

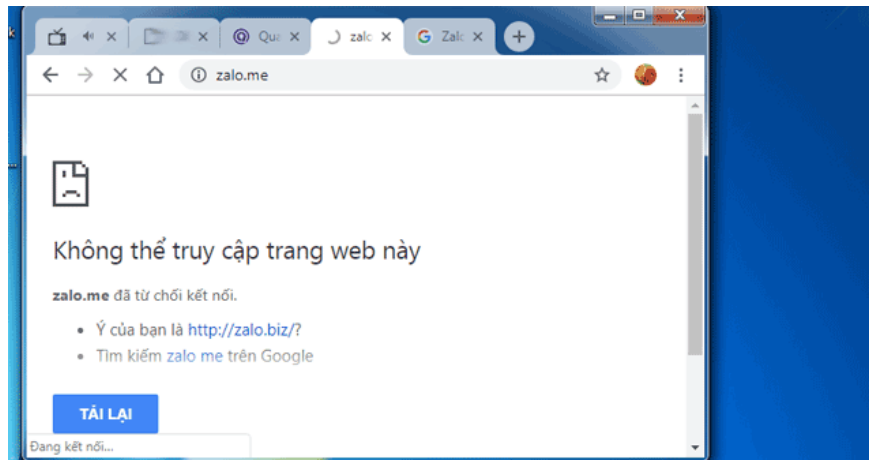
# Zalo could not access it again, the entire VNG system collapsed

Recently, many users cannot access the Zalo homepage, nor can they log in to Zalo PC, the Zalo Web page will report an Internet error.

Just recently, many users cannot access the Zalo homepage, nor login to Zalo PC, the Zalo Web page will report an Internet connection error.

## Updated September 23, 2018:

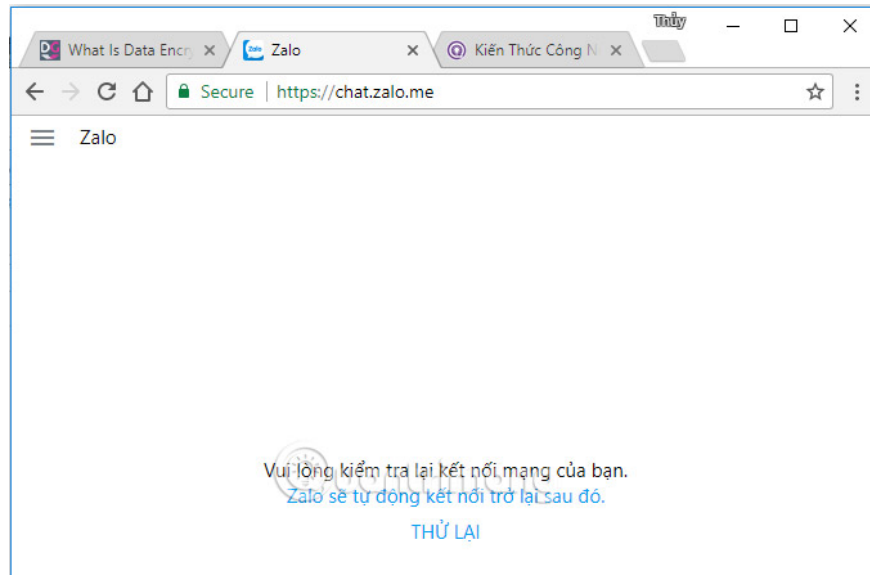
As of 12h32 on September 23, 2018, all Zalo services have been stopped for nearly 1 hour, the web is not accessible, the app on the phone and the PC cannot be logged in. This is probably an error from Zalo server, users need to wait until the error is fixed, all user intervention is not effective.



The message cannot access the website when entering Zalo.me

In addition, other VNG services such as Zing News, Zing MP3, baomoi, Zalo Pay, . are also not accessible.

The last time Zalo happened this phenomenon was November 27, 2017, but there were still a few services that could be used. This time, all of Zalo's services were stopped and the time stopped.



Zalo web images cannot be accessed in November 2017

**Updated 12:51 on September 23, 2018:** Zing News and Bao Moi have entered, but very slowly. Zalo web is not up yet. The cause of the incident was confirmed by VNG fanpage of the company, specifically: "VNG would like to share clearly: on September 23 morning, VNG system had trouble with electricity during the time of power cut at the Park part. Quang Trung software This is the main reason affecting VNG's products and services".

**Early morning on September 24, 2018:** Other services of VNG, including Zalo have been accessed again.

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