

WESTPORTS

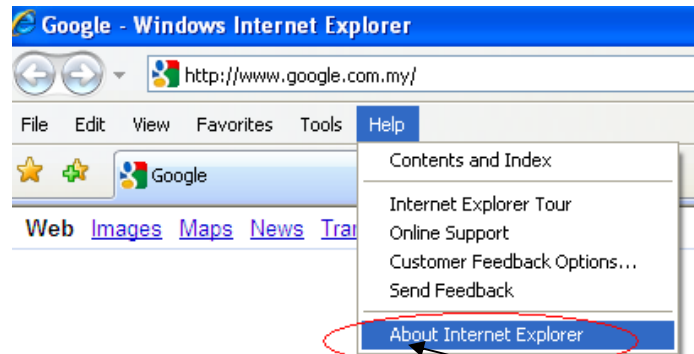
e-Terminal Plus Connection Problems

1. [Browser Compatibility](#)
2. [Https Connection](#)
3. [Unable to connect to e-Terminal Plus website](#)
4. [Clear the browser cache, history and cookies](#)
5. [Check the Firewall and 'whitelist'](#)

e-Terminal Plus Connection Problem

1. Please use IE (Internet Explorer) 8 or below or Mozilla Firefox 3.6 or below.

Sample to check Internet Explorer version



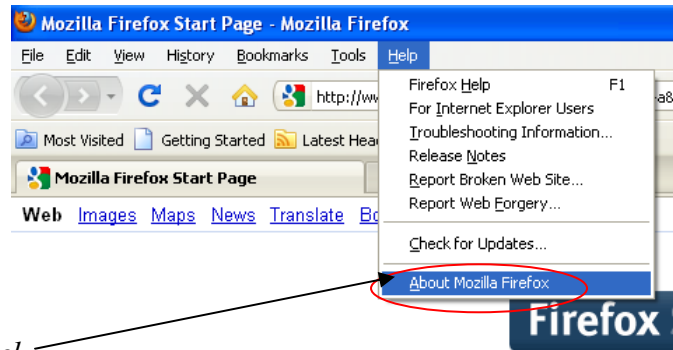
Click on Help → About Internet Explorer

Click



The Version should be version 8 and below. If not please ask your company IT to update.

Sample to check Mozilla Firefox version



Click

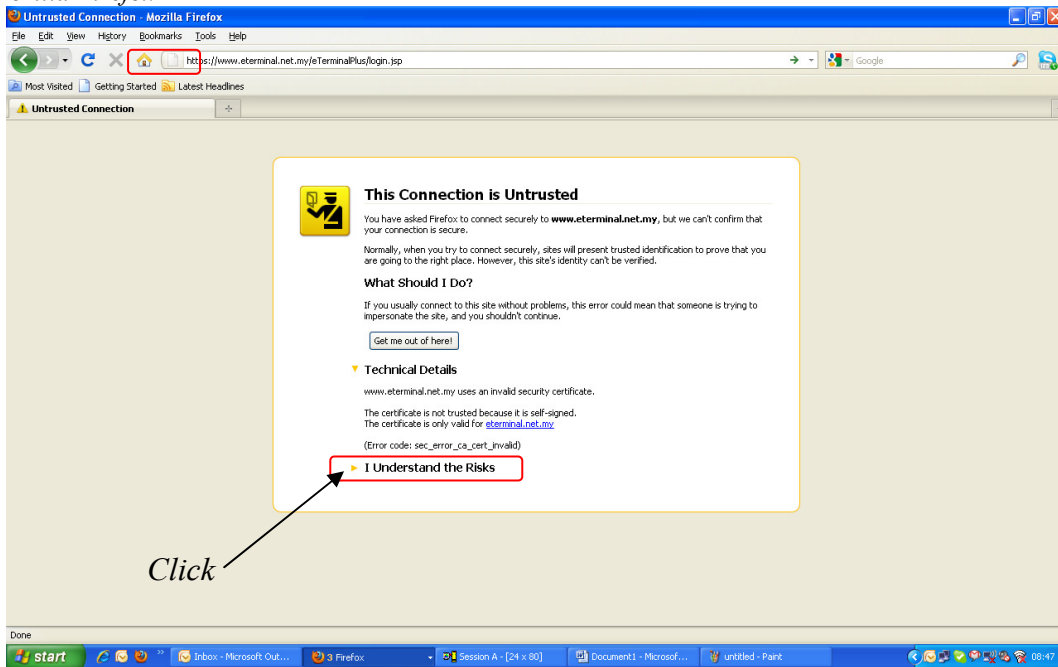
*Click on **Help** → **About Mozilla Firefox***



