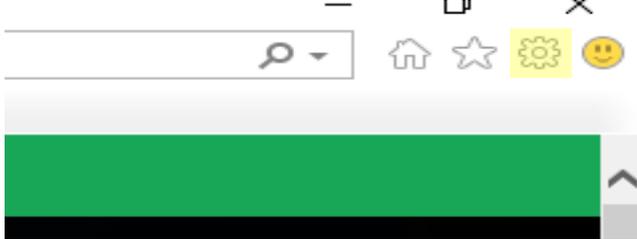


Supplemental Instructions to Resolve FDM Access Issue

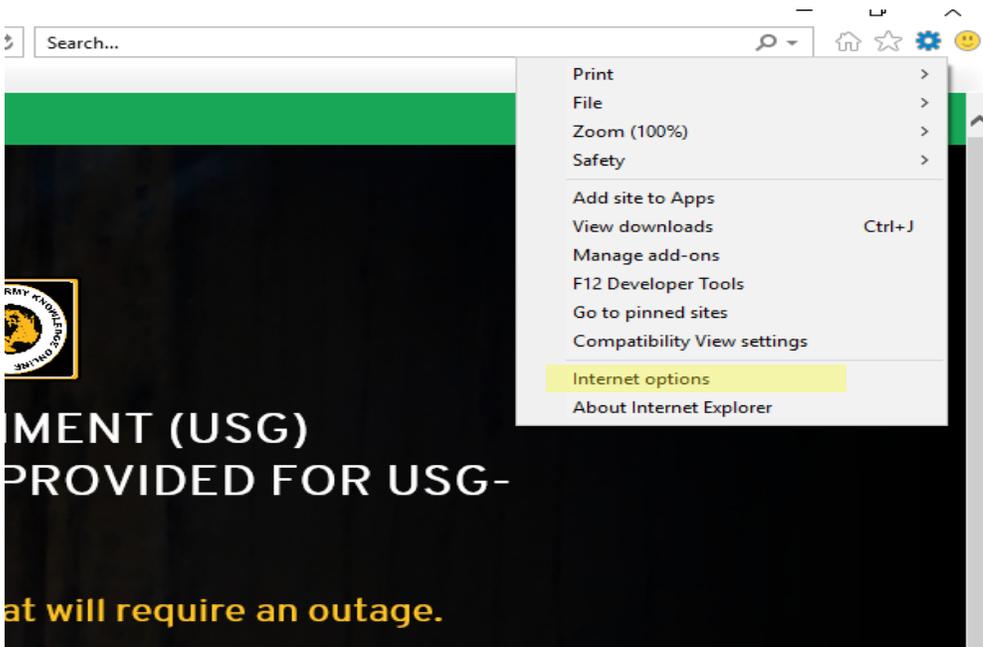
Using Internet Explorer web browser:

- Open Internet Explorer and select tools (gear icon).
- Select Internet Options
- Select the Content tab and then select the Certificates button.
- Select the Intermediate Certification Authorities tab (3rd tab) and scroll down the list until you see DOD root CA-3 in the "Issued to" column (first column)
- Please select and remove ANY DoD interoperability certificates that you see in the "Issued to" and "Issued by" columns
- Once you have removed any DoD interoperability certificates, click Close
- Click the Content tab and click Clear SSL State
- Close out of all Internet Explorer windows and open a new one.
- Try to log in to FDM, <https://www.fdm.army.mil>
- See attachment for screen shots

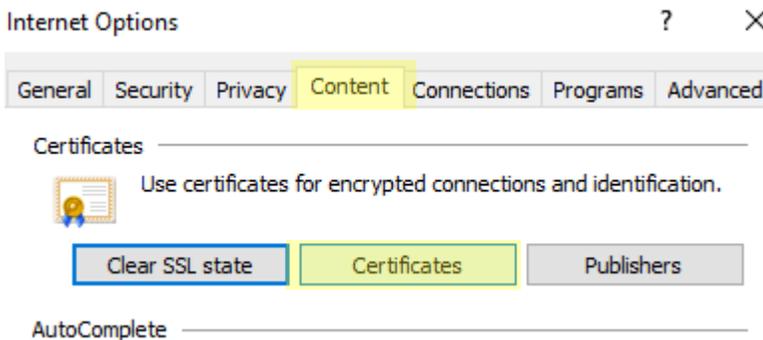
- 1) Open Internet Explorer and click on the **Tools** button (the gear icon) in the upper right hand corner of your browser window. A drop-down menu displays.



