



# How to add the DoD Root CA 2, 3, & 4 certificates in your Windows computer Certificate Store

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Last update / review: 12 March 2017

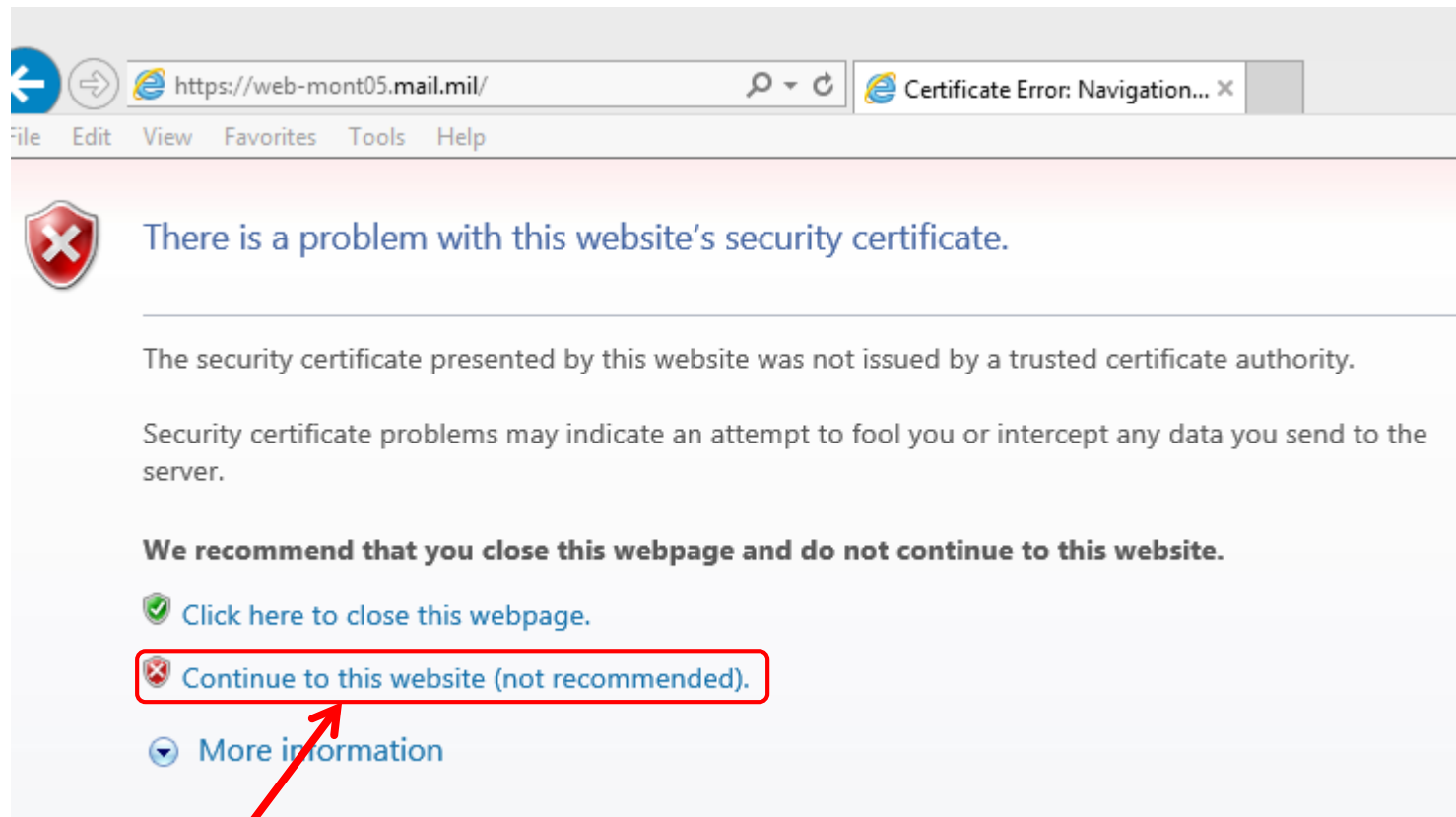
Sometimes running the DoD InstallRoot file does not install the DoD Root CA 2, 3, & 4 certificates into the *Trusted Root Certification Authorities* tab. This causes certificate errors when visiting DoD websites. This guide will show you how to fix the error.

