The IATS FLYER

PLEASE DISTRIBUTE TO TRAVEL BRANCH SUPERVISORS AND EXAMINERS

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CURRENT/FUTURE RELEASES

The latest version of IATS 8.4.0 is now available and sites should have received it via mail or DoD Safe. Please reach out to the help desk if you did not receive it. As a reminder, the DFAS provided Sybase license expired September 30, 2022, and all sites should be migrating to MSSQL. If your agency has procured a Sybase license of your own, you may contact the IATS helpdesk for rate updates for Sybase. This latest IATS version has many changes including policy changes, so it is imperative that you install it as soon as you receive it.

Inability to Access Traveler profile with IBAN EFT

An issue has been identified with how IBAN information is stored within IATS. The error only occurs when creating a new traveler profile with an IBAN and does not occur when modifying a traveler profile. To avoid encountering the error, when creating a new traveler profile that requires an IBAN, create the profile without the IBAN and save it. You can then modify the traveler profile to add the IBAN information. This issue will be corrected in version 8.5. Until then, please utilize the workaround noted above.

IATS HELP DESK:
Email:dfas.indianapolis-in.ztd.other.iats-help-desk@mail.mil Commercial: (317) 212-7718
DSN: 699-7718

Travel Tech Messages can be found at the following:
URL – https://www.asafm.army.mil/DFAS-Guidance/DFAS-Policy-Memorandums/

Base Names Changed

Base names were changed in IATS, and it was completed back in May 2023. When a user enters a claim, you now see the new base names and the mileage will calculate the correct DTOD mileage.

The changes in the DTOD will be incorporated in such a way that the user will notice no difference other than the old base name may no longer display after FY24 DTOD is loaded or the online FY24 version becomes available.

IATS Help Desk

To obtain assistance with IATS, submit a myIT ticket: The IATS help desk has moved over to using myIT/ServiceNow for help desk tickets instead of emailing issues to the IATS help desk mailbox. The link to access the ticketing system is: https://servicenow.dfas.milcloud.mil/myit_sp
Click on "Application & System Support"; then select "Report a System Problem" to report an issue, Click on "Request Functional Assistance with a System" for help with migrations, general questions, rate updates, etc. Click "Create Demand" to request an enhancement to IATS.
Once you have selected one of those options, make sure you select IATS in the product field and select your Agency (Navy, Army, etc) from the Agency field which will route your submission to the correct IATS team at DFAS.
If you are not familiar with myIT or would like a user guide sent to you, please email the IATS help desk and a myIT userguide can be sent to you. Any user with a CAC can submit tickets via this method.

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# User CAC Authentication Error
Create an Exception to Prevent the OCSP.p12 from Being Deleted

Several sites have reported not being able to log in and receiving the below CAC error:
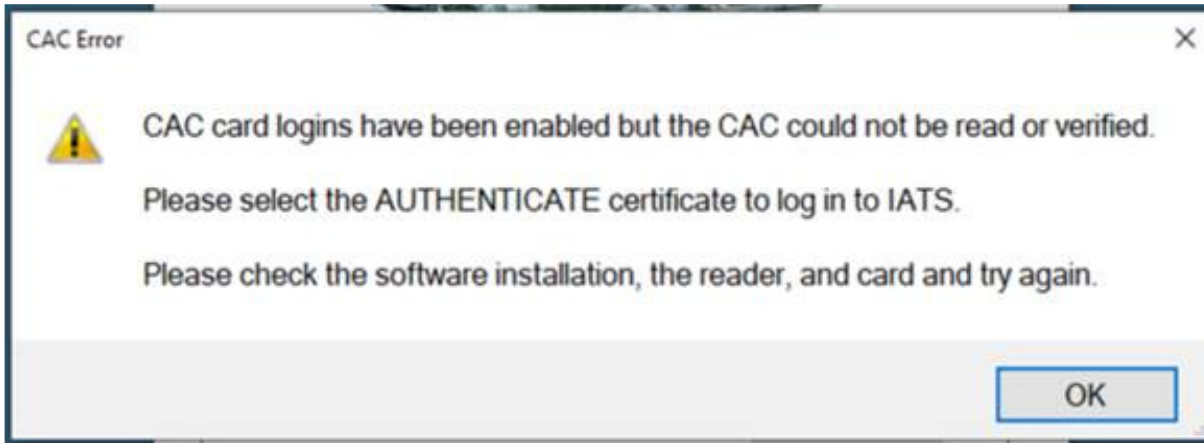
In some cases, this may be related to IATS being unable to verify the CAC due to the default local **OCSP.p12** file being quarantined or deleted (stigged) from the users' workstation due to an organizations' security policy. Some units have resorted to replacing this file daily to allow users to successfully login to IATS. This file must be present and allows the user to be authenticated upon login. The OCSP file resides on the local machine hosting IATS in the default path location as shown below:

"C:\Program Files(x86)\IATS 8.X.X\Resources"
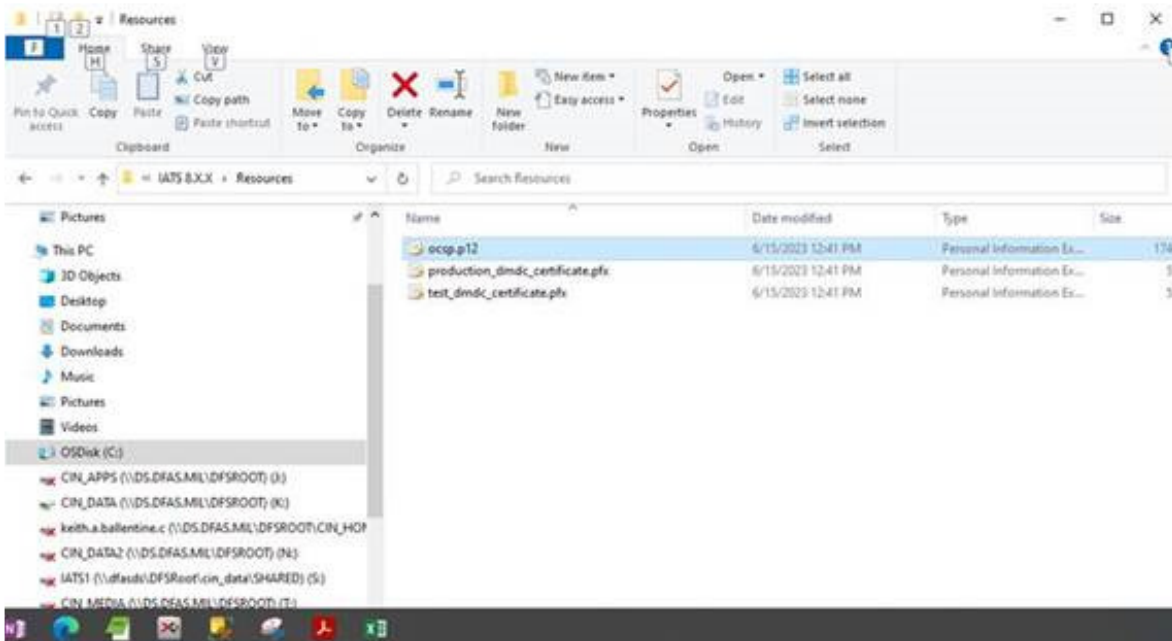
SOLUTION:
In order to prevent the OCSP.p12 file from being deleted due to an organizations network/workstation policy, it is recommended to contact your local network security administrator, and request that an exception be placed on the OCSP.p12 file or directory to prevent it from being removed.