

ShopSite Knowledgebase

TLS 1.2 compatibility in ShopSite and TLS 1.0/1.1 known termination dates for 3rd-party services

Product: ALL
Version: ALL
Platform: ALL

Is my version of ShopSite compatible with TLS 1.2, the version that is required by PCI standards as of June 30, 2018?

All 3rd party services requiring TLS 1.1 or 1.2, except for First Data Global Gateway (see below for details), will need ShopSite 12 sp2 r4 or newer on Linux or FreeBSD servers, and 12 sp3 r4 on Windows 2008 and 2012 servers.

If you have an older version of ShopSite and use any 3rd-party services in ShopSite (including any payment gateways such as Authorize.net, First Data, Orbital, PayPal, Amazon Pay, etc, and real-time shipping rates from UPS, USPS, FedEx, etc, and other services such as Doba, Constant Contact, etc), then you will need to upgrade your ShopSite version in order to keep using those services once they disable TLS 1.0 compatibility. Please contact your ShopSite reseller or hosting provider regarding upgrading your ShopSite version, and if they are unable to assist you, send an email to questions@shopsite.com.

A list of the known dates for TLS 1.0 end-of-life of some 3rd-party services included in ShopSite are:

PAYMENT GATEWAYS/SERVICES:

PayPal - June 30, 2018

Authorize.net - February 28, 2018

Amazon Pay - unknown

First Data Global (formerly Linkpoint or YourPay) - January 24, 2018 (requires ShopSite version 12 sp3 r4 plus patches)

First Data Payeezy - January 24, 2018

Paymentech Orbital - May 31, 2017

WorldPay - May 21, 2018

Worldpay International - May 21, 2018

ACH Direct - unknown

BluePay - May 31, 2018

Netbanx - unknown

Optimal Payments - unknown

PlugNPay - May 30, 2018

PSiGate - unknown

Transaction Express - March 5, 2018

REALTIME SHIPPING RATES SERVICES:

UPS - September 1, 2017 (intermittently) and December 31, 2017 (permanently)

USPS - June 22, 2018

FedEx - July 15, 2017

Canada Post - June 25, 2018

Australia Post - unknown

OTHER SERVICES:

Constant Contact - September 30th, 2018

AvaTax - February 16, 2023

Doba - unknown

ShopSite's Order Transfer for QuickBooks desktop application supports TLS 1.2 in the latest Order Transfer 4 version, but if you have an older version it should continue to connect until your hosting provider disables TLS 1.0 on the webserver where your ShopSite is hosted. You would need to contact your host to determine if and when they will be turning off TLS 1.0.

The compatibility of the ShopSite application itself with browsers that only have the TLS 1.0 protocol available depends on your host's webserver. If they disable the TLS 1.0 compatibility of the webserver, then those old browsers will no longer be able to connect to secure pages on your site, including any secure portions of the ShopSite shopping cart.

<https://support.shopsite.com/KBase/questions/2581/>