



## TLS 1.2 Upgrade Standard - FAQs

### Frequently Asked Questions Related to Experian Health's TLS 1.2 Upgrade



#### TLS 1.2 Upgrade Standard, FAQs – December 18, 2017

The information contained in this document and any attached documents are intended only for the personal and confidential use of the designated user(s). This document contains confidential and privileged information. If the reader of this document is not the intended user (or an agent of the intended user), you are hereby notified that any unauthorized distribution or copying of this document or the information contained in it is strictly prohibited. Experian Health is not responsible for errors or omissions in this technical document.

Copyright © 2017 Experian Health. All rights reserved.

ZZZ

**This page intentionally left blank.**

## TLS 1.2 Upgrade Standard, FAQs - Table of Contents

|  |           |
|--|-----------|
| <b>TLS 1.2 Upgrade – General Questions .....</b>   | <b>4</b>  |
| What is the change? .....  | 4         |
| Why is Experian Health making this change? .....   | 4         |
| <b>TLS 1.2 Upgrade – Technical Questions .....</b>   | <b>5</b>  |
| What is the Impact of this TLS 1.0 and TLS 1.1 Disablement?.....                             | 5         |
| What Action Do I Need to Take? .....   | 6         |
| How do i know if we are ready for this change, and how to avoid disruption of service? ..... | 7         |
| What are the requirements? .....   | 7         |
| Browser Requirements.....  | 7         |
| Product Requirements .....   | 8         |
| Hardware and Operating System Requirements .....   | 8         |
| What's a browser?.....   | 8         |
| Why is my browser information so important? .....  | 8         |
| What browser am I using and what version is my browser?.....                                 | 8         |
| How do I test my browser compatibility?.....   | 9         |
| What happens when my browser is not compatible? .....  | 10        |
| Enabling TLS 1.2 at your web browser .....   | 10        |
| <b>To Enable TLS 1.2 on Your Browser .....</b>   | <b>11</b> |
| Internet Explorer 8.....   | 11        |
| How to Enable TLS 1.2 in the Internet Options of Internet Explorer 8?.....                   | 11        |
| Internet Explorer 9.....   | 12        |
| How to Enable TLS 1.2 in the Internet Options of Internet Explorer 9?.....                   | 12        |
| Internet Explorer 10 .....   | 13        |
| How to TLS 1.2 in the Internet Options of Internet Explorer 10? .....                        | 13        |
| Google Chrome.....   | 14        |
| How to Enable TLS 1.2 in Google Chrome? .....  | 14        |
| Mozilla Firefox.....   | 15        |
| How to Enable TLS 1.2 in Mozilla Firefox?.....   | 15        |
| Safari .....   | 15        |
| How to Enable TLS 1.2 in Safari? .....   | 15        |
| Opera .....  | 15        |
| How to Enable TLS 1.2 in Opera? .....  | 15        |
| <b>What Should I do if I Experience Errors? .....</b>  | <b>16</b> |

## TLS 1.2 Upgrade – General Questions

Experian Health is focused on helping our customers improve their security by using the latest security protocols. At Experian Health, we take the protection of our customer's data very seriously. The disablement of TLS 1.0 and TLS 1.1 is being undertaken so we can maintain the highest security standards and promote the safety of your data as well as align with industry-wide best practices. This phased approach will prevent older encryption protocols from being used to access Experian Health services within inbound and outbound connections.



### General Questions

#### What is the change?

Experian Health is requiring an upgrade to TLS 1.2 by April 2, 2018 at 10:00p.m. CT.

Experian Health will disable the TLS 1.0 and TLS 1.1 encryption protocols. This phased approach will prevent it from being used to access Experian Health services for all inbound and outbound connections.

#### Why is Experian Health making this change?

Experian Health is focused on helping our customers improve their security by using the latest security protocols. On April 2, 2018, Experian Health will require TLS 1.2 and later encryption protocol to maintain the highest security standards and promote the safety of customer data.

