



CTSUS

Cancer Trials Support Unit

Enabling TLS 1.1 and 1.2 on IE

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Document Information

Revision Information for the Enabling TLS 1.1 and 1.2 on IE

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1. Introduction

In order to increase the security around CTSU applications, and to comply with applicable security recommendations and federal mandates, CTSU will be making updates to CTSU application on the 17th of December, 2016. This update will remove support for Transport Layer Security (TLS) v1.0 and limit supported TLS versions to v1.1 & v1.2.

After this change, you should not notice any difference unless they are still running older operating systems or web browsers. Recent versions of Firefox, Chrome, or Safari and recent versions of Internet Explorer (IE) on Windows Vista, 7, or newer will be compatible. Some users will need configuration changes to access CTSU applications successfully after the update. In some cases, you may need help from your IT department to get these configuration changes done.

If you are using Internet Explorer to access CTSU, this guide can help you achieve compatibility with TLS 1.1 and TLS 1.2. CTSU recommends using Microsoft Internet Explorer 11 to achieve compatibility. If that is not possible for your organization, or if both TLS 1.1 and TLS 1.2 are disabled in your configuration, follow the instructions in this article to achieve compatibility. The latest versions of Google Chrome and Mozilla Firefox are both fully compatible with the CTSU websites.

1.1 IE versions

This section shows you what need to do for each OS and browser configuration

- Windows 10
 - Internet Explorer 11 – No changes required.
 - Microsoft Edge – No changes required.
- Windows 8.1
 - Internet Explorer 11 – No changes required.
- Windows 8.0
 - Internet Explorer 11 – [Enable Support for Internet Explorer 10](#).
- Windows 7.0
 - Internet Explorer 11 – No changes required
 - Internet Explorer 10 – [Enable Support for Internet Explorer 10](#).
 - Internet Explorer 9 – [Enable Support for Internet Explorer 9](#).
 - Internet Explorer 8 – [Enable Support for Internet Explorer 8](#).
- Windows XP
 - Users must use Mozilla Firefox to access CTSU Websites moving forward

2. Enable Support for Internet Explorer 10

This version does not enable TLS 1.1 and TLS 1.2 by default. To achieve compatibility with TLS 1.1 and TLS 1.2, proceed with one of the following options:

- Upgrade to Internet Explorer 11 (preferred).
- Enable TLS 1.1 and TLS 1.2 for Internet Explorer 10.
- Use the newest version of Google Chrome or Mozilla Firefox.

2.1 Enable TLS 1.1 and TLS 1.2 in the Internet Options of IE 10

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:

