



# Blue Top Newsletter

## Upcoming Meetings and Training

Meeting/Training	Date & Time (EST)	Location	Dial-In Info
Non-PIV Working Group	Wed, Jul 29 10:00 to 12:00	GSA Central Office 1800F St. NW Conference Rm. G117	866-556-0154, Passcode: 2132069
Derived Credential Working Group	Wed, Jul 29 1:00 to 3:00	GSA Central Office 1800F St. NW Conference Rm. G117	866-556-0154, Passcode: 2132069
CAB	Thu, Aug 6 9:30 to 12:00	Grant Thornton 333 John Carlyle Dr., Alexandria, VA 4th Fl. Conf. Rm	No Telecon Provided
Registrar Refresher Training	Thu, Aug 13 2:30 to 3:30	Telecon	888-455-1864 Passcode: 3611044
User Group	Tue, Aug 18 9:00 to 12:00	GSA Central Office 1800F St. NW Conference Rm. 4002	888-455-1864 Passcode: 5887966
Registrar Classroom Training	Wed and Thu Aug 12-13 Sep 16-17	HP Chantilly, VA	Contact Jim Schoening for information or to Register

Special Points of Note:

Now found on  
[www.fedidcard.gov](http://www.fedidcard.gov):

- > Service Order Requests and Test Card Orders
- > Role Holder Web Based Training Registration
- > Deployment Activities and USAccess Center Status Alerts
- > Contact Ken Bandy ([Kenneth.bandy@gsa.gov](mailto:Kenneth.bandy@gsa.gov)) to be added to User Group (UG) distribution list.
- > Contact Jim Schoening ([jim.schoening@gsa.gov](mailto:jim.schoening@gsa.gov)) for Registrar Classroom Training sign up

## EFTS Issue Corrected

Due to a change made with maintenance on July 11, USAccess EFTS packages could not be delivered to OPM due to an issue with the return email address coded in the system. As a result, OPM was rejecting the packages and Agencies were not getting results for these Applicants from OPM. We put in an emergency fix on July 15 that corrected the issue so OPM is receiving all new transmissions. We also automatically resent the packages that were not delivered successfully so the backlog was cleared. This was all confirmed with OPM. Also, multiple billing will *not* occur for these impacted files. There is no further action needed by Agencies. Thank you for your patience while we resolved this issue.

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## **Distribution List Cleanup Reminder**

As part of the MSO's email distribution list cleanup push, we have sent out an email to each agency looking for assistance cleaning up our distribution lists, financial POCs, and ALP User accounts. Thank you to those agencies that have already provided feedback. Those who have not, we are asking you provide feedback by July 24 so we may process them as part of our concentrated cleanup effort. Of course, agencies are always welcome to proactively notify the MSO of personnel changes that impact our distribution lists any time throughout the year.

## **New Agency Lead Portal URL**

The URL for the Agency Lead Portal (ALP) has changed. The new URL is:  
<https://usaccess-alp.gsa.gov>

The previous URL will forward you to the new URL until August 15, 2015, at which time the previous URL will no longer be active. Please take the time to update your bookmarks to the new URL.

The MSO team has notified all ALP users of this change via email and an announcement has placed on the ALP notifying users of this change.

Please let us know if you experience any issues with this change.

## **Service Enhancements**

### **System Changes Since Last Blue Top**

- **Maintenance completed as scheduled on Saturday, July 11.**
- **Update completed to GSA Online Scheduling System as planned for July 15.**  
As previously communicated, Internet Explorer 8 will no longer be supported for the Scheduler. We encourage Agencies to upgrade to later versions of IE when accessing the scheduling system. The fixed credentialing workstations are all operating on IE 11 as a result of the Windows 7 migration.
- **Maintenance completed on FEDIDCARD.GOV web site, July 10-12**

## **Service Enhancements continued**

- **Card delivered batches (SBDDs) resumed from Card Production Facility (CPF)**

On Friday, July 10, the MSO sent an email to Agency Leads and posted an advisory on TRACKS regarding an issue where the field could not check in credentials using the Credential Inventory Tool (CIT). In some cases, the credentials could not be activated. This was caused by a delay in USAccess receiving card delivered batch files from our CPF. The USAccess system must receive these SBDD files in order for the CIT and Card Activation portals to recognize credentials as ready for check in and activation.

Our CPF notified the MSO that file transmissions to USAccess resumed early the week of July 13. The MSO sent an email to Agency Leads last week notifying them the issue was resolved and that all backlogged SBDD batches had been processed. TRACKS was also updated to let Activators know to check in and activate any cards that were put aside until this issue was resolved.

