This form is used to record reported incidents with the Air Exit biometric capture equipment by CBP Officer. Gather the Point of Contact information as quickly as possible and address the problem represented by the incident symptoms. Due to the immediate negative impact that faulty equipment has on aircraft boarding procedures, it is imperative to correct the root cause and restore the equipment to operational as fast as possible. This means that the reported incident must be resolved using this checklist or escalated to the TVS Application team, Network Operation Center team or other Tier III support elements as soon as possible. Once the incident is resolved, proceed with current EOC Incident Management Closing and Reporting activities.

Normal operation: Presuming that the user has setup the camera correctly and is being used properly (e.g. camera-to-passenger distance, lighting, unobstructed view, etc.), the normal operation will result in a positive response (green light at camera) being returned in about 3-5 seconds.

**A.** **Incident Details**.

* Immediate questions to answer & action to take:
* If the incident is a system-wide outage (follow current EOC Procedures, including):
* Initiate the CBP AtHoc notification system.
* Start a bridge call with applicable Tier III support teams – always application team, network team, and Cloud Service Provider.
* Notify the participating airlines of the system wide outage and recommend they initiate their backup procedures.
* Gather incident information and troubleshoot using the checklist.
* Record Incident Information:

Incident Start Date & Time (UTC): Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Time \_\_\_\_\_\_\_\_\_\_\_

Name of Caller: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Camera Manufacturer (Model): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Organization: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Departure Port (Airport): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Airline: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Flight Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Destination Port (Airport): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Gate Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Original Scheduled Flight Departure Time (UTC): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Did you complete your local processes before this call? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Rescheduled Flight Departure Time (if flight was delayed) (UTC): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Passenger Screening Start Time (UTC): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Reported Symptom: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Error Icon Message: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**B. User Reported Symptoms**.

|  |  |
| --- | --- |
| **Symptom** | **Corrective Measures Paragraph** |
| Login/Setup Errors | Section C.1 |
| Yellow Responses (Consecutive or Frequent) | Section C.2 |
| Not Powering Up | Section C.3 |
| Other (Non User-Observed Errors and Other Errors) | Section C.4, C.5 |
| Contact Info | Section 6 |

**C.** **Corrective Measures**.

# Login/setup errors

## Verify PINs are correctly entered

* Verify valid user PIN was entered into the pin-pad revealed at startup (obtained from the local supervisor(s) who oversee the biometric capture equipment operations) – *does not require a network connection to successfully complete this step*. The PINs can also be provided by EOC personnel from the BioAirExitControlled\_Info.docx stored on the EOC Documents SharePoint site [Biometric Air Exit Artifacts](https://uconnect.cbpnet.cbp.dhs.gov/sites/OIT/EOC/Documents/Forms/AllItems.aspx?RootFolder=%2Fsites%2FOIT%2FEOC%2FDocuments%2FBiometric%20Entry%2DExit%2FBiometric%20Air%20Exit&FolderCTID=0x01200004BC6FC88E113C4DBFA4B05A3E98D7B8&View=%7B514111CB%2D5D13%2D4FB2%2D81D1%2D2971B2172477%7D). *There are two pins: the first pin allows you to change all the metadata; ex. if flight number has changed, etc. and the second pin opens the app containing previous metadata; ex. flight information. The pins are strictly for the NEC app on CBP owned cameras.*

## Verify Flight Credentials have been correctly entered

* Verify the flight credentials are correctly entered into the subsequent screen revealed after entering the Application PIN (first login PIN) (e.g. flight number, carrier code, departure port) – the data from the previous session is auto-populated at subsequent startup sequences -- does not require a network connection to successfully complete this step

## Perform Mock Passenger Screening Test

* Verify proper operation by running a mock passenger screening test – take 2-3 photos of any uniformed airport employee or CBP officer (non-travelers) and monitor the results -- requires a network connection to successfully complete this step; a successful test results in a BLUE LIGHT response (no match found). A GREEN LIGHT response as part of a mock test is okay, but the name, organization, time, and test attempts of the test passenger(s) should be recorded by the EOC personnel in the incident report.
* GREEN LIGHT represents a successful match against the gallery; BLUE LIGHT represents a no-match result for the ticketed passenger; and, YELLOW LIGHT represents some sort of system error. See “Consecutive yellow or frequent yellow response sections” below to troubleshoot those conditions.

