USTRANSCOM Personal Property Advisory #19-0051

Date: 12 April 2019

From: USTRANSCOM Personal Property Division (TCJ4-H), Scott AFB, IL 62225

To: Military Service Headquarters Representatives, Worldwide Personal Property Shipping
     Offices (PPSO), Personal Property Processing Offices (PPPO), and DoD-Approved
     Personal Property Transportation Service Providers (TSP)

Subject: Defense Personal Property System (DPS) Scheduled Outage for Release 3.29

1. DPS will undergo a 48-hour maintenance outage this Friday, 12 April 2019, from 6:00 PM
Central Daylight Time (CDT) until 6:00 PM CDT Sunday, 14 April 2019. The system will be
unavailable to all user groups during this time. An extended outage is required to install DPS
version 3.29, which upgrades commercial products in the system's application layer. Users will
notice minor changes in some content displays.

2. Once the DPS is back online, all users must complete an advanced cache clearing process, or
"F12 process," before logging into DPS. Performing the F12 process is critical, as the procedure
will ensure upgraded application servers function properly in a DPS user's web browser. Users
must close all web browser instances before logging back into the DPS. Instructions are provided
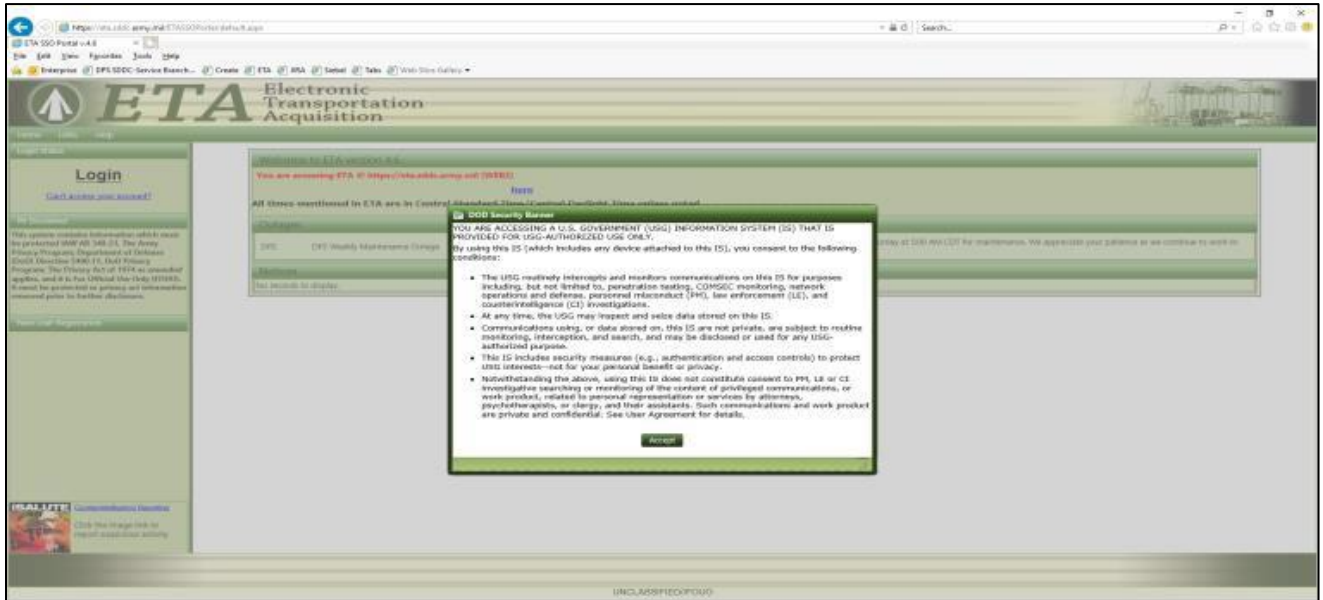on pages 2 and 3 of this advisory.

3. Note: Users may receive a "server busy" error even after following the F12 process steps.
This could be caused by an incomplete logout, not necessarily that the servers are busy. If this
error occurs, users must log out of DPS, repeat the F12 process steps, close all browser instances,
and re-attempt the login. If continued attempts to access the DPS fail, please report the incident
to the Military Surface Deployment and Distribution Command (SDDC) System Response
Center (SRC) via:

      a. Email: usarmy.scott.sddc.mbx.g6-src-dps-hd@mail.mil.

      b. Telephone: toll free (800) 462-2176; commercial (618) 589-9445, Option 5.

