**LETTER OF ANNOUNCEMENT**
**EU Hub- error message O1**

22nd January 2019

Dear OBP,

EMVO is contacting you today to inform you of some technical difficulties that are currently being experienced by some OBPs when interacting with the EU Hub.

Please note that it is now possible to view downtimes of and disruptions to the systems of the EMVS, including this disruption, via the [Downtime and Disruption Information System](#).

At the moment, it may be that a transaction attempt with the Hub is met with error message O1 – System Unavailable. This issue is mainly being faced in IQE environment but may also occur in PRD.

If you experience this issue, and are met with error message O1, we advise that you re-do the action after approximately 1 hour.  We can assure you that we are working on investigating the root cause of this issue with the highest priority.

If you are experiencing this issue, we would also like to recommend that you log a ticket, in order for us to gather as much information as possible on the issue. In this ticket, please also mention the O1 error. As a matter of best practice, whenever you face technical difficulties with the Hub, logging a ticket is the best course of action.

When you log the ticket, we would also like to kindly request that you fill in the following fields, in order for our developers to properly investigate the issue and the error messages you have received. Please also ensure that you write down the correlation ID and timestamps, as opposed to attaching screenshots.

- **OBP Name -**

- **Environment Name -**  (EMVO ITE, IQE or Production or ISV Sandbox)

- **Schema used** (2016 or 2018) -

- **Connection Type -**  (Gateway/Direct)

- **Middleware (other systems) –** (eg SAP)

- **Common Name or Client ID-**  (eg M.1104.6 / 1104.6)

- **Target Market -**

- **SDK used -**  (Java/.NET) -

- **Timestamps (UTC) -**  (ideally within 24 hours) -

- **Correlation ID -** (from message sent to the Hub)

- **Request Type -** (e.g ProductMasterData Upload, SessionTokenRefresh, Report Request, ProductPackDataUpload) -

- **Error Message -**

- **Description of the issue -**

In the event of any question or uncertainty, please do not hesitate to contact our Helpdesk:

Tel. Helpdesk: +372 611 90 44

E-Mail: helpdesk@emvo-medicines.eu

**EMVO Team**

**European Medicines Verification Organisation**

www.emvo-medicines.eu

helpdesk@emvo-medicines.eu

EMVO_LoA_0050

emvo • European Medicines Verification Organisation

Rue de la Loi 28, 10th floor, box 21 • B-1040 Brussels • +32 (0)2 657 00 08 • www.emvo-medicines.eu • VAT BE0638 801 022