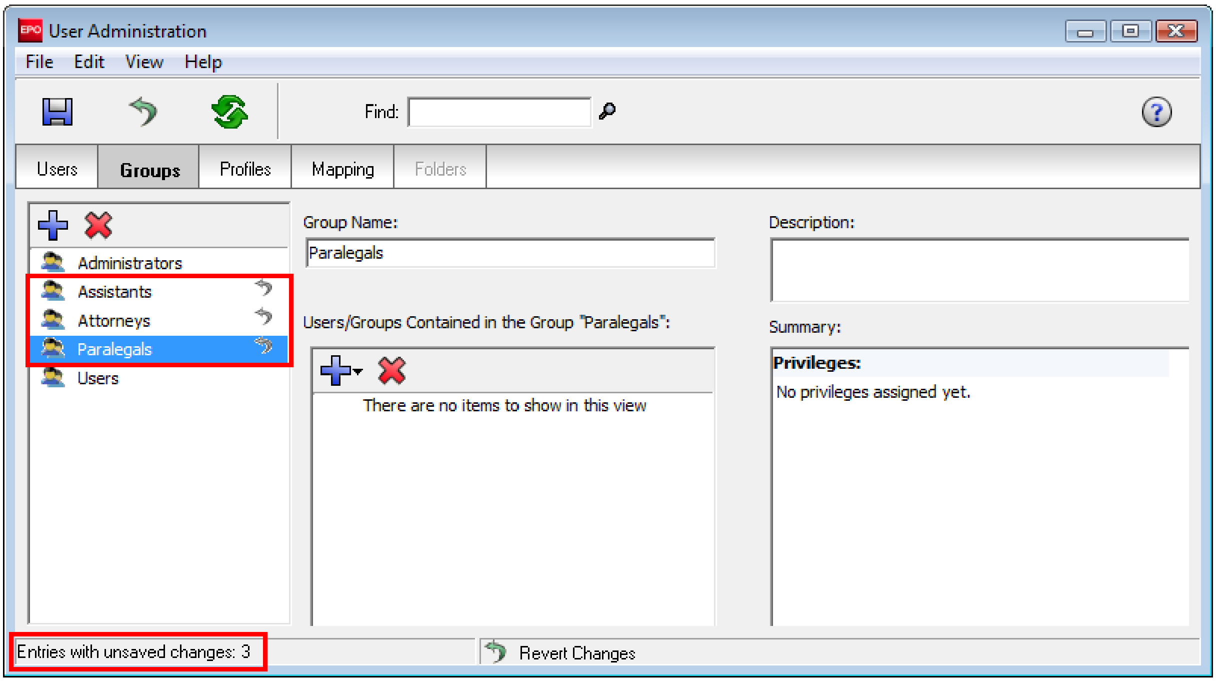


Figure 6: User Administration - groups created

Saving your data

It is important to save your work after each operation. In our example, we have created three new groups, but have not yet saved them.

A small grey arrow appears to the right of new or changed entries. The status bar also indicates the number of entries with unsaved changes in the current tab.

→ Click the **Save All** button to save your changes in all tabs.

→ Click the **Revert All** button in order to discard all changes since the last saving.

3.3 Creating profiles

The ***Profiles*** tab allows you to edit the list of privileges to be assigned to each group.

Three standard profiles are created when you install the Online Filing software:

- ***Administrators profile*** - this profile is mapped to the ***Administrators*** group. This assignment cannot be modified. You cannot deactivate the privileges under ***User Management*** nor can you delete the ***Administrators profile***.
- ***Default administrator profile*** - this profile can be used as a template to provide additional user groups with administrator rights as well as to set specific rights restrictions. The settings under ***User Management*** can therefore be edited.
- ***Default user profile*** - this profile is suitable for user groups mainly involved in processing applications. The ***Edit Maintenance Fees*** privilege under ***Folder/Data Management*** is deactivated.

We are now going to create three suitable profiles for the user groups we just created. We will not make any changes to the three default profiles.

Attorneys

In our example, the attorneys' group will have all privileges for the Address Book management, application workflow and folder/data management, but NOT for the user management.

➜ Click the **New** button in the ***Profiles*** tab in order to create a new profile.

➜ In the middle panel enter **Attorney profile** in the ***Profile Name*** field.

➜ Click the **Save All** button.

➜ Tick the check boxes for ***Address Book Management***, ***Application Workflow*** and ***Folder/Data Management*** in the ***Privileges for "Attorney profile"*** panel.

User Management is NOT selected.

In the ***Description*** field enter **Address Book Management, Application Workflow and Folder/Data Management** and click the **Save All** button.

Your screen should look like this:

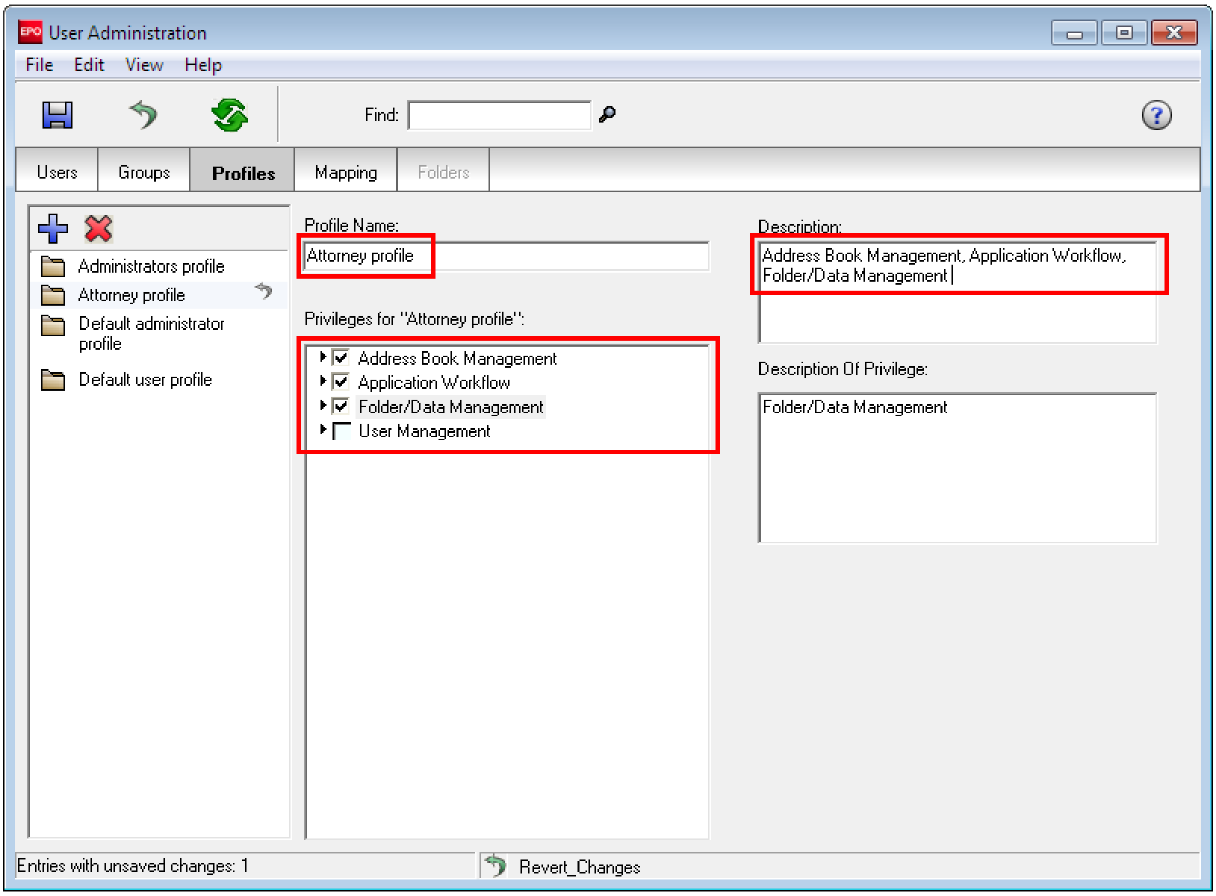


Figure 7: Attorney profile created

Paralegals

In our example, paralegals will have privileges for the Address Book management and most privileges for the application workflow, but will NOT have privileges relating to signing or sending applications. They will NOT have privileges for the user management.

➜ Click the **New** button in the ***Profiles*** tab.

➜ In the middle panel enter **Paralegal profile** in the ***Profile Name*** field.

➜ Click the **Save All** button.

➜ Tick the check boxes for ***Address Book Management*** and ***Folder/Data Management***.

User Management is NOT selected.

➜ Under ***Application Workflow*** double-click the ***Application*** sub-heading to open the list.

➜ Clear the check boxes for ***Remove Signature/Signatures, Send Application*** and ***Sign Application***.

This removes these privileges from this profile.

➜ In the ***Description*** field enter **Not remove signature(s) / not send application / not sign application**.

➜ Click the **Save All** button.

Your screen should look like this:

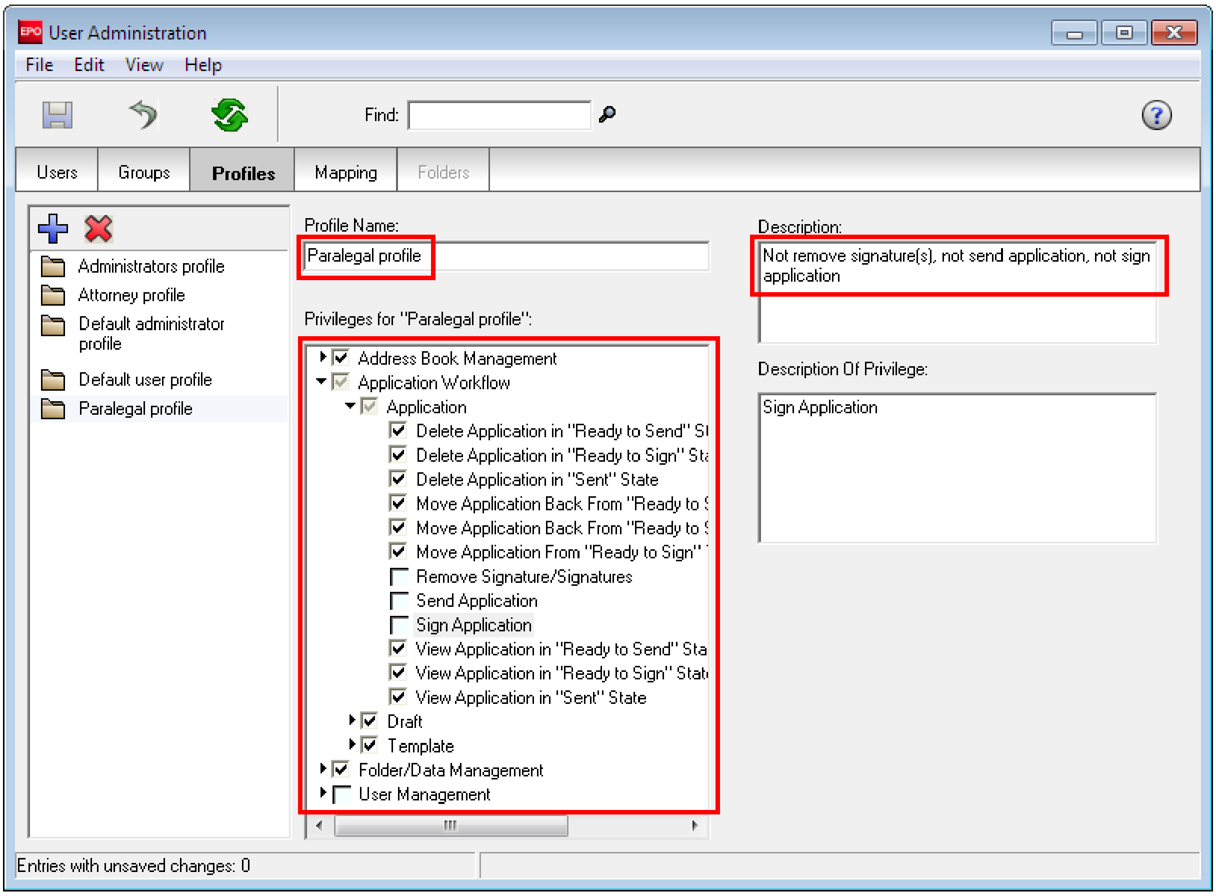


Figure 8: Paralegal profile created

Assistants

Assistants manage the Address Book. ***Assistants*** should not have any privileges relating to the application workflow, with the exception of sending applications. Nor should they have any user management privileges.

➔ Click the **New** button in the ***Profiles*** tab.

➔ In the middle panel enter **Assistant profile** in the ***Profile Name*** field.

➔ Click the **Save All** button.

➔ Tick the check box for ***Address Book Management***.

Folder/Data Management and ***User Management*** are NOT selected.

➔ Under ***Application Workflow*** double-click the sub-heading ***Application*** to open the list.

➔ Tick the check box for ***Send Application***.

➔ Enter **Send Application ONLY** in the ***Description*** field.

➔ Click the **Save All** button.

Your screen should look like this:

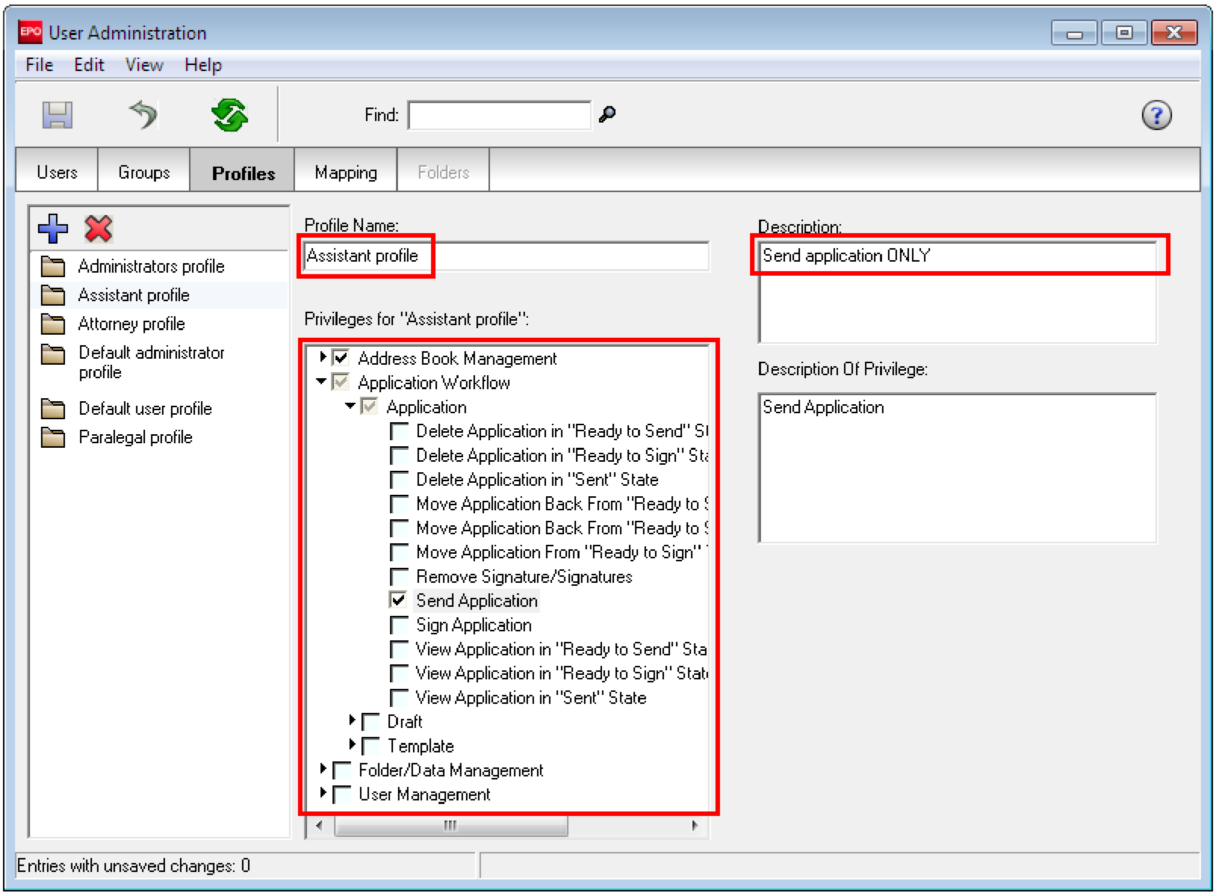


Figure 9: Assistant profile created

3.4 Mapping profiles to groups

We have defined our groups and profiles. Now we are going to associate them with one another.

➜ Click the ***Mapping*** tab.

➜ Click a group name on the left and then tick the check box to assign the associated profile in the middle panel.

In the example below, the ***Paralegal profile*** is selected as an assigned profile for the ***Paralegals*** group.

➜ Continue in the same manner to assign the ***Attorney profile*** to the ***Attorneys*** group and the ***Assistant profile*** to the ***Assistants*** group.

➜ Click the **Save All** button.

To make sure that each group has the privileges you intend it to have, click each group name in turn and scroll down the ***Summary*** of privileges on the right.

ⓘ You can assign multiple profiles to a group. This gives the group all the rights of both profiles.

Your screen should look like this (***Paralegals*** selected):

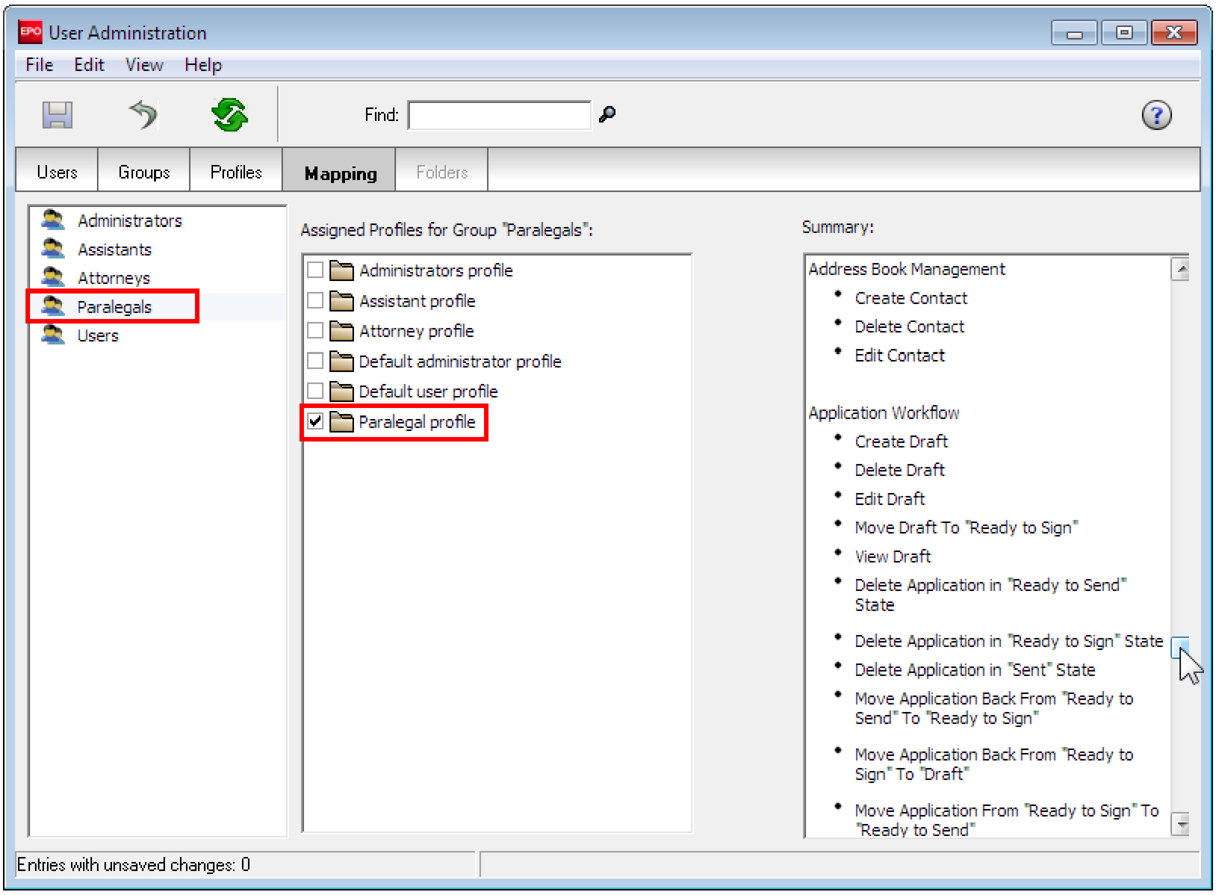


Figure 10: Mapping privileges to Paralegal Profile

3.5 Adding users to groups

Now that we have set up the structure of groups and profiles we are going to add individual users. For demo mode purposes the login name and the password will be David Kilburn's first name, in lower-case letters.

➜ Click the ***Users*** tab and then click the **New** button in the left panel.

➜ In the middle panel enter **David** as the ***First Name*** and **Kilburn** as the ***Last Name***.

➜ Enter **david** as the ***Login Name***.

➜ Enter **david** as the ***Password*** and enter it once again in the field ***Verification***.

➜ Click the **Save All** button.

Next, we will add the new user to the ***Attorneys*** group.

➜ Make sure that ***David Kilburn*** is selected.

➜ Click the **New** button in the middle.

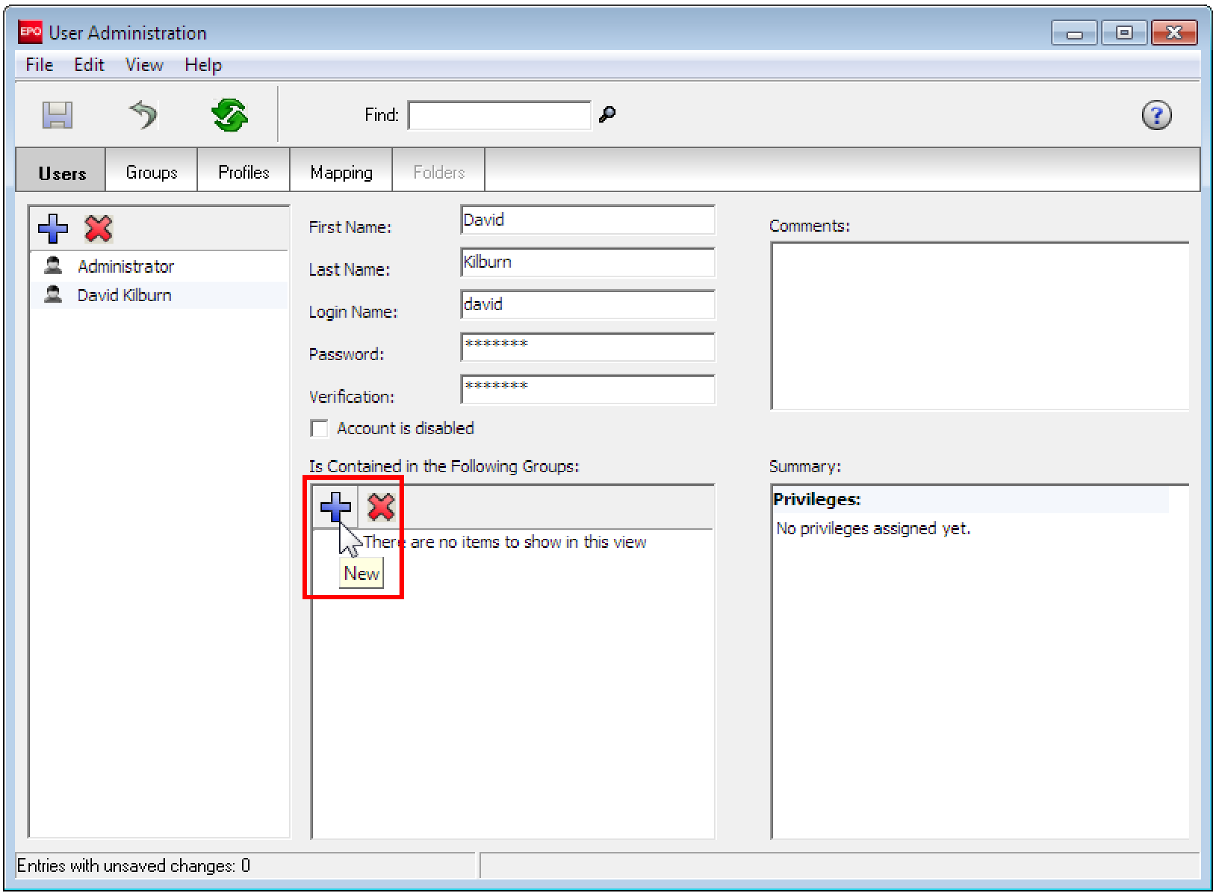


Figure 11: Add new user to group

➜ In the ***Add User to Group*** panel tick the check box for ***Attorneys*** and click **Add**.

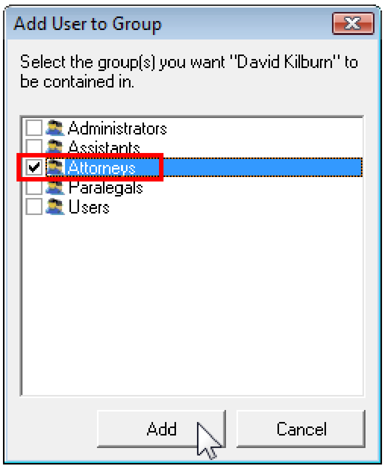


Figure 12: Select group(s) for user

➜ Back in the ***Users*** screen, click the **Save All** button.

David Kilburn now has all the privileges available to ***Attorneys***. Scroll through the ***Summary*** panel on the right to check the list.

Your screen should look like this:

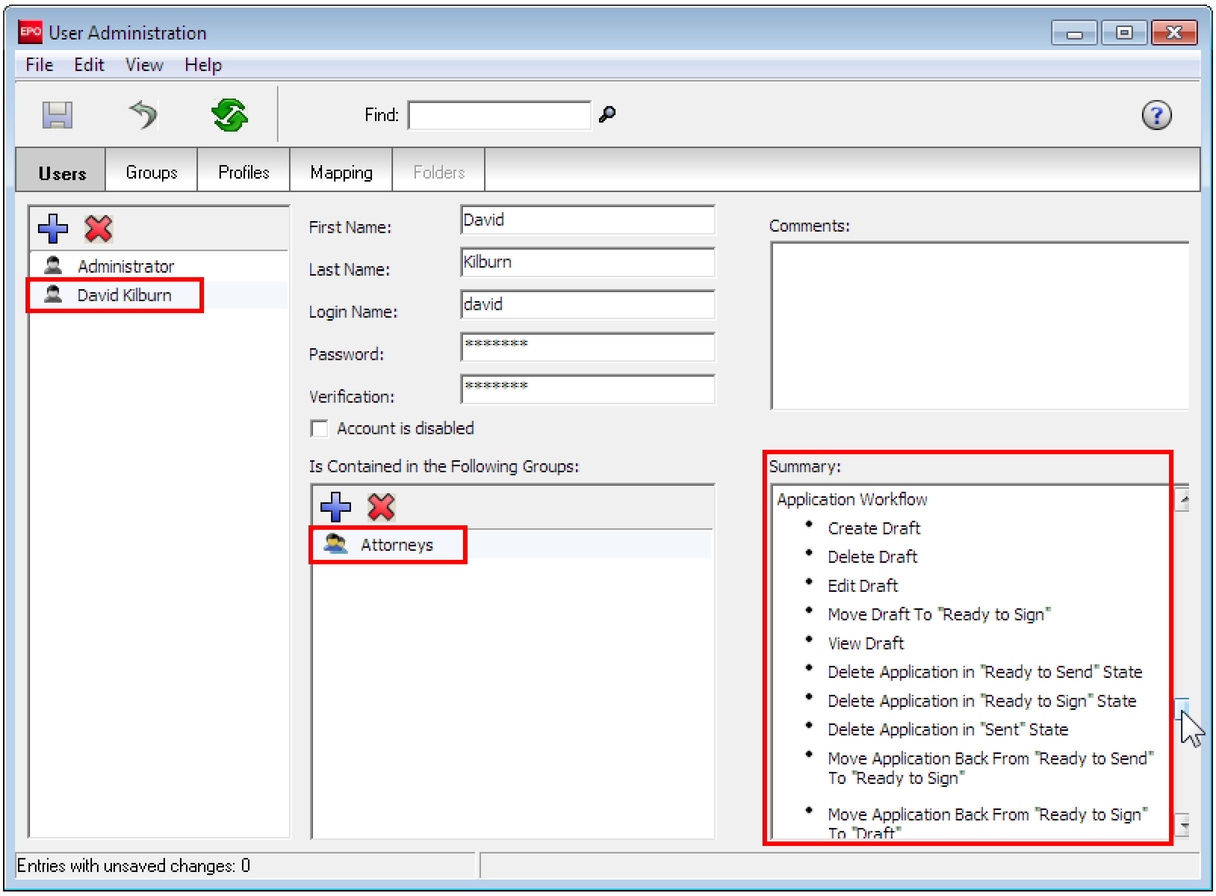


Figure 13: User added to Attorneys group

➜ Repeat this process to add **Elizabeth Miners** to the Assistants group.

Your screen should look like this:

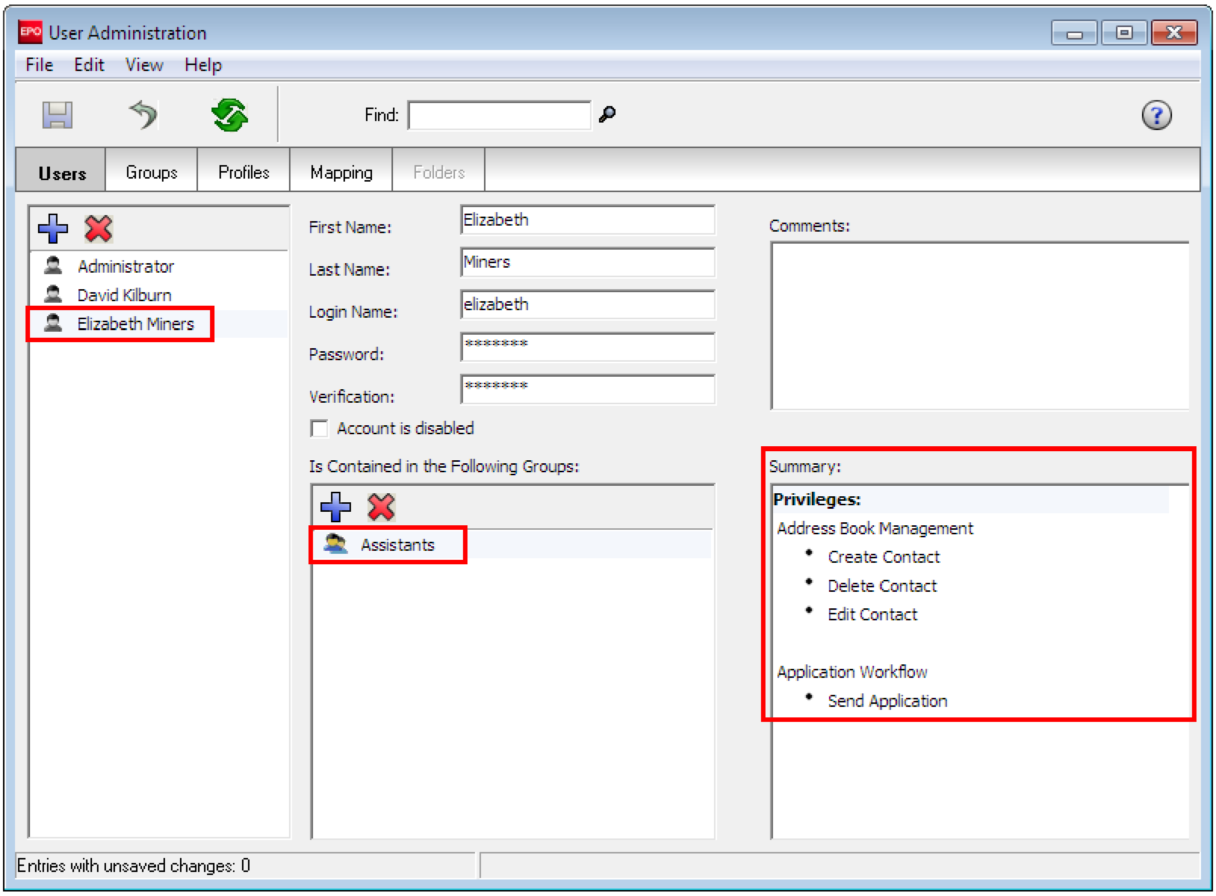


Figure 14: User added to Assistants group

3.6 Adding user to a second group

In our example, IP Partners have decided that one of their attorneys should also be responsible for system administration. This is particularly useful should the Administrator be absent.

We will therefore add David Kilburn to the ***Administrators*** group to give him all administrator privileges.

You can add a user to a group either in the ***Users*** tab (as described in the previous chapter) or in the ***Groups*** tab:

- Click the ***Groups*** tab.
- Select the group ***Administrators***.
- Click the **New** button in the middle and select ***Add Users***.
- In the ***Add User to Group*** window, tick the check box for ***David Kilburn***.
- Click **Add**.

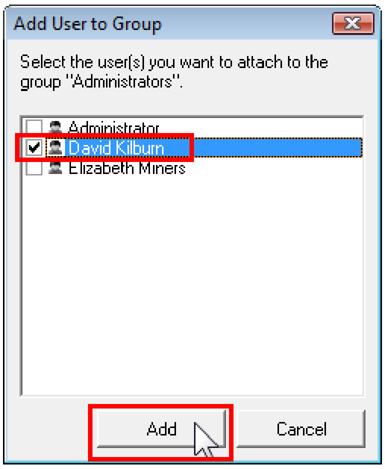


Figure 15: Adding user to the Administrators group

- Back in the ***Users*** screen, click the **Save All** button.

Your screen should look like this:

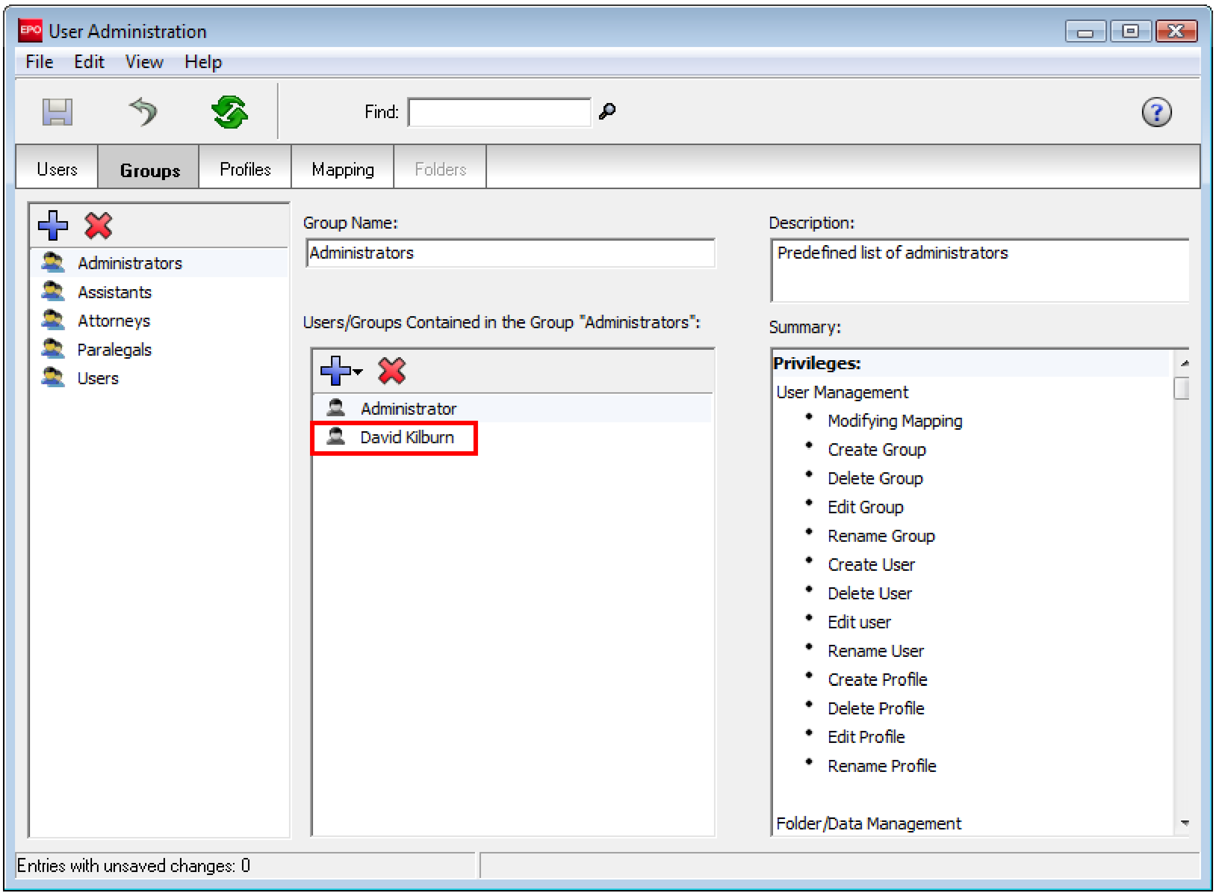


Figure 16: User added to Administrators group

3.7 Unblocking a user account

The assistant Elizabeth Miners mistyped her password three times in succession when logging on to File Manager. A message appears informing her that her user account is now blocked and advising her to contact her administrator. As the system administrator is currently out of the office, she contacts her colleague, David Kilburn, who is also a member of the ***Administrators*** group in Online Filing.

Figure 17: User is blocked after three successive attempts to log on with the wrong password

The user account can be re-activated by any user with a profile that is authorised for user administration.

In the role of patent attorney David Kilburn, we are now going to re-activate Elizabeth Miners' user account.

→ Log on to File Manager as **david** with the password **david**.

→ Open ***User Administration***.

→ Click the name ***Elizabeth Miners*** in the ***Users*** tab.

The ***Account is disabled*** check box is ticked.

→ Clear the check box to remove the tick.

→ Click the **Save all** button.

Elizabeth Miners' user account is active once more and she can log on to File Manager with her old password.

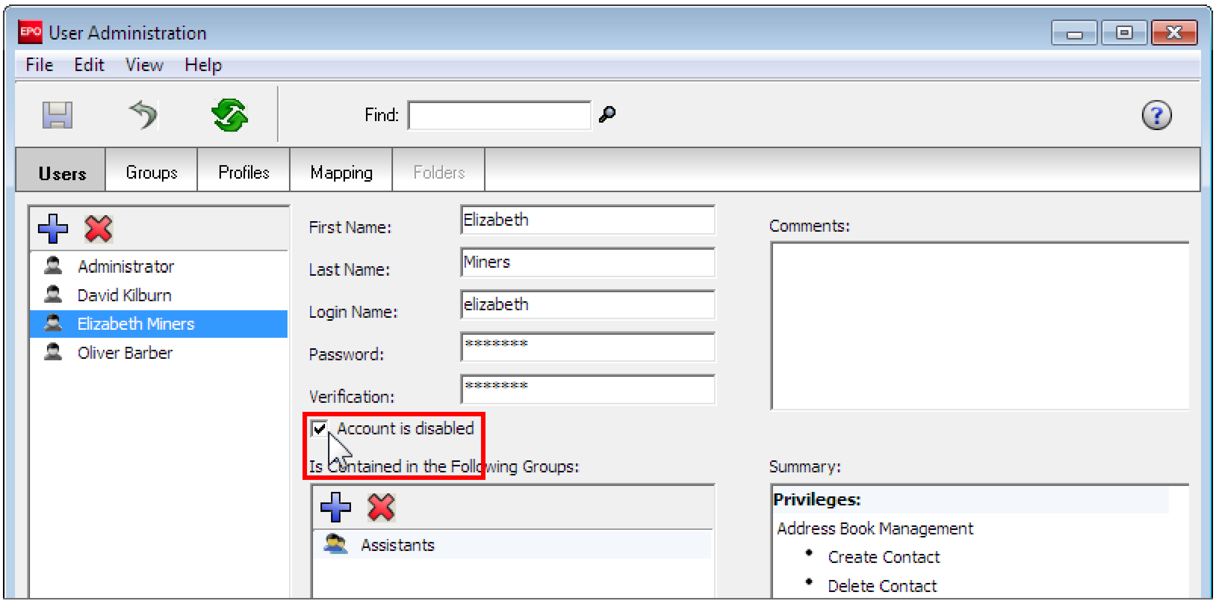


Figure 18: Unblocking the user account

3.8 Activating folders for groups

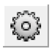
We want to enable folder management and activate specific File Manager folders for the Paralegals group to give all users in the group access to the same folders.

Folder management is not enabled by default when you install Online Filing. The Folders button on the navigation bar in User Administration is not active.

Figure 19: The "Folders" button is inactive by default in User Administration

Enabling folder management

- ➜ Close the ***User Administration*** window.
- ➜ Click the **System Preferences** button in File Manager.



-OR-

Select ***Tools > Preferences > System Preferences*** in the Tools menu.

- ➜ Select the check box ***Enable Folder Management***.
- ➜ Click **Save**.

Close and restart File Manager to activate the new settings.

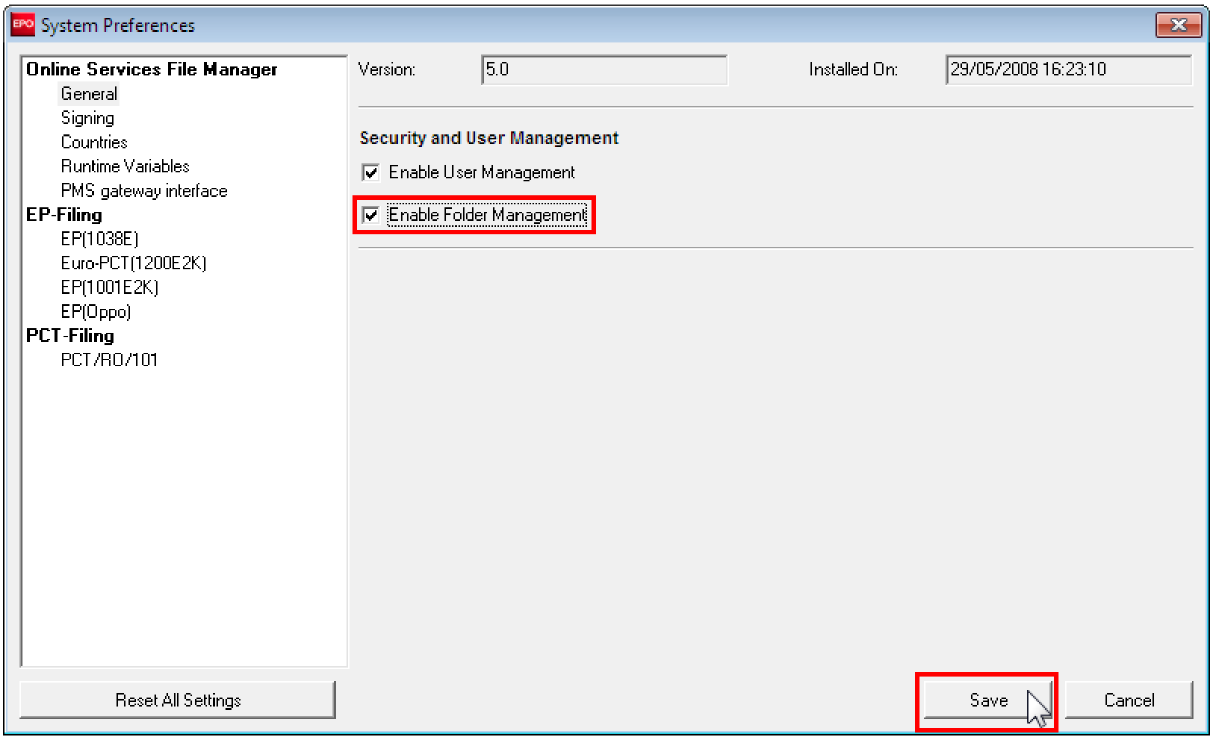


Figure 20: Enabling folder management under System Preferences

Creating folders

Next, we will create some folders in File Manager. In our example, there are three clients with patent applications that require administration in Online Filing.

➜ Log on to File Manager with the **Administrator** ID.

➜ Create three new folders and name them after the companies **Nano Enterprise**, **TechEurope** and **Universal Engineering**.

➜ Create separate subfolders for these companies, named after specific years or individual team members, for instance.

➜ Now create separate template folders for the three companies.

Your screen should look like this:

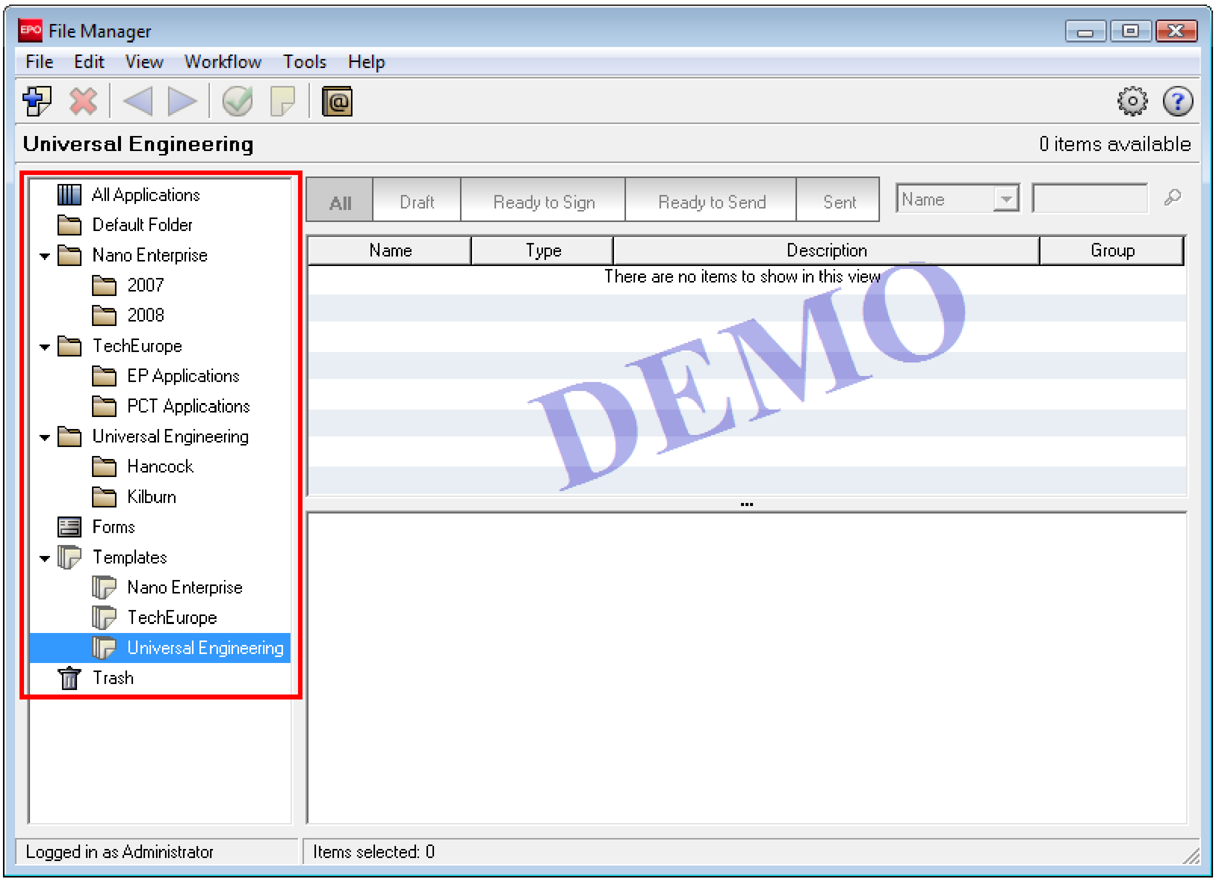


Figure 21: New folders created in File Manager

Overview of all folders

➜ Open ***User Administration*** again.

➜ Click the ***Folders*** button, which is now active.

All folders that we just created in File Manager are now displayed on the right.

All folders for the Administrators group are selected by default in the middle panel because they were created by the actual administrator.

The ***Templates*** folder is always enabled for all users, which is why it cannot be deselected. However, you can select or exclude individual subfolders under Templates.

The ***Default Folder*** is also always enabled for all users and is therefore not displayed for editing in Folder Management.

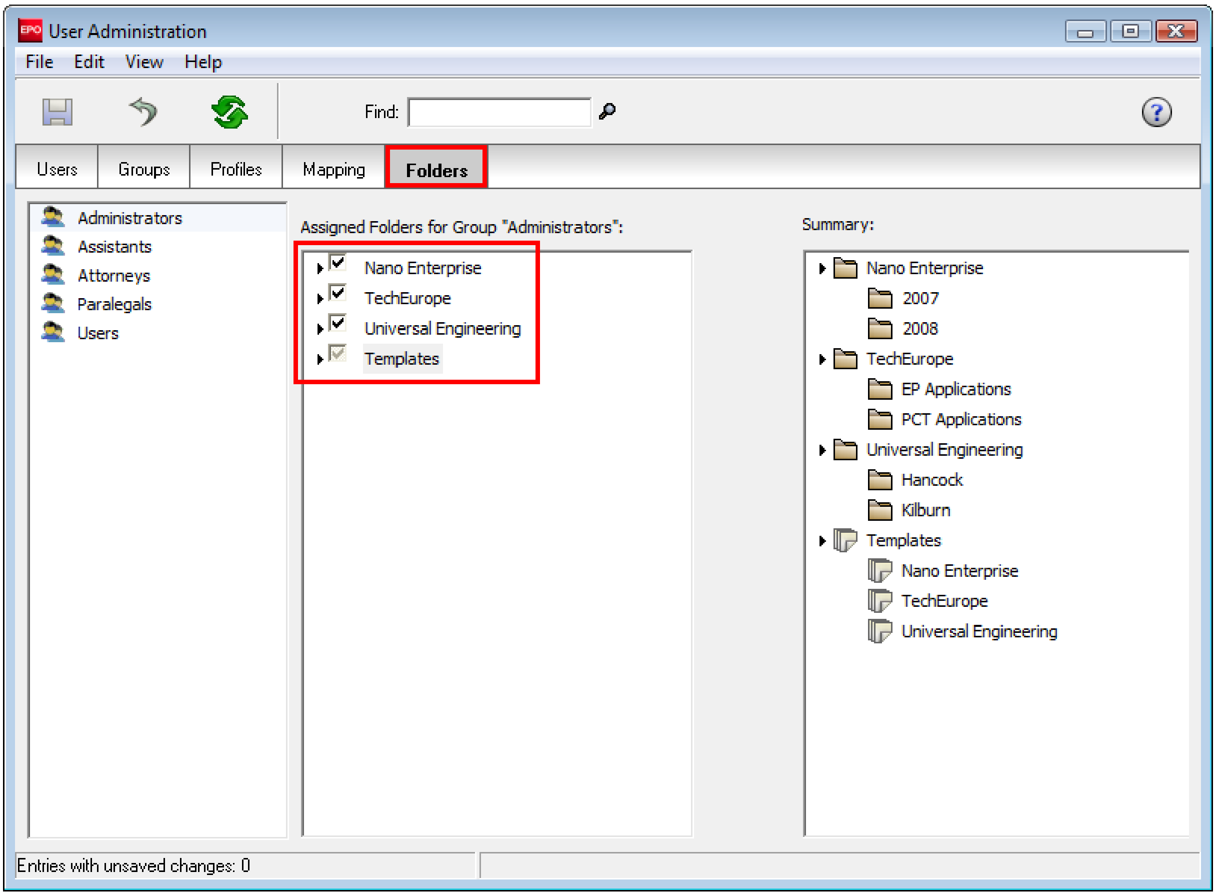


Figure 22: Folders assigned to the "Administrators" group

Assigning folders to a group

We are now going to assign specific folders and subfolders to the paralegals.

In this example, we will authorise the paralegals to use the ***Nano Enterprise*** folder with all subfolders, the ***Hancock*** subfolder and the two template folders ***Nano Enterprise*** and ***Universal Engineering***. At the same time, we will disable all ***TechEurope*** folders for this group.

➜ Select the ***Paralegals*** group.

➜ Select the folders that the paralegals should be authorised to access.

- Subfolders can be displayed by double-clicking the relevant parent folder.
- Selecting a subfolder automatically assigns the relevant parent folder as well.
- Assigning a parent folder automatically enables all of its subfolders, including any subfolders subsequently created.

➜ Click the **Save All** button.

The folders assigned to paralegals are now displayed on the right.

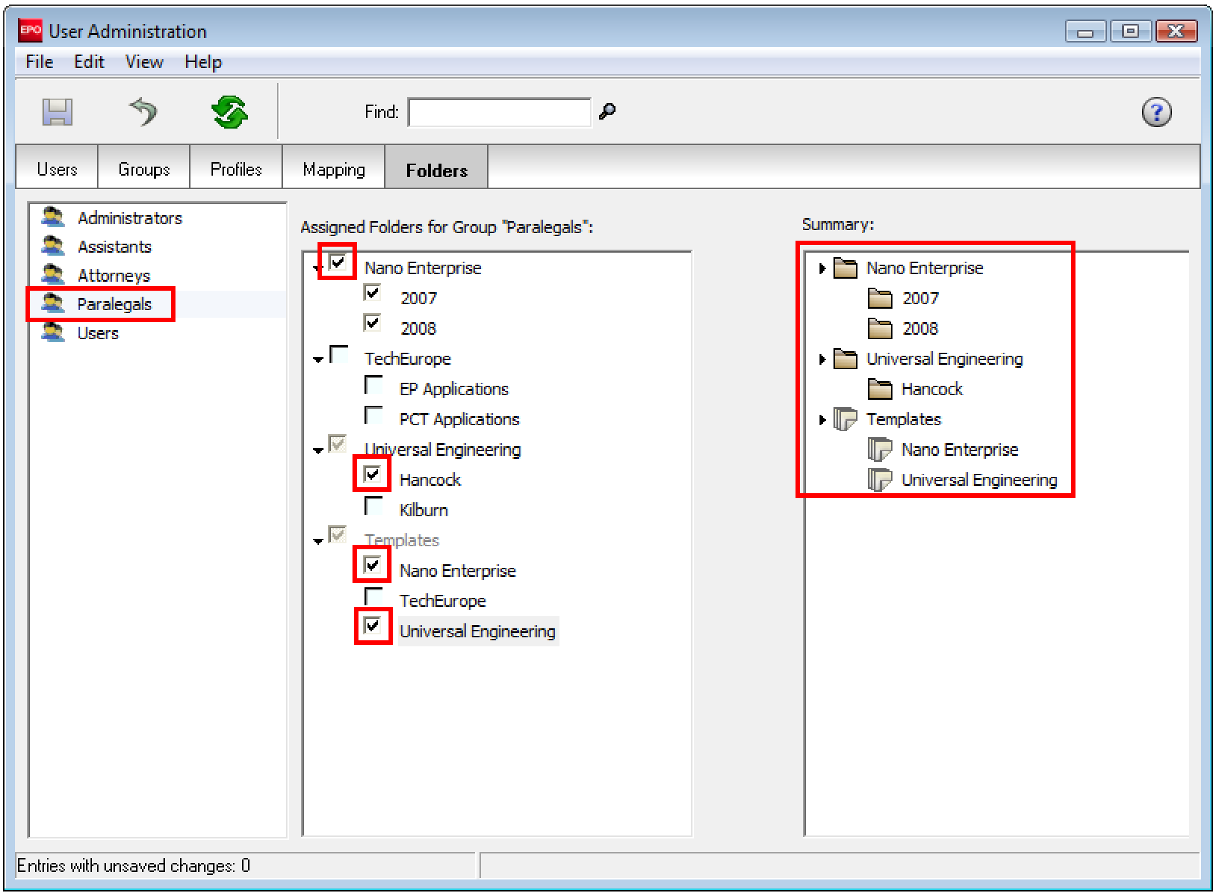


Figure 23: Folders assigned to paralegals

Folders activated in File Manager

➜ Create a new user with the name **Jennifer Hancock**.

➜ Add Jennifer Hancock to the ***Paralegals*** group.

➜ Log on to File Manager as Jennifer Hancock.

The folders and subfolders assigned to paralegals as well as the Default Folder and the Templates folder are now displayed. The ***TechEurope*** folder and the ***Kilburn*** subfolder, however, are no longer visible.

Paralegals are authorised by the User Administration settings to create new folders.

➜ Create a new subfolder called **Hancock_2008** in the ***Universal Engineering*** folder.

All other users who are already authorised to access the ***Universal Engineering*** folder will subsequently also be able to access this new folder.

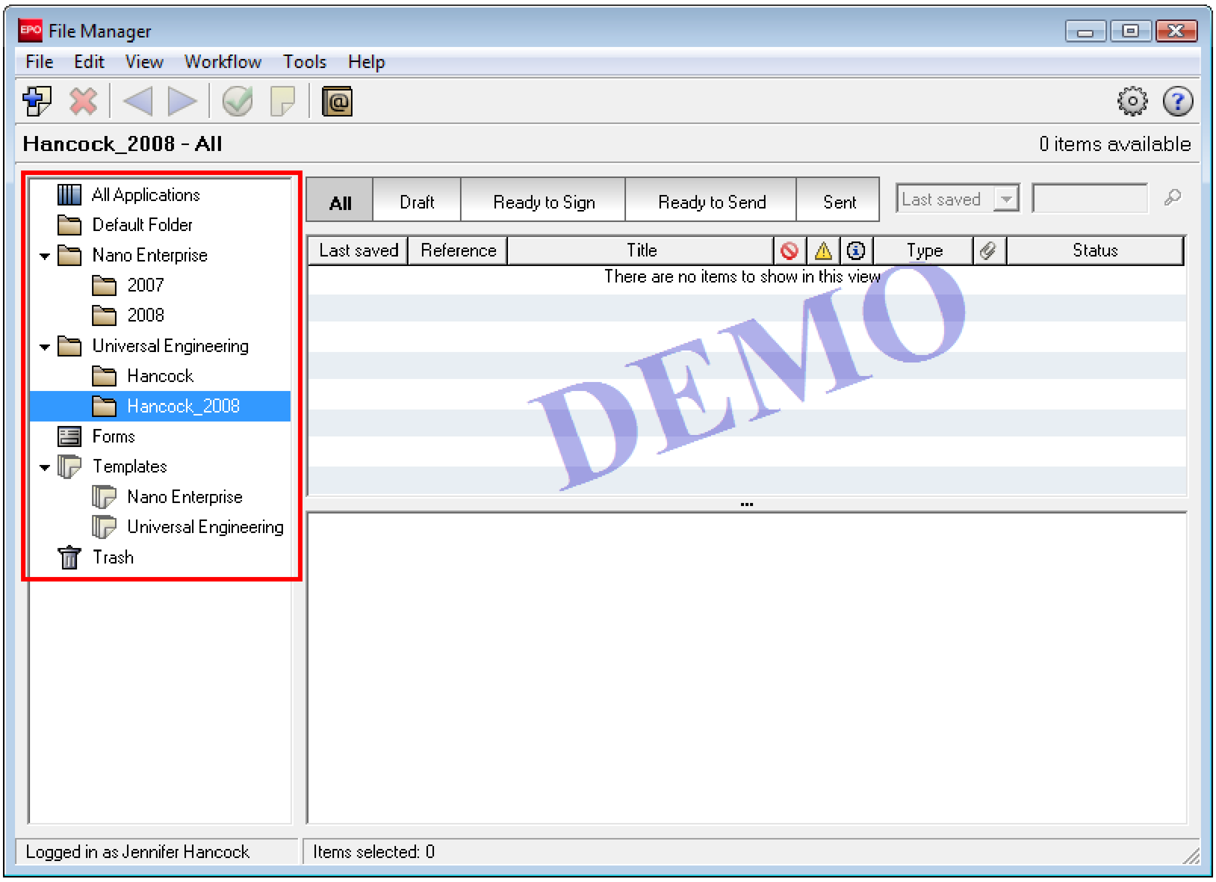


Figure 24: New folder created by a user from the Paralegals group

4 Workflow and privileges

Objective

We are going to log on to Online Filing in various user roles to see which operations are permitted by the relevant profiles.

Step by step

- We will create a new application as a paralegal and save it as a draft.
- We will try to change the status of this application as an assistant.

Workflow concept

The Online Filing software tracks the workflow. In other words, it checks all tasks relating to the processing of an application for correctness and completeness. Depending on which tasks have been completed, applications are automatically assigned to one of the following statuses: ***Draft***, ***Ready to Sign***, ***Ready to Send*** or ***Sent***.

User privileges for workflow operations

Users may only change the status of a selected application if they have been assigned sufficient privileges in the ***User Administration***.

In this example the ***Assistant Profile*** has been assigned the ***Send Application*** privilege. Sending the application to the EPO server changes the status of the file from ***Ready to Send*** to ***Sent***.

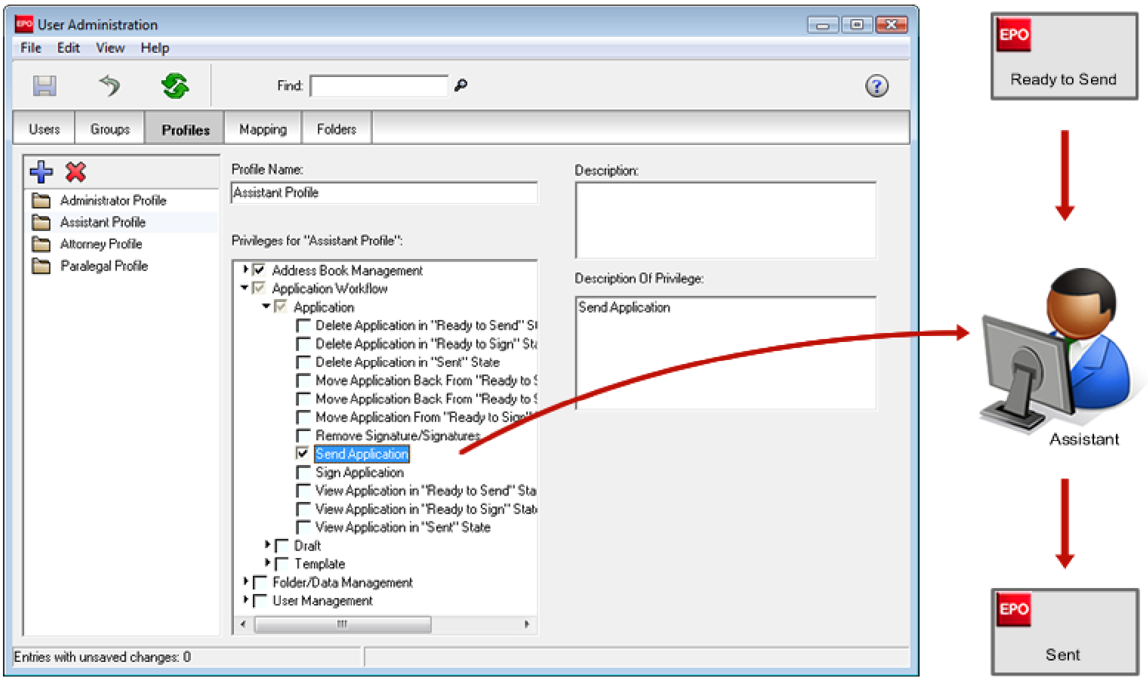


Figure 25: Assistant with "Send Application" privilege

However, according to the privileges shown in the above profile, assistants are not authorised to move an application from ***Draft*** to ***Ready to Sign*** status.

This is what we are going to demonstrate in this exercise.

Log on as paralegal Jennifer Hancock and create a new application with Form EP(1038E).

- ➜ Select ***Default Folder*** as the storage location because this is the only location activated for assistants.
- ➜ Process the application further and save it.

  For example, just enter an EP application number such as **08000100.1** and an annotation to the EPO.
- ➜ Log on in the role of assistant Elizabeth Miners.
- ➜ Click ***Default Folder*** and select the application created by Jennifer Hancock.
- ➜ Click the **Next** workflow button, which is now active.

  An appropriate message appears.

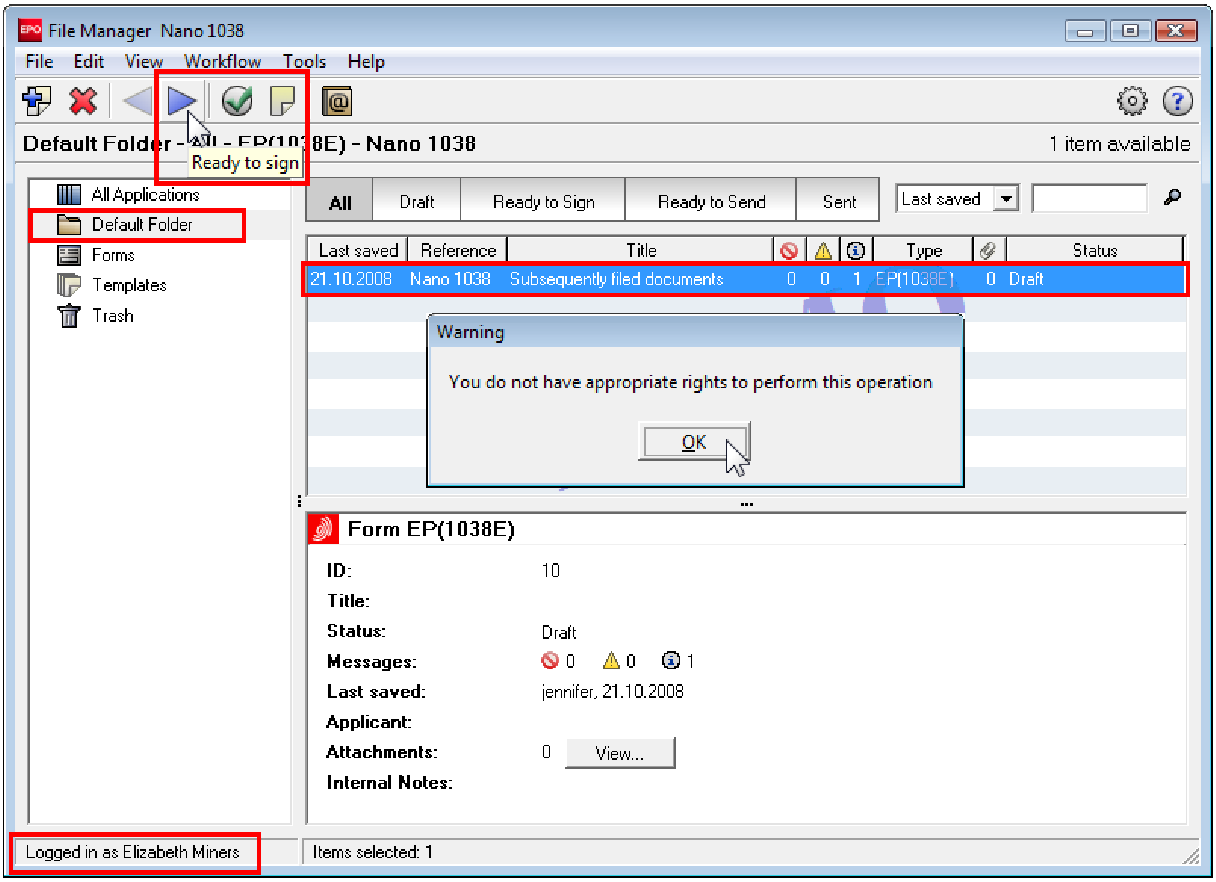


Figure 26: Message that appears after a user tries to perform an action without appropriate rights

Workflow stages for application submission

This example shows the application passing through all the workflow stages, from the initial ***Draft*** status to the final ***Sent*** status.

- The ***paralegal*** creates a new application, processes it and moves it to ***Ready to Sign*** status.
- As the paralegal does not have signing privileges, an attorney digitally signs the application with his or her smart card and then moves the application to ***Ready to Send*** status.
- The assistant is then allowed to send the applications to the EPO. This is only possible after the patent attorney has moved the applications to a folder assigned to the assistants.
- Online Filing automatically saves the acknowledgment of receipt in the database without any further user intervention.

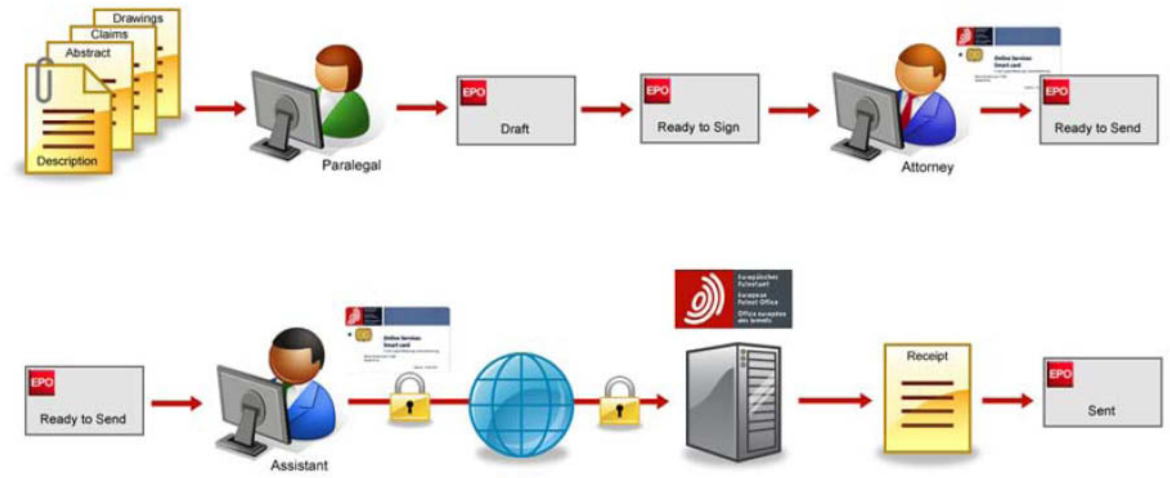


Figure 27: Workflow stages for application submission

5 Importing contact details into the Address Book

Objective

In this section we are going to import contact details from an Office application into the Online Filing Address Book. In our office, it is the assistant Elizabeth Miners who manages the Address Book. We will therefore log back on to Online Filing in this role.

In our example we will use Microsoft Excel 2007 and Microsoft Access 2007 with the Windows Vista operating system to create a CSV file (CSV = comma separated values). You can of course use any previous versions of Excel or Access as well as any other commercially available spreadsheet software to export your data in CSV format.

Step by step

- We will save our contact addresses from a Microsoft Excel table as a CSV file.
- From our address database in Microsoft Access we will export a specific table and save it as a CSV file.
- We will import the CSV file into the Online Filing Address Book and assign the field names from the CSV file to the field names in the Address Book.

Sample CSV file

In a CSV file each address is stored in a new row. The individual data fields - e.g. surname and first name - are separated by delimiters (e.g. commas or semi-colons). The column headings or field names are entered in the first row of the CSV file and are also separated by delimiters.

In this example the ***Type*** field is used to distinguish between natural and legal persons. The English terms "natural" for natural person and "legal" for legal person should be used so that the data can be imported into Online Filing. If a row in the address file does not contain such a standardised term in the ***Type*** field, the default when importing into the Online Filing Address Book is "legal".

In Windows Notepad you can show a CSV file as simple text. In our example commas are used as separators.

