Comprise TLS 1.2 Update

bibliotheca statement | May 2018
G-LBST1704EN_001

Product status update

As of June 30, 2018, PCI compliance requires payment providers to make modifications to enable TLS 1.2 on merchant payment systems. TLS stands for Transport Layer Security, which is a cryptographic protocol used to create a secure communication channel between systems. The PCI Security Standards Council has a comprehensive blog post with more information here.

How does this affect bibliotheca customers?

Payment providers and their associated partners, need to make the switch on their respective products to meet the guidelines set out by the PCI security standards organization. This includes Comprise turning on TLS 1.2 on their server environment and updating the payment terminals, and bibliotheca providing the corresponding capabilities to allow the TLS communication on their selfChecks.

Failure to deploy this patch to your selfChecks with Comprise payment will result in a disruption of service.

What will customers need to do?

Comprise: Updates to the Comprise terminals have already occurred, and the Comprise server-side changes are done by Comprise on a specified future date.

bibliotheca: Two specific deployment strategies are available.
1. For customers who have the Kaseya remote access tool installed, this patch will be automatically downloaded and installed on May 27, 2018. This will occur during the evening after most libraries have closed, to minimize disruption to patrons.
2. For customers without Kaseya remote access, a downloadable file is available, click here. This file needs to be extracted and the file called ConfigTLSPatcher.exe needs to be run with Administrative privileges on each selfCheck system that has a Comprise Payment terminal attached to it. The system will automatically reboot after the update has been applied.
   a. For those libraries whose IT staff would prefer to deploy this patch via internal automated procedures, please contact the support desk at support-us@bibliotheca.com for additional instructions.

When does the update need to happen by?

Together with Comprise, a target completion date for this is June 10th, 2018. At this time, Comprise will switch their server side configuration to use the TLS 1.2 protocol. For those that have the patch installed, there will be no disruption in service.

Make future updates easier with Kaseya

Interested in having the Kaseya remote-management system installed? Let us know.