


Enabling TLS 1.2 on Windows 7

We ended support for the outdated encryption methods (TLS 1.0 and 1.1) to ensure that we provide the latest and most secure encryption between your email program and our service. We now require TLS 1.2 as a minimum.

By default, TLS 1.2 is not enabled on Windows 7, but it does support it and you can easily enable it using the instructions below.

TLS 1.2 can be enabled using one of two methods:

First Option: (recommended method): *Important note – please be sure your Windows 7 machine has at least Service Pack 1 for Windows 7 installed.*

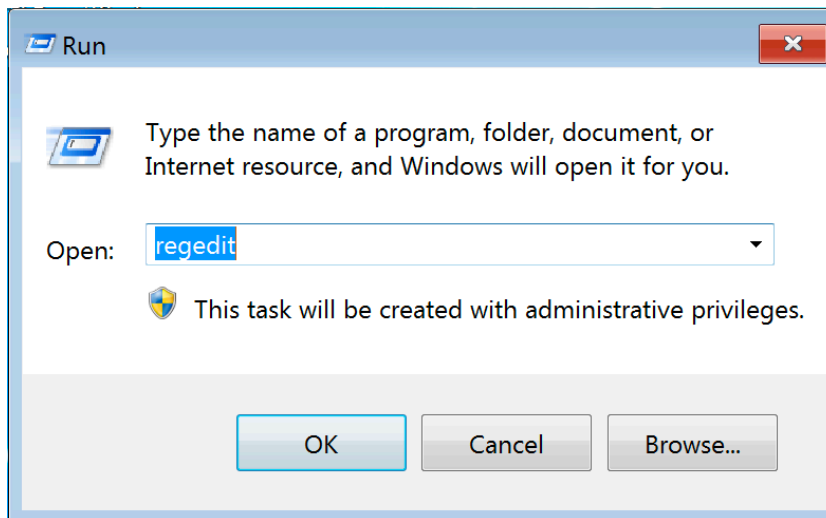
Update Windows 7 using patch – Download the patch at using the blue “” button at the bottom of the page: <https://support.microsoft.com/en-us/help/3140245/update-to-enable-tls-1-1-and-tls-1-2-as-default-secure-protocols-in-wi>

Second Option: Manually update the security setting to allow TLS 1.2: *Important note – please be sure your Windows 7 machine has at least Service Pack 1 for Windows 7 installed.*

Update Windows 7 Manually:

Edit the Registry settings

1. Click on the **Windows** button and then choose **Run**.



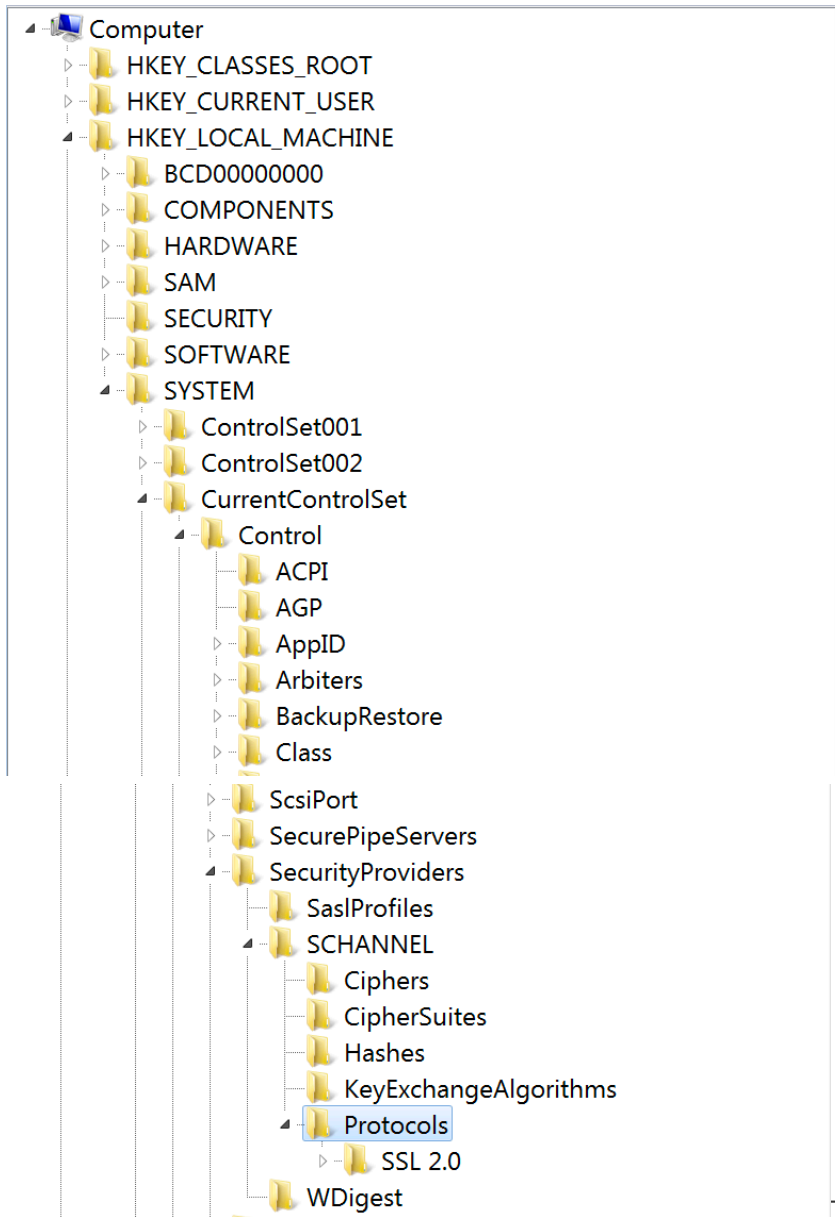
Enter “regedit” in the field as shown above and click **OK**.

