Troubleshooting Guide for SWFT+

Part I: Web Enroll Troubleshooting Guide

Part II: Handling the Web Enroll Loading Error (Step-by-Step)

Part III: Handling the Device Initialization Error (Step-by-Step)
Contents
Troubleshooting Java Issues ................................................................. 3
  Do you currently have Java installed? If so, what version? .............................................. 3
  Other ways of determining what version of Java is installed ........................................... 3
  Supported Java Versions ..................................................................................... 3
  Uninstall All Old Version of Java ............................................................................. 3
  Running two versions of Java ................................................................................. 3
Deleting Your Cache .......................................................................................... 5
  Deleting Browser Cache ....................................................................................... 5
  Delete Java Cache ................................................................................................ 6
  Deleting Local File Cache ..................................................................................... 8
Debugging Application issues ............................................................................... 8
  Enable the Java Console and Logging for Debug purposes ............................................. 8
  Getting the Java Logs ............................................................................................ 9
Troubleshooting Device Issues ............................................................................ 10
  Is the required DLL in the system Path? .................................................................... 10
    Some known locations these DLL’s might exist ......................................................... 10
    Adding the DLL to the system Path ........................................................................ 10
    Installing Green bit Drivers .................................................................................. 10
Which Device SDK and JRE to Install ............................................................... 12
  32bit Windows ....................................................................................................... 12
  64bit Windows ....................................................................................................... 12
Troubleshooting Java Issues

Do you currently have Java installed? If so, what version?
To troubleshoot, open this link in your browser: http://java.com/en/download/installed.jsp
This will not only tell you what version of Java you have installed but it will also validate that your browser is able to run Java applications.

Other ways of determining what version of Java is installed
Open the windows Programs and Features, go to Control Panel > Programs > Uninstall a Program. You should see that Java is installed and also what version of Java. See Figure 1 for an example.

![Figure 1 Viewing Java Versions](image)

Supported Java Versions
For security reasons Aware recommends running the application with the latest version of Java currently at 1.7.0_51 although 1.7.0_45 is also supported.

*Note: Currently only 32bit Java versions are supported.*

Uninstall All Old Version of Java
If you have an older version of java installed it should be uninstalled before trying to launch the application. In some cases you might have to reinstall the new version after uninstalling the old version. This can be done though the Control Panel > Programs > Uninstall a Program

Running two versions of Java
If you need to have two versions of Java installed we need to verify the browser is using the latest 32bit version.

Start by opening the Java Console. Go to the Start Menu, type in Configure Java in the search box and from the list chose the Configure Java Program.
Go to the **Java** tab and click on **View**.

Make sure only the latest 32bit Java is Enabled.

*Note: If running on a 64bit machine you will pick the Java in the “Program Files (x86)” 32bit machines only have a “Program Files”.*
Deleting Your Cache
There are three locations cached items are stored on your machine; the browser, Java, local files on your hard drive.

Deleting Browser Cache
The example below is an example of clearing your browser cache for Internet Explorer 11

Click on the sprocket at the top right of the browser that is just below the red X and choose Internet Options

Click on the Delete button in the Browsing history section.

Figure 5 Delete Browser Temporary Files
Be sure that **Temporary Internet files and website files** is checked. All others can be unchecked if needed.

![Figure 6 Check Temporary Internet files and website files](image)

Click **Delete**.

![Figure 7 Perform the Delete](image)

**Delete Java Cache**


Start by opening the Java Console. Go to the Start Menu, type in **Configure Java** in the search box and from the list chose the **Configure Java** Program.

![Figure 8 Open Java Control Panel](image)
In the Java Control Panel, under the **General** tab, click **Settings** under the Temporary Internet Files section.

![Java Control Panel](image)

*Figure 9 Open the Temporary Files Settings dialog*

Click **Delete Files** on the Temporary Files Settings dialog.

![Temporary Files Settings](image)

*Figure 10 Open the Delete Files and Applications dialog*
Uncheck, **Trace and Log Files.** Check, **Installed Applications and Applets.**

![Figure 11 Check what you want to delete](image)

Click **OK** on the **Delete Files and Applications** dialog. This deletes all the Downloaded Applications and Applets from the cache.

Click **OK** on the **Temporary Files Settings** dialog.

