Sent: Tuesday, 24 August 2006 16:11

From: xoserve.gemini.isbs@xoserve.com

To:

Subject: Gemini API connection issues - Update 24th August

All,

Please note that API connection issues to Gemini are still being reported by a small number of Shippers.

xoserve and our service providers continue to analyse these issues. As part of our analysis, we have been working throughout yesterday and today with a number of shippers to reconfigure their access to the Gemini API service using the pre-defined DR route.

This has been successful for the majority of these shippers, who are no longer facing intermittent API failures. For any organisation still facing these problems, it is therefore suggested that you reconfigure your access to the DR route as detailed below:

Host IP: 194.129.160.30

Port:4445

FQDN: gemini-ixprod.transco.co.uk.

Please see

http://www.xoserve.com/Gemini/Technical_Documentation/Miscellaneous/1104_Gemini_Production_Access.pdf for full details.

The above set-up dictates that you will not be able to have simultaneous access configured to both the normal production access service and the DR API service.

If you still continue to face API connection problem, please report these to the IS Service Centre against the same call reference number (E505589777). Further updates will be provided as and when appropriate.

Regards,

Rich

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