

Ref No: AFS 01/02/12  
2 February 2012

Dear Customer,

### **DELAY IN THE RETURN OF FINGERPRINT CLEARANCE RESULTS**

In January 2012 the return rate of the fingerprint clearance results unexpectedly decreased. The aforesaid was reported to the SA Police Service Automated Fingerprint Identification System (SAPS AFIS) support teams, and extensive investigations ensued. After meticulous examination, troubleshooting and deliberations the support teams did manage to stabilise the system, but the anomaly soon returned.

The support teams have been working tirelessly to identify the source and to permanently solve the problem. Although several of the remedial actions which had been introduced did manage to stabilise, and even manage to increase the return rate, it was short-lived because the anomaly returned each time. Unfortunately, on January 30, 2012 the return rate took a turn for the worst, the system all but came to a stand still.

An emergency meeting was called during which it was decided to replace an existing SAPS AFIS server. A new server was configured on January 31, 2012 and an array of tests initiated. Preliminary results are promising and things are looking distinctly more hopeful, but we are not out of the woods yet. If all goes according to plan, the SAPS will implement the server later today.

Ideco would like to apologise for the delay in the return of the fingerprint clearance results and the inconvenience it is causing, but can Ideco assure you that although the delay is not due to an Ideco system problem, we, Ideco, SAPS and Morpho SA are attending to it to as a matter of urgency and has the problem been awarded the highest priority.

Please do not hesitate to call us should you require more information.

Kind regards,

  
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**J.S. PIENAAR**  
**DIRECTOR: IDECO AFISwitch (Pty) Ltd**