**NOTE: This is the only process known for **Windows RT** devices to install the certificate, but will work for all versions of **Windows****

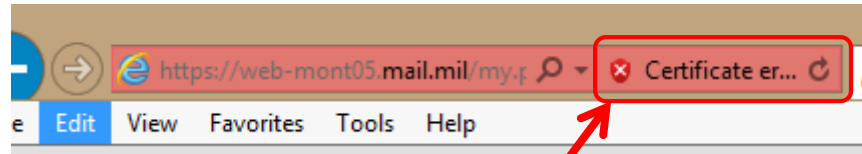
Please check for the most current version of this presentation at:

<http://militarycac.com/files/dodrootca2.pdf>

If you are using a Windows computer and see the below message when trying to access a DoD website [and have already installed the [DoD InstallRoot file](#)] Click: *Continue to this website (not recommended)*



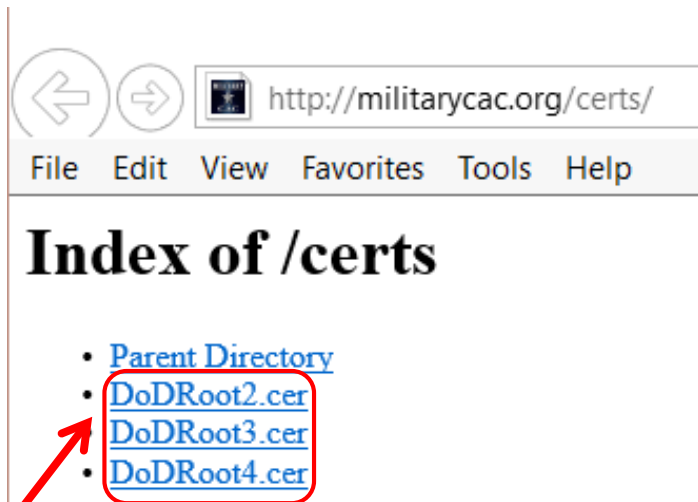
After clicking *Continue to this website (not recommended)* you'll see the entire web address bar is red, and a red shield with a white x in it, stating Certificate error



Go to the following web page:

<https://militarycac.com/certs/> and click on *DoDRoot2.cer*, *DoDRoot3.cer*, & *DoDRoot4.cer*

After you click each link, you'll see the message below, select *Save As*. Save all three to your desktop



Do you want to open or save **DoDRoot3.cer** from **militarycac.com**?

