

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

### Is my Iridium Subscriber Identification Module (SIM) chip activated?

Are you having problems getting your Iridium modem to connect? Have you verified that your SIM chip is activated? The following steps will walk you through how to verify that your SIM is properly activated.

**Step 1:** Verify that your problem is not hardware related. To do this, you should try using a known working SIM (if available). For additional information on how to test, refer to the November 2010 *PM J-AIT ITV Operations and Training Newsletter Tips and Tricks* article, "Got Iridium SIM chip, now what?"

<http://www.cascom.army.mil/Automation/ITV/newsletter/tips/Nov10tip.pdf>

**Step 2:** The first step would be to contact the General Dynamics Information Technology (GDIT) Customer Care by email at [cs0@gdc4s.com](mailto:cs0@gdc4s.com) or by phone at (312) 282-1048 (press "1" at the prompt). A customer service representative will then assist you in verifying that your SIM chip has been activated. It should be noted that only SIM chips purchased through the proper channels will be supported. For more information on acquiring a DoD approved SIM chip visit the September 2010 *PM J-AIT ITV Operations and Training Newsletter Tips and Tricks* article, "How to obtain an Iridium Modem SIM Chip" (<http://www.cascom.army.mil/Automation/ITV/newsletter/tips/Sep10tip.pdf>) for instructions.

**Note:** When emailing GDIT Customer Care with your questions, include the SIM chip serial number that is located on the face of the chip, the Mobile Subscriber Integrated Services Digital Network Number (MSISDN) number if available, and any additional information needed.



Figure 1. Iridium SIM chip showing a 19 character S/N

**Step 3:** If your SIM is activated and is still not functioning correctly you will need to verify that it has been properly provisioned on the EMSS Gateway Apollo server. If the SIM is not provisioned on the Apollo server, your Iridium modem will not authenticate on the server. To verify if your SIM has been provisioned, you will need to fill out an online Apollo/Direct NIPRNet Provisioning Request form at [https://inah.pac.disa.mil/protected/apollo\\_order.shtml](https://inah.pac.disa.mil/protected/apollo_order.shtml).

**Note:** A valid Common Access Card (CAC) is required to access the form which may require a 48 – 72 hour turnaround to get the number provisioned.

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

### How to connect a 751G Hand-held Interrogator (HHI) with Windows Vista

As the Army migrates all of its Windows-based computers to Microsoft's *Vista* operating system, the use of *ActiveSync* to connect the 751G will no longer be supported. *Windows Mobile Device Center* is the new name in *Windows Vista* replacing *Microsoft ActiveSync*. Previous versions of *Microsoft ActiveSync* will not install or run on *Windows Vista*.

The following setup procedures will allow you to set up *Windows Mobile Device* to transfer files from the 751G HHI to a computer. You will need the following hardware to export files from the 751G HHI to a computer in order to upload to the **RF-ITV Tracking Portal**:

1. 751G Handheld Interrogator
2. HHI docking station or cradle attachment
3. HHI docking station power cable
4. HHI docking station USB or Serial communications cable
5. Computer

The data transfer from the 751G HHI to the computer will always be transferred via *Windows Mobile Device Center* and *Savi Auto Sync Windows*.

Connect all hardware together and plug the HHI docking station USB or serial communications cable to the computer.

Once the *Windows Mobile Device Center* software recognizes the 751G HHI, choose **Accept** when prompted to accept the license agreement (Figure 1). This will start the process of communicating to your device.

The *Windows Mobile Device Center* Home screen will pop up and should have a green check mark stating that it is connected. At this screen choose **Connect without setting up your device**. Choosing this option will connect the HHI as a data unit and will not allow the sync of email and other personal information sources (Figure 2).



Figure 2.



Figure 1.

Connection from the 751G HHI to the computer is now complete. All files from the 751G HHI will be transferred to the correct folders using *SAVI Auto Sync* software (Figure 3).



Figure 3.

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

### Configuring *TIPS Write* for ISO 18000-7 RF Tags

The new ISO 18000-7 RFID tags are making their way into the RFID logistics pipeline. Since reusing RF tags is a major concern, this will help to configure the write stations to write data to the new tag.

A USB Mini-B (5-pin) cable is used to connect to an ISO 18000-7 compliant tag, DoD Active RFID Transponder (Tag) and Virtual Serial (COM) Port Microsoft Windows USB drivers must be installed. These drivers are bundled and delivered with *TIPS-Write* software.



USB Mini B



ISO 18000-7 RF-Tag

Install the transponder USB Virtual COM Port Drivers.pdf found in the —docs subdirectory of the *TIPS-Write* root directory for the step-by-step instructions. Once the Com Port Drivers are installed you will need to look at the settings in your device manager to see which Com Port is being user for the Virtual Driver.

Start *TIPS-Write*. If you get the —**Device Not Found** error message shown below when you start *TIPS-Write*, check the following things:

- Make sure *TIPS-Read* or *Savi services* are not running.
- Make sure the ISO 18000-7 compliant tag with good battery is properly inserted or attached to the device.
- Check the connections and reload the device driver by selecting **Setup Reload Device(s)**.
- Close *TIPS-Write*. Make sure the device is configured correctly using **TIPS Device Configuration Utility**.

