

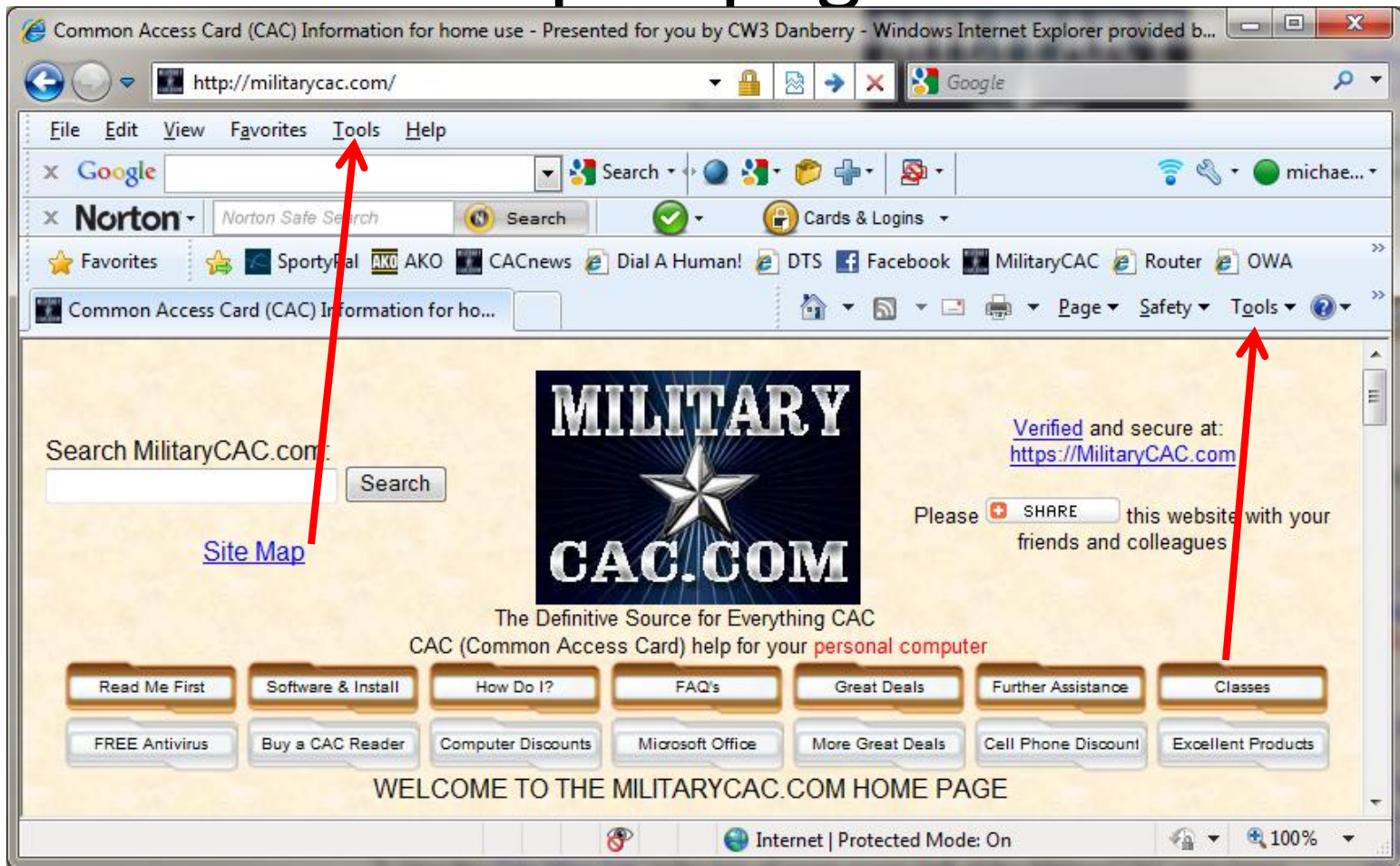
Making AKO work with Internet Explorer

Presented by CW3 Michael J. Danberry

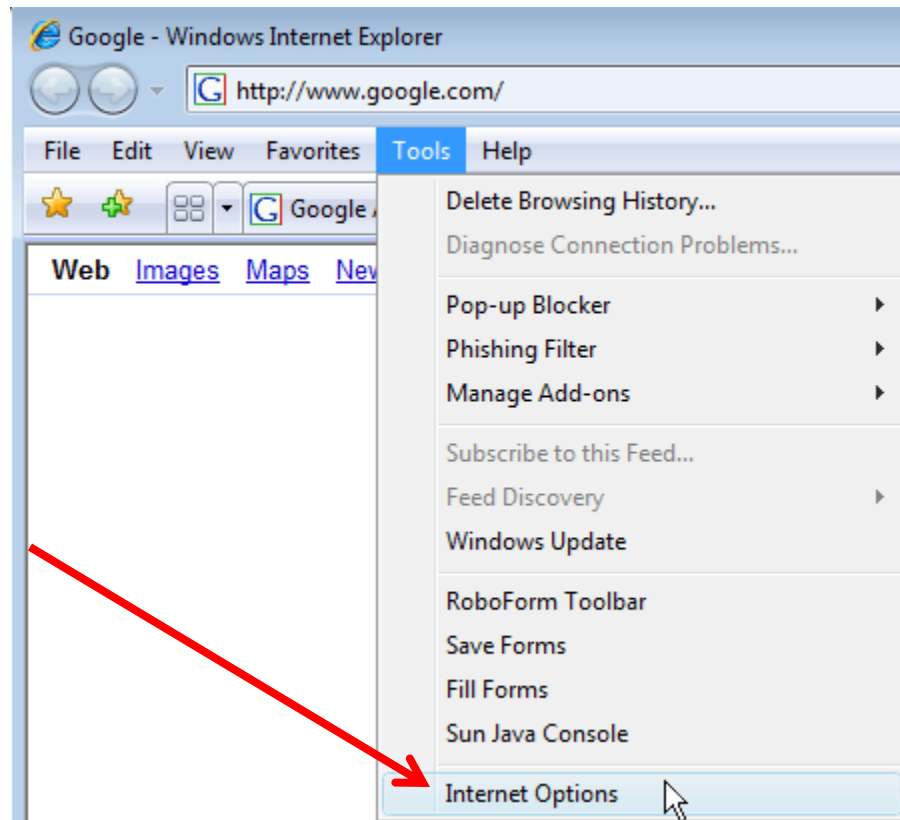
I have performed this fix on almost every Internet Explorer browser I've worked with and it has worked 99% of the time

Open Internet Explorer

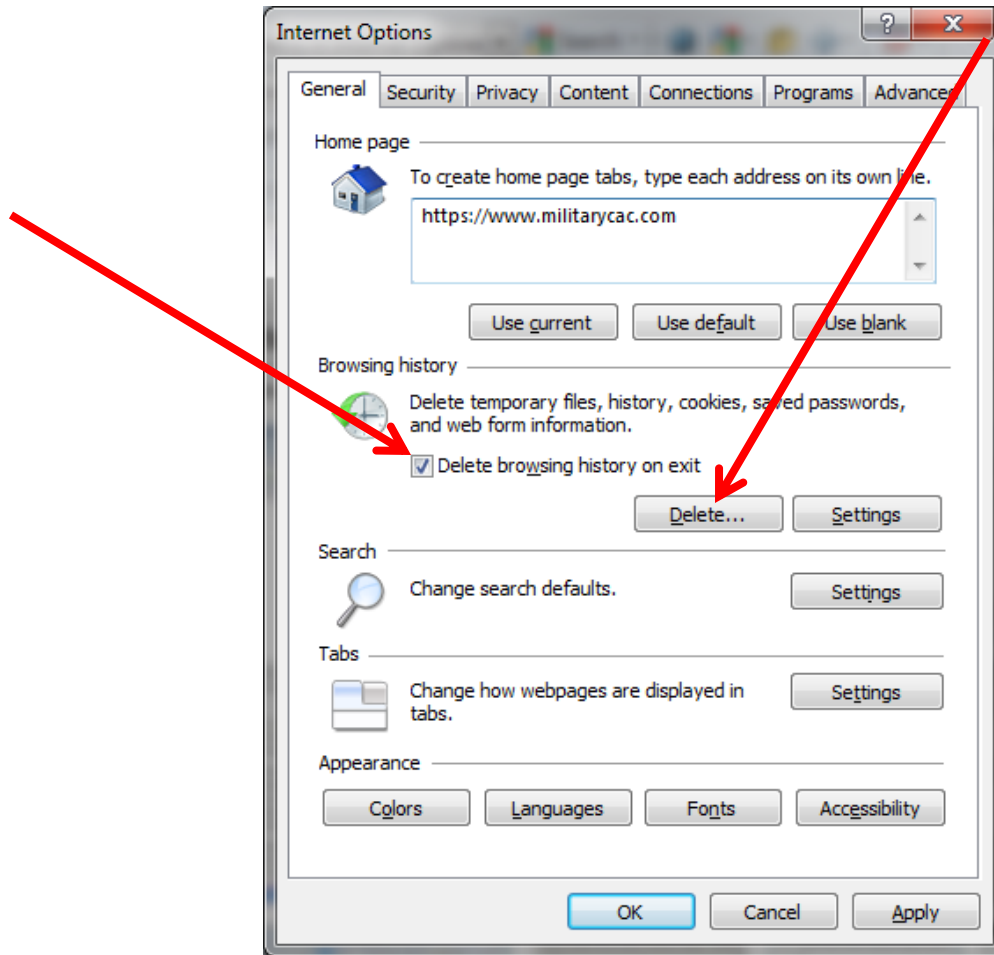
Select *Tools*, make sure AKO is not the open page



