**Tips, Tricks and troubleshooting**

**14.0 OPERATING SYSTEM OR HARDWARE LIMITATIONS:**

**14.7 Windows XP computer can't connect to Club Log**

If you're using Windows XP, you may not be able to use Club Log's server code (API) features.

In line with accepted best practice, Club Log uses HTTPS encryption for all traffic.

API features are used, for example, by logging software which connects to Club Log to integrate with uploads, real-time logging, and other features like downloading Club Log's exceptions files.

The Windows XP operating system does not have support for modern encryption ciphers. Older technologies that Windows XP does support are no longer in use on the internet, as they have been superseded or contain vulnerabilities. When your logging software tries to connect to Club Log, it is using operating system features to do this. Windows XP cannot successfully interact with Club Log because of the outdated encryption libraries.

Club Log's web server supports all modern web browsers, so even on Windows XP you can normally browse to [https://clublog.org](https://clublog.org/) using Firefox, Google Chrome etc. However, you will be unable to use applications that make use of API features connecting via the operating system to Club Log. There is no workaround for this problem, as Windows XP is long out of support (it was retired from support by Microsoft in 2014). If Club Log integration is important to you, it is recommended to upgrade to a later version of Windows.

For Club Log Frequent Asked Questions/responses see: <http://clublog.freshdesk.com/support/solutions/59695>