

Interactive Personnel Electronic Records Management System (iPERMS) Frequently Asked Questions (FAQs) – For Domain Administrator (DA)/Domain Manager (DM)

Q. What does an iPERMS Authorized Official (AO), who is trying to lookup a Soldier in the system, do when he/she receives an error message stating “Access denied” or “Permission not sufficient”?

A. There are three likely causes of this problem:

- How the assigned permissions are used.
- The assignment that was granted to the user.
- The rule that was granted does not have access to inactive Soldiers.

An AO who has multiple rules assigned may be using their rules in a combined mode which prevents them from getting results to their query. The following steps describe what the AO should do to use one rule at a time and get the information he/she needs.

1. Login to iPERMS
2. Click Authorized Official
3. Select Records | Authorizations
4. Click the rule name in the menu
5. Enter the SSN in the Soldier SSN field
6. Click Lookup SSN

If the AO continues to receive the same message or does not have multiple rules assigned or needs access to inactive Soldiers [access to inactive Soldiers requires adjusting the assigned rule to include Access = I (I=inactive)], contact the party who granted the user rights: Army and Army Reserve Soldiers should contact hrcsipermsaccounts@conus.army.mil, National Guard Soldiers should contact State Military Personnel Office (MILPO) DM or for NGB wide access should send an email to ngb_perms@ng.army.mil.

Q. What should an iPERMS DM do when he/she receives no data when running an SSN Audit report for a user?

- A. No data in an SSN Audit report indicates that the user has no Soldier data in iPERMS. The report indicates activity against a Soldier's record. Instead of using the SSN Audit report the System Audit report should be used to research user activity on iPERMS.

*Contact the iPERMS Technical Support at carsipermssupport@conus.army.mil or call 800-829-6863 for further assistance.

Q. What does an iPERMS DM, DA, or Problem Resolver (PR) do when he/she is unable to open the document in the Duplicate Document or Reindex tool? The message he/she receives is as follows, "iPERMS Error Message: This document image is currently unavailable. Please try to view or download it again later. Note: If you are trying to view an image in an Indexing Quality Control (IQC) batch, you must be connected to that IQC server."

- A. Some files stored in iPERMS are not in the proper format for the Duplicate Document or Reindex tools to open them. A workaround to deal this issue is for a DM or DA to login to iPERMS and take the following steps:
1. Select Documents, then Manage Documents, and View Soldiers
 2. Enter the Soldier Name or SSN and click Run Report
 3. Click the SSN in the Soldier Report
 4. Locate the Soldier document in question and click the Reindex Tool icon. An error message appears
 5. Click Delete
 6. Close the Problem Case

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Q. What does an iPERMS DM, DA, or PR do when they open a problem case and are unable to resolve it?

- A. Another user has already resolved the issue, but has not closed the case properly.
1. Open the problem case and select Closed/Resolved
 2. Enter information about the resolution of the problem case in the Resolution section
 3. Close the case

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Q. How does an iPERMS DM, DA, or PR resolve 512 (IQC Input Problem) problem cases close them?

- A. 512 problem cases indicate that there were some difficulties transferring images from a Store and Forward (SnF) or IQC server to the Primary Records Center (PRC). The user must examine the Soldier's record to determine whether the Document Type and Effective date for the documents in that batch (identified in the problem case) appear in the record. If the documents appear in the Soldier's records, the cases can be closed.

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Q. What does the iPERMS DM, DA, PR, or AO do when he/she notices that there are multiple appearances of the same Soldier (Soldier name and SSN) in view Soldiers report for their Domain?

- A. Contact the iPERMS Technical Support at carsipermssupport@conus.army.mil or call 800-829-6863 for further assistance.

Q. What does the iPERMS DM, DA, AO do when he/she is unable to open a document directly from the Internet Explorer browser?

- A. File associations have been changed on the local Personal Computer (PC) preventing the browser from launching the application that should open the TIFF image. The client making contact may not have the administrative rights to change the file associations. If so, contact an Information Management Officer (IMO), Ft. Knox Desktop Support (hrc.ithelpdesk@us.army.mil), or a local Information Technology Help Desk to fix this issue. The instructions for someone who has the administrative rights to change them in Vista are as follows.

1. Click Start and select Control Panel
2. Select Default Programs
3. Select Associate a file type or protocol with a program
4. Locate the TIF extension
5. If the Current Default setting does not indicate Microsoft Picture Manager, double-click .tif and select Open With
6. Select Microsoft Picture Manager
7. Click OK
8. Repeat step 5 for the .tiff extension
9. Click OK

Q. What does a Soldier do when he/she wants to find documents in iPERMS for his/her medical record?

A. The authoritative source for medical documents is not iPERMS. National Guard Soldiers should contact their State Medical Unit. Active Army Soldiers should contact the Medical Treatment Center. Any Soldier who has left the military should be able to find their medical record with the Veteran's Administration (VA).

