

## Records Management System TLS 1.1 Change Notice, 07182017

Salesforce is requiring an upgrade to TLS 1.1 or higher by July 22, 2017 in order to align with industry best practices for security and data integrity. On that date we will be disabling TLS 1.0. Action may be required prior to this date to prevent any disruption to your access to the Records Management System (RMS).

If unsure whether your browser is compatible or not, please test it using this link, <https://tls1test.salesforce.com>

To update your Browser, please verify that your Operating System and Browser are on [this list](#) and then follow the directions at the end to update your settings. If you have difficulty with this, please contact us at [CDPS\\_DFPC\\_RMShelp@state.co.us](mailto:CDPS_DFPC_RMShelp@state.co.us)

The chart below, from Salesforce, contains most Browsers and their compatibility with TLS 1.1 or higher.

Browser	Compatibility Notes
<b>Microsoft Internet Explorer (IE)</b> Review the <a href="#">Enabling TLS 1.1 and TLS 1.2 in Internet Explorer knowledge</a> article for more details.  <b>MAY NOT BE COMPATIBLE WITH DFPC RECORDS MANAGEMENT SYSTEM</b>	
Desktop and mobile IE version 11	Compatible with TLS 1.1 or higher by default  If you see the "Stronger security is required" error message, you may need to turn off the TLS 1.0 setting in the Internet Options   Advanced Settings list.  <b>MAY NOT BE COMPATIBLE WITH DFPC RECORDS MANAGEMENT SYSTEM</b>
Desktop IE versions 8, 9, and 10	Compatible only when running Windows 7 or newer, but not by default. Review the <a href="#">Enabling TLS 1.1 and TLS 1.2 in Internet Explorer</a> article to enable TLS 1.1 or higher encryption.  Windows Vista, XP and earlier are incompatible and cannot be configured to support TLS 1.1 or TLS 1.2.  <b>MAY NOT BE COMPATIBLE WITH DFPC RECORDS MANAGEMENT SYSTEM</b>
Desktop IE versions 7 and below	Not compatible with TLS 1.1 or higher encryption.

	<b>MAY NOT BE COMPATIBLE WITH DFPC RECORDS MANAGEMENT SYSTEM</b>
Mobile IE versions 10 and below	Not compatible with TLS 1.1 or higher encryption. <b>MAY NOT BE COMPATIBLE WITH DFPC RECORDS MANAGEMENT SYSTEM</b>
<b>Microsoft Edge</b>	Compatible with TLS 1.1 or higher by default. <b>MAY NOT BE COMPATIBLE WITH DFPC RECORDS MANAGEMENT SYSTEM</b>
<b>Mozilla Firefox</b>	
Compatible with the most version, regardless of operating system.	
Firefox 27 and higher	Compatible with TLS 1.1 or higher by default.
Firefox 23 to 26	Compatible, but not by default. Use about:config to enable TLS 1.1 or TLS 1.2 by updating the security.tls.version.max config value to 2 for TLS 1.1 or 3 for TLS 1.2.
Firefox 22 and below	Not compatible with TLS 1.1 or higher encryption.
<b>Google Chrome</b>	
Compatible with the most recent version, regardless of operating system.	
Google Chrome 38 and higher	Compatible with TLS 1.1 or higher by default.
Google Chrome 22 to 37	Compatible when running on 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	Not compatible with TLS 1.1 or higher encryption.
<b>Google Android OS Browser</b>	
Android 5.0 (Lollipop) and higher	Compatible with TLS 1.1 or higher by default.

Android 4.4 (KitKat) to 4.4.4	May be compatible with TLS 1.1 or higher. Some devices with Android 4.4.x may not support TLS 1.1 or higher.
Android 4.3 (Jelly Bean) and below	Not compatible with TLS 1.1 or higher encryption.
<b>Apple Safari</b>	
Desktop Safari versions 7 and higher for OS X 10.9 (Mavericks) and higher	Compatible with TLS 1.1 or higher by default.
Desktop Safari versions 6 and below for OS X 10.8 (Mountain Lion) and below	Not compatible with TLS 1.1 or higher encryption.
Mobile Safari versions 5 and higher for iOS 5 and higher	Compatible with TLS 1.1 or higher by default.
Mobile Safari for iOS 4 and below	Not compatible with TLS 1.1 or higher encryption.

## **To Change your TLS Settings**

Please select the browser that you are using to connect to the RMS:

### **Internet Explorer:**

1. Open Internet Explorer
2. Click Alt T and select "Internet Options".
3. Select the "Advanced" tab.
4. Scroll down to the "Security" section.
5. Locate and check "Use TLS 1.1 and TLS 1.2".
6. Then, press the "OK" button.

### **Google Chrome:**

1. Open Google Chrome
2. Click Alt F and select "Settings".
3. Scroll down and select "Show advanced settings..."
4. Scroll down to the Network section and click on "Change proxy settings..."
5. Select the "Advanced" tab.
6. Scroll down to the "Security" section.
7. Locate and check "Use TLS 1.1 and TLS 1.2".
8. Then, press the "OK" button.

### **FireFox:**

1. Open FireFox
2. Type in "about:config" in the URL bar and press Enter
3. Scroll down to "security.tls.version.max" and press enter
4. Set the value to 3 5. Then, press the "OK" button.

### **Opera:**

1. Open Opera
2. Click Ctrl+F12
3. Click on "Security"
4. Click on "Security Protocols..."
5. Check on "Enable TLS 1.1 & TLS 1.2"
6. Press the "OK" button.
7. Then, press the "OK" button.

### **Safari:**

1. There are no options for enabling SSL protocols. If you are using Safari version 7 or greater, TLS 1.1 & 1.2 are automatically enabled.