

November 30, 2018

Saison Information Systems Co., Ltd.
HULFT Division

Announcement of Emergency Maintenance: HULFT-WebConnect

Dear Customers,

This is to inform our users of the following emergency maintenance operation on HULFT-WebConnect. We apologize for any inconvenience and thank you for your patience and understanding.

1. Summary

We will restart the following endpoint, which provides the HULFT-WebConnect service in the Tokyo region.

Endpoint name	service1.tokyo.webconnect.hulft.com
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This maintenance is being performed in response to the November 21, 2018 "Notice of Service Connection Instability of HULFT-WebConnect".

2. Schedule

From Monday, December 10, 2018 02:00 a.m. to Monday, December 10, 2018 03:00 a.m. JST

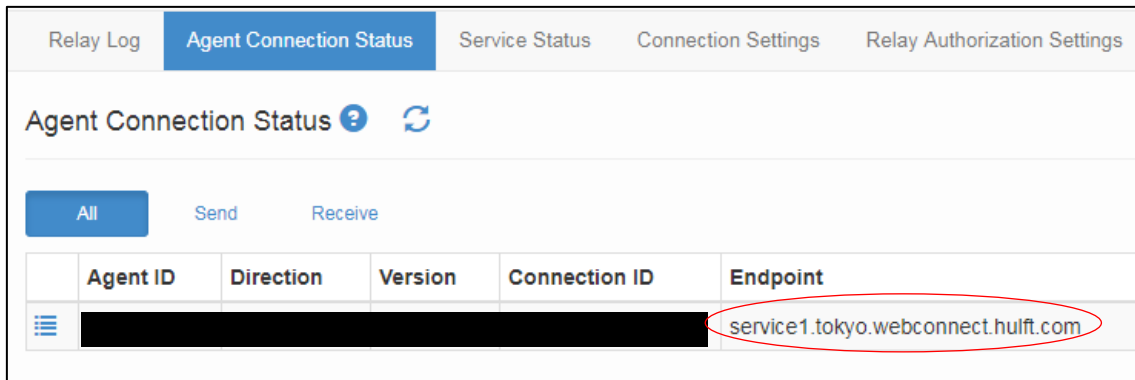
3. Scope of Impact and solution

During maintenance, file transfers might fail because connections to the HULFT-WebConnect service are instantaneously disrupted. Therefore, please refrain from performing file transfers during the maintenance time.

If a connection from an Agent is disconnected by an instantaneous interruption, the connection from the Agent to the HULFT-WebConnect service will be retried. However, depending on the installation environment of the Agent, the Agent might fail to reconnect to HULFT-WebConnect and then stop.
If an Agent stops, please restart the Agent.

4. Confirming whether an Agent is affected

If the Endpoint name "service1.tokyo.webconnect.hulft.com" is displayed on the HULFT-WebConnect Management Console, the application server is undergoing maintenance.



The screenshot shows the 'Agent Connection Status' page in the HULFT-WebConnect Management Console. The page has a navigation bar with tabs: 'Relay Log', 'Agent Connection Status' (selected), 'Service Status', 'Connection Settings', and 'Relay Authorization Settings'. Below the navigation bar, the page title is 'Agent Connection Status' with a help icon and a refresh icon. There are three filter buttons: 'All' (selected), 'Send', and 'Receive'. A table with the following columns is displayed: 'Agent ID', 'Direction', 'Version', 'Connection ID', and 'Endpoint'. The 'Agent ID' column contains a redacted value. The 'Endpoint' column contains the value 'service1.tokyo.webconnect.hulft.com', which is circled in red.

Agent ID	Direction	Version	Connection ID	Endpoint
[Redacted]				service1.tokyo.webconnect.hulft.com