September 26th, 2023

To Our Valued Customers;

SAISON Information Systems Co., Ltd.
HULFT Technical Support Center

Regarding the Event that NullPointerException is Generated in the Collaboration Deletion Process of the Box Adapter of DataSpider Servista

Thank you very much for using our technical support service.
We want to inform you that in DataSpider Servista, NullPointerException may occur in the collaboration delete process of the Box adapter, causing an exception in the component.
Customers using the Box adapter's collaboration delete process are kindly requested to review the following information:

1. **Applicable Products and Versions**
   - DataSpider Servista Advanced Server Package 4.4 SP1 or later versions
   - DataSpider Servista Basic Server Package 4.4 SP1 or later versions
   - DataSpider Servista Select 4.4 SP1 or later versions

2. **Range of Impact**
   - Box Adapter
   ※This only affects those who using the Box adapter's collaborative deletion process.

3. **Occurrence Event**
   NullPointerException may occur, and the component may throw an exception.

4. **Occurrence Condition**
   The event may occur when the collaborative delete process specifies files or folders that meet specific settings and conditions as follows.

   ・If a user is specified in accessor_type and a file or folder with collaboration created using a group is specified.
   ・If a group is specified in accessor_type and a file or folder contains a user who does not have a Box account as a pending collaborator is specified.

5. **Workaround**

   There is no workaround.

6. **Future Support**

   A stand-alone patch will be released for the following DataSpider Servista version service packs that fix this issue.

   - DataSpider Servista 4.4 SP3
     Estimated release date: December 2023

7. **For Inquiries Regarding This Announcement**

   Please contact your technical support service contractor.

   End

【Revision History】

September 26th, 2023	First edition created