

# **Technical Support Site Inquiry Input Operation Instructions**

**Technical Support Center**

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# 【Technical Support Site Home Page】

日本語 > 中文

## HULFT Technical Support & FAQ

myHULFT HULFT.com

PRODUCTS MANUALS My Page FAQ TOOLS E-MAIL MAGAZINE

**Top Category**

> General FAQ

**Login**

**Product Serial Number (Mandatory field)**

**SP code**

Login

You can view the Technical FAQ by logging in using your registered serial number.

If you use the Customers My Page, please enter the serial number and the SP-code.

\* SP code inquiry form input information

\* In the case of our partners, please LOGIN partner ID.

### FAQ

Here is a collection of frequently asked questions and explanations to technical terminology that we have gathered from our customers.

#### Info&News

Mar. 25, 2017 Improvement Completion Notification of the Smartphone version of the HULFT Technical Support & FAQ

Feb. 28, 2017 HULFT Technical Support & FAQ Maintenance Notification

Feb. 22, 2017 [update]Regarding Disabling TLS 1.0 Connection in the HULFT Technical Support site

Jan. 13, 2017 Regarding Disabling TLS 1.0 Connection in the HULFT Technical Support site

Apr. 02, 2016 We have renewed our HULFT Technical Support Service site.

> See the list

#### FAQ Category

> General FAQ Non-technical questions

#### Latest FAQ

#### Frequently Referenced FAQ

Before Login

URL : <https://www.hulft.com/tech-support/en>

Please enter your product serial number/SP code to log in.

Prior to logging in, product information such as release information are not available except for E-mail Magazine.

\*If you logged in without entering SP code, My Page cannot be accessed.

# 【 Page after Login 】

HULFT Technical Support & FAQ

> 日本語 > 中文

> myHULFT > HULFT.com

PRODUCTS MANUALS My Page FAQ TOOLS E-MAILMAGAZINE

**Top Category**

- Technical FAQ
- Bug fix information
- General Questions
- Technical documentation

**My Page**

Inquiry history  
Inquiry

**Search via FAQ No.**

Enter the FAQ record number and click "Browse."

Browse

**FAQ** Here is a collection of frequently asked questions and explanations to technical terminology that we have gathered from our customers.

**Keyword Search**

You can search two or more words separated by a space.

Search

☐ Text Search

**Top Category**

- Technical FAQ** Technical questions  
HULFT | HULFT Manager | HULFT DataMagic | HULFT Script | HULFT-WebFileTransfer | DataSpider
- Bug fix information** Bug fix information sorted by product  
HULFT | HULFT-HUB | HULFT-DataMagic | HULFT-WebFT
- General FAQ** Non-technical questions
- Technical documentation** Tips for using our products  
Technical documentation list | HULFT



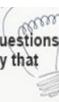
**Latest FAQ** **Frequently Referenced FAQ**

After Login

After login, all the content buttons will be available.

\*For details on each content, please refer to the next page.

# 【 Contents 】

	Item / Summary
<b>PRODUCTS</b>	<b>【PRODUCTS】</b> Publication of release information by product and month.
<b>MANUALS</b>	<b>【MANUALS】</b> Publication of product version and optional manual document available per each page of product manual.
<b>My Page</b>	<b>【My Page】</b> Able to inquire about products and/or view past inquiry history.
<b>TOOLS</b>	<b>【TOOL】</b> Product templates and error files can be downloaded.
<b>E-MAILMAGAZINE</b>	<b>【E-MAIL MAGAZINE】</b> Provides various technical information (version/revision update notification, error report, new product release announcement, etc.) .
<div> <div>&gt; Important Notification</div> <div>  <p>Important Notification of HULFT products is posted on hulft.com. *Contents linked from this page might be in Japanese.</p> </div> </div>	<b>【Important Notification】</b> Important Notification of HULFT products is posted on hulft.com. *Contents linked from this page might be in Japanese.
<div> <div>&gt; Before inquiring</div> <div>  <p>Things to be checked before making inquiries are posted. *Contents linked from this page might be in Japanese.</p> </div> </div>	<b>【Before inquiring】</b> Things to be checked before making inquiries are posted.
<div> <div><b>FAQ</b></div> <div> <p>Here is a collection of frequently asked questions and explanations to technical terminology that we have gathered from our customers.</p>  </div> </div>	<b>【FAQ】</b> Provides technical or general FAQs, product error information, TIPS information upon using products.

### Top Category

- [Technical FAQ](#)
- [Bug fix information](#)
- [General Questions](#)
- [Technical documentation](#)

### My Page

[Inquiry history](#)[Inquiry](#)

### Search via FAQ No.

Enter the FAQ record number and click "Browse."

## FAQ

Here is a collection of frequently asked questions and explanations to technical terminology that we have gathered from our customers.

### Keyword Search

You can search two or more words separated by a space.

