

SDDC-PP ADVISORY 14-0076

DATE: 16 JUN 2014

FROM: SDDC-PP SCOTT AFB, IL

TO: MILITARY SERVICE HEADQUARTERS REPRESENTATIVES AND WORLDWIDE PERSONAL  
PROPERTY SHIPPING OFFICES (PPSO)

SUBJ: ELECTRONIC TRANSPORTATION ACQUISITION (ETA) REGISTRATION PAGE ISSUE

1. PPSOs, please ensure widest dissemination to your customer base. The ETA registration page is experiencing issues when new DOD customers attempt to register for Defense Personal Property System (DPS). USTRANSCOM's [www.move.mil](http://www.move.mil) site is advising customers having issues obtaining DPS user IDs and passwords to contact their local PPSO/PPPOs for immediate counseling services as required. Please make every attempt to service these customers while SDDC troubleshooting efforts continue.

2. Background. There are currently two database servers located at the Continuity of Operations Plan (COOP) location. One is operational, the second is an unused mirror image of the first server. The load balancer started sending traffic to the mirrored server, not the operational server. ETA database administrators are working the issues by changing the configuration file. SDDC will send an update advisory once these issues are resolved.

3. Please email questions relating to this message to: [army.sddc.safb.ppcf@mail.mil](mailto:army.sddc.safb.ppcf@mail.mil).

4. Please report technical issues to the SDDC Systems Response Center (SRC):

a. Email: [sddc.safb.dpshd@us.army.mil](mailto:sddc.safb.dpshd@us.army.mil)

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

c. Internet: <https://www.sddc-srchelpme.com>.

5. This message was approved for release by Ms. Jill Smith, Chief, Business Processes and Systems Integration Division, HQ SDDC.