Vulnerabilities have been identified therefore we are urging customers to configure their browsers to support TLS 1.2 as soon as possible.

At Experian Health, we take the protection of our customer's data very seriously. The disablement of TLS 1.0 and TLS 1.1 is being undertaken so we can maintain the highest security standards and promote the safety of your data as well as align with industry-wide best practices.

## TLS 1.2 Upgrade – Technical Questions

Prior to production use, clients will be required to perform the necessary web browser, software specific updates, and .NET upgrades before 04/02/2018. Your users should not experience an impact accessing Experian Health in your browser(s) unless you are using a non-supported browser, have disabled the supported encryption protocols in the browser or have not upgraded to minimum .NET 4.6.2 framework required for new NEXT bar, PIC and Smart Agent deployments.



### *Technical Questions*

#### ***Browser compatibility How to proceed in case of error***

### **What is the Impact of this TLS 1.0 and TLS 1.1 Disablement?**

The impact of the TLS 1.0 disablement will vary by org, and depends on the ways in which your users connect to the Experian Health service. Key areas of impact include:

#### **User Browser Access**

Browser incompatibility will prevent your internal and external users from accessing your Experian Health org, Communities and Sites.

#### **API integrations**

These integrations will cease to work if they are not compatible with TLS 1.2 or later.

#### **Partner App/AppExchange Integrations**

Partner App/AppExchange Integrations will cease to work if they are not compatible with TLS 1.2 or later.

#### **Case Submission and Management**

Admins using incompatible browsers will be unable to access the Experian Health Help & Training portal, impacting case submission and management.

## What Action Do I Need to Take?

Review how your users and integrations connect to Experian Health and ensure those connections are ready to support **TLS 1.2** and later well before April 2, 2018.

Many of our products and developer tools are already compatible with the latest versions of TLS. Customers should start early with their planning and testing to ensure a successful transition to supporting the latest TLS version prior to our enablement of **TLS 1.2**. Use the included checklists for best practices on how to prepare for this change.

Does my browser support TLS 1.2?

| Operating System   | Minimum Browser Version                           |
|--|---|
| Windows 7/8  | Internet Explorer 10                              |
| Windows 10   | Internet Explorer 11<br>Microsoft Edge 12         |
| Windows Server 2008 R2/2012 (or later)   | Internet Explorer 10*                             |
| Windows Server 2016  | Internet Explorer 11                              |
| Apple OS X 10.9 (or later)   | Safari 7  |
| Apple iOS6 (or later)  | Safari 7  |
| Google Android 5.0 (or later)  | Android OS Browser                                |
| Any  | Google Chrome 38<br>Mozilla Firefox 34 (ERS 31.3) |
| <b>Note:</b> Operating Systems and browsers prior to the listed versions will not support TLS 1.2. |   |

Test TLS 1.2 Status: <https://quickstream.westpac.com.au/quickportal/BrowserTlsVersionView>

If TLS 1.2 is supported and enabled. (You're done!!!)

If TLS 1.2 is not supported or not enabled.

Determine your browser type and version.

Follow Experian Health FAQ directions on enabling TLS 1.2.

Contact your IT department.

## How do i know if we are ready for this change, and how to avoid disruption of service?

We encourage customers to continue to execute their plans to use **TLS 1.2** exclusively. After Experian Health disables TLS 1.0 and TLS 1.1, any inbound connections to or outbound connections from Experian Health will need to use the **TLS 1.2** encryption protocol. Your users should not experience an impact accessing Experian Health in your browser(s) unless you are using a non-supported browser or you have disabled the supported encryption protocols in the browser.

## What are the requirements?

To upgrade to **TLS 1.2**, you must have one of following (or later) versions of the browsers listed:

- Microsoft Internet Explorer 10 (or later) on Windows 7 or later.  
Also available on Windows Sever 2008 R2 or later.
- Note:** Microsoft IE 10 has TLS 1.2 disabled by default.  
To enable TLS, use the Advanced Internet Options and apply the TLS 1.2 checkbox.
- Microsoft Edge.
- Google Chrome 38 or later with Windows 7 or later. (Also available on Mac OSX 10.9 or later.)
- Google Android 5.0 or later.
- Mozilla Firefox 34 (ERS 31.3) or later.
- Apple Safari 7 or later (both Desktop and Mobile) on Mac OS X 10.9 and iOS6 or later.

