HULFT-WebConnect
Service Specifications

Version 1~~0~~
April ~~December~~ 1, 2024~~2~~
Saison Technology ~~Information Systems~~ Co., Ltd.

History of Revisions

Version	Date of Revision	Description and Reason of Revision
1	April 1, 2015	Establishment
2	July 3, 2015	V1.1 Incremental Update
3	November 5, 2015	V1.2 Incremental Update
4	August 25, 2016	V2.0 Incremental Update
5	March 7, 2017	Moved the statements on the products providing the service from the Terms of Use
6	August 1, 2017	V2.1 Incremental Update
7	December 11, 2017	V2.2 Incremental Update
8	April 16, 2018	Changed the heading of "3.3.1" to "Maintenance," and added a description of the maintenance schedule Changed the heading of "3.3.3" to "Notice of Maintenance"
9	August 17, 2020	Review of structure V3.0 Incremental Update
10	December 1, 2022	Added a description of the grace period to "3.1. Subscription Term" Changed the contents of "3.3.1. Maintenance" (changed the description of the Special Maintenance notice and extended the maintenance window)
11	April 1, 2024	Changed the company name Changed the contents of "1.2. Definitions " (changed "http" to "https" in URL) Changed the contents of "2.3.5. License Related Functions" (changed the description of the Client Update Notification Function) Changed the contents of "1.2. Definitions " (changed "http" to "https" in URL)

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1. Introduction

1.1. Role of the Specifications

These HULFT-WebConnect Service Specifications (the "Specifications") describe the details of the HULFT-WebConnect services provided by Saison Technology ~~Information Systems~~ Co., Ltd. (the "Company").

1.2. Definitions

Term	Definition
HULFT	File transfer software that is operated on multiple platforms, developed and sold by the Company
Website	"HULFT.com" (https://www.hulft.com/), a website hosted by the Company
Service Site	Service site of HULFT-WebConnect which may be used to view history, to register administrative information and to download Agent
Access Point	Access point of WebConnect that HULFT-WebConnect Agent connects to
Connection ID	Unique ID within HULFT-WebConnect to identify connection to HULFT-WebConnect The Connection ID must be registered on the Service Site in advance.

2. Outline of the Services

2.1. What is HULFT-WebConnect?

HULFT-WebConnect is SaaS-type service that allows HULFT, which is the de facto standard for file transfer, to connect to the Internet more easily.
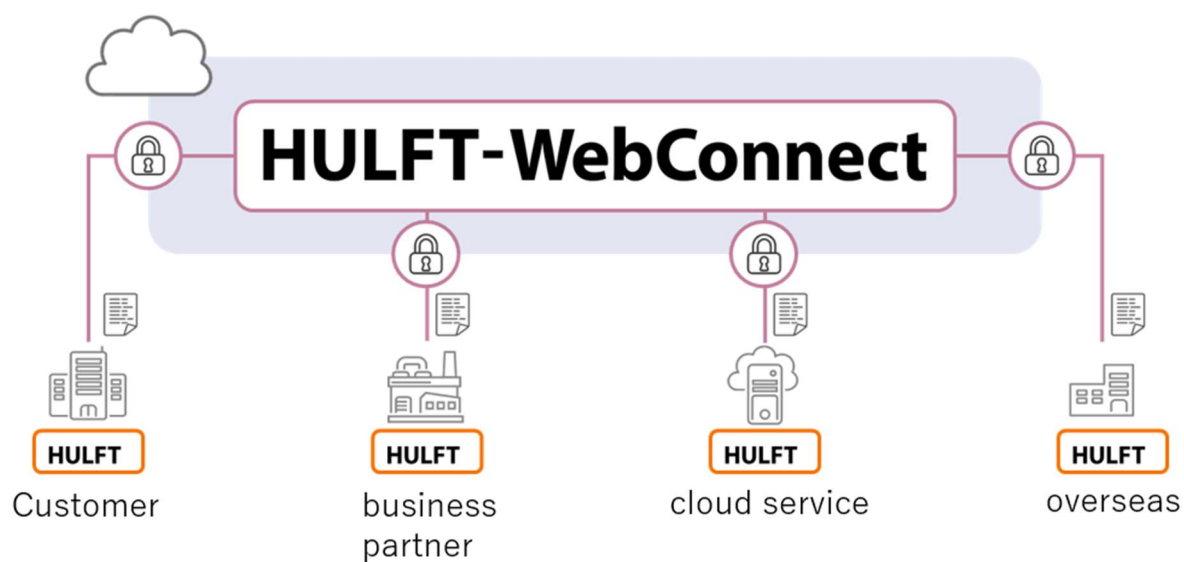
In order to use HULFT-WebConnect, both the senders and receivers must have HULFT.
Please separately purchase the HULFT license.

