# **Enabling TLS 1.2**

Description

If you are using Internet Explorer to access Calabrio ONE Cloud, this guide can help you achieve compatibility with TLS 1.1 and TLS 1.2. Calabrio 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. Use the table of contents below to locate the correct set of instructions for your operating system and browser version.

Internet Explorer 11

Accessing Calabrio ONE Cloud with Internet Explorer 11 in Windows 8.1 and Server 2012 R2 is successful in its default configuration. However, if Calabrio ONE Cloud does not load successfully in Internet Explorer 11, try to enable "Use TLS 1.1" and "Use TLS 1.2" in the Advanced tab of the Internet Options window, which is accessible via the Tools menu's "Internet options" menu item. The Tools menu can be displayed by clicking on the gear icon near the top-right of an Internet Explorer 11 window. Alternatively, the "Reset..." button in the Advanced tab of the Internet Options window can be used to re-enable TLS 1.1 and TLS 1.2 in Internet Explorer 11

Internet Explorer 10

To enable TLS 1.1 and TLS 1.2 for Internet Explorer, follow either of the sections below, depending on whether this is for one computer in the Internet Options, or for many computers using Active Directory.

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

This option works well with one or a small number of computers, particularly if the TLS 1.1 and TLS 1.2 options are not being configured using Active Directory group policies.

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. 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.

Enable TLS 1.1 and TLS 1.2 using Active Directory group policies

This option works well when a moderate to large number of computers require adjustments. The prerequisite to this option is an existing deployment of Active Directory that manages the target computers.

Follow the "[Disable SSL 3.0 and enable TLS 1.0, TLS 1.1, and TLS 1.2 for Internet Explorer in Group Policy](https://technet.microsoft.com/en-us/library/security/3009008.aspx#sectionToggle3)" section of the instructions from Microsoft to enable TLS 1.1 and TLS 1.2 using Active Directory.

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.

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

This option works well with one or a small number of computers, particularly if the TLS 1.1 and TLS 1.2 options are not being configured using Active Directory group policies.

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. n 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.

Enable TLS 1.1 and TLS 1.2 using Active Directory group policies

This option works well when a moderate to large number of computers require adjustments. The prerequisite to this option is an existing deployment of Active Directory that manages the target computers.

Follow the "[Disable SSL 3.0 and enable TLS 1.0, TLS 1.1, and TLS 1.2 for Internet Explorer in Group Policy](https://technet.microsoft.com/en-us/library/security/3009008.aspx#sectionToggle3)" section of the instructions from Microsoft to enable TLS 1.1 and TLS 1.2 using Active Directory.

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.

Enable TLS 1.1 and TLS 1.2 in the Internet Options of Internet Explorer 8

This option works well with one or a small number of computers, particularly if the TLS 1.1 and TLS 1.2 options are not being configured using Active Directory group policies.

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. 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 check boxes next to "Use TLS 1.1" and "Use TLS 1.2" if they are not already checked. For additional security, click the 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.

Enable TLS 1.1 and TLS 1.2 using Active Directory group policies

This option works well when a moderate to large number of computers require adjustments. The prerequisite to this option is an existing deployment of Active Directory that manages the target computers.

Follow the "[Disable SSL 3.0 and enable TLS 1.0, TLS 1.1, and TLS 1.2 for Internet Explorer in Group Policy](https://technet.microsoft.com/en-us/library/security/3009008.aspx#sectionToggle3)" section of the instructions from Microsoft to enable TLS 1.1 and TLS 1.2 using Active Directory.

Windows XP, Vista, Server 2008, Server 2003, and earlier

**These operating systems are not compatible with TLS 1.1 and TLS 1.2.** To continue to use Calabrio ONE Cloud in these operating systems, proceed with one of the following options:

* Upgrade to Windows 7 or newer and use Internet Explorer 11 or newer (preferred)
* Upgrade to Windows 7 or newer and use Internet Explorer 9 or 10
  + Configuration adjustments are required to enable TLS 1.1 and TLS 1.2. Refer to the instructions in this document to enable TLS 1.1 and TLS 1.2 with Internet Explorer 9 or 10 in Windows 7, 8, Server 2008 R2, or Server 2012.