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

## TIPS – what versions are you using?



The award of the Radio Frequency Identification (RFID – III) Contract in December 2008, allowed for the migration from the American National Standards Institute (ANSI) International Committee for Information Technology Standards (INCITS) to International Organization for Standardization (ISO) compliant hardware. The RF-ITV fixed read Infrastructure was upgraded to *dual mode* allowing ISO 18000-7 compliant reads as well as the ANSI reads. TIPS software was upgraded to be used with both ANSI INCITS 256 legacy tags and ISO 18000-7 compliant tags. These upgrades allow interoperability with multi-vendor ISO compliant readers and tags. Two ISO compliant software applications are the current versions of TIPS (Total Asset Visibility (TAV) In Processing Station) Read 4.3.1.4 and TIPS Write 4.3.0.5.

The recently released TIPS Read 4.3.1.4 (March 2011) is replacing TIPS Read 4.2.0.3. TIPS Read 4.3.1.4, when properly installed on a Field Data Unit (FDU) that communicates with a dual mode Interrogator, can read both ANSI and ISO tags and upload the data to the **RF-ITV Tracking Portal**.

TIPS Write 4.3.0.5, released November 2010, replaced TIPS Write 4.1.1.7. TIPS Write 4.3.0.5, when properly installed on an FDU that communicates with the proper write device can write to both ANSI and ISO tags and upload the data to the **RF-ITV Tracking Portal**.

Don't have the current versions of TIPS yet? Not to worry—the **RF-ITV Global Help Desk** is here to assist you. Please see the contact information below to obtain the software request form.

Once you receive your software, the installation is simple and will replace your machine's current TIPS version. In addition, the Graphic User Interface (GUI) for the replacement versions is practically the same as the previous user friendly versions you are used to. Should you need further assistance, your local Field Service Engineer or the **RF-ITV Global Help Desk** can help.

RF-ITV Global Help Desk Software Request Form	
 <a href="https://help.rfitv@us.army.mil">https://help.rfitv@us.army.mil</a>	
Reason for Request	
Requested because: <b>Testing</b>	Requested by: <b>Military Unit</b> <small>If not Military or Government Agency see box below</small>
Explain why you should be authorized to use this software: _____	
Contact Information	
Point of Contact Name: _____	Email Address: _____
Commercial Phone Number: _____	DSN Phone Number: _____
Address: _____	Mailing Address: _____
Base or Site Location: _____	COLCOM: <b>NORTHCOM</b>
Provide Unit or Agency you are supporting	
Unit or Agency Name: _____	Unit or Agency Contact Name: _____
Unit or Agency Contact Phone: _____	Unit or Agency Location: _____
Additional Information	
Do you need training on this Software: <b>Yes</b>	Do you have a CAC or ITV Account: <b>Yes</b>
<small>This form is new; please feel free to make comments and suggestions for additional drop downs or points of failure. Please send it to us in two ways so we can test which way works best at <a href="https://help.rfitv@us.army.mil">https://help.rfitv@us.army.mil</a></small>	
<small>1) Save the file to your desk top and attach it to an email to us.                  2) Send it with the "Reply with Changes" in the tool bar above in word.</small>	
<small>In 2007  use the office button and go to Send Email as an attachment.</small>	

For more on ISO migration visit: [http://www.ait.army.mil/Technology/iso\\_migration.html](http://www.ait.army.mil/Technology/iso_migration.html)

For questions on ISO migration and to request TIPS software, contact the **RF-ITV Global Help Desk**:

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

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

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

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

**How to access Query Builder on the RF-ITV Tracking Portal** - Query Builder is a web application located on the **RF-ITV Tracking Portal** that allows users to track cargo in vehicles equipped with a Satellite Tracking System (STS). It also provides the location of RFID tagged shipments. The entire RF-ITV Tag database is included in the Query Builder database. RFID Tags read by STS-RFID (MTS) systems are also included in the Query Builder database.

Login to the **RF-ITV Tracking Portal** at: <https://national.rfitv.army.mil>.

Note: Users of Query Builder require "Enhanced Access". For more information on Enhanced Access, see Login Help on the RF-ITV Tracking Portal Login page.



Select the **Track Shipments** menu then select **Satellite Tracking**. Once highlighted, select the **Advanced Search (Query Builder)** tab and the Query Builder will open.



Query Builder has three hierarchical related query groups: Mission, Carrier, and Shipment. A fourth group, Mobile Site, allows users to track all Missions, Carriers, and Shipments originating from a specific PDK.

Need more information on Query Builder? The full training material is available online under the **User Training** tab on **the RF-ITV Tracking Portal**.

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

## TIPS Write Device Configuration Utility

Recently the RF-ITV Global Help Desk has had numerous calls regarding the communication type for the write device using the newest **TIPS Write 4.3.0.5** software. This article will give a step-by-step procedure for selecting the right device for your application.

