

# ITV Operations and Training Newsletter

Check out the PM J-AIT website at the new URL: <http://www.ait.army.mil> to view the latest PM J-AIT contract(s) for AIT and Radio Frequency Identification (RFID) hardware, software, technical engineering services, and maintenance.

## Common Site Registration Problems (Part 2)

Information provided by Rodney Edmonds, RF-ITV Global Help Desk

As we discussed in the June 2011 issue, it is critical you provide complete and accurate information for all registration fields when registering your interrogator or tag docking station (TDS). If you missed Part 1, you can find it here:

<http://www.cascom.army.mil/organizations/cdi/esd/itv/newsletter/2011/PMJ-AITITVOperationsandTrainingNewsletterJun2011.pdf>

In this edition, we want to share some other issues that are important regarding site registration.

**Non-compliant Software Use:** Currently there are 119 software versions on the compliant list for interrogators. Each one had to pass a verification test. If a user attempts to register a new site with a program that has not been properly vetted, the **RF-ITV Tracking Portal** will post a "NON COMPLIANT SOFTWARE" status comment on the site's registration page and more importantly, it will fail to process tag data from that location, thus no ITV for the your shipments. Therefore, it is important to log on to the **RF-ITV Tracking Portal** after you have registered your site and check the registration page (**RF Network>Site Details**) to ensure your information is correct and your software version is compliant. Software version information is automatically captured during the registration process without user intervention with many programs. Other programs require the user to manually enter the software version into a free text field. Manually entered software version names must coincide with that program's name on the compliant software list; otherwise the **RF-ITV Tracking Portal** will post a NON COMPLIANT SOFTWARE message on the site's registration page – even if the loaded program is valid.

**Incorrect Geographic (GEO) Command and/or Country Code:** Incorrect GEO Commands (COCOM) and/or Country Codes will negatively affect position information used by mapping applications (the **RF-ITV Tracking Portal** will reflect incorrect site location and tag movement information).

**Incorrect Site Representation:** Incorrect Service/Program/Agency/Owner/Maintenance Owner information will negatively affect any query or report which utilizes organizational criteria as a basis for collecting data.

**No Mobile indicator:** Use of Mobile Indicators (such as *PDK*, *EEDSK*, *HHI*, or *MOBILE*) in the naming convention/description will alert the **RF-ITV Tracking Portal** to the fact that a Read site is mobile and subject to frequent relocation, and will not be included in reports designed to pertain only to fixed Read sites, such as Operational Readiness Reports.

For questions or comments, please contact one of the following:

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PACOM (Vacant)

**RF-ITV Training: RF-ITV Global Help Desk**  
[help.rfitv@us.army.mil](mailto:help.rfitv@us.army.mil)  
1 (800) 877-7925 DSN 94 wait for dial tone then dial 1 (800) 877-7925

**Uploading test data:** Only legitimate shipment information should be uploaded to the **RF-ITV Tracking Portal**. A Trainer Server (which is a replica of the **RF-ITV Tracking Portal**) is available for training and testing purposes. (Note: The Trainer Server is currently being relocated and unavailable for use). If you need to upload data to the Training Server, contact the Global Help Desk for assistance.

**Field Data Unit (FDU) reporting ahead (or behind) GMT:** To reflect accurate shipment tracking information (site registration time/date, tag burn/upload/read time/date), the FDU's (computer) system clock time must be correct. If a site's system clock is at least 20 minutes behind GMT, or at least 30 minutes ahead of GMT, the **RF-ITV Tracking Portal** will attach a "Bad Date Status" Message to the site for reporting purposes. If a site's system clock's time is incorrect to an extreme degree, the **RF-ITV Tracking Portal** will not process (post) tag data received from the site until after the issue has been resolved (the user must re-register the site with a properly set system clock). Check to see if your time is incorrect by logging on to the **RF-ITV Tracking Portal**. Go to **ITV Metrics > Data Quality > Wrong Site Time**. If your site appears in this report, you need to change your FDU's system clock. Contact your System Administrator for assistance.

Please contact the Global Help Desk (GHD) for assistance with the above listed issues; or to request information on connecting to the RF-ITV Trainer Server.



