



How to clear certificates the Cross Cert Removal Tool didn't clear automatically

Presented by: Michael J. Danberry

Last update / review: 12 March 2017

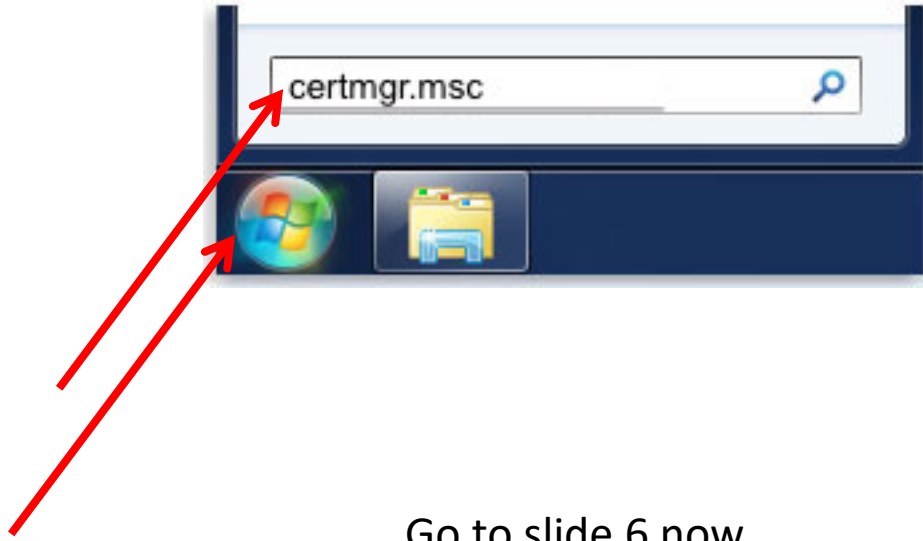
Most of the time when running the Cross Cert Removal Tool it doesn't remove the certificates that are preventing you from accessing some DoD CAC enabled websites. This guide will show you how to use *certmgr.msc* to remove the "bad" certificates manually.

NOTE: This is the only procedure for **Windows RT devices to remove the "bad" certificates, but will work for all versions of Windows.**

Please check for the most current version of this presentation at:

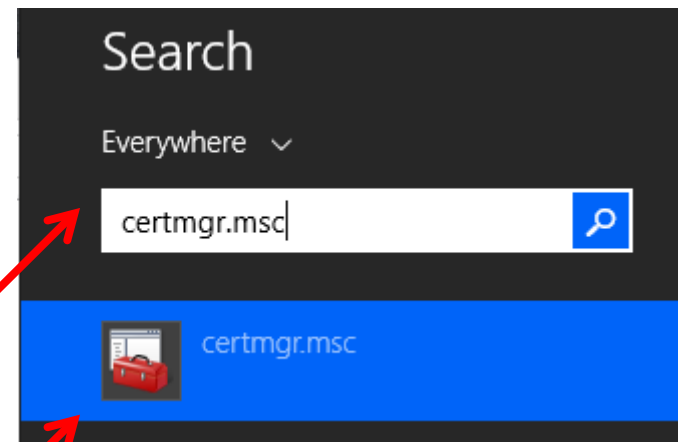
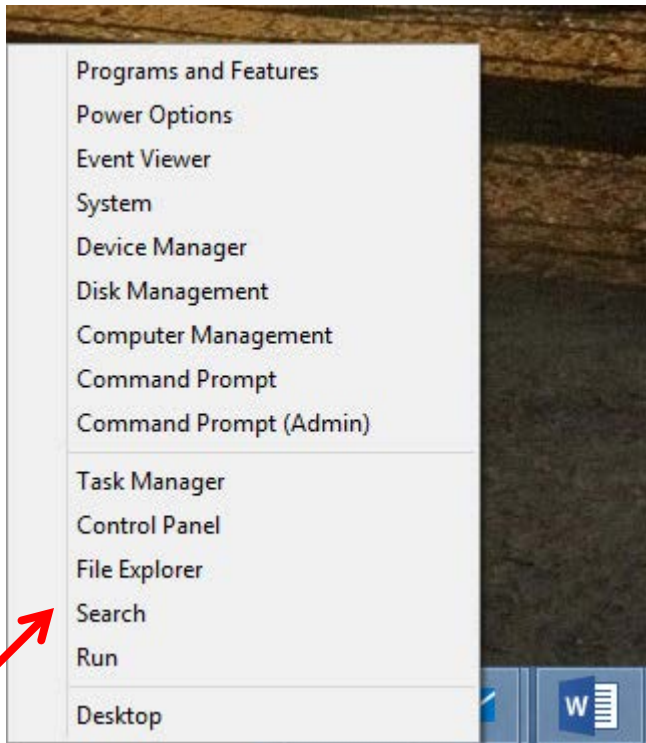
<http://militarycac.com/files/certmgr.pdf>

