

## 22 April 2009 - Notice to Industry

On April 16<sup>th</sup>, we launched the new DTrade2 application and database. Most, if not all, of the changes primarily impacted the Internal DDTC Community, benefiting our Directorate and Industry through more streamlined, efficient processes and work flow. While the External Server portion of the code was not touched and considered legacy, we are experiencing delays.

We continue to conduct analysis and tuning to improve the situation. We have conducted discussions with the Defense Industry Working Group to assess industry experiences with the DTrade 2 product; analysis is ongoing.

We continue to receive and process successful submissions from industry with the **DTrade 2** product. However, individually you may experience problems accessing the systems.

### **What DTrade 2 users may encounter:**

1. Server not available
  - a. Timeout messages
  - b. ISAPI errors
2. Issues receiving a confirmation number
3. Duplicate case numbers

### **Steps Industry can take in the interim:**

Open the browser only when needed, perform a given task, and close the browser. Do not close your browser after initiating a submit operation.

If you do not receive confirmation once you submit, please contact Jerry Morawetz, at 202-663-2271 to verify the system has received your case. Do not resubmit unless we verify the system did not receive your case.

Until further notice status information will be posted twice daily at 6:30 am and 6:30 pm. Please avoid accessing the system during these times for status checks or submissions.

If during status checks you notice duplicate case numbers for the same submission, be advised that DDTC will RWA the duplicates and adjudicate the first occurrence of the case. You do not need to identify the duplicates to us unless they remain in the system for greater than two business days.

### **Reminders:**

Due to the current issues with DTrade 2 will continue to accept submissions on DTrade 1 (and Ellie and Robb for amendments). We request that you attempt using DTrade 2 prior to resorting to a DTrade 1 (Ellie/Robb) submission. As identified above please verify with Jerry Morawetz that your submission was unsuccessful on DTrade 2 prior to submission to DTrade 1 (Ellie/Robb). If you have a particularly sensitive case which you

are having difficulty submitting please contact the DDTC Response Team. This applies to OEF/OIF, Embassy, Critical Programs, etc.

Thank you very much for your patience and tolerance as we work through these issues. We ask that you continue to monitor the DDTC website for future status updates and notices.