

Important information regarding access to TSI WebSteps and Navis system interfaces referred to as WebAccess and WebForms.

As a reminder, on the weekend of March 29th, 2008 TSI Terminal Systems Inc. will be launching a new Terminal Operations System (TOS), called Navis for our Deltaport facility. As a regular user of our web systems, currently referred to as WebSteps, we would like to bring certain important technical considerations to your attention. There will also be changes to the way you access TSI's web systems.

Effective September 10th, 2007, we introduced a new web services portal called SSLVPN for access to both Deltaport and Vanterm web based systems. The SSLVPN can be used for both the current WebSteps as well as once launched, the Navis systems. Although you will still be able to use the current method of accessing WebSteps until the weekend of March 29th, 2008, we have introduced this service now so that each of you can change over in advance of our system Go-live date and allow proper training time to your internal users. Please see included document "SSLVPN Web Access Instructions" for further details on how to access the new SSPVPN portal.

By changing how you reach our systems now, you will avoid any delays related to not being able to reach the TSI systems after the Navis launch on March 30th.

For our trucking line, Freight Forwarder and Customs broker clients customers, please feel free to contact the ISD Helpdesk at helpdesk@tsi.bc.ca to receive confirmation of your username and password.

Note: we will only be issuing one (1) Username and Password combination per company.

If you are a trucking company, you will only use WebAccess. You will not be using Express WebForms. If you are a freight forwarder or customs broker, you will require access to both systems.

For our Steam Ship line customers, we ask that one representative from your company e-mail TSI's - ISD Helpdesk at helpdesk@tsi.bc.ca to confirm your company's employees who will require access to the new SSLVPN web services portal **before end of business, Friday, March 21st** as follows;

- For each organization we will require a list of users that will be using the TSI system at Deltaport:
- For each user we will need:
 - First and Last name
 - Work Phone number
 - Email Address

- Location of office (Vancouver, New Jersey, Toronto....)

This process is designed to ensure appropriate account IDs and passwords to be used for BOTH access through the new SSLVPN web portal AND your eventual access to the Navis system interfaces. Please note that this new account ID does not change or affect how your existing IDs for WebSteps.

Additionally, we have attached a list of all truckers that we have programmed in our systems. When the new system goes live, unless you let us know otherwise, all truckers will be able to pick up your containers. If you have specific trucking companies that you want to stop from being able to pick up (and drop-off) your containers, please identify them either on the table, or in a list and send back to our Help Desk at helpdesk@tsi.bc.ca. We will set this up for the start of the new system.

Once Navis is live, you will be able to maintain this list for your organization yourselves. Please consult your training manuals for these procedures.

Please note: you must have PATR as the Drug Intervention trucker on your list, and further, please let us know if you want LGHL for long haul truckers and LATE for Late Gate truckers so that they don't have to wait to be processed when they come to the gate. The trucking company restrictions are designed to provide security to you and your clients with regards to container delivery.

For all customers, once your information has been confirmed, your technical contact will receive an email with instructions on how to use the SSLVPN and some additional technical considerations for your IT department.

It is imperative that your staff safeguard their account information as any protection of charges, reservations or data changes made with their account information will be considered as having been made by your company regardless of who within your company ultimately made the change.

IMPORTANT INFORMATION FOR ALL USERS OF THE SSLVPN PORTAL

Security Certificate Installation

The SSLVPN web services portal and the NAVIS software will require the installation of a security certificate on your PC. This will enable secure encrypted communications between your PC and our systems. Please see included document “SSLVPN Web Access Instructions” for detailed instructions on how to install these certificates to your PC when using these browsers. For users of Firefox, Opera or other browsers, please consult your IT department or your system documentation for detailed instructions on how to do this.

This is a one time activity and should take no more than 1 minute per PC.

Known AntiVirus / Phishing / Spyware / Adware / Adbocker and Firewall software issues

Our testing has shown that in Internet Explorer versions 6 and 7, the Google toolbar, Yahoo toolbar and other similar software options that can prevent popup windows may interfere with the operation of the SSLVPN portal and the Navis applications. Pop-up blockers will need to be disabled, or bypassed for TSI’s SSLVPN site to prevent interference with some of the sites software’s functionality.

The same applies to:

- antivirus packages such as Symantec Internet Security, Trend Micro and others;
- phishing blockers such as Internet Explorer 7’s built in blocker, the Google toolbar, and the Yahoo toolbar;
- spyware/adware blockers such as SpyBot and Ad aware; and
- firewall software like Windows firewall, Black Ice Defender and others.

Regardless of the package or cause, it will be the individual responsibility of you and your organization to ensure that you are able to access the SSLVPN web services portal and Navis software. TSI is unfortunately not able to provide individual technical support in these matters due to the large number of users who access our systems, nor are we able to give you guidance as to what the proper configuration of these applications may be as we do not use them internally at TSI. We regret this inconvenience.

When in doubt, we recommend that you temporarily disable all of the packages listed above and verify that you are able to access the SSLVPN web services portal and Navis applications without their interference.

For STEAMSHIP LINES, FREIGHT FORWARDERS AND BROKERS or other users of TSI's "WebForms" environment.

Please ensure that you clearly understand the following section and/or pass it on to your IT department.

These restrictions only affect the Web Forms system users.

The SSLVPN web services portal and the NAVIS software will require the installation of a security certificate on your PC and the installation of several browser plug-ins. These plug-ins require that you be running an Intel or AMD based computer with Windows 98/NT/2000/XP with the most recent service packs. At this point, Apple Macintosh, Linux and **Windows VISTA** PCs are **NOT** supported and there will be no guarantee that they will be able to access either the SSLVPN web services portal or the NAVIS applications. TSI is fully aware that these limitations may cause difficulty to some of our SSLVPN web services portal users and we are actively working with Oracle Corporation, Sun Microsystems and Navis to address the issue of compatibility with other computer operating systems and browsers.

Please note that you will need to have "Administrator" rights on your PC to install the JInitiator components.

As it stands, please ensure that your systems meets the following minimum system requirements as defined by Oracle Corporation:

System Requirements

Oracle JInitiator supports the following browser and OS configurations:

Platform	Internet Explorer 5.5*	Internet Explorer 6.0*	Netscape Navigator 4.7.x**
Windows 98	X	X	X
Windows NT	X	X	X
Windows 2000	X	X	X
Windows XP		X	X

* Although JInitiator 1.3.1.13 is certified on Internet Explorer 5.5/6.0. It is in noway imply that other Oracle Java applications are certified to run on Internet Explorer. Please consult corresponding documentation from for supported browsers.

** Oracle JInitiator 1.3.1.13 has been shown (by both internal testing and the absence of any customer reported issues) not to be sensitive to any particular version of Netscape 4.7.x. It is therefore certified for use against all versions from 4.7.x onwards. Currently we test Oracle JInitiator on Netscape 4.78 and will continue to install and test against the latest version of Netscape 4.7.x .

Other minimum system requirements for Oracle JInitiator are:

- Pentium 90 MHz or better processor
- 25 MB free hard disk space (recommended 40 MB)
- 32 MB system RAM minimum for running Oracle Forms applications

TSI is committed to assisting the users of Web Forms with the installation of the JInitiator component in your computing environment. For further assistance please contact the Helpdesk at 604.251.9330 or by e-mail to helpdesk@tsi.bc.ca.