

# Secure Sites Upgrade: TLS 1.2 Security Certificates

## What is happening?

As part of Driver iQ/Cisive's ongoing reviews and improvements to security, we will be upgrading our security certificates from TLS 1.1 to TLS 1.2 on all of our Driver iQ, CARCO, and Cisive secure sites.

These changes will be completed on **Monday, October 8th at 11:00 pm EDT.**

## Certificates: Why are we changing our certificates?

We are upgrading our security certificates to provide maximum protection for our clients, and to prevent any disruption of service for clients using certain web browsers. Please see this link for more information: <https://security.googleblog.com/2018/03/distrust-of-symantec-pki-immediate.html>

## Certificates: What domains are impacted?

We will need to change out the certificates for the following domains: Carcogroup.com, Cisive.com, Checktohire.com and DriverIQ.com. This will also impact our Secure FTP server as well: [sftp.carcogroup.com](https://sftp.carcogroup.com)

## Certificates: What you need to do?

If you only communicate over a **web browser** to access our sites, you will not need to make any changes. If you are communicating with our systems via **FTPS** or have other automated application interface, you may need to have your systems accept the new certificate or install our new certificate.

The new certificates are currently in use in our staging environment and can be tested at the following URLs: [stageadmin.carcogroup.com](https://stageadmin.carcogroup.com), [stageadmin.cisive.com](https://stageadmin.cisive.com), [stageadmin.driveriq.com](https://stageadmin.driveriq.com). Please contact your CSR for assistance with these certificate changes.

## What is TLS?

Transport Layer Security (TLS) is the protocol that provides secure communication when transporting data to our systems and to keep your data safe from malicious activity.

## TLS: Why are we disabling TLS 1.1?

TLS 1.0 supports the now outdated SSL protocol, so to ensure the privacy and integrity of your data is maintained, we do not support this protocol. Please note that you should no longer be using TLS 1.0 as it was outdated as of June 30, 2018.

TLS 1.1, while still secure, has had improvements done to its security algorithms in version 1.2 and, as a result, we will be disabling support for this protocol. We will only be supporting TLS 1.2 as of **Monday, October 8th at 11:00 pm EDT.**

### **TLS: Who does this impact?**

This change potentially impacts users of our secure websites. For users of our websites, all modern browsers / operating systems support TLS 1.2 so the impact for users of our secure websites should be minimal.

In order for you not to receive connection errors while accessing our site, you should now ensure that your browser has TLS 1.2 support and it is enabled or is a modern browser.

Use this link to test your browser:

<https://quickstream.westpac.com.au/quickportal/BrowserTlsVersionView>. \*

Starting **today**, we will be adding a message on our website informing our users about the upcoming change as well.

### **TLS: What you need to do?**

In order to ensure that your API calls will work using TLS 1.2, you can test them out using our staging site at [stageadmin.carcogroup.com](https://stageadmin.carcogroup.com). When reconfiguring for TLS 1.2, please ensure that you use strong ciphers.

Once you complete your tests you will need to contact your CSR to arrange the implementation of the TLS requirements.

In order to test to ensure that your browsers will work with TLS 1.2, you can test access by visiting <https://stageadmin.carcogroup.com/>. If the page comes up, then your browser will continue to work with our sites after TLS 1.1 is disabled.

Can you please reply to this message to confirm the following?

- 1) Your company's browsers support TLS 1.2.
- 2) You have contacted your integration partner and/or your developers to inform them about the change.
- 3) You plan to update any documentation that you provide to your applicants to let them know that they need to use a supported browser to access our site.

Please let us know when you are ready to test and plan to cut over.

If you have any questions or problems with the above information, please contact your CSR.