



Travelport TLS 1.0 Fix Documentation

July 24, 2017

Created by: Baljeet Singh

Version 1.0

300 Galleria Parkway

Atlanta, Georgia 30039

United States

Phone: - +1 770-563-7400

www.travelport.com

Table of Contents

1. Upgrade and Fix TLS 1.0 issue in Internet Explorer	3
2. Upgrade and Fix TLS 1.0 issue in Google Chrome	6
3. Upgrade and Fix TLS 1.0 issue in Mozilla Firefox	7
4. Upgrade and Fix TLS 1.0 issue in Opera	8
5. Upgrade and Fix TLS 1.0 issue in Safari	9

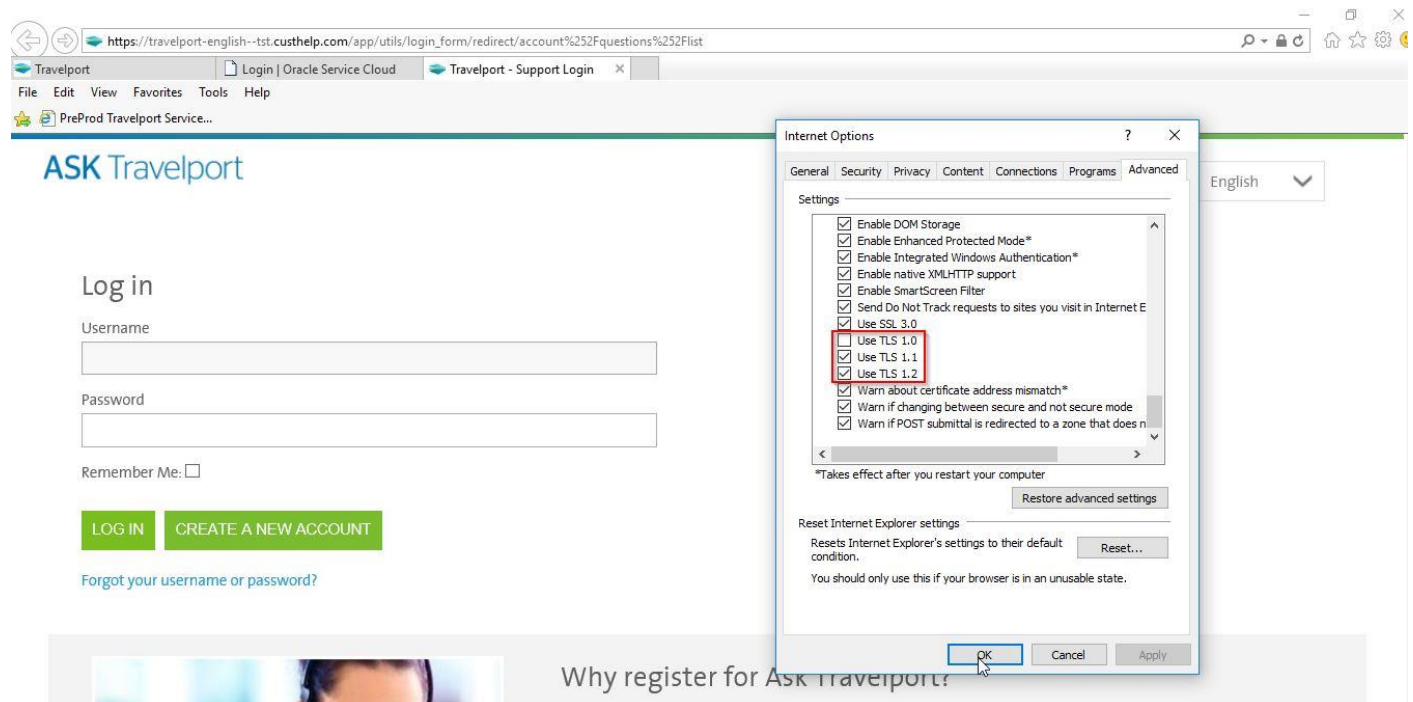
Upgrade Internet Explorer

<https://www.microsoft.com/en-us/download/internet-explorer.aspx>

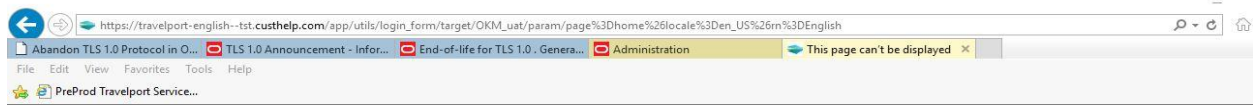
After successful upgrading your web browser (IE) please restart your web browser and try to access Travelport customer portal page. If you are still getting warning message at top of page, then please follow these steps to make sure TLS 1.1 and TLS 1.2 version has been enabled.

