

Dear valued customer

October 5, 2026
CEO of Porters Corporation
Koji Nishimori

Porters Incident report

Recently some services of PORTERS 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

PORTERS

Occurrence

From September 29, 2026, 6:07 AM – To September 29, 2026, 16:00

Cause of the issue

This incident occurred because, during a data update process associated with a feature addition, insufficient consideration was given to correctly identifying settings that differ from customer to customer.

As a result, this process updated configuration information differently than intended in some customer environments, preventing PORTERS from correctly referencing the information needed for screen display and data updates. This caused errors when displaying or updating screens, resulting in inability to access the system or perform normal operations in some cases.

Actions

This incident occurred because a uniform update was applied company-wide to a configuration item whose meaning differs from customer to customer, without first confirming those differences. To prevent a recurrence of this type of incident, we will implement the following measures.

1. Strengthening the pre-release confirmation process
For releases involving data updates, we will add a step, prior to release, to confirm and run automated tests across multiple environment patterns, on the premise that existing settings may differ from customer to customer.
2. Changing the review structure
Update processes will be reviewed not only by the developer responsible, but also by multiple reviewers, including staff with deep knowledge of the PORTERS data structure, and releases will only proceed once such approval has been obtained.

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.