Site Survey: Preparation for Installation and Future Maintenance of the TAP Workstation

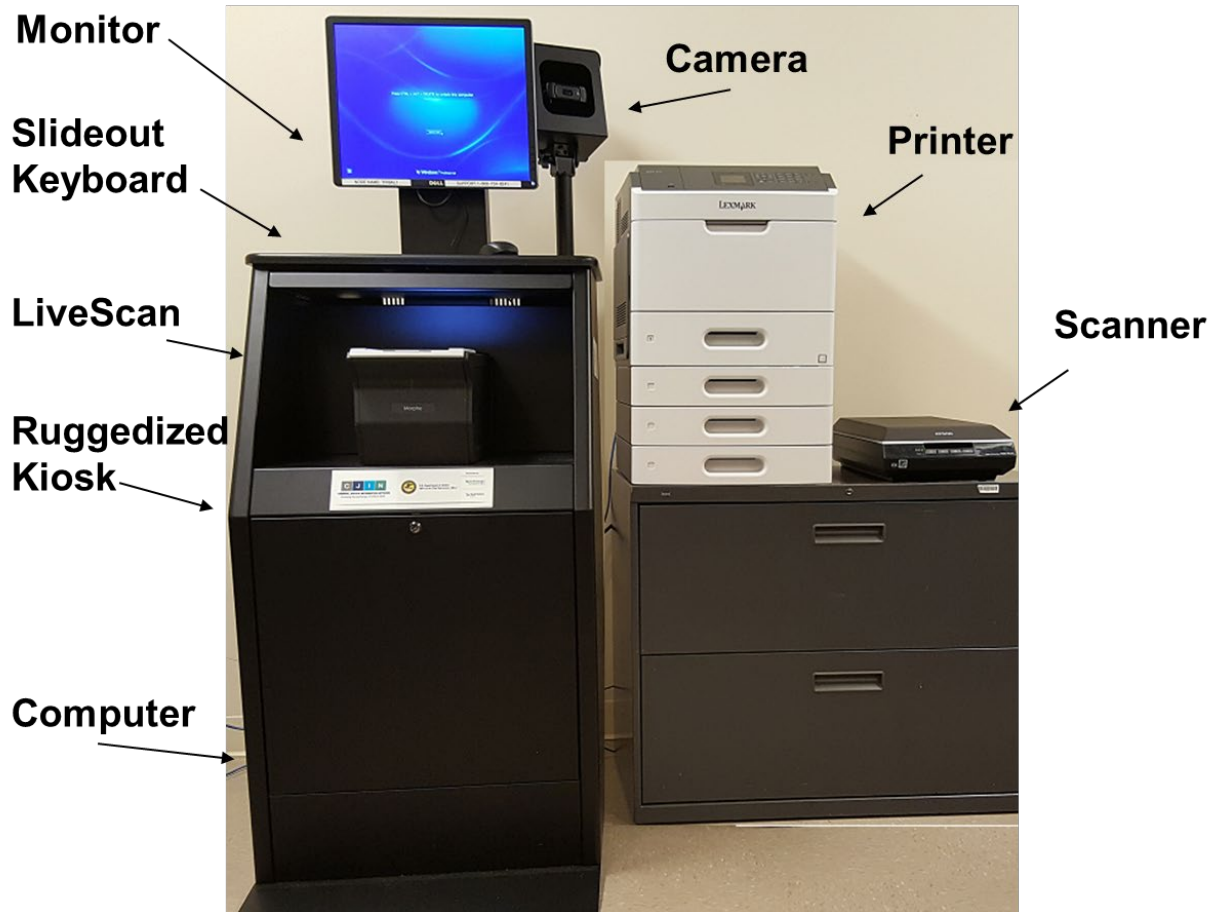

Figure 1: TAP Workstation with Kiosk

1. **Communication**
   - There should be a telephone available at TAP Workstation for tribal users to communicate with Tier 1 Help Desk services for TAP, which is staffed by the IDEMIA Customer Support Center (CSC) and IDEMIA Customer Support Engineers (CSE).

