This page contains answers to common questions handled by our support staff, along with some tips and tricks that we have found useful and presented here as questions.

DTP FAQ

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- I'm trying to install the DTP on my workstation or laptop, but I get a "Read-Only Data" error or other errors?
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- What is the initial password when I install the DTP program?
- What do I do if I forget my password and lock myself out of the system?
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- What is the initial password when I install the DTP program?
- What do I do if I forget my password and lock myself out of the system?
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**Does the DTP work correctly on an MS Vista operating platform?**

DTP will work in the Vista environment; however, there is an additional step during the installation process to enable that functionality. The installation process is still with "Typical" options, but the DTP must be installed to the "C:\Users\Public\DTP" folder.

**Can I install DTP on a Network Server drive?**

Yes, the DTP can be installed on a remote drive. We have customers that need to share data between different computers located in different buildings. There are two issues related to this kind of installation though: - DTP performs slower because the data is not read from the local disk. The access to the network in fact penalizes the speed of the data transfer.

- Only a person at a time can open DTP (exclusive access). If more than a person opens the DTP installed on a shared drive, the DATA stored in the database MIGHT BE corrupted and/or LOST COMPLETELY, or you might experience unpredictable results. This because DTP has been built as a standalone application. If you think that the amount of people sharing DTP might grow in the future, please contact our DTP technical support to discuss it.

**I'm trying to install the DTP on my workstation or laptop, but I get a "Read-Only Data" error or other errors?**

You must have administrative rights to load the DTP, or to upgrade the existing DTP, on a workstation. Also, once the DTP is loaded, you will need to have ‘full access control’ of the C:\Program Files\DOD Drug Testing Program folder and its subfolders.

Open Windows Explorer, right-click on the DTP folder shown above, select 'Properties', and then select the 'Security' tab. Click once on the 'Users' group in the upper window, and click the 'Full Control' box in the Allow column. Then click the Ok button. Now all users on this workstation will be able to sign into and use the DTP.

The reason you need the full access control there is that the DTP database tables are 'encrypted at rest’. The first thing the program does when you log in is extract the tables and write them to the DOD DTP & DATA folders there on the ‘C’ drive.

If you see a ‘Read-only Data error’ message when you try to log in, that means you do NOT have the full access rights required to run the DTP on the workstation.

**How do I transfer the DTP to a new workstation, desktop, or laptop?**

1. Did you create an IFTDTL portal account already? If so, great! Go to 2 to continue.

If NOT, go to the 'https://iftdtl.amedd.army.mil' website, and click on “Create New Account”. Then follow the instructions below to get the DTP on your workstation.

2. If Yes, go to the portal home page, and click on the “DTP/NDSP Portal” link. Click on the appropriate version, with Army and Air Force choosing the “All Service Version – 5.2.6.1”, and save it to your desktop.

While you are there, also RIGHT-CLICK on the “DTP User Guide”, select "Save Target As..." and save user guide to your desktop. It is 96 pages long, so if you decide to print it, make sure to check your printer first.

3. While you are on the portal, go ahead and click on the “System Access Requests” link, and follow the steps to sign up for the results notifications for your unit. There is a training video available on the Home page of the portal.

4. You will need a backup from the old workstation/DTP to carry the history from it to the new workstation/DTP.

Open the DTP, then use the 'System Utilities \ System Backup/Restore' function to create a final backup from the old workstation. A network drive accessible to both systems is ideal, but not required. You may need to 'burn' it to a CD or DVD since DOD has restricted the use of Thumb/Flash drives.
Please contact your local IT helpdesk for assistance with that process, or contact the DTP Helpdesk if you need further assistance.

Once you have the DTP backup of the old system, shut it down, but do not let it go away just yet.

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5. Once you have downloaded the DTP, you MUST have administrative rights to load the DTP, or to upgrade the existing DTP, on a workstation.

