



We're moving together to CAIR2  
Bigger Better Faster

CAIR2 Users,

In our ongoing effort to keep California's immunization registry data safe, CDPH IT will be strengthening our security protocols for web browsers. These security protocols are designed to keep your data protected while using your internet browser or sending data through a web service (data exchange). On **February 17, 2017**, CDPH IT will be disabling the current protocols (Security Sockets Layer (SSL) v3.0 and the Transport Layer Security (TLS) v1.0) and enabling the latest TLS versions (TLS) v1.2). This may affect your ability to connect to the CAIR2 user interface manually, as well as through electronic data exchange.

To resolve connectivity errors you may experience as a result of our upgrading the security protocols, please make sure your system is using the latest TLS version:

**For Data Exchange submitters:** Please make sure that the TLS v1.2 protocol is enabled in your system. If you are a direct submitter, please contact your vendor support for assistance.

**For those using the CAIR2 user interface:** Below is a link to instructions on how to check to see if your web browser is using the latest version of TLS (v1.2) and how to enable that version if you're not. Instructions are listed for the following web browsers: *Microsoft Internet Explorer, Google Chrome, Firefox, and Opera*. If you are using an *Apple Safari* browser, you don't need to do anything, as the latest TLS are automatically enabled.

<https://knowledge.geotrust.com/support/knowledge-base/index?page=content&id=INFO3299&pmv=print&actp=PRINT>

If your region has not yet transitioned to CAIR2, we still recommend that you enable the latest TLS, so that you are able to access CAIR2 after launch. For further assistance, contact the CAIR help desk at 1-800-578-7889 or by email at [CAIRHelpDesk@cdph.ca.gov](mailto:CAIRHelpDesk@cdph.ca.gov).

Thank you,  
CAIR2 Team