Enabling TLS 1.1 and 1.2 support for Outlook on Windows7

Since TLS 1.0 protocol is not secure, it should be disabled worldwide, but applications using WinHTTP on Windows7 machines support TLS 1.0 only. As a result, Outlook throws the error "your server does not support the connection encryption type you have specified".

There are two way to resolve it:

1. Install the KB3140245 update, either via Windows Update — it's available as an Optional Update, or obtain via the Microsoft Update Catalog.
2. Download and run Easy Fix, as suggested by Microsoft. Available at https://support.microsoft.com/en-us/help/3140245/update-to-enable-tls-1.1-and-tls-1.2-as-a-default-secure-protocols-in-winhttp-in-windows. Or, if you like to edit the registry on your computer yourself **(WARNING! This is dangerous if you don't know what you're doing!)**, create a DWORD value called **DefaultSecureProtocols** in both of the following locations and set its value to **0x00000A00**:
    a. *HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Internet Settings\WinHttp*
    b. *HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Internet Settings\WinHttp*

> Attention! This section, method, or task contains steps that tell you how to modify the registry. However, serious problems might occur if you modify the registry incorrectly. Therefore, make sure that you follow these steps carefully. For added protection, back up the registry before you modify it. Then, you can restore the registry if a problem occurs. For more information about how to back up and restore the registry, see: How to back up and restore the registry in Windows.

Related articles

- Outlook keeps asking for a password even if you already gave it one
- Using FTPS in FireFTP with cPanel
- Using FTPS in FileZilla with cPanel