 ☐ Text Search

### Top Category

[Technical FAQ](#)

Technical questions

[Bug fix information](#)

Bug fix information sorted by product

[HULFT](#) | [HULFT Manager](#) | [HULFT DataMagic](#) | [HU](#)[HULFT](#) | [HULFT-HUB](#) | [HULFT-DataMagic](#) | [HULFT-](#)

- **Inquiry history**

⇒ To search past inquiries and to enter additional inquiry. P-26

- **Inquiry**

⇒ To start a new inquiry P-7

# 【Inquiry Description Input】 (Home Page)

The screenshot shows a web interface for submitting an inquiry. On the left is a sidebar with a 'Login information' section (callout 1) containing fields for serial number, product name, OS type, version, support contract dates, and classification. Below this are links for 'MY Page', 'Inquiry history', 'Inquiry', and a 'Logout' button (callout 5). The main area has a progress bar at the top with four steps: '1. Input your inquiry (1)' (callout 2), '2. Input your inquiry (2)', '3. Confirm inquiry contents', and '4. Inquiry completed' (callout 3). The first step is active, showing a title bar (callout 3) and instructions. It includes a link for 'Explanation about each input item' (callout 4), a note to 'Please be sure to input', and form fields for serial number, company name, inquiry company name, your name, inquiry type (with radio buttons for Deployment, Setting, Trouble, Check specification, Others), subject, and a large text area for inquiry contents (up to 15,000 characters).

## ① Login information

Displays the maintenance related information of the user logged into the technical support site.

## ② Inquiry input status

The progress of the current inquiry input is displayed

## ③ Input your inquiry

To enter the inquiry you want to ask us

## ④ Explanation about each input item

Displays explanation of each input items of inquiry input. (For details please refer to P-8)

## ⑤ Logout

Click when you want to logout from technical support site

# 【Inquiry Description Input Item Explanation】

This is an explanation of each input item.

## Explanation

Explanation about each input item

Serial number	Serial number of the inquiry product
Company name	Company name that a product of the serial number is contracted
Inquiry company name	Company name of a person who fills out this form
Inquiry type	Classification of the inquiry *Deployment (migration): product deployment, system environment migration, etc. *Configurations: Configurations of each product, etc. *Trouble: error, stopped services, etc. *Confirmation of specifications: how-to, confirmation items *Others: other than the above
Subject	Title of the inquiry
Inquiry contents	Contents (including error codes, command names, DB names, etc.) of the inquiry <a href="#">See examples of how to acquire the above information. *Japanese Only</a>
What should be done or achieved by a product	Describe what you want to do or achieve with the product that corresponds to “inquiry contents”.
Function that corresponds to your inquiry	Describe a function that corresponds to your inquiry. *HULFT: About Sending/Receiving function, encrypting, File Trigger, etc *DataSpider: About adapter information, trigger, application (Server, Studio), etc
Product Information	Product information associated with the serial number of the inquiry product
Product Version	Product version of the inquiry product.
CPU bit	CPU bit of the device on which an inquiry product is installed.
OS type/OS Version	Type of the OS, version of the OS on which an inquiry product is installed. e.g.)Windows Server 2012 R2
Physical RAM size (GB)	Physical RAM size of the device on which an inquiry product is installed. e.g.)16GB
Range of the influence	How much impact the phenomenon will give. Describe a range of the influence in detail when selected “Others” as “inquiry type”.
Frequency that a phenomenon occurs	How often the phenomenon occurs
Date and time when a phenomenon occurred	Date and time when the phenomenon was recognized or occurred e.g.) around 23:00 on December 1, 2014, 20:00 every Wednesday, from 12:00 to 13:00, at the time of batch processing(Date and time)

Close

# 【Inquiry Description Input】(1) (Whole View)

1. Input your inquiry (1) 2. Input your inquiry (2) 3. Confirm inquiry contents 4. Inquiry completed

1. Input your inquiry (1)

Please input your inquiry. Please be sure to input your question.  
[Explanation about each input item](#)

\* Please be sure to input

Serial no. 999-9999-

Company name [siseu] Sample Company.co

Inquiry company name [siseu] Sample Company.co

your name

Inquiry type ☐ Deployment (migration) ☐ Setting ☐ Trouble ☐ Check specification ☐ Others

Subject \*

Inquiry content (up to 1,200 characters)

Explanation Page P-10 ~ P-12

What should be done or achieved by a product (up to 1,200 characters)

Function that corresponds to your inquiry

\*HULFT>About Sending/Receiving function, encrypting, File Trigger, etc  
\*DataSpider>About adapter information, trigger, application (Server, Studio), etc

Product Information HULFT7 for Windows-EX --- Windows

Product Version - \*Please choose the software version currently in use.

CPU bit -

OS type/OS Version

e.g.)Windows Server 2012 R2

Physical RAM size (GB)

Explanation Page P-13 ~ P-15

Whole view of the inquiry input page and explanation of each input items.

e.g.)Windows Server 2012 R2

Physical RAM size (GB)

Please fill in the item below when selected "Trouble" as Inquiry Type.

