

SPORIFY Bulletin



Dear Customer,

We hope you are doing well.

You may have noticed some gaps in our SPOR data over the last few days. This is due to an ongoing issue with the data being sent by the SPOR API. We have made EMA aware of this problem and they are working to resolve it.

As a result, SPORIFY by design is skipping some data during our sync with SPOR because the SPOR API is serving data that does not match that which we are requesting, e.g. we request ORG ID X and the SPOR API servers serves ORG ID Y.

There is no need to worry. SPORIFY is protecting you from receiving this inaccurate data, meaning that your mappings will not be impacted.

If you currently synchronise SPOR data via the SPORIFY API, you will also be protected. SPORIFY will always serve the last known good version of the data we received from SPOR but will not serve any of the inaccurate data currently being served by the SPOR API.

We are working closely with the EMA SPOR team supporting them by providing examples and logs to help them identify and fix this issue.

The good news is, there is nothing for you to do.

Once this issue is resolved by the SPOR team, our daily sync will automatically return to normal, and the data will be updated as usual.

In the meantime, bear in mind that some of the data you see in SPORIFY may be older than that which is shown on the SPOR UI.

We have noticed this morning that the SPOR API is in maintenance mode so we hope this issue will be resolved soon.

Kind regards,

The SPORIFY team.