Windows 7 users: Click the Windows logo
“orb”, type: *certmgr.msc* in the Search
programs and files box



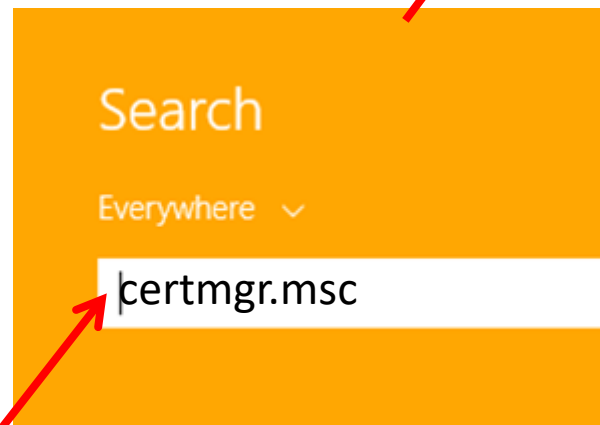
Go to slide 6 now

Windows 8.1 (including **RT**) users: Right Click the Windows logo icon, click *Search*, type: *certmgr.msc*, select *certmgr.msc*



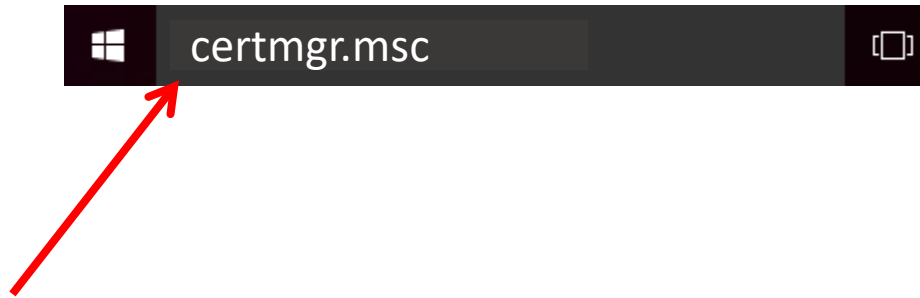
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Windows 8 & 8.1 (including **RT**) users can also select the “Windows” and letter “Q” keys on your keyboard, type: *certmgr.msc* in the Search Everywhere box



