**IS YOUR GLOBAL DATA TRANSFER (GDT) WORKING?**

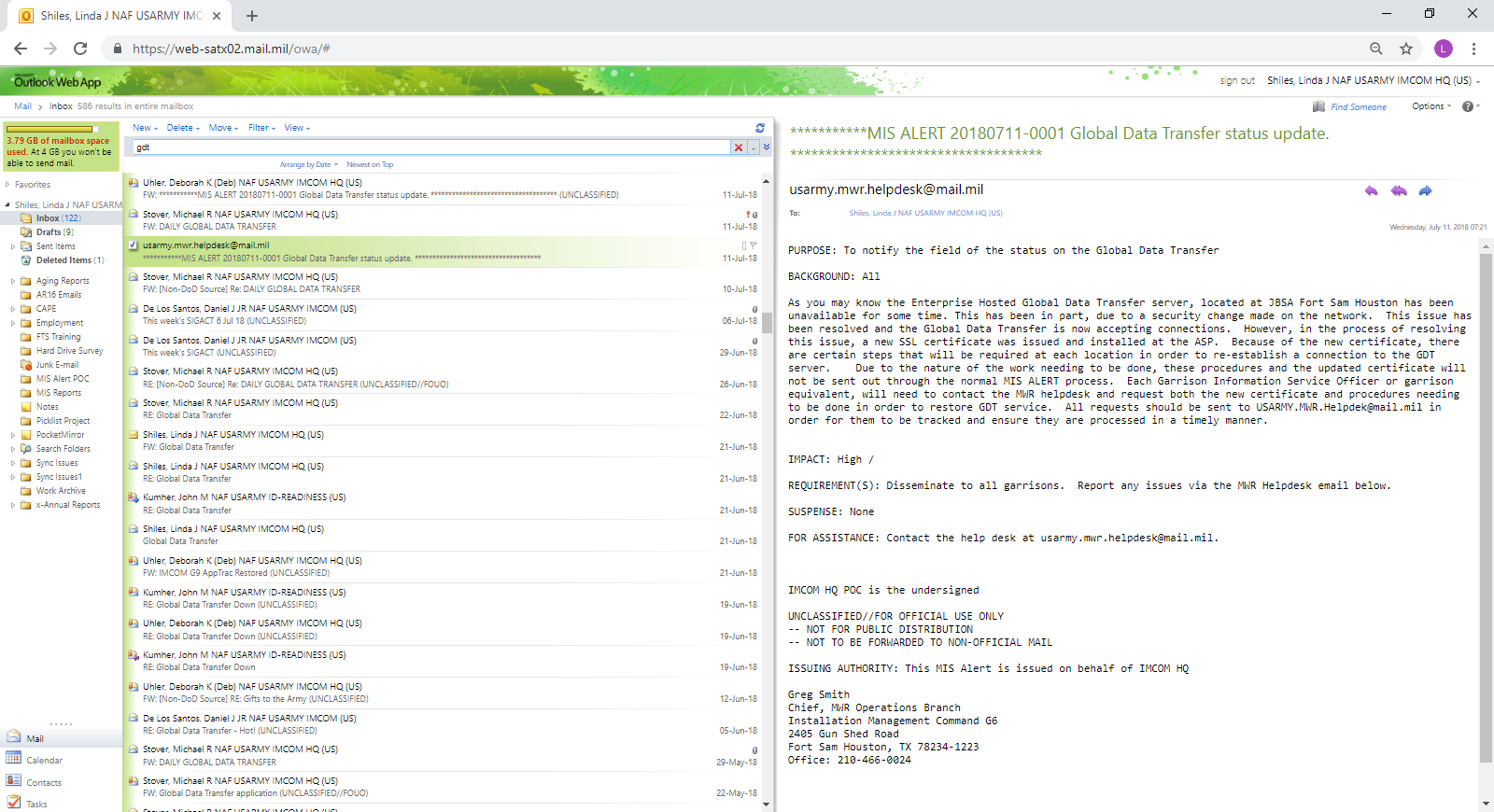
**FOR GISO / FTS: G9 GUIDANCE ON GDT CERTIFICATE REQUIREMENTS**

**27 Nov 2018**

1. **HISTORY**. Back in late 2017/early 2018, all garrisons lost access to Global Data Transfer. In July 2018, the issue was resolved and an MIS Alert (see below) was sent out giving instructions on how to get your garrison connection to GDT re-established.

All garrisons should have accomplished this task and should be regularly exporting and importing patron, staff and provider data. If your GDT is not working, please read through the guidance contained in this document and make sure all of the items in **Step 3 below** have been accomplished.

If it is still not working after you have loaded/checked the certificates, then contact the **VSI 24/7 Army Help Desk** ([www.vermontsystems.com/support](http://www.vermontsystems.com/support)) or (800-225-0107) for assistance.



