

To our esteemed customers

April 13<sup>th</sup>, 2020  
Porters Corporation  
Koji Nishimori, CEO

## Report on HR Business Cloud Access Failure

The following malfunction happened to PORTERS HR Business Cloud. We sincerely apologize to our customers for the inconveniences caused. We hereby give a report of the details of the malfunction and measures that will be taken to avoid such in the future.

※Unless otherwise stated, the time is stated is JST and in 24-hour format

### Affected Systems

- HR-Business Cloud [Hereof referred to as HRBC]
- HRBC optional services (Progress NAVI, HRBC smart document, HRBC Web Parts, Porters IMEX Applicant Import, CV-Parsing, HRBC Single Sign-On, HRBC Connect API)

### Time of the Occurrence

April 10<sup>th</sup>, 2020 14:27 ~ April 10<sup>th</sup>, 2020 18:10

### Malfunction and Scope of Impact

The domain [porterscloud.com] that is used to access HRBC was temporarily inaccessible. As a result, messages such as "This site cannot be accessed" was displayed on customers' browser, and it was impossible to connected to HRBC and related services.

Date and Time	Details of the Malfunction・Response Status
April 10 <sup>th</sup> , 2020 14:27	The domain [porterscloud.com] was temporarily inaccessible
18:10	The inaccessibility on the above domain was resolved and HRBC together with the optional services were confirmed to have been restored

### Cause

The use of the domain [porterscloud.com] owned by Porters Corporation was temporarily restricted.

Usually, the use of domains that are currently in use is not suddenly restricted.

However, in this case, due to the following reasons the restriction happened.

According to the guidelines of ICANN (The Internet Corporation for Assigned Names and Numbers, which is a non-profit corporation that globally adjusts internet domain names, IP addresses etc) domain owners need to provide their Whois information accurately, and false information could be a reason to cancel their domain name registration.

Therefore, if you register a new domain or update the domain owner information, you must provide proof that the information is accurate. For this reason, domain registrars (such as GMO Internet, Inc., which operates onamae.com) are notified when domain owners update their information and an "authentication email" is sent (an email to confirm that the information provided is correct) and the domain owner must authenticate it.

(Direct Cause)

For our company, some of the information of the domain [porterscloud.com] was old so it was updated to the current information. After that, an "authentication e-mail" was sent from the domain registrar, but without validating it, the expiration date was reached and as a result, the use of the domain was temporarily restricted.

(Problem with our management protocol)

As a result of the investigation, it was found that an individual controlled important domain owner information, and that it was not possible for the organization to take immediate action, including the above authentication process.

### Future Measures

We will review the method of managing important information in service operation, including domain management, systematically manage notifications and alerts from third parties such as registered businesses, or manage important tasks in the organizational level and work to implement permanent measures to prevent recurrence.

Once again, we sincerely apologize for the inconveniences caused.