



August 2016

## **Important Transport Layer Security (TLS) Communication Protocol Update Affecting Your Shipping with FedEx**

To improve your shipping experience and to ensure your data remains encrypted, the security communication protocol for your current FedEx Ship Manager® Server software must be updated to TLS. Migration to the new security protocol began on March 1, 2016 and all FedEx Ship Manager Server systems must be updated with the TLS protocol by **October 14, 2016**.

Systems that have not upgraded to the TLS protocol by **October 14, 2016** will not be able to communicate with FedEx and may not be able to process shipments.

### **What you should do:**

See below for action needed for your specific FedEx Ship Manager Server (FSMS) version.

<b>FSMS version</b>	<b>What's Needed</b>	<b>Action needed</b>	<b>Special notes, instructions</b>
6.8.5 to 12.1.0	Patch available	<a href="#">Click here to download the TLS Patch</a>	None
6.8.5 and 7.7.7	Patch available	<a href="#">Click here to download the TLS Patch</a>	Reboot required
13.0.1 to 13.0.6	Select the option to:  Upgrade to a compliant version <b>OR</b> Download the patch	Option 1: Upgrade to: <ul style="list-style-type: none"> <li>• 13.0.7 or 13.0.8</li> <li>• 14.0.4 through 14.0.8</li> <li>• 15.0.1 through 15.0.3</li> </ul> Option 2: <a href="#">Click here to download the TLS Patch</a>	None
13.0.7 and 13.0.8	None	None	None
14.0.1 to 14.0.3	Select the option to:  Upgrade to a compliant version <b>OR</b> Download the patch	Option 1: Upgrade to: <ul style="list-style-type: none"> <li>• 14.0.4 through 14.0.8</li> <li>• 15.0.1 through 15.0.3</li> <li>• 16.0.1</li> </ul> Option 2: <a href="#">Click here to download the TLS Patch</a>	None
14.0.4 to 14.0.8	None	None	None
15.0.1 and above	None	None	None

**Note:** The TLS Patch does not support Microsoft Windows 2000 operating system.

To avoid any shipping interruptions, run the TLS Patch file or perform the required software upgrade during scheduled down time.

Please ensure that the appropriate team members are aware of these important updates. If you have questions or need technical assistance:

- For the United States and Canada, call 1.877.339.2774 or send an email to [websupport@fedex.com](mailto:websupport@fedex.com). Support hours are 7 a.m. to 9 p.m. CT Monday through Friday and 9 a.m. to 3 p.m. CT Saturday
- For Europe, the Middle East and Africa (EMEA), send an email to [techsupport\\_emea@fedex.com](mailto:techsupport_emea@fedex.com)
- For Asia-Pacific (APAC), send an email to [fdxhelpdesk@fedex.com](mailto:fdxhelpdesk@fedex.com)
- For Latin America and the Caribbean (LAC), send an email to [tsc@corp.ds.fedex.com](mailto:tsc@corp.ds.fedex.com)

Thank you for your time and attention. We appreciate your business.

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