## EOC personnel needs to observe the status of monitoring, alert conditions, and alert messages (refer to the Monitoring Processes and Components List on the EOC Documents Site [Biometric Air Exit Artifacts](https://uconnect.cbpnet.cbp.dhs.gov/sites/OIT/EOC/Documents/Forms/AllItems.aspx?RootFolder=%2Fsites%2FOIT%2FEOC%2FDocuments%2FBiometric%20Entry%2DExit%2FBiometric%20Air%20Exit&FolderCTID=0x01200004BC6FC88E113C4DBFA4B05A3E98D7B8&View=%7B514111CB%2D5D13%2D4FB2%2D81D1%2D2971B2172477%7D)). Investigate abnormal conditions indicated, if any.

## If the reported problem (hardware/software) is not resolved, then it is time to escalate to the appropriate Tier III support team – TVS Application team plus any others as needed. Contact info: TVS Phone # - 703-258-4249 (24 hour support); Emergency – [TVSDevelopmentTeam@cbp.dhs.gov](mailto:TVSDevelopmentTeam@cbp.dhs.gov); Non-Emergency - [tvssupport@cbp.dhs.gov](mailto:tvssupport@cbp.dhs.gov) (services via email are not 24 hours; availability M-F 7am-7pm). For network support please contact the NOC Team - 1-800-927-8729 or CBPNOC@cbp.dhs.gov

## When the Watch Commander makes the decision to further escalate the issue to multiple teams within Tier III [i.e. Technical Engineers (EDMED, OneNet, Local Airline, Cloud Service Provider, OIT Application); Network Engineers (ENTSD, Local Airport)], a bridge call will be initiated. Then EOC will follow the appropriate steps in the Significant Incident Repeatable Process on EOC Documents Site [Biometric Air Exit Artifacts](https://uconnect.cbpnet.cbp.dhs.gov/sites/OIT/EOC/Documents/Forms/AllItems.aspx?RootFolder=%2Fsites%2FOIT%2FEOC%2FDocuments%2FBiometric%20Entry%2DExit%2FBiometric%20Air%20Exit&FolderCTID=0x01200004BC6FC88E113C4DBFA4B05A3E98D7B8&View=%7B514111CB%2D5D13%2D4FB2%2D81D1%2D2971B2172477%7D).

## 

# Yellow Responses (Consecutive or Frequent) (do actions for 2.1 or 2.2 and all the rest)

# Yellow responses are divided between client-side (camera) and server-side (TVS matcher solution) errors.

# Note: If needed, utilize the EOC Documents Site ([Biometric Air Exit Artifacts](https://uconnect.cbpnet.cbp.dhs.gov/sites/OIT/EOC/Documents/Forms/AllItems.aspx?RootFolder=%2Fsites%2FOIT%2FEOC%2FDocuments%2FBiometric%20Entry%2DExit%2FBiometric%20Air%20Exit&FolderCTID=0x01200004BC6FC88E113C4DBFA4B05A3E98D7B8&View=%7B514111CB%2D5D13%2D4FB2%2D81D1%2D2971B2172477%7D)) for appropriate troubleshooting guides/checklists:

* ***For CradlePoint Routers:*** Use the EOC CradlePoint Troubleshooting Checklist for Failed Internet Connectivity or CradlePoint Router Troubleshooting Guide
* ***For Camera equipment:*** Use the NEC Neoface X2 End User Manual or TVS Technical Reference Guide
* ***For Error Messages and Responses***: Use the Biometric Air Exit Error Messages and Responses Master List
* ***For Monitoring:*** Use the Biometric Air Exit Monitoring Processes and Components List
* ***For System Interfaces:*** Use the Biometric Air Exit System Interfaces Master List