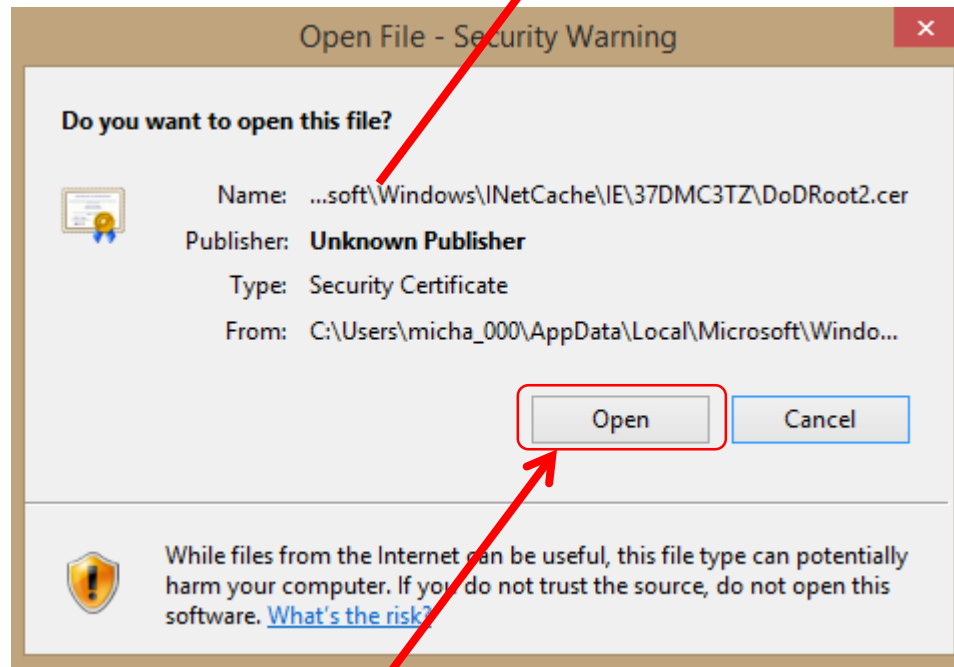
Open

Save As

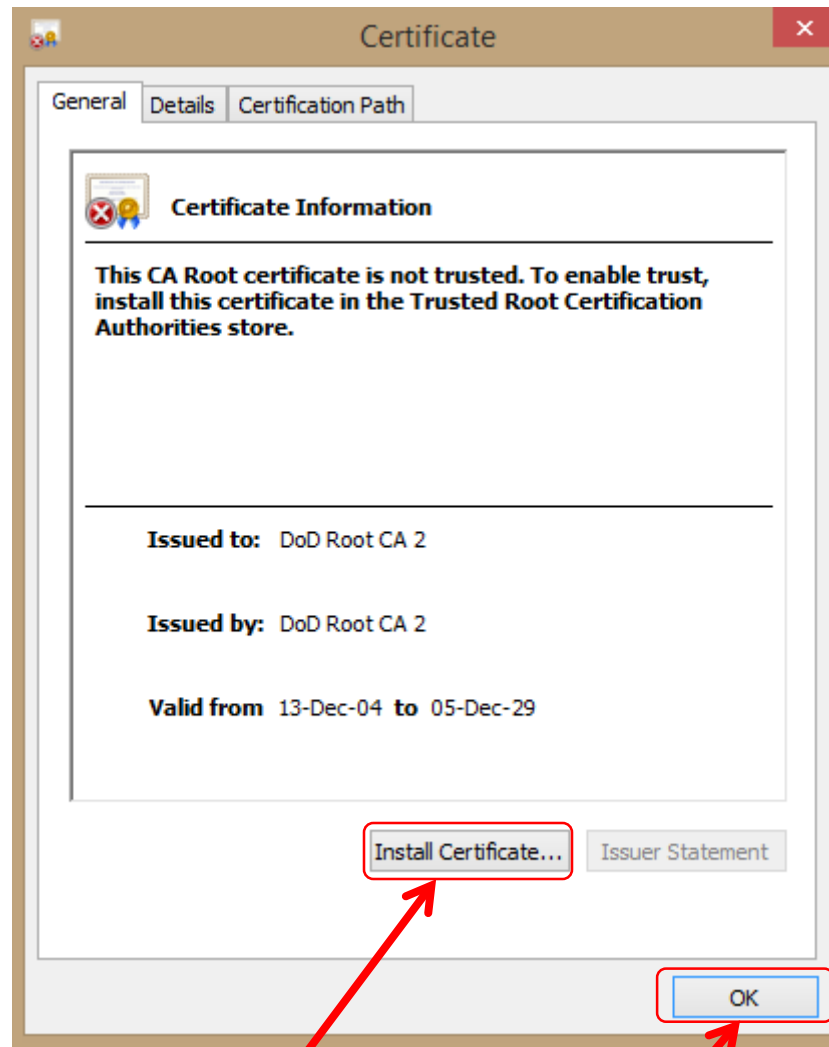
Cancel

×

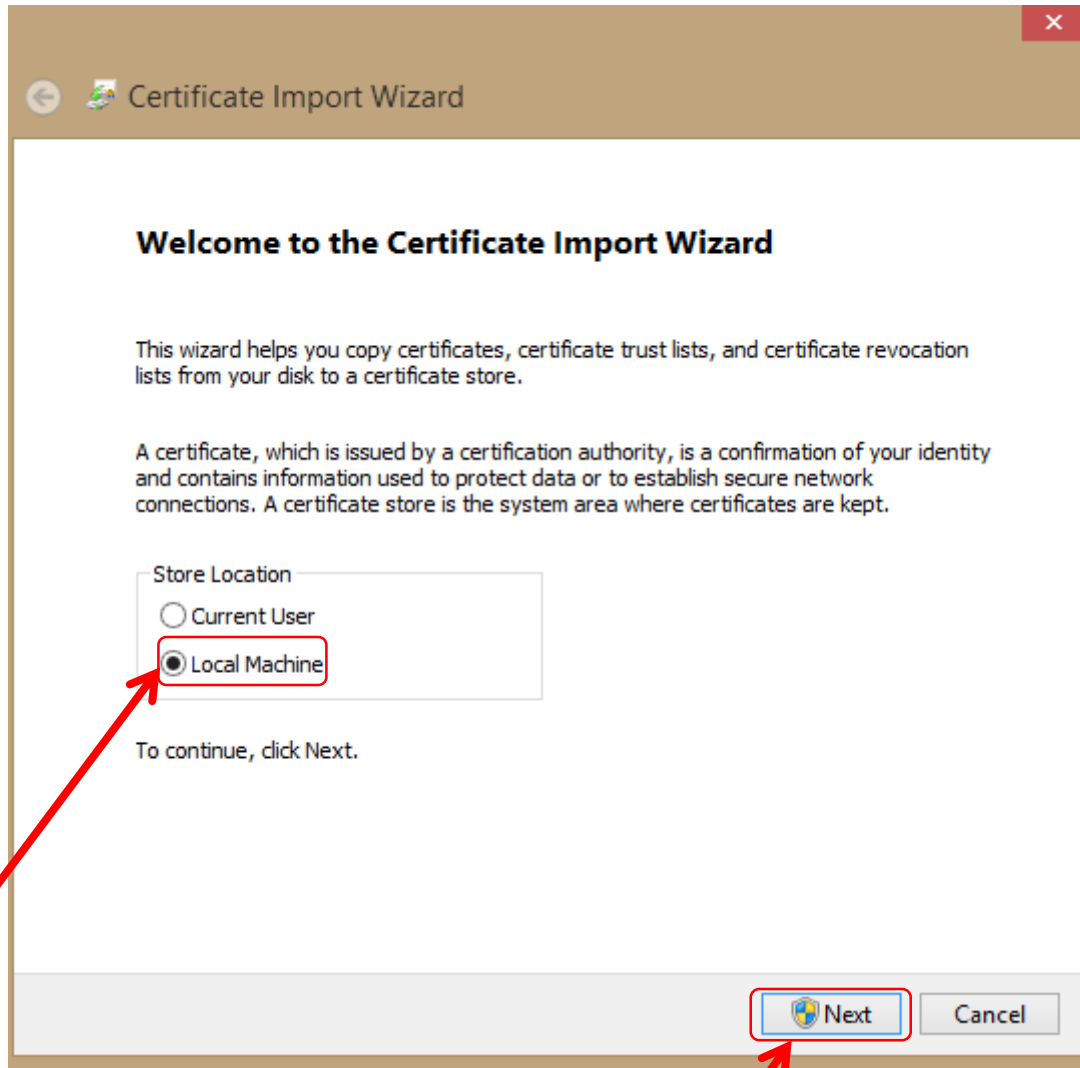
Right click each certificate, select *Install Certificate*, then select *Open*



