# **United States Coast Guard (USCG)**

CG CYBER NOSC-AMT



# VDI Remote Access for macOS Catalina/Mojave Installation Guide

September 9, 2020

**Approved for Internet Release** 

| Revision | Date              | Comments         |
|----------|-------------------|------------------|
| 1.0      | September 9, 2020 | Initial document |

# **Table of Contents**

| Introduction  | 1  |
|---|----|
| A. Symbols  | 1  |
| B. Prerequisites  | 1  |
| C. Support  | 1  |
| Chapter 1: Verify Smart Card Reader OS Compatibility                                  | 3  |
| Chapter 2: Verify Smart Card Stock Version  | 10 |
| Chapter 3: Download Required Software   | 11 |
| Chapter 4: Trust DoD CA Certificates - OS   | 16 |
| Chapter 5: Install VDI VMware Horizon Client  | 22 |
| Chapter 6: Connecting to VDI  | 26 |
| Appendix A: Troubleshooting   | 34 |
| User not recognized   |    |
| User not entitled to resources  |    |
| Desktop resource not available (after selecting the pool to launch)                   |    |
| VMware Horizon does not detect smart card (requests "Insert a smart card to log in.") |    |
| Appendix B: Update SCR-3100A Driver   | 34 |

# Introduction

This guide provides instructions on how to install and configure VDI Remote Access software on personal macOS computers. This guide is not for standard workstations that connect to CGOne. Standard workstations are automatically configured for VDI Remote Access.

OpenSSL is an open source cryptographic utility that verifies that the downloaded Department of Defense-specific root and intermediate Certificate Authority (CA) certificates are authentic and have not been tampered with.

The Keychain Access utility provides a graphical user interface for managing CA certificates in the operating system's certificate store. All public certificates installed with this application are considered unclassified.

VMware Horizon Client provides secure access to a virtual desktop connected to CGOne. The VMware Horizon Client software isolates the virtual desktop from the computer running the software.

### A. Symbols

The following symbols may be used in this document:

| Name | Description   | Name | Description   |
|------|---|------|---|
|      | Caution: Exception and/or important direction/information | 0    | Note: Need to Know or Helpful<br>Information  |
| STOP | Warning: Read and/or take action <u>is</u> required       | 50   | Red rectangular and circular shapes<br>are used to highlight an area of the<br>screenshot |

### **B.** Prerequisites

For VDI Remote Access to be properly downloaded and installed, ensure you have the following:

- 1. CAC reader
- Administrator rights to your mac
- 3. Internet connection (for Chapter 3)
- Completely removed all previous CAC software (ActivClient, OpenSC, CACKey, etc), and DoD CA's from Keychain. Instructions can be found at

militarycac.com/macuninstall.htm

### **C. Support**

SBU CGOne Support: The Centralized Service Desk can not provide VDI installation support for personal computers. Additional information on installing VDI on personal computers can be found on the CG Portal at:

https://cg.portal.uscg.mil/units/tiscom/Services/SitePages\_EISI/Virtual\_Desktop.aspx

**CAC Support:** To obtain support for the CAC reader and drivers, users must contact their respective Base C4IT Support Department (BCD)/Electronic Software Distribution. Additionally, the local Supporting Personnel Office will resolve CAC issues (locked card, etc.).

# **Chapter 1: Verify Smart Card Reader OS Compatibility**

Certain card readers require updated firmware or drivers to function properly with macOS. Use the following procedure to verify your system and smart card reader are compatible.



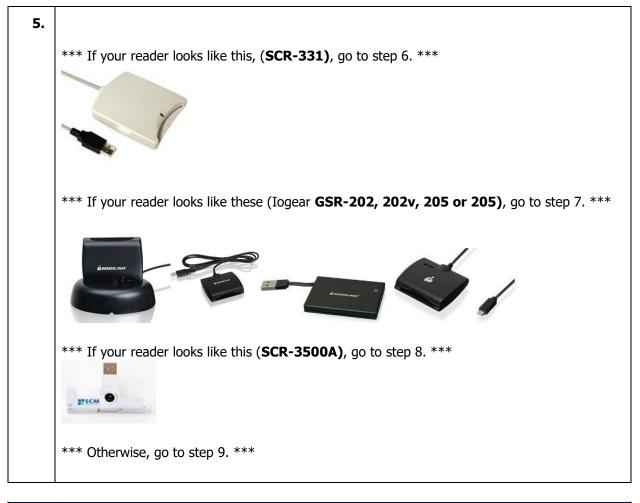




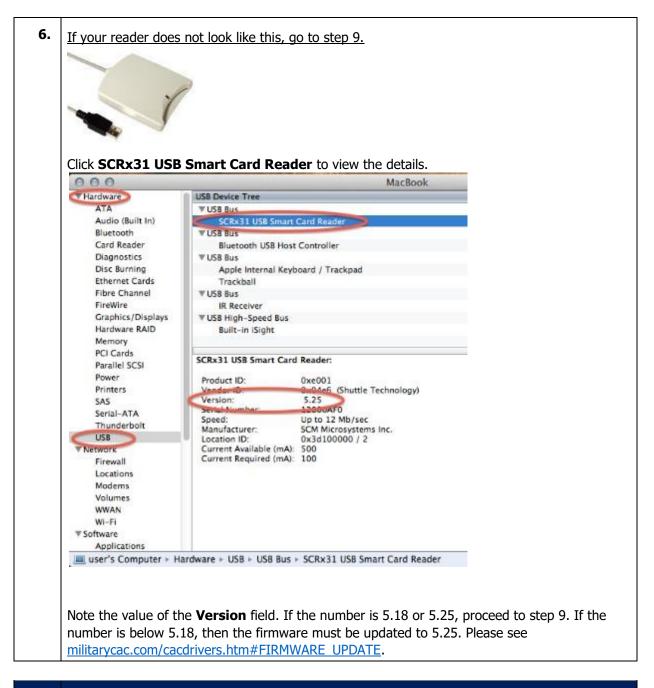
| ▼ Hardware<br>ATA  | USB Device Tree   |       |
|--|---|-------|
| Apple Pay<br>Audio<br>Bluetooth<br>Camera<br>Card Reader<br>Controller<br>Diagnostics<br>Dise Burning<br>Ethernet Catos<br>Fibre Channel<br>For Channel<br>For Channel<br>For Channel<br>For Channel<br>For Splice Cloplays<br>Memory<br>NVMExpress<br>Printers<br>SAS<br>SATUSATA Express<br>SPI<br>Storage<br>Usa<br>Numorrow<br>Usa<br>Numorrow<br>Usa<br>Numorrow<br>Usa | ♥ USB Bas<br>USB Tablet<br>USB Keyboard<br>USB Keyboard<br>USB Keyboard<br>USB Bas:<br>Host Controller Driver: AppleUSBOHCIPCI<br>PCI Revision ID: 0x0000<br>PCI Vendor ID: 0x0000<br>PCI Vendor ID: 0x80ee<br>Vendor ID: 0x80 | macOS |
| Volumes  | Vendor ID: 0x80ee<br>ware > USB > USB Bus   |       |
|  | *   |       |

Step

Verify Smart Card Reader OS Compatibility



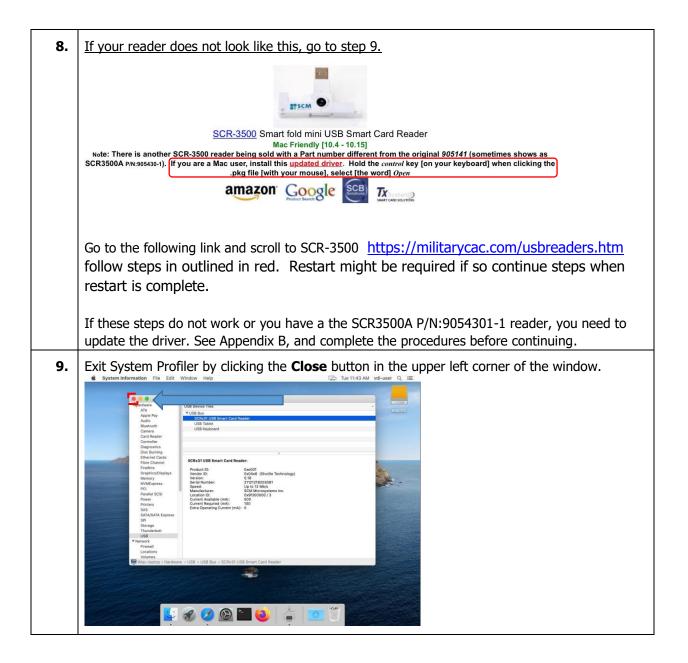
Step Verify Smart Card Reader OS Compatibility





Verify Smart Card Reader OS Compatibility







# **Chapter 2: Verify Smart Card Stock Version**

Only newer smart cards are supported for macOS. Use these procedures to verify that a supported smart card is being used

| Step | Verify Smart Card Stock Version   |
|------|---|
| 1.   | Turn over smart card to the back, and observe the card stock version in the upper left corner.            |
| 2.   | If the version doesn't match one of these, then a new smart card must be obtained from an ID Card Office. |
|      | Oberthur ID One 128 v5.5 Dual Oberthur ID One 128 v5.5a D   |
|      | G&D FIPS 201 SCE 3.2 G+D FIPS 201 SCE 7.0   |
|      | GEMALTO TOPDLGX4 144 GEMALTO DLGX4-A 144  |

End The procedure to Verify Smart Card Stock Version is complete. Proceed to Chapter 3: Download Required Software.

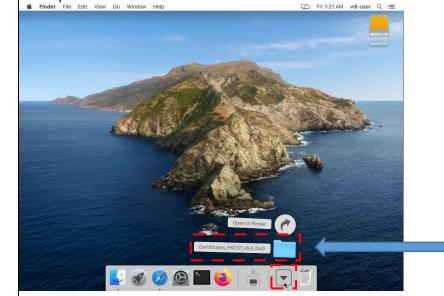
### **Chapter 3: Download Required Software**

Use the following procedure to access the DoD Cyber Exchange and VMware from the computer you will be working remotely with to obtain the certificate and program files to download and install for VDI Remote Access.

| Step | Download Required Software  |
|------|---|
| 1.   | On your home computer, use the Safari browser to open the following link:<br><u>https://dl.dod.cyber.mil/wp-content/uploads/pki-pke/zip/unclass-</u><br><u>certificates_pkcs7_v56_dod.zip</u><br>If the direct link is inaccessible go to <u>https://public.cyber.mil/pki-pke/end-users/getting-</u><br><u>started/cross-cert-chaining/</u> |
|      | <complex-block></complex-block>   |

Ste Download Required Software

**3.** Confirm the file has successfully downloaded and unzipped by clicking the Download icon on the Dock. The uncompressed folders should be visible.