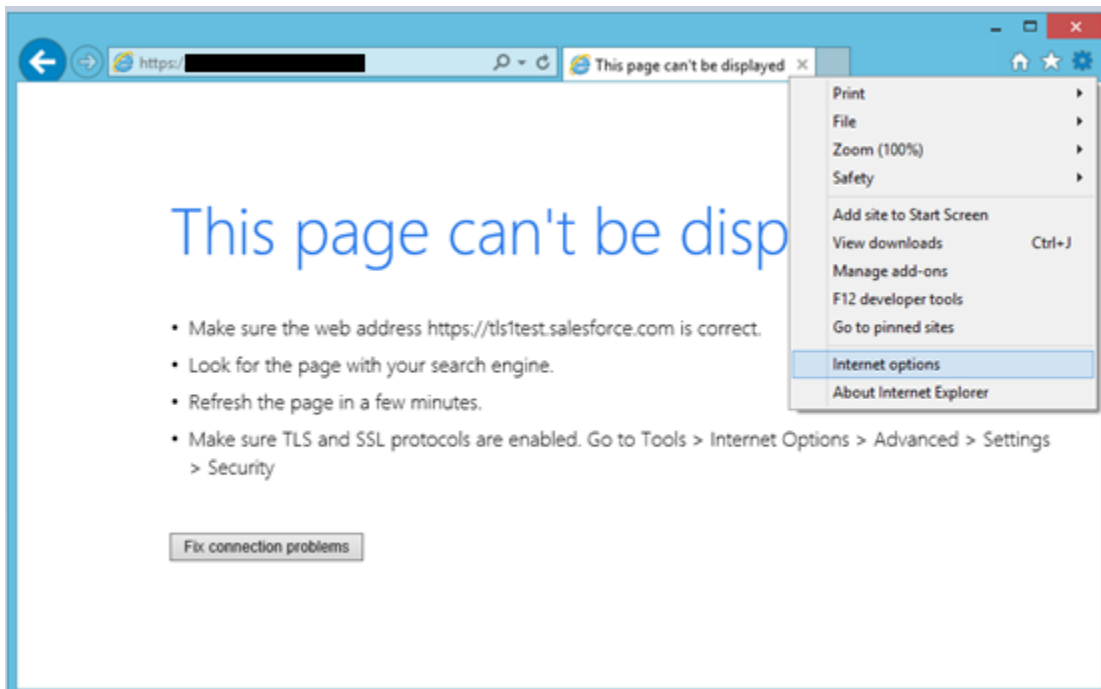


Figure 1: IE 10 Internet Options

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 square check boxes next to "Use TLS 1.1" and "Use TLS 1.2" if they don't already have a check mark in them.
- For additional security, click 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 1.0", "Use TLS 1.1", and "Use TLS 1.2" are all checked, while "Use SSL 2.0" and "Use SSL 3.0" are unchecked.

