



# Windows 10 Work Around for LIW Portal Login

LOGSA Service Desk

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Toll Free: 1-866-211-3367 | Commercial: 256-955-7716

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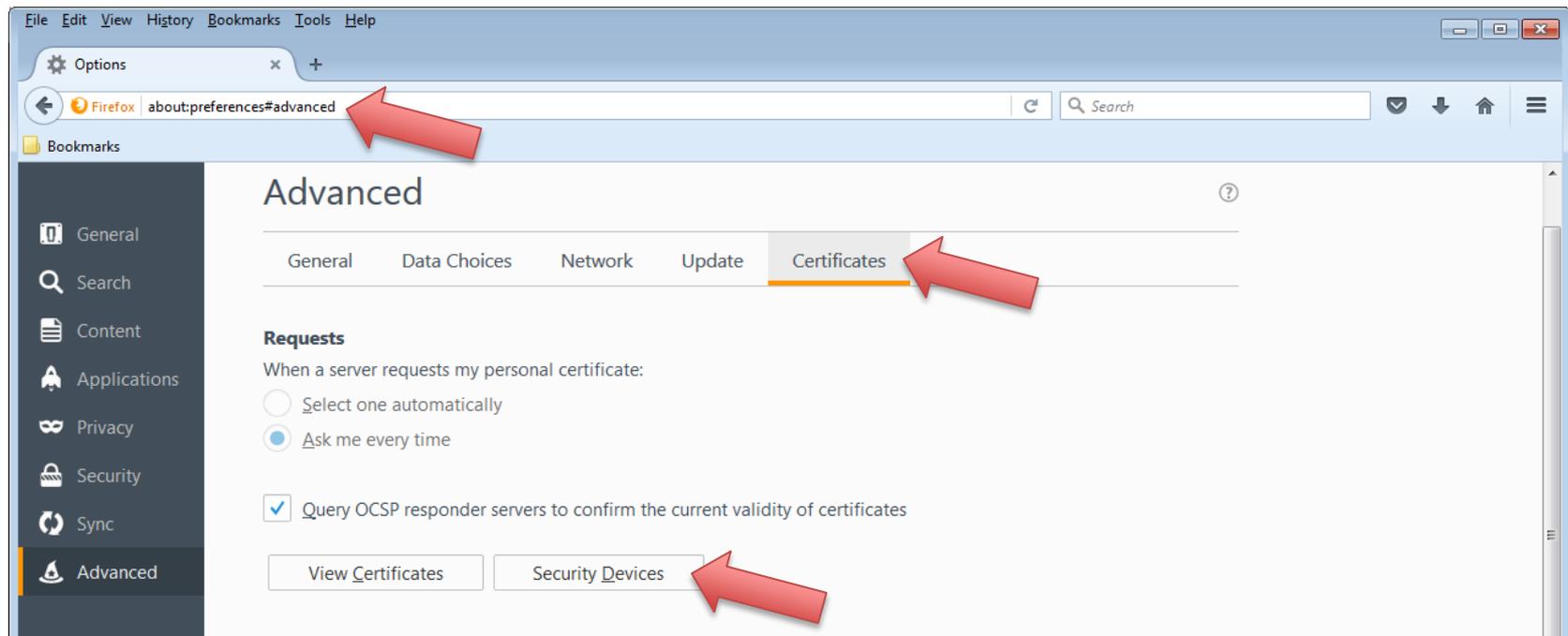
# Windows 10 Work Around for LIW Portal Login

- Prerequisites:
  - ActivClient 7.x
  - Mozilla Firefox
- The user must contact their local System Administrator and request installation of the above if their machine does not have these prerequisites



