

Alert February 6, 2024



Reported Issue Update

The following Zscaler issue has been reported and is currently being investigated:

Issue Reported: Several users reported an issue connecting to Zscaler on Monday, February 5, 2024.

Time Reported: February 5, 2024. starting at 6:50 AM ET, users began reporting connection errors with Zscaler.

What to Expect: Some Zscaler users are receiving an error message stating, "Access Blocked." The Access Management team identified a policy on the local computer that needed to be updated for a subset of users after completing the Zscaler network infrastructure changes communicated on January 28, 2024. Updating the policy on the local computer for the subset of users is resolving the issue for most users.

The Access Management team continues engaging with two affected ADO groups- seventeen users remain impacted. The Access Management team is waiting on engagement from the respective ADO IT teams as their connectivity issues relate to ADO side group policy issues, not the OS-level policy updates made on February 4, 2024. Any additional users experiencing this issue should contact the Service Center SOS team on Slack for [Support](#).

We apologize for the disruption of service and are working directly with ADOs affected to resolve the issue.

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)