	Defense Cyber Crime Center (DC3) Standard Operating Procedure
Title	DC3 Remote Access User Guide
Version	3.1
Effective Date	28 May 2020
Approved By	Andrew K. Nelson, Chief Network Operations

## Mac users are advised to call helpdesk for Citrix receiver installation.

### Access from a personal Windows Computer

#### Requirements

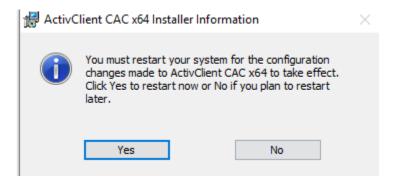
- 1. NIPR-ActivClientV7.2x (ActivClent installation)
- 2. A CAC Reader
- 3. A Valid CAC with valid email certificate
- 4. A CAC Compatible Web browser (Internet Explorer 10 or 11) or Google Chrome
- 5. Installation of "InstallRoot 5.5" from DISA or provided as a link from DC3 website
- 6. Installation of FBCA cross-certificate removal tool from DISA or provided as a link from DC3 website
- 7. HomeUser Cert Tool\_V04
- 8. Citrix Workspace App (Citrix Receiver)

#### Installing Active Client:

- 1. Open a browser and type this link <u>https://www.dc3.mil/DC3/Employees/Remote-Access/</u>
- 2. On the page click "Remote Access" in the middle of the page
- 3. NIPR-ActivClientV7.2xand run the "Install.bat".

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File Home Shar	e View	Application Tools			~ 🕐
← → ~ ↑ 🔒 « D	VD > SDC	NIPR - ActivClient v7	~ ē	Search SDC NIPR - A	ActivClient 🔎
	Name	^		Date modified	Туре
Quick access Documents	AppD	eployToolkit		3/16/2020 2:33 PM	File folder
	Files			3/16/2020 2:35 PM	File folder
👆 Downloads 🛛 🖈	🔁 Deplo	y-Application		12/18/2016 6:29 PM	Application
📰 Pictures 🛛 🖈	Deplo	y-Application.exe.conf	ig	12/18/2016 6:29 PM	CONFIG File
Citrix	📄 Deplo	y-Application		12/5/2019 8:23 AM	Windows Powers
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Videos	Read!	Иe		12/5/2019 8:23 AM	Text Document
	SDC N	NIPR - ActivClient v7.2.	c - 191205	12/5/2019 9:22 AM	Compressed (zip
This PC	Softw	areVersion		11/26/2019 9:14 AM	Text Document
3D Objects	Unins	tall		6/17/2019 1:41 PM	Windows Comm
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10 items 1 item selecte					

- 4. Right click and run as Administrator
- 5. Laptop will ask for a reboot.



6. After a reboot, ensure you can view ActivClent in the System tray



7. Continue to STEP1 below

**Note:** Before you can access DC3 Remote Access Portal, you must perform step 1 through 8 to install the required Citrix Receiver software, ActivClient and DoD CA certificates. This is a one-time installation.

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## STEP 1: Downloading and installing InstallRoot 5.5x64

- You must download and install InstallRoot 5. Download and instruction available on dc3.mil/remote access
  - 7.1 Save "InstallRoot\_5.5x64.msi" to your local computer drive

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$\leftarrow$ $\rightarrow$ $\checkmark$ $\uparrow$	> Citrio	ĸ				✓ ັບ Search Citrix		Q
📌 Quick access	^	Name	^		Date modified	Туре	Size	
		🎯 CitrixV	VorkspaceApp		2/21/2020 11:59 AM	Application	132,186 KB	
		🔂 Install	Root_5.2x64		1/11/2018 2:08 PM	Windows Installer	28,082 KB	
👆 Downloads	*	unclas	ss-fbca_crosscert_remo	over_v117	6/13/2019 4:06 PM	Compressed (zipp	44 KB	
Pictures	*	🚾 unclas	ss-rg-installroot_5_2_n	iprnet_user_g	2/27/2020 9:53 AM	PDF File	e Size blication 132,186 KB dows Installer 28,082 KB npressed (zipp 44 KB	
Citrix	*							
👌 Music								
📑 Videos								
4 items 1 item se	lected 27	.4 MB			_			

7.2 Once the download has completed, open the file location, and then double- click on

"InstallRoot\_5.2x64.msi"

