

## HR-Business Cloud Malfunction Report

The following functionality trouble occurred in HR-Business Cloud. 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

HR-Business Cloud (HRBC)

### Duration

2017-3-7 19:06 - 2017-3-7 19:43

### Malfunction Details

1. HRBC Mail Sending and Display.

### Reason for Malfunction

During internal security maintenance, the permissions assigned to the mail service were affected.

### Measures taken to prevent future occurrence

Re-evaluate security settings and permissions assigned to services to prevent internal maintenance from affecting the running of the services.

### Malfunction and Countermeasure Timeline

Time	Details
2017-3-7 19:06	Security Maintenance Performed. Mail service malfunctions due to lack of permissions.
2017-3-7 19:10	Issue with the mail service detected and investigating began
2017-3-7 19:43	Issue was determined to be due to lack of permissions and the required permissions were restored.

We are deeply sorry that this incident occurred.

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