



# BLUE TOP Information Bulletin

August 23, 2012  
Volume 5 Issue 16

US **A**CCCESS Program

FEDERAL ACQUISITION SERVICE (FAS) / INTEGRATED TECHNOLOGY SERVICE (ITS)

[HTTP://WWW.FEDIDCARD.GOV/](http://www.fedidcard.gov/)

## UPCOMING MEETINGS & TRAINING

Meeting/Training	Time & Date	Location	Dial-In Info
PIV Credential Renewal Webinar - Second Opportunity to Participate	Thursday, Aug 23 2:30-4:00pm	Telecon	888-455-1864 Passcode: REFRESHER
Light Services Customer Call	Tuesday, Sept 4 1:00-1:30pm	Telecon	866-556-0154 Passcode: 2132069
CAB Meeting (Gov't Only)	Thursday, Sept 6 9:00-12:00pm	333 John Carlyle St. Suite 400 Alexandria, VA 22314	This meeting is a "Government Only" meeting. Contractors will not be permitted.
Customer Call	Thursday, Sept 6 2:30-3:30pm	Telecon	866-556-0154 Passcode: 2132069
Registrar Classroom Training	Tuesday and Wednesday Sept 11 & Sept 12; Oct 16 & Oct 17; Nov 6 & Nov 7; Dec 11 & Dec 12	HP Chantilly, VA	Contact <i>Jim Schoening</i> for information or to Register

Due to the additional full week in August, and in order to maintain our schedule, the next Issue of the Blue Top will be released on September 13.

## SPOTLIGHT ARTICLES

### RELEASE 6.3 IS TO BE COMPLETED BY AUGUST 27

Release 6.3 that implements the ability to request renewals for credentials will go in to production next weekend, starting at 4pm Friday, August 24 and run through 6am on Monday, August 27. During this time, the service and role holder portals will be unavailable. We have blocked fixed credentialing center workstation schedules from 4pm-2am on Friday, Aug 24 to account for the early maintenance start. Please be sure to check schedules for existing appointments during this time and reschedule them.

**REMINDER:** Update your Light and desktop rekey machines with the new installers by August 27 (first work day following release) as they contain new ActiveX controls that are required in order to conduct activations and card updates following the release. If machines are not updated, then you will not be able to complete card activations or updates. The new installers and documentation files are posted on the SFTP server, and information is posted on the Technical Exchange Forum.

Fixed workstations were updated via our automated process at the end of July.

#### Updated Installers

The USAccess LAS Installer v1.6.0, LCS Installer v1.4.0, and a new installer for Desktop Rekey were released on July 27, 2012. These installers include new ActiveX controls that are mandatory for Light and desktop rekey workstations to complete enrollments, activations, and card updates once USAccess Software Release 6.3 is put in to production.

For LCS and Light Activation, there are two methods to updating workstations. Depending on the version the workstation is currently using, Agencies can elect to do a full installation or do an upgrade. Documentation for each method is posted alongside the files as indicated below.

#### LCS Installers

LCS workstations running a version prior to v1.3.1, should be updated using the full installation package called *LCSInstaller\_1\_4\_0\_FULL\_Install.zip*. This file and the *Light Credentialing Solution Installation Guide v1.4.0* are posted on the Secure File Transfer Protocol (SFTP) server. Agency Leads should use the same SFTP log in credentials that were emailed for previous installs.

LCS workstations running v1.3.1 can be updated using the smaller “upgrade” package called *LCSInstaller1\_3\_1\_TO\_1\_4\_0\_UPDATE\_ONLY.zip*. This file and the *LCS UPGRADE Only Install Guide v1.4.0* are posted on both the SFTP server and the USAccess Technical Exchange Forum under the LCS folder.

## LAS Installers

LAS workstations running a version prior to v1.5.1 should be updated using the full installation package called *LAIInstaller\_1\_6\_0\_Full\_Install.zip*. This file and the *Light Activation Installation Guide v1.6.0* are posted on the Secure File Transfer Protocol (SFTP) server. Agency Leads should use the same SFTP log in credentials they were emailed for previous updates.

