

Start time: 07-12-2016 10:00

Dear Partner,

At the moment there are issues in the Nomadesk datacenter in Frankfurt (DE). As a result of this outage you are not able to access vaults from the Nomadesk Client or from Mynomadesk.com. Nomadesk staff is doing everything possible to resolve this issue as soon as possible, but no ETA is available right now. We will update this message once we receive additional information from Nomadesk.

07-12-2016 - 10:11AM Update

Unfortunately the Nomadesk Service is experiencing the same problems. At this moment there are no further details available. Also the RfO can't be downloaded due to the current issues.

06-12-2016 - 21:16PM Update from Nomadesk

Dear Partner,

We have resolved the issue with one of our EU storage nodes. Since Monday December 5th, 21h.30 (CET), all systems are back online and functioning.

We understand that the outage has affected your business and trust in ours. In the interest of data integrity however, we had to work diligently towards the solution - this took time, we apologise.

Kind regards,

*Davie De Smet,
Director Technical Operations and Customer Services*

05-12-2016 - 23:25PM Update from Nomadesk

Dear Partner,

Good news, the issues with our EU storage nodes have been resolved, the Nomadesk service is again online for all customers. We apologize for the inconvenience and will send out a detailed incident report shortly.

*Kind regards,
Team Nomadesk.*

05-12-2016 - 9:08AM Updated Message From Nomadesk

Dear Partner,

We are currently experiencing issues with our EU storage nodes, and working to solve this asap. Synchronisation and web access is currently interrupted. Your customers can continue to work on their synchronised Vaults - apologies!

We'll inform you when the service is back online.

*Peter Geldhof
VP Sales & Co-Founder, Nomadesk.*