

## HR-Business Cloud Malfunction Report

The following functionality trouble occurred in HR-Business Cloud. We deeply apologize for the inconvenience caused by this event. The 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

HR-Business Cloud (HRBC)

### Duration

2017-11-30 13:11 - 2017-11-30 13:26

### Malfunction Details

Mail Sending functionality was not available

### Reason for Malfunction

The Server responsible for sending mails was offline.

### Measures taken to prevent future occurrence

While we already have a monitoring in place to detect this issue, we will be implementing measures to improve the detection time to reduce possible downtime.

### Malfunction and Countermeasure Timeline

Time	Details
2017-11-30 13:11	Detected HTTP Status 500 Errors occurring on Mail Servers. Began investigation.
2017-11-30 13:26	Restarted all Servers and Confirmed return to nominal operation

We are deeply sorry that this incident occurred.

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