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*"Rummaging in the government's attic"*

Description of document: Records related to National Archives and Records Administration (NARA) technical issues with the US Army Investigative Records Repository (IRR), 2006-2007

Requested date: 04-June-2013

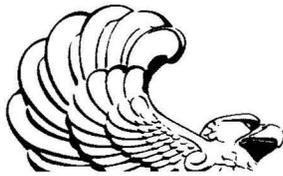
Released date: 26-July-2013

Posted date: 30-December-2013

Source of document: FOIA Officer  
National Archives and Records Administration  
8601 Adelphi Road, Room 3110  
College Park, MD 20740  
Fax: (301) 837-0293  
Email: [foia@nara.gov](mailto:foia@nara.gov)

Note: Some records provided are undated

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NATIONAL  
ARCHIVES

July 26, 2013

Re: Freedom of Information Act Request NGC13-173

This is in response to your referred Freedom of Information Act request of June 1, 2013, to our office for information regarding records related to the Investigative Records Repository (IRR) of the U.S. Army and the National Archives technical issues with it. Our office received your request on June 4, 2013, and assigned you the case number of NGC13-173. I apologize for my delay in responding to you.

I have enclosed six documents totaling 17 pages regarding your FOIA request. There are minimal redactions for the emails of the military service members per 5 U.S.C. § 552 (b)(3) specifically 10 U.S.C. § 130b, and 5 U.S.C. § 552 (b)(6) personal privacy.

If you are not satisfied with our action on this request, you have the right to file an administrative appeal. Address your appeal to the Deputy Archivist (ND), National Archives and Records Administration, College Park, Maryland 20740. Your appeal should be received within 35 calendar days of the date of this letter and it should explain why you think this response does not meet the requirements of the FOIA. Both the letter and the envelope should be clearly marked "Freedom of Information Act Appeal." All correspondence should reference the tracking number NGC13-173.

Please let us know if we may be of further assistance. Should you have questions please feel free to contact me at (301) 837-0583 or at [joseph.scanlon@nara.gov](mailto:joseph.scanlon@nara.gov)

Sincerely,

JOSEPH A. SCANLON  
FOIA Officer  
Office of General Counsel

NATIONAL ARCHIVES *and*  
RECORDS ADMINISTRATION

8601 ADELPHI ROAD  
COLLEGE PARK, MD 20740-6001

[www.archives.gov](http://www.archives.gov)

**From:** [redacted] Martin [redacted]  
**To:** "Robert Spangler" <Robert.Spangler@nara.gov>  
**CC:** "David VanTassel" <david.vantassel@nara.gov>, "Michael Petersen" <Michae...>  
**Date:** 6/1/2006 7:43 AM  
**Subject:** RE: AS\_EXCALIBUR failure

1306  
 FOIA(b) (3) - 10 USC 424, DIA  
 FOIA(b) (6)

Bob,

I have found that heat always caused the jukeboxes to act "weirder" than normal. Just so I understand, the message is on the jukebox display and the LED on the jukebox is green? That is definitely weird because if it is actually failing (hardware wise), the light should be red. This always happened when there was a temperature spike. Normally, I had to let it off until the room reached normal temperature (e.g. lower 70s) and then it worked. Although, take into consideration that the inside of the jukebox takes a little longer than the outside to cool down. At times, when things were critical here, I actually removed the back panels of the jukebox and put a fan on it to speed up the cool down process. There is a good possibility that this morning you may go in, turn it off, wait five minutes, turn it on and you are in business. Profanities never worked, but caressing it's right side seemed to work at times....

Your plan with the optical drive would seem to work in theory. I think you will have to configure ArchiveXtender as well as the hardware so that it can be recognized. It is definitely worth a shot. Let me know how it works.

FYI...I accepted the IRR Chief position. So my last day as a purely IT guy is 09 June. I'll still be around, just in a different capacity. So, you can still email or call for help....

Let me know if you need anything else.

