

ITV Operations and Training Newsletter

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

Importance of Site Registration Information

When setting up your Read/Write site, it is critical that you provide complete and accurate information for **ALL** registration fields when registering your interrogator or Tag Docking Station (TDS) or Write cable.

Some of the most frequent problems we see are:

1. Incorrect or incomplete Point of Contact (POC) information.

Due to the fact that people are often transferred and duties reassigned, we recommend a periodic review of your registered interrogators to ensure that ALL contact information (e.g., name, phone number and email) is up to date. If your contact information is incorrect, we will not be able to contact your unit for system or software updates, problems or maintenance. When rotating, remind your replacement to update the site registration with their contact information. When information concerning your site changes, the site should be re-registered as soon as possible and the new information uploaded to the **RF-ITV Tracking Portal**. We recommend logging on to the portal about an hour later to confirm that your changes/updates have been made.

2. Incorrect Naming Convention.

For the RF-ITV infrastructure to provide In-Transit Visibility (ITV) across the strategic and tactical spectrum of operations, the Radio Frequency Identification (RFID) devices must be properly and accurately named and registered using common naming conventions. The use of these common naming conventions assists in identifying and locating active shipments throughout the Department of Defense (DOD) Radio Frequency In-Transit Visibility (RF-ITV) infrastructure and enables a broad range of users to associate a shipment and its respective content-level data to a specific and clearly identified location. The naming convention applies to all RFID devices (e.g., RFID interrogators, tag docking stations, and handheld devices) that report to the **RF-ITV Tracking Portal**.

For more guidance/directions on proper naming conventions, log on to the **RF-ITV Tracking Portal** and click on **RF-ITV Documentation** near the bottom of the page.

Getting Started | Query Descriptions | **RF-ITV Documentation** | User Login Information | RF-ITV Points of Contact
Glossary | Page | Site Map | Privacy Policy | Use of System



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

Cynthia Jones, RF-ITV Team Chief
cynthia.j.jones26.civ@mail.mil
(703) 545-2982 DSN (312) 865-2982

Reginald Madden, RF-ITV Assistant Team Chief
reginald.m.madden.civ@mail.mil
(703) 545-2985 DSN (312) 865-2985

Douglas Cantaral, RF-ITV Operations Specialist
douglas.h.cantaral.civ@mail.mil
(703) 545-2973 DSN (312) 865-2973

Jerry Rodgers, Operational Readiness
jerry.d.rodgers.ctr@mail.mil
(703) 545-3000 DSN (312) 865-3000

Jose Gonzalez, Operational System Engineer
jose.l.gonzalezlatorres.ctr@mail.mil
(703) 545-2978 DSN (312) 865-2978

Chris Maeger, RF-ITV System Analyst
christopher.a.maeger.ctr@mail.mil
(703) 545-2987 DSN (312) 865-2987

J-AIT LNOs:

Virgil Green-Southwest Asia
virgil.green@afghan.swa.army.mil
011-965-670-85153 DSN (318) 481-4556
Roshan AF 079-250-1798

Charles Van Sistine-CENTCOM
charles.a.vansistine.ctr@mail.mil
(813) 529-4106 DSN (312) 529-4106

Ken Smith-EUCOM and AFRICOM
john.k.smith23.civ@mail.mil
49-6372-842-3723 DSN (314) 481-3723

Andy Smith-NORTHCOM, FORSCOM, TRANSCOM, SOUTHCOM, National Guard Bureau, Army Materiel Command, US Navy, Air Force, and Marine Corps
andy.o.smith.ctr@mail.mil
(703) 545-3052 DSN (312) 865-3052

Whit Norris-PACOM
whit.norris.ctr@pacom.mil
(808) 477-8071 DSN 315-477-8071

RF-ITV Training: RF-ITV Global Help Desk
help.rfitv@us.army.mil
1 (800) 877-7925 DSN users dial your local DSN off-net access number, wait for dial tone, then dial 1 (800) 877-7925

3. Incorrect Latitude/Longitude.

The latitude and longitude coordinates entered during the registration process make the difference in finding the correct location of a Read or Write station on the **RF-ITV Tracking Portal's** mapping application and maintaining visibility of your shipments when using the web mapping application. Incorrect coordinates also affect other systems like the Sustainment System Mission Command (SSMC) (previously known as Battle Command Sustainment and Support System (BCS3)) in its mapping applications. Incorrect coordinates can give a false impression of where unit equipment and sustainment shipments were last seen.