TIP: After registering your site, you should log on to the **RF-ITV Tracking Portal (RF Network>Site Details)** and make sure registration is complete and accurate. If any anomalies are found, contact the Global Help Desk for corrective action.

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## Savi ST-654-031: Low Battery Indicator Advisory

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*Article provided by Corey Chu, Savi Technology*

Savi has identified an issue with a very small percentage of ST-654-031 tags. This issue affects only ST-654-031 tags manufactured from 2009 forward. Affected ST-654-031 tags will exhibit a low battery flag during operation, either indicated through the software or through an audible 5 beeps followed by 3 beeps after tightening the battery cap. If a fresh battery is inserted, the tag will still indicate low battery by presenting 5 beeps followed by 3 beeps. All other tag functionality is normal, and the tag will still be collected if polled by a reader or other device. The tag will merely continue to indicate a low battery.

ST-654-031 tags in warranty that experience this behavior will be replaced. To receive a replacement, first verify that the issue is not the battery; then contact Savi Customer Support at 1-888-994-SAVI (7284) or 1-650-316-4760. Please have the Tag ID number along with your contact and shipping information available.

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## For and From the Field

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### *A Recent Comment from the Field*

"The info I receive in the newsletters has helped me to better support and provide the latest upgrades to my Brigade and all the subordinate Battalions, it is greatly appreciated." ~ Andrew L. Baker, Property Book Officer, 595th Transportation Brigade (SDDC)

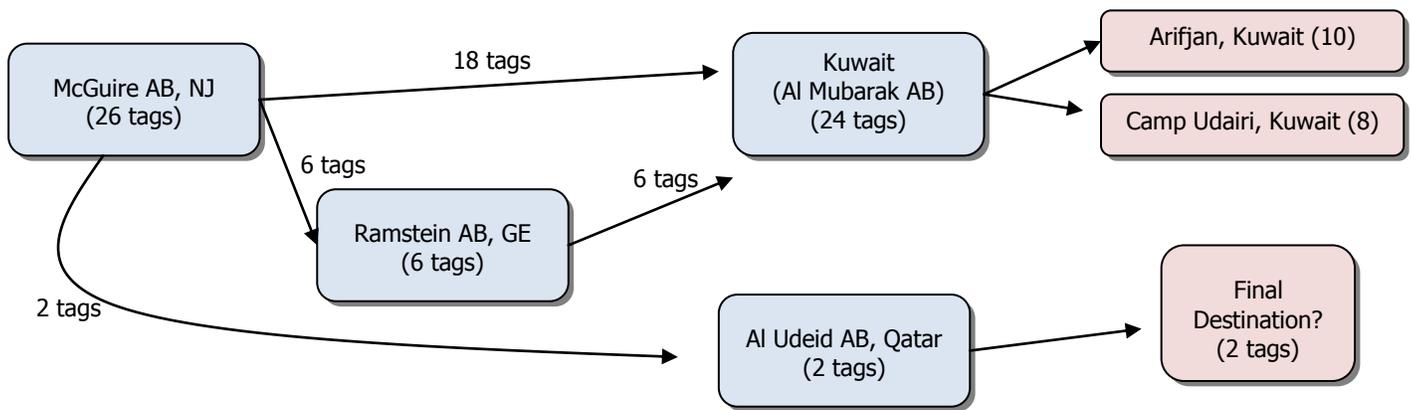
### *Integrated Data Environment (IDE)/Global Transportation Network (GTN) Convergence (IGC)*

Reference TRANSCOM J3 Message DTG: 022134Z Aug 11, Subject: In-Transit Visibility (ITV) System of Record Migration, the ITV system of record, GTN, is scheduled to be fully replaced by the Integrated Data Environment (IDE)/Global Transportation Network (GTN) Convergence (IGC) by 31 Aug 11.

