September 26th, 2023 → September 26th, 2023

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（Revised）September 29th, 2023

To Our Valued Customers;

SAISON Information Systems Co., Ltd.

HULFT Technical Support Center

Regarding the Issue of Invalid Data Being Added in the
CSV File Reading Process of DataSpider Servista.

Thank you very much for using our technical support service.

We want to inform you that in DataSpider Servista, it has come to our attention that when enabling parallel processing during CSV file reading to retrieve specific data, there is an issue where invalid records are being output.

Customers using the CSV file reading process are kindly requested to review the following information:

1. **Applicable Products and Versions**
   - DataSpider Servista Advanced Server Package 4.0 SP1 or later versions
   - DataSpider Servista Basic Server Package 4.0 SP1 or later versions
   - DataSpider Servista Select 4.0 SP1 or later versions
   - DataSpider Servista with Software Protection 4.0 SP1 or later versions

2. **Range of Impact**
   - CSV Adapter
   ※ This only affects those who are using the CSV file reading process.

3. **Occurrence Event**

   There may be cases where records with invalid content are additionally output during the export process.

   No data will be missing or corrupted in the records and columns that should be output. Additional invalid records will be output.

   ▼Example
   ●Records to be read
   "XXX,""AAAAAA
   BBBBBB","YYY"

●Original output record
"XXX,""AAAAAA
BBBBBB","YYY"

●Additional output records
"BBBBBB""","YYY",""
※Such records are output to an undefined location in the output file.

4. Occurrence Condition

This may occur when all the following conditions are met.
・Reads files that contain newlines in CSV columns.
・Parallel processing is enabled in the CSV file reading process.
※The parallel processing setting is disabled by default.
 ※It has been found to be more likely to occur when the number of records or columns is higher.

5. Workaround

Disable the parallel processing setting for CSV file read processing.
Please refer to the following reference information for the parallel processing setting locations.

▼Reference Information (Online Help)
 [File] - [CSV] - [Read CSV File]
 ・Parallel Processing Settings
 https://www.hulft.com/help/en-us/DataSpider/dss44sp2/help/en/adapter/file/csv_get_data.html

6. Future Support

We are considering support for this feature in a future version of the software.
The time frame is undecided at this time.

7. For Inquiries Regarding This Announcement

Please contact your technical support service contractor.

End

【Revision History】

September 26th, 2023	First edition created
September 29th, 2023	Add target products