

BPOINT Transport Layer Security (TLS) Disablement – FAQs

a) What is changing?

On **22 April 2018**, BPOINT security is being enhanced to protect you and your customers. To ensure you can continue using your BPOINT solution, you may need to take action to accommodate this change.

b) Why is this change being made?

To ensure BPOINT remains in line with Payment Card Industry Data Security Standards (PCI-DSS) and to safeguard your business and your customers' data by employing the most up-to-date and reliable security protection.

The Payment Card Industry (PCI) Council, who manage PCI-DSS rules, have recommended that both TLS 1.0 and 1.1 be upgraded to TLS 1.2 in order to meet the current security standard.

c) How does this impact me?

- *Back Office usage:* If you or your staff visit the BPOINT Back Office, you will need to ensure that your browser supports TLS 1.2. Please see the browser table below for more information.
- *Application Program Interface (API) integrations:* If you have an integration to BPOINT, you will need to ensure that the end-to-end solution supports TLS 1.2. Please liaise with your IT specialists.
- *Command Line Tool:* You will need to install the updated Command Line Tool and apply a registry setting change to enforce TLS 1.2.
- *BPOINT Hosted Payment Page and other hosted pages:* You will need to notify your customers of the upcoming changes. Some of your customers may need to update their browser in order to connect to the BPOINT hosted pages.

d) What change do I need to make?

It is important to ensure you have an up-to-date browser. If you are not using the below browser versions, then you must upgrade your browser in order for your BPOINT solution to continue to work and ensure that you and your customers are protected by the most up to date security.

Browser	Version
Internet Explorer	V11 and above
Chrome	v33 and above
Firefox	v34 and above
Safari	V8 and above

e) How can I test if my organisation/integration supports TLS 1.2?

Back Office, Hosted Payment Page and other hosted pages: The BPOINT User Acceptance Testing (UAT) environment no longer supports TLS 1.0 and 1.1. Please visit: <https://bpoint-uat.premier.com.au/backoffice> to test support.

If you successfully load the Back Office login page, then your browser supports TLS 1.2.

If you are unable to load the Back Office login page, then your browser does not support TLS 1.2 and



you will need to upgrade your browser.

Application Program Interface (API) integrations: The BPOINT UAT environment no longer supports TLS 1.0 and 1.1. You will need to test your integration in the UAT environment to ensure the integration is working.

f) Who do I need to contact if I have any further questions

Please contact the BPOINT Helpdesk on 1300 766 031 or email support@bpoint.com.au 7am to 7pm Monday to Friday

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