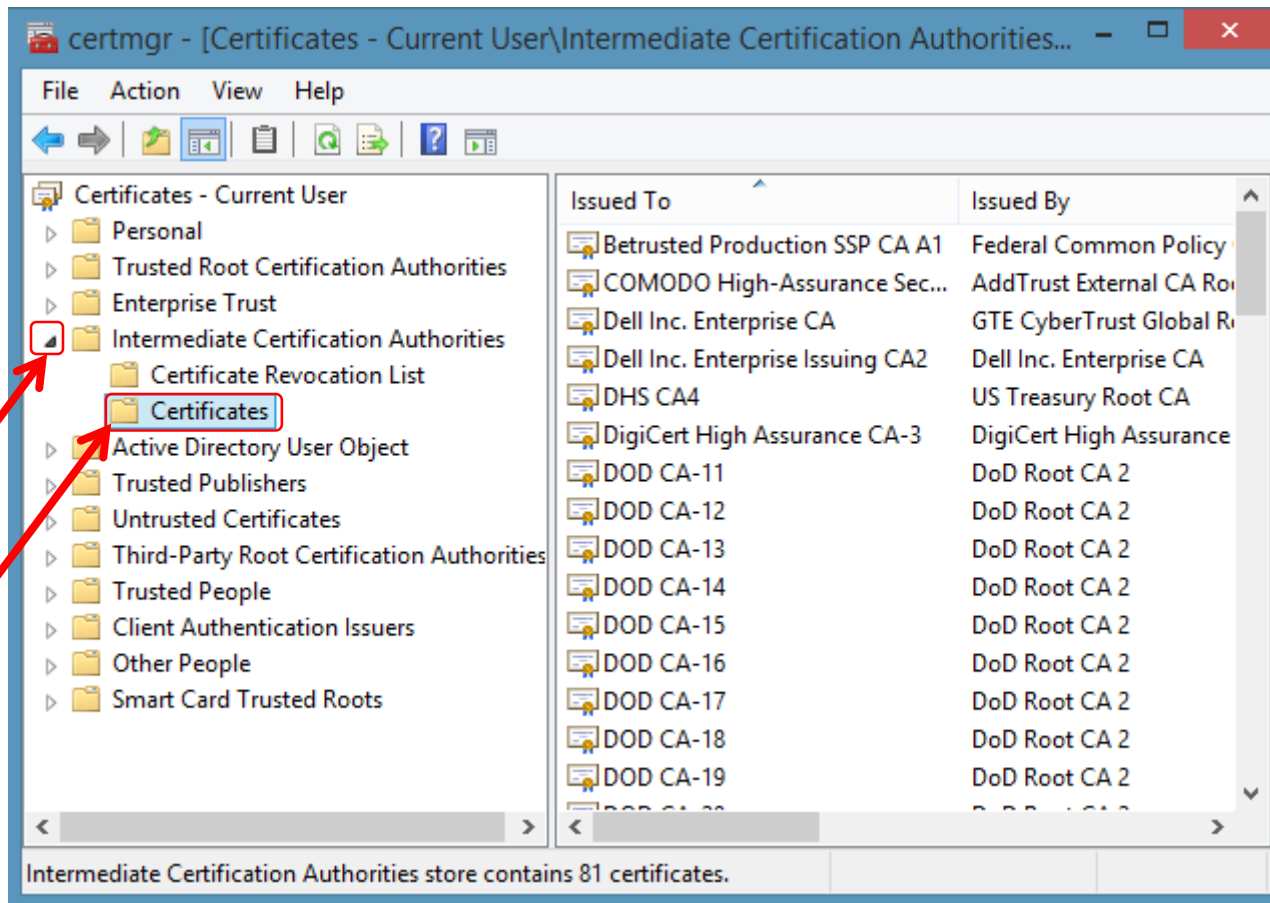
Go to slide 6 now

Windows 10 users type: *certmgr.msc* in the *Search the web and Windows / Ask me anything* box in your taskbar

