

If you are experiencing issues with your DCS connection such as, unable to connect to DCS web conferences or receive “Connecting to server” but connection never completes, try the following to resolve the problem:

- Use Google Chrome as your browser, if possible, as there are known Internet Explorer compatibility issues.
- Ensure you use Email CAC Certificate.
- Delete browsing history & Clear cache.
 - In Internet Explorer, go to the Tools (gear icon) in the upper right corner. Next, click on Safety. Then, click on Delete Browsing History. Finally click the Delete button.
 - In Google Chrome, go to the ellipsis (3 dots) in upper right corner. Next, click on More Tools. Then, click Clear browsing data. Ensure Time range = All time and click Clear Data.
 - In Firefox, go to the Library button, click History and then click Clear Recent History. Next, select the time range to clear. Finally, click the Clear Now button.
 - In Adobe Flash Player (Accessed through the Control Panel), go to the Storage tab and then click Delete All button. Next click Delete Data.
 - In Java (Accessed through the Control Panel), go to the General tab and click the Settings button under Temporary Internet Files. Then, click Delete Files. Finally, click OK.
- Verify Java is installed and on the latest version by going to the following URL: <http://java.com/en/download/testjava.jsp>.
- Verify Adobe Flash Player is installed and on the latest version by going to the following URL: <http://www.adobe.com/software/flash/about/>.
- Run the System Check using <https://conference.apps.mil/check> to verify that your local workstation and its network meet minimum DCS requirements.
- Manage Add-Ons; Verify Java is enabled and Adobe or Shockwave Flash is enabled.
 - In Internet Explorer, go to the Tools (gear icon) in the upper right corner. Next click on Manage Add-Ons. Ensure that Java and Adobe/ Shockwave Flash are enabled.
 - In Google Chrome, go to the ellipsis (3 dots) in upper right corner. Next, click on More Tools. Then, click Extensions. Ensure that Java and Adobe/ Shockwave Flash are enabled.
 - In Firefox, go to the menu and click Add-ons. Next, click Extensions. Ensure that Java and Adobe/ Shockwave Flash are enabled.
- In Internet Explorer, go to the Tools (gear icon) in the upper right corner. Next, click on Safety. Verify that "ActiveX filtering" DOES NOT have a check mark by it.
- Set https://*.apps.mil in trusted sites.
 - In Internet Explorer, go to Tools (gear icon) in upper right corner. Next click on Compatibility view settings. Finally, enter https://*.apps.mil in Add this website and click Add.
 - In Google Chrome, go to the ellipsis (3 dots) in upper right corner. Next, click on Settings and then Advanced. Then click on Open proxy settings. Open the Security tab and click on the Trusted sites checkmark, then Sites button. Finally, enter https://*.apps.mil in Add this website to the zone and click Add.
 - In Firefox, go to the menu and click Security. In the General section, click the Exceptions button. Finally enter https://*.apps.mil in Address of website and click Save Changes.
- Delete Root Certificates; if not available on device go to: <http://iase.disa.mil/pki-pke/Pages/a-z.aspx>.
 - In Internet Explorer, go to Tools (gear icon) in upper right corner. Click on Internet Option. On the Content tab, click on Certificates. Select the Certificates to be removed and click Remove.

- In Google Chrome, go to the ellipsis (3 dots) in upper right corner. Next, click on Settings and then Advanced. Under Privacy and security, go to Manage certificates and click the edit icon. Select the Certificates to be removed and click Remove.
- In Firefox, go to the menu and click Options. Next, click on Privacy & Security and scroll to the Certificates section. Click View Certificates. Under Your Certificates, select the certificate to removed and click Delete.
- Install Root Certificates. Go to <https://iase.disa.mil/pki-pke/Pages/tools.aspx> for Certificate tools.
- From command prompt, with all browsers closed, run "gpupdate /force".
- From command prompt, clear the DNS state using the "ipconfig /flushdns".
- Restart device.
- If you are behind proxy servers or firewalls, you will need your IT group to allow initial and new public IP addresses (See attached documents) in order to connect to the DCS conference servers.