2. **Internet Access**
   - High speed (DSL or higher) internet access line to the TAP Workstation
     - Bandwidth dedicated to the TAP Workstation
       - Minimum: 1.5 MBps
       - Recommended: 5 MBps
     - 1 IP Address for the TAP Workstation
     - 1 Network drop on the Tribes local network for the Printer
     - 1 IP Address: Used for the Printer

- The Tribe needs to provide **two** <u>RJ45 Network Cables</u>:
    1. One cable will be used for the Printer: Connect the printer to the Local Area Network (LAN) or DSL line
    2. The other cable will be used for the Kiosk: Connect the PC in the kiosk to the LAN or the DSL line.
    o The cable lengths will depend on the location of the devices (printer or PC) and the location of the LAN drop or DSL modem (if connecting directly to the modem).

Or, if internet access is provided via the tribe's existing network facilities:

- 1 Data drop on the Tribes local network for the TAP Workstation
    o Required minimum bandwidth: 100 Mb full-duplex
    o Line must be terminated at the location of the kiosk
- 1 IP Addresses: Used for the TAP Workstation
    o Requires access to the Internet
- 1 Network drop on the Tribes local network for the Printer
    o 1 IP Address: Used for the Printer
    o 2 (a quantity of two) RJ45 Network Cables needed
        1. Printer: Connect the printer to the Local Area Network (LAN) or DSL line
        2. Kiosk: Connect the PC in the kiosk to the LAN or the DSL line.
        - The cable lengths will depend on the location of the devices (printer or PC) and the location of the LAN drop or DSL modem (if connecting directly to the modem).

IMPORTANT NOTES:
a) **Internet access for the TAP workstation PC needs to be provided using a <u>wireline connection</u> because the personal computer does not support a wireless connection.**
b) **The IP addresses for the TAP workstation PC and Printer must be STATIC PRIVATE IP addresses, and both must be under the PUBLIC IP address(s) you provided to TAP for approval.**
c) **The IP address for the TAP workstation PC must have access to the internet access.**
d) **The IP address for the Printer - The MESA software communicates with the printer using an IP address (instead of via a USB connection). Please make sure that the Tribe's IT department can provide a separate internal IP address for the printer in advance of the on-site installation date. The IP address for the printer must be on the same network as the IP address that is used for the TAP kiosk PC with the MESA software.**
e) **To properly register the Product Key ("install") and use Open Fox Messenger to send transactions to NCIC, port 8080 and port 6200 must <u>not be blocked</u>.**
f) **In anticipation of potential future needs when CPI (the vendor of Open Fox Messenger) may need to remotely access the tribally owned PC to answer user questions and/or perform trouble-shooting:**
    o **Allow access to this URL   https://support.openfox.com (IP address: 207.243.230.35) to install the Bomgar client**

o **Ports 80, 443, and 8200 need to be <u>open for outbound and inbound</u> TCP traffic on the firewalls.**

3.   Remote Access

After initial on-site installation of the TAP Workstation it will be necessary for DOJ to access the TAP workstation remotely to service the software and hardware, for reasons such as the following:

- Edit configuration files and settings (e.g., add a new ORI provided by CJIS, add new users, update permissions for users)
- Install a new software release
- Apply software maintenance releases
- Tier 1 Help Desk personnel can remotely access the workstation to troubleshoot hardware and software issues

IMPORTANT NOTES:

- **Let's schedule a date and time, approximately 2 weeks from today, to do connectivity testing since we have all the stakeholders on the phone now.**
- **A tribally-owned laptop computer and Ethernet cable will be needed for connectivity testing.**
- **Tribal IT staff will need to bring the laptop to each of sites described in the connectivity testing list below.**
- **Connectivity testing includes:**

