

# Am I ready? TLS 1.0 Disablement

Infrastructure Customer Readiness

Last Updated: June 2016

The Salesforce logo, which consists of the word "salesforce" in a lowercase, sans-serif font, is positioned inside a blue cloud-like shape.

Webinar will start in a few minutes after the top of the hour

# Your hosts – and some logistics

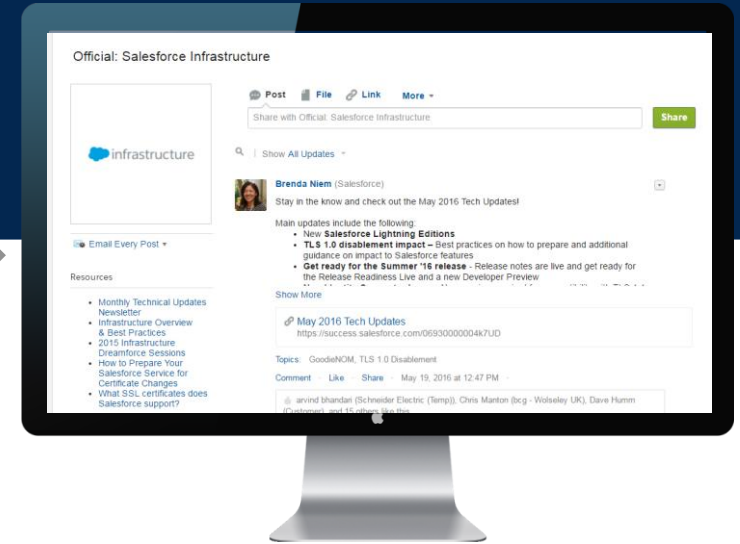
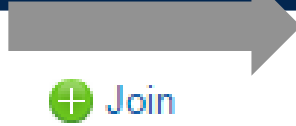
Presented by:  
Your Salesforce Success Community Team



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# Your hosts – and some logistics

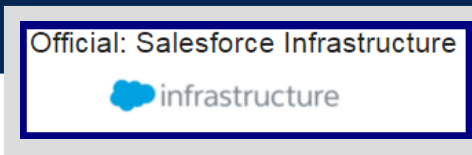
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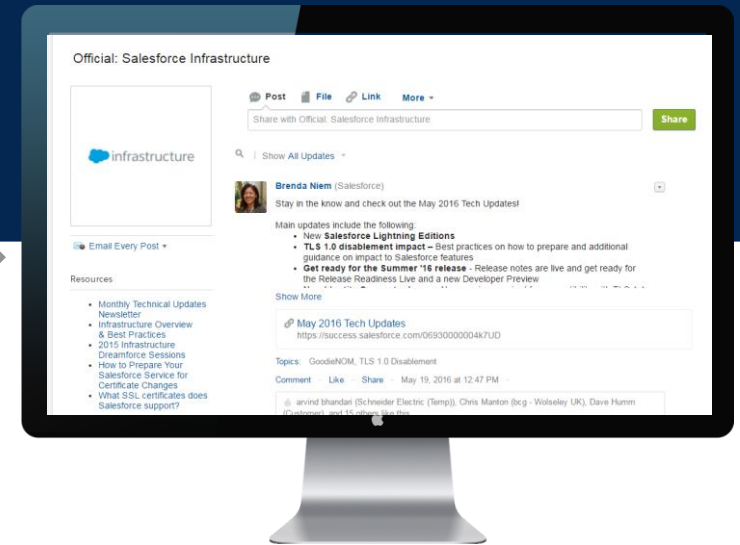
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# Today's Expert



Steven Lawrance  
Software Engineer

# Today's Expert



Matthew Schechtman  
Data Center Security Architect

# Agenda

- What is TLS?
- Why is Salesforce disabling TLS 1.0?
- Who will be impacted by this change?
- What is the required change?
- How can I ensure my company is ready for this change?
- Where can I go for more information?
- Q&A

# At Salesforce, trust is our #1 value

We take the protection of your data seriously

TLS 1.0 is no longer considered strong encryption

Enhance the safety of customer data

Align with industry-wide security best practices

The screenshot shows the Salesforce Trust Center 'Learn' page. The navigation bar includes 'salesforce trust', 'Trust', 'Status', 'Calendar', 'Performance', 'Security', and 'Learn'. The 'Learn' section is active, displaying a grid of links for SECURITY (Data Centers, Threats, Best Practices) and PRIVACY (Laws, Compliance, Protection). The 'Compliance' section is highlighted, stating that Salesforce.com has comprehensive privacy and security assessments and certifications performed by multiple third parties. It lists 'Geographical Recognition' with links for 'EU/EEA and Switzerland Safe Harbor self-certification through the U.S. Department of Commerce' and 'TRUSTe Certified Privacy Seal'. Under 'Global Audit Compliance', it lists ISO 27001, SSAE 16/ISAE 3402 SOC-1, SOC 2, SOC 3, FedRAMP, PCI-DSS, and TÜV Rheinland Certified Cloud Service. At the bottom, there are logos for Norton Secured (powered by Symantec), TRUSTe, AICPA SOC, US-ED SAFEHARBOR (US DEPARTMENT OF COMMERCE), ISO 27001 IS 27001, TÜV Rheinland, and Certified Cloud Service.

