Identifier:	Revision: 1.x	Effective Date: 07/23/2014
Document Catalog Number:		
Author: IMS-W		

Web Services

Army National Guard

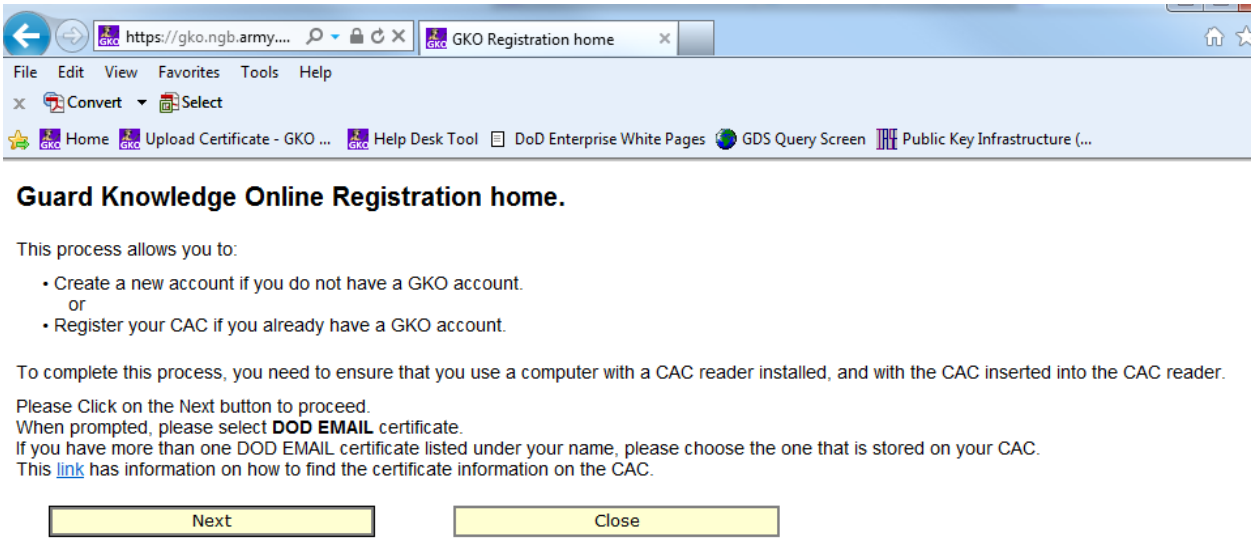
ARNG-IMS-W

GKO PORTAL TROUBLESHOOTING GUIDE: ACCESS AND FILE EDITING ERRORS

TABLE OF CONTENTS

1 RE-REGISTER CAC

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



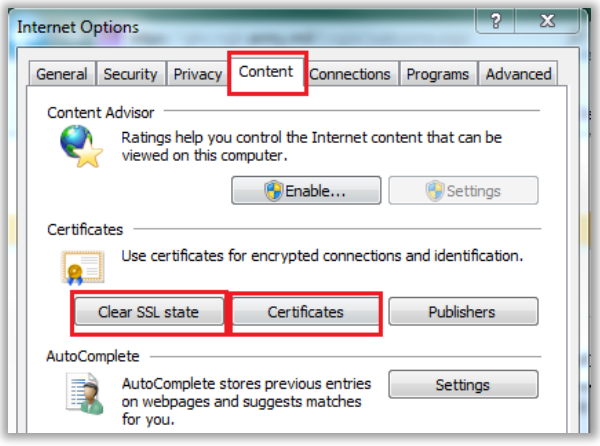
2 CLEAR CERTIFICATES AND RUN CERT REMOVAL TOOL

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

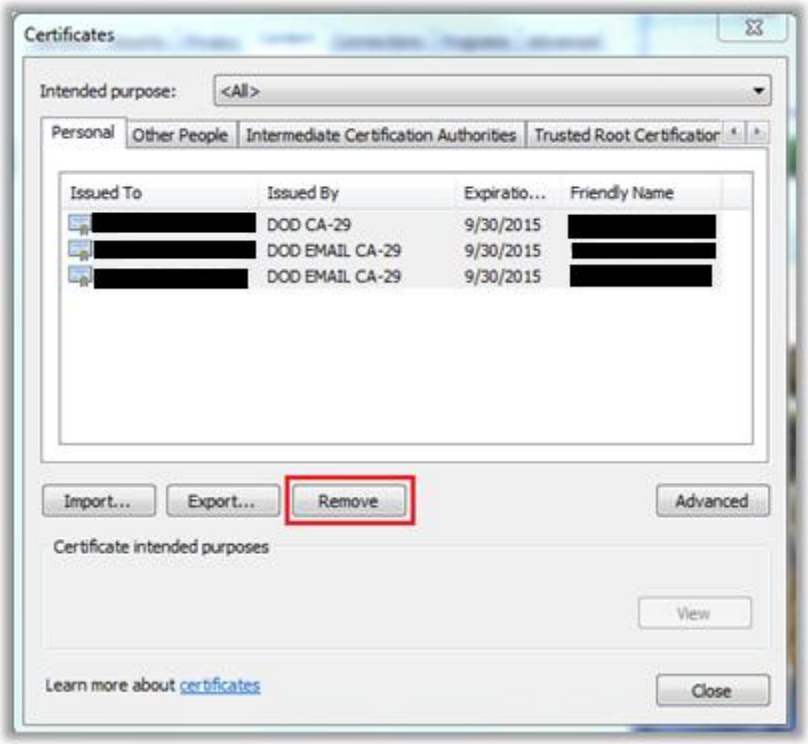
2.1 CLEARING OLD CERTIFICATES AND MAKING NEW ONES AVAILABLE

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**



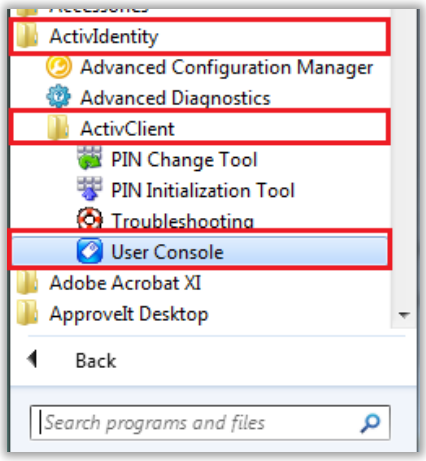
