

Web Enroll Troubleshooting Data Call

Providing as much information as possible will help to expedite the resolution of issues.

| | |
|--|------------------|
| 1. Issue/Concern | |
| | Response: |
| 2. User / Location | |
| Full Name | |
| Username | |
| Contact (phone, email address) | |
| Location | |
| Date/Time when issue was first noticed | |
| | |
| 3. System Information | |
| Computer make and model (e.g., HP dv6100) | |
| Operating system and bit version (e.g., Win 7 64bit) | |
| Browser and bit version (e.g., IE 32 bit) | |
| Java JRE version | |
| Adobe Flash version | |
| Windows System path | |
| Recent system changes (e.g., patches, updates, configuration change, network, etc.) | |
| | |
| 4. Fingerprint Device Information | |
| Device Make/Model (e.g., Crossmatch Guardian L; Identix 5300) | |
| Fingerprint Device SDK version | |
| File path to Fingerprint Device SDK (see the Troubleshooting Guide for the key .dll for each scanner type) | |
| Is the device plugged directly into the USB ports on the computer or into a USB hub? | |
| If desktop PC, is scanner plugged into the front or back USB port? | |
| Have other USB ports been tried? | |
| | |
| 5. Actions taken or attempted | |
| Scanner Test Wizard output (Crossmatch scanners only). Attach the output file | |
| Was Java version recently updated? | |
| If Java recently updated, have you deleted the "Aware" folder on your computer? | |
| Have you cleared the Java Cache? | |
| Java Log (attach the file) | |
| | |
| 6. Other Info | |