



Criminal Background Checks with Timeout Messages

As part of the Federal Bureau of Investigation's (FBI) Next Generation Identification System, deployed September 2014, a small number of Criminal Background Check (CBC) results will contain a timeout message. The text of this timeout message is included below. For institutions to properly handle these timeout messages, please review the guidance below.

Message Detail

If an asterisk is present on the CBC cover page next to a state name and the timeout message text is included on the cover page, then the background check processing has resulted in a timeout from the state noted with the asterisk (*).

Timeout Message Text: “*DENOTES STATE BUREAU (S) RESPONSE (S) NOT RECEIVED IN ALLOTTED TIME PERIOD.”

Timeout Message from Non-NFF(National Fingerprint File) States

When a timeout message is received from a non-NFF state, the CBC contains the full federal CHRI report. This includes the most recent information reported by the state to the FBI and is considered by the FBI to be a complete CHRI report.

Non-NFF States:

Alabama, Alaska, Arizona, Arkansas, California, Connecticut, Delaware, District of Columbia, Guam, Illinois, Indiana, Kentucky, Louisiana, Maine, Massachusetts, Michigan, Mississippi, Nebraska, Nevada, New Hampshire, New Mexico, New York, North Dakota, Pennsylvania, Puerto Rico, Rhode Island, South Carolina, South Dakota, Texas, Utah, Vermont, Virgin Islands, Virginia, Washington, Wisconsin

Timeout Message from NFF (National Fingerprint File) States

The states listed below currently participate in the FBI's NFF program and if a CBC is received with a timeout message indication from one of these states, the CHRI is incomplete. For CBCs with timeout messages from NFF states please instruct the MLO to resubmit the CBC request. Resubmission should result in the CBC not returning the timeout message. If the NFF state timeout message remains on the resubmission, then you will need to contact the FBI Customer Service Group at (304)-625-5590.

NFF States:

Colorado, Florida, Georgia, Hawaii, Idaho, Iowa, Kansas, Maryland, Minnesota, Missouri, Montana, New Jersey, North Carolina, Ohio, Oklahoma, Oregon, Tennessee, West Virginia, Wyoming.

Note: The FBI's NFF program continues to add new states. For the most up-to-date list of NFF states please visit the [FBI's NFF Program Information Page](#).