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Digital

NHS Digital (Link: /) Services (Link: /services) Care Identity Service (Link: /services/care-identity-service)
Latest news (Link: /services/care-identity-service/latest-news) Outages for TLS 1.0/1.1

News

Outages for TLS 1.0 and 1.1 - updated schedule

IT teams need to update to the latest version of Identity Agent. Failure to update could result in authentication issues and service disruption.

Date:
8 July 2025

Summary

To ensure sensitive authentication data is properly protected in line with National Cyber Security Centre (NCSC) and Internet Engineering Task Force (IETF) guidance and best practice, we stated that protective measures will be used to stop all use of deprecated TLS from 1 July 2025.

IT teams need to:

- update to the latest version of Identity Agent

- if this is not possible, apply registry settings to legacy versions of Identity Agent

Failure to update could result in authentication issues and service disruption.

Key dates in detail

In line with stopping deprecated TLS, the Care Identity Service (CIS) will begin a phased approach to blocking traffic to its CIS1 Authentication Service where deprecated TLS (1.0 / 1.1) is detected.

This phased blocking period will be:

- Mondays 4 and 18 August, from 15:00 to 15:15 (up to 15 minutes each day)
- Mondays 1, 8, 15, 22 and 29 September, from 15:00 to 16:00 (1 hour each day)

The service will be **permanently blocked from Wednesday 15 October at 15:00**.

Actions to take

Ahead of these outages you must ensure your organisation is using the latest NHS Identity Agent (Link: https://digital.nhs.uk/services/care-identity-service/applications-and-services/technical-services/identity-agent) by identifying and updating machines using older versions.

You may wish to instead follow the advice to disable TLS 1.0 and 1.1 by following this the guidance (Link: https://digital.nhs.uk/services/care-identity-service/setting-up-and-troubleshooting/disabling-tls-1.0-and-1.1-for-nhs-identity-agent) to update the registry settings of users' machines.

If you need assistance moving away from TLS 1.0 and 1.1 then please contact us as soon as possible via the following channels:

Tel: 0300 3 035 035

Email: ssd.nationalservicedesk@nhs.net (Link: mailto:ssd.nationalservicedesk@nhs.net)

Portal: https://www.support.digitalservices.nhs.uk/csm (Link: https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.support.digitalservices.nhs.uk%2Fcsm&data=05%7C02%7Cchrischild%40nhs.net%7Cb33cbcc


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Twitter (Link: https://twitter.com/intent/tweet?via=nhsdigital&url=https%3A%2F%2Fdigital.nhs.uk%2Fservices%2Fcare-identity-service%2Flatest-news%2Foutages-for-tls-1.0-1.1&text=Outages%20for%20TLS%201.0%20and%201.1%20-%20updated%20schedule&hashtags=)

LinkedIn (Link: http://www.linkedin.com/shareArticle?mini=true&url=https%3A%2F%2Fdigital.nhs.uk%2Fservices%2Fcare-%20updated%20schedule&summary=IT%20teams%20need%20to%20update%20to%20the%20latest%20versi

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Latest news
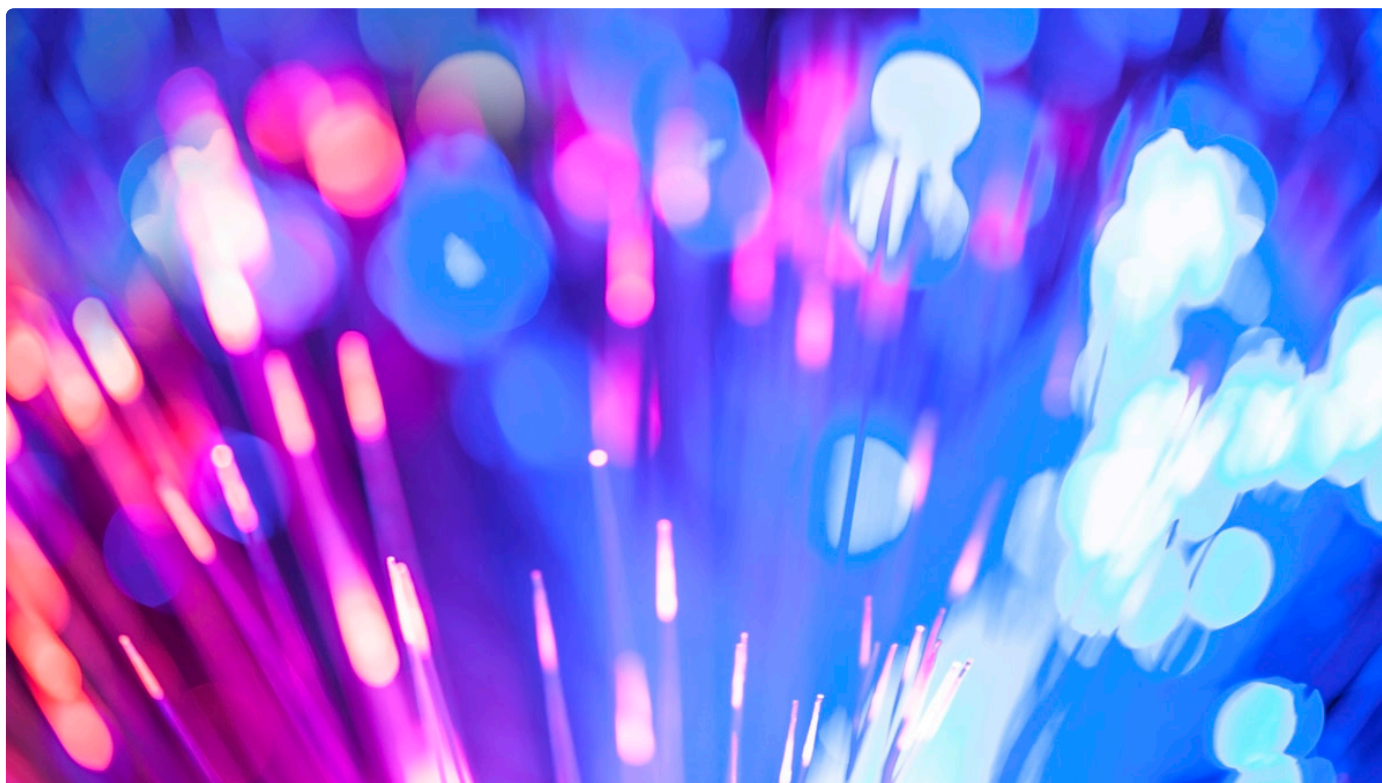
9 July 2025
Spine Directory Service (SDS) upgrade on Saturday 19 July 2025

