

Troubleshooting and Enabling TLS 1.2

Rev. 6/01/18

To protect the security of our customers, FNB's Online Banking has retired support for older TLS and SSL protocols and now requires compatibility with TLS 1.2 to encrypt online data transmission. **Most devices and software purchased within the past 4-5 years should be TLS 1.2 compatible.** This document is a guide to help a customer test and suggest changes to achieve compatibility with TLS 1.2. Any changes needed or made to devices or software remain the responsibility of the customer.

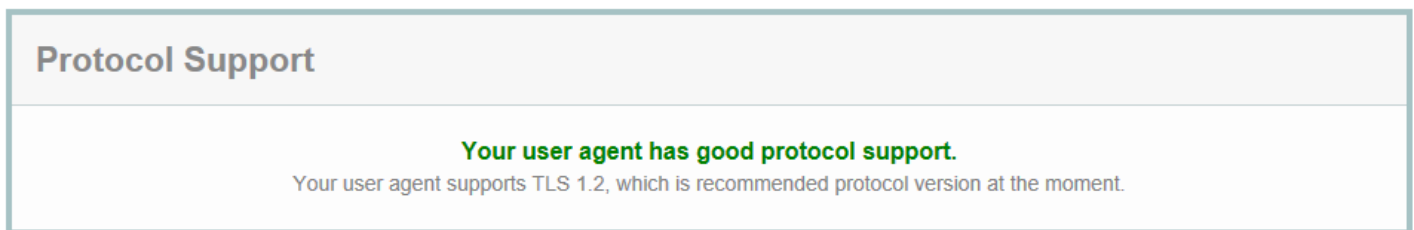
***Note:** Microsoft only provides technical support and security updates for the most current version of Internet Explorer (version 11). Other Internet browser and Operating System software creators have followed a similar policy. Use of an Operating System, Device or web browser version that is unsupported by the corresponding vendor is not advised.*

There are several websites that offer a TLS test. This document uses Qualys® SSL Labs website as an example.

To quickly test for TLS 1.2 compatibility, open the test page at **SSL Labs**:

<https://www.ssllabs.com/ssltest/viewMyClient.html> within Internet Explorer, Chrome, Safari or FireFox.

An image like the one below should be displayed:



If it does not pass, depending on the age or version of the device or software, there may be settings that can be modified to make it compatible.

To enable TLS 1.2 protocol on common web browsers, see the list below.

Microsoft Internet Explorer (9,10 and 11)

Note: See the final part of this document for details concerning different Windows OS and Internet Explorer versions.

1. Open Internet Explorer
2. From the menu bar, click **Tools > Internet Options > Advanced** tab
3. Scroll down to **Security** category, manually check the option box for **Use TLS 1.2**
4. Click OK
5. Close your browser and restart Internet Explorer

Google Chrome

1. Open Google Chrome
2. Press **Alt F** and select **Settings**
3. Scroll down and select **Advanced**
4. Scroll down to the **System** section and click on **Open proxy settings**
5. Select the **Advanced** tab
6. Scroll down to Security category, manually check the option box for **Use TLS 1.2**
7. Click OK
8. Close your browser and restart Google Chrome

Mozilla Firefox

1. Open Firefox
2. In the address bar, type **about:config** and press Enter
3. In the Search field, enter **tls**. Find and double-click the entry for **security.tls.version.min**
4. Set the integer value to **3** to force protocol of TLS 1.3
5. Click OK
6. Close your browser and restart Mozilla Firefox

Opera

1. Open Opera
2. Press **Ctrl** and **F12**
3. Scroll down to the **Network** section and click on **Change proxy settings...**
4. Select the **Advanced** tab
5. Scroll down to **Security** category, manually check the option box for **Use TLS 1.2**
6. Click OK
7. Close your browser and restart Opera

Apple Safari

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

More Details regarding Windows and Internet Explorer:

Windows 10, Server 2016, and newer

These operating systems are already fully compatible with TLS 1.2. No further configuration is necessary if the default configuration, which enables TLS 1.2, is used. Although Internet Explorer 11 is installed by default, Edge is set as the initial default web browser. Both web browsers enable TLS 1.2 by default.

Windows 8.1 and Server 2012 R2

These operating systems are already fully compatible with TLS 1.2. No further configuration is necessary if the default configuration, which enables TLS 1.2, is used.