- **Disaster Recovery Exercise (DRE) completed as scheduled on Saturday, July 18**

- **Fedidcard.gov server errors on July 22, 2015.**

For a period of a few hours on Wednesday morning, the MSO Web site hosted by GSA CIO ([www.fedidcard.gov](http://www.fedidcard.gov)) was displaying errors when accessed. The servers were rebooted and service restored later in the morning.

## **Planned Changes**

- **Entrust renewing CA and root CA certificates. New trust chain available on 7/31**

The PIV Content Signing Certificate used by the USAccess system to sign card contents must be renewed in August 2015. As part of this work, our CA provider (Entrust) is updating their CA root certificate. Agencies were briefed during the July User Group meeting this week, and an email will be sent to Agency Leads this week with more information on when the trust chain will be posted on the Agency Lead Portal and systems that must be updated with this new chain once available. Agencies must update any computer system where access certificates are being validated (e.g.; workstations, servers, VPNs, PAC systems, etc.) and use these CA certificates to validate.

NOTE: Any certificates issued after the Entrust root CA rekey (scheduled for 7/30) will require this new trust chain to be validated. If the trust chain is not imported, new cards or cards receiving updates under the new CA certificates may not be usable for PIV card log on, etc.

## **Service Enhancements continued**

- **Release 9.6.7 scheduled for August 1.**

This release includes an update to the **PIV Card Required** field in the Sponsorship Portal to make it more intuitive for a Sponsor to indicate whether an Applicant should have a card printed. The current **PIV Card Required** field will be renamed **Credential Option** with a pull-down option to select:

- ♦ *PIV* – card should be printed for the Applicant
- ♦ *NONE* – The Applicant should not have a card printed.

The system will set the default of this field to *PIV*.

The SIP will also be updated to add a new **CredentialOption** string with the option to indicate *PIV* or *NONE*. The string will default to *PIV* unless the Agency is configured to not print cards. If not configured, then the string defaults to *NONE*. The existing **PIVCardRequiredCode** will also remain so Agencies can elect to use this existing string. This string will default to *TRUE* (print card for Applicant). If the Agency wants to use only the **PIVCardRequiredCode** string, they should leave the **CredentialOption** string blank and enter a value in **PIVCardRequiredCode**. The system will use **PIVCardRequiredCode** if no value is indicated for **CredentialOption**. If no value is indicated for either string, the system defaults to *PIV/TRUE* (A card should be printed for the Applicant.)

The Bulk Upload portal and the Bulk Upload Template will not be updated. The current Column AC labeled **PIVCardRequiredCode** will remain. As it is today, a *True* value=*PIV* card printed and a *False* value=*No card printed*.

A release notice will be posted on the Agency Lead Portal by the end of this week.

- **Maintenance schedule for August 1—Java 8 Migration**

Maintenance is scheduled for Saturday, August 1. During this time, the USAccess Service will be unavailable. Please plan for it to be unavailable for most of the day. As part of this work, USAccess fixed workstations will be migrated to Java 8 automatically as part of the monthly maintenance.

For Light workstations, Agencies must update LA and LCS workstations using the new installer packages (v3.4.2) that will be posted on the SFTP in early August. If any Agencies must migrate to Java 8 before then, they can download the Java 8 installer from the vendor and install it themselves on their Light kits, but do so at their own risk. The Light v3.4.2 installation packages are not mandatory, so if Agencies choose not to deploy, their LA and LCS kits will continue to work with current versions.

A release notice will be posted on the Agency Lead Portal by the end of this week.

## Security Tip

### Proper Approach for Moving Equipment

For fixed stations in credentialing centers, it is very important that we protect the USAccess network gear and ensure that no troubleshooting or relocation of this equipment is performed without USAccess knowledge. Never change the connections or re-locate the Cisco router or Linksys switch box. This goes for all USAccess equipment. Please do not relocate any of it without an approved order.

Additionally, never troubleshoot the Cisco router or Linksys switch box without a USAccess representative on the phone. Changing the cable connections or connecting another pc/laptop to these devices is a security breach and may cause your site to be out of service for an extended period of time. Please remember that there is a lot of Personally Identifiable Information (PII) being passed through this system. We are collecting PII for hundreds of thousands of Government employees, yourselves included. For this reason, we must all take privacy and security very seriously.

If you need help or information about moving LAS or LCS stations, please contact your Agency Lead or point of contact who gave you the kits and machines.