Range of the influence ☐ Suspension of Business/ No workaround ☐ There is business influence ☐ There is development influence ☐ Others

When selected "Others":

Frequent phenomenon

Date and time when a phenomenon occurred

\*Please fill in the date and time when the phenomenon was recognized or occurred.

Please click the 'Next' button and input your personal information.

Next

Explanation Page P-16 ~ P-17

# 【Inquiry Description Input】 (1)

\* Please be sure to input

①	Serial no.	999-9999-
②	Company name	【siseu】 Sample Company.co
③	Inquiry company name	【siseu】 Sample Company.co
④	your name	
	Inquiry type	<input type="radio"/> Deployment (migration) <input type="radio"/> Setting <input type="radio"/> Trouble <input type="radio"/> Check specification <input type="radio"/> Others
	Subject *	
	Inquiry contents * (up to 15,000 characters)	

- ① Serial no.: The serial no. entered upon logging in will display.
- ② Company name: The company name corresponding to the serial number information will display.
- ③ Inquiry company name : Enter the company name of the representative in charge of filling out the form.
- ④ Your name: Enter the representative's name who is entering this form.

# 【Inquiry Description Input】 (1)

\* Please be sure to input

Serial no.	999-9999-
Company name	<input type="text" value="【siseu】 Sample Company.co"/>
Inquiry company name	<input type="text" value="【siseu】 Sample Company.co"/>
your name	<input type="text"/>
⑤ Inquiry type	<input type="radio"/> Deployment (migration) <input type="radio"/> Setting <input type="radio"/> Trouble <input type="radio"/> Check specification <input type="radio"/> Others
⑥ Subject *	<input type="text"/>
Inquiry contents * (up to 15,000 characters)	<div></div>

## ⑤ Inquiry Type

Select the inquiry type

- Deployment (migration): Information regarding product installation, setting migration, or environment migration
- Setting:Information regarding each function setting of the product
- Trouble:Information regarding error display upon startup and service stop
- Check specification:Information regarding materials/functions/operations not specified in manuals
- Others:For anything other than what is mentioned above

## ⑥ Subject (Input Required)

- Explain your inquiry briefly.

## 【Inquiry Description Input】 (1)

\* Please be sure to input

Serial no.	999-9999-
Company name	<input type="text" value="【siseu】 Sample Company.co"/>
Inquiry company name	<input type="text" value="【siseu】 Sample Company.co"/>
your name	<input type="text"/>
Inquiry type	<input type="radio"/> Deployment (migration) <input type="radio"/> Setting <input type="radio"/> Trouble <input type="radio"/> Check specification <input type="radio"/> Others
Subject *	<input type="text"/>
⑦ Inquiry contents * (up to 15,000 characters)	<input type="text"/>

### ⑦ Inquiry contents( **Input Required** )

Enter your inquiry

\*Inquiry will be ambiguous if you enter the inquiry inside an attachment such as an excel file; therefore, we ask that you make sure to include the content of your inquiry within the corresponding field. Please use the attachment only as a supplementary source of information.

# 【Inquiry Description Input】 (1)

- ⑧ What should be done or achieved by a product  
(up to 1,200 characters)

\*Please describe how processing should be done by the system.

- ⑨ Function that corresponds to your inquiry

\*HULFT>About Sending/Receiving function, encrypting, File Trigger, etc  
\*DataSpider>About adapter information, trigger, application (Server, Studio), etc

- ⑩ Product Information

HULFT7 for Windows-EX -.- Windows

Product Version

\*Please choose the software version currently in use.

CPU bit

OS type/OS Version

e.g.)Windows Server 2012 R2

Physical RAM size  
(GB)

- ⑧ What should be done or achieved by a product

Enter the optimal situation of how the operation should be when the inquiry issue is resolved.

- ⑨ Function that corresponds to your inquiry

Enter the function that corresponds to the inquiry in ⑦

- ⑩ Product Information

Displays product information pertaining to serial number information registered in ①.

# 【Inquiry Description Input】 (1)

What should be done or  
achieved by a product  
(up to 1,200  
characters)

\*Please describe how processing should be done by the system.

Function that  
corresponds to  
your inquiry

\*HULFT:About Sending/Receiving function, encrypting, File Trigger, etc

\*DataSpider:About adapter information, trigger, application (Server, Studio), etc

Product Information

HULFT7 for Windows-EX -. -. Windows

⑪

Product Version

\*Please choose the software version currently in use.

⑫

CPU bit

OS type/OS Version

e.g.)Windows Server 2012 R2

Physical RAM size  
(GB)

## ⑪ Product Version

Please select the version of the product corresponding to your inquiry.

(Displayed version will differ between HULFT and DataSpider)

## ⑫ CPU bit

Please select the CPU bit of the product you are inquiring about.