Q. Who has the responsibility to maintain iPERMS hardware at the 55 National Guard sites?

A. Certain hardware is covered by a maintenance contract within the iPERMS contract. Contact iPERMS Technical Support at <mailto:carsipermssupport@conus.army.mil> or by phone 800-829-6863 for assistance.

Q. What does an iPERMS Index/Validation (IV), Verifier (VR) or Quality Control (QC) operator do when he/she receives an error message stating, "Document file is missing (/data/iqc/image/domain-name/pdc_image name)(iqc_viewer)" or is unable to see documents in a batch?

A. Contact the iPERMS Technical Support at carsipermssupport@conus.army.mil or call 800-829-6863 for further assistance.

Q. What does an iPERMS QC operator do when he/she is trying to send a batch back to the originator and it does not go to the person who originated the batch?

A. iPERMS was designed to allow the Index/Validation (IV) to be the last role to which a QC operator could return a batch. Rather than using the Scan Operator (SO) or Field Operator (FO) role to input batches, the IV role can be used. This change in the structure allows the QC operator to return batches to the originator. Otherwise, batches need to be worked by the IV operators on behalf of SO and FO.

Q. What does a Soldier do when he/she is trying to access a shared drive on the IQC or SnF server and receives an error message stating, “Network name cannot be found”? Alternatively, the Soldier might report that he/she is having difficulty retrieving Army Recruiting Information Support System (ARISS) data stream or exporting Retirement Points Accounting Management System (RPAMS) data to the iPERMS server?

A. Contact the iPERMS Technical Support at carsipermssupport@conus.army.mil or call 800-829-6863 for further assistance.

Q. What does a National Guard iPERMS DM do when problems with ETrans, MILPO Orders, or PERMS Integrator are reported?

A. Contact the National Guard Bureau at mailto:ngb_perms@ng.army.mil for assistance.

Q. What does an iPERMS Kofax Scan Operator (SO) do when he/she receives an error message that states, “Error Loading User Profile COM Object: PFCaptur.dll”?

A. Contact the iPERMS Technical Support at carsipermssupport@conus.army.mil or call 800-829-6863 for further assistance.

Q. What does an iPERMS Kofax Scan Operator (SO) do when batches scanned into Kofax Capture are not showing up in the iPERMS Batch Manager?

A. Contact the iPERMS Technical Support at carsipermssupport@conus.army.mil or call 800-829-6863 for further assistance.

Q. What does an IV operator do when there are documents missing from the iPERMS Document Matrix?

A. Army and Army Reserves Soldiers send their requests to perms.records@conus.army.mil. Army National Guard Soldiers send their requests to their Military Personnel Office (MILPO) Domain Manager. Army National Guard MILPO Domain Managers send their requests to ngb_perms@ng.army.mil. Provide details regarding the document that need to be added to iPERMS Document Matrix.

Q. What does an DM do when 511 Problem Cases (SIDPERS/TAPDB extract errors) appear and wants to resolve them?

A. Contact the iPERMS Technical Support at carsipermssupport@conus.army.mil or call 800-829-6863 to confirm that a recent Standard Installation and Division Personnel Reporting System (SIDPERS) or Total Army Personnel Database

(TAPDB) extract has been received. If one has been received the case can be closed.

Q. What does a Soldier do when he/she is unable to print documents or is unable to see beyond page one of a multi-page document from iPERMS?

A. This issue may be caused by one of two potential problems:

- **Problem 1:** QuickTime may be the application configured to launch when Tagged Image File Format (TIFF) files are opened.
- **Solution 1:** iPERMS does not control the Personal Computer's (PC) ability to print documents. When QuickTime is installed on a PC it can take over the ability to view TIFF images and prevent documents from printing properly.

There are two choices to resolve this issue:

1. Modify the Apple QuickTime settings so that it does not automatically open TIF and TIFF files
2. Uninstall Apple QuickTime from the PC

If the Soldier does not have administrative rights to make the recommended changes, contact the Information Management Officer (IMO) or Information Technology (IT) help desk for assistance.

- **Problem 2:** The Soldier may have downloaded a copy of his/her record and is trying to find the documents in the Zip file.
- **Solution 2:** If the issue is that the Soldier downloaded a copy of his/her record and is trying to find documents in the Zip file. Have the Soldier extract the contents of the zip file to a separate folder and locate the index.htm file to locate the documents in the record.

