

To Our Valued Customers;

SAISON Technology Co., Ltd.
HULFT Technical Support Center

Report on the issue occurring with SAP Trigger in DataSpider Servista

Thank you for using our HULFT Technical Support Service.

We would like to inform you that we have identified an issue in DataSpider Servista where SAP Trigger does not fire when it receives SAP IDoc data that meets specific conditions.

If you are using SAP Trigger for SAP IDoc integration, please review the following details:

– Note –

1. Affected Products and Versions

- DataSpider Servista Advanced Server Package 4.4 or newer versions
- DataSpider Servista Basic Server Package 4.4 or newer versions
- DataSpider Servista Select 4.4 or newer versions
- DataSpider Servista with Software Protection 4.4 or newer versions

- DataSpider Servista 5 Advanced Server Package - All versions
- DataSpider Servista 5 Basic Server Package - All versions
- DataSpider Servista 5 International Edition Advanced Server Package - All versions
- DataSpider Servista 5 International Edition Basic Server Package - All versions

*DataSpider Cloud 1.5 is not affected by this issue.

2. Scope of Impact

- Receiving IDoc using SAP Trigger

3. Identified Issue

When IDoc data containing a segment whose SDATA is empty is received from the SAP system, an exception occurs and SAP Trigger does not fire.

When this issue occurs, the following error is output to the server log:

===

```
java.lang.NullPointerException: Cannot invoke "String.length()" because "originalSDataString" is null
```

===

4. Conditions

This issue always occurs when IDoc data containing a segment whose SDATA is empty is received.

5. Workarounds

There are no workarounds available.

6. Future Support

This issue is scheduled to be fixed in DataSpider Servista 5.0.4 or newer versions.

The specific version and release date will be announced in a future update to this document.

If early resolution is required, we can provide an advanced-release module.

Customers who wish to request this module should contact their technical support service representative.

■ About the Advanced-Release Module

The advanced-release module is provided for early delivery and focuses mainly on fixing the identified issue with minimal verification. Therefore, it has the following limitations compared to the official patch module:

- Verification Scope:

Only the functionality related to the fix is tested.

- Support Services:

Environments where the advanced-release module is applied will still be eligible for support services.

However, if individual issues arise with the advanced-release module, you may need to wait for the official patch module. We appreciate your understanding.

7. Related Notice

In addition to this issue, we have identified other issues occurring with SAP Trigger and SAP Adapter, and have published a separate notice.

For details such as the symptoms, please refer to the following important notice:

- Report on issues occurring with SAP Trigger and SAP Adapter in DataSpider Servista

<https://www.saison-technology.com/company/news/.assets/information%5F20260521%5F2.pdf>

8. Contact for Inquiries Related to This Information

Please contact your technical support service representative for further inquiries.

End

【Revision History】

October 14th, 2026	First Edition Created
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