Also, once the DTP is loaded, you will need to have ‘full access control’ of the C:\Program Files\DOD Drug Testing Program folder and its subfolders. The instructions are here:

Open Windows Explorer, right-click on the DTP folder shown above, select 'Properties', and then select the 'Security' tab. Click once on the 'Users' group in the upper window, and click the 'Full Control' box in the Allow column. Then click the Ok button. Now all users on this workstation will be able to sign into and use the DTP.

The reason you need the full access control there is that the DTP database tables are 'encrypted at rest'. The first thing the program does when you log in is extract the tables and write them to the DOD DTP & DATA folders there on the ‘C’ drive. The current security status in DoD will not let that happen without the control rights as shown.

If you see a ‘Read-only Data error’ message when you try to log in, that means you do NOT have the full control access rights required to run the DTP on the workstation.

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6. Start the new workstation, and install the DTP, and the DTP will open the Startup Wizard function to assist with getting started.

When you get to the first screen with a 'Finish' button, click on it, and the DTP will start normally. Click on the 'System Utilities \ System Backup/Restore' set, and this time make sure to click on the 'Restore' tab. Then work your way through the folders on the left to get to the folder that contains the backup file from the previous workstation/DTP.

Select the backup, MMDDYYYY.dtp, and press the red button on the icon line to restore the file.

Once the restore is complete, click on the 'Ok's, and then QUIT the DTP.

7. Restart the DTP, and the user id/password from the original system will be in place, along with all the historical data.

Review the data closely, and once you have determined the DTP is working correctly, then let the IT folks have the old workstation. Ask that they wipe the drive for you as soon as possible for infosec.

**What is the initial password when I install the DTP?**

The first time the DTP is started, it will show the user name ADMIN, and show two password blocks, i.e. "password" and "verify password". This will establish the ADMIN password for your DTP. The password must be at least six letters and two numbers. Special characters may be used. The ADMIN login is used ONLY for editing User Accounts in the DTP, as in remove the previous DTP user, adding a new user, or resetting a user password.

**What do I do if I forget my password and lock myself out of the system?**

If you forget your password or somehow get locked out of your system, you will have to contact your service representative or DTP Tech Support for assistance.

**I am locked out of the DOD Drug Testing Portal (Results portal) on the Internet - how do I get my password reset?**

There is an automated process located on the IFTDTL portal sign-in page. It is located on the left side of the webpage.
Once you have clicked on the "Reset my Password" link, you will need to enter your Portal User Name. Your password will be reset, and sent to the email address associated with your user name. If you have any difficulties, please contact DTP Tech Support for assistance.

**How do I request access to my unit's DTP results?**

You will need to log onto the IFTDTL Portal, and select the "System Access Request" link on the left side of the webpage. Follow the instructions shown there to request access. There is also a computer-based training video available on the home page of the portal: https://iftdtl.amedd.army.mil/CBT/Request_System_Access.htm

**How does DTP randomly select personnel by percentage?**

The Drug Testing Program must first establish a cutoff value before it can randomly select personnel. This value is basically the percentage of personnel that will be selected at this selection. The value is determined by the data information you enter at the program startup. When the program is started at the beginning of each month, you are prompted to enter your command’s target testing percentage, the number of days you expect to test, and the number of testing days that are available for the month. Based on these numbers, DTP determines a cutoff value by dividing your command’s testing target by the number expected testing days. For example, if your command’s testing target is 20% and you expected to test 4 days this month (expected testing days) then the program will select 5% of your roster on each testing day (.20 / 4 = .05). This establishes a cutoff value of .05.

Once the cutoff is established, DTP will then generate a random number between 0 and 100 for each member in your roster. Each number generated between 0 and 100 has an equally likely chance of occurrence. Each random number is then compared with the previously computed cutoff value. If the generated random number is less than the cutoff value then that person is selected for testing, otherwise he or she is passed over.

Using this method of selection may, at times, not exactly equal your target testing percentage for the month. However it will be very close, and averaged over a number of months, will equal your target testing percentage. The important point to remember is that each individually has an equal chance of being selected every time a test is run.

**How does DTP randomly select personnel by count?**

The count method behaves similar to the names in a hat method of selection.

