

16 February 2018



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Dear Valued GuestCentrix Client,

You may have received notification from your channel manager regarding the upgrade to newer versions of the TLS communication protocol. This will affect the communication of the interface between your GuestCentrix server and your Channel Manager.

What you need to do

If you are on a hosted cloud platform (i.e.. AWS cloud hosting), then we will look after this for you and you can disregard this notice.

If you have your own GuestCentrix servers, you will need to ensure the following:

- You will need Windows Server 2008 R2 or greater installed and up to date with Microsoft patches to the operating system.
- You will also need an SSL Certificate installed on the web server capable of supporting TLS 1.2.

If you are unsure on how to check this, please forward this to your IT department.

What CMS will need to do

Prior to the cutoff date provided by your Channel Manager and where required, CMS will make the necessary changes to your channel manager interface to ensure continuous operation.

What happens if you do nothing

If you do not have the required operating system and Security (SSL) certificate installed before the cut-off date provided by your Channel Manager, then your channel manager interface will no longer work. This will have an impact on the ability to send rates, inventory and restrictions to your channel manager and receive reservations, modifications and cancellations.

Please contact support@cmshospitality.com if you have any questions.