**4.** Open file location and install the following files double click each certificate bundle and install to login, import all the .pem and .p7b files into the keychain.

|                | Add Certificates                                     |   |          |
|----------------|--|---|----------|
| Favorites      | Do you want to add the certificate(s) from the file  | Kind  |          |
| Recents        | "Certificates_PKCS7_v5.6_DoD.der.p7b" to a keychain? | certificbundle  |          |
| Applications   |  | certificbundle  |          |
| Desktop        |  | certificbundle  |          |
| Documents      |  | certificbundle  |          |
| -              |  | certificbundle  |          |
| O Downloads    |  | Document  |          |
| Locations      |  | printablarchive   |          |
| 🙆 iCloud Drive |  | Plain Text  |          |
| -              | Keychain: login                                      |   |          |
| Tags           |  |   |          |
| Red            | View Certificates Cancel Add                         |   |          |
| 😑 Orange       |  |   |          |
| 😑 Yellow       |  |   |          |
| Green          |  |   |          |
| Blue           |  |   |          |
|                |  |   |          |
| - Purnle       |  |   |          |
|                |  |   |          |
| )n vour ho     | me computer, use your preferred browser              | r to open the following link:   |          |
| , sai no       |  |   |          |
|                |  | i i na altra da la composición de la co |          |
| ittps://m      | /.vmware.com/en/web/vmware/downl                     | loads/info/slug/desktop_end_user_computing  | /V       |
|                |  |   | <u> </u> |

6. You are now at the VMware **Download VMware Horizon Clients** page, where the VDI software files are located.

|  | ≅ my.vmware.com Ċ   | 0                        | <u> +</u>             |  |
|--|---|--------------------------|-----------------------|--|
| <b>vm</b> ware <sup>*</sup>                  | Q 🌐 US 📞 1-877-486-92                                     | 273   Communities        | i   Store             |  |
| Cloud Solutions Products                     | Support & Services Downloads Partners                     | Company                  |                       |  |
|  |   |                          |                       |  |
| Home / VMware Horizon Clients                |   |                          |                       |  |
| Download VMwa                                | re Horizon Clients  | Product R<br>View My Dow |                       |  |
| Select Version: VMware Horizon Clients for V | lindows, Mac, IOS, Linux, Chrome and Android allow you to | Product Info             |                       |  |
|  | zon virtual dysktop from your device of choice giving you | Documentatio             | n<br>e Client Privacy |  |
| Read More                                    |   | Horizon Comr             |                       |  |
| Product Downloads Drivers & Tools            | Open Source Custom ISOs                                   | AdChoices                |                       |  |
| Product                                      |   | Release Date             |                       |  |
| VMware Horizon Client for Wind               | ows   |                          |                       |  |
| VMware Horizon Client for Windows            |   | 2019-12-12               | Go to Downloa         |  |
| VMware Horizon Client for Wind               | ows 10 UWP  |                          |                       |  |
|  | 🧭 🙆 🔚 🍪   📥 🕅   |                          |                       |  |
|  |   |                          |                       |  |

Step

#### **Download Required Software**

7. Navigate down the page and expand the VMware Horizon Client for Mac section (if not already).

| Safari File Edit View History Bookmarks     O ● < > □  | my.vmware.com                | C C                         | 6 AM vdi-user Q :Ξ   |                 |           |
|--|------------------------------|-----------------------------|--|-----------------|-----------|
| 5.0 Connect to your VMware Horizon virtual de  |                              | g you Docum                 | entation   |                 |           |
| on-the-go access from any location.  |                              |                             | Mobile Client Privacy<br>Community   |                 |           |
| Read More  |                              | Honzor                      | Community  |                 |           |
| Product Downloads Drivers & Tools Open Sou   | rce Custom ISOs              |                             |  |                 |           |
| Product  |                              | Release Date                |  |                 |           |
| VMware Horizon Client for Windows  |                              |                             |  |                 |           |
| VMware Horizon Client for Windows  |                              | 2019-12-12                  | Go to Downloads  |                 |           |
| VMware Horizon Client for Windows 10 UWP   |                              |                             |  |                 |           |
| VMware Horizon Client for Windows 10 UWP from the  |                              | 2019-09-17                  | Go to Downloads  |                 |           |
| VMware Horizon Client for Mac  |                              |                             |  |                 |           |
| VMware Horizon Client for macOS  |                              | 2019-12-12                  | Go to Downloads  | /               |           |
| V VMware Horizon Client for Linux  |                              |                             |  |                 |           |
| VMware Horizon Client for 32-bit Linux   |                              | 2019-12-12                  | Go to Downloads  |                 |           |
| VMware Horizon Client for 64-bit Linux   |                              | 2019-12-12                  | Go to Downloads  |                 |           |
| VMware Horizon Client for iOS  |                              | 2010-12-12                  | Co to Dominolog  |                 |           |
| VMware Horizon Client for iOS devices  |                              | 2019-12-12                  | Go t AdChoices   |                 |           |
|  | 🙆 🖻 🙋 🚡                      | 2019-12-12                  | Göt  |                 |           |
|  |                              |                             |  |                 |           |
| safari File Edit View History Bookmarks  | e.                           | ्रि Fri 7:<br>0<br>Di<br>Hi | MWare Hor  | izon Client. Na | vigate do |
| satari File Edit View History Bookmarks  | Yindow Help                  | ्रि Fri 7:<br>0<br>Di<br>Hi | 6 AM vdi-user Q :=<br>• • • • • • +<br>• • • • • • • • • • • • • • • • • • • | izon Client. Na | vigate do |
| Safari File Edit View History Bookmarks     Safari File Edit View History Bookmarks     Select Version     Description     VMware Horizon Client for macOS     Notes     Documentation     Documentation     Release Date     2019-12-12     Type     Product Binaries   | Yindow Help                  | ्रि Fri 7:<br>0<br>Di<br>Hi | 6 AM vdi-user Q :=<br>• • • • • • +<br>• • • • • • • • • • • • • • • • • • • | izon Client. Na | vigate do |
| Safari File Edit View History Bookmarks Safari File Edit View History Bookmarks Commentation Description VMware Horizon Client for macOS Notes Documentation Documentation Release Notes Release Notes Release Date 2019-1212 Type Product Binaries Product Downloads Drivers & Tools Open   | Window Help                  | ्रि Fri 7:<br>0<br>Di<br>Hi | 6 AM vdi-user Q :=<br>• • • • • • +<br>• • • • • • • • • • • • • • • • • • • | izon Client. Na | vigate do |
| Sefect Version Select Version Select Version VMware Horizon Client for macOS Notes Documentation Documentation Cocumentation Release Notes Release Date 2019-1212 Type Product Binaries Product Downloads Drivers & Tools Open Product/Details   | Window Help                  | ्रि Fri 7:<br>0<br>Di<br>Hi | 6 AM vdi-user Q :=<br>• • • • • • +<br>• • • • • • • • • • • • • • • • • • • | izon Client. Na | vigate do |
| Sefect Version Select Version Select Version Select Version Commentation Documentation Documentation Commentation Commentation Release Date 2019-121 Type Product Binaries Product Downloads Drivers & Tools Open Product/Details VMware Horizon Client for macOS File size 4.276 MB   | Window Help                  | ्रि Fri 7:<br>0<br>Di<br>Hi | 6 AM vdi-user Q :=<br>• • • • • • +<br>• • • • • • • • • • • • • • • • • • • | izon Client. Na | vigate do |
| Safari File Edit View History Bookmarks Safari File Edit View History Bookmarks Safari File Edit View History Bookmarks Commentation Description Vieware Horizon Client for macOS Notes Documentation Release Notes Release Date 2019-12-12 Type Product Binaries  Product Downloads Drivers & Tools Open Product/Details Vieware Horizon Client for macOS   | Window Help                  | ्रि Fri 7:<br>0<br>Di<br>Hi | 6 AM vdi-user Q IE   | izon Client. Na | vigate do |
| Safari File Edit View History Bookmarks Safari File Edit View History Bookmarks Safari File Edit View History Bookmarks Commentation Description VMware Horizon Client for macOS Notes Documentation Documentation Release Notes Release Notes Release Notes Release Notes Product Downloads Drivers & Tools Open Product/Details VMware Horizon Client for macOS File size: 43.76 MB  | Vindow Help<br>wryumware.com | ्रि Fri 7:<br>0<br>Di<br>Hi | 6 AM vdi-user Q IE   | izon Client. Na | vigate do |
| Safari File Edit View History Bookmarks Safari File Edit View History Bookmarks Commentation Description VMware Horizon Client for macOS Notes Documentation Documentation Release Notes Release Date 2019-12-12 Type Product Downloads Drivers & Tools Open Product Downloads Drivers & Tools Open Release Horizon Client for macOS Rele  | Vindow Help<br>wryumware.com | ्रि Fri 7:<br>0<br>Di<br>Hi | 6 AM vdi-user Q IE   | izon Client. Na | vigate do |
| Safari File Edit View History Bookmarks Safari File Edit View History Bookmarks Safari File Edit View History Bookmarks Commentation C  | Vindow Help<br>wryumware.com | ्रि Fri 7:<br>0<br>Di<br>Hi | 6 AM vdi-user Q IE   | izon Client. Na | vigate do |
| Safari File Edit View History Bookmarks Safari File Edit View History Bookmarks Commentation Description VMware Horizon Client for macOS Notes Documentation Documentation Release Notes Release Date 2019-12-12 Type Product Downloads Drivers & Tools Open Product Downloads Drivers & Tools Open Release Horizon Client for macOS Rele  | Vindow Help<br>wryumware.com | ्रि Fri 7:<br>0<br>Di<br>Hi | 6 AM vdi-user Q IE   | izon Client. Na | vigate do |
| Safari File Edit View History Bookmarks Safari File Edit View History Bookmarks Safari File Edit View History Bookmarks Commentation C  | Yindow Help                  |                             | 6 AM vdi-user Q IE   | izon Client. Na | vigate do |
| Select Version Select | Vindow Help<br>wryumware.com |                             | 6 AM vdi-user Q IE   | izon Client. Na | vigate do |
| Safari File Edit View History Bookmarks Safari File Edit View History Bookmarks Safari File Edit View History Bookmarks Commentation C  | Yindow Help                  |                             | 6 AM vdi-user Q IE   | izon Client. Na | vigate do |