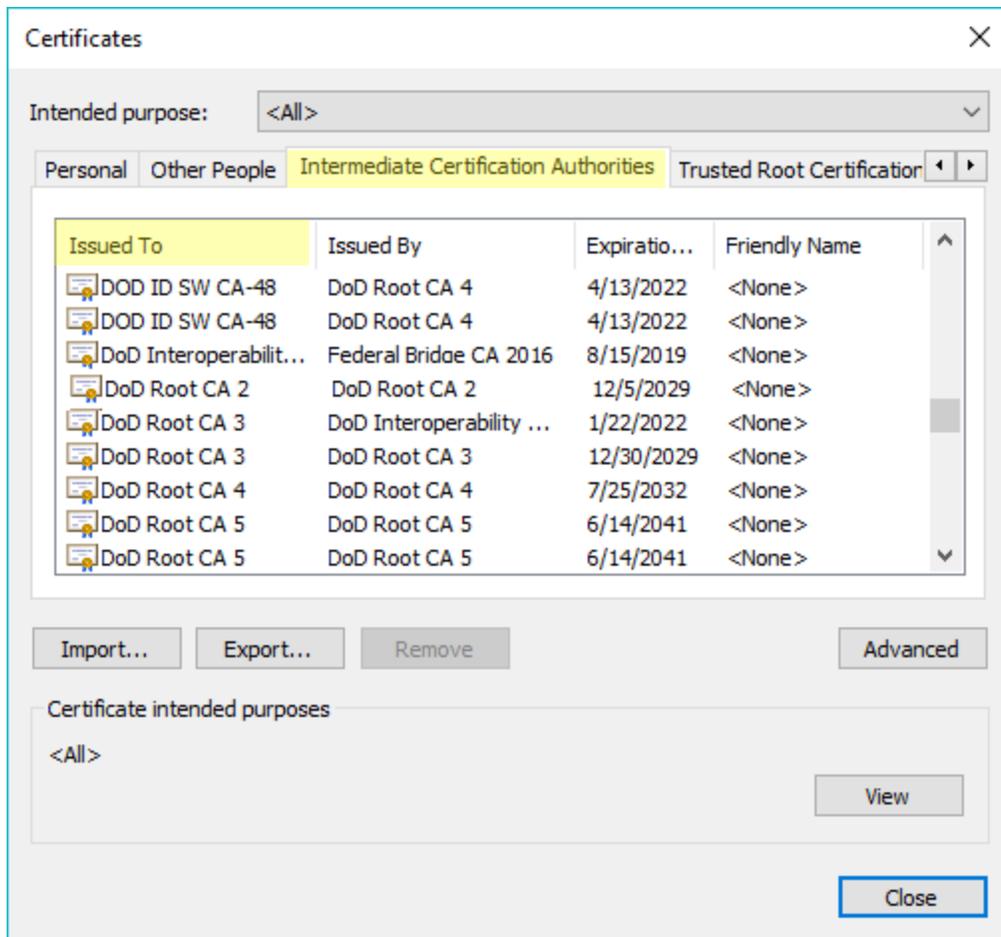
- 2) Select **Internet options** from the drop-down menu.