📙   📝 📙 🚽		Manage	Citrix			- 0	×
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Citrix 🖈							
👌 Music							
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4 items 1 item selected 2	7.4 MB						

7.3 Follow the installation process. At "Welcome to the InstallRoot Setup Wizard" click

Next

#₽	InstallRoot Setup
	Welcome to the InstallRoot Setup Wizard
	The Setup Wizard will install InstallRoot on your computer. Click Next to continue or close the window to exit the Setup Wizard.
	Next >

7.4 At "Choose file Location" page, accept the default, and then click next

19 <sup>1</sup>	InstallRoot Setup - 🗆 🗙
	Choose a file location
	To install in this folder, click "Next". To install to a different folder, enter it below or click "Browse".
	C: \Program Files \DoD-PKE \InstallRoot \ Browse
	< Back Next >

7.5 At "InstallRoot Features" page, all feature is checked by default. click Next

12	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 >

7.6 At "Begin installation of InstallRoot" page, click Install

1₽	InstallRoot Setup	×
	Begin installation of InstallRoot	
	Click Install to begin the installation. If you want to review or change any of your installation settings, click Back. Close the window to exit the wizard.	
	< Back Install	

7.8 You will see InstallRoot has been successfully installed, click Run Install root

t⊌	InstallRoot Setup	×
	DOD PKF	
	InstallRoot has been successfully installed.	
	Run InstallRoot	_
	Close	

7.9 Click next on Quick Start : welcome to installRoot 5.5 page (Next on each page)

Quick Start: Welcome to InstallRoot 5.2!	—		$\times$
Installing DoD certificates is easy!			
InstallRoot			
Home Store Group Certificate Help			
Install Oplate Microsoft Current User Preferences Save Refresh Restart as Application Microsoft Current User Preferences Save Refresh Restart as Application Microsoft Current User Preferences Save Refresh Restart as Application	geted		
X Install ECA Certificates 🕖			-
X Install JITC Certificates 🥹			~
	[	Nex	t >

7.10 Make sure Local Computer store is selected, if not, click on the Store
 Tab, select Local Computer, click on the drop-down arrow on the right to display all
 DoD certificates, and then select all the Certificates

lome Store Group C	ertificate Help				
Install Online Preference ertificates Update	s Save Settings				
Actions Applie	ation				
🌆 Microsoft Local Computer					
Install DoD Certificates 🧐					
Subject	Issuer	Sub-location	Installed	Subscribed	1
DoD Root CA 2	DoD Root CA 2	ROOT	~	-	í I
💡 DoD Root CA 3	DoD Root CA 3	ROOT	~	~	11
ODD Root CA 4	DoD Root CA 4	ROOT	×	-	
ODD CA-27	DoD Root CA 2	INTERMEDIATE	4	1	
ODD CA-28	DoD Root CA 2	INTERMEDIATE	1	1	
💡 DOD CA-29	DoD Root CA 2	INTERMEDIATE	1	4	
💡 DOD CA-30	DoD Root CA 2	INTERMEDIATE	4	4	
ODD CA-31	DoD Root CA 2	INTERMEDIATE	~	-	
DOD CA-32	DoD Root CA 2	INTERMEDIATE	~	~	
ODD EMAIL CA-27	DoD Root CA 2	INTERMEDIATE	4	~	
0 DOD EAAAU CA 30	DeD Peet CA 3	INITEDRAEDIATE	10	110	
Install ECA Certificates 😡					
					 -

- 7.11 Click Home Tab, and then Click Install Certificates
- 7.12 Click OK, and then close InstallRoot

oD (47)		
Target Certificate Store	Adds	Deletes
Microsoft Local Computer	9 of 9	0
Subject: DoD Root CA 4; Issuer: DoD Root CA 4: INSTALLED		
Subject: DOD ID SW CA-45; Issuer: DoD Root CA 3: INSTALLED		
Subject: DOD ID SW CA-46; Issuer: DoD Root CA 3: INSTALLED		
Subject: DOD ID SW CA-47; Issuer: DoD Root CA 4: INSTALLED		
Subject: DOD ID SW CA-48; Issuer: DoD Root CA 4: INSTALLED		
Subject: DoD Root CA 2; Issuer: US DoD CCEB Interoperability Root CA 1: INSTALLED		
Subject: DoD Root CA 2; Issuer: DoD Interoperability Root CA 1: INSTALLED		
Subject: DoD Root CA 3; Issuer: DoD Interoperability Root CA 2: INSTALLED		
Subject: DoD Root CA 3; Issuer: DoD Interoperability Root CA 2: INSTALLED		

