

August 27, 2018

Saison Information Systems Co., Ltd.  
HULFT Division

## Notice of Service Outage of HULFT-WebConnect

Dear Customers,

We sincerely apologize for any inconvenience caused by the sudden service outage of the HULFT-WebConnect service that occurred as described below. The information reported here details the results of our investigation regarding the disruption.

### 1. Phenomenon

For the following endpoint of the HULFT-WebConnect service in the Tokyo Region, there was no response from the server during the time indicated in **2. Time of occurrence**.

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

Note: The Tokyo Region service2.tokyo.webconnect.hulft.com is operating normally, with service connections having reconnected automatically. For more about the portion of connections that did not reconnect automatically and were therefore affected by this event, see **5. How to verify whether you were impacted**.

### 2. Time of occurrence

From August 27th, 2018 06:17:06 to August 27th, 2018 06:38:58 JST

### 3. Cause

This event occurred due to a problem that occurred on a virtual server host on AWS (Amazon Web Services) for the abovementioned endpoint. As a result, the server was unable to respond for a period of time.

### 4. Scope of impact

It is possible communications to HULFT-WebConnect might have been severed and file transfers might have failed. If the connection with the Agent is severed, the Agent attempts to reconnect to HULFT-WebConnect. However, depending on the environment in which the Agent was introduced, reconnection to HULFT-WebConnect might fail and the Agent might be suspended.

Note: To learn how to verify whether you were affected by this event, see **5. How to verify whether you were impacted**.

## 5. How to verify whether you were impacted

The method for verifying whether you were affected by this event is as follows:

- For Agent

Log in to the HULFT-WebConnect Management Console (<https://www.webconnect.hulft.com/>), and then check that information for the currently running Agent is displayed in the Agent Connection Status list. If the Agent is not displayed in the list, your system was affected by this event and the Agent's connection might have been severed.

- For CLI and Data Transfer Site

If you experienced a file transfer failure during the time indicated in **2. Time of occurrence**, the CLI and Data Transfer Site might have been affected by this phenomenon.

## 6. Solution

For affected instances of the Agent, restart the Agent. For failed file transfers, restart the Agent and then retry the affected file transfers.

## 7. Current state

Currently, all of the functions of the HULFT-WebConnect service can be used normally.