

# Defense Connect Online (DCO) Troubleshooting Instructions

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If you are registered to attend the conference virtually, a Defense Connect Online (DCO) account is not required to access the DTIC Conference meeting room. Please try the following tips IN ORDER. Often the issue is corrected without the need to follow the more advanced steps.

1. If you have already tried to get into the DTIC Conference meeting room and did not succeed, close your browser and retry clicking this link: <https://connect.dco.dod.mil/dticconference2012>.
2. If Step 1 didn't work, in your Internet Explorer menu bar go to Tools ->Internet Options -> Advanced tab. Click "Reset" under "Reset Internet Explorer Settings." Try to enter the meeting room again.
3. If Steps 1 and 2 didn't work, follow these steps:
  - Open Internet Explorer (IE) window and go to Tools -> IE options -> General Tab:
  - Delete temporary IE files and delete cookies (and history if you are able).
  - Click on the Advanced Tab.
  - Under the HTTP settings -- 1.1 and 1.1 through proxy should both be marked.
  - Scroll down until you come to a section title "Java Sun." You should be running a version at least 1.6. If not--contact your IT department to download it for you.
  - Scroll down to Security make sure that SSL 2.0, SSL 3.0 and TLS 1.0 are all checked.
  - If you have a section titled "Microsoft VM" - everything should be unmarked.
  - Click Apply and OK.

Try opening the meeting room again.

Didn't work? Try these final steps before contacting DCO:

Download DOD certificates:

- Go to the main DCO Web site (<https://connect.dco.dod.mil>) on the left hand side you will see a box "User Resources."
- Click on the link "DOD Certificates Downloads."
- When you click on that link a box will come up. On the second half of the page there are two links:
  - o InstallRoot 3.13A.zip - Installs all of the trusted DoD PKI root and intermediate CA certificates
  - o InstallRoot 3.13E.zip - Installs all of the External Certification Authority (ECA) PKI root and intermediate CA
  - o Click on the first link - another box will come up - click on "open." Click on "installroot\_v.13A.exe (application) and click on "run."
  - o Repeat this for the second link (\_v.13A.exe).
- Close IE.
- Open a new IE window.
- Go to the DCO at : <https://connect.dco.dod.mil/dticconference2012> - and try again.

**If all fails, contact the DCO Helpline: 1-800-447-2457.**