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**Web Services** 



# **Army National Guard**

ARNG-IMS-W

GKO PORTAL TROUBLESHOOTING GUIDE: Access and File Editing Errors

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# **1 RE-REGISTER CAC**

Navigate to the GKO CAC Registration Page <u>https://gko.ngb.army.mil/GKORegistration/</u>. Registration may take up to 72 hours to be recognized by the system.



This process allows you to:

- · Create a new account if you do not have a GKO account.
- Register your CAC if you already have a GKO account.

To complete this process, you need to ensure that you use a computer with a CAC reader installed, and with the CAC inserted into the CAC reader.

Plea Whe If yo This	se Click on the Next button to proceed. In prompted, please select <b>DOD EMAIL</b> u have more than one DOD EMAIL cert <u>link</u> has information on how to find the	. certificate ificate liste certificate	e. ed under your name, please choose the information on the CAC.	one that is stored on your CAC.
	Next		Close	

# **2 CLEAR CERTIFICATES AND RUN CERT REMOVAL TOOL**

First follow the steps to clear your old certificates; that will clear up the list of certificates to choose from.

### 2.1 CLEARING OLD CERTIFICATES AND MAKING NEW ONES AVAILABLE

Do this before running the Certificate Removal Tool.

- 1. Open your Internet Browser
- 2. Go to **Tools > Internet Options**
- 3. Click the **Content** tab
- 4. Click Clear SSL State then click OK

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General S	ecurity Privacy	Content	Connections	Programs	Advanced
Content A	dvisor		·		
- Q	Ratings help you viewed on this c	i control the omputer.	Internet cont	ent that car	ı be
		🔋 🥘 Ena	able	🛞 Setti	ngs
Certificate	s				
	Use certificates	for encrypt	ed connections	and identifi	ication.
Cle	ear SSL state	Certif	ìcates	Publishe	ers
AutoComp	lete				
	AutoComplete st on webpages an for you.	tores previo d suggests	us entries antries matches	Setting	gs

- 5. Click **Certificates** and select all. Do this by selecting the first one in the list, hold down the Shift key then click on the last certificate in the list.
- 6. With all certificates highlighted, click **Remove**

tended parpose.	<all></all>		
Personal Other P	eople Intermediate Certification	Authorities Tru	sted Root Certification *
Issued To	Issued By	Expiratio	Friendly Name
	DOD CA-29	9/30/2015	
	DOD EMAIL CA-29 DOD EMAIL CA-29	9/30/2015	
Import	Export Remove		Advances

- 7. Click **YES** to delete
- 8. Close Certificates, Internet Options, & all instance of the browser

#### **2.2 MAKE CERTIFICATE AVAILABLE TO WINDOWS**

- 1. Click on Start > All Programs > ActivIdentity > ActivClient > User Console
- 2. Go To Tools > Advanced then Select to Forget State For All Cards
- 3. The pop up will close on its own
- Go To My Certificates > right click, then select Make Certificates Available to Windows

(You may not have permissions to do this. Contact your desktop support, if not)

5. Click **OK** to complete

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ActivClien	t Make certificate available	
0	The following certificates	
		U.S. Government ID Certificate'
	Certificate'	via ovremment algoriture
	Certificate'	U.S. Government Encryption
	have been made available t You can now use them with	to Windows. h most certificate-based applications.

### 2.3 RUN THE CROSS SITE CERTIFICATE REMOVAL TOOL\*

This often corrects login issues such as <u>blank screens and "cannot establish session" errors</u>. If asked by the computer if you wish to run it, say yes and continue through even if something on the screen says it is unable to install. When it is finished or it hasn't done

anything in a while, close it out if it hasn't done so on its own. Close your browser and try to log in again.

