

OCSE O&M and Continuous Improvements

# **OCSE Software Changes**

## **Release 17-03 – Minor**

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## **Release Specifications**

Version 1.0

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Administration for Children and Families  
Office of Child Support Enforcement  
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# **1. OTHER STATES DENYING PASSPORT NOTIFICATION (OCSE REF. # 6437)**

## **1.1 Summary of Changes**

We are enhancing the Passport Emergency Release application to notify you upon submittal when other states are denying an obligor's passport release.

## **1.2 Background**

The Passport Denial Emergency Release entry form currently displays a message at the top of the page that other states are denying an obligor's passport release.

## **1.3 Description of Changes**

This enhancement will provide a pop-up notice when the state user submits the entry form to ensure the user is aware the obligor's passport release is still being denied by other states.

A passport cannot be released until all certifying states withdraw the obligor from the Passport Denial program.

## **1.4 Impact on States**

States will not need to change their systems to take advantage of this enhancement.

## **1.5 State Testing**

No testing required.

## 1.6 Page Enhancements

Figure 1-1 displays the pop-up notice indicating there are still remaining states denying the obligor's passport release.

**Figure 1-1: Passport Emergency Release Entry – Pop-Up Notice**

The screenshot shows the 'Child Support Portal' interface. The main content area is titled 'Passport Emergency Release Entry'. It includes a sidebar with navigation links such as 'Case Query', 'Trace Number Query', and 'Passport Denial'. The main form contains the following sections:

- Passport Emergency Release Information:** Submitted Date: 07/07/2017. Issuing Authority:  Passport Agency  Passport Embassy.
- Individual Being Released:** Has the individual been released from the Passport Denial Program?  Yes  No.
- Message from webpage:** A pop-up dialog box with a question mark icon: "Passport for NCP is denied by CA,LA,SC,TX. Do you still want to proceed?". It has 'OK' and 'Cancel' buttons.
- Passport Emergency Release Reason:** This individual needs a passport due to a family emergency.
- Passport Emergency Release Submitter:** Submitter Name: fopadmin test; Submitter Email: fopadmin@fop.com.

At the bottom of the form are 'Submit', 'Clear', and 'Cancel' buttons. The footer includes 'Office of Child Support Enforcement' and links for 'Contact Us' and 'Privacy Statement'.

## 1.7 OCSE Support Contact Information

For help or questions about this enhancement, contact Rebecca Hamil at [Rebecca.Hamil@acf.hhs.gov](mailto:Rebecca.Hamil@acf.hhs.gov).

## **2. ADD CASE ID TO EDE NOTIFICATION EMAIL (OCSE REF. # 6342)**

### **2.1 Summary of Changes**

We are enhancing the Electronic Document Exchange (EDE) application to include the requesting state's case ID on the response-received email.

### **2.2 Background**

The EDE application currently sends a generic response-received email to the requesting state alerting the requestor that EDE received a response to the request. With this change, EDE will include the requesting state's case ID in the body of the email for reference.

### **2.3 Description of Changes**

We will make the following code changes to the EDE application:

- Add the case ID to the body of the response-received email
- Change references in the subject and body of the response-received email from "State Services Portal" to "Child Support Portal"

### **2.4 Impact on States**

States will not need to change their systems to take advantage of this enhancement.

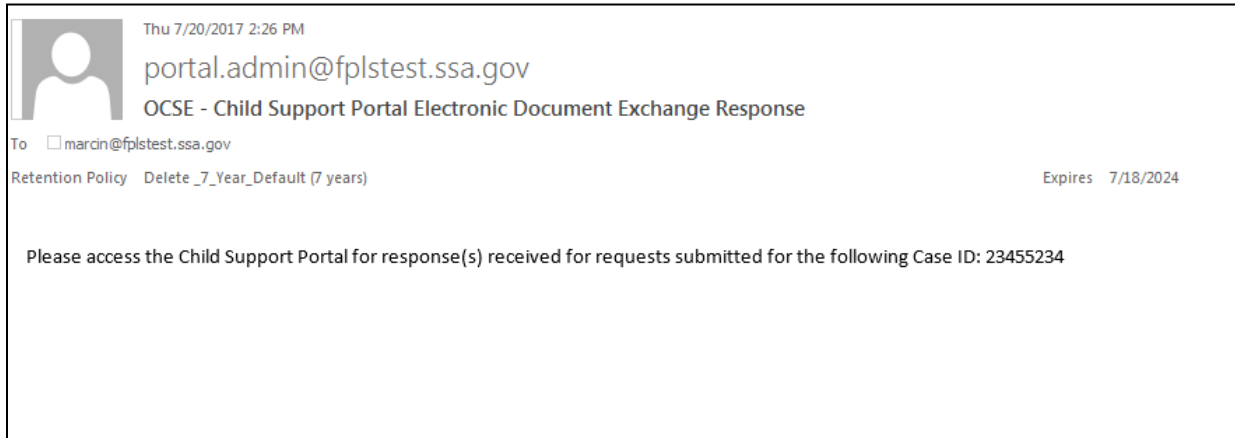
### **2.5 State Testing**

No testing required.

## 2.6 Page Enhancements

Figure 2-1 shows the sample email containing a case ID.

**Figure 2-1: Sample Email with Case ID**



## 2.7 OCSE Support Contact Information

For help or questions about this enhancement, contact Courtney Garnand at [Courtney.Garnand@acf.hhs.gov](mailto:Courtney.Garnand@acf.hhs.gov).

### **3. SUPPORTING ONLY FEDERALLY APPROVED VERSION OF TRANSPORT LAYER SECURITY (TLS) (OCSE REF. # 6337)**

#### **3.1 Summary of Changes**

We plan to discontinue support for TLS v1.0 and TLS v1.1 on the Portal because they are not a viable cryptographic model to communicate securely between state proxy servers and us.

We will work with states using TLS v1.0, TLS v1.1, and lower to move to the federally approved version of TLS v1.2 protocol by September 30, 2017.

#### **3.2 Background**

SSL, and its successor TLS, are cryptographic protocols designed to supply secure communication over the Internet. OCSE communicates with state proxy servers using SSL and TLS protocols, which allow access to Portal applications.

The IRS recommends using only TLS v1.2. This enhancement will keep the Portal secure, and adhere to federal security requirements to strengthen the security posture of connectivity between state proxy servers and OCSE.

#### **3.3 Description of Changes**

TLS v1.2 is the only recommended alternative approved by the IRS. We will disable all other protocols and enable only TLS v1.2 connections.

We also recommend all states allow only TLS v1.2 for incoming traffic.

#### **3.4 Impact on States**

States using SSL v3.0, TLS v1.0, or TLS v1.1 need to upgrade to the TLS v1.2 protocol. If states do not make this change by September 30, 2017, they will not have access to the Portal.

We are working with states impacted by this change to ensure all states complete the approved upgrade.

#### **3.5 State Testing**

States can test this change using our test and UAT region.



### **3.6 Page Enhancements**

There are no page enhancements.

### **3.7 OCSE Support Contact Information**

For help or questions about this enhancement, contact [CSPortal@acf.hhs.gov](mailto:CSPortal@acf.hhs.gov).