2.2. Operation Structure of HULFT-WebConnect Services

This is the structure of how HULFT-WebConnect is operated.
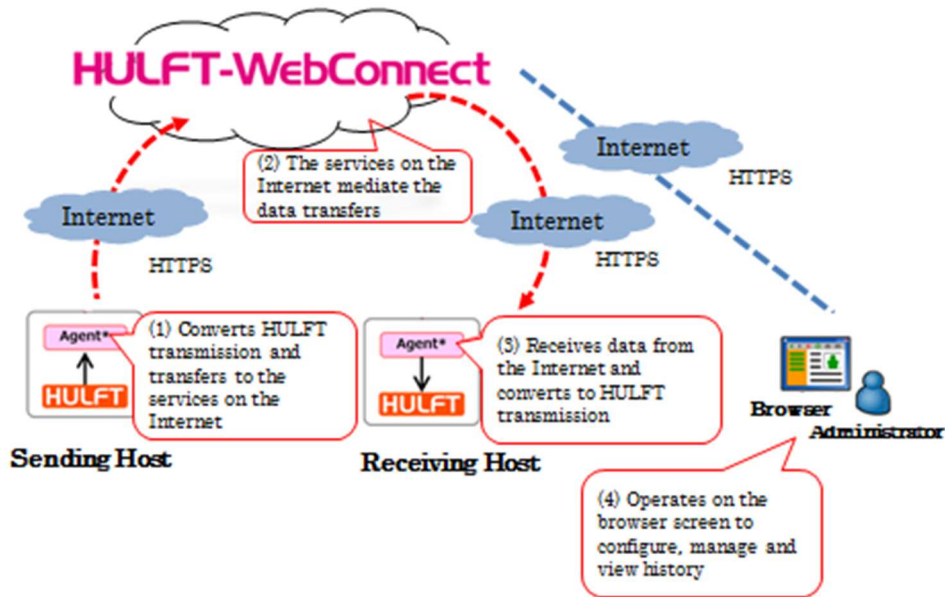
* Agent may be downloaded from the HULFT-WebConnect Service Site.
In order to use HULFT-WebConnect, installation of HULFT by both senders and receivers is required.

2.3. Service Functions

HULFT-WebConnect is equipped with the following functions, and the customer may use all of such functions.

No.	Large Classification	Medium Classification	Small Classification
1	File transfer (*)	Relay transfer	File transfer upon transmission demand from HULFT
2			File transfer upon retransmission demand from HULFT
3			Check point retransmission from HULFT
4			File transfer upon send demand from HULFT
5			File transfer upon resend demand from HULFT
6			Check point resend from HULFT
7		Proxy connection	Use of the service through a proxy server
8		Smart routing	Automatic route search
9		Automatic reconnection	Automatic reconnection
10		Output of transfer history	Output of transfer history and result
11	Client	Agent	Basic software to connect HULFT-WebConnect with HULFT
12		CLI	Command line interface to transfer files
13		Data Transfer Site	Browser interface to transfer files
14		D-Client	Application to transfer files
15	Web API Security	Site API	Provide service site functions by REST API
16		Data transfer API	Provide data transfer functions by using WebSocket
17		Application of TLS transmission at all times	TLS encrypted transmission applied at all times during the use of the service
18		Authentication	Authentication using the Connection ID
19			Authentication using the account
20		On-memory relay	Data processing of user data during relay without writing to a disk
21		Relay permission configuration	Configuration of whether to allow relay transfers between different Connection IDs in a white list format

22		API Key administration	Administration of API Key for the purpose of using Web API and CLI
23		Transmission Block	The customer may choose whether to allow transmission of files by client type.
24		IP filter	Connection restriction due to the IP address of the connection source
25	License	Automatic update/update notification	Automatic update of client's update information and notice thereof
26		Information	Comparison of number of licenses used and maximum number of licenses
27		Email Notification	Notification email upon occurrence of service interruptions
28			Notification email for suspension of email transmission
29			Warning email for license violation
30			Notification email for use in excess of the threshold set by the user
31	Service Administration	Information	Confirmation of operational service status
32			Administration of Agent connection status
33		Maintenance information	Maintenance schedule and history
34		Forced disconnection of Agent	Forced disconnection of connected Agent (from V1.2.0 and thereafter)
35	Others	Adoption of UTC time stamp	
36		Multilingual display	Japanese display
			English display
37		Downloading of Module	
38		Online Help	

2.3.1. File Transfer Function

● Relay Transfer

　・Files may be transferred via the Internet upon transmission demand, retransmission demand, send demand and resend demand from HULFT using HULFT-WebConnect.

