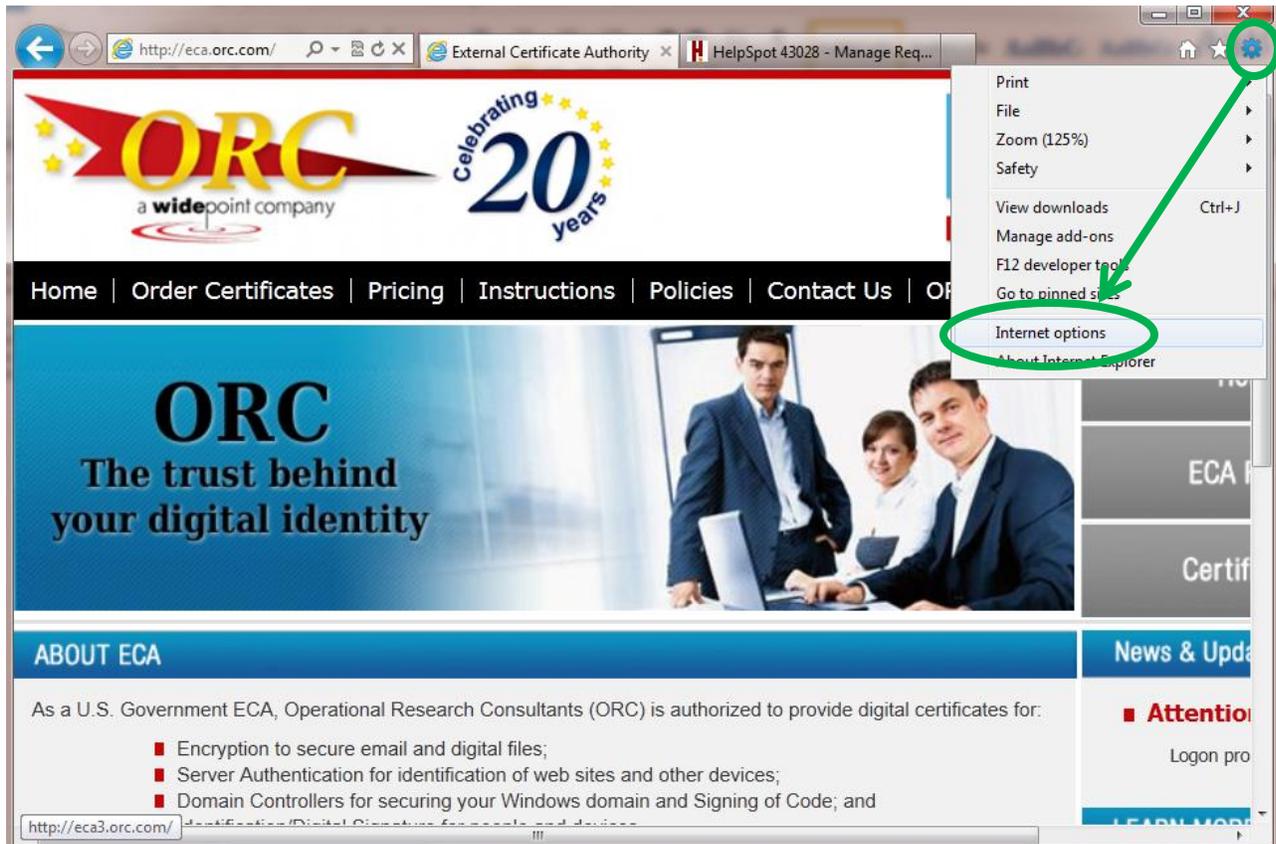


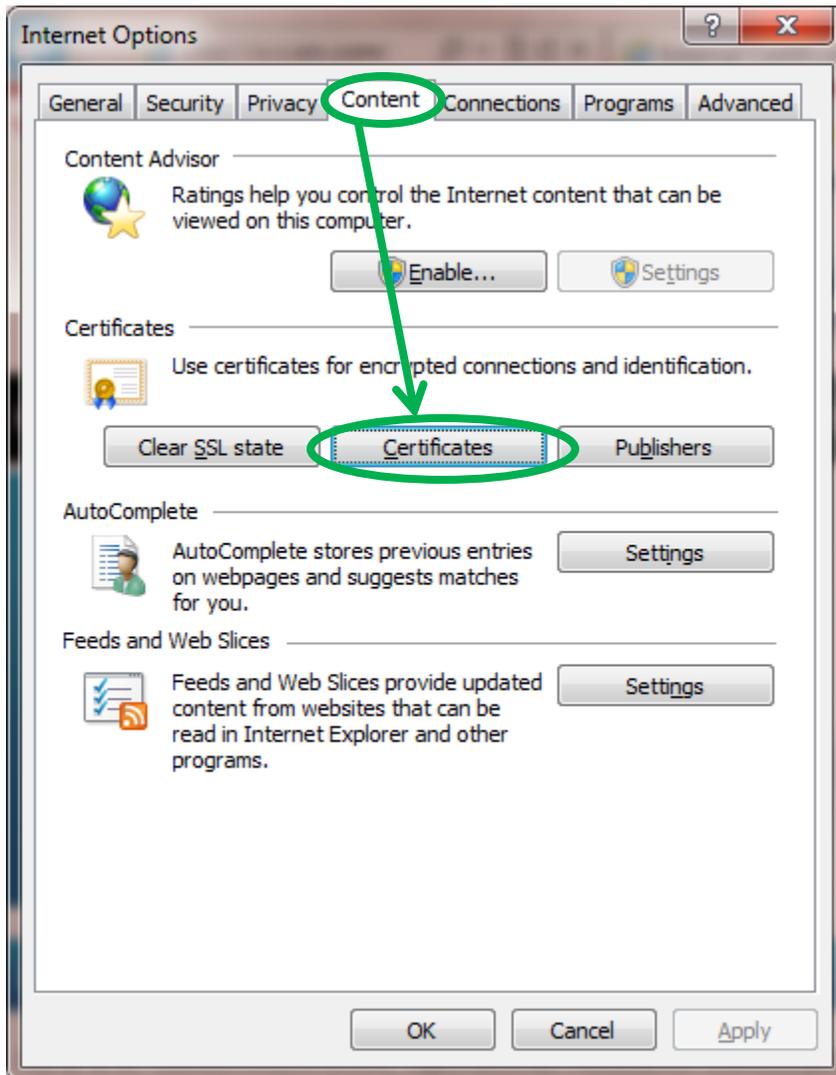
# A JPAS log-on failure Diagnostic

