

SDDC-PP Advisory #16-0116

Date: 14 June 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: Update—SDDC Public Web Site Status

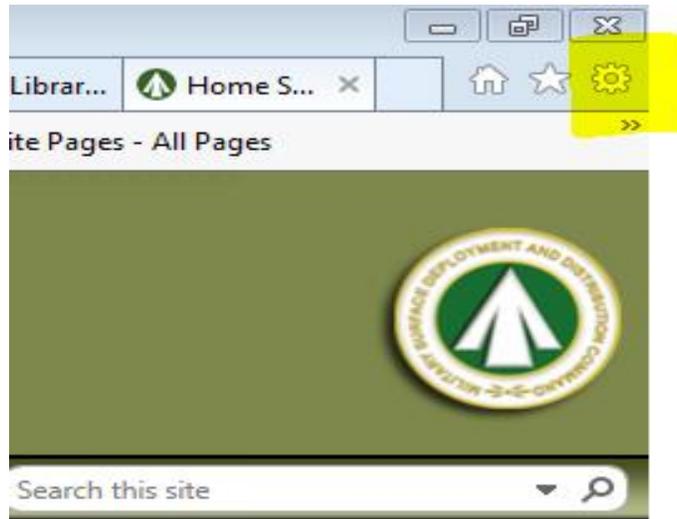
Ref: SDDC-PP Advisory #16-0106, SDDC Public Site Outage dated 13 May 2016

1. Please ensure widest dissemination to all user groups. The SDDC public web page suffered irreparable damage last month and was unavailable to our user community. Users may now access the site at <https://www.sddc.army.mil>, but may experience problems when opening portable document files (PDF) and Microsoft Excel workbooks. HQ SDDC is researching these issues for a permanent fix.
2. If you have problems with opening content on the public page, please follow the instructions beginning on page 2 of 4 of this advisory. If you are asked to "authenticate" after requesting an Excel file, please click "cancel" and the workbook should appear in the background.
3. If you experience other problems with the website, please send an email to the SDDC G6 Helpdesk at usarmy.scott.sddc.mbx.g6-it-helpdesk@mail.mil or the SDDC Webmaster at usarmy.scott.sddc.mbx.web-master@mail.mil. For telephone assistance, call (618) 220-5190 or (618) 220-5539.
4. This message was approved for release by Ms. Jill Smith, Chief, Personal Property Systems Integration Division, HQ SDDC.

Opening PDF Files Located on SDDC Website

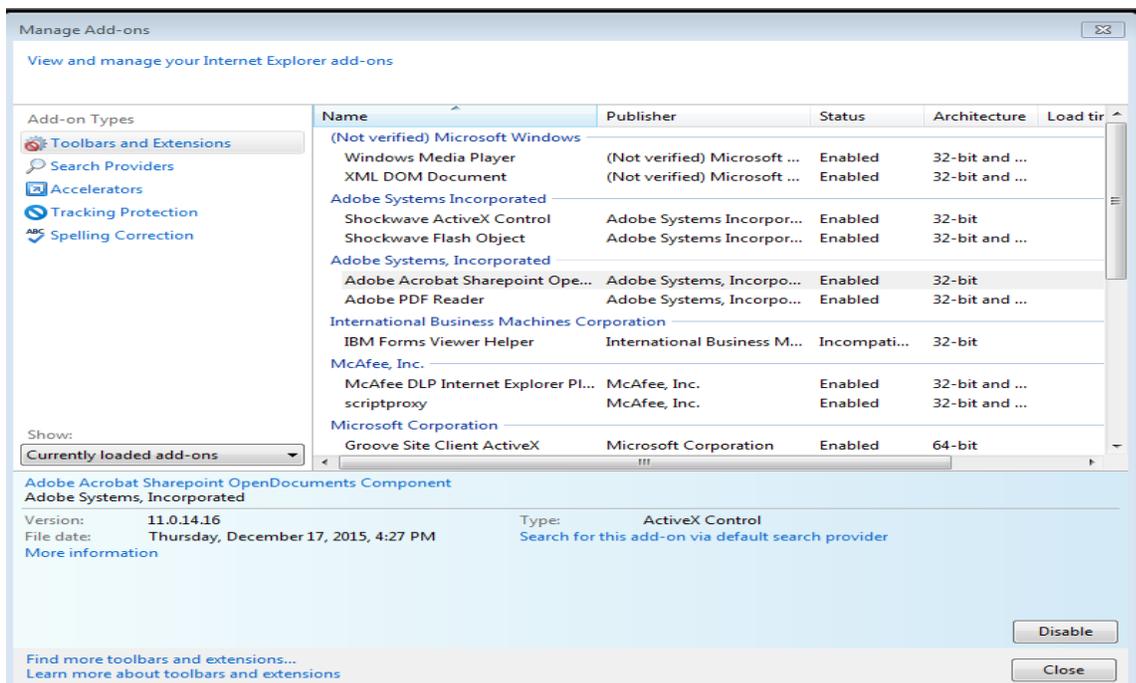
If you are unable to open .PDF files on the SDDC Public Website, please perform the following steps:

