



Australian Customs Cargo Advice

Number 2010/11

IT Infrastructure Technology refresh work program and Current support arrangements for CSI

IT Infrastructure Technology refresh work program

Over the next 10 months, the Australian Customs and Border Protection Service will be conducting a series of IT system upgrades. The upgrades will include software updates, remediation of the Customs Connect Facility (CCF) and improved methods for user authentication. Customs and Border Protection plan to complete these enhancements by mid 2011.

These upgrades will provide Customs and Border Protection and our business and trading partners with a more modern, flexible and adaptable platform for the future.

Industry will receive 2 major benefits as part of the upgrades:

- 1) Provide industry users with enhanced user certificate maintenance functionality.
- 2) Customs and Border Protection will simplify the registration and login in process, beginning with reducing the reliance on Common-use Signing Interface (CSI) program.

The current setup and login process for the Integrated Cargo System (ICS) is dependent on the CSI program for certificate storage and authentication. However this program is coming to the end of its useful life and is no longer supported by its creator (the ATO).

Additionally, Customs and Border Protection can only provide limited support for the CSI program, and only with platforms that continue to receive active support from platform the software vendors, as follows:

	IE 5.5	IE 6.0	IE 7	IE 8	IE 9	Java 1.3	Java 1.4	Java 5	Java 6
Windows XP (Service Pack 3)	No	Support until Dec 2011	Support until Dec 2011	Support until Dec 2011	No	No	No	Support until Dec 2011	Support until Dec 2011
Windows Vista (Service Pack 1)	No	Support until Dec 2011	Yes	Yes	No	No	No	Yes	Yes
Windows Vista (Service Pack 2)	No	Support until Dec 2011	Yes	Yes	Yes	No	No	Yes	Yes
Windows 7	No	No	Yes	Yes	Yes	No	No	No	Yes

Please note: If users have operating systems prior to Windows XP Service pack 3, these will continue to work with CSI however, if any problems are encountered resolution cannot be guaranteed as they are no longer supported by the software vendor.

As part of the remediation of the CCF environment, the dependency on the CSI program to authenticate users upon login to the CCF/ICS and as a certificate store will no longer be required.

Customs and Border Protection are introducing an enhanced, more secure authentication process for all users, and as a result users will no longer be required to use the CSI program.

Microsoft Outlook 2010 has also been identified as not being compatible with the current CCF environment. Outlook 2010 has changed the way emails are encrypted. Emails sent from and encrypted using this program cannot be processed by the CCF. This issue will be addressed as part of CCF remediation.

All users who are planning their own desktop, operating system or software upgrade within this period are asked to contact Customs and Border Protection at industryengagement@customs.gov.au before making any changes that may affect their compatibility with the CCF environment.

If you have any queries about upcoming events please contact industryengagement@customs.gov.au

Australian Customs and Border Protection Service
Client Engagement and Cargo Systems
CANBERRA
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