## Server-Side Error

* Tap to open the Error Icon (red triangle with white exclamation point on the upper right corner of the main screen)
* Identify the error message presented and take action based on the error message. For accuracy, the error message needs to be retrieved after a Yellow Response occurs and before performing. Error messages include:

|  |  |  |  |
| --- | --- | --- | --- |
| **#** | **Error Message** | **Likely Cause** | **Resolution** |
| 1 | Failed to identify with CBP because: Dataset not found | 1. Gallery does not exist 2. Incorrect flight data | 1. Verify the Flight Information is accurate  * Use User Pin #10850 to check the needed Flight and Carrier data. * Use Admin Pin # 95670 to check the field input. This pin number allows you to change all the metadata.  1. Check the AWS CloudWatch logs to verify that the flight information is found and accurate. Link in Section 2.6 *(Access in process until then escalate to Tier III -TVS App Team)* 2. Verify the gallery was created on Upax/Biometrics Dashboard (UI) and Diagtool (in the cloud) Links in Section 2.3 *(When available - Read only Access TBD until then escalate to Tier III TVS App Team)* 3. If the gallery was not created in Upax/Biometrics Dashboard (UI) and the Diagtool (in the cloud), contact Tier III -TVS Application Team (Section 2.4) to further investigate this issue. |
| 2 | Failed to identify with CBP because: Dataset not yet assigned | No photos in the gallery | 1. Verify the Flight Information is accurate  * Use User Pin #10850 to check the needed Flight and Carrier data. * Use Admin Pin # 95670 to check the field input. This pin number allows you to change all the metadata.  1. Verify gallery is not empty by going to Upax/Biometrics Dashboard (UI) and Diagtool (in the cloud) to check to see that flight is on the scheduler. Click on the flight to verify the gallery is not empty. (Links in Section 2.3) *(When available - Read only Access TBD* *until then escalate to Tier III- TVS App Team)* 2. If gallery needs to be manually created, contact Tier III- TVS Application Team (Section 2.4) to further investigate this issue. |
| ~~3~~ | Failed to connect to CBP because: the operation has timed out | Delay with CBP Service (Network Traffic) | 1. Keep taking photos (3x). 2. If issue persists, contact Tier III- TVS Application Team and NOC (Section 2.4) to further investigate. |

## Client-Side Error

* Verify that the internet connection is established
* Verify that the internet signal icon is present in the top right corner of the upper right corner of the main screen (filled-in white bars indicates connection present; empty red bars indicates no internet connection)

|  |  |  |  |
| --- | --- | --- | --- |
| **#** | **Error Message** | **Likely Cause** | **Resolution** |
| 1 | Failed to identify with CBP because: Face not detected  or  Failed to identify with CBP because: Poor image quality | a. Motion blur  b. Lighting (too bright or too dark)  c. Face out of frame/turned away  d. Eyes are blocked  e. Face not in frame  a. Image quality is below the threshold | RETAKE PHOTO (After instructing one of the step below based on the circumstances)   1. Unblock eyes 2. Make sure face is in frame 3. Stop moving during picture capture 4. Reposition camera to face away from light or block the light source 5. Reposition camera to let more light in 6. Reposition passenger between 1 to 3 feet from camera 7. Make above changes as necessary and retake photo 8. Make note to check encounter photos causing the errors 9. If problem continues, contact the Tier III – TVS Application Support team for assistance |
| 2 | No Internet connection icon | No Internet connection | 1. Connect to an active internet connection (verify wireless connection is established) 2. Recommend airline personnel to prepare for backup airline passenger screening (manual process) 3. Check Wi-Fi connection on camera by going to any website (ex. Google.com). If there is still no connection, check the network connection between the Camera and the CradlePoint router. 4. If connectivity is still not established, power-down both the CradlePoint Router and camera equipment (for router unplug power cable there is no on/off switch) 5. Restart the CradlePoint Router device first and then restart the camera and perform the login process 6. If the internet connection is still not re-established, escalate to Tier III TVS Application Team and NOC Support for troubleshooting & resolution (Section 2.4/Section 2.5) 7. Observe monitored processes for indication of connection 8. During bridge call: If no resolution is achieved through Tier III support process, ‘authorized personnel’ should inform airline personnel to launch (manual) backup passenger screening process to board the aircraft. |
| 3 | Failed to connect to CBP because: the operation has timed out | Network traffic | 1. Restart CradlePoint Router device first and then restart the camera and perform the login process. 2. If further assistance is needed, contact Tier III - TVS Application Team and NOC (Section 2.4) to further investigate this issue. |
| 4 | Failed to connect to CBP because: Invalid Carrier Code  OR  Failed to connect to CBP because: Invalid Airport Code | Flight information fields were inputted incorrectly | a. Verify that User has entered the flight information correctly (i.e. Carrier Code, Airport code, Flight number) and that no field is left empty  b. Use User Pin #10850 to check the needed Flight and Carrier data.  c. Use Admin Pin # 95670 to check the field input. This pin number allows you to change all the metadata. The pins are strictly for the NEC app on CBP owned cameras  d. Example: 4O 2941  Carrier code: 4O  Flight number: 2941  Departure port: LAS |
| 5 | Failed to login to the CBP because: User does not exist  OR  Failed to login to the CBP because: Username or password is invalid | Incorrect login creds | 1. Communicate to the user that the NEC Neoface X2 User Manual provides steps on how to change credentials. (Section 2 for link) 2. If further assistance is needed, contact Tier III - TVS Application Team (Section 2.4) to further investigate this issue. |