1. In the upper right hand corner of your Internet Explorer, click on the **round settings wheel**.



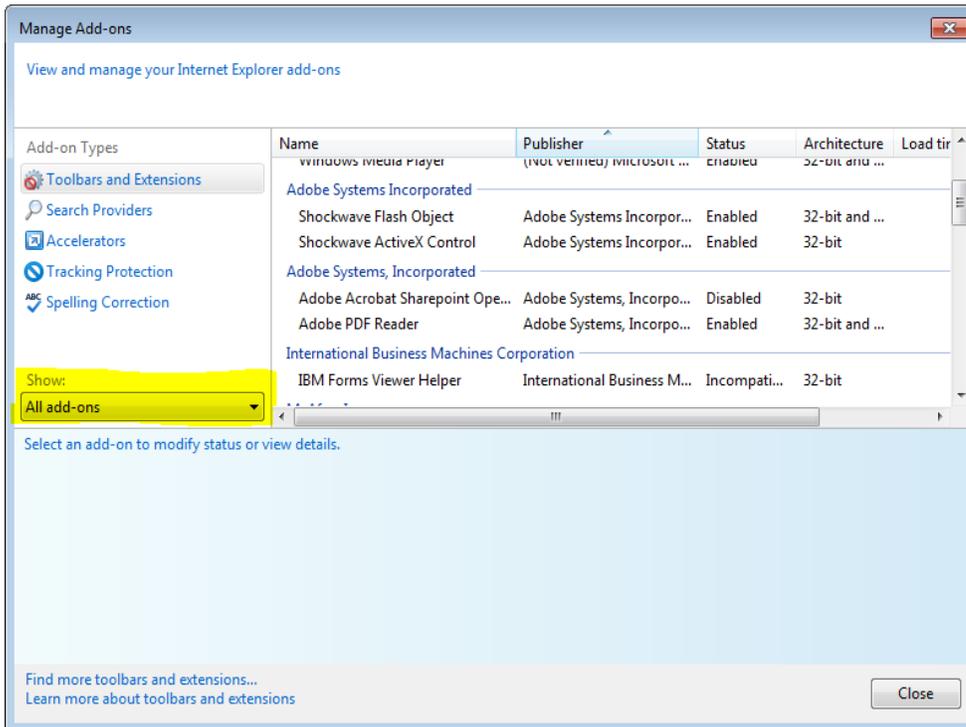
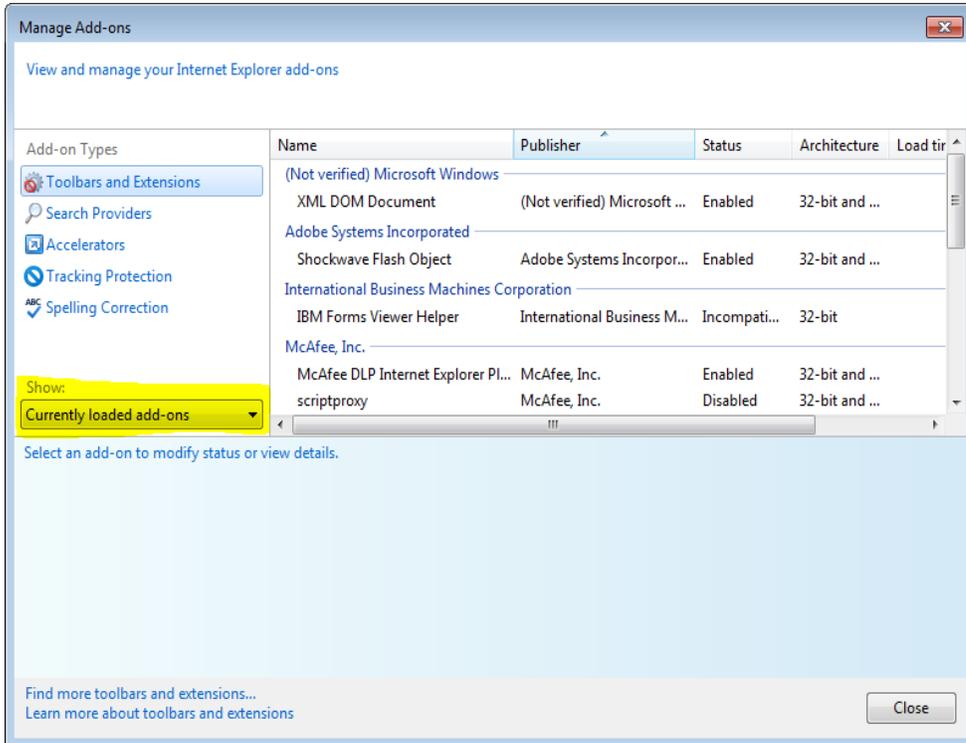
2. Click on **manage add-on**.