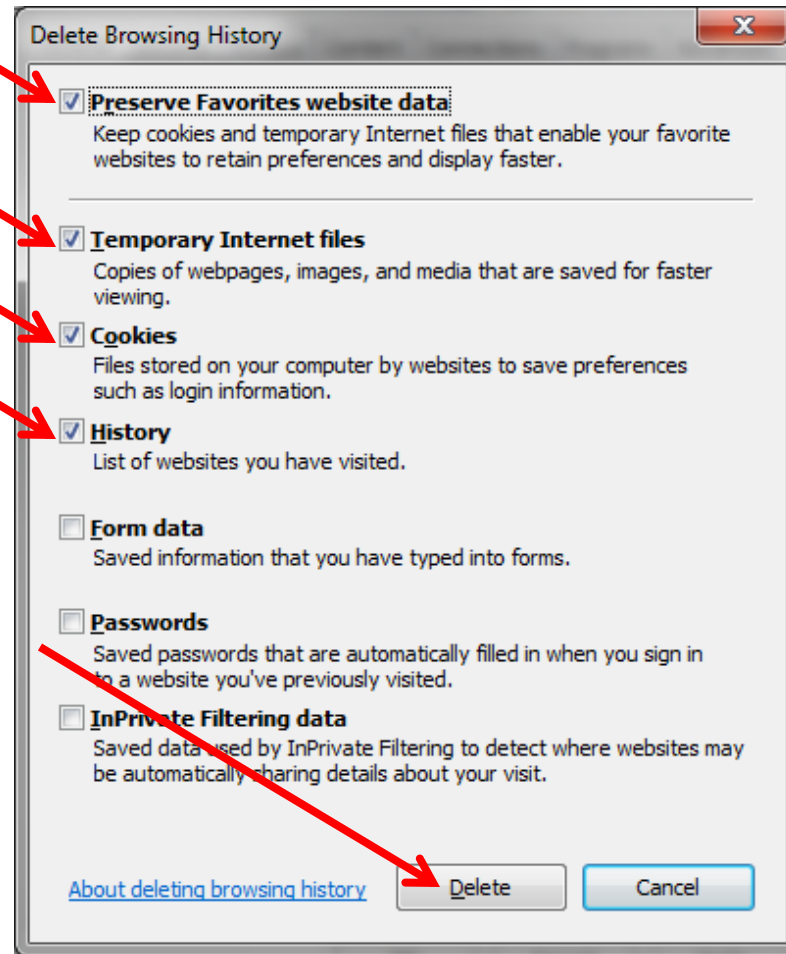
Select *Internet Options*



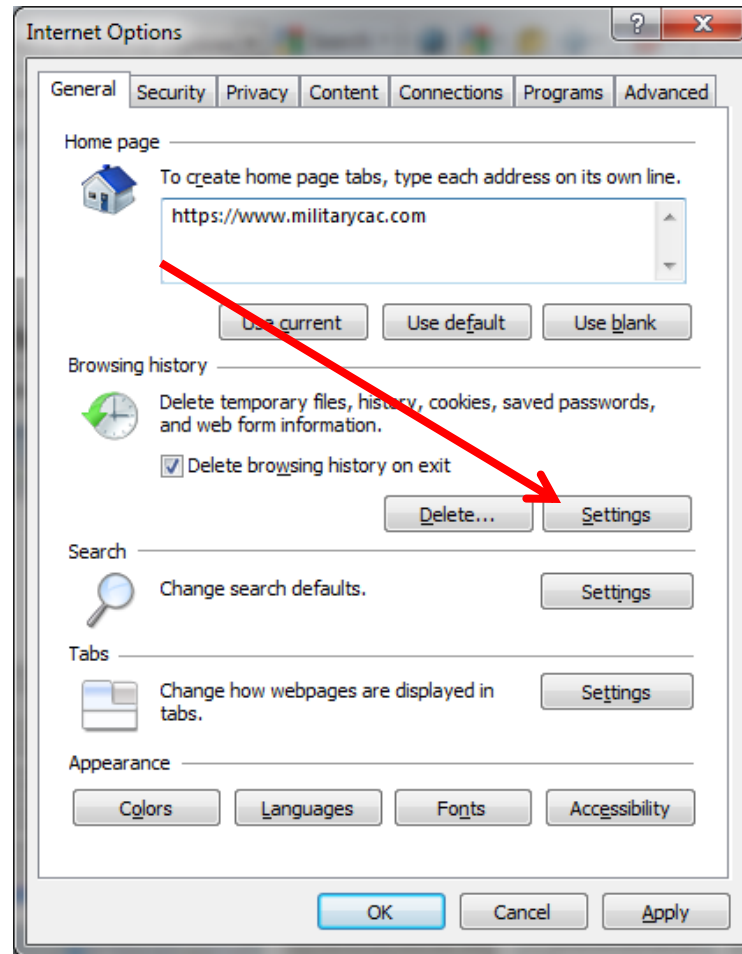
Check Delete browsing history... and then the *Delete* button



