



VIRTUAL CAMPUS BROWSER SUPPORT JAVA APPLICATION BLOCKED BY SECURITY SETTINGS

STEP 1: ACCESSING "INTERNET OPTIONS"

- Within Internet Explorer, use the keyboard command: "**ALT**" + "**T**" for the "Tools" menu to appear.
- From the "Tools" menu, please click on "**Internet Options.**"

STEP 2: CLEARING BROWSER CACHE (TEMPORARY INTERNET FILES)

- Under the "**GENERAL**" tab you will see a heading for "Browsing History" towards the center of the Internet Options dialog.
- Click on the "**Delete**" button.
- On the next screen, **uncheck** "**Preserve favorites website data,**" and ensure that "**Temporary Internet Files**" and "**Cookies**" are both selected. The other choices on this screen are recommended, but not required.
- Select the "**Delete**" button at the bottom of this dialog.
- Click on the "**Settings**" button, also located under "Browsing History," and verify that "**Every time I visit the webpage**" is selected.
- Click "**OK**" to apply the change (if applicable) and to close this dialog.
- You may now proceed to STEP 4 below.

STEP 3: RUN THE FBCA CROSS CERTIFICATE REMOVAL TOOL TO REMOVE ANY INVALID CERTIFICATES

- Please access: http://iasecontent.disa.mil/pki-pke/unclass-fbca_crosscert_removal_v112.zip
- If presented with an option to Open/Save, please choose "**Open.**"
- Double-click on the first file, entitled: "**FBCA_crosscert_removal_v112.exe.**"
- Within the black command-line window that appears, you will be prompted to press ENTER twice. After choosing ENTER the second time, this window will close.
- Close all instances of Internet Explorer.

STEP 4: INSTALL THE LATEST VERSION OF THE DOD ROOT CERTIFICATES

- Please access: http://iase.disa.mil/pki-pke/Documents/unclass-installroot_v3-16-1a.zip
- If presented with an option to Open/Save, please choose "**Save**" and choose a download location ("Desktop" recommended).
- Once your download completes, open the saved ZIP file and double-click on the "**InstallRoot_v3.16.1A**" folder.
- Double-click on the "**Windows**" folder.
- Run the application file: "**InstallRoot_v3.16.1A.exe.**"
- If prompted to Extract all/Run, please choose "**Run.**"
- A black command-line window will appear briefly and automatically close once the installation is complete.
- If presented with a notice that the program may not have installed properly, please select "**this program installed correctly.**"

STEP 5: ADJUST JAVA CONTROL PANEL SETTINGS

- Click on your Windows/Start menu and select **“Control Panel.”**
- Click on **“Java”** (If Java is not listed, select **“Programs”** and then **“Java”**).
- Under the General tab, select the **“Settings”** button that appears under the heading for Temporary Internet Files.
- Uncheck the option to **“Keep temporary files on my computer.”**
- Click on **“Delete Files.”**
- Ensure that **“Trace and Log Files”** and **“Cached Application and Applets”** are both checked; click **“OK.”**
- Select the **“Security”** tab at the top of the Java Control Panel.
- Depending on your version of Java, you will have either a **“Settings”** button, or a **“Edit Site List”** button. Please choose whichever of these options appears and follow the appropriate guidance below:
 - o If a **“Settings”** button is identified, please ensure that **“Run without a prompt”** is selected for all three configurations on this dialog.
 - o If you can **“Edit Site List,”** please type **“https://learn.dau.mil”** and choose the **“Add”** button.
- Click **“OK”** on both Java windows.
- Access <https://learn.dau.mil/> to login and test your course.