

Logistic Capabilities Center (LCC),
Material Management Support
Division (MMSD), Support of
Defense Property Accountability
System (DPAS)
System Support User Guide

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DPAS Help Desk User Guide

PURPOSE

The LCC MMSD DPAS Help Desk User Guide is a guide for DPAS users on how to report Urgent Sustainment issues (software bugs) and System Change Requests (SCR). It includes information pertaining to issue identification, necessary documentation, and center responsibilities. The user can follow the steps necessary for reporting these two different categories of issues as they have different methods of delivery. The purpose of this User Guide is to increase productivity by maximizing the user knowledge of how to seek assistance when they encounter a problem using DPAS.

REFERENCE LINKS

1. For accessible frequently asked questions, you may check out the Knowledge Base and search for your issue or question. <http://dpassupport.golearnportal.org/index.php/support/knowledge-base>
2. For DPAS process questions, you may check out the Quick Reference Guides for Warehouse Management and Maintenance & Utilities and the Reference Library. These guides will provide step-by-step instruction on how to complete most DPAS processes. <http://dpassupport.golearnportal.org/index.php/resource-center/downloads>
3. For DPAS System Change Requests (SCRs), go to: <http://dpassupport.golearnportal.org/index.php/support/system-change-request>

RESPONSIBLE PARTIES

1. **The Warehouse & Distribution Systems Branch (WDSB) Supervisor** has overall responsibility for service requests in support of the DPAS functionality as it pertains to the Distribution Management Center (DMC) business processes.
2. **The Retail Service Branch Supervisor** has overall responsibility for service requests in support of the Consolidated Storage Program (CSP) and Logistics Services Management Center (LSMC) business processes.
3. **DPAS Help desk** has overall responsibility of receiving an SCR and assigning a Remedy and SCR number for the Configuration Control Board (CCB).
4. **The C4 Supervisor** has overall responsibility for any C4 Helpdesk requests.



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5. The latest **C4 Help Desk**, Remedy User Manual and “How To” Instructions serve as aides in Ticket Management and are accessible via:
<https://portal.logcom.usmc.mil/sites/lcc/lcso/Documents/Forms/AllItems.aspx?RootFolder=%2fsites%2flcso%2fDocuments%2fRemedy%2fUser%20Manual%20and%20How%20To%20Instructions&FolderCTID=&View=%7b0271E952%2d9C40%2d414D%2dA2A9%2dBAB31B0D67DA%7d>

ISSUE IDENTIFICATION

When a user encounters an issue in DPAS, it is either an Urgent Sustainment issue that needs to be fixed as quickly as possible or it is an SCR that will not be seen in DPAS until it has been approved by all interested parties.

1. Urgent Sustainment Issue (Bug)

1.1. *Definition:* A Software bug is a problem that causes the software to not function properly or not produce the expected data results, also referred to as a Work Stoppage.

1.2. Urgent Sustainment Issue examples:

1.2.1. Example 1: the user attempts to open a DPAS window and receives the following error.



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Server Error in '/next/mnu' Application.

Invalid temp images directory in chart handler configuration [c:\TempImageFiles\]. Please edit the web.config file. The CharImageHandler key, Dir value must point to a valid directory. The directory is required for temporary image storage when storage mode equals file system.

Description: An unhandled exception occurred during the execution of the current web request. Please review the stack trace for more information about the error and where it originated in the code.

Exception Details: System.IO.DirectoryNotFoundException: Invalid temp images directory in chart handler configuration [c:\TempImageFiles\]. Please edit the web.config file. The CharImageHandler key, Dir value must point to a valid directory. The directory is required for temporary image storage when storage mode equals file system.

Source Error:

```
Line 48:         left:300px; top:300px; display:none; visibility:hidden; width:180px; border:solid 1px #000000;
Line 49:         height:50px; background-color:#cccccc; color:#000000; font-size:medium; font-weight:bold;
Line 50:         background-image:url('<%= ResolveClientUrl("~/images/bigrotation2.gif") %>');
Line 51:         background-position:140 10; background-repeat:no-repeat;padding:10px 0px 10px 10px;">Processing...</div>
Line 52:     </div>
```

Source File: C:\inetpub\wwwroot\DPAS\Next\Mnu\MasterPages\MasterCharting.master Line: 50

