

Common Access Card help for your personal computer

How to add the DoD Root CA 2, 3, 4, & 5 certificates in your Windows computer Certificate Store

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Sometimes running the DoD InstallRoot file does not install the DoD Root CA 2, 3, 4, & 5 certificates into the *Trusted Root Certification Authorities* tab. This causes certificate errors when visiting DoD websites. This guide will show you how to fix the error.

NOTE: This is the only process known for Windows RT devices to install the certificate, but will work for all versions of Windows

Please check for the most current version of this presentation at: http://militarycac.com/files/dodrootca2.pdf If you are using a Windows computer and see the below message when trying to access a DoD website [and have already installed the <u>DoD InstallRoot file</u>] Click: *Continue to this website (not recommended)*



After clicking *Continue to this website (not recommended)* you'll see the entire web address bar is red, and a red shield with a white x in it, stating Certificate error



Go to the following web page: <u>https://militarycac.com/certs/</u> and click on *DoDRoot2.cer, DoDRoot3.cer, DoDRoot4.cer, & DodRoot5.cer*

Index of /certs

- <u>Parent Directory</u>
 <u>DoDRoot2.cer</u>
 <u>DoDRoot3.cer</u>
 <u>DoDRoot4.cer</u>
- <u>DoDRoot5.cer</u>

After you click each link, you'll see the message below, select *Save As.* Save all four to your desktop. You can also Right click the link and save target as

Open

 \times

Cancel

Save As

Right click each certificate, select *Install Certificate*, then select *Open*



Select Install Certificate... then OK

| 80 | Certificate | × | | | | |
|----|---|---|--|--|--|--|
| Ge | General Details Certification Path | | | | | |
| | Certificate Information | | | | | |
| | This CA Root certificate is not trusted. To enable trust, install this certificate in the Trusted Root Certification Authorities store. | | | | | |
| | | | | | | |
| | Issued to: DoD Root CA 2 | | | | | |
| | Issued by: DoD Root CA 2 | | | | | |
| | Valid from 13-Dec-04 to 05-Dec-29 | | | | | |
| | Install Certificate Issuer Statement | | | | | |
| | 7 | | | | | |
| | ОК | | | | | |
| | | | | | | |
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Select Local Machine, then Next

📀 🏼 🥭 Certificate Import Wizard

Windows

Welcome to the Certificate Import Wizard

This wizard helps you copy certificates, certificate trust lists, and certificate revocation lists from your disk to a certificate store.

A certificate, which is issued by a certification authority, is a confirmation of your identity and contains information used to protect data or to establish secure network connections. A certificate store is the system area where certificates are kept.

| | Store Location Current User Local Machine To continue, dick Next. | | |
|---------|--|--------|--------|
| | | | |
| | | 🕞 Next | Cancel |
| 7 users | may not see this screen | / | |

NOTE: If you are unable to select Local Machine, go to slide 16 and follow instructions for installing this certificate.

When / If prompted for the User Account Control, Select Yes



Select Place all certificates in the following store, then Browse...

| | | × |
|-----|---|------|
| e 4 | Certificate Import Wizard | |
| | | |
| | Certificate Store | |
| | Certificate stores are system areas where certificates are kept. | |
| _ | | |
| | Windows can automatically select a certificate store, or you can specify a location for the certificate. | |
| | Automatically select the certificate store based on the type of certificate | |
| | Place all certificates in the following store | |
| | Browse | |
| | | |
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| | | |
| | | |
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| | | |
| | Next Car | ncel |
| | | |

Select Trusted Root Certification Authorities, then OK

| | Select Certificate Store × Select the certificate store you want to use. |
|---|--|
| | Personal |
| | Show physical stores |
| • | |

Trusted Root Certification Authorities should now show in the box, select *Next*

| | × | | | | |
|--|-----|--|--|--|--|
| 🧲 🖉 Certificate Import Wizard | | | | | |
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| Certificate Store | | | | | |
| Certificate stores are system areas where certificates are kept. | | | | | |
| | _ | | | | |
| Windows can automatically select a certificate store, or you can specify a location for the certificate. | | | | | |
| Automatically select the certificate store based on the type of certificate | | | | | |
| Place all certificates in the following store | | | | | |
| Certificate store: | | | | | |
| Trusted Root Certification Authorities Browse | | | | | |
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| | | | | | |
| Next Car | cel | | | | |
| 7 | | | | | |

Select Finish

| Completing the Certificate Import Wizard |
|--|
| The certificate will be imported after you click Finish. |
| You have specified the following settings: |
| Certificate Store Selected by User Trusted Root Certification Authorities Content Certificate |
| |
| |
| |
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| |
| |
| |
| Finish Car |

Select OK



Select OK

| 80 | Certificate | × | | |
|---|--------------------------------------|---|--|--|
| Ge | neral Details Certification Path | | | |
| | Certificate Information | | | |
| This CA Root certificate is not trusted. To enable trust, install this certificate in the Trusted Root Certification Authorities store. | | | | |
| | | | | |
| | Issued to: DoD Root CA 2 | | | |
| | Issued by: DoD Root CA 2 | | | |
| | Valid from 13-Dec-04 to 05-Dec-29 | | | |
| | Install Certificate Issuer Statement | | | |
| | ОК | | | |
| | | | | |

If you only installed one of the 4 certificates, Go back to slide 5 and do the same for the DoDCert3.cer, DoDCert4.cer, & DoDCert5.cer files and follow the guide for each certificate Close your Web browser, Reopen it, and try revisiting the website you were receiving the certificate error on previously. You should not have the error or red background any longer



NOTE: If the problem still persists, try running Internet Explorer as an admin, here's how:

Right click Internet Explorer, select *Run As Administrator*, click *Tools*, Internet Options, Content (tab), Certificates (button), Trusted Root Certification Authorities (tab), Import (button) (select file), Next, OK, and windows reports Import Successful.

More Information can be found here:

http://superuser.com/questions/145394/windows-7-will-not-install-a-root-certificate

NOTE2: If you still have problems go to slide 17 and follow instructions as the file may not have installed.

Sometimes your AntiVirus / Security program can block the certificate from installing

Temporarily disable the Security program and attempt to install the InstallRoot file again from <u>https://militarycac.com/dodcerts.htm</u>

If you are still receiving the certificate error, it is possible the file did not install correctly.

This time follow slides 5-11 again. Select the box titled: *Show physical stores*, then reopen *Trusted Root Certification Authorities* and select *Registry*, then *OK*



You'll know they are installed when you see: DoD Root CA2, DoD Root CA 3, DoD Root CA 4, & DoD Root CA 5 in both the Issued To and Issued By columns under the Trusted Root Certification Authorities tab

| Ce | ertificates | | | | |
|-------------------|-----------------------|-----------------------|------|---------------|----------------------|
| Intended purpose: | | <all></all> | | | |
| I | ntermediate Certifica | tion Authorities True | sted | Root Certific | cation Authorities ך |
| | Issued To | Issued By | | Expirati | Friendly Name |
| | DoD Root CA 2 | DoD Root CA 2 | | 05-Dec | <none></none> |
| | 🔄 DoD Root CA 3 | DoD Root CA 3 | | 30-Dec | <none></none> |
| | 🔄 DoD Root CA 4 | DoD Root CA 4 | | 25-Jul-32 | <none></none> |
| | 🔄 DoD Root CA 5 | DoD Root CA 5 | | 14-Jun-41 | <none></none> |



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