

Dear valued customer

August 27th, 2024
CEO of Porters Corporation
Koji Nishimori

Incident report of PORTERS

Recently some PORTERS services were interrupted, and we sincerely apologize to our customers for any inconvenience caused.

Here is a report detailing the issue and our steps to avoid its recurring.

*Unless otherwise stated, times and dates are given in Japan Standard Time (JST) with a 24-hour format.

Affected systems

PORTERS

Occurrence

From August 18, 2024, 2:00 to August 21, 2024 7:30

Affected services

- PORTERS

Cause of the issue

An issue occurred in the text search server using a full-text search engine applied to the PORTERS environments of some customers with a large amount of registered data, where the index data used for searches was not registered properly, causing some data to not appear in the search results when a text search was performed.

* There were no issues with searches of non-text data.

This issue was caused by a problem with the creation of the search index, which was caused by the database upgrade carried out on August 10th.

Details of the problem that occurred will be reported in chronological order in the "Details of the Cause of the Occurrence" below.

Date	Problem and Response
August 10th, around 22:00	During the maintenance on August 10th, the current database (hereinafter referred to as the old DB) was shut down, an upgrade was performed, and the new database (hereinafter referred to as the new DB) was launched.
August 17th, around 22:00	The old database that was shut down during the maintenance on August 10th reached the end of its downtime period and was automatically restarted.
August 18th, around 2:00	An automated tool to check for errors in the nighttime text search index data, the data check was still targeting the old DB. As a result, data that had been registered or updated after 10 p.m. on August 10 did not exist in the old DB, and this data was deleted from the search index, meaning it did not appear in searches.
August 19th, around 10:00	We began an investigation after receiving a report from a customer that "some data was not appearing in the search results." As a result of our investigation, we found that data that should have been in the search index was missing, and we began recovery work.
August 19th, around 5pm	Search index recovery was completed.
August 20th, around 10:00	Although the search index recovery work had been completed, we have received contact from some customers that certain data is still not appearing in search results, so we began another investigation. As a result, we discovered that the search index had not been created correctly for data that was updated between 2:00 on August 18 and the time the search index was restored on August 19, so we began the recovery work again.
August 21st, around 7:30	The search index re-restoration work was completed, and the new DB and search index data were matched, and it was confirmed that the search index was restored successfully.

Actions

We have now fixed the root cause of the issue so that a similar problem does not occur again.

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

Sincerely,
Porters Corporation.