



**PATTY BAKER**  
**CLERK OF COURTS**

Cherokee County Justice Center  
90 North Street, Suite G-170  
Canton, Georgia 30114  
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678-493-6511

**NOTICE TO THE PUBLIC**

**Re: Technical Interruption of e-Filing on August 27-28, 2024**

On August 27, 2024, the Clerk's Office encountered an error while attempting to process or accept court documents on the efileGA site. While none of the systems experienced an outage, a disruption caused by the County's Internet Service Provider led to difficulties in case creation and document processing. The issue was resolved by 4:30 p.m. on August 28, 2024.

The impact of this interruption was there was a delay in our office being able to accept and process filings electronically. Efforts were made to manually process filings as they were submitted. Additionally, after the issue was resolved, staff stayed after-hours to ensure that any outstanding filings were processed. Our office made sure that the file stamps on all the documents and orders filed during this interruption reflected the date and time of submission.

At this time, we do know the cause of the disruption and it was based on automated security procedures implemented by the Cherokee County Internet Service Provider (ISP). Their system started viewing traffic from our Odyssey Vendor as a "bot" and enacted protocols to block potential malicious packages. Although this is not uncommon in our heightened security environment, we do need to have notices produced to alert us of system wide changes affecting our workflows.

Since our server environment is managed by County IT, we will continue to review procedures to ensure that appropriate and timely notices are conveyed.

Sincerely,

Patty Baker  
Clerk of Court

<b>SUPERIOR COURT:</b>	<b>STATE COURT:</b>	<b>DEED DEPT.....</b> 678-493-6540	<b>MAGISTRATE COURT...</b> 678-493-6431
<b>CIVIL .....</b> 678-493-6501	<b>CIVIL .....</b> 678-493-6555	<b>UCC DEPT. ....</b> 678-493-6542	<b>PASSPORTS.....</b> 678-493-6523
<b>CRIMINAL ....</b> 678-493-6507	<b>CRIMINAL ...</b> 678-493-6550	<b>INTANGIBLE TAX ...</b> 678-493-6540	<b>NOTARIES.....</b> 678-493-