

## Software Change Report – Infrastructure Maintenance Update

<b>Change Type</b>	Infrastructure maintenance work
<b>Software affected</b>	eMap, kMap
<b>Description</b>	Back-end infrastructure maintenance
<b>Reason</b>	To address slow sample processing and stalled analysis observed by customers due to increased system load
<b>Impact</b>	<ul style="list-style-type: none"> <li>• No change to the software UI – no version update</li> <li>• No change to the software algorithm – no version update</li> <li>• Unavailability of the software during update</li> </ul>
<b>Duration</b>	Approximately 30-60 mins for each server
<b>Affected server(s)</b>	EU 1, NA 1, APAC 1, APAC 2 and APAC 3
<b>Scheduled deployment date</b>	Wednesday 9 <sup>th</sup> July 2025
<b>Scheduled downtime</b>	<ul style="list-style-type: none"> <li>• EU - 1PM (UTC +2)</li> <li>• US - 4AM (UTC -7)</li> <li>• APAC 1 - 7PM (UTC +8)</li> <li>• APAC 2 - 8PM (UTC +9)</li> <li>• APAC 3 - 9PM (UTC +10)</li> </ul>