

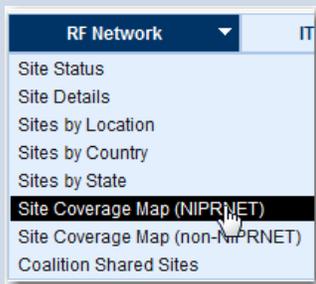
The Regional Training Team's (RTT's) Tips and Tricks

Google Earth Error While Using Mapping Functions

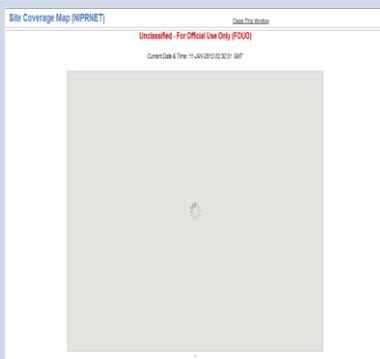
Due to numerous queries to the RF-ITV Global Help Desk, this month's article will focus on one of the most common errors that many users have been receiving while utilizing the *Google Earth* functionality of the **RF-ITV Tracking Portal**. This error or lack of functionality occurs during use of the Site Coverage Map (Non-secure Internet Protocol Router Network (NIPRNET)) and/or while using Site Coverage Map (non-NIPRNET) and is caused by a missing the NIPRNET Global Services (NGS) plug-in.

Note: This plug-in is for users who do not have access to the commercial Google Earth map servers or who cannot install the client software on their local workstations.

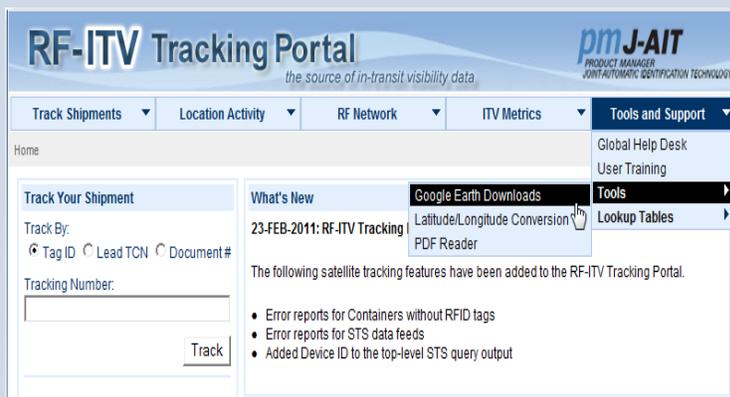
Using your CAC, logon to the **RF-ITV Tracking Portal** at <https://national.rfitv.army.mil/>. Select, *Site Coverage Map (NIPRNET)* from the RF Network dropdown:



The error screen-shot below may be due to the NGS Plug-in not being installed.



To install this plug-in go to the **Tools and Support** drop down - select **Tools** and then choose the **Google Earth Download** tab.



Click on the link to the NGS site from a ".mil" location to download the NIPRNET Global Services (NGS) plug-in. This will bring you to the **ngs.army.mil portal** https://gearportal.usace.army.mil/gearportal/sample_ec_error.html.

NIPRNET Google Earth map servers

For users who do not have access to the commercial Google Earth map servers or who cannot install the client software on their local workstations, we have integrated with the NGS (NIPRNET Globe Services) map servers hosted at *ngs.army.mil*. These **NIPRNET** map services do not require a locally-installed client since they are accessed via the Google Earth web browser plug-in.

To use the NGS map servers you must first install the Google Earth browser plug-in. If your network administrators allow access to the commercial Google servers, this plug-in is automatically downloaded and installed the first time you access a page containing an NGS map. If this fails you can also download the plug-in manually from NGS at https://gearportal.usace.army.mil/gearportal/sample_ec_error.html.



If you have trouble accessing the Google Earth plug-in download page, downloading the DoD certificate may help. The DoD certificate can be found at <https://gearportal.usace.army.mil/dotmil/downloads/InstallRoot18A.exe>.

It may be necessary to have your network administrator install this software.

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

Signal Strength with the Iridium Modem

When fielding a remote RFID site, Local Area Network (LAN) connectivity may not be available. In this case, you will have to use the Iridium (satellite) modem. Technically referred to as the A3LA-IG, it is an L-Band transceiver manufactured by Motorola.

To get the best possible satellite connectivity with the Iridium modem, keep in mind that nearby buildings and trees are not your friend.



In order to initiate and maintain a connection with the Iridium satellite, a clear, unobstructed view from horizon to horizon is best. Why? Unlike the Global Positioning System (GPS), whose satellites are in a high geosynchronous orbit (always in the same position above the earth), low orbiting Iridium satellites are not. Having a clear, unobstructed view of the horizon will ensure your modem's antenna will always be able to "see" a satellite.

Your Iridium modem will most likely be supplied with a "hockey puck-type" antenna as seen in Portable Deployment Kits (PDKs). Older Early Entry Deployment Support Kits (EEDSKs) were shipped with a "stick" antenna. Either way, remember that nearby buildings and trees are still not your friends!

Fortunately, the handy Iridium Signal Strength application is there to help. Located on the desktop of your PDK's laptop computer, it will clearly indicate when you have the best possible signal strength.