Q. What does an iPERMS IV, VR, QC, PR, DA, or DM do when he/she receives an IE Security Warning stating, "Windows has blocked this software because it can't identify the publisher. Name: Itocx13n.cab: Unknown publisher"?

A. The error message is generated because *.army.mil does not appear in the Trusted Sites list or the address of the local IQC or SnF server does not appear in the Local Intranet sites list in IE. If the Soldier does not have administrative rights to make this change, contact the IMO, local Information Technology (IT) Help Desk for assistance, or iPERMS Technical Support at carsipermssupport@conus.army.mil or call 800-829-6863. Ft. Knox users reference the White paper "ActiveX Controls for iPERMS dated August 18, 2010.

Q. What does a Soldier do when he/she receives an error message stating, “Unable to open files C:\Documents and Settings\user name\Local Settings\Temporary Internet Files\Content.IE5\folder\image name.tif”?

A. This problem may be caused by temporary files cached in IE. The Soldier may NOT have the administrative rights to make changes to these settings and may need to contact his/her Information Management Officer or contact his/her local Information Technology (IT) help desk. To clear the IE cache, take the following steps:

For IE 6:

1. Select “Tools,” which opens the “Internet Options” dialog
2. In the “General” tab, click “Delete Cookies”
3. Click “Delete Files”
4. Click “OK”. The Internet dialog closes
5. Close Internet Explorer (IE)

For IE 7:

1. Select “Tools,” which opens the “Internet Options” dialog
2. In the “General” tab, click “Delete”. If Delete is grayed out, choose “Settings,” “View Files”, select all the items and press the “Delete” key
3. If the Delete button is available, then click “Delete All”
4. Click “OK”. The “Internet Options” dialog closes
5. Close IE

Q. What does an iPERMS DM do when he/she finds an XML file with an incomplete or error appended to the file name in the Auto Import or Verify Import directory share on the IQC or SnF server?

A. Try to rename the file removing the .incomplete or .error from the file name. Then monitor the shared directory to see if it gets renamed to incomplete or .error. This is a quick process that should take a few minutes.

If the batch was not processed examine the XML file to determine if the problem was caused by not listing the correct image files or an error in the XML file. Once the problem is corrected repeat the task of renaming the file and monitor it to see if it processes. If it still does not process, place the images in the Digital Import directory (\\ip address or hostname\digital) and they will be processed into a batch after a QC operator initiates it.

Contact the iPERMS Technical Support at carsipermssupport@conus.army.mil or call 800-829-6863 for further assistance.

Q. What does an iPERMS Scan Operator (SO), Field Operator (FO), IV, or QC operator do when he/she receives an error message stating, “Warning: upload only Tagged Image File Format (TIFF) images in 300 dpi, monochrome, CCITT group 4 compression. PDF, TIFF with LZW compression, and other non TIFF document formats are not accepted/not compatible with iPERMS”?

A. This message indicates that one or more images in the batch are not in the proper format. iPERMS accepts only TIFF) images in 300 dpi, black and white, CCITT group 4 compression, Intel byte order. To determine if a TIFF document file has the correct specifications, open it in a tool such as Microsoft Office Document Imaging.

1. Open Microsoft Office Document Imaging, select Start | All Program | Microsoft Office | Microsoft Office Tools | Microsoft Office Document Imaging
2. Open a document by selecting File | Open and finding your document in the file system and opening it
3. Once the document is open, select View | Page Properties. The compression in the Image Parameters section should read CCITT Group 4 FAX. The Resolution (X) and Resolution (Y) in the Image Parameters section should read 300 dpi

The scanner settings should be adjusted (based on what was discovered when examining the Page Properties. If the scanner being used is unable to be adjusted to meet the requirements, the file can be converted using the following steps.

1. Double click on the file to open it
2. Select Print
3. Click the drop-down menu for the Printer Name and select Microsoft Office Document Imaging Writer. If Microsoft Office Document Imaging Writer is not available it may need to be installed. Contact your IMO or IT help desk for assistance installing software
4. Click Properties. Microsoft Office Document Image Writer Properties dialog opens
5. Click Advanced
6. Select TIFF
7. Select Super Fine (300 dpi)
8. Click OK. Microsoft Office Document Image Writer Properties dialog closes
9. Click OK. The Save As dialog opens
10. Choose location and a new file name
11. Click Save

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Q. What does an iPERMS SO, FO, IV, or QC operator do when he/she wants to add more than 12 files into a Web Upload batch?

