

**UNITED STATES  
PATENT AND TRADEMARK OFFICE**



# Patent Public Advisory Committee Quarterly Meeting

# Patents End to End IT Updates

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# Authentication change for EFS-Web and PAIR



# Improve PALM resiliency

## Impact

- Impacts all PALM users, including patent applicants and examiners. PALM is the system of record for tracking all application data.

## Issue

- PALM operates on outdated HP-UX operating system versions and supporting hardware (T-Rex). The T-Rex hardware and hosting methods are coupled with application layer dependencies that constrain proper system maintenance, product upgrades and security updates, leaving USPTO vulnerable to business disruption.
- After PALM system outage in August 2018, USPTO commissioned IBM to improve the overall Reliability, Maintainability and Availability (RMA) of the PALM system.

## Accomplishments

- March 2019: Proof of concept delivered within first 6 weeks.
- May 2019: HP-UX Containerization solution successfully replatformed the gateway onto a new infrastructure in a fashion that enabled the legacy system to retain its integrity and ability to communicate between USPTO systems.
- May 2019: Successfully improved the USPTO's ability to recover within 1 day.

## Next Steps

- Long term solution already underway is the migration of remaining legacy services to the One Patent Service Gateway (OPSG) solution. OPSG will eliminate current hardware and application dependencies, and improve the supportability of the gateway going forward. It is important to sustain the latter investment as a component of stabilizing the overall system.

# Questions and comments

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# Back-up Slides

# Authentication change for EFS-Web and PAIR

## Who

- Impacts all EFS-Web Registered and Private PAIR users, including independent inventors, practitioners, and practitioner support staff

## What

- Uses USPTO.gov account log-in email and password, and a one-time code
- Is the same method for Financial Manager and next generation Patent Center

## When

- Transition Period: June 2018 – July 2019
- July 16, 2019: PKI authentication and migration permanently disabled

## Why

- Improves overall authentication process with single sign-on to multiple USPTO tools
- Ensures USPTO compliance with the latest Federal Information Security Management Act (FISMA) requirements
- The PKI software vendor ended its support for the authentication software product

# Communications overview

USPTO identified and leveraged various channels to inform users about the authentication change from PKI certificates to USPTO.gov accounts for EFS-Web Registered and Private PAIR.

Communications were segmented into phases, starting in June 2018 and ending in July 2019, to address updates throughout the transition, including key dates, deadlines, guidance, and new processes.

At a high level, we released over 300 communications, across 20 different communication channels including:

- Getting Started Webpage
- Authentication Change Webpage
- Patent Alerts
- Information Sessions
- Blog Posts
- EFS/PAIR System Dynamic Message
- EFS/PAIR System Pop-Up Links
- EFS/PAIR System Targeted Banner
- EFS/PAIR Webpage Banner/Alert
- EFS/PAIR Announcement Webpages
- Targeted Emails to Un-migrated Accounts
- Press Releases
- Speaking Events hosted by USPTO
- Speaking Events with external orgs
- Social Media (Twitter, Facebook)
- USPTO Homepage/News
- eMod Website
- Financial Manager Website
- Office of Enrollment and Discipline (OED) Website
- MyUSPTO Landing Page
- eBiz Alerts
- EBC Communications
- Contact Center Communications (non-EBC)
- Pro Se Art Unit
- Office of Innovation and Development (OID)

Throughout the transition, the Agency closely monitored statistics for USPTO.gov account creations, USPTO.gov authentication usage, migrations, and sponsorships.



# Authentication info going forward

- Learn how to get started as a new EFS-Web and PAIR user at the [Getting Started Page](#)
- Get more information about the new USPTO.gov account authentication method at the [Authentication Change Page](#)
- Send any questions and comments related to the new authentication method for EFS-Web and PAIR, and Patent Center to [eMod@USPTO.gov](mailto:eMod@USPTO.gov)
- **Contact the USPTO Contact Center (UCC) at 800-786-9199 for assistance creating your USPTO.gov account. For assistance with EFS-Web and Private PAIR access and/or sponsorship, please contact the Patent Electronic Business Center at [ebc@uspto.gov](mailto:ebc@uspto.gov) or 866-217-9197.**

