



Secure Web Fingerprint Transmissions (SWFT) Newsletter

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Issue 38

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SWFT/eFP Enrollment

SWFT is the DoD enterprise system for online enrollment of electronic fingerprints (eFPs).

SWFT is a store-and-forward system for collection and distribution of eFPs plus eFP Enrollment, the web-based application for capture and enrollment of biographic and biometric data.

Access Enterprise Service Delivery (ESD) for current SWFT outages and notifications at <https://esd.dcsa.mil/csm>.

Access the SWFT DCSA website for current information regarding the SWFT application status and documentation at <https://www.dcsa.mil/is/swft/>.

SWFT Announcements

- ❖ SWFT Release 9.2 is scheduled for 22 Feb 2024 and includes the following updates.
 - The name 'WebEnroll' is changed to 'eFP Enrollment' throughout the SWFT application and SWFT help files. For example, the WebEnroll button label is now eFP Enrollment on the SWFT Welcome Page and the Web Enroller permission is now eFP Enroller on the create and edit user screens.
 - Only eFPs with record Type 4 can be uploaded in SWFT, all other record types will be rejected.
 - In Account Management, the organization the administrative user selects, is displayed on the Chrome or Edge browser tab.
 - The Branch Administrator role allows administrators to create/edit organizations, create/edit sites, and create/edit/reactivate users within their branch organizations.
 - Branch and Organization Administrators can deactivate non-primary sites for their assigned organizations. Site Administrators can deactivate non-primary sites for their assigned sites.
- ❖ Organization or Site Administrators, are you having issues reactivating a SWFT user's account? Create an ESD ticket and assign to the SWFT Coordinators and include the following: Login ID of the person you are trying to reactivate, your administrative Login ID, and the date/time and a screenshot of the error you are seeing in the application during the reactivation attempt.
 - The SWFT Coordinators will reactivate your user's account and contact you with their new password. The SWFT team is investigating this issue.
 - Note: After the 9.2 SWFT release on 22 Feb 2024, all Administrative users will be able to reactivate SWFT user accounts.

eFP Enrollment (SWFT+) Announcements

- ❖ An eFP Enrollment patch is scheduled early 2024 and will include the following updates.
 - On the WebEnroll screen, you can enter 1 character in the First Name and 2 characters in the Last Name for the subject's biographic information.
 - The country name Eritrea will be corrected.
- ❖ Troubleshooting "Could not open live scan device" error.
 - Is your scanner driver not installed or need an update?

SWFT Regular Maintenance Schedule

Scheduled maintenance is performed on SWFT the first Thursday of each month from 6PM–11PM ET (3PM–8PM PT). During this maintenance window, SWFT will be accessible but minor outages may occur. If you are logged out of the application during this time, please wait until after the outage period before logging back into SWFT.

Questions about SWFT?

Contact FTS System Liaisons:

(878) 274-1171 and select option 2, then option 2 again

Send email to:

DCSAFTSTeam@mail.mil

Contact SWFT Coordinators via ESD:

<https://esd.dcsa.mil/csm>

Check the messages on the SWFT Welcome Page each time you log in to stay current with what is happening in SWFT and eFP Enrollment. For example, new known system issues, information on maintenance announcements, upcoming trainings and SWFT/eFP Enrollment releases are posted.

It's YOUR SWFT Newsletter!

Have an idea for a newsletter article?

Write to the SWFT Mailbox at dcsa.ncr.nbis.mbx.swft@mail.mil and we may end up using your input as a newsletter article.

- If the answer is yes, contact your scanner software manufacturer to get the latest scanner drivers.
 - Is your User Configuration not setup for your model of scanner?
 - Is your User Configuration not setup to your location configuration?
 - If the answer is yes to one of these, contact your SWFT/eFP Enrollment Organizational Administrator to make the update.
 - Is your local group policy blocking the scanner drivers from being seen, or accessed by the eFP Enrollment application/Biocomponent?
 - If the answer is yes, contact your local IT support for help.
 - If you made updates and this error continues, open a ticket in ESD for SWFT Coordinator support.
- ❖ Troubleshooting Account Creation in eFP Enrollment.
 - When eFP Enrollment accounts are not configured correctly or not created in eFP Enrollment, the following issues can arise.
 - Users may receive a “Cannot connect to server” error.
 - Users will not see their captured eFPs in the transaction manager.
 - Users will not have their default SON/SOI/ALC (IPAC) combinations displayed.
 - Users may not be able to use their scanners.
 - eFP Enrollment Administrators **must** follow all steps in Topic 5 ‘Configuring User Accounts for Livescan Scanners’ of the eFP Enrollment training slides. Slides are available in the SWFT Help section.
- ❖ If you are creating fingerprints in eFP Enrollment, you must use Google Chrome. When using EDGE to run fingerprint scanners, you will receive an error.

General Announcements

- ❖ Monthly training for SWFT/eFP Enrollment users and administrators is held on the 3rd Thursday of each month. See the SWFT Home Page for the training login details.
- ❖ All scanners must be registered in SWFT with the correct scanner serial number to prevent your eFPs from being rejected. SWFT accepts fingerprints only from devices that were correctly registered and approved for production by the SWFT Coordinator. Please review the Scanner Configuration and Registration Guide in the Help Files in SWFT for detailed instructions.
- ❖ If you need an account created or updated in SWFT, please contact your Organization Administrator. If you need an Org Admin account created, please email your PSSAR to the Fingerprint Transaction Systems (FTS) Team at DCSAFTSTeam@mail.mil. Please do not send any PSSARs to the SWFT Coordinators. If requesting creation or update of a regular user account, send your PSSAR to either your Organization Administrator or Site Administrator. If you don't know the contact information for the appropriate administrator, please contact the FTS Team.