

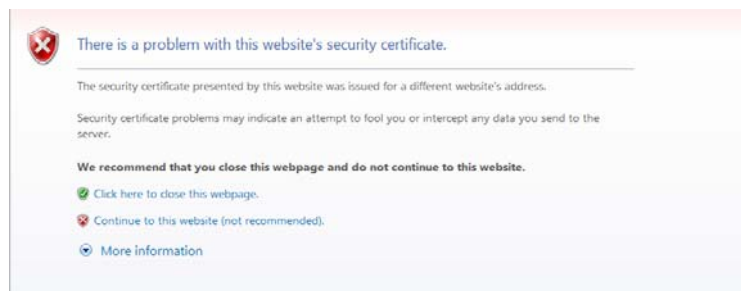


# Industrial Security Facilities Database (ISFD) Troubleshooting Tips

## ATTENTION: **ALL ISFD Users**

The Industrial Security Facilities Database (ISFD) was developed to Internet Explorer (IE) 7 operating standards. As a result, users with workstations loaded with the default Windows 7/IE8 or higher are experiencing compatibility errors. The following troubleshooting tips address IE specifically however, Firefox users may experience similar results.

While attempting to log into ISFD, users may receive the warning message; **"There is a problem with this website's security certificate."** (See Figure 1 below)



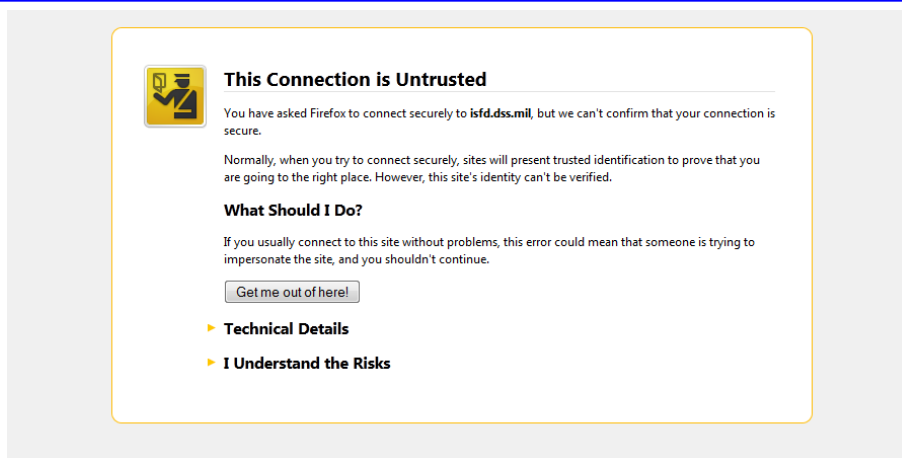
**Figure 1**

The previously utilized option for gaining access to ISFD of selecting "Continue to this website (not recommended)", is no longer available. As a result, Internet Explorer users receive varying messages;

**IE8** users receive **"Internet Explorer cannot display the webpage"**.

**IE9** users receive **"There is a problem with this website's security certificate."**

**Firefox** users receive a warning related to an **untrusted connection** but may **add an exception**. (See Figure 2 below)



**Figure 2**

The following are workarounds for users experiencing Internet Explorer compatibility issues (IE8) and instructions for downloading the security certificate necessary for restoring ISFD system access (IE9).

## **I. Internet Explorer 8 Compatibility Workaround**

The Industrial Securities Facilities Database (ISFD) was developed to Internet Explorer (IE) 7 operating standards. Users of IE 8 may experience varying navigation related issues within ISFD. Enabling the “Compatibility View” function for IE8 has been identified as an effective means of restoring IE 7 related functionality to IE 8.

To enable “Compatibility View”, please follow these steps:

- 1) Open an Internet Explore (IE) browser window
- 2) Select “Tools”
- 3) Select “Compatibility View Setting” option
- 4) Select “Display all websites in Compatibility View” section\*
- 5) Click Close.