**Deleting Local File Cache**

Navigate to your user’s home directory, `C:\Users\%USERNAME%\`, and delete the folder **Aware.**

**Debugging Application issues**

**Enable the Java Console and Logging for Debug purposes**


In the Java Control Panel, click the **Advanced** tab.

Select **Enable Tracing.**
Select **Enable Logging.**
Select **Show applet lifecycle exceptions.**

Select **Show Console** and click **OK.**
Troubleshooting Guide for DMDC WebEnroll

Figure 12 Enable Debugging Options

Getting the Java Logs

Open a file browser to this location:

C: \ Users \ %USERNAME% \ AppData \ LocalLow \ Sun \ Java \ Deployment \ log

*Note: You will have to enable Show hidden files, folders, and drives in order to view the AppData directory.*

Order the list of files by **Date modified.** Use the most recent file that starts with `plugin` and ends with `trace`.

Figure 13 Check what you want to delete
Troubleshooting Device Issues

Is the required DLL in the system Path?

**Cross Match** devices require the DLL: LScanEssentials.dll

**Morpho Trust/Identix** devices require the DLL: tpapi.dll

**Cogent** devices require the DLL: CG4EssentialsApi.dll

**I3 Digi** devices require the DLL: i3LiveScan.dll

Some known locations these DLL’s might exist.

*** These are examples and your directory location might differ ***

**Cross Match:**
C:\Program Files\Cross Match Technologies\Guardian\  
or  
C:\Program Files\Cross Match Technologies\L SCAN Essentials\  

**Morpho Trust/Identix:**
C:\Program Files\L1ID\TP-LSMULTI SDK\bin

**Cogent:**
C:\Users\CLSFPCaptureExpress\bin

**I3 Digi:**
C:\Program Files\Identification International\digID Drivers\Utilities

*Note: On 64bit machines use C:\Program Files (x86)\*

Adding the DLL to the system Path

This example uses a Cross Match device as an example.

Under, C:\Program Files\Cross Match Technologies\, search for the required DLL, LScanEssentials.dll  
If the DLL is in C:\Program Files\Cross Match Technologies\Guardian\ then add  

;C:\Program Files\Cross Match Technologies\Guardian\ to the end of your System Path.

Installing Green bit Drivers

From the CD ROM (driver letter may vary, here we are using the D:\ drive) run the installer:

**32Bit Machines**
D:\USB DRIVERS\32-BIT\Green Bit Universal Driver Setup x86.exe
64Bit Machines
D:\USB DRIVERS\64-BIT\Green Bit Universal Driver Setup x64.exe

After the installation is complete copy all files from: D:\SDK\GBMSAPI\EXAMPLES\RUN\ To the default folder: C:\Program Files\Green Bit\Universal Driver\
Which Device SDK and JRE to Install

32bit Windows
On a 32bit Windows there is only one option and that is to install the 32bit JRE and 32bit SDK as shown in the table below.

<table>
<thead>
<tr>
<th>32bit OS with 32bit browser &amp; 32bit JRE</th>
</tr>
</thead>
<tbody>
<tr>
<td>32bit SDK</td>
</tr>
<tr>
<td>Crossmatch</td>
</tr>
<tr>
<td>Cogent</td>
</tr>
<tr>
<td>I3</td>
</tr>
<tr>
<td>Identix</td>
</tr>
<tr>
<td>Green Bit</td>
</tr>
</tbody>
</table>

64bit Windows
On a 64bit windows there are two different browsers to choose from, 32bit and 64bit. Aware’s WebEnroll only supports the use of 32bit browsers. 32bit browsers require the installation of a 32bit JRE. For which SDK to install, please see the table below.

<table>
<thead>
<tr>
<th>64bit OS</th>
</tr>
</thead>
<tbody>
<tr>
<td>SDK</td>
</tr>
<tr>
<td>----------</td>
</tr>
<tr>
<td>32bit SDK</td>
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Note: Aware recommends running BioSP WebEnroll with a 32-bit version of Internet Explorer 10 or newer.
Initial SWFT+/BioSP WebEnroll Loading Error

Troubleshooting Steps

1. Close all instances of Internet Explorer
2. Click Start > Control Panel
3. Change the View to Large or Small Icons in Control Panel