## Browser Requirements

| Operating System                       | Minimum Browser Version                           |
|--|---|
| Windows 7/8                            | Internet Explorer 10                              |
| Windows 10                             | Internet Explorer 11<br>Microsoft Edge 12         |
| Windows Server 2008 R2/2012 (or later) | Internet Explorer 10*                             |
| Windows Server 2016                    | Internet Explorer 11                              |
| Apple OS X 10.9 (or later)             | Safari 7  |
| Apple iOS6 (or later)                  | Safari 7  |
| Google Android 5.0 (or later)          | Android OS Browser                                |
| Any                                    | Google Chrome 38<br>Mozilla Firefox 34 (ERS 31.3) |

## Product Requirements

- IntelliSource/PIC/OneSource: Microsoft .NET Version 4.6.2
- eCareNext: Microsoft .NET Version 4.6.2

## Hardware and Operating System Requirements

For all products, Microsoft Windows 7 or higher.

## What's a browser?

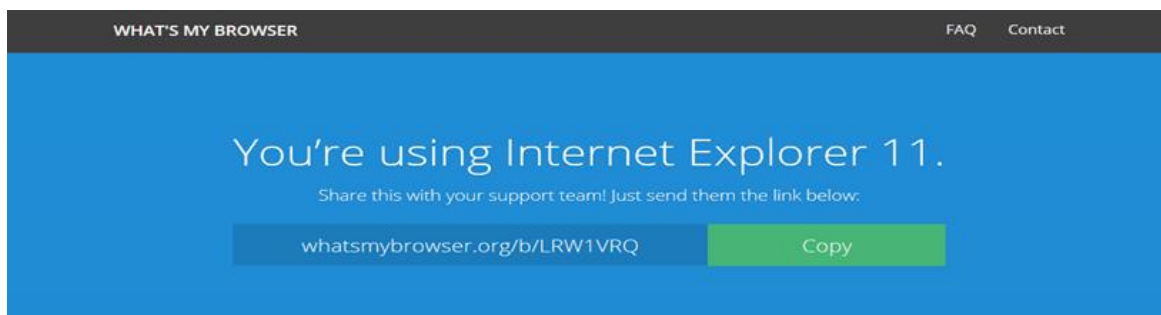
A browser is a software application that lets you visit web pages on the Internet. Popular browsers include Google Chrome, Firefox, Safari, Edge and Internet Explorer.

## Why is my browser information so important?

Different browsers have different capabilities. And although these differences may seem minor, it's common for websites to work fine on one browser but poorly on another. The information on this page may help support teams troubleshoot technical issues specific to your browser.

## What browser am I using and what version is my browser?

All these questions have a quick answer through the <http://www.whatsmybrowser.org/> link, the following scenarios are good examples.





## How do I test my browser compatibility?

To quickly test your browser compatibility, you can visit the Browser TLS Version Check page:

<https://quickstream.westpac.com.au/quickportal/BrowserTlsVersionView>

Which has **TLS 1.2** enabled. If you can view this site without errors, access to Experian Health via your browser should not be impacted by this change.

See the following example for a better reference:

### Testing your browser compatibility

To test your browser compatibility, you can visit the [Browser TLS Version Check](#) page.

#### Your browser is compatible

If your browser supports TLSv1.2 you will see the following.

✔ Your browser supports the latest encryption standards.

If you are able to view the [Browser TLS Version Check](#) page without an error, then this change should not affect access to Qvalent and Westpac applications.

#### You must upgrade your browser

If your browser does not support TLSv1.2 you will receive the following page which has TLS 1.0 and TLS 1.1 disabled.

