

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

HRBC Connect API

Duration

2017-5-22 09:07 - 2017-5-22 09:59

Malfunction Details

During HRBC Connect API had a failure rate of 10%.

Reason for Malfunction

During the above internal, the system was handling an unexpectedly large number of requests.

Measures taken to prevent future occurrence

We will investigate implementing rate-limiting to protect against temporary bursts of requests.

※HRBC Connect API Operational capacity is based on nominal usage.

Malfunction and Countermeasure Timeline

Time	Details
2017-5-22 09:07	Large number of Request caused some requests to fail.
2017-5-22 09:50	HRBC Connect API Server Rebooted
2017-5-22 09:59	HRBC Connect API operation restored

We are deeply sorry that this incident occurred.

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