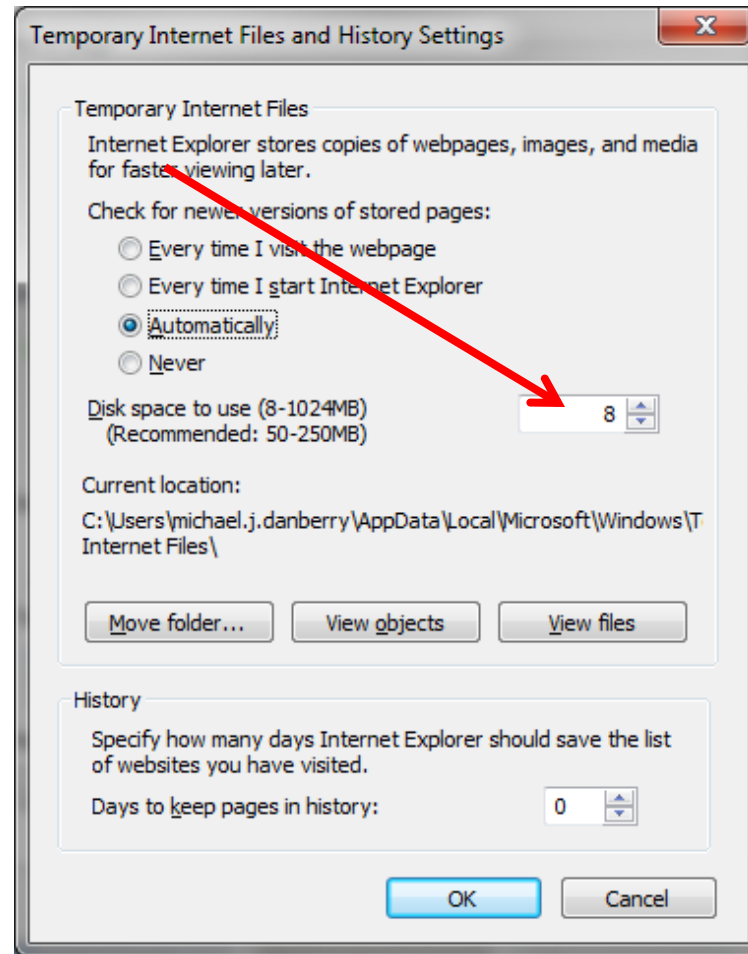
Click the top 4 check boxes and select *Delete*