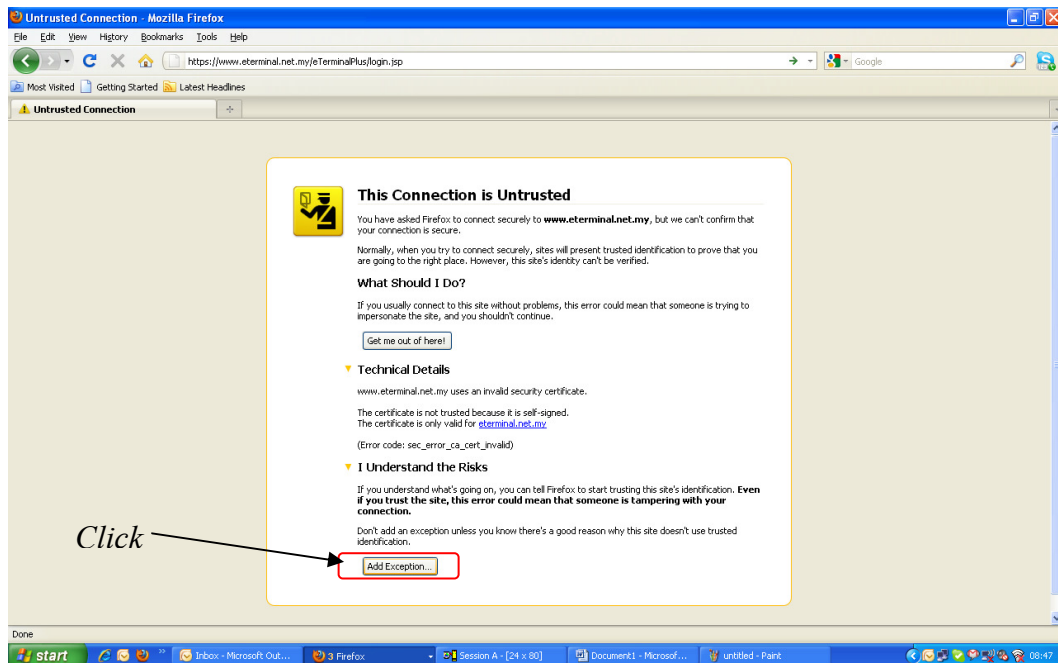
The Version should be 3.6 and below. If not please ask your company IT Team to update.

2. Please use **HTTPS** instead of using **HTTP**.

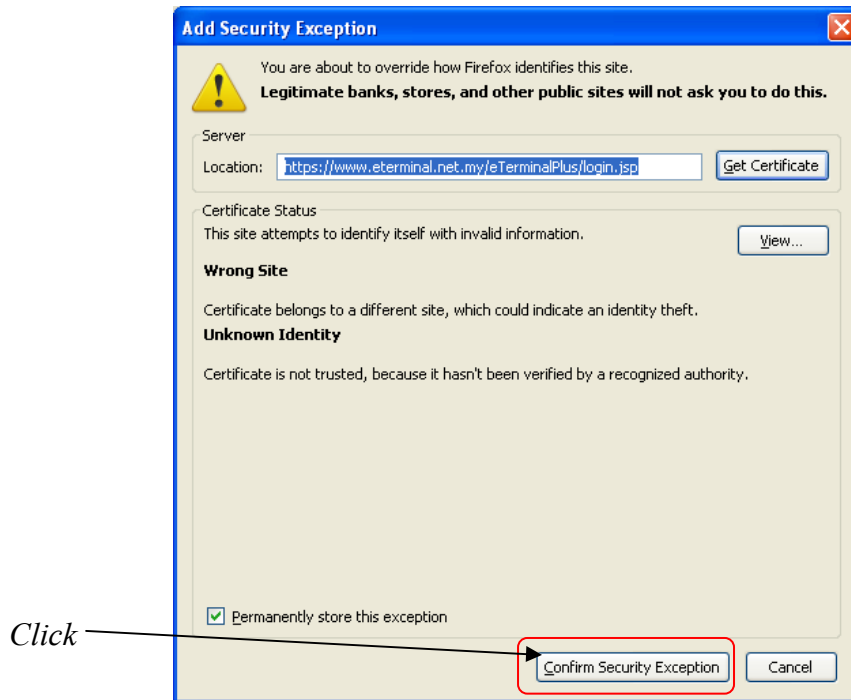
In Mozilla Firefox



Type <https://www.eterminal.net.my> in the address bar then click **I Understand the Risks**



