



**LETTER OF ANNOUNCEMENT**  
**EU Hub inaccessible due to issues with the EU Hub endpoints addresses**  
**ISSUE RESOLVED**

1<sup>st</sup> January 2021

Dear All,

Since Friday 1<sup>st</sup> January 2021 at 14:24 CET, the DNS issue that occurred on the EU Hub has been resolved. Appropriate health checks of the system were performed successfully.

No additional issues have been identified.

We apologise for the inconvenience caused. A full analysis of the root cause and further actions will follow in the coming days.

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](mailto:helpdesk@emvo-medicines.eu)

**EMVO Team**

**European Medicines Verification Organisation**

[www.emvo-medicines.eu](http://www.emvo-medicines.eu)

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