We are carrying out an upgrade to the Spine DEX hosts on Saturday 19 July 2025 between 10:00am and 11:00am.

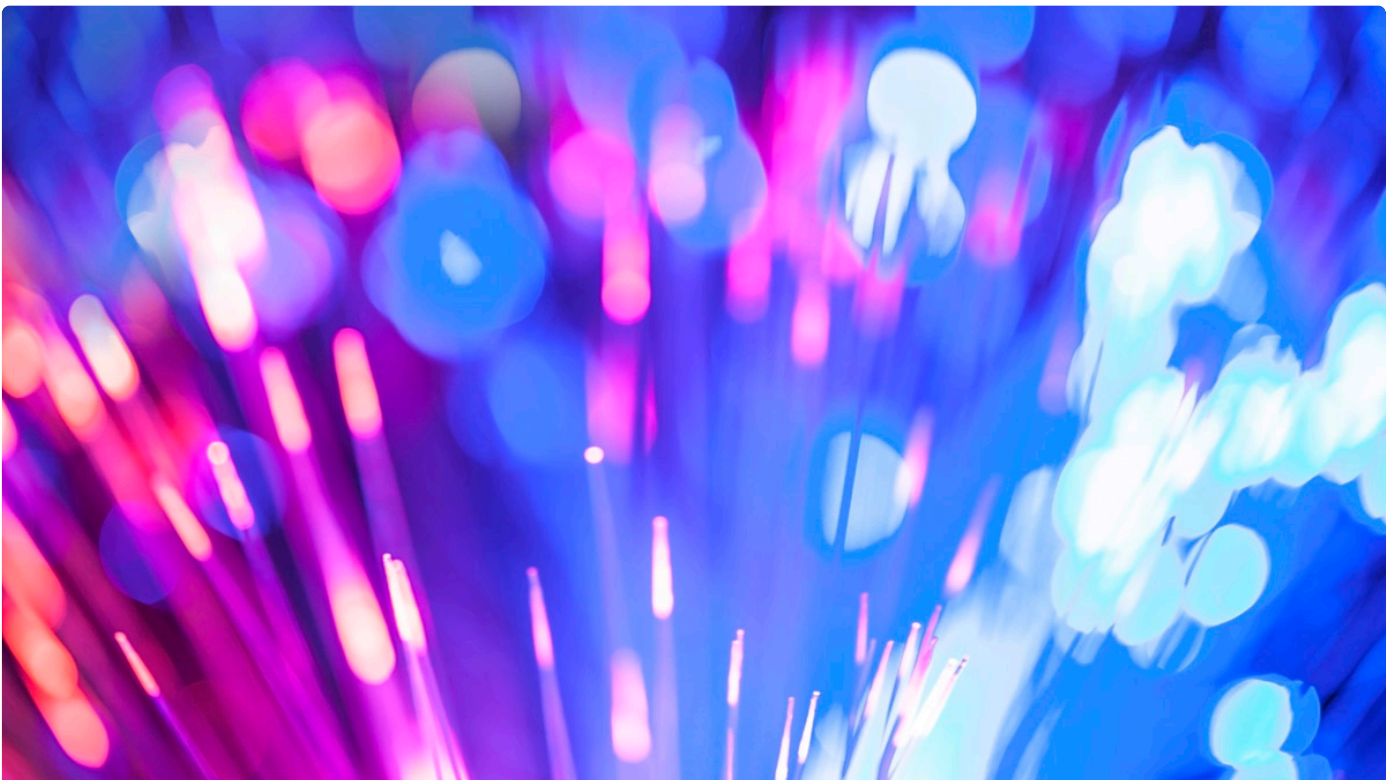(Link: /services/care-identity-service/latest-news/spine-directory-service-sds-upgrade-on-saturday-19-july-2025)

11 June 2025

REMINDER: changes to NHSE Path to Live environments

The TRAIN and DEV environments will both be decommissioned on 31 July 2025.

(Link: /services/care-identity-service/latest-news/changes-to-nhse-path-to-live-environments)

30 May 2025

Moving from CIS1 Identity Agent to CIS2 Smartcard Connect

NHS CIS1 Identity Agent will no longer be supported from February 2027 and all organisations will need to use NHS CIS2 Smartcard Connect from that date.

(Link: /services/care-identity-service/latest-news/moving-from-cis1-identity-agent-to-cis2-smartcard-connect)

Last edited: 8 July 2025 9:23 am