✘ Your browser needs to be updated to support the latest encryption standards. Your browser must support the encryption standard known as "TLS 1.2".

If you are in a corporate environment, you may need to contact your IT department.

#### Steps for Resolution

You are using  

To enable the latest encryption standards: ● ● ●

---

## What happens when my browser is not compatible?

In case your browser is not able to work with the **TLS 1.2** enabled protocol, a similar Pop-up Message will be displayed within your Experian Health products. For you to disable this message, please contact your IT Department. **(Note: This example is obsolete, and will be replaced to reflect April 2, 2018 as the deadline.)**

*Your browser is not using TLS 1.2 or higher. You need to upgrade prior to 10.31.2017 in order to avoid service disruption!*

*TLS 1.0 and 1.1 have known vulnerabilities. If you are using Internet Explorer 8, 9, or 10 browser and have administrative rights, you can go to Internet Explorer Settings, Internet Options, Advanced, and uncheck TLS 1.0 or 1.1 and check TLS 1.2. If you do not have administrative rights to make changes to your workstation, please contact your IT department or helpdesk to request their attention.*

*Again, we will not allow browsers using TLS 1.0 or 1.1 to access our products after 10.31.2017.*

Internet Explorer 11.0 is preferred as Support for TLS 1.1 and 1.2 is enabled by default, but we will continue to allow IE 8, 9, and 10 when **TLS 1.2** is enabled. Please note that Internet Explorer Versions 8, 9 and 10 do not have **TLS 1.2** enabled by default and must be configured!

We encourage you to make certain this is communicated to your IT department as soon as possible. Chrome, Firefox, and Safari will run most Passport applications, but not all and therefore not recommended. The compatibility guide includes details on each browser and version.

---

## Enabling TLS 1.2 at your web browser

If you have rights to change your browser settings manually, you may do so by following the below instructions, if not, please contact your IT department or Helpdesk immediately to request their assistance with this change.

Below you will find the different ways to enable the **TLS 1.2** protocol for the following browsers:

- Internet Explorer 8
- Internet Explorer 9
- Internet Explorer 10
- Google Chrome
- Mozilla Firefox
- Safari
- Opera

## To Enable TLS 1.2 on Your Browser

Attached at the end of the document we indicate how to proceed when you experience issues or difficulties with the TLS 1.2 protocol in your browser, so we recommend that you read the table with the compatibility guidelines carefully.

### Internet Explorer 8

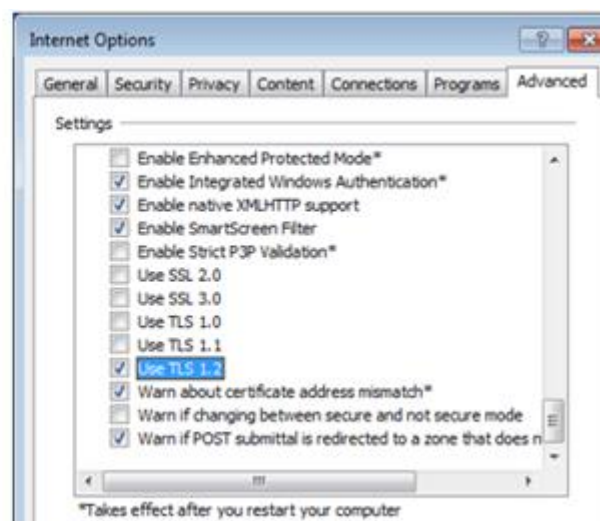
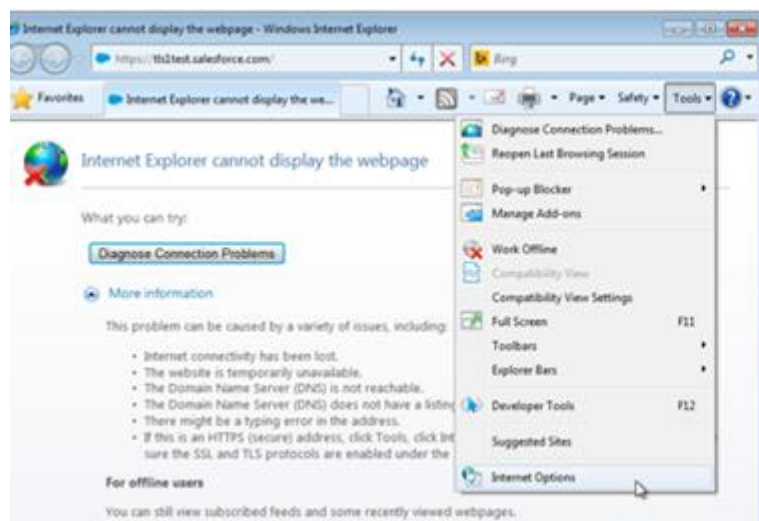
#### How to Enable TLS 1.2 in the Internet Options of Internet Explorer 8?



