



TLSv1.2 – FAQ & INSTRUCTIONS

TLsv1.2 - Frequently Asked Questions & Instructions

PaymentsRadius Interceptor URL:

<https://prgwin.paymentsradius.com/PaymentsRadiusDI/displayLogin.do>

1. What exactly changed and how did that affect our members from connecting to PaymentsRadius URL's?

In an effort to provide the highest level of security for our members, we disabled connection to Interceptor from clients(browsers) using any Transport Layer Security (TLS) less than 1.2. Any client that is not using TLS 1.2 will not be able to connect to PaymentsRadius Interceptor. Today, all recent versions of the major internet browsers provide the option to use TLS 1.2.

2. What browsers/versions will provide the option for TLS 1.2?

These browser versions will support the option to use TLS 1.2, regardless of what operating system they are used on. Below is a list of the browsers and versions that are certified for use on our PaymentsRadius Interceptor and support TLS 1.2.

Browser	Versions
Internet Explorer	8, 9, 10 & 11
Chrome	42, 43 & 44
Firefox	34, 35 & 36
Safari	7 & 8

3. Are there older versions of operating systems/ browser combinations that will not support TLS 1.2 & higher?

Yes. Windows XP and Windows Vista are only capable of upgrading up to Internet Explorer version 8. By default, users of these operating systems using Internet Explorer as their browser will not be able to connect to our Interceptor. However, they would have the option of loading the latest version of another browser such as Chrome* or Firefox.

*Chrome has announced that they will end new updates for Windows XP as of April 2015.

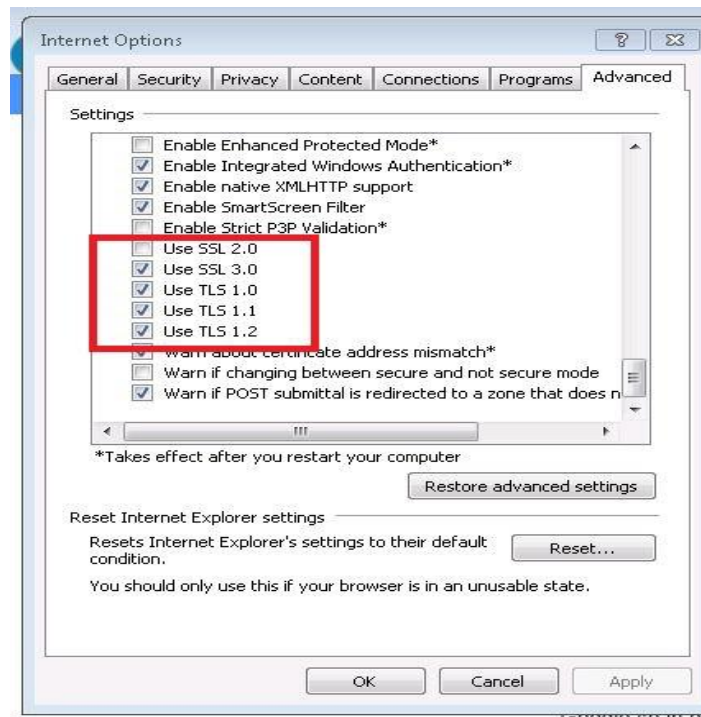
Instructions for enabling SSL Version TLS 1.2

Please select the browser that you are using to connect to our Interceptor:

Internet Explorer:

Internet Explorer (IE) below version 11, doesn't enable TLsv1.2 by default. So, we need to configure as below to enable TLsv1.2

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.