# 【Inquiry Description Input】 (1)

What should be done or  
achieved by a product  
(up to 1,200  
characters)

\*Please describe how processing should be done by the system.

Function that  
corresponds to  
your inquiry

\*HULFT>About Sending/Receiving function, encrypting, File Trigger, etc  
\*DataSpider>About adapter information, trigger, application (Server, Studio), etc

Product Information

HULFT7 for Windows-EX -. -. Windows

Product Version

\*Please choose the software version currently in use.

CPU bit

⑬

OS type/OS Version

e.g.)Windows Server 2012 R2

⑭

Physical RAM size  
(GB)

## ⑬ OS type/OS Version

Enter the OS type and its version of the product you are inquiring about.

## ⑭ Physical RAM size (GB)

Enter the implemented memory size of the product you are inquiring about.

## 【Inquiry Description Input】(1)

—————Please fill in the item below when selected “Trouble” as Inquiry Type.—————

⑮ Range of the influence

- ☐ Suspension of Business/ No  
workaround
- ☐ There is business  
influence
- ☐ There is development  
influence
- ☐ Others

⑯ When selected “Others”.:

Frequency that a  
phenomenon occurs

- ☐ always ☐ often ☐ seldom ☐ unknown

Date and time when  
a phenomenon  
occurred

\*Please fill in the date and time when the phenomenon was recognized or occurred.

Please click the ‘ Next ’ button  
and input your personal information.

Next

### ⑮ Range of the influence

Select the impact that may rise upon due to the error.

### ⑯ When selected “Others”

If you selected other in ⑮, describe the impact that may rise upon the issue.

# 【Inquiry Description Input】(1)

—————Please fill in the item below when selected “Trouble” as Inquiry Type.—————

Range of the influence

☐ Suspension of Business/ No  
workaround

☐ There is business  
influence

☐ There is development  
influence

☐ Others

When selected “Others” .:

⑰ Frequency that a  
phenomenon occurs

☐ always ☐ often ☐ seldom ☐ unknown

⑱ Date and time when  
a phenomenon  
occurred

\*Please fill in the date and time when the phenomenon was recognized or occurred.

Please click the ‘ Next ’ button  
and input your personal information.

⑲

⑰ Frequency that a phenomenon occurs

Select the frequency of the issue

⑱ Date and time when a phenomenon occurred

If you selected options other than “unknown” in ⑰ for the frequency of issue, enter the time when the error occurred along with the time you noticed the error

Example) 12/1/2014 around 23:00, every Wednesday at 20:00, 12:00~13:00 or upon executing “xx” batch

⑲ Next

Moves to the next page ⇒ 【Inquiry Description Input】(2)

# 【Inquiry Description Input】(2) (Whole View)

## Whole view of the inquiry input screen and explanation of each input items

1. Input your inquiry (1) 2. Input your inquiry (2) 3. Confirm inquiry contents 4. Inquiry completed

2. Input your inquiry (2)

Back

Related FAQ found 140

\*Another window opens when you select the FAQ.

Q Identification Within Integration / Test Mode Log

A Unfortunately, there is no way to distinguish between integration / test mode from within logs themselves. However, in the case that of

Q Is it possible to

A An operation of settings is set to F11(Test-run Mode)

Q Environmental Transferring from Trial (Test) Version HULFT

A If the version and the revision are same If the version and the revision between trial (Test) version HULFT and official version HULFT are same, you c...

Q About the Information to Send upon Inquiry (UNIX/Linux)

A A screen hard copy of [Status Inquiry]-[Transfer Status List] on the Management screen An information that determined that the resident daemon is not...

Q About the Information to Send upon Inquiry (Windows)

A service end button at [Tool]-[Process Controller] on the Management screen. A screen hard copy of [Status Inquiry]-[Transfer Status List] on the Man...

Back to FAQ page More FAQ\*Another window opens.

Explanation Page P-19

2. Input your inquiry

Explanation about es

email address \*

confirm email address \*

Other E-mail address

Serial number

Other Serial number

Company name

Inquiry company name

your name

Inquiry type

Subject \*

Inquiry contents \*

Explanation Page P-20 ~ P-22

Refer to 【Inquiry Description Input】(1)

What should be done or achieved by a product (up to 1,200 characters)

\*Please describe how processing should be done by the system.

Function that corresponds to your inquiry

\*HULFT>About Sending/Receiving function, encrypting, File Trigger, etc  
\*DataSpider>About adapter information, trigger, application (Server, Studio), etc

Product Information HULFT7 for Windows=FX -- Windows

OS type/OS Version

e.g.)Windows Server 2012\_R2

Physical RAM size (GB)

Please fill in the item below when selected "Trouble" as Inquiry Type.

Range of the influence

Suspension of Business/ No workaround There is business influence There is development influence Others

When selected "Others":

Frequency that a phenomenon occurs

always often seldom unknown

Date and time when a phenomenon occurred

\*Please fill in the date and time when the phenomenon was recognized or occurred.