This option works well with one or a small number of computers, particularly if the TLS 1.2 option is not being configured using Active Directory group policies.

In the Tools menu, which is displayed by clicking on the Tools button near the top-right corner of an Internet Explorer 8 window, select the "Internet Options" menu item, as depicted below:

In the Internet Options window that appears, click on the Advanced tab at the top of the window. Scroll down to the end of the list and click the check box next to "Use TLS 1.2". For additional security, click the check box next to "Use SSL 3.0" if it has a check mark in it to remove the check mark. When complete, the screen should resemble the following, where "Use TLS 1.2" has a check mark in the check box next to it; and while "Use SSL 2.0", "Use SSL 3.0", and "Use TLS 1.0" do not have check marks in the check boxes next to them. Press the OK button to save this change.



## Internet Explorer 9

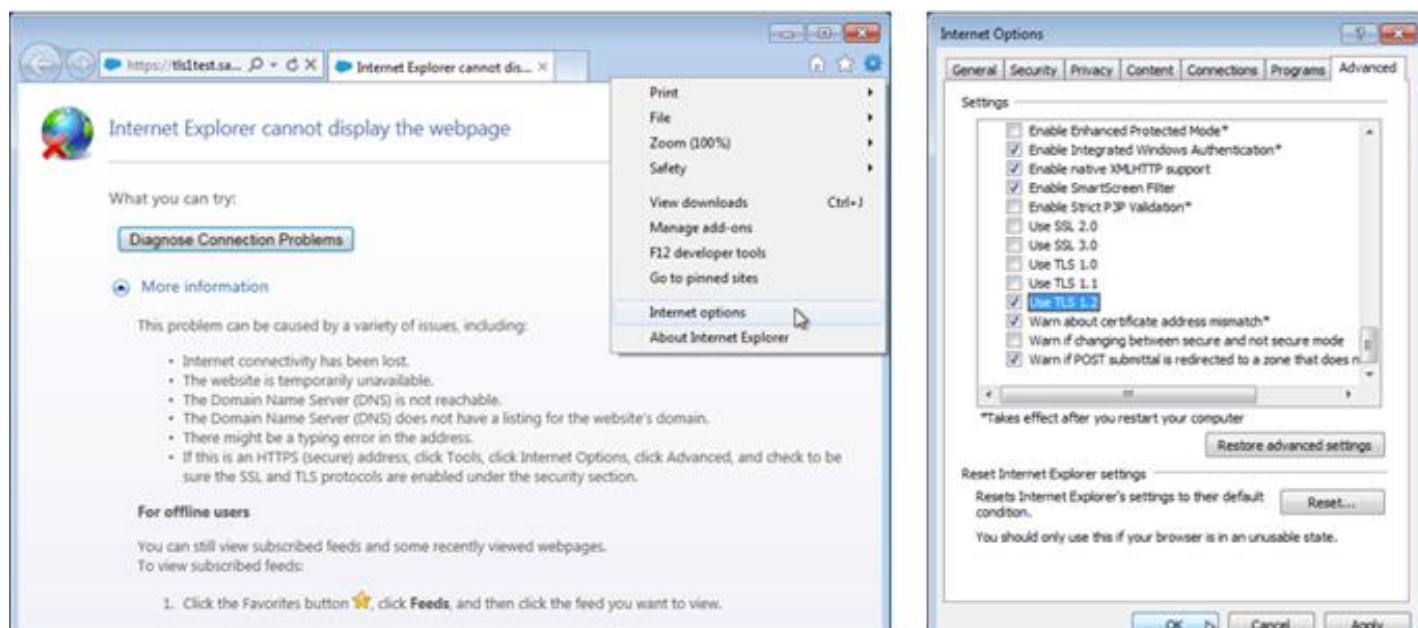
### How to Enable TLS 1.2 in the Internet Options of Internet Explorer 9?



