

April 14<sup>th</sup>, 2022

To Our Valued Customers;

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

### **Regarding the Garbled Characters in the HULFT-WebFileTransfer Display**

Thank you very much for using our technical support service.

We would like to inform you of the following issue regarding the HULFT-WebFileTransfer screen displaying with garbled characters or not displaying at all under certain circumstances.

#### ■ Occurrence Event

In HULFT-WebFileTransfer, there are cases where the screen text is garbled or the screen is not displayed at all.

#### ■ Applicable Products and Versions

HULFT-WebFileTransfer Ver.3.1.1~Ver.3.3.0

#### ■ Occurrence Conditions

This issue occurs when the following version of Apache Tomcat is used as the Web Server/Application Server.

Apache Tomcat 8.5.76 or later versions

Apache Tomcat 9.0.59 or later versions

#### ■ Cause of Occurrence

The issue is caused by a change in the behavior of Apache Tomcat in the version described in "Occurrence Conditions."

As a result, the browser determines that the encoding is "Shift\_JIS," resulting in garbled characters or issues with screen display.

The details of the change in ApacheTomcat are as follows.

#### **【Details of Change】**

The following settings have been added in the  
org/apache/catalina/util/CharsetMapperDefault.properties file  
in the catalina.jar file.

ja=Shift\_JIS

With this change, when "charset=" of Content-Type: is not set in the HTTP response header and "ja" is specified in Content-Language:, "Shift\_JIS" will be added to "charset=" on the ApacheTomcat side.

Since the HULFT-WebFileTransfer response fulfills the above conditions, even if a UTF-

8 code response is returned, ApacheTomcat sets "Shift\_JIS" to "charset=" in Content-Type: and issues such as garbled characters occur.

#### ■ Workaround

This can be avoided by changing the behavior of Apache Tomcat.

To change the behavior, follow the procedure below.

※If your server OS is Linux, replace "¥" with "/" and "Folder" with "Directory" in the procedure.

Step 1: Create a folder "org¥apache¥catalina¥util" under TOMCAT\_HOME¥lib.

Step 2: Extract the following target file from the "catalina.jar" file in the lib folder.

Target File : org¥apache¥catalina¥util¥CharsetMapperDefault.properties

※jar files can be extracted with the jar command or a zip file expansion utility.

※Please copy the "catalina.jar" file to a separate folder for the expansion process.

Step 3: Copy the file extracted in Step 2 to the folder created in Step 1.

Step 4: Edit the configuration file copied in Step 3 and comment out or delete the following.

ja=Shift\_JIS

Step 5: Restart Apache Tomcat.

※Please contact your ApacheTomcat support vendor for details.

#### ■ Support

We plan to release a new product revision to fix the garbled characters issue.

#### 【Revision History】

April 14 <sup>th</sup> , 2022	First edition created
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