**STEP 2**: Installing FBCA cross-certificate removal tool

7.13 Open the folder where unclass-fbca\_crosscert\_remover\_v117 zip file is downloaded.

🔒   🛃 📕 🛨	Extract Citri	K		- 0	×
File Home Share	View Compressed Folder Tools				~ <b>?</b>
$\leftrightarrow \rightarrow \checkmark \uparrow \square \rightarrow c$	itrix		✓ 🖸 Search Citrix	C	م
∧ ≱ Quick access	Name	Date modified	Туре	Size	
	unclass-fbca_crosscert_remover_v117	2/27/2020 11:35 AM	File folder		
🖆 Documents 🖈	🌀 CitrixWorkspaceApp	2/21/2020 11:59 AM	Application	132,186 KB	
🕂 Downloads 🖈	😽 InstallRoot_5.2x64	1/11/2018 2:08 PM	Windows Installer	28,082 KB	
📰 Pictures 🛛 🖈	unclass-fbca_crosscert_remover_v117	6/13/2019 4:06 PM	Compressed (zipp	44 KB	
Citrix 📌	unclass-rg-installroot_5_2_niprnet_user_g	2/27/2020 9:53 AM	PDF File	2,622 KB	
b Music					
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5 items   1 item selected	43.0 KB				175 📼

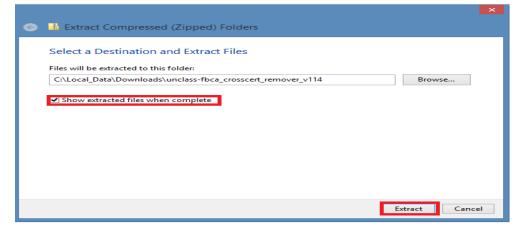
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		unclass-fbca_crosscert_remover_v117	2/27/2020 11:35 AM	File folder		
Documents		CitrixWorkspaceApp	2/21/2020 11:59 AM	Application	132,186 KB	
🕂 Downloads 🔋	¢	😽 InstallRoot_5.2x64	1/11/2018 2:08 PM	Windows Installer	28,082 KB	
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👌 Music						
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5 items 1 item sele	cted					
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7.14 Navigate to where you saved the file, right-click "unclass-

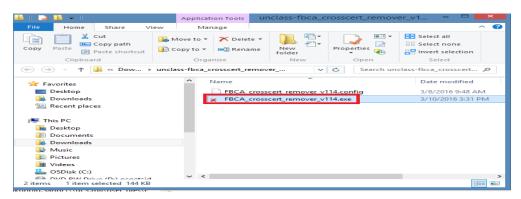
fbca\_crosscert\_remover\_v114.zip", and then Click Extract All

7.15 Check "Show extracted files when completed" box, and then click Extract



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7.16 Double-click "FBCA\_crosscert\_remover\_v114.exe"



7.17 Press "enter" to continue

🗙 C:\Local_Data\	Downloads\unclass-fbca_crosscert_remover_v114\FBCA_crosscer = 📮 💻 🌉
- C=US	DoD Interoperability Root CA 2, OU-PKI, OU-DoD, O-U.S. Government DoD Root CA 3, OU=PKI, OU=DoD, O=U.S. Government, C=US Serial: Ø
running the InstallBoot	DoD Root and Intermediate CA certificates which can be done by latest version of InstallRoot (as an administrator). can be obtained from http://iase.disa.mil/pki-pke/ l with administrative privileges and then as the user the issues.
	ndows 2000 SP3 or newer Operating System rk 2.0 or above
USAGE: HELP HELP JIST DISALLOW NOBOBROOT NOBOBROOT NOBELETE FORCE	This help screen. Solve the screen service require user to hit <enter>. Solve the screen service set of the service set of the stores. Disallow the certificate before deleting it. Don't adde the Dob Rook of Solvetificate to the stores. Don't delete the Common Policy Roots. Remove and untrust the EGA cress-certificate. Remove and untrust the EGA cress-certificate. Add certificates regardless if they already exist.</enter>
the LocalMachin	
Specify a "/S" Press (ENTER) t	on the command-line will prevent this prompt. o continue

