How can I enable TLS v1.2 in Outlook on Windows 7?

Ioanna Anifanti - 2022-11-09 - Email Clients

WHAT HAS CHANGED WITH THE DEPRECATION OF TLS 1.0 & 1.1?

On computers running Windows 7 & Windows 8.0, applications such as Outlook, Word, etc., only support TLS v1.0 & v1.1. Therefore, since our servers will not support these deprecated versions of TLS protocol, should a secure connection from a client such as Outlook to a Papaki server be attempted, the following error message will appear:

"Your server does not support the connection encryption type you have specified"

WHAT SHOULD YOU DO?

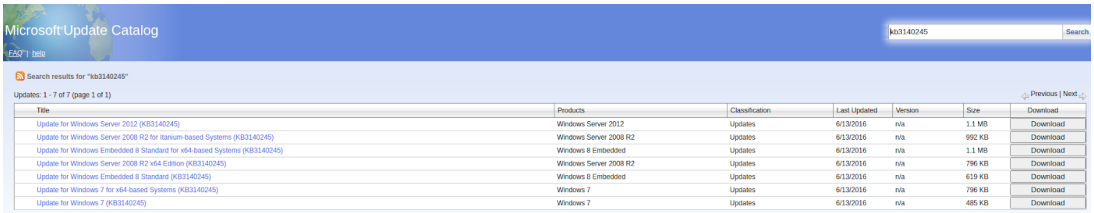
If the operating system you are using is Windows 7, **we recommend that you upgrade to Windows 8.1 or 10, as Microsoft itself has stopped supporting them**. Doing the upgrade does not require any of the following actions. Otherwise, if this is not possible, you will need to follow the steps described below.

STEPS TO ACTIVATE TLS v1.2 IN WINDOWS 7

If you are using Outlook and have Windows 7, you will need to enable TLS v1.2 by following these steps.

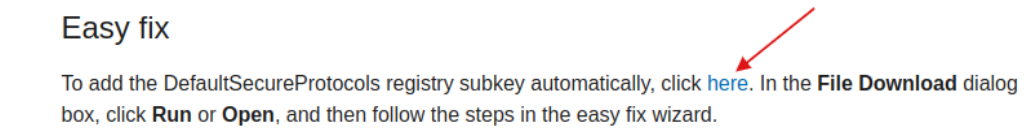
Step 1

At first, it is necessary to install Windows update **KB3140245**. You can either install it through Windows Update where it is available as an Optional Update, or download it from the Microsoft Update Catalog.



Step 2

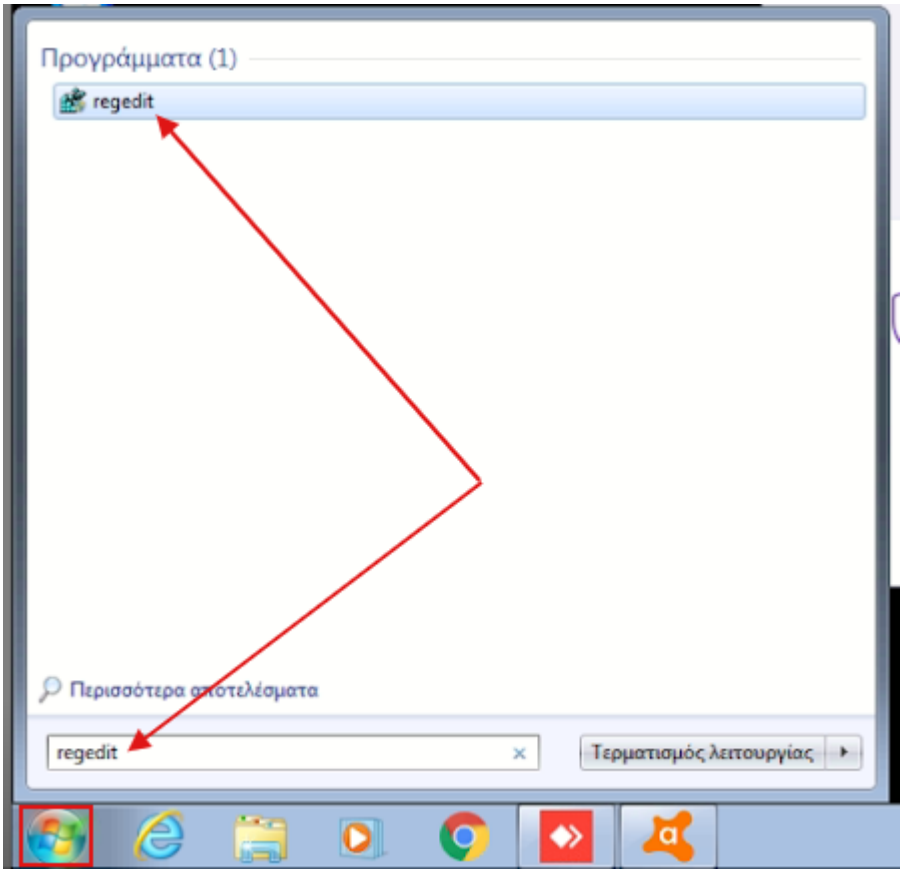
Next you will need to download and install the **MicrosoftEasyFix51044.msi** file on your computer, which can be found here in the section labeled "**Easy fix**".



