

December 4th, 2017
Updated on December 5th, 2017

Dear Customers

Saison Information Systems Co., Ltd.
HULFT Division

Notice of Service Outage of HULFT-WebConnect

We sincerely apologize for any inconvenience caused by the temporary service outage of the HULFT-WebConnect cloud service that occurred during the time described below without advanced notice. Below is what we found out regarding the disruption:

1. Phenomenon

Tokyo Region of HULFT-WebConnect was temporarily suspended during the time indicated in **2. Time of occurrence**.

2. Time of occurrence

From December 4th, 2017 06:58:14 to December 4th, 2017 06:58:44 JST

3. Cause

This phenomenon occurred due to a lack of resource.

[Details of the root cause]

We have figured out that a memory leak was the cause of the disruption. Due to the memory leak, memory usage exceeded the maximum allowed for the application server and the following endpoint was restarted.

| | |
|---------------|-------------------------------------|
| Endpoint name | service1.tokyo.webconnect.hulft.com |
|---------------|-------------------------------------|

4. Scope of impact

It is possible that file transfers might have failed because a connection to HULFT-WebConnect Agent (hereinafter, referred to as "Agent"), HULFT-WebConnect CLI (hereinafter, referred to as "CLI"), or Data Transfer Site to HULFT-WebConnect was terminated.

It is also possible that, in some installation environment, Agent might have been terminated after a reconnection to HULFT-WebConnect failed. Such a retry of connection to HULFT-WebConnect occurs after Agent is disconnected due to lost communication. If Agent was suspended during the time indicated in **2. Time of occurrence**, you need to restart Agent.

Note: No impacts have been observed in regions other than Tokyo Region (service1.tokyo.webconnect.hulft.com).

To verify whether impacts exist:

- For Agent
If any of the following logs has been output to *agent.log* during the time indicated in **2. Time of Occurrence**, Agent might have been affected by this disruption.

Time of Occurrence: From December 4th, 2017 06:58:14 to December 4th, 2017 06:58:44 JST

```
INFO jp.co.saison.sis.hulft.tsubomi.agent.sender.SenderAdminEndpoint  
- I110019 - The management session was disconnected. SessionID:[***],  
ReasonCode:[CLOSED_ABNORMALLY], Message:[Closed abnormally.]
```

```
INFO jp.co.saison.sis.hulft.tsubomi.agent.sender.SenderAdminEndpoint  
- I110019 - The management session was disconnected. SessionID:[***],  
ReasonCode:[GOING_AWAY], Message:[]
```

```
INFO jp.co.saison.sis.hulft.tsubomi.agent.receiver.ReceiverAdminEndpoint  
- I120019 - The management session was disconnected. SessionID:[***],  
ReasonCode:[CLOSED_ABNORMALLY], Message:[Closed abnormally.]
```

```
INFO jp.co.saison.sis.hulft.tsubomi.agent.receiver.ReceiverAdminEndpoint  
- I120019 - The management session was disconnected. SessionID:[***],  
ReasonCode:[GOING_AWAY], Message:[]
```

- For CLI and Data Transfer Site
If a file transfer failed during the time indicated in **2. Time of Occurrence**, CLI or Data Transfer Site might have been affected by this disruption.

5. Current state

All the functions of HULFT-WebConnect have been recovered now.

6. Future measures

A bug fix to resolve this phenomenon is planned to be released as a part of the regular maintenance of HULFT-WebConnect scheduled on December 11th, 2017. Based on another investigation of this phenomenon, it is now found out that the phenomenon might occur also at the other endpoint of Tokyo Region (service2.tokyo.webconnect.hulft.com). To cope with this, we are planning to perform an emergency maintenance at the endpoint.

Note: For details on the emergency maintenance, see the attached *Notice of Emergency Maintenance of HULFT-WebConnect*.

[Revision history]

| Date | Edition | Brief Description |
|-------------|---------|--|
| 05-DEC-2017 | 2nd | 3. Cause Added details of the cause. 4. Scope of impact Defined the scope of impact. 6. Future measures Added the chapter. |
| 04-DEC-2017 | 1st | Published 1st edition. |