

## DTIC Registration & Sign in Troubleshooting

Complete 1 & 2 then attempt to login with DTIC, if it fails then please email the error message and your certificate for review (#3)

1) Download and import the DoD Root Certificates using the DoD Cyber Exchange "InstallRoot" application for Windows/Mac/Linux:

1. Using your browser go to: <https://public.cyber.mil/pki-pke/end-users/getting-started/>
2. Download MSI file (suggest using the Non-Administrator version), follow the instructions to install the DoD certificates.
3. The "InstallRoot" User Guide is available here
  - a. DoD site: [https://dl.cyber.mil/pki-pke/pdf/unclass-rg-installroot\\_5\\_2\\_niprnet\\_user\\_guide.pdf](https://dl.cyber.mil/pki-pke/pdf/unclass-rg-installroot_5_2_niprnet_user_guide.pdf)
  - b. Public site: [https://dl.dod.cyber.mil/wp-content/uploads/pki-pke/pdf/unclass-rg-installroot\\_5\\_2\\_niprnet\\_user\\_guide.pdf](https://dl.dod.cyber.mil/wp-content/uploads/pki-pke/pdf/unclass-rg-installroot_5_2_niprnet_user_guide.pdf)

Note: The links above will not download files when accessing them from the DoD network unless you are logged in with a CAC. The download files are available to public users not on the DoD network.

2) Troubleshooting - Ensure the correct certificate is select when authenticating

1. The certificate must be Smart Card Logon enabled
  - a. View the General tab of the certificate and it will include "Smart Car Logon" in the list of intended purpose(s)
  - b. View the details tab of the certificate, under the "Enhanced Key Usage" attribute, Smart Card Logon will be listed
2. Optionally, email us the certificate (NO private key) so we can verify it for you, see Troubleshooting #3 on how to export your certificate

3) Troubleshooting - Export your digital certificate on a Microsoft Windows system using Chrome, IE or Edge:

1. Open the "Start Menu".
2. Type in "Internet Options" in the search box.
3. Click on the tab "Content".
4. Click on the button "Certificates" and be in the tab marked "Personal".
5. Select your certificate and click on "Export", click "Next"
6. Select "No, do not export the private key". click "Next"
7. Select "Base-64 encoded x.509 (.cer)". click "Next"
8. Click on the "Browse" button.
  - a. Here you can select where you want to save the export and give the certificate a name (i.e. last name).
9. Click "Save" and "Next"
10. Click "Finish" and if you are asked to click on "OK", please do so
11. Email the exported certificate as an attachment to requesting person(s)