Alternatively, you can follow the instructions available on the section "How the DefaultSecureProtocols registry entry works" of the article mentioned above, in order to manually modify the registry entry of your computer.

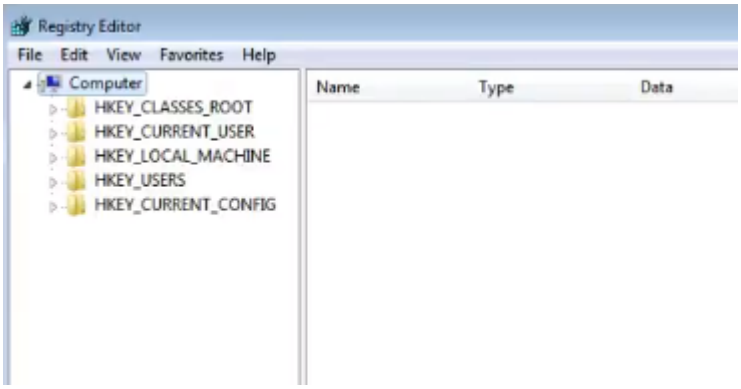
Step 3

1. Click on the **Start** button located on the status bar. In the search field type **regedit** and press **Enter**.



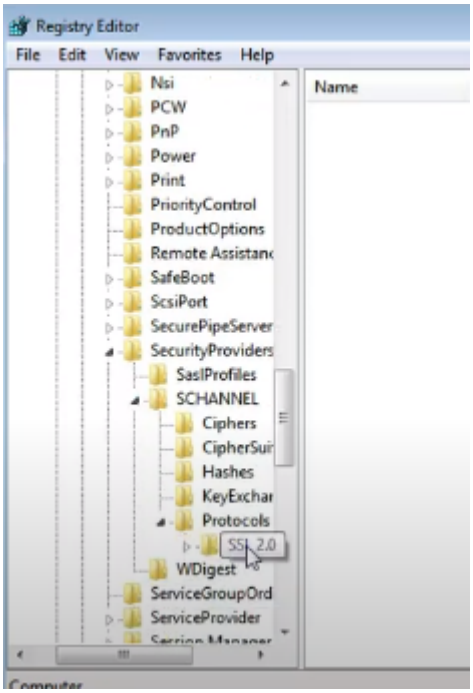
2. Click on the **Yes** button to allow the program to make changes on this computer

