



August 10, 2015

Dear Valued FedEx Customer:

In support of an ongoing effort to keep both FedEx and its customers' systems secure, FedEx is updating its encryption security to SHA-256 (SHA-2), effective September 18, 2015. This update will help ensure that communication to and from FedEx servers are secure with the most updated encryption available.

FedEx customers with either Windows XP or Windows Server 2003 operating systems may need to complete an additional step to ensure their workstations are secure and can continue to communicate with FedEx.

IT IS IMPORTANT TO UNDERSTAND THAT ONCE FEDEX UPDATES ITS CERTIFICATES ON SEPTEMBER 18, 2015 TO SHA-2, ELECTRONIC SHIPPING CUSTOMERS WITHOUT ONE OF THE SERVICE PACKS DETAILED BELOW WILL NOT ONLY BE AT RISK TO MALICIOUS HACKERS, BUT ALSO UNABLE TO COMMUNICATE WITH FEDEX.

Windows XP Customers

Windows XP with Service Pack 2 (and below) alone cannot support SHA-2 encryption. Microsoft added the ability to support the encryption security via Service Pack 3 (SP3). There are two ways to download the SP3: through Windows Updates from the desktop or from Microsoft Download Center via the Microsoft website.

- **Action to complete by September 18, 2015**
 - Download and install SP3

Windows Server 2003 Customers

Windows Server 2003 with Service Pack 2 (and below) alone cannot not support SHA-2 encryption. Microsoft added the ability to support the encryption security via a hotfix. The hotfix can only be downloaded from the Microsoft website by requesting hotfix [KB 968730](#) via the "View and request Hotfix downloads" link.

- **Action to complete by September 18, 2015**
 - Download and install hotfix [KB 968730](#)

FedEx Support

- For questions or technical assistance in the United States, please call 1.877.339.2774. Support hours are 7 a.m. to 9 p.m. CT Monday through Friday and 9 a.m. to 3 p.m. CT on Saturday.
- For questions from Europe, the Middle East and Africa (EMEA), send an email to Techsupport_emea@fedex.com.
- For questions from Asia-Pacific (APAC), send an email to fdxhelpdesk@fedex.com.

Please ensure that the appropriate team members are aware of this important update. Thank you for your time and attention to this important security update.

The FedEx Web Integration Solutions Team