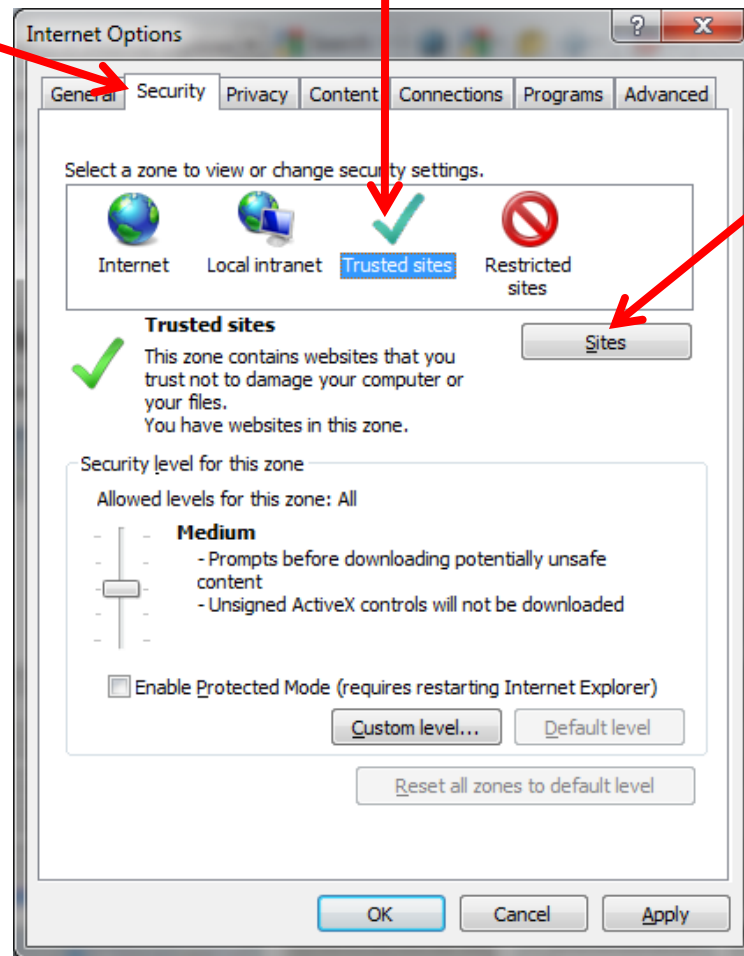
Now Click Settings



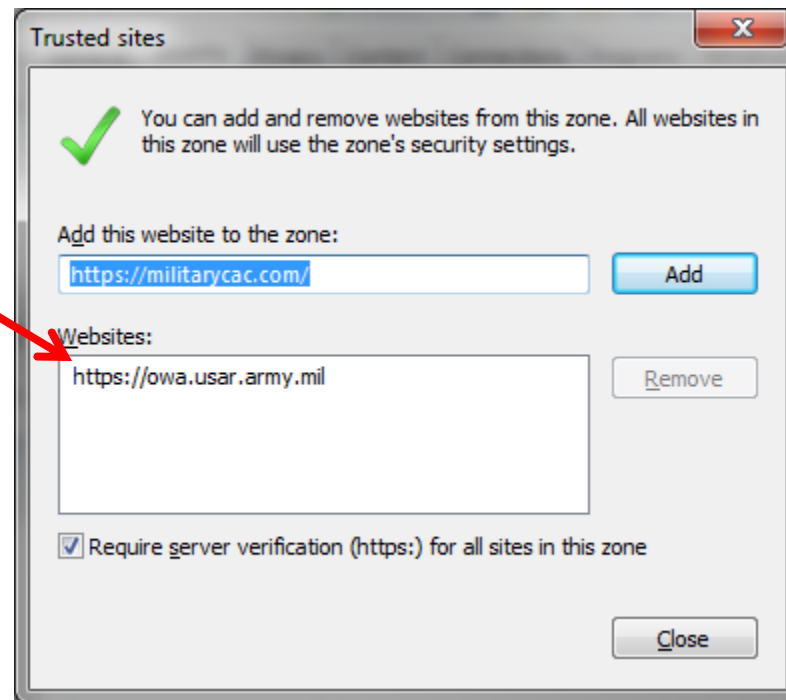
Change this number to 8, then hit *OK*



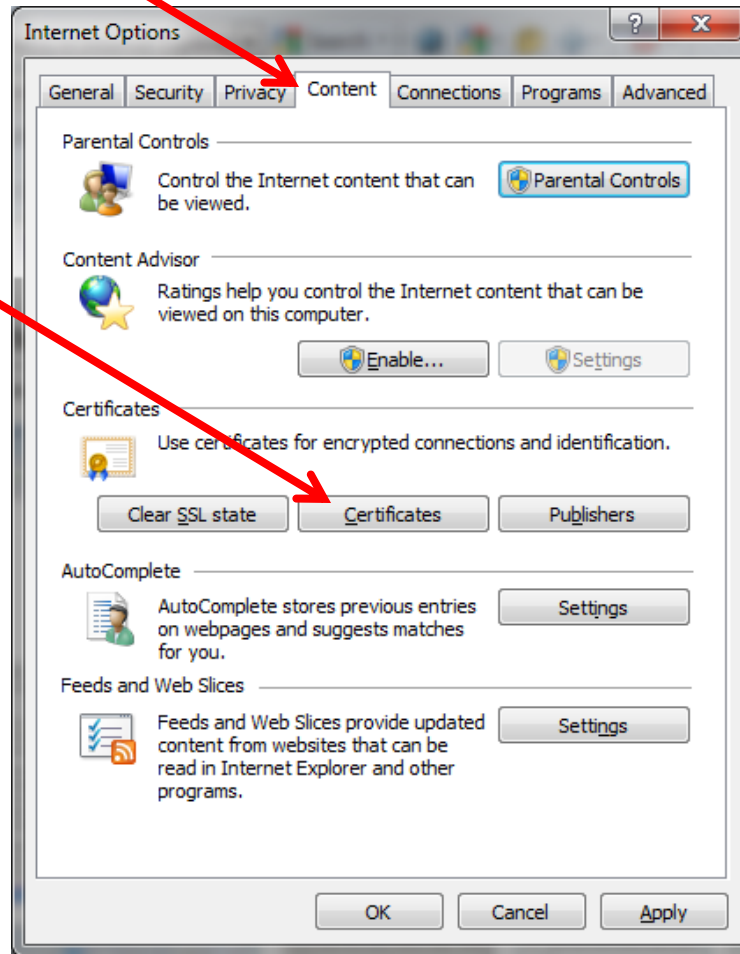
