

20th July, 2017
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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

2017-7-17 09:58 - 2017-7-17 13:50

Malfunction Details

HRBC Mail Service was not available

Reason for Malfunction

The Mail Service Application Server was stopped

Measures taken to prevent future occurrence

Improvements will be made to the monitoring tools to reduce the time it takes to detect unexpected issues. Furthermore, the mail service will be improved to increase redundancy and availability.

Malfunction and Countermeasure Timeline

Time	Details
2017-7-17 09:58	Mail Service stopped normal operation
2017-7-17 13:00	Service restoration work begins
2017-7-17 13:50	Mail Service fully restored.

We are deeply sorry that this incident occurred.

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