

HR-Business Cloud Access Malfunction Report

The following functionality trouble occurred in HR-Business Cloud. We deeply apologize for the inconvenience caused by this event. Details about the trouble and our actions to solve the malfunction are written below.

※Unless specified otherwise, stated times use the 24 hour clock and are in Japan Standard Time

Affected Services

HR-Business Cloud (hereafter referred to as "HRBC")

Duration

2018-05-17 13:51 - 2018-05-17 14:30

Malfunction Details

HRBC Apps screen did not show correctly.

Reason for Malfunction

Due to misconfiguration on the servers responsible for the Apps Screen, the server was unable to retrieve application information.
Due to lack of monitoring on that server, we did not detect and resolve the issue in a timely manner.

Measures taken to prevent future occurrence

Improve monitoring of the affected server to reduce accidental downtime.

Malfunction and Countermeasure Timeline

Time	Details
2018-05-17 13:51	Server responsible displaying Apps Screen suffered malfunctions.
2018-05-17 14:20	Issue detected with Apps Screen functionality.
2018-05-17 14:30	Issue resolved. Servers operating nominally.

We are deeply sorry that this incident occurred.

We thank you for your continuous support to HR-Business Cloud and to Porters Corporation.