(12) INTERNATIONAL APPLICATION PUBLISHED UNDER THE PATENT COOPERATION TREATY (PCT)

(19) World Intellectual Property Organization
International Bureau

(43) International Publication Date
21 December 2000 (21.12.2000)

PCT

(10) International Publication Number
WO 00/77661 A2

(51) International Patent Classification[7]: G06F 17/00

(21) International Application Number: PCT/GB00/02311

(22) International Filing Date: 14 June 2000 (14.06.2000)

(25) Filing Language: English

(26) Publication Language: English

(30) Priority Data:
11/170197 16 June 1999 (16.06.1999) JP

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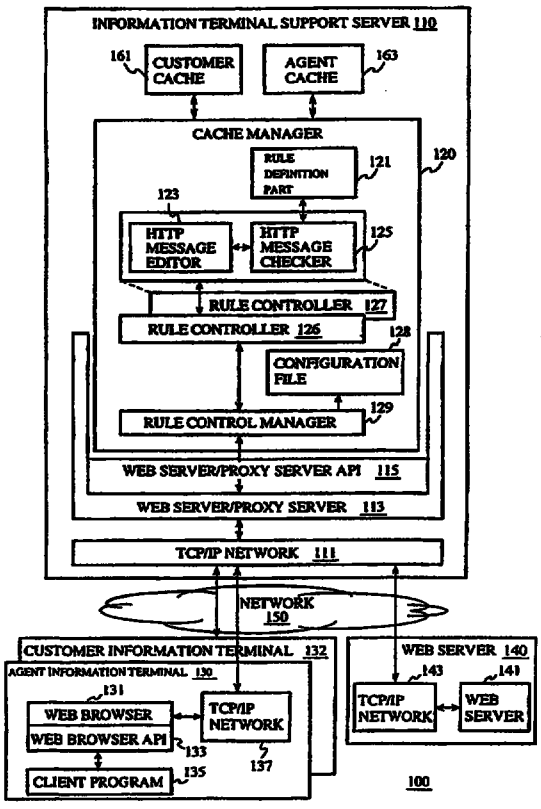
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(81) Designated States *(national)*: AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG, BR, BY, CA, CH, CN, CR, CU, CZ, DE, DK, DM, DZ, EE, ES, FI, GB, GD, GE, GH, GM, HR, HU, ID, IL, IN, IS, KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT, LU, LV, MA, MD, MG, MK, MN, MW, MX, MZ, NO, NZ, PL, PT, RO, RU, SD, SE, SG, SI, SK, SL, TJ, TM, TR, TT, TZ, UA, UG, UZ, VN, YU, ZA, ZW.

(84) Designated States *(regional)*: ARIPO patent (GH, GM, KE, LS, MW, MZ, SD, SL, SZ, TZ, UG, ZW), Eurasian patent (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM), European patent (AT, BE, CH, CY, DE, DK, ES, FI, FR, GB, GR, IE,

[Continued on next page]

(54) Title: INFORMATION PROCESSING METHOD, INFORMATION TERMINAL SUPPORT SERVER, COLLABORATION SYSTEM, AND STORAGE MEDIUM STORING AN INFORMATION PROCESSING PROGRAM



(57) Abstract: Provided are methods, software and systems to change the behavior of a collaboration client according to context while collaborating on an internet. An HTTP request from a customer-side browser is sent to a web server (140) via an information terminal support server (110). The web server (140) then sends context in response to the request to the customer-side web browser (131) via the information terminal support server (110). At this time, the information terminal support server (110) checks the contents of the context, and when it is determined that there is agreement with a predetermined condition, a command is inserted into the context, context without the command inserted is sent to the customer-side web browser (131), and context with the command inserted is sent to the agent-side web browser (131). A client program (135) of the agent-side information terminal (130) then reads the embedded command using an API possessed by a web browser and carries out processing in order to prohibit form submission and form alteration and conceal specific forms or fields in accordance with the contents of this command.

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IT, LU, MC, NL, PT, SE), OAPI patent (BF, BJ, CF, CG, CI, CM, GA, GN, GW, ML, MR, NE, SN, TD, TG).

Published:

— *Without international search report and to be republished upon receipt of that report.*

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