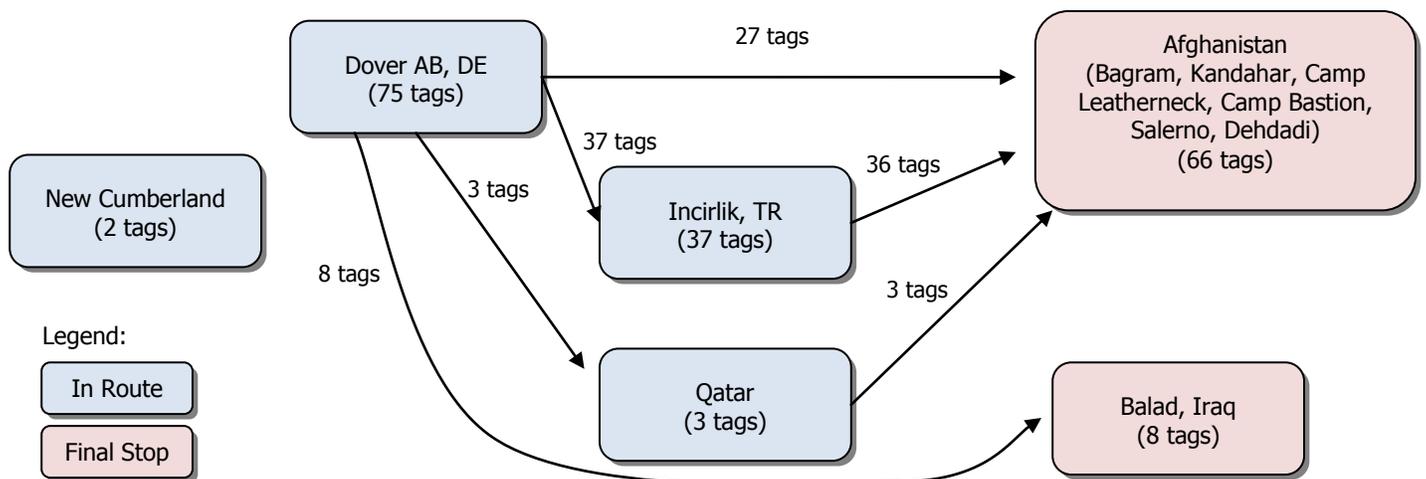
# Site Analysis: NEWCUMBERLANDDSSW1, TDDSP000001, New Cumberland Depot, PA

For this month's analysis we decided to do something a little different. This month we will follow the tag flow of the RFID tags being written by New Cumberland Depot, Device ID TDDSP000001 during 3-4 July 2011. From the tags that were written during this time period, we extracted 103 tags for shipment via air to activities located in the US Central Command (CENTCOM) Theater of Operations. Of the 103 tags written at New Cumberland, 26 of these tagged shipments went to McGuire Air Base, NJ and on to CENTCOM. Seventy-seven of these tagged shipments went from New Cumberland to Dover Air Base and on to CENTCOM. For this analysis, we separated the tagged shipments by Port of Embarkation (POE) and tracked their shipments from origin to final destination. The results are as follows:

**New Cumberland, PA to McGuire AB, NJ:** Twenty six (26) tagged shipments departed the US via McGuire Air Base, 18 of which arrived at Al Mubarak Air Base, Kuwait, and from there 10 moved on to Arifjan, Kuwait Central Receiving and Shipping Point (CRSP), and eight moved on to Camp Udairi, Kuwait for their final destinations. Of the remaining eight, six shipments arrived at Ramstein Air Base, Germany. Of those six, two went to Camp Udairi, Kuwait and four shipments arrived at Arifjan, Kuwait for their final stops. The last two shipments left McGuire AB and arrived at Al Udeid Air Base, Qatar and have not been read since. We were unable to determine if these two shipments reached final destination because the consignee DODAAC's location is not instrumented.



**New Cumberland, PA to Dover AB, DE:** The diagram below depicts the bulk of shipments from Dover AFB to the CENTCOM Theater of Operations. Due to the current infrastructure, there are numerous air channels available in theater for further onward distribution. A total of 77 tagged shipments left New Cumberland for Dover AFB, and then onward movement. Of the 77 shipments, 37 went to Incirlik, Turkey. Thirty-six (36) left Turkey and went to various locations in Afghanistan. One shipment remains in Incirlik, Turkey and has not been read since 19 July 2011. Another 27 tagged shipments flew directly from Dover AFB to Afghanistan. Three tagged shipments went from Dover to Qatar and on to Afghanistan. Eight shipments travelled directly from Dover AFB to Balad, Iraq. Finally, two shipments remain at New Cumberland and have not been read departing that location.