Latitude and longitude coordinates **are not automatically generated** by the **RF-ITV Tracking Portal** and **must be entered by the user** when setting up Read or Write station. If you are using Deployment Kit - Radio Frequency Identification (DK-RFID), also known as the Portable Deployment Kit (PDK), the PDK with *Savi Site Manager* software will automatically generate the latitude/longitude coordinates when there are consistent signals received from a GPS satellite. When the PDK is registered, the coordinates will be uploaded to the **RF-ITV Tracking Portal**.

To look up the latitude and longitude coordinates for your site, you may use sites like *Google Earth* or *Maporama* (<http://www.maporama.com>). Note: Not all installation Information Managers (IM) or Local Network Administrators allow access to these sites. If you are unable to reach these sites, see your installation IM or Network Administrator to get appropriate privileges and/or rights in order to access these sites. A Lat/Long converter tool is also available on the **RF-ITV Tracking Portal** at:

<https://cac.national.rfitv.army.mil/shiptrack/latLongConversionUtility.do>
(you must be logged on to **the RF-ITV Tracking Portal** to access link)

This tool will convert coordinates in decimal degrees to degrees, minutes, and seconds—the format that is consistent with the **RF-ITV Tracking Portal**. Once registration is complete, it is a good idea to check to see if the coordinates you used during registration show up at the correct geographical location on a map.

As part of our ongoing Quality Assurance checks, our ITV partners, the CASCOM ITV team, will be reviewing sites currently registered on the **RF-ITV Tracking Portal** in the upcoming months. Now is a good time to check to make sure your sites are registered with the correct information!



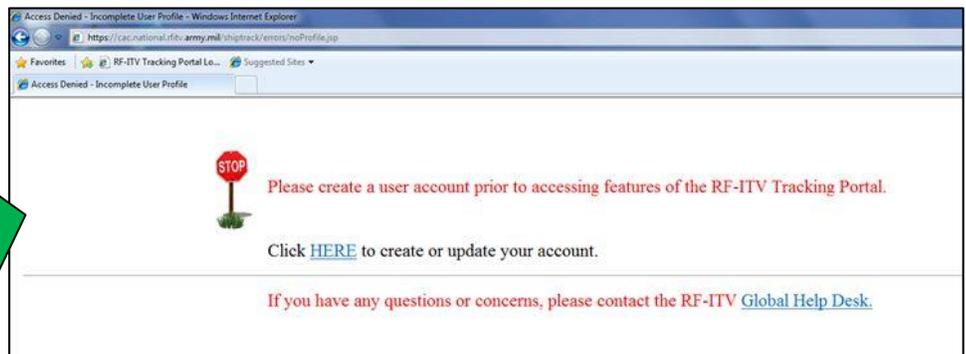
Don't forget to use the new ISO Country Code mentioned in last month's newsletter:

<http://www.cascom.army.mil/organizations/cdi/esd/itv/newsletter/2012/J-AITVOperationsandTrainingNewsletterSep2012.pdf>

For and From the Field

New RF-ITV Tracking Portal User Profile

Now that the **RF-ITV Tracking Portal** is receiving a new look, users will be prompted to create a user profile.



Profile Information
Account ID: swtch.john.d.0000000000
* First Name: _____
* Last Name: _____
* Role: _____
* Locations: NORTHCOM,SOUTHCOM,EUCOM,AFRICOM,CENTCOM,PACOM,INDO DOD
* User Affiliation: -SELECT-
Job Title: _____
* Email Address: _____
* Phone: _____
DSN Phone: _____
Fax: _____
DSN Fax: _____
* Address: _____
* Country Code: _____
* Address Training Expiration: (YYYY-MM-DD) 2012-09-28 (YYYY-MM-DD)
Last Successful Login: _____
Submit Cancel

The new user-managed profile will allow the user to establish, edit and save changes to their account profile. The user profile will help enhance functionality of the query options by customizing the views and queries according to your role or job function.

Site Analysis: JALALABADW11, Jalalabad, Afghanistan

For this month's analysis, we looked at the RF-ITV Write site, Device ID TB8AC6F896F53. Device Name JALALABADW11 located in Jalalabad, Afghanistan. Using the *Site Activity* query we looked at the tag writing workload of this site from 30 August 2012 to 7 September 2012. The **Site Activity** query identified 83 tags that were written during that period. The results of the data analysis are as follows:

