



Frequently Asked Questions (FAQs)

Q. How do I access APIMS?

A. APIMS is hosted at the DISA Center in Oklahoma City and can be accessed by anyone with an active account at <https://apims.af.mil/apims>.

Q. How do I request a user account for APIMS?

A. A user account request can be initiated by navigating to <https://apims.af.mil/apims/public> in Internet Explorer.

Q. How do I contact the APIMS Help Desk?

A. The Help Desk can be reached at 1-800-274-4406, or by email at apims@ngc.com. The Help Desk is staffed and available from 7 am – 6 pm Central time.

Q. How do I contact the APIMS Program Management Office?

A. Mr. Frank Castaneda is the manager of the APIMS Program Management Office (PMO). He can be reached via email at francisco.castaneda@us.af.mil or by phone at (210) 395-8421 or DSN 969-8421. All application sustainment and implementation activities for APIMS are completed under the supervision of Mr. Castaneda.

Q. Is APIMS available for use at my facility?

A. APIMS is available for use at all Air Force installations. If your facility has never created a data set in the application there is a required initiation step to create a new installation in the application.



Q. How much does it cost to use APIMS?

A. APIMS is a government owned technology, and as such there are no annual license or subscription fees to use the application. Most facilities pay for support in establishing their initial data set in the application to ensure that all applicable data is ready for production use. The cost of the data configuration support varies based on the size and complexity of the facility, and more details can be obtained by either contacting the Help Desk or the APIMS PMO.

Q. Can APIMS generate Greenhouse Gas emissions inventories?

A. APIMS is fully capable of calculating greenhouse gas (GHG) emissions from any source at your facility. The majority of GHG emission sources can utilize algorithm and emission factor data that comes standard in the application and for any source that cannot use a standard calculation methodology a user has the ability to set up their own custom calculation methodology to calculate their GHG emissions.

Q. Can APIMS produce mobile source air emissions inventories?

A. APIMS is fully capable of calculating emissions from mobile sources. For a number of mobile sources standard calculation methodologies are available in APIMS, and for any mobile source that requires custom calculation methodologies any user can create their own algorithm and/or emission factor data in the application.

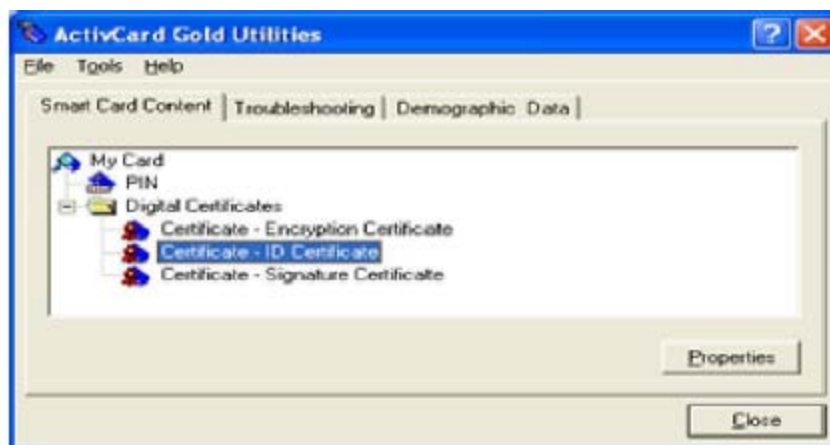
Q. Can APIMS be used to calculate emissions from unique or site-specific sources for which emission factors are not published in AP-42 and other standards documentation?

A. For any source that requires a custom calculation methodology that is not addressed in Air Force Guidance documents or AP-42 APIMS allows users to create their own site-specific algorithms and/or emission factor sets to utilize in emission calculations.