Select the *Security* tab, trusted sites checkmark, then *Sites* button



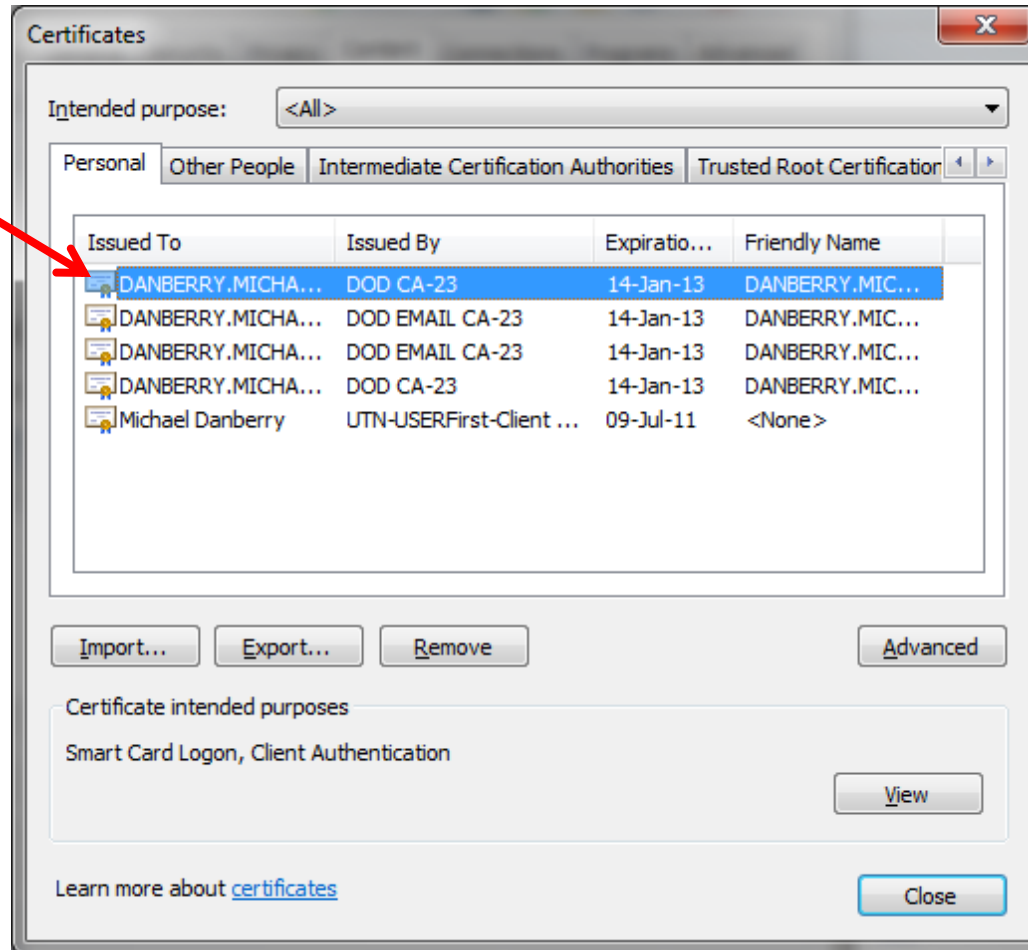
Make sure nothing ending in *.us.army.mil* is in the Websites box



