

Common DAS Troubleshooting Steps

(Disposition Automated Scheduler)

[https://wms.dla.mil/sap/bc/ui5 ui5/ui2/ushell/shells/abap/Fiorilaunchpad.html#Shell-home](https://wms.dla.mil/sap/bc/ui5_ui5/ui2/ushell/shells/abap/Fiorilaunchpad.html#Shell-home)



1) My AMPS request for system access has not been completed

Military customers' requests require security and supervisory approval prior to provisioning. First, check your user information to verify that the organization name, security officer, information assurance officer, and supervisor information are accurate.

Account Management and Provisioning System: amps1.dla.mil

The screenshot shows the 'My Information' tab in the AMPS system. The 'User Information' section includes fields for Display Name, User ID, First Name, Middle Name, Last Name, EDIPI/UPN, Email, Title, Cyber Awareness Certification Date, and Annual Revalidation Date. The 'User Account Information' section shows Account Status (Active), User Type (Civilian), Grade, and Citizenship (US). The 'User Contact Information' section includes fields for Official Telephone, Official Fax, DSN Phone, DSN Fax, Mobile, Office/Cube, Street, PO Box, City, State, Postal Code, and Country (UNITED STATES). The 'Organization' section has fields for Organization Name, Security Officer(s), and IA Officer(s), with an 'Update Organization' link. The 'Supervisor' section has fields for Name, User ID, Title, Organization, Email, and Phone, with an 'Update Supervisor' link. Red arrows point to the Organization and Supervisor sections.

Next, navigate to the application and roles tab to check the status of your request. Identify the current approver, and follow-up with the individual with an email or phone call.

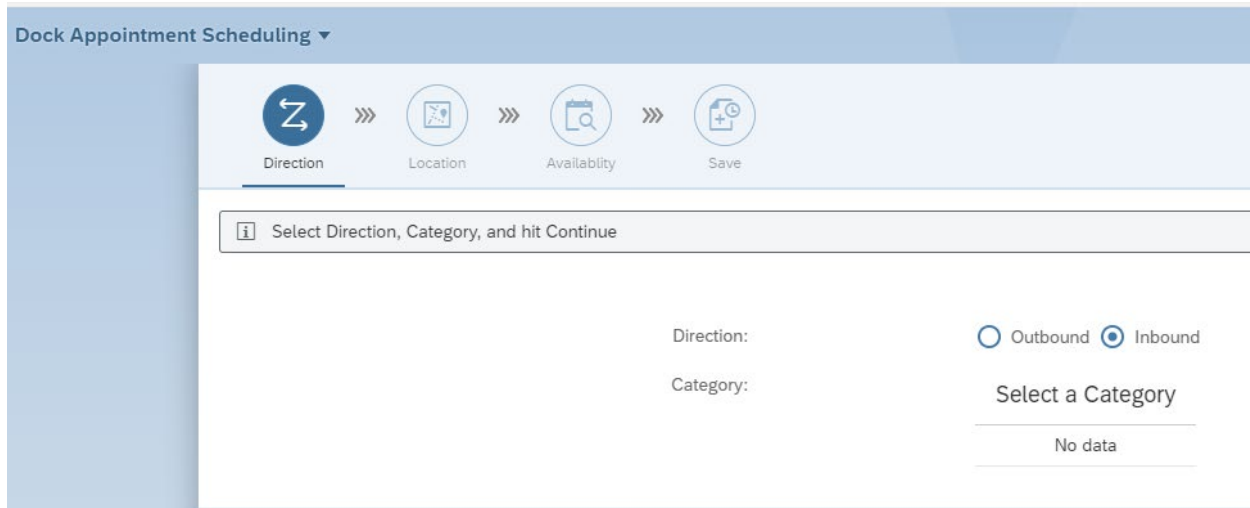
The screenshot shows the 'Applications & Roles' tab in the AMPS system. The 'Current Roles' section displays a table with the following data:

SAAR ID	SAAR Type	Resource(s)	Status	Current Approver	Request Date	Expire Date	Last Activity Date
	Role Request		PENDING APPROVAL		1/16/2025	2/5/2025	1/16/2025

A red arrow points to the 'Current Approver' column. The 'Pending Requests' section is also visible, showing a 'Cancel Request' button.

