



LETTER OF ANNOUNCEMENT
Important Notice: Temporary Visibility Issue in the AMS

28th February 2025

We would like to inform you of a temporary issue affecting the Alerts Management System (AMS) of EMVO. Due to an exceptionally high number of alerts raised on Monday, 24 February and Tuesday, 25 February, the system experienced performance issues, resulting in some alerts not appearing in the alerts list.

Due to the issue indicated above, raised alerts since the 24th of February 2025 may not be searchable in the AMS, and certain requests to the AMS Hub may return an error message.

To resolve this, a re-indexation of alerts received since the issue occurred will be carried out shortly.

We appreciate your patience and understanding as we work to restore full functionality. Further updates will be provided as we progress with the resolution.

Should you have any questions, please do not hesitate to contact our Helpdesk or consult EMVO's Self-Service Portal available on our website [here](#).

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EMVO Team

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