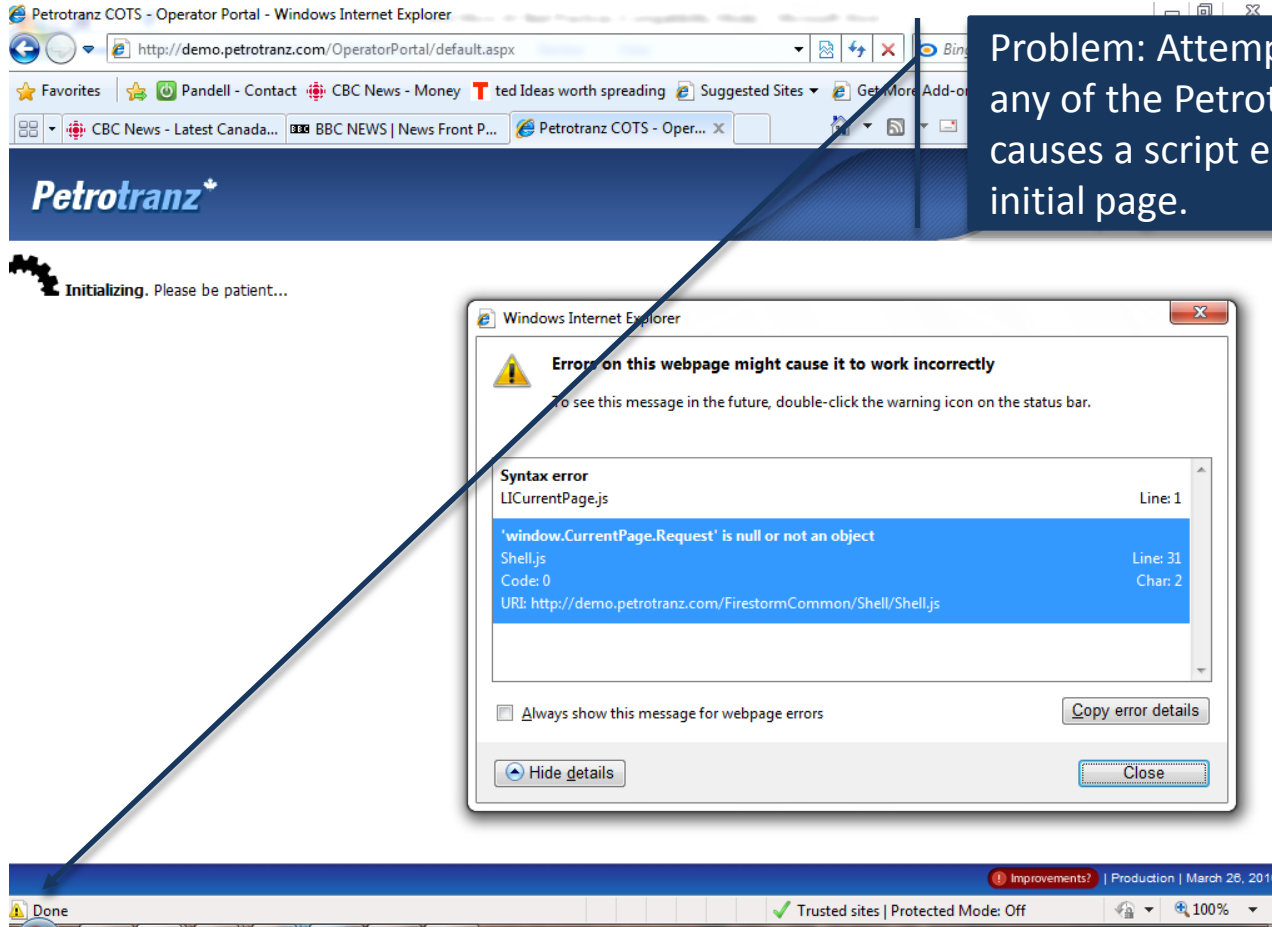


Trend Micro AV Client

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Crude Oil Transportation System
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Problem: Attempting to log into any of the Petrotranz portals causes a script error loading the initial page.

An error may occur when initially entering the application. The application will "hang" and display the message "Initializing. Please be patient". A yellow symbol will appear in the bottom left corner of the browser. The cause of this issue has been identified as Trend Micro's Internet settings.

