NAIC/NIPR Browser Security Upgrade

Beginning on **April 15th, 2017** the NAIC will be switching from TLS (transport layer security) v1.1 encryption to TLS v1.2. This will have an impact on browser compatibility with NAIC/ NIPR websites.

What do I need to do?

The first step is to identify which browser you are using. We have put together a matrix of affected browsers in the table below. Find your browser and operating system to determine your status.

Operating System	IE 7	IE 8	IE 9	IE 10	IE 11	Firefox below v2	Firefox v2 – v33	Firefox v34+
Windows XP	No	No	No	*n/a*	*n/a*	No	See Below	Yes
Windows Vista	No	No	No	*n/a*	*n/a*	No	See Below	Yes
Windows 7	*n/a*	See Below	See Below	See Below	Yes	No	See Below	Yes
Windows 8	*n/a*	*n/a*	*n/a*	Yes	Yes	No	See Below	Yes
Windows 10	*n/a*	*n/a*	*n/a*	*n/a*	Yes	No	See Below	Yes
OSX 10.9+	*n/a*	*n/a*	*n/a*	*n/a*	*n/a*	No	See Below	Yes

Okay, I've found my color – what does it mean?

Red: Unfortunately, your current browser and operating system combination will not function with NAIC websites after the TLS upgrade is implemented. For assistance in upgrading your operating system or browser, please contact your IT department. If upgrading your operating system or existing browser is not feasible, you can also download the latest version of Firefox for free at: https://www.mozilla.org/en-US/ (**Please note** – always check with your IT department before installing new software).

Yellow: Your browser and operating system combination will work with NAIC websites after the TLS upgrade is implemented, however additional configuration may be required to allow you to access NAIC websites. Please view the Appendix below for specific instructions on how to verify your browser settings and version.

Green: You are all set! No additional browser settings should be required.

My browser / operating system combination isn't listed.

Google Chrome, Microsoft Edge, and mobile devices (such as iPads or smartphones) are not formally supported by the NAIC. Users who access NAIC websites from an unsupported browser or device may run into additional issues.

I'm not sure which browser I am using.

Check out our Appendix below for instructions on how to identify which browser you have installed.

I still need assistance, or I am an IT administrator, and I have questions regarding the upgrade.
Please contact us via one of the following methods:

      Online Request Form
      Email: Help@NAIC.org
      Phone: 816.783.8500

Appendix

Quick Links

Identifying your current browser

The easiest method to determine your browser type is to check out the icon on your desktop:

Firefox   **IE 8 & IE 9**   **IE 10 & IE 11**

Verifying your browser compatibility – Firefox

Compatibility is only guaranteed for Firefox version 27 and above. To check your browser version, click the 'Help' menu at the top of the browser window, and select 'About Firefox'. You should end up with a screen that looks like this:


In this example, the number "38.0.5" is the version number. If your version number is 34 or greater, no additional changes or configuration is required.

If your version of Firefox is lower than 34, please note that Firefox has TLS 1.0 enabled by default in versions 2 through 33. If a user or IT department has disabled TLS 1.0 manually, you will receive the below error after April 4th, 2016:
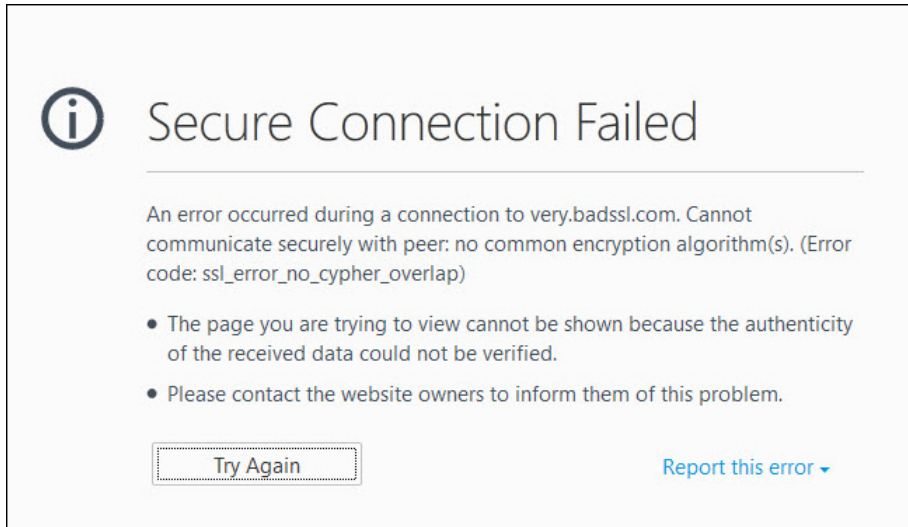
If you receive this error message, please contact your IT department for assistance in enabling TLS 1.0 or upgrading to the newest version of Firefox. **Users who do not have TLS 1.0 enabled will not be able to access NAIC Websites after the TLS 1.0 upgrade occurs.**