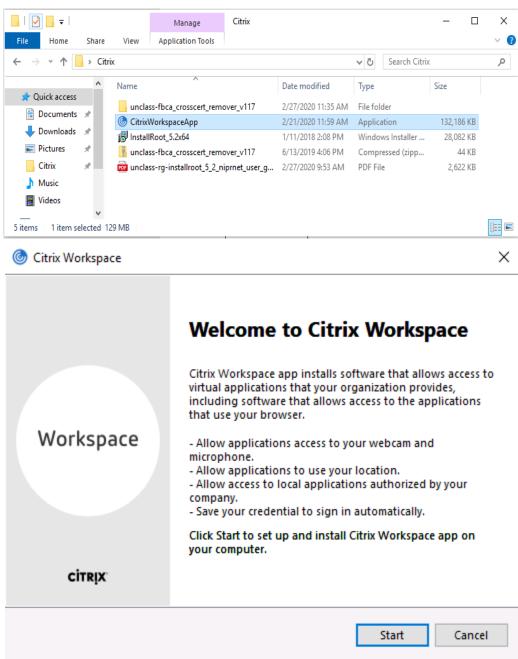
7.18 Press "enter" to close the window

🗶 C:\Local_Data\Downloads\unclass-fbca_crosscert_remover_v114\FBCA_crosscer – 🗖 💌
Adding DoD Root 3 to certitificate stores
* Adding CN=DoD Root CA 3 to the CurrentUser Root storeALREADY EXISTS * Adding CN=DoD Root CA 3 to the LocalMachine Root storeALREADY EXISTS
Untrusting the Non-DoD used cross-certificates
* Adding IRCA-DoDRootCA2 to the LocalMachine Disallowed storeALREADY EXISTS Adding IRCA-DoDRootCA2 to the CurrentUser Disallowed storeALREADY EXISTS Adding CCEB-DoDRootCA2 to the CurrentUser Disallowed storeALREADY EXISTS Adding CCEB-DoDRootCA2 to the CurrentUser Disallowed storeALREADY EXISTS Adding CCEB-DoDRootCA2-Mar2016 to the LocalMachine Disallowed storeALREADY EXISTS Adding CCEB-DoDRootCA2-Mar2016 to the CurrentUser Disallowed storeALREADY EXISTS Adding IRCA2-DoDRootCA3 to the LocalMachine Disallowed storeALREADY EXISTS Adding IRCA2-DoDRootCA3 to the CurrentUser Disallowed storeALREADY Adding IRCA2-DoDRootCA3 to the CurrentUser Disallowed storeALREADY Adding IRCA2-DoDRootCA3-Feb2016 to the CurrentUser Disallowed storeALREADY Adding IRCA2-DoDRootCA3-Feb2016 to the CurrentUser Disallowed storeALREADY EXISTS Adding IRCA2-DoDRootCA3-Feb2016 to the CurrentUser Disallowed storeALREADY EXISTS
Finished.
Press <enter> to continue</enter>

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# STEP 3: Downloading and installing Citrix Workspace App (Citrix Receiver)

7.19In the same Folder, Click and install Citrix Workspace App



7.20 At Citrix Workspace page, Click Start.

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litrix Workspace	×
License Agreement	
You must accept the license agreement below to proceed.	
CITRIX LICENSE AGREEMENT	
Use of this component is subject to the Citrix license or terms of service covering the Citrix product(s) and/or service(s) with which you will be using this component. This component is licensed for use only with such Citrix product(s) and/or service(s).	
CTX_code EP_R_A10352779	
✓ I accept the license agreement	
Next	Cancel

7.21 Check "I accept the license agreement" and click next.

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🎯 Citrix Wo	rkspace	×
	Enable Single Sign-on	
	When enabled, single sign-on remembers your credentials for this device, so that you can connect to other Citrix applications without having to sign in each time. You should do this only if your IT administrator has instructed you to. This will take effect the next time you log on to this device.	
	Enable single sign-on	
	For more information on configuring single sign-on, please see	
	article CTX133982 at citrix.com/support. Install Cancel	

7.22 Check "Enable Single Sign-on" then click install

Oitrix Workspace	×
CİTRIX	
Installation successful If you received instructions to set up Citrix Workspace app with your email or a server address, click Add Account.	
Otherwise, click Finish, and you can set up an account later.	
Add Accour	nt Finish

7.23 Click Finish

Citrix Wo	rkspace	$\times$
٢	You must restart your computer to complete the installation. Do you want to restart now?	
	Yes No	

7.24Click "Yes" to restart your computer.

