February 24th, 2021

To Our Valued Customers;

SAISON Information Systems Co.
Customer Service Center

Problem upon uploading to cloud storage by HULFT8 for Windows

Thank you very much for using our technical support service.
We would like to inform you that we have found the following problem in HULFT8 for Windows.
Please check the following information and take the necessary action for this matter.

1. Occurrence

When uploading a file using HULFT8 Cloud Storage Option, HULFT's receiving may become unstable, and the following problem may occur.

※Examples of Occurrences
- ・ The Receiving processing of HULFT terminates unsuccessfully.
- ・ A message "E111033 An exception occurred in the receiving process" is output.
- ・ The content of the data uploaded to the cloud storage will be different from the send data.

Also, some events that occur in an unstable state include events where the transfer process is normal, so it may not be possible to detect this event's occurrence from the log.

2. Conditions of Occurrence

May occur when all of the following conditions are met.
- ・ The version of HULFT8 for Windows on the receiving host is or newer than 8.4.1
- ・ HULFT8 Cloud Storage Option is installed
- ・ Cloud storage is specified in [File Name (FILENAME)] of the Receiving Management Information
- ・ One of the following conditions is met.
  - A. One of the following is specified in [Compression Preference] of the Send Management Information:
    「Horizontal Compression」
    「Vertical Compression」
    「DEFLATE Compression」
  - B. In Send Management Information, "TEXT" is specified in [Transfer Type], and "Receiving Host" is specified in [Code Conversion]

3. **Temporary Measures**

   When you upload to cloud storage using the HULFT8 Cloud Storage option, please make sure to configure all the following settings:

   ・ Specify "No compression" for [Compression Preference] in Send Management Information.

   ・ Specify one of the following for [Code Conversion] in Send Management Information

   「Sending Host」

   「Non-Conversion」

4. **Applicable Product and Version**

   The problem occurs in the following and later versions of the product.

   ・ HULFT8 for Windows Ver.8.4.1
   ・ HULFT8 Cloud Storage Option(Amazon S3) for Windows Ver.8.4.1
   ・ HULFT8 Cloud Storage Option(Azure Blob Storage) for Windows Ver.8.4.1
   ・ HULFT8 Cloud Storage Option(on Google Cloud Storage) for Windows Ver.8.4.1

5. **Future Actions**

   A minor revision update will be performed.

   The timing of the minor revision up will be announced in the revised version of this document.

   ※In order to provide the minor revision up version, you need to conclude a support contract.

6. **Contact For Inquiries Regarding This Information**

   Please contact your technical support service contractor.

   End

【Revision History】

February 24th, 2021	First edition created