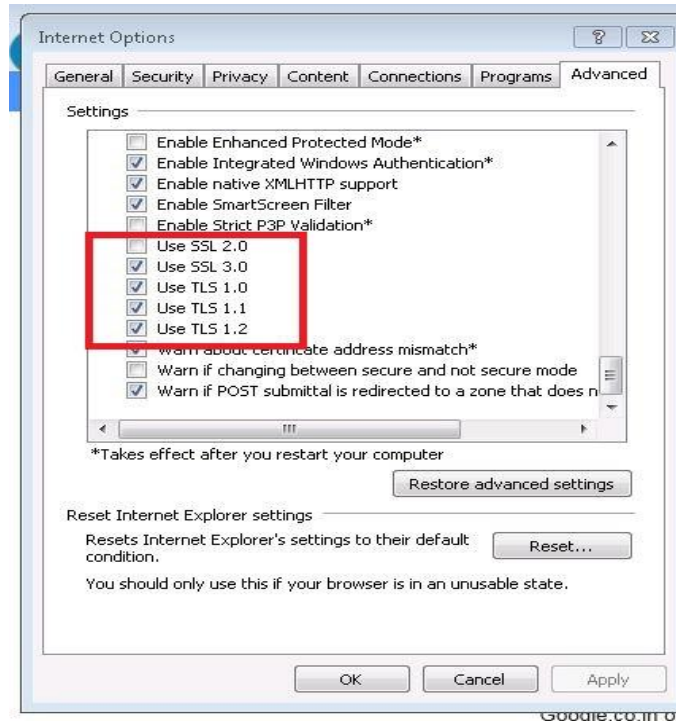


Google Chrome:

Google Chrome below version 30, doesn't enable TLsv1.2 by default. So, we need to configure as below to enable TLsv1.2

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.

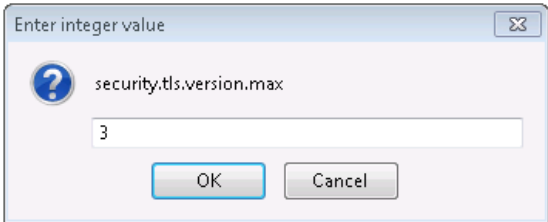


Mozilla FireFox:

Mozilla FireFox below version 27, doesn't enable TLSv1.2 by default. So, we need to configure as below to enable TLSv1.2

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.

Preference Name	Status	Type	Value
security.tls.insecure_fallback_hosts	default	string	
security.tls.insecure_fallback_hosts.use_static_list	default	boolean	true
security.tls.unrestricted_rc4_fallback	default	boolean	true
security.tls.version.fallback-limit	default	integer	3
security.tls.version.max	default	integer	3
security.tls.version.min	default	integer	1
services.sync.prefs.sync.security.tls.version.max	default	boolean	true
services.sync.prefs.sync.security.tls.version.min	default	boolean	true


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.

Troubleshooting

The following steps will aid in determining the issue you may have with connecting to PaymentsRadius Interceptor as it relates to this change:

- a) Check if TLS 1.2 has been enabled in your browser settings. Please see the section titled – ***Instructions for enabling TLS 1.2*** for instructions on how to enable these options.
- b) If these options are enabled and you still cannot connect to <https://prgwin.paymentsradius.com> then verify what is showing in the Version section on this <https://www.howmyssl.com> page. If you see verbiage similar to what is below and you verified that you have enabled the TLS 1.2 options in the previous step, this could be an indication of an issue with your machine such as a virus or malware. You will need to troubleshoot whatever issue is causing your machine to not have the ability to make the appropriate changes.

Version

Bad Your client is using TLS 1.0, which is very old, possibly susceptible to the BEAST attack, and doesn't have the best cipher suites available on it. Additions like AES-GCM, and SHA256 to replace MD5-SHA-1 are unavailable to a TLS 1.0 client as well as many more modern cipher suites.

Until the “Version” listed when visiting <https://www.howssmyssl.com> reports “Good” you will be unable to connect to Interceptor from this machine.

Suggestions for troubleshooting may include:

- Check if you have current antivirus and/or malware protection
 - If “yes” then verify the definitions are current and to run a scan. After any issues have been corrected, try <https://www.howssmyssl.com> to verify if the version now shows “Good”, if it does then proceed to verify they can access Payments Interceptor.
 - If “no” consider evaluating some of the programs available, some of which are free. Once current virus/malware scans have run and any issues have been corrected to try the site <https://www.howssmyssl.com> to verify if the version now shows “Good”, if it does then proceed to verify if you can access Payments Interceptor.

You also may want to seek local computer repair, if necessary, to determine what is causing your computer to not report “good” even though they have TLS 1.2 options enabled

- c) If the results of <https://www.howssmyssl.com> show that TLS 1.2 is enabled – similar to the verbiage below, and you still cannot connect to Payments Interceptor, you will need to drop a mail to HighRadius support services at tech_support@highradius.com for further research

Version

Good Your client is using TLS 1.2, the most modern version of the encryption protocol. It gives you access to the fastest, most secure encryption possible on the web.