

Troubleshooting

1. LEGAL: For your personal computer, USARPAC IMOs / Helpdesk are not authorized to provide technical assistance as this is a violation of DoD 5500.7-R, Joint Ethics Regulation, Section 2635.702, "Use of public office for private gain," and Section 2635.705(b), "Use of subordinate's time".
2. The AKO Helpdesk can and will provide support as required.
3. If you have completed all of the installations and did not receive any error messages or warnings and it still does not work:
 - Did you download and install the proper version of ActiveClient?
 - Does your Operating System support the CAC Reader software/driver you installed?
 - Did you follow the steps in order?
 - Did you try rebooting the system after all of the installations?
 - Did you choose the Email Certificate? If not reboot and when prompted by OWA, select the Email Certificate.
4. Contact the AKO Helpdesk

Acceptable Use

DoD Civilians and Military Personnel are authorized to use Enterprise copies of Antivirus/Internet Security Software. Download McAfee or Symantec at <https://www.acert.1stiocmd.army.mil/Antivirus/> You must ensure that you protect DoD Systems by maintaining an active firewall, antivirus and spyware protection on personal computers.

Windows Vista Installation Procedures

1. Insert Software that came with the CAC Reader and install .
2. Connect your CAC Reader to your computer and wait until Windows completes the process.
3. Download **ActiveClient** and the DoD Root Certificates at www.us.army.mil in the CAC Resource Center. AKO instructs you on XP/Vista version to download.
4. Install the DoD Root Certificates. You will see a DOS window open and the certificates installed.
5. Install the ActiveClient Software.
6. Reboot your system if required.
7. Insert your CAC into the reader.
8. If installed correctly, the ActiveClient Icon at the bottom right of the TaskBar will show that you have CAC in the reader.
9. Alaska users open a browser and type <https://owa.alaska.army.mil/owa>
10. Hawaii Japan make the substitution to the URL as applicable.
11. Users will be prompted for the certificate—choose the **Email Certificate**.
12. Enter your CAC PIN when prompted.
13. OWA will appear in your web browser.
14. Save the URL to your favorites (optional).
15. Select the Options Tab at the bottom left.
16. Scroll to the Email Security section and click the Download Latest S/MIME package.
17. Click Run when prompted.
18. Check the box for Digital Signatures and/or Encryption as required.
19. You are now a go at this station.
20. Remember to logoff at the conclusion of your session. Click the logoff link before closing the browser. It's important!



United States Army, Pacific

CAC OWA Quick Guide

Version 1.1

Overview

1. CAC enabled Outlook Web Access (OWA) is available to official travel users and for use on personal computers. These instructions are provided for the personal computers.
2. DoD and DA Regulations apply regarding the acceptable usage of DoD email systems.
3. **DISCLAIMER:** USARPAC, DA and DoD assume no liability for users who choose this capability for use on personal computers. The user assumes all risks and liability for issues resulting from implementation.

Installation Summary

1. **AKO (Quick Links->CAC->CAC Resource Center)** has the complete instructions, software and certificates. <https://www.us.army.mil/suite/portal/index.jsp>
2. **Users must obtain and install a CAC Reader and driver.** CAC Readers for personal use may be purchased online at most electronics stores for about \$40. A purchased CAC Reader comes with the driver. www.amazon.com/smartcardreader
3. **Users must install CAC Middleware—**currently ActiveClient.
4. **Users must install DoD PKI Certificates.**
5. Once you have installed these requirements, you should now be able to access OWA; Alaska users type or click the following link: <https://owa.alaska.army.mil/owa> .

NOTES:

User must select the Email Certificate to login. Users who fail to select the email certificate will see a failed website page. The only way to clear the cache is to reboot.

User must configure their CAC OWA to create/read signed and encrypted e-mails ◀