



Illinois State Police

Criminal History Information Response Process “Troubleshooting Guide”

Illinois State Police • Bureau of Identification • 260 North Chicago Street • Joliet, Illinois 60432

Obtaining a Digital ID

Problem: When attempting to obtain my Digital ID, I receive the following Java error after the Java test:

The following error occurred: Unsupported JVM vendor. Java does not appear to be working in your browser. You can test if Java is working by going to a website such as <https://java.com/verify/> and clicking the “Agree and Continue” button. If you need to install Java, it is available for download at www.java.com. The most recent version of Java is needed for our systems.

Resolution: Please follow the instructions provided on the website or work with your internal IT department to resolve this Java issue.

Log In Issues

Problem: I am attempting to log in using my Digital ID on the Enhanced Authentication web portal, but I am receiving a message that the TruePass software has not been installed.

Resolution: Please check for a pop-up blocker. If a pop-up blocker is in place, it can prevent the TruePass Java applet from running and cause issues when attempting to log in. If this does not resolve the issue, please contact the Department of Innovation & Technology Customer Service Center at 217-524-3648 or via email at DoIT.Helpdesk@Illinois.gov. Please do not contact the ISP BOI Help Desk as they cannot assist in this area.

Problem: I am having difficulties logging into the system. Which log in information should I use on which page?

Resolution: To comply with encryption requirements for providing access to criminal history over the internet, the CHIRP system has two login requirements: Digital ID (Enhanced Authentication) and then CHIRP.

- The Enhanced Authentication page contains the Digital ID log in. This is a username and password set up by the user when creating their Digital ID. This page has a **red** side bar.
- The CHIRP Home Page requires an email address and password set up during CHIRP registration. Both fields are case sensitive, so they must be keyed exactly as they were provided during registration. This page has a **blue/green** side bar.

Problem: I need information on how to reset my password.

Resolution: When an individual needs to reset their password for their Digital ID, they need to use the “Forgot Password” links on the Enhanced Authentication portal or on the www.illinois.gov/pki web page under Related Resources. Always use the Internet Explorer browser when conducting business on the www.illinois.gov/pki web page.

When an individual needs to reset their password for CHIRP, the user must log into the Digital ID/Enhanced Authentication portal, and then use the “Forgot Password” link located in the left hand menu or below the log in section.

Problem: I know that I registered, but CHIRP says my email address does not exist.

Resolution: This can be caused by the following reasons:

- The email address field is case sensitive. The email address must be entered exactly as it was provided during registration.
- If your email account has not yet been activated, your email address will not be recognized. Please follow the instructions in your activation email. If you cannot find your activation email, please follow the “Need New Activation Email” link.

Problem: I am having difficulties logging into CHIRP using my email address and password.

Resolution: This can be caused by the following reasons:

- Password has been input incorrectly. The user should carefully rekey the password and check the caps lock. Passwords are case sensitive.
- User name has been input incorrectly. The user should carefully rekey the user name and check the caps lock. User names are case sensitive.
- Browser has not been closed out after system time out. Please completely close the browser and reopen.

Problem: I bookmarked the web address I received during account activation. My bookmark is no longer working.

Resolution: Activation links expire after they have been used. Saving that address has caused the incorrect web address to be saved as a bookmark.

- Use this web address in your browser: <https://chirp.isp.state.il.us/CHIRP/login.action>
- Sign into the Enhanced Authentication portal using your Digital ID user name and password. Use the **Remember Name** feature to assist with future logins.
- Bookmark the CHIRP Home page, reached **after** the redirect to CHIRP and **before** you sign in the 2nd time. The web address shown in the address bar will be <https://chirp.isp.state.il.us/CHIRP/login.action>. (This page has the **blue/green** side bar.)
- Sign into CHIRP using the email address and password created during CHIRP registration.

Problem: When I attempt to log in, I receive the following message:
This page can't be displayed

- Make sure the web address <https://0.0.0.0> is correct.
- Look for the page with your search engine.
- Refresh the page in a few minutes.

Resolution: The firewall at your facility may be blocking traffic to and from this site. This can also be caused due to an out of date version of Java. Please work with your internal IT department to resolve this issue.

Problem: I am attempting to log in using my Digital ID on the Enhanced Authentication web portal, but I am receiving the following message:

- Authenticate User Error
- The site was unable to authenticate you due to a system problem
- Please try to authenticate again, if that fails, contact the site helpdesk.

