

PrinterOn Hosted TLS Upgrade – Technical Notice

21 February 2020

As of March 31, 2020, PrinterOn is no longer supporting TLS v1.1 and earlier. These protocols no longer meet the security requirements of most security-conscious services such as PrinterOn. As a result, from that date forward, PrinterOn Public will require all communication between PrinterOn components to be secured using TLS v1.2 or later. This change will have an impact only on PrinterOn Public and PrinterOn Enterprise Hybrid customers. PrinterOn Enterprise On-Premise customers are not affected. In order to ensure that your PrinterOn services does not experience a disruption, you must ensure that all PrinterOn client applications used to access your service are sufficiently upgraded and configured to use TLS 1.2.

This document is intended to provide upgrade information for each PrinterOn client application.

Client	Upgrade Path for TLS 1.2 Readiness	Upgrade Availability	Upgrade Cut-Off
PrintConnect	<p>Linux PrintConnect – PrinterOn Public subscribers <i>must</i> upgrade to a new PrintConnect v2 or replace with a Windows server (see requirements) and installing PDS v4.2.5. Customers eligible for a PrintConnect v2 have been contacted.</p> <p>Windows PrintConnect: Will work without changes but recommend the following to avoid a processing delay:</p> <ol style="list-style-type: none"> 1. upgrade to PDS v4.2.5 or 2. change http to https 	PDS v4.2.5	March 31 st , 2020
PDS (Print Delivery Station) Desktop v3.2.6 and prior	Must upgrade to PDS v4.2.3 or later	Now	March 31 st , 2020
PDS (Print Delivery Station) Desktop v3.2.7 and above	Will work without changes but recommend the following to avoid a processing delay:	PDS v4.2.5	March 31 st , 2020
PrintWhere	<p>PrintWhere 5.x and prior - Customers must upgrade to PrintWhere v6.2.5 and ensure Windows version supports TLS 1.2</p> <p>PrintWhere 6.x Ensure Windows version supports TLS 1.2</p>	v6.2.5	March 31 st , 2020

Client	Upgrade Path for TLS 1.2 Readiness	Upgrade Availability	Upgrade Cut-Off
Ricoh HotSpot	Customers must upgrade to the new PrinterOn Android Agent for Ricoh devices. The SDK-J agents are not compliant.	Perform now	March 31 st , 2020
Samsung GV (Embedded Agent)	No action required		n/a
HP PrinterOn Enterprise - Hybrid 3.2.6 and prior	Must migrate to Server 2012 or 2016 and deploy PrinterOn Enterprise version 4.2.5	Now	March 31 st , 2020
HP PrinterOn Enterprise - Hybrid 3.2.7 and higher	Ensure Windows supports TLS 1.2 (Recommend migration to 'On-Premise' and PrinterOn Enterprise v4.2.5)	Perform now	March 31 st , 2020
PDG (Print Delivery Gateway)	Upgrade to PDG 4.2.5 and ensure Windows supports TLS 1.2	Now	March 31 st , 2020
Samsung XOA (Hybrid Enterprise or Public service)	Will cease to work as it does not meet security requirement		March 31 st , 2020

Please contact our [Knowledge Base](#) or [Support](#) if you have any questions. PDS and PrintWhere can be downloaded at this [website](#).