

**PRINTFLEET®**

The following document provides an overview of changes to Transport Layer Security (TLS), specifically the release of TLS 1.2 and the impact on PrintFleet solutions.

What is Transport Layer Security (TLS)?

Transport Layer Security (TLS) is a protocol that secures data communicated between clients/servers via the internet. It is a more secure version of its predecessor, Secure Sockets Layer (SSL). TLS provides data privacy and integrity, encrypting data to ensure no third-party can read or tamper with it while transmitted to a client/server.

A connection with potential weaknesses, such as TLS 1.0, could expose sensitive data such as usernames, passwords and credit card numbers. As a result, security standards like the Payment Card Industry Data Security Standard (PCI DSS) have been updated to require the use of newer TLS versions that address these weaknesses and use stronger encryption.

PCI Compliance

PCI DSS is a set of security standards that apply to all companies that accept, store, process or transmit credit card information. The standards include a series of technical and operational requirements designed to keep customer data secure. As of July 1, 2018, TLS 1.0 will no longer be compliant by PCI security standards. Merchants must update to TLS 1.1 or higher prior to this date to continue processing card payments.

It is important to note that PCI security standards do not apply to PrintFleet solutions as the software does not store, process or transmit cardholder data. However, recommendations in the PCI security standards, specifically the use of TLS 1.1 and higher, may indirectly affect applications like PrintFleet's data collection agent that communicate via the internet.

TLS 1.2

Currently, the default version for applications that use .NET (including DCA 4.x and DCA Pulse) is TLS 1.0. As of July 1, 2018, all versions of PrintFleet's DCA up to and including DCA 4.4.14 and DCA Pulse 1.2.3 on Windows will not be able to connect to a server if TLS 1.0 is disabled. In response to the June 30 deadline, **DCA Pulse 1.2.4** and higher and **DCA 4.4.15** and higher include support for TLS 1.1 and 1.2.



If you are using older versions of PrintFleet software, we recommend updating to the latest versions to ensure your PrintFleet applications continue operating correctly should your system administrator or customers disable TLS 1.0.

TLS Support for PrintFleet DCAs

The following chart provides an overview of TLS support for the various versions of PrintFleet's data collection agent and different operating systems.

DCA and TLS Compatibility

| DCA | | Server | | | |
|---|-----------------------------|---------------------------|-----------------|--|--|
| OS | DCA Version | No TLS Available | TLS 1.0 Enabled | TLS 1.2 Only (1.0 Disabled) | TLS 1.2 Only (SSL Enforced) |
| Windows (any version) | DCA 4.4.14 and earlier | ✓ | ✓ | ✓ <i>Will fall back to HTTP</i> | ✗ <i>Will not connect</i> |
| Windows 10 Windows Server 2016 | DCA 4.4.15 and higher | ✓ | ✓ | ✓ | ✓ |
| Windows 8.1 Windows Server 2012 R2 and earlier | | ✓ | ✓ | ✓ <i>If hotfix is installed (see below)</i> | ✓ <i>If hotfix is installed (see below)</i> |
| Windows (any version) | DCA Pulse 1.2.3 and earlier | TLS is required for Pulse | ✓ | ✗ | ✗ |
| Windows (any version) | DCA Pulse 1.2.4 and later | | ✓ | ✓ | ✓ |
| Linux/macOS with Mono 5.4+ | DCA Pulse 1.0.0 and later | | ✓ | ✓ | ✓ |
| Linux/macOS with older Mono | | | ✓ | ✗ | ✗ |



DCA 4.x Windows Hotfixes

If you are using an older version of DCA 4.x (DCA 4.4.14 and earlier), the following hotfixes must be installed if the server enforces PCI standards *and* TLS 1.0 is disabled:

| Operating System | Hotfix |
|---|--|
| Windows 10 Windows Server 2016 | Latest version (KB3156421) |
| Windows 8.1 Windows Server 2012 R2 | KB3154520 |
| Windows 8 Windows Server 2012 | KB3154519 |
| Windows 7 SP1 Windows Server 2008 R2 SP1 | KB3154518 |
| Windows Server 2008 SP2 | KB4019276 |

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