5. Click **Certificates** and select all. Do this by selecting the first one in the list, hold down the Shift key then click on the last certificate in the list.
6. With all certificates highlighted, click **Remove**

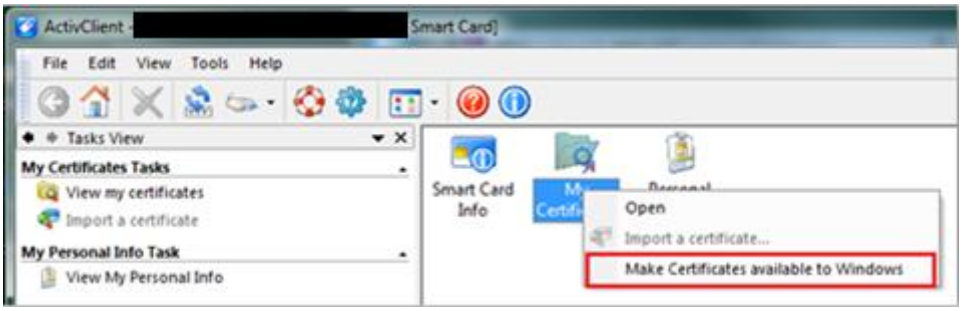


7. Click **YES** to delete
8. Close Certificates, Internet Options, & all instance of the browser

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
4. 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



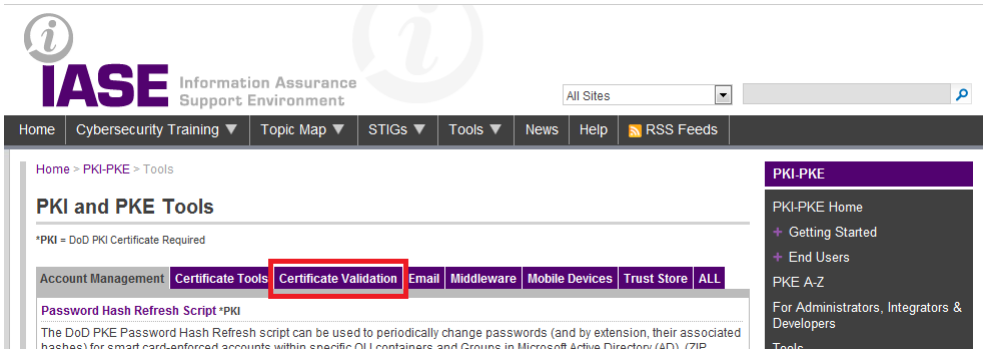


2.3 RUN THE CROSS SITE CERTIFICATE REMOVAL TOOL*

This often corrects login issues such as blank screens and “cannot establish session” errors. 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

