



LETTER OF ANNOUNCEMENT
Integrated Quality Environment (IQE) available

Thursday, the 20th of September 2018

Dear All,

EMVO would like to inform you that the Integrated Quality Environment (IQE) of the EU HUB is up and running again. The issue was fixed and you can continue to upload your data or perform tests in the IQE.

Unfortunately, the IQE HUB was down between 04:50 UTC and 20:30 UTC on the 19/9/18 may have caused some impact for you:

- Any inflight data, being the data that was sent during (in the proximity of) the moment of the occurrence of the incident - 04:50 UTC - could be compromised. We would recommend resending the request.
- All requests between 04:50 UTC on 19/9/18 and 20:30 UTC on 19/9/18 that have been sent to the EU HUB would have been rejected by the IQE HUB and therefore need to be re-sent.
- As a result of the fix to the IQE HUB, the IQE outbound IP addresses have slightly changed. If you use IQE HUB outbound IP addresses, please reach out to the EMVO Helpdesk (Helpdesk@emvo-medicines.eu) to receive the most recent EU HUB IQE outbound IP addresses.

We apologize for the inconvenience that this issue might have caused.

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

Tel. Helpdesk: +372 611 90 44

E-Mail: helpdesk@emvo-medicines.eu

EMVO Team

European Medicines Verification Organisation

www.emvo-medicines.eu

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