

## FAQ : Upgrade of TLS Certificates to Prevent Service Disruptions

### Understanding TLS and Why It Matters for Your Business

Security is a top priority in payments, and one important technology that keeps transactions safe is **TLS (Transport Layer Security)**. Think of TLS like a secure tunnel that protects sensitive payment data when it travels between systems. Without strong TLS security, hackers could intercept and steal customer details.

### Why Are We Upgrading Security?

Technology evolves, and older security standards become vulnerable to cyberattacks. We are upgrading to **stronger TLS security** to ensure that customer information remains safe. This means merchants need to ensure their systems support **TLS 1.2 with stronger encryption methods** to keep transactions secure.

### What Online Merchants Need to Know

If you accept payments through a website or online payment gateway, the upgrade impacts how your site connects securely with payment providers. **Here's what you need to do:**

- Ensure your website or payment system supports **TLS 1.2** or higher.
- Your IT team or web developers may need to **update configurations** to use one of the recommended secure encryption methods:
- TLS\_ECDHE\_RSA\_WITH\_AES\_128\_GCM\_SHA256
- TLS\_ECDHE\_RSA\_WITH\_AES\_256\_GCM\_SHA384
- TLS\_ECDHE\_RSA\_WITH\_CHACHA20\_POLY1305\_SHA256

Most modern e-commerce platforms and hosting providers already support TLS 1.2, but if you're unsure, contact your IT support or service provider.

### What Offline Terminal Merchants Need to Know

If you use **Terminals/Kiosk/Vending Machines/POS** to process transactions, this upgrade affects how the terminal communicates securely with the payment network.

**Here's what you need to do:**

- Ensure your **payment terminal software is updated** to support TLS 1.2.

- If you manage your own terminals, consult your payment provider or vendor to confirm compatibility.

This upgrade means better security for both your business and your customers, reducing the risk of data breaches or fraud. If you need further assistance, your payment service provider can guide you through the process.

If you have any concerns or questions, please don't hesitate to contact your **NTT DATA eCommerce Solutions** sales account manager or email us at **support@ipay88.com**.

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