



May 22, 2023

Reminder - Zscaler Client Planned Activity

Intended Audience:

All QualityNet Amazon Web Services (AWS) Multi-Tenant and Single-Tenant Application users.

What's Happening and Why?

The HIDS Shared Application Management (SAM) team will migrate to a new version of the Zscaler Client for Windows and MAC. The current Zscaler versions are no longer supported and need to be upgraded to the newer version for Windows and MAC as soon as possible.

How to obtain the new installers:

[Installation instructions](#) and the installers can be found on Confluence:

- **Windows:** Download [Zscaler-WIN-4.0.0.89](#)
- **macOS:** Download [Zscaler-Mac-3.7.1.48](#)

ADO Actions:

- Test a few machines to ensure the compatibility of the new installers with your machines.
- Report any improvements or issues noticed with the upgrade.
- Once you have validated that there are no issues, you must deploy it to all users.

Timeline:

- **Before Friday, May 26, 2023** - ADOs are requested to download and begin testing the latest version of Zscaler. This is to allow ample time for ADO testing and deploy to users prior to June 23, 2023.
- **On Friday, June 23, 2023 - The SAM team will block users utilizing an older version of Zscaler.**

What if I have questions or need additional support?

If you need additional information or have questions, please contact SAM Team: dl-hids-shared-application-management@ventechsolutions.com. Slack channel - [#help-service-center-sos](#).

If you need additional information, contact us:

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

To unsubscribe send an email with a subject of "Unsubscribe-Zscaler" to ServiceCenterSOS@cms.hhs.gov.

Center for Clinical Standards and Quality (CCSQ)