

Workaround for CSDE Legacy Collection Server not accessible due to SSL version

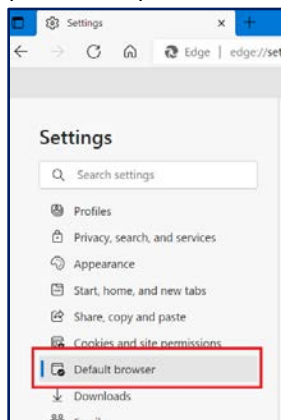
Scenario: When navigating to <https://www.csde.state.ct.us>, you receive an error message in the browser that looks like this (Microsoft Edge example). There is no link to proceed to the site.



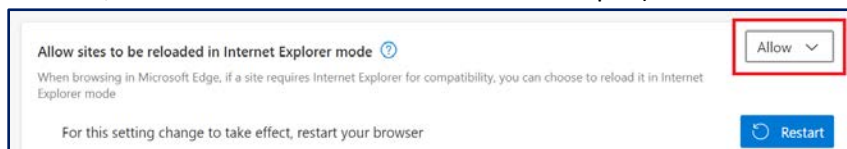
Cause: Recent updates to Microsoft Edge and Chrome browsers (version 98 for both) have disabled TLS 1.0. This blocks access to the CSDE Legacy Collection Server (www.csde.state.ct.us) when using https. Follow the instructions below for a workaround for this situation. This only works in MS Edge; there is no workaround for Chrome.

Microsoft Edge Workaround: (See the end of this section for possible Mozilla Firefox option. There is no workaround for Google Chrome.)

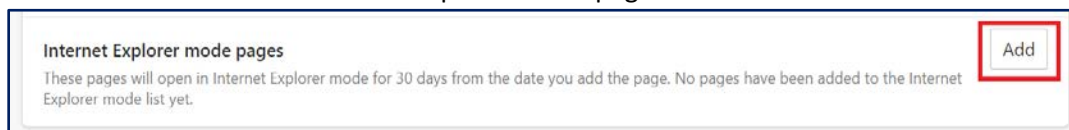
- 1) In Microsoft Edge, either open a new tab and go to <edge://settings/defaultBrowser>, or open the Tools menu (three dots) then click Settings in the menu and then click “Default browser” from the items on the left.



- 2) In the “Default browser” section, under “Internet Explorer compatibility” select Allow for “Allow sites to be reloaded in Internet Explorer mode.” If a Restart button appears, click it (note that this will restart the Edge browser; all the current tabs should close and reopen).

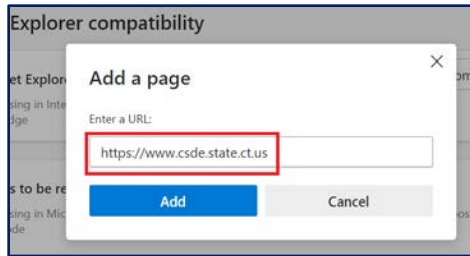


- 3) Click the Add button for “Internet Explorer mode pages.”

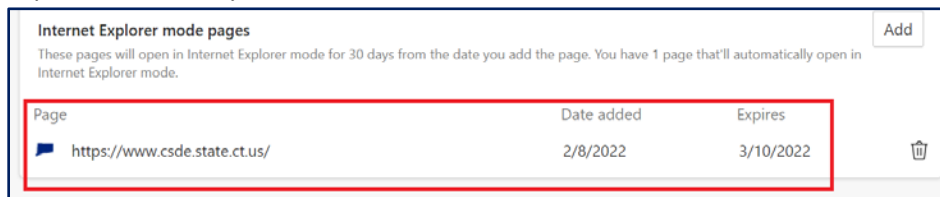


Workaround for CSDE Legacy Collection Server not accessible due to SSL version

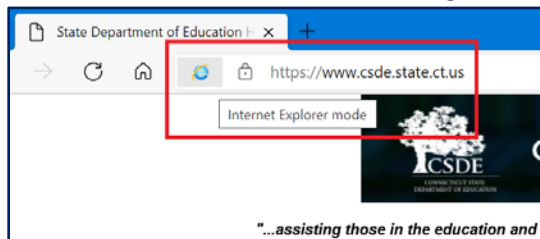
- 4) In the popup, enter the URL <https://www.csde.state.ct.us> in the textbox, then click Add.



- 5) You should now see that URL listed under “Internet Explorer mode pages.” Note that the setting for the URL expires after 30 days, so it will have to be re-entered at that time.

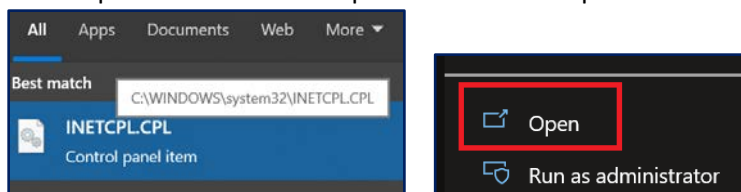


- 6) Open <https://www.csde.state.ct.us> in Edge (note the use of https). The page should open in Internet Explorer mode, and users should be able to log in and use the legacy collection applications.



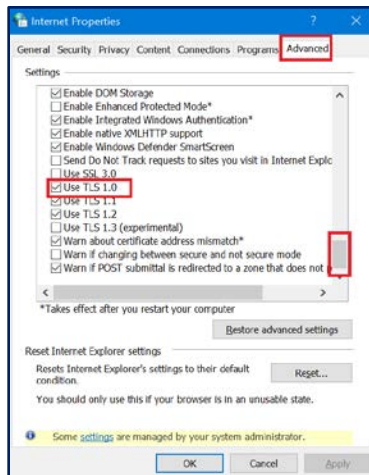
If you still get a security warning, and it includes the text “Your TLS security settings aren't set to the defaults, which could also be causing this error” you need to complete these additional steps.

- 1) In the “Type here to search” window in the taskbar, type “inetctl.cpl” and you should see search results for the control panel item. Click to Open the Internet Explorer control panel.



Workaround for CSDE Legacy Collection Server not accessible due to SSL version

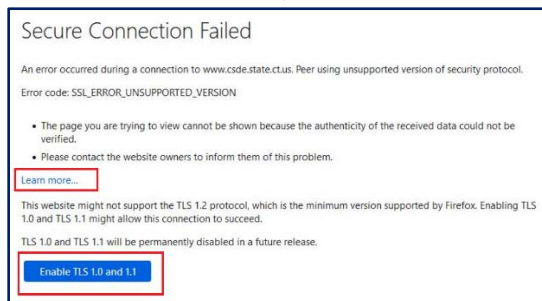
- 2) Click the Advanced tab, scroll to the bottom, and make sure the box for TLS 1.0 is checked. Then click the OK button.



- 3) Open <https://www.csde.state.ct.us> in Edge (note the use of https). The page should open in Internet Explorer mode, and users should be able to log in and use the legacy collection applications.

Mozilla Firefox Workaround

For versions up to 96, open <https://www.csde.state.ct.us>. You will see a security warning page on first visit. Click the “Learn more...” link, then click the “Enable TLS 1.0 and 1.1” button.



For version 97+, open “about:config” to access low-level settings, search for “tls” in the settings, and then set these two settings:

security.tls.version.enable-deprecated = true (allows TLS 1.0/1.1)

security.tls.version.min = 1 (allows TLS 1.0)

Future versions of Firefox may remove these settings or change the allowed values.

CSDE is working on a permanent fix for this issue. Until a permanent fix is available, we appreciate districts’ assistance with this issue and apologize for any inconvenience.