

Dear valued customer

April 7th, 2023
CEO of Porters Corporation
Koji Nishimori

PORTERS Instability report

Recently some services of PORTERS were unstable and/or 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

PORTERS: From March 31st, 2023, 15:54 to March 31st, 2023, 15:57

Affected services

- PORTERS: Instability

Cause of the issue

A database connection error was detected, so a switch to the standby database server was performed. As a result, the system became unstable for about 3 minutes.

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.