



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

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 MorphoTrak Customer Support Center (CSC) and MorphoTrak 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** RJ45 Network Cables:
 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.
- 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
 - Required minimum bandwidth: 100 Mb full-duplex
 - Line must be terminated at the location of the kiosk
- 1 IP Addresses: Used for the TAP Workstation
 - Requires access to the Internet
- 1 Network drop on the Tribes local network for the Printer
 - 1 IP Address: Used for the Printer
 - Qty 2 – 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 wireline connection because the personal computer does not support a wireless connection.
- b) The IP address for the TAP workstation PC must be a public IP address that is static, unique, and not be dynamically reallocated to another user.
- c) The IP address for the TAP workstation PC must have access to the internet and port 443 and port 6200 enabled to allow remote access for secure traffic.
- d) Do not use an IP address for the TAP workstation PC that is 192.168.x.x because it is reserved for use by the MESA application
- e) 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.

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

Remote Access requires the following:

- High speed (DSL or higher) internet access line to the TAP workstation
 - Require the ability to remotely login to the TAP Workstation
 - One option is to use Microsoft Remote Desktop Protocol (RDP)
 - Other remote access solution can be used as well, such as VNC, Citrix, etc.
 - Communication device must support port forwarding
 - Access to the system will come through the DSL modem, so this device must have the ability to forward requests that are sent to the DSL modem external IP Address that are using the remote access software's port. For Microsoft RDP the port is 3389; other remote access solutions use other ports. Any traffic sent to the external IP Address using the Tribes remote access solution's port must be forwarded to the internal IP Address given to the TAP Workstation.

- Configuring port forwarding for the DSL modem may require support from the DSL Line (or equivalent)
- Before the kiosk arrives a laptop or PC should be used to test that port forwarding of the remote access solution's port is configured properly

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

- Local Network
 - Ability to access the TAP Workstation System from outside the Tribe's local network
 - This can be done by applications such as Virtual Private Network (VPN)
 - The Tribes will need to provide the VPN client software, usernames, and passwords
 - Or
 - Add exceptions to the firewall allowing access to the TAP Workstation using the Tribes chosen remote access application

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. Connectivity testing includes:**
 1. Internet access with the wireline IP address that will be used for the TAP workstation
 2. Internet access with the wireline IP address that will be used for the PC with OpenFox Messenger / NCIC access
 3. Testing MorphoTrak's ability to remotely access the TAP workstation PC
 4. Internet access with the IP address that will be used in the training room during on-site training activities

Notes for Item 4:

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.

4. 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
 - Flatbed scanner
 - Dimensions: 11.2" x 19.1" x 4.6" (W x D x H)
 - Weight: 9.6 lb.
 - Printer
 - Dimensions: 26.4" x 16.7" x 20.1"
 - Weight: 85.2 lb. (excluding paper)
 - Monitor
 - Dimensions (including monitor frame): 16" W x 13" H x 2" D
 - Dimensions (screen only): 14.75" W x 12" H; Note: Use these dimensions if you are planning to purchase a screen protector.
 - Weight: 14 lb.
 - Live scan device
 - Dimensions: 15" x 8.5" x 9"
 - Weight: 20 lb.
 - DOJ PC
 - Dimensions: 9.3" x 2.6" x 9.4"
 - Weight: 13.2 lb.
 - Miscellaneous
 - Keyboard
 - Mouse
 - Cables
 - Webcam camera

- (small)
 - Universal Power Supply
 - (add dimensions)
- 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):
 - Dimensions: 72" x 30" x 38" (H x W x D)
 - Weight: 260 lbs
 - 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):
 - Dimensions: 68" x 26" x 33" (H x W x D)
 - Weight: 230 lbs
- The receiving tribal site needs to provide a desk or table for the Flatbed Scanner and Printer
 - Flatbed scanner
 - Dimensions: 11.2" x 19.1" x 4.6" (W x D x H)
 - Weight: 9.6 lb.
 - 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.

5. Environment

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

6. 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.

7. Power

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

8. Day of Kiosk Delivery

- a) Contact your TAP Business Relationship Manager (BRM) and let the BRM know when the kiosk has arrived and whether the kiosk and equipment in boxes look intact or looks like any items are damaged. 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.



- b) 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 MorphoTrak. 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 MorphoTrak. 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.