[Help & Training Article](#)





As of May 1, 2016...

43% of connections to Salesforce were  
from TLS 1.0

(as opposed to new & secure TLS 1.1 or 1.2)




# Starting with Sandboxes on June 25<sup>th</sup>, 2016!

## Connecting with TLS 1.0

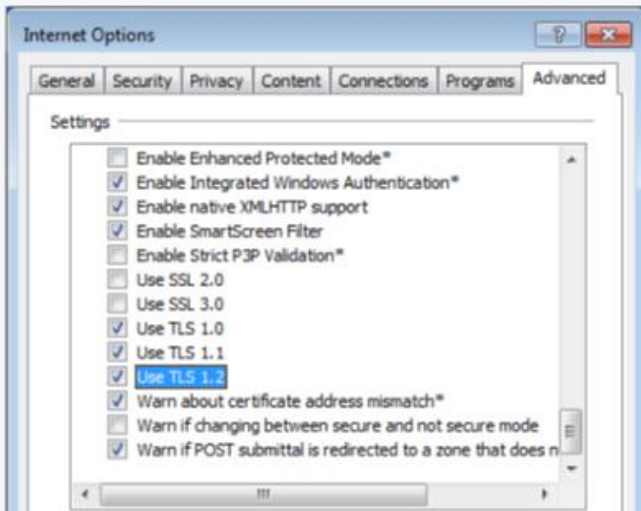
### Stronger security is required

To access this website, enable TLS 1.1 and TLS 1.2.

Click the  gear icon or the **Tools** Tools button near the top-right corner of this window and select "Internet options".

Click the "Advanced" tab. Scroll down the list and select "Use TLS 1.0", "Use TLS 1.1", and "Use TLS 1.2".

For additional security, uncheck "Use SSL 2.0" and "Use SSL 3.0". When complete, the window should resemble the following:



Example from IE

Our knowledge article provides more details

See resources in this slide deck

# What is TLS?



# TLS

**Transport Layer Security (TLS)** is a protocol that ensures privacy between communicating applications and their users on the Internet. When a server and client communicate, **TLS** ensures that no third party may eavesdrop or tamper with any message. **TLS** is the successor to the Secure Sockets Layer (SSL).

# What does TLS provide?

- ✓ Privacy between applications communicating with users online
- ✓ Prevents 3<sup>rd</sup> parties from eavesdropping or tampering with messages



# Why is Salesforce moving away from TLS 1.0?



- ✓ Maintain alignment with industry standards
- ✓ Promote the safety of your data

# Who will be impacted by this change?

## Customers, Partners, or End-Users accessing...

- Salesforce
- Salesforce1
- Salesforce Communities
- Customer & Partner Portals
- Force.com Sites
- Site.com

Or using inbound (API) or outbound (call-out) integrations that do not accept TLS 1.1 or 1.2 encryption protocols



# What is the required change?

## Enable TLS 1.1 and 1.2 encryption protocols in

- ✓ browsers connecting to Salesforce
- ✓ inbound (API) or outbound (call-out) integrations to Salesforce



# When does the disablement begin?

Salesforce will disable TLS 1.0 in a phased approach:

Service	Disablement Schedule
New orgs created after Summer '16*	Such orgs will require TLS 1.1 or TLS 1.2 in HTTPS connections to or from the org
Sandbox orgs	June 25, 2016, at 9:30 AM PDT (16:30 UTC)
Production orgs	March 4, 2017, at 9:30 AM PST (17:30 UTC)
login.salesforce.com, other services	Early to Mid 2017

\* **NOTE:** Like a light switch, the disablement will happen for all orgs at a single time. When Salesforce flips the switch, you will no longer be able to use TLS 1.0 to connect to Salesforce.



# How do we ensure we're prepared?

Best practice methodology



**Start preparing now!**

*Best Resource:*

Use the [TLS 1.0 Disablement Readiness Checklist](#) to help you prepare.



# Takeaways

- The TLS 1.0 disablement will **impact everyone**.
- Get started early and **take action now** to prepare for this change.
- Use best practices and our checklist as your guide and be ready by next March!

Start preparing today!



# Questions



# Resources

# Additional Resources

## Here's where to go

- ★ [Salesforce disabling TLS 1.0](#)
- ★ [TLS 1.0 Disablement Readiness Checklist](#)
- ★ [TLS 1.0 Disablement Critical Update Console \(CRUC\) Setting](#)
- ★ [Browser Compatibility Test](#)
- ★ [Infrastructure Success Community Group](#)



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thank you