Stack Trace:

```
[DirectoryNotFoundException: Invalid temp images directory in chart handler configuration [c:\TempImageFiles\]. Please edit the web.config file. The CharImageHandler key, Dir value must point to a valid directory. The directory is required for temporary image storage when storage mode equals file system.]
System.Web.UI.DataVisualization.Charting.ChartHttpHandlerSettings.Inspect() +1423629
System.Web.UI.DataVisualization.Charting.ChartHttpHandler.get_Settings() +197
System.Web.UI.DataVisualization.Charting.ChartHttpHandler.InitializeControllerFile() +51
System.Web.UI.DataVisualization.Charting.ChartHttpHandler.EnsureInitialized(Boolean hardCheck) +357
System.Web.UI.DataVisualization.Charting.Chart.get_CurrentImageLocation() +50
System.Web.UI.DataVisualization.Charting.Chart.Render(HtmlTextWriter writer) +345
System.Web.UI.Control.RenderControlInternal(HtmlTextWriter writer, ControlAdapter adapter) +150
System.Web.UI.Control.RenderChildrenInternal(HtmlTextWriter writer, ICollection children) +249
System.Web.UI.Control.RenderControlInternal(HtmlTextWriter writer, ControlAdapter adapter) +150
ASP.masterpages_mastercharting_master__RenderForm(HtmlTextWriter __w, Control parameterContainer) in C:\_sites\DPAS\Next\Mnu\MasterPages\MasterCharting.master:50
System.Web.UI.Control.RenderChildrenInternal(HtmlTextWriter writer, ICollection children) +131
System.Web.UI.HtmlControls.HtmlForm.RenderChildren(HtmlTextWriter writer) +395
System.Web.UI.HtmlControls.HtmlContainerControl.Render(HtmlTextWriter writer) +49
System.Web.UI.Control.RenderControlInternal(HtmlTextWriter writer, ControlAdapter adapter) +150
```

1.2.2. Example 2: the user attempts to add an item to discrepant item list. They select “add to grid” and notice that the Cond Cd field is marked mandatory however it is greyed. The user leaves it blank and selects Finish and receives the error in red “13 – Mandatory Entry: Cond Cd. The user is now unable to add the item because the program doesn’t allow them to add the mandatory Cond Cd.



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Update Documents ✕

Errors:

- 13 - Mandatory Entry : Cond Cd

Instructions ▾

* Stock Nbr	<input type="text" value="7105002820684"/>	...	* Discrepant Reason	<input type="text" value="Damaged"/>	▾
Inventory Control Nbr	<input type="text" value="Select an Item"/>	...	Suffix Cd	<input type="text"/>	
* Cond Cd	<input type="text" value="Select an Item"/>	▾			

Received Qty

* **Discrepancies**

	Stock Nbr	Serial Nbr	Mfr CAGE	Mfr Lot Nbr	Mfr Contract	Mfr Dt	Cond Cd	Suffix Cd	Discrepant Reason	Qty

2. How to get the bugs fixed

2.1. Contact Information:

2.1.1. DPAS Toll Free Support Line 1-866-498-8687, you will have the option to press [1] on your phone keypad and be connected immediately to a DPAS Customer Support Specialist.

2.1.2. DPAS Support email address to cco-dpas@dfas.mil

2.2. DPAS Call Center Process Flow

2.2.1. Overview. The goal of the DPAS Call Center Level 1 is to,

- i. Gather required information from the caller.
- ii. Determine if they have the personal knowledge or documentation to assist the caller.
- iii. Direct user to documentation to assist them.
- iv. Document specific details of the issue or error.



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- v. Forward issue or error to Level 2 support if necessary.

2.2.2. Methods

2.2.2.1. Required Information. There is standard information which needs to be gathered for every issue reported to the DPAS Call Center. Without this information, it will take longer to find the root cause of the issue and provide a resolution to the user.

- i. Verify the name of the caller, or caller and user, if calling on behalf of the user.
- ii. Verify the contact phone number and/or DSN and the email address for follow-up.
- iii. Verify what Site the user is from and if they took training online, via DPAS eLearning, or classroom training.

2.2.2.2. Troubleshooting. Level 1 provides basic support for every issue. The user can be directed to support resources such as Help, eLearning (based on the courses taken), DPAS Support website or a Quick Reference guide which will walk the user through a resolution of the issue.

