

Distance Support / NIAPS Newsletter



January, 2015

Message From the Navy's Distance Support Assistant Program Manager

Hello Shipmates, I am CDR Ray Acevedo, the Assistant Program Manager (APM) for Distance Support and Fleet Liaison assigned to the Sea Warrior Program (PMW 240) within the Program Executive Office for Enterprise Information Systems (PEO EIS).

There has been much progress and change since our last newsletter. Perhaps one of the best developments is that we have been able to secure funding through FY15 to support bringing back the NIAPS Fleet Training program for SYSADMINs. For the past two months our trainers have been making courtesy visits to ships on the waterfront to spread the word and assist with your systems. The trainers provide real-time assistance on NIAPS systems, as necessary, by conducting a thorough check of NIAPS to ensure all aspects of the system (including hardware) are operating within established guide-

lines and procedures. If an issue is found, they can sometimes correct it on the spot depending on the nature and severity of the issue. If the issue is outside of their capabilities, they will submit a trouble ticket and follow up with the appropriate source of support to ensure the problem is resolved.

We are planning Mobile Training Team visits to all major Fleet Concentration Areas—to include Spain, Guam, Yokosuka, Mayport, Everett/Bremerton/Bangor, Groton, King's Bay and Pearl Harbor. Training will include scheduled ship visits where we train your SYSADMINs using your own system, as well as quarterly group "town hall" training sessions. A Naval Message will be coming in the near future with details on signing your command up for this training.

The newest version of NIAPS, Version 3.0, is progressing well and is targeted for release beginning in FY16.

By now you should be aware of the NIAPS replication outage which commenced on 1 Nov 2014. This is the final step in the NIPR transition of NIAPS to the Navy's Enterprise Data Center (NEDC). Work-around procedures have been provided to you SEPCOR to ensure smooth transfer of data during the downtime.

As always, I need to plug NAVY 311. NAVY 311 provides first line of help-desk support to Navy personnel and their families. NAVY 311 is the Sailor's single point of entry to access help desk support across the Navy. If you, or your family, have a non-tactical question, we'll get you an answer! Fair winds and calm seas to you all. Sail safe Shipmates!

The target audience for this newsletter is COs, XO's, DHs, COMMOs, TRAINOs, ADMINOs/PERSOs, CCCs, and NIAPS SYSADMINs. Of course, please feel free to distribute to any in your organization who might find it useful. We look forward to serving the operational needs of our Fleet! We are here for you, Shipmates!

In This Issue:

NIAPS NIPR Prod Migration to NEDC.....	2
NIAPS 3.0, 2.4.4, and 2.4.5	2
NIAPS 2.4 System Administrator CBT	3
NIAPS System Administrator Training.....	3
NIAPS PMS Development is Underway	3
NIAPS Information Assurance.....	3
NIAPS Top Issues Fleet Support.....	4
Troubleshooting NIAPS Replication	4
NAVY 311 Highlights.....	5

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NIAPS NIPR Production Migration to NEDC

The NIAPS shore-side replication infrastructure must be moved from its current hosting location at NSWC Crane to a Navy Enterprise Data Center (NEDC) per Navy directive. This will require a disruption of NIAPS replication services for up to six (6) weeks beginning 1 November 2014 and continuing through 13 December 2014. This replication outage will allow the NIAPS engineering team to migrate all of the existing data and ensure the Fleet remains synchronized with the shore systems. During the service disruption, DS_Update will not be able to connect to the shore server. However, all applications on the NIAPS afloat platform will continue to operate as normal. The NIAPS team has worked with the owners of applications that rely on replication services to come up with work-arounds for the Fleet to use during the service disruption. This will allow, for example, food service catalogs to be imported into Food Service Management (FSM) to allow proper ordering to continue uninterrupted.

These work-arounds will require some extra effort by the ITs to gather files to send to shore and copy files from shore to NIAPS. Detailed instructions have been sent to the NIAPS administrators and relevant other parties on board. The instructions have been designed to minimize the impact, but will entail either e-mailing, or using the AMRDEC website to transfer files to/from shore.

NIAPS 3.0

The next major version of NIAPS, version 3.0, is currently in testing. The currently deployed NIAPS 2.X faces multiple sustainment issues due to aging COTS (Commercial off the Shelf) software components. While NIAPS 3.0 is a software refresh and not a complete redesign effort, users will appreciate the upgrade for its improved usability, enhancements, security, and information assurance posture. NIAPS 3.0 will have an expected lifetime of 7 years once introduced to the Fleet and it will provide a stable framework for the future in support of Manpower, Personnel, Training, Education, Maintenance, Supply, Logistics, and various other software applications and content in support of the Fleet and its mission. NIAPS 3.0 will upgrade the dated core framework, such as the Windows operating system (OS), SQL Database Server, .NET Framework, etc. One of the largest components of this upgrade will be the transition from a 32-bit computing environment to a 64-bit computing environment using Windows Server 2012 R2 in conjunction with Microsoft SQL 2012.