    1. **Test connectivity with CJIN Learning Portal (the location users will access for TAP Training), https://nextest.just.jmd.usdoj.gov/launchpad/doj-index.html**
    2. **Test internet access with the wireline IP address that will be used for the TAP workstation**
    3. **Test internet access with the wireline IP address that will be used for the PC with OpenFox Messenger / NCIC access**
    4. **Test IDEMIA's ability to remotely access the TAP workstation PC**
    5. **Test internet access at the training room that will be used during on-site training activities**
    6. **Confirm ports 8080 and 6200 are not blocked. This is needed for OpenFox Messenger to operate properly**
    7. **Allow access to this URL   https://support.openfox.com (IP address: 207.243.230.35) to install the Bomgar client. Confirm ports 80, 443 and 8200 are opened for outbound and inbound TCP traffic on the firewalls. This may be needed during OFM installation if vendor needs to remotely access the PC.**
    8. **Confirm phone line is installed in the room where the TAP workstation is being placed**
    9. **Confirm that two RJ45 cables are available for use with the TAP workstation and printer**
    10. **Confirm a table is available for the printer and scanner**
    11. **Confirm fingerprint cards were ordered / received**

4.   **Internet access with the IP address in the training room during on-site training activities**
On the day that DOJ comes on site to install the kiosk, the DOJ Trainer will need to use a personal computer that has public internet access with a static IP address that can be used to: display the training material onto a screen or wall ,access LEEP, N-DEx, and NCIC with OpenFox Messenger.

The DOJ trainer will be bringing his own DOJ laptop. We ask the Tribe's IT department to provide an internet access line with a static public IP address to the conference room / meeting room, using a wireline LAN connection, that the TAP trainer can use to connect up his PC to display the training material onto a screen or wall. Please give us the IP address in advance. DOJ will open up access to a server at DOJ that is connected to NCIC. Some items to consider:
- Can you provide guest connectivity to the Tribe's network for the DOJ Trainer's PC?
- Do you have a DMZ (demilitarized zone) or perimeter network that can be used for the DOJ Trainer's PC to access the internet?
- Do you require a static IP address for the DOJ Trainer's PC to access internet through guest connectivity?

As a backup, we'd like to ask if the Tribe's IT department can let the DOJ Trainer use a PC that belongs to the tribe and is already connected to your network and has public internet access. Please provide the IP address in advance, DOJ will open up access to a server at DOJ that is connected to NCIC.

5. **Physical Space for the TAP Workstation**
   Please refer to a separate document with the title *"Physically Secure Location Checklist for Kiosk/Workstation"* for the requirements of a physically secure location as defined by the CJIS Security Policy, Section 5.9.

   IMPORTANT NOTES:
   a) **We recommend that the Tribe send photos or a video of the location you've selected to the TAP team several days before on-site installation so that the TAP team can help provide input on whether the environment meets the CJIS criteria for a physically secure location.**
   b) **Allow for 6 feet of clear space around the kiosk or desktop.**
   c) **We recommend that the Tribe place the TAP workstation in a location that is accessible for all officers and/or dispatchers.**

   The information below applies to:

   **Kiosk Assembly Configuration 2 – Separate Workstations, No Cabinet, and
   Kiosk Assembly Configuration 4 – Single Workstation, No cabinet**

   - The receiving tribal site needs to provide a desk or table for the following TAP Workstation equipment
     o Flatbed scanner: EPSON V800
       ▪ Dimensions: 12.1" x 19.8" x 6" (W x D x H)
       ▪ Weight: 14.6 lbs.
     o Printer: Lexmark MS823DN
       ▪ Dimensions: 16.75" x 20" x 27" (W x D x H)
       ▪ Weight: 85.2 lbs. (excluding paper)
     o Monitor: Dell P2219H
       ▪ Diagonal: 21.5"
       ▪ Width (active area): 18.74"
       ▪ Height (active area): 10.54"
       ▪ Aspect Ratio: 16 : 9
       ▪ Weight: 6.06 lbs.
     o Live scan device: IDEMIA TP5300A-ED 500PPI
       ▪ Dimensions: 15" x 8.5" x 9"
       ▪ Weight: 20 lbs.
     o DOJ PC: Dell OptiPlex 7060 Micro
       ▪ Dimensions: 7" x 7" x 1.5"
       ▪ Weight: 13.2 lbs.
     o Miscellaneous
       ▪ Keyboard
       ▪ Mouse
       ▪ Cables
     o Webcam camera: Logitech C920

- Dimensions: 3.75" x 4.5" x 1.75"

  o Universal Power Supply
    - Dimensions: 12.2" × 3.1" × 7"

- In addition, if the tribe selected Kiosk Assembly Configuration 2 – Separate Workstations, No Cabinet, the receiving tribal site needs to provide another table and a separate personal computer for installation of OpenFox Messenger.

