Jan 31, 2018

Re:  Removal of TLS 1.0 and 1.1 support

We are contacting our clients and partners with some important information in response to an industry-wide security upgrade which is not unique to the PAN platform.  Because these upgrades are technical in nature and may require action by your technology team, we encourage you to forward this notice to them.

On March 15, 2018, we will remove support for the TLS 1.0 and TLS 1.1 protocols on the PAN platforms.  After this change, the PAN platforms will only support the TLS 1.2 protocol.

For most users, this change will not affect access to our systems.  However, if you are using an older operating system, such as Windows XP, or are using a non-default browser configuration, you might not be able to access our services after this change.

To assist with verifying your system compatibility with these changes, we have implemented a test website at https://connectivitytest.vitapowered.com.  At your earliest convenience, please verify your systems are able to connect to this website.  A successful test will produce a green checkbox indicating TLS 1.2 support.  An example is shown to the right.



Additionally, to allow our integration partners adequate time to test, we will be migrating our user acceptance test (UAT) environment to TLS 1.2 on February 15, 2018.

We appreciate your business and your continued trust in us as your technology partner.  If you have any questions not answered by this update, please visit https://answers.panpowered.com/knowledgebase/tls-1-2-faq or contact your account representative.