

November 21, 2018  
(Revised: November 30, 2018)

Saison Information Systems Co., Ltd.  
HULFT Division

## Notice of Service Connection Instability of HULFT-WebConnect

Dear Customers,

We sincerely apologize for any inconvenience caused by the temporary instability of the HULFT-WebConnect service that occurred as described below. The information reported here details the results of an investigation regarding the temporary instability of HULFT-WebConnect.

### **1. Event**

For the following endpoint of the HULFT-WebConnect service in the Tokyo region, the network became unstable. File transfers that used the following endpoint may have failed during the time indicated in **2. Time of occurrence**.

Endpoint name	service1.tokyo.webconnect.hulft.com
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### **2. Time of occurrence**

From November 21, 2018 08:43 a.m. to November 21, 2018 02:45 p.m. JST  
From November 23, 2018 04:00 p.m. to November 23, 2018 07:45 p.m. JST

### **3. Cause**

This event occurred due to a problem on the network for the abovementioned endpoints. As a result, communication capacity dropped for a period of time.

### **4. Scope of impact**

Communications within HULFT-WebConnect might have become unstable and file transfers might have failed.

Note: To learn how to verify whether you were affected by this event, see **5. How to verify whether you were impacted**.

## 5. How to verify whether you were impacted

The method for verifying whether you were affected by this event is as follows:

- For HULFT transfer  
In HULFT, on the Send Log List screen and the Receive Log List screen, check the file transfers executed during the time indicated in **2. Time of occurrence**. If an error is displayed, your system might have been affected by this event.
- For CLI transfer  
In the CLI transfer log (transfer.log), check the transfers executed during the time indicated in **2. Time of occurrence**. If a transfer has failed, your system might have been affected by this event.
- For the browser transfer  
If a transfer using the browser failed during the time indicated in **2. Time of occurrence**, your system might have been affected by this event.

## 6. Solution

For affected transfers, determine whether it is necessary to retry the transfers according to your operating requirements, and then retry transfers as needed.

## 7. Current state

All of the functions of the HULFT-WebConnect service can be used normally.

## 8. Follow-up response

As a measure to prevent a reoccurrence of this event, we will perform emergency maintenance on the endpoint stated in "1. Event".

Note: Details about the emergency maintenance will be notified separately.

Refer to "Announcement of Emergency Maintenance: HULFT-WebConnect".

## [Revision history]

November 21, 2018	First edition created
November 22, 2018	<ul style="list-style-type: none"><li>• 2. Time of occurrence Text for <b>Time of occurrence</b> was added.</li><li>• 5. How to verify whether you were impacted Text for <b>How to verify whether you were impacted</b> was added.</li><li>• 6. Solution Text for <b>Solution</b> was added.</li></ul>
November 30, 2018	<ul style="list-style-type: none"><li>• 1. Event The following endpoint was deleted, because a follow up investigation discovered that the endpoint was not affected by this event: service2.tokyo.webconnect.hulft.com</li><li>• 2. Time of occurrence The following time of occurrence was added, because it was discovered that the same event occurred after the release of the initial notification. From November 23, 2018 04:00 p.m. to November 23, 2018 07:45 p.m. JST</li><li>• 8. Follow-up response We will state in writing that emergency maintenance will take place.</li></ul>