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

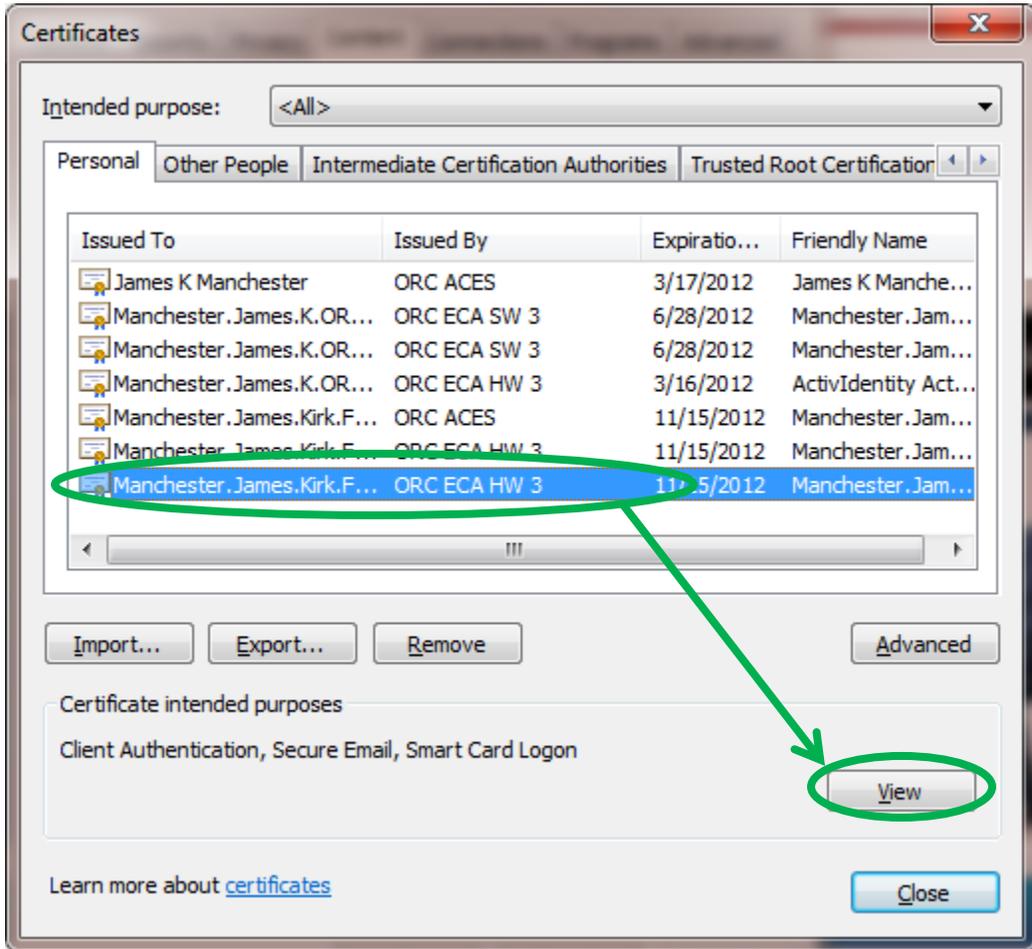
Start internet Explorer and open **Tools -> Internet Options**