Refer to 【Inquiry Description Input】(1)

Attachments

Even a file 10MB byte can attach.

Choose File No file chosen

How we use customer information \*

About handling of personal information.

Your personal information that we received will not be used for any purpose.

Publication based on the Personal Information Protection Law.

About inquiry history

Customers can check their inquiry history submitted in the past on the 'Inquiry History' menu. (a

Agree and Check your entries.

Disagree(To Technical Support site TOP screen)

\*If you do not agree, please contact technical support service.

Explanation Page P-23 ~P-24

## 【Inquiry Description Input】 (Knowledge Display)

 2. Input your inquiry (2)

Back ④

Related FAQ found 140

\*Another window opens when you select the FAQ.

Q Identification Within Integration / Test Mode Log ①

A Unfortunately, there is no way to distinguish between integration / test mode from within logs themselves. However, in the case that of a test mode lo...

Q Is it possible to set "Transfer Test" to per File ID/Host?

A An operation of is only guaranteed when the [Transfer Preference](TTMODE) of the system environment settings is set to 「1」(Test-run Mode

Q Environmental Transferring from Trial (Test) Version HULFT

A If the version and the revision are same If the version and the revision between trial (Test) version HULFT and official version HULFT are same, you c...

Q About the Information to Send upon Inquiry (UNIX/Linux)

A A screen hard copy of [Status Inquiry]-[Transfer Status List] on the Management screen An information that determined that the resident daemon is not...

Q About the Information to Send upon Inquiry (Windows)

A service end button at [Tool]-[Process Controller] on the Management screen. A screen hard copy of [Status Inquiry]-[Transfer Status List] on the Man...

③ Back to FAQ page More FAQ.\*Another window opens. ②

When moving to the 【Inquiry Description Input】 (2) page , it will automatically search from the description of 【Inquiry Description Input】 (1) "Inquiry Subject" and "Inquiry Description," and display related FAQ.

- ① When verifying FAQ details, click the "Q" word in each FAQ. Description will display in a different window.
- ② When verifying other FAQ additionally, click the "More FAQ. ※Another window opens."
- ③ If the problem is resolved by the given FAQ, click the "Back to FAQ Page."
- ④ To go back to the previous page of [Inquiry Description Input] , click the "Back" on the top.

## 【Inquiry Description Input】 (2)

**2. Input your inquiry (2)**

Explanation about each input item\* Please be sure to input

① email address *	<input type="text"/>
② confirm email address *	For your confirmation, please enter your e-mail address, again. <input type="text"/>
③ Other E-mail address	Please enter contact e-mail addresses to add, separated by ','. Caution: an e-mail address cannot be added or modified once registered on the form. <input type="text"/>
Serial number	999-9999-
Other Serial number	Please enter any serial numbers besides a certified serial number, separated by ','. e.g.) xxx-yyy-zzzzzz,xxx-yyy-zzzzzz,xxx-yyy-zzzzzz <input type="text"/>
Company name	【siseu】Sample Company.co
Inquiry company name	【siseu】Sample Company.co <input type="text"/>
your name	Test Taro <input type="text"/>
Inquiry type	<input type="radio"/> Deployment (migration) <input type="radio"/> Setting <input type="radio"/> Trouble <input type="radio"/> Check specification <input type="radio"/> Others

### ① email address(Input Required)

Enter your contact e-mail address.

### ② confirm email address(Input Required)

① Confirms E-mail address. Input the same E-mail address as ①.

### ③ Other E-mail address

Enter a different E-mail contact as ①. If there are multiple inputs, separate them with ", (comma)".

## 【Inquiry Description Input】(2)

2. Input your inquiry (2)	
Explanation about each input item <span style="float: right;">* Please be sure to input</span>	
email address *	<input type="text"/>
confirm email address *	For your confirmation, please enter your e-mail address, again. <input type="text"/>
Other E-mail address	Please enter contact e-mail addresses to add, separated by ','. Caution: an e-mail address cannot be added or modified once registered on the form. <input type="text"/>
Serial number	999-9999-
④ Other Serial number	Please enter any serial numbers besides a certified serial number, separated by ','. e.g.) xxx-yyy-zzzzzz,xxx-yyy-zzzzzz,xxx-yyy-zzzzzz <input type="text"/>
Company name	【siseu】Sample Company.co
Inquiry company name	【siseu】Sample Company.co <input type="text"/>
your name	Test Taro <input type="text"/>
Inquiry type	<input type="radio"/> Deployment (migration) <input type="radio"/> Setting <input type="radio"/> Trouble <input type="radio"/> Check specification <input type="radio"/> Others

### ④ Serial number

Displays serial no. entered in ① Serial No. of 【Inquiry Description Input】(1).