NIAPS 3.0 will include a new version of DS_Update/Transmit which will provide new features, performance improvements, and an updated user interface. Also included in NIAPS 3.0 is CONFIGMON (Configuration Monitor), which replaces CHIT (Content Health Indicator Tool). CONFIGMON will monitor the NIAPS server's system health and will display the information in the new web portal.

NIAPS 3.0 will be an overall improvement and is expected to operate in a similar fashion to the previous version of NIAPS with the goal of minimizing disruption to the normal end-user of the product. NIAPS SYSADMINs will need to reacquaint themselves with some of the newer user interfaces, features, and enhancements. Training will be available by computer based training (CBT), as well as hands-on training provided to ship's personnel upon install by the NIAPS Fleet Support Team. The Distance Support/NIAPS Team is currently working with application owners to integrate and test their applications into the new NIAPS 3.0 framework. NIAPS 3.0 is currently scheduled to begin its rollout to the Fleet in FY16. AIT installations on 64-bit hardware and CANES platforms will be conducted during normally scheduled availabilities starting FY16 and will continue until the Fleet has been upgraded.

We hope you are as excited as we are. The Distance Support/NIAPS Team expects this to be the best, most refined version of NIAPS released to date!

NIAPS 2.4.4

NIAPS 2.4.4 includes the Retail Operations Manager (ROM3) web application. ROM3 will allow the ROM program office (NAVSUP) to replace the ROM2 systems and peripherals with updated hardware and software. NIAPS 2.4.4 completed a successful On Ship Test (OST) in August 2014 and began deployment to the Fleet in September. Each ship will be scheduled to receive the software push after the NIAPS program office coordinates the push with the respective TYCOM. After a successful software push, the ROM3 team will visit each unit to update the various hardware pieces and activate the ROM3 web application.

NIAPS 2.4.5

NIAPS 2.4.5 is scheduled to include an update to FSM, an update to Retail Operations Manager (ROM3), and the initial release of EdgeService. EdgeService allows the NIAPS server to replicate NGA nautical chart data for use by afloat units. The Distance Support/NIAPS Team is currently testing NIAPS 2.4.5 and installations are expected to begin in early FY15.





NIAPS 2.4 Systems Administrator Computer Based Training (NAVSEA-NIAPS24-0001)

The NIAPS 2.4 Systems Administrator Computer Based Training (CBT) was approved by the program sponsor on 26 Sep 2014 and is available on the Navy Knowledge Online (NKO) Naval Education and Training Professional Development and Technology Center (NETPDTC) Navy e-Learning (NeL) Site. This courseware was developed and validated by a dedicated group of training professionals from NETPDTC, PEOEIS, PMW240, NSWC Crane, and SABIO Systems.

The course addresses the following NIAPS-specific topics: An Introduction, Overview and History, Hardware, System Interfaces and External Connections, Software Architecture, Software Applications, Data Replication, the MSSQL Maintenance Plan, Troubleshooting, SharePoint Portal Services, Backup and Recovery, Requesting Assistance, and a final Summary. The course will be placed in the next Learning Management System (LMS) Publication amendment for NIAPS access. The NIAPS 2.4 course will be hosted in NKO NeL ASHORE and also in the learning category location.

Great News...NIAPS System Administration Training is Back!

We are happy to announce that we are offering a 1-day course for all current and prospective NIAPS System Administrators. This course will provide all the necessary information to ensure the proper operation, troubleshooting, and maintenance of the NIAPS System. Courses are taught onboard your ship and consist of both classroom and hands-on training. All training materials are provided, to include a trainee guide and step-by-step job sheets for troubleshooting and maintenance requirements.

Our instructors are extremely knowledgeable, former Sailors (IT), and have over 10 years NIAPS experience. Best of all, they are flexible and will schedule training at any time before, during, or after working hours to accommodate the busiest of ship's schedules and personnel availability. They will also assess the health of your system and provide assistance to ensure a fully operational system. Be on the lookout for a future Naval Message regarding scheduling training visits. Until that message is released, please feel free to coordinate your visit with one of our training leads below at:

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NIAPS PMS Development is Underway

Great Improvements are being made in the NIAPS Life Cycle Logistics sustainment capability! The NIAPS Planned Maintenance System (PMS) development team, which includes representatives from PMW240, NSWC Crane, SSC PAC, TACNET ISEA, and NSLC, is using Reliability Centered Maintenance (RCM) processes to develop an initial set of NIAPS PMS procedures. The intent is to accomplish the NIAPS mission while maintaining and improving NIAPS operational availability and reliability, while reducing the need for repetitious corrective maintenance actions and incidences of Casualty Reporting (CASREPS). In the future, this effort will also help to define the design, failure management strategies, and maintenance procedures of NIAPS, as well as proactively addressing maintenance-related issues before NIAPS becomes inoperable either ashore or at sea.