The information below applies to:

Kiosk Assembly Configuration 1 – Separate Workstations with a Cabinet, and
Kiosk Assembly Configuration 3 – Single Workstation with a Cabinet:

- CJIN Kiosk with a Cabinet (as packaged for delivery on a pallet):
  o Dimensions: 72" x 30" x 38" (H x W x D)
  o Weight: 260 lbs
  o The receiving tribal site will provide the following tools and equipment for use during on-site installation activities: Dolly or palette jack, box cutter, phillips head and flathead screwdrivers, pliers

- CJIN Kiosk with a Cabinet (after unpacking):
  o Dimensions: 68" x 26" x 33" (H x W x D)
  o Weight: 230 lbs

- The receiving tribal site needs to provide a desk or table for the Flatbed Scanner and Printer
  o Flatbed scanner
    - Dimensions: 11.2" x 19.1" x 4.6" (W x D x H)
    - Weight: 9.6 lb.
  o Printer
    - Dimensions: 26.4" x 16.7" x 20.1"
    - Weight: 85.2 lb. (excluding paper)
- In addition, if the tribe selected Kiosk Assembly Configuration 1 – Separate Workstations with a Cabinet, the receiving tribal site needs to provide another table and a separate personal computer for installation of OpenFox Messenger.

IMPORTANT NOTES:

If the tribe is currently participating in the DOJ JUST Pilot, which provides OpenFox Messenger (OFM) for access to NCIC / Nlets, during on-site installation we will help you transition your NCIC / Nlets access gracefully onto the TAP program by:
- Updating the Billing Account Code to the one that will be used for TAP

- Releasing the software license and un-installing OFM from the personal computer you are using for the DOJ JUST Pilot
- Immediately followed by re-instating the software license and re-installing OFM onto the same personal computer

