

# DLA Information Operations "How To" Guide

OPR: J63B

## How to Install InstallRoot 5.5

Some users may intermittently experience connection errors when authenticating to Citrix Storefront. An example error most commonly seen is shown below:



If you receive this error, please follow the steps below to install InstallRoot 5.5. This will install the latest DoD Root Certificates on your local machine.

#### Installing InstallRoot 5.5

1. Download the latest version of InstallRoot (5.5) from <a href="https://public.cyber.mil/installroot\_5-6/">https://public.cyber.mil/installroot\_5-6/</a>



2. Navigate to the Downloads folder on the local machine, and double click the installer file.



3. Click **Run** at the next screen.



4. On the InstallRoot Setup screen, click Next >.

提 InstallRoot Setup	×
Welcome to the InstallRoot Setup Wizard	
DOD PKE	
The Setup Wizard will install InstallRoot on your computer. Click Next to continue or close th exit the Setup Wizard.	e window to
	<u>N</u> ext >

5. Select the desired installation location. It is recommend to use the default folder location. Click **Next** >.

🛃 InstallRo	oot Setup	_		$\times$
	Choose a file location			
	To install in this folder, click "Next". To install to a different folder, enter it below or click	"Brows	e".	
	C:\Program Files\DoD-PKE\InstallRoot\		Browse	
	< Back	(	Next >	×

6. Under InstallRoot Features, leave all default options selected. Click Next >.

🕼 InstallRoot Setup	×
InstallRoot Features	
Select the features you wish to install.	
<ul> <li>✓ Graphical Interface</li> <li>✓ Command-Line Tool</li> <li>✓ Windows Service</li> </ul>	
	< Back Next >

7. On Begin installation of InstallRoot screen, click **Install**.

🛃 InstallRoot Setup	Х
Begin installation of InstallRoot	
Click Install to begin the installation. If you want to review or change any of your installation settings, dick Back. Close the window to exit the wizard.	
< Back Install	

8. The Installation Progress screen will appear. The installation may take several minutes to complete. You may be prompted by a User Account Control pop up, select **Yes**.

🖟 InstallRo	oot Setup		×
4	Installation Progress	2	
	Creating shortcuts		
	Installing InstallRoot		

9. Some users may experience the installation errors stating they do not have permissions to proceed with installation. This most commonly happens on company-furnished equipment (CFE) endpoints. This should not happen as often on personally owned computers and endpoints. If users receive the message below, have the user contact their company IT Help Desk team to have them install this software with an Administrator account.

Window	ws Installer	
8	The system administr to prevent this install	ator has set policies ation.
		ОК

10. Once you see the "InstallRoot has been successfully installed message," click Run InstallRoot.



11. Click **Restart as Administrator** to restart the application with Administrative privileges.

InstallRoot 5.5		- 0	×
Home Store Group Certificate Hel	p		
	<u> </u>		
Install Online Certificates Update Actions Anniration	tart as nistrator		
Nicrosoft Current User 😻 Multi-NSS	Certain tasks require elevation. If you would like to manage the Microsoft Local Computer		
🖋 Install DoD Certificates 😨	store, click this icon to open User Account Control. The UAC Elevation UI will prompt		
X Install ECA Certificates 😟	you for elevated credentials.		
🗙 Install JITC Certificates 💿			
× Install WCF Certificates			

12. Click **Online Update** to check for any application and certificate updates. You should see a status message indicating whether any new updates were applied.



Once you click on Online Update, wait for any applicable certificate updates to download and apply. If no updates are found, you will see a message like the one below.



### 13. Click Install Certificates.

🏚 InstallRoot 5.5	-	×
Home Store Group Certificate Help		
Install Online Preferences Save Certificates Update Settings		
Action Application		
A Microsoft Local Computer		
✓ Install DoD Certificates		<b>*</b>
× Install ECA Certificates 😟		👷 👻
× Install JITC Certificates 😟		۰
× Install WCF Certificates		<b>.</b> -

14. Once the certificates are installed successfully, you will see a "certificate installation successful" message. If the certificates were already installed, you may not see a message.



15. If you see the error below, click **OK** and attempt to have the user sign into Citrix Storefront. Seeing this error generally will not affect overall certificate installation, you may click OK to disregard. If they are still unsuccessful, please have the user contact their company IT Help Desk team to have them install this software with an Administrator account.

Target Certificate Store	Adds	Deletes
Microsoft Local Computer	0	0 of 10
Subject: DOD EMAIL CA-41; Issuer: DoD Root CA 3: Insufficient privileges		
Subject: DOD EMAIL CA-42; Issuer: DoD Root CA 3: Insufficient privileges		
Subject: DOD EMAIL CA-43; Issuer: DoD Root CA 3: Insufficient privileges		
Subject: DOD EMAIL CA-44; Issuer: DoD Root CA 3: Insufficient privileges		
Subject: DOD ID CA-41; Issuer: DoD Root CA 3: Insufficient privileges		
Subject: DOD ID CA-42; Issuer: DoD Root CA 3: Insufficient privileges		
Subject: DOD ID CA-43; Issuer: DoD Root CA 3: Insufficient privileges		
Subject: DOD ID CA-44; Issuer: DoD Root CA 3: Insufficient privileges		
Subject: DOD ID SW CA-37; Issuer: DoD Root CA 3: Insufficient privileges		
Subject: DOD ID SW CA-38; Issuer: DoD Root CA 3: Insufficient privileges		

16. After installation is complete, close InstallRoot, reboot the endpoint and try to sign into VDI again. If the user still receives the aforementioned SSL error, have them contact their company's IT Help Desk team for further assistance (if on a CFE laptop). We do not officially support personally-owned home equipment. Alternatively, the user may also request a UMC laptop by submitting a request on the Service Portal.



#### For further assistance, please contact:

**DISA Global Service Desk** 

844-DISA-HLP (844-347-2457) or DSN 312-850-0032

\*\*Press 5, then speak or enter D-L-A\*\*

DISA GSD Email (non-urgent ticket requests) Report an Incident (non-urgent ticket requests)