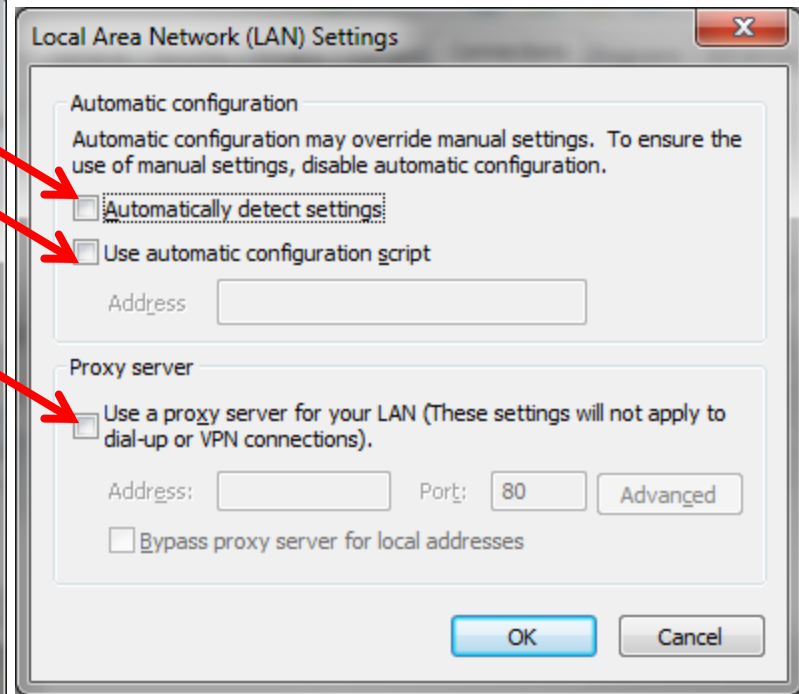
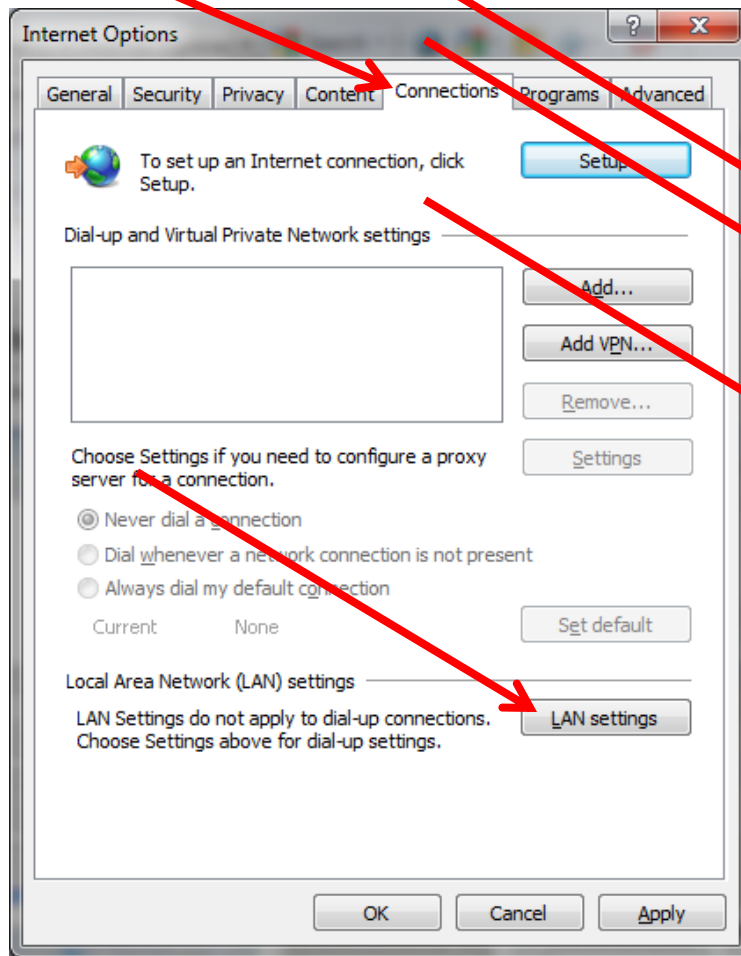
Select the Content tab, Certificates button



