



# **SYNAQ Best Practices Guide**

# for Configuring new TLS versions – ver. 1.1



The Crescent Office Park, 3 Eglin Road, Sunninghill, Johannesburg.

PO BOX 342, Strathavon, Sandton 2031 Tel +27112623632 Fax +27866378868 www.synaq.com

VAT 4260108842 REG 1966/005897/07 Executive Directors: David Jacobson & Sam Gelbart Non-Executive Directors: Setumo Mohapi & Julian Sunker





# **Best Practices Guideline for Migrations**

### **Purpose**

The purpose of this document is to detail the best practices and recommendations from SYNAQ on how to set up the use of versions of TLS newer than 1.0 and 1.1 on versions of Windows, Mac and Outlook that do not support these by default.

Please take note the changes suggested in this document are recommendations and not guaranteed to resolve all issues for software that is no longer supported by the Vendor. We highly recommend these changes are made by an IT professional and that you are running fully supported software supplied by your vendor.

### **Supported OS Versions**

Windows	
Version	Status
All versions earlier than Windows 7	Not supported
Windows 7/8: IE earlier than 8	Not supported
Windows 7/8: IE 8, 9, 10	Supported (but must be manually enabled)
Windows 7/8: IE 11	Supported
Windows 8.1 or 10	Supported

Apple Mac	
Version	Status
All MacOS versions earlier than 10.9	Not supported
MacOS version 10.9 and later: All versions earlier than Safari 7	Not supported
MacOS version 10.9 and later: Safari 7 and later	Supported



The Crescent Office Park, 3 Eglin Road, Sunninghill, Johannesburg.

PO BOX 342, Strathavon, Sandton 2031 Tel +27112623632 Fax +27866378868 www.synaq.com

VAT 4260108842 REG 1966/005897/07 Executive Directors: David Jacobson & Sam Gelbart Non-Executive Directors: Setumo Mohapi & Julian Sunker





## What you need to do to be setup correctly

#### Outlook 2010

If you are running Outlook 2010 you need to ensure that Outlook has at least SP2 installed otherwise Outlook 2010 will not be able to communicate on the higher TLS levels.

#### Windows 7

If you are running Windows 7 you need to ensure that Windows 7 has at least Service Pack 1 installed otherwise Windows 7 will not be able to communicate on the higher TLS levels.

The below registry patch needs to be downloaded and installed as well:

https://synaq.freshdesk.com/en/support/solutions/articles/12000085577-windows-7-tls-1-2registry-fix

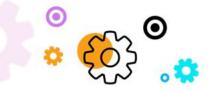
Please ensure that you backup your registry before running this patch so that you can revert if anything goes wrong.

#### Browser changes

This is for browsers running on Windows 8 or earlier that are not the latest Browser version.

#### Microsoft Internet Explorer

- 1. Open Internet Explorer
- 2. From the menu bar, click Tools > Internet Options > Advanced tab
- Scroll down to Security category, manually check the option box for Use TLS 1.1 and Use TLS 1.2



The Crescent Office Park, 3 Eglin Road, Sunninghill, Johannesburg.

PO BOX 342, Strathavon, Sandton 2031 Tel +27112623632 Fax +27866378868 www.synag.com



General	Security	Privacy	Content	Connections	Programs	Advan
Setting	js					
	Enable Enable Enable Enable Use SS Use SS Use TI Use TI Use TI Use TI Use TI	e native XM e SmartScr e Strict P3 SL 2.0 SL 3.0 LS 1.0 LS 1.1 LS 1.2	ed Windov MLHTTP su een Filter <sup>9</sup> Validatio	vs Authenticatio ipport n*		*
	Warn	if changing	g between	dress mismatch secure and no redirected to a	t secure mo	-
*	Warn	if changing	g between	secure and no	t secure mo	-
۲ ۳۲а	Warn	if changing if POST su	g betweer bmittal is III	secure and no	t secure mo	-
۲ ۳Ta	Warn	if changing if POST su	g betweer bmittal is III	secure and no redirected to a ur computer	t secure mo	oes n ▼
	Warn	if changing if POST su after you r	g betweer bmittal is III restart yo	secure and no redirected to a ur computer	t secure mo zone that d	oes n ▼
Reset Res	Warn Warn wes effect a	if changing if POST su after you r plorer sett	g betweer Ibmittal is i restart yo tings	secure and no redirected to a ur computer	t secure mo zone that de advanced s	oes n ▼
Reset Res con	Warn Warn wakes effect a wakes effect a linternet Ex ets Internet dition.	if changing if POST su after you r plorer sett	g betweer Ibmittal is restart yo tings s settings	a secure and no redirected to a ur computer Restore	t secure mo zone that de advanced s	ettings

- 1. Click OK
- 2. Close your browser and restart Internet Explorer

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
- Scroll down to Security category, manually check the option box for Use TLS 1.1 and Use TLS 1.2



The Crescent Office Park, 3 Eglin Road, Sunninghill, Johannesburg.