*Note: dss.mil users must also add “dss.mil” to the “Website you’ve added to Compatibility View” section.*

## **II. Internet Explorer 9 Compatibility Workaround**

Users of Windows 7/ IE 9 may experience errors accessing the ISFD launch page. Installing the DoD Root Certificate to the "Trusted Root" store has been identified as an effective means of restoring access.

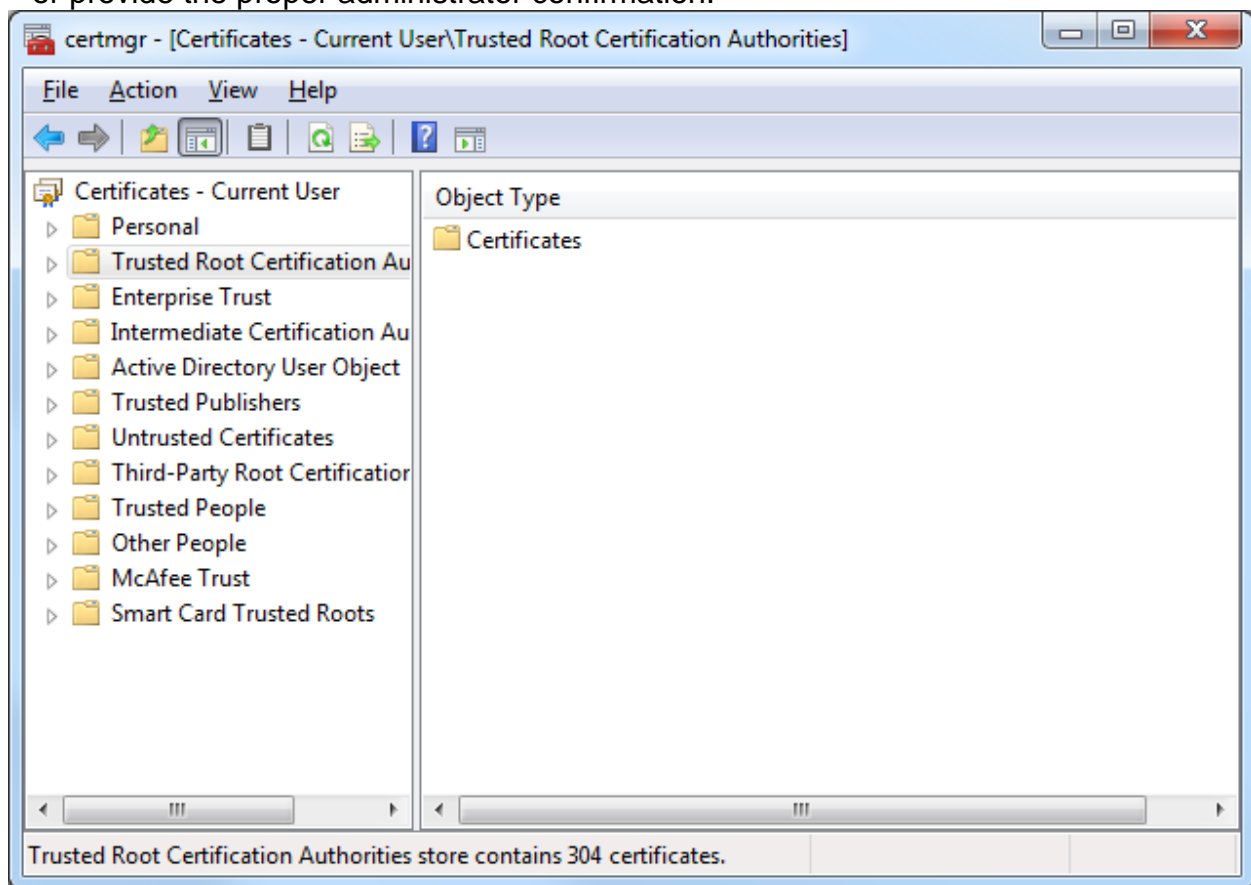
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NOTE 1: Prior to installing the DoD certificate, ensure you have downloaded ALL certificates referenced here: <http://dodpki.c3pki.chamb.disa.mil/rootca.html>. Make note of the location of the downloaded certificate(s); it will be used in the steps below.

