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PORTERS IMEX CV-Parsing Access Malfunction Report

The following malfunction occurred in PORTERS IMEX CV-Parsing. We deeply apologize for any inconvenience caused. Details about the occurrence and our steps taken in response are given below.

※Unless stated otherwise, all times given are 24-hours and in Japanese Standard Time

Affected services

PORTERS IMEX CV-Parsing (hereafter referred to as “CV-Parsing”)

Duration

2019-04-12 18:53 ~ 2019-04-15 09:41

Details and range of impact

All functions of CV-Parsing

Cause of the malfunction

After releasing HR Business Cloud ver4.0.8, we performed internal maintenance that affected CV-Parsing, but the procedure was incorrect.

Measures taken to prevent future occurrence

In order to ensure that the maintenance procedure is carried out correctly, we changed the format of the procedure manual to improve it so that no errors will occur in future. In addition, a maintenance procedure was added to read the maintenance procedure before maintenance is carried out. In addition, we will set up an alarm to monitor the status of the server and have a system in place to be able to respond promptly if problems occur.

Malfunction and response timeline

Time	Details
2019-04-12 18:53	The CV-Parsing web server could not start properly
2019-04-15 09:41	The server was restored. Correct functionality of the CV-Parsing web server was confirmed.

We deeply apologize for this incident and any inconvenience caused. We thank you for your continued support of PORTERS IMEX CV-Parsing and Porters Corporation.