



Content Matrix

Knowledge Base for Supporting TLS 1.1/1.2 Security Protocol

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Issue: Unable to connect to a SharePoint URL that is configured with TLS 1.2 or 1.2 security protocol

In Content Matrix v.8.4.0.1 and earlier, if users tried to connect to a Secure SharePoint Site (<https://<CompanySharePoint>/<Site>>) they would be able to establish a connection to the environment if it was configured to use the TLS 1.0 security protocol or lower.

In Content Matrix version 8.5.0.1 and later, partial support has been added to allow users to connect to environments that are using TLS versions 1.1 and 1.2. Before this support was added, users would receive a “**Underlying connection is not supported**” message if they tried to connect to an environment that was using TLS 1.1 or 1.2.

Most SharePoint environments will (currently) use SSL or TLS 1.0 by default, but they can be changed to use later versions of TLS by disabling TLS 1.0, and then configuring the environment to use the version of TLS they want. This document will not cover how to make these modification, but will review how you can connect to them in Content Matrix 8.5.0.1 and later, as well as explain any caveats.

NOTE: Connecting to TLS 1.1 and TLS 1.2 environments is currently an **ALPHA** feature, and is **not officially supported**.

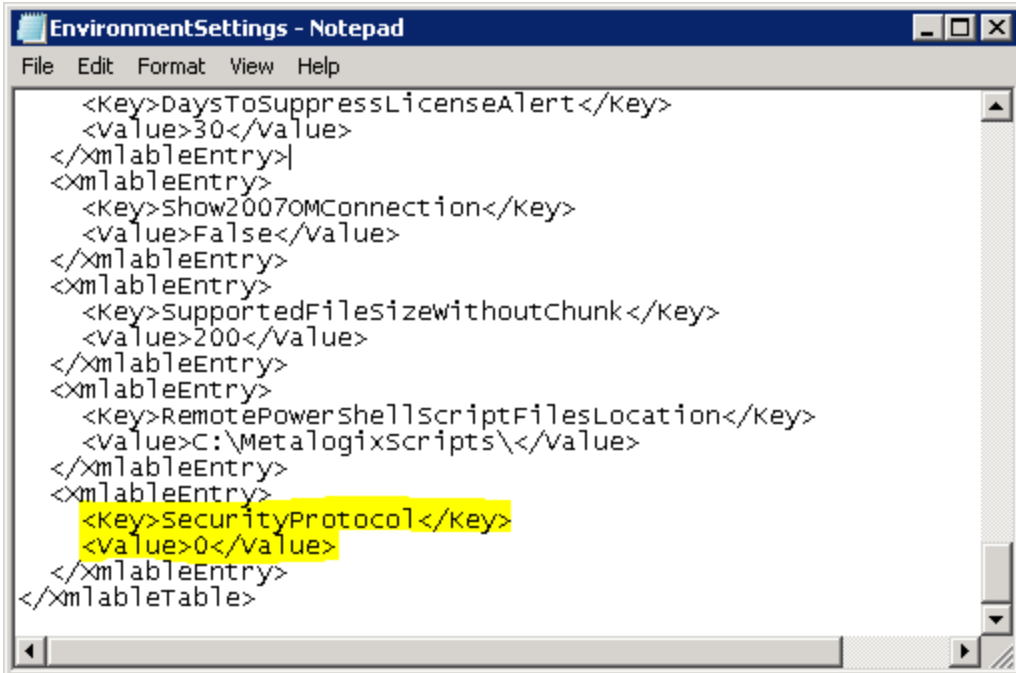
1.1 How to configure Content Matrix to connect to TLS 1.1 and/or TLS 1.2 environments

Follow the below steps to configure Content Matrix to use TLS 1.1 or TLS 1.2.

1. Make sure the Content Matrix client application (i.e the console) is closed.
2. Go to the “**EnvironmentSettings**” XML file, found at the following location where Content Matrix is installed, and **Edit** the file.

C:\ProgramData\Metalogix\EnvironmentSettings.xml

3. In the “EnvironmentalSettings” XML file, find the Key named “**SecurityProtocol**”.



```

EnvironmentSettings - Notepad
File Edit Format View Help
<Key>DaysToSuppressLicenseAlert</Key>
<Value>30</Value>
</xmlableEntry>
<xmlableEntry>
<Key>Show2007OMConnection</Key>
<Value>False</Value>
</xmlableEntry>
<xmlableEntry>
<Key>SupportedFileSizeWithoutChunk</Key>
<Value>200</Value>
</xmlableEntry>
<xmlableEntry>
<Key>RemotePowerShellScriptFilesLocation</Key>
<Value>C:\MetalogixScripts\</Value>
</xmlableEntry>
<xmlableEntry>
<Key>SecurityProtocol</Key>
<Value>0</Value>
</xmlableEntry>
</xmlableTable>

```

The default value here is “0” and **should not be changed unless necessary**.

4. Change the value to read as “4080”. This will add support for both TLS 1.1 and TLS 1.2.
5. **Save** the file.
6. Restart the Content Matrix Console and try to make your SharePoint connection again.

1.2 Limitations

The current implementation of TLS 1.1 and TLS 1.2 support does have a set of limitations. These limitations are explained below.

- Migrations of Nintex workflows into a SharePoint Online (SPO) environment is only supported when using TLS 1.1 or lower.
- When migrating using TLS 1.1 or TLS 1.2, Content Matrix requires that **all the environments involved use the same version of TLS**. This means that the Source and Target environments, as well as any environment that Content Matrix is installed on, must all use the same version of TLS.
 - **Example 1:** If the Source is using TLS 1.0, the machine that Content Matrix is installed on is using TLS 1.1 and the Target environment is using TLS 1.2, then users will not be able to migrate any content from the source to target.

- **Example 2:** If the Source and Target are both on TLS 1.1 and the Console is on TLS 1.0, Content Matrix won't be able to migrate any content.
- **Example 3:** If the Source and the console are both on TLS 1.0 and the Target is on TLS 1.2, Content Matrix won't be able to migrate content.
- **Example 4:** If the Source, Target, and console are all on TLS 1.1, then Content Matrix WILL be able to migrate content.