There are 2 versions of the software—either is fine. Both visually indicate reception bars, not unlike what you see on your cell phone. The key here is to have *constant 4 or 5 bars*. Give it at least a full minute of monitoring before deciding to relocate your antenna.

For detailed instructions on connecting and configuring your Iridium modem, visit the user training section of the **RF-ITV Tracking Portal**:

https://national.rfitv.army.mil/Tutorial/Presentation/PDK_Overview_and_Setup/index.html



RF-ITV Global Help Desk (GHD)

Toll Free: 1 (800) 877-7925, **DSN:** Dial 94 plus (800) 877-7925,
AKO Instant Messenger Username: help.rfitv
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, PM J-AIT, jerry.d.rodgers.ctr@mail.mil.

For and From the Field

National Stock Number (NSN) for International Organization for Standardization (ISO) Universal Serial Bus (USB) Write Cable

ITEM	NSN
Cable Assembly, Special Purpose, Electrical, Branched	5995-01-591-5656

For a complete list of NSNs for all RFID-III items, go to: http://www.ait.army.mil/contracts/rfidiii/nsn_for_rfid.html

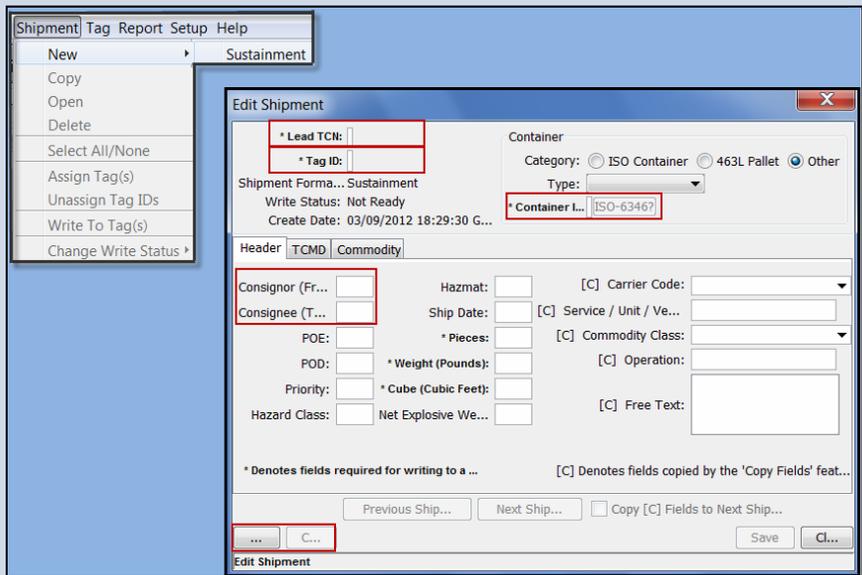
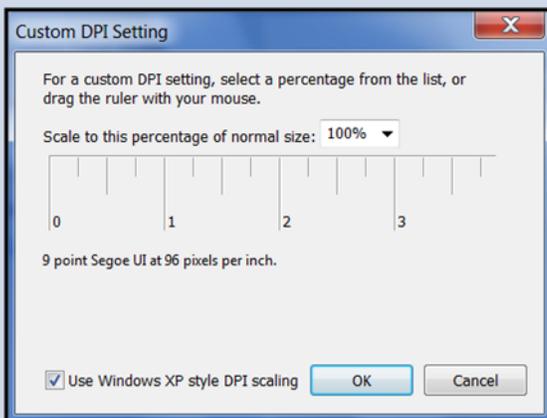
Comment from the Field

We appreciate those taking the time to share their feedback. Recently, we received an email from CW2 Daryn Gomes in Kuwait who wrote, "I would like to get a POC for this outstanding website. This is a force multiplier application that helped me as non logistical warrant officer ship and track 4 million dollars of equipment to Afghan(istan) with 100% accountability to the door step (FOB). This should be recognized to the fullest!!!" Thanks, Chief Gomes, for your feedback on the **RF-ITV Tracking Portal!**

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

Changing Your Windows Dots Per Inch (DPI) Setting

Have you ever opened up TIPS Write or any other program, only to see the **User Input** boxes truncated or too small to enter data? It's more than likely an issue with the Windows DPI setting. In the example below, notice just a few of the problems that occur after opening a **New Sustainment Shipment**, the **Lead TCN**, **Tag**, **Container** and other fields seem to disappear. This and other display issues could be caused by a program that changes the DPI settings in Windows.



To correct this setting in *Windows 7* follow this path: Go to **Start – Control Panel – Display – Set Custom Text Size (DPI)**. Resetting the DPI back to 100% and restarting the computer or laptop will solve most of these types of issues. (A restart is required.)

For other versions of Windows use the Search box in the Start menus to find the location of the DPI settings.

