



CT TEACHERS' RETIREMENT BOARD

765 ASYLUM AVENUE HARTFORD, CT 06105-2822

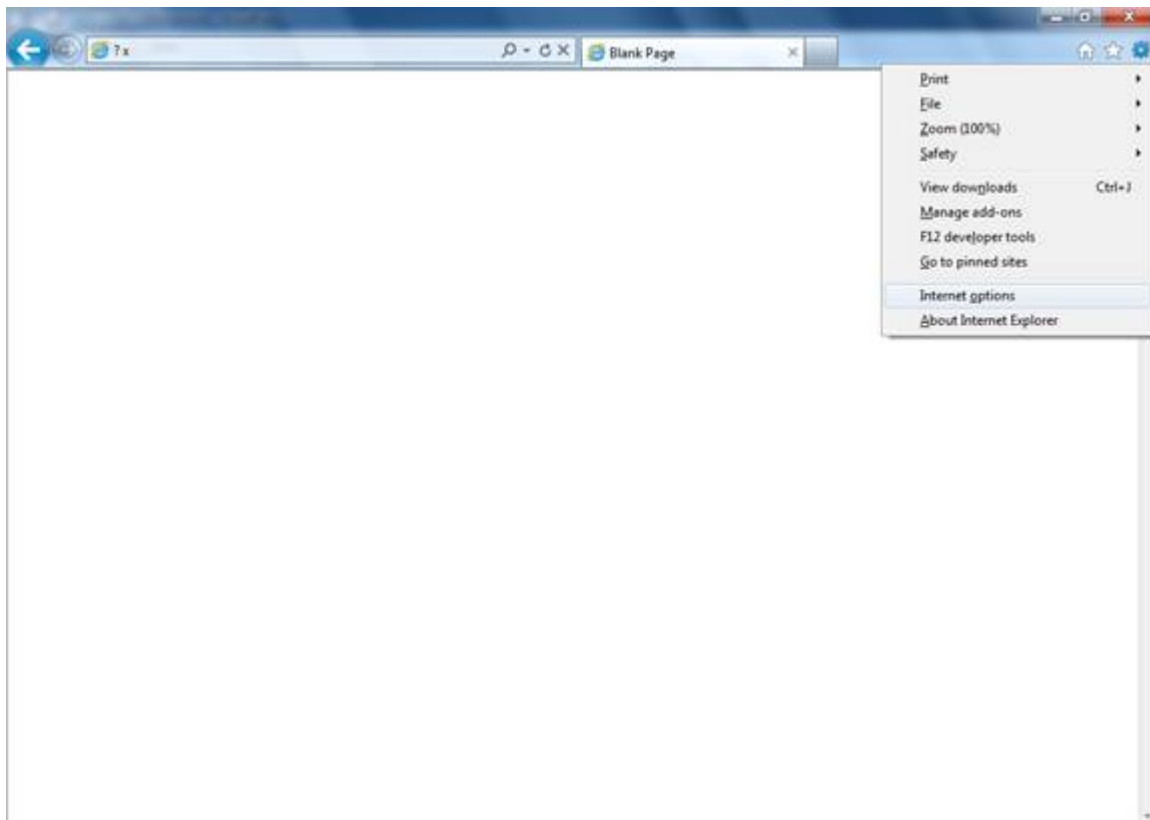
Toll Free 1-800-504-1102 X6024 Local (860) 241-8400 Fax (860) 525-6018

"An Affirmative Action/Equal Opportunity Employer"

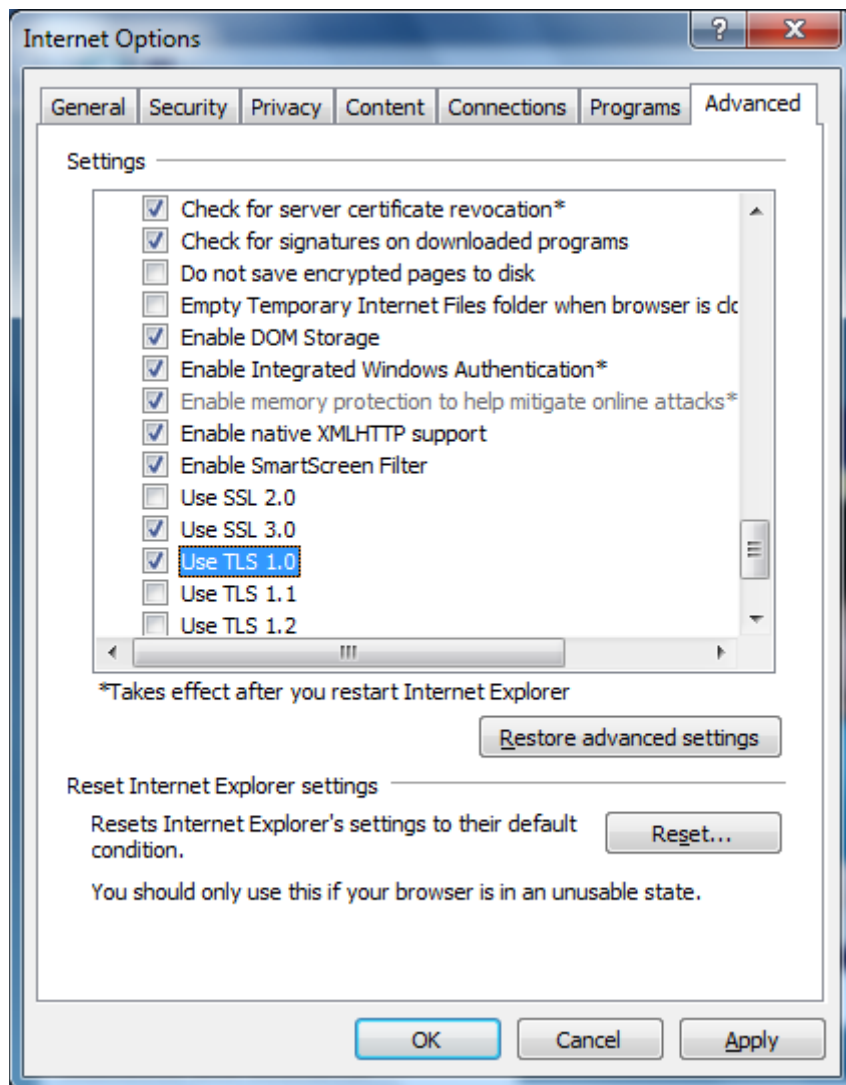
www.ct.gov/trb

If you received the error message "500 Internal Server Error" while uploading your transmittal file to the State of Connecticut Secure File Transfer website please follow the instructions. 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, **unchecked** 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 need assistance or have questions, please call TRB IT Group at 800-504-1102 X6024.