

To our esteemed customers

August 3rd, 2020
Porters Corporation
Koji Nishimori, CEO

Report on HR Business Cloud Access Failure

The following malfunction happened to PORTERS HR Business Cloud. We sincerely apologize to our customers for the inconveniences caused. We hereby give a report of the details of the malfunction and measures that will be taken to avoid such in the future.

※Unless otherwise stated, the time is stated is JST and in 24-hour format

Affected Systems

•HR-Business Cloud 「Hereof referred to as HRBC」

Time of the Occurrence

July 30th, 2020 18:20 ~ July 30th, 2020 18:29

Malfunction and Scope of Impact

HRBC Resource List and Detail Panel display

Cause

The web server responsible for the search function ran out of memory and the connection was lost.

Future Measures

The search server memory was increased. Additionally, the procedure to restore connectivity was shared within the team to increase the chances of a quick recovery.

Outage details

Date and time	Details and actions
2020/07/30 18:20	Failure to connect to the search server occurred
2020/07/30 18:29	Ability to connect to the search server was restored

We apologize for any inconvenience this may have caused. We thank you for your continued use of Porters HRBC and look forward to continuing our partnership well into the future.

Sincerely,

Porters Corporation