

HR-Business Cloud Access Malfunction Report

The following functionality trouble occurred in HR-Business Cloud. We deeply apologize for the inconvenience caused by this event. Details about the trouble and our actions to solve the malfunction are written below.

※Unless specified otherwise, stated times use the 24 hour clock and are in Japan Standard Time

Affected Services

- 1.HRBC Mail Service (hereafter referred to as "Mail Service")
- 2.HR-Business Cloud (hereafter referred to as "HRBC")

Duration

- 1.2018-03-28 22:40 - 2018-03-29 08:43
- 2.2018-03-29 08:19 - 2018-03-29 08:33

Malfunction Details

- 1.Sending and receiving of mails, as well as listing of mails were not available.
- 2.All the screens of HRBC could were not available.

Reason for Malfunction

Due to malfunction in the Mail Service's server, sending/receiving/listing of mails was not available. In addition, on account of malfunction in the Mail Service's server, all servers relating to HRBC screens stopped. Due to inappropriate setting pertaining to alert monitoring of Mail Service's server, there was delay in becoming aware of the problem and consequently recovery was delayed.

Measures taken to prevent future occurrence

Setting pertaining to alert monitoring of mail server has been corrected, ensuring that if a similar problem occurs in the future, it will be attended to immediately.

Malfunction and Countermeasure Timeline

Time	Details
2018-03-28 22:40	Mail Service's server went down and sending/receiving/listing of e-mails could not be done.
2018-03-29 08:19	Server responsible for HRBC screens went down, and HRBC screens could not be displayed.
2018-03-29 08:33	Server for HRBC screens was restarted. Confirmed return to normal operation.
2018-03-29 08:43	Mail Service's server was restarted. Confirmed return to normal operation.

We are deeply sorry that this incident occurred.

We thank you for your continuous support to HR-Business Cloud and to Porters Corporation.