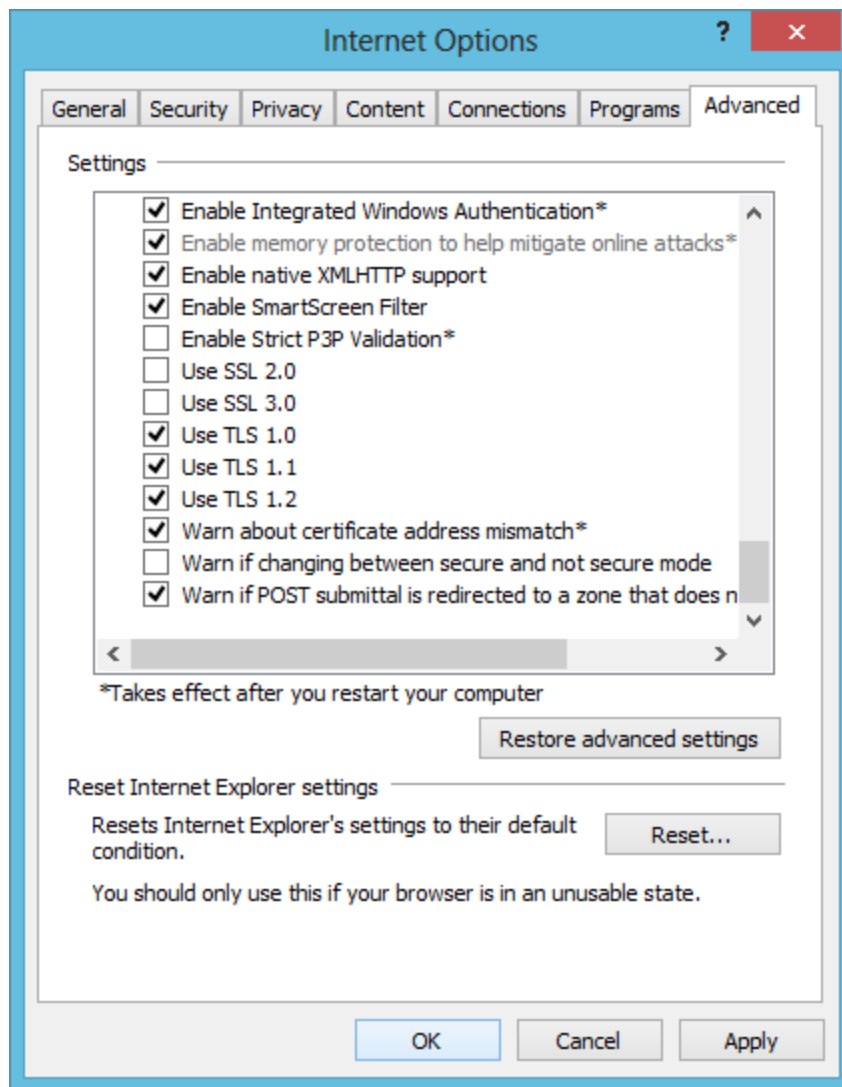


Figure 2: IE 10 TLS Configuration

Press the OK button to save this change.

3. Enable Support for Internet Explorer 9

This version does not enable TLS 1.1 and TLS 1.2 by default. To achieve compatibility with TLS 1.1 and TLS 1.2, proceed with one of the following options.

- Upgrade to Internet Explorer 11 (preferred)
- Enable TLS 1.1 and TLS 1.2 for Internet Explorer 9
- Use the newest version of Google Chrome or Mozilla Firefox

3.1 Enable TLS 1.1 and TLS 1.2 in the Internet Options of IE 9

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:

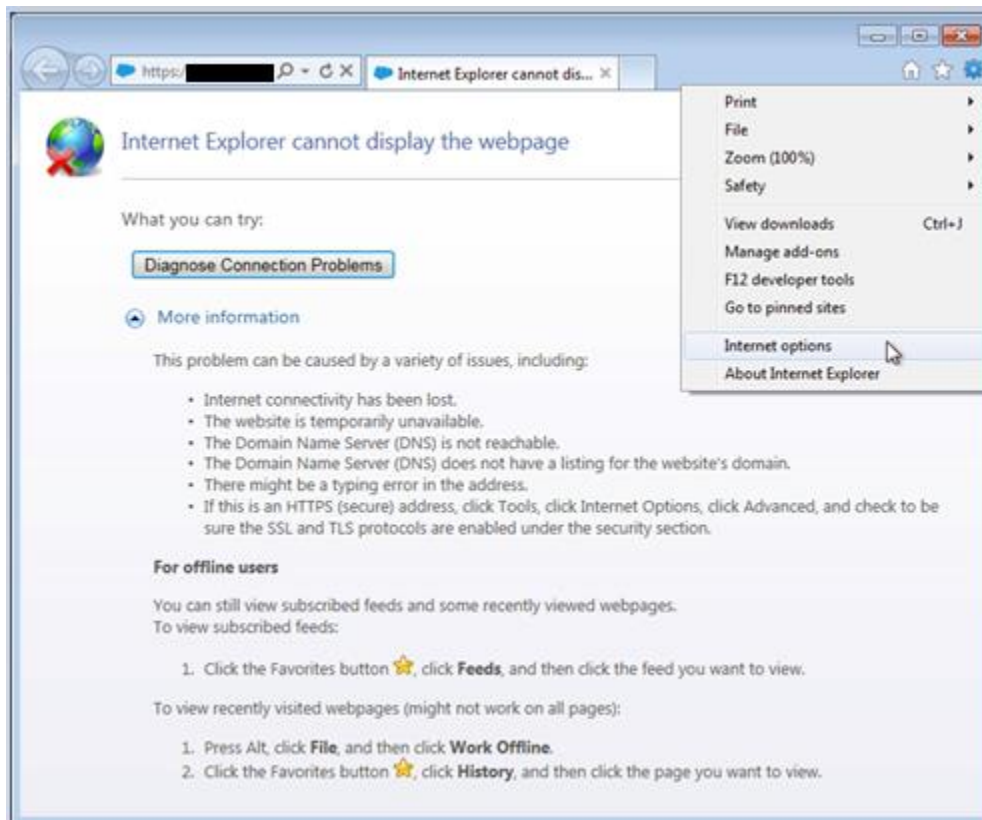


Figure 3: IE 9 Internet Options

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 square check boxes next to "Use TLS 1.1" and "Use TLS 1.2" if they don't already have a check mark in them.
- For additional security, click 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 1.0", "Use TLS 1.1", and "Use TLS 1.2" are all checked, while "Use SSL 2.0" and "Use SSL 3.0" are unchecked.