Begin with the knowledge that **TIPS Write** is installed on the Field Data Unit (FDU).

1. Open the **TIPS Write Device Configuration** tab by double clicking on the icon. →
2. This will bring the **TIPS-Write Device Configuration Utility** window.



There are 6 options to choose from:

- **ISO USB Cable**
  - o This should be selected when utilizing a write cable that has a 9 PIN serial to USB cable connection.
- **Savi Write Cable or Tag Docking Station**
  - o This should be selected when utilizing a SAVI write cable with a 9 PIN serial connection
- **Savi Mobile Reader SMR-650**
  - o This should be selected when utilizing a SAVI Mobile Reader with a 9 PIN serial connection
- **Savi Interrogator SR-650 on RS-485**
  - o This should be selected when utilizing a 25 PIN-to-9 PIN Patton converter connection
- **Savi Interrogator SR-650 on Ethernet(UDAP)**
  - o This should be selected when utilizing a network with CAT-5 cable connection
- **ISO USB Cable**
  - o This should be selected when utilizing a USB-to-Micro USB cable connection

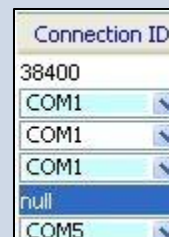
3. The next step will be choosing the collect mode option. Default settings are set to "DUAL" mode. Dual mode will allow you to collect ANSI and ISO tags.



4. The other option that may be selected is ISO 180007. This should only be selected if you are using equipment that will only be collecting ISO tags.



5. The next step will be choosing the right connection ID. All settings should stay default unless designated differently.



## The Regional Training Team's (RTT's) Tips and Tricks (cont'd.)

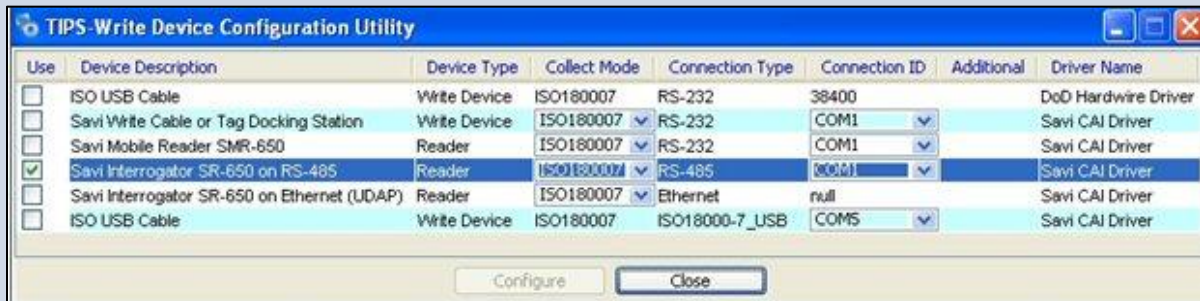
6. Once the proper settings have been selected, click on the **Configure** button.



7. The **Configured Successfully** screen will pop up once the configure button has been selected.



8. Click the **OK** button. This should close the pop-up window and return you to the **TIPS-Write Device Configuration Utility** screen. The **Configure** button should be gray and not clickable.



9. Click on the **Close** button and you have successfully configured your TIPS Write device.



### RF-ITV Global Help Desk (GHD)

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 (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).

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

## Copy Function in TIPS Write

Using the **Copy** function in the **Edit Shipment** box will quicken the writing process of tags using the **TIPS Write** software. This tip will go over the process of using the **Copy** function and detail the boxes that will be copied to each sustainment. The process will start with the knowledge that the user has the sustainment **Edit Shipment** box open.

1. In the **Edit Shipment** box you will see the "**Copy [C] Fields to the Next Shipment**" at the bottom right. Click on the box to activate the **Copy** function for all shipments. (Figure 1)
2. This will allow all the boxes with **[C]** to be automatically copied to the next shipment. These boxes are: **Carrier Code, Service/Unit/Vendor, Commodity Class, Operation, and Free Text.**
3. The **Carrier Code** box is a drop down menu with **Air, Land, Rail, and Sea.** The ocean carrier's Standard Carrier Alpha Code (SCAC) will be utilized for containerized shipments. The respective carrier's SCAC will be used for break-bulk shipments. Select an option from the drop down menu or enter your own carrier code with a max of four characters. (Figure 2)

Figure 1.

Figure 2.

4. The **Service/Unit/Vendor** box should be filled with the appropriate consignee name receiving the shipment.
5. The **Commodity Class** is a drop down menu with all class selections that identifies the class of the cargo in terms as defined by DOD. There are ten categories into which supplies are grouped in order to facilitate supply management and planning. Select an option from the drop down menu. (Figure 3)

6. The **Operation** box should be filled with the appropriate name assigned by DOD or a user to identify the supported activity of the shipment. This box has a max of 16 characters.
7. The **Free Text** box is used for text that is not predefined in any of the other boxes in the **Edit Shipment** box tab. Though not a requirement, it might prove helpful to fill the **Free Text** box with the users ".mil" email address and phone number.

