



**LETTER OF ANNOUNCEMENT**  
**Performance issue impacting the EU Hub: RESOLVED**

18<sup>th</sup> November 2022

Earlier today, EMVO noticed some performance issues which impacted the EU Hub. At around 14:00 CET it was identified that there was some degradation to the PSUN performance.

At 14:30 CET a routine change was performed to increase the DTU (database units) in the PSUN service. The PSUN backlog is now processing at a fast rate.

The Operations team is currently satisfied with the resolution of the issue but we continue to monitor the situation.

We apologise for any inconvenience this may have caused.

Should you have any questions, please do not hesitate to contact our Helpdesk.

Tel. Helpdesk: **+32 (0)2 657 00 08**

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**EMVO Team**

**European Medicines Verification Organisation**

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