

## RE: Pulse Secure VPN Outage (UPDATE)

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**From:** "Featheringill, Ben" <ben.featheringill@seattle.gov>  
**To:** "undisclosed recipients:;"  
**Bcc:** "Ziemer, Joshua" <joshua.ziemer@seattle.gov>  
**Date:** Thu, 05 Nov 2020 15:51:34 -0800

A work-around has been put in place to enable Pulse VPN connection to the City network, however the much broader Comcast issue remains **unresolved** and many continue to be an issue for Comcast customers.

Kind Regards,

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**From:** Featheringill, Ben  
**Sent:** Thursday, November 5, 2020 10:13 AM  
**Subject:** RE: Pulse Secure VPN Outage

Citywide, we are experiencing an outage related to Pulse Secure, what we use for VPN access. Restoration estimate still TBD.

**Description of the problem/departments impacted:** Pulse VPN connectivity issues primarily for Comcast users / Citywide

Kind Regards,

Ben Featheringill  
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