

# Slowness over Internet Access When Using ZTA TIA

## Contents

---

---

### Issue

Multiple users across various regions are experiencing significant performance slowdowns in Secure Access systems.

The performance degradation is affecting user access and system responsiveness, requiring immediate troubleshooting.

### Environment

- Technology: Solution Support (SSPT - contract required)
- Sub-technology: Secure Access - Reporting and Logging (Activity Search, User and Access reports)
- Product: ZTA TIA
- Impact: Multiple users across multiple regions
- Duration: Performance issues observed over the last 12 hours

### ZTA Roaming Security Module Flow Diagram

When the user had this deployment:

**Umbrella RSM > CSA > SWG > Internet**

**ZTA TIA > Zproxy > Frouter > FWaaS(if IPS/Decryption/FileType control/inspection enabled) > SWG > Internet**

and the ZTA module was disabled, no slowness was observed, which rules out SWG node as an issue.

ZTA Flow would check Global settings first to see if IPS or Decryption for IPS is enabled and then check an Access Policy.

Global Settings has IPS disabled but decryption is enabled: Technically IPS and decryption for IPS goes hand in hand.

Once it was disabled, the issue was resolved.

### Cause

Decryption for IPS was causing slowness issues.

### Related Content

- [Cisco Technical Support & Downloads](#)