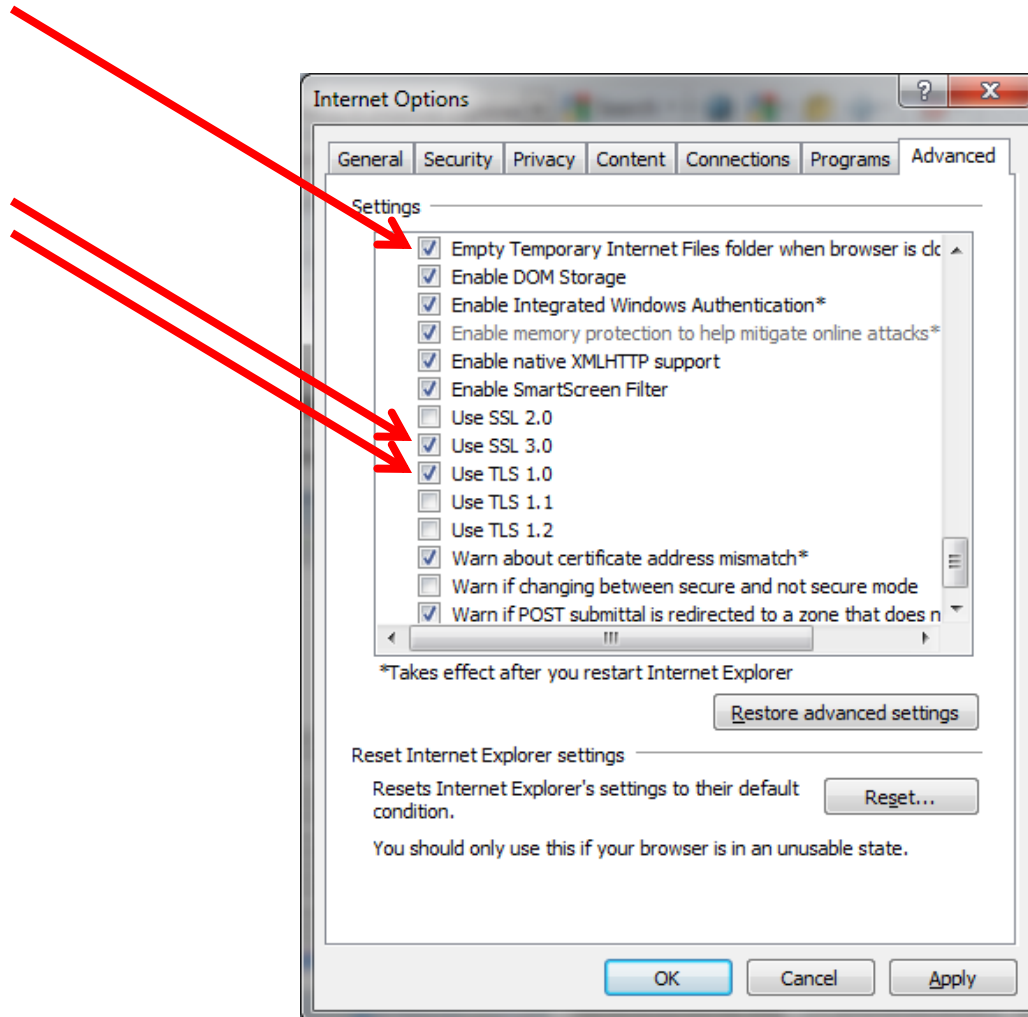
You should only see 3 or 4 of your certificates in here, if you see more remove the older certificates



Click the *Connections* tab, *LAN settings* button, make sure none of the boxes are checked, select *OK*



