

# Important Updates - ArcGIS and TLS Support

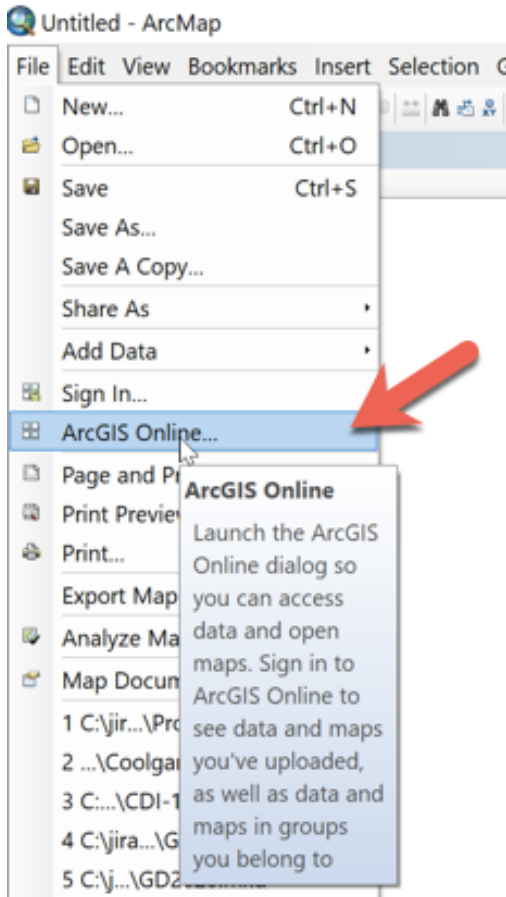
Esri's ArcGIS Online have transitioned to utilizing TLS 1.2 only on April 16 2019, and some clients/versions will experience a disruption of service if they do not follow the steps described in Esri's [TLS\\_Guidance](#).

This Esri document also lists which clients require update/fixes to support TLS 1.2, including what Esri products and a list of older browsers.

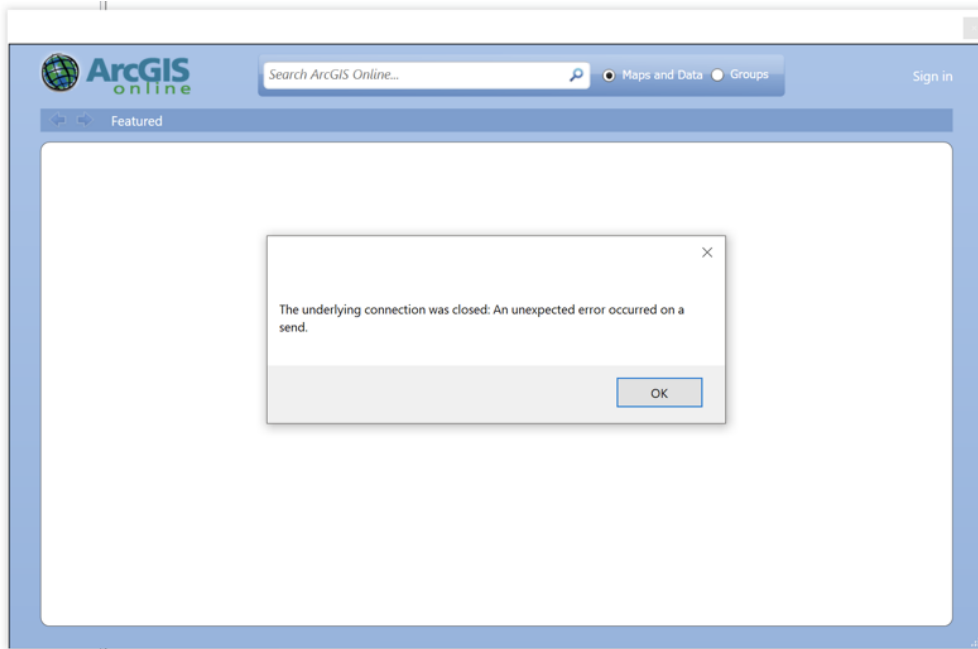
Esri has established a support page to help customers at <https://support.esri.com/en/tls>.

## How will this affect Nearmap users?

When connecting to ArcGIS Online via ArcMap:



You may encounter the following error:



To fix this you will need to update your software with the patch as described in: [Install the TLS 1.2 patch on ArcGIS Desktop](#).

You can also [Test ArcGIS TLS 1.2 connections to ArcGIS Online](#).