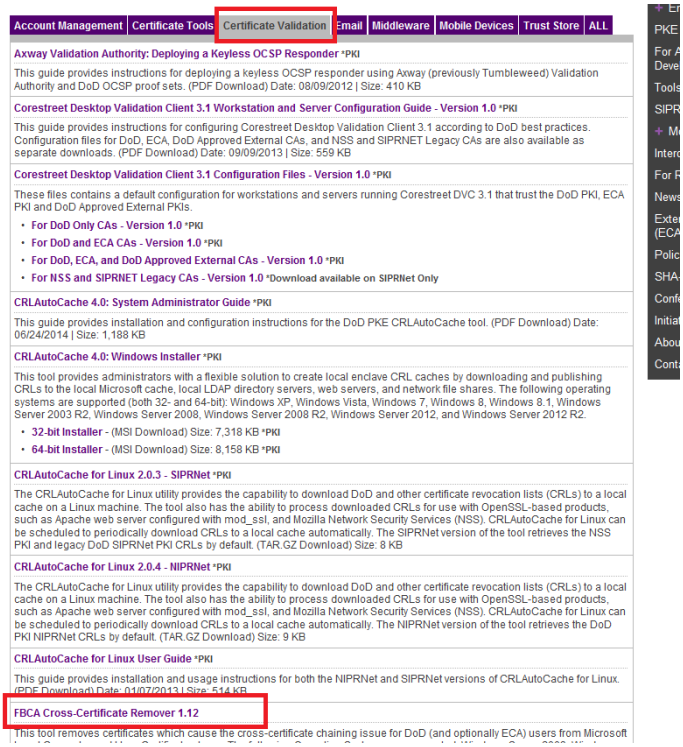
anything in a while, close it out if it hasn't done so on its own. Close your browser and try to log in again.

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

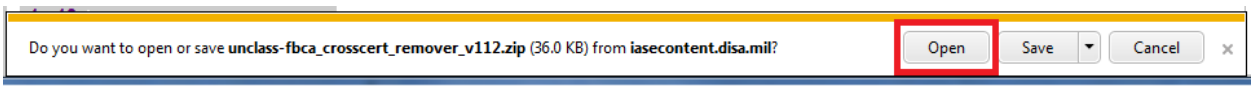


2. Under Certificate Validation, Download the **FBCA Cross-Certificate Remover 1.xx**

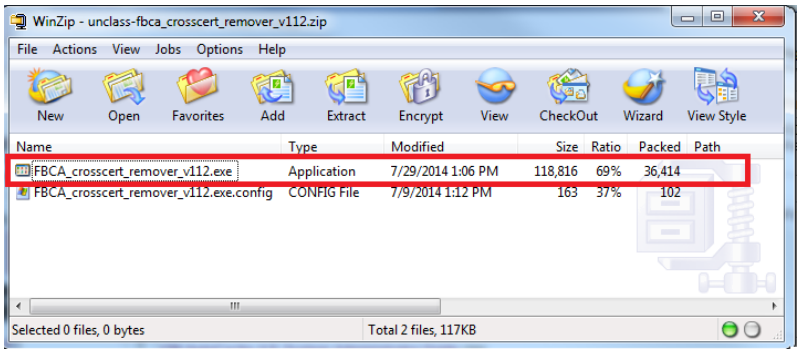
   The version periodically changes. For example: 1.12, 1.13, etc…



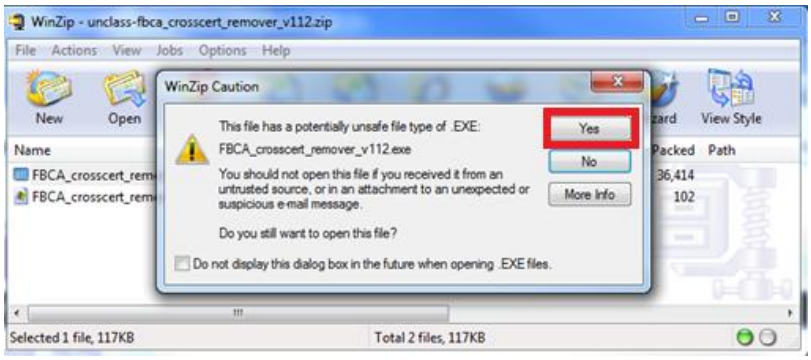
3. Select Open the file.