# Configuring ActivClient CAC Support in Firefox

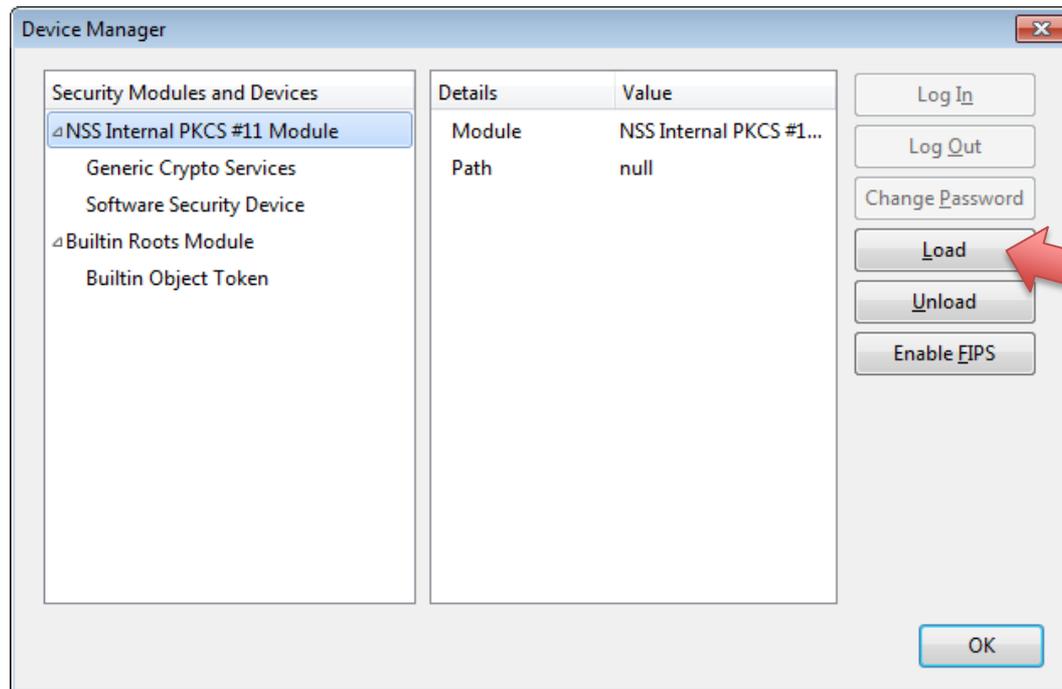
- Firefox does not support CAC use by default
- To enable CAC support, navigate to **about:preferences#advanced**
- Select the **Certificates** tab then select the **Security Devices** button





# Configuring ActivClient CAC Support in Firefox

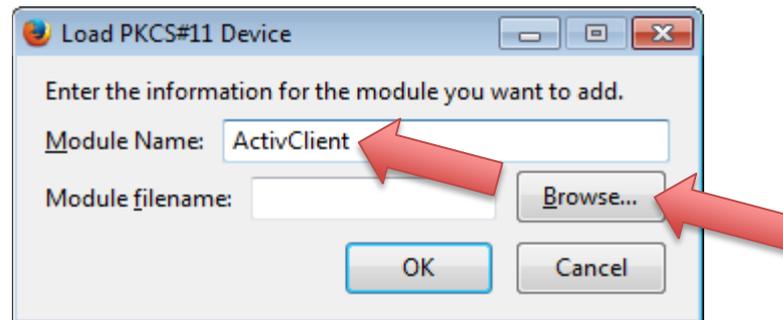
- If **ActivClient** appears under **Security Modules and Devices**, then Firefox is already configured for CAC use (skip to page 8)
- Select the **Load** button