- By comparing the Consignee Department of Defense Activity Address Code (DODAAC), Port of Debarkation (POD) on the RFID tag to the Read events of the tag, and Last Reported Interrogator Name, it was determined that 33 out of 83 tagged shipments (40%) reached final destination.
- Based on **RF-ITV Tracking Portal** data, 50 tagged shipments have not reached final destination by the conclusion of our analysis. Of these 50 tagged shipments, 43 tags were last read in Afghanistan and were waiting for onward movement; four tagged shipments were last read at Dover Air Force Base; and two tagged shipments were last read at Fort Carson, Colorado. The one remaining tagged shipment was last read at Ramstein Air Base Air Cargo Arrival and Departure Gate. All shipments were assigned *Transportation Priority Two* which explains the waiting for onward movement.
- We found that there were two final destinations (Peoria, IL and Beale AFB, CA) that were not instrumented, therefore, we cannot determine if these two tagged shipments reached final destination based on **RF-ITV Tracking Portal** data.
- All tagged shipments contained valid Port of Embarkation (POE) and POD codes that were used correctly.
- Of the 83 tags we analyzed, 81 tags (98%) contained valid Consignee and Consignor DODAACs. We found two tagged shipments that contained Consignee DODAACs that were not found in the **RF-ITV Tracking Portal** database and it appears that they were entered incorrectly by transposing the letters.
- None of the 83 tagged shipments contained commodity data. Complete commodity data allows users more options for query searches and provides more complete data sharing with other ITV systems.
- By using the *Archive* data selection on the **RF-ITV Tracking Portal**, it was determined that 38 out of the 83 (46%) tags have been used previously which is an indication tags are being re-used thereby keeping activity in the distribution pipeline.



It's a good idea to review your business process periodically to make sure that you are maintaining In-Transit Visibility (ITV) of all your shipments entering and exiting your site or facility. If you identify an RF-ITV issue and need assistance contact the RF-ITV Global Help Desk (GHD) at help.rfitv@us.army.mil or 1 (800) 877-7925.

Also, if you have a Read or Write site that is no longer active or needed, please contact the GHD to have it removed from the **RF-ITV Tracking Portal** database.

RF-ITV Global Help Desk (GHD)

Toll Free: 1 (800) 877-7925. **DSN:** Dial your local DSN off-net access number, wait for dial tone, and then dial 1 (800) 877-7925.

AKO Instant Messenger Username: help.rfitv

Green Force Tracker/Lotus Sametime Group Name: PEO EIS-PM J-AIT-GHD

Help available 24hours/7 days a week

Email: 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, J-AIT, jerry.d.rodgers.ctr@mail.mil.

The RF-ITV Training Team's Tips and Tricks

Accessing the RF-ITV Tracking Portal with Internet Explorer 9.X

Issues have been reported from the field by End Users and Field Service Engineers alike regarding accessing the **RF-ITV Tracking Portal** with *Internet Explorer 9*. Issues may vary, but the most common problem has been the permissions errors which can be solved by clearing the browser's temporary files and cookies. Some Government computer systems limit access to browser history and cookie files for End Users; if this is the case, contact your local System Administrator.

When accessing the **ITV Tracking Portal** with the Common Access Card (CAC), the browser will sometimes not display the page or ask for further credentials such as a Username and Password. Other times it will simply time out while trying to refresh the page. Most of these issues occur after successfully gaining access to the **RF-ITV Tracking Portal** site previously using the same computer.

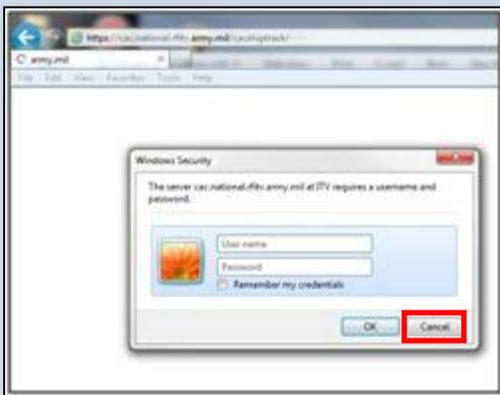
If you encounter one of the issues mentioned above, try the following workaround to gain access to the **RF-ITV Tracking Portal**:

1. Navigate to the **RF-ITV Tracking Portal** and select **CAC Login** (Figure 1).



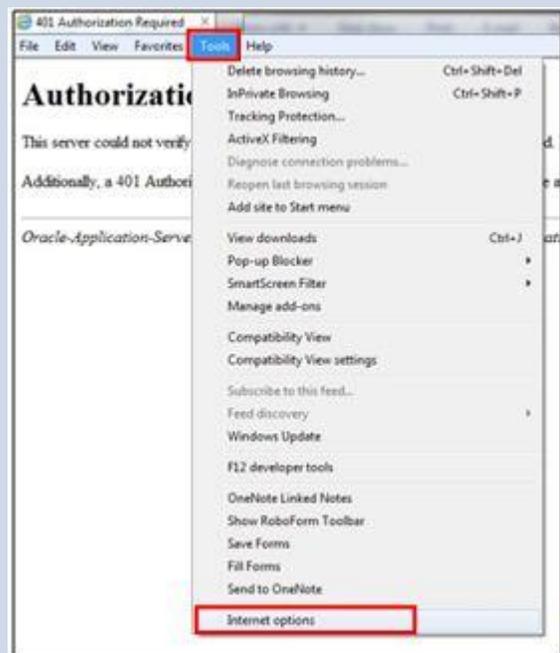
(Figure 1).

2. On this attempt, the browser has asked for further authentication for site access (Figure 2). If an error occurs at this point, try clearing browser history. Click **Cancel**.



(Figure 2).

3. Select **Tools** and then **Internet Options** (Figure 3).

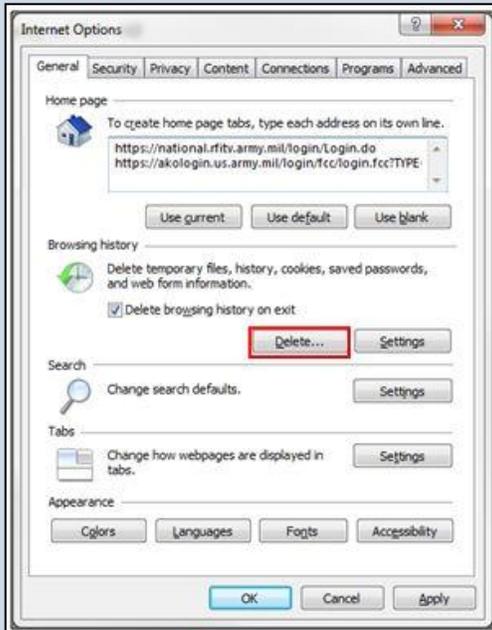


(Figure 3).

The RF-ITV Training Team's Tips and Tricks

Accessing the RF-ITV Tracking Portal with Internet Explorer 9.X (Cont'd.)

4. Click **Delete** under Browsing History (Figure 4).



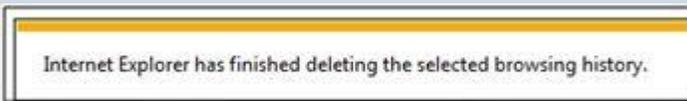
(Figure 4).

5. Make sure all of the radial boxes are selected and click **Delete** (Figure 5). (Performing this action will also delete any stored passwords on the browser)



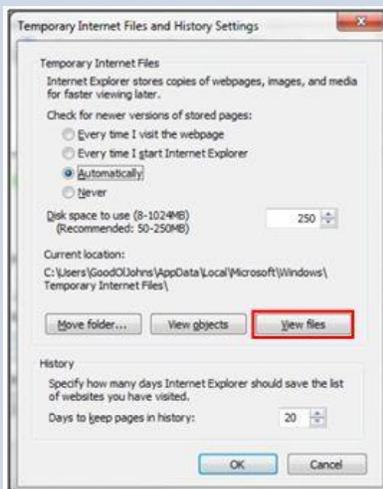
(Figure 5).

6. You should receive this message on the bottom of your screen when the browsing history has been deleted (Figure 6).



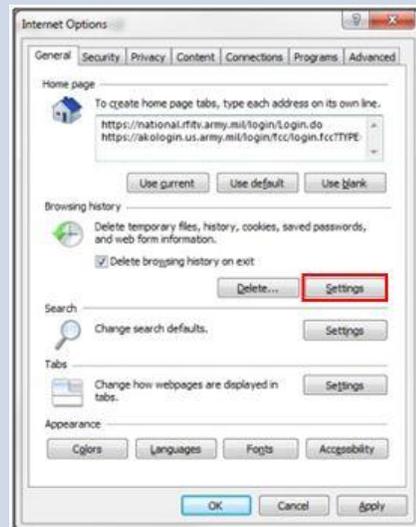
(Figure 6).

8. Next click **View Files** (Figure 8).



(Figure 8).

7. Next click **Settings** under Browsing History (Figure 7).



(Figure 7).

9. A new window will pop up and contain many files. Delete all files and attempt to gain access to the **RF-ITV Tracking Portal** again.

These procedures may not work in all situations. If you still have problems, contact the ITV Global Help Desk at 800-877-7925 (toll free from within the United States) or help.rfitv@us.army.mil.