European Medicines Verification System Information (EVI)
DE: Known Issue – Intermarket Timeouts

11th June 2019

Dear all,

securPharm, the German medicines verification organisation, and its partner ACS have identified the root cause for approximately 100.000 Intermarket Transactions per day from the German NMVS to the EU HUB with return code "#A70 - NMVS_TE_REQ_01 - system is not available".

For certain products the master data upload and subsequently the batch data upload have failed. When these products are verified the product is unknown at national level and an IMT is triggered. When the IMT runs into a time out (#A70) the original request is repeated. If that happens in an automated process with retry mechanisms this result is several 100 IMT requests per UI.

Mitigation activities are started: The responsible MAH are contacted and data upload shall be done asap. It is also understood that with a future release of the EU Hub the NMVS will receive more differentiated messages from the HUB that allow for specific answers and error handling in the End User systems. Until then it should be top priority of the MAH to upload the missing data as soon as possible.

If you have any further questions, please don't hesitate to contact our professional ACS Helpdesk for MAH.

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