

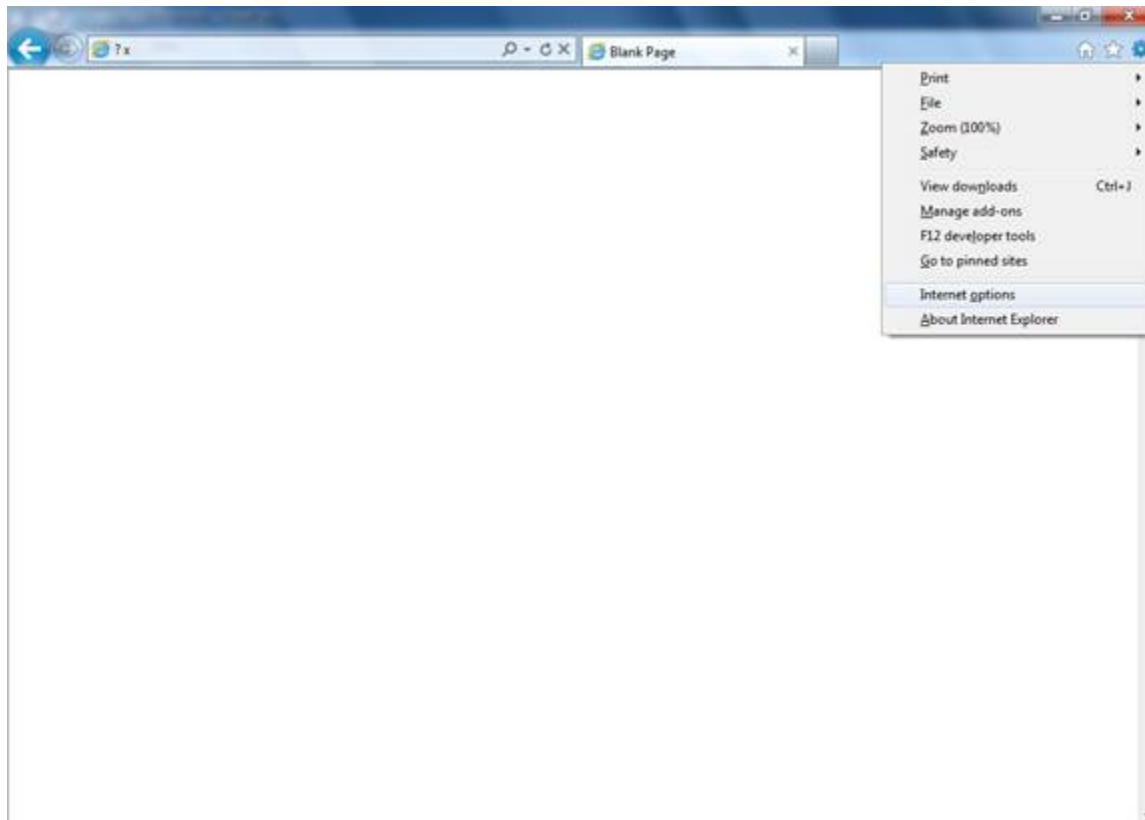


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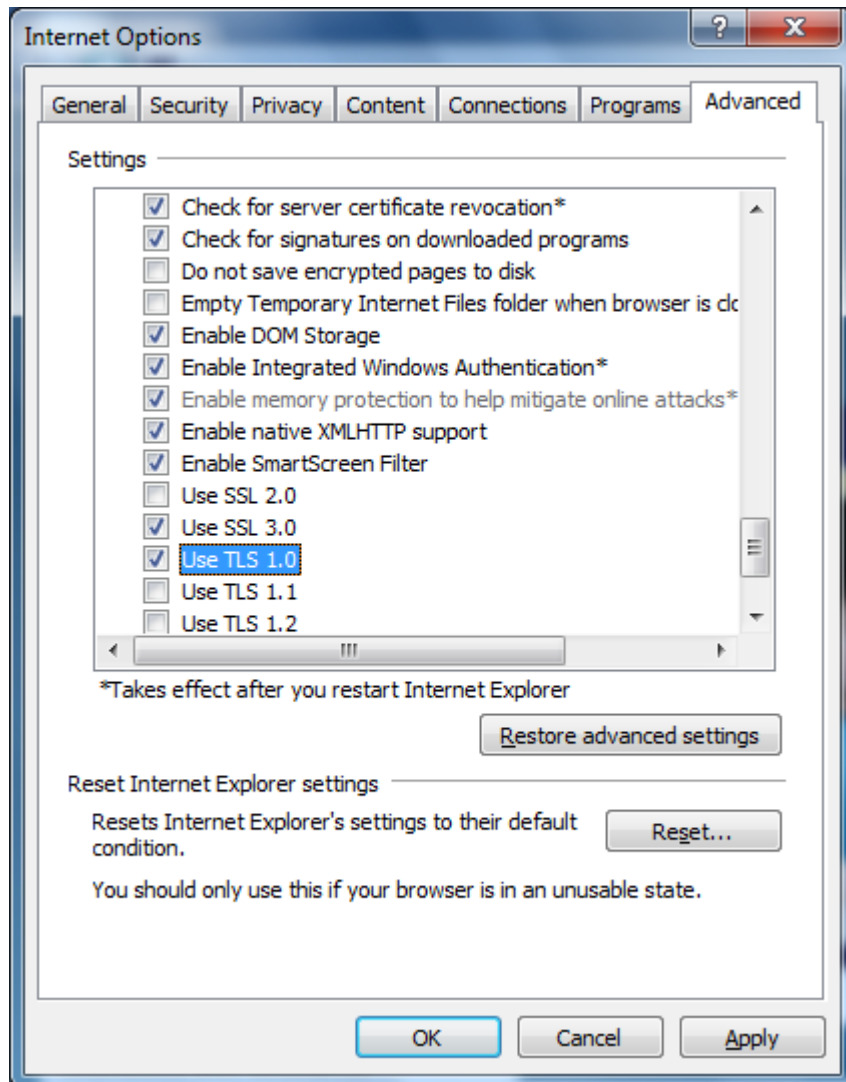
From: Resto, Javiel
Sent: Thursday, February 01, 2012 2:24 PM
To: Transmittal Processors Having Problems Uploading Transmittal files to TRB
Cc: Muzumdar, Vaishali; Perez, Darlene; Laccavole, Louis; Fusick, William; Cook, Leslie
Subject: Tumbleweed "500 Internal Server Error" Fix

Thank you for your patience on this matter. If you received the error message "500 Internal Server Error" while uploading your January 2012 transmittal file to the State of Connecticut Secure File Transfer website, please follow the instructions in this email. Otherwise, please discard this email. The "500 Internal Server Error" was caused by a windows update that was applied by the Windows Update service of your computer. The following steps will fix the "500 Internal Server Error" and allow you to upload your transmittal files:

1. Close all Internet Explorer sessions that you have opened.
2. Open Internet Explorer and press ALT-X to display the Tool dropdown box as shown below.
3. Click on **Internet options**.



4. The Internet Options window will open. Click on the Advanced tab and scroll down to the Security section.
5. Under the Security section, **uncheck** the **Use TLS 1.0** option and click the Apply button.



6. Click on OK and close Internet Explorer.
7. Reopen Internet Explorer and try to upload your transmittal file. Your file should upload successfully.

If you have any questions please do not hesitate to contact me.

Javiel Resto
860.241.8420