

November 30, 2021

## Zscaler: Action Required

A New version of the Zscaler client for Windows has been posted to the Confluence and File Cloud pages for immediate testing and deployment. We are requesting that you test the installer for Zscaler on workstations in your environment first and then roll out to all users after initial testing. We ask that you report any improvements or issues noticed with the upgrade to the HIDS Access Management team. We ask that you test only with a few machines to ensure the compatibility of the new installers with your machines. Once you are certain there will be no issue, you must at that time deploy to all users.

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### Why the change?

Zscaler has reported a bug with older versions of the client and recommends upgrading to the newer version.

### How to obtain the new installers:

Download [Zscaler -WIN-3.5.0.108](#) and follow the same instructions for setting up a Windows 10 computer as before. Those instructions can still be located on the same page as the installer.

### Timeline:

Please download and test the latest version of Zscaler before December 10th 2021, of receiving this communication.

### Use either of the following links to get to the new installers:

#### Confluence:

<https://confluence.hcqis.org/pages/viewpage.action?spaceKey=HIDS&title=ZScaler+Installation+Instructions>

#### File Cloud:

[https://filecloud.cms.gov/ui/core/index.html#expl-tabl/SHARED/hcqis\\_team\\_folders/HCQIS%20Common%20Share/Zscaler/Zscaler%20Client%20for%20Windows/Zscaler%20-WIN-3.5.0.108](https://filecloud.cms.gov/ui/core/index.html#expl-tabl/SHARED/hcqis_team_folders/HCQIS%20Common%20Share/Zscaler/Zscaler%20Client%20for%20Windows/Zscaler%20-WIN-3.5.0.108)

**What if I have questions or need additional support?**

If you need additional information or question please contact Ventech HIDS Access Management Team: [dl-hids-access-management@ventechsolutions.com](mailto:dl-hids-access-management@ventechsolutions.com).

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*If you need additional information, please contact us by phone at 1-866-288-8914, Slack at #help-service-center-sos, or by email at [ServiceCenterSOS@cms.hhs.gov](mailto:ServiceCenterSOS@cms.hhs.gov).*

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