

The Sabre logo is located in the top left corner of the header. It consists of the word "Sabre" in a white, italicized, sans-serif font, set against a red background.The "ClientBase" title is centered in the middle of the header. It is written in a large, white, bold, sans-serif font against a dark blue background with a network of glowing white lines and dots.

Dear ClientBase Customers,

We would like to provide an update on the TLS upgrade communication we sent out on December 16th. First let me say this is a complex and important issue and we definitely understand how unfortunate the timing has been. We are committed to doing everything in our power to minimize any impact.

We want to share that the deadline for this new security mandated upgrade has been extended by our Sabre Security team to February 15, 2016.

We have also included several FAQ to try and help clarify information about this upgrade.

Q: Why is this happening?

A: ClientBase Online, CBMS, and our Database Synchronization tool all use SSL/TLS (Transport Layer Security) as the method to secure communications between our servers and web browsers or local applications accessing them. The TLS 1.2 upgrade is necessary as the older SSL and early TLS encryption protocols no longer meet minimum security standards due to vulnerabilities in the protocol for which there are no fixes.

Q: Which products are affected by this upgrade?

A: All programs that communicate and sync data securely with trams.com and sync.trams.com

- ClientBase Marketing Services
- Database Synchronization tool (CBMS Sync, CBO Sync or Branch Sync)

- ClientBase Online users

Q: Which Windows operating systems are unable to support TLS 1.2? When did Microsoft end support for these operating systems?

A:

Windows OS Version	Supports TLS 1.2	Mainstream Support End Date	Extended Support End Date
Windows XP	No	April, 2010	April, 2014
Windows Vista	No	April, 2012	April, 2017
Windows Server 2003	No	July, 2010	July, 2015
Windows Server 2008	No	January, 2015	January, 2020

Q: What does it mean that Microsoft ended support for my operating system?

A: End of support refers to the date when Microsoft no longer provides automatic fixes, updates, or online technical assistance. Without Microsoft support, you will no longer receive security updates that can help protect your PC from harmful viruses, spyware, and other malicious software that can steal your personal information.

Q: Do I have to replace my server if I'm not on a supported Windows operating system?

A: While we of course highly recommend upgrading to a server that Microsoft supports to ensure the highest level of security for your data, you can move any of your scheduled sync tasks to a desktop computer with an operating system that supports TLS 1.2 and continue using your current server until an upgrade can be made.

Q: Which Windows operating systems support TLS 1.2?

A:

Windows OS Version	Supports TLS 1.2	Enabled by default
Windows 7	Yes	No
Windows 8 and higher	Yes	Yes
Windows Server 2008 R2	Yes	No
Windows Server 2012	Yes	Yes

Q: What are the ClientBase/TRAMS hardware requirements?

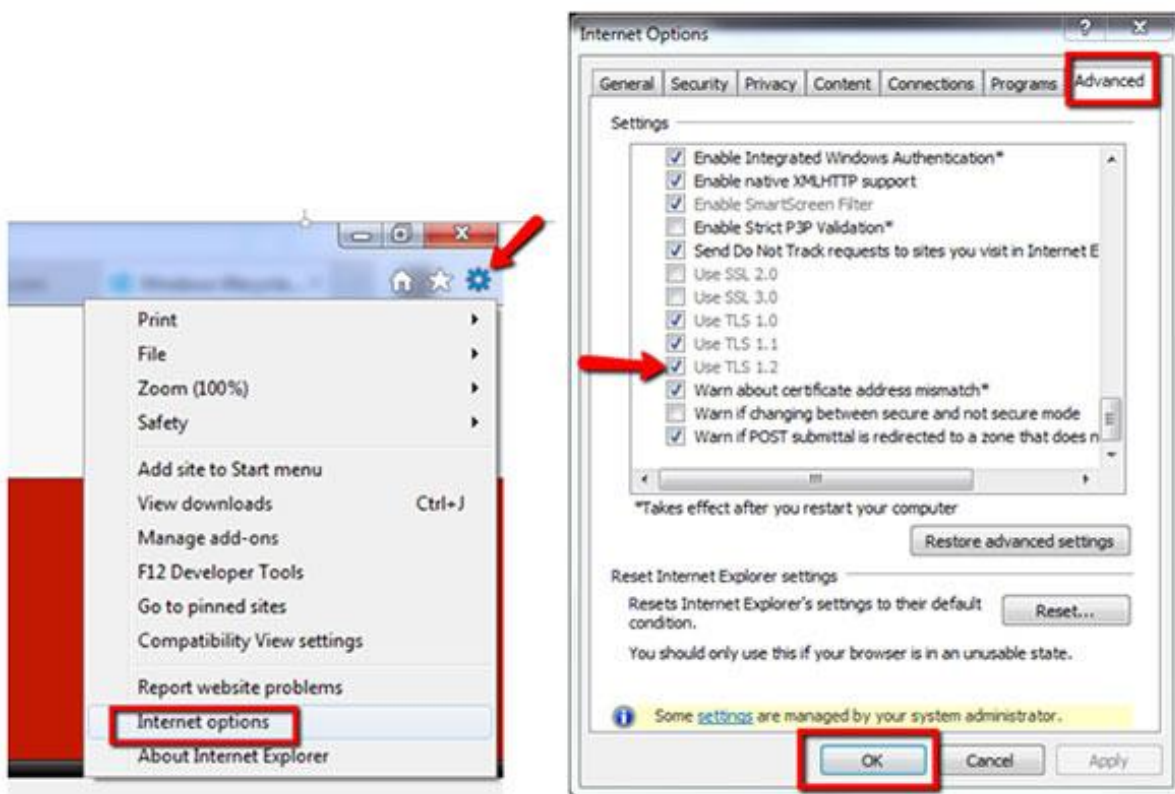
A: Please click the link below for our current hardware requirements:

<http://static.trams.com/tramslibrary/documentation/cb/hwsysrequire.pdf>.

Q: If I have a supported operating system that is not enabled by default, how do I enable it to use TLS 1.2?


A: Since TLS 1.2 is not automatically enabled on Windows 7 or Windows Server 2008 R2, here are the quick steps to enable it from a user work station or the computer running your Sync scheduled task.

- Open your Internet Explorer browser
- Select Internet Options
- Click on the Advanced Tab
- Check "Use TLS 1.2" from the security grouping.



To verify TLS 1.2 has been enabled from the computer running Sync click on this link:
<https://www.ssllabs.com/ssltest/viewMyClient.html>

You should see YES next to TLS 1.2 under "Protocol Features"

Protocol Features	
 Protocols	
TLS 1.2	Yes
TLS 1.1	Yes
TLS 1.0	Yes
SSL 3	No
SSL 2	No

Q: What if I have additional questions or need assistance?

A: Sabre takes the business of securing your data quite seriously and we are happy to help if you have any questions or need further assistance. Please contact us at Trams.Techdesk@sabre.com with questions relating to this upgrade.

Thank you for patience during this upgrade process.

Wishing you a safe and Happy Holiday!

Jill Kuhns

ClientBase Product Marketing Manager