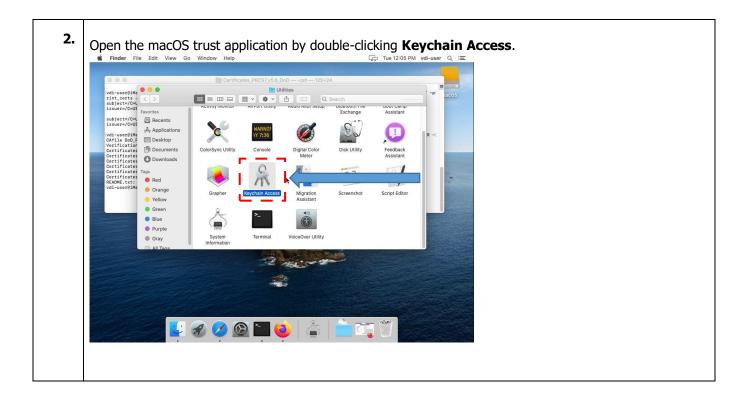
| Step | Download Required Software  |
|------|---|
| 9.   | Start       File       Edit       View       History       Bookmarks       Window       Heip       Fil7:25 AM       Views       T         Start       File       Edit       View       History       Bookmarks       Window       Heip       Fil7:25 AM       Views       T         Start       File       Edit       View       History       Bookmarks       Window       Heip       Fil7:25 AM       Views       T       < |
| 10   | The following correct likely appears (unless you have already grapted download permissions)   |
|      | <complex-block></complex-block>   |

End The procedure to Download Required Software is complete. Proceed to Chapter 4: Install DoD CA Certificates - OS.

# **Chapter 4: Trust DoD CA Certificates - OS**

Use the following procedure to install the DoD CA Certificates into the operating system's trusted store.





