

Attention All DTE Enominator CAW and EBB Users

DTE Energy is updating all their public SSL certificates from SHA-1 to SHA-2 in support of the industry wide move to eliminate all SHA-1 certificates prior to 2017.

Our **vendorconnect.dteenergy.com** certificate is currently SHA-1 and will be upgrading to a SHA-2 certificate in the evening on Monday, **September 12, 2016**. This could impact our customers using the **Enominator CAW 31 and EBB Gas Choice applications**.

Through our testing with customers, we've discovered:

- The Microsoft XP operating system **did not** work with SHA-2 certificates.
- You may need to add <https://vendorconnect.dteenergy.com> as a trusted site in your browser to use the new SHA-2 certificate.
- Citrix clients older than 4 years **do not work** with the new **vendorconnect.dteenergy.com** SHA-2 certificate.

If your Citrix client is not up-to-date, you will need to update it or you will **not** be able to launch Enominator CAW or EBB.

Please follow the instructions below to determine what version of the Citrix client you currently have. Your computer will need to have one of these two Citrix client versions:

Citrix Online Plugin for Web 12.3 or greater

Citrix Receiver 13.4 or greater (this equates to application version 3.4)

Note: Older versions of the Citrix client may also be labeled 'Citrix Presentation Server Client – Web only'.

If your client computer already meets the above minimum requirements, no action is required on your part.

If your client computer **does not** meet the minimum requirements, **please initiate your upgrade process ASAP**. If you need to install a new version, please UNINSTALL the current Citrix client prior to installing the new version. If your client computer **does not** meet the minimum requirements above and you attempt to launch the Enominator CAW or EBB application, you will receive an SSL 61 error and the application will not open.

We recommend using the latest version of Citrix Receiver available at <https://www.citrix.com/go/receiver.html>. The install takes approximately 2-3 minutes. If prompted to enter your e-mail address after the install (in account setup), just click the Cancel button.

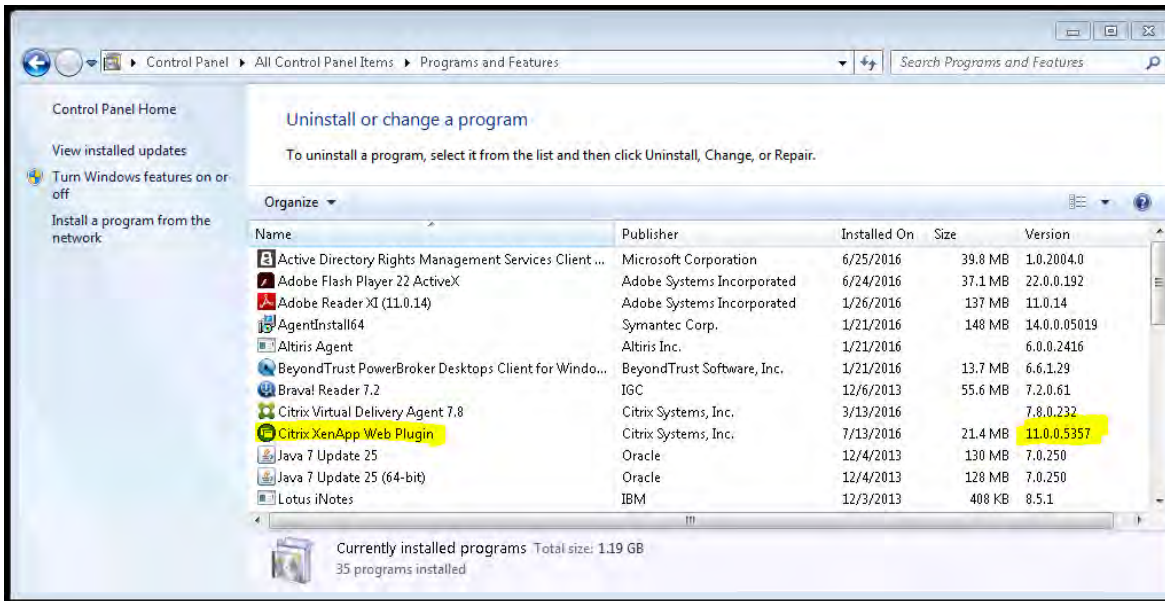
Please contact Doug Lowney (313-235-1403) if you have any questions.

How to Check Your Citrix Client Version

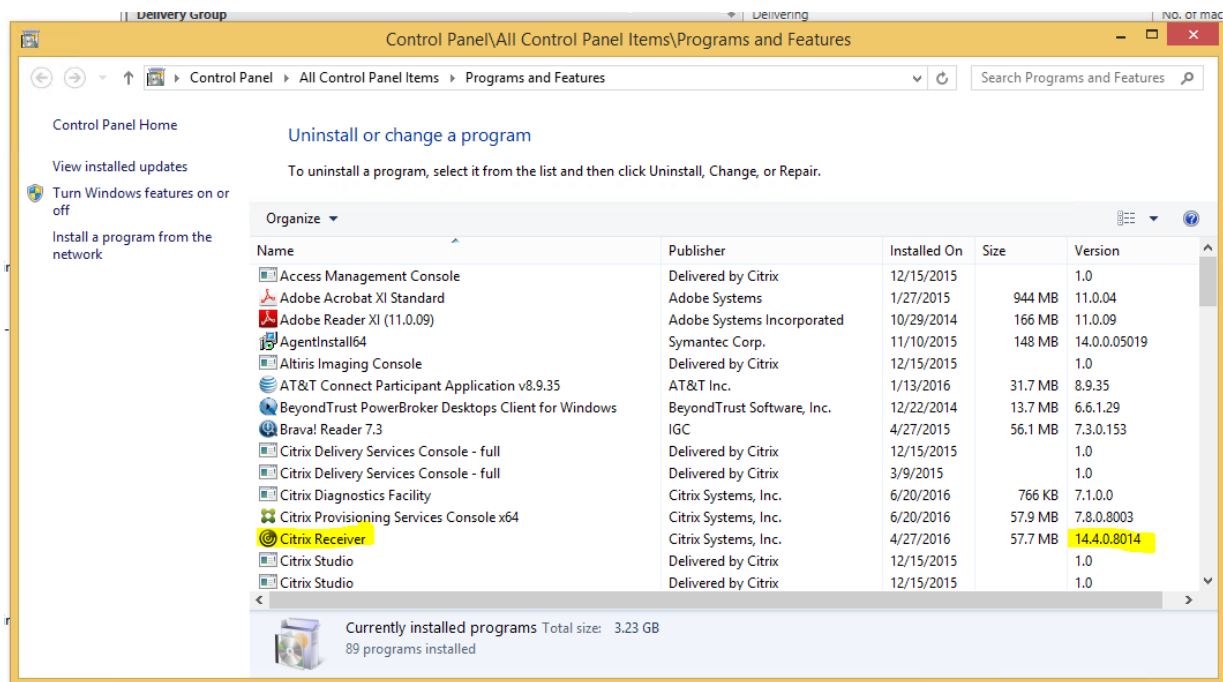
Windows version 7 or greater

1. Click on the Start button and go to Control Panel
2. Open Programs and Features
3. Locate the Citrix client, it should be one of the two clients listed below.
4. **If you need to install a new version**, please UNINSTALL the current Citrix client prior to installing a new Citrix client.

An example of Citrix Web Client



An example of Citrix Receiver -14.4.0 is equivalent to application version 4.4.0



Much older versions may be labeled 'Citrix Presentation Server Client – Web only'.