PRIVACY ERROR

Error Encountered



How to Troubleshoot

- 1. Copy and paste this into a new Chrome tab and click enter: chrome://net-internals/#hsts
- 2. Copy and paste this into the "Delete domain security policies" box: login.pmw240.com

Domain: example.com	
Report URI (optional): http	s://reporting example.co
Enforce:	
Query Expect-CT domain	
Input a domain name to qu	very the current Expect-CT :
Domain: example.com	Query
Send test Expect-CT report	
Trigger a test report to the	given report URI. The report
Report URE	Send
Delete domain security	policies

- 3. Click "Delete"
- 4. Try to login again! If you get the same error, click "advanced" and click "proceed to site"



DISABLED ACCOUNT

Error Encountered

Your account has been disabled

Your company administrator has disabled access to the system for you. Please contact your administrator for more information.

How to Troubleshoot

Email <u>askmncc.fct@navy.mil</u> to unlock your account. Suggested template below. Edit everything in *red with your information*!

To:	askmncc.fct@navy.mil			
Subject:	ACCOUNT UNLOCK			
Body:	Good morning MNCC,			
	The below user's SalesForce acc routing back to the Helpdesk Hy you!	count is disabled, please assist in creating a case and ypercare team to unlock their SalesForce account. Than		
	Last name	NAVY		
	First name	JOE		
	Rank/rate/GS grade	PS2 // GS-7		
	Account Username or DODID	joe.navy@navynpc.my.salesforce.mil		
		or		
		0123456789		
	Email	joe.navy@navy.mil		
	Drefile	DEBC Day		
	Profile	PERS-PUY		

CERTIFICATE VALIDATION FAILED

Error Encountered



How to Troubleshoot

- 1. Ensure you utilized your authentication certificate on your CAC. If you did, then 9 times out of 10 you do not have a SalesForce account and need to submit a new SAAR. If you submitted a SAAR to <u>eCMR_perspay.fct@navy.mil</u> over 2 weeks ago and you (1) have not received an email stating your account has been created or (2) get the above error, then you NEED to submit a new SAAR for access using the instructions and template that has been distributed via email.
- 2. If you are certain you had an account created or have any other doubt, then email <u>askmncc.fct@navy.mil</u> or call the CPPA Pro Cell at 1-833-330-6622 and dialing 2 after the survey prompt. Be sure to describe your issue as detailed as you can and tell them you are encountering the "Certificate validation failed" message. The admins may need to adjust your account settings.
- 3. If have an account and you contacted the Call Center about your issue and they closed your case saying they "reactivated your account" or had taken some other action, BUT you STILL get this error: contact the Call Center again via email or phone and refer to the case # of your last case. This will enable the admins to know that something more may be going on with your account. If you have multiple accounts from different roles in SalesForce, be sure to let them know what accounts you have and usernames (if you know those, otherwise just give them as much info as you can).

NO_ACCESS

Error Encountered



How to Troubleshoot

If you get this error, it means you do in fact have an account, but it may be deactivated or there could be another issue in that your CAC is trying to take you to a deactivated account, but your name is on a second account created. Whatever, the reason may be, you must email <u>askmncc.fct@navy.mil</u> or call the CPPA Pro Cell at 1-833-330-6622 (dial 2 after the survey prompt to talk to Pro Cell). You must describe your issue in clearly and give as many details about your user account as you know. If your case gets closed email or call back to the Call Center and reference your closed case. They may need to take a different action on your account. A suggested template is below:

To:	askmncc.fct@navy.mil		
Subject:	NO_ACCESS Error		
Body:	Good morning MNCC,		
	When I login I get the error "NC creating a case and routing back needed. Thank you!	D_ACCESS". Below are my account details. Pleak to the Helpdesk Hypercare team to fix my account details.	ase assist in count as
	Last name	NAVY	
	First name	JOE	
	Rank/rate/GS grade	PS2 or GS-7 or CTR or whatever it is your rank is	
	Account Username or DODID	joe.navy@navynpc.my.salesforce.mil or 0123456789	
	Email	joe.navy@navy.mil	
	Profile	PERS-Pay	

NMCI CBII SCRIPT

Error Encountered

A CAC AUTHENTICATION SCREEN UPON OPENING A WEB BROWSER. Specifically you may encounter a something that says "...NMCI CBII..."

