

Scheduled Maintenance: DC5-IVC-02 NSX Updates

As part of our ongoing commitment to service quality and continuous improvement, Iomart will be carrying out planned maintenance on the evening of **Tuesday 25th August 2026**. During this maintenance window, NSX updates will be applied to the DC5-IVC-02 platform.

We are writing to inform you of this planned maintenance and any potential impact to your services.

What Will Happen?

Our Infrastructure Team will update the DC5-IVC-02 NSX environment to maintain platform stability, performance and security.

When Will the Work Be Conducted?

The maintenance window will run from **19:00 BST on Tuesday 25th August 2026 until 01:00 BST on Wednesday 26th August 2026**.

Who Will Be Completing the Work?

All maintenance activities will be completed by Iomart's Infrastructure team following our approved change management procedures.

Will I Experience Downtime?

No downtime is expected for VMs or workloads hosted on the DC5-IVC-02 platform.

During the maintenance window, there will be two brief interruptions to Tenant NAT and VPN connectivity as part of the Edge node failover process, with each interruption expected to **last 1 to 2 minutes**.

If you have any questions or concerns regarding this maintenance activity, please contact your Account Manager.

Regards,

Iomart Communications Team