

PLEASE DISTRIBUTE TO TRAVEL BRANCH SUPERVISORS AND EXAMINERS

## Volume XXV Number 9

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## CURRENT/FUTURE RELEASES

If you are not on MS SQL Version 8.4.0 or Sybase version 7.7, please update AS SOON AS POSSIBLE! Many problems are being reported by sites with issues that were corrected in newer versions. You risk making improper payments if you are not on the most up to date version of IATS. If you need either of these versions sent to you via DoD Safe, please submit a myIT ticket to iats for software distribution. As a reminder, the DFAS provided Sybase license expired September 30, 2022 and if you are on any 7.X version and did not purchase a Sybase license, you are in violation of the DFAS Sybase agreement.

## IATS Help Desk

The IATS help desk has moved over to using myIT/ServiceNow for help desk tickets instead of Email via 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, or select "Request Functional Assistance with a System" for help with migrations, general questions, rate updates, etc.
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 ticket to the correct IATS team. 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.

IATS Help Desk:
Email:dfas.indianapolis-in.ztd.other.iats-helpdesk@mail.mil
Commercial: (317) 212-7718
DSN: 699-7718

## User CAC Authentication Error

Several sites have reported not being able to log in to IATS and receiving the below CAC error:

| CAC Error |
| :--- |
| CAC card logins have been enabled but the CAC could not be read or verified. |
| Please select the AUTHENTICATE certificate to log in to IATS. |
| Ple the software installation, the reader, and card and try again. |
| OK |

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.

## 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.

## Travel Tech Messages can be found at the following:

URL - https://www.asafm.army.mil/DFAS-Guidance/DFAS-Policy-Memorandums/

## Proportional Meal Rate (PMR) on Travel Day

The JTR states in Table 2-17 that the PMR does not apply when the traveler is traveling. On a travel day IATS currently allows a meal to be adjusted on the Exceptions to Daily Expense screen, causing that day to be paid at the PMR instead of the full per diem rate. IATS 8.5 will correct this so that a travel day is paid at the full per diem rate. Until IATS 8.5 is deployed, do not adjust the meals on travel days, so the traveler will be paid correctly.