1. Go to <u>http://iase.disa.mil/pki-pke/Pages/tools.aspx</u> and click on Certificate Validation.

IASE Information	n Assurance vironment		All Sites		م
Home Cybersecurity Training 🔻 🔤	Горіс Мар ▼ STIGs ▼	Tools ▼	News Help	🔝 RSS Feeds	
Home > PKI-PKE > Tools PKI and PKE Tools					PKI-PKE PKI-PKE Home
*PKI = DoD PKI Certificate Required					+ Getting Started + End Users
Account Management Certificate Tools	Certificate Validation Ema	ail Middleware	Mobile Devices	Trust Store ALL	PKE A-Z
Password Hash Refresh Script *PKI The DoD PKE Password Hash Refresh s hashes) for smart card-enforced account	cript can be used to periodica	lly change passw	vords (and by exter	ision, their associated	For Administrators, Integrators & Developers

2. Under Certificate Validation, Download the **FBCA Cross-Certificate Remover 1.xx** 

The version periodically changes. For example: 1.12, 1.13, etc...



3. Select Open the file.



4. Double-click the **FBCA\_crosscert\_remover\_v112.exe** Application file.



📃 Do not display this dialog box in the future when opening .EXE files.

Total 2 files, 117KB

6. Extract the zipped folder, and run the **FBCA\_crosscert\_remover\_v112.exe file** or newest version. A DOS window should appear on your desktop. Press Enter to continue when prompted to until the window closes on its own. Restart your workstation.

00



Selected 1 file, 117KB

Searching CurrentUser: TrustedPublisher certificate store. Certificates not four d.
Adding DoD Root to certitificate stores
* Adding CN=DoD Root CA 2 to the CurrentUser Root storeALREADY EXISTS * Adding CN=DoD Root CA 2 to the LocalMachine Root storeALREADY EXISTS
Untrusting the Non-DoD used cross-certificates
* Adding IRCA-DoDRootCA2 to the LocalMachine Disallowed storeALREADY EXISTS * Adding IRCA-DoDRootCA2 to the CurrentUser Disallowed storeALREADY EXISTS * Adding CCEB-DoDRootCA2 to the LocalMachine Disallowed storeALREADY EXISTS * Adding CCEB-DoDRootCA2 to the CurrentUser Disallowed storeALREADY EXISTS
Finished.
WARNING: Administrative privileges are needed to add or remove some of the certificates on your system. Please rerun with these credentials.
Press <enter> to continue</enter>

If the tool runs successfully, it will close out by itself. After the DOS window disappears, restart your machine before attempting to login TO GKO.

### **3 ATTEMPT TO LOGIN TO ANOTHER WORKSTATION**

If user is able to login successfully from another workstation, this confirms the primary workstation needs resolution to continue GKO Portal Access (<u>https://gkoportal.ng.mil/Pages/Home.aspx</u>)

# 4 CHECK THE INTERNET EXPLORER VERSION BEING USED IS NOT 64-BIT

- 1. Open Internet Explorer go to Tools and click on About Internet Explorer.
- 2. Make sure that in the Updated versions it does not say 64-Bit. If it does, go to Start at the bottom right and click All Programs then Internet Explorer toward the top.
- 3. Click the Internet Explorer and select the one that does not have 64 BIT.





### **5 COMPATIBILITY VIEW**

Try adding ng.mil to the Compatibility View List. From Menu Bar > Tools menu:

- 1. Open Internet Explorer
- 2. Right click next to the home icon
- 3. Select Menu
- 4. Click on Tools
- 5. Click on **Compatibility View Settings**
- 6. Type **ng.mil** and click **add** to put it in the list

-			
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Compatibility View Settings	<u> </u>
You can add and remove websites to be display Compatibility View.	ved in
Add this website: ng.mil	Add
Websites you've added to Compatibility View:	
	Remove
Include updated website lists from Microsoft	
Display intranet sites in Compatibility View	
Display all websites in Compatibility View	
	Close

### 6 ENSURE UTILIZATION OF SSL 2.0

Ensure that SSL 2.0 is checked in the advanced settings in your browser.

- 1. Click on Tools (or the Cog in the upper right hand corner of the browser window)
- 2. Internet Options
- 3. Advanced and scroll to the bottom.
- 4. If this is not checked please check the box and select Apply then OK.