To install the DOD Certificate(s) to the Trusted Root Store, please follow these steps:

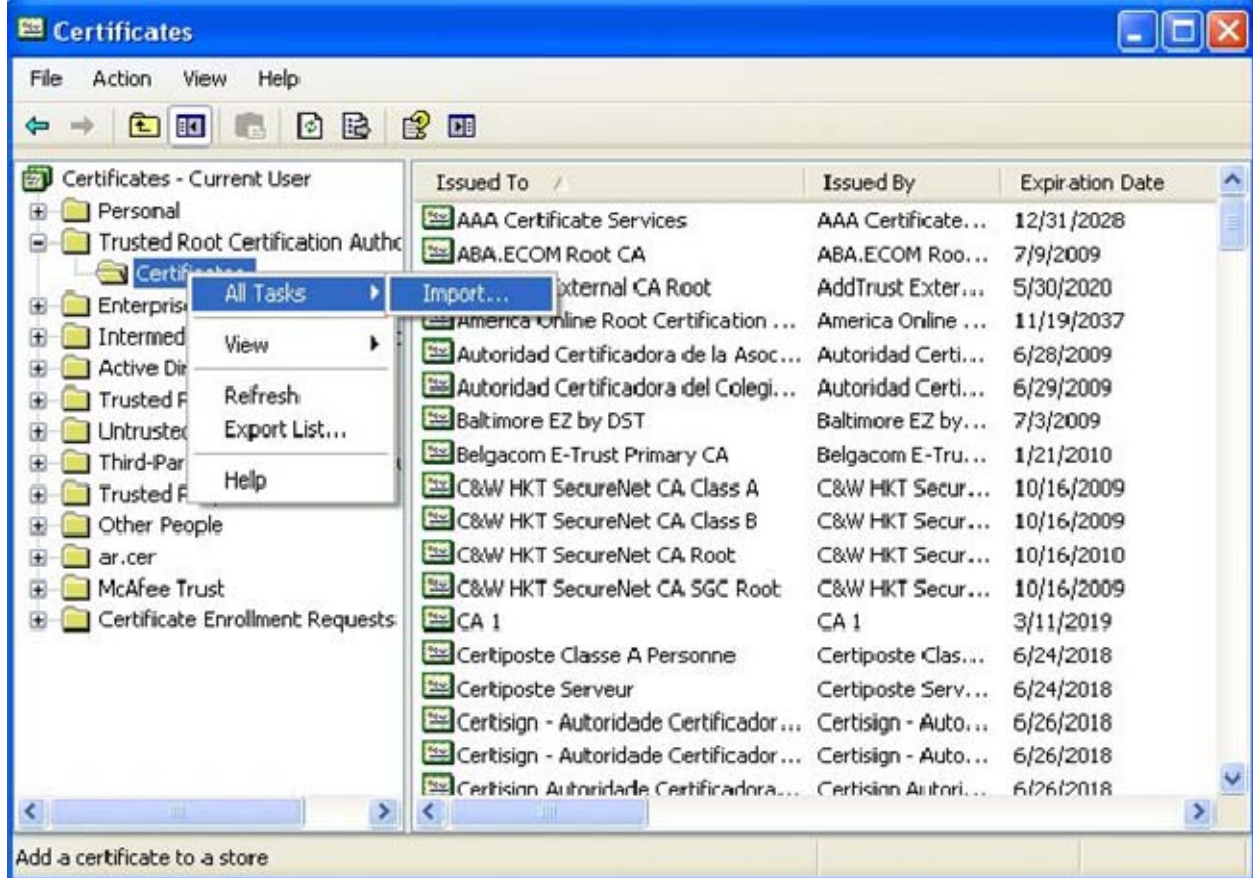
- 1) Click the “Start” button
- 2) Type **certmgr.msc** in the Search box
- 3) Press the “Enter” key

NOTE 2: Based on the user’s group policy, users may be prompted for an administrator password or confirmation. If so, enter the local administrator password or provide the proper administrator confirmation.