Marty

-----Original Message-----

**From:** Robert Spangler [mailto:Robert.Spangler@nara.gov]  
**Sent:** Wednesday, May 31, 2006 5:38 PM  
**To:** [redacted]  
**Cc:** David VanTassel; Michael Petersen; Steven Hamilton; William Cunliffe  
**Subject:** AS\_EXCALIBUR failure

1306  
 FOIA(b) (3) - 10 USC 424, DIA  
 FOIA(b) (6)

Marty:

I shut down both jukes yesterday due to a problem with A/C in the server room. On reboot today, I get a "Device Failed" message on AS\_EXCALIBUR, although the status light is steady green. I have shut it down again while export continues from BIKO. A/C is fixed.

I remember you saying at one point that heat was a major problem in the past. Any suggestions? Places I can kick it? Profanities to use?

Also, I'm thinking about using this as an opportunity to hook up the extra optical drive we purchased directly to the SCSI port on EXCALIBUR and to define it as a new device in ArchiveXtender - just to see if

somehow we can export faster. We have really been bogged down lately with lots of "Access denied" messages on export and progress has really slowed. Do you have any opinion on this?

Thanks

Bob

From: [redacted] Martin [redacted] FOIA(b) (3) - 10 USC 424, DIA 130 b  
 To: [redacted] FOIA(b) (6)  
 CC: [redacted] FOIA(b) (3) - 10 USC 424, DIA 130 b  
 Date: 8/16/2007 8:39 AM FOIA(b) (6)  
 Subject: RE: IRR data records

David,

The IRR transferred approximately a million images and a terabyte of storage via the original system (2 COMPAQ Proliant servers, 2 HP SureStor jukeboxes, and DOCS Open software) nearly two years ago. The million-image count was based on entries (rows) in the associated microfilm (ACIMPORT) database, which was also part of this transfer. The IRR cautioned NARA about potentially corrupt images and/or disks as well as database pointers to images that may have been deleted or moved. The IRR experienced data integrity issues associated with these items prior to the images being transferred to NARA in 2005. NARA was given the original microfilm prior to the images being transferred to NARA. If any of the images are not retrievable or recoverable, the original microfilm may be used to create an electronic image.

I hope this helps. If you have any further questions, please don't hesitate to contact me.

Martin [redacted]  
 [redacted]

FOIA(b) (3) - 10 USC 424, DIA 130 b  
 FOIA(b) (6)

-----Original Message-----

From: David Newell [mailto:[redacted]]  
 Sent: Wednesday, August 08, 2007 1:02 PM  
 To: [redacted] Martin [redacted]  
 Cc: Ann Brown  
 Subject: RE: IRR data records

FOIA(b) (3) - 10 USC 424, DIA 130 b  
 FOIA(b) (6)

Mr. [redacted]

FOIA(b) (3) - 10 USC 424, DIA 130 b  
 FOIA(b) (6)

We have been experiencing email problems these past couple of days. Perhaps that is why the original body of the message did not make it to you. Below was the original body of the message.

I am a contractor working with NARA to process the IRR data records. I was given your name by Mr. Bob Spangler at NARA.

We are trying to track down and understand the process and techniques your agency used to arrive at the recoverable record counts that you provided to NARA.

Any assistance that you can provide would be most helpful.

David E. Newell  
 CACI Enterprise Solutions, Inc.

From: [redacted] Martin A [redacted] 130 b  
FOIA (b) (3) - 10 USC 424, DIA  
FOIA (b) (6)  
 To: "Robert Spangler" <Robert.Spangler@nara.gov>  
 CC: "David VanTassel" <david.vantassel@nara.gov>, "Michael Petersen" <Michae...  
 Date: 6/14/2006 2:55 PM  
 Subject: RE: A little consulting?

Bob,

Not really. I started my new job at the IRR yesterday and am swamped with stuff to do. I'm not supporting IT any longer, but I'd would be willing to discuss a few things on the phone versus coming down to College Park.

Adding a single-disk reader was always a theory I had but never actually attempted to do it. From what I learned over the years, each MO disk is coded with a share along with it's platter name. The share name is essentially a directory that contains all the platters and their respective files. I think "import" refers to you importing a disk into the jukebox or drive. The "create database" refers to initiating a database build cataloging all the platters for a share on each jukebox. "Migrating" refers to moving any cached data to the platter(s). This usually occurs automatically based on the settings for each jukebox within ArchiveXtender. I'm not sure what will happen if you import a platter into the single drive reader. It may automatically create the share or it may not recognize the disk because it is coded with a jukebox already. This is unknown territory for me, though in theory it should work. You may have to contact the new owners of ArchiveXtender and ask their support personnel.