Select *Install Certificate...* then *OK*



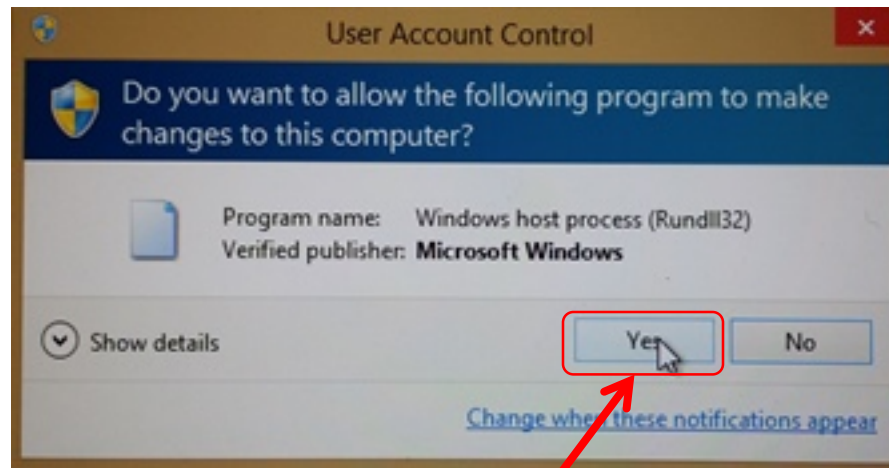
# Select *Local Machine*, then *Next*



NOTE: If you are unable to select Local Machine, go to slide 16 and follow instructions for installing this certificate.