## EOC personnel may review the Dashboard Gallery UI to gather information for escalation call. (When available Read-only access TBD).

## If the reported problem (hardware/software) is not resolved, then it is time to escalate to the appropriate Tier III support team – TVS Application team plus any others as needed. Contact info: TVS Phone # - 703-258-4249 (24 hour support); Emergency – [TVSDevelopmentTeam@cbp.dhs.gov](mailto:TVSDevelopmentTeam@cbp.dhs.gov); Non-Emergency - [tvssupport@cbp.dhs.gov](mailto:tvssupport@cbp.dhs.gov) (services via email are not 24 hours; availability M-F 7am-7pm). For network support please contact the NOC Team.

## When the Watch Commander makes the decision to further escalate the issue to multiple teams within Tier III [i.e. Technical Engineers (EDMED, OneNet, Local Airline, Cloud Service Provider, OIT Application); Network Engineers (ENTSD, Local Airport)], a bridge call will be initiated. Then EOC will follow the appropriate steps in the Significant Incident Repeatable Process on EOC Documents Site [Biometric Air Exit Artifacts](https://uconnect.cbpnet.cbp.dhs.gov/sites/OIT/EOC/Documents/Forms/AllItems.aspx?RootFolder=%2Fsites%2FOIT%2FEOC%2FDocuments%2FBiometric%20Entry%2DExit%2FBiometric%20Air%20Exit&FolderCTID=0x01200004BC6FC88E113C4DBFA4B05A3E98D7B8&View=%7B514111CB%2D5D13%2D4FB2%2D81D1%2D2971B2172477%7D).

## During escalation call, EOC may review the AWS (CloudWatch) logs *(when available- access in process)* errors (log entries are made once the first passenger photo is taken)

## EOC personnel observe the status of monitoring, alert conditions, and alert messages (refer to the Monitoring Processes and Components List on the EOC Documents Site [Biometric Air Exit Artifacts](https://uconnect.cbpnet.cbp.dhs.gov/sites/OIT/EOC/Documents/Forms/AllItems.aspx?RootFolder=%2Fsites%2FOIT%2FEOC%2FDocuments%2FBiometric%20Entry%2DExit%2FBiometric%20Air%20Exit&FolderCTID=0x01200004BC6FC88E113C4DBFA4B05A3E98D7B8&View=%7B514111CB%2D5D13%2D4FB2%2D81D1%2D2971B2172477%7D)). Investigate abnormal conditions indicated, if any.

# Camera not powering up.

## Verify that the camera is plugged into an active power source and all controlling switches present are turned on (e.g. surge protectors, circuit breakers, etc.)

## Verify that the power-on indicator light (the yellow LED light just under the boarding pass scanner window) is active when powering up the device – the application login screen should appear within 10 seconds after powering-up.