First the eligible members in the roster are randomly picked out of the roster and placed in a "Hat." This equates to placing the name in the hat and shaking it. Next a random number is generated between 1 and the total number of members in the "Hat." The system will use that random number to get the member at that position, and select them for testing. This process continues until either all members in the roster are chosen, or the desired count of members has been reached.

**Is everyone in my database considered for a random selection?**

Each time random testing is conducted, every individual marked as available in your database is considered for testing. DTP gives you the option of marking personnel "Due Back" when they are TDY/TAD, so that they may be tested at a later date. This has no bearing on whether or not that individual is selected for testing the next time random testing is conducted. A person who has been marked as having a "Due Back Date" can still be selected for testing while they are TDY/TAD.

**The actual percentage of people selected is not the same as the value I entered. Is there a bug in the software?**

No, the software is working correctly. The percentage value is actually the probability each person has of being selected, not the percent of the pool that will be selected. If the test percentage is 10%, then a separate, independent determination is made for each individual in which he or she has a 10% chance of being selected. Thus, because each selection is not dependant on how many other individuals have been selected, the results will almost always be close to, but not exactly, 10% of your members (expect 8%-12% range). The AVERAGE of the selections over a period of months will meet your target percentage.
Some people get selected often, whereas others are seldom chosen, if ever. Why does the software show apparent favoritism?

This is the nature of true randomness. If the software were to select people evenly, then once a person was selected he or she would know that they would not be selected again soon. This feature of randomness is both recognized and mathematically provable. The following chart uses a standard binomial distribution calculation to show the expected breakdown of the number of people who will be selected various numbers of times. It is based on a pool of 1,000 members with a total of 12 tests at a selection percentage of 10%.

<table>
<thead>
<tr>
<th># people</th>
<th>times selected</th>
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<tr>
<td>282</td>
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<tr>
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<td>1</td>
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<tr>
<td>21</td>
<td>4</td>
</tr>
<tr>
<td>3</td>
<td>5</td>
</tr>
</tbody>
</table>

How do I add another pool?

Open the DTP, and create a backup file BEFORE you make any changes. Select the "System Parameters" button, then "System Backup/Restore", and click on "Ok". Create your backup, then close the window.

Select the "Pool Maintenance" button. To create a second major pool, select the 'Global' or highest unit level in your pool list, then click on "Edit" and choose "New Database". To create a new pool as a part of an existing pool, select the 'Add Pool' menu choice.

What does the "# of Tests" field mean on the "Pool Maintenance" screen?

The "# of Tests" field represents the number of tests that will be run for a pool during a single month. Each time a test is run, this number is used in conjunction with the "Target %" field to determine the probability of selection for each person. For example, if you want your personnel to have a 30% chance of being selected and you intend to run 3 tests, enter these values into DTP on the "Pool Maintenance" screen. The software will then use a probability of 10% for each test, giving each person a 30% chance of being selected for the entire month.

How do I prevent the "Dates Excluded from Testing" screen from appearing at each logon?

Go to the "System Utilities" button in the DTP, and select "Exclude Dates from Testing", then click "Ok". If you installed the DTP for "Active duty", clicking on the "Exclude Dates from Testing" button (it looks like a calendar button) will set the weekends as non-Testing days. If you selected Reserves, the DTP will select the work-week (Monday through Friday) for you. Be sure to click the RED CHECKMARK to close this screen, or your choices will not be saved in the DTP.

You will still be able to select any of those days on the calender for testing at any time.

My roster is in an MS Excel File. How do I import it into DTP?

- Open the MS Excel file
- It is recommended that you save a backup of the original file BEFORE you begin this operation.
- Ensure that any columns that contain numbers (specifically the SSN column) are designated as "Text" fields.
- Select a column that contains numbers.
- With the column highlighted right click and select "Format Cells".

- This should bring up the "Format Cells" screen. Select the "Number" tab.

- On the "Number" tab, select "Text" and then click "Ok".

- All fields in the selected column are now designated as "Text".

- Repeat these steps until all columns are marked as "Text".