I hope this helps.

Marty

Martin

[redacted]

130 b  
FOIA (b) (3) - 10 USC 424, DIA  
FOIA (b) (6)

-----Original Message-----

From: Robert Spangler [mailto:Robert.Spangler@nara.gov]  
 Sent: Wednesday, June 07, 2006 6:34 PM  
 To: [redacted] Martin [redacted]  
 Cc: David VanTassel; Michael Petersen; Steven Hamilton; William Cunliffe  
 Subject: A little consulting?

130 b  
FOIA (b) (3) - 10 USC 424, DIA  
FOIA (b) (6)

Marty:

Any chance you could stop by sometime either the week of June 19th or June 26th? Per my last message, I hooked up the additional Sony M-O drive we bought to Excalibur. ArchiveXtender sees it and adds it as a device and as a share.

I want to test a possibly quicker file transfer using that device, but I'm not sure what's up with the "import" and "create database" functions along with the whole thing about "migrating". I want to get this going but don't want to harm any database structures we have in place now (although I guess you could just rebuild the database for the entire

jukebox in the worst case.)

I'd say about an hour would suffice. Please let me know if any of those days work for you.

Thanks

Bob

## Summary of IRR/IWG export process

4/03/07

v2 DRAFT

The "IRR/IWG export process" refers to the export of IRR scanned image TIFF files, consisting of WWII German POW and related material. These files reside on a system given to NARA from the Army's 902<sup>nd</sup> military intelligence group at Ft. Meade. The system consists of 2 Windows NT servers and two HP jukeboxes housing magneto-optical (M-O) disks. Access to the disks is controlled by software called Ascent Storage from Kofax. This equipment, and the software it runs, is from the early 1990's.

The overall purpose of the process is to export all available TIFF image files from the M-O disks. NARA has accessioned microfilm-based copies of the images; the TIFF images are scanned copies of that original content.

The export process has always been somewhat problematic. This is mainly due to the fact that the 902<sup>nd</sup> gave us an operational system that was not designed to be used outside of its native environment at Ft. Meade, along with the fact that both the hardware and software are rapidly aging and no longer supported by the original vendors.

The hardware and software setup for the system is as follows:

2 Compaq Proliant Servers Model 1600R  
2 HP Sure Store optical 1200ex jukeboxes

Windows NT 4.0, service pack 6  
ArchiveXtender Ascent Storage edition v5.5  
SQL server

1 Sony MO disk unit RMO-S551 (possible failover unit)

A list of specific problems encountered in this setup is given below. The nature of any possible consulting effort would be as follows: An expert, or someone who has operational experience with the kind of jukebox/M-O setup described here, would be engaged on a temporary basis. The consultant would offer advice on setup, solving operational problems, improving existing export methods, recommending alternate export methods, and so on. We are in need of someone who is conversant in the intricacies of the ArchiveXtender product, especially how to manipulate the file cache and how to create, migrate and export the "shares" that are the pathway to the files on the M-O disks. The consultant would not be engaged to provide real-time, ongoing support for the operation of the export process itself.

Below is a summary list of the problems that have been encountered and the current status of the export process. A more detailed and technical description can be constructed as needed if it is deemed necessary to use contractor support to complete the process.

- From the outset, the 902<sup>nd</sup> estimated that only approximately 2/3 (800,000) of the total 1.2 million images would be able to be exported, due to operational problems encountered over the years on the system. These problems mainly manifested themselves as corruption of the database controlling access to the files and/or corruption of the image files themselves.
- The export process has been slow, due to the need to export one file at a time, and the inability of a vendor-supplied export utility to work reliably. To date, approximately 479,000 (60%) of the expected 800,000 files have been exported.
- A number of error messages have been encountered in processing the TIFF files; e.g. when attempting an export the system may report "Access denied," "File not found," or "Session timed out." It is believed that these messages are a result of the corruption problems mentioned above.
- In recent weeks, the Windows NT servers have been showing evidence of major errors, probably as a result of intermittent hardware failure. (There is no indication of errors on the jukeboxes or M-O disks.) The need to recover from these failures has significantly slowed the retrieval process. The error messages encountered in exporting the TIFF files may also be increasing because of these hardware problems.

