

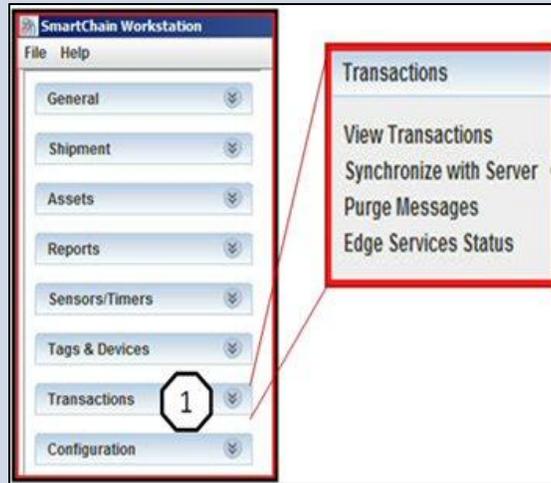
## Regional Training Team's (RTT's) Tips and Tricks

### Verifying the transfer of files from SmartChain Workstation 6.0 to the National RF-ITV Server

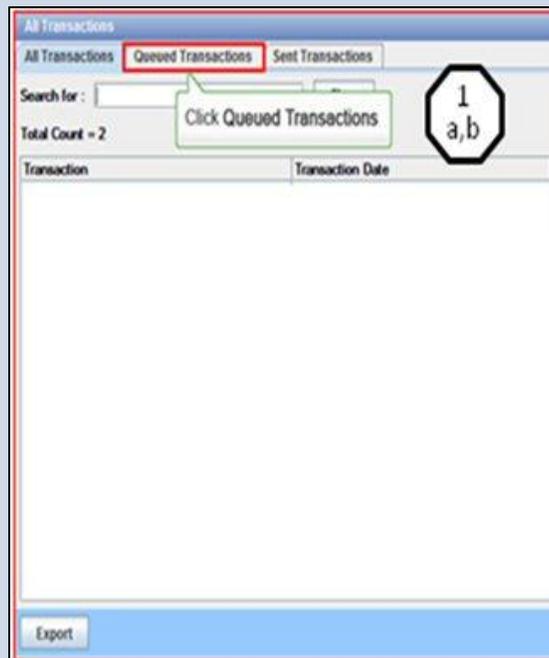
The purpose of this article is to demonstrate to end users how to verify that files sent from SmartChain Workstation were exported properly to the RF-ITV Server.

In order to upload files to the National RF-ITV Server using SmartChain Workstation 6.0, the end user will go to the following directory located on the left side of the user interface window:

1. Select the blue bar labeled **Transactions** so that the dropdown is visible:



- a. Select **View Transaction** and all transactions will be visible. To check which files are **Queued** and not sent, select the second tab labeled **Queued Transactions**. To send the files you must select each file by clicking the file one time. If there are multiple files, hold the control key while selecting. Now select **Synchronize with Server** shown above in step 1 to send your files or file to the RF-ITV Server.



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

- b. Select the third tab to view the **Sent Transactions** for verification that your files have been uploaded.
- c. Next go to the **RF-ITV Tracking Portal** to verify your upload.

*Sent Transactions may not truly represent which items made it out of the Edge Service program to the server. That is why it is important to verify your transactions on the **RF-ITV Tracking Portal** at <https://national.rfitv.army.mil>.*

2. If you do not see your files posted on the **RF-ITV Tracking Portal**, it is recommended that you check with the **Edge Services Status Report**, also found under the transactions bar shown in step 1. This is a true representation of files sent from your device.

If you see files in the **Edge Service Status** report and you have verified connection to the National RF-ITV Server by looking for your uploaded data, then contact the RF-ITV Global Help Desk at:

Toll-Free: 1-800-877-7925. If calling from a DSN, add the prefix 94 then the 1-800 number.

DSN: 809-4-OFF-DSN (809-463-3376). Wait for dial tone, then dial 1-800-877-7925, if calling from a switch that is using outdated software.

Commercial: 703-579-2834 or email us at: [help.rfitv@us.army.mil](mailto:help.rfitv@us.army.mil)

Edge Services Status	
Session Started at :	13 SEP 2011 14:23:03
Transactions received	:11
Transactions queued	:1
Transactions aborted	:0
Transactions delivered to server	: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).