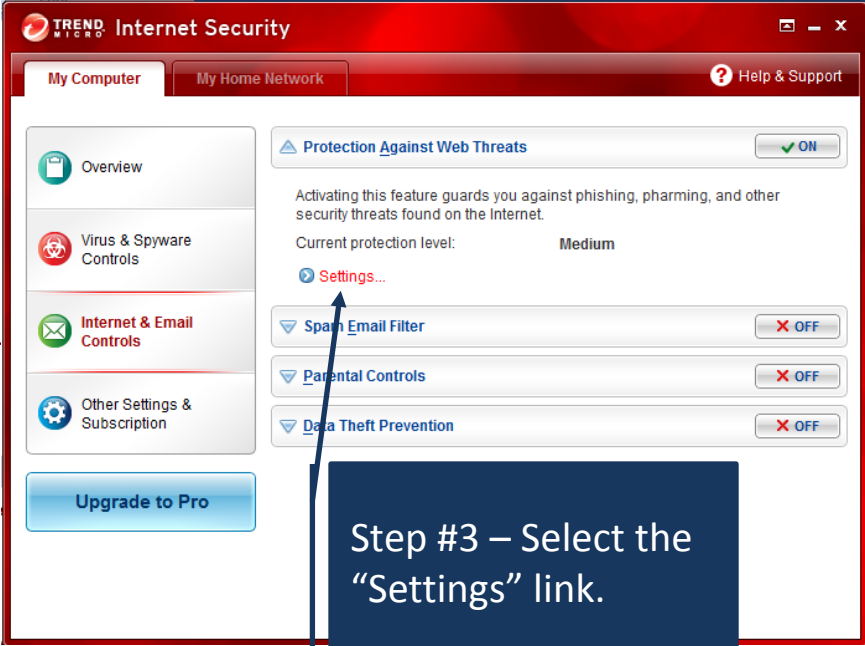
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Step #1 – Open your Trend Micro AV Console by right-clicking on the Trend Micro icon located in the system tray (i.e., beside the clock)

Step #2 – Select the Internet and Email controls pane.



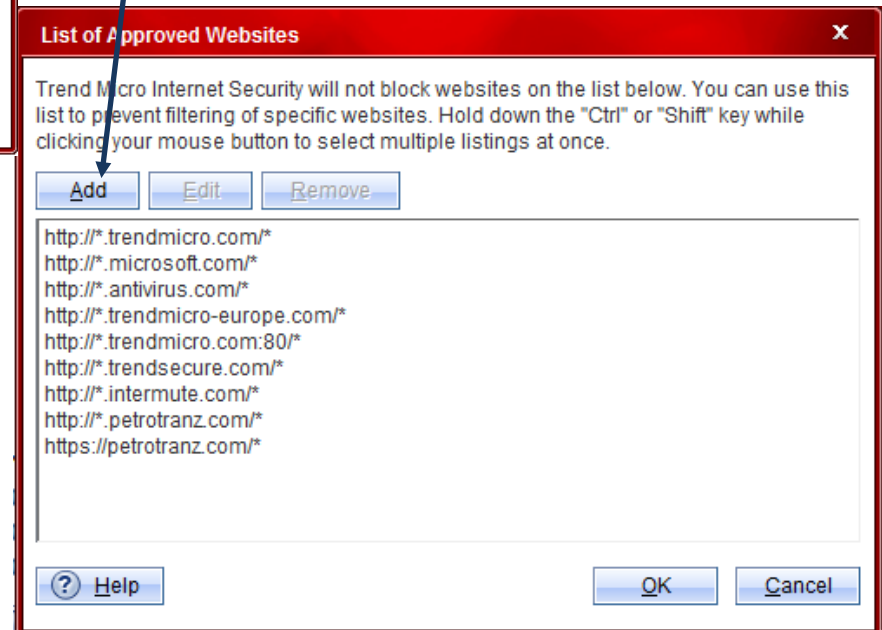
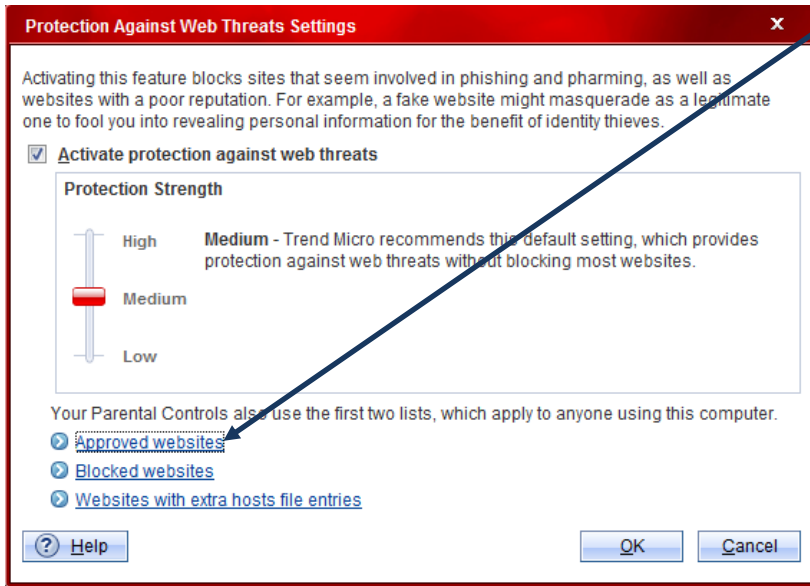
Step #3 – Select the "Settings" link.

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Step #4 – From the settings window, select the "Approved Websites" link.

Step #5 – From the approved websites window, click the "Add" button.



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Step #6 – Add

`http://*petrotranz.com/`
`https://*petrotranz.com/`

to the list of approved websites.

