



LETTER OF ANNOUNCEMENT
Session Token Refresh

16th July 2019

Dear all,

EMVO can report on an incident which occurred yesterday, 15th July, and which affected the national systems of Austria, Belgium, Estonia, Finland, France, and Germany from 14:50 UTC (15th July) – 08:10 UTC (16th July).

Due to a human error, the session tokens of these National Systems were incorrectly reset in the PRD environment.

This issue was discovered by the Arvato monitoring tool this morning, 16th July. Immediate corrective actions were put in place to restore the connection between these National Systems and the EU Hub.

To prevent this incident from occurring again, a CAPA was raised immediately to improve EMVO's internal process and systems.

Please let us assure you that EMVO takes this incident very seriously and we regret that this human error occurred.

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

Tel. Helpdesk: +372 611 90 44

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EMVO Team

European Medicines Verification Organisation

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