TLS 1.2 Browser Compatibility

Due to security reasons, CUB Net banking site will be disabled on browser with SSL 1.0, SSL 2.0, SSL3.0 and TLS 1.0. The Net banking site will work on browsers with TLS 1.2 support. If you see an empty screen, kindly check the trouble shooting guidelines or update the browsers if it doesn't support TLS 2.0

Browser compatibility:

The TLS 1.2 is enabled by default on below mentioned versions.

Microsoft Internet Explorer – version 11 onwards Google Chrome – version 38 onwards Mozilla Firefox – version 27 onwards Apple Safari – version 7 onwards

Trouble shooting:

Microsoft Internet Explorer:

- 1. Browse to Tools -> Internet options -> Advanced.
- 2. Under **Security** section, you will see a list of SSL and TLS protocols supported. Enable **Use TLS 1.2** if present.

| 🐏 Interi | net Proper | ties | | | | ? | × |
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| General | Security | Privacy | Content | Connections | Programs | Advan | ced |
| Setting | s | | | | | | _ |
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| < | | | | | | > | |
| *Ta | kes effect a | after you | restart you | ur computer | | | |
| | | | | Restore | advanced s | settings | |
| Rese cond | ition. | t Explorer | 's settings i | to their default vser is in an un | Res | et 2. | |
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Mozilla Firefox:

- 1. Enter "about:config" in the address bar
- 2. Search for **TLS** in the search bar

| <u>File Edit View History Bookmarks</u> Tools <u>H</u> elp | | | |
|--|---------|---------|-------|
| about:config × + | | | |
| (← €) Firefox about:config (⊂ ± - (⊂ Search | | | |
| Sea <u>r</u> ch: tls | | | |
| Preference Name | Status | Туре | Value |
| devtools.remote.tls-handshake-timeout | default | integer | 10000 |
| network.http.spdy.enforce-tls-profile | default | boolean | true |
| network.proxy.proxy_over_tls | default | boolean | true |
| security.tls.insecure_fallback_hosts | default | string | |
| security.tls.unrestricted_rc4_fallback | default | boolean | false |
| 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 |

The settings **security.tls.version.max** specifies the maximum supported protocol version and **security.tls.version.min** specifies the minimum supported protocol version. They can take any of the below 4 values:

- 0 SSL 3.0
- 1 TLS 1.0
- 2 TLS 1.1
- 3 TLS 1.2

Google Chrome:

- 1. Click on Alt + F and select Settings
- 2. Scroll down and select Advanced settings
- 3. Click on **Open proxy settings**
- 4. Select Advanced tab
- 5. Under **Security** section, you will see a list of SSL and TLS protocols supported.

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| Ξ Settings | Q Search settings | 😪 Internet Properties 🔹 😨 |
| | English (United Kingdom) | General Security Privacy Content Connections Programs Advanced |
| | Downloads | Scttings |
| | I nextion C:\Users\CMNINTPC01\Downloads | Phable native XMI HTTP support Fnable SmartScreen Filter Enable Strict 787 Volidation* Send Do Not Track requests to sites you visit in Internet E |
| | Ask where to save each file before downloading | Use SSL 2.0 Use SSL 3.0 Use TLS 1.0 Vise TLS 1.1 |
| | Printing | Vise TLS 1.2 Varn ahout certificate address mismatch® Warn ahout certificate address mismatch® Warn if changing between secure and not secure mode ■ |
| | Printers | Warn if POST submittal is redirected to a zone that does n |
| | Google Cloud Print | *Takes effect after you restart your computer Restore advanced acttings |
| | Accessibility | Reset Internet Explorer's settings Reset Internet Explorer's settings to their default Reset |
| | Add accessibility features Open Chrome Web Store | You should only use this if your browser is in an unusable state. |
| | System | OK Cancel Apply |
| | Continue running background apps when Google Chrome is closed | |
| | Use hardware acceleration when available | |
| | Upen proxy settings | |

Apple Safari:

There are no options for enabling SSL protocols. If you are using Safari version 7 or greater, TLS 1.1 and TLS 1.2 are automatically enabled.

Testing your browser compatibility

Alternatively to test your browser compatibility, you can visit the below URL:

https://quickstream.westpac.com.au/quickportal/BrowserTlsVersionView

Your browser is compatible

If your browser supports TLSv1.2 you will see the following.