A. To add more documents, take the following steps:

1. Click Create a New Batch (Esc B). The Index Batch {new} interface opens
2. Click the Upload Images to Batch (Esc U)
3. Click Browse. The Choose File pop-up window appears. Locate and then highlight the image file. When the file is listed in the file-name field, click the Open button
4. Click Add Now
5. Repeat the process as many times as needed from step 2. Select the Save Work Action and click the arrow as each set of 12 images are added
6. Select the Queue to Index/Validation action and click the arrow after all images have been added to the batch

Q. What does an iPERMS SO, FO, IV, or QC operator do when using iPERMS Web-based scanning and he/she receives the error, “Could not communicate with scanner” or “No images were acquired from the scanner”?

A. These error messages may indicate a number of potential issues:

1. The scanner may not be on or connected properly
2. The scanner drivers may not be properly installed or may have become corrupted
3. The proper permissions may not have been granted to the c:\iqc_scans directory.

Check the following:

- Make sure that the cable between the PC and scanner is properly connected, and that the scanner is turned on.
- Make sure that the correct TWAIN scanner is being selected for the scanner source when using iPERMS. If the correct source is being selected, make sure that the scanner is able to scan documents outside of iPERMS. If not, there may be an issue with the scanner drivers. Contact your Information Management Officer (IMO) or your IT help desk and request that the scanner drivers be reloaded on your PC.
- Make sure that the c:\iqc_scans directory has the proper permissions, by taking the following steps:

1. Right-click Start | Explore
2. Locate the c:\iqc_scans directory
3. Right-click and choose Properties
4. Select the Security tab
5. Select the appropriate user or user group
6. Check Full Control
7. Click Save and close

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Q. Question 25: What does an iPERMS SO, FO, IV, or QC operator do when using iPERMS Web-based scanning and he/she receives a Java error while trying to scan.

A. There are potentially four problems causing this error:

1. Java may not be installed
2. Java may be installed, but not configured for use
3. There may be too many versions of Java installed
4. A search toolbar such as the "Google Toolbar" was installed

To make sure that Java is installed take the following steps in Windows Vista:

1. Click Start and select Control Panel
2. If Java is installed, the Java icon appears

Contact the Information IMO or the IT help desk to have Java installed on the PC. If the operator has administrative rights to install software, do the following:

1. Login to iPERMS with their role
2. Click the Install JRE and Lead tools icon
3. Click the Install Sun JRE link. Clicking the link results in the page being redirected to the Java installation page. DO NOT install any tool bars offered by Sun as they cause problems with Web-based scanning
4. Click Yes in the Accept Security Warning dialog
5. Click Free Java download. If the Security Alert appears, click Yes.
6. Select Verify Installation. After receiving the CONGRATUALTIONS, you have the latest version of Java
7. Close the browser

If Java is already installed, it may need to be configured for use. The IMO or the IT help desk may have to be contacted to perform these steps. In Windows Vista, take the following steps:

1. Click Start | Control Panel
2. Double-click the Java icon. The Java Control Panel appears
3. Click the Java tab
4. Click View. The Java Runtime Environment dialog opens
5. Make sure the Enabled box is checked
6. Click OK. The Java Runtime Environment dialog closes
7. Click OK. The Java Control Panel closes
8. There may be too many versions of Java installed. The Information Management Officer (IMO) or the IT help desk may have to be contacted to perform these steps
9. Click Start | Control Panel
10. Double-click Programs and Features

11. Select the Name for the Java version and click Uninstall

If there is a toolbar, such as the Google Toolbar installed in the Internet Explorer browser it must be uninstalled. The Information Management Officer (IMO) or the IT help desk may have to be contacted to perform these steps.

1. Click Start | Control Panel
2. Double-click Programs and Features
3. Select the Name and click Uninstall

Contact the iPERMS Technical Support at carsipermssupport@conus.army.mil or call 800-829-6863 for further assistance.

Q. What does an iPERMS SO, FO, IV, QC operator do when using iPERMS Web-based scanning and he/she sees the images from the previous batch while scanning a new batch.

- A. The user may not have the modify permission set for the c:/iqc_scans directory. The IMO or the IT help desk may have to be contacted to perform these steps.
1. Right-click Start | Explore
 2. Locate the c:\iqc_scans directory
 3. Right-click and choose Properties
 4. Select the Security tab
 5. Select the appropriate user or user group
 6. Check Modify
 7. Click Save and close

Contact the iPERMS Technical Support at carsipermssupport@conus.army.mil or call 800-829-6863 for further assistance.

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