Click **Add Exception...**



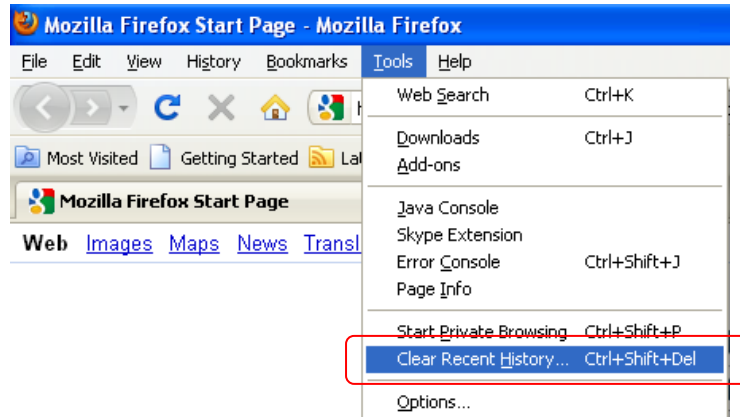
*Click **Confirm Security Exception***

3. Unable to connect to e-Terminal Plus website.

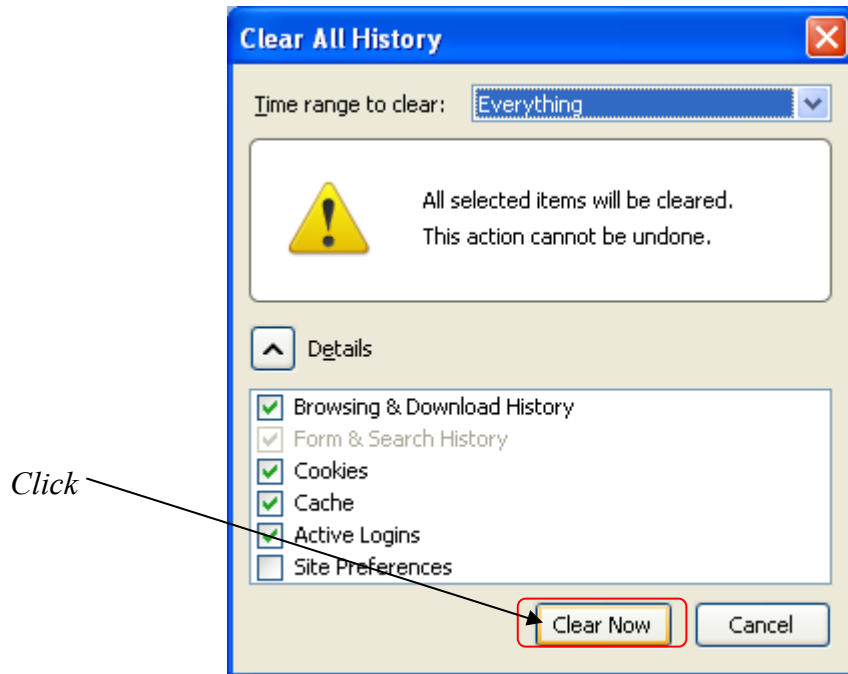
3.1 Try to check the internet connection is available. Try to test open www.yahoo.com to confirm internet connection ok. If no connection, please consult your IT for assistant.