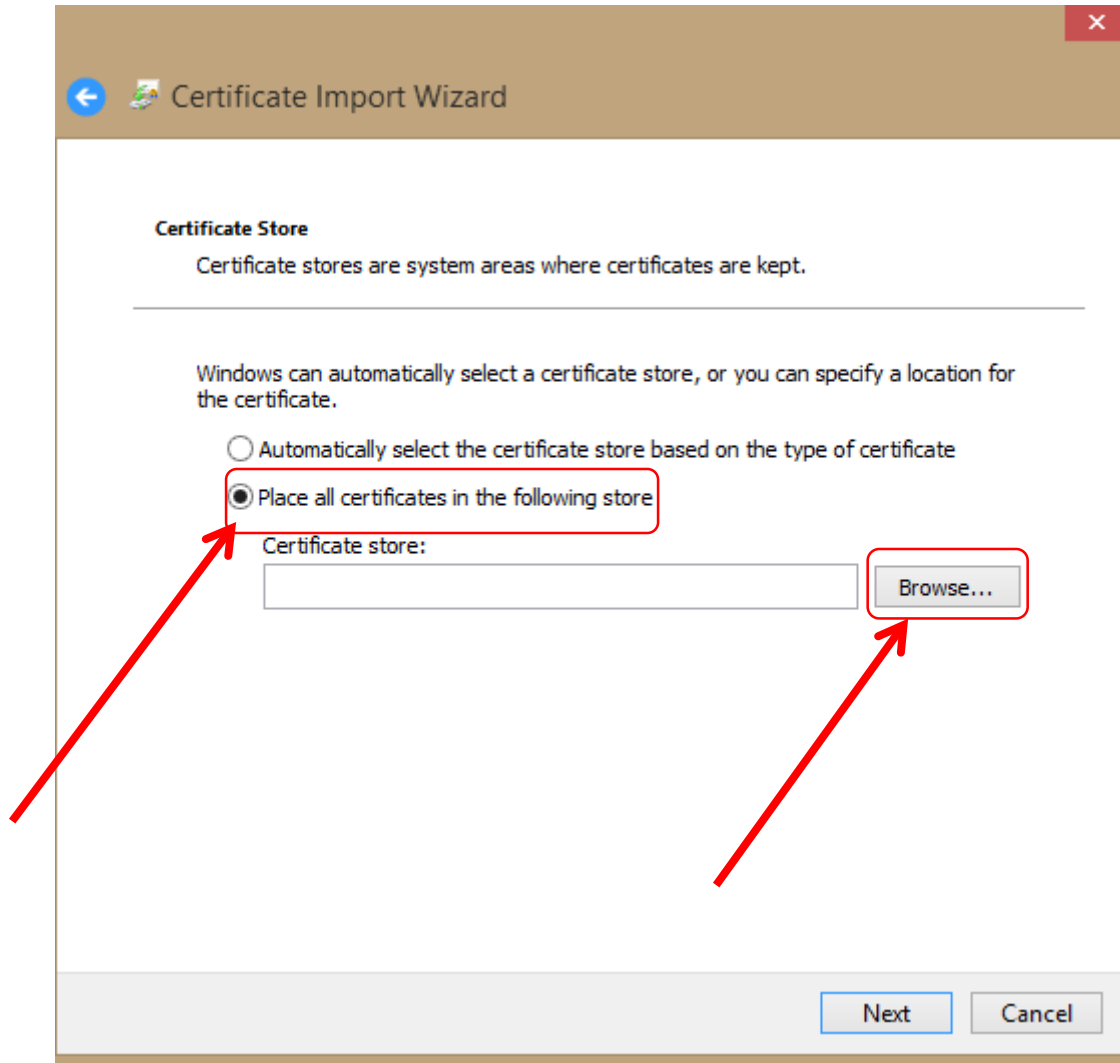
Windows 7 users may not see this screen

When / If prompted for the User Account Control,  
Select *Yes*

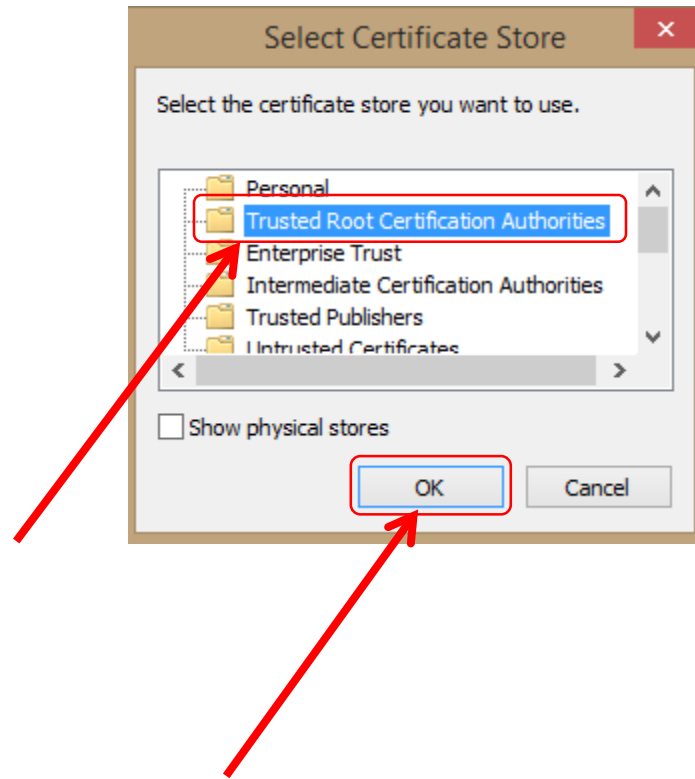