This option works well with one or a small number of computers, particularly if the TLS 1.2 option is not being configured using Active Directory group policies.

In the Tools menu, which is displayed by clicking on the gear icon near the top-right corner of an Internet Explorer 9 window, select the "Internet options" menu item, as depicted below:

In the Internet Options window that appears, click on the Advanced tab at the top of the window. Scroll down to the end of the list and click in the square check box next to "Use TLS 1.2". For additional security, click in the square check box next to "Use SSL 3.0" if it has a check mark in it to remove the check mark. When complete, the screen should resemble the following, where "Use TLS 1.2" has a check marks in the check box next to it; while "Use SSL 2.0", "Use SSL 3.0" do not have check marks in the check boxes next to them. Press the OK button to save this change.



## Internet Explorer 10

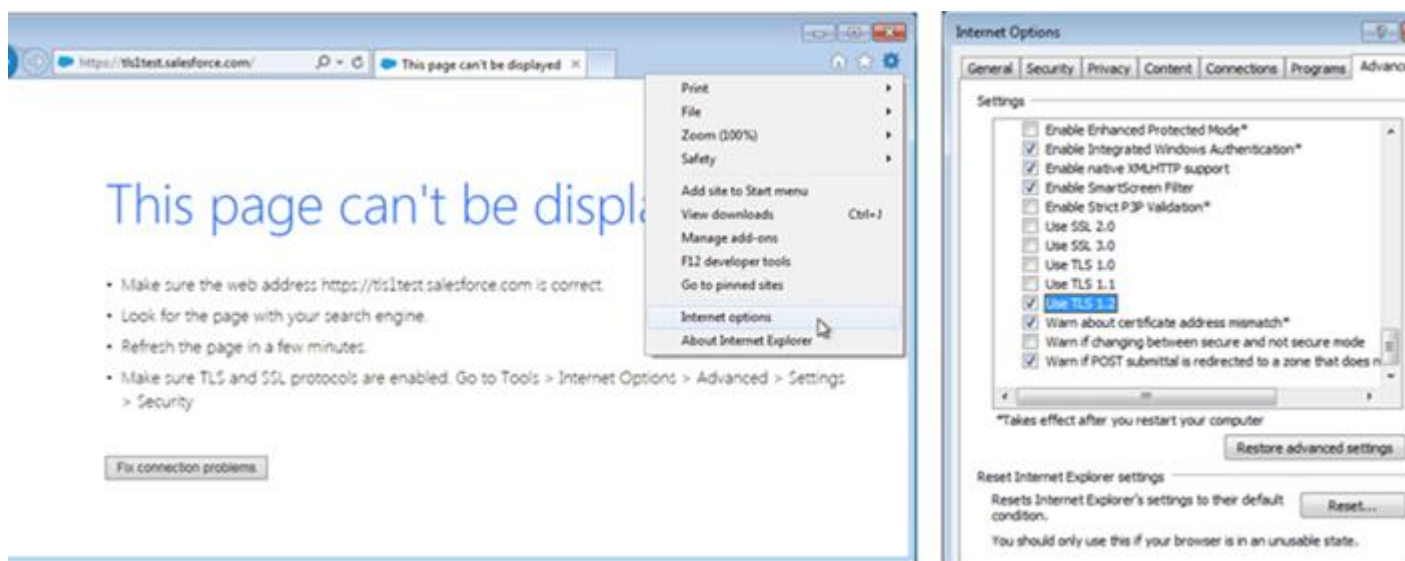
### How to TLS 1.2 in the Internet Options of Internet Explorer 10?