*The Certificates- Current User dialog box should display.*

- 4) In the folder list displayed in the folder pane, locate and expand the folder titled “Trusted Root Certificate Authorities”
- 5) In the folder list displayed in the folder pane, locate and Right Click the folder titled “Certificates”
- 6) Click to select “All Tasks”

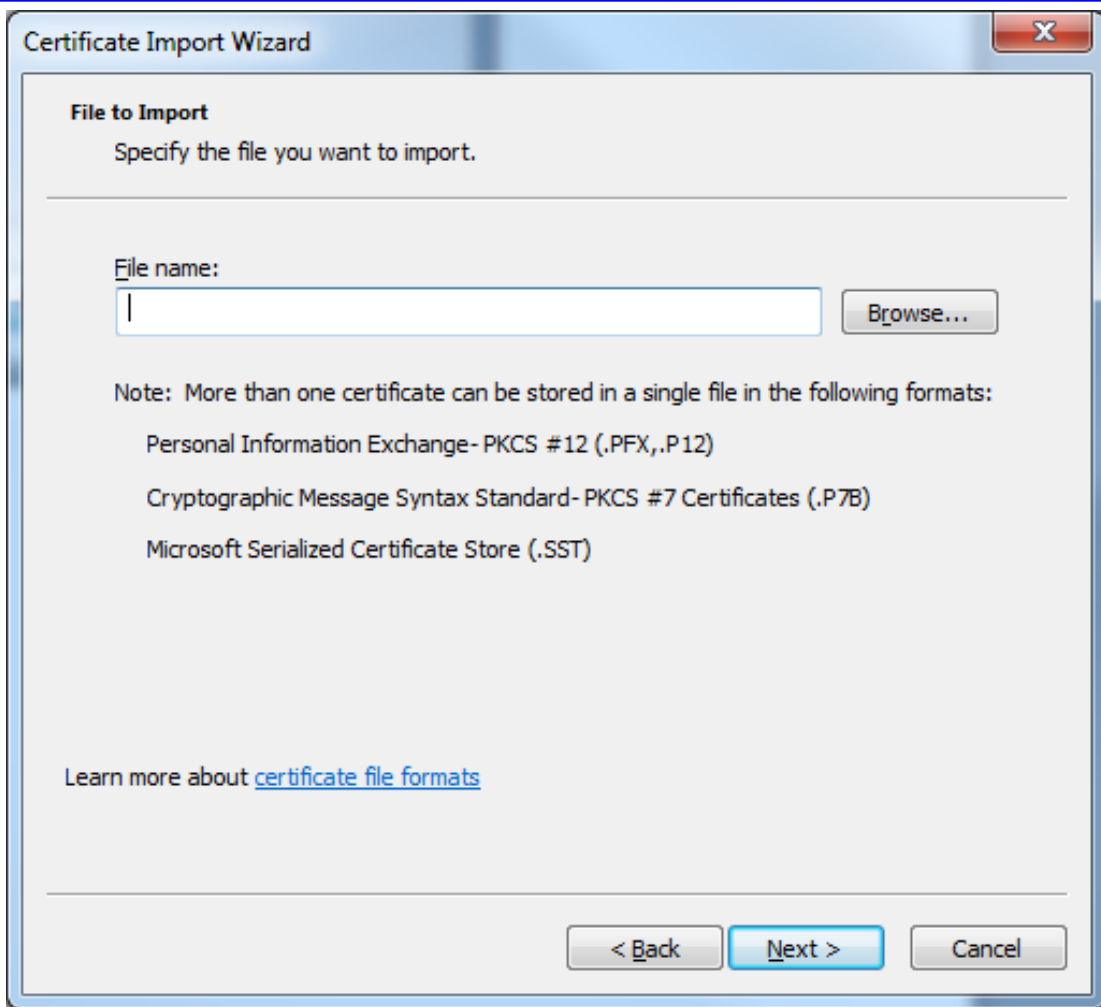


7) Click to select “Import...”



