

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

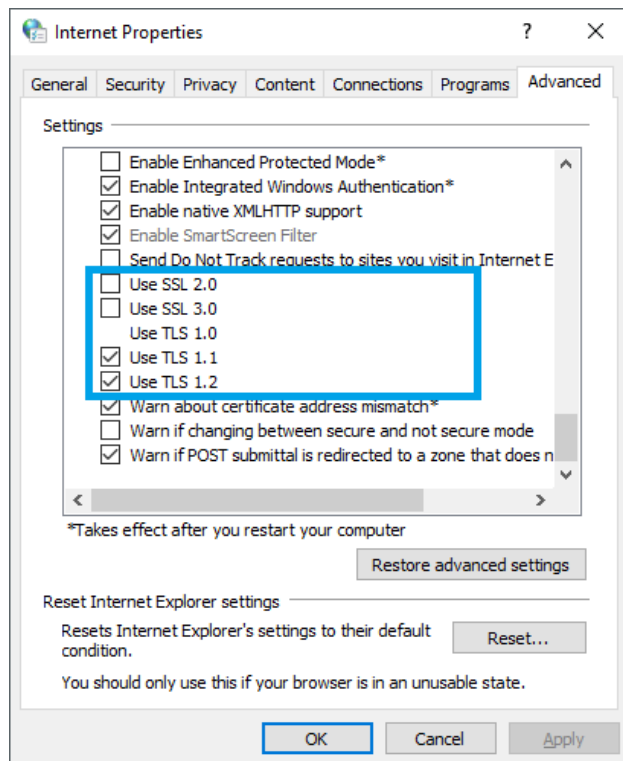
Mozilla Firefox – version 27 onwards

Apple Safari – version 7 onwards

Trouble shooting:

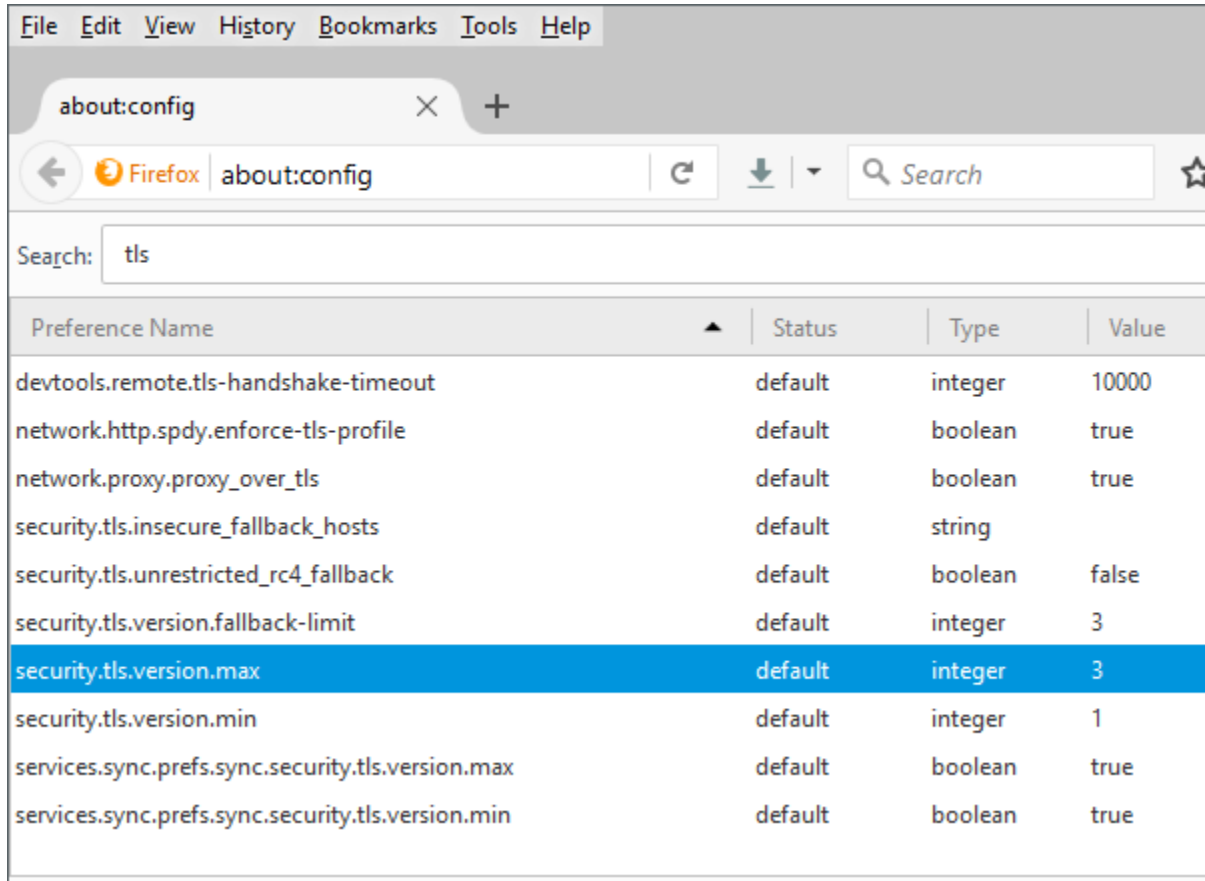
Microsoft Internet Explorer:

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.