RF-ITV Global Help Desk (GHD)

Toll Free: 1 (800) 877-7925, **DSN:** Dial 94 plus (800) 877-7925,
AKO Instant Messenger Username: help.rfitv
Green Force Tracker/Lotus Sametime Group Name: PEO EIS-PM J-AIT-GHD
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The Regional Training Team's (RTT's) Tips and Tricks

Troubleshooting Upload Issues to the *RF-ITV Tracking Portal*

1. User has not registered a Write or Read device on the *RF-ITV Tracking Portal* so data will not post.
 - a. All devices that upload to the *RF-ITV Tracking Portal* must first go through an approved registration procedure before uploading data. Contact the RF-ITV Global Help Desk for assistance if necessary.
2. User attempts to upload via FTP Protocol.
 - a. Users must upload via the HTTPS protocol (Port 443)
3. A Proxy Server is in place at the local site.
 - a. To check: Go to Internet Explorer – Tools – Internet Options – Connections – LAN Settings - make sure it matches the approved configurations of network administrator.
 - b. If checked then uncheck the proxy server box and test the connection again.
4. Local Firewall Issue - Can the Network Administrator reach the *RF-ITV Tracking Portal* past the Firewall?
 - a. If yes, then it is a firewall issue.
 - b. If no, the *RF-ITV Tracking Portal* may be down for maintenance.
5. The RFID software is unable to upload to the *RF-ITV Tracking Portal* due to incorrect login and embedded password.
 - a. This error may occur when a user inadvertently alters the encrypted username and password used by the RFID software that uploads to the *RF-ITV Tracking Portal*. It is recommended that the user re-install the RFID software.
6. The RFID software is not using the correct URL or IP Address to upload to the *RF-ITV Tracking Portal*.
 - a. This will usually happen when a user inadvertently alters the embedded path used by the RFID software that directs it to connect to the *RF-ITV Tracking Portal* via the correct URL or IP Address. It is recommended that the user re-install the RFID software or enter the correct URL for the *RF-ITV Tracking Portal* (<https://national.rfitv.army.mil>)

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

What Kind of Equipment Do I Have?

Have you ever found a piece of RFID equipment in your office or unit storage area and had no idea what you were holding? Maybe you have a tag that does not have a battery cap and need a National Stock Number (NSN) to order a replacement, or perhaps your leader tasks you with verifying the model of interrogator in the Early Entry Deployment Support Kit (EEDSK). There are many reasons for needing such information. Don't panic!—we are here to help. The tips below will help you find the answers you need:

1. The RF-ITV Global Help Desk is open 24/7, and you can find its contact information on the **RF-ITV Tracking Portal**. <https://national.rfitv.army.mil>. Login using your CAC (Common Access Card).
 - b. Login using your CAC.

RF-ITV Tracking Portal
the source of in-transit visibility data

pmJ-AIT
PRODUCT MANAGER
JOINT AUTOMATIC IDENTIFICATION TECHNOLOGY

Login

RF-ITV Tracking Portal

CAC Login | ITV Login

ITV SMART (Authorized Users Only)

CAC Login

By logging into the RF-ITV Tracking Portal or ITV SMART, I certify compliance with the [DOD Disclaimer](#) and completion of the annual [IA Awareness Training](#).

Help

Global Help Desk
Login Help
FAQs

External Links

PM J-AIT
DOD AIT
PEO EIS
CASCOM ITV Information

Notifications

Due to a scheduled maintenance event, the National ITV site will experience inaccessibility on Thursday, May 17 from 1300 - 2100 GMT. The National ITV Site will return to normal operation upon completion of the maintenance event.

Did You Know?

The RF-ITV system combines data from the fielded RFID devices and the Satellite Tracking devices, processes it and redistributes it to other systems such as BCS3 and IGC.

About RF-ITV

The RF-ITV system is a mission essential information system that supports Joint Warfighter operations. RF-ITV uses Radio Frequency Identification (RFID) devices and Satellite Tracking Devices to support the dissemination of In-Transit Visibility (ITV) information required by the Department of Defense (DoD), our Coalition Partners, and Allies of the United States. The RF-ITV system traces the identity, status, and location of cargo from origin (depot or vendor) to destination via a worldwide infrastructure of RFID hardware and software. It also receives near real-time position reports for conveyances from numerous Satellite Tracking Systems (STS) such as the Army's Movement Tracking System (MTS). Data from these two technologies is combined, processed, and delivered to numerous systems such as BCS3, GTN, and IDE-AV to provide global logistics support to the Joint Warfighter. Users can also access ITV data directly through web-based maps and tracking reports.

Select **Tools and Support > Global Help Desk**.

RF-ITV Tracking Portal
the source of in-transit visibility data

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JOINT AUTOMATIC IDENTIFICATION TECHNOLOGY

Track Shipments | Location Activity | RF Network | ITV Metrics | **Tools and Support**

Home

Track Your Shipment

Track By: Tag ID | LeadTON | Document#

What's New

03-APR-2012 The following new features have been added to the RF-ITV Tracking Portal:
• Satellite tracked shipments, conveyances, and missions can now be searched by US States.

Global Help Desk

Contact a support person that will help you resolve your RF-ITV related issue.

Can't find the answer to your RF-ITV question? Try one of these pages:
[FAQs](#), Frequently asked questions answered
[Report Descriptions](#)
Customer Support for [other organization's](#) products or services

If you still can't resolve the problem contact a support person at the RF-ITV Global Help Desk (help.rfitv@us.army.mil).

RF-ITV Global Help Desk

Hours of operation: 24 hours/7 days per week

Email Support: help.rfitv@us.army.mil

To submit a ticket online [click here](#).