Windows 8 and Server 2012

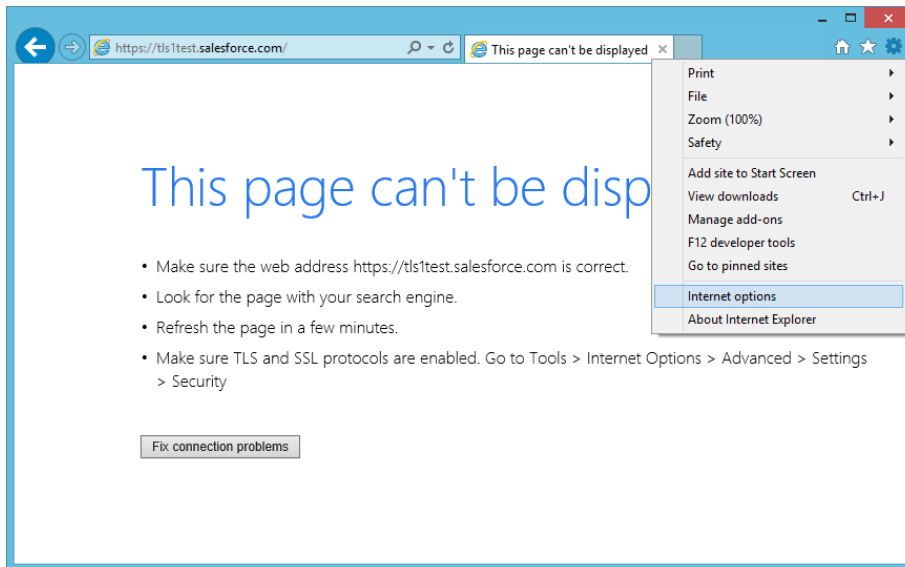
These operating systems run only Internet Explorer 10. To achieve compatibility with TLS 1.1 and TLS 1.2, one of the following options are suggested.

- If running Windows 8, upgrade to Windows 8.1.
- If running Windows Server 2012, upgrade to Windows Server 2012 R2. (preferred)
- Enable TLS 1.1 and TLS 1.2 for Internet Explorer 10
- Use the newest version of Google Chrome or Mozilla Firefox to access Online Banking

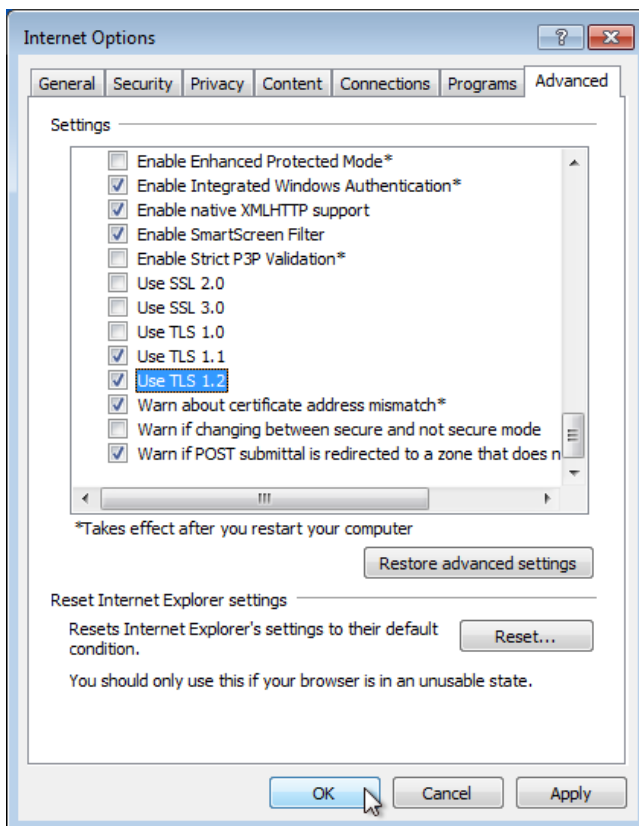
Internet Explorer 10

Enable TLS 1.1 and TLS 1.2 in the Internet Options of Internet Explorer 10 (and 9)

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 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 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 1.1" and "Use TLS 1.2" both have check marks in the check boxes next to them 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.



Windows 7 and Server 2008 R2

These operating systems support Internet Explorer versions 8 through 11. For the best experience, use Internet Explorer 11 or newer. Follow the instructions below for the version of Internet Explorer that you have installed.

Internet Explorer 11

This version is already fully compatible with TLS 1.2. No further configuration is necessary if the default configuration, which enables TLS 1.2, is used.

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, one of the following options are suggested.

- 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 to access Salesforce
- See **Enable TLS 1.1 and TLS 1.2 in the Internet Options of Internet Explorer 10 (and 9)** above

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, one of the following options are suggested

- 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 to access Salesforce
- See **Enable TLS 1.1 and TLS 1.2 in the Internet Options of Internet Explorer 10 (and 9)** above

Windows XP, Vista, Server 2008, Server 2003, and earlier *****Not Compatible with TLS 1.1 or Higher*****

These operating systems are not compatible with TLS 1.1 and TLS 1.2. To continue to use FNB Online Banking in these operating systems, one of the following options are suggested:

- Upgrade to Windows 7 or newer and use Internet Explorer 11 or newer (preferred)
- It may be possible to use the newest version of Google Chrome or Mozilla Firefox to access Online Banking