

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

2018-06-26 12:50 - 2018-06-26 12:58

Malfunction Details

Sending and receiving of mails, as well as listing of mails were not available.

Reason for Malfunction

Due to malfunction in the Mail Service's server, sending/receiving/listing of mails was not available.

Measures taken to prevent future occurrence

Monitoring alerts functioned correctly, allowing us to detect the issue shortly after it occurred and correct the situation.

Until we complete planned improvements in redundancy, we will perform regular planned system restarts to prevent unexpected shutdowns of the service.

Malfunction and Countermeasure Timeline

Time	Details
2018-06-26 12:50	Mail Service's server went down and sending/receiving/listing of e-mails could not be done.
2018-06-26 12:58	Mail Service's server was restarted. Confirmed return to normal operation.

We are deeply sorry that this incident occurred.

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