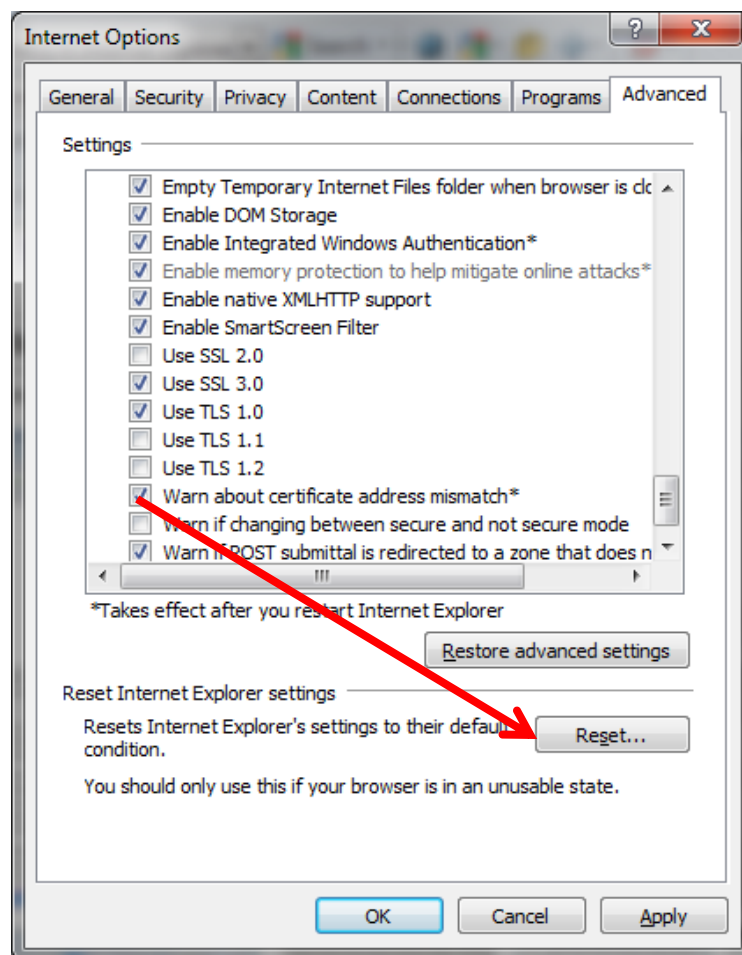
Click the Advanced tab, scroll all the way to the bottom, check *Empty Temp...* and make sure that **only SSL 3.0 & TLS 1.0** are checked



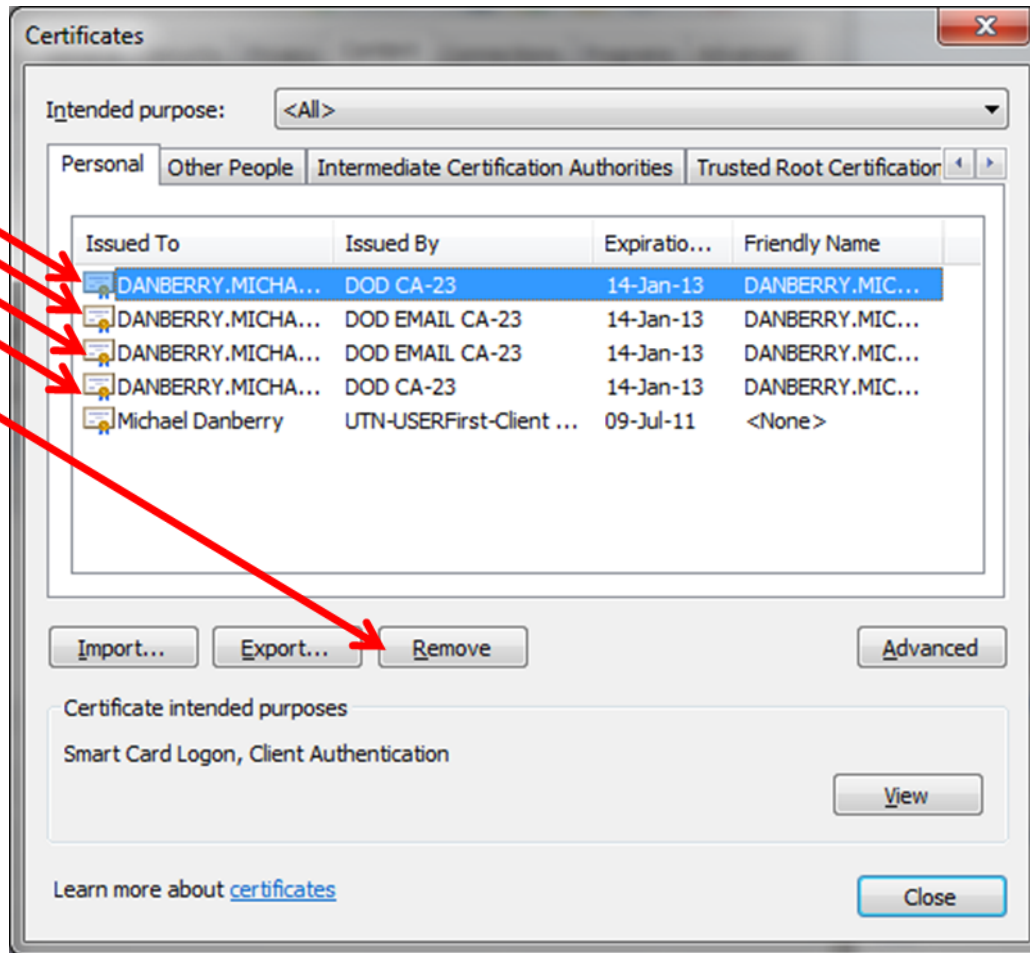
Try logging into AKO now with your CAC

- If it still does not work, close the browser again and go to the next slide.

If the above tricks did not work, select
Reset at the bottom of Advanced tab,
AND what you see on the next page



You may also need to Click each of your certificates and select Remove



Try logging into AKO now with your CAC, it should work

If all of the previous ideas did not work, please visit:
<https://militarycac.com/cacdrivers.htm> to start
troubleshooting your CAC reader

Presented by:

CW3 Michael J. Danberry

chief@militarycac.com

<https://MilitaryCAC.com>

Further questions:

<https://militarycac.com/questions.htm>