



No.: 18 CSA-6
April 2, 2018

TO: Service Locations

FROM: Service Systems Development

SUBJECT: **New Browser Requirements for DTNA Sites**

SUBJECT DETAIL

Starting in early April, Daimler Trucks North America (DTNA) will be implementing the latest version of the online encryption protocol known as Transport Layer Security (TLS). This allows us to maintain the highest level of security for our online resources, ensuring that your use of DTNACconnect.com, as well as all DTNA applications and tools, is protected.

What does this mean?

These changes will not impact users unless you are using an older browser. Those using machines and devices running current operating systems and browsers will see no change and will not experience any interruption in access.

If, however, you are running an older browser on your desktop, laptop or mobile device, you will not be able to reach any DTNA website or online application once the new encryption protocol is in place. An error message will appear and access will be denied.

How to prepare

- Again, if your browser is up-to-date, you do not need to do anything.
- As always, we recommended using Internet Explorer 11 to ensure the best possible performance levels when working with DTNA online resources.
- If you do have older equipment with an outdated browser, please work with your IT department now to make the necessary updates to avoid any loss in access. Below is a table that explains which browsers will work with TLS.

BROWSER	COMPATIBILITY
Microsoft Internet Explorer Desktop and mobile IE version 11 (DTNA preferred browser)	Compatible by default
Desktop IE version 10 (also applies to IE 8 & 9; however DTNA does not support these browser versions)	Compatible only when running Windows 7 or newer, but not by default. See the attachment for instructions on enabling TLS in IE 10.
Mobile IE versions 10 and below	Not compatible with most recent TLS versions
Google Chrome 38 and higher	Compatible by default
Apple Mobile Safari versions 5 and higher for iOS 5 and higher	Compatible by default
Android 5.0 (Lollipop) and higher	Compatible by default
Mozilla Firefox	Compatible with the most recent TLS version, regardless of operating system

What to expect

Leading up to the change, users with older browsers will begin receiving a pop-up notification upon each online visit that will include further instructions on what steps to take to retain their access. If you receive this notification, please upgrade to a compatible browser as soon as possible. If your machine requires administrative rights, or if you encounter an issue, please work with your IT department.

If problems persist, you may contact the Dealer Help Desk at 855-639-3805 or dealer.helpdesk@daimler.com.

Thank you.
DTNAConnect Team

CONTACT INFORMATION

Please email dealer.helpdesk@daimler.com if you have any questions, or if you experience server connection issues.

Transport Layer Security (TLS)

BROWSER COMPATIBILITY

In order to maintain a higher level of security, DTNA is implementing the latest version of Transport Layer Security (TLS), which provides privacy and data integrity over a computer network. As DTNA implements the TLS encryption protocol, some users with older browsers will encounter issues. To ensure that you do not lose access to any online websites or applications, please verify that your browser version will work with TLS. See the table below for further information and instructions.

If you have questions, please work with your organization's IT department.

BROWSER	COMPATIBILITY NOTES
MICROSOFT INTERNET EXPLORER	
Desktop and mobile IE version 11 (DTNA PREFERRED BROWSER)	Compatible by default
Desktop IE version 10 While this also applies to IE 8 & 9, DTNA does not support these browsers; please upgrade to IE 11.	Compatible only when running Windows 7 or newer, but not by default. Please see the instructions below on enabling TLS in IE 10.
Mobile IE versions 10 and below	Not compatible with TLS

Enabling TLS in Internet Explorer 10

Access the Tools menu, which is displayed by clicking on the gear icon near the top-right corner of an Internet Explorer 10 window. In the Internet Options window that appears, click on the Advanced tab at the top of the window. Scroll down to the end of the list and click in the square check boxes next to "Use TLS 1.1" and "Use TLS 1.2" if they don't already have a check mark in them.

BROWSER	COMPATIBILITY NOTES
GOOGLE CHROME	Version 38 and higher are compatible, regardless of operating system
Other browsers:	
Apple Mobile Safari versions 5 and higher for iOS 5 and higher	Compatible by default
Android 5.0 (Lollipop) and higher	Compatible by default
Mozilla Firefox (not a DTNA-approved browser)	Compatible with the most recent version, regardless of operating system

TLS FACT SHEET

PLEASE NOTE:

This information encompasses most popular desktop and mobile browsers. As always, please review the DTNA Hardware & Software Requirements document, available on DTNACONNECT.COM, for the preferred browser settings when working with DTNA websites and online applications.