Figure 3.



# The Regional Training Team's (RTT's) Tips and Tricks (cont'd.)

8. When all the boxes are filled, click on the **Save** button at the bottom right. (Figure 4)

The screenshot shows the 'Edit Shipment' window with the following details:

- Lead TCIN:** AWCELB0\$0D00070XX
- Tag ID:** 5402630
- Shipment Format:** Sustainment
- Write Status:** Ready
- Create Date:** 06/23/2011 11:46:10 GMT
- Container:**
  - Category:  ISO Container  463L Pallet  Other
  - Type: [Dropdown]
  - Container ID: USAA1234567 (ISO-6346?)
- Header:** TCMD, Commodity
- Consignor (From):** W61QPP
- Hazmat:** X
- [C] Carrier Code:** AIR
- Consignee (To):** W61QPP
- Ship Date:** [Empty]
- [C] Service / Unit / Vendor:** MACS-2 DET A
- POE:** IMJ
- Pieces:** 0001
- [C] Commodity Class:** CLASS I
- POD:** LKC
- Weight (Pounds):** 05380
- [C] Operation:** DEVIL DAWG
- Priority:** 3
- Cube (Cubic Feet):** 0910
- [C] Free Text:** JOHN. BURK@US.AR  
NY.MIL 703-579-5700
- Hazard Class:** [Empty]
- Net Explosive Weight:** [Empty]

Buttons at the bottom: New, Copy, Previous Shipment, Next Shipment, **Save** (highlighted), Close. Status: Format: Sustainment, Shipment 1 of 5 open shipments.

Figure 4.

9. The **Next Shipment** button is now highlighted and able to be clicked. Click on the **Next Shipment** button. (Figure 5)

This close-up shows the bottom section of the window:

- Buttons: New, Copy, Previous Shipment, **Next Shipment** (highlighted), Copy [C] Fields to Next Shipment (checked), Save, Close.
- Status: Format: Sustainment, Shipment 1 of 5 open shipments.

Figure 5.

10. All the **Copy** boxes will be transferred to the next shipment. The shipment should now read 2 of X (X being the number of shipments that you will be writing). (Figure 6)

The screenshot shows the 'Edit Shipment' window after clicking 'Next Shipment':

- Lead TCIN:** [Empty]
- Tag ID:** [Empty]
- Shipment Format:** Sustainment
- Write Status:** Not Ready
- Create Date:** 06/23/2011 11:46:10 GMT
- Container:**
  - Category:  ISO Container  463L Pallet  Other
  - Type: [Dropdown]
  - Container ID: [Empty] (ISO-6346?)
- Header:** TCMD, Commodity
- Consignor (From):** [Empty]
- Hazmat:** [Empty]
- [C] Carrier Code:** AIR
- Consignee (To):** [Empty]
- Ship Date:** [Empty]
- [C] Service / Unit / Vendor:** MACS-2 DET A
- POE:** [Empty]
- Pieces:** [Empty]
- [C] Commodity Class:** CLASS I
- POD:** [Empty]
- Weight (Pounds):** [Empty]
- [C] Operation:** DEVIL DAWG
- Priority:** [Empty]
- Cube (Cubic Feet):** [Empty]
- [C] Free Text:** JOHN. BURK@US.AR  
NY.MIL 703-579-5700
- Hazard Class:** [Empty]
- Net Explosive Weight:** [Empty]

Buttons at the bottom: New, Copy, Previous Shipment, Next Shipment (disabled), Copy [C] Fields to Next Shipment (checked), Save, Close. Status: Format: Sustainment, **Shipment 2 of 5 open shipments** (highlighted).

Figure 6.

## 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

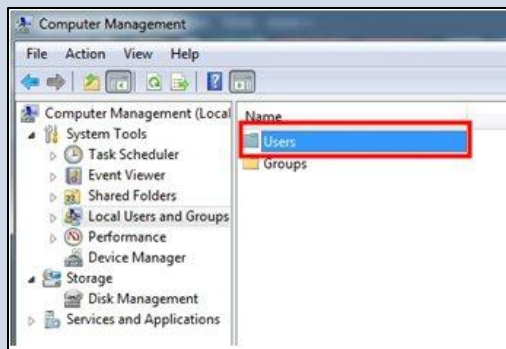


Figure 3

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).

