ZSCALER IP RANGE CHANGES - Change Process

Purpose and Objectives

The change process described in this user guide is valid for customers that make use of Zscaler in combination with Verizon Managed WAN Networks, Internet Dedicated Access and/or Managed Security Services.

Zscaler, Inc (https://www.zscaler.com/) is a Reseller for Verizon which provides Web Security services. Customers may have also purchased these services directly from Zscaler.

On occasions, Zscaler will trigger an IP range change by notifying you and Verizon by email. Dependent on the Zscaler service you have, you may be required to take action. If action isn't taken, you may lose IP connectivity when the changes are implemented by Zscaler. This user guide describes what action should be taken by you when such a notification is received.

Subscribe to Zscaler Notifications

- It is very important that you sign up for Zscaler notifications to ensure you receive updates regarding changes that may impact your IT network.
- To sign up for notifications, go to the Zscaler Trust portal https://trust.zscaler.com/ and choose the Zscaler cloud on which your organization is provisioned. To learn how to find your cloud name, click here. Click the envelope icon in the top right corner next to GET ALERTS.
- In addition to the notifications and bulletins that are posted or to which you can subscribe to on the Trust portal, Zscaler also sends notifications to the Technical and Business contacts listed in the Company Profile page of the admin portal. You can enter a group email address to send the notification to an entire team instead of an individual. Additionally, your administrator can subscribe to these updates in the Administrator Management page.

Managed Network or IDA (Internet Dedicated Access) Changes

- If you have a Managed Network or IDA service with Verizon and Zscaler has sent you an IP range change notification, you are required to submit a 'Static Route – add/Delete/Modify' Change Request (CR) via the Verizon Enterprise Center.
- Please follow the Global Change Management User Guide to assist you with submitting a change request (CR).
- If you have purchased a Lifecycle Service Engineer (LCE) or Client Service Manager (CSM), you may reach out to them for assistance.

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- Please note: If you have both Managed Network or IDA and Managed Security Services, you will be required to raise two Change Requests. One via the Verizon Enterprise Center and the other via the *Unified Security Portal (USP).

Managed Security Services (MSS) Changes

- If you have Managed Security Services (MSS) with Verizon, and Zscaler has sent you an IP range change notification, you are required to submit a 'Device ruleset change' Change Request via the Unified Security Portal* (USP) directly.
- If you have purchased a Security Services Advisor (SSA) or Client Service Engineer (CSE), you may reach out to them for assistance.

*The Unified Security Portal (USP) dashboard URL is provided to you during the provisioning phase, and can also be found in any automated e-mails related to the subscribed security services. The URL varies by Region.

Service Assurance User Guides Library

Documents can be found on the Service Assurance User Guides page.
The latest version of this document can be always found here.

General Customer Training Information

Go to our Customer Training Portal* to enroll in training or to download other user and reference guides.
*Registration is required

Verizon Enterprise Center

The Verizon Enterprise Center portal is an easily accessible tool that supports you in dealing with Repair related technical issues via repair tickets, as well as with Invoice inquiries and Account Management requests, offering an alternative to emails and phone calls.

Getting started on Verizon Enterprise Center

Introduction to Verizon Enterprise Center and information on how to register can be found on the Guides & Tutorials page here.

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