Verifying your browser compatibility – Internet Explorer 8 & 9, Windows 7

By default, TLS 1.0 is disabled on IE 8 and IE9 in Windows 7. To enable TLS 1.0, select the 'Tools' menu from the top of the browser window, and pick 'Internet Options'. From there, select the 'Advanced' tab and scroll all the way to the bottom. You should see a group of settings like this:
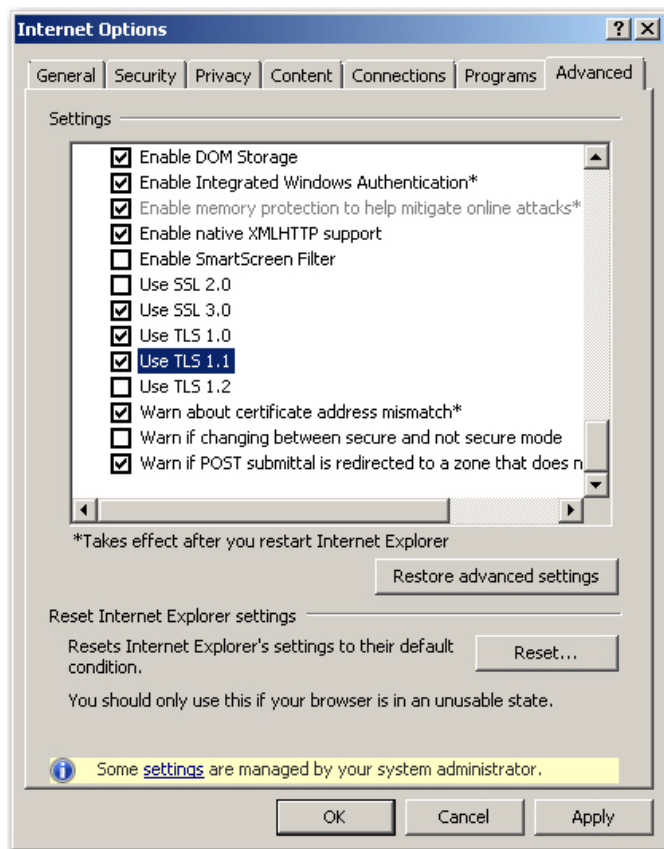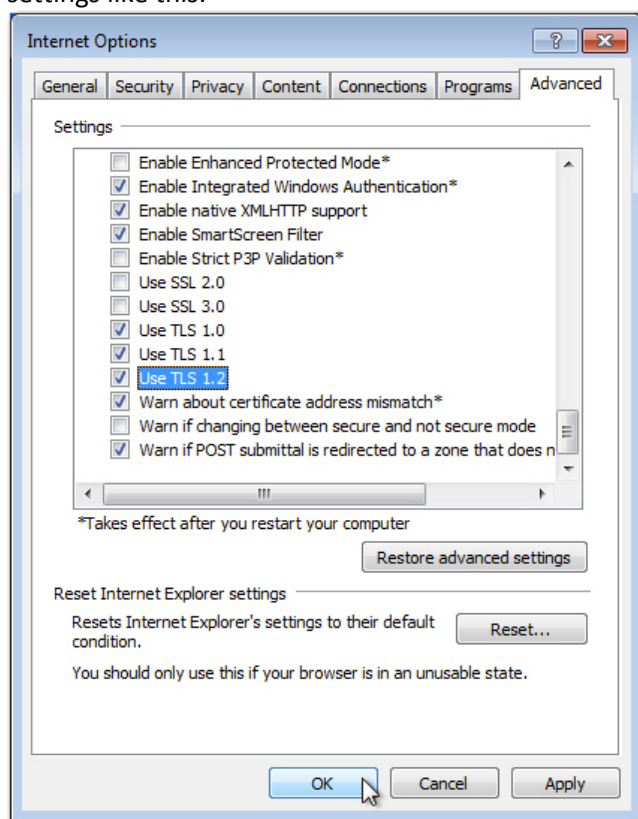

Check the 'Use TLS 1.0' box, and click 'Apply'. **Please note –** You may be unable to make changes in this window, if this is the case, you will need to contact your IT department to make the changes for you.

Verifying your browser compatibility – Internet Explorer 10, Windows 7

By default, TLS 1.0 is disabled on IE 10 in Windows 7. To enable TLS 1.0, select the 'Gear' menu from the top right corner of the browser window, and pick 'Internet Options'.

From there, select the 'Advanced' tab and scroll all the way to the bottom. You should see a group of settings like this:

Check the 'Use TLS 1.0' box, and click 'Apply'. **Please note –** You may be unable to make changes in this window, if this is the case, you will need to contact your IT department to make the changes for you.