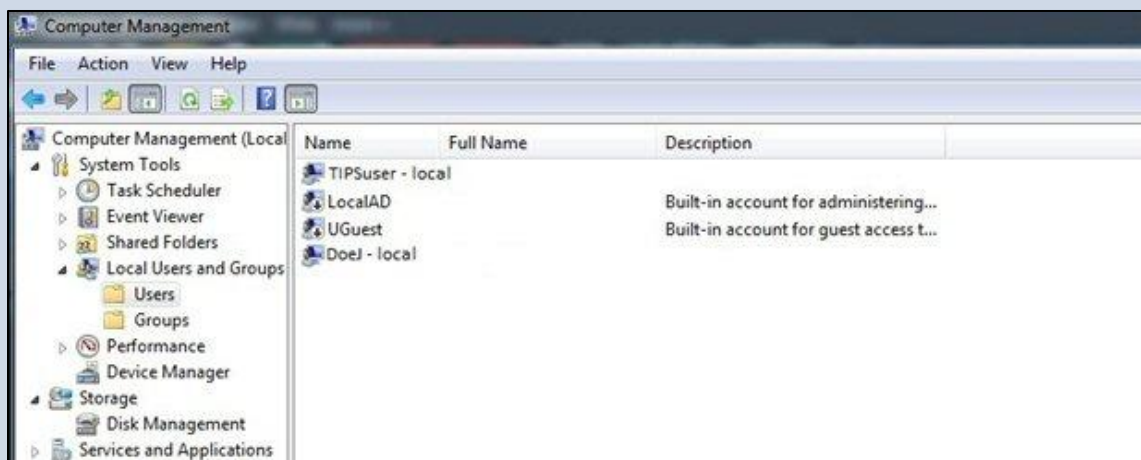


Figure 4

# 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).

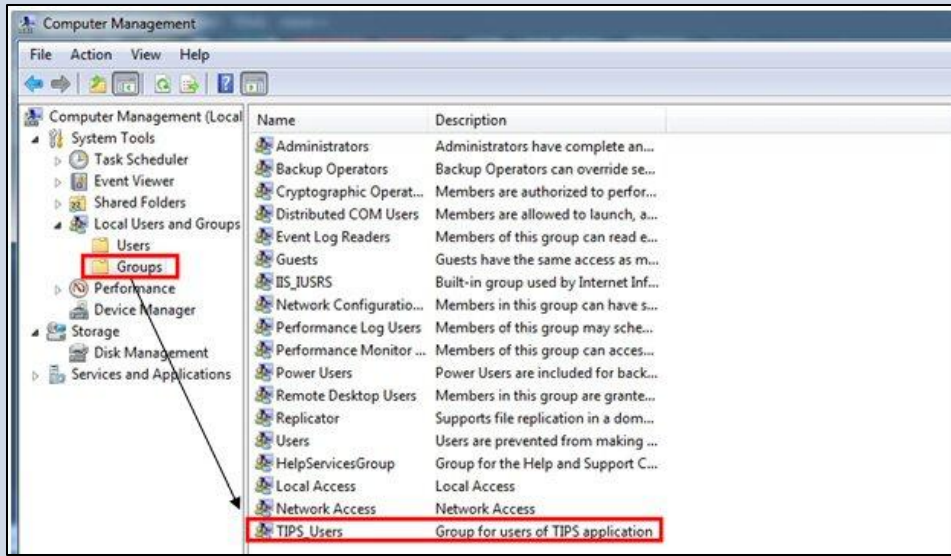


Figure 5

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

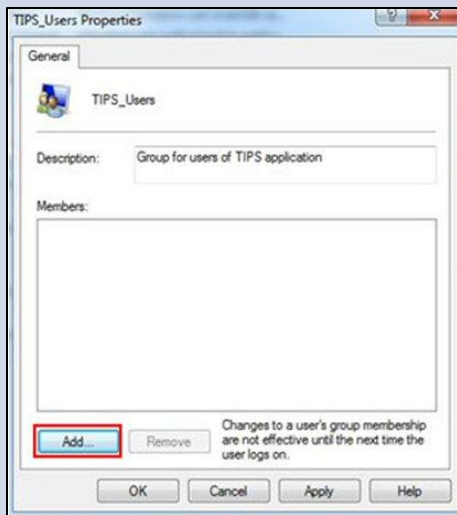


Figure 6

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)

