

SDDC-PP Advisory 15-0003

DATE: 14 OCTOBER 2014

FROM: SDDC-PP SCOTT AFB, IL

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

SUBJ: DEFENSE PERSONAL PROPERTY SYSTEM (DPS) SCHEDULED OUTAGE

1. This is a coordinated message between HQ SDDC and the DPS Program Management Office (DPS PMO).
2. DPS will be unavailable from Thursday, 16 October 2014, 13:00 Central Daylight Time (CDT) through Sunday, 19 October 2014, 21:00 CDT to deploy release 1.6.14. This extended outage is required to install critical COTS upgrades for Siebel and Oracle Business Intelligence (OBI) products.
3. Release 1.6.14 contains the following technical software change requests (TSCR), system problem reports (SPR), and maintenance tasks. Brief notations are provided from Serena Business Manager (SBM) when available.
 - a. TSCR 7131: Upgrade to Oracle Siebel v8.1.1.11.9 (initial part of 1.6.14).
 - b. TSCR 7132: Upgrade to Oracle Business Intelligence v11.1.1.7 (initial part of 1.6.14).
 - c. Maintenance task 7214: OBI patch 11.1.7.140527 to resolve issues found during testing using Internet Explorer (IE) 11. "As a result of the OBI upgrade, window showing queried results in DPS Analytics for all reports continues to get smaller when scrolling the mouse over the actual results."
 - d. SPR 7232: Misalignment of Field Headers. "The header/field values are misaligned on the below tabs under Qualifications Forms: Insurance, Performance Bond, Certificate of Responsibility, Change of Ownership Novation, and Name Change Notification. The headers/field values are misaligned on the below ETOSS pages: Type of Service, TSP Processing Data, and Personnel."
 - e. SPR 7237: 1.6.14 Functional Qualification Testing (FQT)-Submitting a Claim (Save Claim information)/Error When Saving a claim Item with a Blank Inventory Number. "Test Case 4 Claims Scenario 1 Submit a Claim. Based on Test Case log in as DOD Customer. IE8 Version 8.0.7601.17514. Step 15 should it read as "Enter the required information from step 14"? Entered the required claim information except Inventory Number field as instructed. Selected the Save button and got an access error."
 - f. SPR 7245: 1.6.14 FQT-No asterisk * is displayed on Best Value Score Summary US to US Tab (SCAC Field). "Test Case 1.1.8. Scenario 2: BVS Analytics. Step 13 No asterisk * is displayed on BVS Summary US to US Tab. User: All Users defined in Test Case."

g. SPR 7249: Continue to get Session Expire Messages. "Getting a 'Session Expire' popup message minutes after logging in, Clicked the 'OK' button but the popup re-appears several second later. Clicking the 'OK' button doesn't extend the session."

h. SPR 7250: ODBC Driver Errors in DPS Answers. "Found during FQT of v1.6.14 Test Case 7, Scenario 5: DPS Answers IE 8; Version: 8.0.7601.17514."

i. SPR 7252: DPS Test Account Problems through ETA Staging. "Created new accounts through ETA Staging, after receiving e-mail with USERID. The account was approved, the second e-mail was never received (DPS Approval). Attempted to login in and reset password and received the following error: Encountered an error: Invalid username password specified (SBL-UIF-00271) screenshot attached."

j. SPR 7268: Two different shades of Purple in DPS Header/Banner. "This is a separate issue from the header/banner label that was identified in the delivered 1.6.14 Test Report."

k. SPR 7206: Severity 2: ODBC Error in DPS Shipment Analytics. "Found during FQT of v1.6.12 IE 8. Log in as Transportation Officer. Note: Rate Analytics is not an option in dropdown but test case does not say this (DPS Version 1.6.12 Test Cases.docx). Therefore proceeded with another option from the dropdown 'Shipment Analytics'. Selected tabs: OTO Domestic Report, Mobile Home and Boat Cost Odbc error displayed for all 3. Unresolved column: 'Shipment'. 'Category Code'."

l. CACI Internal Test Defect: Claims - Acquired Used Drop-Down is Not Displaying Selection.

4. Report DPS technical issues to the SDDC Systems Response Center (SRC):

a. Email: 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. Please email questions on this advisory to army.sddc.safb.ppcf@mail.mil.

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