This option works well with one or a small number of computers, particularly if the TLS 1.2 options are not being configured using Active Directory group policies.

In the Tools menu, which is displayed by clicking on the gear icon near the top-right corner of an Internet Explorer 10 window, select the "Internet options" menu item, as depicted below:

In the Internet Options window that appears, click on the Advanced tab at the top of the window. Scroll down to the end of the list and click in the square check the box next to "Use TLS 1.2". For additional security, click in the square check box next to "Use SSL 3.0" if it has a check mark in it to remove the check mark. When complete, the screen should resemble the following, where "Use TLS 1.2" has a check marks in the check box next to it while "Use SSL 2.0" and "Use SSL 3.0" do not have check marks in the check boxes next to them. Press the OK button to save this change.



## Google Chrome

### How to Enable TLS 1.2 in Google Chrome?



Open Google Chrome

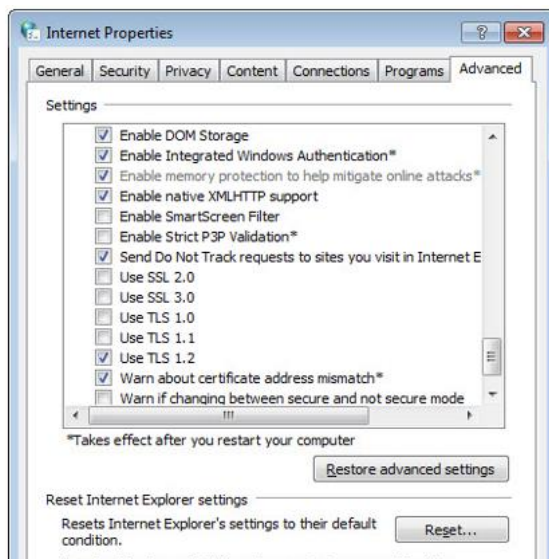
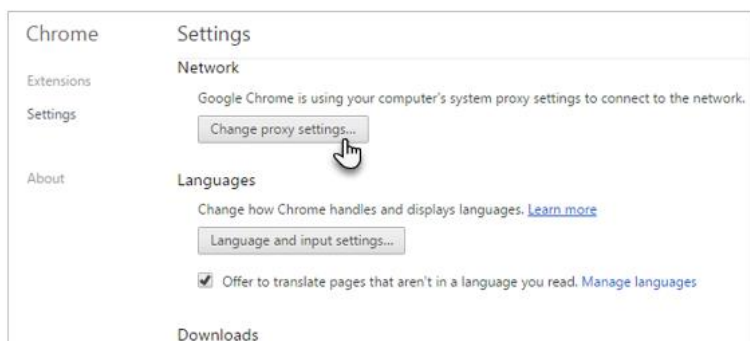
Click Alt F and select Settings

Scroll down and select Show advanced settings...

Scroll down to the Network section and click on Change proxy settings...