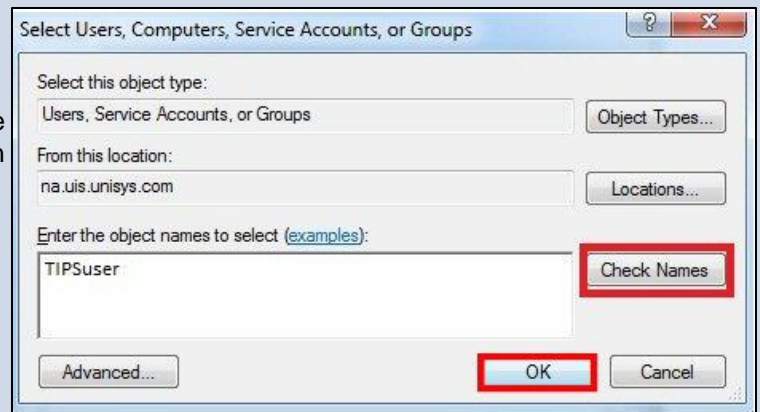


Figure 8

## 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)

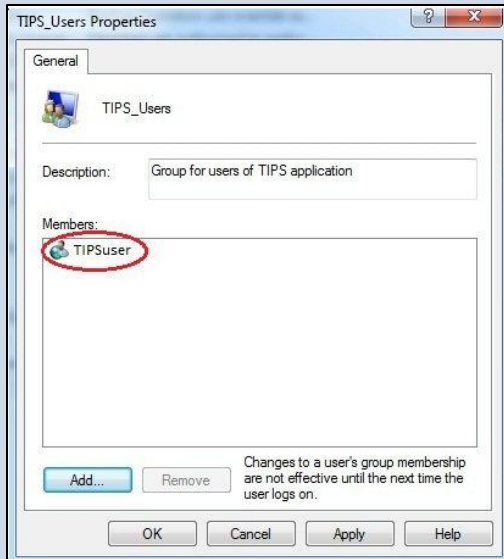


Figure 9

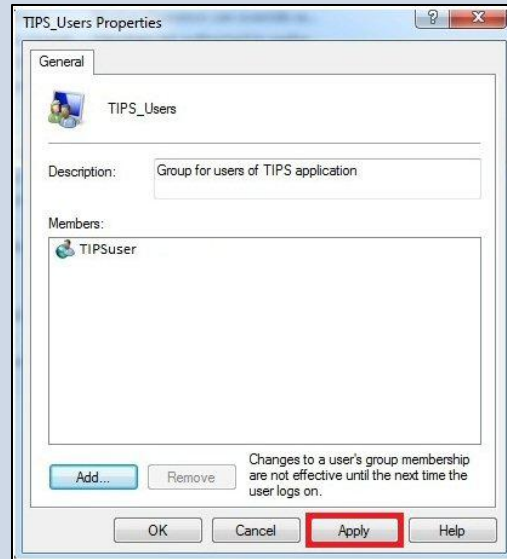


Figure 10



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

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

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

### Zebra PT400/403 Printer – Poor Printing Quality

The Zebra PT400/403 Printer is a mobile label printer used to support moderate volume printing in support of logistical operations. (Figure 1)

The Zebra PT400/403 Printer is commonly packaged with the Portable Deployment Kit (PDK), Deployment Kit-Radio Frequency Identification (DK-RFID) and Early Entry Deployment Support Kit (EEDSK) systems. (Figure 2)



Zebra PT400/403 Printer (Figure 1)



PDK/DK-RFID and EEDSK Systems (Figure 2)

Although there may be a wide range of issues that can impact print quality, one of the most common mistakes is replacing the printer's ribbon cartridge without looking further into the cause of the issue.

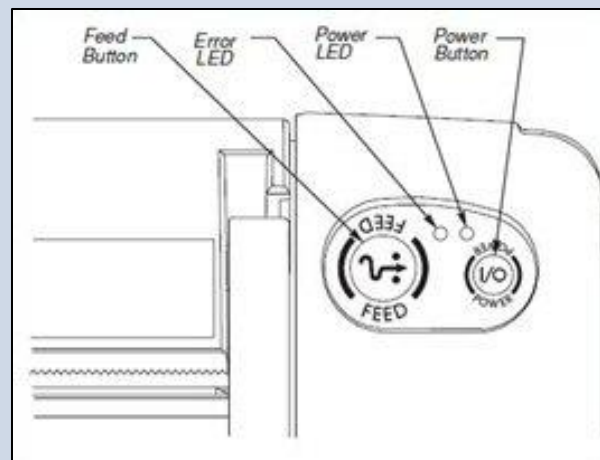
This article will cover how to recognize a common issue using the Zebra PT400/403 - Poor print quality due to a "bad" battery.

Notice the poor print quality of the shipping label printed on a test printer with an under charged battery. (Figure 3)



Shipping label printed with an under charged battery (Figure 3)

To determine if this issue is due to an under charged battery, look at the front of the printer and examine the **Error LED** and **Power LED** status lights. (Figure 4)



Front Panel Status Lights (Figure 4)

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

In this example, the **Error LED** would exhibit a double flashing lamp and the **Power LED** would exhibit a single flashing lamp. This is the error code for a "battery is under voltage" error as referenced in the printer user's manual.

**Note:** During the printing process, the label may not print until the errors are cleared by simultaneously holding down the **FEED** and **POWER** buttons.

To solve this particular printing issue, charge the battery according to the printer user's manual. If this does not solve the issue, the battery is most likely faulty and will have to be replaced. You can verify a suspected faulty battery by exchanging the battery with a known good battery and printing a shipping label.

Below is an example of a shipping label printed using the same printer after the battery was fully charged. (Figure 5)

The printer user's manual is a great resource on how to maintain, configure and troubleshoot the Zebra PT400/403 printer. Below is the manufacturer's website where technical documentation and support for the printer can be obtained:

Zebra Technologies Corporation - <http://www.zebra.com>

Direct link to the Zebra PT400/403 printer User's Manual:

[http://www.zebra.com/id/zebra/na/en/index/resource\\_library/manuals.results.html?FRRBarcodePrinters=4294](http://www.zebra.com/id/zebra/na/en/index/resource_library/manuals.results.html?FRRBarcodePrinters=4294)



Shipping label printed with a fully charged battery. (Figure 5)

## 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](mailto:help.rfitv@us.army.mil) or 1 (800) 877-7925 to have it removed from the **RF-ITV Tracking Portal** database.