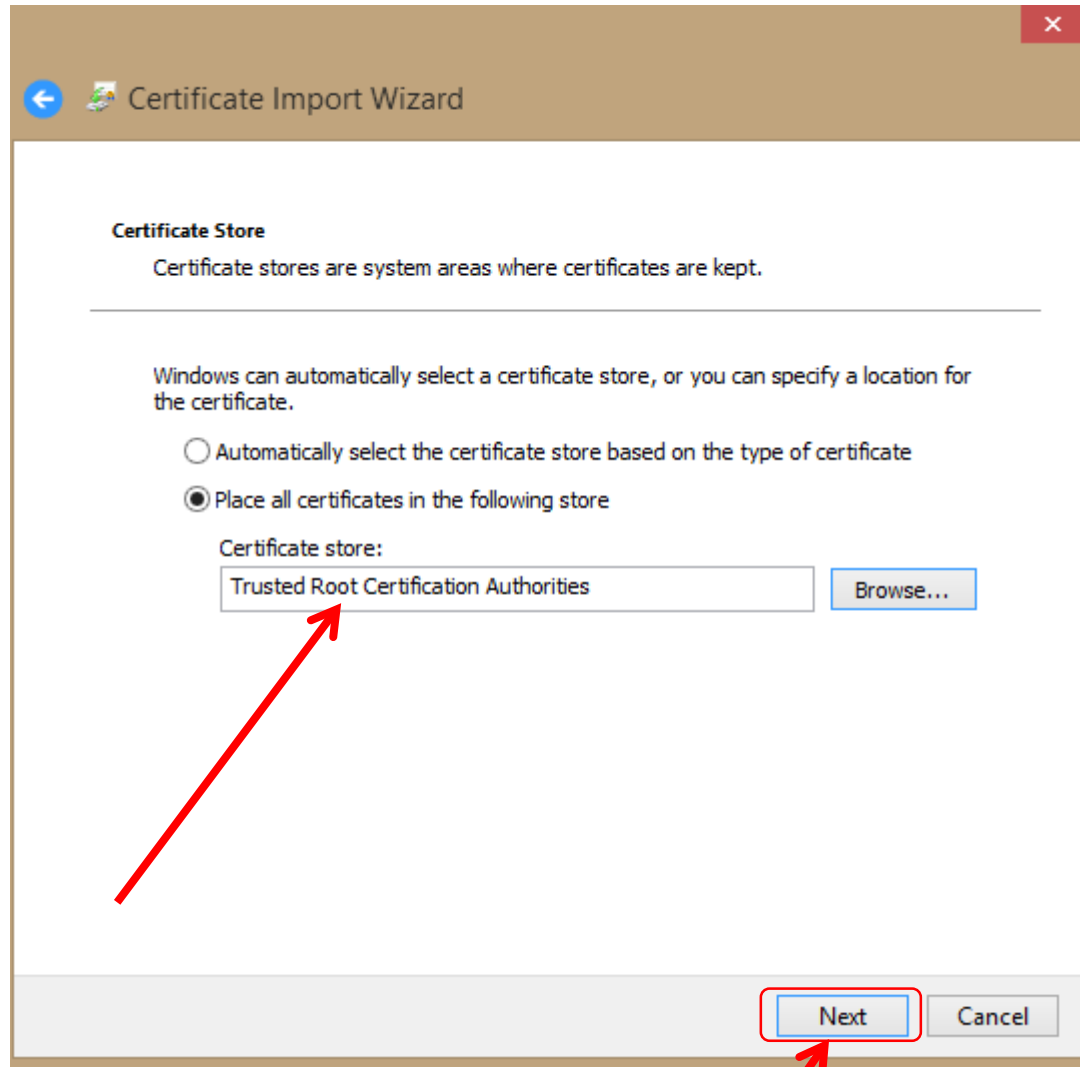
Select *Place all certificates in the following store*,  
then *Browse...*



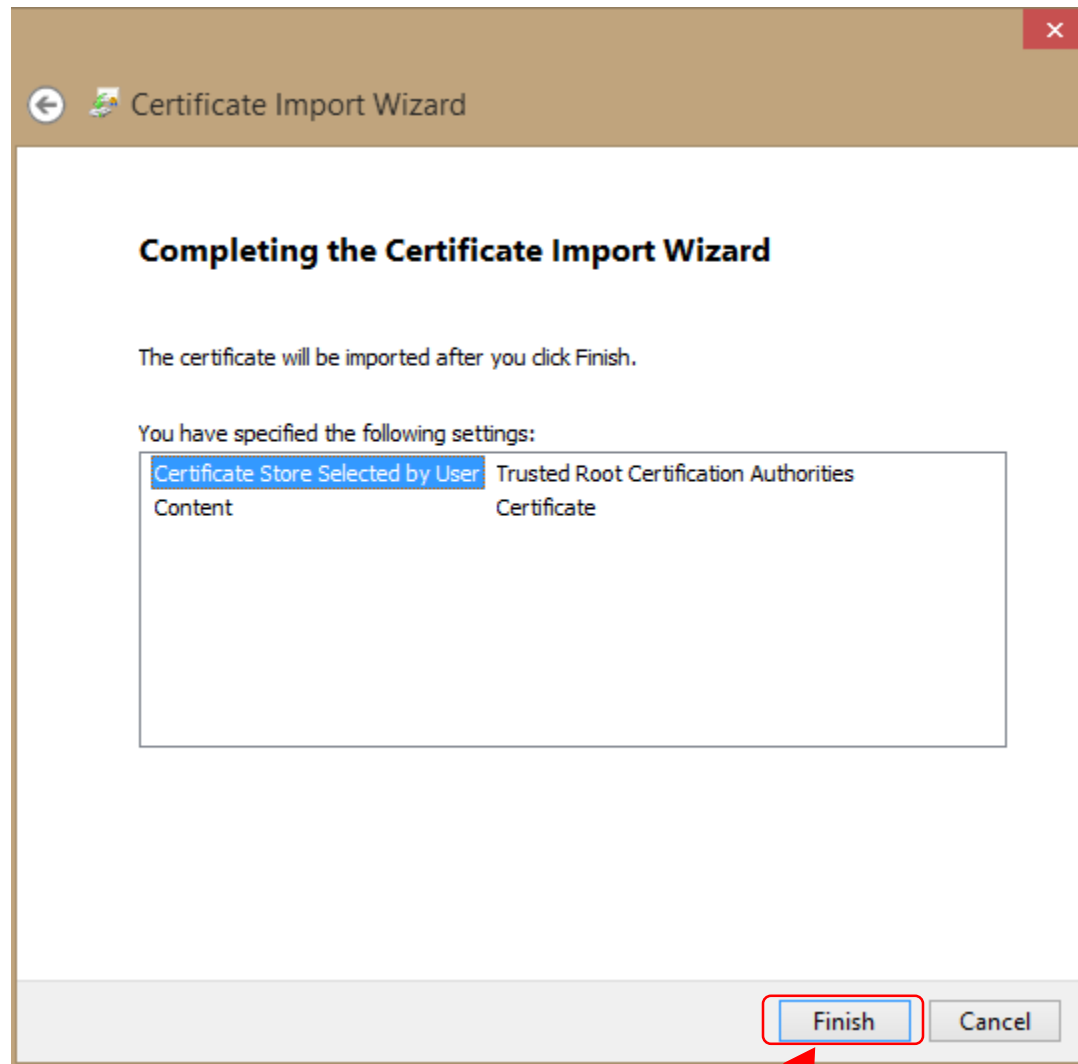
Select *Trusted Root Certification Authorities*, then  
*OK*



