

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

We plan to correct this issue in the following version of DataSpider Servista.
Customers using HTTPS communication settings are requested to apply the revision-up version.

DataSpider Servista 5.0.3

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 in this matter.

6. Contact for Inquiries Related to This Information

Please contact your technical support service representative for further inquiries.

End

【Revision History】

July 16 th , 2026	First Edition Created
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