3. The **Registry Editor** windows will open.



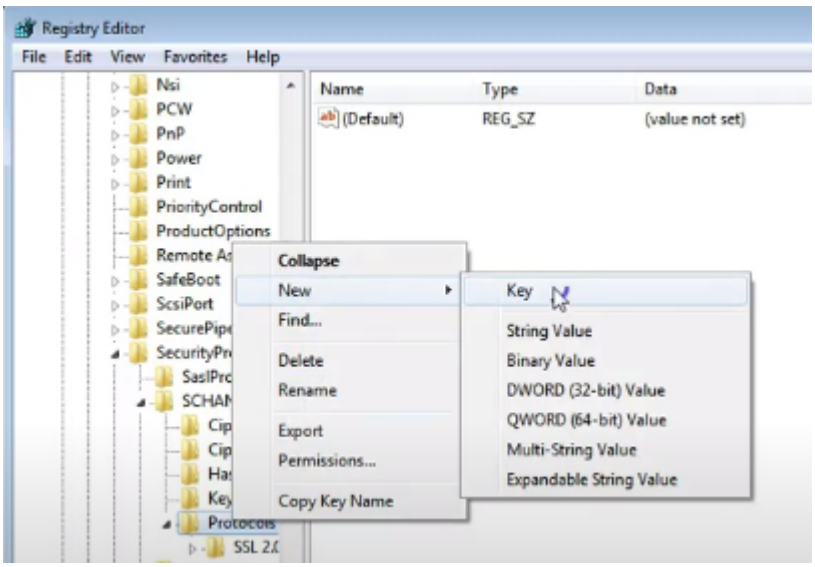
4. In the left menu, follow the path below:

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Protocols

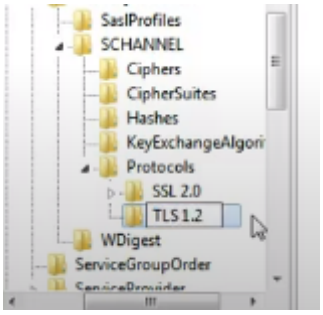


In the Protocols folder you will see the protocol that is enabled on your system. In our case it is SSL 2.0.

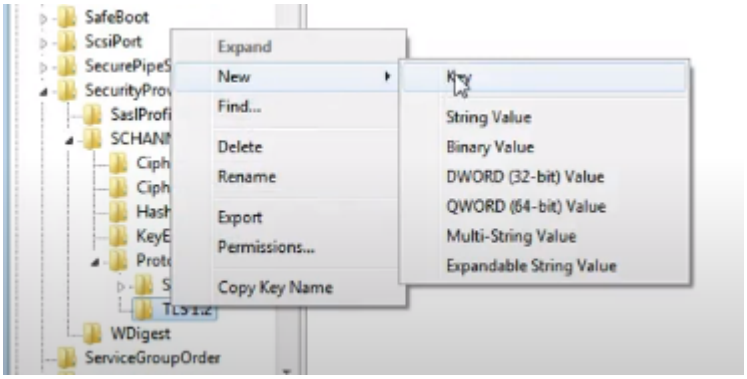
5. To enable TLS 1.2, right-click on the **Protocols** folder. Select **New** option >> **Key**.



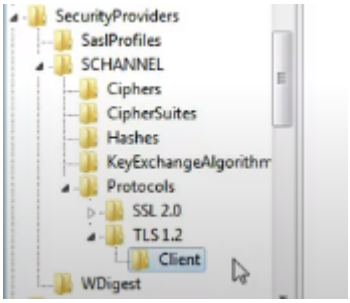
6. Type the name **TLS 1.2** and press **Enter**.



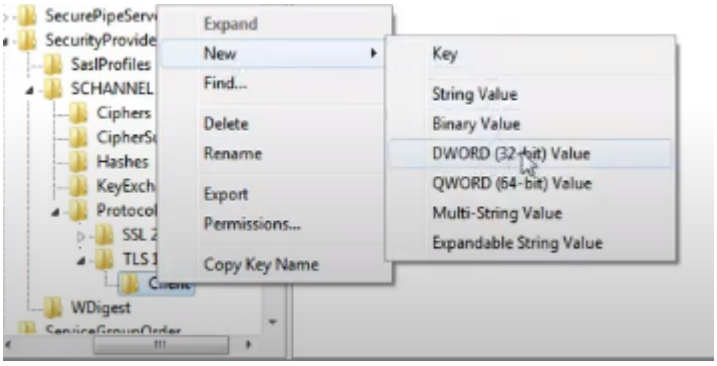
7. Then right-click on the folder named **TLS 1.2** and select **New** >> **Key**.