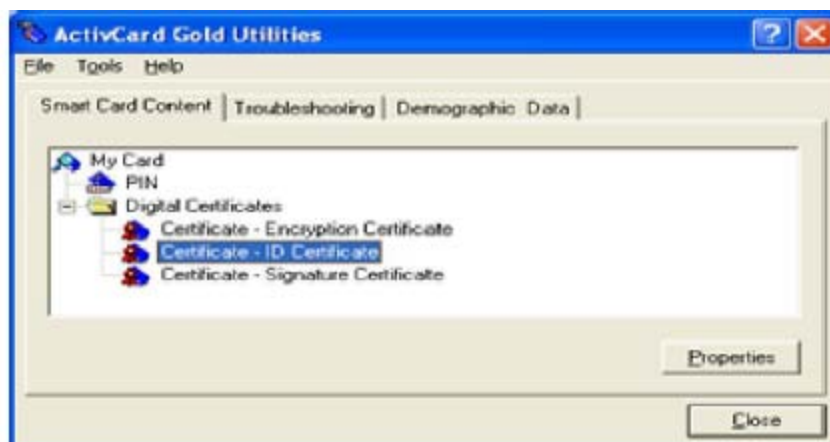
Q. Why do I get an “Internet Explorer Cannot Display the Web Page” error when trying to log into APIMS?

A. If you receive an “Internet Explorer Cannot Display the Web Page” error when logging into APIMS it means that the common name that was provided off your CAC was not correct.

Double click on the ActivClient or ActiveCard Gold Icon  on the tool bar. If using ActiveCard Gold, double click on the “Certificate – ID Certificate” to open the *Certificate Properties* screen.

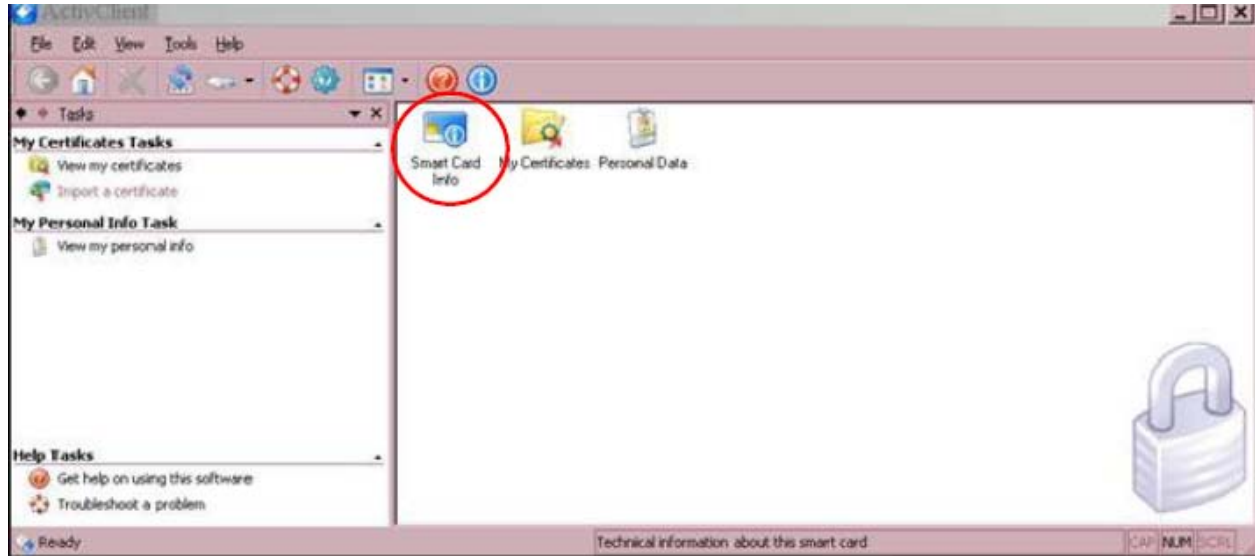


In the bottom portion of the *Certificate Properties* screen, shown below, there is a line that looks like: **CN=LastName.FirstName.MiddleName.UniqueId.**



Highlight everything after the CN=. Press Control C to copy the information, paste it into an email and send it to apims@ngc.com with an explanation of what is happening and then we can change your current common name to the correct one.