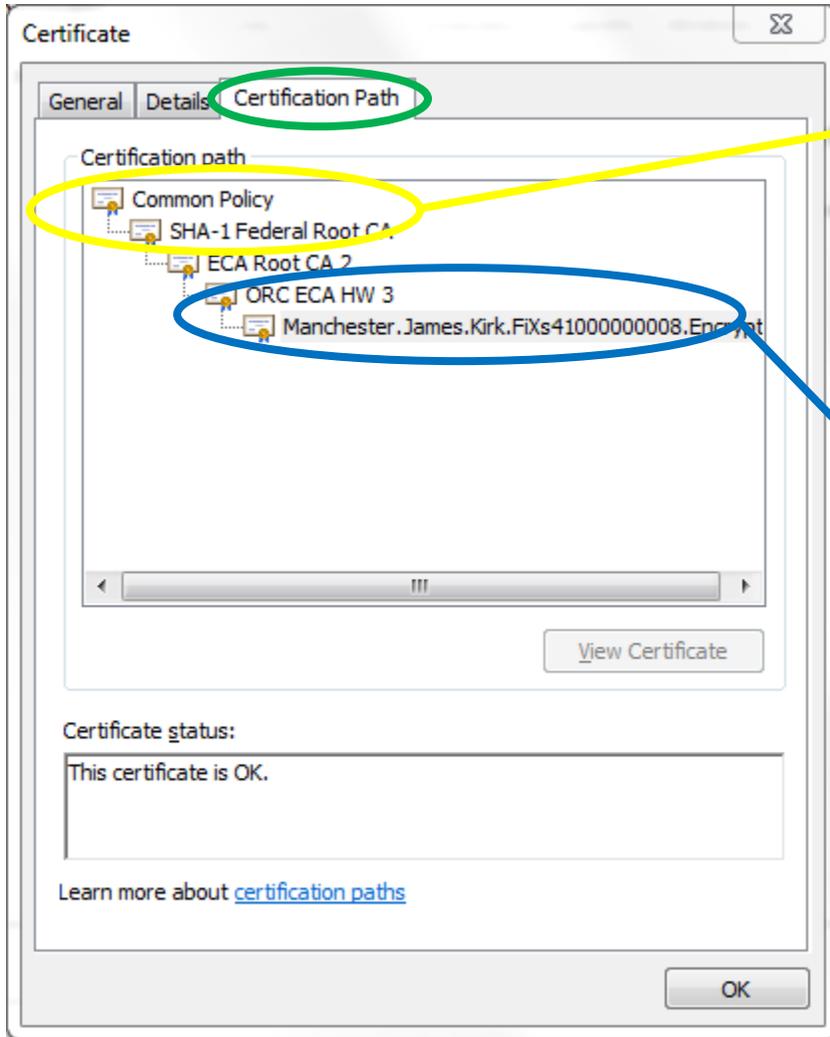
On the Internet Options Dialog box, select the **Content** tab and click the **Certificates** button



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



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.



If you see these 2 certificates in the 'trust path' then that is probably contributing to the problem.

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

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