LAS workstations running v1.5.1 can be updated using the smaller “upgrade” package called *LAIInstaller1\_5\_1\_TO\_1\_6\_0\_UPDATE\_ONLY.zip*. This file and the Light Activation UPGRADE Only Install Guide are posted on both the SFTP server and the USAccess Technical Exchange Forum under the Light Activation folder.

## Desktop Rekey Installer

Desktop Rekey workstations should be updated using the *USAccess CMS\_42\_ActiveX\_Controls\_2012* file that is posted on the Agency Lead Portal under the *Light Activation>Software>Desktop Rekey using Agency Workstation* folder. The *Credential Updates Using Agency Workstations August 2012 Guide* is also posted in this folder. The install file and install guide for Desktop Rekey are also posted on the SFTP server, Desktop Rekey folder, and the Technical Exchange Forum under Light Activation.

The MSO strongly encourages agencies to update their workstations prior to the start of the 6.3 Release to prevent any interruption in service. These installers work in the current USAccess environment, so installing them early will not prevent the workstations from working properly. Agency Leads should download and distribute the new installers now to their field workstations so they can be installed prior to the release. If the new ActiveX controls are not installed, Light kits and desktop rekey workstations will encounter errors with reading cards and displaying pictures during activations after the completion of the 6.3 Release.

Once LCS, LAS, and Desktop Rekey workstations are updated to the latest versions, users will see several Java and Digital Certificate prompts when accessing the Activation portals for the first time once release 6.3 is pushed in to production. Users should click the checkbox to “Always trust content from this publisher” and click YES or RUN at these prompts and proceed with the card activation or update. These prompts will only appear during the first time using the Activation portal.

**REMINDER:** To install/run the Light Activation, LCS and desktop rekey installers, the user **MUST** have system administrator rights.

## USACCESS TIP OF THE WEEK

### Caring for Your Credential

Be reminded to exercise care when handling and storing your PIV credentials. With the hot summer weather, it's important to remember to avoid storing your credential in areas subject to excessive heat or in direct sunlight (e.g. car dashboards) as the credential could warp.

Read the *About the USAccess Credential* guide posted on the USAccess Web Site under The PIV Credential>Your Credential for more information on how to care for your credential.

Or for those with access to the Agency Lead Portal, you can view it under USAccess Help & Training>Job Aids (See <https://teammso.fedidcard.gov/workplaces/main/agency/help/Job%20Aids/Forms/AllItems.aspx>)

## IMPORTANT REMINDER

### PIV Credential Renewal Webinar - Second Opportunity to Participate

GSA has decided to offer another opportunity to participate in the Renewal Webinar. Last week's session was very successful but we want to reach out to all interested parties who have not yet participated in order to go through the updated process and to address any questions that may arise. The dial-in information for the webinar is provided in the calendar above and in the Training News and Notes below.

## USACCESS SERVICE ENHANCEMENTS

### Enhancements & Maintenance since Last Blue Top

The following data fixes were completed:

Changed the address for the DOI ENR Site in Gatlinburg, TN

### Enhancements & Maintenance Planned for Coming Weeks

- Application Release 6.3 implementation planned for weekend of August 24  
This release contains the ability to request a card renewal for credentials that will expire in the coming year. Some credentials are approaching the five-year mark (this expiration refers to the date printed on the front of the card) and will expire on the date printed. Many details on this release have been covered in the past two User Group meetings, and will be discussed at the CAB meeting.

- Maintenance is planned for Sept 8 from 6am-6pm Eastern. The USAccess service and role holder portals will be unavailable during this time.

## **TRAINING NEWS AND NOTES**

### **PIV Credential Renewal Webinar**

**Thurs, August 23, 2:30-3:30pm ET:** Introduction to USAccess PIV Credential Renewal  
Audience: Open to Agency Leads, their Program Staff, and Role Holders. The agenda will include a general overview of the business, process, and technical details with an open Q&A session.

The session will be accessible through the web and dial in.  
Here is the access information for the **Thurs., August 23 session at 2:30pm ET.**

**Dial-In Only:** [888-455-1864](tel:888-455-1864) **Passcode:** **REFRESHER**

#### **Net Conference Meeting Access Information:**

Participants can join the event directly at

<https://www.mymeetings.com/nc/join.php?i=RW8656836&p=REFRESHER&t=c>

When calling into the audio connection, please provide your name and Sub-Agency and/or Agency name to the operator. If you are a contractor, provide the name of the Agency that you represent. You must call in to hear the briefing.