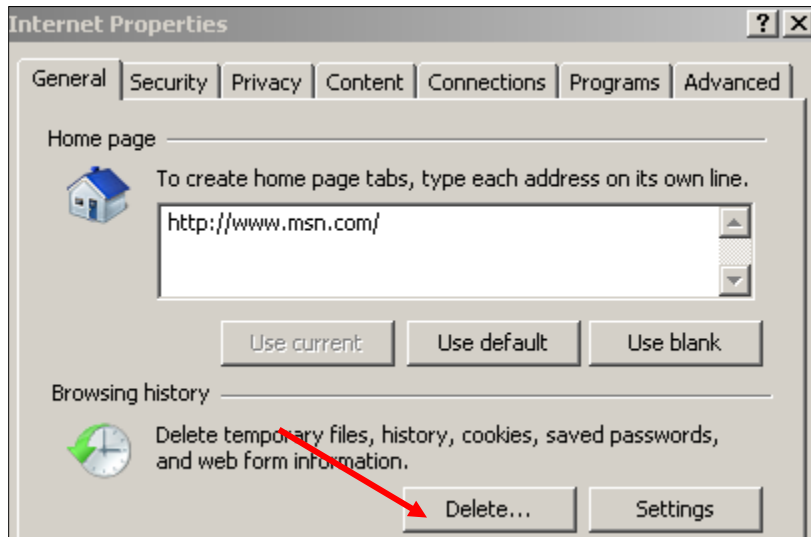
If using ActivClient, double click on the Smart Card Info icon.



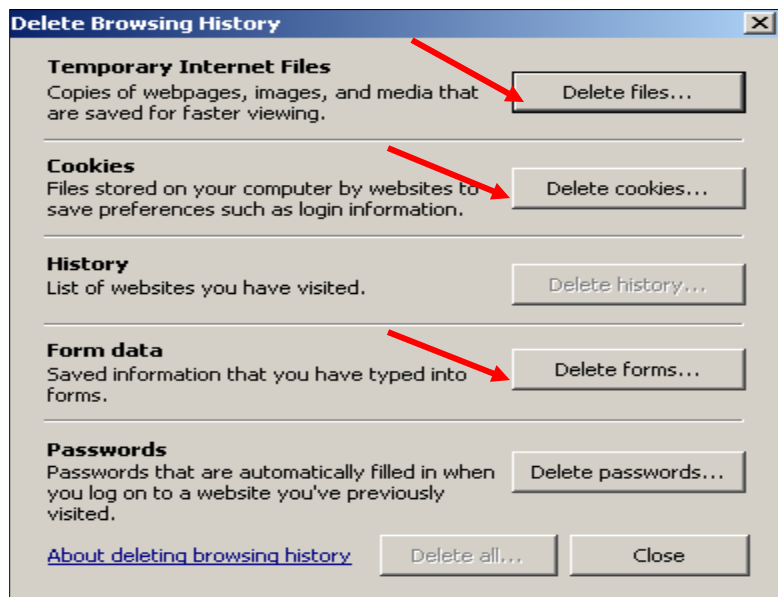
Copy the contents of the User Name field and paste it into an email and send it to apims@ngc.com with an explanation of what is happening or give a call to the APIMS help desk at 1-800-274-4406 and then we can change your current common name to the correct one.

Q. Why do I get a “Certificate-based sign in failed. Please ensure that you have a valid certificate or contact the administrator” error and then routed to a sign in screen when trying to log into APIMS?

A. If you receive a “Certificate-based sign in failed. Please ensure that you have a valid certificate or contact the administrator” error and are then routed to a sign in screen it usually means that either some settings need to be changed or the certificate is not right. To resolve this go to the “Start” button then go to Internet Options. On the general tab, under *Browsing history* click the “Delete...” button.