Initial RCM analysis suggests that 17 Maintenance procedures and 1 Maintenance Index Page (MIP) is required to support the NIAPS mission. It is expected that the initial NIAPS PMS procedures will be delivered to the Fleet no later than October 2015.

NIAPS Information Assurance

There are many new developments to report with NIAPS Information Assurance (IA)!

AFLOAT – NIAPS 2.X and NIAPS 3.X are going through the accreditation process. We should have a renewed Authority To Operate (ATO) for each version by November 16th and December 31st, respectively.

SHORE – We are migrating our entire production infrastructure to the Data Center. SIPR is already complete, and NIPR is expected to be completed by early December. Our Research, Development, Test, and Engineering (RDT&E) functions will also be moving to a new hosting facility.

So why does this matter to the Sailor? Great question, here are a few points to summarize:

1. **INSURV** – DoD requires every system on the network to be accredited. We are working on getting NIAPS 2.X and 3.X (re)accredited right now so we can continue fielding on every ship. Accreditation means we thoroughly test the security and operational environment of the system and document the risk. There is a copy of the ATO on the file system of every NIAPS system in the Fleet to assure you've got all the documentation you need when you need it.

(Continued on Page 4)





NIAPS Information Assurance (continued)

2. CSI Inspections – The NIAPS team keeps an eye on the CSI inspection schedule and reaches out to each ship on the list. The Fleet Support team will request the NIAPS Administrator upload the scans to VRAM and the Program Office will pull those down and analyze them for missing patches. We target this effort about three (3) months prior to the inspection so there is plenty of time to assist each ship and ensure your NIAPS suite is in tip-top shape
3. Better Throughput – We've migrated our entire production infrastructure from a Legacy environment to the Navy Enterprise Data Center. This means that every ship should have better speed and throughput while updating NIAPS. Finally (from the last NIAPS Newsletter):

Top CSI Inspection Recommendations

- DON'T – Don't install unauthorized software (e.g., RealPlayer, Firefox, Chrome, Adobe, etc.).
- DON'T – NIAPS Administrators, don't use NIAPS as a workstation (e.g., e-mail, instant chat, web browsing). These activities introduce serious risks, especially by system administrators.
- DO – NIAPS patches itself, so PLEASE be sure your NIAPS server is fully up to date by doing a manual DS_Update.
- DO – Be sure your scans are REGULARLY uploaded into DISA's VRAM system. At the Program Office level, we can download those reports and determine if your NIAPS server has any issues. We can trigger patch re-installations remotely.
- DO – If your ship gets a notification that an upgrade is available for NIAPS, do it! These upgrades are tested and proven to make sure your system is stable, and the upgrades usually fix a security issue.

NIAPS Top Issues Fleet Support

Recently, NIAPS e-ALERT 14-014 went out with instructions for upgrading DS_Update and Axway. This update will upgrade NIPR NIAPS on surface and carriers from the existing end-of-life software. It is also an IA requirement that must happen concurrently with the imminent NIAPS transition to the new DOD-mandated data center.

If you haven't yet completed the upgrade, please do so im-

mediately. It is important to ensure you complete ALL steps of the update and in the ORDER required to ensure success. If you're experiencing any issues, please submit a NAVY 311 trouble ticket to request NIAPS Fleet Support assistance immediately. NAVY 311 can be contacted via any of the methods listed below:

Whether you're at sea, in port, on duty or liberty, NAVY 311 is available 24/7 via phone, e-mail, web, text, chat and more—and no topic is off limits.



- Telephone: 1-855-NAVY-311 (1-855-628-9311)
- DSN: 510-NAVY-311 (510-628-9311)
- E-mail: Navy311@navy.mil / Navy311@navy.smil.mil
- Web: www.Navy311.navy.mil or www.Navy311.navy.smil.mil
- PLAD: NAVY THREE ONE ONE NORFOLK VA
- Text: type "Navy311@navy.mil" into the "TO" line of text message
- Chat: via NAVY 311 website

If you've already completed the upgrade, please make sure you submit the required completion message to niaps-support@navy.mil so we can complete the upgrade process on the shore side.

