

May 20th, 2022

Revised Date: May 27th, 2022

To Our Valued Customers;

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

Regarding How the DataSpider Servista Google Cloud Storage Adapter
is affected by the update of Google Cloud Storage

Thank you very much for using our technical support service.

An update to Google Cloud Storage on June 20, 2022, may result in an error when performing processes by the Google Cloud Storage adapter.

If you are a customer using Google Cloud Storage Adapter, please confirm the following information.

1. Applicable Products and Versions

- DataSpider Servista Advanced Server Package 4.2 SP7 or later versions
- DataSpider Servista Basic Server Package 4.2 SP7 or later versions
- DataSpider Servista Select 4.2 SP7 or later versions
- DataSpider Servista with Software Protection 4.2 SP4 or later versions

2. Range of Impact

- Google Cloud Storage Adapter

3. Occurrence Event

An update to Google Cloud Storage on June 20, 2022, may result in an error when running a process on the Google Cloud Storage adapter.

4. Occurrence Condition

It occurs when using the Google Cloud Storage Adapter.

5. Cause

The library used by the Google Cloud Storage Adapter cannot handle the conditions of the Lifecycle Rules that will be added in the Google Cloud Storage update on June 20, 2022, which is why the error occurs.

※ Lifecycle Management is a feature that simplifies the management of objects, such as setting expiration dates, downgrading storage classes, etc. For more information, please

refer to the following.

- Object Lifecycle Management

<https://cloud.google.com/storage/docs/lifecycle>

※ Although the Google Cloud Storage Adapter does not directly update the Lifecycle rules, it is affected because it retrieves all information about the Bucket, including the Lifecycle rules.

6. Workaround

There is no workaround.

7. Future Support

By June 20, 2022, we will provide a pre-release module that corrects the behavior to avoid the error for the following DataSpider Servista version service packs and release the official patch module later.

-DataSpider Servista 4.3 SP2

-DataSpider Servista 4.2 SP9

- Pre-release Module

Release Schedule Date: June 6th, 2022

How to Receive the Module:

Customers who would like to receive the pre-release module, please contact your technical support service contractor.

We will send the module as soon as it is ready.

We will notify you about the release of the official patch module in the revised edition.

The form and the scheduled date for DataSpider Servista with Software Protection will be announced as soon as they are confirmed.

■ About the pre-release modules offered ahead of time

The module will be provided only for a simple check, mainly to fix problems, to offer it early. Therefore, it has the following limitations compared to the official version.

- Scope of Verification

Check only the functionality for the modified part.

- Support Service

We will respond to your inquiries even if you have applied the previously provided module to your environment.

However, please be advised that we may ask you to apply the official version

depending on the contents if you need individual support for the modules we have provided in advance.

8. For Inquiries Regarding This Announcement

Please contact your technical support service contractor.

End

【Revision History】

May 20 th , 2022	First edition created
May 27 th , 2022	7. Future Support Added the release schedule date of the pre-release module and how to receive it.