

# Troubleshooting Access to WICAP with an ECA Certificate

## Troubleshooting your Access to WICAP with an ECA Certificate

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# Troubleshooting Access to WICAP with an ECA Certificate

## 1 Overview

Are you having trouble accessing WICAP with your ECA certificate? Please answer the following questions in order to help troubleshoot your issue. If the problem is not resolved while answering these questions, please return this completed form to the WICAP Help Desk by using the "Contact Help Desk" link at the bottom of the WICAP Home Page or by sending an email to [IBMS.support@ngc.com](mailto:IBMS.support@ngc.com)

*For help with this questionnaire:*

- *Visit your ECA vendor's site for installation instructions*
- *Contact your ECA vendor's help desk for customer support*
- *Reference the document "Accessing WICAP with an ECA Certificate". From the WICAP Landing Page, click the link "Instructions for obtaining an ECA Certificate". There are sections for each certificate vendor which explain on installing and viewing your certificates.*

# Troubleshooting Access to WICAP with an ECA Certificate

## 2 Questionnaire

(1) Have you purchased an ECA Certificate?

Yes

No

(2) Which ECA vendor did you use?

IdenTrust

ORC

Symantec (formerly Verisign)

(3) Has your ECA Certificate been installed according to your ECA vendor's instructions?

Yes

No

(4) Has your ECA Certificate expired?

*For help with this question, see how to view your ECA certificates in the sections below; there is a section for each certificate vendor.*

Yes

No

(5) Do you have a WICAP account?

Yes

No

## Troubleshooting Access to WICAP with an ECA Certificate

To register for a WICAP account using an ECA Certificate, you should:

- (1) Obtain and install your ECA certificate from an ECA vendor
- (2) Browse to <https://wicap.hq.dla.mil/>
- (3) Accept the "Security, Privacy and Accessibility Notice"
- (4) Click the "Certificate Login" tab on the WICAP home page and then click the "Register for an account with an ECA Certificate or DOD CAC" link.
- (5) Complete the registration process.

(6) Have you logged into WICAP using an ECA Certificate?

Yes

No

(7) Was the certificate renewed since you last used WICAP?

Yes

No

(8) Was the certificate renewed with the same ECA vendor and with the same email address as previously used?

Yes

No

Not Applicable

(9) Does your ECA Certificate work for other DoD ECA sites?

*For assistance with this question refer to the next page.*

Yes

No

## Troubleshooting Access to WICAP with an ECA Certificate

You can use the following procedure to determine if your ECA Certificate is working properly for DoD “.mil” sites that allow ECA logins:

Go to <https://services.onr.navy.mil>

- If successful, the website will prompt with “Welcome (your name)” on the top-right hand side. Your identity certificate has been properly installed. Press the “Logout” link to exit the site.
- If access to the website fails, perform the following steps:
  - Open Internet Explorer
  - Click Tools → Internet Options → Content tab → Certificates
  - From the list, under the Personal tab, select the certificate issued to your name
  - Click Export
  - An export wizard will appear, click Next
  - Select “Yes, export the private key” and click Next
  - If the private key is not exportable, the certificate will not function properly. Try re-importing the certificate and its private key.

Repeat the above procedure to ensure the certificate is installed properly.

(10) Does your web browser complain that a DoD website's certificate is not trusted?

Yes

No

If your web browser complains that a DoD website's certificate is not trusted, then follow these instructions for installing the DoD Root Certificates:

<http://dodpki.c3pki.chamb.disa.mil/rootca.html>. After installing the DoD Root Certificates, try accessing WICAP again using your ECA Certificate.

## Troubleshooting Access to WICAP with an ECA Certificate

(11) Do you get any of the following error messages?

A. (403.7) - Client certificate required?

Yes

No

B. There may be a problem with your client certificate.

(403.3) - Client certificate revoked”?

Yes

No

C. The certificate you have selected is not valid for login or registration.

Please close your web browser and try again using a different certificate.

(403.16) - Client certificate is untrusted or invalid.

Yes

No

D. Some other error message (please type error message below):

## Troubleshooting Access to WICAP with an ECA Certificate

(12) What are the “**Issued To**”, “**Issued By**”, and “**Valid From/To Dates**” for your Identity (ID) and Encryption ECA Certificates?

*NOTE: You can either fill-in the individual certificate information below, or attach screen captures to your reply email. For help with this question, see how to view your ECA certificates in the sections below; there is a section for each certificate vendor.*

### **Identity (ID) Certificate**

- Issued to:
- Issued by:
- Valid from: (mm/dd/yyyy)
- Valid to: (mm/dd/yyyy)

### **Encryption Certificate**

- Issued to:
- Issued by:
- Valid from: (mm/dd/yyyy)
- Valid to: (mm/dd/yyyy)

## ***How to view your ECA Certificates***

Use these steps to view new certificates you have purchased or to check existing certificates you may already own.

- Open Internet Explorer
- Click Tools → Internet Options → Content tab → Certificates
- Click on your certificate and then click the View button

When the certificate displays there will be a field labeled “Issued By”. The “Issued By” field must have the exact text as one of the lines listed below:

### IdenTrust Certificates

- CN=IdenTrust ECA 3, OU=Certification Authorities, OU=ECA, O=U.S. Government, C=US
- CN=IdenTrust ECA 4, OU=Certification Authorities, OU=ECA, O=U.S. Government, C=US

### ORC Certificates

- CN=ORC ECA SW 4, OU=Certification Authorities, OU=ECA, O=U.S. Government, C=US
- CN=ORC ECA HW 4, OU=Certification Authorities, OU=ECA, O=U.S. Government, C=US
- CN=ORC ECA SW 5, OU=Certification Authorities, OU=ECA, O=U.S. Government, C=US
- CN=ORC ECA HW 5, OU=Certification Authorities, OU=ECA, O=U.S. Government, C=US

### Symantec Certificates

- CN=VeriSign Client External Certification Authority - G3, OU=Certification Authorities, OU=ECA, O=U.S. Government, C=US
- CN=Symantec Client External Certification Authority - G4, OU=Certification Authorities, OU=ECA, O=U.S. Government, C=US

If your certificate does not match one of the above listed Certificate Issuers, then you do not have a valid ECA Certificate installed.