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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

2017-12-28 11:33 - 2017-12-28 12:52

Malfunction Details

HRBC List View Search Functionality was not available

Reason for Malfunction

A bug when handling a certain search corner case took all search servers offline. The reason it took so long to detect and correct the issue was that our alert monitoring system was not configured to monitor this type of failure scenario.

Measures taken to prevent future occurrence

We have already updated your monitoring system to handle this form of failure. Furthermore, the bug that caused the initial failure will be fixed in the release planned for 2018-01-16.

Malfuction and Countermeasure Timeline

Time	Details
2017-12-28 11:33	Search Server went down
2017-12-28 12:52	Restarted all Servers and Confirmed return to nominal operation

We are deeply sorry that this incident occurred.

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