



# Defense Collaboration Services (DCS)

Secure Web Conferencing and Instant Messaging on the NIPRNet and SIPRNet

## Overview

Defense Collaboration Services (DCS) is DOD's official enterprise collaboration tool. DCS provides classified and unclassified Web Conferencing and Instant Messaging.

## Features

- **Web conferencing** capabilities include: the ability to perform desktop and document sharing, white boarding, text chat, polling/voting, and to record and playback sessions.
  - All recordings are retained for 180 days. Recordings can be downloaded by the meeting administrator for distribution to relevant audiences.
  - DCS supports the sharing of documents in Microsoft Word, PowerPoint, Excel, and PDF formats.
- **Instant messaging** capabilities include: persistent chat rooms, one-to-one chat, and presence information.
- The system is **secured** through the use of Common Access Cards (CAC) on the Nonsecure Internet Protocol Router Network (NIPRNet) and Public Key Infrastructure (PKI) hard tokens on the SIPRNet. Meeting moderators have the ability to validate guest access and enable non-CAC holders to participate in unclassified meetings.
- DCS is an appropriated service, which means there is **no direct fee to mission partner organizations** that use the service.

## New Capabilities and On the Horizon

As a result of receiving customer feedback, the following upgrades have recently been implemented on the unclassified environment:

- Multiple text/notes panels within the DCS layout. Among other uses, this will allow for real-time event updates and can be edited and saved for future review. These improvements will be added to the classified environment in December 2015.
- A fully redesigned record and playback capability will produce recordings more quickly and will include the session's presentation, text, and chat panel will be available in January 2016.

<https://www.dcs.apps.mil> | <https://www.dcs.apps.smil.mil>  
Last Updated November 2015

## Training Resources

Live online training to help end users become familiar with the features and functions of DCS is offered on a rotating schedule Tuesday and Thursday at 9 a.m. and 3:30 p.m. (Eastern Time).

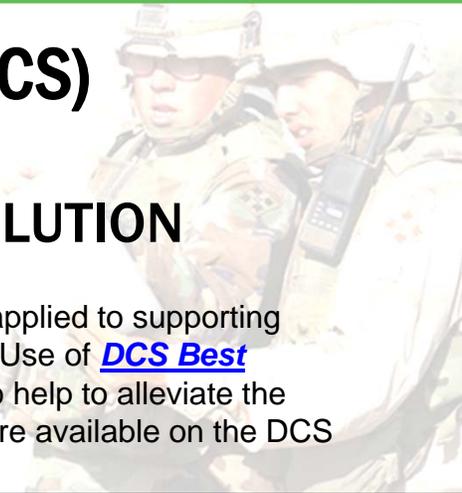
Live online training for use of the TransVerse instant messaging tool is offered rotating on Wednesdays at 9 a.m. and 3:00 p.m. (Eastern Time).

Several recorded video trainings and step-by-step guides are also available for review at your convenience.

Training resources can be accessed at <https://www.dcs.apps.mil>.

# DEFENSE COLLABORATION SERVICES (DCS)

<https://www.dcs.apps.mil>



## PROBLEM

## SOLUTION



Audio

Users experience garbled or distorted audio and get disconnected audio during conferences

Fix has been applied to supporting infrastructure. Use of [DCS Best Practices](#) also help to alleviate the problem and are available on the DCS Website.



Video

Streaming video drops and camera freezes during conferences.

Short-term fix has been applied to the unclassified environment. [Best Practices](#) also provide solutions to camera freezes.

Recording capability is delayed or failing for users.

DCS v 1.1.5, to be released in January 2016, will address recording issues.



Text/Image

Graphics and words are misaligned on presentations uploaded in DCS.

DISA has updated the file component conversion to fix the issue. [Best Practices](#) are also available on the DCS Website to mitigate these issues.



Help Desk

Users have experienced longer than normal wait times for help desk support.

DCS support has been migrated to the Global Service Desk. Wait times have dropped significantly and emails are now addressed in a timely manner.



Technology

Users receive "404 Error" or "500 Error" when accessing conferences.

Fix has been applied to all DCS environments to remedy this issue. If you continue to experience these problems, please contact the DISA Global Service Desk.

## FUTURE RELEASES

### DCS v1.1.4 (November/December)

#### Command and Control (C2) Community Functional Requirements

- Multiple presentation panels
- Multiple chat panels
- Free text panels
- Improve user search function

#### Backend Software Changes

- Webcam freeze patch
- Fix "user disconnected" issues
- Fix portal memory leak

### DCS v1.1.5 (January)

#### New Recording Design

- Faster recording processing
- "First in/First out" processing to make timing more predictable