

Dear valued customer

April 7<sup>th</sup>, 2023  
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  
PORTERS Connect API

### **Occurrence**

From March 30<sup>th</sup>, 2023, 20:42 to March 30<sup>th</sup>, 2023, 20:47

### **Cause of the issue**

Due to an abnormality in the Database Server, we switched to a Standby Database server.  
As a result of this, Porters and Porters Connect API could not be accessed for around 5 minutes.

### **Actions**

We scaled up the database to create a condition in which database errors are less likely to occur.  
In addition, we are scheduling base program changes.

### **Failure and response timeline**

Time and date	Details
March 30 <sup>th</sup> , 2023, 20:42	Database server error detection and switch operation start
March 30 <sup>th</sup> , 2023, 20:47	Database switch completed

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.