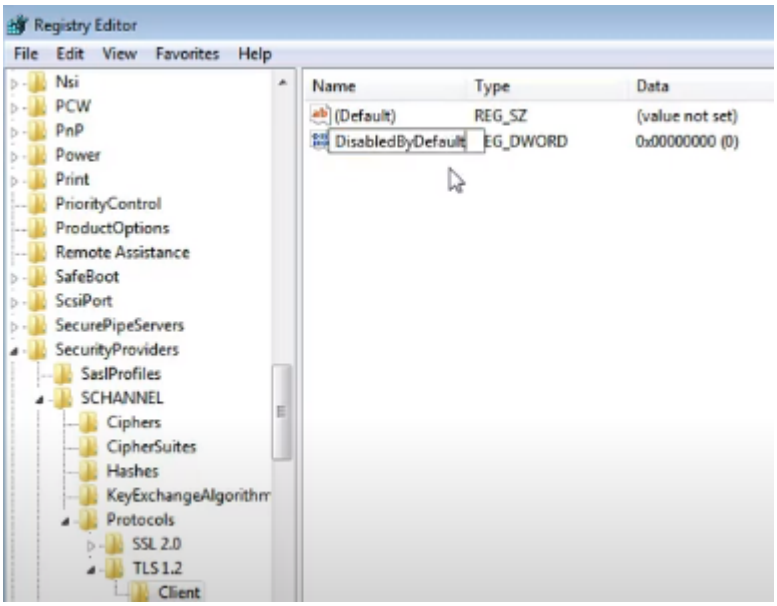
8. Rename the new key with the name **Client** and press **Enter**.



9. Again right-click the **Client** key and this time select **New >> DWORD Value (32-bit)**

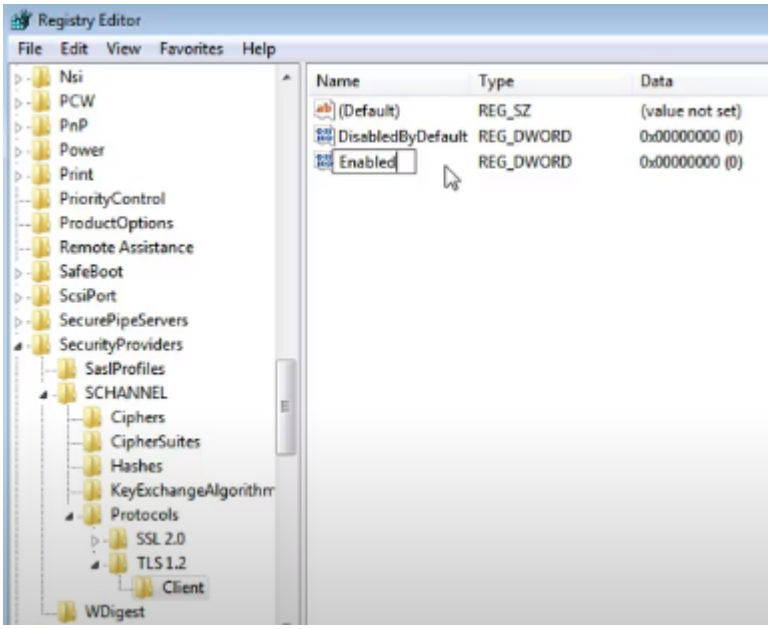


10. Rename the new value and type **DisabledByDefault**

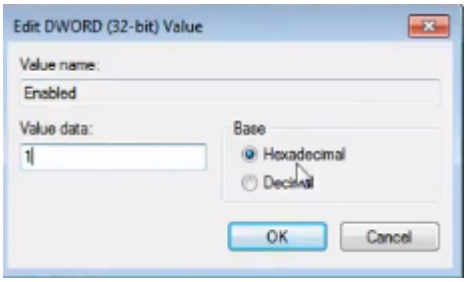


11. Double click the **DisabledByDefault** and on the new window opens ensure that the **Value data** is set to **0** and the **Base** is **Hexadecimal**. Click **OK**.