**Results:** Out of the 103 tagged shipments, 98 or 95% were tracked to their final destination.

# Regional Training Team's (RTT's) Tips and Tricks

## TIPS User Group

The RF-ITV Global Help Desk has recently received calls regarding users being locked out of the TIPS Write software after installation. These lockouts include the user not being able to open the TIPS Write software, not being able to write to tags, and/or not being able to open files for data collection and editing. This article will list the steps that need to be taken in order for the user to be added to the "TIPS User" Group; therefore, allowing the user to operate the TIPS Write software without any lock to the program. (Note: Consult with your local Systems Administrator before modifying the Local Users and Groups of the computer.)

You will want to enter the *User's Name* in the TIPS Write Group. To find the *User Name*, follow steps 1-4. If the User Name is already known, then start at step 5.

1. Right click on **My Computer** on your desktop and select **Manage** (Figure 1).
2. Select **Local Users and Groups** (Figure 2).
3. Double click on the **Users** folder to verify the name that will be added to the "TIPS\_Users" group. (Figure 3).



Figure 1



Figure 2

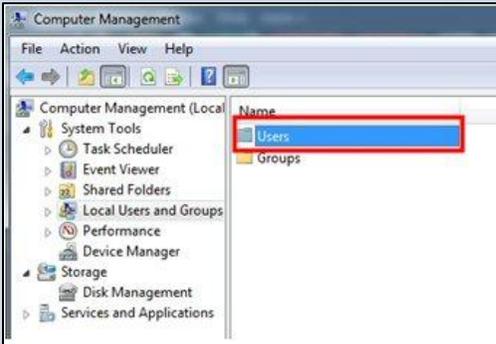


Figure 3

4. The *User Names* will be listed and you will only use the *User Name* belonging to the user logged in. In the example below, the user is "TIPSuser." Adding the "local" is not necessary to define the user. In most cases the user will see his/her name in this folder. For example, if the user's name is John Doe the *USER NAME* will be "DoeJ" (Figure 4).



Figure 4

# Regional Training Team's (RTT's) Tips and Tricks (continued)

5. Double click on the **Groups** folder. Then double click on **TIPS\_Users** (Figure 5).

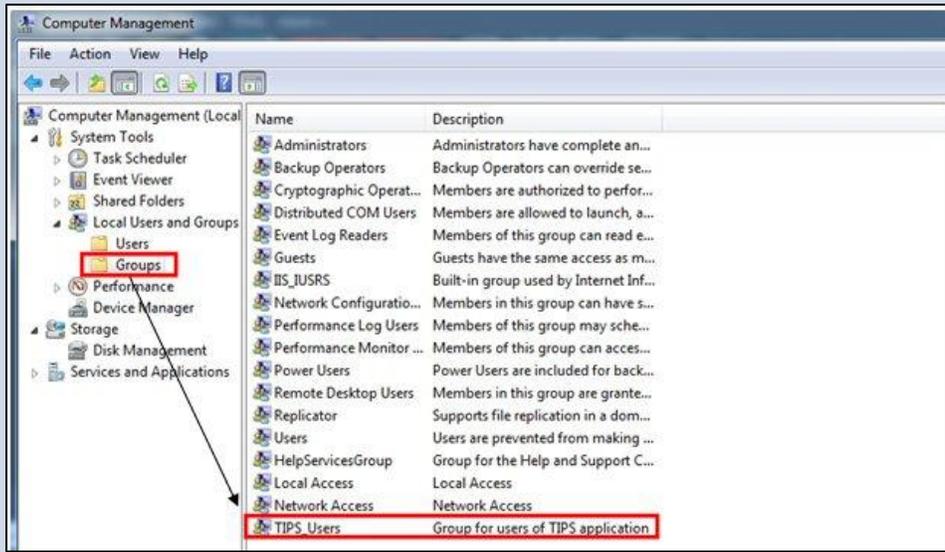


Figure 5

6. Click on the **Add** icon at the bottom left to add the user. (Figure 6)



Figure 6

7. Enter the *User Name* (e.g., TIPSuser) in the white box. (Figure 7)



Figure 7

8. Click the **Check Names** box. This will change the name you put in with the proper user identification for the computer FDU. Then click **OK**. (Figure 8)