|  |  | t DoD CA Cer  |  |   |            |
|--|--|---|--|---|------------|
| -  | creen will appear. Select  |   |  |   |            |
| Keychain Access File   | Edit View Window Help  | ्रिट्र Tue 12:06 PM   | vdi-user Q :≡  |   |            |
| 000  | Certificates_PKCS7_v5.6_DoD — -zsh — 125   | ×24   |  |   |            |
|  | C  | Q Search  | cs7 -pl acOS   |   |            |
| • • • + ①  | daua   | Q search  |  |   |            |
| login  | Usage: Encrypt, Derive, Verify   |   |  |   |            |
| G System   |  |   | DER -  |   |            |
| Name   | <ul> <li>Kind Date Modified</li> </ul>   | Expires Keychain  |  |   |            |
| ()<br>()<br>()<br>()<br>()<br>()<br>()<br>()<br>()<br>()<br>()<br>()<br>()<br>(  |  | login<br>login<br>login   |  |   |            |
| 2 Bei  | aconStore application password Today, 11:11 AM<br>n.apple.idse8cb2-AuthToken application password Today, 11:11 AM  | login   | -  |   |            |
| 1 cor  | n.apple.scokmarksagent.xpc application password Today, 11:17 AM<br>: build-of-uentity-generation application password Today, 11:11 AM  | login<br>login  | No. of Control of Cont   |   |            |
| (, ids   | : containerge-protection-key application password Today, 11:11 AM<br>: identity-ry-pair-signature-v1 application password Today, 11:11 AM  | login   |  |   |            |
| All Items  | : identity-rsa-private-key application password Today, 11:11 AM<br>: identity-rsa-public-key application password Today, 11:11 AM  | login<br>login  |  |   |            |
| Passwords     PiMe     Secure Notes     PiMe   | essage Encryption Key public key<br>essage Encryption Key private key  | login<br>login  |  |   |            |
| My Certificates 🖗 iMe  | essage Signing Key public key<br>essage Signing Key private key  | login<br>login  |  |   |            |
| 🔟 Certificates 🥄 🦾 Me  | tadataKeychain application password Today, 11:14 AM<br>fari Session State Key application password Today, 11:20 AM   | login<br>login  |  |   |            |
|  |  |   |  |   |            |
|  |  |   |  |   |            |
|  |  |   |  |   |            |
|  |  |   | and the second   |   |            |
|  | 🐼 🧭 🙆 🎦 🙋 🍐  | K   🔤 🛂 🖉 📓   |  |   |            |
| ••• + (1)  | tificates category. Scroll   | down until the I  | DoD Root CAs (   | 2, 3, 4 & 5) are  | e visible. |
|  | Certificate<br>Root certificate autho  |   |  | Q Search  | e visible. |
| •••     •     •     •       Keychains       iii     login  | Certificate<br>Root certificate autho  | ority<br>December 5, 2029 at 5:00:10  |  | Q Search  | e visible. |
| Keychains  | Certificate<br>Generational Contentiate authority<br>Contentiate authori | ority<br>December 5, 2029 at 5:00:10  | AM Hawaii-Aleutian Standa<br>Expires   | Q Search<br>rd Time<br>Keycha   |            |
| Keychains  | DoD Root CA 2           Root certificate author           Expires: Wednesday,           This root certificat           Name           UDD ID CA-49   | ority<br>December 5, 2029 at 5:00:10<br>te is not trusted<br>Kind<br>cer u  | AM Hawaii-Aleutian Standa<br>Expires<br>Incate Nov 23,   | Q Search<br>rd Time   |            |
| Keychains  | Certificate         Bob Root CA 2         Root certificate author         Expires: Wednesday,         This root certificat         Name         Bob DD DCA-49         Bob DD DCA-50  | brity<br>December 5, 2029 at 5:00:10<br>te is not trusted<br>Kind<br>cer u<br>cer ti  | AM Hawaii-Aleutian Standa<br>Expires<br>ncate Nov 23,<br>ficate Nov 23,  | Q Search<br>rd Time<br>2022 at 3:46-15 Togin<br>2022 at 3:48:47 login   |            |
| Keychains  | DoD Root CA 2           Root certificate author           Expires: Wednesday,           This root certificat           Name           UDD ID CA-49   | ority<br>December 5, 2029 at 5:00:10<br>te is not trusted<br>Kind<br>cer u  | AM Hawaii-Aleutian Standa<br>Expires<br>ncate Nov 23,<br>ficate Nov 23,<br>ficate Nov 23,  | Q Search<br>rd Time   |            |
| Keychains  | Certificate       DoD Root CA 2         Root certificate author       Expires: Wednesday,         This root certificat         Name         DOD ID CA-49         DOD ID CA-50         DOD ID CA-51         DOD ID CA-52         DOD ID CA-59   | ority<br>December 5, 2029 at 5:00:10<br>te is not trusted<br>Kind<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa   | AM Hawaii-Aleutian Standa<br>Expires<br>Incate Nov 23,<br>ficate Nov 23,<br>ficate Nov 23,<br>ficate Nov 23,<br>ficate Apr 2, 20   | Q Search rd Time Keycha togin 2022 at 3:49:57 login 2022 at 3:49:57 login 2022 at 3:49:57 login 2022 at 3:39:32 AM login  |            |
| Keychains  | DoD Root CA 2         Root certificate author         Expires: Wednesday,         This root certificat         Name         Image: Dob ID CA-49         Image: Dob ID CA-50         Image: Dob ID CA-51         Image: Dob ID CA-52         Image: Dob ID CA-59         Image: Dob ID CA-53  | ority<br>December 5, 2029 at 5:00:10<br>te is not trusted<br>Kind<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi   | AM Hawaii-Aleutian Standa<br>Incate Prov 2.3,<br>ficate Nov 2.3,<br>ficate Nov 2.3,<br>ficate Nov 2.3,<br>ficate Nov 2.3,<br>ficate Sep 2.2, 1   | Q Search<br>rd Time<br>Keycha<br>cvzz at 3:46:15 10gin<br>2022 at 3:49:57 login<br>2022 at 3:49:57 login<br>125 at 3:38:32 AM login<br>125 at 3:37:50 login   |            |
| Keychains  | DoD Root CA 2         Root certificate author         Expires: Wednesday,         This root certificat         Name         Image: DOD ID CA-49         Image: DOD ID CA-50         Image: DOD ID CA-51         Image: DOD ID CA-52         Image: DOD ID CA-52         Image: DOD ID CA-53         Image: DOD ID CA-35         Image: DOD ID CA-36  | ority<br>December 5, 2029 at 5:00:10<br>te is not trusted<br>Kind<br>certii<br>certii<br>certii<br>certii<br>certii<br>certii<br>certii   | AM Hawaii-Aleutian Standa<br>Expires<br>Incate Nov 23,<br>ficate Nov 23,<br>ficate Nov 23,<br>ficate Apr 2, 25<br>ficate Apr 2, 25<br>ficate Sep 22, 5   | Keycha           rd Time         Iogin           2022 at 3:48:47         Iogin           2022 at 3:49:27         Iogin           2022 at 3:49:27         Iogin           2022 at 3:49:57         Iogin           2021 at 3:49:57         Iogin           2021 at 3:37:50         Iogin           2021 at 3:44:42         Iogin  |            |
| Keychains  | DoD Root CA 2         Root certificate author         Expires: Wednesday,         This root certificat         Name         Image: Dob ID CA-49         Image: Dob ID CA-50         Image: Dob ID CA-51         Image: Dob ID CA-52         Image: Dob ID CA-59         Image: Dob ID CA-53  | prity<br>December 5, 2029 at 5:00:10<br>te is not trusted<br>Kind<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi  | AM Hawaii-Aleutian Standa<br>Expires<br>ficate Nov 23,<br>ficate Nov 23,<br>ficate Nov 23,<br>ficate Nov 23,<br>ficate Apr 2, 20<br>ficate Sep 22, 2<br>ficate Sep 22, 2<br>ficate Sep 23, 2   | Q Search<br>rd Time<br>Keycha<br>cvzz at 3:46:15 10gin<br>2022 at 3:49:57 login<br>2022 at 3:49:57 login<br>125 at 3:38:32 AM login<br>125 at 3:37:50 login   |            |
| Keychains  | DoD Root CA 2         Root certificate author         Expires: Wednesday,         This root certificat         Name         DOD ID CA-49         DOD ID CA-50         DOD ID CA-51         DOD ID CA-52         DOD ID CA-53         DOD ID CA-53         DOD ID CA-53         DOD ID SW CA-36         DOD ID SW CA-37         DOD ID SW CA-45   | prity<br>December 5, 2029 at 5:00:10<br>te is not trusted<br>Kind<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi  | AM Hawaii-Aleutian Standa<br>Expires<br>ficate Nov 23,<br>ficate Nov 23,<br>ficate Nov 23,<br>ficate Apr 2, 20<br>ficate Apr 2, 20<br>ficate Sep 22, 1<br>ficate Sep 23, 1<br>ficate Sep 23, 1   | Keycha           rd Time         Iogin           2022 at 3:48:47         Iogin           2022 at 3:48:47         Iogin           2022 at 3:49:27         Iogin           2022 at 3:49:57         Iogin           2022 at 3:49:57         Iogin           2021 at 3:37:50         Iogin           2021 at 3:34:42         Iogin           2021 at 5:23:05         Iogin  |            |
| Category   | DoD Root CA 2<br>Root certificate author<br>Expires: Wednesday,            •••••••••••••••••••••••••••••   | ority<br>December 5, 2029 at 5:00:10<br>te is not trusted<br>Kind<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui   | AM Hawaii-Aleutian Standa<br>ncate Nov 23,<br>ficate Nov 23,<br>ficate Nov 23,<br>ficate Sep 22,<br>ficate Sep 22,<br>ficate Sep 22,<br>ficate Sep 23,<br>ficate Sep 24,<br>ficate Sep 24,<br>fica   | Keycha           rd Time         Vaycha           2022 at 3:49:57         login           2022 at 3:49:57         login           2022 at 3:49:57         login           2022 at 3:49:57         login           2021 at 3:37:50         login           2021 at 3:49:57         login           2021 at 3:37:50         login           2021 at 5:23:05         login           2021 at 5:23:05         login           2021 at 5:23:05         login           2021 at 5:24:51         login           2021 at 3:28:56 AM         login           2021 at 3:28:57         login  |            |
| Category   | DoD Root CA 2<br>Root certificate author<br>Expires: Wednesday,         This root certificat         Name         Image: Dod ID CA-49         Image: Dod ID CA-50         Image: Dod ID CA-51         Image: Dod ID CA-52         Image: Dod ID CA-52         Image: Dod ID CA-53         Image: Dod ID CA-53         Image: Dod ID CA-53         Image: Dod ID SW CA-36         Image: Dod ID SW CA-38         Image: Dod ID SW CA-45         Image: Dod ID SW CA-46         Image: Dod ID SW CA-47   | ority<br>December 5, 2029 at 5:00:10<br>te is not trusted<br>Kind<br>certii<br>certii<br>certii<br>certii<br>certii<br>certii<br>certii<br>certii<br>certii<br>certii<br>certii<br>certii<br>certii<br>certii<br>certii<br>certii   | AM Hawaii-Aleutian Standa<br>neate Nov 23,<br>ficate Nov 23,<br>ficate Nov 23,<br>ficate Nov 23,<br>ficate Sep 22,<br>ficate Sep 22,<br>ficate Sep 22,<br>ficate Sep 23,<br>ficate Sep 23,<br>ficate Mar 9,2<br>ficate Mar 9,2   | Keycha           rd Time         Keycha           2022 at 3:48:47         login           2022 at 3:49:57         login           2022 at 3:49:57         login           2021 at 3:39:32 AM         login           2021 at 3:49:57         login           2021 at 3:49:57         login           2021 at 3:49:57         login           2021 at 5:23:05         login           2021 at 5:24:51         login           2021 at 5:24:55         login           2021 at 5:24:51         login           2022 at 3:28:56 AM         login           2022 at 3:21:24:3AM         login   |            |
| Category<br>All Items<br>Lecsure Notes   | DoD Root CA 2         Root certificate authe         Expires: Wednesday,         This root certificat         DOD ID CA-49         DOD ID CA-50         DOD ID CA-51         DOD ID CA-51         DOD ID CA-53         DOD ID SW CA-35         DOD ID SW CA-36         DOD ID SW CA-38         DOD ID SW CA-46         DOD ID SW CA-46         DOD ID SW CA-48   | prity<br>December 5, 2029 at 5:00:10<br>te is not trusted<br>kind<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi   | AM Hawaii-Aleutian Standa<br>Expires<br>ficate Nov 23,<br>ficate Nov 23,<br>ficate Nov 23,<br>ficate Apr 2, 20<br>ficate Sep 22,<br>ficate Sep 22,<br>ficate Sep 23,<br>ficate Sep 24,<br>ficate Sep 24,<br>ficate Sep 25,<br>ficate Sep 25, | Keycha           rd Time         Vaycha           2022 at 3:49:57         login           2022 at 3:49:57         login           2022 at 3:49:57         login           2022 at 3:49:57         login           2021 at 3:37:50         login           2021 at 3:49:57         login           2021 at 3:37:50         login           2021 at 5:23:05         login           2021 at 5:23:05         login           2021 at 5:23:05         login           2021 at 5:24:51         login           2021 at 3:28:56 AM         login           2021 at 3:28:57         login  |            |