12. Repeat the process by right-clicking on the **Clients** folder and creating another **DWORD (32-bit)** named **Enabled**.



13. Double click the **Enabled** and on the new window opens, ensure that the **Value data** is set to **0** and the **Base** is **Hexadecimal**. Click **OK**.



14. Once you're done close the registry editor window and make sure to **reboot your machine** in order to make changes effective. After the reboot your system will be able to communicate with the TLS 1.2.

OUTLOOK SETTINGS

In Outlook you will need to make the following changes in the settings of your email account:

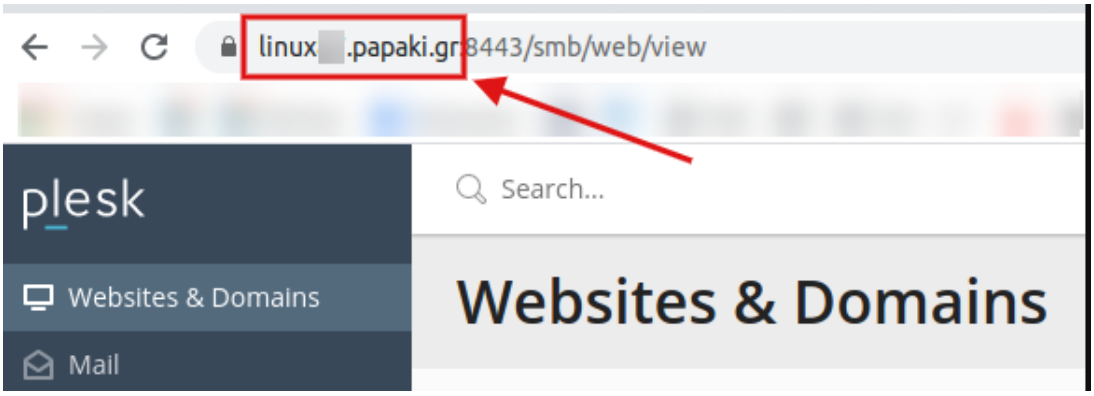
1. Once you **start** Outlook 2007, from the **Tools** menu select **Accounts Settings**.

2. Double-Click the **E-mail** account you would like to make the changes.

3. In the window that will open the following setting you should set.

- **Your Name**: Type your name, eg. info@yourdomain.tld
- **Email Address:** Type you email address eg. info@yourdomain.tld
- **Account Type**: here you will see your account type (IMAP / POP3)
- **Incoming Mail Server**: type the incoming mail server that corresponds to your account (eg linux12.papaki.gr - see below how you can find this value)
- **Outgoing Mail Server (SMTP)**: type the incoming mail server that corresponds to your account (eg linux12.papaki.gr - see below how you can find this value)
- **User Name**: Enter your full email address eg info@yourdomain.tld
- **Password**: Fill in the password that corresponds to your email

NOTE: The value of Incoming & Outgoing Mail Server can be found upon connecting to your Plesk panel, it is appeared at the top of the screen, in the URL bar of your browser, eg linux12.papaki.gr. **Caution**, do not copy port 8443.



4. Click the **More Settings** button.

5. On the **Advanced** tab, you should fill the settings as follows:

- **Incoming Server**: In the case of IMAP, set the secure port **993**. In the case of

POP3, set the secure port **995**.

- **Use the following type of encrypted connection:** choose **SSL**

- **Outgoing Server (SMTP)**: Set the secure port **465** or **587**
- **Use the following type of encrypted connection:** In the case of **465** port, choose **SSL**. In case of **587** port, choose **TLS**.

6. Go to the **Outgoing Server tab. Enable** the option **My outgoing server (SMTP) requires authentication** and choose **Use same settings as my incoming email server**.

7. Click **OK**.

8. In the **Internet E-mail Settings** window that you will return, click the **Next** button.

9. Click the **Finish** button.