A JPAS log-on failure Diagnostic

In an effort to diagnose your connectivity problems, I want you perform this action on your computer.

Start internet Explorer and open Tools -> Internet Options



On the Internet Options Dialog box, select the **Content** tab and click the **Certificates** button

Internet Options
General Security Privacy Content Connections Programs Advanced
Content Advisor Ratings help you control the Internet content that can be viewed on this computer.
Certificates
Clear <u>S</u> SL state <u>C</u> ertificates <u>Pub</u> lishers
AutoComplete
AutoComplete stores previous entries Settings on webpages and suggests matches for you.
Feeds and Web Slices
Feeds and Web Slices provide updated <u>Settings</u> content from websites that can be read in Internet Explorer and other programs.
OK Cancel Apply

In the Certificates dialogue, select one of your ECA Certificates (issued by ORC ECA HW3 or ORC ECA HW4) and click the **View** button

Certificates	- instantion	-	×
Intended purpose: <a>			•
Personal Other People Interm	ediate Certification Autho	orities Trusted F	Root Certification
Issued To	Issued By	Expiratio	Friendly Name
James K Manchester Manchester. James.K.OR Manchester. James.K.OR Manchester. James.K.OR Manchester. James.Kirk.F Manchester. James.Kirk.F	ORC ACES ORC ECA SW 3 ORC ECA SW 3 ORC ECA HW 3 ORC ACES ORC ECA HW 3 ORC ECA HW 3	3/17/2012 6/28/2012 6/28/2012 3/16/2012 11/15/2012 11/15/2012 11> 5/2012	James K Manche Manchester.Jam ActivIdentity Act Manchester.Jam Manchester.Jam
Import Export Certificate intended purposes Client Authentication, Secure Ema	<u>R</u> emove		<u>A</u> dvanced
Learn more about <u>certificates</u>			Qlose

Certificate S3	
General Details Certification Path Certification path Common Policy Common Policy SHA-1 Federal Root C4. ECA Root CA 2 ECA Root CA 2 Conc ECA HW 3 Manchester. James.Kirk.FiXs4100000008.Encrypt	If you see these 2 certificates in the 'trust path' then that is probably contributing to the problem.
< □ III ► View Certificate	Information here may be different for you. Your certificates may have been issued by ORC ECA HW4 and the specific certificate will reflect your name. That is to be expected
Certificate <u>s</u> tatus: This certificate is OK. Learn more about <u>certification paths</u> OK	

In the Certificate dialogue, click the Certification Path tab. If you see more than 3 tiers in the hierarchy, that is 'causing' the problem. Once you have determined that this is the problem you can close the view of your certificate and the Certificates and Internet Options dialog screens.

The Common Policy root certificate and the SHA-1 Federal Root CA certificate are part of a Federal Government initiative commonly referred to as the "Federal Bridge." The objective of the Federal Bridge is to 'cross certify' the different certificate policies of all the federal agencies. The Federal Bridge has succeeded in getting Microsoft to include the Federal Bridge certificates in the Microsoft Certificate Store through initial operating system installation (it comes from the factory that way) and/or software updates.

Unfortunately, cross certification does not always work well in implementation. If you are trying to connect to a server (for instance, JPAS) and the server is not configured to account for the efforts of the Federal Bridge (perhaps because it is an old server), then it could cause an SSL Transaction (certificate log-on) to fail. Please note that neither the DoD nor ORC has caused this situation to exist.

The DoD has developed a tool (executable program) to remove the FBCA certificates.

If you wish to use the DoD's FBCA Cross-Certificate Remover tool, please look here:

http://eca.orc.com/wp-content/uploads/ECA_Docs/Removing_Federal_Bridge_certificates_Tool.pdf

Or you can remove the certificates manually via the instructions on Removing the Federal Bridge certificates found here.

http://eca.orc.com/wp-content/uploads/ECA_Docs/Removing_Federal_Bridge_certificates.pdf