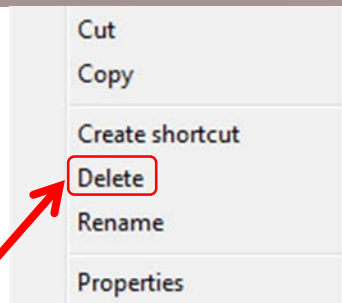
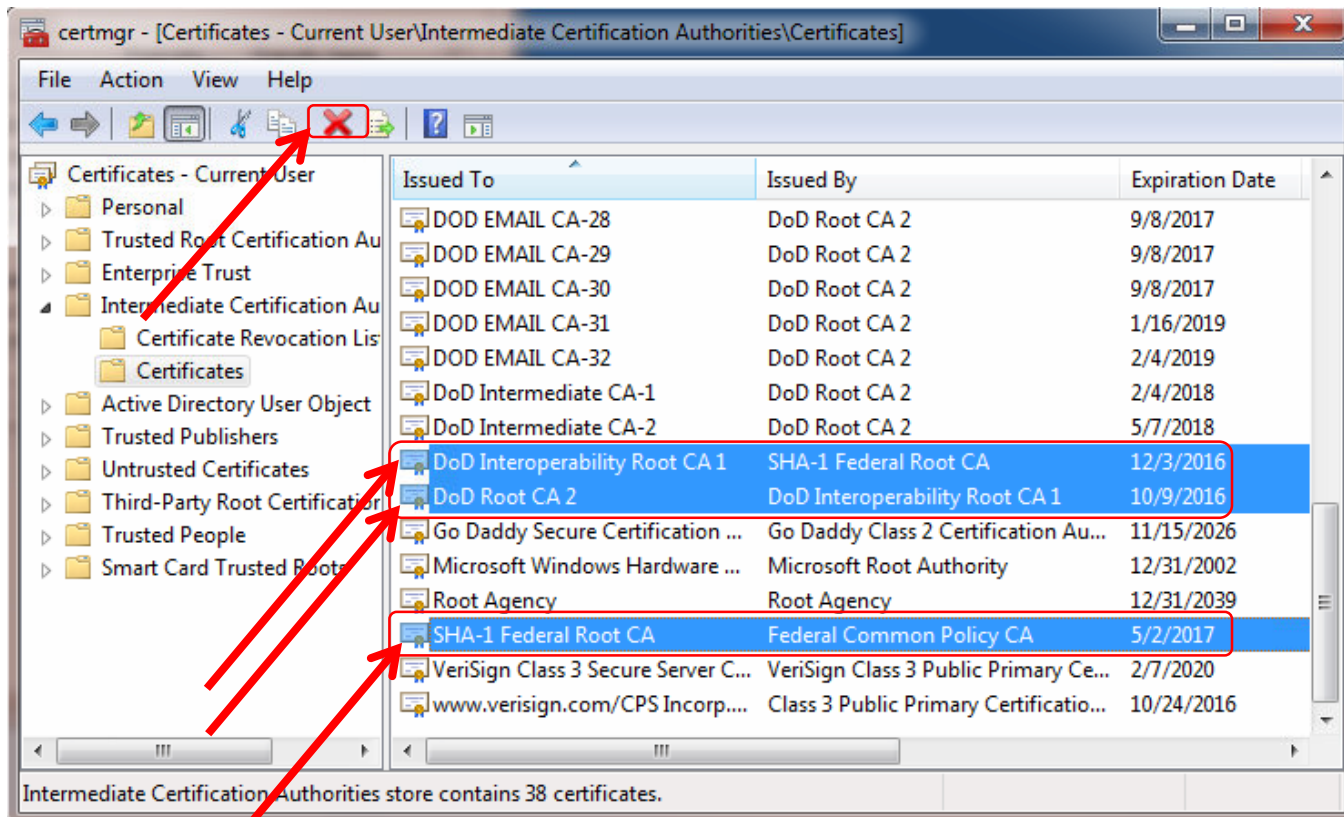


Go to slide 6 now

Click the arrow next to *Intermediate Certification Authorities*, then click on the *Certificates* folder

