

Known Issues Using Chrome with National Background Investigation Services-Secure Web Fingerprint Transmissions (NBIS-SWFT)

Use of NBIS-SWFT is only supported for the browser Internet Explorer (IE) 11 and above. If you use Google Chrome with NBIS-SWFT you may encounter data display issues. The following is a list of the known issues you may encounter when you use Google Chrome together with NBIS-SWFT.

eFP is Left-Justified on the Biometric Uploader Screen in Chrome

When a user browses and opens an eFP to be added, the eFP is placed on the Biometric Uploader screen, but is placed to the left of the screen in Chrome. In IE, the uploaded eFP is centered and located under Browse. This is a display issue and does not impact the user's ability to add the eFP for uploading.

The NBIS-SWFT Logout button does not close the application in Chrome

A user must double-click the logout button in order for the NBIS-SWFT application to be closed.

The Site/Organization Administrator Information does not display on the Scanner Registration page in Chrome.

The Site/Organization Administrator Information does not display on the Scanner Registration page with Chrome. Nothing happens when users click on the Site/Organization Administrator link when adding a new scanner or editing an existing scanner.

The "About SWFT v.N.N" Window does not popup in Chrome

When the Fingerprint Icon at the upper-right corner of the Web page is clicked, an "About SWFT v.N.N" popup window is displayed, (v.N.N equals the current SWFT version number, for example, v.8.6). The window contains a statement about the Privacy Act of 1974 and the version of NBIS-SWFT. In Chrome, when a user clicks on the Fingerprint Icon, the "About SWFT" window does not display.

Secondly, the server the user is pointing to, does not display as it does in IE.