Internet Options
General Security Privacy Content Connections Programs Advanced
Settings
✓ Enable DOM Storage   ✓ Enable Integrated Windows Authentication*   ✓ Enable nemory protection to help mitigate online attacks*   ✓ Enable network XMLHTTP support   Enable SmartScreen Filter Use SSL 2.0   ✓ Use SSL 3.0   ✓ Use TLS 1.0   Use TLS 1.1 Use TLS 1.2   ✓ Warn is hout certificate address mismatch*   ✓ Warn if POST submittal is redirected to a zone that does n
*Takes effect after you restart Internet Explorer
Restore advanced settings     Reset Internet Explorer settings     Resets Internet Explorer's settings to their default condition.     You should only use this if your browser is in an unusable state.
Some <u>settings</u> are managed by your system administrator.
OK Cancel Apply

### **7 TEMPORARY INTERNET FILES AND HISTORY SETTINGS**

- 1. Open Internet Explorer
- 2. Go to **Tools** (or the Cog in the upper right hand corner of the browser window) > **Internet Options**
- 3. Click the General Tab, look for Browsing history
- 4. Click Settings



5. Under **Check for newer versions of stored pages** 

- 6. Click the radio button that reads **Every time I visit the webpage**
- 7. Click **OK**



8. Click the Browsing History **Delete** Button

iternet O	otions		-			° ×
General	Security	Privacy	Content	Connections	Programs	Advanced
Home p	age —					
	To crea	ate home	page tabs,	type each add	ress on its o	own line.
9	https	5://www.u	us.army.mi	1/		*
		Use cu	rrent	Use default	Use	blank
Browsi	ng history					
- <del>(</del>	and we	temporar eb form in	y files, hist formation.	ory, cookies, s	aved passw	ords,
	Del	ete brows	ing history	on exit		
Search				Delete	Set	tings
P	) Chang	e search o	lefaults.		Set	tings
Tabs -						
	Chang tabs.	e how wel	bpages are	displayed in	Set	tings
Appear	ance —					
(	Colors	Lang	guages	Fonts	Acces	ssibility
() 5	ome <u>settin</u>	i <mark>gs</mark> are ma	naged by y	our system ad	ministrator.	

9. Check the boxes for Temporary Internet files, Cookies, Download History, and Active X Filtering and Tracking Protection Data, then click Delete. You may see an indicator or timer showing the action is being performed. A status bar will appear at the

bottom of the screen indicating "Internet Explorer is finished deleting the selected browsing history." when the action is complete.



10. Close all instances of Internet Explorer and **re-open** a new browser window.

### **8 UPDATE WORK EMAIL**

Users have the ability to update their work email address on GKO. To do so:

- 1. Login to GKO
- 2. Click on your name in the top left corner
- 3. Select Edit Work Email



#### Use the Edit Work Email option to ensure your email is correct.

- 4. Update the email address listed to reflect your mail.mil Enterprise email address
- 5. Click on **Update**

### **9 CONFIRM PERMISSIONS**

Using the GKO Permissions document on the Support Tab under Resources > Category > Regulations and Policies, review and confirm the user has the correct permissions to edit the file. The Site Collection SCO can also confirm your permissions level on the Content you are trying to access. Site Collection SCO Lists can be found at

https://gkoportal.ng.mil/services/KMO/ layouts/viewlsts.aspx?BaseType=0

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sko s	uppor	t 💌			notes	1-800-273-T	ALK (825)
		203 Ente 203. 1.80	erprise Help 607.9614 0.821.3097	Desk			
Re	sour	ces Type		Nam	ie.		
Re	esour E	Ces Type Dry:Brock	hures (3)	Nam	ie .		
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Resources
Type Name
Category : Brochures (3)
Category : Power User Documents (10)
Category : Quick Reference Cards (2)
Category : Regulations and Policies (4)
GKOv3 SOP (6 Sept 2012)
GKO Permissions
GKO Public Site Communication Plan v1
GKO Troubleshooting Guide
🕈 Add document

\*\* The remaining items may need to be performed by Local Administrator, Network Administrator or Local DOIM. These steps are required to complete this guide in its entirety. \*\*

*Note: If you do not have permissions to perform these actions; you may need to submit a request to your DOIM/Admin.* 

### **10 RESTART THE WEBCLIENT SERVICE**

(This corrects issues with the blank white display)

- 1. Select the Start Menu button.
- 2. Type "Services" in the search box and press Enter.

