

HRBC Smart Document Malfunction Report

The following functionality trouble occurred in HRBC Smart Document. 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 Smart Document

Duration

2018-04-17 16:00 - 2018-04-17 17:07

Malfunction Details

Smart Document Server was not operational.

Reason for Malfunction

Due to insufficient database server capacity, all Smart Document features were unavailable. Furthermore, the features remained unavailable until capacity was increased.

Measures taken to prevent future occurrence

Minimal capacity available has been permanently increased. Furthermore, additional monitoring has been added to detect capacity issues before they affect service operation.

Malfunction and Countermeasure Timeline

Time	Details
2018-04-17 16:00	Database server runs out of capacity. Service becomes unavailable.
2018-04-17 17:07	Capacity increased, Database Rebooted. Service returns to nominal operation.

We are deeply sorry that this incident occurred.

We thank you for your continuous support to HRBC Smart Document and to Porters Corporation.