　・It is also compatible with HULFT's check point retransmission and check point resend.

● Proxy Connection

　・HULFT-WebConnect may be used even in environments where connection to the Internet is through proxy servers.

　・It is compatible with proxy authentication (Basic authentication/Digest authentication).

● Smart Routing (Automatic Route Search)

　・The access point or the relay point of HULFT-WebConnect closest to the customer's site is automatically searched.

● Automatic Reconnection
The Agent will automatically reconnect to the access point connected immediately before the disconnection (or depending on the situation, to another appropriate access point) in case the administration session between HULFT-WebConnect and Agent is disconnected due to reasons such as temporary blackout.

● Output of Transfer History

　・The Agent history may be viewed on the Service Site.

　・The browser transfer history may be viewed on the Data Transfer Site.

　・The D-Client history may be viewed on the client screen.

2.3.2. Client

● Agent
・It is a software that converts files transferred using HULFT into HTTPS and redirects them to HULFT-WebConnect.
・It may be distributed to transferees, etc.

● CLI
・It is a command format software that allows the customer to use HULFT-WebConnect services by command operations.
・Even if HULFT is not installed, simple file transfer is possible by installing CLI.

● Data Transfer Site
・It is a browser application that allows for simple file transfer (browser transfer) with only an internet connection.
・Simple file transfer is possible using only a web browser.

● D-Client
・It is an application that allows the administrator with a contract account for HULFT-WebConnect and a person who does not have a contract account to safely transfer files via the internet.

・Data can be transferred only between the administrator that distributes D-Client and a user that installs D-Client.

2.3.3. Web API

● Site API

・By analyzing the requests and responses based on the specification of the administration Web API, the customer may embed and display its own HULFT-WebConnect file transfer record or various administrative information on its site or service screen.

● Transfer Web API

・By analyzing the requests and responses based on the specification of the transfer Web API (Data Transfer API), the client may create and use its own personalized client which is specialized for the customer's work.

2.3.4. Security Function

● Application of TLS Transmission at All Times

・HULFT-WebConnect applies TLS transmission when using the Service Site or relaying file transfers in HULFT.

● Agent Authentication

・Authentication by connection ID will be made when Agent and CLI are connecting to HULFT-WebConnect.

・The account is authenticated when using the Service Site, File Transfer and D-Client.

● On-Memory Relay

・HULFT-WebConnect/Agent does not write user data (file) on discs but the data is relayed on-memory.

● Relay Permission Configuration

・It is a configuration that allows the transfer of files between different Connection IDs. In order to prevent receiving files being transferred from an unexpected counterpart using HULFT, the customer may configure to choose whether to allow relay transfers in a white list format.

● API Key Administration

・The customer may administrate API Keys necessary to use HULFT-WebConnect Web API or CLI.

Web API and CLI may be used more safely by setting an appropriate expiration date or scope (access authorization) to the API Key.

● Transmission Block

・Acceptance of transfer of files (whether to allow the transfer or not) by client type may be configured in accordance with security requirements.

Client Types Available:

  ・HULFT connection

  ・Data Transfer API / CLI

  ・File Transfer connection

・D-Client connection

- IP Filter
  ・Connection to HULFT-WebConnect can be restricted due to IP address

  Subject operational patterns:
  ・File transfers using the Agent
  ・File transfers using Data Transfer API/CLI
  ・File transfers using Data Transfer Site
  ・File transfers using D-Client

2.3.5. License Related Functions

- Client ~~Automatic Update and~~ Update Notification Function
  ・Agent and CLI will send notification of the update information. ~~It will obtain the latest version of HULFT-WebConnect client (Agent, CLI)~~
  ~~Agent will notify the updated information, and CLI will notify the updated information or automatically update the Module. The automatic update function may be turned on/off depending on the applicable work.~~

- Information
  ・Comparison of Number of Licenses Used and Maximum Number of License
    The number used of the month (as of the time of log-in) and the maximum amount under the license may be viewed and compared on the HULFT-WebConnect administration page.

  ・Comparison of Number of Connection IDs and Maximum Number of License
    The total number of Connection IDs of the month (as of the time of log-in) and the maximum number of Connection IDs which may be registered under the license may be viewed and compared on the HULFT-WebConnect administration page.