Services × Shut down +	
Programs (6) Ref Active Directory Sites and Services Component Services Internet Information Services (IIS) 6.0 Manager Internet Information Services (IIS) Manager Services	

Services							×
File Action View	Help						
🦛 🄿 📊 🖬 🖬	🛓 🚺 🖬 🖡 🖌 🖉 🖬 🖬 🕪						
Services (Local)	Services (Local)						
	Select an item to view its description.	Name	Description	Status	Startup Type	Log On As	-
		🌼 System Event Noti	Monitors sy	Started	Automatic	Local Syste	
		🔍 Tablet PC Input Se	Enables Tab	Started	Manual	Local Syste	
		🔍 Task Scheduler	Enables a us	Started	Automatic	Local Syste	
		🔍 TCP/IP NetBIOS H	Provides su	Started	Automatic	Local Service	
		🔍 Telephony	Provides Tel	Started	Manual	Network S	
		🔍 Themes	Provides us	Started	Automatic	Local Syste	
		🔍 Thread Ordering S	Provides or		Manual	Local Service	
		🌼 TPM Base Services	Enables acc	Started	Manual	Local Service	
		🔍 Tumbleweed Desk	Enables digi	Started	Automatic	Local Syste	
		🌼 UPnP Device Host	Allows UPn		Disabled	Local Service	
		🔍 User Profile Service	This service	Started	Automatic	Local Syste	
		🎑 Virtual Disk	Provides m		Manual	Local Syste	
		🔍 Volume Shadow C	Manages an		Manual	Local Syste	1
		🔍 Web Managemen	The Web M		Manual	Local Service	
		🎑 WebClient	Enables Win	Started	Automatic	Local Service	1
		🥨 Windows Activati	Performs W		Manual	Local Syste	٠.
		🌼 Windows Audio	Manages au	Started	Automatic	Local Service	
		Aur i i e e			• · · · ·		_
	Extended Standard						_

- 3. Confirm "Startup Type" is set to "Automatic".
- 4. Start the Service. If the Service shows a status of "Started", then Restart the service.

# **11 WINDOWS 7 HOT FIXES**

Sometimes, errors will occur when utilizing Windows 7. These are the hot fixes that have been supplied to the NCR DOIM for release on all Windows 7 workstations. These hot fixes must be installed and the Web Client Service turned on.

For users to experience full portal functionality when interacting with Office documents hosted on GKO, the Web Client service must be in a running state and the following hot fixes must be applied to the workstation:

- <u>http://support.microsoft.com/kb/2846960</u> this will rectify the error you get when you open a SharePoint Document Library in Windows Explorer or map a network drive to the library after you install Internet Explorer 10.
- <u>http://support.microsoft.com/kb/2863811.</u> Outlook 2007 cannot synchronize with the SharePoint site. Download the update for Outlook 2007. Remove the SharePoint Calendar in Outlook and then re-add the SharePoint Calendar. On the Tools menu, click Account Settings. Click the SharePoint Lists tab, click the SharePoint list, and then click Remove. Re-add the SharePoint list.

### Restart the work station

Once you have completed the troubleshooting techniques, login to the GKO Portal.

### **12 VERIFY \*.NG.MIL IS A TRUSTED SITE**

(This corrects issues with the blank white display)

Ensure that **\*.ng.mil** is added to the Trusted Domains section in Internet Explorer. To do so:

- 6. Open Internet Explorer
- 7. Click on **Tools** (or the Cog in the upper right hand corner of the browser window) > Internet Options
- 8. Click on the **Security** tab
- 9. Click on the **Sites** button

10. If you are unable to do this on your own machine, contact the Help Desk.



Add as a trusted site via the Internet Options window.

11. Add "\*.ng.mil" as a trusted site. (\* asterisk must be included when added)

### **13 DUAL PERSONA – WORK AROUND**

Individuals who have activated their PIV cert will be able to see the additional certificates displayed in Internet Explorer's certificate section. In order to log in to GKO with a CAC that has the active PIV cert do the following:

- 1. Open Internet Explorer
- Click on Tools (or the Cog in the upper right hand corner of the browser window) > Internet Options
- 3. Click on the **Content** tab
- 4. Click on the **Certificates** button
- 5. Expand the "**Friendly Name**" column until you can see **PIV**
- 6. Highlight and remove that cert along with any expired certs.
- 7. Log onto GKO (https://gkoportal.ng.mil)