

Livescan Vendor Bulletin

Ohio BCI Livescan Specification Version 8.1 Installation Procedure

Summary

Due to recent changes, there has been some confusion about the process for installing new/replacement livescans under version 8.1 of the specifications. We'd like to try to clear up any confusion, and also to make sure that we have the information we need to route requests most efficiently. Please pass this information along to anybody in your agency who will be involved in new livescan installations.

Procedure

For each new livescan, we ask that you (the vendor) create a work order with AGO Tech Support a few weeks prior to the planned date of installation. To do this, please send an e-mail to techsupport@ohioattorneygeneral.gov requesting support for the new installation. In this e-mail, please include the following information:

- agency name and ORI
- e-mail address for responses
- TOT(s) that the agency will be submitting
- whether it is replacing an old livescan or a new livescan installation
- whether or not the agency will be submitting palms
- approximate date range for installation

Once the agency has been set up here, we will contact you with the FTPS password and ITN range. We will work with you and the agency to finalize an installation date. We will also provide you with the direct contact information for the AGO IT staff member who will be working with you on the installation. If you have questions or need any assistance with the installation from this point forward, please feel free to contact this staff member directly, referencing the AGO work order number for the installation.

On the day of the installation, please submit the test records (as described in Appendix A of the 8.1 livescan specifications) to the test directory on the livescan FTPS site and let the AGO IT staff member know that they have been sent. They will work with you to verify receipt of the records, to check the content of the records, to process and reject the records, and to verify that you received the reject response associated with each record. When all test records have been rejected and they've verified that all responses have been received by the livescan, they will grant the agency access to the production folder on the FTPS site and you may switch the agency to submit to production. Once this is complete, they may ask you for any contacts you have at the agency, or any information you have on when the agency plans to begin using the system.

Although the installation is technically complete at this point, we will leave the original work order open until we have seen a live record from the agency. Generally, if we see problems after the installation (no submissions for several weeks, incorrect data, etc), we will contact the agency directly. We may contact you if we find an issue that is clearly a configuration issue.

After we have verified a live record, you should receive an e-mail that we have closed the AGO work order. If you have any other issues with the installation, you may use the links in the e-mail to follow up.

Contact Information

Please direct all questions regarding this bulletin to OAG Technical Support:

techsupport@ohioattorneygeneral.gov (614) 387-7644 or (800) 750-7922