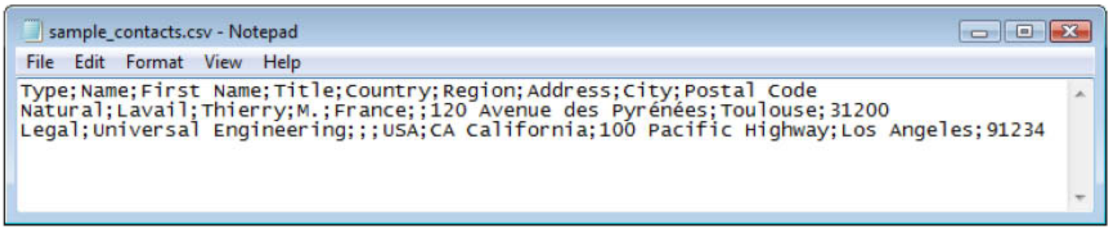
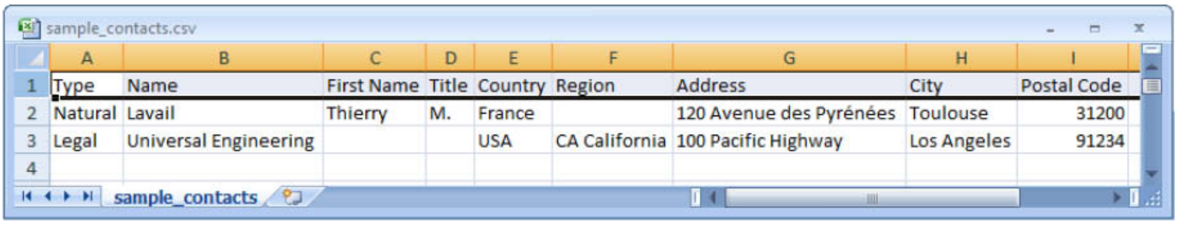


Figure 28: CSV file in Windows Notepad

In Microsoft Excel the same data fields appear as cells in a table.



	A	B	C	D	E	F	G	H	I
1	Type	Name	First Name	Title	Country	Region	Address	City	Postal Code
2	Natural	Lavail	Thierry	M.	France		120 Avenue des Pyrénées	Toulouse	31200
3	Legal	Universal Engineering			USA	CA California	100 Pacific Highway	Los Angeles	91234
4									

Figure 29: CSV file opened in Microsoft Excel in table view

5.1 Saving Microsoft Excel as a CSV file

ⓘ The ***XLS*** file format is compatible with earlier versions of Microsoft Excel (Excel 97-2003). The ***XLSX*** format, however, can only be read by Office Suite 2007 applications. If you use different versions of Microsoft Office in your company, we therefore recommend that you save your files in ***XLS*** format.

➜ Open the Excel file, which in our example is ***contacts.xls***.

The workbook contains three sheets: ***contacts_2008***, ***contacts_2007*** and ***contacts_2006***.

➜ Select the sheet you want to export, in our example ***contacts_2008***.

➜ Select ***Save As > Other Formats*** from the main menu.

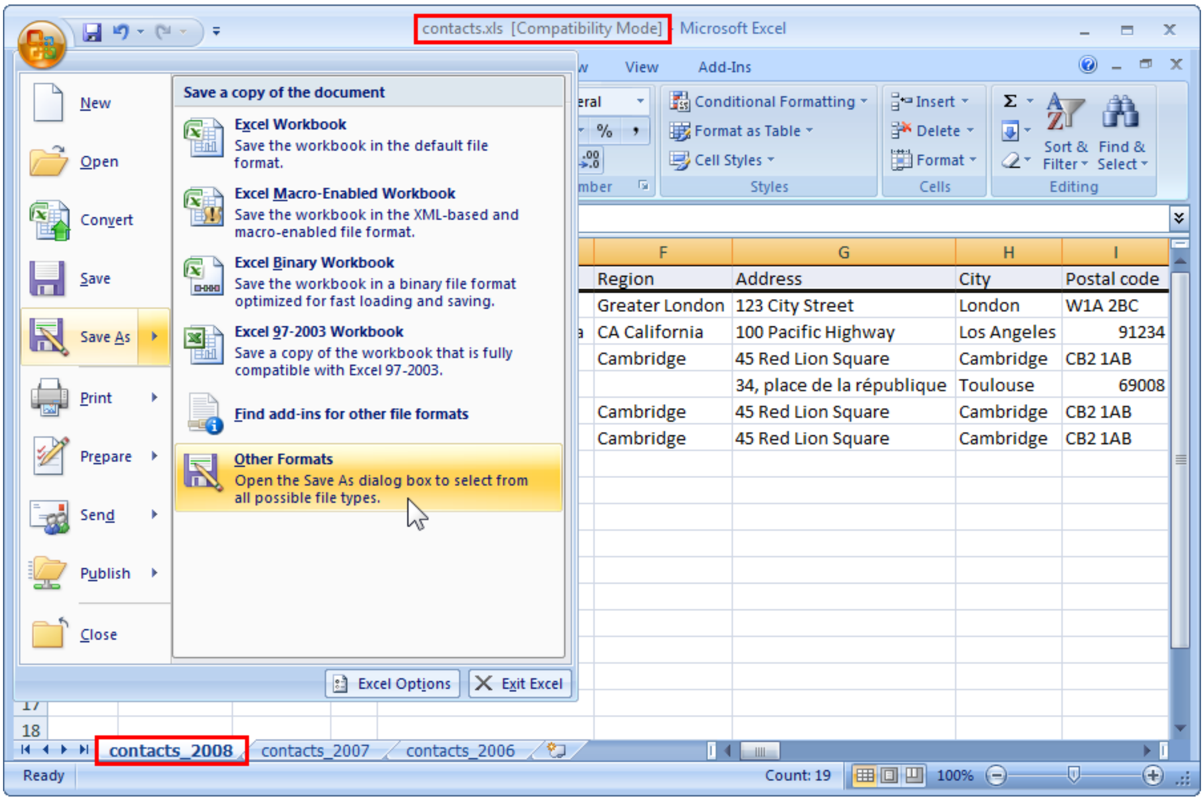


Figure 30: "Save As" menu in Microsoft Excel

➜ In the ***Save As*** window locate the folder where you want to store your file.

➜ Change the file name to ***contacts_2008.xls***.

➜ Scroll down the ***Save as type*** list and select ***CSV (Comma delimited) (*.csv)***.

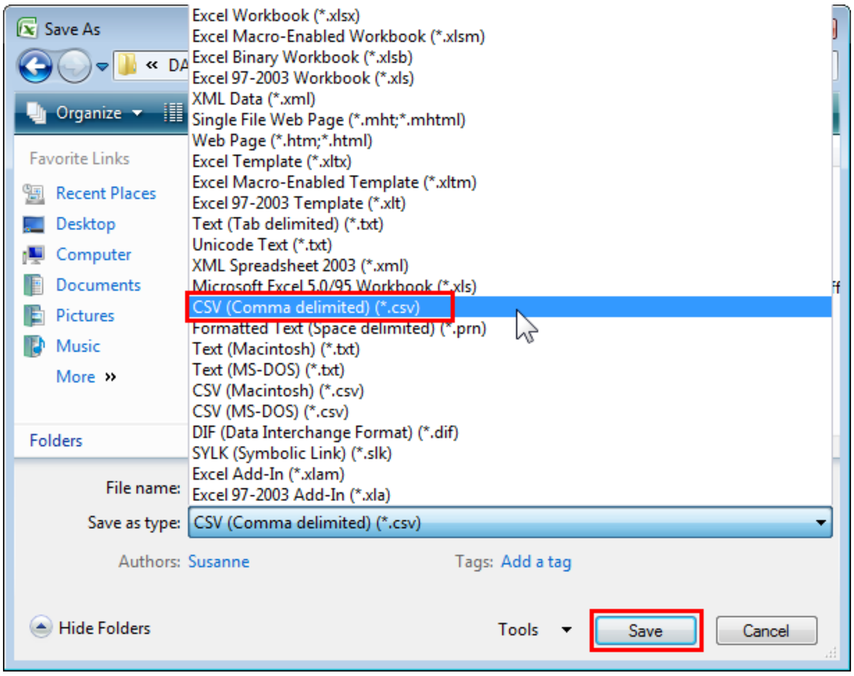


Figure 31: Saving Excel table in CSV format

➜ Click **Save**.

➜ Click OK in the ensuing message to save the selected sheet in CSV format (***contacts_2008*** in this example).

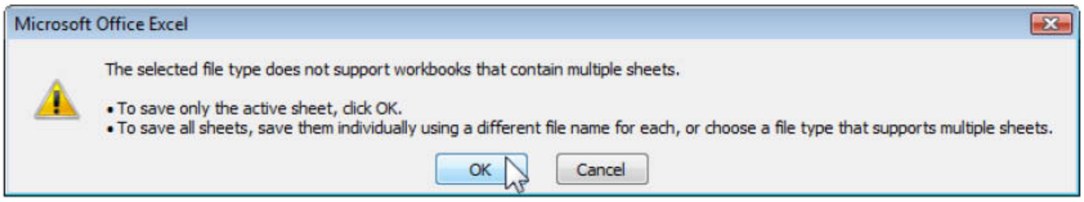


Figure 32: Only the active sheet in the workbook is saved

➜ Click **Yes** to confirm that you wish to change the file format to ***CSV***.

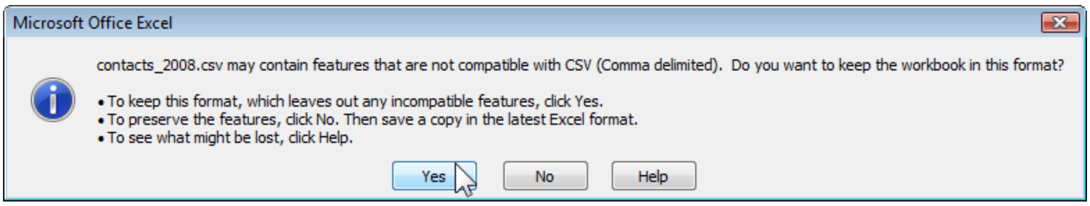


Figure 33: Saving the CSV file in Microsoft Office Excel - confirmation of save

The file is now saved as ***contacts_2008.csv***.

ⓘ The other sheets are still visible at this point but will have disappeared the next time you open the CSV file.

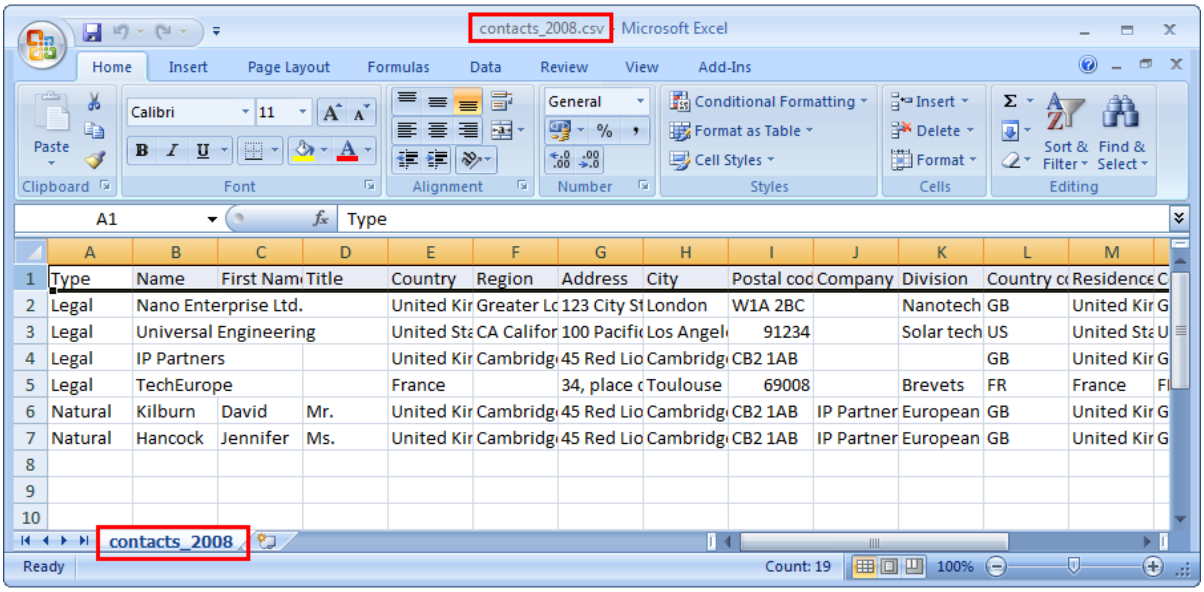


Figure 34: File saved in CSV format

5.2 Saving Microsoft Access as a CSV file

ⓘ The ***MDB*** file format is compatible with earlier versions of Microsoft Access (Access 2000 to 2003). The ***ACCDB*** file format, on the other hand, can only be read by Office Suite 2007 applications. We therefore recommend saving in ***MDB*** format as Access 2000 or Access 2002-2003 database if you use different versions of Microsoft Office in your company.

➜ Open the Microsoft Access database (file format ***MDB***). In our example this is ***clients.mdb*** in Access 2002-2003 file format

Access databases normally contain multiple tables.

➜ Open the table ***clients_2008***.

➜ Click ***External Data*** in the toolbar, then select the option ***Text file*** in the tool set for ***Export***.

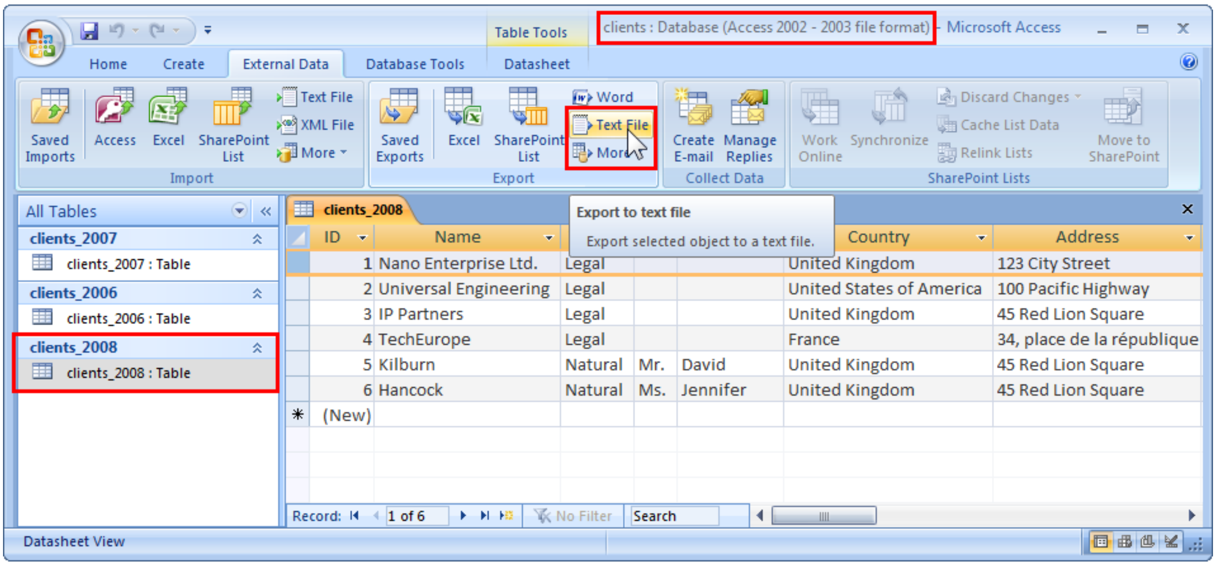


Figure 35: Exporting from Microsoft Access into a text file

The ***Export - Text File*** window opens.

➜ Click **Browse** next to ***File name*** to change the destination folder and file name for the save.

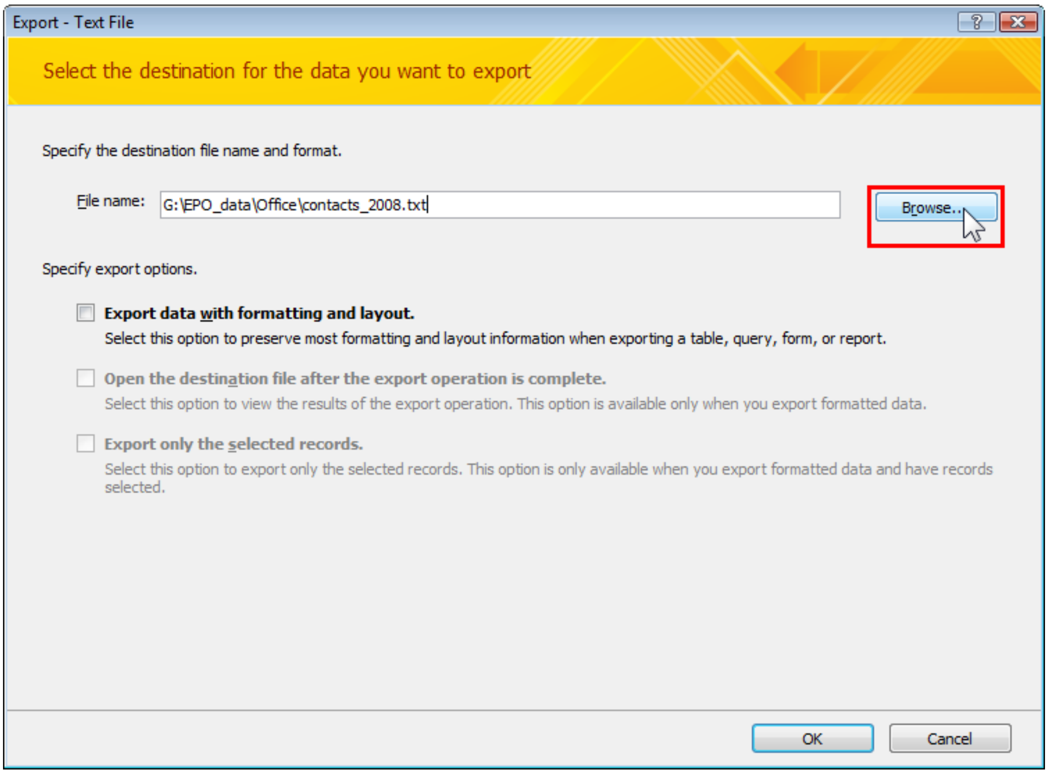


Figure 36: Entering name for export of CSV file

The ***File Save*** window opens.

➜ Select the folder you require from the list under ***Save in***.

➜ In the ***File name*** field type in the file name required together with the file suffix ***.csv***. In this example you should enter ***clients_2008.csv***.

➜ Click **Save**.

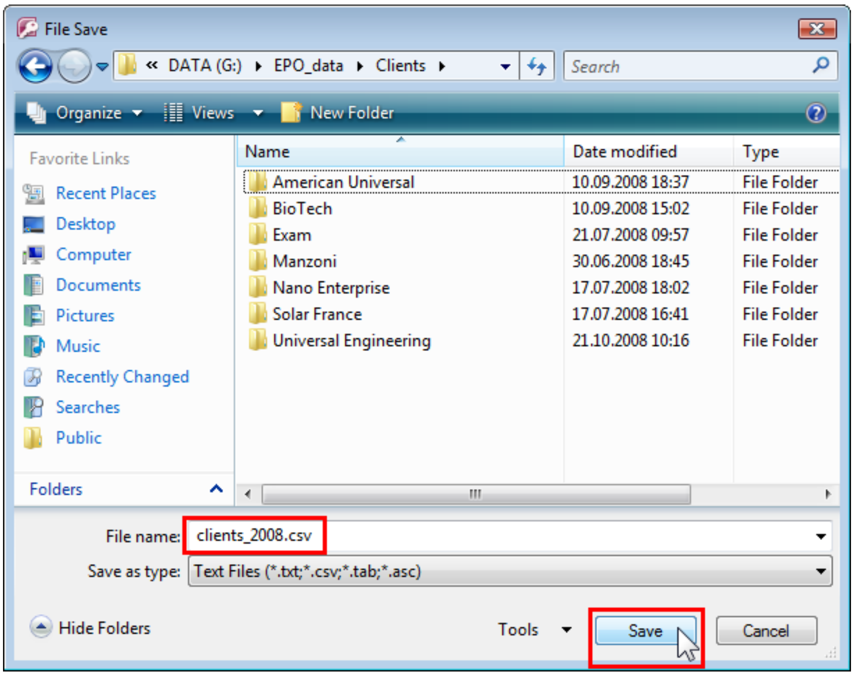


Figure 37: Selecting folder and file name for export file

➜ In the ***Export - Text file*** window click **OK**.

The ***Export Text Wizard*** opens.

➜ Tick the ***Delimited*** option.

In the preview you will see that commas are being used as delimiters.

ⓘ You can change the type of delimiter in the following step.

➜ Click **Next**.

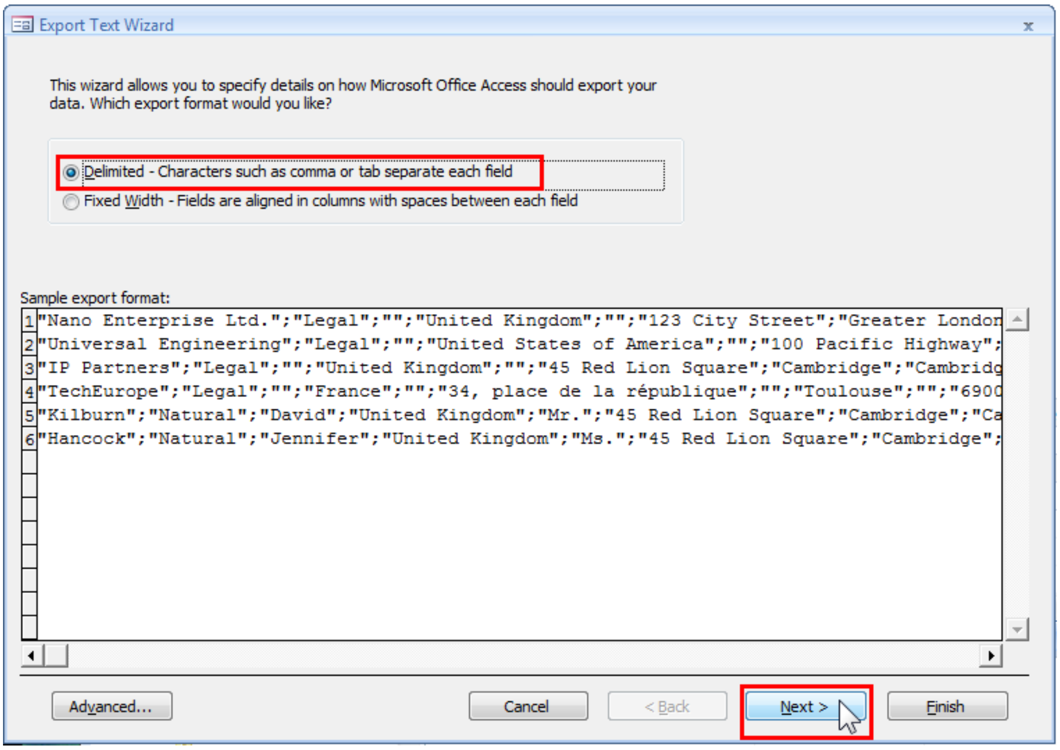


Figure 38: Export Text Wizard in Microsoft Access - selecting the "delimited" option

➜ Select ***Semicolon*** as the delimiter that separates your fields.

➜ Select the option ***Include Field Names on First Row***.

➜ Select ***{none}*** from the list in the ***Text Qualifier*** field.

ⓘ Note how the data in the preview field change.

➜ Click **Finish**.

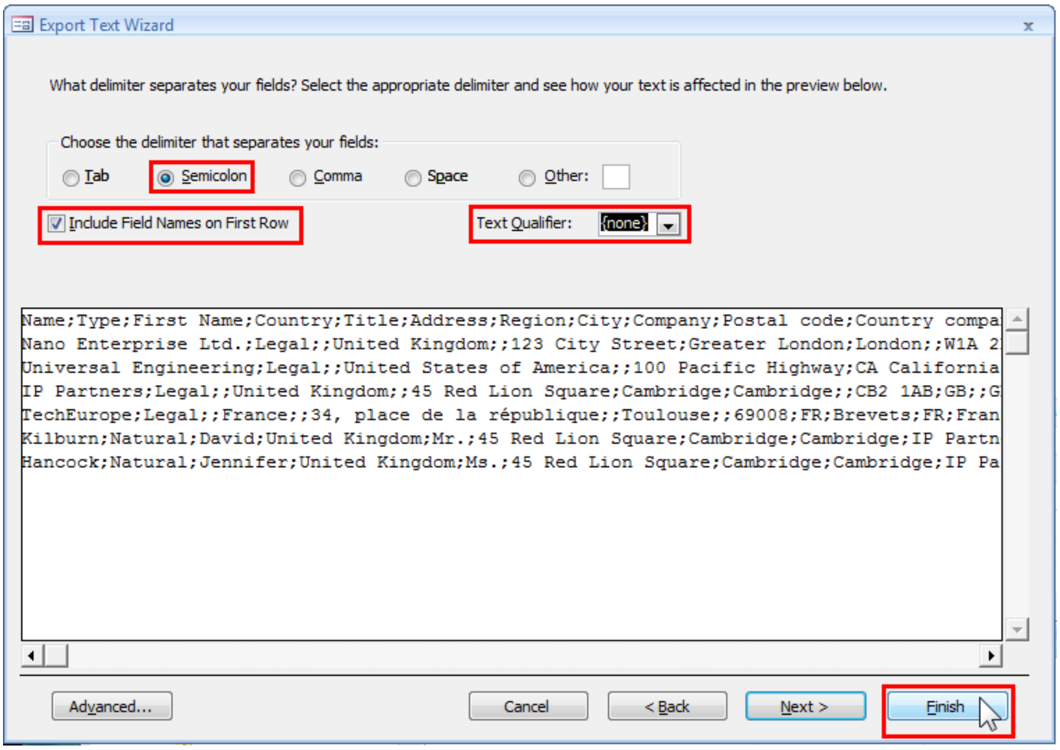


Figure 39: Finishing the Export Text Wizard

The file has now been saved in ***CSV*** format and can be imported into the Online Filing Address Book.

5.3 Mapping imported field names to the Address Book

In this exercise we will import the data for our contact addresses which we previously stored in the CSV file ***contacts_2008.csv***.

When CSV files are imported into the Address Book, column headings which are exact matches for the field names in Online Filing are automatically mapped to one another, provided that the column headings are in English.

➜ Click the **Address Book** button in the toolbar.

➜ Select ***File > Import*** in the Address Book.

➜ Select the file ***contacts_2008.csv*** and click **Open**.

Online Filing numbers the heading names in the CSV file and maps all exact matches.

If Online Filing does not find an exact match for the Address Book field, the ***CSV File Field*** indicates ***None***.

In the following step we will map the CSV file fields to the fields in the Online Filing Address Book (drag the bottom edge of the window down to see all fields, if required).

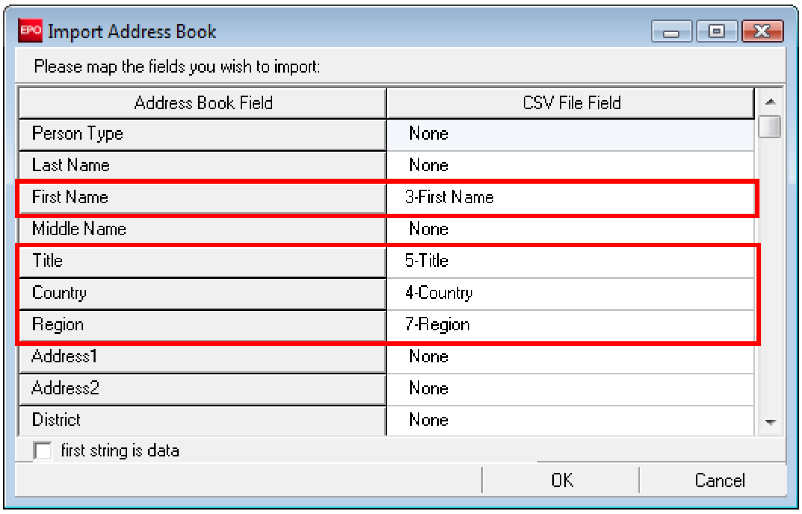


Figure 40: Fields in CSV file to be imported not yet mapped to fields in the Address Book

In our example the Address Book fields First Name, Title, Country and Region are mapped to the corresponding fields in the CSV file because they happen to have the same name.

We now need to map all the remaining field names.

➔ Double-click on the white space containing the word ***None*** next to the Address Book Field labelled ***Person Type*** in the first row.

This will open a drop-down list of available CSV column headings.

➔ In the drop-down list select ***Type*** for the CSV field.

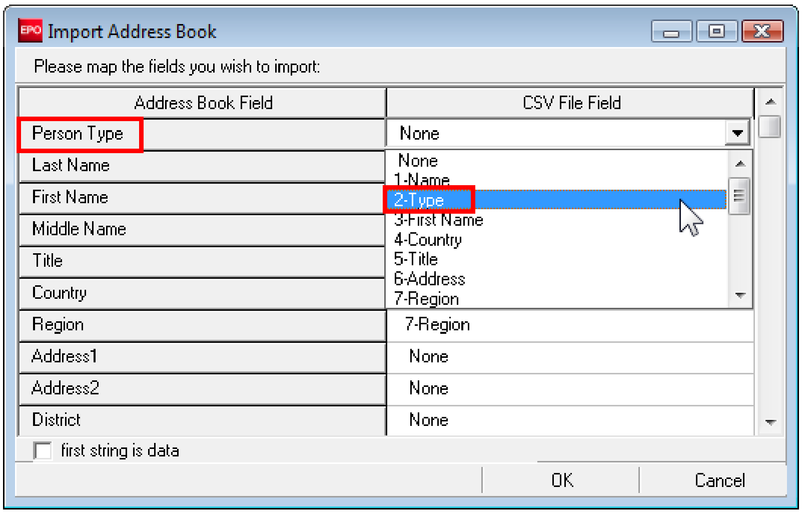


Figure 41: Mapping fields, selecting field in CSV file

➔ Repeat this process to map the CSV field name ***Name*** to the Address Book field ***Last Name***.

➔ Continue for all other fields.

ⓘ If a field in the Address Book does not have a corresponding field in the CSV file, leave it as ***None***. You can always add the data manually at a later date, if required.

➔ Click **OK** when you are done.

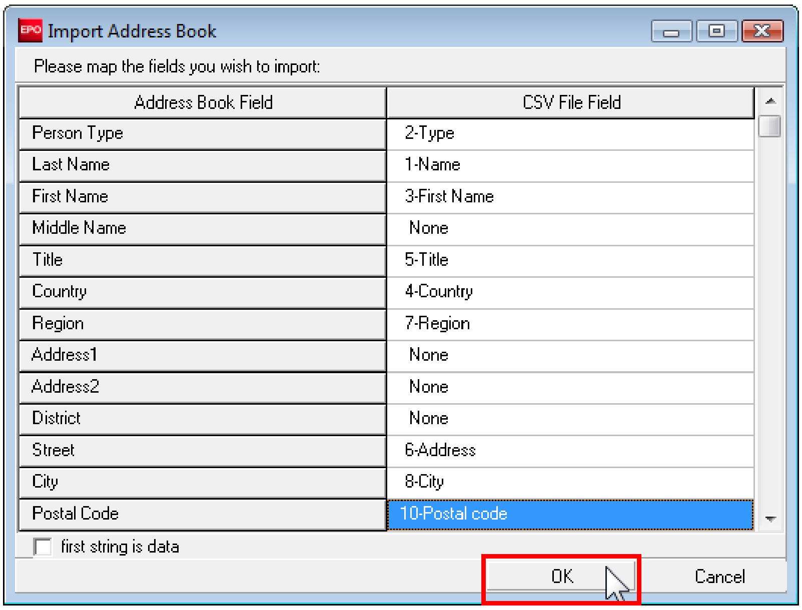


Figure 42: Mapping field names for Address Book completed

The import process is now started. If the software finds a duplicate name in the Address Book a prompt appears.

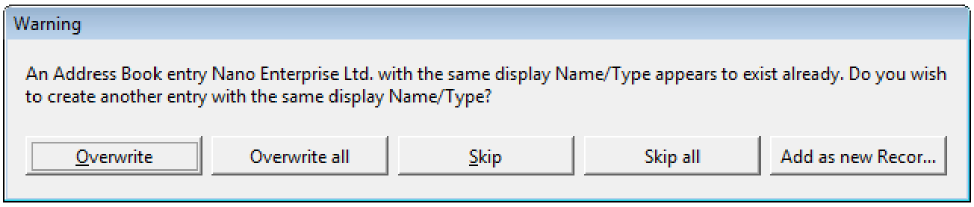


Figure 43: Prompt for existing Address Book entry

➜ Click **Overwrite** to replace the existing name with the imported data. If the software finds a further duplicate name, you will be asked again how you wish to proceed.

➜ Selecting **Overwrite all** will replace all existing duplicate names at once.

➜ Click **Skip** if you do not wish to import a particular duplicate name. You will be prompted again if the software finds a further duplicate name.

➜ Click **Skip all** if you do not wish to import any of the duplicate names.

➜ Click **Add as new Record** to import the duplicate name as a new entry in the Address Book.

ⓘ If no person type (either natural or legal) is indicated for a record, a legal person type is assumed by default.

➜ At the ***Import complete*** prompt click **OK**.

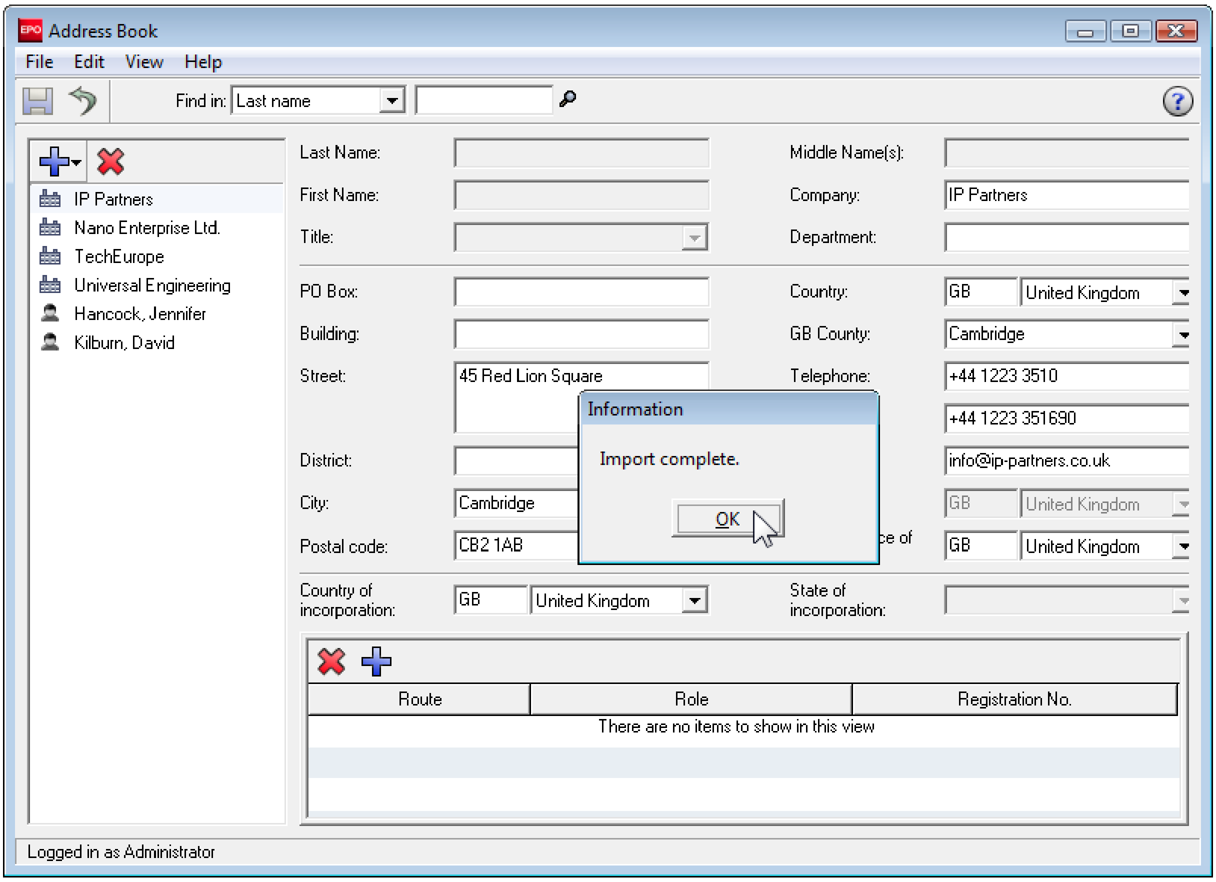


Figure 44: Import of data into Address Book complete

6 Editing routes, roles and registration numbers

Objective

In this section we are going to enter data for multiple routes, roles and registration numbers for a natural person whose details are stored in our Address Book. Multiple registration numbers may be entered manually or imported from a CSV file.