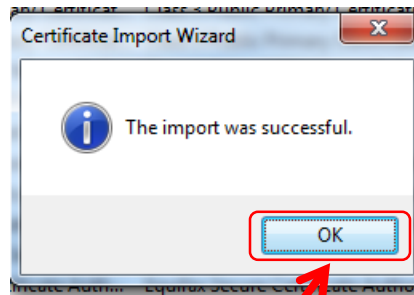
*Trusted Root Certification Authorities* should now show in the box, select *Next*



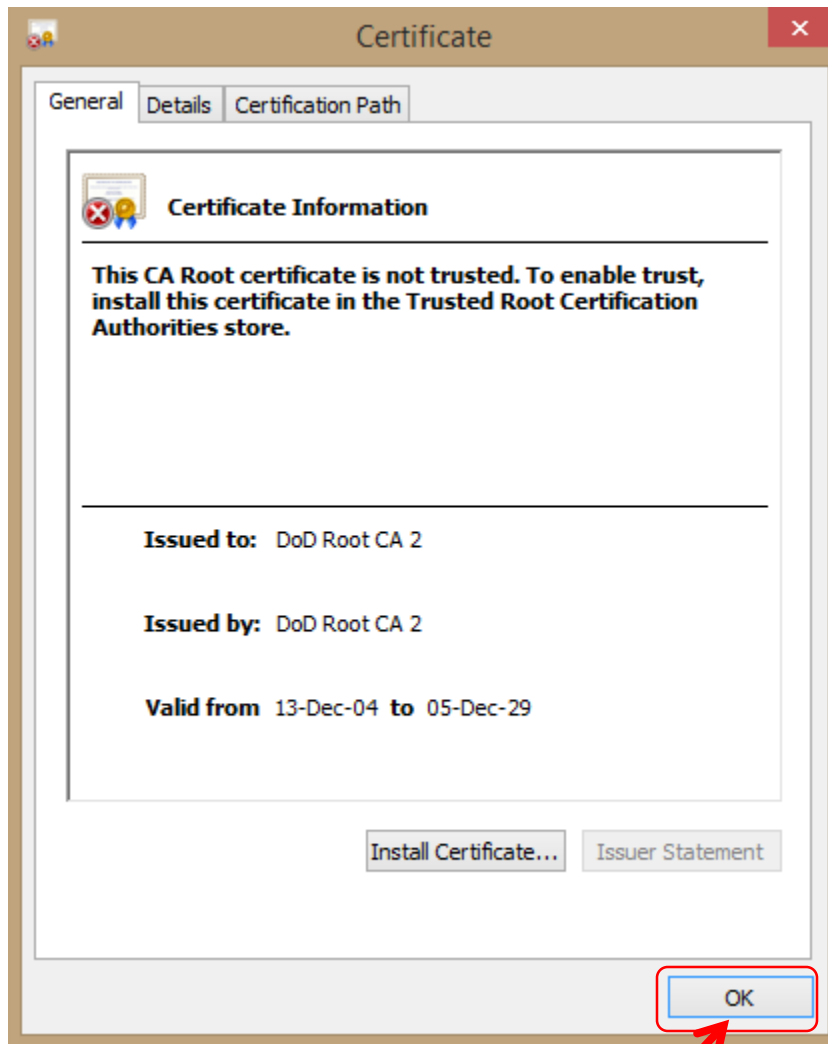
# Select *Finish*



# Select *OK*

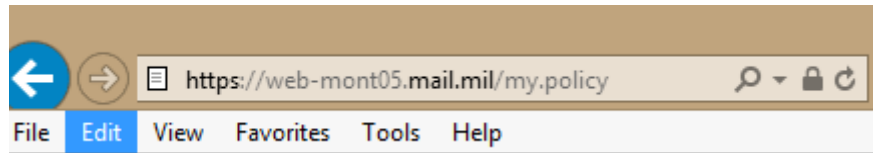


# Select *OK*



If you only installed one of the 3 certificates, Go back to slide 5 and do the same for the DoDCert3.cer & DoDCert4.cer files and follow the guide for each certificate

Close your Web browser, Reopen it, and try revisiting the website you were receiving the certificate error on previously. You should not have the error or red background any longer



NOTE: If the problem still persists, try running Internet Explorer as an admin, here's how:

Right click Internet Explorer, select *Run As Administrator*, click *Tools*, Internet Options, Content (tab), Certificates (button), Trusted Root Certification Authorities (tab), Import (button) (select file), Next, OK, and windows reports Import Successful.