Mozilla Firefox:

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



The screenshot shows the Mozilla Firefox browser interface. The address bar contains 'about:config'. The search bar contains 'tls'. Below the search bar, a table lists the search results for 'tls'.

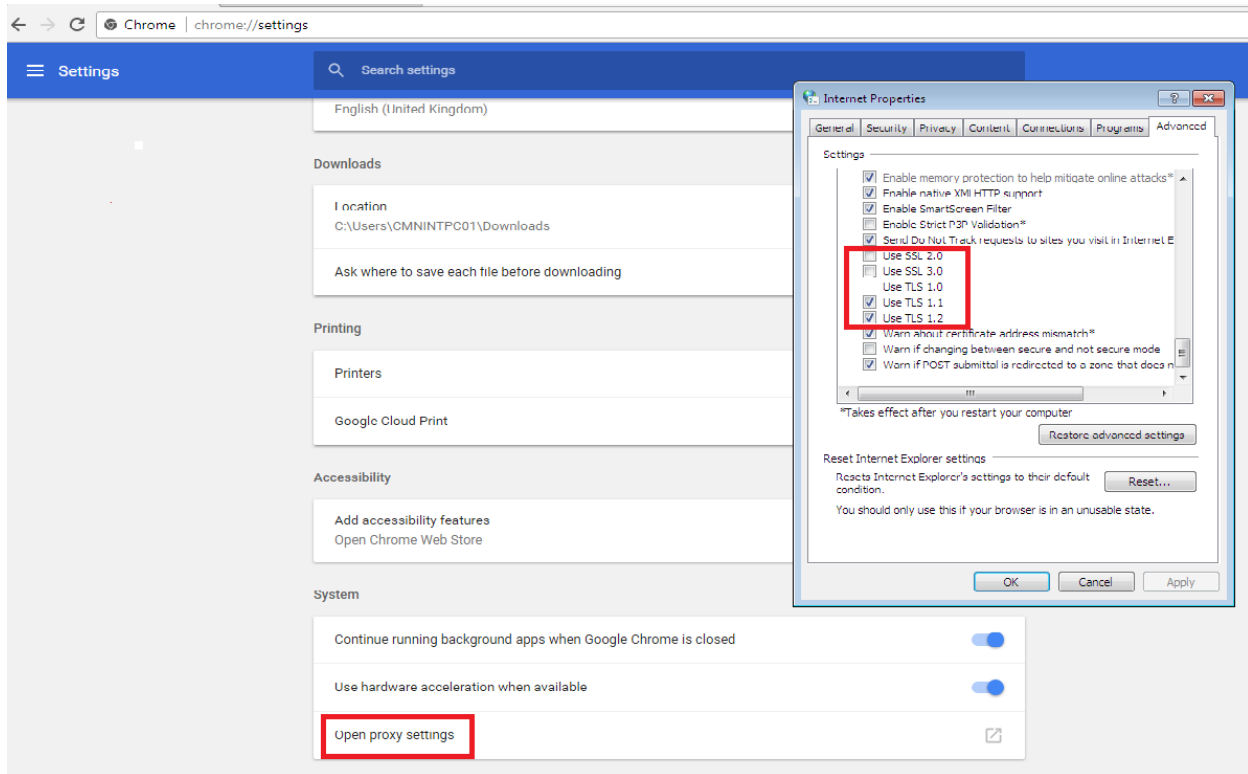
Preference Name	Status	Type	Value
devtools.remote.tls-handshake-timeout	default	integer	10000
network.http.spdy.enforce-tls-profile	default	boolean	true
network.proxy.proxy_over_tls	default	boolean	true
security.tls.insecure_fallback_hosts	default	string	
security.tls.unrestricted_rc4_fallback	default	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.



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.

Microsoft Internet Explorer (IE)

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 Internet Explorer Support for TLSv1.2 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.

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

Mobile Browser Support

Android

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)

Apple (iOS)

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)

Windows

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 Mobile App support

Android: → Android 4.4(KitKat) or older not supported.

Upgrade OS version to Android 5 or any recent version

Apple/iPhone → 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

Windows: Windows 8 or older version not supported

Upgrade OS version to Windows 8.1 or recent version