

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

2018-06-12 09:08 - 2018-06-12 09:28

Malfunction Details

Multiple Servers serving HRBC main screen stopped responding causing the screen to fail to load correctly

Reason for Malfunction

After the Release of HRBC3.12.31, the server load across all servers temporarily increased dramatically causing the screen to stop responding.

Measures taken to prevent future occurrence

We are investigation and will implement preventative measures to insure a similar situation does not occur again.

Malfunction and Countermeasure Timeline

Time	Details
2018-06-12 09:08	Server load dramatically increased, servers stop responding.
2018-05-12 09:28	Reverted to HRBC 3.12.30.2, normal operation restored.

We are deeply sorry that this incident occurred.

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