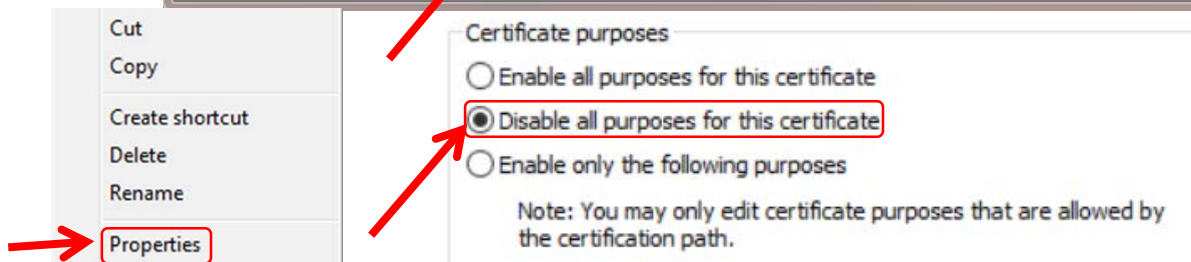
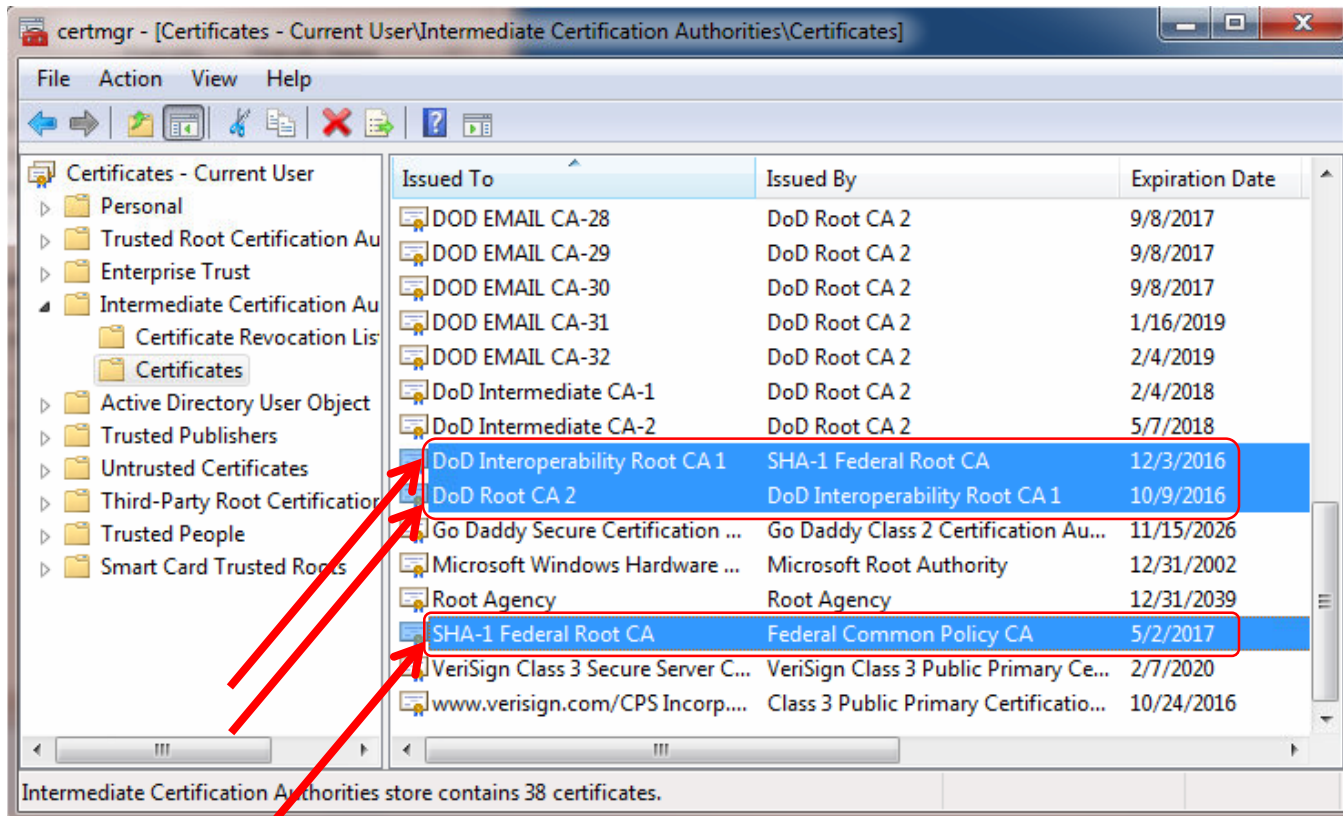


Right click each of the shown certificates and select *Delete* from the menu, or click the red X



