

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 Connect API (API)

Duration

2017-10-25 08:35 - 2017-10-25 11:55

Malfunction Details

All requests to the Attachment API and any request containing or requesting Image Fields failed with an error.

Reason for Malfunction

During the 2017-10-25 HR Business Cloud release, not all the modules required for the correct operation of the API server were installed, causing all file related operations to fail.

Measures taken to prevent future occurrence

Pre-release testing will be expanded to cover this scenario, furthermore improvements to the dependency management process will be made.

Malfunction and Countermeasure Timeline

Time	Details
2017-10-25 08:35	Detected HTTP Status 500 Errors occurring on API Servers. Began investigation.
2017-10-25 09:15	To mitigate further issues caused by error, began restarting API Servers
2017-10-25 11:55	Missing Modules installed. Confirmed API returned 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.