## 【Inquiry Description Input】(2)

**2. Input your inquiry (2)**

Explanation about each input item\* Please be sure to input

email address *	<input type="text"/>
confirm email address *	For your confirmation, please enter your e-mail address, again. <input type="text"/>
Other E-mail address	Please enter contact e-mail addresses to add, separated by ','. Caution: an e-mail address cannot be added or modified once registered on the form. <input type="text"/>
Serial number	999-9999-
⑤ Other Serial number	Please enter any serial numbers besides a certified serial number, separated by ','. e.g.) xxx-yyy-zzzzzz,xxx-yyy-zzzzzz,xxx-yyy-zzzzzz <input type="text"/>
Company name	【siseu】 Sample Company.co
Inquiry company name	【siseu】 Sample Company.co <input type="text"/>
your name	Test Taro <input type="text"/>
Inquiry type	<input type="radio"/> Deployment (migration) <input type="radio"/> Setting <input type="radio"/> Trouble <input type="radio"/> Check specification <input type="radio"/> Others

### ⑤ Other Serial number

Enter if a serial no. other than the number entered in ① Serial No. of 【Inquiry Description Input】(1) is included in the support target.

If there are multiple inputs, separate them with ", (comma)".

\*Beyond "Company Name," item inputs up to the attachments are the same as the item inputs of 【Inquiry Description Input】(1).

## 【Inquiry Description Input】(2)

The screenshot shows a web form titled "Attachments" with the instruction "Even a file 10MB byte can attach." Below this is a "Choose File" button and the text "No file chosen". A yellow callout box, titled "Display after file attached", shows the state after a file named "log.txt" has been uploaded. In this state, the "Choose File" button is disabled, and the filename "log.txt" is displayed next to it. A "Delete" button appears to the right of the filename. Below the callout, the main form contains several sections: "How we use customer information \*", "About handling of personal information.", "Publication based on the Personal Information", "About inquiry history", and "Customers can check back their inquiries s History' menu. (a serial number based)". At the bottom of the form are two buttons: "Agree and Check your entries." and "Disagree (To Technical Support site TOP screen)". A note at the very bottom states: "※If you do not agree, please contact technical support service."

### ⑥ Attachments

If attaching a file in your inquiry, click the "Choose File" button and specify the target file. Specified file will display.

\*Max. 5 files can be attached at once.

\*If the attachment is more than 10MB, compress or split the target file to attach it.

\* Displayed uploaded file will not be attached until the "Send" in 【Confirm Inquiry Description】 is clicked.

## 【Inquiry Description Input】 (2)

**Attachments** Even a file 10MB byte can attach.  
 No file chosen

---

How we use customer information \*

■About handling of personal information.  
Your personal information that we received will not be used for any purpose.  
[Publication based on the Personal Information Protection Law.](#)

■About inquiry history  
Customers can check back their inquiries submitted in the past under the 'Inquiry History' menu. (a serial number based)

⑦

⑧

※If you do not agree, please contact technical support service.

### ⑦ Refer to "About Handling of Personal Information."

Click if you agree to the description. It will move to the final confirmation page of entered description.


### ⑧ Click if you do not agree to "About Handling Personal Information" description.

Entered description will be cancelled, and it will move to the Technical Support site Home Page.

Inquire directly to the Technical Support Service Help Desk for inquiry.

# 【Confirm Inquiry Description Input】

1. Input your inquiry (1) 2. Input your inquiry (2) 3. Confirm inquiry contents 4. Inquiry completed

 3. Confirm inquiry contents

[Back](#)

email address

samp1e@a.com

Other E-mail address

Serial number

999-9999-

Other Serial number

Company name

【siseu】Sample Company.co

Inquiry company name

【siseu】Sample Company.co

your name

Test Taro

Inquiry type

☐ Deployment (migration) ☐ Setting ☐ Trouble ☐ Check

Subject

test inquiry

Inquiry contents

test.

Product Information

HULFT7 for Windows-EX 7.7.7 Windows

Product Version

82.0

CPU bit

64bit

OS type/OS Version

Physical RAM size (GB)

Range of the influence

☐ Suspension of Business/ No workaround ☒ There is business influence ☐ There is development influence ☐ Others

When selected "Others".:


Frequency that a phenomenon occurs

☐ always ☒ often ☐ seldom ☐ unknown

Date and time when a phenomenon occurred

Attachments

1. Input your inquiry (1) 2. Input your inquiry (2) 3. Confirm inquiry contents 4. Inquiry completed

 4. Inquiry completed

Thank you for your inquiry. We'll check your inquiry and respond to your inquiry from our support staff by e-mail.

The automated e-mail was sent from the system for the confirmation to

Back to HULFT Technical Support Site top page

Please check the contents and click the 'Send' button to submit.  
Please click the 'Back' button to modify.

[Back](#) [Send](#)

This will be the final confirmation page of inquiry description.

If inquiring the displayed description, click the "Send."

"Inquiry Complete" page will display.

If correction to the description is needed, click the "Back."

It will return to the previous page of "Inquiry Description Input" (2).

