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What is affected on PIMSYNC by the disabled support for
TLS versions 1.0 and 1.1 in Office 365

Dear Customers,

Thank you for using our Technical Support Services.

Microsoft announced that as of October 31, 2018, the support for TLS versions 1.0 and 1.1 will be disabled and using TLS 1.2 for connection to Office 365 will be recommended.

Because PIMSYNC versions 2.0 and 2.1 do not support TLS 1.2, this change affects you if you use the Microsoft Office 365 Exchange Online adapter.

If you are currently using or plan to use the adapter, please take time to read the following instructions.

1. Affected Product Versions

- PIMSYNC versions 2.0 through 2.1

Note: Because PIMSYNC 2.2 already supports TLS 1.2, PIMSYNC 2.2 is not affected by the disabled support for TLS 1.1.

2. Scope of Impact

- Microsoft Office 365 Exchange Online adapter

3. Updates Required in the Future

The required updates differ depending on the product version you are using.

For details, see the following:

[1] If you are using PIMSYNC 2.1

A patch for connecting to Office 365 Exchange Online using TLS1.2 was released on February 21. The patch can be downloaded from myHULFT.
(Download file: PIM21_180221_13.zip)

- ✓ **The method of applying this patch differs depending on the patch application status of your environment**

The three different patch application statuses are as follows:

- A newly installed environment or an environment in which the patches up to PIM21_140630_01 are applied
- An environment in which the patches up to PIM21_140718_02 are applied
- An environment in which the patches PIM21_140930_03 and higher are applied

For details, see the README file included with this patch.

✓ **How to check the patch application status**

Check the directory \$PIMSYNC_HOME/config/PATCH-INF.

You will find directories with names of applied patches under the PATCH-INF directory.

Note: \$PIMSYNC_HOME represents the installation directory of PIMSYNC.

[Example]

If a directory named PIM21_140630_01 exists, it implies that the patch PIM21_140630_01 is already applied.

[2] If you are using PIMSYNC 2.0

The Java version used in PIMSYNC 2.0 does not support TLS1.2.

Please consider upgrading to PIMSYNC 2.1.

Note that if you attempt to TLS 1.0 or 1.1 when a connection with it is alive after October 31, 2018, Office 365 Exchange Online may become non-connectable.

[Remarks]

Microsoft posted an announcement about disabling support for TLS versions 1.0 and 1.1 in connections to Office 365 in the following article:

<https://support.microsoft.com/en-us/help/4057306/preparing-for-tls-1-2-in-office-365>