To reach us via phone:

Toll Free: 800-877-7925 (toll free from within the United States)

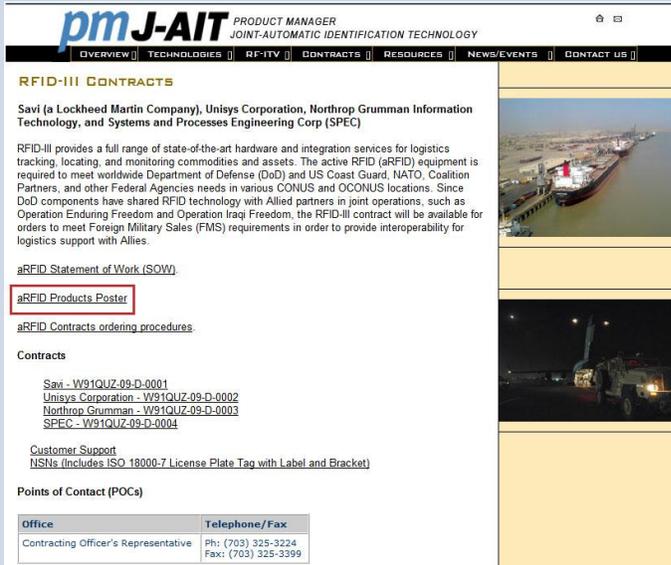
DSN: 809-0FF-D1SN (809-463-3376) wait for dial tone, then dial 1-800-877-7925.

When contacting us with your question, please provide as many details about the problem and how to recreate it as possible. If it's an issue with something on this Web site, specify which ITV Web Server you are using (National, Trainer, SIPR), provide the Web page title and what data you entered to get there. Also provide the name and version of the web browser that you're using. If it's an issue with other software, provide the product's title and version number. If it's an RFID device provide the model number. This will help us to more quickly determine what the problem is and thus help you resolve it.

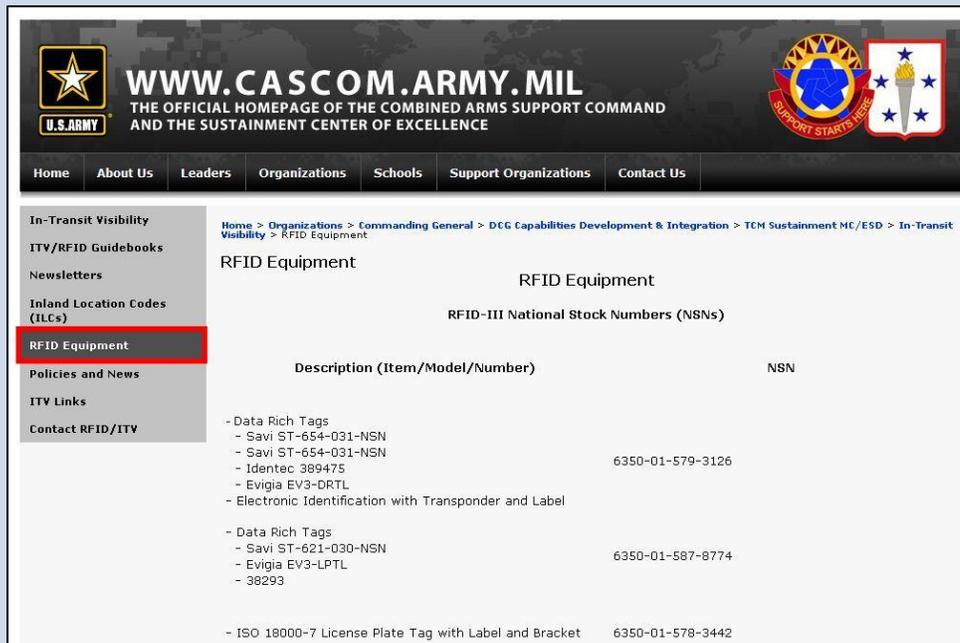
The Regional Training Team's (RTT's) Tips and Tricks

What Kind of Equipment Do I Have? (continued)

2. For a chart of RFID equipment go to the PM J-AIT website at: <http://www.ait.army.mil/Contracts/rfidiii/rfidiii.html>



3. If you need an NSN to order items such as tags, batteries, and battery caps, you can go to the Combined Arms Support Command (CASCOM) site at: <http://www.cascom.army.mil/organizations/cdi/esd/itv/equipment.aspx> where this information is available.



For and From the Field

Reminder

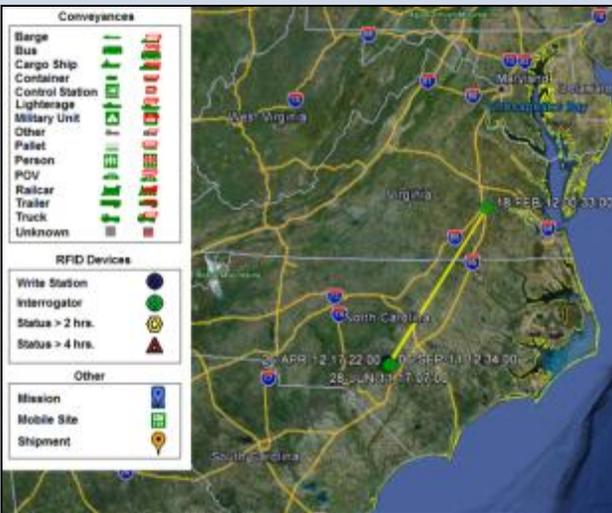
If you have a *Read* or *Write* site that is no longer active or required to support your business processes, please contact the RF-ITV Global Help Desk (GHD) at help.rfitv@us.army.mil or 1 (800) 877-7925 to have it removed from the **RF-ITV Tracking Portal** database.

