

# How to clear certificates the Cross Cert Removal Tool didn't clear automatically

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Most of the time when running the Cross Cert Removal Tool it doesn't remove the certificates that are preventing you from accessing some DoD CAC enabled websites. This guide will show you how to use *certmgr.msc* to remove the "bad" certificates manually.

NOTE: This is the <u>only procedure</u> for <u>Windows RT</u> devices to remove the "bad" certificates, but will work for all versions of Windows.

> Please check for the most current version of this presentation at: <u>http://militarycac.com/files/certmgr.pdf</u>

# Windows <u>7</u> users: Click the Windows logo "orb", type: *certmgr.msc* in the Search programs and files box



Windows 8.1 (including RT) users: Right Click the Windows logo icon, click *Search*, type: *certmgr.msc,* select *certmgr.msc* 

Programs and Features	Search
Power Options	Even where
Event Viewer	Everywhere 🗸
System	certmar.msc
Device Manager	
Disk Management	
Computer Management	certmgr.msc
Command Prompt	
Command Prompt (Admin)	
Task Manager	
Control Panel	
File Explorer	
Search	
Run	
Desktop 🚺 🛛 🖤	

Windows <u>8 & 8.1</u> (including **RT**) users can also select the "Windows" and letter "Q" keys on your keyboard, type: *certmgr.msc* in the Search Everywhere box



Windows <u>10</u> users type: *certmgr.msc* in the Search the web and Windows / Ask me anything box in your taskbar



Go to slide 6 now

## Click the arrow next to *Intermediate Certification Authorities*, then click on the *Certificates* folder

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<ul> <li>Certificates - Current User</li> <li>Personal</li> <li>Trusted Root Certification Authorities</li> <li>Enterprise Trust</li> <li>Intermediate Certification Authorities</li> <li>Certificate Revocation List</li> <li>Certificates</li> <li>Active Directory User Object</li> <li>Trusted Publishers</li> <li>Untrusted Certificates</li> <li>Third-Party Root Certification Authorities</li> <li>Trusted People</li> <li>Client Authentication Issuers</li> <li>Other People</li> <li>Smart Card Trusted Roots</li> </ul>	Issued To Betrusted Production SSP CA A1 COMODO High-Assurance Sec Dell Inc. Enterprise CA Dell Inc. Enterprise Issuing CA2 DHS CA4 DIGICert High Assurance CA-3 DOD CA-11 DOD CA-12 DOD CA-12 DOD CA-13 DOD CA-13 DOD CA-15 DOD CA-15 DOD CA-16 DOD CA-17 DOD CA-18	Issued By Federal Common Policy AddTrust External CA Ro GTE CyberTrust Global R Dell Inc. Enterprise CA US Treasury Root CA DigiCert High Assurance DoD Root CA 2 DOD Root
	DOD CA-19	DoD Root CA 2
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Intermediate Certification Authorities store contai	ns 81 certificates.	

## Click each of the shown certificates and select *Delete* from the menu, or click the red X

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<ul> <li>Certificates - Current User</li> <li>Personal</li> <li>Trusted Root Certification Au</li> <li>Enterprise Trust</li> <li>Interprediate Certification Au</li> <li>Certificate Revocation List</li> <li>Certificates</li> </ul>	Au Issued To DOD EMAIL CA-28 DOD EMAIL CA-29 DOD EMAIL CA-30 DOD EMAIL CA-31 DOD EMAIL CA-32 DOD EMAIL CA-32 DOD Intermediate CA-1	Issued By DoD Root CA 2 DoD Root CA 2	Expiration Date 9/8/2017 9/8/2017 9/8/2017 1/16/2019 2/4/2019 2/4/2018
<ul> <li>Trusted Publishers</li> <li>Untrusted Certificates</li> <li>Third-Party Root Certificati</li> <li>Trusted People</li> <li>Smart Card Trusted Poot</li> </ul>	DoD Intermediate CA-2 DoD Interoperability Root CA 1 DoD Root CA 2 Go Daddy Secure Certification Microsoft Windows Hardware Root Agency SHA-1 Federal Root CA SHA-1 Federal Root CA VeriSign Class 3 Secure Server C www.verisign.com/CPS Incorp	DoD Root CA 2 SHA-1 Federal Root CA DoD Interoperability Root CA 1 Go Daddy Class 2 Certification Au Microsoft Root Authority Root Agency Federal Common Policy CA VeriSign Class 3 Public Primary Ce Class 3 Public Primary Certificatio	5/7/2018 12/3/2016 10/9/2016 11/15/2026 12/31/2002 12/31/2039 ≡ 5/2/2017 2/7/2020 10/24/2016 ▼
Intermediate Certification Authoriti	es store contains 38 certificates.		
NOTE: More certs are listed on the next	opy reate shortcut elete ename t	NOTE2: If the control of the control	erts come ba or another ide