## Restart the device ensuring that you push and release the power button (do not hold it in for more than one second when powering up the device)

## Refer to EOC Documents Site ([Biometric Air Exit Artifacts](https://uconnect.cbpnet.cbp.dhs.gov/sites/OIT/EOC/Documents/Forms/AllItems.aspx?RootFolder=%2Fsites%2FOIT%2FEOC%2FDocuments%2FBiometric%20Entry%2DExit%2FBiometric%20Air%20Exit&FolderCTID=0x01200004BC6FC88E113C4DBFA4B05A3E98D7B8&View=%7B514111CB%2D5D13%2D4FB2%2D81D1%2D2971B2172477%7D)) for Biometric Air Exit Error Messages and Reponses Master List (TBD). Please refer to Air Exit Client Side Errors Tab.

## If the reported problem (hardware/software) is not resolved, then it is time to escalate to the appropriate Tier III support team – TVS Application team plus any others as needed. Contact info: TVS Phone # - 703-258-4249 (24 hour support); Emergency – [TVSDevelopmentTeam@cbp.dhs.gov](mailto:TVSDevelopmentTeam@cbp.dhs.gov); Non-Emergency - [tvssupport@cbp.dhs.gov](mailto:tvssupport@cbp.dhs.gov) (services via email are not 24 hours; availability M-F 7am-7pm). For network support please contact the NOC Team.

# Non-User Observed Errors – Monitored Processes

Refer to EOC Documents Site ([Biometric Air Exit Artifacts](https://uconnect.cbpnet.cbp.dhs.gov/sites/OIT/EOC/Documents/Forms/AllItems.aspx?RootFolder=%2Fsites%2FOIT%2FEOC%2FDocuments%2FBiometric%20Entry%2DExit%2FBiometric%20Air%20Exit&FolderCTID=0x01200004BC6FC88E113C4DBFA4B05A3E98D7B8&View=%7B514111CB%2D5D13%2D4FB2%2D81D1%2D2971B2172477%7D)) for the Biometric Air Exit Monitoring Processes and Components, as well as, the Biometric Air Exit Error Messages and Responses List (TBD).

# Other (ex. Damaged or missing equipment)

Based on what is reported, symptoms not identified above (i.e. damaged or missing equipment, etc.) will require Tier III support. Take action based on the symptoms and troubleshooting with the appropriate Tier III support teams.

* LOW PRIORITY

**The site does not need these equipment to process the flight.**

One or more of the following are either damaged or missing:

1. Extension cords
2. Surge protectors
3. Signs/banners + sign stand
4. Mats (the ones with foot prints)

* HIGH PRIORITY

**The site needs these equipment to process the flight.**

One or more of the following are either damaged or missing:

1. Camera stand/base
2. Camera AC adapter (the charger)
3. Extension cords
4. Surge protectors
5. Cradle Point Router device

Refer to EOC Documents Site ([Biometric Air Exit Artifacts](https://uconnect.cbpnet.cbp.dhs.gov/sites/OIT/EOC/Documents/Forms/AllItems.aspx?RootFolder=%2Fsites%2FOIT%2FEOC%2FDocuments%2FBiometric%20Entry%2DExit%2FBiometric%20Air%20Exit&FolderCTID=0x01200004BC6FC88E113C4DBFA4B05A3E98D7B8&View=%7B514111CB%2D5D13%2D4FB2%2D81D1%2D2971B2172477%7D)) for Biometric Air Exit Error Messages and Reponses Master List (TBD). Please refer to Air Exit Client Side Errors Tab.

# Contact Info

|  |  |
| --- | --- |
| TVS (Traveler Verification Service) | Phone: 703-258-4249 (24 hour support)  Emergency Email: [TVSDevelopmentTeam@cbp.dhs.gov](mailto:TVSDevelopmentTeam@cbp.dhs.gov)  Non-Emergency Email: [tvssupport@cbp.dhs.gov](mailto:tvssupport@cbp.dhs.gov)  Note: services via email are not 24 hours; availability M-F 7am-7pm |
| NOC (Network Operations Center) | Phone: 1-800-927-8729  Email: [CBPNOC@cbp.dhs.gov](mailto:CBPNOC@cbp.dhs.gov) |