

Dear valued customer

July 8th, 2022
Porters Corporation
Koji Nishimori, CEO

Incident report for PORTERS Web Parts

Recently Web Parts, which is one of the application of PORTERS, PORTERS 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 Web Parts.

Occurrence

July 8nd, 2022 09:00 ~ July 8nd, 2022 11:55

Affected Services

- PORTERS Web Parts

Causes of the issue

The SSL certificate for the webparts domain expired. We failed to notice the warnings regarding renewal issued by our provider until after the certificate expired.

Actions

We are updating our procedures for monitoring and maintaining SSL certificates for all applications maintained by PORTERS, including PORTERS Web Parts to ensure this does not happen again.

Incident timeline

Date	Details
2022 July 8th 09:00	SSL certificate expired
2022 July 8th 11:55	New SSL certificate issued; appropriate settings updated.

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