7.25 Install "HomeUser Cert Tool\_V04" by double clicking and following the prompt.

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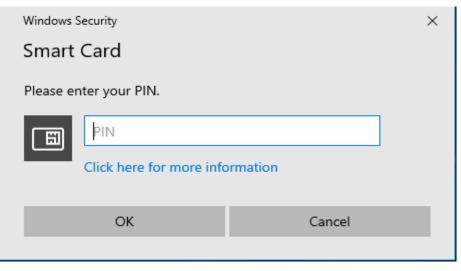
## Accessing Citrix Remote page

. After a reboot, please complete the following task to use Remote on your personal computer.

8.1 Use any browser "Chrome or Internet Explorer" to connect to https://seahawk.dc3.mil

C DCI) Department of Defense Cy x + ← → X © seehawk.dcl.mit		
Code Chone art your default brower Set as default	Select a certificate X Select a certificate underholder yourself to senare k.d.3m0443 Subject I tour Senal ADIT DOD INVAL CA.31 ADIT DOD I CA.31	A FEDERAL CYSER CENTER
DC3 DG7NLFORMACS CYSERTIANING		ANALYTICS INCLUSIVES.
	Centricate information Central	

- 8.2 You will be prompted for a CAC Certificate.
- 8.3 Select your Email Certificate, and then click OK.

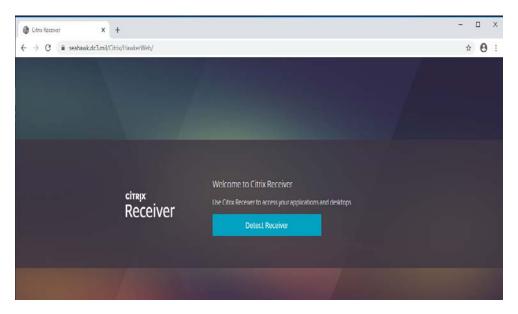


8.4 The PIN prompt screen will display

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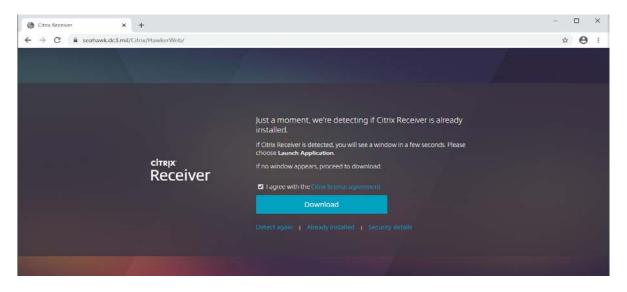
8.4 Enter your PIN and then Click OK.

Windows Security	×		
Smart Card			
Please enter your PIN.	Please enter your PIN.		
[III]			
Click here for more info	ormation		
OK	Cancel		



8.4. Click Detect Receiver.

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8.5. Check "I agree with the Citrix License agreement", then Click Already Installed.

			- 🗆 X
You are accessing a U.S. Government (USG) Information System (IS) that is provided for USG-authorized use only. By using that IS (which includes any device attached to that IS), you consent to the following conditions. The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (C) investigations. At any time, the USG may inspect and seize data stored on this IS. Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG-authorized purpose. This IS includes security measures (e.g., authentication and access controls) to protect USG interset—motif or your personal benefit or privacy. Notwithstanding the above, using this IS does not constitute consent to PM. LE or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or dergy, and their assistants. Such communications and work product are private and confidential. See User Agreement for details.	$\leftrightarrow$ $\rightarrow$ C $\hat{\mathbf{C}}$ seahawk.dc3.mil/Citrix/H	awkerWeb/	☆ 🖰 :
		You are accessing a U.S. Government (USG) Information System (IS) that is provided for USG-authorized use only. By using that IS (which includes any device attached to that IS), you consent to the following conditions: The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations. At any time, the USG may inspect and seize data stored on this IS. Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG-authorized purpose. This IS includes security measures (e.g., authentication and access controls) to protect USG interests—not for your personal benefit or privay. Notwithstanding the above, using this IS does not constitute consent to PM. LE or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attomeys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential. See User Agreement for details.	

