

December 5th, 2017

Dear Customers

Saison Information Systems Co., Ltd.  
HULFT Division.

### Notice of HULFT-WebConnect Emergency Maintenance

We plan to perform an emergency maintenance of HULFT-WebConnect as described below.

We apologize for the inconvenience and thank you for your patience and understanding.

#### **1. Summary**

We will restart one of the endpoints for Tokyo Region of HULFT-WebConnect as follows:

Endpoint name	service2.tokyo.webconnect.hulft.com
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This emergency maintenance is a countermeasure for the phenomenon reported in *Notice of Service Outage of HULFT-WebConnect* that is released on December 4th, 2017.

#### **2. Schedule**

From December 5th, 2017 20:30 to December 5th, 2017 20:33 JST (for 3 minutes)

#### **3. Scope of impact**

It is possible that file transfers might fail because a connection to HULFT-WebConnect Agent (hereinafter, referred to as "Agent"), HULFT-WebConnect CLI (hereinafter, referred to as "CLI"), or Data Transfer Site to HULFT-WebConnect might be terminated.

It is also possible that, in some installation environment, Agent might be terminated after a reconnection to HULFT-WebConnect fails. Such a retry of connection to HULFT-WebConnect occurs after Agent is disconnected due to lost communication.

Note: No impacts are anticipated in regions other than the endpoint of Tokyo Region (service2.tokyo.webconnect.hulft.com).

Note: Please do not execute a file transfer during the maintenance.

Note: When Agent is suspended during the time of the maintenance, please restart Agent.

To verify whether impacts exist after this maintenance:

- For Agent  
If any of the following logs is output to *agent.log* during the time indicated in **2. Schedule**, Agent might be affected by this disruption.

Schedule: From December 5th, 2017 20:30 to December 5th, 2017 20:33 JST (for 3 minutes)

```
INFO jp.co.saison.sis.hulft.tsubomi.agent.sender.SenderAdminEndpoint  
- I110019 - The management session was disconnected. SessionID:[***],  
ReasonCode:[CLOSED_ABNORMALLY], Message:[Closed abnormally.]
```

```
INFO jp.co.saison.sis.hulft.tsubomi.agent.sender.SenderAdminEndpoint  
- I110019 - The management session was disconnected. SessionID:[***],  
ReasonCode:[GOING_AWAY], Message:[]
```

```
INFO jp.co.saison.sis.hulft.tsubomi.agent.receiver.ReceiverAdminEndpoint  
- I120019 - The management session was disconnected. SessionID:[***],  
ReasonCode:[CLOSED_ABNORMALLY], Message:[Closed abnormally.]
```

```
INFO jp.co.saison.sis.hulft.tsubomi.agent.receiver.ReceiverAdminEndpoint  
- I120019 - The management session was disconnected. SessionID:[***],  
ReasonCode:[GOING_AWAY], Message:[]
```

- For CLI and Data Transfer Site  
If a file transfer fails during the time indicated in **2. Schedule**, CLI or Data Transfer Site might be affected by this disruption.

#### 4. After the maintenance

After 20:33 on December 5th, 2017, you can use all the functions of HULFT-WebConnect normally.