

Dear valued customer

August 10<sup>th</sup>, 2021  
Porters Corporation  
Koji Nishimori, CEO

## Incident report for HR Business Cloud

Recently some services of PORTERS HR Business Cloud 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

HR-Business Cloud.

### Occurrence

Aug 3<sup>rd</sup>, 2021 11:07 ~ Aug 3<sup>rd</sup>, 2021 11:19

### Affected Services

- List View
- Detail View

### Causes of the issue

HRBC uses its search engine to show the list view and detail view. The search engine was not working properly because of the issue with the full-text search capability of files.

### Actions

We had the full-text search capability redundant not to cause the incident for the entire system.

### Incident timeline

Date and time	Details
2021 August 3 <sup>rd</sup> 11:07	The search engine was stopped working and we began investigation.
2021 August 3 <sup>rd</sup> 11:19	The search engine was recovered.

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