July 16th, 2026
Revised Date: November 5th, 2026

To Our Valued Customers;

SAISON Technology Co., Ltd.
HULFT Technical Support Center

Report on the issue of HTTPS communication settings in DataSpider Servista 5

Thank you for using our HULFT Technical Support Service.

We have identified an issue in DataSpider Servista 5 where, if certain conditions are met in the HTTPS communication settings, DataSpiderServer cannot be started. We are reporting this to you.

Customers using HTTPS communication or considering the use of V5 in the future are requested to review the following information.

-Note-

1. Affected Products and 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

2. Scope of Impact

- DataSpiderServer

3. Identified Issues

If certain conditions are met in the HTTPS communication settings, DataSpiderServer cannot be started.

* For specific occurrence conditions, please contact your technical support service representative.

■Customers who are requested to contact us

・Customers considering new installation of DataSpider Servista 5 with HTTPS communication

・Customers using DataSpider Servista 5 and considering changes to HTTPS communication settings

・Customers who have enabled HTTPS communication settings and are considering upgrading to DataSpider Servista 5

4. Workaround

There are no workarounds available.

5. Future Support

This issue has been fixed in the following version of DataSpider Servista.
Customers using HTTPS communication settings are requested to apply the revision-up version.

- Applicable Version: DataSpider Servista 5.0.3
- Release Date: November 5th, 2026

6. Contact for Inquiries Related to This Information

Please contact your technical support service representative for further inquiries.

End

【Revision History】

July 16th, 2026	First Edition Created
November 5th, 2026	5. Future Support Updated the fix status.