| Category<br>All Items<br>All Items<br>All Items<br>All Certificates  | DoD Root CA 2<br>Root certificate author<br>Expires: Wednesday,         This root certificat         Name         Image: Dod ID CA-49         Image: Dod ID CA-50         Image: Dod ID CA-51         Image: Dod ID CA-52         Image: Dod ID CA-52         Image: Dod ID CA-53         Image: Dod ID CA-53         Image: Dod ID CA-53         Image: Dod ID SW CA-36         Image: Dod ID SW CA-38         Image: Dod ID SW CA-45         Image: Dod ID SW CA-46         Image: Dod ID SW CA-47   | prity<br>December 5, 2029 at 5:00:10<br>te is not trusted<br>Kind<br>certu<br>certii<br>certii<br>certii<br>certii<br>certii<br>certii<br>certii<br>certii<br>certii<br>certii<br>certii<br>certii<br>certii<br>certii<br>certii<br>certii  | AM Hawaii-Aleutian Standa<br>Incate Nov 23,<br>ficate Nov 23,<br>ficate Nov 23,<br>ficate Apr 2, 20<br>ficate Apr 2, 20<br>ficate Sep 22, 1<br>ficate Sep 23, 1<br>ficate Apr 3, 2<br>ficate Apr 13, 2<br>ficate Apr 13, 2<br>ficate Dec 5, 22   | Keycha           rd Time         Kgycha           2022 at 3:48:47         login           2022 at 3:49:57         login           2022 at 3:49:57         login           2022 at 3:49:57         login           2021 at 3:37:50         login           2021 at 3:37:50         login           2021 at 3:28:56 AM         login           2021 at 3:28:56 AM         login           2022 at 3:12:43 AM         login           2022 at 3:19:49 A         login  |            |
| Every Notes     Every No | DoD Root CA 2         Root certificate author         Expires: Wednesday,         This root certificat         DOD ID CA-49         DOD ID CA-50         DOD ID CA-51         DOD ID CA-52         DOD ID CA-53         DOD ID SW CA-36         DOD ID SW CA-37         DOD ID SW CA-48  | prity<br>December 5, 2029 at 5:00:10<br>te is not trusted<br>Kind<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa<br>certa  | AM Hawaii-Aleutian Standa<br>ncate Nov 23,<br>ficate Nov 23,<br>ficate Nov 23,<br>ficate Nov 23,<br>ficate Sep 22,<br>ficate Sep 22,<br>ficate Sep 23,<br>ficate Mar 9, 20<br>ficate Apr 13, 2<br>ficate Apr 13, 2<br>ficate Dec 5,2<br>ficate Dec 5,2<br>ficate Sep 23,<br>ficate Sep 23,   | Keycha           rd Time         Vgr/stage           2022 at 3:48:47         login           2022 at 3:48:47         login           2022 at 3:49:57         login           2022 at 3:49:57         login           2021 at 3:37:50         login           2021 at 3:37:50         login           2021 at 3:24:51         login           2021 at 3:24:56 AM         login           2021 at 3:28:56 AM         login           2021 at 3:28:56 AM         login           2022 at 3:28:56 AM         login           2022 at 3:29:40 AM         login           2022 at 3:49:40 AM         login           2022 at 3:19:49 AM         login           2022 at 3:46:41         login           2022 at 3:48:48:23 A         login                |            |
| Category<br>All Items<br>All Items<br>All Items<br>All Certificates  | DoD Root CA 2         Root certificate auther         Expires: Wednesday,         This root certificat         DOD ID CA-49         DOD ID CA-50         DOD ID CA-51         DOD ID CA-52         DOD ID CA-53         DOD ID SW CA-35         DOD ID SW CA-36         DOD ID SW CA-38         DOD ID SW CA-45         DOD ID SW CA-46         DOD ID SW CA-48         DOD ID SW CA-48         DOD ID SW CA-48         DOD Root CA 3         DOD Root CA 4         DOD Root CA 5  | ority<br>December 5, 2029 at 5:00:10<br>te is not trusted<br>Kind<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui<br>certui   | AM Hawaii-Aleutian Standa<br>ncate Nov 23,<br>ficate Nov 23,<br>ficate Nov 23,<br>ficate Nov 23,<br>ficate Sep 22,<br>ficate Sep 22,<br>ficate Sep 23,<br>ficate Sep 23,<br>ficate Sep 23,<br>ficate Mar 9, 21<br>ficate Apr 13, 2<br>ficate Apr 13, 2<br>ficate Dec 5, 2<br>fic   | Keycha           rd Time         Vaycha           2022 at 3:48:47         login           2022 at 3:48:47         login           2022 at 3:49:57         login           2022 at 3:49:57         login           2022 at 3:49:57         login           2021 at 3:37:50         login           2021 at 3:37:50         login           2021 at 5:23:05         login           2021 at 5:24:51         login           2021 at 5:24:51         login           2021 at 3:19:49 A         login           2021 at 3:19:49 A         login           2022 at 3:28:56 AM         login           2022 at 3:19:49 A         login           2022 at 3:19:49 A         login           2029 at 5:00:10 AM         login           2029 at 9:48:23 A         login           3022 at 9:48:23 A         login           3024 at 9:48:23 A         login   |            |
| Every Notes     Every No | DoD Root CA 2         Root certificate auther         Expires: Wednesday,         This root certificat         Name         DOD ID CA-49         DOD ID CA-50         DOD ID CA-51         DOD ID CA-53         DOD ID CA-53         DOD ID CA-53         DOD ID SW CA-35         DOD ID SW CA-36         DOD ID SW CA-36         DOD ID SW CA-36         DOD ID SW CA-46         DOD ID SW CA-46         DOD ID SW CA-48         DOD ID SW CA-48         DOD Root CA 3         DOD Root CA 4         DOD Root CA 5         DOD Root CA 5         DOD SW CA-53   | prity<br>December 5, 2029 at 5:00:10<br>te is not trusted<br>kind<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi  | AM Hawaii-Aleutian Standa<br>Expires<br>ficate Nov 23,<br>ficate Nov 23,<br>ficate Apr 2, 20<br>ficate Apr 2, 20<br>ficate Sep 22,<br>ficate Sep 23,<br>ficate Sep 23,<br>ficate Sep 23,<br>ficate Sep 23,<br>ficate Sep 23,<br>ficate Sep 23,<br>ficate Apr 13, 2<br>ficate Apr 13, 2<br>ficate Dec 5, 20<br>ficate Dec 30,<br>ficate Jun 14, 2<br>ficate Jun 14, 2<br>ficate Nov 23,   | Keycha           rd Time         Keycha           2022 at 3:48:47         login           2022 at 3:48:47         login           2022 at 3:49:57         login           2022 at 3:49:57         login           2022 at 3:49:57         login           2021 at 3:37:50         login           2021 at 3:24:56 AM         login           2021 at 3:28:56 AM         login           2022 at 3:19:49 A         login           2022 at 3:60:10 A.M.         login           2022 at |            |
| Every Notes     Every No | DoD Root CA 2         Root certificate auther         Expires: Wednesday,         This root certificat         Name         DOD ID CA-49         DOD ID CA-50         DOD ID CA-51         DOD ID CA-52         DOD ID SW CA-35         DOD ID SW CA-36         DOD ID SW CA-38         DOD ID SW CA-45         DOD ID SW CA-46         DOD ID SW CA-48         DOD ID SW CA-48         DOD ID SW CA-48         DOD Root CA 3         DOD Root CA 4         DOD Root CA 5  | prity<br>December 5, 2029 at 5:00:10<br>te is not trusted<br>Kind<br>certu<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi   | AM Hawaii-Aleutian Standa<br>Incate Nov 23,<br>ficate Nov 23,<br>ficate Nov 23,<br>ficate Apr 2, 25<br>ficate Apr 2, 25<br>ficate Sep 22, 1<br>ficate Sep 23, 1<br>ficate Apr 13, 2<br>ficate Apr 13, 2<br>ficate Dec 30,<br>ficate Dec 30,<br>ficate Jul 25, 2<br>ficate Nov 23, 1<br>ficate Nov 23   | Keycha           rd Time         Vaycha           2022 at 3:48:47         login           2022 at 3:48:47         login           2022 at 3:49:57         login           2022 at 3:49:57         login           2022 at 3:49:57         login           2021 at 3:37:50         login           2021 at 3:37:50         login           2021 at 5:23:05         login           2021 at 5:24:51         login           2021 at 5:24:51         login           2021 at 3:19:49 A         login           2021 at 3:19:49 A         login           2022 at 3:28:56 AM         login           2022 at 3:19:49 A         login           2022 at 3:19:49 A         login           2029 at 5:00:10 AM         login           2029 at 9:48:23 A         login           3022 at 9:48:23 A         login           3024 at 9:48:23 A         login   |            |
| Every Notes     Every No | DoD Root CA 2         Root certificate authe         Expires: Wednesday,         This root certificat         Name         Image: DOD ID CA-49         Image: DOD ID CA-50         Image: DOD ID CA-51         Image: DOD ID CA-51         Image: DOD ID CA-52         Image: DOD ID CA-53         Image: DOD ID SW CA-35         Image: DOD ID SW CA-36         Image: DOD ID SW CA-45         Image: DOD ID SW CA-45         Image: DOD ID SW CA-45         Image: DOD ID SW CA-47         Image: DOD ID SW CA-48         Image: DOD ID SW CA-43         Image: DOD ID SW CA-43         Image: DOD ID SW CA-43         Image: DOD ID SW CA-53         Image: DOD SW CA-53         Image: DOD SW CA-54   | prity<br>December 5, 2029 at 5:00:10<br>te is not trusted<br>Kind<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu<br>certu | AM Hawaii-Aleutian Standa<br>Incate Nov 23,<br>ficate Nov 23,<br>ficate Nov 23,<br>ficate Nov 23,<br>ficate Apr 2, 20<br>ficate Sep 22,<br>ficate Sep 22,<br>ficate Sep 23,<br>ficate Sep 23,<br>ficate Mar 9, 20<br>ficate Apr 13, 2<br>ficate Apr 13, 2<br>ficate Dec 30,<br>ficate Dec 30,<br>ficate Jul 25, 2<br>ficate Nov 23,<br>ficate Nov 23,<br>ficate Nov 23,  | Keycha           rd Time         Iogin           2022 at 3:48:47         Iogin           2022 at 3:48:47         Iogin           2022 at 3:49:57         Iogin           2022 at 3:49:57         Iogin           2022 at 3:49:57         Iogin           2022 at 3:49:57         Iogin           2021 at 3:47:50         Iogin           2021 at 3:47:50         Iogin           2021 at 3:42:27.M         Iogin           2021 at 3:42:27.M         Iogin           2022 at 3:19:49 A         Iogin           2022 at 3:49:47         Iogin           2022 at 3:49:27.A         Iogin           2022 at 3:19:49 A         Iogin           2022 at 3:50:35         Iogin  |            |
| Every Notes     Every No | DoD Root CA 2         Root certificate author         Expires: Wednesday,         This root certificat         Name         DOD ID CA-49         DOD ID CA-50         DOD ID CA-51         DOD ID CA-52         DOD ID CA-53         DOD ID SW CA-36         DOD ID SW CA-36         DOD ID SW CA-36         DOD ID SW CA-36         DOD ID SW CA-47         DOD ID SW CA-47         DOD ID SW CA-48         DOD Root CA 3         DOD Root CA 4         DOD Root CA 5         DOD Row CA-53         DOD Row CA-53         DOD Row CA-53         DOD Row CA-53         DOD Row CA-54   | brity<br>December 5, 2029 at 5:00:10<br>te is not trusted<br>kind<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi<br>certi  | AM Hawaii-Aleutian Standa<br>Incate Nov 23,<br>ficate Nov 23,<br>ficate Nov 23,<br>ficate Nov 23,<br>ficate Sep 22,<br>ficate Sep 22,<br>ficate Sep 23,<br>ficate Sep 23,<br>ficate Mar 9, 21<br>ficate Mar 9, 22<br>ficate Apr 13, 2<br>ficate Dec 5, 21<br>ficate Dec 5, 21<br>ficate Dec 5, 21<br>ficate Dec 30,<br>ficate Jul 25, 2<br>ficate Nov 23,<br>ficate Nov 23,  | Keycha           rd Time         Vgynt           2022 at 3:48:47         login           2022 at 3:48:47         login           2022 at 3:49:57         login           2022 at 3:49:57         login           2022 at 3:49:57         login           2021 at 3:37:50         login           2021 at 3:37:50         login           2021 at 3:43:42         login           2021 at 5:24:51         login           2021 at 5:24:51         login           2021 at 5:24:51         login           2021 at 5:24:51         login           2022 at 3:12:43 AM         login           2022 at 3:12:43 AM         login           2022 at 3:19:49 A         login           2022 at 3:26:56 AM         login           2022 at 3:19:49 A         login           2022 at 3:50:10 AM         login           2022 at 3:50:255         login           2022 at 3:50:355         login           2022 at 3:51:28         login           2022 at 3:51:28         login           2022 at 3:51:28         login  |            |