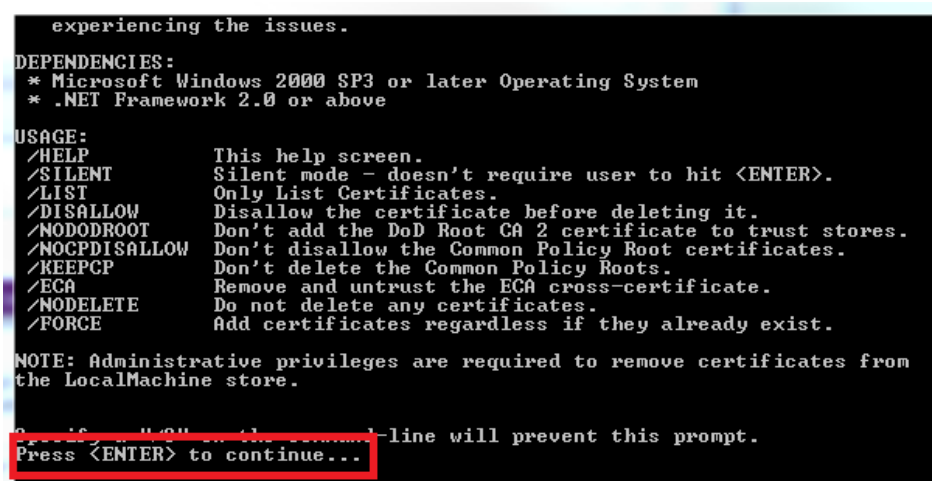
4. Double-click the **FBCA_crosscert_remover_v112.exe** Application file.

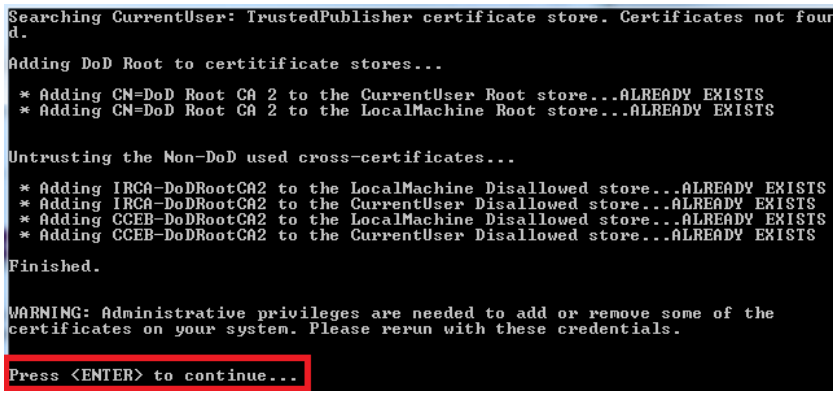


5. Select Yes when prompted



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.





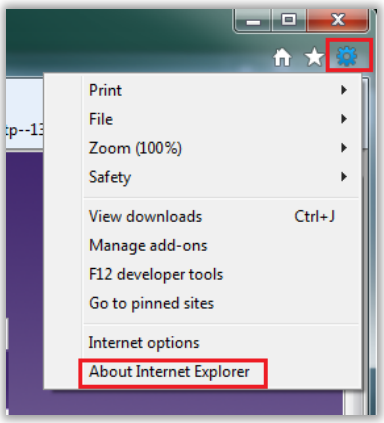
If the tool runs successfully, it will close out by itself. After the DOS window disappears, restart your machine before attempting to login TO GKO.

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 (https://gkoportal.ng.mil/Pages/Home.aspx)

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

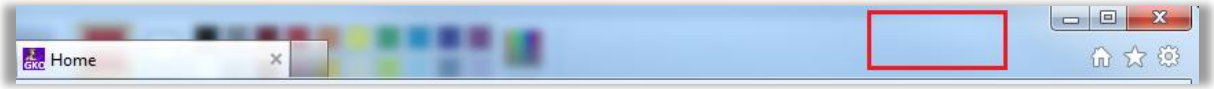
1. Open Internet Explorer go to Tools and click on About Internet Explorer.
2. Make sure that in the Updated versions it does not say 64-Bit. If it does, go to Start at the bottom right and click All Programs then Internet Explorer toward the top.
3. Click the Internet Explorer and select the one that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