# Configuring ActivClient CAC Support in Firefox

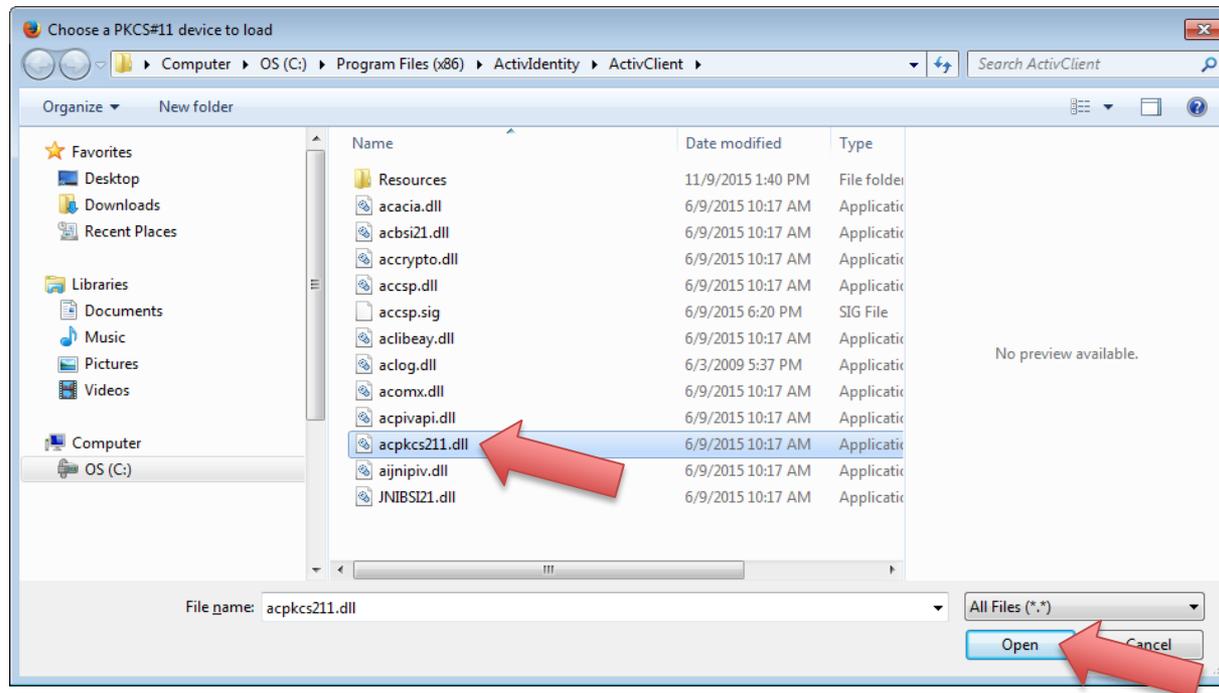
- Enter **ActivClient** for the **Module Name**
- Then select **Browse...**





# Configuring ActivClient CAC Support in Firefox

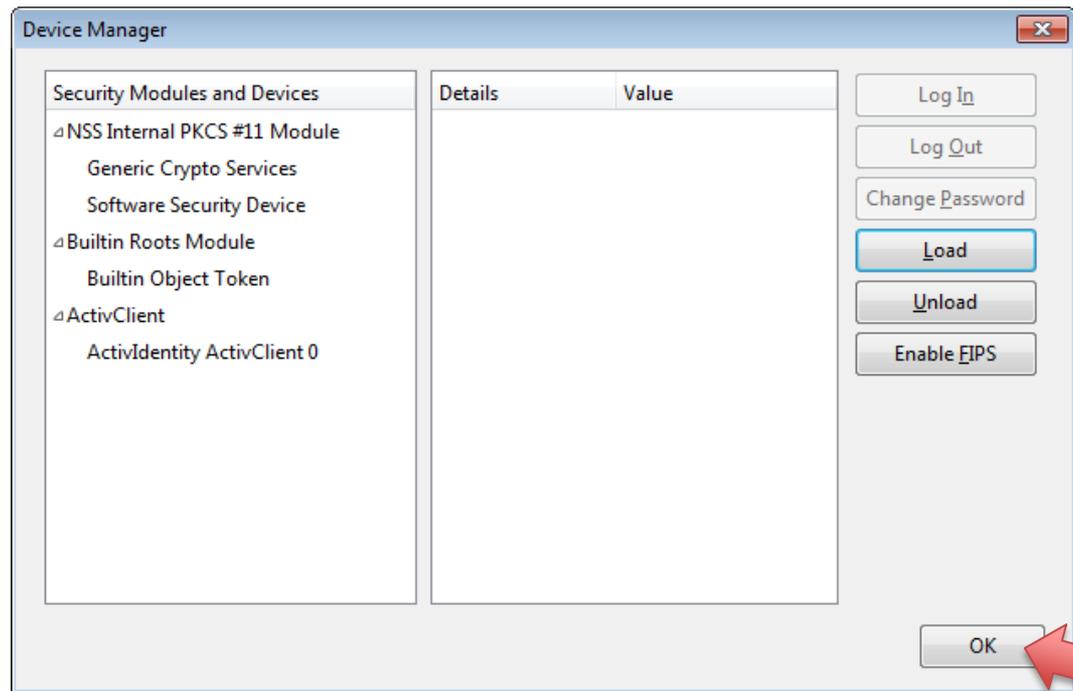
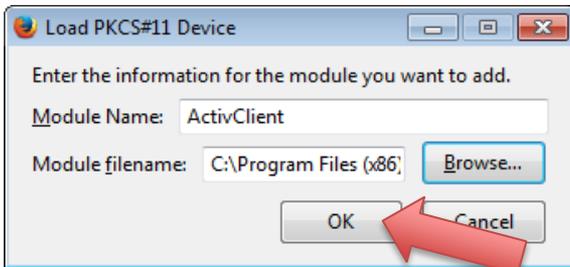
- For 32bit Firefox, navigate to **C:\Program Files (x86)\ActivIdentity\ActivClient\**
- Select **acpkcs211.dll** then select the **Open** button





