



# Secure Web Fingerprint Transmissions (SWFT) Newsletter

December 2022

Issue 34

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## 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/>.

## Happy Holidays from the SWFT Team



## SWFT Announcements

- ❖ SWFT version 8.7.3 release is scheduled for 15 December 2022 with the following updates;
  - You must access the SWFT application at least once every 30 days or the system will automatically lock your account. After 35 days, your account will be deactivated.
    - After 15 days of inactivity, you will receive an email notification your account will be locked if you do not log in within the next 15 days. After 25 days of inactivity, you will receive an additional email notification your account will be locked if you do not log in within the next 5 days and deactivated within the next 10 days.
    - Contact your Site/Organization Administrator if your account has been locked or deactivated.
- ❖ Did you know that some sites offer Courtesy Prints? Reach out to your Site or Organization Administrator to receive a list of locations.
  - Contact the courtesy print site to check availability first.

## 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 DCSA Customer Engagements Team:

1-724-794-5612

Send email to:

[dcsa.ncr.nbis.mbx.contact-center@mail.mil](mailto:dcsa.ncr.nbis.mbx.contact-center@mail.mil)

Contact SWFT Coordinators via ServiceNow:

<https://dcsa.servicenow.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.

- ❖ **Take Action:** ServiceNow Access needs Valid E-mail from SWFT; all SWFT users are automatically enrolled in ServiceNow.
  - To confirm your e-mail address is still up to date, log in to SWFT and click the User Settings button. Review your contact information, update as needed, and click Update.

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## WebEnroll Announcements

- ❖ Troubleshooting “Could not open live scan device” error;
  - 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 scanner driver not installed or need an update?
  - Is your local group policy blocking the scanner drivers from being seen, or accessed by the WebEnroll application/Biocomponent Software?
    - If the answer is yes to one of these, 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, the following issues can arise;
    - Users will not see their captured eFPs in the transaction manager.
    - Users will not have their default SON/SOI/ALC 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.

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## 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.
- ❖ Log in to SWFT at least once every two weeks to avoid losing your SWFT access.

## 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.

- After 30 days, your account will be locked. If this occurs, contact your Site/Organization Administrator to have your account unlocked.
  - After 35 days, your account will be deactivated. Once your account is inactive, you will be required to fill out a new PSSAR and send to your Site/Organization Administrator.
- ❖ 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 DCSA Customer Engagements Team (CET) at [dcsa.ncr.nbis.mbx.contact-center@mail.mil](mailto:dcsa.ncr.nbis.mbx.contact-center@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 DCSA CET.
- ❖ **ServiceNow** –Trouble Tickets for SWFT support; all requests for SWFT and WebEnroll application assistance **MUST** be sent through the DCSA ServiceNow application at the following URL: <https://dcsa.servicenowservices.com>.
- For locked ServiceNow accounts, click on the following link for instructions to unlock your account - [Unlock ServiceNow Account](#)
  - For additional assistance, email the ServiceNow team at [dcsa@servicenowservices.com](mailto:dcsa@servicenowservices.com).