

Dear valued customer

July 27th, 2021
Porters Corporation
Koji Nishimori, CEO

Incident report for WebParts

Recently WebParts, which is one of the application of HR-Business Cloud, PORTERS were interrupted, and we sincerely apologize to our customers for any inconvenience caused.

Here is a report detailing the issue and our steps to avoid its recurring.

*Unless otherwise stated, times and dates are given in Japan Standard Time (JST) with a 24-hour format.

Affected systems

WebParts.

Occurrence

July 14nd, 2021 19:20 ~ July 15nd, 2021 10:00

Affected Services

- List view for jobs
- Entry form

Causes of the issue

We have deployed a new version of WebParts to tighten security of application.

Some old data which worked on WebParts caused error because of the security improvement, and the list view for jobs and entry form couldn't be shown.

Actions

We will test against WebParts before release with more rich and complex settings. Along with that, we'll change the way to monitor the system after the deployment and to switch back the system at earlier point, to find any issue faster and shorten the downtime.

Incident timeline

Date and time	Details
2021 July 14th 19:20	After a new version deployed, the list view for jobs and entry form were not displayed.
2021 July 15th 10:00	Deployed an old version, and the system returned to normal state.

We apologize again for any inconvenience this may have caused. We thank you for your continued use of Porters HRBC and look forward to continuing our partnership well into the future.

Sincerely,
Porters Corporation