# Configuring ActivClient CAC Support in Firefox

- Select the **OK** button
- **ActivClient** will appear under **Security Modules and Devices**
- Select the **OK** button





# Configuring ActivClient CAC Support in Firefox

- Firefox is now configured to use ActivClient for CAC use
- You can verify this by logging into AKO, <https://login.us.army.mil/>

File Edit View History Bookmarks Tools Help

AKO Army Knowledge Online

https://login.us.army.mil/suite/login/fcc/akologin.fcc?TYPE=33554433&REALMOID=06-84df9b84-1402-1006-8b6f-832f13160000&GL

Bookmarks

This information system is approved for UNCLASSIFIED//FOUO data

AKO ARMY KNOWLEDGE ONLINE

CAC/PIV Login

Sign in using your CAC/PIV

Insert your CAC/PIV into the card reader, then Sign in.

Sign in

Low Bandwidth

Having trouble accessing AKO?

New to AKO? Sign up

Create Account with CAC

Do you need assistance? Please contact the

AESD ARMY ENTERPRISE SERVICE DESK

RESPOND - 24/7 - RESOLVE

A U.S. Army paratrooper drags his parachute toward a target during Leapfest 2016 in West Kingston, R.I., Aug. 4, 2016. Leapfest is an International parachute training event and competition hosted by the 56th Troop Command, Rhode Island Army National Guard to promote high level technical training and esprit de corps within the International Airborne community. U.S. Army photo by Sgt. Brady Pritchett