*The Certificate Import Wizard should display.*

8) Select "Next"

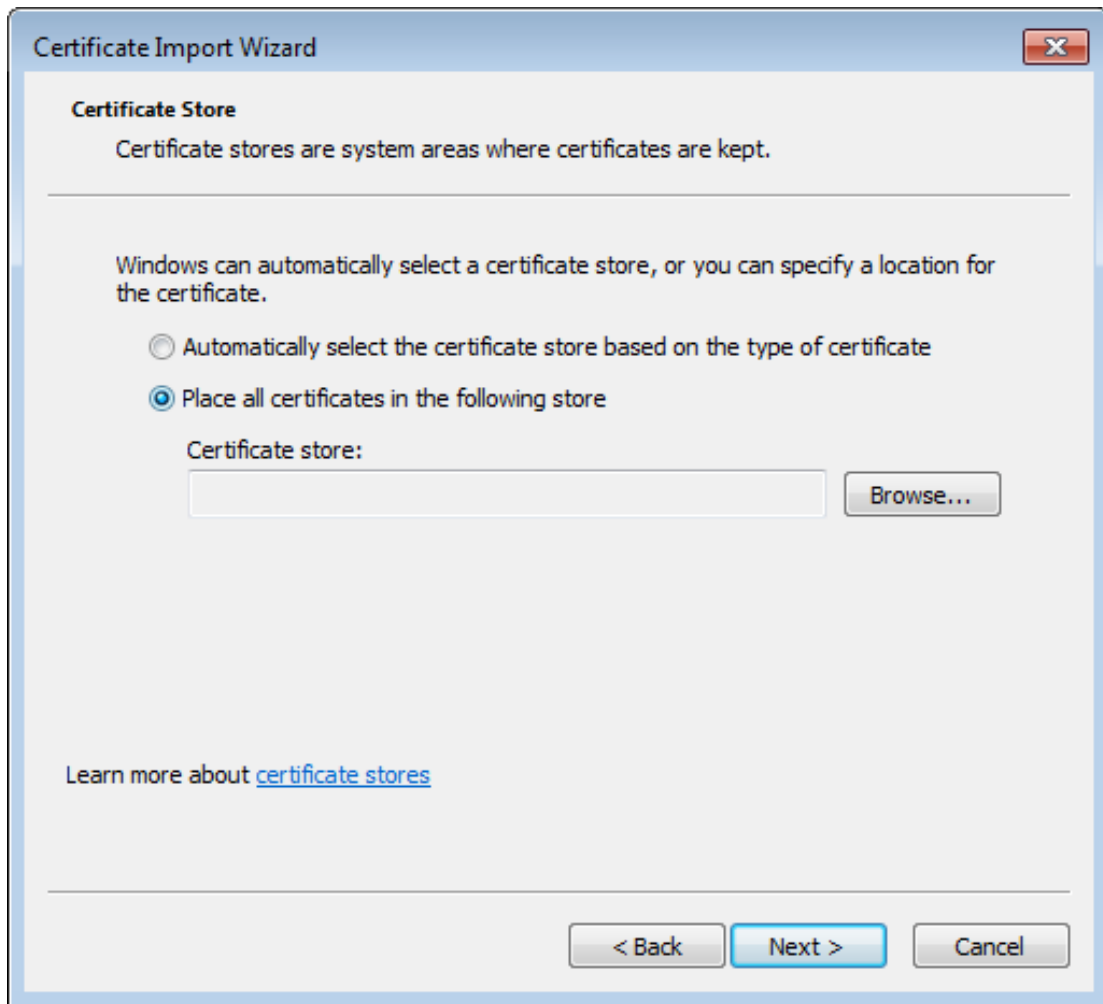


*The Certificate Import Wizard's File to Import dialog box should display.*

- 9) Select "Browse" and locate the DoD Root Certificate downloaded prior to launching the Certificate Manager.

CAUTION: If the DoD Root Certificate was not downloaded prior to launching the Certificate Manager, go to [NOTE 1](#) and download the DoD Root Certificate.

