ONLINE IETM Viewing Issues:

Please be advised NETCOM is currently deploying a new Java client version in the Army Gold Master (AGM) Windows operating system. The affected Java client versions contain additional security features responsible for creating the current viewing issues in IETM Online. If you are using Java client versions 7u51, 6U71 or 5U61, the below guidance may be used to correct the problem and restore your ability to view the Online IETM.

1) The IETM site will need to be added to the user's local JAVA Exception Site list:
   - Open the Java Control Panel
   - Select the Security tab
   - Click the "Edit Site List..." button
   - Click the "Add" button
   - An empty field will open up in the "Location" list. Enter https://www.cs8.logsa.army.mil into the empty field.
   - Click the "Ok" button to return to the Java Control Panel
   - Click the "Ok" button to exit the Java Control Panel

2) Fully close any open browser windows. Reattempt access to IETM Online.

If step #1 does not correct the viewing issues an additional correction is possible. This includes users who are experiencing Oracle Secure Global Desktop client issues where a "Loading..." message is displayed but will not complete. The correction for this problem requires manual intervention by the
user as follows:

3) Locate the "tcc" directory on your local machine -

The directory will likely be present at
"C:\users\firstname.lastname\AppData\Local\Temp\tcc"

4) The tcc directory will need to be manually removed from the workstation -

Right click on the tcc directory, select "delete".

5) Empty "Recycle Bin" on your desktop (Double click the icon "Empty the

Recycle Bin") -

This will ensure the former tcc directory is fully removed from your PC.

6) Fully close any open browser windows. Reattempt access to IETM Online.

(The correct SGD client will be downloaded and installed on your PC in the

proper directory restoring access)

Thank you for your cooperation and understanding on this manner.

Please contact the LOGSA Helpdesk with any questions, issues or continuing

problems:

Toll Free 1-866-211-3367

Commercial 256-955-7716

OCONUS DSN 312-645-7716

CONUS DSN 645-7716

Email: usarmy.redstone.logsa.mbx.help-desk@mail.mil