

Announcement of Emergency Maintenance: HULFT-WebConnect

Dear Customers,

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

1. Summary

We will perform a security update for application servers in Frankfurt region that are used by the HULFT-WebConnect service.

Note: This maintenance is performed in response to the announcement from the cloud service provider.

2. Schedule

From Monday, September 29, 2019 02:00 a.m. to Monday, September 29, 2019 03:00 a.m. JST

3. Scope of Impact

When the following Endpoint name shown on the HULFT-WebConnect Management Console, the application server is subject to maintenance.

The screenshot shows the 'Agent Connection Status' page in the HULFT-WebConnect Management Console. The page has a navigation bar with 'Relay Log', 'Agent Connection Status' (selected), 'Service Status', 'Connection Settings', and 'Relay Authorization Settings'. Below the navigation bar, there is a title '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 'Endpoint' column contains the value 'frankfurt-service1.webconnect.hulft.com', which is circled in red. The 'Agent ID' and 'Connection ID' columns for the first row are redacted with black boxes.

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

The maintenance may cause the following to occur.

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

If the connection with Agent is severed, Agent will attempt to reconnect to HULFT-WebConnect. However, depending on the environment in which Agent was installed, reconnection to HULFT-WebConnect might fail and Agent might be suspended.

After the maintenance is complete, please check the connection status of Agent on the Agent Connection Status screen of the HULFT-WebConnect Management Console. If Agent has stopped during the maintenance, please restart Agent.

We will inform our users that the maintenance is complete by displaying the maintenance end time on the footer of the HULFT-WebConnect Management Console.