- Resolution:** Clear the browser cache using the method associated with your browser.
- Internet Explorer – clear the following selections: Temporary Internet Files and website files, Cookies and website data, History, Download History, and Form data. In Internet Explorer if the selection “Preserve Favorites website data” has a checkmark by it, the checkmark must be removed prior to selecting delete.
 - Mozilla Firefox ESR 52 – make the following selections; Time range to clear. Choose Everything. Next, be sure to clear the following selections: Browsing & Download History, Form and Search History, Cookies, Cache and Site Preferences.
 - If clearing the cache does not resolve the issue, then we suggest resetting the password associated with your Digital ID by using the “Forgotten password?” link on the page. For assistance resetting this password please contact the Department of Innovation & Technology Customer Service Center at 217-524-3648 or via email at DoIT.Helpdesk@Illinois.gov.

Authentication Issues

Problem: I have attempted to log into the Enhanced Authentication page using my Digital ID user name and password, but I receive the message: “Enhanced Authentication - Bad User Input”.

- Resolution:** This can be caused by the following reasons:
- Password has been input incorrectly. The user should carefully rekey the password and check the caps lock. Passwords are case sensitive.
 - User name has been input incorrectly. The user should carefully rekey the user name and check the caps lock. User names are case sensitive.
 - Browser has not been closed out after system time out. Please completely close the browser and reopen.

Problem: I have attempted to log into the Enhanced Authentication page using my Digital ID user name and password, but I receive the message “The site is unable to authenticate you due to a system problem”.

Resolution: Check the caps lock and try again.

Clear the browser cache (using the method associated with your browser), and then restart the browser. If you are unsure how to do this, please work with your IT department or review the resolution for the last entry in the “Log In Issues” section of this document.

The Entrust password has expired. Please use “Forgot Password” process on the Digital ID/Enhanced Authentication portal. This will redirect you to the PKI web page to reset your password. Users can also go directly to the site at www.illinois.gov/pki and select “Forgot Password” to reset their password.

- If these options do not resolve your issue, please contact the Department of Innovation & Technology Customer Service Center at 217-524-3648 or via email at DoIT.Helpdesk@Illinois.gov. Please do not contact the ISP BOI Help Desk as they cannot assist you in this area.

Problem: I have successfully logged into the Enhanced Authentication page. I now have a message that says “Authentication Completed. You are now authenticated. Return to the index page.”

- Resolution:** The incorrect web address was saved as a bookmark.
- Use this web address in your browser: <https://chirp.isp.state.il.us/CHIRP/login.action>
 - Sign into the Enhanced Authentication portal using your Digital ID user name and password. Use the **Remember Name** feature to assist with future logins.
 - Bookmark the CHIRP Home page, reached **after** the redirect to CHIRP and **before** you sign in the 2nd time. The web address shown in the address bar will be <https://chirp.isp.state.il.us/CHIRP/login.action>. (This page has the **blue/green** side bar.)
 - Sign into CHIRP using the email address and password created during CHIRP registration.

Problem: The Digital ID/Enhanced Authentication page does not display the log in boxes.

Resolution: Your system may have an out of date version of Java. The user must update to the most recent version of Java.

Problem: When I attempt to authenticate, however, I receive an error that states that I do not have the correct Entrust Header.

Resolution: This error can occur for the following reasons:

- Individuals are sharing a Digital ID. All individual **must** have their own Digital ID when registering for the CHIRP system. Please submit a “Support” request using the Customer Service menu within CHIRP or by email to boi_customer_support@isp.state.il.us requesting assistance with this issue.
- The individual is trying to log in with a Digital ID that is not associated with their account. This can happen when the individual has their own Digital ID, but has registered directly after another individual by sharing a current browser session. This causes a shared Digital ID issue as demonstrated in the point above. Please submit a “Support” request using the Customer Service menu within CHIRP or by email to boi_customer_support@isp.state.il.us requesting assistance with this issue.

System Issues

Problem: While working in CHIRP, I receive an HTTP 500 error. What caused this?

Resolution: The CHIRP server is experiencing issues. Please close the browser and try to log into the CHIRP system again. If the problem persists, please submit a “Support” request using the Customer Service menu within CHIRP or by email to boi_customer_support@isp.state.il.us.