Select the Advanced tab

Scroll down to Security category, manually check the option box for Use TLS 1.2



## Mozilla Firefox

### How to Enable TLS 1.2 in Mozilla Firefox?



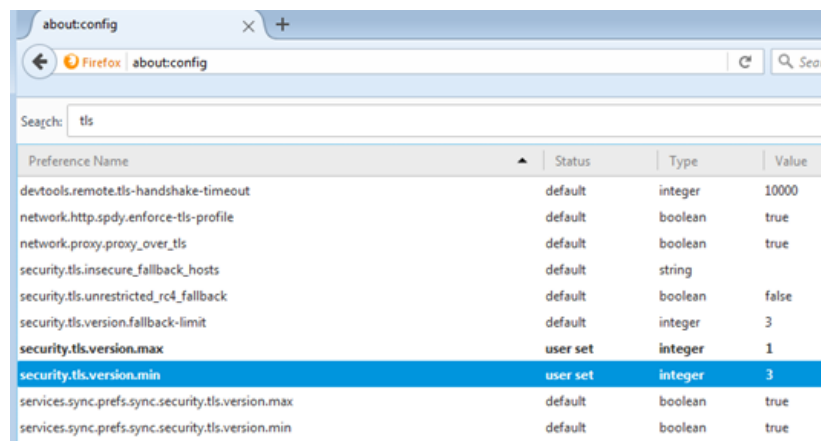
Open Firefox.

In the address bar, type about:config and press Enter.

In the Search field, enter tls. Find and double-click the entry for security.tls.version.min

Set the integer value to 3 to force protocol of TLS 1.3, Click OK,

Close your browser and restart Mozilla Firefox



## Safari

### How to Enable TLS 1.2 in Safari?



There are no options for enabling SSL or TLS protocols.

If you are using Safari version 7 or greater, TLS 1.2 is automatically enabled.

## Opera

### How to Enable TLS 1.2 in Opera?



To enable TLS 1.1 and 1.2 in Opera, perform the following steps:

Open Opera. Click Ctrl+F12.

Click on “Security.” Click on “Security Protocols...”

Locate and check "Use TLS 1.2" to add it.

(optional) You may deselect “Use TLS 1.0” if your other financial/secure sites do not require it.

Click the "OK" button. And again, click the "OK" button.

## What Should I do if I Experience Errors?

If you still experience TLS errors and your Browser is different than Internet Explorer, please refer to the compatibility guidelines below and communicated to your IT department as soon as possible:

| Browser  | TLS 1.1 or Higher Compatibility Notes  |
|--|--|
| Desktop and mobile IE version 11                         | Compatible by default  |
| Desktop IE versions 8, 9, and 10                         | Capable when run in Windows 7 or newer, but not by default. Windows Vista and older operating systems, such as Windows XP, are not compatible with TLS 1.1 or higher encryption. |
| Desktop IE versions 7 and below                          | <b>Not compatible with TLS 1.1 or higher encryption.</b>   |
| Mobile IE versions 10 and below                          | <b>Not compatible with TLS 1.1 or higher encryption.</b>   |
| Microsoft Edge   | Compatible by default.   |
| Google Chrome  | Compatible with the most recent, stable version, regardless of operating system.   |
| Google Chrome 38 and higher                              | Compatible by default.   |
| Google Chrome 22 to 37                                   | Capable when run in Windows XP SP3, Vista, or newer (desktop), OS X 10.6 (Snow Leopard) or newer (desktop), or Android 2.3 (Gingerbread) or newer (mobile).                      |
| Google Chrome 21 and below                               | <b>Not compatible with TLS 1.1 or higher encryption.</b>   |
| Desktop Safari v7 and higher OSX10.9                     | Compatible by default.   |
| Desktop Safari v6 and below for OSX10.8                  | <b>Not compatible with TLS 1.1 or higher encryption.</b>   |
| Mozilla Firefox  | Compatible with the most recent, stable version, regardless of operating system.   |
| Firefox 27 and higher                                    | Compatible by default.   |
| Firefox 23 to 26   | Capable, but not by default.   |
| Firefox 22 and below                                     | <b>Not compatible with TLS 1.1 or higher encryption.</b>   |
| Android 5.0 (Lollipop) and higher                        | Compatible by default.   |
| Android 4.4 (KitKat) to 4.4.4                            | Capable, but not by default.   |
| Android 4.3 (Jelly Bean) and below                       | <b>Not compatible with TLS 1.1 or higher encryption.</b>   |
| Mobile Safari versions 5 and higher for iOS 5 and higher | Compatible by default.   |
| Mobile Safari for iOS 4 and below                        | <b>Not compatible with TLS 1.1 or higher encryption</b>  |