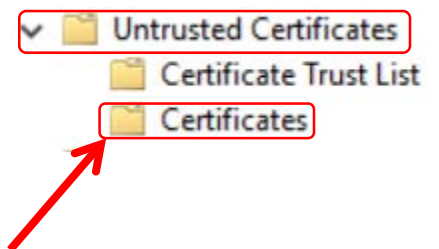
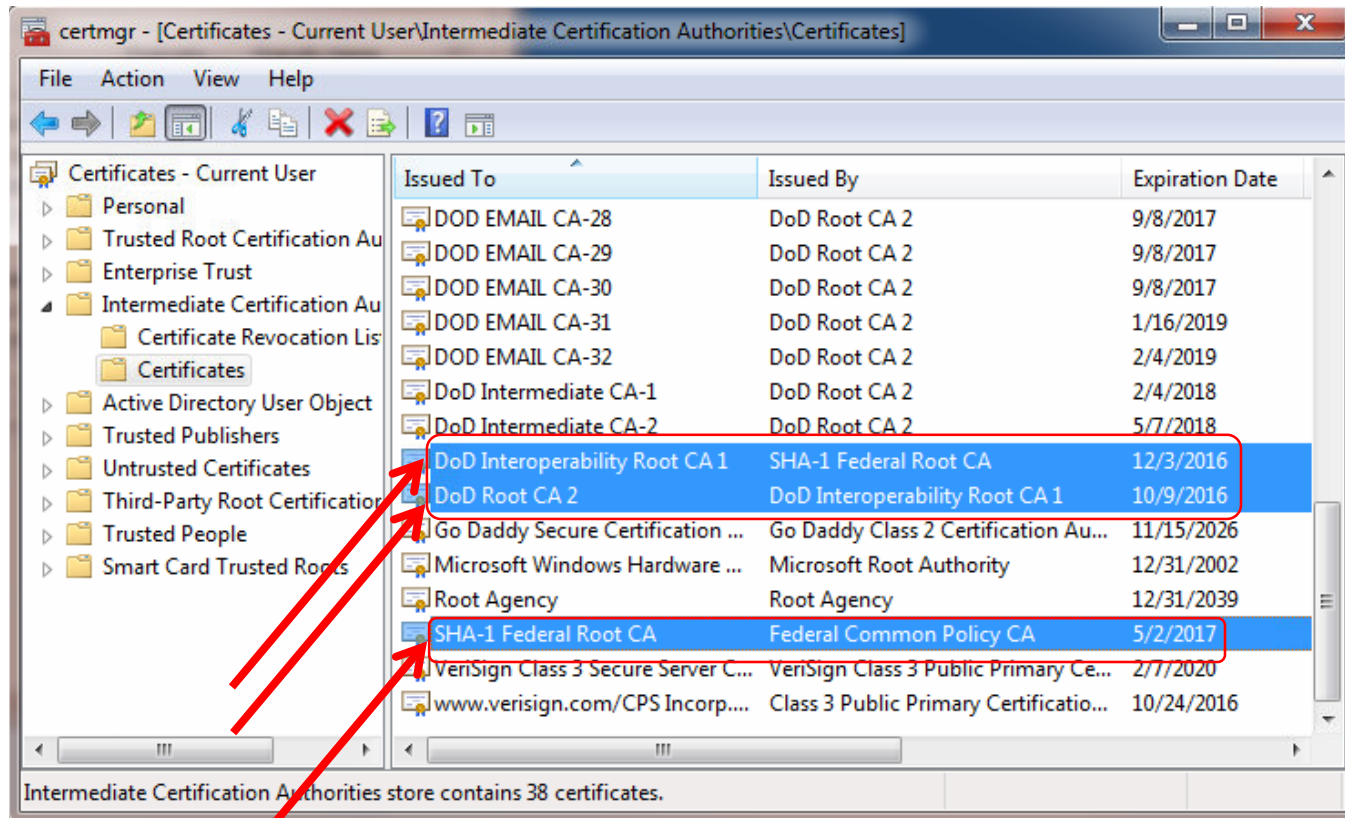
NOTE: If the certs come back, follow slide 8 for another idea to try.

Right click each of the shown certificates, select *Properties* from the menu, then select *Disable all purposes for this certificate*



NOTE: One more option is noted on next slide

Drag each of the shown certificates to the *Certificates* folder under *Untrusted Certificates* folder



You are now complete, try logging into a CAC enabled DoD website with your CAC

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<https://MilitaryCAC.com>

If you still have questions, visit:

<https://militarycac.com/questions.htm>