This will open the Registry Editor.

2. You will see a list of keys (they look folders). Open the keys in this following order:

HKEY_LOCAL_MACHINE > SYSTEM > CurrentControlSet > Control > SecurityProviders > SCHANNEL > Protocols

The two images below show you what this will look like. The second image is where you want to be as this is where you will make some changes.

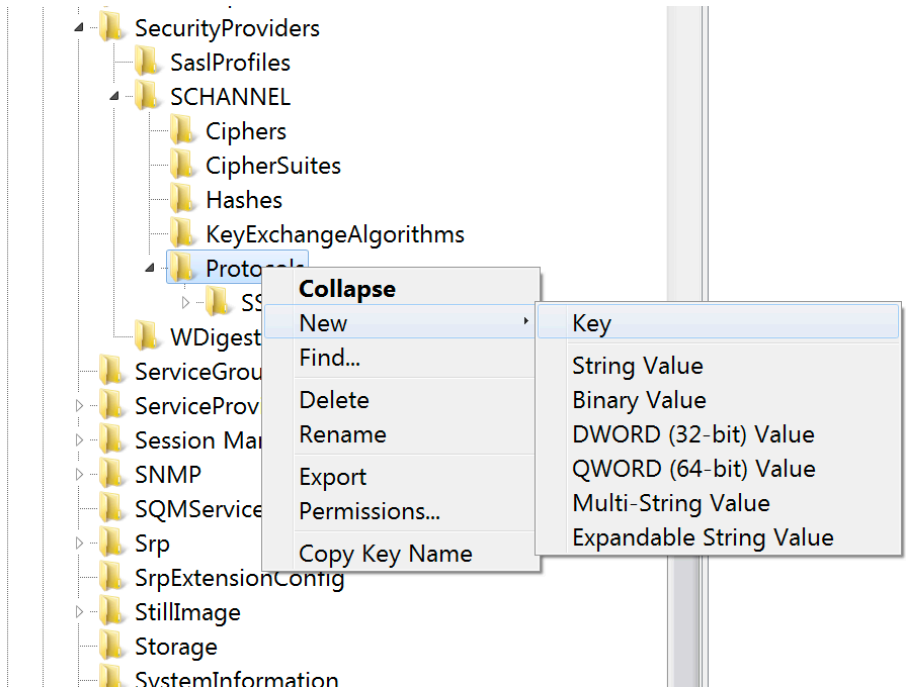


First part of the key list

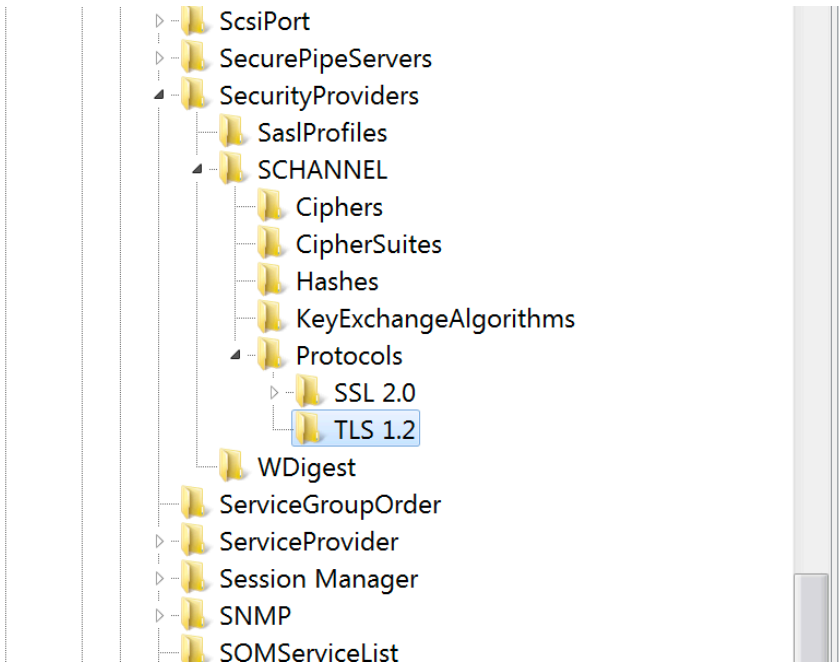
This is the section you will make

changes to

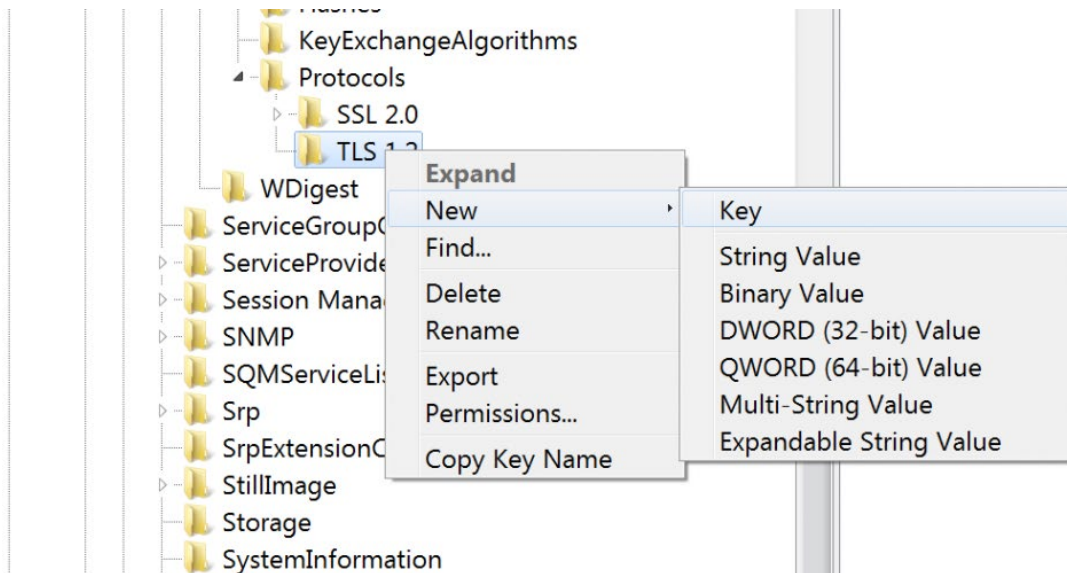
3. **Right-click** on “Protocols” and choose the option **New** followed by **Key** as shown below.



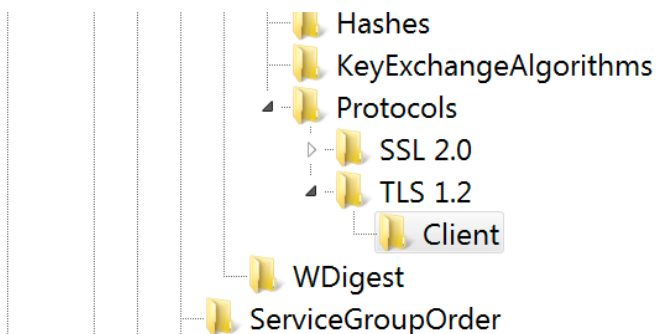
You will see a new entry under SSL 2.0 that says “New Key #1” and you need to rename this key “TLS 1.2”. You should just be able to type this as the key name will be in edit mode already, but if you need to **right-click** on the new key and choose **Rename**. You should now have what is shown in the image below.



4. **Right-click** on the new key you just created and choose **New** followed by **Key**. This is just the same as you did in the previous step.



As before, the new key will be called “New Key #1”. This time rename it to “Client”. You should then have the key arrangement shown below.

