

## Customer Services Notice

### INCIDENT NOTIFICATION

#### **Incident timeframe**

3<sup>rd</sup> April 2022 5:30 am to 4<sup>th</sup> April 2022 11:15 am Time zone: US Eastern

#### **Solutions impacted: Instem US Datacenter**

- Provantis
- ACIS
- Logbook
- Submit Suite (including DataDefine)
- SENDExplorer
- SEND Trial
- Samarind RMS

#### ***Incident:***

In the above timeframe, users logging in to Instem SaaS systems may have experienced sessions (data entered, amended and times reported) where the time presented was approximately 81 seconds in advance of the expected time.

e.g. A bodyweight entered by an affected user 4<sup>th</sup> April 2022 at 9:00:00 am locally, will now be seen as being recorded at 9:01:21 am in Provantis.

#### ***Statement on data integrity:***

This incident does not result in data loss. Records collected, amended and their related audit trail captured during the identified timeframe were potentially impacted.

#### ***Root Cause and Resolution:***

We have determined the root cause of the issue to be the stoppage of a planned change due to overrunning the planned maintenance window that resulted in time synchronization that was inconsistent between servers.

Servers in the US Datacenter establish time from the Datapipe time server. During the incident timeframe, some servers took their time from a domain controller configured to connect to time.microsoft.com rather than the Datapipe time server. A failure to establish time from time.microsoft.com resulted in those servers synchronizing to a time approximately 81 seconds in advance of the Datapipe time server.

This issue was addressed by re-synchronization of all servers to the Datapipe time server. We have confirmed that this restored the system to function as expected at 11:15am on 4<sup>th</sup> April 2022 (US Eastern)

#### ***Next Steps:***

Please consider the activities conducted during this timeframe to determine the impact of this 81 second difference on your data. Please contact the Instem Help desk referencing this Customer Service Notice (39\_02\_152) if you are impacted by this issue and require further information and assistance.

Please contact the Help Desk for further information  
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