## Statement of Work (DRAFT)

### Recovery of Investigative Records Repository (IRR) Data from Magneto-Optical Disks

#### 1. Background.

The National Archives and Records Administration (NARA), Office of Records Services, Washington DC, desires to contract with an independent contractor for a restoration of all available data from a large collection of magneto-optical (M-O) disks (platters) housing TIFF image files and related data.

In the late 1990's, the U.S. Army Intelligence and Security Command (INSCOM), with help from about 150 soldiers and civilians, digitized some 1.2 million documents from more than 11,500 reels of microfilm at the Army's Investigative Records Repository (IRR) at Ft. Meade, Maryland. The mission was conducted in response to the Nazi War Crimes Disclosure Act, which mandates the declassification and release to the public of records related to war crimes and criminals of World War II Axis Governments.

The records were scanned from the original microfilm into TIFF format, and housed by a system maintained by the Army's 802<sup>nd</sup> Military Intelligence Group at Ft. Meade. That system consists of two Compaq Proliant servers running Windows NT 4.0 Service Pack 6, accessing the M-O disks on two (2) Hewlett-Packard (HP) model 1200ex optical jukeboxes. The disks themselves are model "xxxxx", capacity "xxxxx." From a software perspective, the data on the disks is indexed and made accessible through a combination of ArchiveXtender Ascent Storage Edition v5.5 and Microsoft SQL server.

In 2004, the Army 802<sup>nd</sup> supplied NARA with the entire system described above, with the hope that NARA could export the files from the system, preserve and declassify them, and ultimately offer them for public access. NARA has been only partially successful in that attempt; the aging and problematic nature of the Windows NT system and the HP jukeboxes has made export operations, as attempted through the system itself, troublesome. As a result, only about 2/3 of the images have been exported thus far. NARA has, however, recently conducted a pilot project with a data recovery vendor and has determined that direct export from the M-O disks themselves is a feasible recovery method. It is that direct recovery method that this project prescribes.

The original microfilm records, and the corresponding scanned images held on the M-O disks, are of supreme archival interest and national importance. They form part of the Army's Counter Intelligence Corps Central Registry, which was compiled and microfilmed in Frankfurt, Germany, by the 66th Military Intelligence Group and other military groups from 1946 to 1968. They contain information on foreign personnel and organizations of interest to the Army's intelligence and counterintelligence officers. With reports, studies, and debriefings of enemy prisoners of war and civilian internees, the files cover a host of subjects and include more than 1,009,999 dossiers.



The original microfilm records are in an advanced state of deterioration and the records held on the M-O disks represent the only remaining usable version for most of this important data. There are no extant backup copies of the disks. Accordingly, this statement of work defines and requires a process that emphasizes extreme caution in the handling and processing of the M-O disks, and in data recovery itself.

## **2. Scope and Methodology**

**2.1. Volume:** There are 335 double-sided M-O disks.

**2.2. Classification:** The data and media are classified SECRET.

**2.3. Diagnosis:** Upon receipt, the contractor will make a sector-by-sector image of all original media, thus ensuring that the original media is not altered during recovery efforts per se. Imaging and subsequent diagnosis will be done on secure servers, using proprietary methods.

**2.4. Handling/Analysis:** Media will only be handled by cleared contractor employees who are cleared to the proper national-security level (SECRET) and at no time will the media be handled by un-cleared personal. Media will always be handled in a secure environment approved by DoD. It will be locked in secure containers when not being analyzed.

**2.5. Security Procedures:** The contractor will follow all safeguarding procedures per DoD regulations and The National Industrial Security Program Manual (NISPOM). The contractor will return all original media to NARA unless otherwise instructed. The final product will be returned to NARA in readable tiff file format. (expand and clarify).