Here are the steps to fix TLS 1.0 issue in Internet Explorer

1. Open IE (I has used IE11)
2. On top, right corner click on gear icon and select internet options
3. In Pop-up window, select advanced tab
4. Scroll the list of option till you reach Security section and search for TLS
5. Unselect TLS1.0 and Select Use TLS 1.1 and TLS 1.2
6. Apply changes
7. Click OK
8. Close your browser and restart Internet Explorer



Note – If you unselect three options i.e. Use TLS1.0, Use TLS 1.1 and TLS 1.2 then you will get this page message [This Page Can't be displayed](#)



This page can't be displayed

Turn on TLS 1.0, TLS 1.1, and TLS 1.2 in Advanced settings and try connecting to <https://travelport-english--tst.custhelp.com> again. If this error persists, it is possible that this site uses an unsupported protocol or cipher suite such as RC4 ([link for the details](#)), which is not considered secure. Please contact your site administrator.

[Change settings](#)

To fix this page issue, please follow steps 1 – 8 described above on page 3.

Error while logging in: "Could not Start Application" right after TLS 1.0 was turned off

TLS 1.0 was turned off on our Site. Why are agents now unable to log in and are getting the error, "Could Not Start Application"?

Resolution

This error occurring right after TLS 1.0 was abandoned, most likely indicates that the issue may be related to a fault within ClickOnce. ClickOnce is a Microsoft .NET component that is used to install and start OSvC.

A fault exists with the Microsoft's ClickOnce application where it does not automatically detect the TLS protocol that is required at runtime. This can result in OSvC failing to start due to the Microsoft ClickOnce application failure.

To overcome this issue with the Microsoft's ClickOnce application, Microsoft has released a hotfix. This hotfix is available for Windows 7, 8.1 Server 2008R2 and Server 2012R2 only. The Microsoft hotfix is available at <https://support.microsoft.com/en-us/help/3146717/hotfix-rollup-3146717-offline-installer-for-the-.net-framework-4.5,-4.5.1,-and-4.5.2-in-windows>.

Affected customers may also upgrade their Microsoft .NET framework to version 4.6.2 which includes the hotfix.

NOTE: If unable to access or download hotfix 3146717 from the above link, please contact Microsoft directly for the hotfix.

If running Windows 10, customers will need to update the Windows 10 version to the currently available build. This is done through PC Settings, Update & Security, on your Windows 10 workstation. The current available build for Windows 10, as of March 2017, is version 1607 (AKA Anniversary Build).

Please work with your internal IT team and Microsoft to identify the best resolution for your local environment regarding this issue with the Microsoft ClickOnce application.

