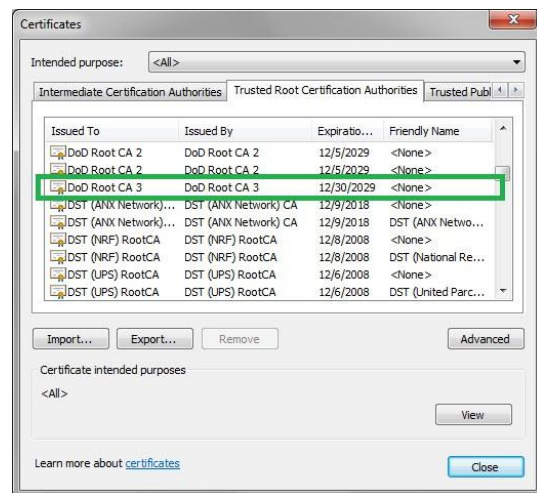Individual Anti-Terrorism Plan (IATP)

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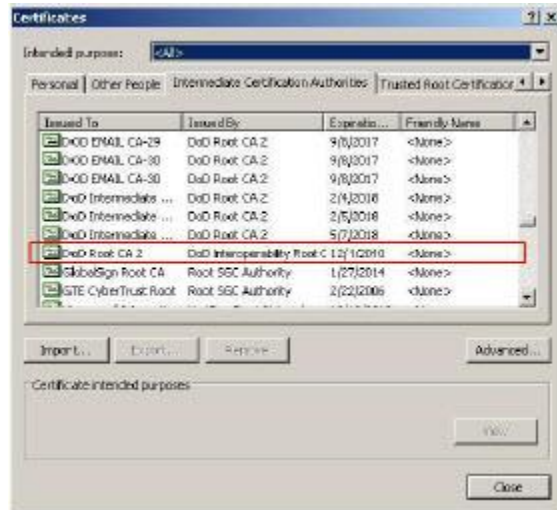
- If it exists, select it and hit the 'Remove' button.

  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