## **3. Specific Tasks.**

## **4. Deliverables.**

## **5. Reporting Requirements.**

## **6. Place of Performance.**

## **5. Period of Performance/Contract Type.**

**Period of Performance:** ~~The period~~ of performance commences with contract award and continues for a period of 180 days from date of contract award.

**Contract Type:** Fixed Price. Note: The Contractor must propose in accordance with their Federal Supply Schedule and provide applicable discounts.

**6. Deliverable/Delivery Schedule.** All contract deliverables must be submitted to the Contracting Officer's Representative (COR) for review and approval. The Government will have a ten (10) working day review period after which the COR may return the deliverable to the Contractor for rework or accept the deliverable as completed.

SOW Task	Deliverable Title	Work Days after Task Order Award (WD)	Quantities
3.1.1			
3.1.2			
3.1.2			
3.1.2			
3.1.2			
3.1.3			
3.1.3			

**ACQUISITION PLAN**

**FOR**

**RECOVERY OF INVESTIGATIVE RECORDS REPOSITORY (IRR) DATA FROM  
MAGNETO-OPTICAL DISKS**

**APPROVED:**

\_\_\_\_\_  
**ANN HARRISON**  
SSA/Contracting Officer

\_\_\_\_\_  
**DATE**

**CONCURRENCE:**

\_\_\_\_\_  
**ROBERT SPANGLER**  
NWME Technical Representative

\_\_\_\_\_  
**DATE**

\_\_\_\_\_  
**RICHARD JUDSON**  
NARA Competition Advocate

\_\_\_\_\_  
**DATE**

## **A. PURPOSE**

The purpose of this acquisition is to obtain Contractor services to provide all management, personnel, equipment, transportation, materials, and support necessary to recover data Investigative Records Repository (IRR) Data from the Magneto-Optical disks where the data is stored as these disks are in varying states of deterioration and there are no data back-ups in existence.

## **B. Acquisition Background and Objectives**

### **1. Statement of Need**

The Contractor must provide all labor, materials, equipment, parts, personnel, tools, and any other item necessary to complete the requirements of the Performance Work Statement. This includes an ability to provide cleared personnel as well as a cleared facility. The data is in a fragile state and requires the utmost care and attention, so only highly qualified firms will be competitive.

### **2. Schedule Constraints**

Award of the contract is anticipated on or about September 24, 2008.

### **3. Cost**

a. NARA's objective for this acquisition is to obtain a fair and reasonable price. The following Independent Government Cost Estimate was prepared utilizing data from a limited scope acquisition for similar work wherein the data recovery cost per disk was approximately \$900. The project requires recovery from 335 double-sided disks so the foundation of the estimate is the product of the item cost and the number of items which equals \$301,500. NARA included an approximately 16% risk premium in its estimate of \$350,000 due to the fact that the award will be a firm fixed price purchase order. As such the successful vendor will bear the risk for handling disks that are in various states of deterioration. The risk premium acknowledges that Vendors will account for the risk in quotation pricing and ensures that the Government is prepared for the burden.

### **4. Capability of Performance**

Contractor personnel must have:

- Qualifications that demonstrate knowledge of data recovery from Magneto-Optical disks as well as the ability to execute the recovery;
- The ability to perform classified work; and
- The ability to properly document the process and account for any unrecoverable data.

Additionally, the Contracting Officer's Representative (COR) or the Contract Specialist may request the Contractor to immediately prevent any employee(s) from performing work under this

Contract should it be determined that individuals performing services are disqualified for either suitability or security reasons, are found to be unfit to perform their duties, or pose an unacceptable risk to Government equipment.

## 5. Delivery or Performance-Period Requirements

Award of this contract is anticipated on or about September 24, 2008. Services will be delivered as outlined in the solicitation and resultant contract.

The contract will have a period of performance of 12 months beginning with the date the order is issued. The resulting order will contain the Option to Extend Services clause to allow for any period of performance extensions should they be necessary.

## 6. Tradeoffs

A best value to the Government source selection in accordance with FAR 8.405-2(d) that considers Personnel; Technical and Management Approach (to include Quality Control); Relevant Past Performance; and Price factors will be used to select the services Contractor. In the determination of best value, the Government may perform a price-technical tradeoff analysis based on significant differences between proposals.