2. **HISTORY**. A companion notice was also set out by IMCOM G9 CYS to the CYS ID staff (see below) reinforcing this requirement.

From: Stover, Michael R NAF USARMY IMCOM HQ (US)   
Sent: Thursday, July 12, 2018 1:29 PM

To: Thomas, Joan NAF USARMY IMCOM EUROPE (US) <joan.thomas.naf@mail.mil>; Jones, Pamela NAF USARMY ID-SUSTAINMENT (US) <pamela.jones54.naf@mail.mil>; Hernandez, Joanne C NAF USARMY ID-TRAINING (US) <joanne.c.hernandez.naf@mail.mil>; Nunn, Emily E NAF USARMY ID-READINESS (US) <emily.e.nunn.naf@mail.mil>; Copeland, Karen A NAF USARMY IMCOM PACIFIC (US) <karen.a.copeland.naf@mail.mil>; Christensen, Don J NAF USARMY IMCOM PACIFIC (US) <don.j.christensen.naf@mail.mil>; Simmons, Alexa D NAF USARMY IMCOM EUROPE (US) <alexa.d.simmons.naf@mail.mil>

Cc: Verschraegen, Cherri L NAF USARMY IMCOM HQ (US) <cherri.l.verschraegen.naf@mail.mil>; Baldwin, Dewayne L NAF USARMY IMCOM HQ (US) <dewayne.l.baldwin4.naf@mail.mil>; Montgomery, Kevin D NAF USARMY IMCOM HQ (US) <kevin.d.montgomery.naf@mail.mil>; Shiles, Linda J NAF USARMY IMCOM HQ (US) <linda.j.shiles.naf@mail.mil>; De Los Santos, Daniel J JR NAF USARMY IMCOM (US) <daniel.j.delossantos.naf@mail.mil>

Subject: Global Data Transfer (GDT) back online for CYS Operations - Instructions  
  
ALCON, Please disseminate to all your programs.  
  
The Enterprise Hosted Global Data Transfer (GDT) server access has been resolved and the CYS Global Data Transfer is now accepting connections.  
  
A new SSL certificate was issued and installed at the IMCOM G6 ASP.  Because of the new certificate, there are certain steps required at each location in order to re-establish a connection to the GDT server.    Due to the nature of the work needing to be done, these procedures and the updated certificate will not be sent out through the normal MIS ALERT process.    
  
Each Garrison’s Information Service Officer (GISO) or garrison equivalent will need to contact the MWR helpdesk and request both the new certificate and procedures needing to be done in order to restore GDT service.    
  
All requests should be sent to USARMY.MWR.Helpdesk@mail.mil  <[mailto:USARMY.MWR.Helpdesk@mail.mil](https://web-satx02.mail.mil/owa/redir.aspx?C=ZiDU-SOxoknOcvbj5D16DYraumrbvyNHn-5noRSwm4UvCtQ_kFTWCA..&URL=mailto%3aUSARMY.MWR.Helpdesk%40mail.mil" \t "_blank)> in order for them to be tracked and ensure they are processed in a timely manner.  
  
V/r,  
Michael R. Stover  
IT Project Manager  
Headquarters, IMCOM G9 CYS  
JBSA Fort Sam Houston, TX 78234 Building 2266, Room 222, Cubicle 2-36  
Desk: 210 466-1079 DSN 450  
Fax: 210 466-1054 (fax)  
[michael.r.stover1.naf@mail.mil](mailto:michael.r.stover1.naf@mail.mil)

**3**. **CURRENT GUIDANCE**. **The following guidance is provided by VSI:**

**a.** **TO GET THE CERTIFICATE**: Contact the **MWR Help Desk** at **USARMY.MWR.Helpdesk@mail.mil**. Installation guidance is provided with the certificate.

**b. TO LOAD THE CERTIFICATE:**  
 > The certificate must be **renamed** from **81b9768f.txt** to **81b9768f.0** in order to work.  
  
 > The certificate must be placed on **every POS workstation** in the **C:\VSI\WebClient\certs** folder in order for GDT to be processed. All front desk POS workstations should be able to export files as soon as staff learns patrons are planning to leave. This makes data immediately available whenever the patron starts their transition to a new location. Do not wait until a patron physically departs to export the data !!!

> The certificate must be placed on the **RDweb server** in the **D:\VSI\WebClient\certs** folder in order for GDT to be processed from an admin/management workstation. Bottom line - every client MUST have the certificate in place to process a GDT import or export. The RDWeb server is a client connection to the CYMS VM and everyone connecting to CYMS via RDWeb is working on that client.

> After loading the certificate, exit CYMS and then go back in before attempting a transfer.