

## TLS Version Disablement FAQ – Simplifie

### 1. What is TLS?

Transport Layer Security (TLS) encrypts a channel between two endpoints to provide privacy and reliability of data transmitted over the communications channel. Often referred to as "SSL", it is used by browsers to securely connect to any Simplifie system and used by your servers to send information to our API (if applicable).

### 2. When is this disablement scheduled to take place?

Simplifie will be disabling support of TLS 1.1 on February 28, 2020.

### 3. Why does our company need to upgrade to TLS 1.2 or higher?

Security standards and industry best practice require that older TLS protocol versions (1.0 and 1.1) no longer be used for secure communications. These older TLS versions of the protocol are vulnerable to man-in-the-middle attacks and intercepts, risking the integrity and authentication of data sent between a website and a browser. Disabling these older TLS versions at the server level is sufficient to mitigate this issue.

### 4. How do I identify if my users are impacted when using Simplifie?

- If a customer is running Windows Vista, Windows XP or earlier, they are not TLS 1.2 or higher compatible.
- If a customer is running Windows 7 SP1 or higher with Internet Explorer, there is a compatibility document their IT team should review.
- If a customer is running Windows 7 SP1 or newer with Edge, IE 11, Firefox 27+, Chrome 38+, or Safari on Mavericks (10.9) or greater, they are generally compatible with TLS 1.2 or higher.

### 5. How can Simplifie customers avoid being negatively impacted?

Your team will need to confirm your browsers and Operating Systems are compatible with TLS 1.2 or higher. If your browser and/or Operating System is not compatible with TLS 1.2 or higher after we make this change, your users will NOT be able to access Simplifie. We encourage you to start planning to support TLS 1.2 and TLS 1.3 before February 28, 2020.

### 6. Do you have a browser compatibility test that I can run to see if we are impacted by this change?

Please visit [www.howmyssl.com](http://www.howmyssl.com) for more information. This will provide a lot of information about your browser configuration including the highest version of TLS that is compatible.

### 7. Can I contact someone if I have questions regarding the disablement?

If your team has questions about the TLS disablement, contact Simplifie support ([support@simplifie.com](mailto:support@simplifie.com)).