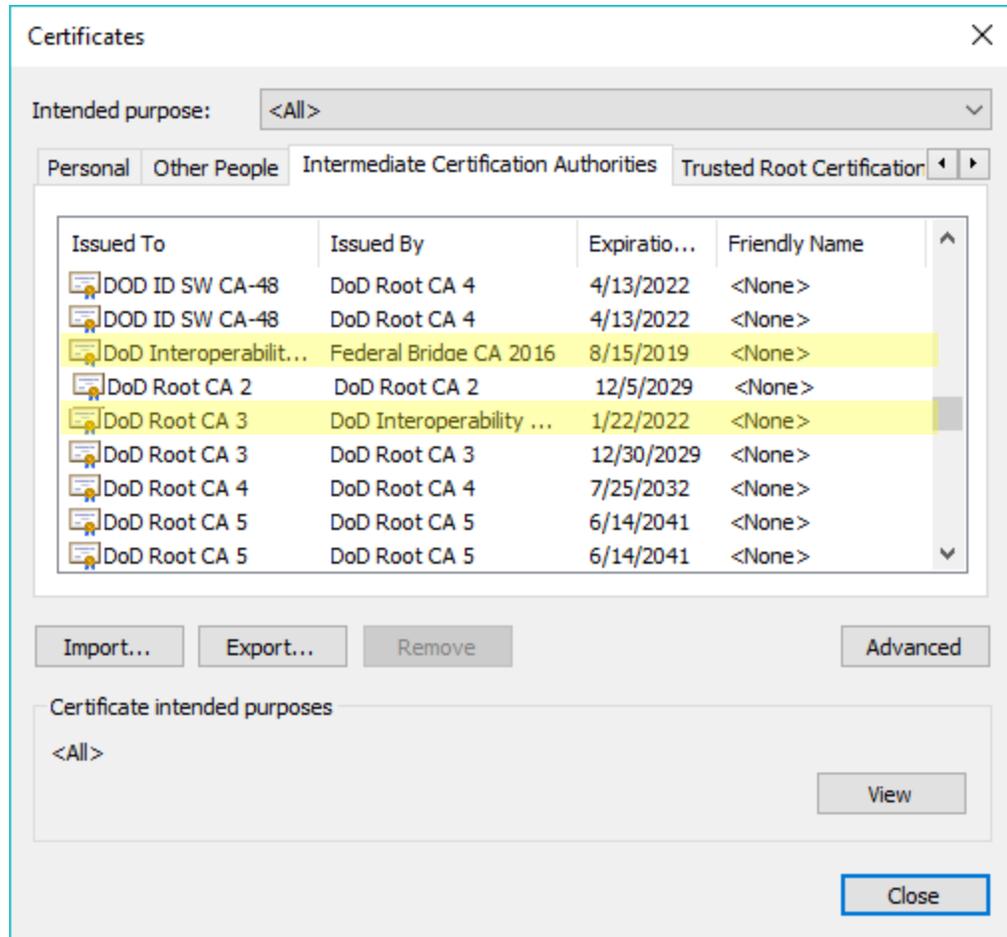
- 3) Select the Content tab and then click the **Certificates** button.



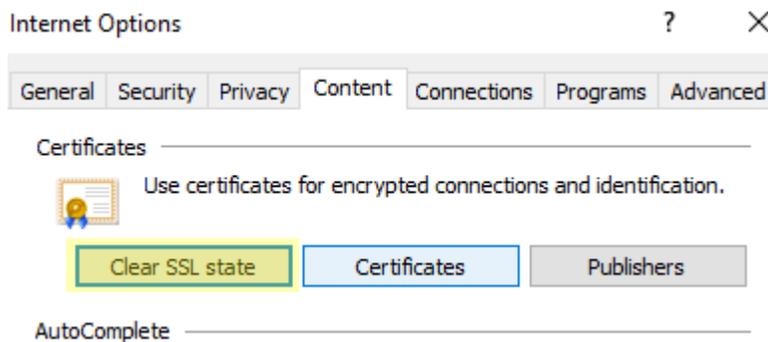
- 4) Select the **Intermediate Certification Authorities** tab and scroll down the list until you see 'DoD Root CA 2' and 'DoD Root CA 3' in the Issued To column.



- 5) Check to see if the phrase “DoD Interoperability” appears in the Issued By column beside the ‘DoD Root CA 2’ and ‘DoD Root CA 3’ certificates located in step 4. If found, select that certificate(s) and click **Remove**. Click OK to confirm the removal.
- 6) Check to see if the phrase “DoD Interoperability” appears in the Issued To column next to the Federal Bridge CA certificate. If found, select that certificate and click **Remove**. Click OK to confirm the removal.



- 7) After you have removed the pertinent DoD interoperability certificates, click Close then click **Clear SSL state** from the Content tab.



- 8) Close out of all Internet Explorer windows then open a new one.
- 9) Go to <https://www.fdm.army.mil/> and try to log in.