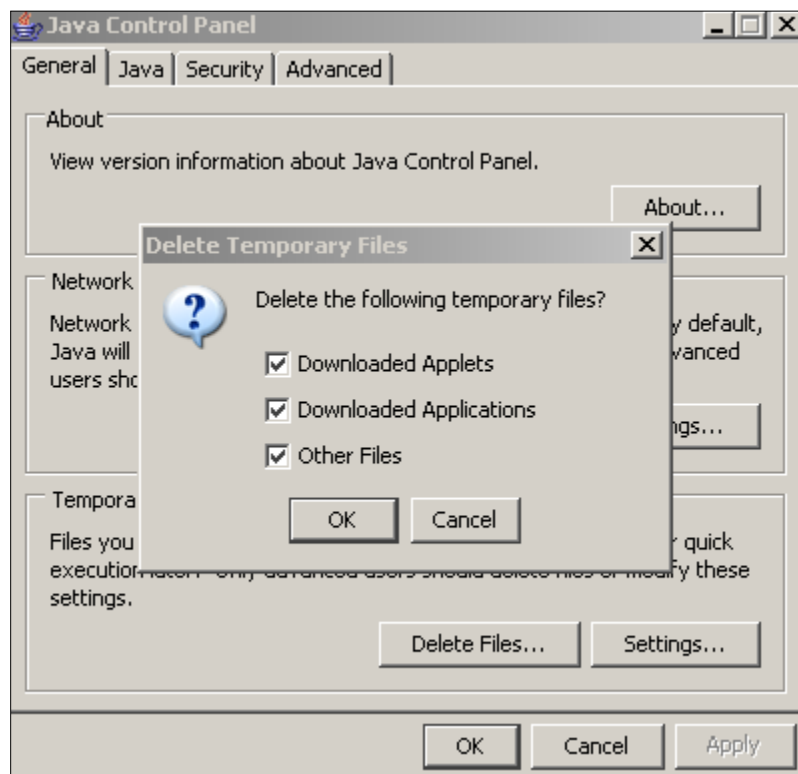
Once on the *Delete Browsing History* screen click the “Delete files...” button, “Delete cookies...” button and the “Delete forms...” button and then click “Close”.



After closing the *Delete Browsing History* screen, and back on the *Internet Properties* screen, navigate to the “Content” tab. Under *Certificates* click the “Clear SSL state” button.



Close all screens until back on the *Control Panel* screen. Double click on Java. Once in the *Java Control Panel* Screen under *Temporary Internet Files* click the “Delete Files...” button. When the pop-up window comes up make sure all the boxes are checked. Click “OK”.



Close all screens until back to the Desktop. Make sure **ALL INTERNET EXPLORER WINDOWS ARE CLOSED**. Try and log in to APIMS again. If you receive the same error close everything



down and try again, this time picking a different certificate. If the error still occurs then there is a problem with the copy of the certificate we have on file. To get us a correct and/or current copy of certificate, go to <https://apims.af.mil/apims/public>. Fill out another user request form, but this time put the word “Update” in the Sponsor field.

Request APIMS User Account

First Name: *	<input type="text" value="John"/>	Email: *	<input type="text" value="john.doe@af.mil"/>
Last Name: *	<input type="text" value="Doe"/>	Re-Enter Email: *	<input type="text" value="john.doe@sf.mil"/>
Phone No: *	<input type="text" value="999-999-9999"/>	Sponsor: *	<input type="text" value="Update"/>
Roles Requested: *	<input type="checkbox"/> Admin <input checked="" type="checkbox"/> Support <input type="checkbox"/> Help Desk		
Requested Enterprise: *	<input type="text" value="---Select Value---"/>		
Bases Requested: *	<input type="text" value="---Available Bases---"/>	<input type="text" value="---Selected Bases---"/>	<input type="button" value="Add >>"/> <input type="button" value="<< Remove"/>
Please Click Here for help retrieving your common name and public key.			
Certificate Common Name (cn): *	<input type="text"/>		
Certificate Public Key: *	<input type="text"/>		
<input type="button" value="Save"/> <input type="button" value="Cancel"/>			

If you want additional help filling out this form please give a call to the APIMS help desk at 1-800-274-4406.