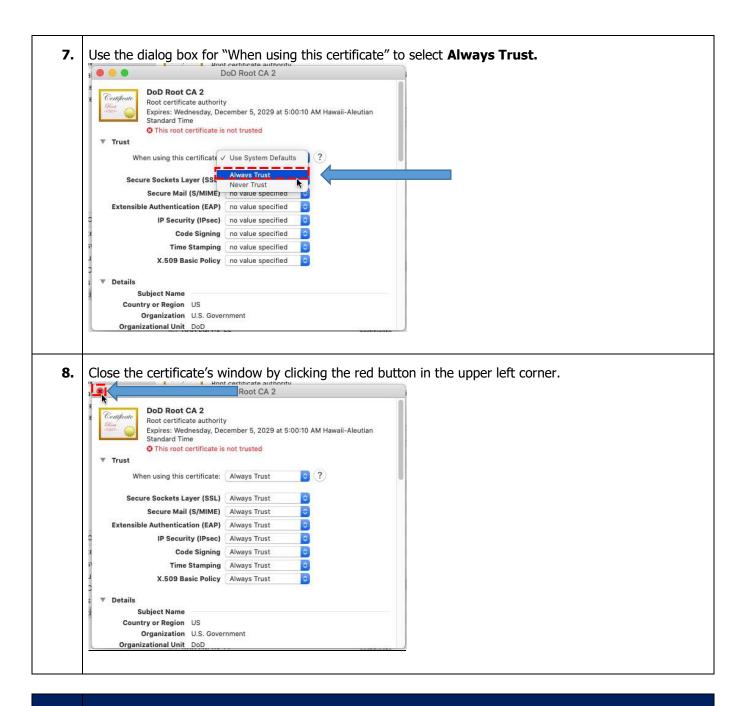
Step

#### **Trust DoD CA Certificates - OS**

|   | + (i)  |   |  |                            | -Q Search  |  |
|---|--|---|--|----------------------------|--|--|
|   |  |   |  |                            | Q Search   |  |
| i login<br>Local<br>Syster  | n  | Certificate Root  | Root CA 2<br>certificate authority<br>as: Wednesday, December 5, 2029 at 5<br>is root certificate is not trusted | 5:00:10 AM Hawaii-         | Aleutian Standard Time                                 |  |
|   |  | Name  |  | Kind                       | Expires  | Keychain ^   |
|   |  |   |  | ceruncate                  | INUV 23, 2022 at 3.46-15                               | login  |
|   |  | DOD ID CA-50  |  | certificate                | Nov 23, 2022 at 3:48:47                                | login  |
|   |  | DOD ID CA-51  |  | certificate<br>certificate | Nov 23, 2022 at 3:49:27<br>Nov 23, 2022 at 3:49:57     | login  |
|   |  | DOD ID CA-52  |  | certificate                | Apr 2, 2025 at 3:38:32 AM                              | login  |
|   |  | DOD ID SW CA  |  | certificate                | Sep 22, 2021 at 3:37:50                                | login  |
|   |  | DOD ID SW CA  |  | certificate                | Sep 22, 2021 at 3:44:42                                | login  |
|   |  | DOD ID SW CA  |  | certificate                | Sep 23, 2021 at 5:23:05                                | login  |
| -   |  | DOD ID SW CA  | -38  | certificate                | Sep 23, 2021 at 5:24:51                                | login  |
|   | itegory  | DOD ID SW CA  |  | certificate                | Mar 9, 2022 at 3:28:56 AM                              |  |
| All Iter  |  | DOD ID SW CA  |  | certificate                | Mar 9, 2022 at 4:22:27 AM                              | -  |
| 🦾 Passw   |  | DOD ID SW CA  |  | certificate                | Apr 13, 2022 at 3:12:43 AM                             |  |
| Secure Secure   | e Notes  | DOD ID SW CA  | -48  | certificate                | Apr 13, 2022 at 3:19:49 A<br>Dec 5, 2029 at 5:00:10 AM |  |
| 🔄 My Ce   | ertificates  | DoD Root CA   | New Certificate Preference   | ertificate                 | Dec 30, 2029 at 8:46:41                                | login  |
| % Keys  |  | DoD Root CA   | Copy "DoD Root CA 2"   | ertificate                 | Jul 25, 2032 at 9:48:23 A                              |  |
| 🔄 Certifi   | cates  | DoD Root CA   | Delete "DoD Root CA 2"   | ertificate                 | Jun 14, 2041 at 7:17:27 AM                             | and the second |
|   |  | DOD SW CA-  |  | ertificate                 | Nov 23, 2022 at 3:50:35                                | login  |
|   |  | DOD SW CA-  | Export "DoD Root CA 2"   | ertificate                 | Nov 23, 2022 at 3:51:28                                | login  |
|   |  | DOD SW CA   | Get Info   | ertificate                 | Nov 23. 2022 at 5:46:46                                | login  |
|   |  | DOD SW CL-  | Evaluate "DoD Root CA 2"   | erticate                   | Bee 48, 2022 at 0                                      | login  |
|   |  | DOD SW CA-  |  | certificate                | Dec 12, 2022 at 4:39:49<br>Dec 12, 2022 at 4:40:52     | login<br>login   |
|   |  | DOD SW CA-5   |  | certificate                | Apr 2, 2025 at 3:34:49 AM                              |  |
|   |  |   |  |                            |  |  |
|   | ha cortifi   | cate's trust se   | ttings by clicking the   | small trian                | ale next to <b>Trust</b>                               |  |
| Expand t  |  | DoD Root CA 2   | hority   |                            |  |  |
|   | DoD Root C/<br>Root certificate<br>Expires: Wedne<br>Standard Time   | DoD Root CA 2<br>A 2<br>e authority<br>esday, December 5, 2029  | hority   |                            |  |  |
| Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certificate<br>Certif  | DoD Root C/<br>Root certificate<br>Expires: Wedne<br>Standard Time   | A 2<br>e authority<br>asday, December 5, 2029   | 2  |                            |  |  |
| Centificate<br>Centificate<br>Centificate<br>Centificate<br>Centificate<br>Count<br>Count   | DoD Root C/<br>Root certificate<br>Expires: Wedne<br>Standard Time<br>This root certificate<br>This root certificate<br>Bubject Name<br>try or Region  | Post certificate aut<br>DoD Root CA 2<br>a authority<br>esoday, December 5, 2029<br>rtificate is not trusted  | 2  |                            |  |  |
| Centificate<br>Centificate<br>Centificate<br>Centificate<br>Details<br>S<br>Coun  | DoD Root C/<br>Root certificat<br>Expires: Wedn<br>Standard Time<br>This root certificat<br>time Time Time<br>This root certification<br>Subject Name<br>try or Region   | Poot certificate aut<br>DoD Root CA 2<br>A 2<br>e authority<br>esday, December 5, 2029<br>rtificate is not trusted  | 2  |                            |  |  |
| Centificate<br>Centificate<br>Centificate<br>Centificate<br>Details<br>S<br>Couni<br>Organi   | DoD Root C/<br>Root certificat<br>Expires: Wedne<br>Standard Time<br>This root certification<br>This root certificati   | Post certificate aut<br>DoD Root CA 2<br>A 2<br>e authority<br>esday, December 5, 2029<br>rtificate is not trusted  | 2  |                            |  |  |
| Cettificate<br>Cettificate<br>Cettificate<br>Details<br>S<br>Coun<br>Organ<br>Organ   | DoD Root C/<br>Root certificat<br>Expires: Wedn<br>Standard Time<br>This root certificat<br>time Time Time<br>This root certification<br>Subject Name<br>try or Region   | Pont certificate aut<br>DoD Root CA 2<br>A 2<br>e authority<br>esday, December 5, 2029<br>rtificate is not trusted  | 2  |                            |  |  |
| Centificate<br>Sector<br>Details<br>S<br>Coun<br>Organ<br>Organ<br>Cc   | DoD Root C/<br>Root certificat<br>Expires: Wedn<br>Standard Time<br>This root certificat<br>try or Region<br>Organization<br>Unit<br>Izational Unit<br>Dommon Name<br>Issuer Name  | Poot certificate aut<br>DoD Root CA 2<br>A 2<br>e authority<br>esday, December 5, 2029<br>rtificate is not trusted<br>US<br>J.S. Government<br>DoD<br>PKI<br>DoD Root CA 2  | 2  |                            |  |  |
| Centificate<br>Centificate<br>Centificate<br>Details<br>S<br>Coun<br>Organ<br>Organ<br>Coun   | DoD Root C/<br>Root certificat<br>Expires: Wedn<br>Standard Time<br>This root certificat<br>try or Region<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urganization<br>Urgan | Poot certificate aut<br>DoD Root CA 2<br>A 2<br>e authority<br>esday, December 5, 2029<br>rtificate is not trusted<br>US<br>U.S. Government<br>DoD<br>VKI<br>DoD Root CA 2  | 2  |                            |  |  |
| Centificate<br>Details<br>Coun<br>Organ<br>Organ<br>Coun  | DoD Root C/<br>Root certificat<br>Expires: Wedne<br>Standard Time<br>This root certificat<br>Bubject Name<br>try or Region U<br>Organization U<br>Issuer Name<br>try or Region U<br>Issuer Name<br>try or Region U   | Pont certificate aut<br>DoD Root CA 2     authority     seaday, December 5, 2029     rtificate is not trusted      JS     J.S. Government     DoD     Not CA 2      JS     J.S. Government  | 2  |                            |  |  |
| Centificate<br>Centificate<br>Details<br>S<br>Coun<br>Organ<br>Organ<br>Coun<br>Organ   | DoD Root C/<br>Root certificat<br>Expires: Wedn<br>Standard Time<br>This root certificat<br>This root certificat<br>autoral Vinter<br>Corganization U<br>izational Unit<br>Issuer Name<br>Issuer Name<br>Issuer Name<br>Corganization U<br>izational Unit  | Poot certificate aut<br>DoD Root CA 2<br>4 2<br>e authority<br>sesday, December 5, 2029<br>rtificate is not trusted<br>US<br>J.S. Government<br>DoD<br>Vici<br>DoD Root CA 2<br>J.S. Government<br>DoD  | 2  |                            |  |  |
| Centificate<br>Centificate<br>Details<br>S<br>Coun<br>Organ<br>Organ<br>Cc<br>Coun<br>Coun<br>Organ   | DoD Root C.<br>Root certificat<br>Expires: Wedn<br>Standard Time<br>This root certificat<br>isubject Name<br>try or Region U<br>Organization Unit D<br>izational Unit D<br>Issuer Name<br>Ury or Region U<br>Issuer Name<br>Issuer Name<br>izational Unit D  | Pont certificate aut<br>DoD Root CA 2     authority     sesday, December 5, 2029     rtificate is not trusted      JS     JS. Government     DoD Root CA 2      JS     JS. Government     DoD Root CA 2      JS     JS. Government     PKI          | 2  |                            |  |  |
| Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count<br>Count | DoD Root C/<br>Root certificat<br>Expires: Wedn<br>Standard Time<br>This root certificat<br>This root certificat<br>autoral Vinter<br>Corganization U<br>izational Unit<br>Issuer Name<br>Issuer Name<br>Issuer Name<br>Corganization U<br>izational Unit  | Pont certificate aut<br>DoD Root CA 2     authority     seaday, December 5, 2029     rtificate is not trusted      JS     JS. Government     DoD     Not CA 2      JS     JS. Government     DoD     Root CA 2      JS     DoD     Root CA 2      H | 2  |                            |  |  |