4. Left-click Internet Options
5. Left-click Delete... in the Internet Options window
6. Check the boxes as displayed in the example below in the Delete Browsing History window and Click Delete.
7. Select the Content tab in the Internet Options window
8. Click Clear SSL state and then Click OK to confirm that SSL state was deleted and OK to close Internet Options window
9. Left-click Java to launch the Java Control Panel. Please be patient as this can take a minute to launch.
10. Click Settings... under Temporary Internet Files
11. Verify that the Keep temporary files on my computer box is check and Click Delete Files...
12. Ensure all 3 boxes are check in the Delete Files and Applications window and Click OK

13. Click Start and Left-click Computer
14. Double-click the (C:) Drive, then the Users Folder, and finally your username folder.
15. Delete the Aware folder if it exists

16. Launch Internet Explorer 32-bit and attempt to launch SWFT+/BioSP WebEnroll
The “Error initializing device” error in BioSP WebEnroll occurs because either the directory path to the fingerprinting capture device dlls are missing from the System PATH Environment Variable or the incorrect Software Development Kit (SDK) is installed.

The first step in resolving this error is to determine the make and model of the capture device which can normally be found on a plate or sticker on the back or bottom of the device.

Next you will need to determine whether the system with the attached capture device is running a Windows 64-bit Operating System or a 32-bit Operating System. This can be done by clicking the Windows Start button and then Right-clicking Computer and selecting Properties.
Once you have determined the make and model of the capture device as well as the system type you can check to verify that the correct SDK has been installed for your device.

For Cogent fingerprint capture devices you should have FPCapture Access Version 4.1.0 or 4.1.1 installed. This can be verified by clicking the Windows Start button and Left-clicking Control Panel. Then change the View by to Large or Small Icons and selecting Programs and Features.

Cross Match fingerprint capture devices need to have the L SCAN Essentials (x32) or (x64) SDK 7.2.3.30.

Morphotrust Identix capture devices require L-1 Identity Solutions TP-LSMULTI SDK (x32) or (x64) 7.11.

digID fingerprint devices require the inVize ID SDK, Version 4.8.5360.

All the above mentioned SDKs can be downloaded from the following AKO website: https://www.us.army.mil/suite/files/42758219

After verifying you have the required software installed you will need your IT Support to run one of the following commands in a Command Prompt ran as an Administrator:

Cogent Fingerprint Capture Device on a Windows 32-bit OS
SET PATH = %Path%;C:\Program Files\Cogent\FpCapture Access\bin;C:\Program Files\Cogent\FpCapture Access\driver\USB\32bits

Cogent Fingerprint Capture Device on a Windows 64-bit OS
SET PATH = %Path%;C:\Program Files (x86)\Cogent\FpCapture Access\bin;C:\Program Files (x86)\Cogent\FpCapture Access\driver\USB\64bits

Cross Match Fingerprint Capture Device on a Windows 32-bit OS
SET PATH = %Path%;C:\Program Files\Cross Match Technologies\L SCAN Essentials;C:\Program Files\Cross Match Technologies\L SCAN Essentials\Drivers\LSCAN_USB

Cross Match Fingerprint Capture Device on a Windows 64-bit OS
SET PATH = %Path%;C:\Program Files (x86)\Cross Match Technologies\L SCAN Essentials;C:\Program Files (x86)\Cross Match Technologies\L SCAN Essentials\Drivers\LSCAN_USB
Morphotrust Identix Fingerprint Capture Device on a Windows 32-bit OS
SET PATH = %Path%;C:\Program Files\L1ID\TP-LSMULTI SDK\bin;C:\Program Files\L1ID\TP-LSMULTI SDK\bin\idUsb

Morphotrust Identix Fingerprint Capture Device on a Windows 64-bit OS
SET PATH = %Path%;C:\Program Files (x86)\L1ID\TP-LSMULTI SDK\bin;C:\Program Files (x86)\L1ID\TP-LSMULTI SDK\bin\idUsb

digID Fingerprint Capture Device on a Windows 32-bit OS
SET PATH = %Path%;C:\Program Files\Identification International\inVize ID 4

digID Fingerprint Capture Device on a Windows 64-bit OS
SET PATH = %Path%;C:\Program Files (x86)\Identification International\inVize ID 4

Upon completion you may need to perform a system reboot for the settings to take effect.

Please be aware that some sites have Group Policies implemented that overwrite the System PATH Environment Variable. To verify that this is occurring you can run a Command Prompt and run the command SET PATH to get a display of the current System PATH content. You will need to work with your IT Support to either hard code the variable with the necessary paths or have them exclude your system from the GPO causing the issue.