Your browser supports the latest encryption standards.

Your browser is incompatible

If your browser does not support TLSv1.2 you will receive the following page which has TLS 1.0 and TLS 1.1 disabled.

Your browser needs to be updated to support the latest encryption standards. Your browser must support the encryption standard known as "TLS 1.2".

If you are in a corporate environment, you may need to contact your IT department.

Steps for Resolution

You are using

To enable the latest encryption standards:

. . .

When you receive an error, the page displays *Steps for Resolution*. Following these steps will help you change the settings in your browser, or upgrade to a newer version.

Internet browser compatibility guidelines

The following table lists the most common internet browsers. The table lists each browser with the compatibility of TLSv1.2 for recent versions.

| 1 () | | |
|----------------------------------|---|--|
| Browser version | Compatibility | |
| Desktop and mobile IE version 11 | Compatible by default | |
| Desktop IE version 9 and 10 | Capable when run in Windows 7 or newer, but not by default. Review the <u>Internet Explorer Support for TLSv1.2</u> article to enable TLS 1.2 encryption. Windows Vista and older operating systems, such as Windows XP, are not compatible with TLS 1.2 encryption. | |
| Desktop IE versions 8 and below | Not compatible or stable with TLS 1.2 encryption. | |

Microsoft Internet Explorer (IE)

Mozilla Firefox

| Browser version | Compatibility |
|-----------------------|---|
| Firefox 27 and higher | Compatible by default |
| Firefox 23 to 26 | Capable, but not by default. |
| Firefox 22 and below | Not compatible with TLS 1.2 or higher encryption. |

Google Chrome

| Browser version | Compatibility | |
|----------------------|---|--|
| Chrome 38 and higher | Compatible by default | |
| Chrome 22 to 37 | Capable when run in Windows XP SP3, Vista, or newer (desktop), OS X 10.6 (Snow Leopard) or newer (desktop) | |
| Chrome 21 and below | Not compatible with TLS 1.2 encryption. | |

Google Android OS Browser

| Android OS version | Compatibility |
|------------------------------------|---|
| Android 5.0 (Lollipop) and higher | Compatible by default |
| Android 4.4 (KitKat) to 4.4.4 | Capable, but not by default. |
| Android 4.3 (Jelly Bean) and below | Not compatible with TLS 1.2 encryption. |

Apple Safari

| Browser version | Compatibility |
|---|---|
| Desktop Safari versions 7 and higher for OS X | Compatible by default |
| 10.9 (Mavericks) and higher | |
| Desktop Safari versions 6 and below for OS X | Not compatible with TLS 1.2 encryption. |
| 10.8 (Mountain Lion) and below | |
| Mobile Safari versions 5 and higher for iOS 5 | Compatible by default |
| and higher | |
| Mobile Safari for iOS 4 and below | Not compatible with TLS 1.2 encryption. |

Mobile Browser Support

<u>Android</u>

| Browser | Android 5.0 (Lollipop) or newer | Android 4.4(KitKat) or older |
|-----------------|------------------------------------|--|
| Android Browser | No Impact | Impact – Upgrade Android operating system or use latest chrome or Firefox |
| Chrome | No Impact | No Impact |
| Firefox | No Impact | No Impact |

*(Ensure using latest Firefox OR Chrome)

<u>Apple (iOS)</u>

| Browser | iOS 9 or newer | iOS 8.1 or Older |
|---------|----------------|---|
| Safari | No Impact | Impact – Upgrade iOS software to a more recent version (iOS 9 or newer) |

<u>Windows</u>

| Browser | Operating System | Impact |
|-----------------------|-------------------|--|
| Microsoft Edge | Windows 10 Mobile | No Impact |
| IE Mobile 11 | Windows Phone 8.1 | No Impact |
| IE Mobile 10 or older | Windows Phone 8 | Update operating system to a newer version |

Mobile Banking / eWallet Moblie App support

<u>Android</u>: → Android 4.4(KitKat) or older not supported.

Upgrade OS version to Android 5 or any recent version

<u>Apple/iPhone</u> → iOS 8.1 / OS X 10.1 or older not supported.
 Upgrade OS version to OS X 10.11 / iOS 9 or any recent version
 <u>Windows:</u> Windows 8 or older version not supported

Upgrade OS version to Windows 8.1 or recent version