

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

2017-12-18 10:15 - 2017-12-18 10:24

2017-12-19 12:25 - 2017-12-19 12:38

Malfunction Details

List view and details view for all screens exhibited performance degradation, timeouts and system errors. Search functionality also not available.

Reason for Malfunction

The database server came under heavy load and then malfunctioned. Automated recovery procedures (Failover) were initiated, however one of the servers responsible for search did not recover operation.

Measures taken to prevent future occurrence

We will improve monitoring and detection of failures on the search servers and improve reliability of operation after database failovers.

Malfunction and Countermeasure Timeline

Time	Details
2017-12-18 10:15	Detected an Out of Memory Error on a search server. Began investigation.
2017-12-18 10:24	Replaced malfunctioning server and Confirmed return to nominal operation.

Time	Details
2017-12-19 12:25	Detected an Out of Memory Error on a search server. Began investigation.
2017-12-19 12:38	Replaced malfunctioning server 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.