Step by step

- We will enter multiple routes, roles and registration numbers as the representative for a person.
- We will import a person with multiple registration numbers as an applicant.

Entering multiple routes and registration numbers manually

In this exercise we will log on in the role of assistant Elizabeth Miners and add missing data for Jennifer Hancock.

- 1st role: Route = EP, Role = Representative, Registration No. = 1234567.4
- 2nd role: Route = PCT, Role = Agent, Registration No. = 100123456
- 3rd role: Route = UK, Role = Party, Registration No. = 800812345

ⓘ Please bear in mind that this is only an example. For more information about roles and registration number formats contact the relevant national office.

- ➜ From File Manager, open the Address Book by clicking the **Address Book** button.

- ➜ Select the Address Book entry you wish to add data to, in this example ***Hancock, Jennifer***.
- ➜ Click the **New** button above the ***Route | Role | Registration No.*** headings.

  When you click the **New** button ***EP*** automatically appears under ***Route***, and ***Applicant*** under ***Role***. The role needs to be changed.
- ➜ Double-click the ***Role*** and change it to ***Representative***.
- ➜ Double-click the ***Registration No.*** field and enter the registration number **1234567.4**.
- ➜ Click the **New** button again to create the second line.
- ➜ Select ***PCT*** as the ***Route*** and ***Representative*** as the ***Role***.
- ➜ Enter the registration number **100123456**.
- ➜ Click the **New** button to create the third line.
- ➜ Select ***UK*** as the ***Route*** and ***Party*** as the ***Role***.
- ➜ Enter the registration number **1800812345**.
- ➜ Click the **Save All** button.

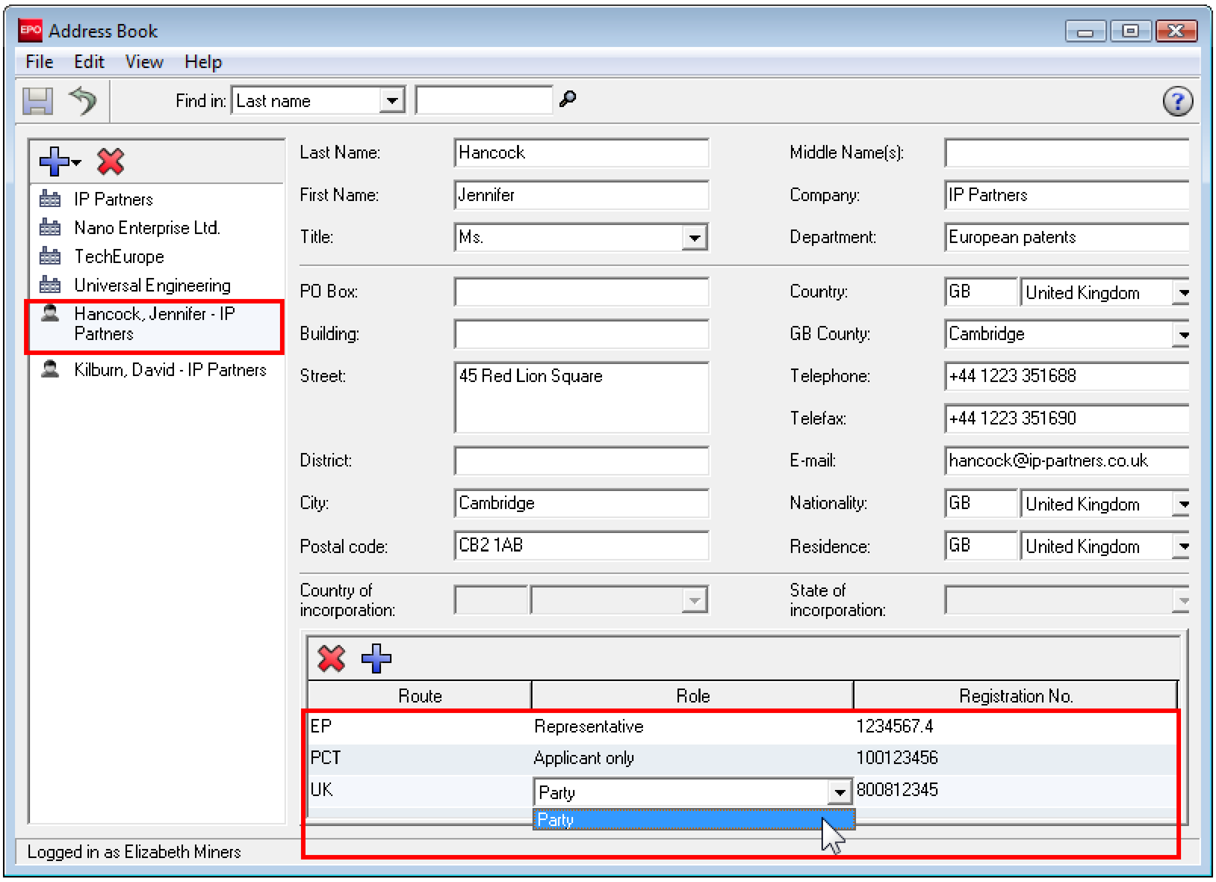


Figure 45: Multiple registration numbers entered manually

Importing route and registration numbers from a CSV file

In our example, there are two data sets in the CSV file for ***Salvatore Manzoni***, a natural person. One is ***EP|Applicant|155668895*** and the other is ***PCT|Applicant only|3440122388***. Both sets of data are contained in the ***Role*** field and separated from one another by vertical bars.

ⓘ Please bear in mind that the CSV file uses different names for roles depending on the route, in other words, it uses ***Representative*** in the ***EP*** procedure, ***Agent*** in the ***PCT*** procedure, ***Applicant*** in the ***EP*** procedure and ***Applicant only*** in the ***PCT*** procedure.

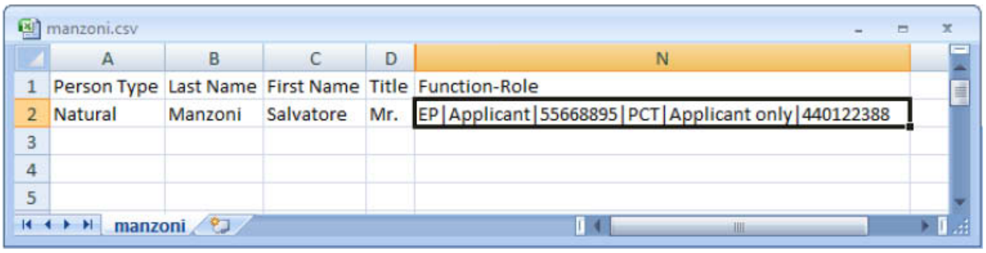


Figure 46: Multiple registration numbers in the Procedure - Role field in an Excel table

➜ Log on to File Manager as an administrator.

➜ Import the CSV file into the Address Book as described in the last section's exercises.

The imported data for ***Salvatore Manzoni*** looks like this in the Address Book:

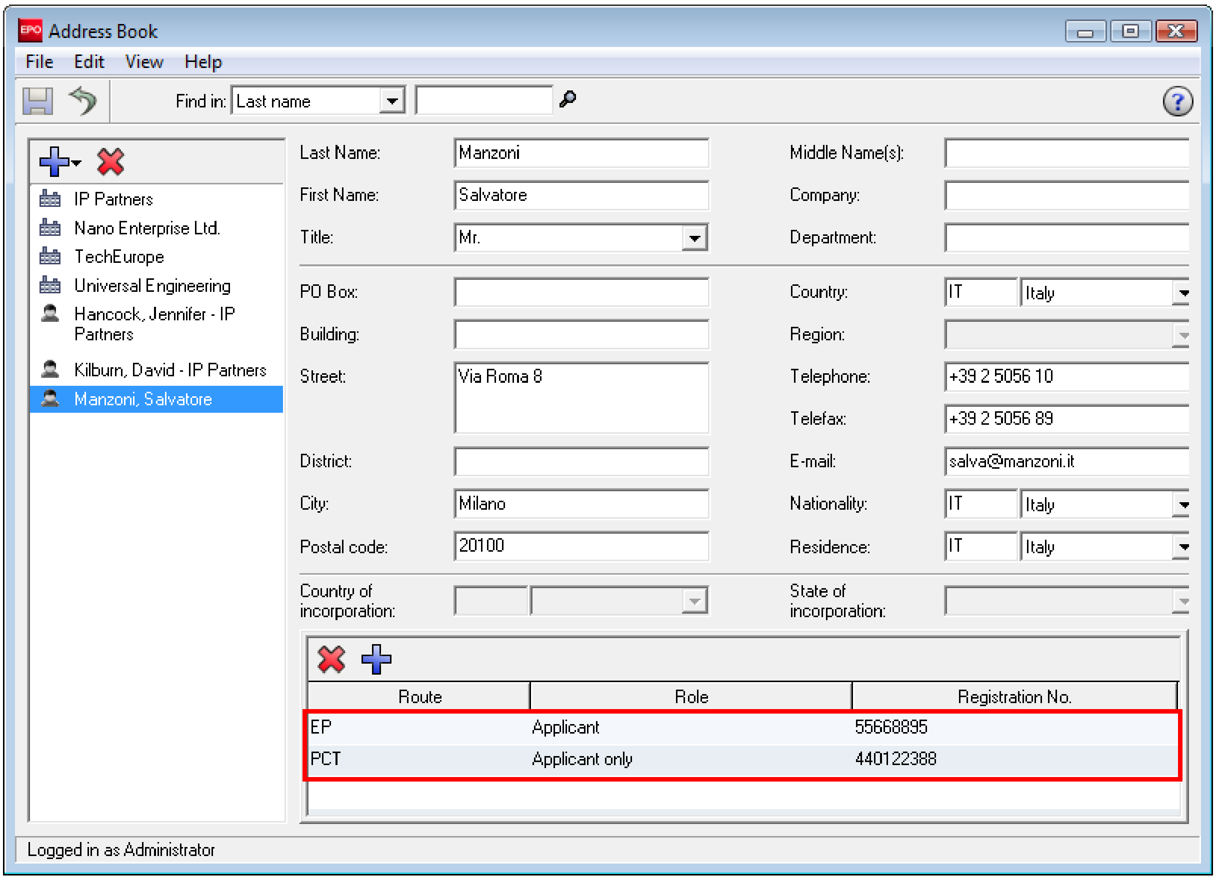


Figure 47: Example of an imported Address Book entry with multiple registration numbers

7 Creating templates with user-specific standard data

Objective

In this exercise we are going to create and modify a template for our applications. For this operation, we will log on to Online Filing in the role of patent attorney David Kilburn.

Step by step

- We start by creating a new template for the procedure ***EP(1001E2K)***.
- We enter all the details for reuse. In our example these are the ***Filing Office***, ***Applicant***, ***Representative*** and ***Fee Payment*** details.
  - The data for our applicant, Universal Engineering, is already stored in the Address Book, so we can use it for our draft.
  - We can also use the data on the representative, David Kilburn, that is stored in the Address Book.
  - We change the fees selected and provide information about the mode of payment and the deposit account.
- We save the template.
- We will then open the template in order to change the name of the representative.

7.1 Creating a new template

We have already created an individual template folder for Universal Engineering's templates. We are going to use this subfolder for our new template.

- → Log on to File Manager in the role of patent attorney David Kilburn.
- → Select ***New Template*** in the File menu or press **`SHIFT+CTRL+N`**.
- → Enter **UnivEng_EP** as the template name.
- → You can use the ***Group*** field to assign the template to the possible procedure groups. These are ***EP*** and ***PCT*** in the default installation.
- → Select ***EP(1001E2K)*** from the ***Procedure*** list.
- → Select ***English*** as the ***Language of proceedings***.
- → Select the ***Universal Engineering*** subfolder.
- → Enter the following brief description: **EP filings for Universal Engineering**.

Your screen should look like this:

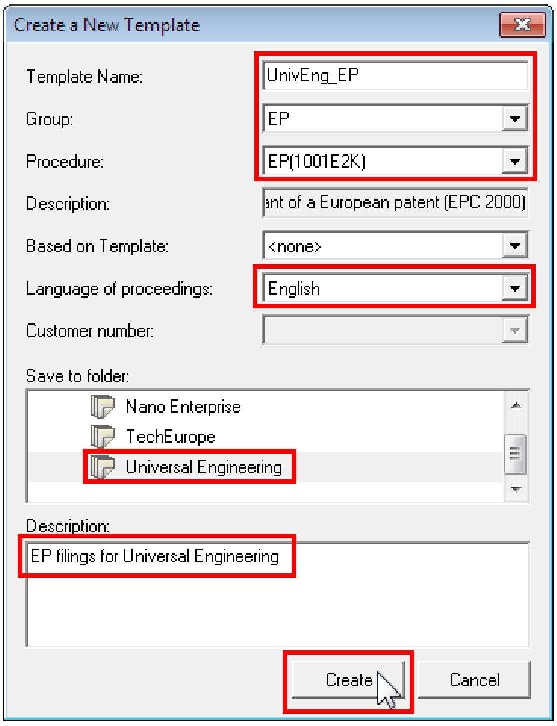


Figure 48: Creating a new template

- → Click **Create**.

  An empty Form ***EP(1001E2K)*** opens with the new template.

7.2 Selecting the filing office

➜ In the ***Request*** tab, enter **EP** in the ***Filing Office*** field.

The full name for the European Patent Office is completed automatically.

➜ We do not enter a ***Title of Invention***.

Your screen should look like this:

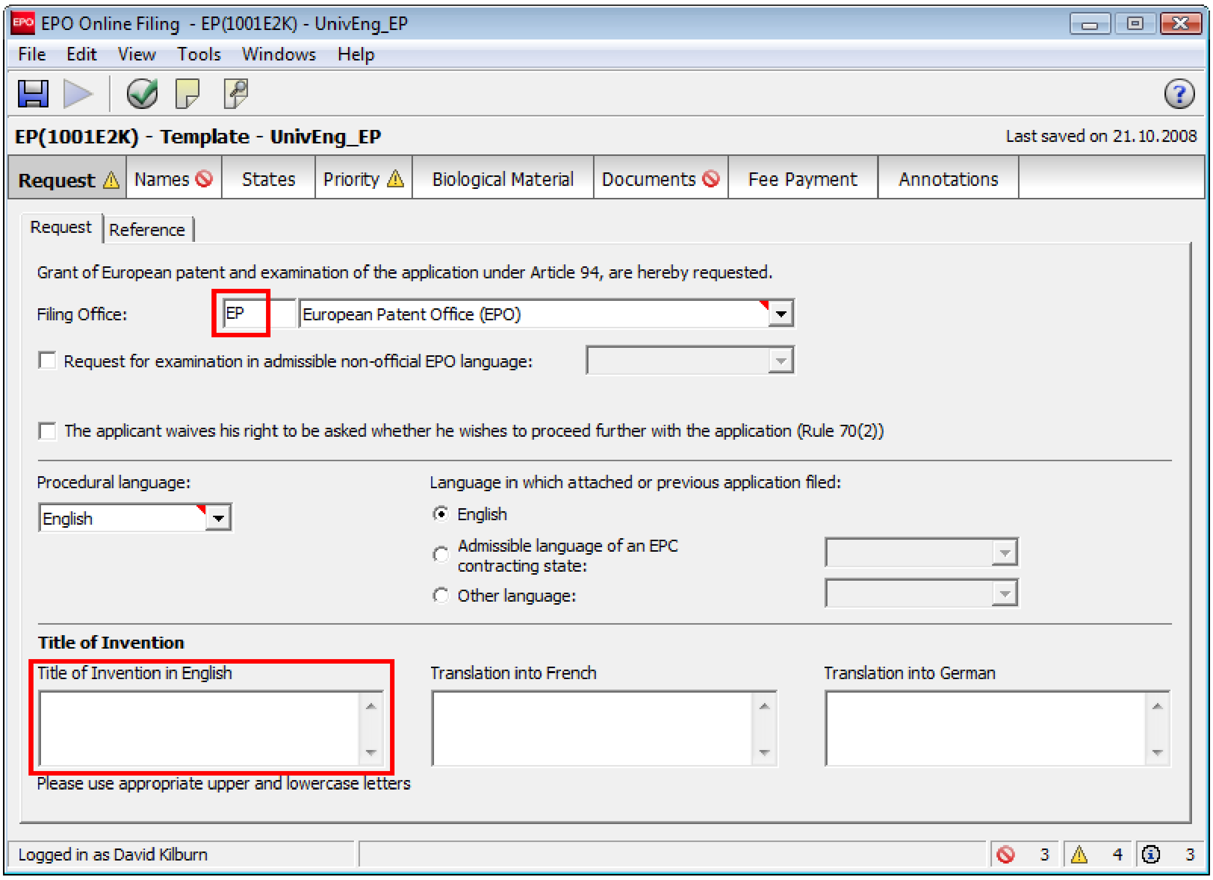


Figure 49: Selecting the filing office

7.3 Entering the applicant's name

➔ In the ***Names*** tab click the **Add** button and select ***Applicant, Legal***.

In our example the applicant is ***Universal Engineering***.

➔ The company's data are already in the Address Book, so in the ***Names*** tab click the **Copy from address book** button.

➔ In the Address Book select the name and click the **Copy records to form** button.

ⓘ Note that legal persons are indicated by the icon .

Your screen should look like this:

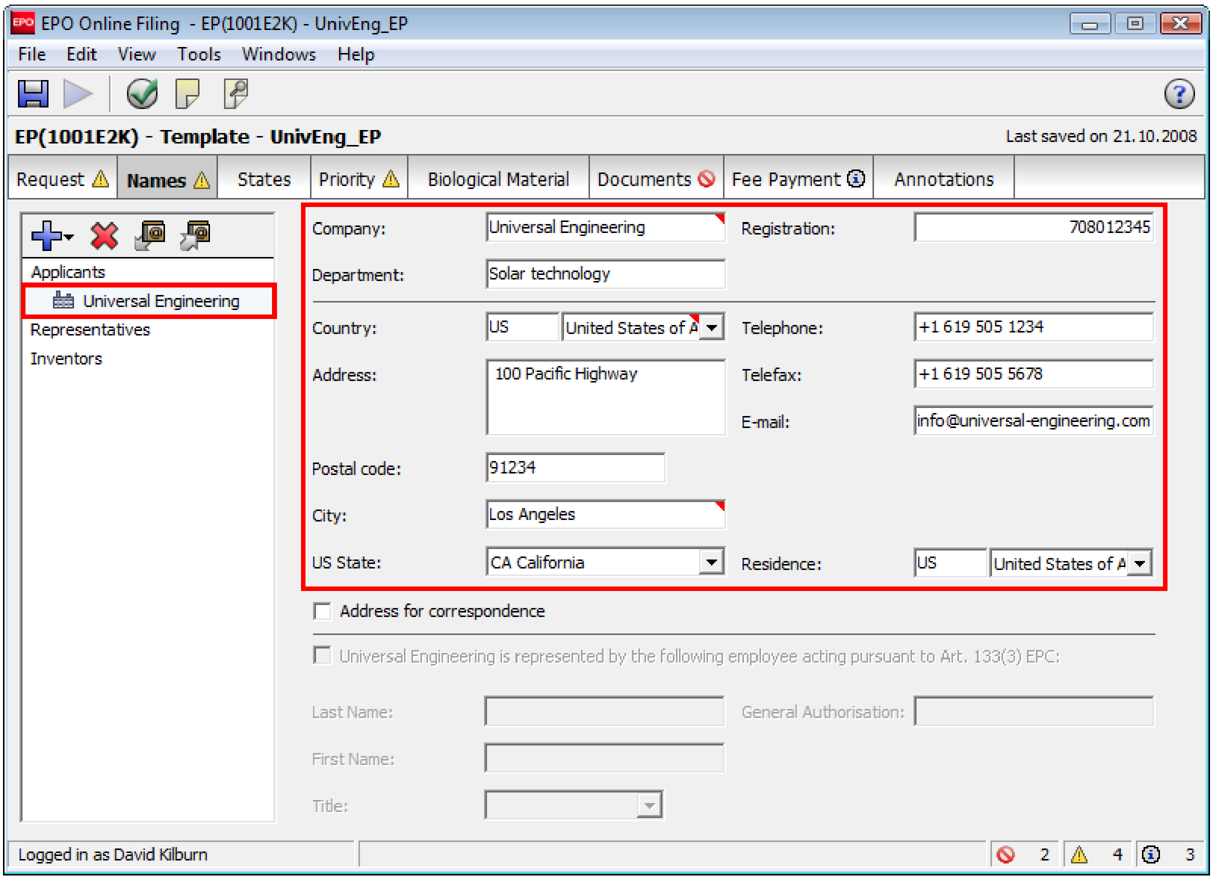


Figure 50: Applicant (legal person) data copied from Address Book

7.4 Entering the representative's name

➔ In the ***Names*** tab click the **Add** button and select ***Representative, Authorised***.

In our example the representative is ***David Kilburn***.

➔ David Kilburn's data are already in the Address Book, so in the ***Names*** tab click the **Copy from address book** button.

➔ In the Address Book select the name ***David Kilburn*** and click the **Copy records to form** button.

ⓘ Note that natural persons are indicated by the icon  .

Your screen should look like this:

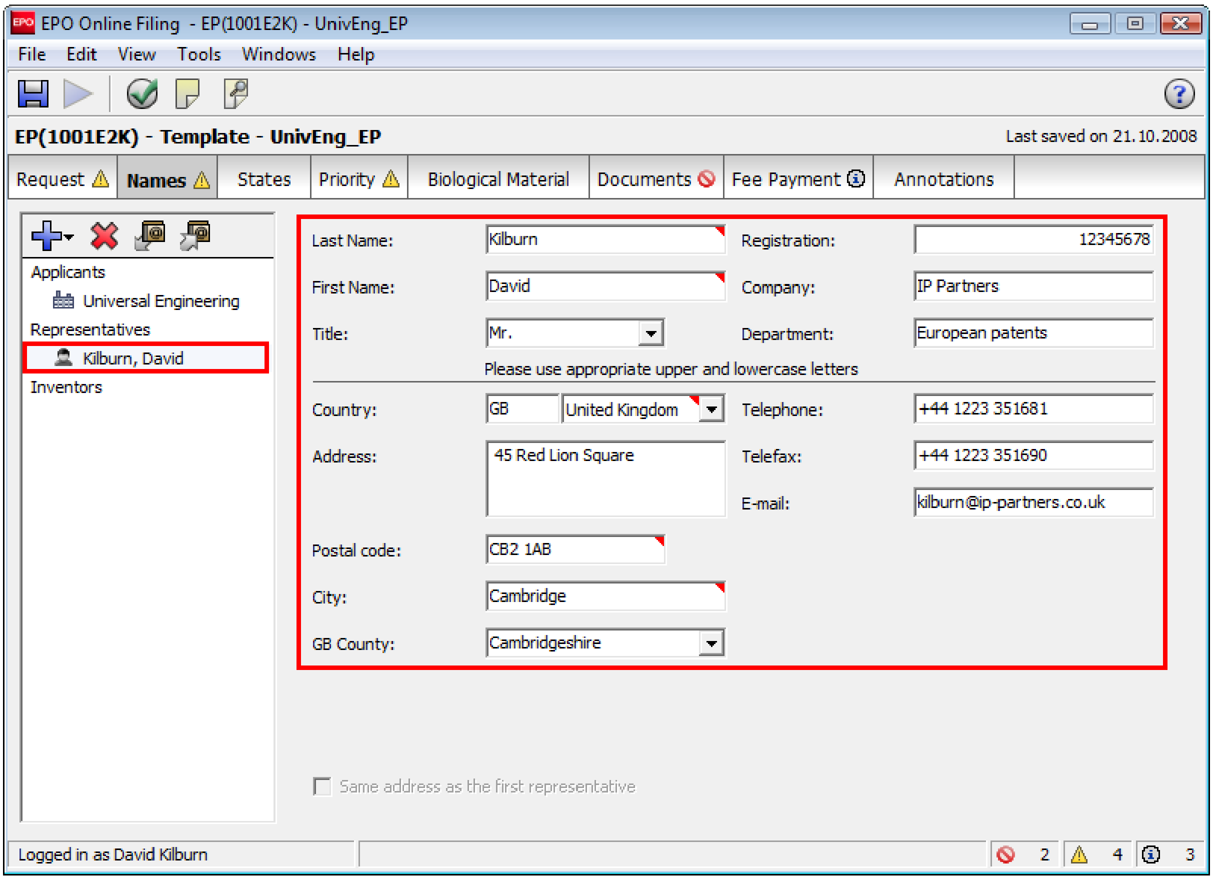


Figure 51: Representative data copied from Address Book

7.5 Entering the details for fee payment

In this section we are going to enter the payment details for ***IP Partners***, but without specifying the fees.

→ In the ***Fee Payment*** tab click the ***Fee selection*** sub-tab and clear all the check boxes.

→ Click the ***Payment Details*** sub-tab and select ***Debit from deposit account*** as the ***Mode of payment***.

→ Enter the deposit account information, e.g. **28123456** for the ***Deposit account number*** and **IP Partners** for ***Account holder***.

Your screen should look like this:

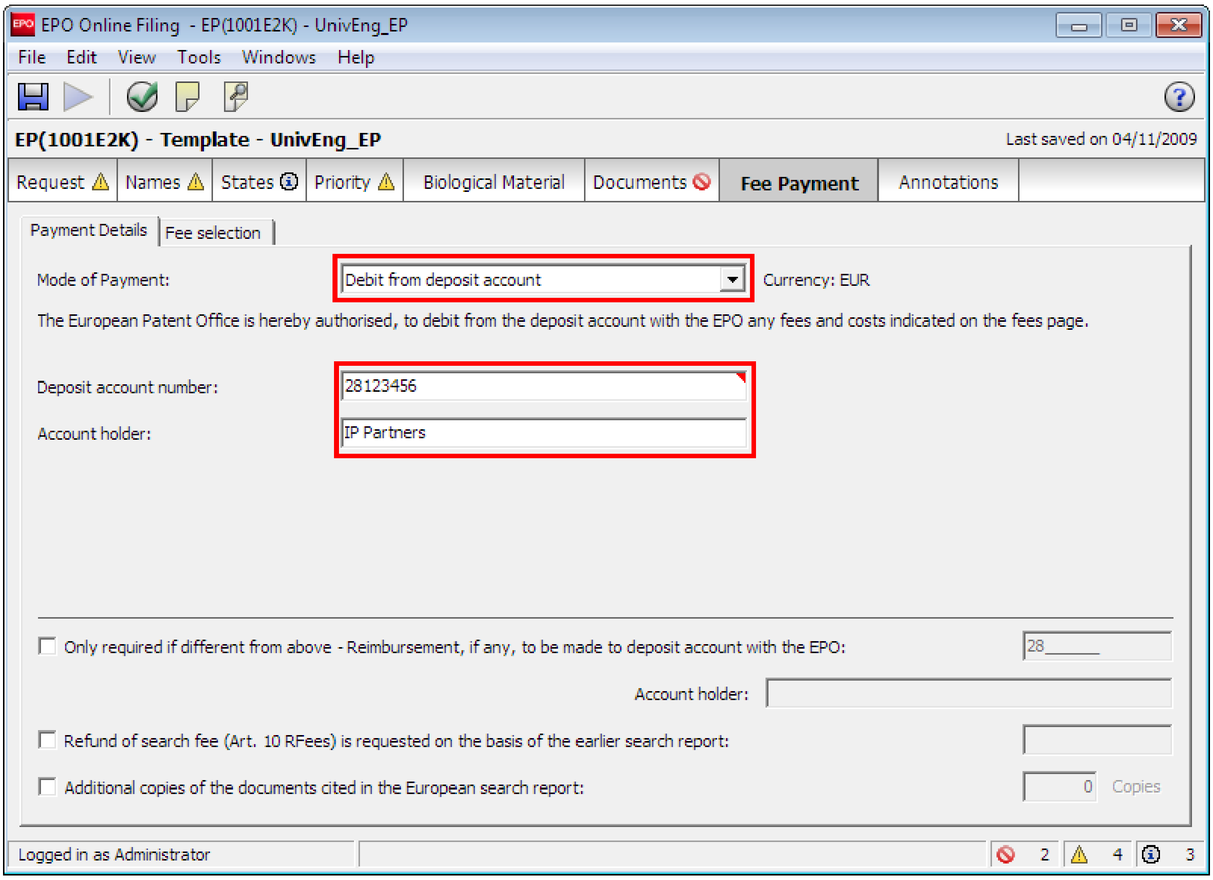


Figure 52: Selecting mode of payment and providing details of deposit account

7.6 Saving the template

→ Select ***File > Save*** from the menu.

The template is kept opened in the form view.

→ Close the template and select the option ***Exit without saving***.

The template now appears in the ***Universal Engineering*** folder under ***Templates*** in File Manager.

7.7 Editing a template

In this example the previous representative, ***David Kilburn***, has left the company.

We will log on as an administrator and add the former paralegal ***Jennifer Hancock*** to the Attorneys group. We will leave David Kilburn's username but we will change his password as a precaution and remove this user from all groups, leaving him without any user rights in Online Filing.

We will then change the template to reflect Jennifer Hancock as the new representative for future operations. We will transfer Jennifer Hancock's data from the Address Book.

➜ Double-click the ***Templates*** folder in the File Manager in order to display the subfolders.

➜ Select the templates folder ***Universal Engineering***.

➜ Right-click the template ***UnivEng_EP*** and select ***Edit template*** from the shortcut menu.

The template opens in the form view, ready for editing.

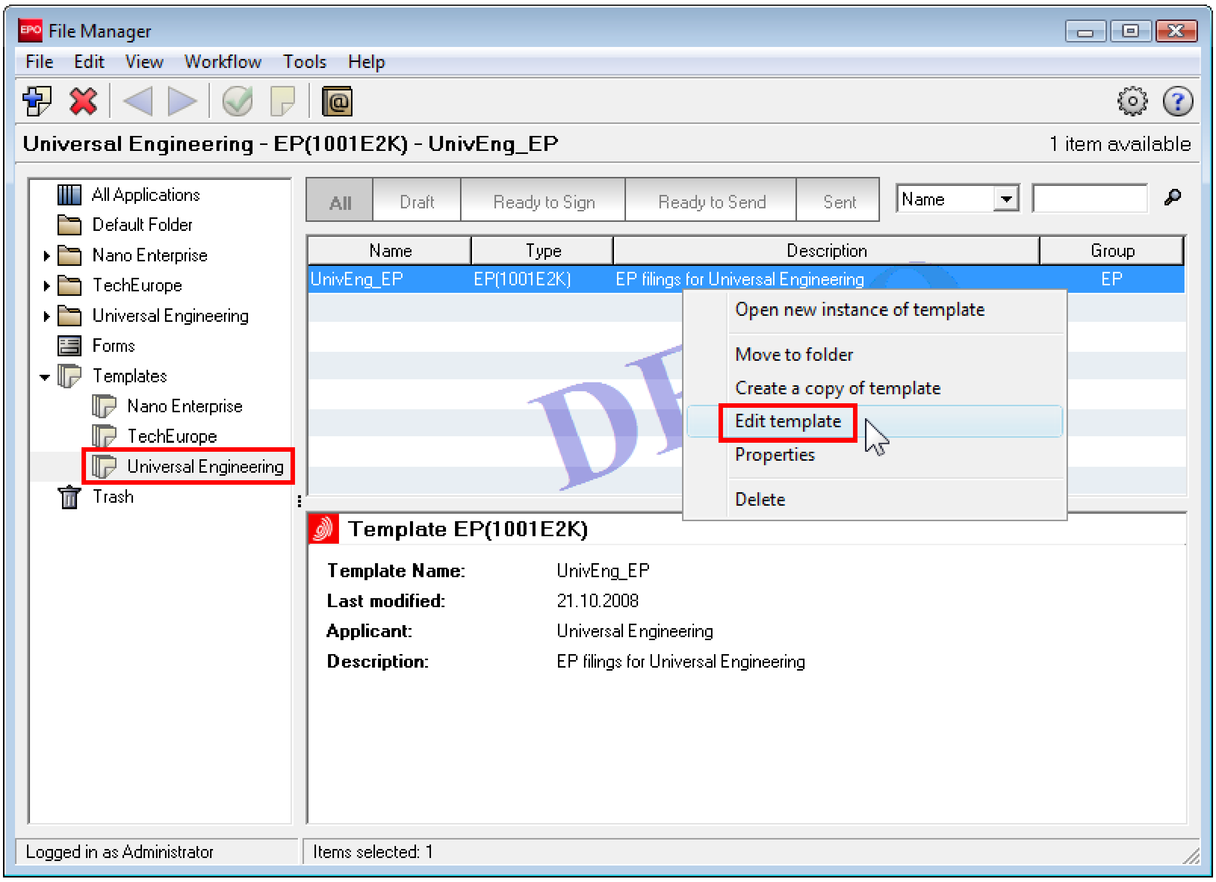


Figure 53: Opening template for editing

➜ In the ***Names*** tab select the current representative, ***David Kilburn***.

➜ Click the **Copy from address book** button.

➜ In the Address Book select the name ***Hancock, Jennifer*** and click the **Copy records to form** button.

Your screen should look like this:

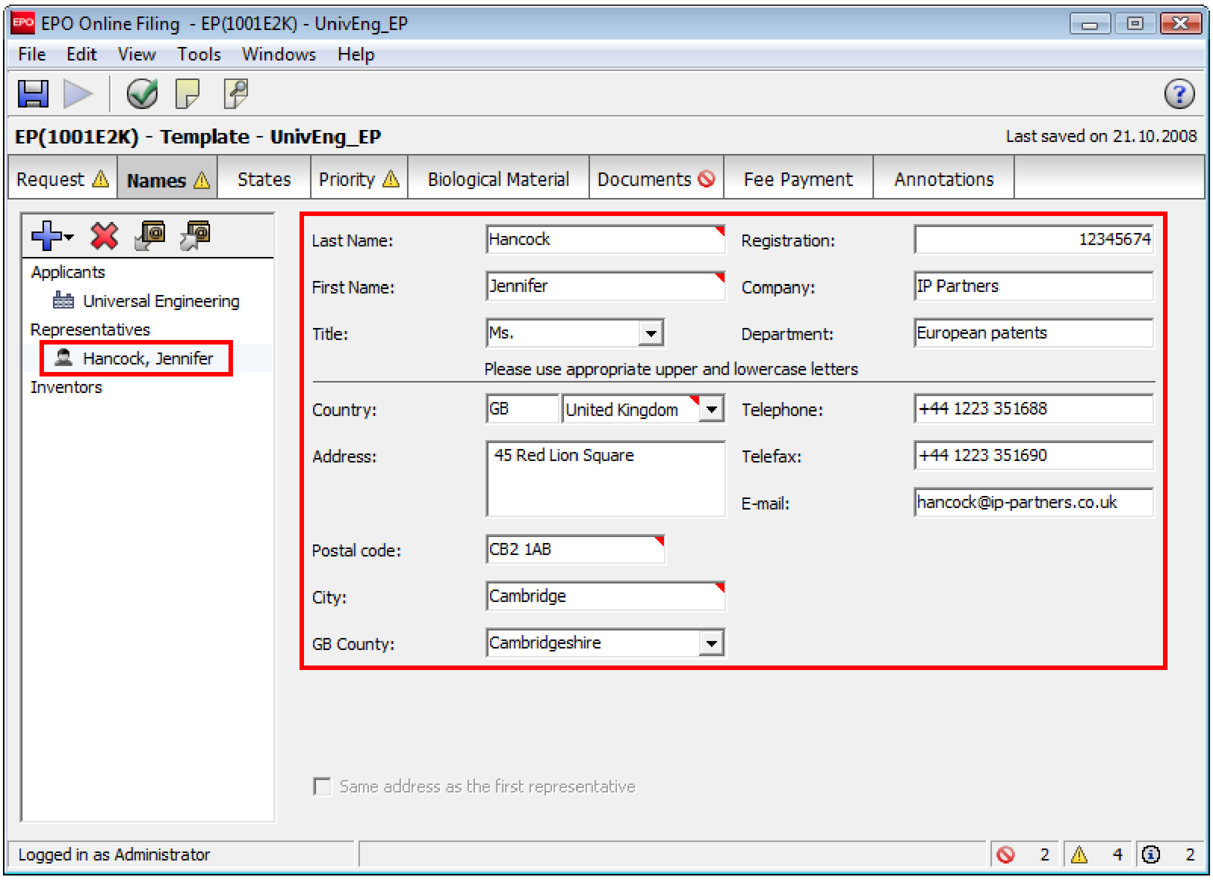


Figure 54: Changing representative data in template and copying to Address Book

➜ Close the template and select the option ***Save and exit***.

