



LETTER OF ANNOUNCEMENT
Update on EU Hub disruption

11th March 2020

Dear all,

EMVO would like to provide an update regarding the EU Hub disruption communicated via the [Letter of Announcement](#) on the 10th March.

Since yesterday 16:10 CET the EU Hub appears to be functioning properly again. In order to further stabilise the system, a temporary patch will be put in place this afternoon. OBPs might experience O1 errors during the time the patch is applied. If you are affected by such errors, please retry the transaction. We do not expect any other symptoms to occur during this process.

We are working closely with our supplier, SolidSoft Reply, to identify the full root cause and implement appropriate preventive measures to avoid future occurrences. The incident will remain open until a permanent solution is in place and when closed, the resolution description will be published.

In the event of any questions or uncertainty, please do not hesitate to contact our Helpdesk:

Tel. Helpdesk: **+32 (0)2 657 00 08**

E-Mail: helpdesk@emvo-medicines.eu

EMVO Team

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