



LETTER OF ANNOUNCEMENT
System disruption during EU Hub update

20th May 2020

As you are aware, the Production (PRD) environment of the EU Hub experienced service degradation and was temporarily disrupted during redeployment of the system on 18th April. This service degradation was due to insufficient infrastructure and system resources in Azure Service Fabric (the cloud-based application platform), during the deployment of EU Hub release SR1.7.01.

A backlog of temporary files was taking up excessive system disk space within our service fabric deployment, affecting the EU Hub update and the automatic rollback mechanism.

While a root cause analysis was conducted, and the symptoms were identified, a deep dive is currently underway to mitigate against similar issues occurring in the future. We are also working with our supplier and Microsoft to improve the infrastructure, available system resources and the overall deployment process.

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

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