

Dear valued customer

May 15<sup>th</sup>, 2022  
Porters Corporation  
Koji Nishimori, CEO

## Incident report for PORTERS Web Parts

Recently Web Parts, which is one of the application of PORTERS, 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

PORTERS Web Parts.

### Occurrence

May 13<sup>nd</sup>, 2022 15:25 ~ May 13<sup>nd</sup>, 2022 15:55

### Affected Services

- PORTERS Web Parts

### Causes of the issue

When performing server maintenance, some steps were incorrect resulting in web servers incorrectly connected to the load balancer.

### Actions

Each individual web server was working nominally, as was the load balancer, however there was no full stack monitoring, which delayed discovery of the issue. We will add monitoring alerts so that we can respond to problem detection as soon as possible.

We will also update the maintenance procedures to ensure this issue does not reoccur.

### Incident timeline

Date and time	Details
2022 May 13th 15:25	A failure occurred due to a mistake in the server maintenance procedure.
2022 May 13th 15:55	Return the web server located in the load balancer to the normal state and confirm the normal recovery.

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