



21 June, 2018

This user bulletin describes changes made to this release of GoFileRoom.®

CHANGES

Security and integration

As part of the Thomson Reuters' ongoing monitoring of security best practices, we've made background changes to GoFileRoom to meet new security standards for online connections.

GoFileRoom was updated to use Transport Layer Security (TLS) v.1.2. This is a protocol used for encrypting and transmitting data security when integrating with Thomson Reuters' web-based products and services. While the update to GoFileRoom v. 2018.2.5 will have no impact on functionality or user experience in the application, the update to this particular version of TLS is a recommended best practice by security professionals.

Use the following steps to ensure that TLS v.1.2 is active in your options for Internet Explorer.

1. In Internet Explorer, choose **Internet Options** from the Tools menu.
2. Click the **Advanced** tab in the Internet Options dialog and scroll down to the Security section.
3. Clear the checkboxes for **Use TLS 1.0** and **Use TLS 1.1**.
4. Tick the checkbox for **Use TLS 1.2**, and then click OK.

Client Add-in update

We've released Client Add-in v.18.0.3 as a result of the TLS 1.2 update.

Note: Users working in Microsoft Office® 2010 on a Windows® 7 computer will need to update their registry in order to view documents within GoFileRoom. For details about updating your registry, see the [Recommended registry changes for TLS 1.2 on Windows 7 and Office 2010](#) article in the Help & How-To Center, or contact Support for assistance.

HELP & SUPPORT

Help & How-To Center

For answers to questions on using GoFileRoom, access the Help & How-To Center by clicking the **Help** link in the GoFileRoom menu. You can also enter text in the search field and click the Search button. For more information, including sample searches, see [Finding answers in the Help & How-To Center](#).

PRODUCT SUPPORT

You can request support via Submit Ticket through the [Support Portal of our website](#). To speak directly with a Support Representative, call us on 0845 180 909. Select the appropriate option when prompted. You can also send a message to digita.support@thomsonreuters.com.