

To TWX-21 Customers

Hitachi, Ltd.
Cloud Service Division

[Update Notice] React to rapidly for security enhancement

This document update #1. Schedule.

Thank you for your continued business with TWX-21 Service.
Communication using “TLS 1.0” and “TLS 1.1” will be abolished for security enhancement TWX-21. We will sequentially change to communication using “TLS 1.2”.

Some services may not be available depending on customer's environment.
Please check your TWX-21 service and customer 's usage environment.
Refer to “1. Schedule” below for the timing of correspondence for each service.

Thank you for your cooperation.

1. Schedule:

Target Service	Online	Cmd	URL	Start date
TWX-21Portal(STG)	✓*1		https://portaltest.twx-21.hitachi.ne.jp	Sep 10,2018
TWX-21Portal(PROD)	✓*1		https://portal.twx-21.hitachi.ne.jp	Oct 15,2018
	✓*1		https://gwebedigba.twx-21.com	Nov 10,2019
TWX-21Home Page	✓		https://www.twx-21.hitachi.ne.jp	Oct 15,2018
GW Command(STG)		✓	https://twxgwtest.twx-21.com	Oct 15,2018
EDI Command(STG)			https://csvgwtest.twx-21.com	
Web-EDI/BB(STG)	✓	✓	https://editest2.twx-21.hitachi.ne.jp	Dec 10,2018
GW Command(PROD)		✓	https://edigw.twx-21.com *2	Jun 14,2019 *2: TLS1.0 Extend Support Deadline until Dec 6,2019
EDI Command(PROD)			https://csvgw.twx-21.com	
Web-EDI/BB(PROD)	✓	✓	https://nwebedi.twx-21.hitachi.ne.jp	Mar 11,2019

(STG:Staging/User Test Site PROD:Production Site)

* 1 This List is service of online.

	Portal (PROD/STG)	Web-EDI/BB (PRODSTG)
e-sourcing/Trader Quotation Evaluation Service	✓	
Supply Chain Collaboration on Cloud Service	✓	
Web-EDI Service (Version 2L by JEITA)	✓	
TWX-21/Global Huge Data Exchange Service	✓	
OnSchedule on TWX-21	✓	
Inquiry status(Except command) of TWX-21EDI service	✓	
TWX-21 Web-EDI/BB service for online	✓	✓
TWX-21 Web-EDI/BB service for supplier command		✓

*2 For Command user (TWX-21 registered). We will send email each other individually later.

By January 12, 2019, if customer's environment can not connect with TLS 1.2, we will inform you of alternative URL that allowed TLS 1.0. (Deadline: until Dec 6, 2019)

2. Request to customers (Please check this)

(1) Change request of browser setting

You need to change the settings of the browser until the service start.

How to use	Behavior to be done
Internet Explore (IE)	<ul style="list-style-type: none"> OS under Windows Vista can not communicate with TLS 1.0. Please upgrade to OS of Windows 7 or higher. Internet option of IE -> Advanced Setting -> Turn on to Use to TLS1.2

Correspondence situation for Windows

Windows OS	TLS 1.0 (will be abolished)	TLS 1.1 (will be abolished)	TLS 1.2
Windows Server XP	Yes	No	No
Windows Server 2003	Yes	No	No
Windows Vista	Yes	No	No
Windows Server 2008	Yes	**	**
Windows 7 Windows Server 2008 R2	Yes	**	**
Windows Serer 2012	Yes	Yes	Yes
Windows 8.1 Windows Server 2012 R2	Yes	Yes	Yes
Windows 10	Yes	Yes	Yes
Windows Server 2016	Yes	Yes	Yes

Yes: It is available by default.

** Need to setting: In order to use it, you need to **change the setting to be valid.**

- Internet option of IE -> Advanced Setting -> Turn on to Use to TLS1.2
- You need to required application use to update supporting TLS 1.2(KB4019276) in Windows Server 2008.

No: Don't use **Windows XP, Windows 2003, Windows Vista.**

(2) Implementation of communication confirmation

Please checking that you can access this site on September 10th, 2018.

TWX-21 Portal for test (<https://portaltest.twx-21.hitachi.ne.jp/>)

3. Contact information **TWX-21HELP DESK**

[Language]English/Chinese/Malay

[Service Hour]<English>24 hours a day, 365 days a year <Chinese / Malay>9:00-18:00
(Malaysia Time※Except Saturday, Sunday and Holidays)

[Contacts]<Mail>helpdesk_mys@twx-21.com <Telephone>Regular : +603-22620676

Toll Free Number: Toll Free Number are different for each countries.

URL: http://www.twx-21.hitachi.ne.jp/pdf/globalhelp_op_change_en.pdf