Problem: I am receiving the error, “Internet Explorer cannot display the webpage.”

Resolution: The user may have to check their firewall settings to ensure the web page can communicate with the CHIRP servers. Please submit a “Support” request by email to boi_customer_support@isp.state.il.us requesting assistance.

The DNS server on the user side has not been updated. Please work with your internal IT department to resolve this issue. Submit a “Support” request by email to boi_customer_support@isp.state.il.us if IP information is needed to complete this resolution. Java security settings are set too high. The settings can be lowered (from High to Medium at least) using the Java Control Panel and going to the Security tab. Please review the security settings with your IT department before making any changes.

Problem: I am receiving a message that Java is not enabled in my browser.

Resolution: Work with your internal IT staff to resolve this issue. You can also obtain information on enabling Java in your browsers by going to http://java.com/en/download/help/enable_browser.xml.

Account Payment Issues

Problem: I am attempting to enter a name inquiry, but I cannot pay using my cost center.

Resolution: Your profile may be set up incorrectly as a **Public User**. Please submit a “Support” request using the Customer Service menu within CHIRP or by email to boi_customer_support@isp.state.il.us.

If you were previously able to access CHIRP as an ORI Admin POC, ORI Admin, or ORI User, please submit an “Account Management” request using the Customer Service menu within CHIRP or by email to boi_customer_support@isp.state.il.us to discuss the state of your account with a representative.

Java versions and Web browsers for CHIRP Use

The Criminal History Information Response Process website (CHIRP) is now compatible with Java version 8. CHIRP is no longer compatible with Java version 7. All CHIRP users should uninstall Java 7 and replace with the newest version of Java 8. You may update Java at the following location: <https://java.com/verify/>. This link will walk the user through verifying their current version of Java. Once that check has been completed the user will be presented with the latest version of Java and given the option to download. Once installation has completed, as part of the process the user will be notified if their system contains an “Out-of-Date” version of Java. It is imperative the user completes the process and uninstalls any “Out-of-Date” versions of Java to avoid issues with Java and the CHIRP website in the future. Going forward users should update their version of Java whenever they receive a system message indicating a new version of Java is available.

The CHIRP website is currently only compatible with Internet Explorer 11 and Mozilla Firefox ESR 52. In accordance with the FBI’S Criminal Justice Information Services Security Policy (CJIS) criminal history information can only be viewed in web browsers that are currently being supported and provided with security updates and software patches. To meet this requirement all Internet Explorer 11 users must install the newest version of the browser and must choose the setting “Install new versions automatically”. This setting can be found under Tools > Internet Options > General tab > Settings. For Mozilla Firefox users, Firefox ESR 52 is currently the only Mozilla browser that works with Java. Mozilla will continue to provide support, including security updates and software patches until May 2018. In Firefox ESR 52, Firefox updates are set to automatically install by default.

Note: The following browsers are not compatible with CHIRP: Chrome, Safari, and Microsoft Edge. In the case of the Microsoft Edge browser, although it does not work with the CHIRP website, Edge does provide the user with the option to open a website in Internet Explorer 11. In order to use the option the user needs to select the three-dot “More actions” menu located at the top right corner of the Edge browser (underneath the X). The “More actions” menu will then give user the option to “Open with Internet Explorer”.

Note to Mac users: Mozilla Firefox ESR 52 is the only browser compatible with CHIRP website on a Mac. CHIRP will work on a Mac, but the newest of Java is required (please use the method and link listed above to install the newest version of Java). Mozilla Firefox ESR 52 is available for download at <https://www.mozilla.org/en-US/firefox/organizations/all/>.

Note: Adobe Acrobat Reader DC is required to view PDF documentation responses in CHIRP. The software can be downloaded for free at the following location: <https://get.adobe.com/reader/>. Acrobat Reader DC desktop software runs on both Windows and Mac operating systems.

Personnel at the BOI will provide system support to CHIRP users. That support consists of assistance with login issues, creating inquiries, reviewing responses, and the initial approval of an Agency's ORI ADMIN POC. Once approved it is the responsibility of the ORI ADMIN POC to manage approvals, rejections, and profile status changes for their agency. The BOI also does not provide support for issues relating to Firewalls, Anti-virus software, and web browser settings. Agencies must engage their internal IT staff to troubleshoot these issues.