

## QualityNet | Planned Maintenance

January 6, 2025



### Planned Activity

**Planned Actions:** The CCSQ Cloud Operations and Maintenance (CCOM) Operations team will conduct patching of non-prod Red Hat Enterprise Linux (RHEL), Windows, and Biscom instances in the Amazon Web Services (AWS) account CMS-HIDS MT.

**Impacted Organizations:** CCOM Cloud team and QMARS Biscom/Faxcom QualityNet Application Development Organization (ADO).

**Planned Time:**

- Start time: January 9, 2025, 9:00 a.m. ET.
- End time: January 9, 2025, 6:00 p.m. ET.

**What to Expect:** Minimal impact, instances may be unreachable while patching is in progress.

For assistance, please reach out on the Slack Channels - [#help-cloud](#) or [#help-service-center-sos](#).

If you need additional information, contact us at [support@ccsq.hhs.gov](#)

Phone: 1-866-288-8914

Slack: [#help-service-center-sos](#)

Save time. Submit and Track your ticket!

**VISIT CCSQ Support Central**



Email:

[ServiceCenterSOS@cms.hhs.gov](mailto:ServiceCenterSOS@cms.hhs.gov)