- Make sure that SSns have dashes between the numbers (if they have spaces, the file will not import correctly).

- Remove any header or description that precedes the roster data. This includes fields such as "Name" or "SSN" above the data. Your roster data should begin in cell A1.

- Select "Save" from the File menu.

- Close the Excel file, and open the DTP. The Excel file is now ready to be imported into the DTP.

**Why are the "0"s at the beginning of SSNs dropped when I import my roster?**

If you have imported the file from the MS Excel spreadsheet format and "0"s are dropped, this is an indication that the SSN column was not marked as "Text" before the roster was imported. To fix this error, open MS Excel, and open the roster file.

Select the column with the SSN's listed, and right-click on the letter at the top of the column. Select the 'Format Cells...' option, and then click on "Text" under the Number tab shown. Click on the "OK", save the file, and go back to the DTP to import the roster again. The SSN's should show the leading zeros now.

If not, please contact the DTP Helpdesk.

**When I try to import my roster, I get a "Range Check" error message.**

This occurs when the program reaches an empty cell in the spreadsheet. Either data is missing in one of the cells, or a blank row or column, exists in the roster spreadsheet. Sometimes there is a hidden column or row, so the roster's appearance may not match the actual table. Review the row and column headers to check for this, i.e. Column A, B, C, E, G are visible. That means columns D and F have been hidden. Select the visible columns, right-click, and click on 'Unhide'.

**I need to locate an individual in my personnel roster.**

Open the DTP, then click on the "Personnel Roster" button

The "Modify Roster" window will open. Check that the correct database is selected in the left-most window pane.

Select the "View" drop-down, and click on "Display all members in the current database"

It will take a few moments to open, but then the entire roster for that database will be listed on screen.

Click on the "Name" button at the top of the first column, and the entire list will be put into ascending alphabetical order

Scroll down the list to locate the individual you are looking for.

Once located, you will see which Pool the individual is currently assigned to in the "Pool" column.

>My labels, DD2624's, and other paperwork print VERY SLOWLY when the DTP is set for "Print at Time of Collection".
This occurs because the history table is too large for the workstation you are using or the workstation memory buffer needs to be reset. First, try a shut-down and restart of the workstation. If that does not help, contact the DTP Tech Support for assistance.

My forms and/or labels are not showing and/or printing all the information that I know is entered. What do I do?

Usually the workstation memory buffer needs to be reset. First, try a shut-down and restart of the workstation. If that does not help, contact the DTP Tech Support for assistance.

What if there is wrong information printing in Blocks 1 & 2 or the DD2624?

Open the DTP, go to Pool Maintenance, and select the pool that needs to be corrected. Update the Block 1 & 2 data, and select the red door to close the page. You will be asked if you want to cascade the changes to all subpools - click on "Yes", and the DTP will update the pools and close the Pool Maintenance window.

Why can I only edit the last two lines of the DD2624 form?

The back of the DD2624 form is designed for chain of custody documentation. Therefore, if the entire chain is filled out before the custody occurs, forensic supportability issues may be raised. The first two lines are editable because these entries may reasonably be known at the time the form is printed.

How do I print a new DD2624 form for a member whose sample received a fatal (untestable) discrepancy?

- First, when you have a discrepancy you must mark it on the "Samples Collected" screen. To do this, right-click on the sample that had the discrepancy and select the option "View/ Add Discrepancy".

- The "Sample Discrepancies" screen should now appear listing all discrepancies previously assigned to this test. If none have yet been assigned, the form will be blank. Click the '+' button at the top left of the form to add discrepancies to this test.

- The "Add Discrepancies" screen should now appear displaying all available discrepancy codes. Scroll down and find the discrepancy or discrepancies (select multiple codes by using the <Ctrl> key) you wish to add. After these are selected, press the "Add Selected Discrepancies" button. If you selected a fatal (untestable) discrepancy, a dialog will appear confirming that you want to mark this sample as "Untestable". Note: A result may not be posted for a test once it is marked as "Untestable".

- You should now be returned to the "Sample Discrepancies" form, but now the discrepancy or discrepancies that you selected should appear. Click the "Close" button to exit this form.