How to Troubleshoot

Step One: Open the Microsoft Edge Web Browser



■	From there, navigate to the 3-Dot and select Settings				
			—	D ,	
	Go Go 🖸	£≡	Ð		
			🛅	Other fa	avorites
					DĄ
		ŝ	Settings		
		?	Help and	feedback	

Step Two: Navigate to the left side of the screen and Select System.



• Then, select **Open** your computer's proxy settings.

Document Prepared by TSC Memphis SalesForce URL: <u>https://navynpc.my.salesforce.mil/</u> NOTE: You must use Chrome or Edge – no Internet Explorer

Settings	System	
Q Search settings	Startup boost	
Profiles	The browser will launch in the background when you sign in to your device and continue running when you close all browser windows. Learn more	
Privacy, search, and services	Continue running background apps when Microsoft Edge is closed	
Appearance	He bardware acceleration when available	
() On startup		
🖻 New tab page	Open your computer's proxy settings	3 🖸
GA Chara and and		

Step Three: Navigate to the Automatic Proxy Setup.

• From there, turn **off** the "Use Setup Script".

 Then select sate 	ve.
Settings	
යි Home	Proxy
Find a setting \wp	Automatic proxy setup
Network & Internet	Use a proxy server for Ethernet or Wi-Fi connections. These settings don't apply to VPN connections.
	Automatically detect settings
문 Ethernet	Off Use setup script
ි Dial-up	
% VPN	Script address https://pac.menlosecurity.com/temp-5430
🕒 Data usage	
Proxy	Jave
	Manual proxy setup
	Use a proxy server for Ethernet or Wi-Fi connections. These settings don't apply to VPN connections.
	Use a proxy server
	On On
	Address Port Http=nmciproxyb1:8080;1
	Use the proxy server except for addresses that start with the following entries. Use semicolons (;) to separate entries.
	10.**.nmci.navy.*;*.nads.navy.*;*cssurvey; *.erp.navy.mil;pwdreset*;nsdsa2.phdnswc*
	Don't use the proxy server for local (intranet) addresses
	Save

While you are there:

Scroll down to the Manual proxy setup

Document Prepared by TSC Memphis SalesForce URL: <u>https://navynpc.my.salesforce.mil/</u> NOTE: You must use Chrome or Edge – no Internet Explorer

	Save 🗘
Proxy	
	Manual proxy setup
	Use a procy server for Ethernet or Wi-P don't apply to VPN connections.
	Use a proxy server
	on Con
	Address Port
	http=nmciproxyb1:8080/
	Use the proxy server except for addresses that start with the following entries. Use semicolons (1 to separate entries.
	10.11 mmo.navy.11 neds.nevy.11 cisurveyz *.erg.navy.ml/pxdreset*nodu2.phdnavc*
	On't use the proxy server for local (intranet) addresses
	2914

And cut and paste this: *.salesforce.mil;

into the window marked with the yellow arrow. Hit save.

Once these steps are complete, close the web browser and start a new session.

Note: You may continuous experience the NMCI script that blocks certain website traffic. Each time your machine performs an update, or a restart, the settings will default.

Then...

Bottom left of your screen:



If a user gets the message to select a cert but screen doesn't provide the certs to select, then first thing to check is this setting, MAKE SURE both are left unchecked.

Document Prepared by TSC Memphis SalesForce URL: <u>https://navynpc.my.salesforce.mil/</u> NOTE: You must use Chrome or Edge – no Internet Explorer

Internet Options ? ? General Security Privacy Content Connections Programs Advanced	× • • • •
To set up an Internet connection, click Setup Setup. Dial-up and Virtual Private Network settings	Coronavirus Update What's New
Add	Local Area Network (LAN) Settings
Add VPN Remove	Automatic configuration Automatic configuration may override manual settings. To ensure the use of manual settings, disable automatic configuration.
Choose Settings if you need to configure a proxy Seconds server for a connection.	Automatically detect settings Use automatic configuration script Address https://pac.menlosecurity.com/temp-:
Local Area Network (LAN) settings LAN Settings do not apply to dial-up connections. Choose Settings above for dial-up settings.	Proxy server Use a proxy server for your LAN (These settings will not apply to dial-up or VPN connections). Address: Address: Bypass proxy server for local addresses
	OK Cancel
OK Cancel Apply	

(If these instructions did not help, do not suffer in silence. Let MNCC know. Thanks)