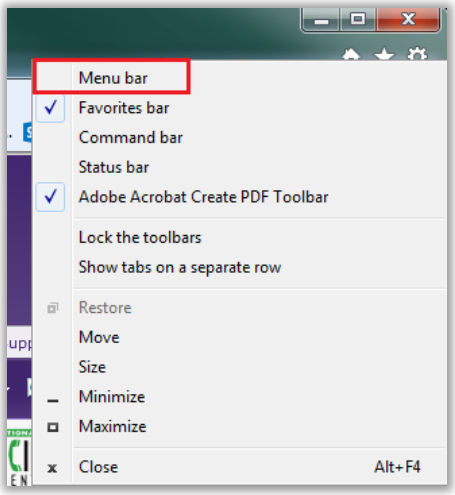


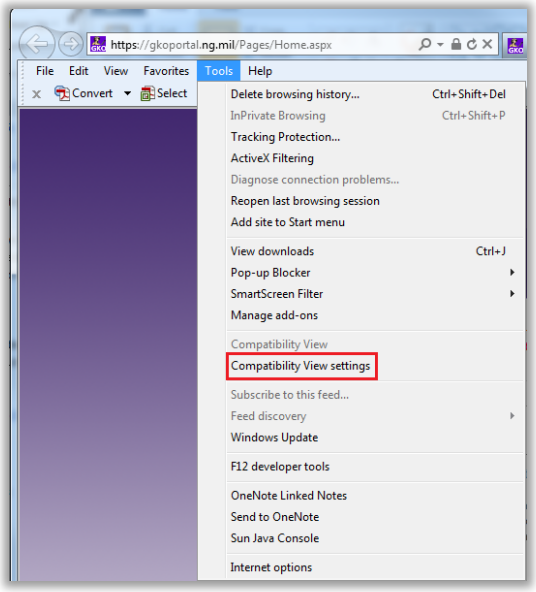
5 COMPATIBILITY VIEW

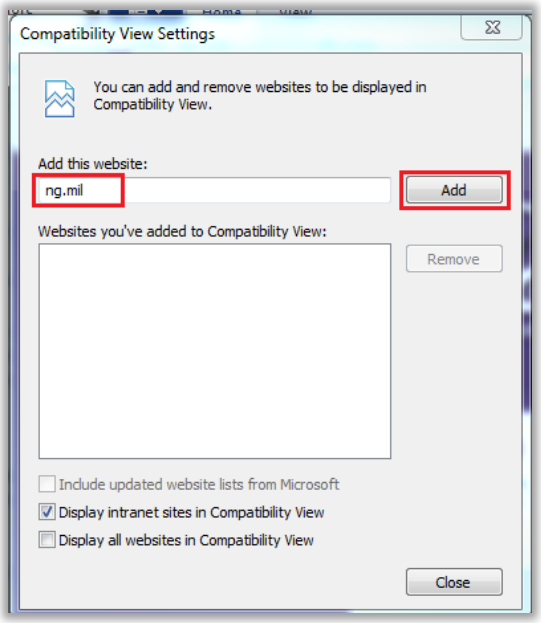
Try adding ng.mil to the Compatibility View List. From Menu Bar > Tools menu:

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





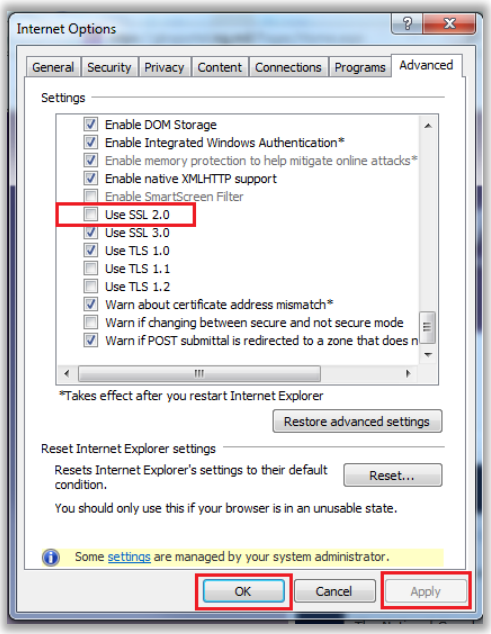




6 ENSURE UTILIZATION OF SSL 2.0

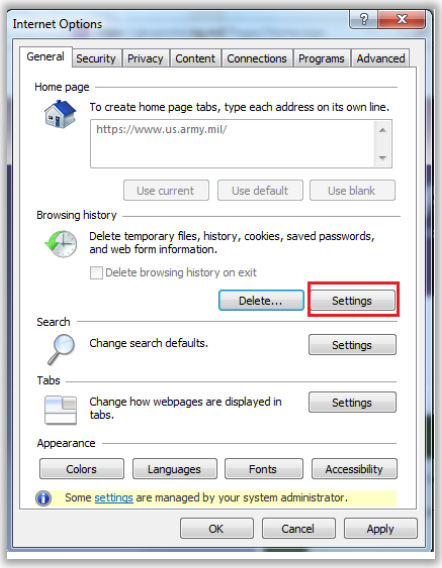
Ensure that SSL 2.0 is checked in the advanced settings in your browser.

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.



