

September 7th, 2022

To Our Valued Customers;

SAISON Information Systems Co., Ltd.
Customer Success Center
HULFT Technical Support Center

Notice Regarding SAP Triggers Created with DataSpider Servista Version 4.3 or Earlier
is Not Displayed in DataSpider Servista 4.4

Thank you so much for using our technical support service.

We want to inform you that in DataSpider Servista, we have found that SAP triggers created in versions before 4.3 are not displayed in My Triggers in version 4.4.

If you are using SAP Trigger and considering upgrading to DataSpider Servista 4.4, please check the following information.

1. Applicable Products and Versions

- DataSpider Servista Advanced Server Package 4.4
- DataSpider Servista Basic Server Package 4.4
- DataSpider Servista Select 4.4

2. Range of Impact

- SAP Trigger
 - ※ This event does not occur with RFC triggers and IDOC triggers in the ERP Adapter for SAP.

3. Occurrence Event

SAP triggers that meet the occurrence conditions are not displayed in My Triggers.

Even if the above event occurs, the internal data of the SAP trigger still exists, so if you try to create the SAP trigger with the same name as the SAP trigger that is not displayed, an error will occur, and you will not be able to create it.

4. Occurrence Condition

SAP triggers created in versions before 4.3 are used in version 4.4.

5. Future Support

We are planning to release a patch module for the version where the problem occurs.

The official release date of the patch module will be announced in a revised version.

6. About the Pre-Provisioned Module

If you are using SAP Trigger and are considering upgrading in the near future, we will provide a pre-provisioned module that addresses this issue.

Start Date to be Provided: Late September 2022

Method of Receiving Provision:

Customers who wish to receive the pre-provisioned modules should contact the technical support service contractor.

■ Notes on Pre-Provision Modules

Problems in environments where the pre-provisioned module has been applied will also be subject to inquiry support.

However, to provide the module promptly, the following restrictions apply to the pre-provisioned module.

- Scope of Affirmation

Only the functions to be fixed will be affirmed in the pre-provisioned module.

- Support Service

If we need to address other issues unrelated to this one, we may ask you to wait for the official version of the module instead of modifying the prior module again.

If there is difficulty in waiting until late September, when we will be providing the pre-provisioned module, please consider taking the workaround described in the next section.

7. Workaround

If a SAP trigger created in version 4.3 or earlier is used in a version 4.4 environment, it will not be displayed in My Triggers, but the internal data will still exist.

For this reason, please keep the SAP trigger settings created in version 4.3 or earlier and register them under an alias in the version 4.4 environment.

Please delete the internal data after applying the pre-provision module or the official version patch module.

Specific steps are described below.

< SAP Trigger Registration Procedure in Version 4.4 Environment >

- 1) Please note the SAP trigger settings in the previous version of the environment.
- 2) Please follow the steps in the Upgrade Guide to upgrade.
- 3) In the version 4.4 environment, manually register the SAP trigger based on the settings you noted in 1).

In this case, the trigger name should be set to a string of characters different from those in the previous environment version.

<Internal Data Deletion Procedure >

This procedure should be performed after the release of the pre-provision module or the official patch module.

- 1) Please apply the pre-provisioned module or the official patch module to your version 4.4 environment.
- 2) From My Triggers, confirm that the SAP triggers created in the previous version of the environment are displayed.
- 3) Delete SAP triggers created in the previous version of the environment.

Additional Information

If the SAP trigger created in version 4.3 or earlier is used in a version 4.4 environment, the only item that will be transferred is the trigger name.

It does not retain the connection destination information required for execution, so unless you manually migrate your settings, the trigger will not be executed in a version 4.4 environment.

8. For Inquiries Regarding This Announcement

Please contact your technical support service contractor.

End

【Revision History】

September 7 th , 2022	First edition created
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