- Email Notification
  ・Notification Email upon Occurrence of Service Interruption
    An email notifying that an interruption in the HULFT-WebConnect service has occurred will be sent upon such an event.

  ・Notification Email for Suspension of Email Transmission
    An email notifying that it was detected that the registered email address is unauthorized and that the automatic email transmission function was suspended will automatically be sent from HULFT-WebConnect upon such an event.

  ・Warning Notification Email for Violation of the License
    An email warning of the violation of the agreed license will automatically be sent from HULFT-WebConnect if the customer uses the service in excess of the maximum amount licensed.

  ・Notification Email for Use in Excess of the Threshold set by the User.
    An email notifying the use in excess of the threshold of the total amount of transferred data for the month set by the user will automatically be sent from HULFT-WebConnect upon such an event.

2.3.6. Service Administration Function

● Information

  ・Confirmation of Operational Status of the Service

    The operational status of the service may be viewed at the HULFT-WebConnect Service Site.

  ・Administration of Agent's Connection Status

    The connection status of the Agent may be viewed at the HULFT-WebConnect Service Site.

● Maintenance Information

  ・Maintenance Schedule

    The maintenance schedule of HULFT-WebConnect may be viewed.

  ・Maintenance History

    The maintenance history of HULFT-WebConnect may be viewed.

● Forced Disconnection of the Agent

  ・The connected Agent may be forcibly disconnected from the HULFT-WebConnect Service Site.

  The version of the Agent which can be disconnected using this function is from V1.2.0 and thereon.

2.3.7. Other Functions

● Adoption of UTC Time Stamp

  ・The UTC is adopted for the time stamp of the Relay History.

● Multi-language Display

  ・The Service Site and other guidance may be displayed in Japanese or English.

● Downloading of Module

  ・Downloading of Agent

    ・Agent may be obtained from HULFT-WebConnect Service Site.

  ・Downloading of CLI

  The CLI may be obtained from HULFT-WebConnect Service Site.

  ・Downloading of D-Client

  D-Client may be obtained from HULFT-WebConnect Service Site.

● Online Help

  ・The manual for HULFT-WebConnect is made public on the home page.

3. Service Agreement

3.1. Subscription Term

- Subscription Term
  - ・The subscription term runs until the end of the month of the subscription termination.
  - ・The subscription term will be specified at the time of order (in months up to the maximum of 12 months from the first of every month as the start date of use)

- Grace Period for License Update
  A one-month grace period is offered as shown below in case you cannot complete the procedure to add to your subscription before the subscription ends.
  Please purchase a license and complete registration within the grace period.
  If the license is not updated before the grace period ends, after a set amount of time, functions other than license registration become unavailable and transfers end in error.
  - ・Grace period for license violation: One month starting from the month after the transfer amount was exceeded or the number of Browser Transfer or D-Client client licenses used was exceeded
  (Example: If you went over in August, the end of the grace period is September 30 11:59 PM.)
  - ・Grace period for license expiration: One month starting from the next month after the Base Subscription expired
  (Example: If the license expired at the end of August, the end of the grace period is September 30 11:59 PM.)

3.2. Technical Support

The description of the Technical Support is as follows.
Please see the Website for details.

- Description of Technical Support
  - ・Use of HULFT Technical Support Center
  - ・Recovery support for failures of products
  - ・Use of website dedicated to Technical Support

- Where to Draw the Line of Responsibilities with Respect to Collection of Information and Investigation at the Time of Providing Technical Support
  - ・The customer is responsible for administering, collecting information of and investigating the customer's environment (hardware, software, OS and network environment including TCP/IP) and the environment of the counterparts (hardware, software, OS and network environment including TCP/IP).

  - ・The Company is responsible for administering, collecting information of and investigating HULFT-WebConnect environment (hardware, software, OS, and network entry and exit points of the server on the cloud computing deployed by HULFT-WebConnect and network environment including TCP/IP within such server).

3.3. Services-Related Definitions

3.3.1. Maintenance

- It is a period of time during which the Services may not be provided for the purposes of inspection and maintenance of equipment, network etc., except unforeseeable interruption due to failures, etc.

