

Dear valued customer

October 7th, 2021
CEO of Porters Corporation
Koji Nishimori

Incident report of 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

HR-Business Cloud

Occurrence

From October 4th, 2021, 11:25 to October 4th, 2021, 11:35

From October 4th, 2021, 19:12 to October 4th, 2021, 19:26

Affected services

- HRBC resource list view
- HRBC detail view

Cause of the issue

HRBC uses its search engine to show the list view and detail view. The search engine was not working properly because of getting the unexpected overload.

Actions

We found the cause of heavy load and put effort to remove its root cause. Also, while waiting for the completion of the work, we tighten up the monitoring policy of database to prevent the unexpected system failure.

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.