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HRBC Connect API Access Malfunction Report

The following malfunction occurred in HRBC Connect API. We deeply apologize for any inconvenience caused. Details about the occurrence and our steps taken in response are given below.

※Unless stated otherwise, all times given are 24-hours and in Japanese Standard Time

Affected services

HRBC Connect API (hereafter referred to as “API”)

Duration

2019-08-22 11:52 - 2019-08-22 12:21

Details and range of impact

Authentication API / Resource API

Cause of the malfunction

There was an occurrence considered that requests to the API server were piled up in the server, and it was difficult to receive new requests intermittently.

Measures taken to prevent future occurrence

A monitoring alert for the API servers has been configured so that if the same failure occurs in future, we will be able to respond immediately to restore the service.

We are working on a fundamental solution to prevent this problem from occurring and will send report as soon as we make progress.

Malfunction and response timeline

Time	Details
2019-08-22 11:52	Requests to the API server were piled up in the server and it was difficult to receive new requests intermittently
2019-08-22 12:21	Restarted the API Service servers and increased number of API servers

We deeply apologize for this incident and any inconvenience caused. We thank you for your continued support of HR-Business Cloud and Porters Corporation.