More Information can be found here:

<http://superuser.com/questions/145394/windows-7-will-not-install-a-root-certificate>

NOTE1: If you still have problems go to slide 17 and follow instructions as the file may not have installed.

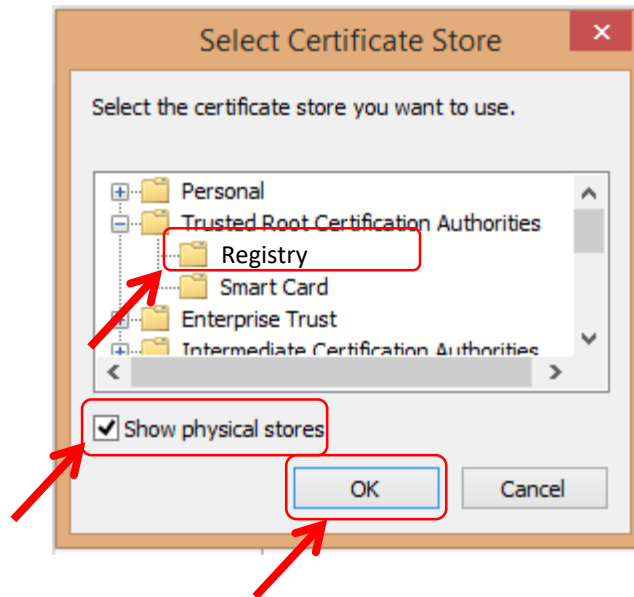


Sometimes your AntiVirus / Security program can block the certificate from installing

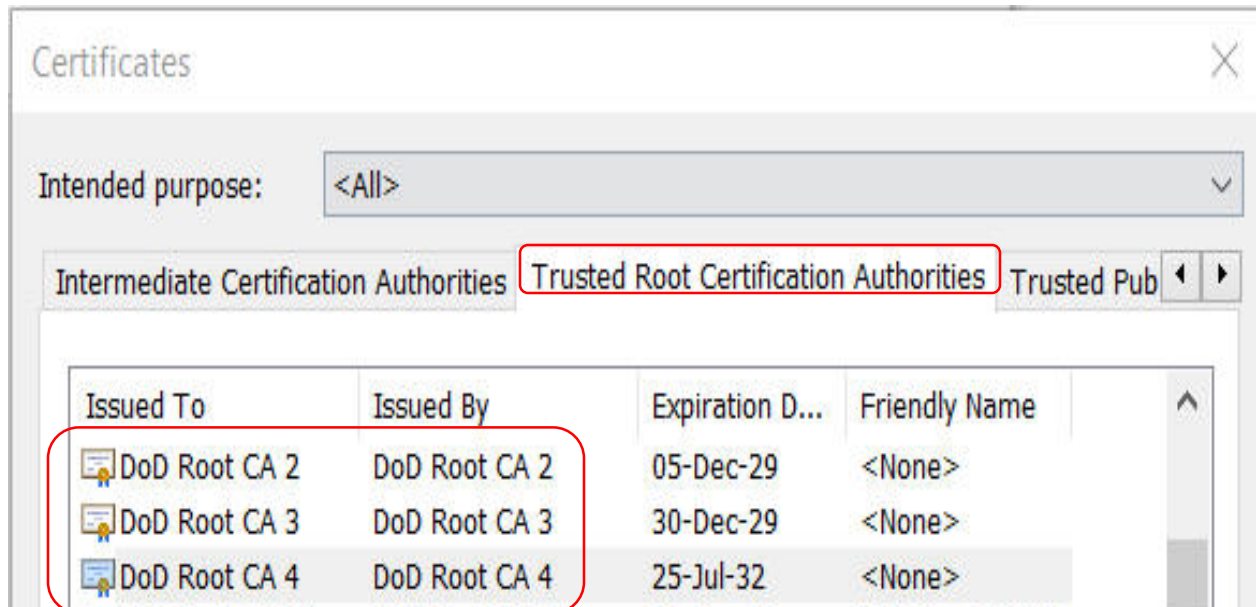
Try to temporarily disable the Security program and attempt to install the InstallRoot file again from <http://militarycac.com/dodcerts.htm>

If you are still receiving the certificate error, it is possible the file did not install correctly.

This time follow slides 5-11 again. Select the box titled: *Show physical stores*, then reopen *Trusted Root Certification Authorities* and select *Registry*, then *OK*



You'll know they are installed when you see: *DoD Root CA 2, DoD Root CA 3, & DoD Root CA 4* in both the *Issued To* and *Issued By* columns under the *Trusted Root Certification Authorities* tab





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If you still have questions, visit:

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