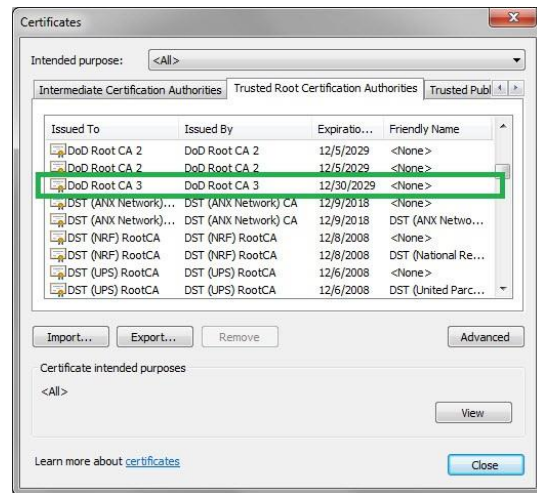


## Individual Anti-Terrorism Plan (IATP)

### Internet Explorer Troubleshooting

#### 1. Check DoD certificates are installed

- In Internet Explorer, select 'Tools > Internet Options' from the toolbar
- Select the 'Content' tab
- Click the 'Certificates' button
- Select the 'Trusted Root Certification Authorities' tab
- Scroll down and look for 'DoD Root CA3' in the first column (Issued To)



- If it does not exist, go to the DISA IASE site, download and run the InstallRoot application:

<http://iase.disa.mil/pki-pke/Pages/tools.aspx> (click on the 'Trust Store' tab)

#### 2. Check your personal ID certificate

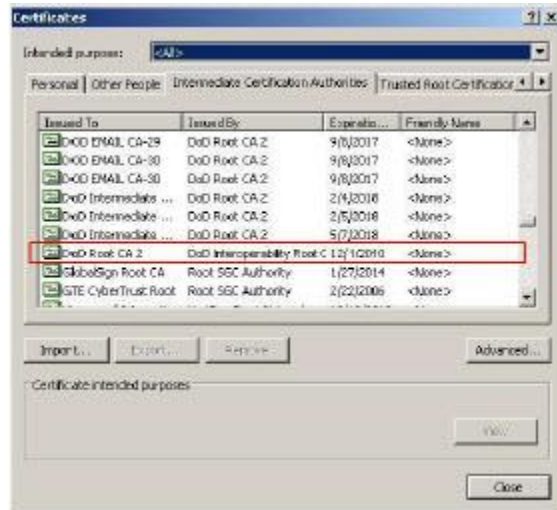
- In Internet Explorer, select 'Tools > Internet Options' from the toolbar
- Select the 'Content' tab
- Click the 'Certificates' button
- Select the 'Personal' tab
- Select your ID certificate from the list
- Click the 'View' button
- Select the 'Certification Path' tab
- Ensure the path shown has only 3 items:

- DoD Root CA 2
  - DOD CA-##
    - <your ID>

#### 3. If there are more than the 3 items in the above path, try the following:

- In Internet Explorer, select 'Tools > Internet Options' from the toolbar
- Select the 'Content' tab

- Click the 'Certificates' button
- Select the 'Intermediate Certification Authorities' tab
- Scroll down and look for 'DoD Root CA 2' in the first column (Issued To) and has something like 'DoD Interoperability Root ...' in the second column (Issued By)



- If it exists, select it and hit the 'Remove' button.

Alternatively, you can try using the cross-certificate removal tool, obtainable from the DISA IASE site:

[http://iasecontent.disa.mil/pki-pke/unclass-fbca\\_crosscert\\_remover\\_v112.zip](http://iasecontent.disa.mil/pki-pke/unclass-fbca_crosscert_remover_v112.zip)