



LETTER OF ANNOUNCEMENT
Enable EU Hub IP address in your firewall's whitelist

27th May 2020

Dear all,

In our previous Letter of Announcement (LoA) '*Change of outbound IP addresses*', we advised all OBPs to use and reference the EU Hub endpoint URLs—instead of absolute IP addresses—to solve a connection issue with the system. We believed this information was accurate at the time of publication. However, after further investigation with our supplier and Microsoft, we wish to retract the information in the previous LoA with the following statement.

The EU Hub has Outbound and Inbound traffic:

- Outbound traffic covers all communication from the EU Hub to the OBP system
- Inbound traffic covers all communication from the OBP system to the EU Hub

The Outbound traffic is issued from the EU Hub through one IP address. This IP address is currently 51.144.120.255. As the EU Hub will send data from this source IP address to your OBP system, you need to ensure that traffic from this IP address is allowed in your network (and firewall) settings. We recommend contacting your IT administrator to confirm that this IP address is in your firewall's whitelist.

In future releases, this outbound IP address may change in which case, EMVO will inform you well in advance.

The Inbound traffic is received by the EU Hub and provides access to the Product, Support and Reporting Services. The URLs for these services are static and will not change in future releases.

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

European Medicines Verification Organisation

www.emvo-medicines.eu



helpdesk@emvo-medicines.eu

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