### Combined Arms Support Command (CASCOM) In-Transit Visibility (ITV) Website

The CASCOM ITV Website has a new web address: <http://www.cascom.army.mil/organizations/cdi/esd/itv/default.aspx>

Please be sure to update your bookmark so that you can get the latest edition of the newsletter and updated In-land Location Code (ILC) lists!



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## 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

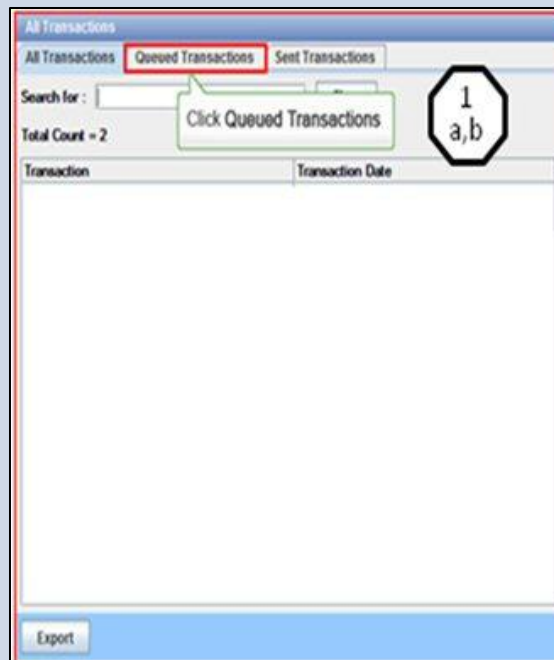
The purpose of this article is to demonstrate to end users how to verify that files sent from SmartChain Workstation were exported properly to the RF-ITV Server.

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).



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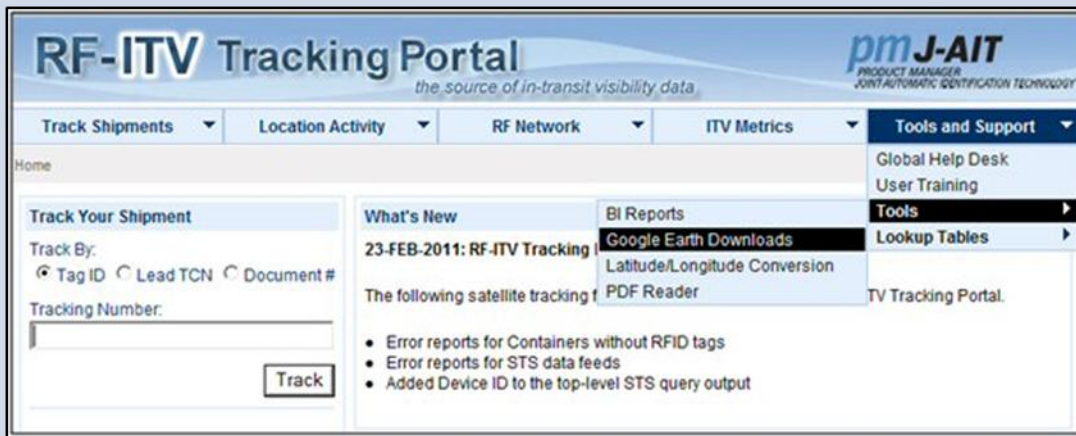
### Site Coverage Map and Google Earth

Google Earth (GE) is a mapping tool integrated into the *RF-ITV Tracking Portal*. This robust, geographic mapping tool provides a dynamic, geospatial view of device and shipment location data to authorized *RF-ITV Tracking Portal* users. This capability is found throughout the *RF-ITV Tracking Portal* and may be accessed by clicking one of the globe icons that appear next to query results.

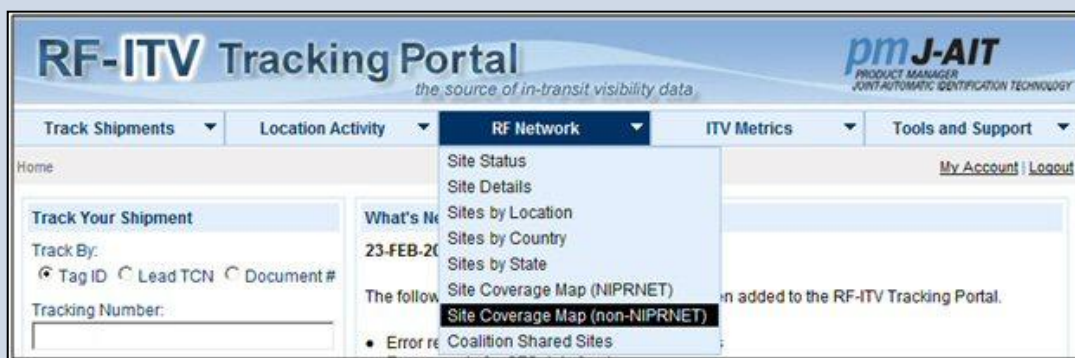
### NIPRNET and non-NIPRNET Google Earth Mapping Options

There are two Google Earth mapping options available in the *RF-ITV Tracking Portal*. NIPRNET users can access the **NIPRNET Globe Services (NGS)** map servers via a web browser plug-in. Others can continue to use the "thick" or full installation of the Google Earth client which must be separately installed on the local workstation (see note below).