The template has been saved together with the new data. Applications drafted using the previous template with David Kilburn as the representative are not affected by these changes. You will have to change the name in these applications if they are not yet in ***Sent*** status.

ⓘ It is not possible to edit the type of procedure in the template.

8 Completing an application with form EP(1001E2K)

Objective

In this section we will use the Online Filing software to create a new application based on ***Form EP(1001E2K)***, enter the mandatory data and move the application from ***Draft*** to ***Ready to Sign*** status. We are going to use the role of paralegal Oliver Barber for this.

Step by step

- In our example, the paralegal uses the template created for Universal Engineering to create a new EP(1001E2K) application. The title of the invention is ***Engine Filter***.
- The template already contains details of the applicant and representative, but the paralegal still needs to add the inventor.
- The paralegal also has to attach the mandatory documents provided by the applicant. These consist of two files: a combined PDF file for the description, claims and abstract, and a separate file for the drawings.
- Once the application is complete, the paralegal saves the work as ***Ready to Sign***. The patent attorney Jennifer Hancock will sign the application later.

8.1 Creating an application based on a template

Create a new draft

→ Log on in the role of paralegal Oliver Barber.

→ Double-click the ***Templates*** folder in the File Manager and select the ***Universal Engineering*** subfolder.

→ Double-click the template ***UnivEng_EP***.

The window ***Create a New Application*** opens.

→ In the ***User Reference*** field enter **UE2008-09**.

→ Double-click the folder ***Universal Engineering***, select the subfolder ***Hancock_2008*** and then click **Create**.

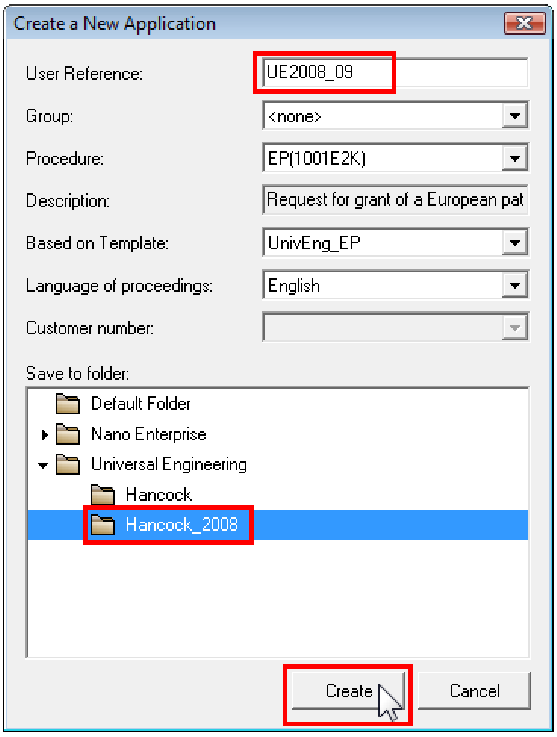


Figure 55: Creating a new application using a template

Entering the title of the invention

→ In the ***Request*** tab, enter **Engine Filter** in the field ***Title of Invention in English***.

→ Enter the relevant terms in the fields ***Translation into French*** and ***Translation into German***.

ⓘ If you omit these entries, the yellow validation icon remains in the ***Request*** button. You can still file the application with the EPO but will have to submit the translations at a later point in time.

8.2 Adding inventor's details

The inventor in our example is called Harold Stockton. Harold Stockton works for Universal Engineering.

➜ In the ***Names*** tab click the **Add** button and select ***Inventor***.

➜ Enter the details for Harold Stockton.

The lower part of the form contains information on the legal relationship between the applicant and inventor. The ***As employer*** option is selected by default.

➜ Select the options ***Waiver by inventor of notification of information*** and/or ***Renunciation of title by inventor***, if required.

➜ Click the **Copy to address book** button.

This creates a new entry for Harold Stockton in the Address Book.

This is shown in the status bar at the bottom of the screen.

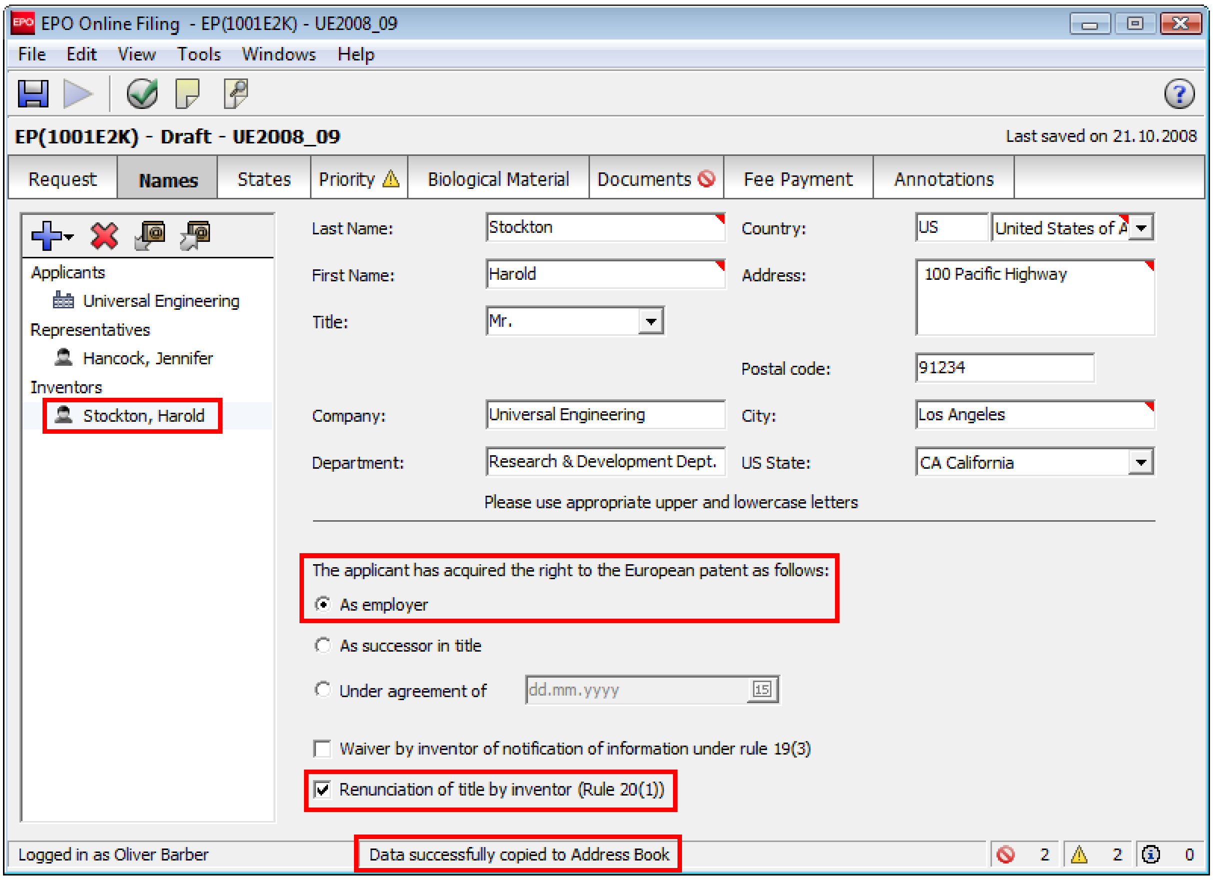


Figure 56: Information entered on the inventor

8.3 Attaching the technical documents as a PDF-file

In the ***Documents*** tab on the left there is a list of all the attached files. Our example currently contains no documents in this list.

We will add technical documents in the form of a PDF file. The file contains the description, the claims and the abstract.

The drawings are not included in this combined file, but rather are attached in a separate step.

➜ In the ***Documents*** tab, click the ***Specification*** sub-tab and then click the **Add** button.

➜ Select the option ***Technical document(s) in English*** and in the ***Open*** window navigate to the file called ***Engine filter.pdf***.

➜ Click **Open**.

The file is renamed to ***SPECEPO-1.pdf***. The original file name is also shown, for reference purposes.

➜ Tick the check boxes for the ***Description***, ***Claims***, ***Abstract*** and ***Drawings***.

This unlocks the associated fields for editing.

➜ In the ***Specification*** sub-tab next to ***Description*** enter the page numbers for the description in the PDF file (***From page*** and ***to***). In our example the description starts on page **1** and finishes on page **7**.

➜ Enter **10** as the ***Number of Claims*** and **8** to **9** as the page numbers for the ***claims***.

➜ In the ***Figure to be Published with Abstract*** field enter the number **1**.

➜ Enter the page numbers **10** to **10** to indicate where the abstract is located in the document.

ⓘ All pages must be accounted for, and there must be no overlaps. In other words, the texts for the description, the claims and the abstract should each start on a new page in your combined file.

Your screen should look like this:

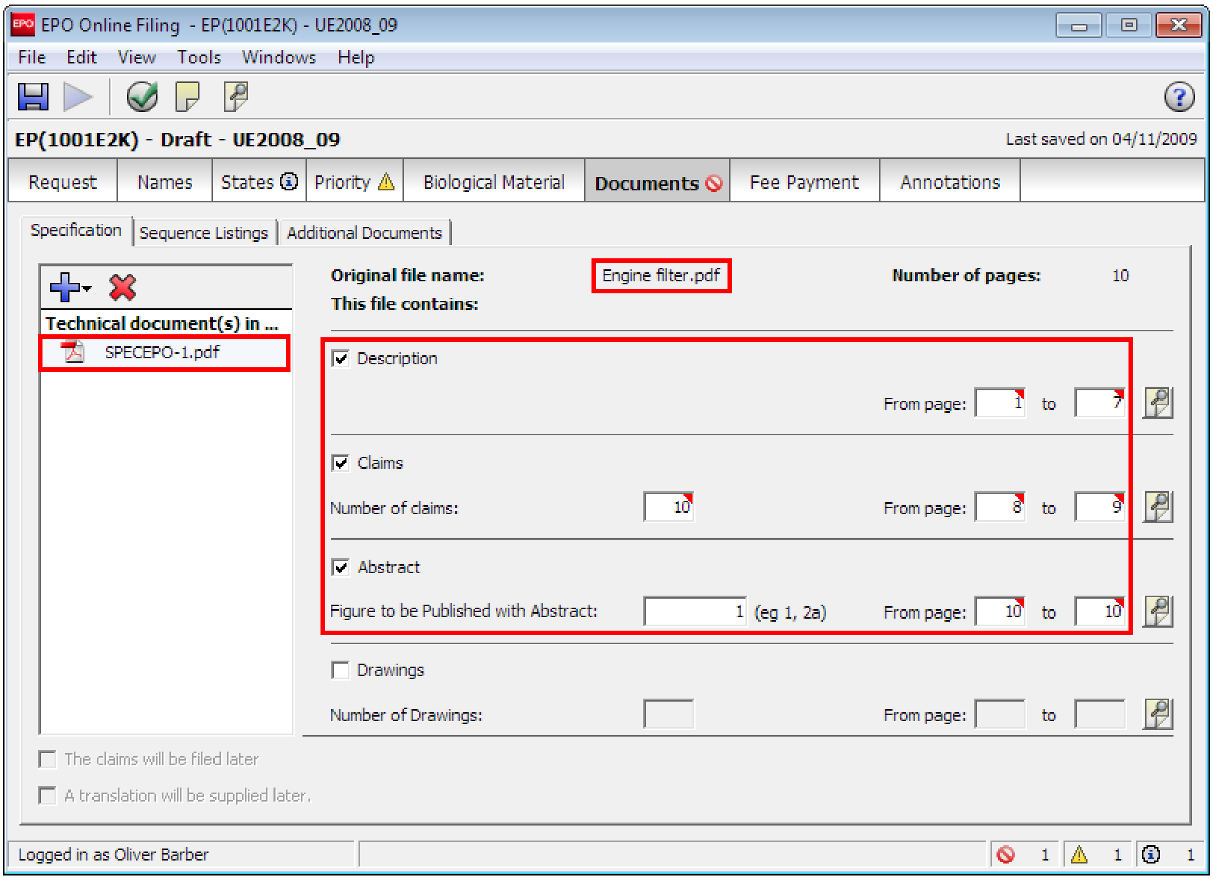


Figure 57: Technical documents attached as PDF file

8.4 Attaching a PDF file for the drawings

➜ In the ***Documents*** tab, click the ***Specification*** sub-tab and then click the **Add** button.

➜ Select the ***Technical Document(s) in English*** option once again, navigate to where the ***Engine filter drawings.pdf*** is stored and select it.

➜ Click **Open** to attach the file.

In the ***Documents*** tab, the check boxes for ***Description***, ***Claims*** and ***Abstract*** are deactivated because you have already attached these components of the technical documents.

➜ Select the ***Drawings*** check box.

The file is renamed to ***SPECEPO-2.pdf***.

➜ Enter **2** in the ***Number of drawings*** field.

Your screen should look like this:

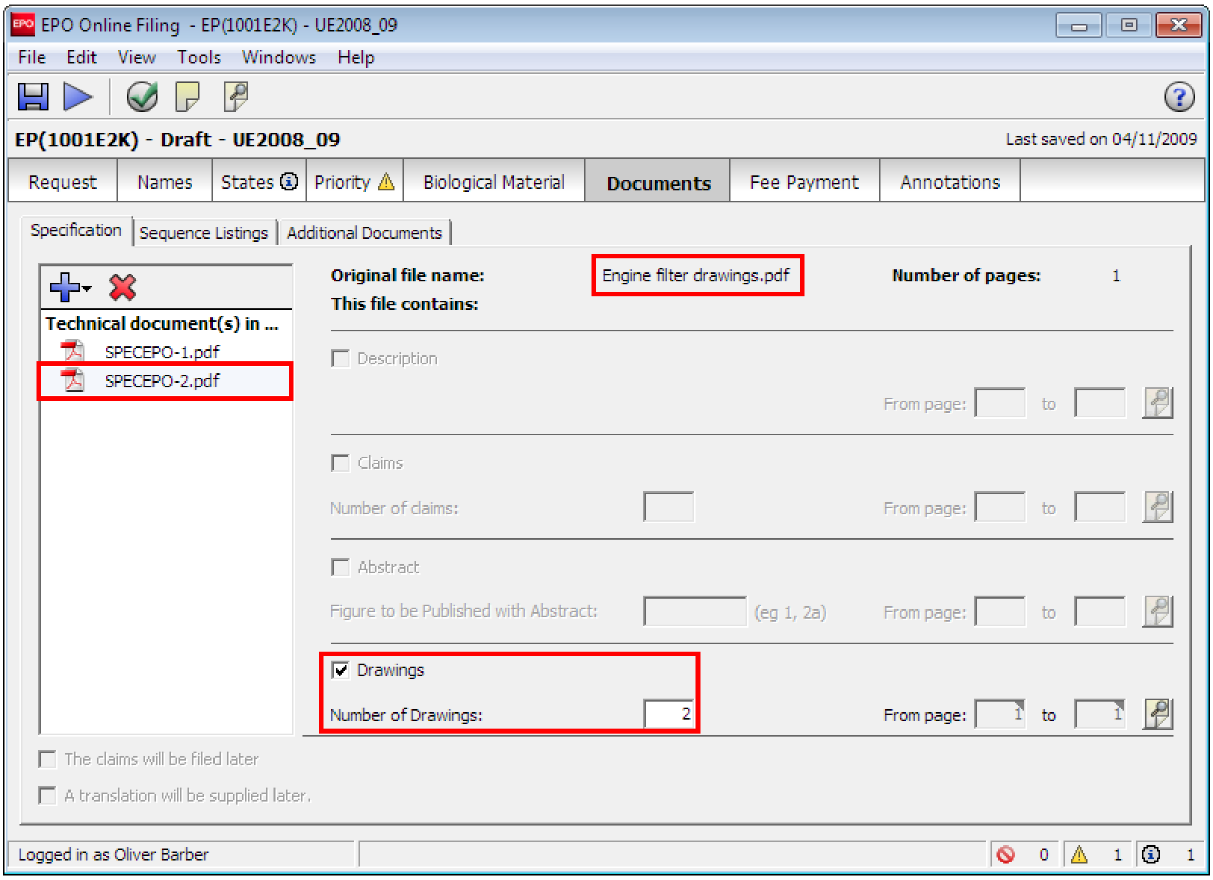


Figure 58: PDF file for drawings attached

8.5 Saving application as "Ready to Sign"

The application for Universal Engineering is now complete and all red and grey validation icons have disappeared. A yellow validation icon only remains now in the Priority button, indicating that data is missing.

→ Click the ***Priority*** tab.

→ Select the option ***It is not intended to file a (further) declaration of priority***.

The yellow validation icon then also disappears.

→ Select ***File > Close*** in the menu.

→ At the prompt select the option ***Move to Ready to Sign and exit***.

In the File Manager the file is displayed with ***Ready to sign*** status.

Your screen should look like this:

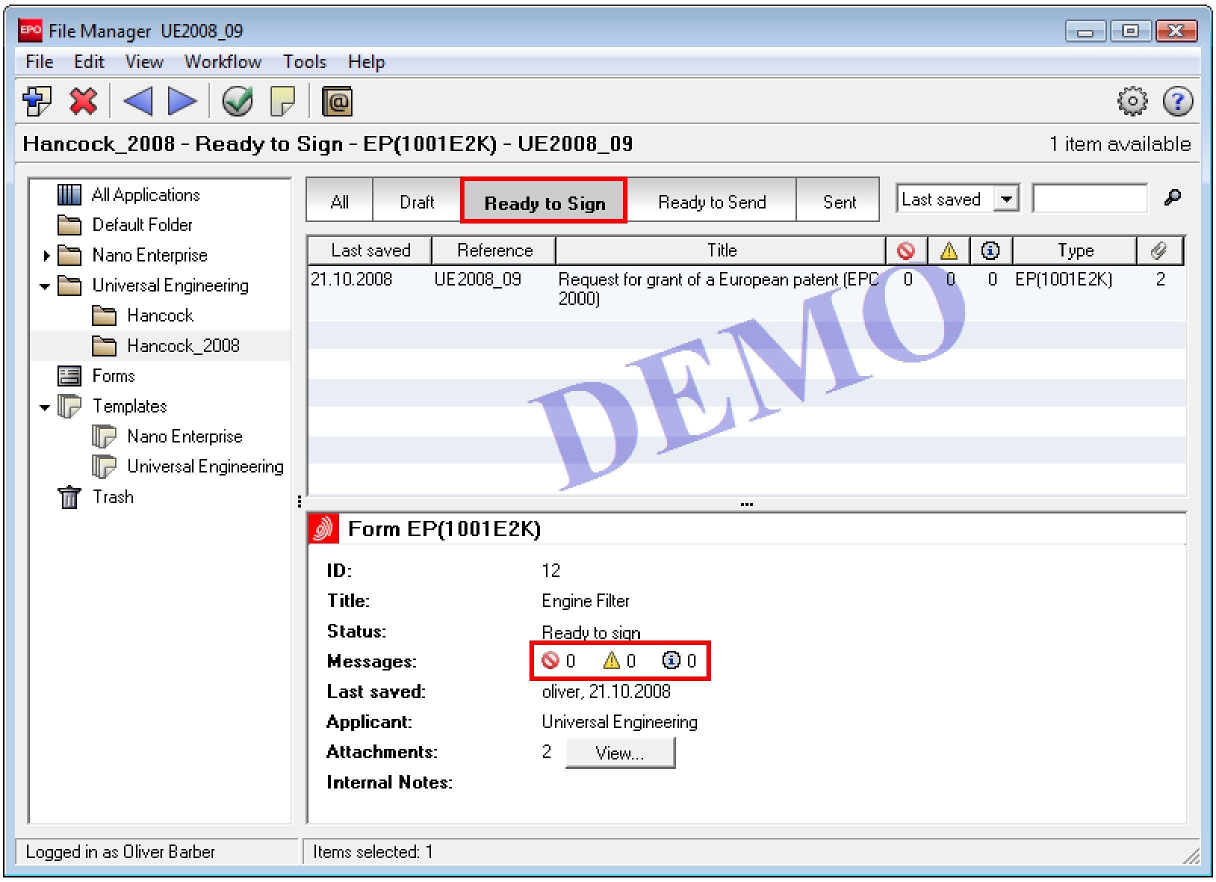


Figure 59: Application in "Ready to Sign" status

9 Modifying an application in a previous workflow status

Objective

In this section we will modify an application in Online Filing. For this operation, we will log back on in the role of paralegal Oliver Barber.

Step by step

- In our example, a paralegal has prepared a Form EP(1001E2K) application entitled ***Engine Filter***, attached all documents and moved the form to ***Ready to sign***.
- However, the applicant has now amended the description, claims and abstract and provided them in separate files.
- We will therefore remove the existing technical documents and attach the new files.
- The file containing the drawings is correct, so we do not have to make any changes here.

In the File Manager the ToolTip on the **Next** button says "Sign". Opening the application would therefore automatically launch the signing process. The paralegal must therefore return the application to ***Draft*** status in order to be able to amend it.

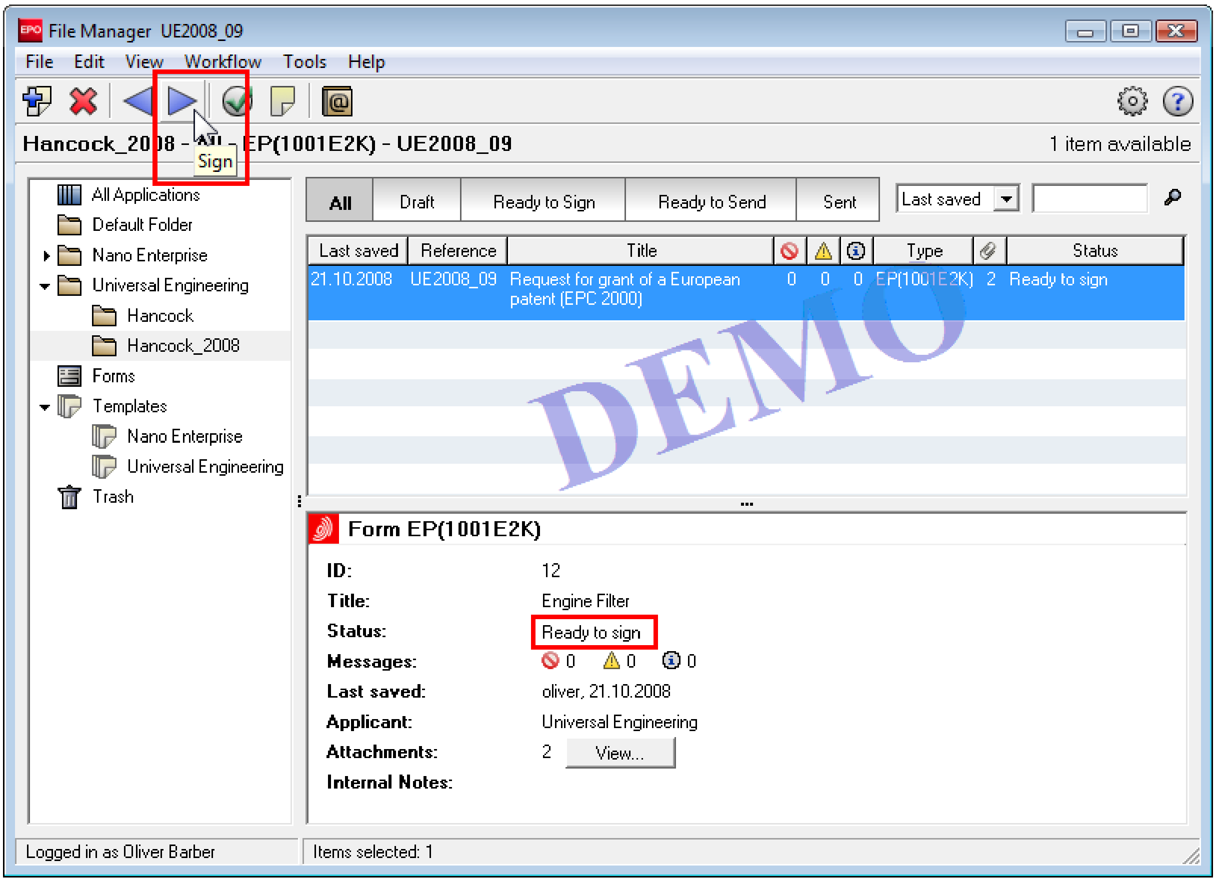


Figure 60: Application can be signed but not modified

➜ In the File Manager click the **Previous** button. The ToolTip indicates "Draft".

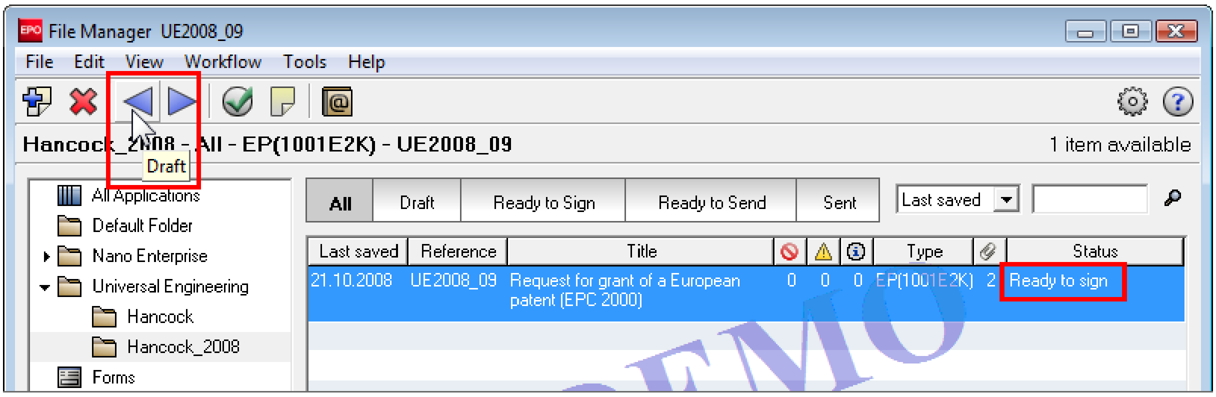


Figure 61: Clicking the "Previous" workflow button changes the status to "Draft"

The application is reset to ***Draft*** status.

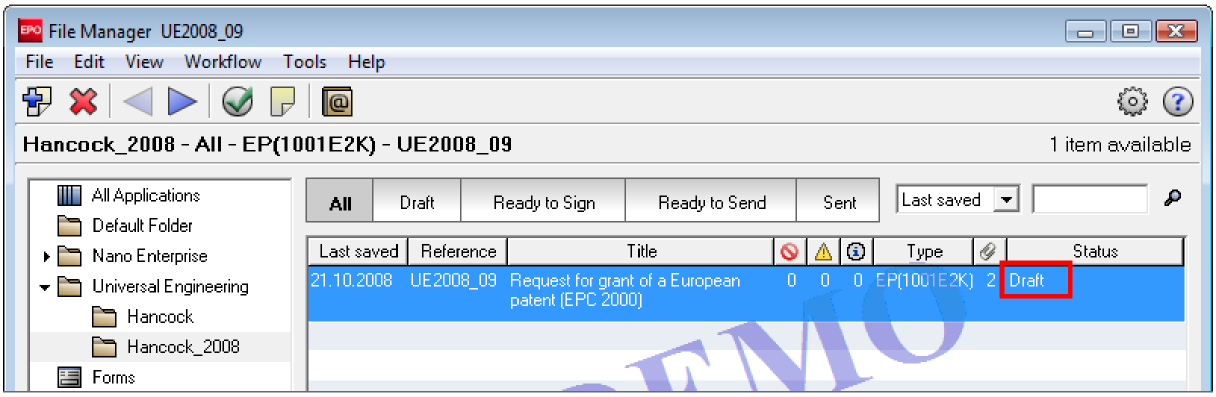


Figure 62: The application is back in "Draft" status and may be moved to "Ready to sign"

9.1 Removing attached documents

Before we can attach new documents, we must first remove the existing technical documents.

- ➜ In the File Manager, double-click the application to open it in ***Draft*** status.
- ➜ Click the ***Documents*** tab and then select the ***Specification*** sub-tab.
- ➜ Select the file ***SPECEPO-1.pdf***.
- ➜ Click the **Delete** button.

The combined file ***SPECEPO-1.pdf*** is removed.

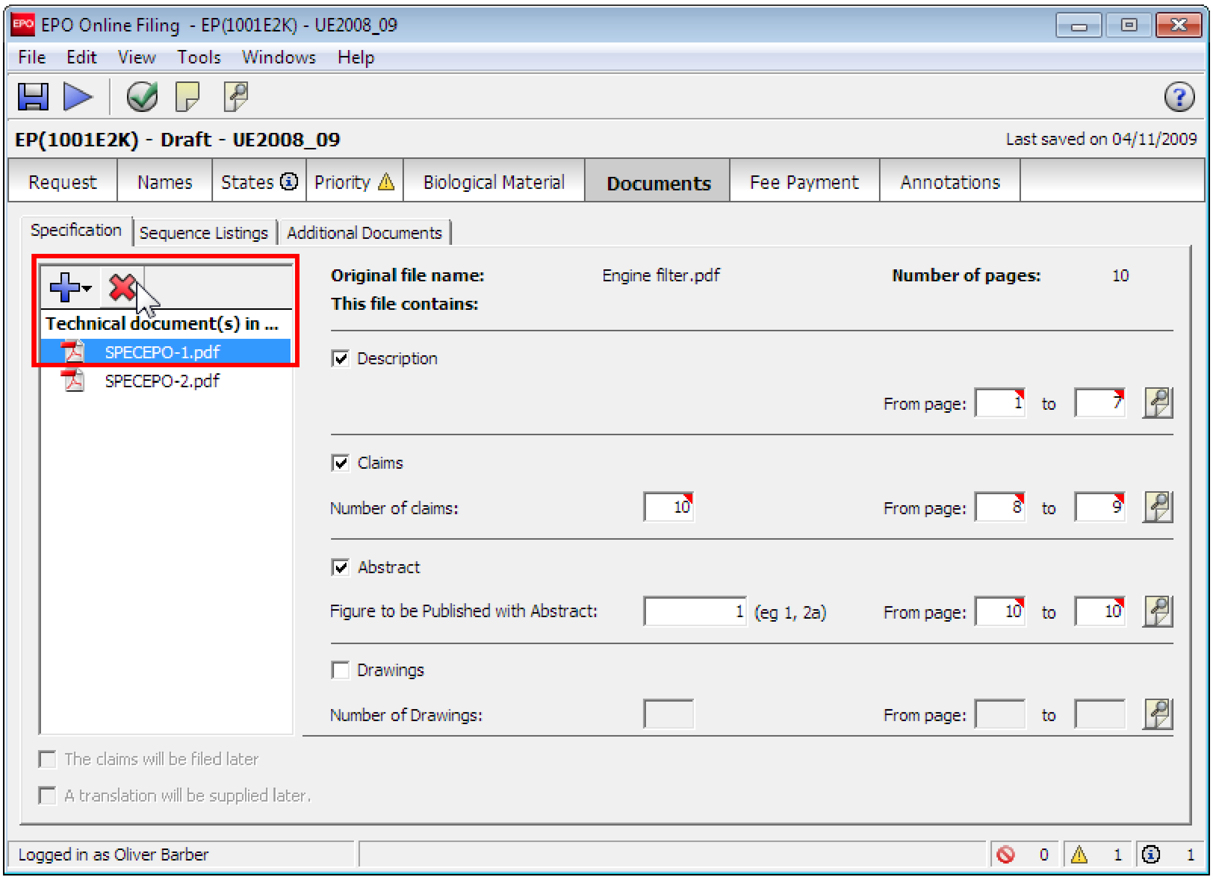


Figure 63: Removing technical documents file

9.2 Attaching new documents

Now that the previous combined file has been removed, the new files can be attached. We will attach one file each for the description, the claims and the abstract.

Attaching a new description

➜ In the ***Documents*** tab, click the ***Specification*** sub-tab and then click the **Add** button.

➜ Select the ***Technical document(s) in English*** option, navigate to the file called ***Engine filter description.pdf*** and select it.

➜ Click **Open** to attach the file.

➜ Tick the check box for ***Description***.

The file is renamed as ***SPECEPO-2.pdf***.

Your screen should look like this:

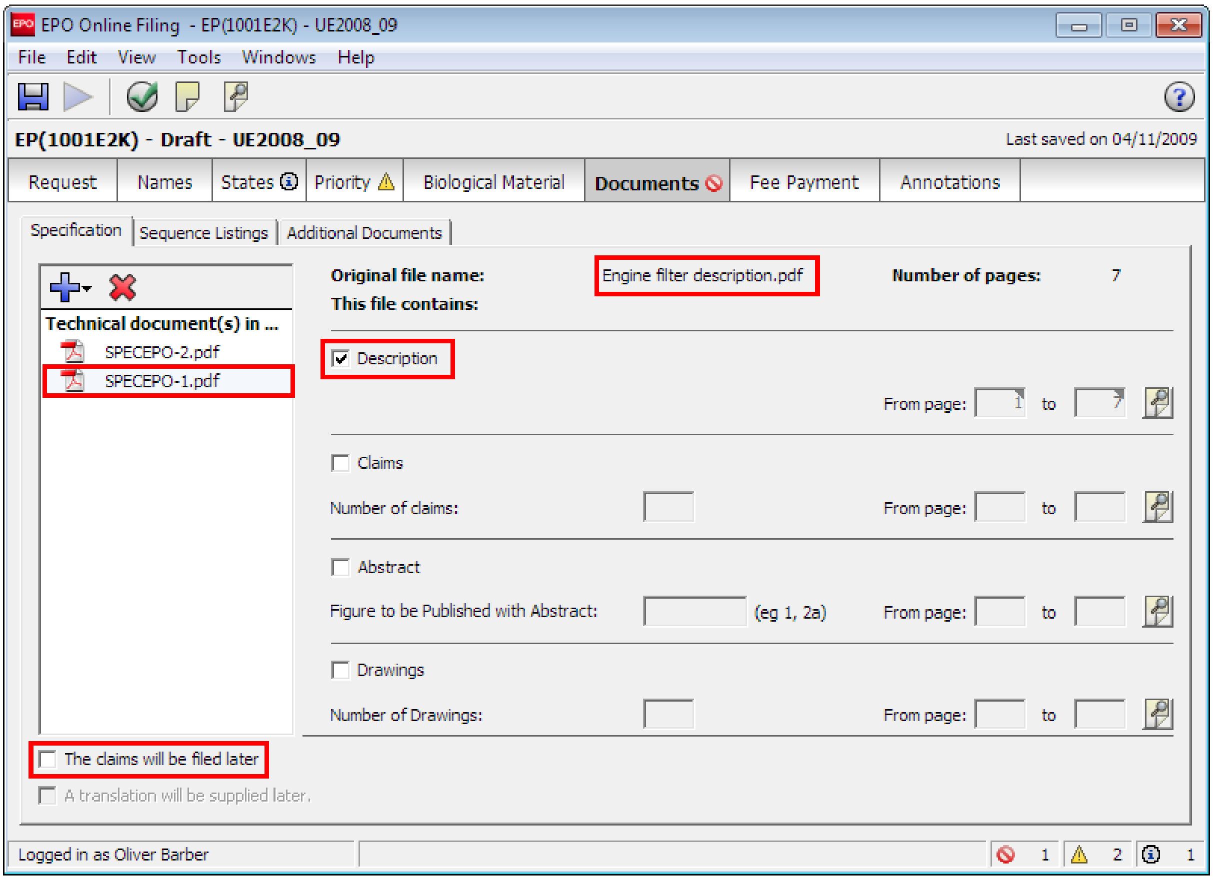


Figure 64: PDF file for description attached

Attaching new claims

➜ Repeat this process to attach the claims file and select the check box for ***Claims***.