NOTE: If running .NET 4.6.0 or 4.6.1 agents must update .NET to version 4.6.2

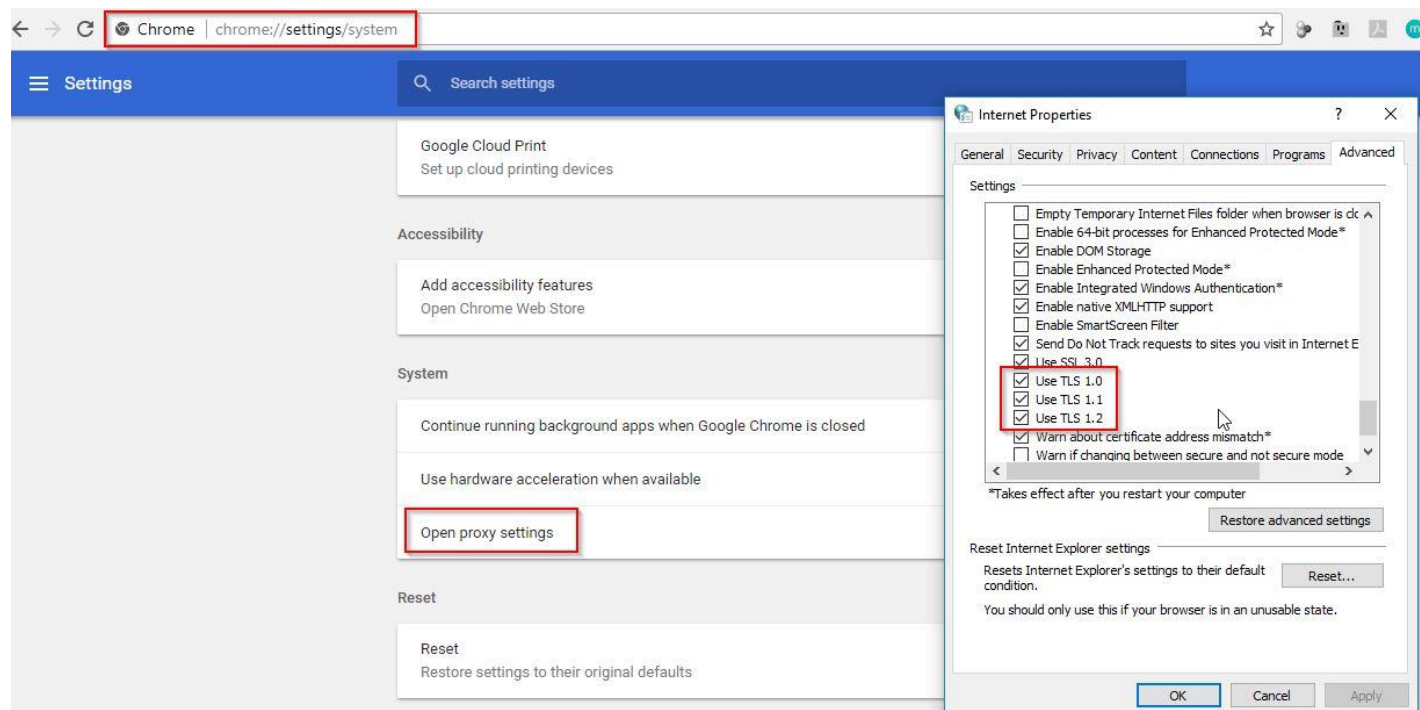
Google Chrome

Update Google Chrome

<https://support.google.com/chrome/answer/95414?co=GENIE.Platform%3DDesktop&hl=en>

After successful upgrading your google chrome please restart your web browser and try to access Travelport customer portal page. If you are still getting warning message at top of page, then please follow these steps to make sure TLS 1.1 and TLS 1.2 version has been enabled.

1. Open Google Chrome
2. Press Alt + F and select Settings
3. Scroll down and select Show Advanced settings...
4. Scroll down to **System** section and click on **Open proxy settings...**
5. Select the Advanced tab
6. Scroll down to Security category, manually check the option box for Use TLS 1.1 and Use TLS 1.2