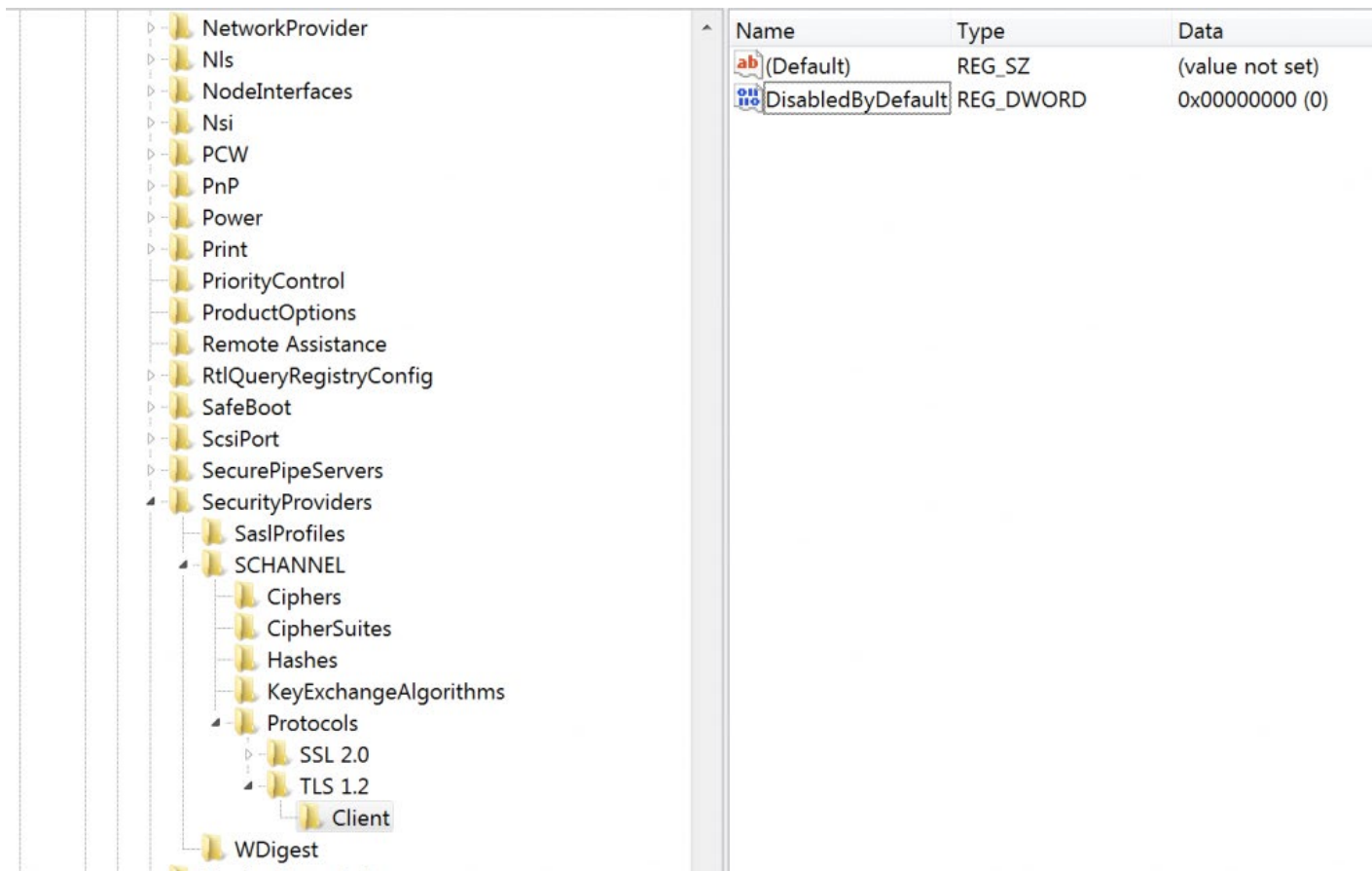


5. **Right-click** on the new key you called “Client” and choose **New** and then **DWORD (32-bit) Value**.

This will create a new value in the window to the right called “New Value #1”. **Right-click** on this entry, choose **Rename**, rename it to “DisabledByDefault” and press enter.

Name	Type	Data
(Default)	REG_SZ	(value not set)
New Value #1	REG_DWORD	0x00000000 (0)

You should now have the arrangement shown in the image below. If you do, proceed to step 6.



6. Now closed the registry editor and restart your computer. A restart isn't always required, but is recommended.