

HRBC Smart Document Malfunction Report

The following functionality trouble occurred in HRBC Smart Document. We deeply apologize for the inconvenience caused by this event. The 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

2017-12-01 17:05 - 2017-12-01 17:16

2017-12-05 15:25 - 2017-12-05 15:41

Malfunction Details

HRBC Smart Document was offline.

Reason for Malfunction

Due to a bug in the application, a memory leak caused the server to get overloaded.

Measures taken to prevent future occurrence

The bug will be fixed. To improve detection time, monitoring will be increased.

Malfunction and Countermeasure Timeline

Time	Details
2017-12-05 17:05	Server becomes unstable, refuses to respond.
2017-12-05 17:16	Server rebooted, Operation restored.

Time	Details
2017-12-05 15:25	Server becomes unstable, refuses to respond.
2017-12-05 15:41	Server rebooted, Operation restored.

We are deeply sorry that this incident occurred.

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