# 【Inquiry History】

The screenshot shows the 'Inquiry history' interface. At the top, there is a header bar with the title 'Inquiry history'. Below the header, there are two input fields: 'Keyword:' and 'Specify Open date:'. The 'Keyword:' field has a red circle with the number 1 next to it. The 'Specify Open date:' field has a red circle with the number 2 next to it. To the right of these fields are 'Search' and 'Show all' buttons. Below the input fields is a table with three columns: 'Open date ↓', 'Case number', and 'Subject'. The table contains three rows of data. At the bottom of the table, there is a pagination bar showing '1 - 3 / 3' and 'Results per page 25'. A yellow callout box points to the 'Specify Open date:' field, containing a calendar widget. The calendar shows the month of April 2017, with the date 17 highlighted. The text 'Calendar will display by clicking the text box' is written above the calendar.

① Keyword:  Search Show all

② Specify Open date:  ~

Open date ↓	Case number	Subject
2017/04/17 12:27	143293	test inquiry
2017/03/25 11:15	142632	sample2 inquiry
2015/10/03 16:55	123363	sample1 inquiry

1 - 3 / 3 Results per page 25 Previous Next Page

Calendar will display by clicking the text box

2017 April

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

Today

① Keyword: Enter subject characters as search keyword and click the "Search" button.

If the "Show all" is clicked, it will ignore the words entered in keyword and display all history.

② Specify Open date: Displays specified open date of inquiry. It can also filter the display to the date of inquiry opened before or after the specified date. You can input either by clicking the text box from the calendar or by inputting directly.

(Input format is yyyy/mm/dd)

Able to filter the search using both "Keyword" and "Specify Open Date".

If you click on "Display All", the criteria entered in "Keyword" and "Specify

Open Date" will be disabled and will show all the history.

# 【Inquiry Details】(Whole View)

## Explanation page of the whole view of the screen and each input items

### Inquiry history

<<Return to Inquiry history

Inquiry details		Close this inquiry
Case number	143293	Status Accepting
Company name	[siseu] Sample Company.co	
Inquiry company name	[siseu] Sam	
Serial number	999-9999-siscoeu	
Other Serial number		
Subject	test inquiry	
Initial inquiry	test.	

Case comment

Date	Comment
2017/04/17 16:35	Additional que

Comment

Each additional inquiry can be entered up to around 1,200 characters.  
Please divide your additional inquiry in case of exceeding 1,200 characters.

Additional inquiry

Public Attachments

Last Modified	File name	Size(Byte)
▼Please drop the file here to attach Or Choose File No file chosen Maximum size of a file attachment is 10MB.		

Additional information

Inquiry type	
Product Information	HULFT7 for Windows-EX - - - Windows
Product Version	8.2.0
CPU bit	64bit
OS type/OS Version	
Physical RAM size (GB)	
What should be done or achieved by a product	
Function that corresponds to your inquiry	
Range of the influence	There is
Frequency that a phenomenon occurs	often
Date and time when a phenomenon occurred	


Additional information when  
inquiring  
(Display only)

Sharer

E-mail address	test@aaa.com	Change of Cc
Cc1	Cc6	
Cc2		
Cc3		
Cc4	Cc9	
Cc5	Cc10	
Open date	2017/04/17 12:27:43	Close date

Hide inquiry

# 【Inquiry Details】


 Inquiry history

Keyword:

Specify Open date:  ~

Open date ↓	Case number	Subject	Status
2017/04/17 12:27	<a href="#">143293</a>	<a href="#">test inquiry</a>	Accepting
2017/03/25 11:15	<a href="#">142632</a>	<a href="#">sample2 inquiry</a>	Close
2015/10/03 16:55	<a href="#">123363</a>	<a href="#">sample1 inquiry</a>	Close

1 - 3 / 3 Results per page

 Inquiry details

[<<Return to Inquiry history](#)

Inquiry details

Case number	143293	Status	Accepting
Company name	<input type="text" value="【siseu】Sample Company.co"/>		
Inquiry company name	<input type="text" value="【siseu】Sample Company.co"/>		
Serial number	<input type="text" value="999-9999-siscoeu"/>		
Other Serial number	<input type="text"/>		
Subject	<input type="text" value="test inquiry"/>		
Initial inquiry	<input type="text" value="test."/>		

You can verify the inquiry details by clicking the subject.

Also, you can enter additional questions.

# 【Inquiry History】 (Close this inquiry)



The "Close this inquiry" button will display on "Inquiry Details".

If you click on this button, you can close this inquiry.

A confirmation dialog to close this inquiry will display so if you wish to continue, click on [OK] ; if you wish to cancel, click on the [Cancel] button.

\*: If the status is already as [Close] , the button will not appear.

\*: Even if the case is as the [Close] status, you can still additionally inquire if you enter your question at the add question section on "Inquiry Detail" and click on the "Additional Inquiry" button. (For details please refer to P-30)

\*: If you wish to hide the inquiry history itself, please contact HULFT Technical Support.