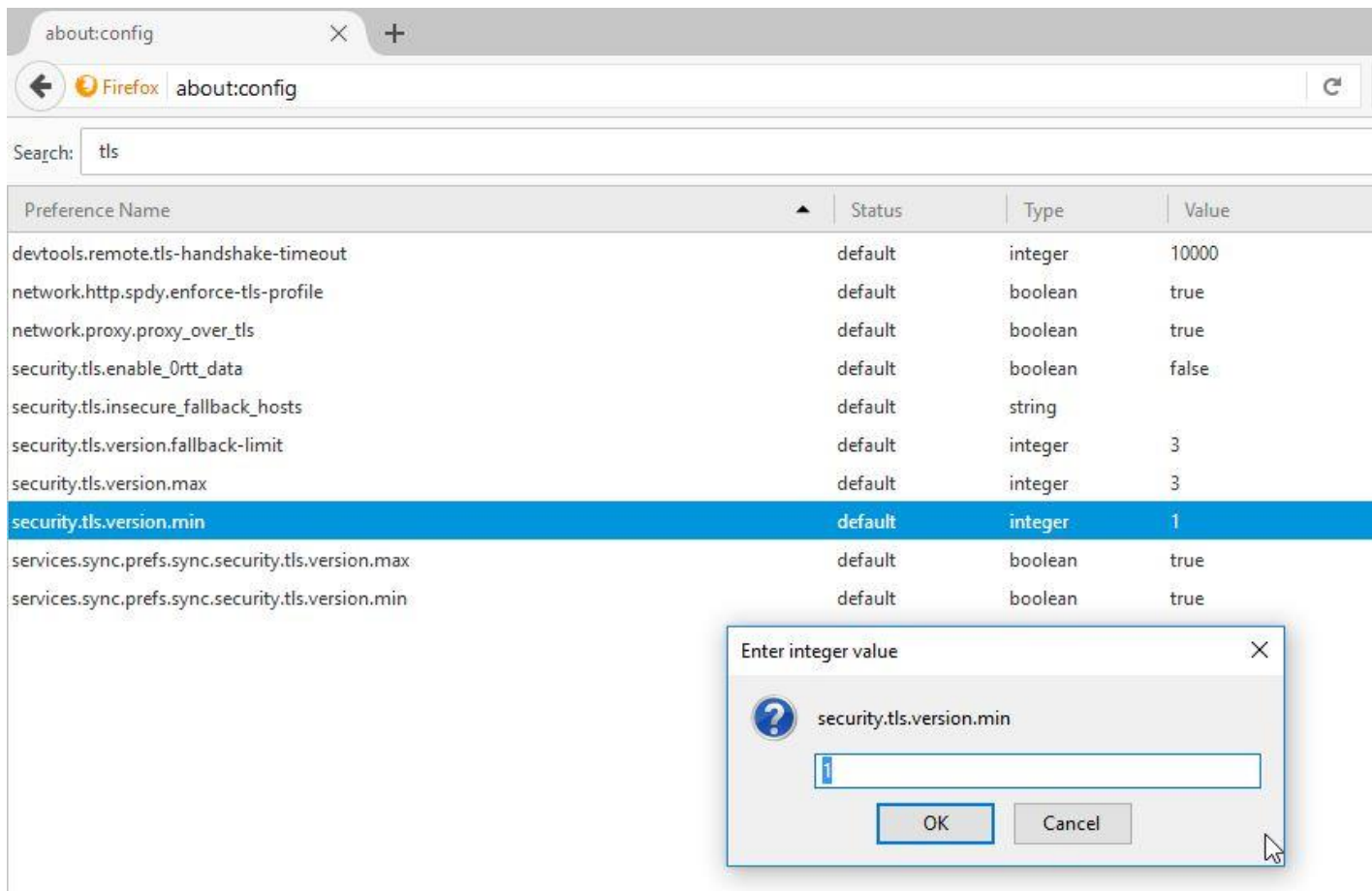
Mozilla Firefox

Update Mozilla Firefox

<https://support.mozilla.org/en-US/kb/update-firefox-latest-version>

After successful upgrading your web browser please restart your web browser and try to access Travelport customer portal page. If you are still getting warning message at top of page, then please follow these steps to make sure TLS 1.1 and TLS 1.2 version has been enabled.

1. Open Firefox
2. In the address bar, type **about:config** and press Enter
3. In the Search field, enter **tls**. Find and double-click the entry for **security.tls.version.min**
4. Set the integer value to 3 to force protocol of TLS 1.3



The screenshot shows the Firefox 'about:config' page with a search for 'tls'. The 'security.tls.version.min' preference is highlighted in blue. A dialog box titled 'Enter integer value' is open, showing the preference name 'security.tls.version.min' and a text input field. The dialog has 'OK' and 'Cancel' buttons.

