

Dear valued customer

July 17, 2026
CEO of Porters Corporation
Koji Nishimori

ZLOSS Incident report

Recently some services of ZLOSS were interrupted, 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

ZLOSS

Occurrence

From July 13, 2026, 18:03 to July 13, 2026, 20:17

Cause of the issue

During a change to the system's authentication and access control settings, access to an internal function used by the application became restricted.

As a result, some processes could not be executed correctly, causing errors when users accessed the reservation and administration screens.

In addition, the potential service impact of the change was not sufficiently assessed in advance, and the monitoring framework for early detection of abnormalities was not adequately implemented. Consequently, the issue was not identified until it was reported by customers.

Actions

This incident occurred because accounts serving different purposes were managed under the same administrative framework.

To address this issue, we separated the management structure for accounts required for system operations from that for accounts used by employees.

As a result, changes made for employee account management can no longer affect accounts required for system operations, preventing the recurrence of similar incidents.

In addition, to enable faster detection of service issues, we have implemented application error monitoring that was previously lacking and introduced an automatic notification mechanism to alert operational personnel when abnormalities are detected.

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

Sincerely,
Porters Corporation.