

Dear valued customer

February 17th, 2023
CEO of Porters Corporation
Koji Nishimori

Incident report of PORTERS

Recently some services of 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

Occurrence

From February 15th, 2023, 10:23 to February 15th, 2023, 10:35

Affected services

- PORTERS

Cause of the issue

The web server used to display the Porters application became unstable.

The web server became unstable because it could not connect to the cache server.

Actions

As a temporary measure, with limited effect, we increased the number of available web servers.

We were aiming to improve the internal structure in the long term, but since the above-described phenomenon has been occurring frequently since February 2023, we will implement measures that can distribute the load of the cache server as soon as possible.

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.