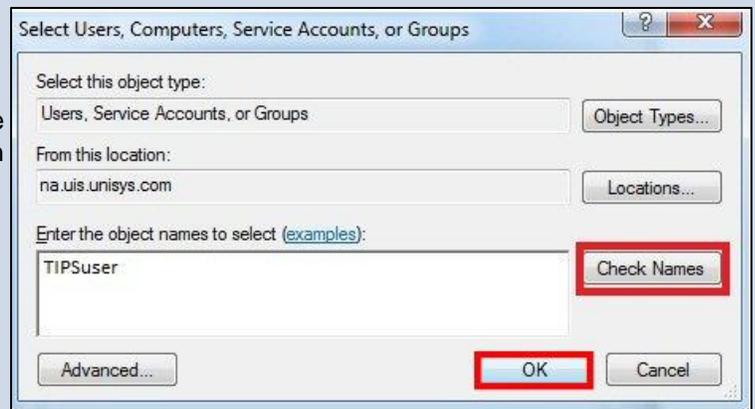


Figure 8

## Regional Training Team's (RTT's) Tips and Tricks (continued)

9. Check to verify the *User Name* is added to the **Members** box. (Figure 9)
10. Click **Apply**. (Figure 10)

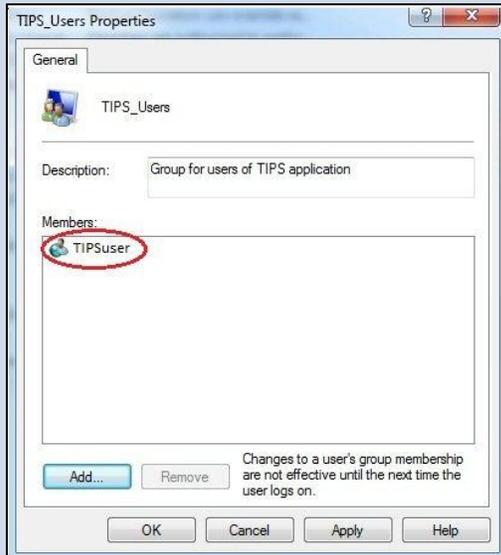


Figure 9

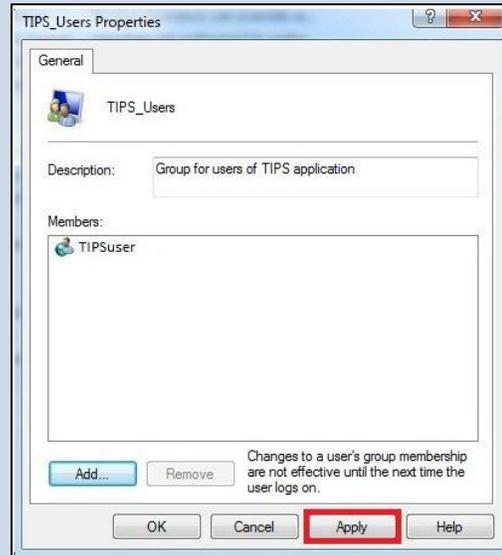


Figure 10



### [RF-ITV Global Help Desk \(GHD\)](#)

**Toll Free:** 1 (800) 877-7925, **DSN:** Dial 94 plus (800) 877-7925,

**Commercial:** (703) 579-2834

**AKO Instant Messenger Username:** help.rfitv

**Green Force Tracker/Lotus Sametime Group Name:** PEO EIS-PM J-AIT-GHD  
(4 AM – 9 PM EST)

**Email:** [help.rfitv@us.army.mil](mailto:help.rfitv@us.army.mil)

The RFID GHD should be contacted before any attempt to reach an FSE in your area.

If you would like to subscribe to the newsletter or if you have a noteworthy RF-ITV story, lesson-learned, or short article for publication in the newsletter, please submit to Jerry Rodgers, PM J-AIT, [jerry.d.rodgers@us.army.mil](mailto:jerry.d.rodgers@us.army.mil).