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 <u>48-hour maintenance outage</u> 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 <u>before</u> 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: <u>usarmy.scott.sddc.mbx.g6-src-dps-hd@mail.mil.</u>
- b. Telephone: toll free (800) 462-2176; commercial (618) 589-9445, Option 5.
- c. Internet: <u>https://src.service-now.com/src</u>.

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.

C	el datech com									- # cf Search_		- a x
CTA SSI Porter + 4 a										and the second		1 m H m H
Nie Edit View Percentes Tools Help												
in 12 Interprise 27 DPS SDDC-Senter Branch. 2	Own alles	-	Tate at men	Ins Galaxy *								
E	A	Electroi Transpo Acquisit	nic ortation tion									公司国际
Plan and in concerning the second	100											
Login	1.54	to sta manufactory T	CA III INTERACIÓNISES	abilitation of the	VERD)							
Call access one access?	tu	en off year Page	nge bloomings baster	m: Borgagbergi ben, S	This have	The Manhouse Streems	to fatte all pro	printip blanders.				
and the second se	All	Direct restofficient	if in EXA and in C			Construct, Date (Sector 2	zion initest n	alad				
Decision and Street or other Decision of the	10				Second Second		MENT (LOCUS	NEORMATION SYSTEM (IS) T	DIAT IS			
This system contains information with a most in the product of the second secon	10	ai iarine	an Manufactor Co	PROVID	ED FOR U	IG-AUTHORIZED U	ISE DARY.			oning of \$200 and \$200 for manyors	set in the opposition prior party	the second s
Printers Printerson, Despiratories and Statement (20x11) Discontine (MDD, 75, Dark) Printers				candition	1 Ehes 15: (+ 16)	mails milludes any	device attached	d to this 15), you consent to t	the following			
Program The Privacy Act of 1014 as amended	- 10	Cill			in OWNers	and the second second	-	ermanications on this IS for		-		
applies, and it is for Difficial the Detail POSS's. Roman in granulated or private set information-	100			10	cheling, b	ut not limited to, p	unetration test	ing. COMSEC monitoring, net	Ewrorfk .			
encoded price to facility allerings to						and defense, perso ligence (CI) invest		ct (PH), law enforcement (LE), and			
and the second								data atored on this IS.				
ISALUTE Incommutation								is 15 are not private, are sub- ry be disclosed or used for an				
the strength of the strength o				-	uthorized (ягран.						
						ta-not for your pe		heritication and access contro or privacy.	sail to protocz			
				• 9	obvithstar	ding the above, us	ing this IS does	s not constitute consent to P	PLUE OF EE	0		
TIE DOM Explorer Conselle Debugge	r Network	F Parlosmance	Memory	Dravlarison.								Q-7 D 7 5 X
· · · · · · · · · · · · · · · · · · ·	* Content typ											Print (Carl+P)
None/ Fain	Pristanti Ma	Reput/	Content lose	farmed.	1.00	initiator/ Type				35	1 Heads	Body Reserves Ceoliae Tenings
SyleStation	HTTPS OF		mont/cast	dram cachai	0.4			1			Year ere	march is selected
9544,754,664,475,763,73000,700,664,799,9077-		24						1				
A												
C Certan Trepet Oktanden	a 34	11ken										

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

F12 DOM Explorer		Console			Debugg	jer Netv	vork 💽	Performance	Memory	Emulation		
►		Ш		*-	8	*	×	▼ • Conter	nt type			
Name / Path								Protocol	Method	Result / Description	Content type	Received
StyleSheet.css https://eta.sddc.army.mil/ETASSOPortal/App_Themes/ET							nemes/ET.	HTTPS	GET	200 OK	text/css	(from cache)

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.

F12	DO	M Expl	lorer	Console Debugg			er Network 💌		Performance	Memory	Emulation		
►		12	-	첩	*	×)	×	▼+ Conter	nt type				
Nam Path	e/						_	Protocol	Method	Result / Description	Content type	Received	
StyleSheet.css https://eta.sddc.army.mil/ETASSOPortal/App_Themes/ET							hemes/ET.	HTTPS	GET	200 ОК	text/css	(from cache)	

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.