4. Try to clear the browser cache, histories and cookies.

For Mozilla Firefox

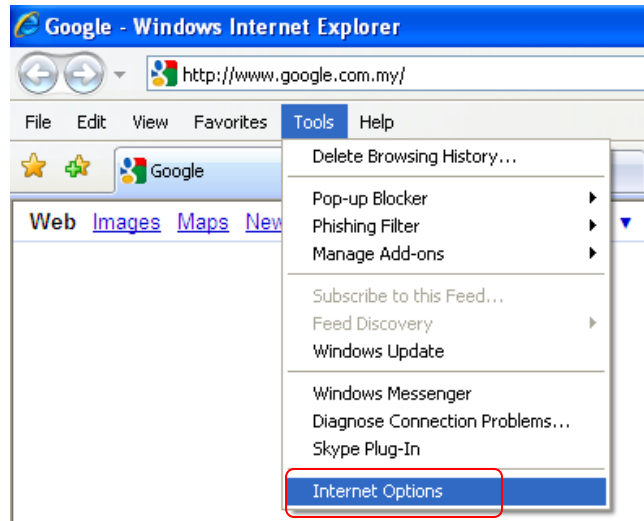


*Click on **Tools** → **Clear Recent History ...***

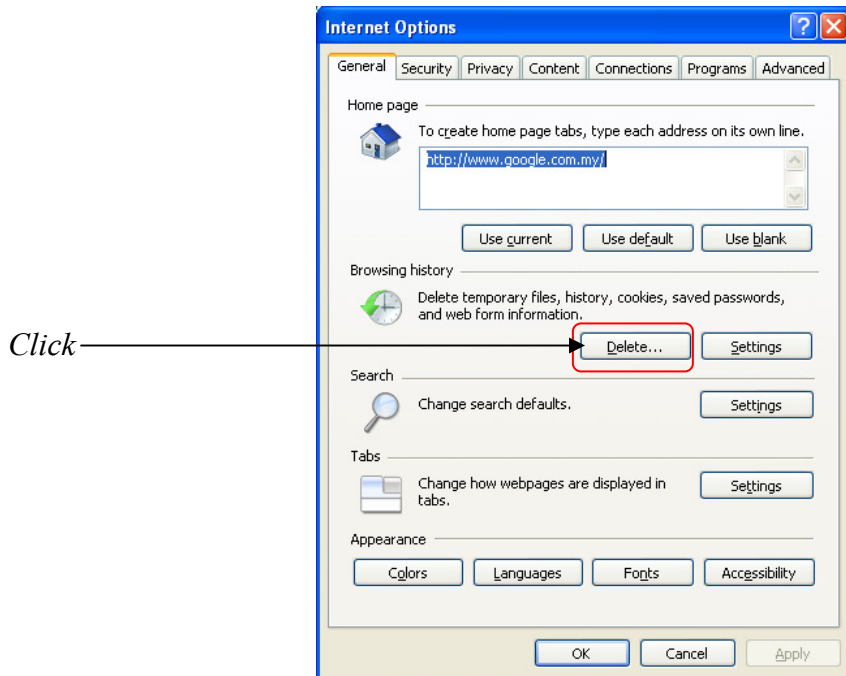


Click **Clear Now**

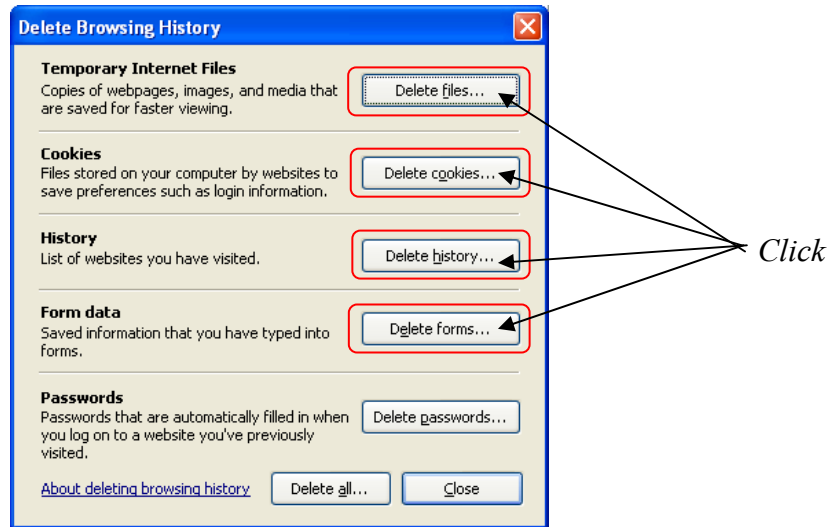
For Internet Explorer



Click on **Tools** → **Internet Options**



Click **Delete...**



Click **Delete files...** , **Delete cookies...** , **Delete history...** , **Delete forms...**

5. Check the Firewall and 'whitelist'

Contact your IT to include below addresses in your company firewall or 'whitelist':

eterminal.net.my, westportsmalaysia.com, 183.171.224.73, 122.255.105.5 and 203.115.201.184

Additional info:

- i) Please make sure your screen resolution is at least 1024x768
- ii) Provide your name, contact no, email login ID and email to edi_admin@westports.com.my