8.6 DoD Warning statement will display

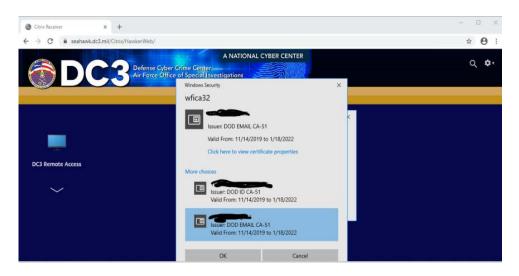
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- 8.7 Read and accept the DoD Warning statement.
- 8.8 After Accepting the DoD Warning Statement, your desktop will automatically launch, if not, the portal home page will display the Desktops and Applications which are available to you.



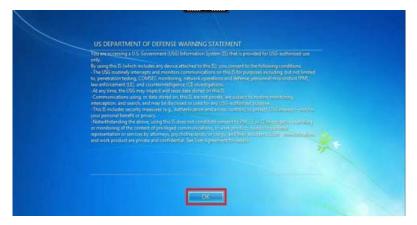
8.9To access a Desktop, click on "DC3 Desktops" icon.

8.10The Certificate prompt will display, select your Email Certificate, and then click ok



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8.11 Click "OK" to accept DoD Warning Statement (see figure 20).



8.12 Windows login screen will display. Click "Switch User" to Login with your CAC Email Certificate (see figure 21).



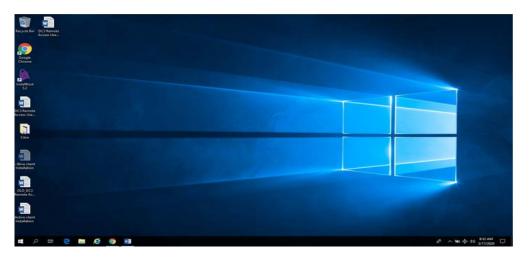
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8.13 Select your Email certificate if is not preselected and enter your PIN and then click the forward arrow or press enter. (see figure 22).



Wait for Windows to load your profile. You can start using the Desktop after you have successfully logged on (see figure 23). The experience will be similar to sitting at your desk in the office.

#### Figure 23. Virtual Hosted Desktop



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**NOTE:** You will be prompted for your PIN after 30 minutes of inactivity on the remote access portal page. To avoid PIN prompt after 30 minutes of inactivity, please **click** on cancel when prompted, and close the portal page. Press Alt+Tab or click on desktop viewer icon on the taskbar to go back to your virtual hosted desktop to continue using your desktop session.

8.15 After you have successfully logged on, you can access files and application from your desktop (see figure 24).

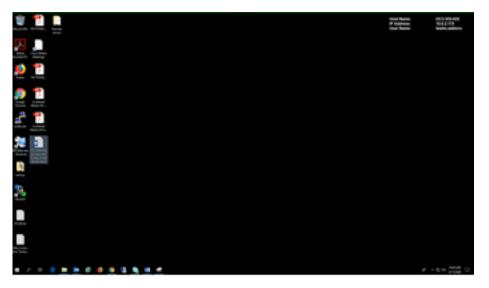


Figure 24. Access Home Page

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- 8.16 Please logoff properly after you finish using the Desktop. To log off, click on the Windows icon on the bottom left corner of the desktop, and then click on the logoff button.
- 8.17 After you have logged off from the Desktop if the portal page is still active Logoff from the portal page. To log off, click on the Wheel button at the top right corner, and then click on the logoff button (see figure 25).

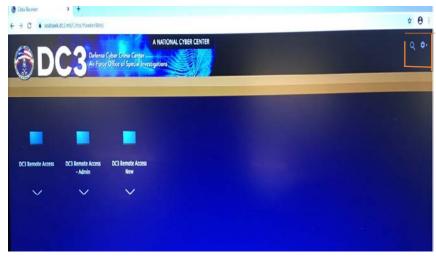


Figure 25. Logoff

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# ACRONYMS DEFINITION

- CAC Common Access Card
  DC3 Defense Cyber Crime Center
  DoD Department of Defense
  EPA Endpoint Analysis
  LAN Local Area Network
  PIN Personal Identification Number
  SOP Standard Operating Procedure
- USB Universal Serial Bus