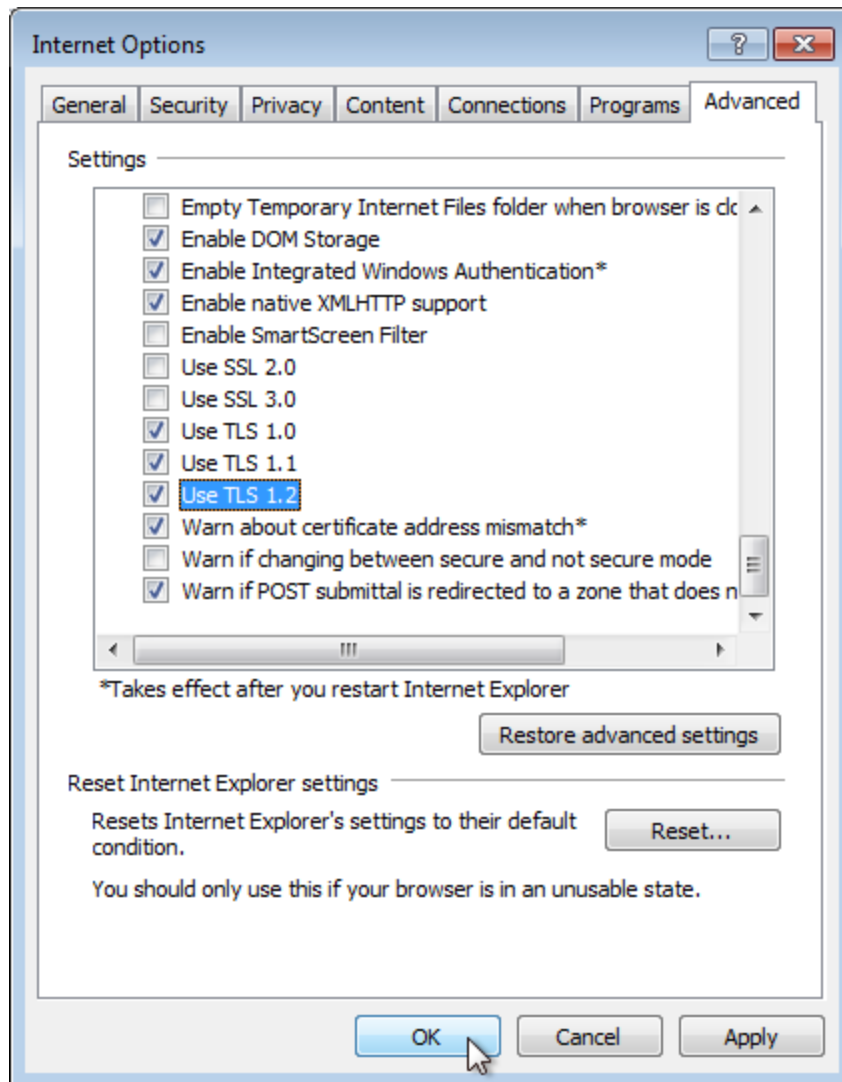


Figure 4: IE 9 TLS Configuration

Press the OK button to save this change.

4. Enable Support for Internet Explorer 8

This version does not enable TLS 1.1 and TLS 1.2 by default. To achieve compatibility with TLS 1.1 and TLS 1.2, proceed with one of the following options.