*away*

## 7. Risks

- a. Technical. Technical risk is moderate to high. The risk here is associated with the nature of the media where the data resides and the care needed to recover the data. Furthermore, data loss on this project is catastrophic since there are no usable back-up copies of data in existence.
- b. Cost. Cost risks are considered low to moderate. This will be a competitively awarded firm-fixed-price contract that should result in a fair and reasonable price. This is a commercially awarded contract effort and a fair price will be obtained by the competition itself, comparison to published market prices, and historical pricing data from previous Government buys.
- c. Schedule. Schedule risk is low. The vendor will have one year to complete the requirement and the Government will include option clauses to allow for any potential extension in the period of performance.

## C. PLAN OF ACTION

### 1. Sources

Through the market research process, five (5) qualified sources will be selected from the pertinent GSA Federal Supply Schedule and SIN.

### 2. Competition

At least five (5) sources exist that provide services similar to NARA's requirement.

### **3. Source Selection Procedures**

Best value to the Government source selection that considers Personnel; Technical and Management Approach (to include Quality Control); Relevant Past Performance; and Price factors will be used to select this Contractor. In the determination of best value, the Government may perform a price-technical tradeoff analysis based on significant differences between proposals. The selection official will be the Contracting Officer. The technical evaluation will be conducted at the Archives II facility in College Park, Maryland.

### **4. Contracting Considerations**

The contract will be a Fixed Price contract. The contract will consist of a twelve (12) month period of performance.

### **5. Funding**

NARA anticipates that adequate funding for the twelve (12) month period will be available.

### **6. Service Descriptions**

The technical requirements for the effort are described in the PWS to a level of detail that makes clear the nature and content of the work required.

### **7. Management Information Requirements**

The Contractor must submit reports as described in the PWS to the COR.

### **8. Contractor versus Government Performance**

Consideration was given to OMB Circular No. A-76 (Performance of Commercial Activities) and its Supplement. A private commercial source will perform all required services, which are not subject to FAR 7.3. See also 9 below.

### **9. Inherently Governmental Functions**

Pursuant to FAR 7.5, none of the services to be performed under this contract are inherently governmental functions. The required services do not restrict the discretionary authority, decision-making responsibility, or accountability of Government officials.

### **10. Logistics Considerations**

All work will be performed by the Contractor at a *cleared Contractor facility* or on-site at NARA.

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### **11. Government-Furnished Property (GFE/P)**

335 Magneto-Optical disks

### **11. Government-Furnished Information (GFI)**

Government provided information for this requirement primarily includes the data stored on the disks mentioned above.

### **13. Contract Administration**

Contract administration will be performed by the COR and the Acquisition Services Division Contract Specialist. The COR will be responsible for monitoring the Contractor's performance. The contract will include the standard services inspection clause.

### **14. Security and Other Considerations**

In accordance with FAR 39.105, the solicitation (and resulting contract) will address protection of privacy in accordance with the Privacy Act (5 U.S.C. 552a) and FAR Part 24. In addition, the contract will include: (1) NARA rules of conduct that the Contractor and the Contractor's employees will be required to follow; (2) A list of the anticipated threats and hazards that the Contractor must guard against; (3) A description of the safeguards that the Contractor must specifically provide; and (4) Requirements for a program of Government inspection during performance of the contract that will ensure the continued efficacy and efficiency of safeguards and the discovery and countering of new threats and hazards.

Furthermore, the nature of this requirement necessitates that the Vendor provide properly cleared personnel at the SECRET level and a cleared facility. The RFQ will contain the appropriate clauses as well as Dept. of Defense for DD 254.

### **15. Milestones for the Acquisition**

*both*

Award is expected on or about September 24, 2008.

August 13, 2008	Acquisition Plan Approved
August 14, 2008	Purchase Request Coordinated and Approved
August 15, 2008	Request for Quotation Issued
September 1, 2008	Quotations due
September 10, 2008	Evaluations Complete
September 20, 2008	Task Order Preparation, Review, and Clearance Complete
September 24, 2008	Task Order Issuance

## **16. Acquisition Plan Preparation**

This acquisition plan was prepared by Mr. Robert Spangler and Ms. Ann Harrison.