



Marketing Cloud TLS 1.0 Disablement Readiness Checklist

Have no fear, TLS disablement is here! Use this guide to help you prepare your Salesforce Marketing Cloud environment for the upcoming TLS 1.0 disablement starting August 3, 2018.

Get started early and transition your Marketing Cloud environment to support TLS 1.2 as soon as possible. Many of the Salesforce products and developer tools are already compatible with TLS 1.2

Learn

Task	Reference
<input type="checkbox"/> Learn about TLS 1.0 and the industry-wide change to remove support for it	Review the Marketing Cloud TLS 1.0 Disablement article.
<input type="checkbox"/> Know the Salesforce TLS 1.0 disablement timelines	Review the " What is the impact? " section of the Salesforce Disabling TLS 1.0
<input type="checkbox"/> Understand how this changes impacts your Marketing Cloud environment, features, and functionality such as (but not limited to): <ul style="list-style-type: none">• UI connections using internet browsers and mobile applications• Inbound API integrations• Outbound sends, callouts and integrations	Review the " Which features are impacted? " section of the Marketing Cloud TLS 1.0 Disablement article.

<ul style="list-style-type: none"> ❑ Understand the dates in which the changes go into effect <ul style="list-style-type: none"> ❑ Web Browser connections and REST API client to support TLS 1.2 by August 3, 2018 ❑ Marketing Cloud MobilePush Android SDK must be updated to 5.5.0 or higher by September 30, 2018 ❑ Communicate to your customers promote upgrade to your app by this date as well so there is no interruptions on MP tracking data or inbox functionality. ❑ Marketing Cloud SOAP API client to support TLS 1.2 by January 4, 2019 	
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Prepare

Task	Reference
<ul style="list-style-type: none"> ❑ Upgrade to a recommended browser 	<p>Follow the steps described in the "Upgrade to a recommended browser" section of the Marketing Cloud TLS 1.0 Disablement article.</p>
<ul style="list-style-type: none"> ❑ Upgrade your mobile operating system 	<p>If you are using a Marketing Cloud mobile application, upgrade to iOS 7.x or later. Android 4.4.x or later.</p>
<ul style="list-style-type: none"> ❑ Upgrade your API client 	<p>For inbound API integrations, ensure your API client supports TLS 1.2 by following the steps described in the "API (inbound) Integrations" section of the Marketing Cloud TLS 1.0 Disablement article.</p>
<ul style="list-style-type: none"> ❑ MobilePush Android SDK 	<p>Upgrade to API version 20 or later and Mobile Push Android SDK version 5.5.0 or later.</p>

	The MobilePush SDK for iOS does not require upgrade as it supports TLS 1.2 in all SDK versions
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Communicate

Task	Reference
<input type="checkbox"/> Request your customers, or consumers, to use a recommended browser	Request your customers, or consumers, interacting with your clicks and pages to use a recommended browser or upgrade to a recommended browser if necessary. Review the " Which features are impacted? " section of the Marketing Cloud TLS 1.0 Disablement article.
<input type="checkbox"/> Request your customers or target providers to support TLS 1.2	For outbound callouts such as email sending and http callout, request your customers or target providers to support TLS 1.2. Review the " Which features are impacted? " section of the Marketing Cloud TLS 1.0 Disablement article.

Develop Action Plan

Now that you have assessed the impact and understand the timeline, let's work on creating an action plan to get you ready for this change.

Task
<p>Create an action plan:</p> <ul style="list-style-type: none"> • What is the impact on your users, integrations, etc.? (Will it impact your Marketing department differently than your IT department?) • Who or which teams do you need to bring together to get things done? • What action needs to be taken and who or which teams will do it? • Who's going to project manage the efforts and ensure that things get done?
<p>Over-communicate: Create an internal communication plan.</p>

Target and tailor the message based on how this will impact different end-users and teams. For example, create a separate outreach for end-users using incompatible browsers. Don't be afraid of over-communicating; you don't want to miss anyone.