The file is renamed as ***SPECEPO-3.pdf***.

➜ Enter **10** in the ***Number of Claims*** field.

ⓘ Claims may be filed later if required. In this case you should select the check box ***The claims will be filed later***, which is below the list of attached documents (see above). This deactivates the check box for the claims.

Attaching a new abstract

➜ Repeat this process to attach the abstract file and select the check box for ***Abstract***.

The file is renamed as ***SPECEPO-4.pdf***.

➜ Enter **1** in the ***Figure to be published with abstract*** field.

Adding an internal note

Before we finish we are going to add an internal note to let the attorney know that the corrections have been made.

➜ Click the **Internal Note** button.

➜ Click the **New** button and enter **Oliver Barber** in the ***Author*** field.

➜ Enter **Revised documents** in the ***Subject*** field.

➜ Enter **The applicant's revised documents are now attached** in the ***Note*** field.

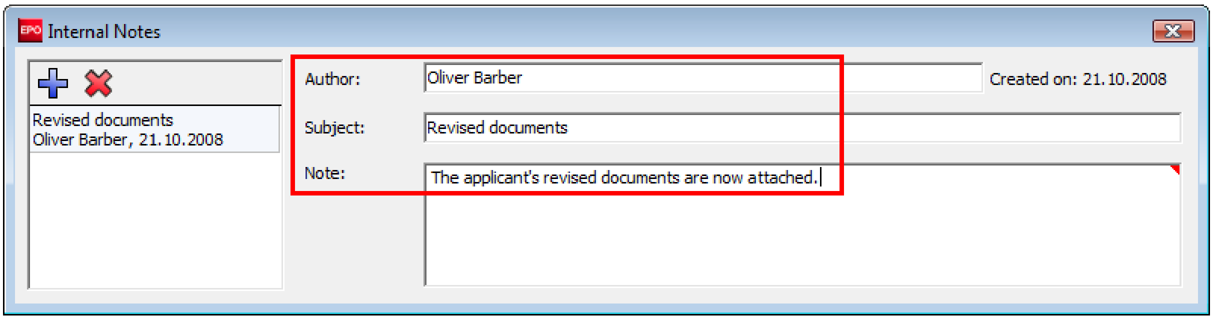


Figure 65: Adding an internal note for the attorney

Saving the application as "Ready to Sign"

Now we will return the application to ***Ready to sign*** status.

➜ Select ***File > Close*** from the menu.

➜ At the prompt select the option ***Move to Ready to sign and exit***.

In the File Manager the file is displayed with ***Ready to sign*** status. The author, date and subject of the internal note are shown in a summary on the lower part of the screen.

10 Signing and sending the application

Objective

The application now contains all the mandatory information and is ready for signing. In our example, we are going to apply a digital signature in the role of patent attorney Jennifer Hancock. We will then switch to the role of assistant Elizabeth Miners and send a number of completed applications to the demo server in The Hague, using the "batch send" functionality.

Step by step

- We will apply a digital signature to our application.
- Before we sign the application we will check our personal smart card.
- We will send all our applications with ***Ready to send*** status to the demo server in The Hague.

10.1 Checking your smart card

➜ Log on to File Manager in the role of patent attorney Jennifer Hancock.

The ***Smart Card Checker*** tool is automatically installed together with the File Manager or the Online Filing client. It starts automatically when the File Manager is running. The Smart Card Checker icon and the icon for the smart card reader are displayed in the Windows system tray.

ⓘ The Smart Card Checker is only available in English.

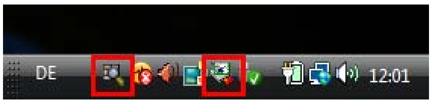


Figure 66: Programme icons in the Windows system tray

The Smart Card Checker automatically locates the correct smart card driver software on the computer and checks registered certificates, so that when you change from one smart card to another you do not have to carry out any manual changes.

Checking your smart card

➜ Insert your smart card into the reader.

If the green light flashes this indicates that either the card was not inserted properly or it cannot be read.

➜ Right-click on the smart card checker symbol in the system tray and select **Check Smartcard**.

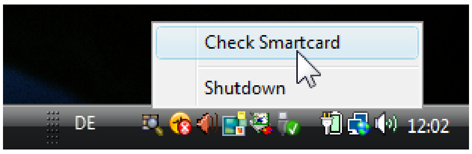


Figure 67: Check smart card

The smart card is checked.

If there is no reader connected to the PC, if no smart card is inserted, if the smart card has not been inserted properly, or if it is invalid, the smart card checker indicates that the card is not recognised.

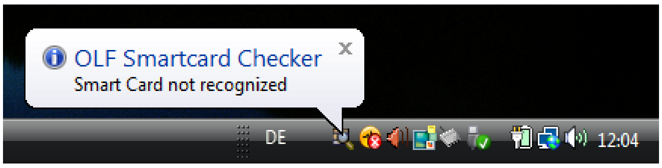


Figure 68: Smart card not recognized

If the smart card is valid and was correctly inserted into the reader, the smart card checker checks the data and indicates that the smart card is recognised. The green LED on the reader indicates that the smart card is valid and inserted correctly by shining steadily, otherwise it flashes.

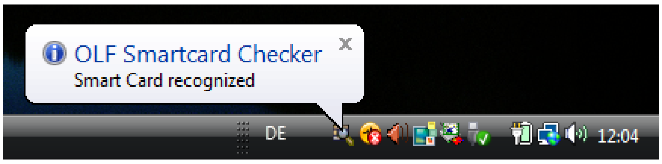


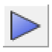
Figure 69: Smart card recognized

In the next step we use the smart card to sign the application.

10.2 Signing the application

In the File Manager our application has ***Ready to sign*** status. The ToolTip on the Next button now displays "Sign", so we can sign the application in the next stage of the workflow.

➜ Click the **Next** button.



The application is displayed in the ***PDF-Viewer***. The documents attached are listed on the left.

➜ Click **Sign now** in the lower right-hand corner to proceed.

➜ For the purposes of this tutorial, select ***Jennifer Ashcroft*** as the ***Representative***.

➜ Select ***Smart Card*** as the ***Type of signature***.

ⓘ If you normally use your smart card to sign applications, you can tick the ***Save settings as default*** check box.

➜ Enter your **PIN Code**.

➜ Enter **Cambridge** as the ***Place of Signing***.

ⓘ The place of signing is optional.

➜ To finish, click **Sign**.

Your screen should look like this:

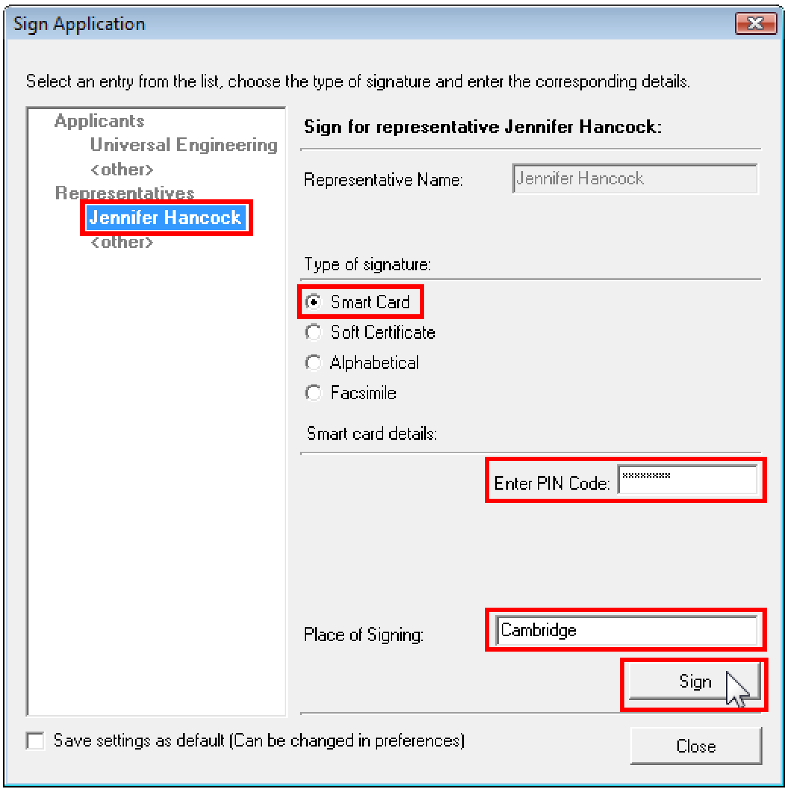


Figure 70: Signing details completed

The software checks the smart card data and generates XML files using the data from the form. This may take a while. The following message box is displayed while the process is running.

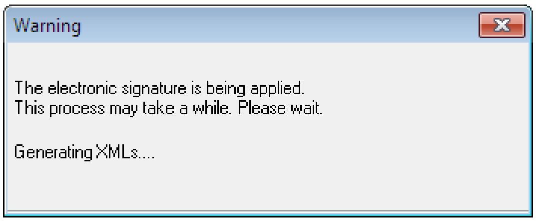


Figure 71: Processing the electronic signature

The ***Sign application*** window then closes automatically and the status of our application changes to ***Ready to send*** in File Manager.

ⓘ At least one signature is required on each application. Whether or not you are authorised to sign forms depends on the user rights you were assigned by the Online Filing administrator.

10.3 Sending the applications

To complete this exercise using the "batch send" functionality, we need at least two applications with ***Ready to send*** status. We will send all applications with ***Ready to send*** status to the demo server in The Hague.

➔ Log on in the role of patent attorney Jennifer Hancock to create another application such as EP(1038E) and sign it.

As soon as the application receives a digital signature, it moves to ***Ready to send*** status.

➔ Finally, move the signed applications to the ***Default Folder*** because personal folders are not activated for assistants in File Manager.

➔ Log on in the role of assistant Elizabeth Miners to send the applications.

➔ Select ***Default Folder*** and click ***Ready to Send*** in the navigation bar.

➔ Create a multiple selection list of the applications you want to send with **CTRL**+click.

➔ Click the **Next** button to proceed. The ToolTip indicates "Send".

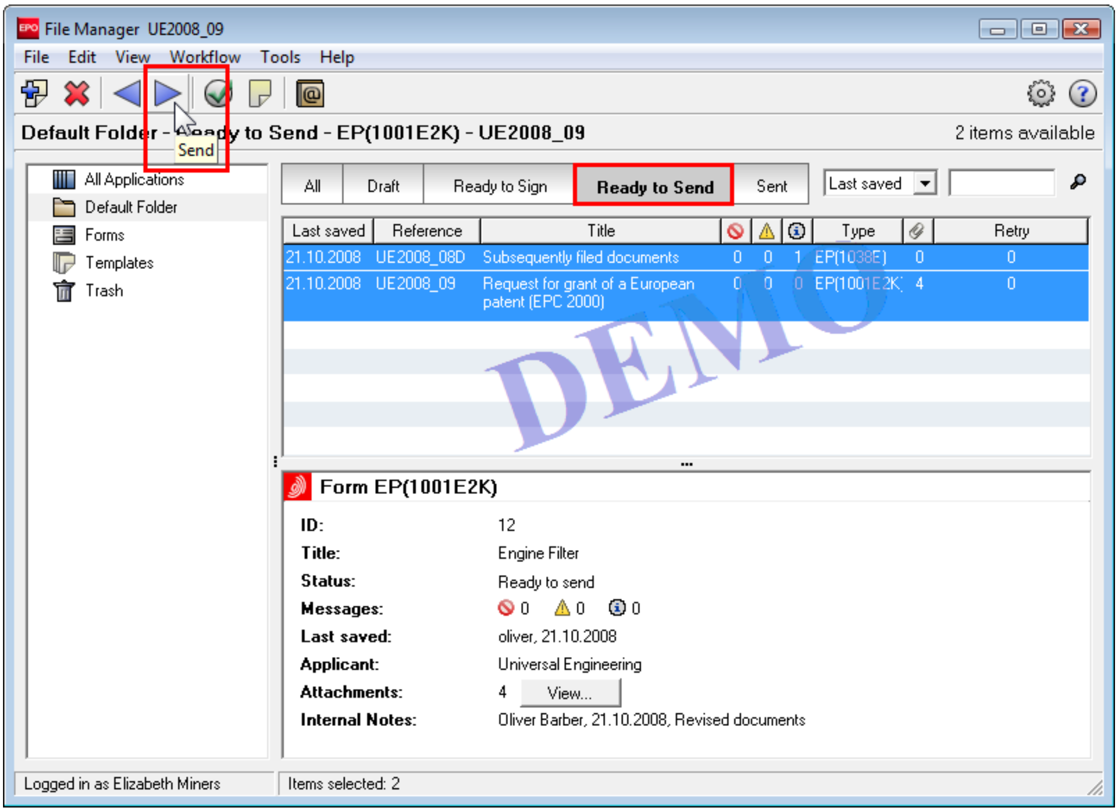


Figure 72: Applications with "Ready to send" status selected

→ At the warning prompt, ensure that the transmission is going to the location you intend - in this case the demo server.

→ Click **Continue Sending**.

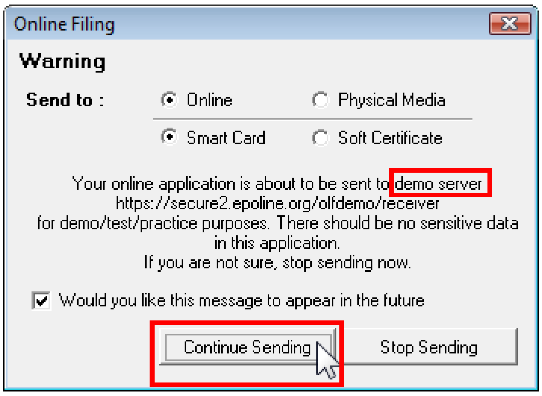


Figure 73: Sending application to demo server

→ Enter your **PIN code** and click **OK**.

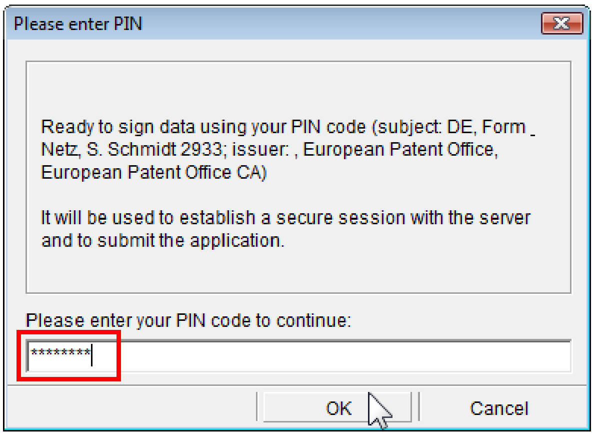


Figure 74: Entering PIN code before sending

As each application is sent, a progress indicator informs you of the current stage of the transmission.

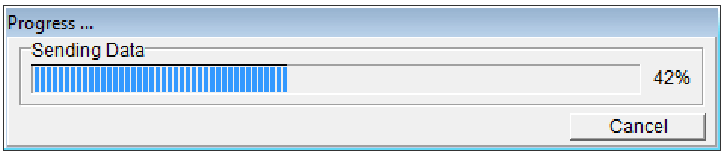


Figure 75: Progress indicator

10.4 Viewing and saving receipts

Objective

In this section we will view and save copies of receipts. The assistants in our patent attorneys' firm are not authorised to open an application or the documents attached to it, which is why we will now log on again in the role of patent attorney Jennifer Hancock to check the acknowledgment of receipt.

Step by step

Once the transmission is complete, the applications are displayed in the File Manager with ***Sent*** status.

➜ To view the attached documents (including the receipt), select an application and click the **View...** button.

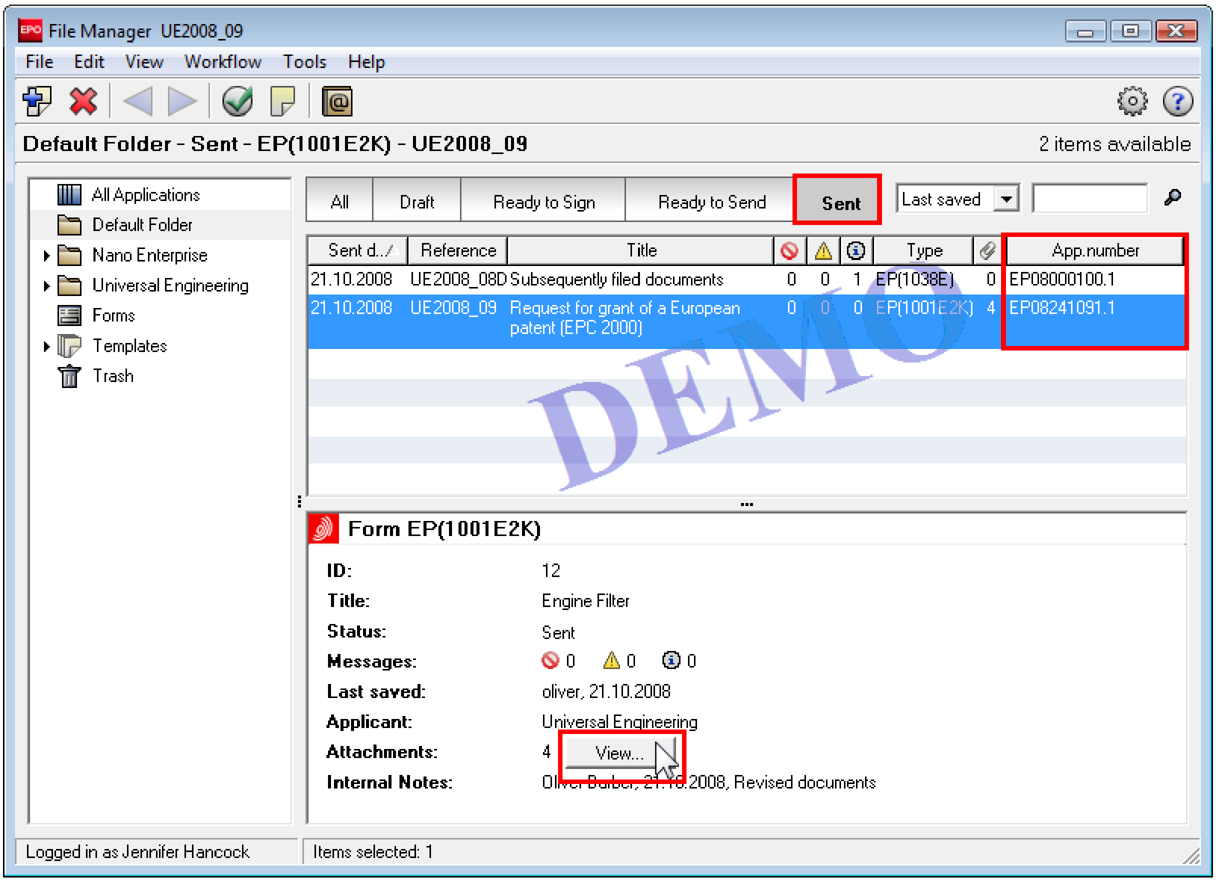


Figure 76: Applications with "Sent" status

➜ In the ***PDF-Viewer*** select the document ***receipt.pdf*** from the list of files.

➜ Click the **Save copy** button and enter a file name for the PDF document.

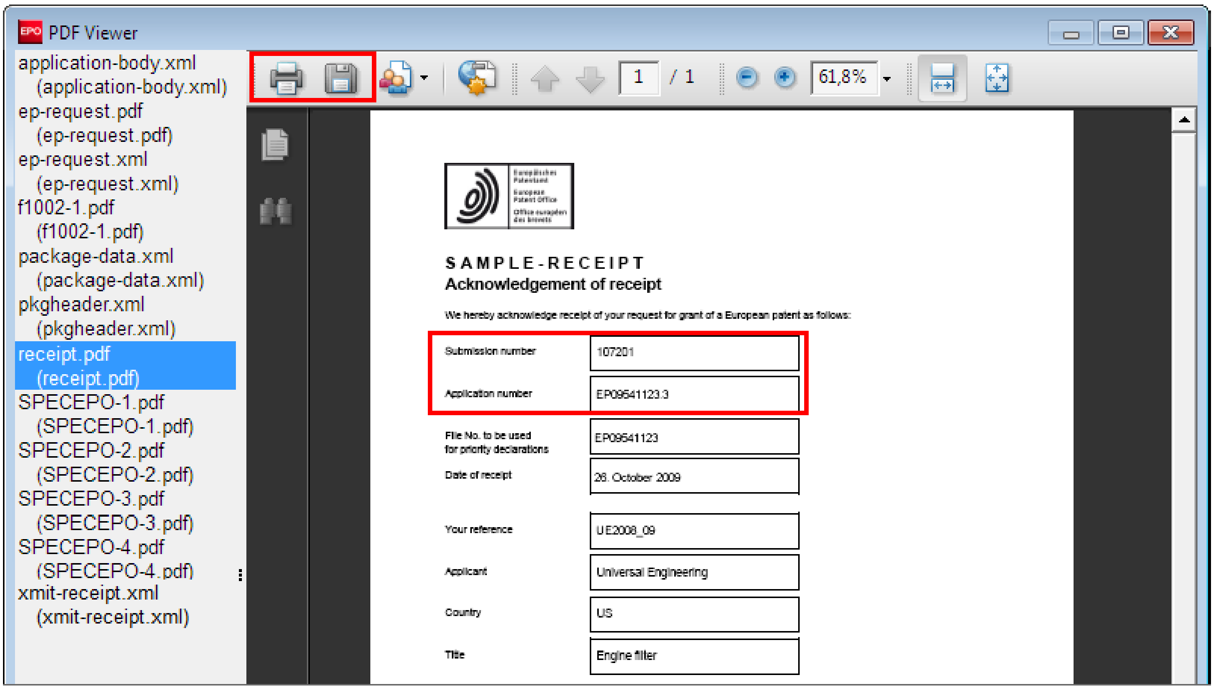


Figure 77: Storing receipt from the PDF Viewer.

11 Exporting and importing individual applications

Objective

In this section we will export an application into an external folder on our PC and import another application for processing in the Online Filing software.

Step by step

- We will export all sent applications as ZIP files, including all attached files, into a storage location elsewhere in our company's network.
- We will import an application that was exported earlier back into File Manager to use it as a basis for a new application.

Further exercises

The chapter **Exporting and importing applications with the Server Manager** (p. 95) deals with exporting and importing applications in more detail. Managing and backing up databases is dealt with in the chapter **Managing databases** (p. 88).

User rights for import and export

Although Server Manager offers a comprehensive range of data management features, they can only be used by members of the ***Administrators*** group. A user with ***Administrator*** ID can add other users to the Administrators group in User Administration to grant them access to the same rights. Administrators in a company are responsible for managing the database as well as for exporting and archiving data.

All other users can use File Manager functions to export or import individual applications as required, provided they belong to a group with an appropriate profile of privileges.

11.1 Exporting applications to ZIP files

In this exercise, we will archive all sent applications in the role of patent attorney Jennifer Hancock. The ***Export Forms*** function generates a compressed ZIP archive for every application and at the same time enables you to delete the applications in the database.

➜ In File Manager, select ***File > Export > Forms***.

➜ Click the sent ***Sent*** folder on the left.

Only sent applications are displayed.

➜ Click the  icon in the table header.

This selects all applications.

➜ Tick the check-box next to ***Delete items from database after archiving***.

➜ Click **OK**.

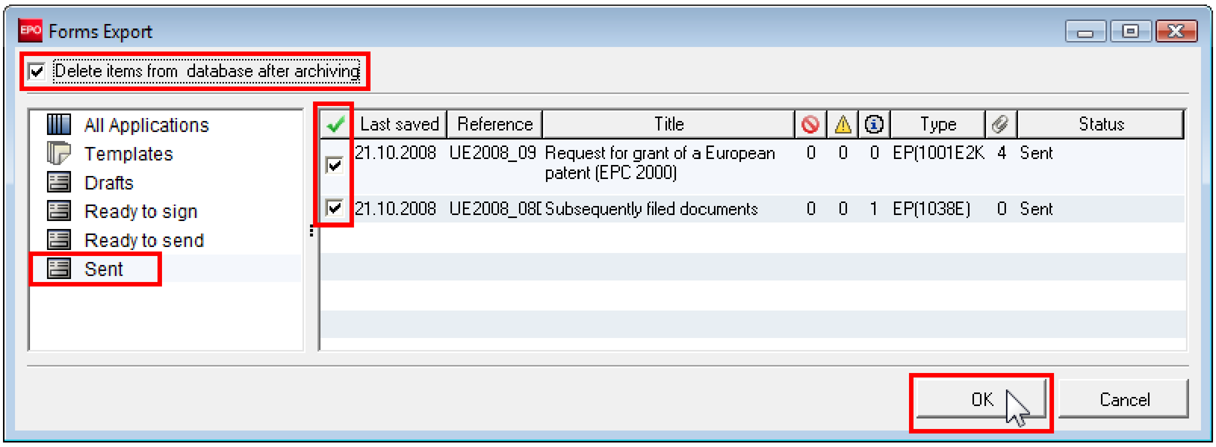


Figure 78: Selecting the forms you want to export

Online Filing automatically opens the directory selected in ***User Preferences*** for exporting files. In this example the default directory is ***EPO_data/Export*** on drive G.

We will create a new subfolder for Universal Engineering in the ***Export*** folder.

➜ Click the **Make New Folder** button.

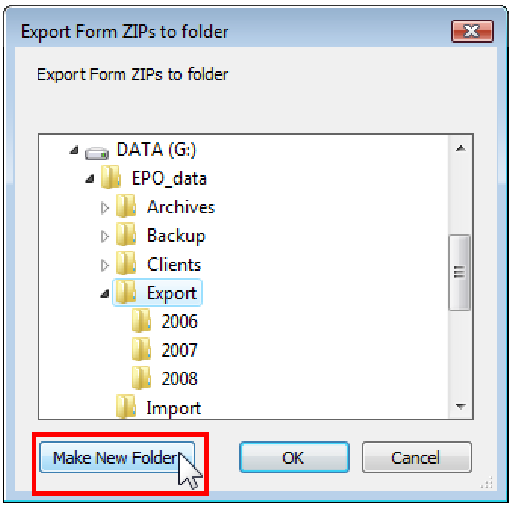


Figure 79: Selecting the folder for export

A new folder is created.

➜ Enter **Universal Engineering** as the name of the new folder.

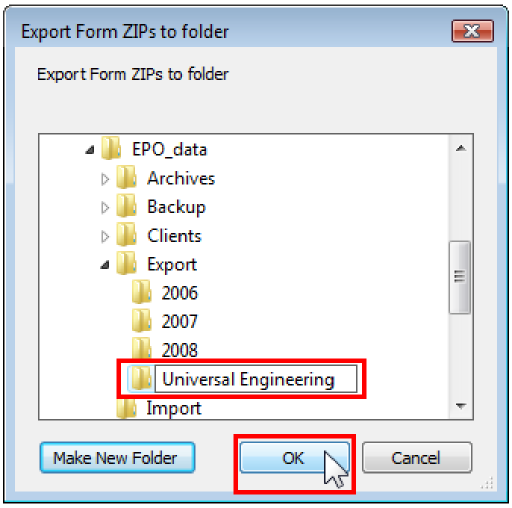


Figure 80: New folder renamed in export destination

➜ Click **OK** to start the export process.

➜ Close the ***Export complete*** message by clicking **OK**.

The applications are then deleted in File Manager.

The new ***Universal Engineering*** folder can now be found in the ***Export*** folder and contains the ZIP files that Online Filing created and that were automatically renamed by the software as ***UE2008_08D.zip*** and ***UE2008_09.zip*** based on the file reference of the applications.

The ZIP file ***UE2008_09.zip*** contains multiple PDF and XML files. The file ***ep_request.pdf*** contains Form EP(1001E2K) and the application. ***SPECEPO-1.pdf*** contains the description, ***SPECEPO-2.pdf*** the drawings, ***SPECEPO-3.pdf*** the claims and ***SPECEPO-4.pdf*** the abstract. The acknowledgement of receipt is saved as ***receipt.pdf*** and the designation of inventor as ***F1002-1.pdf***.

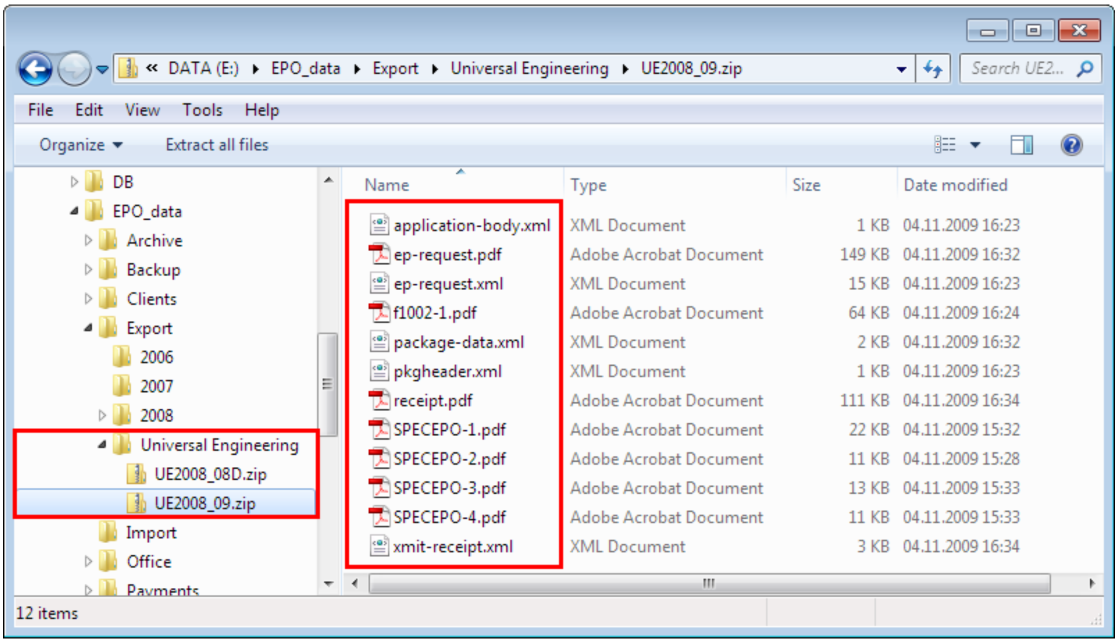


Figure 81: Applications and all associated files in the exported ZIP archives

11.2 Importing an application from a ZIP file

The team at IP Partners regularly archives sent applications and deletes them from the database. The system administrator moves the ZIP files from the Export folder to an archive folder.

In this example, patent attorney Jennifer Hancock is going to use Form EP(1038E) to submit other documents for the Universal Engineering application already sent. She needs data from the archived application for this and will import it back into File Manager.

➜ Select the folder ***Hancock_2008*** as the exact location in File Manager where you want to place the imported application.

➜ In the menu select ***File > Import > XML from File***.

The software automatically opens the directory selected for import in ***User Preferences***, which in our example is the ***EPO_data/Import*** folder on the ***G*** drive.

➜ Go to the ***Archives*** folder and open it with a double-click.

➜ Select the file ***UE2008_09.zip*** then click **Open**.

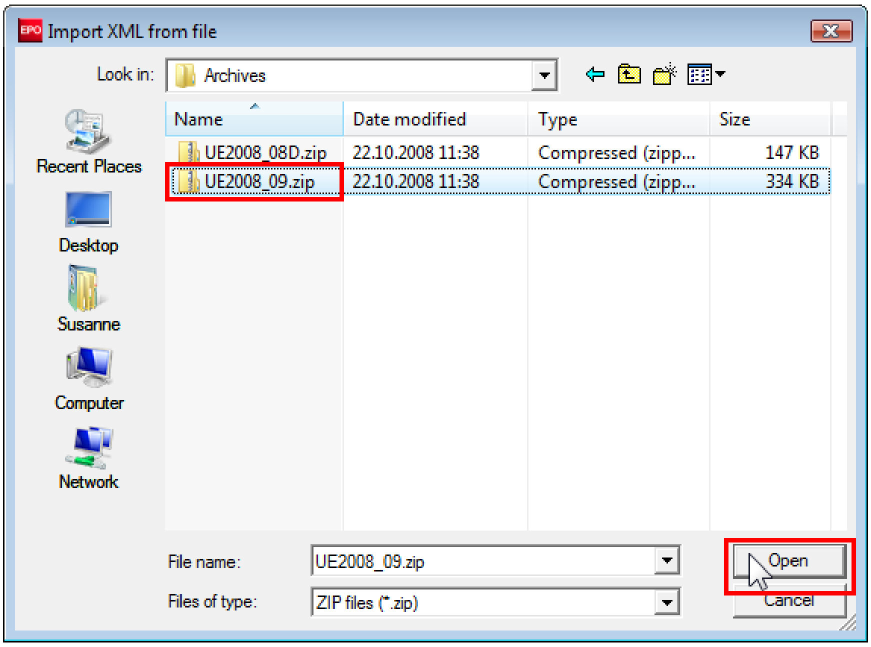


Figure 82: Selecting ZIP file containing application to be imported

The ***Create a New Application*** window opens.

➜ Enter a **UE2008_09A** as the ***User Reference*** for the new application.

➜ The subfolder ***Hancock_2008*** should already be selected.

➜ Click **Create**.

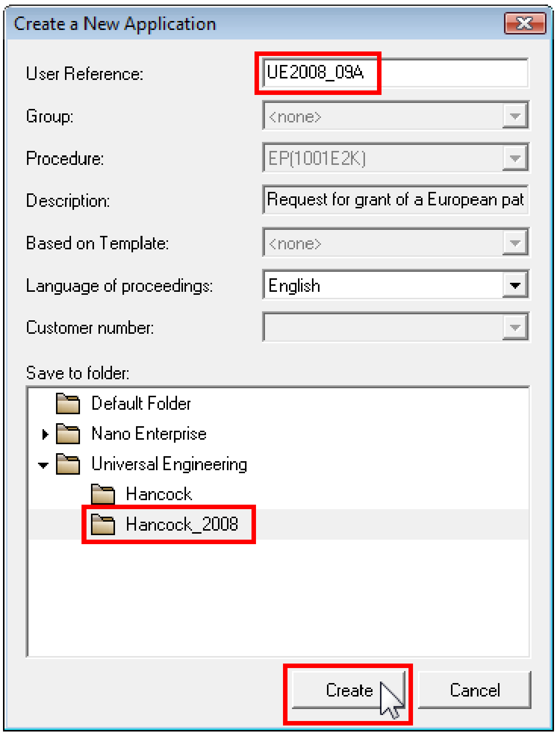


Figure 83: Creating a new application from imported data

The new application opens in the form view as a draft.

➜ Close the application using the ***Save and exit*** option.

The application is now stored in ***Draft*** status in the subfolder ***Hancock_2008***, within the ***Universal Engineering*** folder and can be processed further as required.

