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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

HRBC Mail Service (hereafter referred to as "Mail Service")

Duration

2018-04-04 10:04 - 2018-04-04 15:52

Malfunction Details

Password reset emails were not sent.

Reason for Malfunction

Due to malfunction on the mail server responsible for sending the password reset email, the emails were not sent. The malfunction was due to lack of disk space on the affected server. Furthermore, due to a lack of monitoring on that particular disk, the situation was not noticed and rectified in a timely manner.

Measures taken to prevent future occurrence

In addition to adding monitoring to the affected server, we are re-evaluating our monitoring procedures to ensure all disks used on our servers are included.

Malfunction and Countermeasure Timeline

Time	Details
2018-04-04 10:04	Server responsible for sending reset password mails malfunctions.
2018-04-04 14:45	Issue detected with password reset functionality.
2018-04-04 15:52	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.