

SDDC PP Advisory # 16-0086

Date: 07 April 2016

From: HQ Scott AFB, IL

To: Military Service Headquarters Representatives, Worldwide Personal Property Shipping Offices (PPSO), and Personal Property Transportation Service Providers (TSP)

Subject: Defense Personal Property System (DPS) Residual Performance Issues from Release v3.1.1

1. This is a coordinated message between HQ SDDC and the DPS Program Management Office (DPS PMO). Please ensure widest dissemination to all TSP users by forwarding this advisory as appropriate.

2. The DPS continues to experience performance issues following v3.1.1 deployment 01 April 2016. Although the defects for accessorial services (i.e., pre-approvals), DD Form 1299s not printing, and unviewable Claims Module edit fields for TSP users were resolved, the system is experiencing significant performance issues with TSP-dedicated application servers. Many TSP users are receiving errors such as "Not Authorized", "Server Busy", and timeouts. Isolated issues from the Services have been reported, but the significant impact has been on the TSP community.

3. The DPS PMO, in coordination with the developer, have isolated the issues and are identifying a fix to resolve them permanently. Some old code from the original DPS implementation is unable to keep up with the number of user connections on each server since implementing DPS release 3.1.0, the Siebel Open UI COTS upgrade, on 11 March 2016. Resolving these issues is our highest priority, as we understand the impacts to the TSP community grow exponentially each day DPS is not accessible. SDDC will publish an advisory update as soon as a software fix release date is known.

4. For functional questions regarding this message, please send an email to [army.sddc.safb.ppop@mail.mil](mailto:army.sddc.safb.ppop@mail.mil).

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

- a. Email: [usarmy.scott.sddc.mbx.g6-src-dps-hd@mail.mil](mailto:usarmy.scott.sddc.mbx.g6-src-dps-hd@mail.mil)
- b. Telephone: Toll free (800) 462-2176; Commercial (618) 589-9445, Option 5
- c. Internet: <https://www.sddc-srchelpme.com>

6. This message was approved for release by Ms. Jill Smith, Chief, Personal Property Systems Integration Division, HQ SDDC.