

25 January 2019  
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## HR-Business Cloud Access Malfunction Report

The following malfunction occurred in HR Business Cloud. We deeply apologize for any inconvenience caused. Details about the occurrence and our steps taken in response are given below.

※Unless stated otherwise, all times given are 24-hours and in Japanese Standard Time

### Affected services

HRBC Mail Service (hereafter referred to as “Mail Service”)

### Duration

2019-01-23 12:36 - 2019-01-23 13:50

### Details and range of impact

The sending and receiving of emails, as well as the browsing of emails were unavailable.

### Cause of the malfunction

Due to a failure in the Mail Service server, the sending, receiving and browsing of emails became unavailable. Because this was the first time this type of failure occurred, there was no monitoring alert that was triggered, so the discovery of the failure was delayed and it took some time to fully restore operation.

### Measures taken to prevent future occurrence

A monitoring alert for the Mail Service server has been configured so that if the same failure occurs in future, we will be able to respond immediately to restore the service.

### Malfunction and response timeline

Time	Details
2019-01-23 12:36	The Mail Service server failed; the sending, receiving and browsing of emails became unavailable
2019-01-23 13:50	The Mail Service server was restarted; mail functions were restored and confirmed to be operating correctly

We deeply apologize for this incident and any inconvenience caused. We thank you for your continued support of HR-Business Cloud and Porters Corporation.