

To all our customers

February 25th, 2021
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 and dates shown are expressed in Japan Standard Time (JST) with a 24 hour format.

Systems affected

HR-Business Cloud Mail Service (hereafter referred to as “Mail Service”)

Occurrence

Feb 19th, 2021 23:28 ~ Feb 20th, 2021 05:55

Outage impact

Mail Service Mail reception

Cause

The server assigned to receive mail was temporarily stopped due to a data center failure, so mail could not be received during the outage. Mail reception resumed from the place it was stopped and no data was lost.

Actions taken

We plan to add redundancy to the mail receiving servers to minimize the impact of data center failures.

Outage details

Date and time	Details and actions
2021/02/19 23:28	The Mail Service receiving server failed;
2021/02/20 05:55	The Mail Service server was restarted; mail functions were restored and confirmed to be operating correctly

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