



End of Life for TLS 1.0 and 1.1 support

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Adobe no longer supports user systems and client systems that are not compliant with the Transport Layer Security (TLS) 1.2 protocol. If you continue to use older versions of TLS, you could potentially lose access to all Adobe products and services.

Why am I seeing this page?

The Adobe apps, web page, or service you are trying to access requires a more secure network connection with your web browser, operating system, or app. It is mandatory to use TLS 1.2 for secure network communication and data exchange between users systems and Adobe apps and web services.

Adobe has deprecated support for lower versions of TLS (including TLS 1.0 and 1.1). For technical details around the TLS 1.2 protocol, see [Frequently asked questions](#).

What can I do to resume the service?

Modern web browsers support TLS 1.2. Upgrading your browser can enable you to access these services. You can download and install one of the following popular browsers:

- Google Chrome
- Apple Safari

- Firefox
- Microsoft Edge

If you're using another browser, ensure that it supports TLS 1.2.

Your operating system and application frameworks must also support TLS 1.2. If upgrading your browser does not resolve your problem, ensure that your computer meets the following system requirements:

➤ **Supported operating systems and applications**

How do I enable TLS 1.2 on Windows 7?

As Adobe has deprecated support for TLS 1.0 and TLS 1.1, all enterprise Admins and end users should enable TLS 1.2 on Windows 7 devices.

- 1 Update Windows 7 Service Pack 1 from **Windows Update** using the following steps. Read about the prerequisites for this update.
 - Select **Start**, type "update" in the search box. Then select **Windows Update** in the search results.
 - In the details pane, select **Check for updates**, and then wait while Windows looks for the latest updates for your computer.
 - If you see a prompt telling you that important or optional updates are available, or telling you to review important or optional updates, select the message to view the updates to install.
 - In the list, select the check box for the updates that you want to install, select **OK**, and then select **Install updates**.

You can update Windows 7 Service Pack 1 using other methods, too. Learn more.

- 2 Add the DefaultSecureProtocols registry subkey by installing EasyFix.msi.
- 3 Restart your device.

Frequently asked questions

➤ **What is Transport Layer Security (TLS)?**

- What is the impact?
- How does TLS affect you?
- Is TLS vulnerable to hackers?
- Why is Adobe disabling support for TLS 1.0 and 1.1?
- Why is Adobe mandating the use of TLS 1.2 rather than allowing TLS 1.1 or TLS 1.0?
- What is the last date that I can use an older version of TLS?
- What error message appears if I use a browser that is not configured for TLS 1.2?

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