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These are the known "bad certs" that need to be removed from *Intermediate Certification Authorities* (tab) [if found]:

#### Issued To

DoD Interoperability Root CA1 DoD Interoperability Root CA2 DoD Interoperability Root CA2 DoD Root CA 2 DoD Root CA 3 Federal Bridge CA 2016 or 2013 SHA-1 Federal Root CA G2 US DoD CCEB Interoperability Root CA 1

#### Issued By

SHA-1 Federal Root CA G2
Federal Bridge CA 2013
Federal Bridge CA 2016
DoD Interoperability Root CA 1
DoD Interoperability
Federal Common Policy CA
Federal Common Policy

### Right click each of the shown certificates, select *Properties* from the menu, then select *Disable all* purposes for this certificate

File Action View Help				
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Certificates - Current User	Issued To	Issued By	Expiration Date	<b>^</b>
<ul> <li>Personal</li> <li>Trusted Root Certification Au</li> <li>Enterprise Trust</li> <li>Intermediate Certification Au</li> <li>Certificate Revocation List</li> <li>Certificates</li> <li>Active Directory User Object</li> <li>Trusted Publishers</li> <li>Untrusted Certificates</li> <li>Third-Party Root Certification</li> <li>Trusted People</li> <li>Smart Card Trusted Roots</li> </ul>	DOD EMAIL CA-28 DOD EMAIL CA-29 DOD EMAIL CA-30 DOD EMAIL CA-31 DOD EMAIL CA-31 DOD EMAIL CA-32 DOD Intermediate CA-1 DOD Intermediate CA-2 DOD Interoperability Root CA 1 DOD Root CA 2 Joo Daddy Secure Certification Microsoft Windows Hardware Root Agency	DoD Root CA 2 DoD Root CA 2 SHA-1 Federal Root CA DoD Interoperability Root CA 1 Go Daddy Class 2 Certification Au Microsoft Root Authority Root Agency	9/8/2017 9/8/2017 9/8/2017 1/16/2019 2/4/2019 2/4/2018 5/7/2018 12/3/2016 10/9/2016 11/15/2026 12/31/2002 12/31/2039	
< >	VeriSign Class 3 Secure Server C	VeriSign Class 3 Public Primary Ce Class 3 Public Primary Certificatio	2/7/2020 10/24/2016	• •
Intermediate Certification Arthorities	store contains 38 certificates.			
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the certification path.

Properties

# Drag each of the shown certificates to the *Certificates* folder under *Untrusted Certificates* folder

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Enterprise Trust	🔄 DOD EMAIL CA-30	DoD Root CA 2	9/8/2017	
Certificate Revocation List	🔄 DOD EMAIL CA-31	DoD Root CA 2	1/16/2019	
Certificates	🔄 DOD EMAIL CA-32	DoD Root CA 2	2/4/2019	
Active Directory User Object	🔄 DoD Intermediate CA-1	DoD Root CA 2	2/4/2018	
Trusted Publishers	DoD Intermediate CA-2	DoD Root CA 2	5/7/2018	
Untrusted Certificates	DoD Interoperability Root CA 1	SHA-1 Federal Root CA	12/3/2016	
Third-Party Root Certification	DoD Root CA 2	DoD Interoperability Root CA 1	10/9/2016	
D Trusted People	Go Daddy Secure Certification	Go Daddy Class 2 Certification Au	11/15/2026	
Image: Second	🛱 Microsoft Windows Hardware	Microsoft Root Authority	12/31/2002	
	Root Agency	Root Agency	12/31/2039	Ξ
	SHA-1 Federal Root CA	Federal Common Policy CA	5/2/2017	
	VeriSign Class 3 Secure Server C	VeriSign Class 3 Public Primary Ce	2/7/2020	
	www.verisign.com/CPS Incorp	Class 3 Public Primary Certificatio	10/24/2016	-
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Intermediate Certification Arthorities	store contains 38 certificates.			



You are now complete, try logging into a CAC enabled DoD website with your CAC

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If you still have questions, visit: <u>https://militarycac.com/questions.htm</u>