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.enable_Ortt_data	default	boolean	false
security.tls.insecure_fallback_hosts	default	string	
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

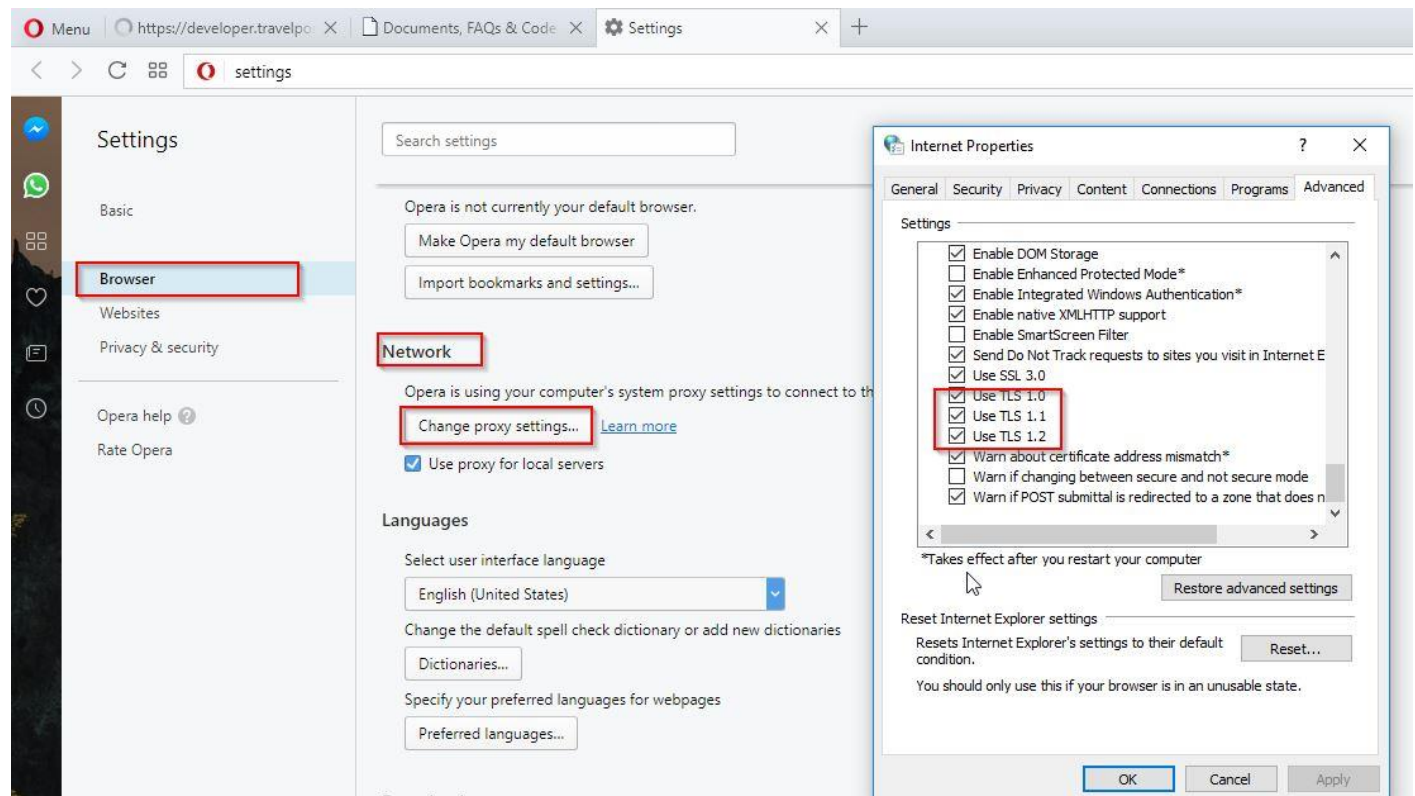
Opera

Update Opera

<http://help.opera.com/Mac/10.50/en/autoupdate.html>

After successful upgrading your web browser please restart your web browser and try to access Travelport customer portal page. If you are still getting warning message at top of page, then please follow these steps to make sure TLS 1.1 and TLS 1.2 version has been enabled.

1. Open Opera
2. Click Ctrl plus F12 and select Browser (Left Navigation)
3. Scroll down to the Network section and click on Change proxy settings...
4. Select the Advanced tab
5. Scroll down to Security category, manually check the option box for Use TLS 1.1 and Use TLS 1.2



Apple Safari

Get the latest version of Safari

<https://support.apple.com/en-us/HT204416>

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.