The RF-ITV Training Team's Tips and Tricks

Line Path Options in Google Earth

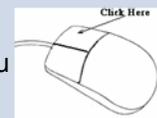
While using the Google Earth options to track tags, you may have noticed that the track line of the shipments occasionally blends together with the background terrain. The following instructions will allow you to change the color of the shipment track line. These color changes help since various geographic areas use different colors and changing the shipment track color keeps it from blending in to the terrain color.

1. Choose which option you are using depending on if you are on NIPRNET or not.

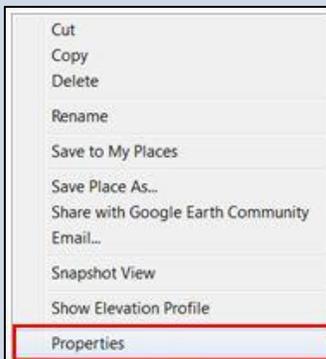


The tracking of the tag will be displayed using Google Earth plug-in or the Google Earth program.

2. To change the line color, right click properties. This will bring up the menu line.

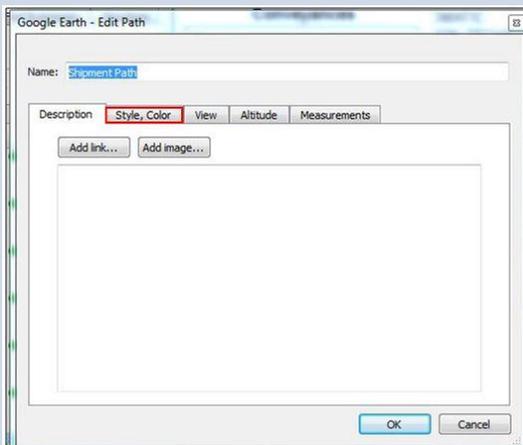


then select for the track line.

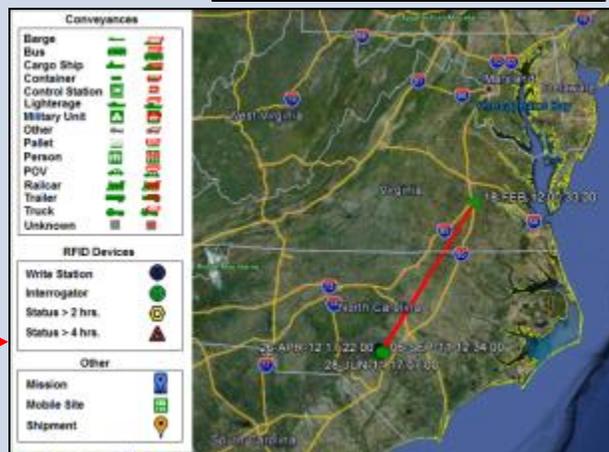


3. In the properties menu box, select the track color option under the **Style, Color** tab.

4. Select a color and click **OK**.



5. The track color of the tag has now been changed to the color selected by the user making it easier to see.



The RF-ITV Training Team's Tips and Tricks

TIPS Write 4.3.2.4 Release Update

Three major updates have been made to the latest release of the TIPS Write software. This article provides a quick view of the updates. Contact the RF-ITV Global Helpdesk at help.rfitv@us.army.mil for a full list of updates and changes to the TIPS Write program and request the TIPS Write 4.3.2 *User's Guide* and/or the TIPS Write 4.3.2 Release Notes.

Update 1: Unit Move write capabilities have been added to this release which include new fields (Figure 1).

- A. **SUN** — Shipment Unit Number-specific piece of equipment in a deployment list (max six characters)
- B. **Bumper Number** — Bumper/Vehicle Number (max eight characters)
- C. **LIN** — Line Item Number of the equipment – usually a number used to authorize and account for assigned property (max six characters)
- D. **UIC** — Unit Identification Code - (JOPES) code for Active, Reserve, or National Guard units (max six characters)
- E. **ULN** — Unit Liner Number- (JOPES) code that describes a unique increment of a unit deployment plan (max seven characters)
- F. **Serial Number** — Number used to authorize and account for assigned equipment (max 10 characters)
- G. **Model** — Equipment Model Number (max 10 characters)
- H. **Cmdty S/H Codes** — Water/Air commodity and Special Handling Codes assigned to the conveyance container or equipment (max five characters)
- I. **Unit Name** — Name of the unit shipping the equipment (max 20 characters)
- J. **Home Station** — Free text name or DODAAC (max 15 characters)
- K. **Equip Description** — Free text description of the equipment (max 32 characters)

The screenshot shows the 'Edit Shipment' window with the following fields and values:

- * Lead TCIN: ABCDEFGHIJKLMNOPQ
- * Tag ID: [Empty]
- Shipment Format: Unit Move
- Write Status: Not Ready
- Create Date: 04/06/2012 18:26:59 GMT
- Container: Category: ISO Container (selected), 463L Pallet, Other
- Type: [Empty]
- * Container ID: CAXU00253730
- ISO-6346? [Empty]
- Header: TCMD, Commodity
- * SUN: D23456 (A)
- * Bumper Number: C23456 (B)
- * POE: 234
- * POD: 567
- * Hazmat: X
- Ship Date: [Empty]
- Pieces: [Empty]
- * Unit Name: HHC, 1ST SIGNAL BN00X (I)
- Home Station: 0020 00100005X (J)
- Service / Unit / Vendor: [Empty]
- Commodity Class: [Empty]
- Operation: [Empty]
- Class: [Empty]
- Cube (Cubic Feet): [Empty]
- Net Explosive Weight: [Empty]
- * LIN: H30766 (C)
- * UIC: B23456 (D)
- * ULN: A234567 (E)
- Serial Number: BELL0394-0 (F)
- Model: 34-KZ1234 (G)
- * Equip Description: EQUIPMENT DESCRIPTION (K)
- Free Text: 1234567890123456
789012345678901
- Cmdty S/H Codes: F2345 (H)
- * Denotes fields required for writing to a tag
- Buttons: New, Copy, Previous, Next, Save, Close
- Format: Unit Move
- Shipment 1 of 1 open shipments

New Fields Highlighted (Figure 1)

Update 2: TIPS Write 4.3.2.4 has been officially released for use with the Windows 7 32-bit Operating System. If using a Windows 7 64-bit platform; the *User's Guide* states to contact the RF-ITV Global Helpdesk at help.rfitv@us.army.mil for more information on configuring the software.

Update 3: The latest drivers that support the Windows 7 32-bit platform were also added. The only driver not added automatically is the USB International Organization for Standardization (ISO) write cable for ISO Tags. If using a USB write cable to write ISO tags; see section 2.1.3 of the TIPS 4.3.2 *User's Guide* for installation instructions. If using the Windows 7 64-bit Operating System contact the RF-ITV Global Helpdesk at help.rfitv@us.army.mil for the 64-bit drivers for the USB ISO *write* function.

The RF-ITV Training Team's Tips and Tricks

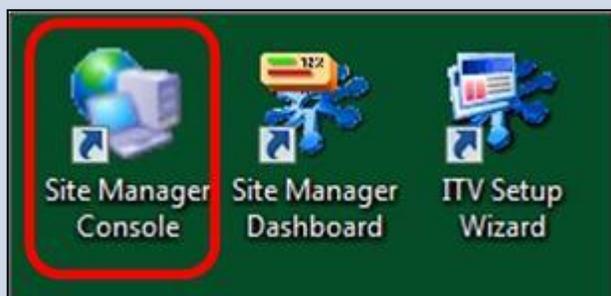
Changing the Type of Interrogator Used in Savi Site Manager 6.0

With the use of portable equipment such as the Portable Deployment Kit (PDK) and the Early Entry Deployment Support Kit (EEDSK), there may be a time when it is necessary to interchange a full size reader (SR-650) with a mobile reader (SMR-650-213). *Savi Site Manager* has to be set to use one or the other but cannot use both at the same time. The directions below detail how to make the change within the software. The use of the word "protocol" in the instructions simply describes how the interrogator communicates with the computer. When the instructions refer to *COM ports*, keep in mind that each computer may have different COM ports from the instructions. As always, please contact the RF-ITV Help Desk at help.rfitv@us.army.mil for additional assistance.

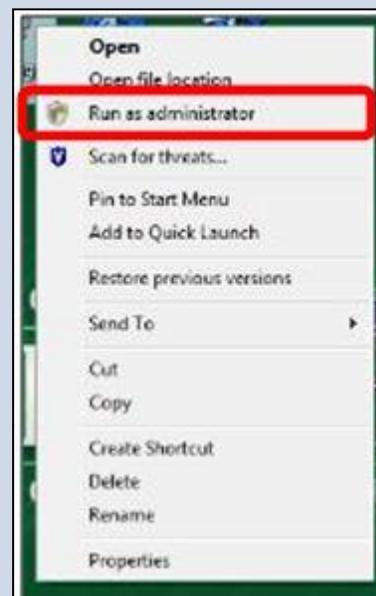
Here is the type of protocol used for each type of reader for future reference:

Reader Type	Protocol
SR-650 Savi full size reader (dome or saucer shaped)	RS485
SMR-650-213 Savi Mobile Reader (small reader that comes with PDK and attaches to the rear of case).	RS232

1. Open the *Site Manager Console* as an Administrator. Right click **Site Manager Console** (Figure 1) then click **Run as administrator** (Figure 2).

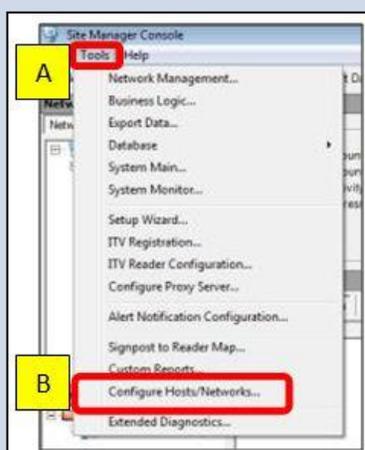


(Figure 1).