- i. When logged into DPAS a user may select the Help link from any process to view detailed information and procedures.
- ii. Users can login to **DPAS eLearning** <http://dpaselearning.golearnportal.org> (**CTRL + CLICK**) in another window and follow through the process via the corresponding course.
- iii. Quick Reference Guides are available on the **DPAS Support** website: <http://dpassupport.golearnportal.org/index.php/resource-center/downloads/qrgs-refdocs> (**CTRL + CLICK**)

* Example of acceptable Level 1 Support

A user contacts the helpdesk and requests:

“How do I add materiel to Warehouse?”

An example response either over the phone or via email would be:



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There are some considerations before receiving materiel. For Example, the stock number must be added to the catalog. You must have access to the security commodity type.

If the materiel is to be issued to an individual, the Location you receive to must be built with a location type of Individual Issue under the Warehouse menu and you may also need to build a Stock Item Individual Issue Location under the same menu.

To receive materiel you will go to the Materiel Mgmt menu and select the Receiving option. Select the Add button to launch the Add Documents wizard and input the remaining entries.

For detailed directions select the Help button under the Instructions section on the Receiving page.

2.2.2.3. Obtain Specific Information. Once the issue has been deemed Level 2, you must also record the specific error and/or a detailed description of the problem the user is encountering. Document the steps the user performed up to the point the error or problem was encountered and obtain a print screen of any error the user is receiving. Provide the following:

- i. Agency/Site Id/Actbl UIC/UIC information or Agency/Site Id/Warehouse
- ii. Specific Asset Id(s)/Stock Number(s)/ICN(s), etc.
- iii. Specific error message
- iv. Print screen as an attachment
- v. Printer or Scanner information if an AIT issue
- vi. Role (access level)
- vii. Any additional information

With this information, Level 2 should be able to identify if the error or issue is caused by user input, system defect, or the user not following processes correctly.

2.2.2.4. Submitting Level 2 Ticket. Before a ticket is sent to Level 2, the DPAS Call Center should ensure the user has followed all basic troubleshooting and is provided with any applicable support material (i.e., Help, Quick Reference Guides). If the user specifically requests a walkthrough over the phone, or there are no support resources on how to resolve the issue, it should then be sent to Level 2. Any issue which



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3.3. Process Flow

3.3.1. C4 Helpdesk Responsibilities

3.3.1.1. LOGCOM C4 Helpdesk Analysts will receive and log all SCR, Requests For Assistance (RFA). A unique tracking number will be assigned to each issue entered into the Remedy Request Tracker. This number will be referenced in all subsequent communications for tracking purposes.

3.3.1.2. LOGCOM C4 will capture the SCR with as much detail as possible and forward the Remedy ticket to MMSD team.

3.3.2. LCC Responsibilities

3.3.2.1. MMSD Supply Systems Analysts (SSA) will support the following guidelines (these steps are not necessarily sequential):

- The MMSD team lead will assign the SCR to a SSA
- SSA will inform the user of the current SCR status as progression is made on the change request.
- MMSD Team members will propose viable system appropriate solutions. The team members will make every effort to provide functional system solutions to fulfill a task that a customer is attempting to perform.
- If a MMSD Team member was not able to propose a usable workaround, they will draft a SCR complete with all required documentation. They will specify business process in current terms, keeping it short and concise and including screen shots and user stories, if possible. They will complete all sections to include: Description, Recommended Solution, Mission Critical, Benefits, and the Priority of the issue.
- The MMSD SSA will submit the SCR to the CCB to obtain an SCR number in preparation for the Functional Review Board (FRB).
- The MMSD SSA will record the SCR on the LCC DPAS “defect log” site at: <https://sp.logcom.usmc.mil/sites/dpas/Lists/SysChgReq/OpenCompleted.aspx>
- The MMSD Team, including advanced-level support teams, will be expected to respond to issues according to the order in which they are received, status, and the assigned priority. However, team members may change the priority as needed.
- They will update the Remedy ticket within 8 hours of receipt.
- They will update the Remedy ticket upon progression of SCR until closed.
- MMSD Team members will communicate with the user on the progress of resolving the issue. MMSD Team members will provide regular status to customers on open issues. All status updates will be delivered via reply to the requestor within the ticket,



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or by telephone with contact details commented in the ticket.

1. If information is needed to process the request and to assign a priority is incomplete, then the MMSD Team member will request additional information.