2) My system only shows “no data” when it prompts me to select an appointment category

Verify both inbound and outbound directions display the “no data” message. (example below)



The screenshot shows the 'Dock Appointment Scheduling' interface. At the top, there is a header bar with the title 'Dock Appointment Scheduling' and a dropdown arrow. Below the header, there is a navigation bar with four steps: 'Direction', 'Location', 'Availability', and 'Save'. The 'Direction' step is currently selected. Below the navigation bar, there is a message box that says 'Select Direction, Category, and hit Continue'. Below the message box, there are two labels: 'Direction:' and 'Category:'. The 'Direction:' label has two radio buttons: 'Outbound' and 'Inbound'. The 'Inbound' radio button is selected. The 'Category:' label has a dropdown menu that says 'Select a Category'. Below the dropdown menu, there is a message that says 'No data'.

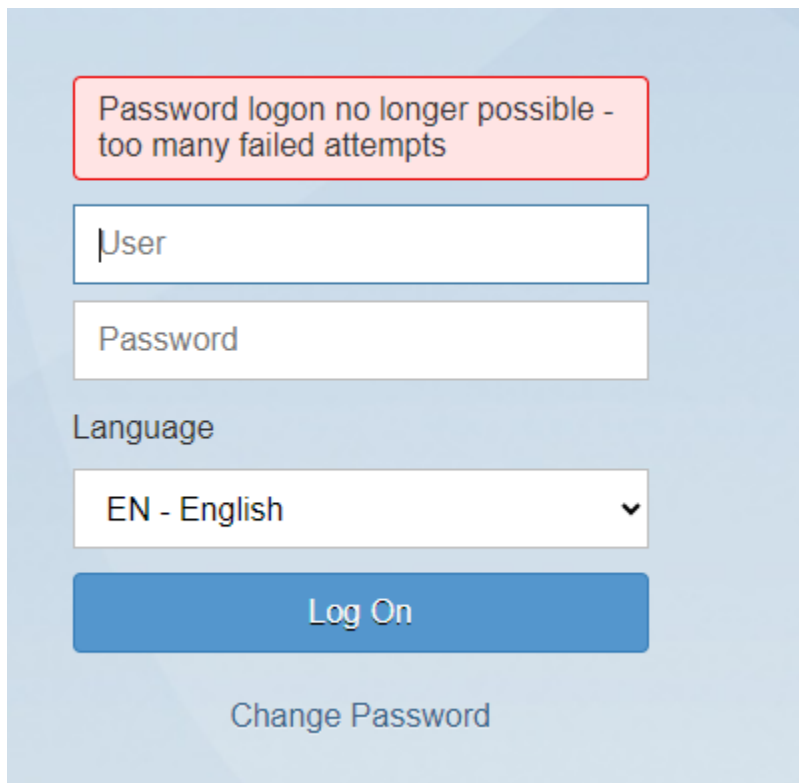
Please contact the DISA Global Service Desk by calling toll-free: 844-DISA-HLP (844-347-2457) or DSN 850-0032 **Press 5, then speak or enter D-L-A**

Ask the technician for a “E1P and T1P unlock.”

Log out of the Disposition Automated Scheduler website, close the browser, and login again.

3) *I have been locked out of the Disposition Automated Scheduler*

After too many failed logon attempts, the account and user will become locked out of the system.



The screenshot shows a login interface with a light blue background. At the top, a red-bordered box contains the message: "Password logon no longer possible - too many failed attempts". Below this are two input fields: "User" and "Password". Under the "Password" field is a "Language" dropdown menu currently set to "EN - English". A blue "Log On" button is positioned below the language menu. At the bottom of the form area is a link that says "Change Password".

Please contact the DISA Global Service Desk by calling toll-free: 844-DISA-HLP (844-347-2457) or DSN 850-0032 **Press 5, then speak or enter D-L-A**

Ask the technician for a "FFP unlock." Accept an "E1P and T1P unlock" if the technician offers.

Close the browser and log in again.

4) The platform does not recognize my DoDAAC when I try to create an appointment

Disposition Automated Scheduler validates DoDAACs to ensure the customer is eligible for disposal services.

Please confirm your DoDAAC and re-enter it using all capitals without spaces or special characters.



If the problem persists, contact your local disposal service representative (DSR) for assistance. He or she can help confirm you are eligible for disposal services and submit a request to have your DoDAAC added.

Contact DLADSServicingFundsandAgreements@dla.mil to have your DoDAAC added.

For assistance with DAS

Access issues (error messages encountered when accessing DAS)

*Be sure to report your problem, identifying it using the "Disposition Automated Scheduler" name

DISA Global Service Desk

Toll Free: 844-DISA-HLP (844-347-2457)

DSN: 850-0032

- Press 5, then speak or enter D-L-A

Online at: [DLA Service Portal](#) (CAC or User ID/Password required)

Email: disa.global.servicedesk.mbx.dla-ticket-request@mail.mil