

HRBC Connect API Access Malfunction Report

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

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

Affected services

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

Duration

19th Nov 2019 23:47 – 20th Nov 2019 08:40

Details and range of impact

API Authentication and Authorization OAuth/Token

Cause of the malfunction

A temporary malfunction occurred in the connection between the API server and API database and the API authentication information could not be successfully written to the database from the API server. Normally, the connection is automatically recovered when a malfunction occurs, however, due to unknown reasons, this time the connection was not recovered.

An external monitoring alert was not set for the API server and therefore it took time to realize the malfunction and take recovery measures.

Measures to prevent future occurrence

We are working to figure out the cause and will send report as soon as we make progress.

An external monitoring alert for API server has been set, so we expect that in the event of a malfunction, we will realize as soon as possible and take the necessary measures.

Malfunction and response timeline

Date and Time	Details
19 th Nov 2019 23:47	A temporary malfunction occurred in the connection between the API server and API database
20 th Nov 2019 08:40	Recovery was done by restarting the API server and the connection between the API and database was restored.

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