

Dear valued customer

June 26<sup>th</sup>, 2021  
Porters Corporation  
Koji Nishimori, CEO

## Incident report for HR Business Cloud

Recently some services of PORTERS HR Business Cloud 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

Email service of HR-Business Cloud.

### Occurrence

June 22<sup>nd</sup>, 2021 15:50 ~ June 22<sup>nd</sup>, 2021 16:00

### Affected Services

- Sending emails
- Viewing the list of emails sent and received

### Causes of the issue

All the servers for sending emails were not working properly because of insufficient memory. This prevented users from sending emails and viewing emails already sent and received.

### Actions

We will investigate the root cause of this memory issue and fix it as soon as possible.

Along with that investigation we'll make perform zero-downtime maintenances on each server to prevent the same issue.

### Incident timeline

Date and time	Details
2021 June 22 <sup>nd</sup> 15:50	All the servers for sending email indicated insufficient memory.
2021 June 22 <sup>nd</sup> 16:00	We restart the servers to free memory. All services for sending email and website to view the list of sent/received emails are confirmed to now operate properly.

We apologize again 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