

We are happy to announce an upgrade to our API Gateway technology designed to improve performance. The changeover begins February 17th and is scheduled to be completed by March 11th.

What is changing?

Healthcare commonly requires processing and transferring large consolidated data sets. This API Gateway technology upgrade will allow the configuration of longer custom timeouts and will handle large payloads in both request and response more efficiently.

What do I need to do?

No action on your part is needed. We will transparently swap the underlying technology and gradually re-route traffic to the new Gateway.

When will the change start?

The change is scheduled to begin February 17 with a small percentage of traffic routed to the new Gateway. Gradual rerouting each day means all traffic will be routed to the new Gateway by March 11 2020.

Do you have a roll back strategy?

Yes. If there are issues we can quickly shift traffic back to the current version of the Gateway and restore normalcy. This is a simple configuration change we can complete within a few minutes.

What do I do if I see an issue?

Our DevOps team will be actively monitoring the Gateway and will quickly catch any issues. If you do see an issue please report it to the Link API Gateway Tier 2 support group via Service-Now.

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