



Universal Latent Workstation (ULW) Version 6.6.3 Supplemental Instructions

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Prepared by:

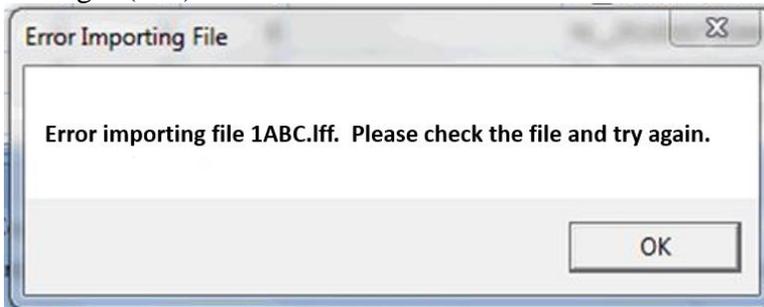
**Federal Bureau of Investigation
Criminal Justice Information Services Division**

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1. Importing Vendor Files into ULW

Users may see the following error when importing vendor files into the ULW Transaction Manager (TM):



Workaround for Importing Error

1. Open the transaction in LE.
2. Go to Text Fields.
3. Open Rec 02, 1: Case Information
4. Locate the Red Xs in the Case Prefix Field and the Case Identifier Field
5. Enter information.
6. Save and Close.
7. Import the transaction into the TM.

▼ Rec 02, 1: Case Information				
Send Copy To	SCO	1	(2.0... 2.007	
<u>Contributor Case ID Number</u>	CIN		2.010	
• <u>Prefix</u>	CIN		2.010	✘
• <u>Identifier</u>	CIN		2.010	✘

2. Duplicate Extensions

When cloning or importing images to a case, users may see duplicate extensions. These transactions should not be searched or added to the Unsolved Latent File (ULF) as the response may not import with the corresponding search.

Case ID	Ext (CIX)	Latent#
SUPPAGAIN	1	1
SUPPAGAIN	2	1
SUPPAGAIN	3	1
SUPPAGAIN	4	1
SUPPAGAIN	4	1
SUPPAGAIN	5	1

3. Request Features Record (RFR) Errors

If users select the 2.095 RFR option on distal submissions, they may receive the following Latent Transaction Errors (ERRLs) or receive error messages upon opening responses in the ULW.

ERRLs:

- L0013 ERRL - A general logic error was detected that is not currently defined
- R0002 ERRL - Deployed NGI Latent Friction Ridge (LFR) system limitations that could fail (Internal Segment Error)

Error Messages when opening responses in the ULW:

- Latent Editor: “Number of minutiae and fingerprint image records do not correspond; cannot save”
- Comparison Tool: “Failed to open EftsFile: [path to file] for the following reason: Failed to open “EbtsFile: [path to file]”
- Comparison Tool: Opens the CT but there is no information and the image blocks are grey.
- Incoming Folder: The transaction may fail to automatically import into the TM. To verify this is the issue, double-click on the file. You will receive one of the responses above.

Workaround:

- Users should uncheck the Request Features Record (2.095 RFR) and resubmit the transaction. If using **ULW v 6.3.6**, before submitting, the RFR should be unchecked for each transaction.
 - LE - Text Fields 2.095
 - TM - File Penetration Tool
- If you continue to receive error messages after 2.095 RFR has been unchecked, please contact < LATENTSUPPORT@LEO.GOV > for assistance.

Selecting RFR when searching full palms:

- Users should not select RFR while searching the following: Unknown Friction Ridge; Unknown Palm; Right and/or Left Full Palm; or Upper and Lower Palm together. If any of these are selected with RFR, the resulting minutiae will not be aligned properly.
- If users wish to have minutiae returned for palm searches, only Upper Palm **or** Lower Palm should be selected. (as independent searches)

4. E0002 ERRL - “Element T4_FGP with value of 20 contains invalid data”

If the user wants to search NGI palms, one of the following workarounds can be used (NOTE: When performing latent searches using any palm FGP, including “Unknown” codes 18 and 20, the Request Features Record (2.095 RFR) box should always be unchecked).

- Record must be changed from Type-4 (fingerprint) to Type-13 (latent)
- If the original image (e.g., bmp, tif, or jpg) is still available, create a completely new Type-13 file to search NGI palms
- If the original image cannot be located, a completely new Type-13 file must be created from the original Type-4 image. The following steps can be used to export the image embedded in the pre-existing Type-4 image file:
 1. In LE, click **Open/Import EBTS File** button
 2. Navigate to the vendor’s file
 3. Click **YES** for Create Feature Set
 4. File > Export Image > Export Original Image (or CTRL+E)
 5. Save File on desktop
 6. Create a new search using this image

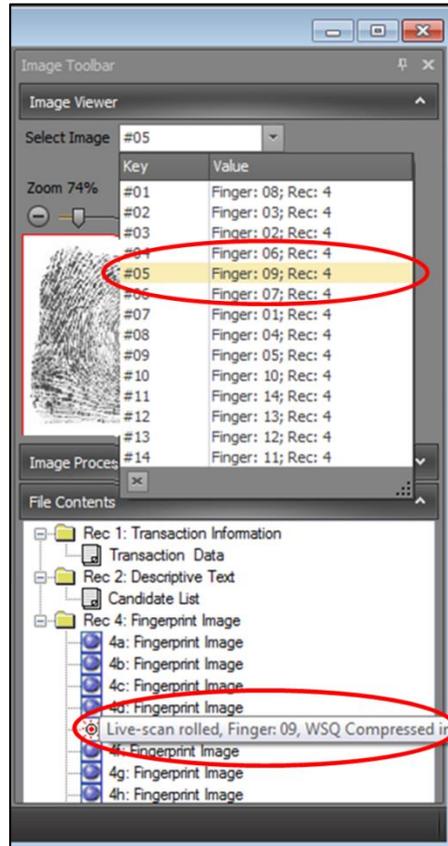
5. Setting Default Image Viewer

To set / re-set the default program ULW uses to open tenprint & palm print images:

1. When the tenprint image is generated, close the Windows Photo Viewer window and go to the location of the file
2. Right click on the file and find the “Open with” option
3. Highlight “Open with” and a menu should appear to the right with some options. If no menu appears, you may need to select “Open with”
4. Select the desired image viewing program (e.g., Photoshop). If you don’t see your desired image viewing program, select “Choose default program” and then locate it through that menu. This should change the program associated with the file and result in future tenprint images displaying via your preferred image viewing program.

6. Image Request Response (IRR) & Unsolved Latent Match (ULM) Fingers display out of order in Latent Editor

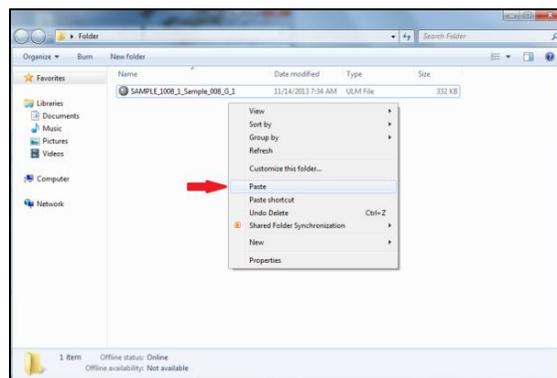
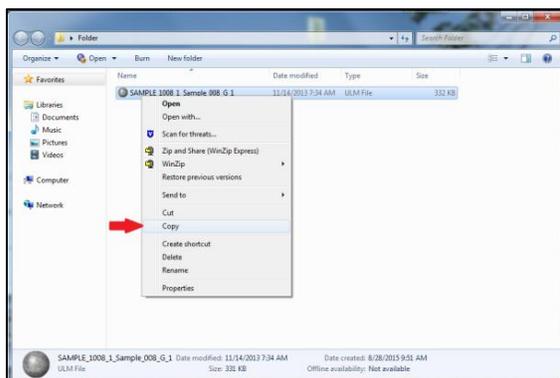
The LE will display fingers in the order in which NGI returns them - which is not always in sequentially ascending order. There is no way to manually re-arrange the fingers in LE. See below example:



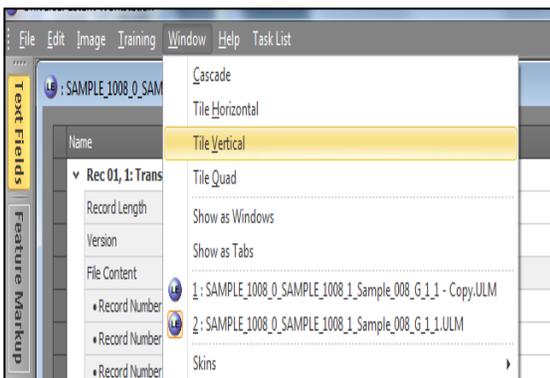
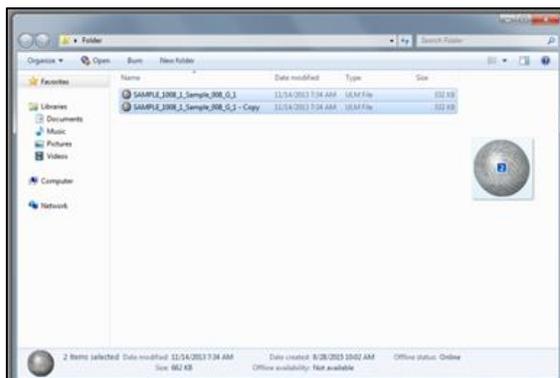
To sort the images in ascending/descending order, users must open the Search Results-Latent (SRL) file in CT and click on "Finger #" at the top of the column. To review a tenprint card displaying fingers located in the proper sequential order, go to File > View Ten-Print Card.

7. Opening Unsolved Latent Match (ULM) Files without Transaction Manager

1. Open Latent Editor (LE).
2. Right click on the ULM file you would like to compare and click Copy.
3. Right click on an area near the original ULM and click Paste.



4. Hold down the Ctrl key and click on the original ULM file and the Copy.
5. Drag and drop both files into LE. Hold down the Ctrl key and click on the original ULM file and then
6. Click on Window in the horizontal tool bar and select Tile Vertical. Select Feature Markup on the left side of the screen to display the tenprint images.



7. Follow steps detailed in the previous ULM comparison instructions (i.e., **Opening Unsolved Latent Match (ULM) Files via Transaction Manager**).

8. Invalid Image Resolution

All of the error messages shown below have been associated with invalid candidate image resolutions returned in SRLs and IRRs. At this time, the images can be viewed in the Transaction Manager using View Images and in the Latent Editor (with a pop-up displayed for every image noting the error). The SRL images cannot be viewed in CT; however, as a workaround, users can submit an IRQ for the candidate UCN and then use the IRR in the CT for comparison purposes. See examples below:

