



30 January 2018

O/Ref: AFSP/30/01/18/03

Dear Valued Customer,

DELAY IN THE RETURN OF FINGERPRINT CLEARANCE RESULTS

Further to our Email dated 30 January 2018 (Afiswitch Service), we would like to take the opportunity to provide you with further feedback in regards to the Afiswitch Service.

Following an unforeseen and unexpected failure of subcomponents of 1 (one) of the Automated Fingerprint Identification System (AFIS) servers, a comprehensive health check of the remainder of the system by the system engineers and after consultation and deliberations it was decided not to replace the faulty subcomponents and/or to recover the server but to rather setup and configure a replacement server.

The system engineers also proposed to the support team onsite to replace, as a preventative measure, some other system hardware and to reinstall a subset of the software elements. Although the team worked tirelessly throughout the night to configure the replacement server, replace the hardware, reinstall the software elements and to initiate the server, we have to wait for the synchronisation of the data on the server to be completed prior to reinstating the server within operations.

Kindly note that only the AFIS service, and not the Afiswitch service is affected, i.e. the AFIS cannot currently process the fingerprint clearances and return the results but your clients should continue to send their fingerprint clearances to Afiswitch. The lack of processing by the AFIS will negatively impact on the processing of Premium Service requests and all other fingerprint clearance requests will also be delayed until the system is back online. Requests received will be queued and processed as soon as the system is online. The system has the necessary processing power to clear the backlog quickly.

Yet again, please accept our sincere apologies for the inconvenience the delay may cause but the incident has been unforeseen and unexpected and are the teams working tirelessly to reinstate the system as soon as possible.

We'll keep you posted on the progress but please do not hesitate to contact us should you require more information or prefer to discuss.

Yours in service,



J.S. Pienaar

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