

CW3 Michael J. Danberry - MilitaryCAC.com Webhelper

From: [REDACTED]
Sent: Wednesday, 25 August, 2010 08:48
To: [REDACTED] Danberry, Michael J ([REDACTED])
Cc: [REDACTED]
Subject: RE: Can't access CHES (UNCLASSIFIED)

Classification: UNCLASSIFIED
Caveats: NONE

CW3 Danberry,
In regards to your email below, As I am sure you are well aware APD is the Enterprise provider of Lotus Forms Viewer and Silanis Approvelt software. There are only two channels that are authorized to be the authoritative distributor of the fore mentioned software, 1. AGM (Army gold Master) for GFE Installation/use and 2. CHES (Computer Hardware, Enterprise Software Solutions) for PFE (Personal funded equipment) installation/use. APD does not authorize any other body (i.e. AKO KCC's) to distribute its Enterprise Software. Your request to have this software hosted on your KCC has been dually noted. At this time your request to host/provide the Lotus Forms Viewer and Silanis Approvelt software is Denied. You will be advised if APD's stance on this request changes in the future.

As for resolving [REDACTED] issue with obtaining the software from the CHES site. I request that you inform [REDACTED] to utilize the Official Army channels for assistance with Lotus Forms Viewer and Silanis Approvelt software and contact the APD help desk at APDFCMP@conus.army.mil or the CHES help desk at CHES@conus.army.mil to report an issue with obtaining the software.

V/R

[REDACTED]
[REDACTED]
ECMS Current Operations Branch
Army Publishing Directorate
[REDACTED]
[REDACTED]
[REDACTED]

-----Original Message-----

From: [REDACTED]
Sent: Tuesday, August 24, 2010 9:36 AM
To: [REDACTED]
Subject: Fw: Can't access CHES

Work this action.

----- Original Message -----

From: AKO CAC [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
APD
Sent: Tue Aug 24 06:33:39 2010
Subject: RE: Can't access CHESS

Hello [REDACTED]

Are you having problems accessing both the Lotus Forms link
https://chess.army.mil/ascp/commerce/download/lotus_forms_viewer.jsp and the
Approvelt link:
https://chess.army.mil/ascp/commerce/download/silanis_approvelt.jsp ?

Was the time you were trying to access it: Saturdays between 2-5 AM EST or
the 2nd & 4th Tuesday of the month between 7-12 PM EST? The CHESS website has
scheduled outages during that time.

I have cc'd APD on this email to ask them again to allow me to post these 2
files on AKO, so, people can access it even when having problems accessing
CHESS. I also hope to show that there are connectivity problems with the
CHESS site from around the world. I do have to admit, I think they finally
got a larger network connection, since I downloaded the software the other day
and it was much much faster than it ever has been in the past.

I get messages about this periodically and have been trying to calm people
down by having them try from another computer.

Thank you for contacting AKO.CAC on the CAC Reference Center

CW3 Michael J. Danberry

[REDACTED]
VA: 703-679-8989 [REDACTED]
[REDACTED]

Visit the AKO CAC Reference Center:
<https://www.us.army.mil/suite/page/241504>

Links contained in this email do not constitute endorsement by AKO

-----Original Message-----

From: [REDACTED]
Sent: Tuesday, 24 August, 2010 00:31

To: [REDACTED]
Subject: Can't access CHESS

Hi,

I have been trying to access the Chess site from three different computers over the last 10 days and can not get on. Is the site down? If not - has it moved and what is the new address? Please help, I've just purchased a new PC with Windows 7 and Explorer 8 - but I can't access it with my old XP computers either when I use to be able to.

[REDACTED]
[REDACTED]
Fort Irwin, CA

Classification: UNCLASSIFIED
Caveats: NONE