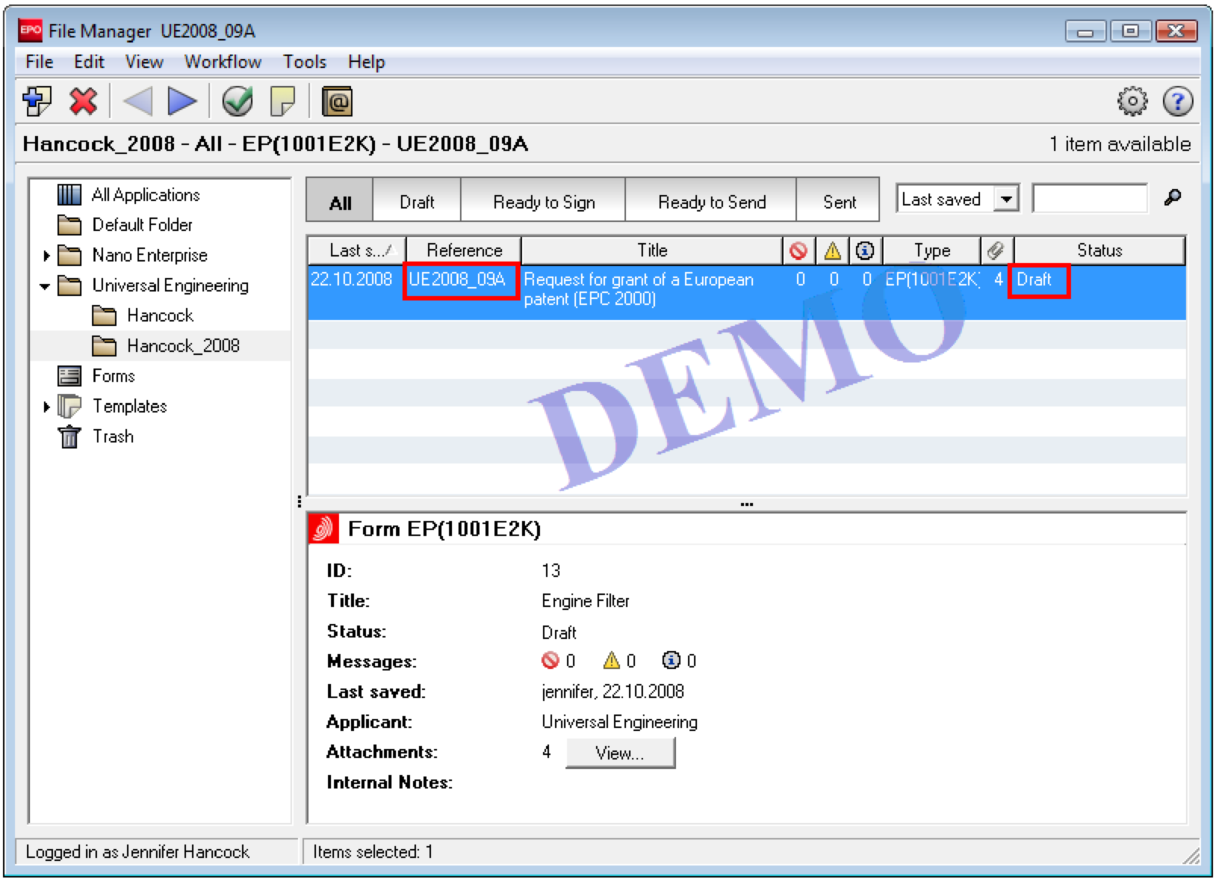


Figure 84: Imported application in "Draft" status in the File Manager

12 Managing servers and services

Objective

We are going to log on in the role of administrator to use Server Manager to manage the server and Online Filing's active services.

Step by step

- We will familiarise ourselves with the functions of the Server Manager.
- We will use the Server Manager to start and stop services for the File Manager and the various Online Filing procedures.
- We will determine which directories in our computer network can be accessed by the Server Manager.
- We will define settings for the Live Update mechanism.

12.1 Server Manager - Overview

The Server Manager allows Online Filing users to administer and manage the Online Filing servers, services and databases in their office network.

The Server Manager is automatically installed together with Online Filing (Version 4.00) when ***Local Installation*** or ***Server Installation*** is selected during the setup.

Starting Server Manager

Like the Online Filing client (File Manager), Online Filing Server Manager is started in Windows XP, Windows 2000 or Windows 2003 Server by simply clicking the link in the Program menu.

Proceed as follows in Windows Vista:

- ➜ Go to the Windows Start menu and select: ***Programs > EPO Online Filing > Online Filing Server Manager***.
- ➜ Right-click the link ***Online Filing Server Manager***.
- ➜ Select ***Run as administrator*** in the shortcut menu.

  If you are not the Windows administrator, you must now enter his or her Windows password.
- ➜ Click ***Allow*** in the ***User Account Control*** window (Windows Vista).

The Server Manager login window appears.

User mode in Server Manager

Production mode is the only option available when you log on to Server Manager. You can only log on to Server Manager if you are the user named ***Administrator*** or a user from the ***Administrators*** group.

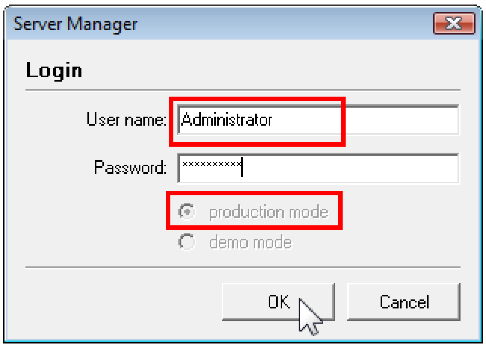


Figure 85: Logging into Server Manager in production mode

Server Manager - Overview

The Server Manager's most important features can be accessed via the following eight tabs. Server Manager always opens in the ***Services*** tab.

Feature	Comments
Services	Control services: monitor, stop and start Online Filing services.
Backup	Backup, restore and clear the complete database.
Export	Export items from the database, e.g. applications or templates, and store them as ZIP files. Deleting items after export is optional.
Import	Import items into the database that have been previously exported, e.g. applications or templates, to use them in File Manager.
Users	Monitor and manage users logged in to Online Filing.
Unlock	Disconnect users from items in the database, so that the respective record (application) in the database becomes unlocked and, hence, editable for other users.
History	List of user activities in File Manager and the other services, with IP addresses, Windows account names and OLF user names.
Settings	Define default file locations for backup, import and export. Define settings for Live Update and perform a live update.

ⓘ The ***Export***, ***Import*** and ***Unlock*** functions are not available for data in the demo mode database.

12.2 Services management

The ***Services*** tab allows users to monitor and manage Online Filing services.

The list shows all installed services by ***Plugin name***, ***Exe file name*** (path to the programme file), ***Service name***, ***Status***, ***CORBA port***, ***SOAP port*** and ***Connections*** (number of active user connections).

➜ Click the **Refresh** button.

This will display the current status of all services in the Server Manager.

In the example below, the service ***EPO OLF EP122K*** has been stopped.

We will restart the ***EPO OLF EP122K*** service and then stop the ***EPO OLF EP2000*** service.

ⓘ Stopping/starting the File Manager (***EPO OLF File Manager***) will stop/start all other online services at the same time.

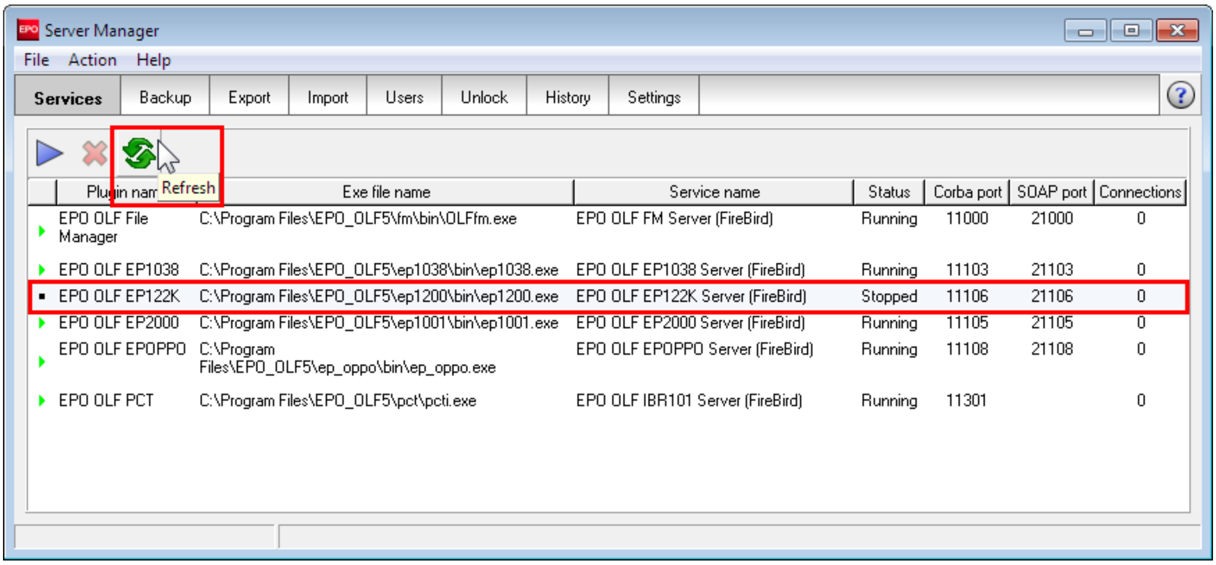


Figure 86: Services in active state

Starting a service

➜ Select the ***EPO OLF EP122K*** service - the current status is ***Stopped***.

➜ Click the **Start as service** button.

The ***EPO OLF EP122K*** service is started, and users can once again work with the procedure Euro-PCT(1200E2K).

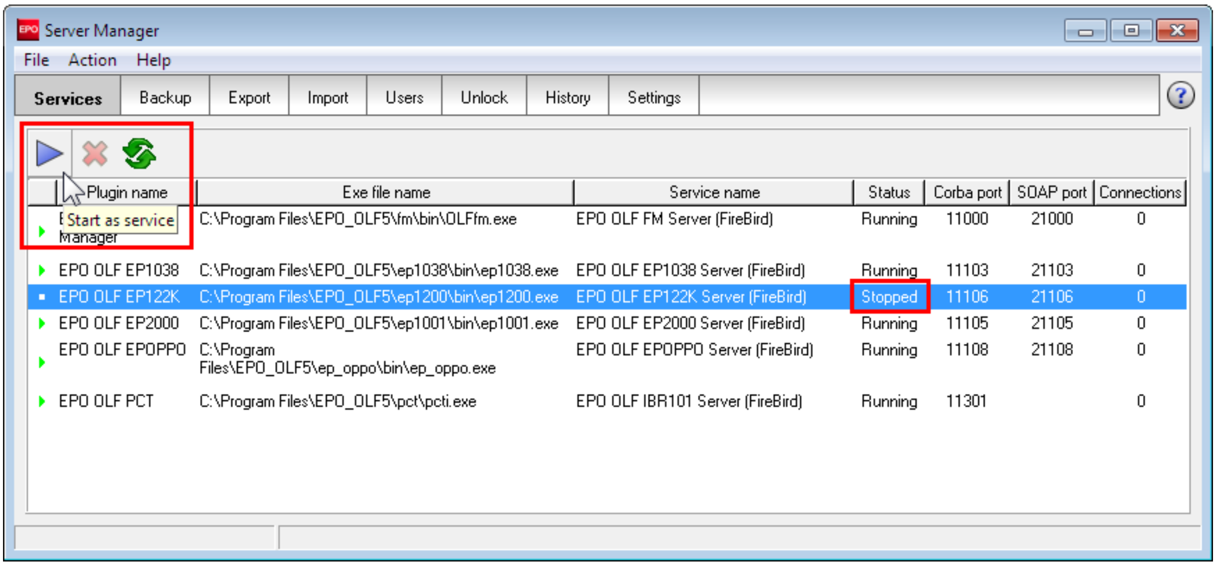


Figure 87: Restarting service in Server Manager

Stopping a service

➜ Select the ***EPO OLF EP2000*** service - the current status is ***Running***.

➜ Click the **Stop** button.

The ***EPO OLF EP2000*** service is stopped and all active users are disconnected.

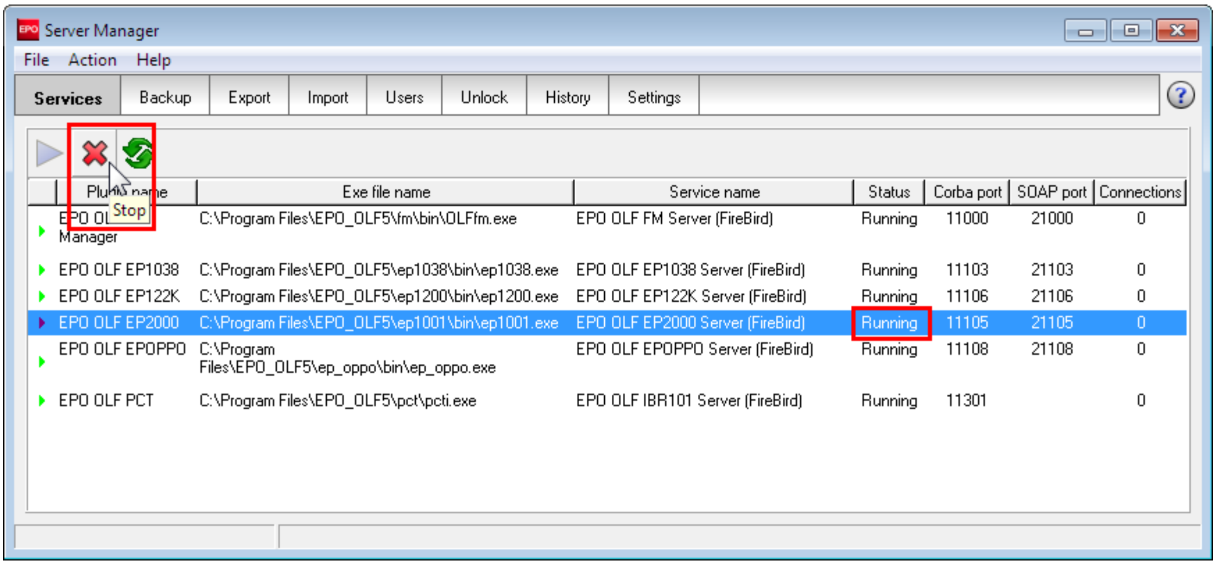


Figure 88: Stopping a service

12.3 Settings for file locations

The ***Settings*** tab allows you to define default directories for ***Backup*** and ***Restore***, ***Export*** and ***Import***. Only files located in these specific directories are offered for the selected function.

Setting	**Comment**
Backup and restore directory	Location for storing database backup files.
Export directory	Location for exporting applications as ZIP files. For production mode only.
Import directory - source	Default location from which ZIP files are imported as new applications. For production mode only.
Import directory - destination	Default folder in the File Manager where imported applications are created. For production mode only.

Changing directory settings

We will change the directory settings, so that data are no longer stored in the directory ***EPO_OLF5\tools\smanager\data***. The default setting uses the path created when the Online Filing programme files were installed.

➜ Click the folder button to the right of the directory path for ***Backup and restore***.

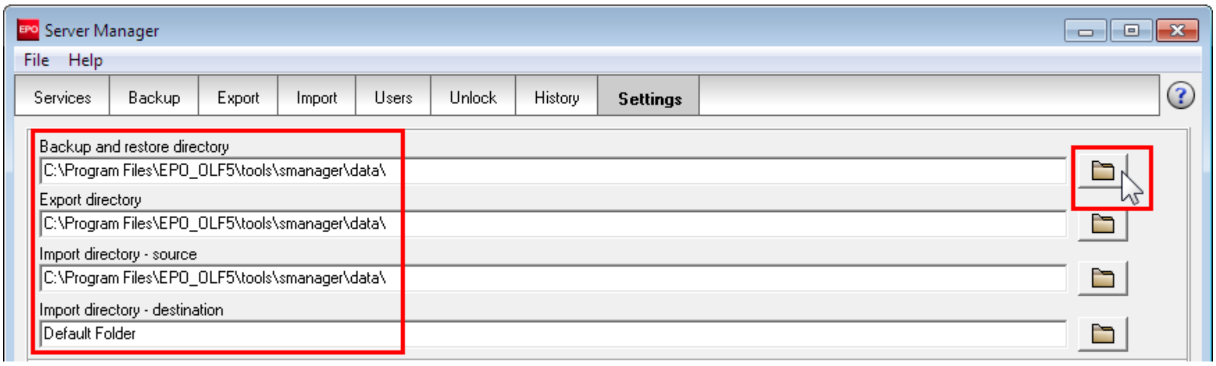


Figure 89: Default settings in the Server Manager

➜ Navigate to the new directory in your computer/network drive.

➜ Click **OK**.

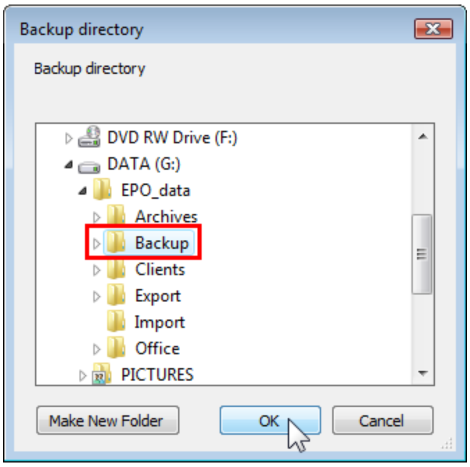


Figure 90: Setting backup and restore directory

➜ Repeat this procedure for the ***Export*** and ***Import*** directories.

➜ Then change the default folder for imported applications in the File Manager.

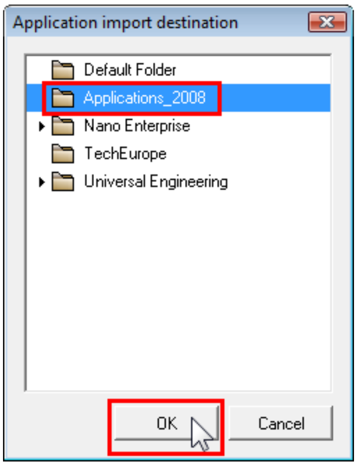


Figure 91: Setting default folder for imported applications

The new directory paths are now displayed in the ***Settings*** tab.

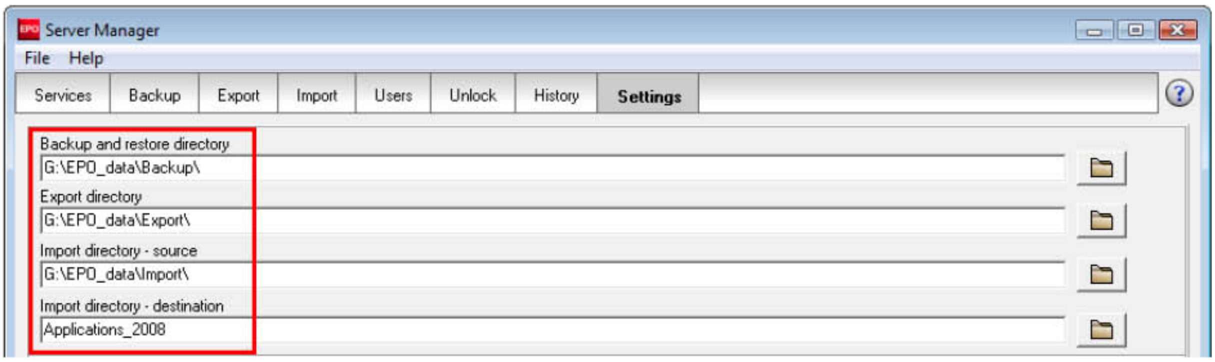


Figure 92: Folder settings in Server Manager changed

12.4 Setting up Live Update

Objective

We are going to set up the ***Live Update*** and check whether there are any changes on the EPO's update server that are relevant to our installation of the Online Filing software.

Step by step

- We will enter the settings for connection to the Live Update server.
- We will activate the automatic Live Update mechanism.
- We will check if there are any updates available in manual mode.
- We will select the specific countries for which Live Update should search for updates of national procedures.

Update types

Live Update performs three different types of update.

- ***Maintenance***: Changes in the maintenance tables, such as countries, languages, fees, URLs, addresses. The relevant maintenance tables are automatically updated as soon as you download the update when starting File Manager.
- ***Patch***: Changes to the existing software, new features, new national routes.
- ***Installation***: New version of the Online Filing software released following a complete revision.

Instead of installation via Live Update, you can also download all updates as installation files (EXE files) via the Download Centre on the **EPO Online Services website** (http://www.epoline.org).

Network settings for Live Update

If your networked workstation is connected to the Internet via a proxy server, you can enter the settings required for connection to the EPO server under ***Live Update proxy***.

ⓘ Contact your system or network administrator for information about the correct setting.

➔ Open the ***Settings*** tab in Server Manager.

The Live Update options are on the lower part of the screen.

➔ Enter the ***IP address*** or the computer name of the proxy server in the ***Server*** field.

➔ Enter the port number assigned to Live Update in the proxy server in the ***Port*** field.

➔ Enter a username in the ***Username*** field and the associated password in the ***Password*** field if this is required by your proxy server.

> **!** ***Warning:*** *The username and password for the proxy user are saved in unencrypted form in the file **`OLFfm.conf`**. As a result, these credentials should NOT be identical to your Windows access.*

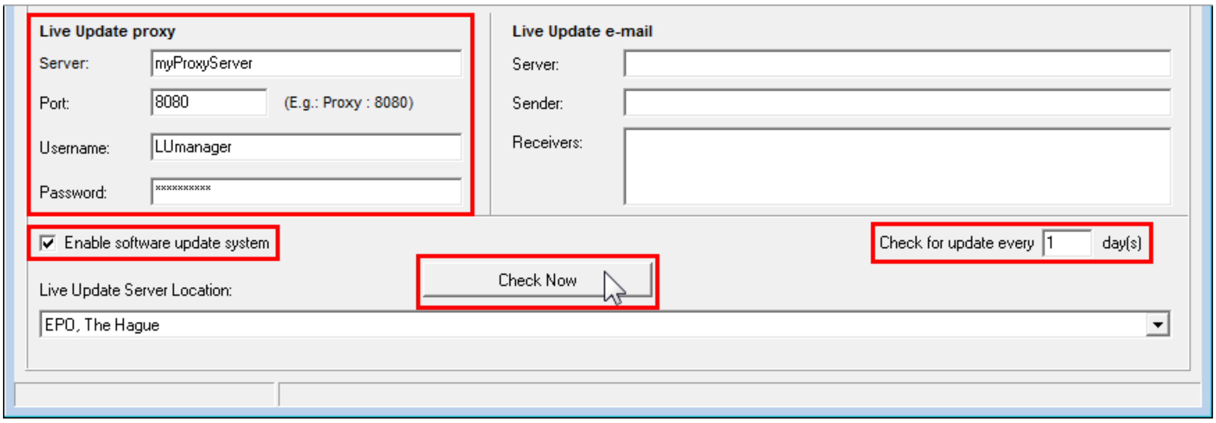


Figure 93: Settings for Live Update

Activating automatic Live Update

➜ Select the check box ***Enable software update system*** in the Settings tab. This option is normally selected by default.

The option ***Check for update every ... day(s)*** is set to ***1*** (day). You may change this if you wish.

From now on, the Online Filing software will always run searches at the set intervals.

Running Live Update manually

➜ To run ***Live Update*** immediately, click **Check now**.

If new updates are found, a prompt appears with a list of the updates available.

➜ Select the updates you wish to install and click **Download**.

Online Filing verifies the downloaded data.

➜ Click **OK** in the message.

➜ The **Install** button activates.

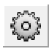
➜ Stop all Online Filing services in Server Manager before you install the updates.

Selecting countries for Live Update

The countries for Live Update are selected in File Manager.

➔ Log on to File Manager as an administrator.

➔ Click the **System Preferences** button.



-OR-

Select ***Tools> Preferences > System Preferences.***

➔ In the ***Online Services File Manager*** section to the left click ***Countries***.

➔ Tick or clear the check boxes for the countries you wish to include in/exclude from Live Update.

➔ Click **Save**.

➔ The File Manager must be closed and restarted in order to activate the new settings.

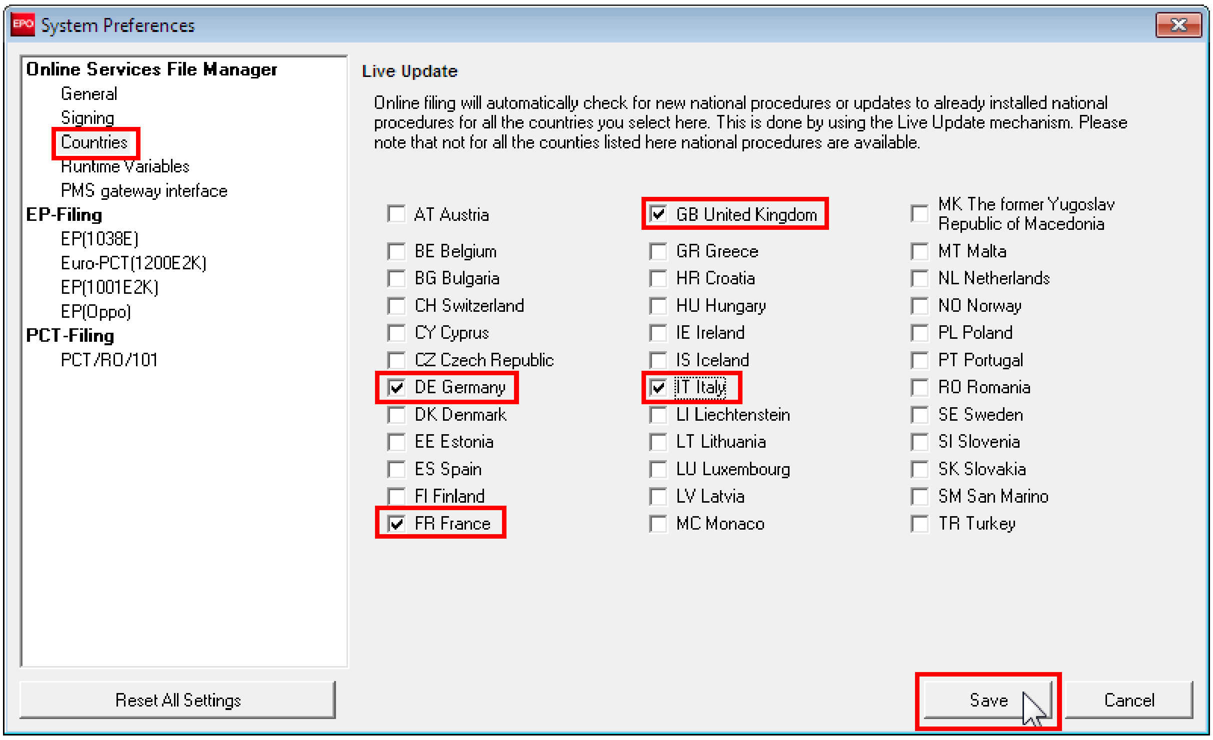


Figure 94: System Preferences - selecting countries for Live Update

13 Managing databases

Objective

In this section we will create backups of the Online Filing databases and restore a database from a backup file. We will then delete old applications from a database.

Step by step

- We will create a backup copy of the demo database and a backup of the production database.
- We will restore the demo database using an old backup copy.
- We will empty the production database, whilst retaining important data.

Overview of database and backup functionalities

The Server Manager's backup functionalities allow you to back up, restore and clear the entire database.

The ***Backup*** tab displays a list of all existing backup files stored in your default **backup directory** (see "Settings for file locations" p. 83). The list also includes the database ***Type*** (Demo or Production), plus the ***File name*** and ***File date*** of the backup files.

	Backup	Back up the complete Online Filing database to a ZIP file.
	Restore	Restore the database from a selected backup file.
	Delete file	Delete a backup file.
	Empty database	Empty the database and create a new one.
	Refresh	Update list of backup files from the default backup directory.

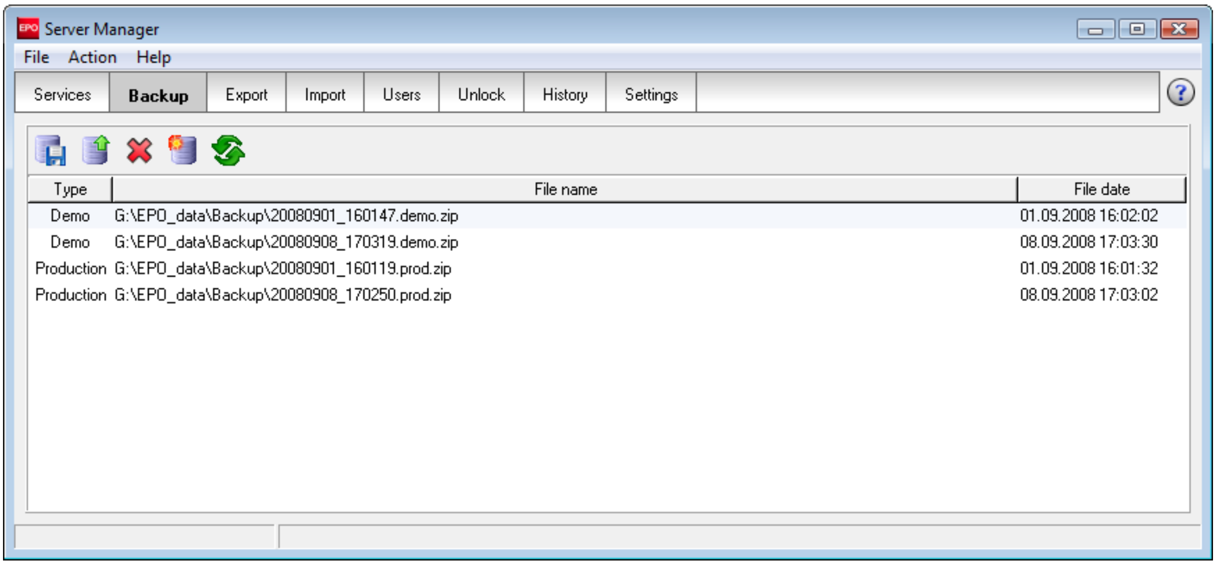


Figure 95: List of backup files in the backup folder

13.1 Backing up databases

The backup function should be used regularly to save all users' data in a physical location other than the hard drive used by the server. Backup is available for both demo and production mode.

We will now create a backup copy of the demo and production databases and store it in the backup directory.

- Click the ***Backup*** tab.
- Click the **Backup** button to start the backup process.

If users are connected to the system, you will be prompted to disconnect them first.

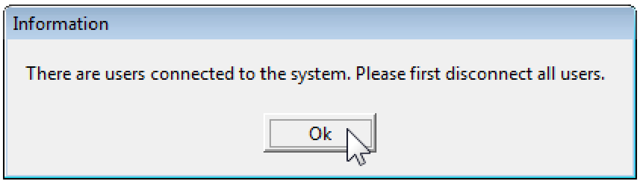


Figure 96: Prompt to disconnect all users

- Select the ***Demo database*** option.
- Click **Start**.

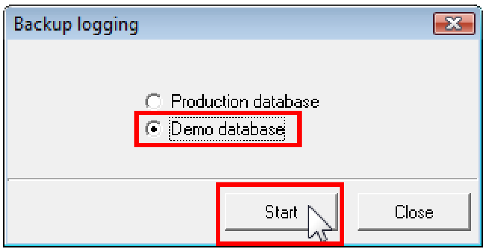


Figure 97: Selecting demo database for backup

The database will be backed up and stored in the default backup directory.

- Click **OK** when the ***Backup complete*** prompt appears.
- Repeat the process for the ***Production database***.

Your screen should look like this:

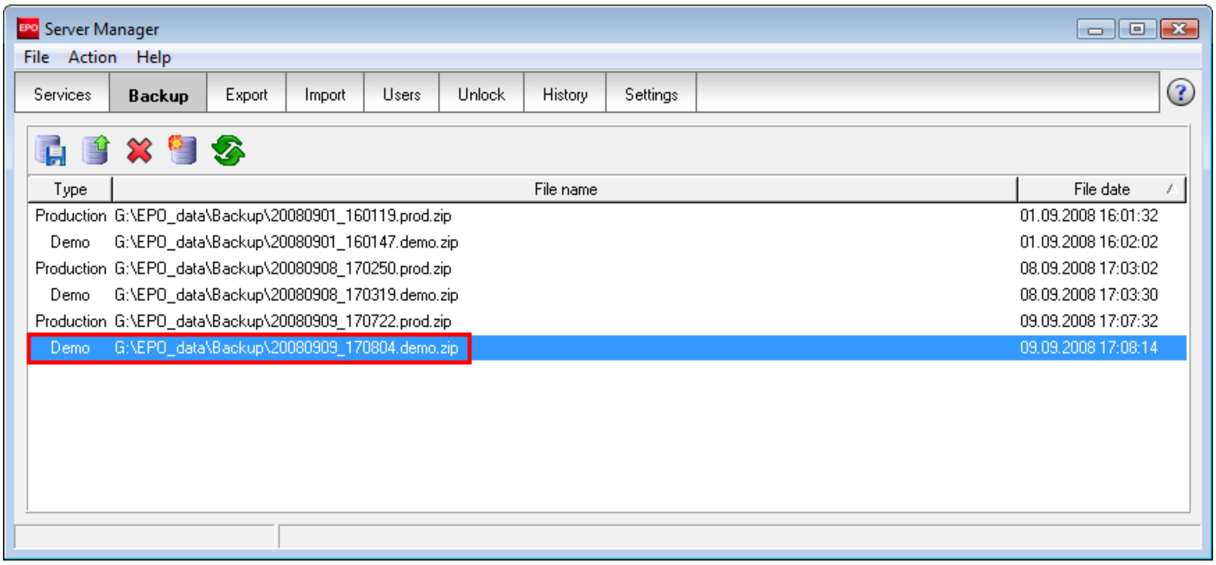


Figure 98: New backup files created from demo database and production database

Backup files are stored in ZIP format. The file names consist of the date on which they were created, the exact time (down to the second) and the database mode (demo or prod) as follows: ***YYYYMMTT_hhmmss.mode.zip***. For example, the file name **`20080909_170804.demo.zip`** indicates that the backup file was created on 09.09.2008 at 17:08:04 hrs from the demo database.

ⓘ Applications previously moved to the ***Trash*** folder in the File Manager will not be included in the database backup. They therefore cannot be restored at a later date.

Deleting backup files

From time to time you should delete any backup files that you no longer require, in order to clear disk space.

➜ Click the backup file in the list that you want to delete.

➜ Click the **Delete** button.

➜ Confirm that you want to delete the file by clicking **Yes**.

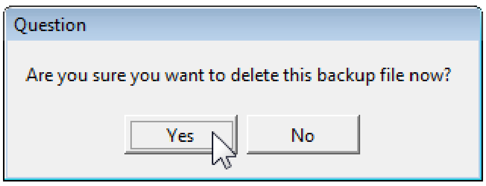


Figure 99: Prompt to delete backup file

13.2 Restoring databases

If you have to reinstall the Online Filing software, for example following a system crash, you can restore your data from a backup copy of the database.

Backup copies of the production database can only be restored to the production database, and backups of the demo database can only be restored to the demo database. The software only ever offers suitable options. In other words, it will never let you restore a backup of the production database to the demo database or vice versa.

> **!** ***Caution:*** *The* ***Restore*** *function completely overwrites the selected database and restores the status that existed when the backup copy was created. All applications created in the meantime and all changes in applications and templates, the Address Book and User Administration are lost.*

Restoring the demo database

We are now going to restore the demo database of September 09, 2008.

- ➜ Click the ***Backup*** tab.
- ➜ Select the required backup file from our list.

  In this example we will use **`20080909_1708048.demo.zip`**.
- ➜ Click the **Restore** button.

