
TRADELINK CUSTOMER SERVICE NEWSFAX


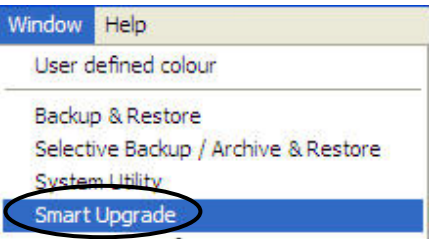
Series 1 (Tradelink) No. 13/2010 ◆ 3 June 2010

To: All Valunet Deluxe Software Customers

Upgrade of Valunet Deluxe Software

The current digital certificate used by Government for signing messages will expire on **30 June 2010** and Government has already acquired a new digital certificate to replace the current certificate. To support this change, we will send a “**Smart Upgrade Directive**” to your Valunet Deluxe Inbox shortly. Customers are not required to respond to that message as the software will execute the upgrade automatically the first time you login to Valunet Deluxe after receipt of the upgrade directive. Please make sure all users have logged out of Valunet Deluxe during the upgrade process

If customer fails to execute this upgrade, an error message stating “Verification Fails” will be displayed in your INBOX when you try to retrieve electronic messages from the Government on or after **1 July 2010**. If this happens, you can simply execute the Smart Upgrade of Valunet Deluxe by selecting “**Window**”→ “**Smart Upgrade**” at the Valunet Deluxe.

Error Message	Smart-Upgrade Menu in ValuNet
	

After the upgrade has been done successfully, please open the “Verification Error” message in the INBOX and an alert message of “Re-verification” will pop out. Click “Yes” to confirm execution of re-verification. After doing so, you will be able to retrieve messages from the Government and take whatever follow up actions as necessary.

Should you have any enquiry about the upgrade, please call Tradelink Customer Service Hotline at 2917 8888.



(Total: 1 page)

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