- Upgrade to Internet Explorer 11 (preferred)
- Enable TLS 1.1 and TLS 1.2 for Internet Explorer 8
- Use the newest version of Google Chrome or Mozilla Firefox to access CTSU websites

4.1 Enable TLS 1.1 and TLS 1.2 in the Internet Options of IE 8

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:



Figure 5: IE 8 Internet Options

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 square check boxes next to "Use TLS 1.1" and "Use TLS 1.2" if they don't already have a check mark in them.
- For additional security, click 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 1.0", "Use TLS 1.1", and "Use TLS 1.2" are all checked, while "Use SSL 2.0" and "Use SSL 3.0" are unchecked.

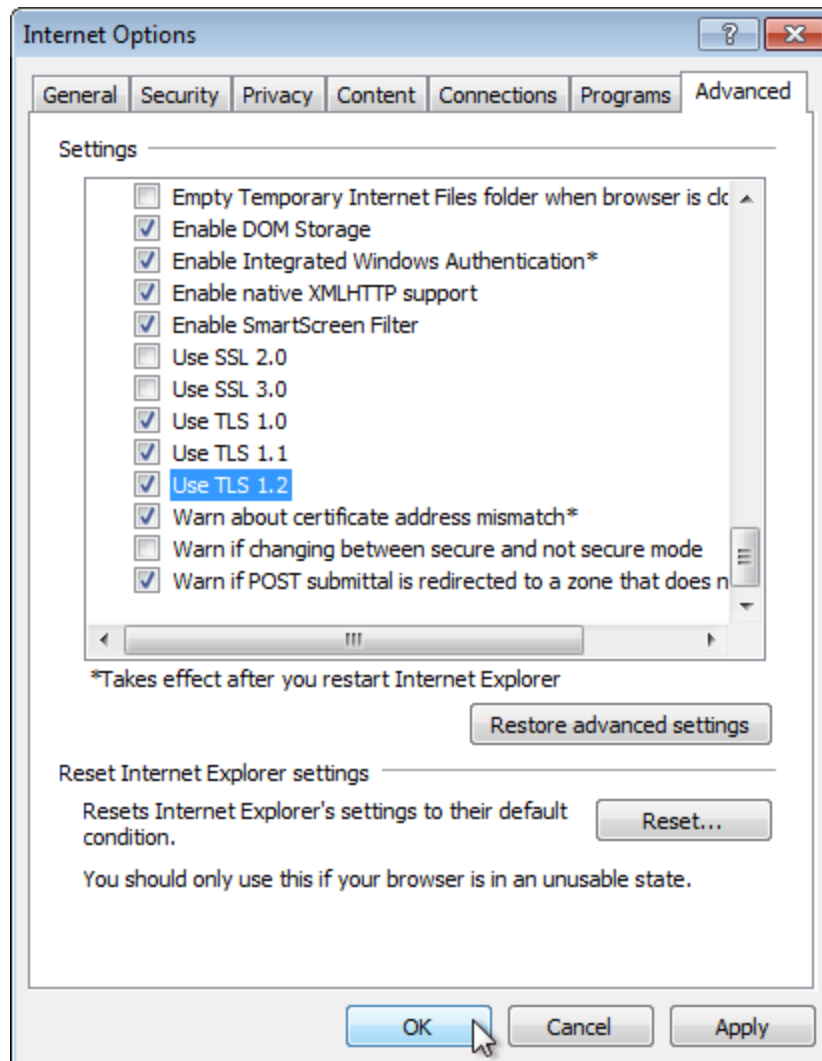


Figure 6: IE 8 TLS Configuration

Press the OK button to save this change.

5. Conclusion

After enabling TLS 1.1 and TLS 1.2, accessing CTSU applications is expected to be successful with Internet Explorer 10 on Windows 8 and Windows 7, Internet Explorer 9 on Windows 7 or Internet Explorer 8 on Windows 7.