**NOTE:** It is a good idea to call in a few minutes early to the conference call. This eliminates the congestion of everyone dialing in at once.

### **Registrar Classroom Training**

Upcoming Class Dates: *September 11-12, October 16-17, November 6-7, December 11-12*

Contact Jim Schoening at [jim.schoening@gsa.gov](mailto:jim.schoening@gsa.gov) to register attendees for the classroom Registrar training.

### **Role Holder Web-Based Training (WBT)**

Role Holder WBT modules are accessible through the GSA USAccess On-Line Role Holder Learning Management System (LMS). All six Role Holder courses are available to users at any time.

For access information and further details visit this webpage

[www.Fedidcard.gov/implgetstarted.aspx](http://www.Fedidcard.gov/implgetstarted.aspx), Online Role Holder Training under the Ongoing Support section at the bottom of the page.

## WORKING GROUPS

Contact Bill Windsor ([william.windsor@gsa.gov](mailto:william.windsor@gsa.gov)) or Steve Sill ([stephen.sill@gsa.gov](mailto:stephen.sill@gsa.gov)) to be added to the User Group (UG) distribution lists.

### User Group

The next User Group meeting is tentatively scheduled for September 25, 9am-12pm at the GSA Swing Space, NOMA, 1275 First Street, NE, Washington, DC. The room location will be announced in future Blue Tops.

## LIGHT SOLUTIONS

Light Solutions Current Versions in Production

- Light Activation Service Kits ship with Version 1.5.1 software (starting June 11, 2012).
- Light Credentialing Solution Kits ship with Version 1.3.1 software (starting June 11, 2012).

## ORDERING INFORMATION

### Service Order Requests

The [Service Order](#) form is on the “Getting Operational” web page under point 2, <http://fedidcard.gov/implgetoperational.aspx>.

### Test Card Orders

If you are ordering test cards or have questions about the test card offering and process, visit the website at [Implementation> Getting Operational](#) under the **Ordering Test Cards** topic. The form has been updated since the Transition. Please contact [Daryl Hendricks](#) ([daryl.hendricks@gsa.gov](mailto:daryl.hendricks@gsa.gov)) for questions.

## USACCESS DEPLOYMENT CORNER

Relocations:

GSA Scranton, PA completed 7/24/12

DOI Gatlinburg, TN completed 8/15/12

### Returning Your Defective Cards to the MSO

Please return your potentially defective cards (due to failure or manufacturer defect) to the MSO for review and possible REPRINT credit.

Instructions on the return process are posted on the Agency Lead Portal under **(Implementation>Process for Defective Cards & Delivery Issues)**. You must complete this form and submit it electronically to [hspd12@gsa.gov](mailto:hspd12@gsa.gov). This process must be followed for

reprint credit. When returning your defective cards, we ask that you label each card with the type of card that is being returned (HID, non-HID) using a marker.

Return all PIV credentials via a “signature required” approved carrier (e.g. FedEx, UPS, or USPS sent as “Registered Mail”). The defective and/or damaged USAccess PIV Credentials must be securely returned to the following address:

**Defective Card Return Address:**

GSA HSPD-12 Managed Services Office  
10304 Eaton Place, 2nd Floor  
Fairfax, VA 22030  
**ATTN: HSPD-12 MSO**

**USAccess Center Status Alerts**

To stay informed about USAccess Center status, subscribe to [the USAccess Alerts](#) emails. There are three types of alerts issued, *System Alerts*, *Scheduled Maintenance Advisory*, and *Credentialing Centers Closed Advisory*. The list of closed credential centers for the current day is at the top of the [USAccess program](#) homepage under Credentialing Centers Closed.

Should you have any questions regarding the defective credential process or site deployment, please contact Matt Arnold at [matthew.arnold@gsa.gov](mailto:matthew.arnold@gsa.gov).

**CONTACT US**

Please visit the USAccess website [How to Contact Us](#) or complete the form found here: [Submit a Question](#).