## 【Inquiry History】 (Input additional question)

Case comment

Date	Comment
	<div>Comment</div> <div></div>

Each additional inquiry can be entered up to around 1,200 characters.  
Please divide your additional inquiry in case of exceeding 1,200 characters.

Additional inquiry

Input field for additional question will display in "Inquiry Details."

To process an additional question, enter the description in the additional question field and click the "Additional Inquiry" button.

Entered description will be registered.

\* 1200 characters limit exists.

\* If there is more than 1200 characters, split the question description in multiple parts, and enter it in the additional field and register it as needed.

# 【Inquiry History】 (Add Attachment)

Public Attachments

Last Modified	File name	Size(Byte)
<div><div>①</div><div>▼Please drop the file here to attach Or</div><div><div>②</div><div>Choose File</div><div>No file chosen</div><div>Maximum size of a file attachment is 10MB.</div></div></div>		

Please drag & drop a file in the broken line area  
or  
use the "Choose File" button to select a file

## [Request to Customers]

After uploading your attachment file, please notify us about the upload at the upload when inquiring additionally.

If you would like to attach a file upon additional inquiry, you can upload it by the following two methods:

- ① Drag & drop a file within the broken line area.
- ② Click on the "Choose File" button and specify the target file.

\* If there is a sentence of before it was sent remaining in the P-30 additional inquiry entry form upon uploading an attachment file, the ③ message will appear.

If you would like to ask an additional question, please press the "Additional Inquiry" button in the additional inquiry form.

schultt.force.com says  
"Comment" you entered has not been submitted.  
To submit "Comment", please press the "Additional inquiry"  
button after this operation.

③

OK

Cancel

## 【Inquiry History】 (Remove attachment)

Public Attachments

Last Modified	File name	Size(Byte)	
2019/05/29 09:33	<a href="#">eventlog.txt</a>	29034	① <input type="button" value="Delete"/>
2019/05/29 09:58	<a href="#">Recover_patch.zip</a>	139840	<input type="button" value="Delete"/>

The "Delete" button does not appear for files attached by a support personnel.

No file selected.  
Maximum size of a file attachment is 10MB.

② Do you want to delete the file?

Attachments added by a customer can be deleted by the following procedure.

**\* Attachments added by a support personnel cannot be deleted.**

- ① Click the "Delete" button in the line of the attached file you wish to delete.
- ② Click [OK] in the "Do you want to delete the file?" message box.

\* During deletion of an attached file, a message such as ③ is displayed if a text before sending remains in the additional question input field on P-30.

- Click [OK] → Deletion of an attached file is complete.
- Click [Cancel] → Cancel deletion of an attached file.

③ "Comment" you entered has not been submitted.  
To submit "Comment", please press the "Additional inquiry" button after this operation.

# 【Inquiry History】(Sharer (Change Cc))

Sharer

E-mail address [redacted]@sis.saison.co.jp

Cc1

Cc2

Cc3

Cc7

Cc8

①

Change of Cc

## Inquiry details Change of Cc

When you add or change Cc, please input e-mail address into the following text box.

Cc1	<input type="text" value="sample1@sc.hulft.com"/>	Cc6	<input type="text"/>
Cc2	<input type="text" value="sample2@sc.hulft.com"/>	Cc7	<input type="text"/>
Cc3	<input type="text" value="sample3@sc.hulft.com"/>	Cc8	<input type="text"/>
Cc4	<input type="text"/>	Cc9	<input type="text"/>
Cc5	<input type="text"/>	Cc10	<input type="text"/>

Edited mail addresses will be applied at the time of inquiry reply from HULFT after the additional inquiry which is preceded by saving changes made to CC.

\*Depending on the communication status, it may take a few minutes until changes are applied.

②

schulft.force.com says:

If you do this, the contents of the input will be cleared in "Additional inquiry".

Please press "cancel" to return or "OK" to continue.

③

You can add or change a sharing destination (Cc) by following the procedure below:

① Click on the "Change of Cc" button.

② At the "Inquiry details Change of Cc" page displayed upon ①, add or change a Cc address and click on the "Save" button.

\* If there are any entered comments in the "Comment" box, it will be cleared upon processing ②. (If there are anything entered in the "Comment" box, a confirmation dialog will display ③)

If there is no problem in clearing the entered "Comment" box, please click on "OK" in the confirmation dialog mentioned above to continue the process.

\* The changed email address will be applied to the notification email sent upon when we are answering the additional question after the Cc address is changed.

\* The To email address cannot be changed.

## ◆Notes on Operation

- Avoid using machine-dependent character. It will cause character corruption.

\*Explanation about each input item

[https://www.hulft.com/download\\_file/10388](https://www.hulft.com/download_file/10388)



SAISON INFORMATION SYSTEMS CO, LTD.  
HULFT Division

Customer Service Department  
Technical Support Center