



# Secure Web Fingerprint Transmissions (SWFT) Newsletter

July 2023

Issue 36

## In This Issue

- SWFT Announcements
- WebEnroll Announcements
- General Announcements

## SWFT/WebEnroll

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 WebEnroll, the web-based application for capture and enrollment of biographic and biometric data.

Access DCSA ServiceNow for current SWFT outages and notifications at <https://dcsa.servicenow.com>.

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 has received a full 3-Year Authorization to Operate (ATO). The ATO period is from 30 June 2023 to 29 June 2026.

CONTROLLED UNCLASSIFIED INFORMATION					
Security Authorization Decision					
System / Project Name		CC/S/A/FA	System ID	System Type	Impact
Secure Web Fingerprint Transmissions		DCSA	116	IS Major Application	High
DITPR ID:		DoD IT Registration Number			
20194					
Signature	Authorization Decision	Authorization Date:	Auth. Termination Date:	Type Authorization	Other Information
LANDREAUX, RO XANNE, ACEVEDO O.1263701840	Authorization to Operate (ATO)	30 Jun 2023	29 Jun 2026	No	N/A
Digitally signed by LANDREAUX, ROXANNE, AC EVIDO.1263701840 Date: 2023.06.30 10:20:35 -0400		Connectivity Auth. Date:	N/A		
		Connectivity ATD:	N/A		
Generated On: 30 Jun 2023 as of 9:59 AM Generated By: LANDREAUX, ROXANNE (CIV)					
Page 1 of 1					

- ❖ The SWFT Technical Refresh 9.0 scheduled deployment 12 Sept 2023.
  - The SWFT environment is being upgraded to Windows 2019 and SQL Server 2019.
  - Starting in June 2023, servers are being cycled in and out of service as part of the upgrade. SWFT will have more than normal maintenance outages. We will minimize the impact of these outages to the SWFT users as much as possible.
  - The final deployment will take place from 1800 ET 8 Sept 2023 to 0500 ET 12 Sept 2023. The SWFT and WebEnroll applications will not be available during this time.
    - **Important:** Please **do not** schedule any fingerprint appointments between 1800 ET 8 Sept 2023 and 0500 ET 12 Sept 2023.
  - SWFT 9.0 includes the following updates.
    - SWFT administrators can reactivate users accounts that are inactive after 35 days. Users will no longer be required to create new SWFT accounts for inactive SWFT users.
    - eFP file names can only allow special characters # ( ) - \_
    - eFP files must have FANC, FAUF or NFUF in the TOT field to process in SWFT.
    - When logging out of SWFT, the user receives a logout confirmation screen.
    - The new Branch Administrator role allows administrators to view report data for their organizations.

## WebEnroll Announcements

- ❖ Troubleshooting "Could not open live scan device" error.

## **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 Team:

1-724-794-5612

Send email to:

[dcsa.boyers.dcsa.mbx.fts-team@mail.mil](mailto:dcsa.boyers.dcsa.mbx.fts-team@mail.mil)

Contact SWFT Coordinators via ServiceNow:

<https://dcsa.servicenowservices.com>

Check the messages on the SWFT Welcome Page each time you log in to stay current with what is happening in SWFT and WebEnroll. For example, new known system issues, information on maintenance announcements, upcoming trainings and SWFT/WebEnroll 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](mailto:dcsa.ncr.nbis.mbx.swft@mail.mil) and we may end up using your input as a newsletter article.

- Is your scanner driver not installed or need an update?
    - 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/WebEnroll Organizational Administrator to make the update.
  - Is your local group policy blocking the scanner drivers from being seen, or accessed by the WebEnroll 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 DCSA ServiceNow for SWFT Coordinator support.
- ❖ Troubleshooting Account Creation in WebEnroll.
- When WebEnroll accounts are not configured correctly, issues can arise.
    - 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.
  - WebEnroll Administrators **must** follow all steps in Topic 5 'Configuring User Accounts for Livescan Scanners' of the WebEnroll training slides. Slides are available in the SWFT Help section.

---

## **General Announcements**

- ❖ Monthly training for SWFT/WebEnroll 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 [dcsa.boyers.dcsa.mbx.fts-team@mail.mil](mailto:dcsa.boyers.dcsa.mbx.fts-team@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.