(Figure 2).

2. Left click **Tools** (A) and then click **Configure Hosts/Networks** (B) (Figure 3).



(Figure 3).

3. The pop up window that appears next shows the networks loaded in *Site Manager*. Right Click **RS232-COM1** (It may also have RS485-COM# depending on the currently loaded reader) (Figure 4).



(Figure 4).

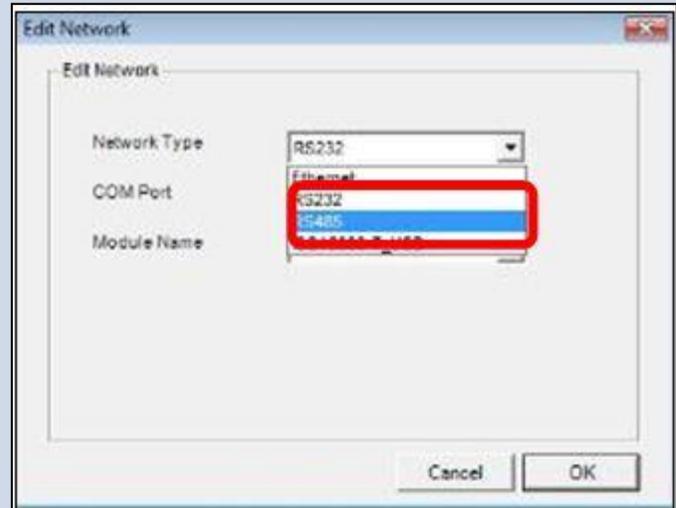
The RF-ITV Training Team's Tips and Tricks

Changing the Type of Interrogator Used in Savi Site Manager 6.0 (Cont'd.)

4. Left click **Edit Network** (Figure 5). Under Network Type, select the protocol that will be used. Select either **RS232** for the SMR or **RS485** for the SR650 (Figure 6).

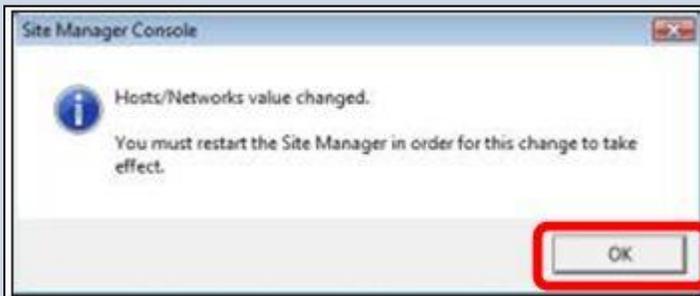


(Figure 5).



(Figure 6).

5. Click **OK** (Figure 7). Now the protocol should reflect the change (Figure 8).



(Figure 7).



(Figure 8).

6. Restart *Site Manager* and continue normal operations using the new reader.

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.

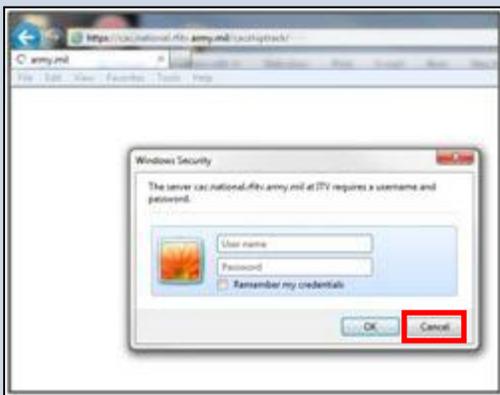
If you encounter one of the issues mentioned above, try the following workaround to gain access to the **RF-ITV Tracking Portal**:

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



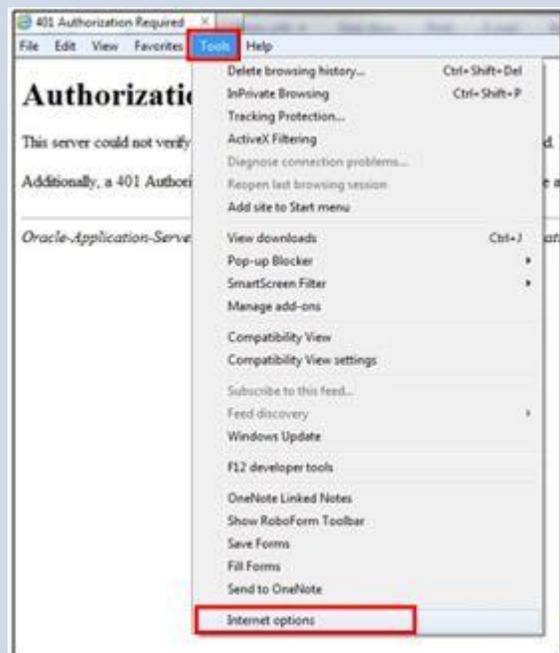
(Figure 1).

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).

