

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. HR-Business Cloud Connect API (hereafter referred to as "API")

Duration

1. 2018-06-14 07:38 - 2018-06-14 07:46
2. 2018-06-14 08:01 - 2018-06-14 08:42
3. 2018-06-14 09:55 - 2018-06-14 10:24

Malfunction Details

API Authentication did not respond

1. Code Authentication and Code Direct Authentication affected.
2. Code Authentication affected.
3. Code Authentication affected.

Reason for Malfunction

During Release of HRBC 3.12.31, as misconfiguration error caused the Code and Code Direct authentication to fail. Furthermore, when reverting to HRBC 3.12.30.2, a procedural mistake caused the Core Authentication to fail.

Measures taken to prevent future occurrence

During API Releases, increase the configuration verification procedures to prevent further human error.

Malfunction and Countermeasure Timeline

Time	Details
2018-06-14 07:38	HRBC3.12.31 Released
2018-06-14 07:44	API Authentication Issue Detected
2018-06-14 07:46	Reverted to HRBC 3.12.30.2
2018-06-14 08:01	Update settings on 3.12.30.2, causing misconfiguration and Authentication Failure
2018-06-14 08:42	Switch back to 3.12.31, Issues Resolved
2018-06-14 09:55	Reverted to HRBC 3.12.30.2, issue resumed.
2018-06-14 10:24	Resolve issue with configuration, Authentication Servers operating normally.

We are deeply sorry that this incident occurred.

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