

Release Notes

Discontinued Support of TLS protocols v1.0 and v1.1

Last Updated
May 2, 2019

What's New

In the coming months, FieldAware will discontinue support for TLS protocols v1.0 and v1.1. This means that all connections to all FieldAware services – Web App, Mobile Sync, and API – must use the TLS v1.2 protocol. Users will have an adequate time period following notification to ensure that the devices and software they use to access FieldAware support TLS v1.2.

Details

As part of FieldAware's commitment to become a SOC-2 compliant company, we need to use the latest communication protocols for accessing the FieldAware platform. More concretely, we need to disable support for TLS protocols v1.0 and v1.1, effectively requiring all communication to use the more secure TLS v1.2 protocol version.

We are alerting our customers that this transition will occur on June 17, 2019.

To prevent any difficulties in accessing FieldAware or FieldAware data through the API, customers should take steps to ensure that they are using TLS 1.2-compliant devices and software.

FieldAware Web App users who use recent versions of the supported web browsers already use TLS 1.2, so they should experience no issues. Mobile users should ensure that the OS version of their mobile device is up-to-date and that they use the latest version of the FieldAware Mobile App.

Next Steps

Most users are already in compliance and should not have to worry. The FieldAware Operations team have identified users who are using non-compliant software and devices, and the CSM team have reached out individually to help them through the upgrade process.