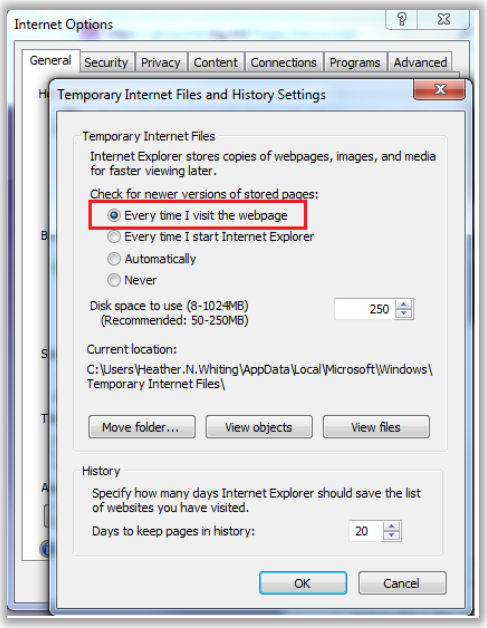
7 TEMPORARY INTERNET FILES AND HISTORY SETTINGS

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**

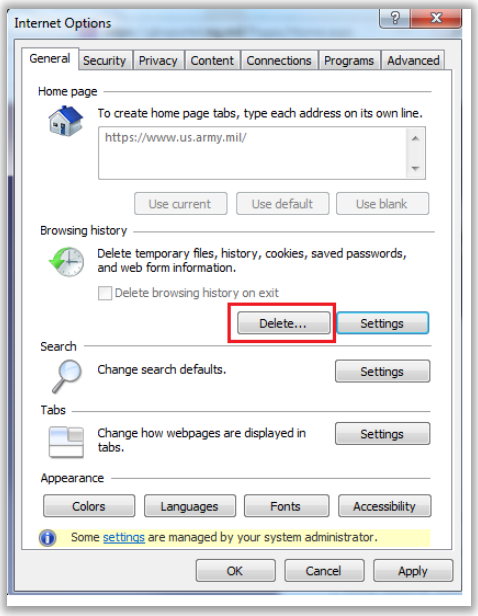


5. Under **Check for newer versions of stored pages**

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

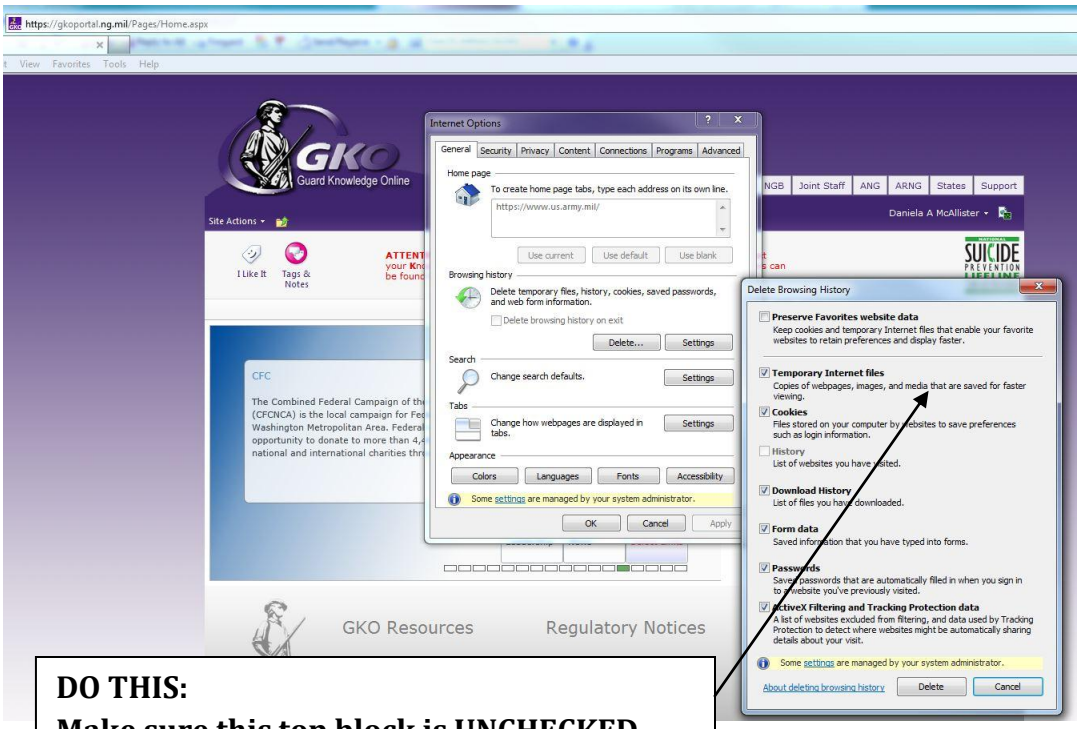


8. Click the Browsing History **Delete** Button



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.

