Access to Energy Content Defense Enterprise Portal Service (DEPS) F5 Error

Users may receive the "F5 your session could not be established" error when they are attempting to access Energy content hosted in DEPS. Most users will receive this error if they do not select their email certificate at the Common Access Card (CAC) authentication prompt. If you receive this error, within your browser clear your SSL state by going to Tools, Internet Options, Content Tab, and click Clear SSL State.

For users who are in "dual persona" status who are both a guardsman or reservist concurrent to serving as a contractor or DOD civilian employee and have two identities within the Department of Defense Eligibility Enrollment System (DEERS). Sometimes users are identified in this way when they transition from military service to contract or civil service employment. In either case, you must use a new certificate referred to as the Personal Identity Verification (PIV) certificate. To use the PIV certificate, a user should access the DMDC RAPIDS Self Service website to install and activate your PIV certificate.

Go to https://www.dmdc.osd.mil/self_service
Click "Sign On"
Click "Ok" on the RAPIDS Self-Service consent to monitor screen.
Click "Login" under the CAC photo. Select your certificate and input your PIN if prompted.
On the line for the appropriate card, click "Activate PIV certificate" button and follow the prompts. This will take a few minutes. If you receive an error, you will need to contact your local IT service desk for assistance, then proceed when your PIV is activated.

Once your PIV certificate is installed and activated on your CAC, you now need to set up your computer to use the PIV certificate instead of the Email certificate.

Start ActivClient.

For ActivClient 6.2.0.x, choose Tools–>Advanced–>Forget State for All Cards. **Perform this operation twice**. Then choose Make Certificate available to Windows.

For ActivClient 7.0.x.x, choose Tools–>Advanced–>Reset Optimization Cache.

Then simply remove and reinsert your CAC.

After following these steps, you should see 4 active certificates on your CAC. If not, repeat the actions above.

Once the PIV activated, you must identify which certificate is the PIV as it will only work with DEPS or Enterprise Email. The PIV certificate can be identified by examining the certificate properties when prompted by a web site. Under the "Subject Alternative Name" attribute, the PIV will have a 16 digit EDIPI number rather than the 10 digit under the Principle name=XXXXXXXXX@mil value. Use this only for DEPS.

User with a PIV certificate should understand it only works in DEPS and Enterprise Email. If you select the PIV by mistake in other resources you will receive an error. Simply clear your SSL state as described above, close your browser, reopen and return to the site. Be sure to select a different certificate.

If you are still unable to access our content, please contact the DLA Energy Helpdesk at (800) 446-4950, DSN: 697-6733, 6736, 6737, 6738, or by email at energy.helpdesk@dla.mil.