3. Find the header called Adobe Systems, Incorporated and then single click on **Adobe Acrobat SharePoint Open Documents Component**.



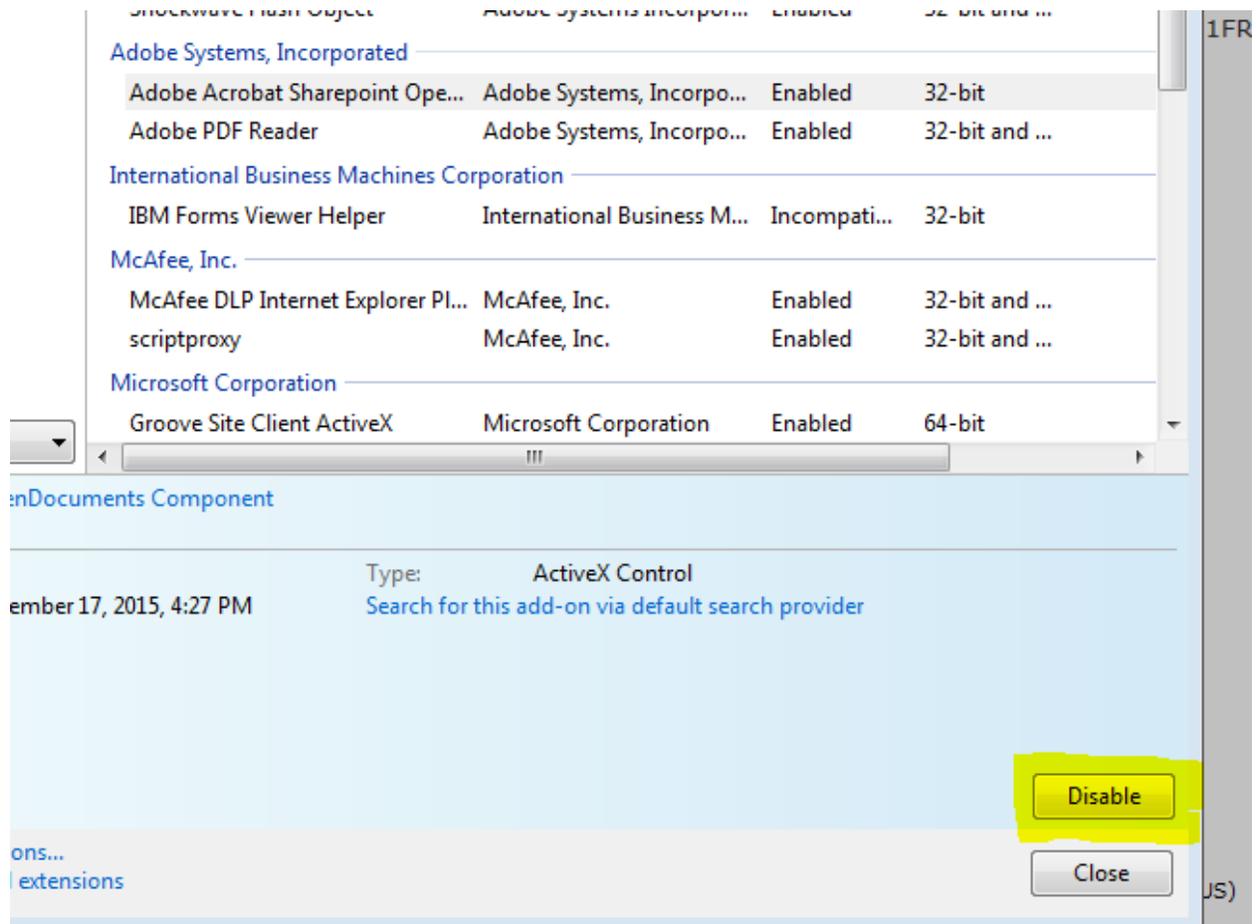
Opening PDF Files Located on SDDC Website

4. If Adobe Systems, Incorporated is not listed, click on **currently loaded add-ons** and **change the view to all add-ons**. Adobe Systems, Incorporated should be visible now.



Opening PDF Files Located on SDDC Website

5. Then click on **disable and then close** in the lower right hand corner of that dialog screen.



6. **Refresh your Internet Explorer.**

7. **Try to open your .PDF file again.**

8. You should no longer be prompted to authenticate.

9. If you are still having issues accessing files on the public website, please contact the SDDC G6 Helpdesk at usarmy.scott.sddc.mbx.g6-it-helpdesk@mail.mil.