Step

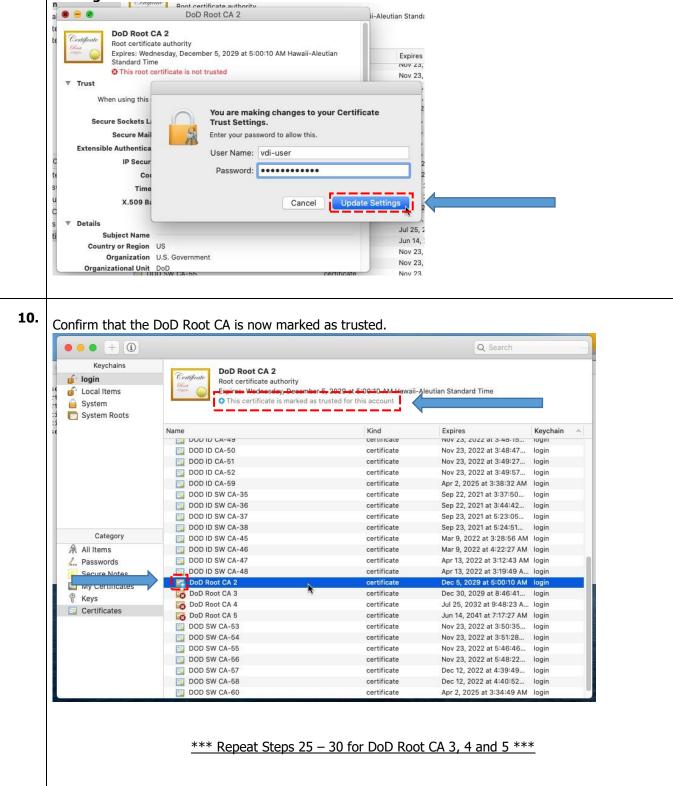
#### **Trust DoD CA Certificates - OS**



Step

#### **Trust DoD CA Certificates - OS**

**9.** The following screen will appear. Enter password to confirm the trust change, and click **Update Settings.** 



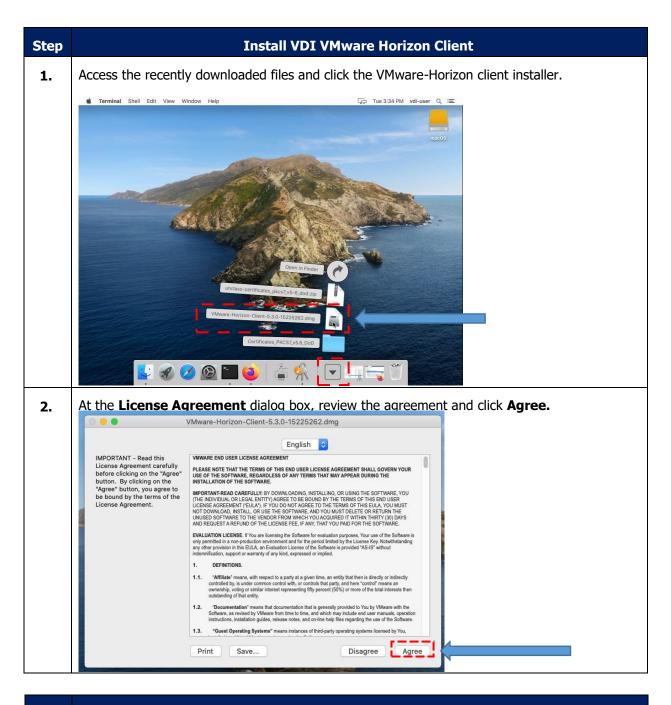
| •••+ (i)   |  |                            | Q Search   |            |
|--|--|----------------------------|--|------------|
| Keychains<br><b>i</b> login<br><b>i</b> Local Items<br><b>i</b> System<br>System Roots | DoD Root CA 5 Root certificate authority Expires: Friday, June 14, 2041 at 7:17:27 AM Hawaii-Aleutian Standard Time     This certificate is marked as trusted for this account |                            |  |            |
|  | Name   | Kind                       | Expires  | Keychain ^ |
|  |  | ceruncate                  | 1404 23, 2022 at 3.46.15                           | login      |
|  | DOD ID CA-50   | certificate                | Nov 23, 2022 at 3:48:47                            | login      |
|  | DOD ID CA-51   | certificate                | Nov 23, 2022 at 3:49:27                            | login      |
|  | DOD ID CA-52   | certificate                | Nov 23, 2022 at 3:49:57                            | login      |
|  | DOD ID CA-59   | certificate                | Apr 2, 2025 at 3:38:32 AM                          | login      |
|  | DOD ID SW CA-35  | certificate<br>certificate | Sep 22, 2021 at 3:37:50                            | login      |
|  |  | certificate                | Sep 22, 2021 at 3:44:42<br>Sep 23, 2021 at 5:23:05 | login      |
|  | DOD ID SW CA-37  | certificate                | Sep 23, 2021 at 5:23:05<br>Sep 23, 2021 at 5:24:51 | login      |
| Category   | DOD ID SW CA-38  | certificate                | Mar 9, 2022 at 3:28:56 AM                          |            |
| All Items  | DOD ID SW CA-46  | certificate                |  | login      |
| 2. Passwords   | DOD ID SW CA-47  | certificate                | Apr 13, 2022 at 3:12:43 AM                         |            |
| Secure Notes   | DOD ID SW CA-48  | certificate                | Apr 13, 2022 at 3:19:49 A                          |            |
|  | DoD Root CA 2  | certificate                |  | login      |
| My Certificates  | DoD Root CA 3  | certificate                | Dec 30, 2029 at 8:46:41                            | login      |
| <b>?</b>   | DoD Root CA 4  | certificate                | Jul 25, 2032 at 9:48:23 A                          | login      |
| Certificates   | DoD Root CA 5  | certificate                | Jun 14, 2041 at 7:17:27 AM                         | login      |
|  | DOD SW CA-53   | certificate                | Nov 23, 2022 at 3:50:35                            | login      |
|  | DOD SW CA-54   | certificate                | Nov 23, 2022 at 3:51:28                            | login      |
|  | DOD SW CA-55   | certificate                | Nov 23, 2022 at 5:46:46                            | login      |
|  | DOD SW CA-56   | certificate                | Nov 23, 2022 at 5:48:22                            | login      |
|  | DOD SW CA-57   | certificate                | Dec 12, 2022 at 4:39:49                            | login      |
|  | DOD SW CA-58   | certificate                | Dec 12, 2022 at 4:40:52                            | login      |
|  | DOD SW CA-60   | certificate                | Apr 2, 2025 at 3:34:49 AM                          | login      |

# **Chapter 5: Install VDI VMware Horizon Client**

Use the following procedure to update the VMware Horizon Client.