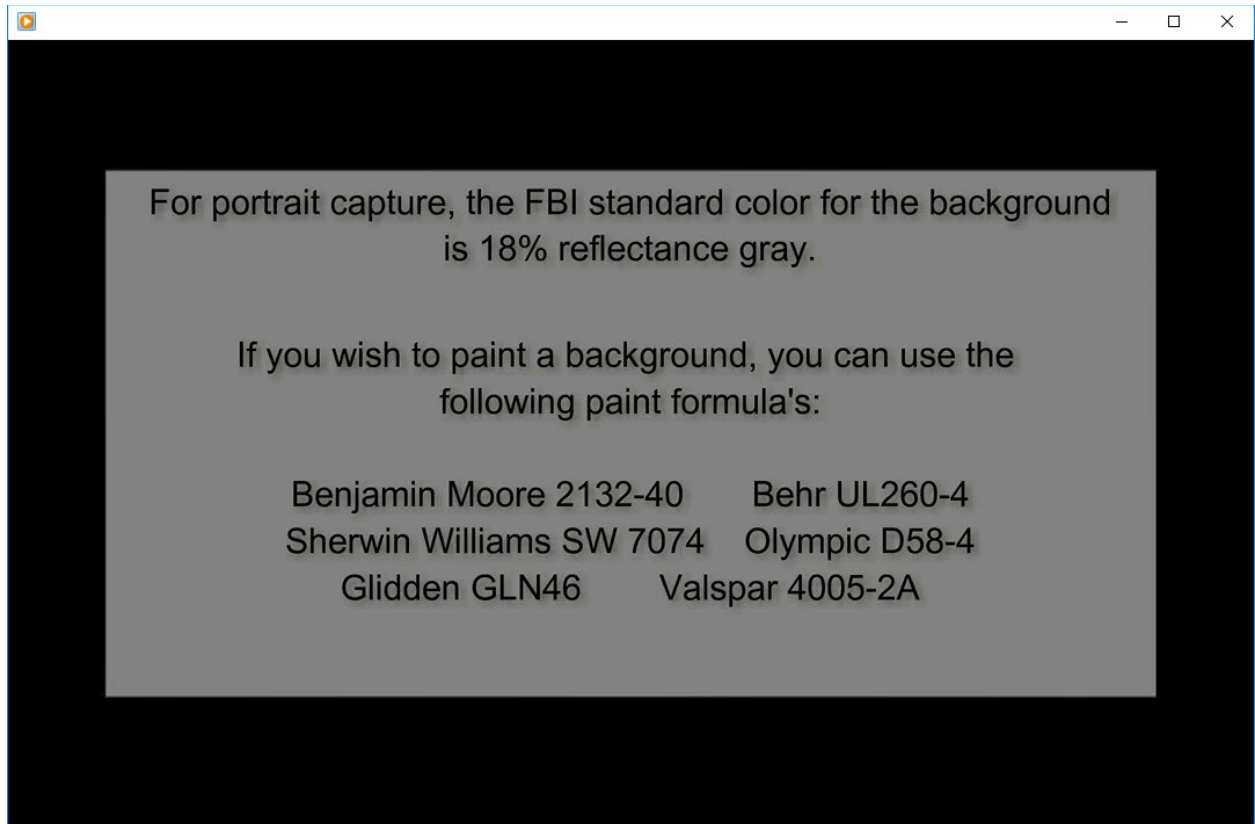When this is done, you will be able to resume using OFM.

For tribes that have (i) selected Kiosk Assembly Configuration 1 or Kiosk Assembly Configuration 2 (i.e., Separate Workstations, which means that OFM will be installed on a separate personal computer the receiving tribal site will provide) **and** (ii) do not currently have OpenFox Messenger from DOJ, please refer to the separate document with the title *"Technical Specifications for selecting a Personal Computer for installation of OpenFox Messenger"* when you procure a computer for installing OpenFox Messenger.

6. **Environment**
   - Ambient temperature range (operating): 59 – 92°F
   - Relative humidity range: 20-85% (non-condensing)
   - A/C should be away from workstation.

7. **Lighting for taking photos**
   - Workstation must not be directly beneath the overhead lighting but area should be well-lit for pictures
   - Three point lighting is ideal to avoid shadows falling across the face
   - Conducive to taking pictures with the subject standing 3 feet away from the camera.
   - Recommend that the subject stand in front of an 18% gray background for photos.

For portrait capture, the FBI standard color for the background is 18% reflectance gray.

If you wish to paint a background, you can use the following paint formula's:

Benjamin Moore 2132-40   Behr UL260-4
Sherwin Williams SW 7074   Olympic D58-4
Glidden GLN46   Valspar 4005-2A

8. **Power**
    - Dedicated 20 amp, 110volts +/- 10 volts, 60 Hz grounded receptacle at workstation location.

9. **Day of Kiosk Delivery**
    a) Contact your TAP Business Relationship Manager (BRM) and let the BRM know when the kiosk has arrived.
    b) Take photographs of both pallets, the one with the kiosk and the one with the other equipment. Send the photographs to the TAP BRM.
    c) Please **do NOT open** the protective wrapping and **do NOT open** any boxes. The IDEMIA installer will do this when he / she arrives on installation day.
    d)   Inspect the kiosk and equipment boxes. Do they look intact? Are there any visible signs of potential damage? Does the **Tip N Tell indicator** indicate damage?

    If there are any signs of damage, please contact the BRM immediately. DO NOT open the wrapping or boxes, we will be asking you to take photos and send them to DOJ for insurance purposes.

e) The tribal representative receiving delivery must sign packing slip + send an electronic copy to TAP BRM.