- If the sample was marked as "Untestable" (i.e.: you added a fatal discrepancy), you will now be given the option to generate a new test (Retest). Select "Yes" and the retest will be created. Alternatively, if you select "No" you may still create a retest from the "All History Records" tab.

- At this point, a new test has been created for the member who received the fatal discrepancy. This test should appear on the "Samples Due" form with a status of "Retest".

- Though notification products may not currently be printed for this test, you can print DD2624s, bottle labels, and a testing register by Right-Clicking on the retest record (from the "Samples Due" screen) and selecting the option "Print testing products for selected members".

- This should bring up the "DD2624 Form Management" screen. You may print the DD 2624 for the selected test from this screen by clicking the "Print DD2624 Front" button. Note that the date of collection on the form...
How do I conduct a Unit or Dorm sweep test?

First, make a backup of the DTP to establish a recovery point.

1. Got to System Utilities, System Parameters, and Click the “Testing” tab to set your Collection Method to: Time of Selection.

2. Go to Other Testing and conduct the Unit Sweep (IU) for a specific pool. (note: Be sure to highlight the correct pool).

3. While you are in the Time of Selection mode, from the "Print Test Product" screen, choose the DD2624 (Front) and click the printer icon. That takes you to the Print preview, (note: Do NOT send the DD2624s to the printer at this time.)

Note 1: The Print Status for the sweep (IU) will then be set to 'PRINTED'. The "PRINTED" status will prevent the IU selected members from appearing on the Collect Samples screen.

4. Send the Testing Register, bottle labels and other needed print products to the printer.

Note 2: If you now need to resume IR testing before you are completely done with the sweep, switch back to Time of Collection by changing the Collection Method in System Parameters.

Note 3: If you performed step 3 above, the members from the sweep should not appear on the Collect Samples screen at all.

5. When you are ready to print, (actually send to the printer), the DD2624s from the unit sweep; first do the following:

   1. If necessary, switch back to Time of Selection - Check System Parameters & make sure the Collection Method is set to: Time of Selection
   2. Go to the Samples Due screen and make the necessary edits to the members from the sweep.

   The edits may include:
   -- Canceling the test for “no shows” – if you are authorized to do so by legal and the commander.
   -- Assigning Due Back date(s) for a length of time as determined by SOP and the commander.

6. Mark all the remaining members who showed up for the sweep as COLLECTED by highlighting their names and right-clicking. Choose "Edit" and Mark as Collected.

7. Go to the Reprint Product screen, select the date of the IU test, and print the DD2624s.

Note 4: The members who were canceled or assigned a Due Back should not appear on the forms.

8. Finally, switch the Collection Method back to Time of Collection, (if that is how you normally conduct random testing), and resume normal processing.

My commander wants a DTP report - where do I start?

will reflect the date the form is printed, so you should wait to do this until the date of the test.

- When you are finished printing the necessary products, close the "DD2624 Form Management" screen by clicking the "Close" button. This will return you to the "Samples Due" form.

- The status of the retest should now be changed to "Pending". You may now mark the sample as "Collected" in the normal fashion and post results like a normal test.
The primary reports used in the DTP are accessed under the Reports menu, and clicking on Analysis. This will open the DTP Report Generator as shown below. Select the report, enter the date range, and select the pool.

How do I contact DTP technical support?

<table>
<thead>
<tr>
<th>Name</th>
<th>Primary E-mail</th>
<th>Helpdesk E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Joseph (Joe) Rose</td>
<td><a href="mailto:joseph.rosejr@us.army.mil">joseph.rosejr@us.army.mil</a></td>
<td><a href="mailto:dtphelp@ftdtldata.amedd.army.mil">dtphelp@ftdtldata.amedd.army.mil</a></td>
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</table>

The DTP Helpdesk may also be reached at DSN 421-3109, or Comm: (210) 295-3109 between 0730 - 1630 CST.

Please leave a message if you do not speak with the helpdesk personnel, and leave your name, duty station, and contact information.