Users can find the download link of the Google Earth client directly from the *RF-ITV Tracking Portal* (<https://national.rfitv.army.mil>) by navigating to the "Google Earth Downloads" tab under the "Tools and Support" menu.



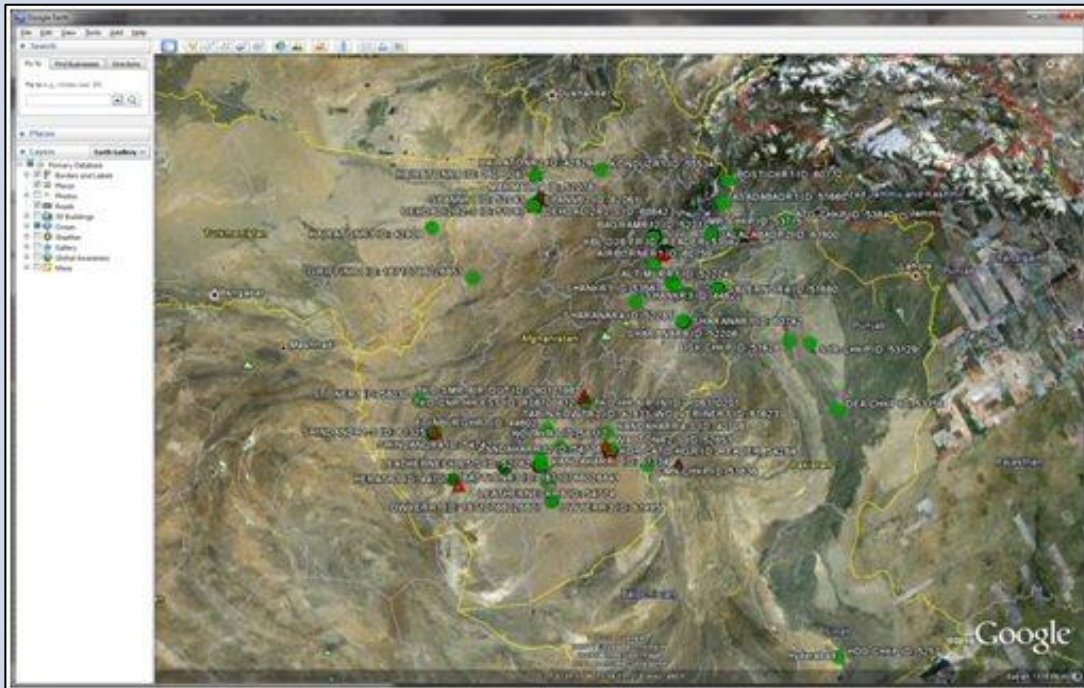
Users may choose either the NIPRNET or Non-NIPRNET links as appropriate to locate the installation files. Once the GE client or plug-in is installed, the user may view the RF-ITV read or write devices by selecting the "Site Coverage Map" (NIPR or Non-NIPRNET, as appropriate) tab under the "RF Network" menu.



**Note:** You should check with your network administrator before you download the Google Earth Client to your computer. Windows Internet Explorer 9 users may have to click the "Compatibility View" icon above the tool bar to get the Google Earth view to load properly.

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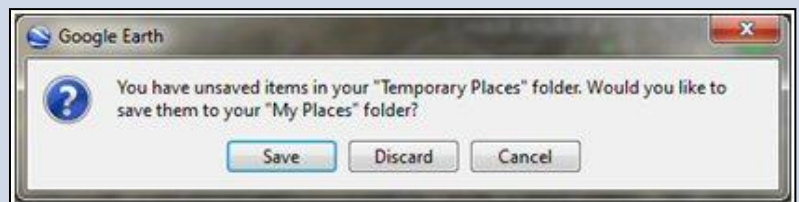
For the Non-NIPRNET Google Earth view, the user must select the appropriate link to view the desired sites (Read or Write). Selecting either **Read** or **Write** links will prompt the download of a (.kml) file. Selecting **Open** will trigger the Google Earth client to launch and display all the currently active RF-ITV sites according to where the registered LAT/LONG data has them situated.



Clicking on any site will display the site Name, Description, and upload status.



When shutting down Google Earth, select to "Discard" the unsaved items. This will prevent instances of duplicate sites, especially if a site's LAT and LONG coordinates have been changed.



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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](mailto:jerry.d.rodgers.ctr@mail.mil).