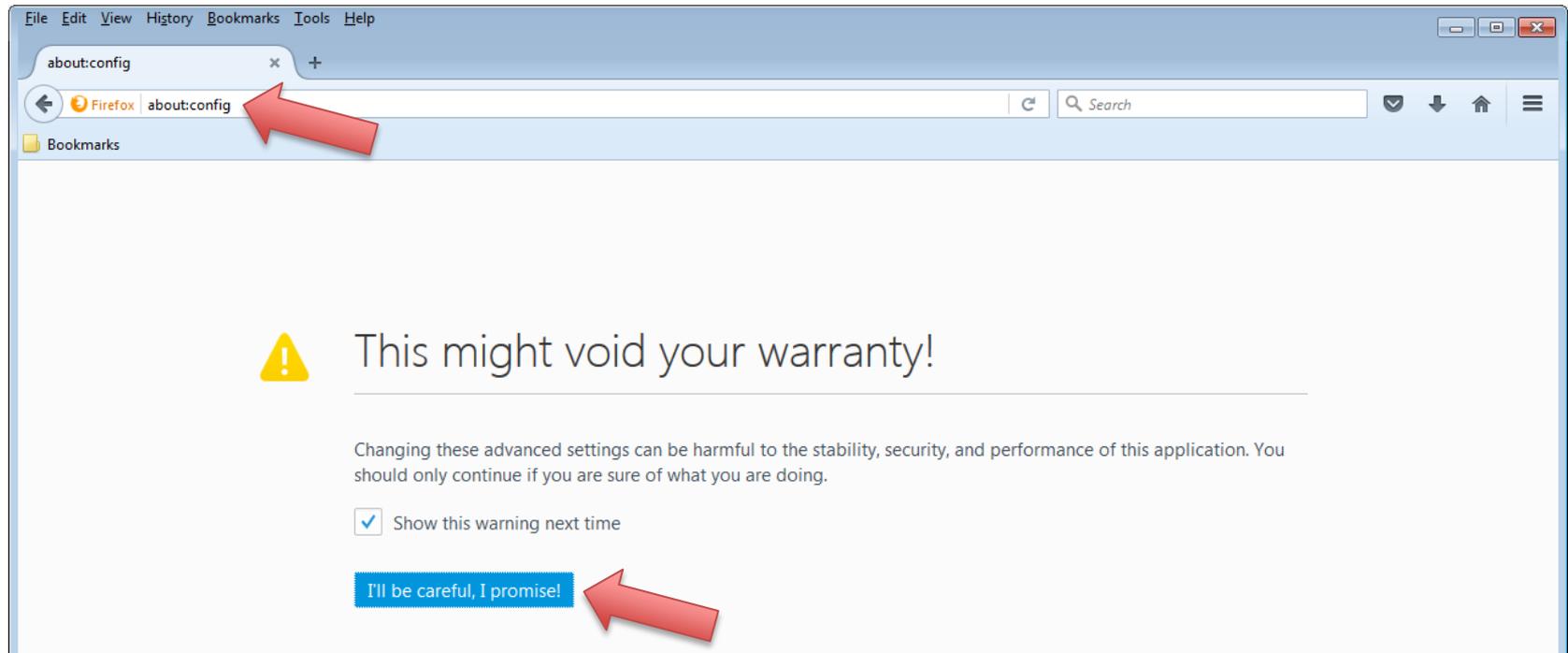
# Disabling TLS 1.2 in Firefox

- As of version 43, Firefox supports TLS 1.0, 1.1, and 1.2 by default
- In order to login to the LIW Portal using Firefox on Windows 10, TLS 1.2 support must be disabled
- This is a temporary work around and is not intended to be a permanent settings change. Defaults can be restored by selecting **Reset** instead of **Modify** in the following steps



# Disabling TLS 1.2 in Firefox

- To disable support for TLS 1.2, navigate to **about:config** and select the button labelled **I'll be careful, I promise!**





# Disabling TLS 1.2 in Firefox

- Search for **security.tls.version.max**
- Right-click on **security.tls.version.max** and select **Modify**
- Change the value to **2** and select **OK**

The screenshot shows the Firefox 'about:config' page. The search bar contains 'security.tls.version.max'. A table lists preferences, with 'security.tls.version.max' selected. A context menu is open over this row, with 'Modify' highlighted. A dialog box titled 'Enter integer value' is open, showing the preference name and the value '2'. The 'OK' button in the dialog is highlighted.

Preference Name	Status	Type	Value
security.tls.version.max	default	integer	3
services.sync.prefs.sync.security.tls.version.max	default	boolean	true



# Disabling TLS 1.2 in Firefox

- Please close and reopen Firefox to apply the new settings
- Firefox is now configured to use TLS 1.0 and 1.1
- The user should now be able to log into the LIW Portal, <https://liw.logsa.army.mil/>



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- Please note that not all applications in the LIW Portal are fully compatible with Firefox. If issues are encountered, please contact the LOGSA Service Desk for assistance. When reporting issues, the user should state that they are using the Firefox work around on Windows 10

## LOGSA Service Desk

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