Q. What steps do I need to take to get access to APIMS if I was just issued a new CAC?

A. If you are issued a new CAC you will need to go to <https://apims.af.mil/apims/public> and request a new account, however instead of listing a sponsor you need to enter “Update” in the Sponsor field.



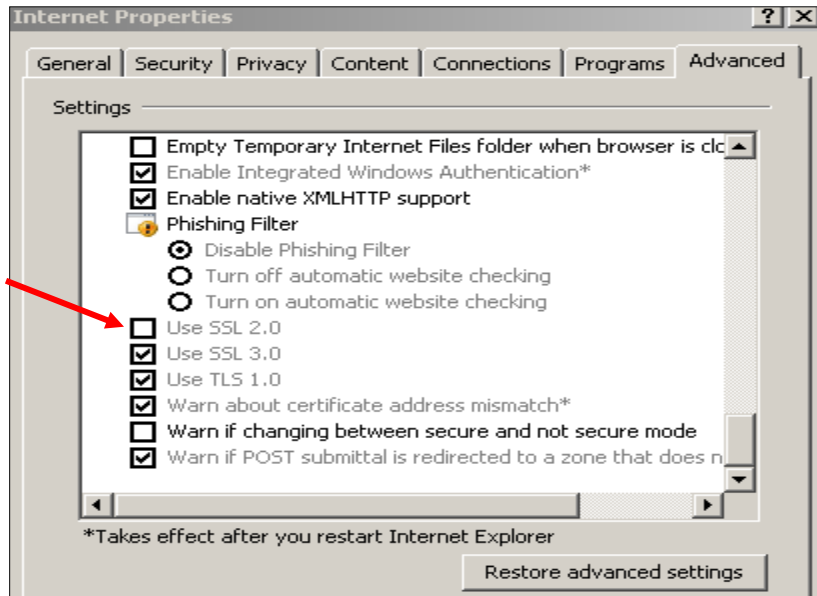
Request APIMS User Account

First Name: *	<input type="text" value="John"/>	Email: *	<input type="text" value="john.doe@af.mil"/>
Last Name: *	<input type="text" value="Doe"/>	Re-Enter Email: *	<input type="text" value="john.doe@sf.mil"/>
Phone No: *	<input type="text" value="999-999-9999"/>	Sponsor: *	<input type="text" value="Update"/>
Roles Requested: *	<input type="checkbox"/> Admin <input checked="" type="checkbox"/> Support <input type="checkbox"/> Help Desk		
Requested Enterprise: *	<input type="text" value="---Select Value---"/>		
Bases Requested: *	<input type="text" value="---Available Bases---"/>	<input type="text" value="---Selected Bases---"/>	
		<input type="button" value="Add >>"/>	<input type="button" value="<< Remove"/>
<p>Please Click Here for help retrieving your common name and public key.</p>			
Certificate Common Name (cn): *	<input type="text"/>		
Certificate Public Key: *	<input type="text"/>		
	<input type="button" value="Save"/>	<input type="button" value="Cancel"/>	

Fill out all fields including the Common Name and Certificate Public Key. If you want additional help filling out this form please call the APIMS help desk at 1-800-274-4406.

Q. Why is a blank page displayed when I run a report?

A. Executing a formatted report in APIMS requires the SSL 2.0 feature to be enabled in Internet Explorer and in Java. To enable the feature in Internet Explorer, select the "Internet Options" menu item under the Tools menu. Select the Advanced tab and scroll down to the Security portion of the options and check the box for SSL 2.0.



To enable the feature in Java navigate to the *Control Panel* and double-click the Java icon. When the Java Control Panel opens select the *Advanced* tab. Expand the *Security* node and verify that the check box is selected for “Use SSL 2.0 compatible ClientHello format”.