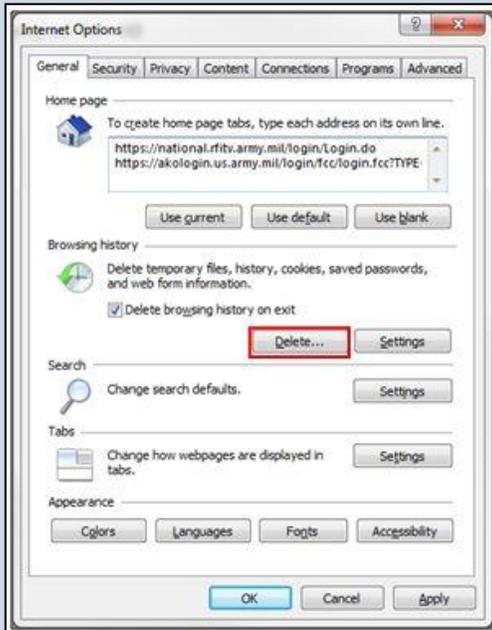


(Figure 3).

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).



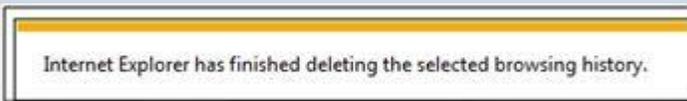
(Figure 4).

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)



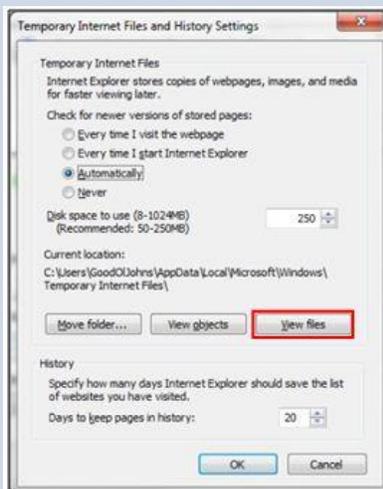
(Figure 5).

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



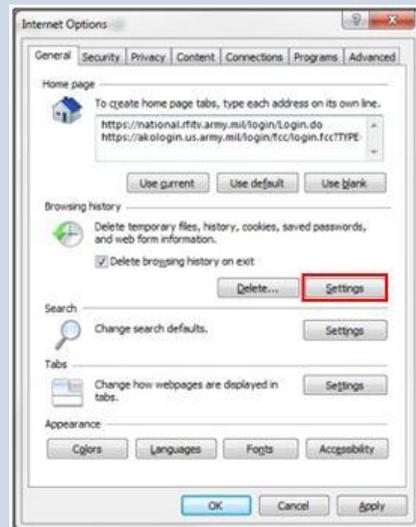
(Figure 6).

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.

The RF-ITV Training Team's Tips and Tricks

New DODAAC Association Procedures for Read Sites

A DODAAC is a six-position alphanumeric field that uniquely identifies a unit, activity, or organization; it uses all available characters except the letters "O" and "I". The DODAAC list on **the RF-ITV Tracking Portal** is updated on a monthly basis via information received from *the Defense Automatic Addressing System (DAAS)*.

As new *Read* sites are registered on the **RF-ITV Tracking Portal**, DODAACs assigned to the installation location of the site must be associated with the site's interrogator in order to generate transportation closeout events as shipments reach their destinations. RFID tags on containers and pallets are read by the destination site's interrogator, which in turn closes out shipments on the **RF-ITV Tracking Portal**.

However, because of the removal of the DODAAC tab from the RF-ITV *Read* site registration screen in the recently released "*TIPS Read 4.3.2*" software package, RF-ITV Field Service Engineers (FSEs) and other users responsible for registering *Read* sites on the **RF-ITV Tracking Portal** are no longer able to associate DODAACs with interrogators as a part of the site registration process.

Therefore, the new procedures to complete the *DODAAC Association* process on the **RF-ITV Tracking Portal** are as follows:

- Before updating an RF-ITV *Read* site with the new *TIPS Read* software or before registering/re-registering a *Read* site, the responsible individual (generally an FSE) should capture the current list of DODAACs associated with this site.
- Upon completion of each new RF-ITV *Read* site installation or software upgrade, the responsible individual should send a list of all appropriate DODAACs in an *Excel* spreadsheet to the RF-ITV Global Help Desk and request to have the required DODAACs associated with the site's interrogator ID.
- The RF-ITV GHD will forward the *DODAAC Association* request to AMIS for approval.
- Upon AMIS approval, the GHD will forward the *DODAAC Association* request to an RF-ITV Database Administrator (DBA) for implementation.
- When the RF-ITV DBA completes the request, the GHD will ensure that a copy of the *Associated DODAAC List* and *Interrogator ID* is stored in a backup file on the **RF-ITV Tracking Portal** so that the information can be quickly and easily restored if necessary. This step is being performed as a precautionary measure in case, for example, a site's current *Associated DODAAC List* is accidentally over-written due to a new registration file being uploaded by mistake.

Please contact the GHD if you have any questions or concerns about these new *Associated DODAAC* procedures.

RF-ITV Global Help Desk
U.S Toll-Free: 1-800-877-7925
DSN: 94-800-877-7925

For and From the Field

Savi Smartchain Workstation 6.1 Software

Savi Smartchain Workstation 6.1 is now available. In this latest version, the character length of the email field has been expanded from 24 characters (in the previous version) to 50 characters. Contact the Savi Help Desk at help@savi.com or 1 (888) 994-7284 for more information on **Savi Smartchain Workstation 6.1**.