PO BOX 342, Strathavon, Sandton 2031 Tel +27112623632 Fax +27866378868 www.synaq.com

VAT 4260108842 REG 1966/005897/07 Executive Directors: David Jacobson & Sam Gelbart Non-Executive Directors: Setumo Mohapi & Julian Sunker

0



Camanal	Committee	Deixeren	Content	Connections	Deserves	Advanced
General	Security	Privacy	Content	Connections	Programs	Auvanceu
Setting	s					
	<ul> <li>Enable</li> <li>Enable</li> <li>Enable</li> <li>Enable</li> <li>Enable</li> <li>Send I</li> <li>Use S:</li> <li>Use Ti</li> <li>Use Ti</li> <li>Use Ti</li> <li>Use Ti</li> <li>Warn</li> </ul>	e Integrat e memory e native Xi e SmartSci e Strict P3 Do Not Tra SL 2.0 SL 3.0 .S 1.0 .S 1.1 .S 1.2 about cer	ed Window protection MLHTTP su reen Filter P Validation ack reques	n* ts to sites you dress mismatch	e online atta visit in Inter	net E
10000	VVarri	n changin	17.000	secure and no	t secure mo	de 🔻
٠			m		t secure mo	de 🔻
			m	ur computer		•
			m	ur computer	advanced s	•
*Ta		after you	iii restart you	ur computer		•
*Ta Reset I Rese	kes effect a	after you plorer set	ini restart you tings	ur computer	advanced s	•
*Ta Reset I Rese cond	kes effect a Internet Ex ets Internet	after you plorer set t Explorer	in restart you tings 's settings	ır computer <u>R</u> estore	advanced s	► ettings et

3

¢

 $\mathbf{O}$ 

- 1. Click OK
- 2. 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.max



The Crescent Office Park, 3 Eglin Road, Sunninghill, Johannesburg.

PO BOX 342, Strathavon, Sandton 2031 Tel +27112623632 Fax +27866378868 www.synaq.com

VAT 4260108842 REG 1966/005897/07 Executive Directors: David Jacobson & Sam Gelbart Non-Executive Directors: Setumo Mohapi & Julian Sunker





4. Set the integer value to 3 to force protocol of TLS 1.2

<u>File E</u> dit <u>V</u> iew Hi <u>s</u> tory <u>B</u> ookmarks <u>T</u> ools <u>H</u> elp			
about:config × +			
Firefox about:config			C
Gea <u>r</u> ch: tls			
Preference Name	▲ Status	Туре	Value
levtools.remote.tls-handshake-timeout	default	integer	10000
network.http.spdy.enforce-tls-profile	default	boolean	true
network.proxy.proxy_over_tls	default	boolean	true
ecurity.tls.enable_0rtt_data	default	boolean	false
ecurity.tls.insecure_fallback_hosts	default	string	
ecurity.tls.unrestricted_rc4_fallback	default	boolean	false
ecurity.tls.version.fallback-limit	default	integer	3
ecurity.tls.version.max	default	integer	3
ecurity.tls.version.min	default	integer	1
ervices.sync.prefs.sync.security.tls.version.max	default	boolean	true
ervices.sync.prefs.sync.security.tls.version.min	default	boolean	true

- 1. Click OK
- 2. Close your browser and restart Mozilla Firefox

#### Opera

- 1. Open Opera
- 2. Click Ctrl plus F12
- 3. Scroll down to the Network section and click on Change proxy settings...
- 4. Select the Advanced tab
- Scroll down to Security category, manually check the option box for Use TLS 1.1 and Use TLS 1.2



The Crescent Office Park, 3 Eglin Road, Sunninghill, Johannesburg.

PO BOX 342, Strathavon, Sandton 2031 Tel +27112623632 Fax +27866378868 www.synaq.com

VAT 4260108842 REG 1966/005897/07 Executive Directors: David Jacobson & Sam Gelbart Non-Executive Directors: Setumo Mohapi & Julian Sunker



	0		C 1 1	<i>c r</i>		Advanced
General	Security	Privacy	Content	Connections	Programs	Auvanceu
Setting	IS					-
	Enable     Enable     Enable     Enable     Enable	e Integrat e memory e native XI e SmartSci e Strict P3 Do Not Tra SL 2.0 SL 3.0 .S 1.0 .S 1.1	ed Window protection MLHTTP su reen Filter P Validation		e online atta	
	Warn	about cer	0	dress mismatch secure and no		de 🔻
	Warn Warn	about cer if changin	g between	1971 - 197		
	Warn Warn	about cer if changin	g between	secure and no	t secure mo	de 🔻
*Ta	Warn Warn kes effect a	about cer if changin after you	g between III restart you	secure and no		de 🔻
*Ta Reset I Rese	Warn Warn kes effect a	about cer if changin after you plorer set	g between III restart you tings	secure and no	advanced s	de 🔻
*Ta Reset I Rese cond	Warn Warn kes effect a Internet Ex ets Internet	about cer if changin after you plorer set t Explorer'	g between III restart you tings 's settings	secure and no ur computer	advanced s	de 🔻

3

Ö

 $\mathbf{O}$ 

- 1. Click OK
- 2. 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.



The Crescent Office Park, 3 Eglin Road, Sunninghill, Johannesburg.

PO BOX 342, Strathavon, Sandton 2031 Tel +27112623632 Fax +27866378868 www.synaq.com

VAT 4260108842 REG 1966/005897/07 Executive Directors: David Jacobson & Sam Gelbart Non-Executive Directors: Setumo Mohapi & Julian Sunker