3.3. FRB Process

3.3.1. Procedure Steps (these steps are not necessarily sequential).

- The FRB is comprised of the FRBM, MMSD SSA, C4 representative, and the customer's representatives.
- All FRB issues are prioritized here at LOGCOM before submission to the DPAS CCB.
- A consolidated SCR list is presented to the DPAS CCB members to rank overall priority. LOGCOM's CCB members are the LCC WDSB and RSB supervisors. This list is reviewed in the DPAS CCB meetings where a final decision is made.
- A prioritized list of SCRs is placed on a schedule for completion and release information. This information is provided to the CCB members. For more information on the DPAS CCB process, please go to:
<http://dpassupport.golearnportal.org/index.php/about-us/configuration-control-board>



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Signature of Approvals

This agreement was a coordinated effort between C4, LCC Directors, DMC, Logistics Management Services Center (LSMC), and the Chief of Staff

See the WDSB_DPAS_HelpDesk_UG_Route_Sheet for signatures.



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Appendix A

Functional Review Board

The FRB is a customer oriented group of system analysts and users, who review, validate, clarify, and prioritize the functional requirements for the DPAS. Close liaison with the customer ensures requirements are well understood and the solution meets the customer's expectations.

They may also recommend the content and sequence of releases to the CCB. Support activities may include explanations of the requirement or the technical solution in order to obtain customer acceptance of the requirement. Frequent informal FRBs can assist in maintaining a good project/customer relationship, even if merely conducted through telephone or videoconferences.

Roles and responsibilities:

FRBM: Chairs the board. Distributes FRB prioritized list and meeting minutes to the appropriate personnel.

LCC SSA: Receives a request for FRB support from a customer then evaluates and coordinates support for the issue. Examples of FRB coordination activities are:

- Developing functional solutions to customer issues
- Provide briefings to the FRB to clarify issues
- Resolve issues between DPAS and the customer
- Complete SCR with story level detail
- Process Flow diagrams
- System Acceptance Testing (SAT) Plans

Customer: complete the following documents as required before submitting an issue to the FRB:

- Requirements documentation
- Users story of process
- Prioritization of issue with respect to all other SCRs submitted by the organization.



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Appendix B

DPAS Change Request Form

Name		Date	
Agency/Service		Phone	
Activity Name		Email	
SCR Nbr		SCR Name	

Description of Problem/Proposed Improvement

Recommended Solution

Is this mission critical or mandated? Explain

Benefits of implementing this solution (*Reduces Time/Cost, Improves/Accuracy/Accountability, Financial Reporting, Ect.*)

How frequently is this transaction performed by a user?

What levels of users are affected? Custodian Property Book Officers Warehouse M&U Other

Do you believe this affects ALL users within your Component/Agency or only certain users?



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Additional Information (Optional)

What module(s) is/are affected?
 Estimated number of users in Agency/Component affected
 Other Comments

After completing, please send the form to your CCB member. A complete list of CCB Members can be obtained by calling the Help Desk 866-498-8687 or emailing CCO-CCC@DFAS.MIL

To be completed by CCB Member/Agency/Component HQ Flag Officer/SES equivalent (Priority 1 or 2 only)

<p>(Priority 1) Applies if a problem would (a) prevent the accomplishment of an essential capability, or (b) jeopardize safety, security, or other requirement designated critical</p>	<p>(Priority 2) Applies if a problem WOULD (a) adversely affect the accomplishment of an essential capability and no work-around solution is known, or (b) adversely affect technical, cost or schedule risks to the project or to life cycle support of the system, and no work-around solution is known</p>	<p>(Priority 3) Applies if a problem COULD (a) adversely affect the accomplishment of an essential capability but a work-around solution is known, or (b) adversely affect technical, cost or schedule risks to the project or to life cycle support of the system, but a work-around solution is known</p>	<p>(Priority 4) Applies if a problem could (a) result in user/operator inconvenience or annoyance but does not affect a required operation or mission- essential capability, or (b) result in inconvenience or annoyance for development or maintenance personnel but does not prevent the accomplishment of their responsibilities</p>
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CCB Member Name		Phone	
Command/Agency/Service		Email	

I certify that this SCR is considered Priority 1 or Priority 2 as defined above

PRIVACY ACT STATEMENT: Disclosure of your contact information is voluntary. It is solicited for the sole purpose of responding to your comment or request. If not provided, we cannot respond



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Appendix D

DPAS Defect Resolution Process

