

SDDC-PP ADVISORY 14-0082

DATE: 24 JUN 2014

FROM: SDDC-PP SCOTT AFB, IL

TO: MILITARY SERVICE HEADQUARTERS REPRESENTATIVES, WORLDWIDE PERSONAL PROPERTY SHIPPING OFFICES (PPSO), DOD-APPROVED PERSONAL PROPERTY TRANSPORTATION SERVICE PROVIDERS (TSP), AND OTHER INTERESTED STAKEHOLDERS

SUBJ: ELECTRONIC TRANSPORTATION ACQUISITION (ETA) OUTAGE

1. ETA continues to experience unscheduled connectivity outages, slowed Defense Personal Property System (DPS) authentication processes, problems logging into DPS, and intermittent latency and access issues. SDDC's Systems Response Center reported that DPS users are receiving DPS authentication errors in multiple locations of the system, which also occurs when customers click on the link for DPS via ETA. ETA, Defense Information Systems Agency (DISA), and the DPS Program Management Office (PMO) are still troubleshooting possible causes at this time.

2. Since no root cause(s) have been identified, HQ SDDC G6 ETA and the SDDC Common Computing Environment (CCE) team stood up two additional Web servers in the alternate Continuity of Operations Plan (COOP) environment this morning. ETA and CCE teams believe these additional resources will meet ETA users' access requirements, and expects latency problems similar to the 23 June 2014 issues to cease. At this time, all applications are "GREEN" and accessible.

3. HQ SDDC G6 plans to move ETA back to the primary site at Scott AFB 29 June, 0800-1300 CST; however, a decision to transition ETA from the alternate environment PRIOR to the 29 June target date will be made Wednesday, 25 June. HQ SDDC will notify stakeholders once the move date is confirmed. In preparation for the move back to the primary site, applications should ensure they are hitting ETA via the DNS: eta.sddc.army.mil. Please do not use the IP address, as this will be changing.

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

5. Please report ETA technical issues to the SDDC Systems Response Center (SRC): [sddc.safb.etaadminhd@us.armmy.mil](mailto:sddc.safb.etaadminhd@us.armmy.mil).

6. Please report DPS technical issues to the SDDC SRC:

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

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

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

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