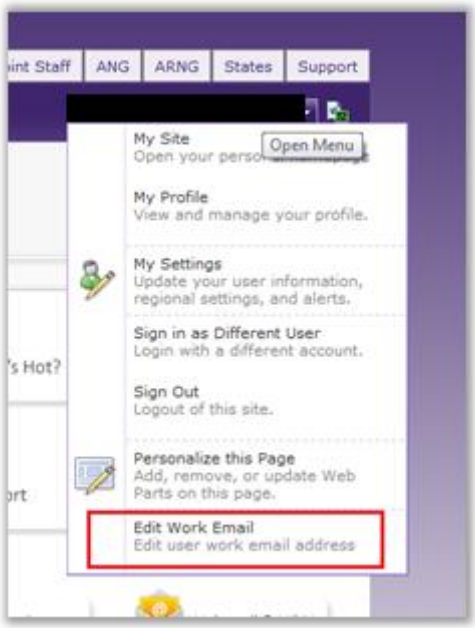


10. Close all instances of Internet Explorer and **re-open** a new browser window.

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**

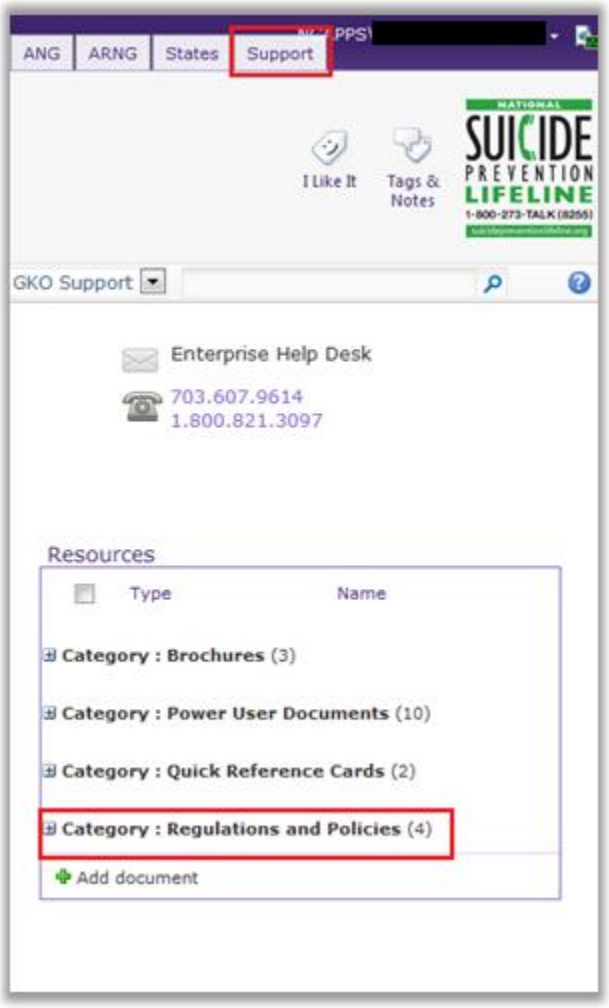


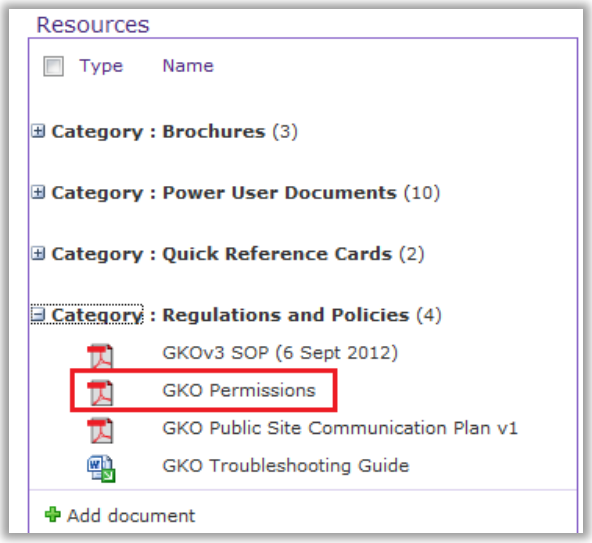
Use the Edit Work Email option to ensure your email is correct.

