

# VALERI Special Announcement

Tuesday, May 16, 2017

The Department of Veterans Affairs (VA) is aware of the recent cybersecurity attack that impacted multiple companies and is taking precautions to protect the VALERI environment. The VALERI application will be unavailable beginning May 16, 2017, at 8:00 PM EST to May 17, 2017, at 4:00 AM EST, so that the VA contractor, Black Knight Financial Services (BKFS), can apply the necessary Microsoft patches.

VALERI scans all documents that are uploaded through the Document Upload feature for potential viruses. If a risk arises, VA will immediately disable the VALERI user account causing the alert and will notify the VALERI Company Administrator. Before the VALERI user is reactivated, the Company Administrator should complete a scan of the user machine to confirm it is clean and no longer a threat for spreading the virus. This course of action will remain in place until VA can determine that the virus remediation is under control.

In addition, the following actions should be taken due to the intermittent unavailability of the VALERI application tonight:

1. Reports that are scheduled to run starting at 8:00 PM EST through 8:00 AM EST should be reviewed. If a report did not run successfully, a manual report may need to be run or be rescheduled for a later time.
2. Daily Change Files (DCF) that are sent to BKFS starting at 8:00 PM EST through 6:00 AM EST should be reviewed. If the DCF did not transmit successfully, the DCF must be resent.

Thank you for your cooperation and patience during this time.