

SDDC-PP Advisory #16-0047

Date: January 27, 2016

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)

Subject: SDDC Communications Issues Impacting DPS Access and Help Desk Support

1. The ETA system, which is the web portal used to login to DPS, is experiencing communications issues among servers. Currently only one server is available for system logins. Note that ETA provides account authentication for many systems in addition to DPS.

Impact: Users already in the system will still be able to perform DPS functions. Users attempting to login will generally receive a '500 system error'.

2. The communications issues have also impacted the SDDC Systems Response Center (SRC).

Impact: As of this morning, the SRC has limited and sporadic telephone connectivity. If users are unable to reach the SRC via telephone, email and online access are available.

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

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

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

3. The communications issues began approximately 1500 hrs CST on 26 Jan. There is no estimated completion time yet, as efforts to identify root cause continue. This event is causing significant impact to the DPS user community, and additional information will be provided as it becomes available.

5. This message was approved for release by Chief, Storage & POV Division, and HQ SDDC.