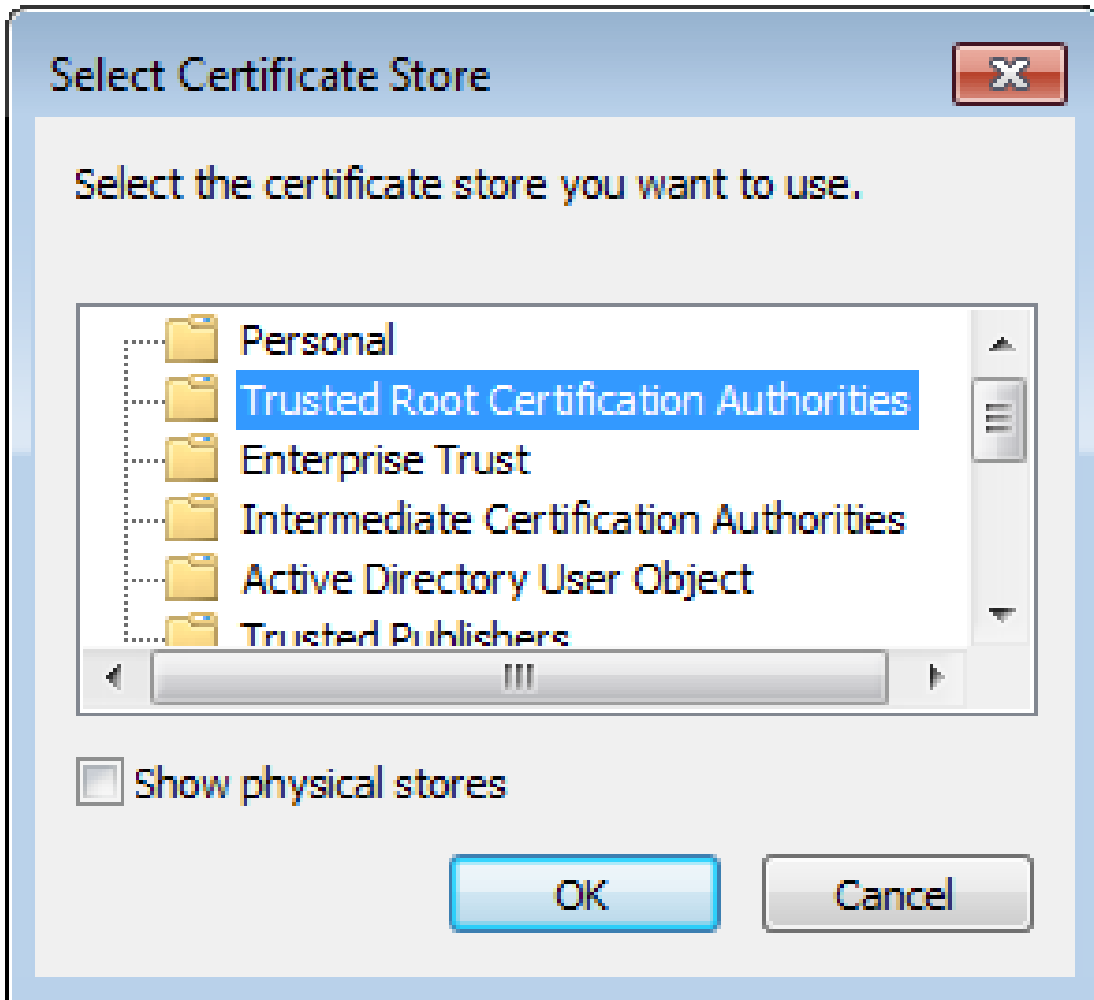
- 10) Locate and select the certificate titled "DoD Root CA2"
- 11) Select "Next"



*The Certificate Import Wizard Certificate Store dialog box will display.*

**CAUTION:** The Certificate Store dialog box will default to the “Automatically select the certificate store” option. This is incorrect and will result in the certificate being installed in the wrong location. The option selection **MUST** be changed to indicate “Place all certificates in the following store.”