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


ANG
ARNG
States
Support
I Like It
Tags & Notes
SUICIDE PREVENTION LIFELINE
GKO Support
Enterprise Help Desk
703.607.9614
1.800.821.3097
Resources
Type
Name
Category : Brochures (3)
Category : Power User Documents (10)
Category : Quick Reference Cards (2)
Category : Regulations and Policies (4)
Add document


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

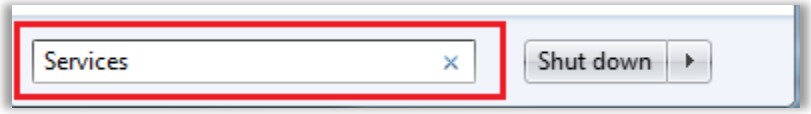
**** The remaining items may need to be performed by Local Administrator, Network Administrator or Local DOIM. These steps are required to complete this guide in its entirety. ****

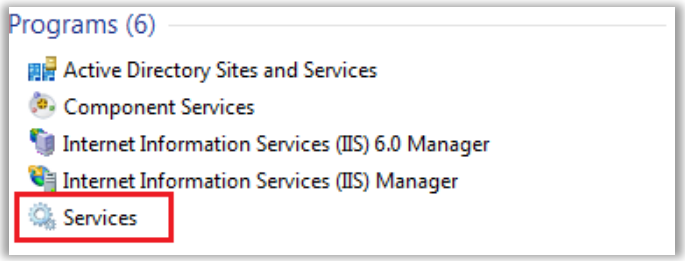
Note: If you do not have permissions to perform these actions; you may need to submit a request to your DOIM/Admin.

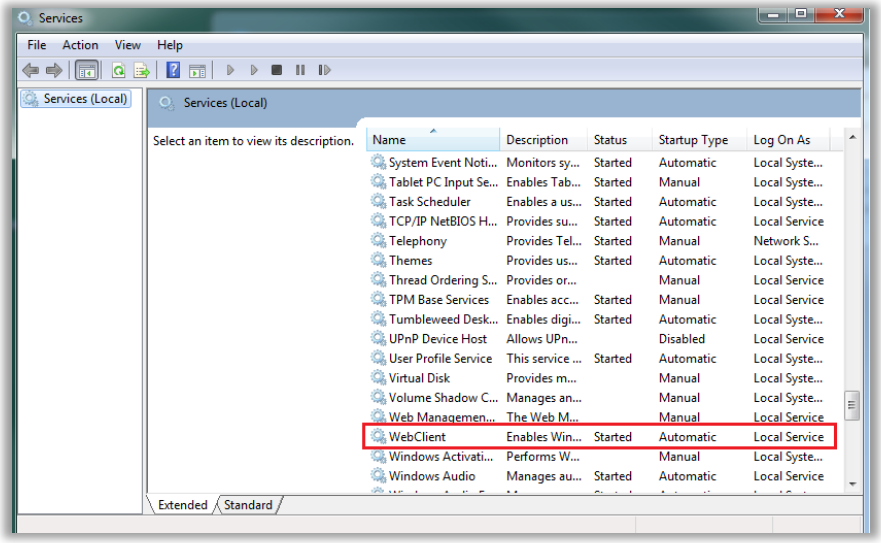
10 RESTART THE WEBCLIENT SERVICE

(This corrects issues with the blank white display)

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







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:

- http://support.microsoft.com/kb/2846960 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.

- http://support.microsoft.com/kb/2863811. 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.

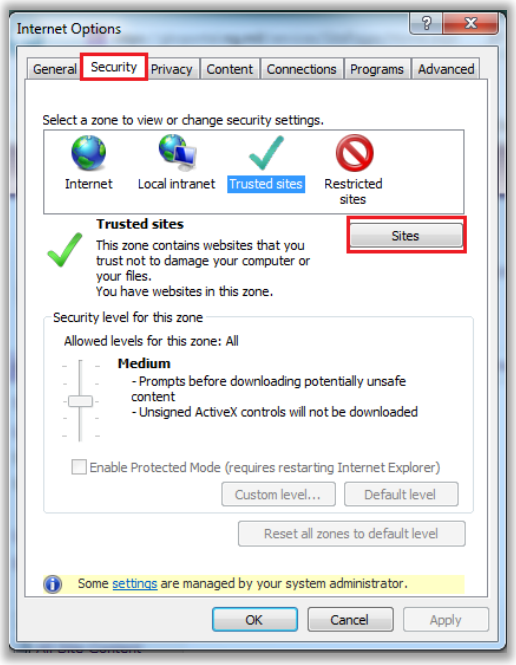
12 VERIFY *.NG.MIL IS A TRUSTED SITE

(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**
2. 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)