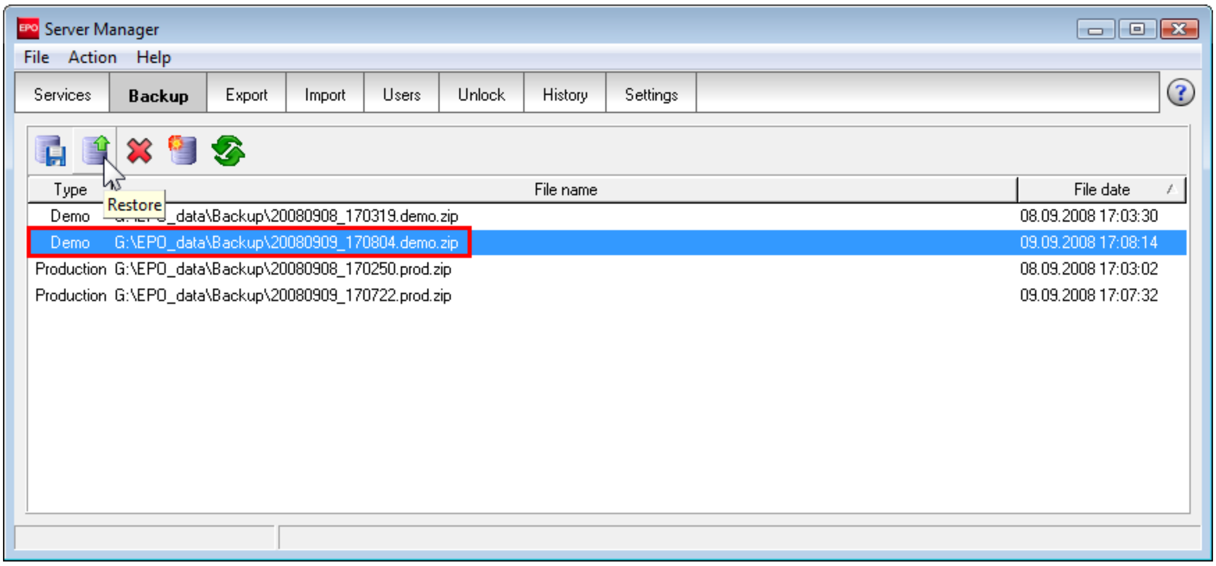


Figure 100: Selecting backup file to restore the demo database

➜ In the ***Restore logging*** prompt, click **Start**.

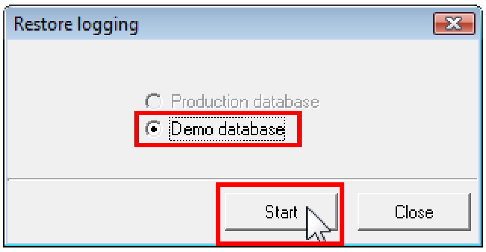


Figure 101: Restore logging prompt

Once the restore process is finished successfully, the following message appears.

➜ Click **OK** to continue.

Figure 102: Restoring of demo database done successfully

Restoring the demo database

When restoring the production database, the ***Restore logging*** window is followed by an additional prompt asking if you are sure you want to overwrite the existing database.

➜ Click **Yes** to overwrite all data in the database.

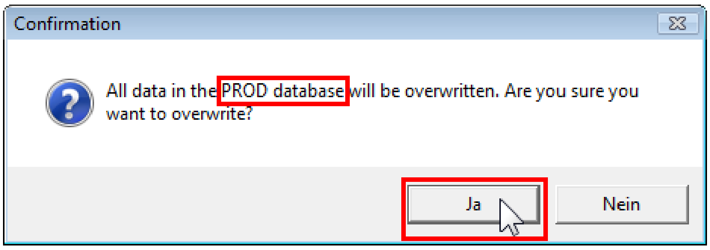


Figure 103: Warning before restoring the production database

13.3 Emptying databases

Emptying the database creates a new database and deletes any data in the existing database. When emptying the production database, you can specify which data should be transferred from the old database:

- All users, groups, profiles and mappings
- Templates
- Address Book
- All applications in Draft, Ready to sign and Ready to send status, i.e. all applications which are **NOT** in Sent status.

> **!** ***Warning:*** *Sent applications are always deleted when you empty the database. Use the* ***Export*** *function if you want to archive sent applications before you empty the database. Select all sent applications for export.*

We will empty the production database and transfer all data, excluding sent applications, into the new database.

→ Click the ***Backup*** tab.

→ Click the **Empty** button.

If other users are currently logged on to Online Filing, a message appears prompting you to terminate these user connections before proceeding.

→ Select the ***Production database*** option.

The extended options are selected as default.

ⓘ All extended options apply to the demo database by default.

→ Click **OK** to continue.

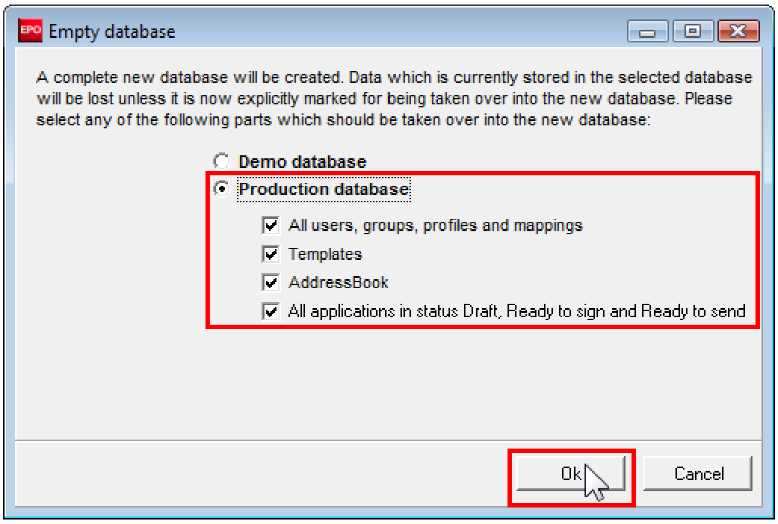


Figure 104: Selecting data to transfer to new database

➜ Click **Yes** in the ***Question*** prompt to confirm that you want to empty the database.

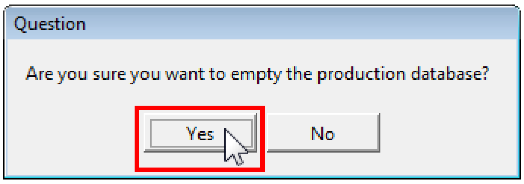


Figure 105: Prompt to confirm that the production database should be emptied

The active services are terminated and the database is compressed.

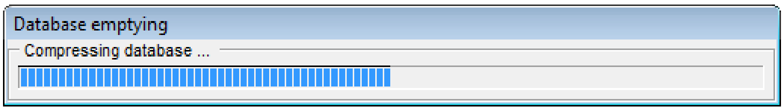


Figure 106: Compressing the database

The services are restarted after you create the new database.

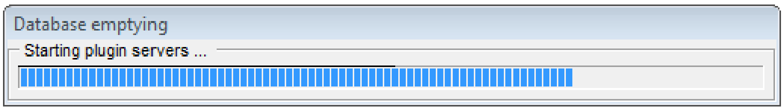


Figure 107: Restarting services after emptying the database

A message finally appears and confirms the production database was successfully emptied.

➜ Click **OK**.

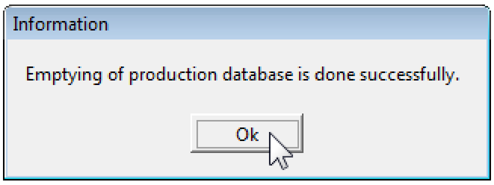


Figure 108: The production database was successfully emptied

14 Exporting and importing applications with the Server Manager

Objective

We will export all applications which have a particular workflow status in the File Manager. We will then re-import other applications which have previously been exported with a particular status, for further processing in the File Manager.

Step by step

- We will export from the Server Manager all applications with ***Draft*** status.
- We will import with Server Manager all the applications with ***Ready to send*** status which are already in our default import directory. We will then open the File Manager to work on these imported applications.

14.1 Exporting applications and templates

The ***Export*** tab shows all the applications and templates stored in the Online Filing database by all the users in your system. ***Export*** stores applications and templates as individual ZIP files that contain the XML files and PDF documents generated by the Online Filing software.

ⓘ The export functions in the Server Manager correspond to the export functions in the File Manager and can only be used for data created in production mode.

Exporting all applications from a selected folder

In this exercise we are going to export all applications with ***Draft*** status.

➜ Click the ***Export*** tab.

- The ***All Applications*** and ***Templates*** folders from File Manager are shown on the left. The folders ***Drafts***, ***Ready to sign***, ***Ready to send*** and ***Sent*** filter the list of applications based on the relevant workflow status.
- The list on the right shows the content of the selected folder or all applications in the selected workflow status, just like in File Manager.

➜ Click the ***Drafts*** folder on the left.

➜ Click the ✓ icon in the list header to select all applications.

➜ Click the **Export** button to start exporting files.

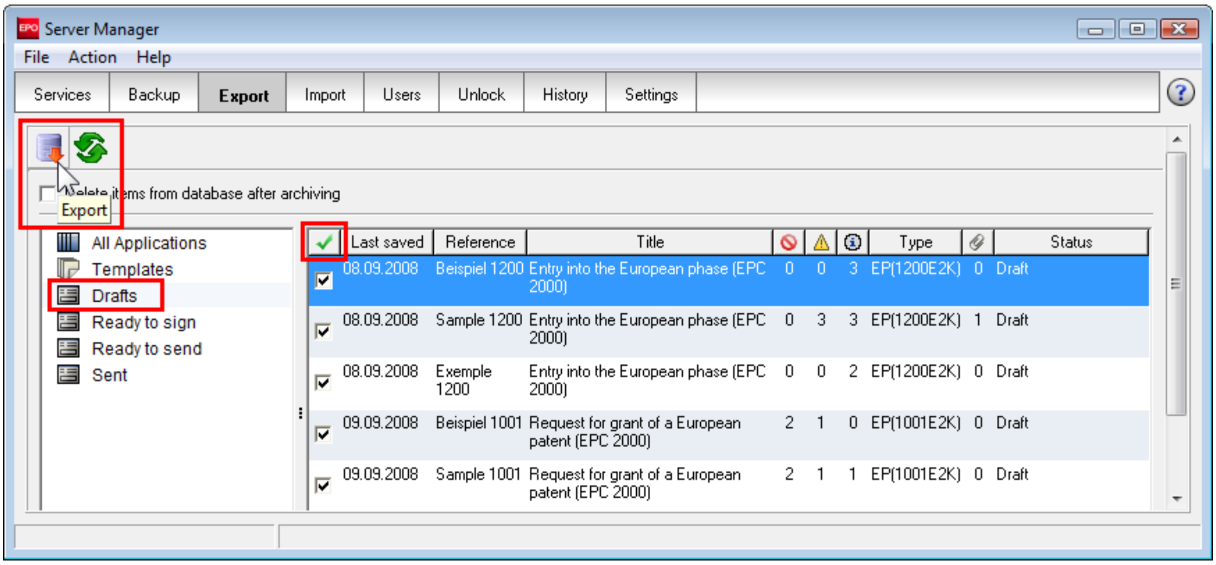


Figure 109: Selecting all applications with status "Draft" for export

Each application is stored as a separate ZIP file in the default export directory which you specified in ***Settings***. If an application named with an identical user reference has already been exported at an earlier date, you will be asked if you want to overwrite the existing ZIP file.

➜ Click **Yes** to confirm.

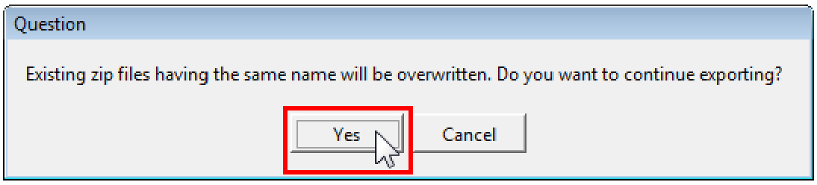


Figure 110: Prompt for overwriting existing ZIP files during export

Deleting items from the database

During the export process you can opt to delete exported items from the database.

➜ Tick the check box for the ***Delete items from database after archiving*** option.

➜ Click the **Export** button.

The selected items will be permanently deleted from the database. If you need to retrieve them, use the ***Import*** function in the File Manager or in the Server Manager.

14.2 Importing applications or templates

The ***Import*** tab shows all the applications and templates available in the default import directory. The Server Manager reads the ZIP files that have been created during export by the File Manager or the Server Manager, including the original attachments.

ⓘ Like ***Export***, ***Import*** works for applications and templates created in production mode only.

Importing all applications from a selected folder

We are going to select and import all applications with ***Ready to sign*** status from our default import directory.

➜ Click the ***Import*** tab.

➜ Click the ***Ready to sign*** folder on the left in order to display only applications with this status.

➜ Click the  icon in the list header to select all applications in the folder.

➜ Click the **Import** button.

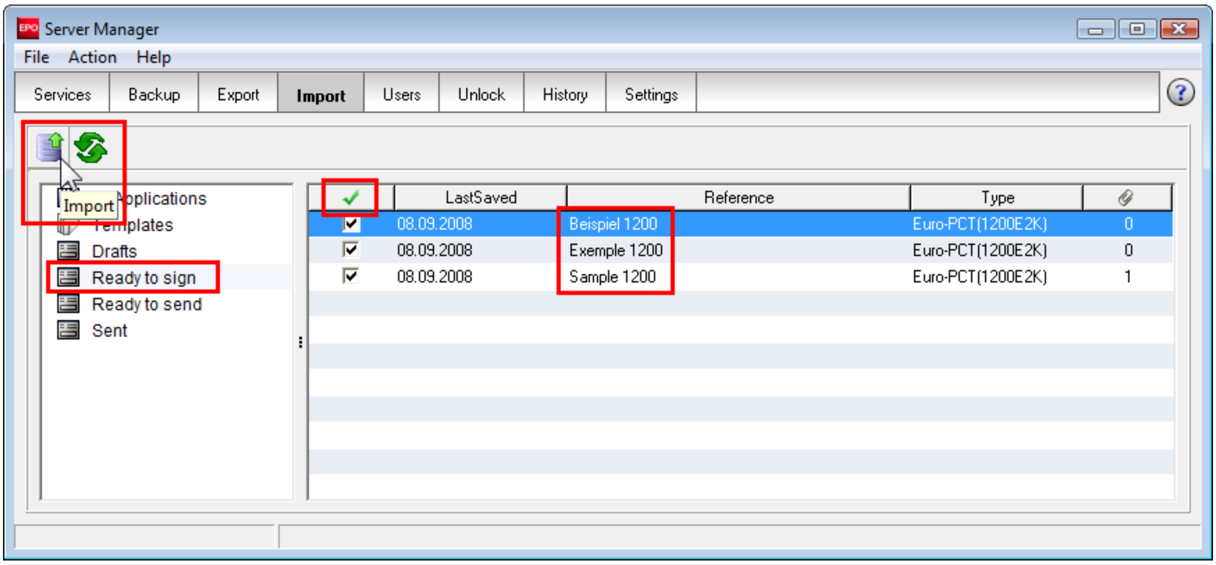


Figure 111: Selecting all applications with "Ready to send" status for import

The ZIP files are unzipped and imported into the database. This may take a few moments.

> **!** ***Warning:*** *All imported applications are placed in* **Draft** *status. A special warning is not output if the applications imported have the same user reference as applications already in the database.*

➜ Click **OK** in the message that confirms the import is complete.

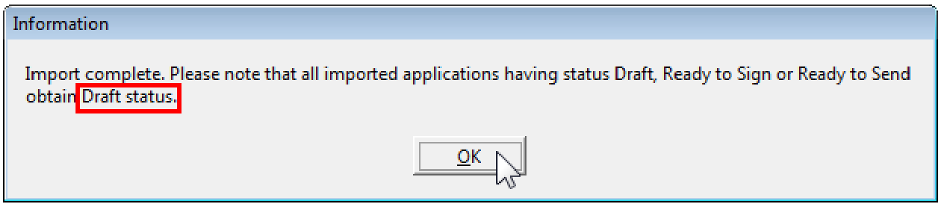


Figure 112: Import complete, imported applications have "Draft" status

In the File Manager you will find the imported applications in the default import directory specified in ***Settings***. In our example this is ***Applications_2008***.

➜ Click the ***Applications_2008*** folder.

➜ Click the ***Draft*** button to view the applications you have imported.

You can open these applications to work on them and then move them to the required status.

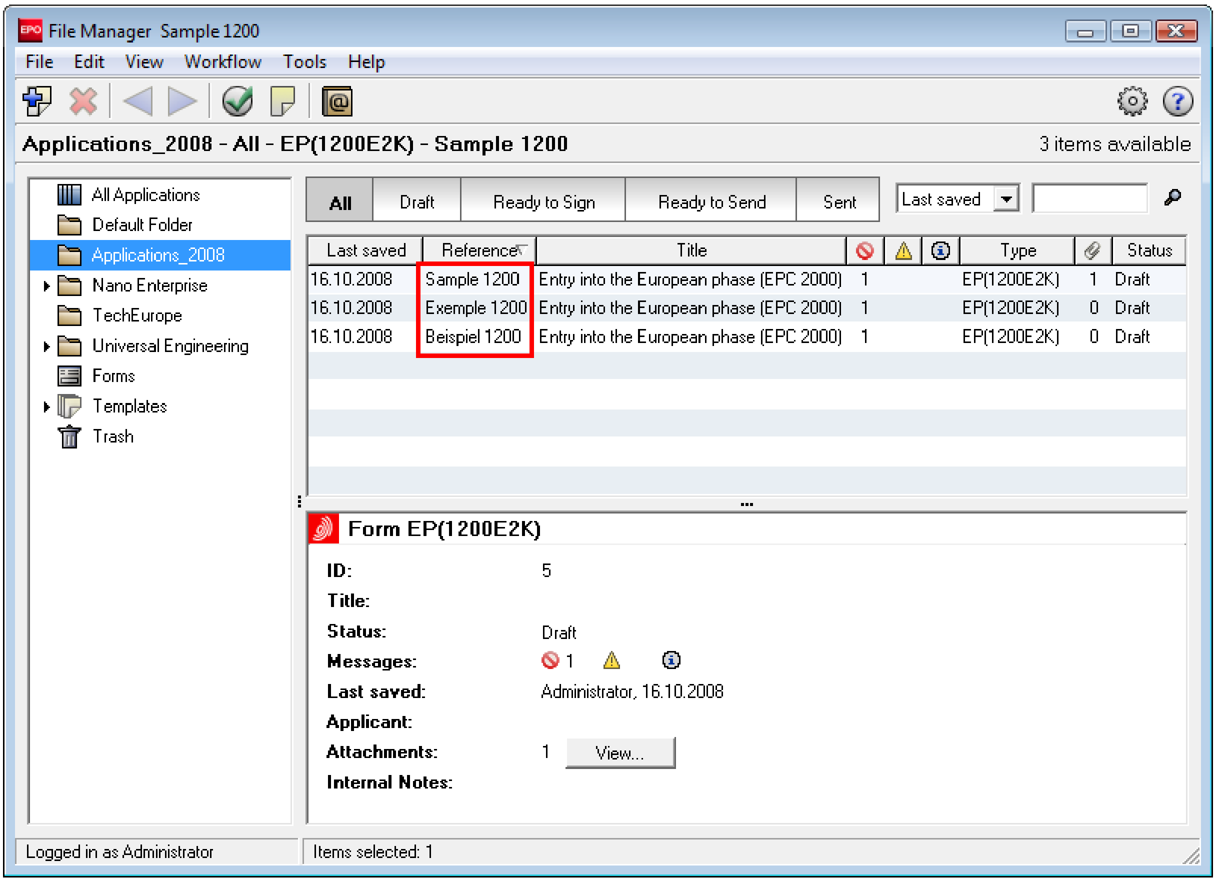


Figure 113: Imported applications in the File Manager in "Draft" status

15 Managing user sessions and connections

Objective

We will monitor which users are logged into Online Filing and we will disconnect user sessions. We will then unlock an application which has been locked by a particular user.

Step by step

- We will log on to Online Filing in several roles simultaneously.
- We will check user connections to the various services in the Server Manager.
- We will terminate user sessions.
- We will unlock a locked data record.
- We will review the session log.

15.1 Managing and terminating user sessions

The ***Users*** tab shows the users who are currently connected to the Online Filing server.

Individual users can open multiple connections to the server: starting the File Manager, opening applications and processing templates. In a server installation, all Online Filing plug-ins, e.g. EP(1001E2K), run as individual services to which users can connect when working on an application in the relevant procedure.

Viewing user connections

In our scenario, two young representatives from the USA - ***Patricia Baxter*** and ***Alex Haselmere*** - are on a placement with IP Partners. Both want to specialise in European patent law and are therefore also going to work with Online Filing.

We will create usernames for the two trainees and log on to Online Filing in their role.

➜ Log on to File Manager as an administrator.

➜ Create a new username for Patricia Baxter and Alex Haselmere.

➜ Add the two users to the ***Paralegals*** group.

➜ Log on to Online Filing as Alex Haselmere and Patricia Baxter at the same time - where possible at different client PCs in your network.

➜ Create and save a new application using a procedure of your choice in both of these roles. Do not close these applications.

➜ Now, log on to Server Manager as an administrator (leaving all other Online Filing windows open).

➜ Click the ***Users*** tab.

The list on the left shows all individual connections with the services' ***plugin name*** and the user's ***session ID***. The ***User info*** column shows the IP addresses of the computers and the Windows user accounts that the networked users entered to log on (Windows domain) as well as their usernames in Online Filing (OLF login). ***Active*** is shown in the ***State*** column, indicating that the user connection is live.

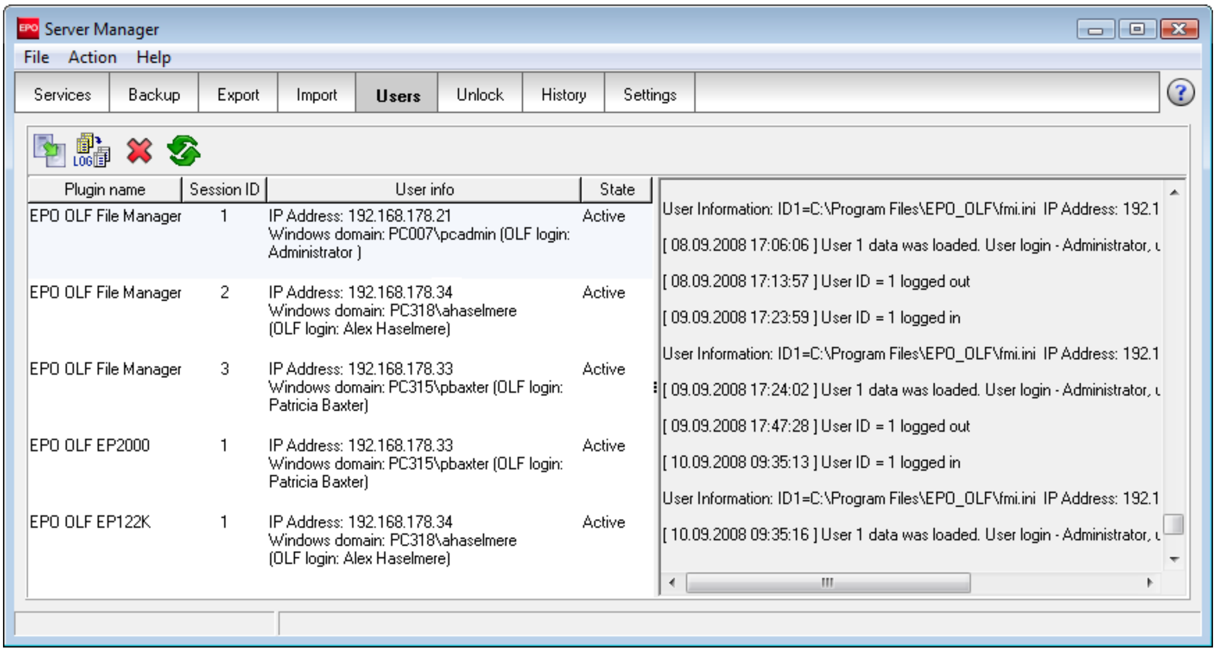
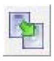


Figure 114: Users logged in to Online Filing services

Functionalities for user sessions

Button	Function	Description
	***Get user log***	Display login information for a selected user in the right-hand panel.
	***Get full user log***	Display more detailed information about the logged-in user.
	***Terminate user***	Disconnect user from server.
	***Refresh***	Update current user list of connected users.

Terminating user sessions

Before creating a backup copy of the database we will disconnect active users from the Online Filing server. We will start by terminating user ***Patricia Baxter***'s connection to the File Manager.

➜ On the left, click the user session ***EPO OLF File Manager*** with Patricia Baxter as OLF login.

➜ Click the **Terminate user** button.

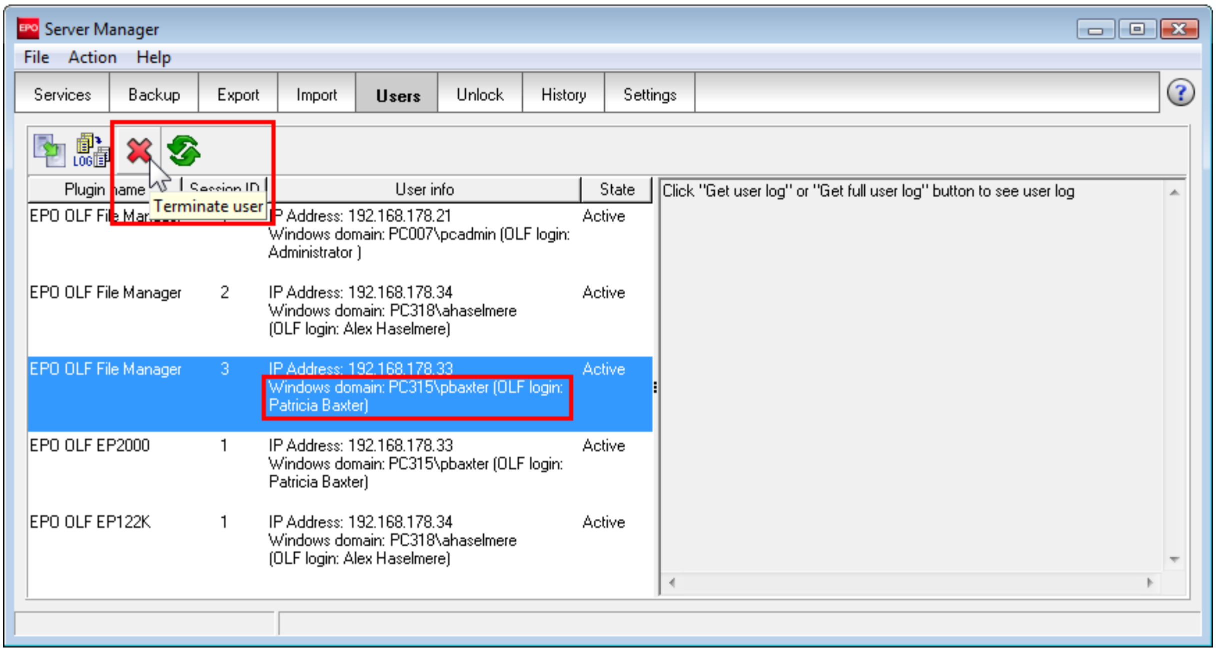


Figure 115: Terminating user session

In the file manager, user ***Patricia Baxter*** receives a message from Online Filing informing her that she has been disconnected from the server.

! ***Warning:** All changes since the last save are lost.*

➜ Click **OK**.

File Manager then closes and can be restarted.

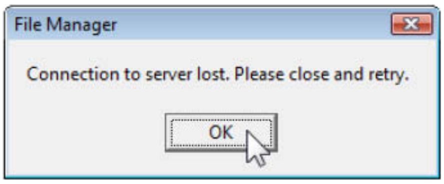


Figure 116: Message in the File Manager - Connection to server lost

Closing File Manager does not clear down the user connections to the individual services, e.g. for the procedures EP(1001E2K) and EP(1200E2K).

➜ Terminate all other user connections one at a time, including the administrator's connections.

15.2 Unlocking records

The ***Unlock*** tab displays a list of all database records currently blocked by the users.

Unlocking database records

User Alex Haselmere has opened an application to work on, but has had to leave his desk. In the meantime, another employee of IP Partners wants to open the application in the File Manager but gets the following warning:

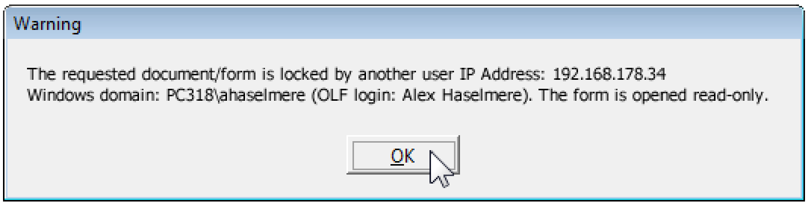


Figure 117: Form locked by user

➜ Click the ***Unlock*** tab.

The Server Manager lists information for each record about the ***Plugin name*** (service for selected procedure), ***Session ID*** (internal user number), ***Table*** (table in database) and ***Record*** (internal number of data record). The ***User info*** column shows the IP address of the computer and the Windows user account that the networked user entered to log on (Windows domain) as well as his or her username in Online Filing (OLF login).

In our example, Alex Haselmere is logged in to Form EP(1038E) and the Administrator is logged in to Form EP(1001E2K).

➜ Select the data record with Form EP(1038E) which is blocked by Alex Haselmere.

➜ Click the **Unlock** button.

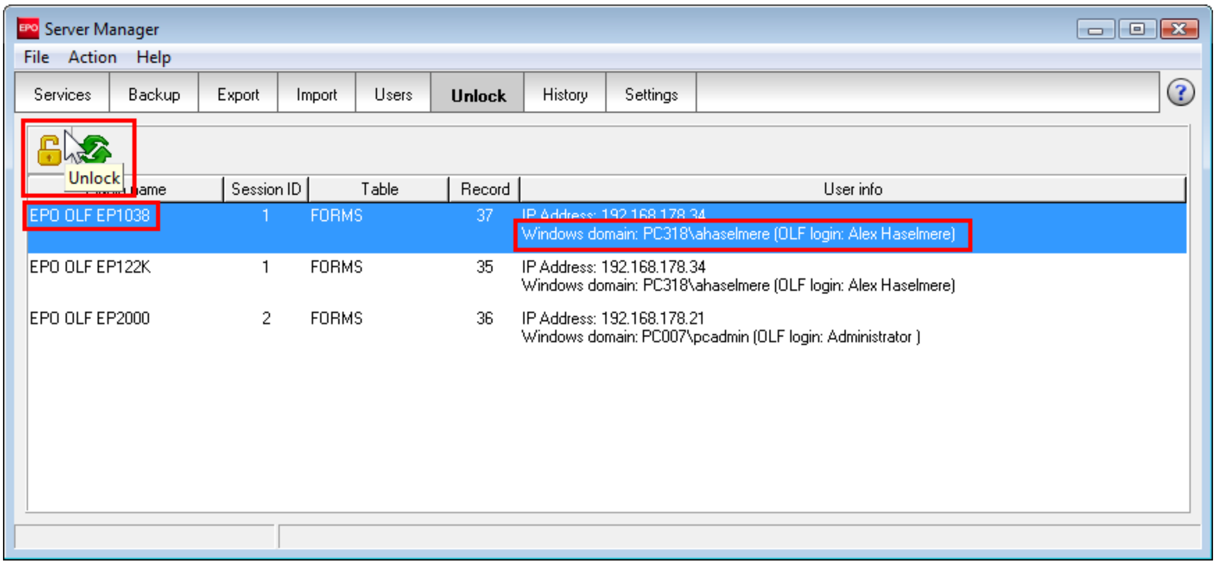


Figure 118: Unlock form blocked by user

Unlocking a data record always clears down the active user connection.

> **!** ***Warning:*** *All changes in the application since the last save are lost.*

➜ Confirm the message with **Yes**.

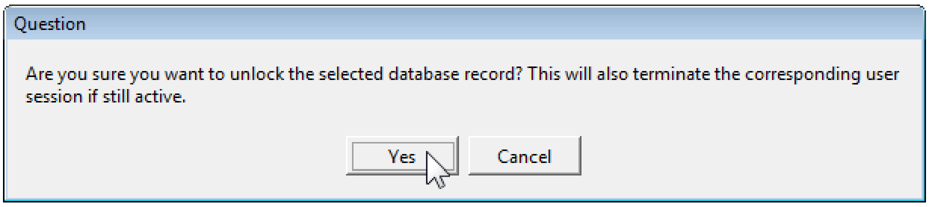


Figure 119: Prompt to disconnect user from form

When Alex Haselmere returns to his desk to work on the application in Form EP(1038E), he sees the following message:

➜ Click **OK**.

The form closes and can be reopened.

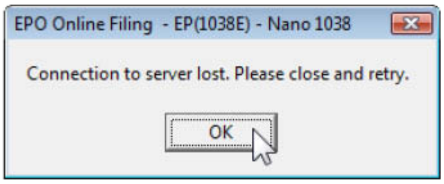


Figure 120: Connection to server lost in Form EP(1038E)

15.3 Viewing the user sessions log (History)

The ***History*** tab provides a chronological list of all user logon and logoff actions as well as the status of services in Online Filing. A separate log is available for each service. Older entries are automatically hidden.

This enables the administrator to check user activities, perform troubleshooting and prevent any unauthorised activities.

➜ Click the **Refresh** button to display the latest status.

➜ Click a service (***Plugin name***) to display the associated log on the right.

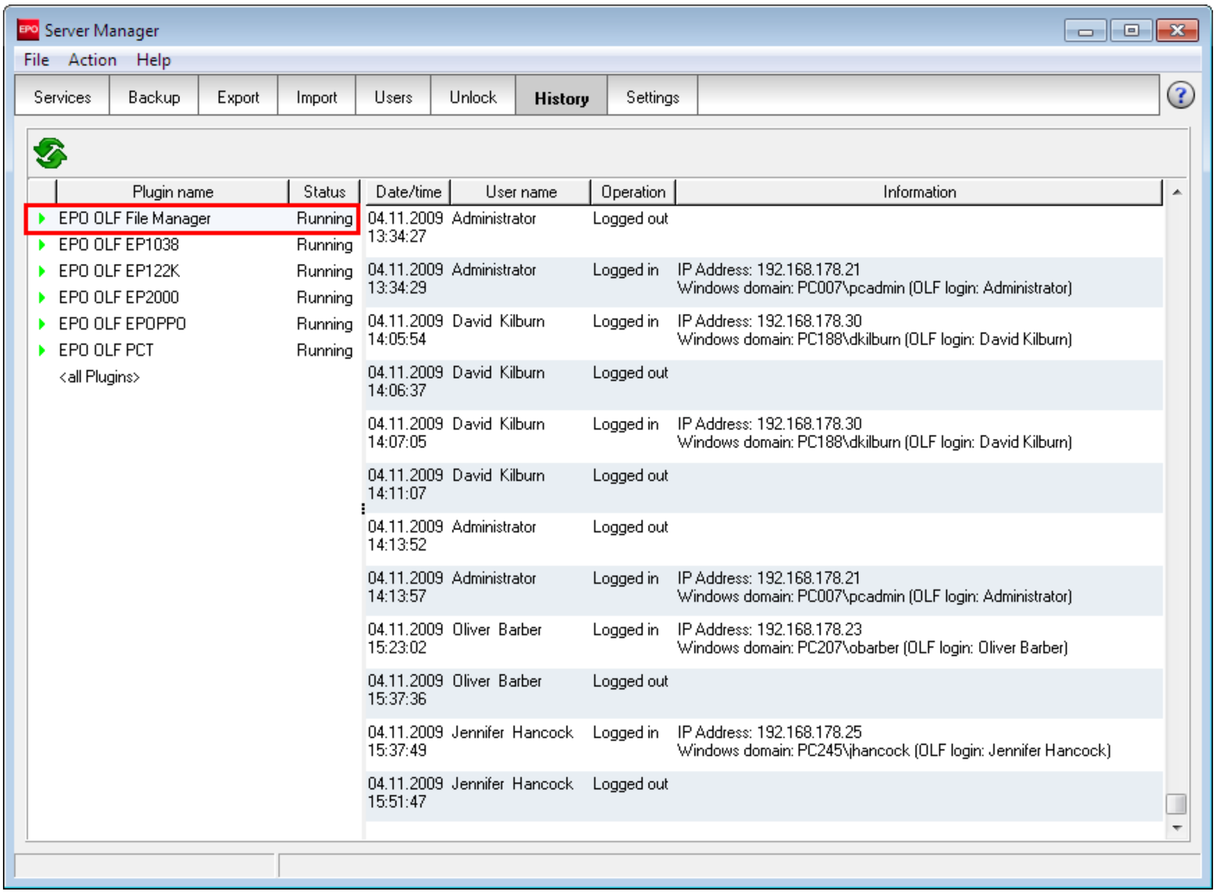


Figure 121: User activities log for File Manager