



## QTSO MEMORANDUM

**MEMO**  
**NUMBER:** 2023-005  
**TO:** QIES State Coordinators  
**CC:** CMS Central and Regional Office Contacts  
**FROM:** QIES Technical Support Office  
**DATE:** March 1, 2023  
**SUBJECT:** ASPEN Application - Windows Update and Restart

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Due to proactive monitoring, we have identified that during periods of inactivity the ASPEN system may become disconnected from the database causing the application to crash and requiring the Aspen application to be relaunched. A solution has been developed to resolve this issue and will be deployed to your computer starting Friday, March 3, 2023.

When you receive the **Windows Restart** prompt, click **Continue** to begin the update immediately or select **Schedule** to choose a specific date and time for the update to start.

**Note, you should:**

- Save any open work because a computer restart is required.
- Keep your computer connected to a power source during the update process.

Questions? Contact the Aspen Help Desk at [jqies@cms.hhs.gov](mailto:jqies@cms.hhs.gov) or 1-888-477-7876.