9. Points of Contact and Logistics for On-Site Installation Day

IMPORTANT NOTES:

a) Please designate one person to be the **primary** point of contact **for on-site installation day issues** and also designate a second person to be the **backup**. Please provide their phone numbers and e-mail addresses in advance. The information will be given to the TAP team and the installer from IDEMIA. These individuals should be people who will not be tied up attending DOJ Training.

b) Please designate one person to be the **primary** point of contact **for IT support** and also designate a second person to be the **backup**. Please provide their phone numbers and e-mail addresses in advance. The information will be given to the TAP team and the installer from IDEMIA. These individuals should be people who will not be tied up attending DOJ Training.

c) In advance of on-site installation day, identify the source of data for a fingerprint-based transaction that can be submitted to NGI during training (e.g., have a person ready to be fingerprinted for a civil background check, have a sex offender registration record on a paper fingerprint card, have a "historical" record – a booking record on a paper fingerprint card that has never been submitted to the FBI)

d) In advance of on-site installation day, please determine **which user** at the Tribe will be at the training session and have his / her LEEP login and password ready to access their @LEO.gov e-mail address and submit a transaction to NGI. A new LEEP user must set up their account properly:

e) When an account is approved, LEEP e-mails the new user a log in and temporary password that is only good for 24 hours. **Must take action immediately to log in a set up a permanent password.**

f) LEEP requires two-factor authentication every time a user logs in. Users will authenticate into LEEP by using a combination of User ID and password and a one-time passcode. The one-time passcode will be sent to the email address on file OR to an SMS-capable mobile device. **In advance, the user has to add an SMS-capable number to his/her account profile by going to** *My Profile* **from the** *Tools* **dropdown menu.**

g) On training day the user whose account will be used to submit the transaction to NGI must remember to bring with them the SMS-mobile device that is registered in their LEEP profile.

h) In advance of on-site installation day, please determine which user at the Tribe will be using his / her OpenFox Messenger account to submit a transaction to NCIC. Please determine in advance what type of NCIC transaction you'd like to submit during on-site training and have the data ready.

i) During on-site installation day, a representative from the tribe will be reviewing a Delivery Checklist with the installer and a member of the DOJ TAP team. A representative from the tribe will need to sign the Delivery Checklist.

10.   **Order blank fingerprint cards and palmprint cards from FBI CJIS**

IMPORTANT NOTES:

a) **A couple of weeks before on-site installation day, please order blank fingerprint cards and palmprint cards from FBI CJIS. On the day of on-site installation, the instructor will show users how to properly load the blank cards into the several paper trays and print out fingerprints and palmprints.**

b) Please enter a CJIS assigned TAP ORI to place the order.

c) The website will give you an option of:
- ordering cards that have your ORI pre-printed on them or
- ordering cards that do not have any ORI printed on them
- Please order the ones that DO NOT have an ORI pre-printed on them because you'll be receiving a box with several hundred cards. If no ORI is printed on the cards, then all of the tribal agencies can use these cards (each tribal agency will have a different ORI).

To place an order, navigate to the following site:

https://www.fbi.gov/services/cjis/fingerprints-and-other-biometrics/ordering-fingerprint-cards-and-training-aids

Order one box of each of the following card types:
- FD-249 Criminal Cards – Criminal fingerprint cards
- FD-258 Applicant Cards – Civil fingerprint cards
- FD-884 Palm Print Cards

The following photos only apply to Kiosk Configurations with a cabinet:

- One photo shows the way a TAP Workstation with a Cabinet will look upon arrival. It is still mounted on the pallet.
- Another photo shows the TAP Workstation with a Cabinet after it has been installed. The receiving tribal site will have to provide a table or desk surface for the printer and flatbed scanner.
- The third photo shows the details of the camera and its mounting. There are two points of flexibility for the camera mount. The box housing the camera rotates 360 degrees, allowing the subject who is being photographed to stand (a) either on the same side of the workstation the livescan is on, or (b) on the opposite side of the TAP Workstation cabinet. Also, the box housing the camera can be adjusted to pivot up towards the ceiling or pivot down towards the floor.