

If you are experiencing a Security Certificate Error Message when accessing [FAITAS](#) from a government network, please note that FAITAS' security certificate has been upgraded. Please provide your IT department with the following guidance so they may assist you with installing the DOD root certificates.

Updates to your Agency-Issued computer are typically pushed by your Agency's internal IT organization. However, since FAITAS is a federal-wide system, we are unable to push an updated security certificate to your Agency-Issued or home-based computer. The required Security Certificate, which is not updated often, is issued by the Defense Information Security Agency (DISA) and may be downloaded and installed by you or your Agency's internal IT organization by utilizing the directions below.

To download the DoD CA certificates:

1. Please access: <https://iase.disa.mil/pki-pke/Pages/tools.aspx>
2. Scroll down the page to the Trust Store.
3. Under InstallRoot 5.1 NIPR Windows Installer, please select the link for Non-Administrator.
4. You will be prompted to Open/Run/Save the installation file, **InstallRoot_5.1x32_NonAdmin.msi**. The need to save is not required, so it is your preference on which of the available options you choose.
5. Upon opening the **InstallRoot_5.1x32_NonAdmin.msi** file, you will be presented with the InstallRoot Setup Wizard. Simply choose Next after reading each step of the Wizard.

NOTE: If after clicking Next you are prompted to Modify, Repair, or Remove the InstallRoot tool, this indicates you have previously installed the software. Please skip to the second note at the end of these instructions.

6. When prompted to select the features you wish to install, ensure that **at least** the "Graphical Interface" is checked. Afterwards, click on Next and then Install.
7. After the installation of the tool is complete, click Run InstallRoot.
8. At this point, you may be prompted to add the certificates to Firefox (if installed on your computer). It is recommended that you select "Yes," but if you primarily access FAITAS with Internet Explorer, this is not required.
9. A Quick Start screen will appear showing screenshots of the final steps you will need to take to complete the installation. Please read the red text instructions within these screenshots and choose Next until you're able to select Finish.
10. After selecting Finish, you should be presented with a Microsoft Current User tab and, if you chose to install certificates to Firefox as indicated in step #8, a Firefox tab should also appear for each Firefox profile on your computer. Please look under each of these tabs and make sure that Install DoD Certificates has a green checkmark. The other certificates (ECA and JITC) are not required.
11. Click on the Install Certificates.

Note I: If you experience any difficulty installing these certificates on a work-issued computer, please consult your local IT group and ask them to install the administrator version of InstallRoot that's available for download on the same website identified in step #1.

Note II: If you previously installed the "InstallRoot" tool, you most likely will not need to take any further action, and you may close out of the InstallRoot setup process if still open. If you cannot access an assigned end-of-course survey in FAITAS, or the Acquisition Workforce Competency Survey once invited in October, please contact the Customer Service support team, <http://www.fai.gov/help-desk>.