  ・The types of maintenance are set out as follows:

Periodic Maintenance: The scheduled suspension dates for every three months for one year ahead will be published.
In addition to the terms of "Special Maintenance," the matters scheduled for implementation in the Periodic Maintenance will contain the following:
"Module renewal relating to product function improvements"

Special Maintenance: As well as scheduled Periodic Maintenance, for urgent situations as shown below, there may be unscheduled Special Maintenance.
(For security and stable operation of the Services, we ask for your understanding and cooperation.)
The matters scheduled for implementation in the Special Maintenance will contain the following:
"Security-related and other urgent responses"
"Responses to interruptions due to issues at the External Services, such as interruption or suspension of their services, suspension of connection with the Services, or change in specifications"

The definition of "Maintenance Window" to set forth the timing of implementation for the maintenance is set out as follows:

Maintenance Window: The timeframe for the implementation of the Special Maintenance and the scheduled future Periodic Maintenance will be in accordance with the terms and conditions, if possible.
Monday, 2AM~5AM (Japan time)
*Excluding the 14th, 15th, 16th and holidays
*Maintenance will be implemented at the above time across all regions

Diagram: Image of each type of maintenance and the Maintenance Window
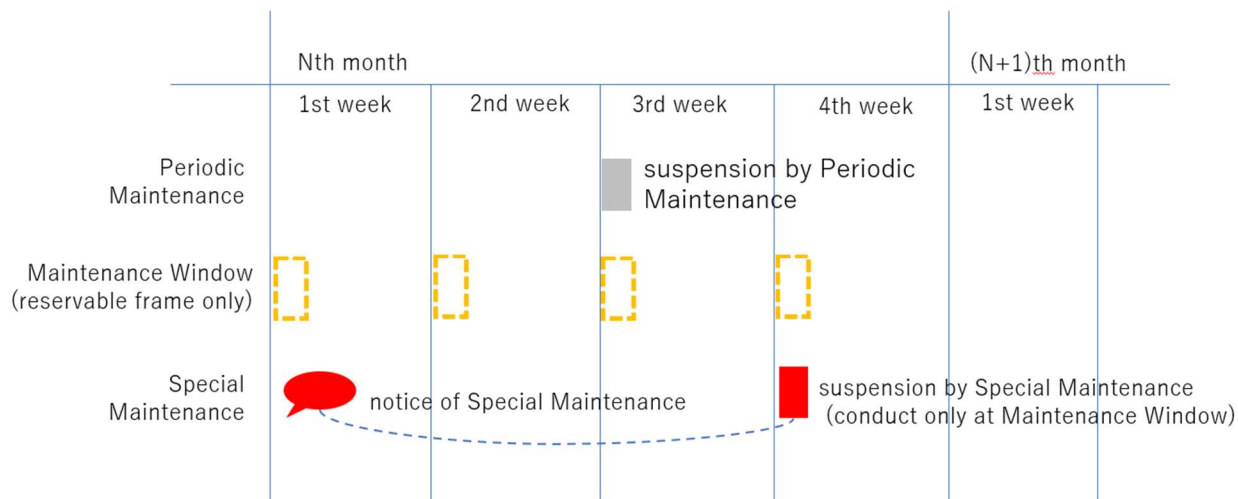
3.3.2. Service Time

● The time when the Services are provided is as follows.
  ・The Services are provided 24 hours a day, 365 days a year, except during the maintenance periods.

3.3.3. Notice of Maintenance

● The planned suspension is notified in advance in the following manner.
  ・Notice will be posted on the Website at least 30 days before the suspension.
  ・An e-mail notice will be sent to the e-mail address of the contract account of HULFT-WebConnect at least 30 days before the suspension.

3.3.4. Alternative Measures upon Serious Failures

● The alternative measures when prompt recovery is not possible are as follows.
  ・There will be no such measures provided by HULFT-WebConnect (the customer is responsible for securing its alternative measures).

3.3.5. Failure Notification Process

● The manner of notifying occurrence of a failure is as follows.
  ・It will be notified on the Website.
  ・It will be notified by email to the email address of the contract account of the HULFT-WebConnect.

3.3.6. Encryption Procedures

● The encryption procedures of transmissions are as follows.
  ・The transmissions will be encrypted with TLS.

3.3.7. Retention Period

● The retention period of transfer history logs and other logs.
  ・Logs will be retained for five years and will be deleted when five years pass.

4. Operation Environment

Please see the Website for operation environment of HULFT-WebConnect.

5. Service Fee Structure

Please see HULFT-WebConnect price list for the fee structure of HULFT-WebConnect.

6. Export Control

Please see HULFT-WebConnect Terms of Use for terms regarding export of HULFT-WebConnect.

7. Others

Other matters not provided in this Service Specifications are out of the scope of HULFT-WebConnect.

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