

WebEx Is Upgrading Security Settings for Online Meetings

Like many online services, WebEx, the conference service we use for the online tape group sessions, is upgrading its security settings. These upgrades will only affect older internet browsers and older operating systems, so most tape group participants will not be affected. However, starting on July 28, some older internet browsers and older operating systems will not be able to join the online tape group sessions.

When you try to join an online tape group, if you see the message shown below, please read the rest of this document.

This page can't be displayed

Turn on TLS 1.0, TLS 1.1, and TLS 1.2 in Advanced settings and try connecting again.

First, if you see the message, but don't want to take the time right away to resolve the issue, remember that you always have the immediate option to join the online tape group session by telephone. If you have a nationwide calling plan, you can simply call:

1-323-375-2185 – Conference Code 8546641#

If you need to call in to the group through a local number, [click here](#) to see a list of available numbers by state and city.

What Browsers Are Supported by the New Security System?

The table below shows the browser and operating system combinations that **support** the upgraded Internet security that WebEx will use (*for any techies out there, it is the Transport Layer Security (TLS) version 1.2, or simply TLS 1.2.*)

Browser Name	Minimum Required Level
Microsoft Internet Explorer	Internet Explorer 11 running on Windows 7, 8 or 10 Internet Explorer 10 running on Windows 7, 8 or 10
Microsoft Edge	All versions
Google Chrome	Minimum browser version: 65.0
Mozilla Firefox	Minimum browser version: 52.0
Mobile Devices	Cisco WebEx Meetings application running on any Apple iOS or Android-based mobile device
Apple Safari	Versions 7, 8 and 9 with OS X 10.9, 10.10, 10.11
All Other Browser types, such as Yahoo!, AOL, etc.	Some may be supported, and some may not be

What if I have a browser and operating system combination that is in the table, but I still get the error message?

If you have a browser and operating system combination shown in the table above but the error message “This page can’t be displayed” (shown above) still appeared on your screen, it could be that there is more than one browser on your computer. One browser may be supported, and the other not supported, so the problem may simply be that you tried to join the meeting using the unsupported browser. Take these steps:

1. Close all browsers.
2. Use the **supported browser** to go to www.goldsmithglobal.org.
3. Join the meeting as usual.

What if I do not know what browser level and operating system I have?

If you do not know what browser and operating system you have, and you see the error message “This page can’t be displayed,” follow the instructions below for the brand of browser you have—Microsoft Internet Explorer, Google Chrome, Mozilla Firefox, or Apple Safari.

*To Check the Level of the **Microsoft Internet Explorer** Browser:*

1. Open Microsoft Internet Explorer.
2. Click on the small gear symbol  at the top right of the page. A menu will display.
3. From the menu, select “About Internet Explorer” (the last item in the menu).
4. A small box will open. In the box, it says: “Version xx.xxx.xxxxx.x”.
5. **If the number begins with 11**, you should be fine.
6. **If the number begins with 10**, follow these instructions:
 - a. Open the Internet Explorer browser.
 - b. Click on the small gear symbol at the top right of the page. A menu will display.
 - c. From the menu, select “Internet Options.”
 - d. A box will open that has several tabs at the top. Select the **Advanced** tab.
 - e. Scroll down to the “Security” section (the last section in the list)

- f. In the list under “Security,” you will see “TLS 1.1”, “TLS 1.2” and SSL 3.0.
 - If there is **not** a check mark in the box next to **TLS 1.1**, click in the box to make the check **appear**.
 - If there **is not** a check mark in the box next to **TLS 1.2**, click in the box to make the check **appear**.
 - If there **is** a check mark in the box next to **SSL 3.0**, click in the box to make the check **disappear**.
 - g. At the bottom of the box, click the box that says “APPLY.”
 - h. Click the box that says “OK.”
 - i. Close the Internet Explorer browser.
 - j. Reopen the Internet Explorer browser and go to www.goldsmithglobal.org.
 - k. Join the meeting as usual.
7. **If the number begins with 9 or a number lower than 9**, you will have to upgrade the browser in order to use it to join the meetings. You may be able to use a browser other than Microsoft Explorer, such as Google Chrome or Mozilla Firefox. Or, you may choose to attend the online tape group by telephone. *(See Page 1 of this document for instructions for attending by telephone.)*

To Check the Level of the **Google Chrome** Browser 

The Google Chrome browser automatically keeps itself up to date, so it should not require any adjustment. However, if you need to check the level of your Google Chrome browser, take these steps:

1. Open the Google Chrome browser.
2. Click the three little dots  at the top right of the page. A menu will display.
3. In the new menu, click on **Help**. Then click on **About Google Chrome**.
4. The browser version number will be shown in the information box that displays. If your browser version number starts with a number **less than 65**, you will have to update your Google Chrome browser to use it to participate in online tape group sessions. For instructions on how to update the Chrome browser, click on this link:
<https://support.google.com/chrome/answer/95414?co=GENIE.Platform%3DDesktop&hl=en>

To Check the Level of the **Mozilla Firefox** Browser

The Mozilla Firefox browser automatically keeps itself up to date, so it should not require any adjustment. However, if you need to check the level of your Mozilla Firefox browser, take these steps:

1. Open the Mozilla Firefox browser.
2. Click the three-line symbol at the top right. 
3. In the drop-down menu, click on **Question Mark** at the very bottom of the menu box. Another menu will display.
4. Click on **About Firefox** at the bottom of that menu.
5. The browser version number will be shown in the information box that displays. If your browser version number starts with a number less than 52, you will have to update your browser to use it to participate in online tape group sessions. For instructions on how to update the Mozilla Firefox browser, click on this link: <https://support.mozilla.org/en-US/kb/update-firefox-latest-version>

To Check the Level of the **Apple Safari** Browser

The Apple Safari browser is built into the Apple Operating System (OS X) for Apple Mac computers. To find the version level:

1. Open the Safari browser by clicking on the **Safari icon**  in the dock of the Mac desktop or laptop computer.
2. Click on **Safari** in the menu bar at the top of the screen. 
3. In the drop-down menu that appears, choose the option labeled **About Safari**.
4. A small box appears with the browser's version number. The first number before the dot is the version number. If your Safari browser version starts with a number less than 7, we recommend you contact the person who provides you with technical support to apply upgrades to your Mac computer operating system. Alternatively, you can use another browser type, such as Google Chrome or Mozilla Firefox, or you can attend the online tape group by telephone. (See Page 1 of this document for instructions for attending by telephone.)