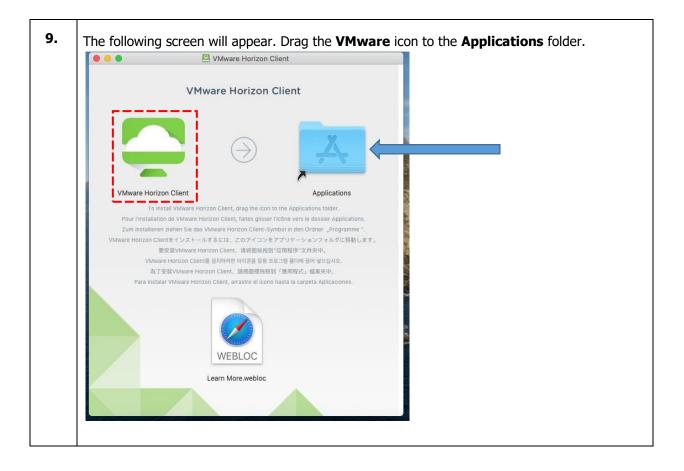


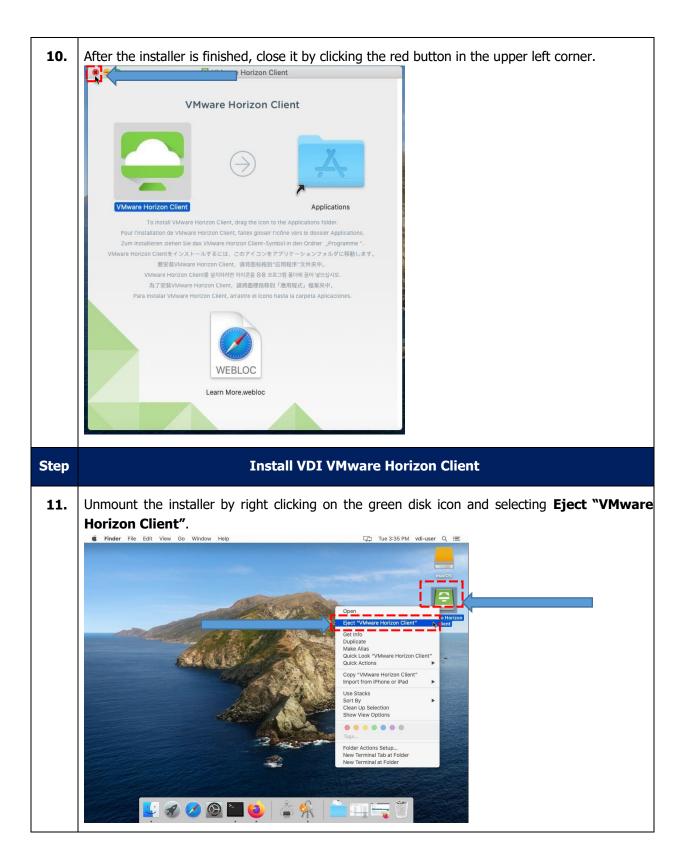
Install VDI VMware Horizon Client



Step

#### **Install VDI VMware Horizon Client**

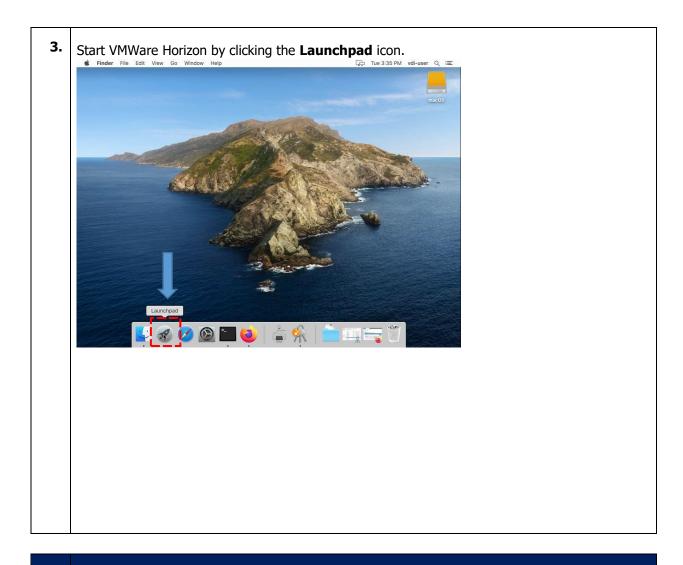




# **Chapter 6: Connecting to VDI**

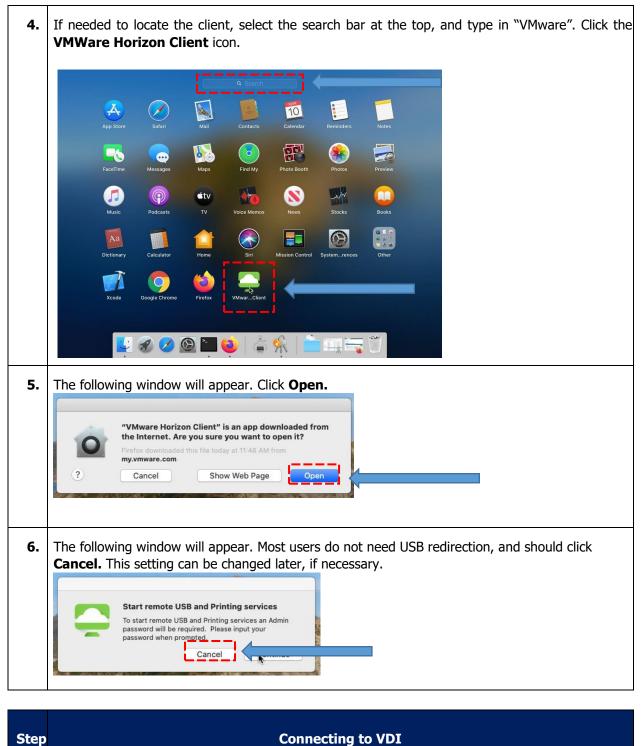
Use the following procedure to initially access VDI with the VMware Horizon Client. Several steps will only need to be performed the first time the program is run.

| Step | Connecting to VDI                              |
|------|--|
| 1.   | Plug your smart card reader into the computer. |
| 2.   | Insert your CAC into the reader.               |

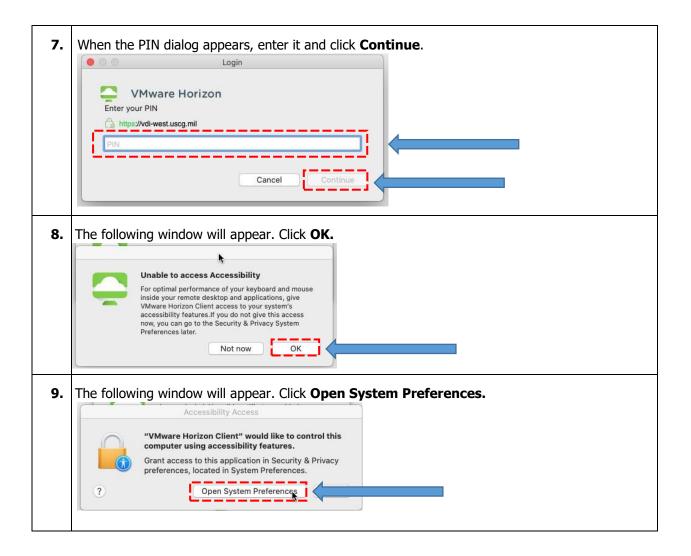


Step

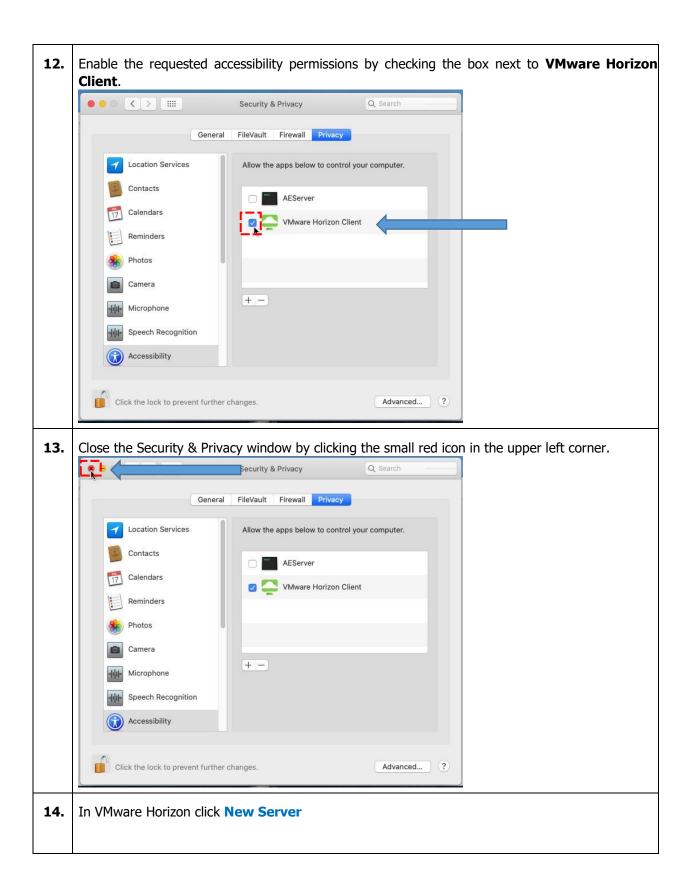
**Connecting to VDI** 



**Connecting to VDI** 



| 10. | The following window will appear. Click the <b>small lock</b> in the lower left corner.  |
|-----|--|
|     | Security & Privacy   |
|     | General FileVault Firewall Privacy   |
|     | Location Services Allow the apps below to control your computer.   |
|     | Contacts   |
|     | Calendars  |
|     | Reminders  |
|     | Photos Camera  |
|     | Microphone   |
|     | Speech Recognition   |
|     | Accessibility  |
|     | Click the lock to make changes.  |
| 11. | The following window will appear. Type in password and click <b>Unlock</b> .   |
|     | Image: Security & Privacy     Q. Search  |
|     | System Preferences is trying to unlock Security &<br>Privacy preferences.<br>Enter your password to allow this.<br>User Name: vdi-user<br>Password: ••••••••<br>Cont<br>Password: •••••••<br>Reminders |



| 15. | <ul> <li>The following window will appear. Enter the appropriate Connection Server in the field, using the designated primary listed below:</li> <li>For HQ, D01, D05, D07, D08, and D09, the primary server is VDI-OSC.uscg.mil or VDIEast.uscg.mil.</li> <li>For D11, D13, D14, and D17, the primary server is VDI-West.uscg.mil.</li> <li>Un-check (deselect) Always connect at launch. Click Connect.</li> </ul> |
|-----|--|
|     | Unable to access Accessibility       VMware Horizon Client   |
|     | Cancel Connect   |
| 16. | When the certificate selection window appears, select your PIV certificate, and click <b>Continue</b> .  |

| Step | Connecting to VDI   |
|------|---|
| 17.  | When the certificate selection window appears, select your PIV certificate.   |
| 18.  | A list of VDI desktop pools will appear.<br>Double-click the <b>Remote Access</b> pool to launch your Windows VDI session. These pools may<br>have a Windows 10.X naming convention attached. |
| End  | The procedure to Connect to VDI is complete.  |

### **Appendix A: Troubleshooting**

Here are a few common errors and the most likely resolution.

#### User not recognized

This is most likely due to selecting the wrong certificate. When you choose the certificate to sign in with, select the "PIV" certificate.

#### User not entitled to resources

This means your user account is not set up to access VDI. Contact CSD support to request access.

Desktop resource not available (after selecting the pool to launch)

Either there are no desktops available to log in to, or your specific desktop is rebooting or is not responding. Wait 2 to 3 minutes and try again. If available, try a different desktop pool. If this issue persists for more than 10 minutes, please contact support.

VMware Horizon does not detect smart card (requests "Insert a smart card to log in.")

Occasionally, the CryptoTokenKit driver within macOS detects the smart card removal, but not the re-insertion. Close VMware Horizon, and unplug smart card reader. Then insert smart card into reader, then re-connect smart card reader to computer. Wait 30 seconds for macOS to detect both items, and restart VMware Horizon.

### Appendix B: Update SCR-3500 Driver

Use the following simplified procedures to update the drivers used by macOS for the SCR3100A card reader.

| Step | Enable Browser CAC Access - Firefox   |
|------|---|
| 1.   | Using Safari, open the following link: http://files.identiv.com/products/smart-<br>cardreaders/common-drivers/uTrust_MAC_Driver.zip |

| 2.  | The download warning screen likely appears (unless you have already granted download permissions). Click <b>Allow.</b>                       |
|-----|--|
| 3.  | Open the extracted directory by clicking the Download icon on the Dock. The uncompressed folder should be visible. Click on the folder icon. |
| 4.  | Double click the file <b>scmccid_5_0_38_release_signed.pkg</b> .   |
| 5.  | A warning message regarding the inability of Apple checking it for malicious software.<br>Click <b>OK.</b>                                   |
| 6.  | Grant permission for the file to be opened by clicking <b>Open.</b>  |
| 7.  | The installer window appears. Click <b>Continue</b> .  |
| 8.  | The ReadMe is displayed. Review, if desired, then Click <b>Continue.</b>   |
| 9.  | The Software License Agreement is displayed. Review, then click <b>Continue.</b>   |
| 10. | Another software license window appears. Click Agree.  |
| 11. | The Installation confirmation window appears. Click Install.   |
| 12. | You will be prompted for authorization. Type in your password and click <b>Install Software.</b>   |
| 13. | The Installation Summary window is displayed. Click <b>Close.</b>  |
| 14. | The Installer will attempt to clean-up (delete) the downloaded files. Click <b>OK</b> .  |
| 15. | Another confirmation window will appear. Click <b>Move to Trash.</b>   |
| End | The procedure Update SCR-3500 Driver is complete.  |



# **End of Document**