- 12) Ensure the radio button is selected next to the “Place all certificates in the following store” option
- 13) Click “Browse”



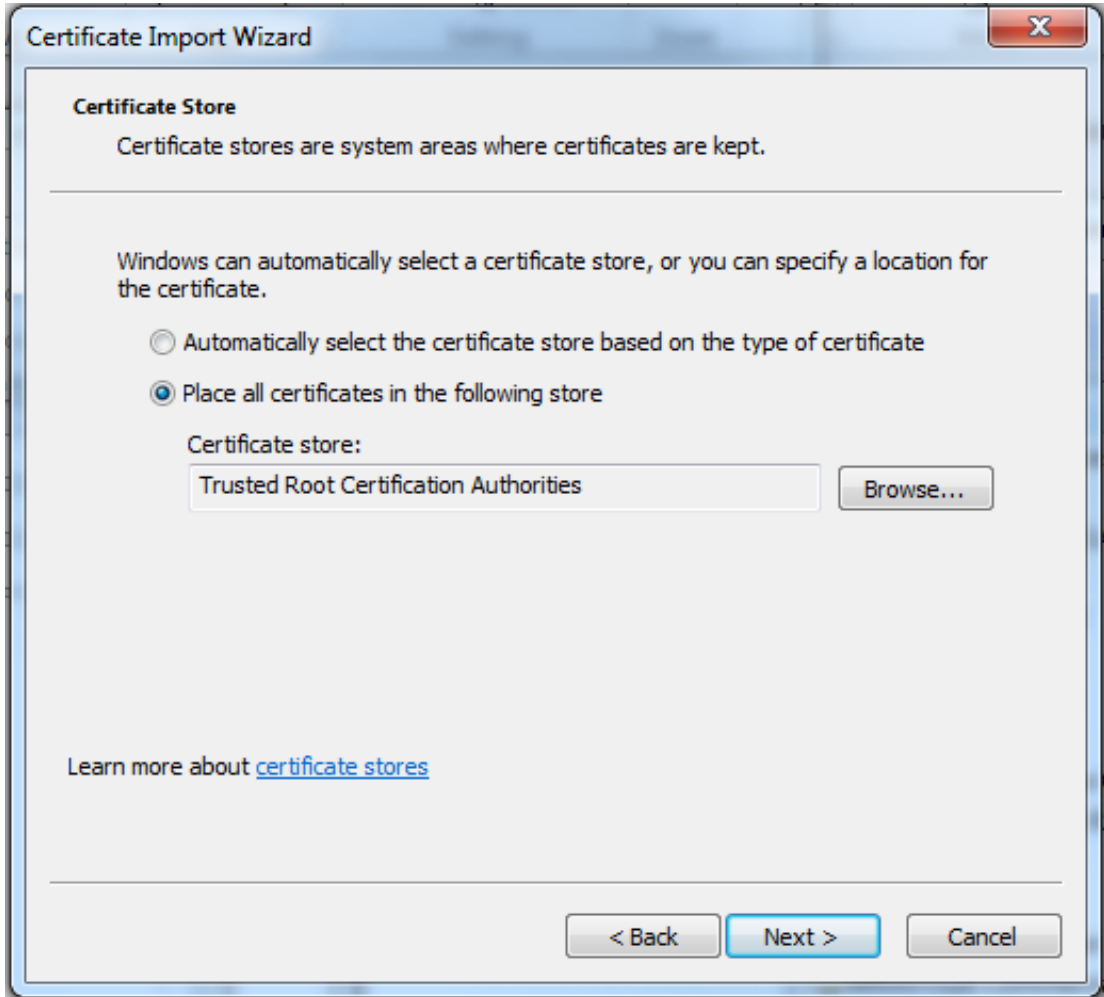
*The Select Certificate Store dialog box will display.*

- 14) Locate and select “Trusted Root Certification Authorities”

CAUTION: Selecting the incorrect folder will not load the certificates to the proper location and access to ISFD will not be restored.

