
SAN WEB FAQs

By

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“The SAN Man”

Since DISAM went online with the SAN Web on 1 July 1997, over 850 users worldwide and more than 100 countries have accessed the system. This did not occur without the normal growing pains that any new system encounters, but it has enabled users around the world to perform their missions in a more timely manner. To help users do what they want when they want, we are providing answers herein to some of the most frequently asked questions about the SAN Web.

Q. Are the URL addresses for the SAN Web and Web Mail interchangeable?

A. No. The address for the SAN Web is WWW3.IDSS.IDA.ORG/SAN/LOGIN and the address for Web Mail is SAN.OSD.MIL. Using the SAN.OSD.MIL address will not give you access to the SAN Web.

Q. Do I need a lot of special software on my PC to access the SAN Web?

A. No. In most cases all you need is a web browser such as Microsoft Internet Explorer (MSIE) or Netscape. DISAM has provided Netscape for our overseas users and it is the preferred browser.

Q. How do I access the Web?

A. Many stateside users have internet access in their offices and can go to the URL above and be at the SAN Web login screen. Overseas users have two options. The first, and preferred, option is to contract with a local internet service provider (LISP) in their country. They then dial a local number and have access to the internet. The second option is to establish a dial-in connection to the nearest SITA site, and using script files provided by DISAM connect directly to the SAN Web for internet access. The LISP option is preferred mainly due to cost. Many countries are getting LISP service for as little as \$40-\$50 per month with unlimited access. SITA service has a cost of \$18, \$22, or \$40 for each hour of use depending on the country. SITA service will always be available as a backup connection method when LISP service is down or unavailable.

Q. Do I have to change my SAN passwords? When? How?

A. It depends! If you mean your Web Mail password, no. But although changing your Web Mail password is not required, it is highly recommended. Your SAN Web login password does require that you change it at least every 180 days. You can go to the SAN User Information area and select the Change Your User Information option. Once you change your password (It must be 6-8 characters) remember to click the Done button to save your changes. If you don't change your password voluntarily the system will help you when your password is about to expire. Normally when you login, there is a Continue button to click at the Special Notice screen. When your password is about to expire this button will change and will say Change Password instead of Continue. When you click the Change Password button it will take you to your user information and you can immediately change your password. Remember - click the Done button to save your changes.

Q. I want to access DIFS, but when I select the DIFS option I get an error message saying "Unable to Find Application". Why?

A. Netscape requires a 3270 emulation file to access FMS systems. We have provided the needed file QWS3270.EXE on the CDROM distributed to all SAO's and several stateside agencies. It is also available as a download from the SAN Web General Library. Once you have the file on your C:\ Drive, Go to Netscape Options, General Preferences. Select the APPS Tab, Click the Browse Button to the right of TN3270 Application, and select the QWS3270.EXE file. You can now access FMS systems.

Q. I did that, but when I use my Web ID and password at the DIFS login screen it denies me access. Why?

A. The FMS Systems (DIFS, CISIL, MISIL, and SAMIS) are owned by the services and not the SAN Web. Each system requires it's own ID and password. The paperwork required and the addresses/FAX numbers for submission are provided in Appendix A of the SAN Users Handbook, Volume III, Logistics Management.

Q. We have three users in the office but only one PC. Can we set up individual profiles?

A. Maybe soon! MSIE 4.0 and the new Netscape Communicator both allow for individual profiles to be set up for just such cases. But both packages include software using push technology which DoD currently does not allow. Since the largest need for individual profiles is in the Email area the SAN Web has a new TDYMAIL location to help.

Q. What is TDYMAIL?

A. For those people that have multiple users and one PC and for those SAN Web users wanting to access their Web Mail while TDY, the TDYMAIL location was created. Assuming you have internet access, aim your browser to SAN.OSD.MIL/TDYMAIL and you will get a Web Mail login screen. Enter your Web Mail ID, password, and click Login and your Web Mail will be delivered. You can, read, reply, send new, etc. just as you can in your normal mail access. All messages will remain on the server to be downloaded upon your return unless you choose to Delete them.

Q. I've tried going to internet sites with a ".mil" address. Sometimes I get there, but many times I get various error messages saying I'm not allowed access. Why?

A. That's a tricky question. For example, here at DISAM I really do have a ".mil" address but many times I get the same error messages that you in the field get. So sometimes I get access to ".mil" addresses and sometimes I don't. The problem is that some systems require that the individual PC's IP address be registered on a ".mil" Domain Name Server (DNS). This is not normally done today, even at U.S. bases. An option we're looking at for the SAN Web is the possibility of installing a proxy server with the address identified on a DNS so ".mil" access can be accomplished.

If you have other SAN Web or Web Mail questions Email me at <jcclan@san.osd.mil>.