

Dear valued customer

September 12th, 2022
CEO of Porters Corporation
Koji Nishimori

Incident report of PORTERS

Recently some services of PORTERS were interrupted, and we sincerely apologize to our customers for any inconvenience caused.

Here is a report detailing the issue and our steps to avoid its recurring.

*Unless otherwise stated, times and dates are given in Japan Standard Time (JST) with a 24-hour format.

Affected systems

PORTERS

Occurrence

From September 2nd, 2022, 13:33 to September 2nd, 2022, 14:30

Affected services

– PORTERS

Cause of the issue

The Full Text Search Engine used by some of our customers suffered a failure on several of its nodes. Customers who had data on the affected nodes may have suffered performance degradation and intermittent errors during the recovery operations.

Actions

We plan on implementing further data segregation and improved automated DB fallback procedures to ensure error free operation partial failure of the Full Text Search data nodes.

We apologize again for any inconvenience this may have caused. We thank you for your continued use of PORTERS and look forward to continuing our partnership well into the future.

Sincerely,
Porters Corporation.