

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>)