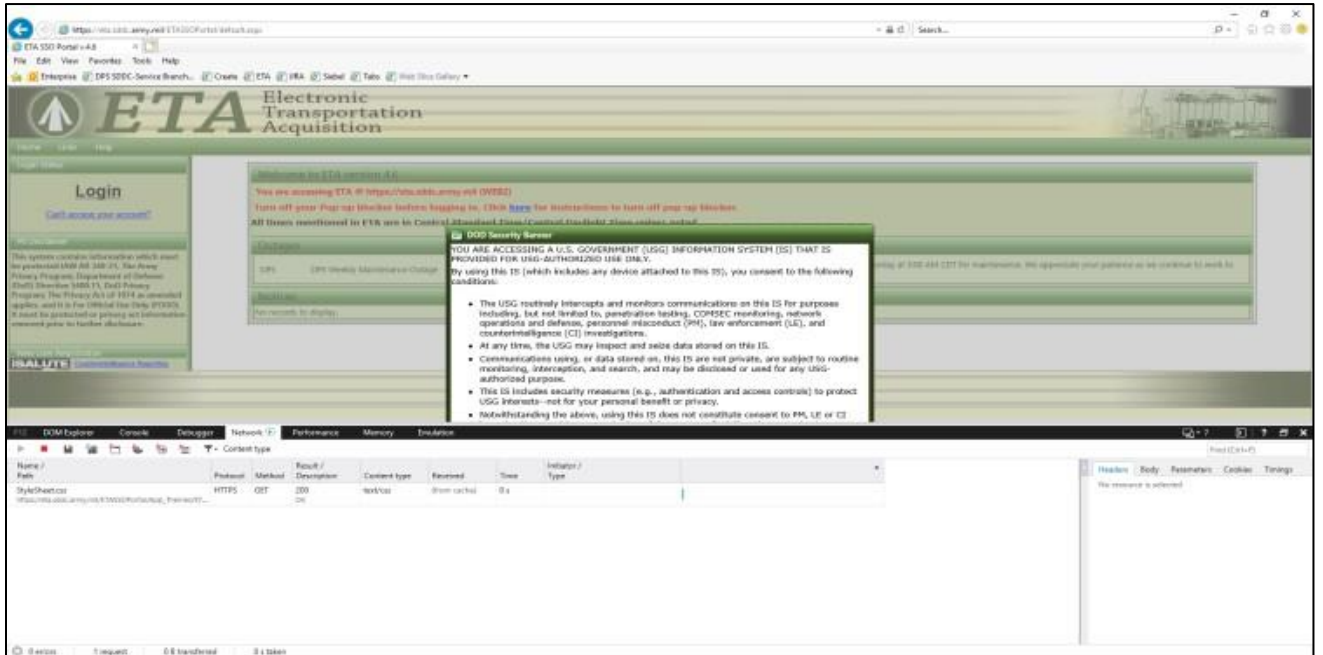   c. Internet: https://src.service-now.com/src.

4. This message was approved for release by the Branch Chief –Personal Property Plans,
Strategy, and System Integration, Defense Personal Property Program, TCJ4-HP. F12 process
steps begin on the next page.

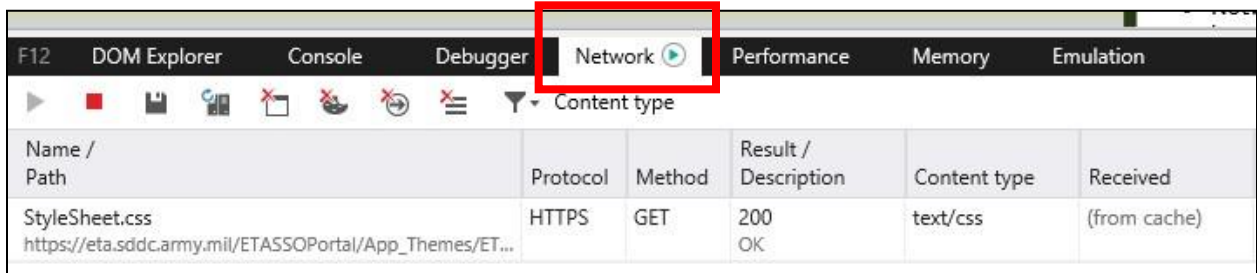# F12 Process (Advanced Cache Clearing Process for DPS)

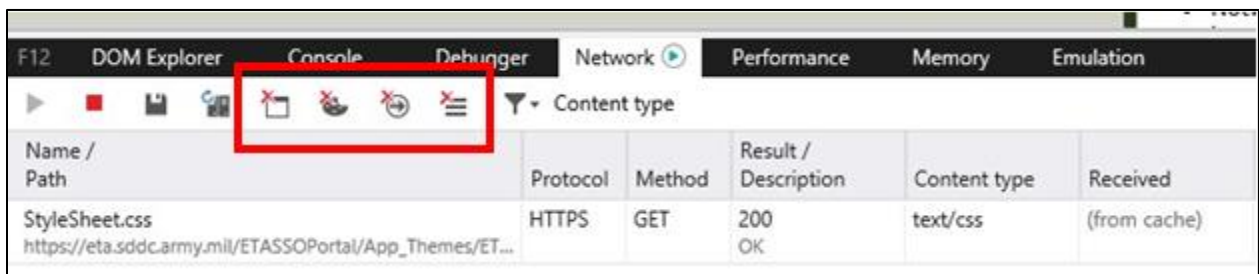Step 1: Navigate to ***https://eta.sddc.army.mil***. See below.

Step 2. Click **F12** on your keyboard, or select "Developer Tools" under *Tools.* See below.

Step 3. Click the "Network" tab within the pop-up F12 window. See below.

Step 4. Click each of the four red x marks at the top of the "Network" tab to clear all caches and cookies. See below.

Step 5. Once your cursor is done spinning, click **F12** to make the pop-up disappear. Users can now log into/authenticate through ETA and access the DPS.