- 15) Select “OK”



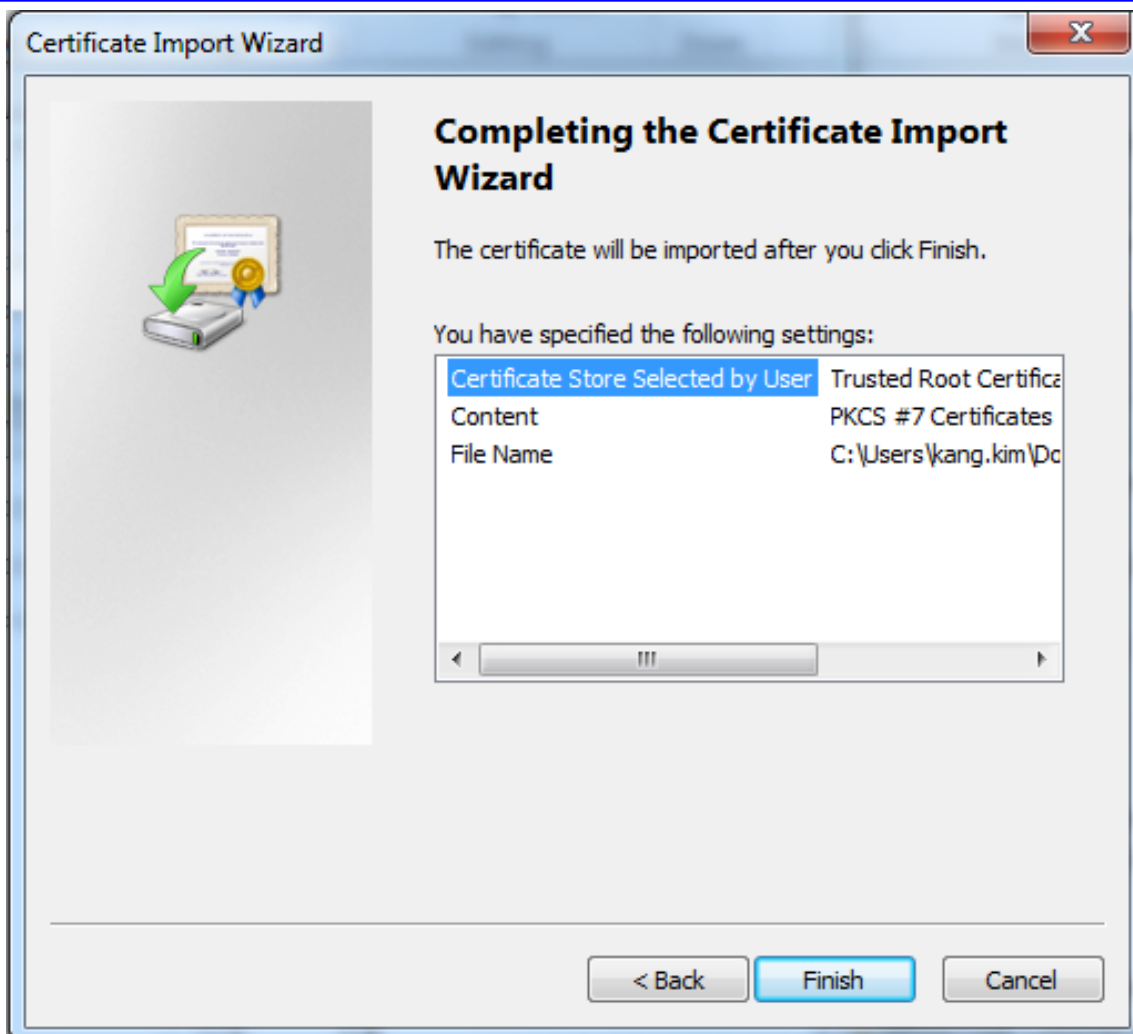


*The populated Certificate Import Wizard Certificate Store dialog box will display.*

- 16) Ensure "Trusted Root Certificate Authorities" is indicated for the "Certificate store:"

NOTE 3: When installing the certificate it is CRITICAL that the proper certificate store be selected.

- 17) Click "Next"



*The Certificate Import Wizard Completing the Certificate Import Wizard dialog box will display.*

18) Select “Finish”

NOTE 4: All browser configuration changes should be performed under the approval of governing IA and IT related policies.

If the above troubleshooting guidelines did not resolve ISFD access issues, please contact the DoD Security Services Center at 1-888-282-7682 or [Call.Center@DSSHelp.org](mailto:Call.Center@DSSHelp.org) for further assistance.