Troubleshooting NIAPS Replication

If you can check these items, it points you to the root cause of the issue:

- 1) From Internet Explorer (IE) in NIAPS, can you connect to <https://update.distancesupport.navy.mil>? If you can, this tells you that your replication certificate is installed and functional.
- 2) Can you connect to the remote site in the Tumbleweed Secure Transport/Axway application (in the start menu)? If you can, you know that Tumbleweed Secure Transport/Axway is configured correctly.
- 3) Open Iora publisher. Right-click your outbound publication and click "Make New Amendment." You'll have to click "Ok" and "Next" a couple times to get the wizard to accept the

(Continued on Page 5)





Troubleshooting NIAPS Replication (continued)

defaults and progress. Does it make a new amendment successfully, or does it error out? If you can do this, you know that your outbound publication is not corrupt.

If any of these tests fail, you have a good idea of where the problem lies.

- If you get an authentication error in IE when trying to connect to <https://update.distancesupport.navy.mil>, you probably need a new certificate. You can get this from NIAPS Fleet Support by putting in a NAVY 311 ticket. If you get a "page cannot be found" error in IE when trying to connect to <https://update.distancesupport.navy.mil>, you probably need to check your NIAPS rule on DC02. You can get this info from NIAPS Fleet Support by putting in a NAVY 311 ticket.
- If you can do #1 but you cannot connect to the remote site in the Tumbleweed Secure Transport/Axway application (in the start menu), you should modify the remote site, reselect your certificate, make sure your proxy configuration is correct in Tumbleweed Secure Transport/Axway, and make sure that Basic Authentication is enabled on DC02.
- If you can do #1 and #2, but #3 generates an error, right-click on your outbound publication and do a "Recover Amendments." Let the process complete, then try #3 again. If it succeeds, then try running DS_Update again.

NAVY 311 Highlights

1. A LT aboard USS LABOON (DDG 58) telephoned NAVY 311. He was trying to do a periodic update to the PROTECTIVE MEASURES ASSESSMENT PROTOCOL (PMAP) database and found the database would not recognize the ship's UIC. NAVY 311 forwarded this request to the EIMS/PMAP HELPDESK where it was determined a fault with the ship's database backup was causing the problem. Technicians were able to restart the backup and resolve the problem. Support Request 554017.

Time to resolution: 72.7 hours.

2. An EM1 aboard USS PREBLE (DDG 88) engaged in an online chat with NAVY 311 to ask if there is an instruction, maintenance, or naval message regarding laundry dryers requiring cleaning every 4 hours due to static build causing ignition on lint and therefore causing a fire. NAVY 311 personnel forwarded his request to the NAVAL SAFETY CENTER AFLOAT GROUP who replied, "Para C2002c(6) of OPNAVINST 5100.19E states, 'Ensure that the primary lint screen is checked and cleaned as required prior to use and after every drying cycle. Ensure the secondary lint filter is cleaned after every four hours of operation (eight hours for self-serve laundry)'" Support Request 538192.

Time to resolution: 0.20 hours.

3. An IT2 from USS PREBLE (DDG 88) telephoned NAVY 311 to report ship's SIPR incoming e-mail was failing. Message traffic was being received, but the NOC was unable to print the EXCHANGE. The ship was under way using SHF. NAVY 311 forwarded this request for assistance to the TACNET HELPDESK SPAWARSYSCEN SAN DIEGO CA where technicians determined that adding a permit statement to the ship's Access Control List (ACL) would fix the problem, and the ship resumed receiving SIPR e-mail. Support Request 535598.

Time to resolution: 14.62 hours.

4. An Ensign aboard USS GREEN BAY (LPD 20) telephoned NAVY 311 to report the ship had lost all NIPR/SIPR connectivity while in homeport. The GREEN BAY is a ship that has Shipboard Wide Area Network (SWAN) installed vs ISNS. NAVY 311 forwarded this request to the TACNET HELP DESK who contacted the SWAN POC and connectivity was restored. Support Request GDSC530056.

Time to resolution: 52.05 hours.

5. An MA3 from NAVAL STATION ROTA SECURITY DET telephoned NAVY 311 to report the radar server for NSA Rota Site 2, Pier 1 was down. NAVY 311 is the tier 1 support center for ATFP Ashore, and created a case in the ATFP Remedy instance and dispatched the case to the technicians on-call in Rota. Support Request GDSC 493414.

Time to resolution: 0.18 hours.

The Sea Warrior Program (PMW 240) manages a complex portfolio of information technology (IT) systems to support Navy human resource management, criminal justice, Fleet support, afloat business applications, Navy and DoD portfolio management, DON administration, and joint aviation aircraft scheduling. The PMW 240 Program is part of the Navy Program Executive Office for Enterprise Information Systems (PEO EIS) which develops, acquires, fields, and sustains enterprise network, business, and Fleet support IT systems for the warfighters of the Navy and Marine Corps.

This newsletter is prepared by the PMW 240 Distance Support and Enterprise Change Management teams. The editorial content of this newsletter is edited and approved by the Public Affairs Office of the Sea Warrior Program.

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