

LETTER OF ANNOUNCEMENT
Exceptionally high number of alerts due to congestion in the EU Hub's retry queue

1st April 2021

On 18th March, we identified a significant increase in alert activity in the EU Hub, which resulted in an exceptionally high number of alerts. The cause of this increase was primarily due to a national market system generating and forwarding an unusually large number of A7 alerts.

Between 09:00 – 19:00 on that day, a large number of alerts had to be placed in the EU Hub's retry queue to allow for the volume received to be processed. This caused congestion in the queue, and there are indications that during this time interval, a fraction of the alerts were not transferred to the queue, and thus, were not sent to the target OBP.

It is not possible to determine the exact number of alerts missed due to this issue, nor is it possible to recover them. Also, as EMVO cannot define the number of alerts or determine which alerts may have been lost, it is difficult to proactively inform the affected OBPs of the specific details. For this reason, this LOA is being sent to all parties to raise awareness that an issue might exist.

We are currently working with our supplier, and any corrective actions will be documented and implemented within the system at the earliest opportunity.

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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