



# DoD PKI

## Automatic Key Recovery

(520) 538-8133, DSN 312-879-8133, or 866-738-3222,

[Netcom-9sc.om-iacacpki.helpdesk@mail.mil](mailto:Netcom-9sc.om-iacacpki.helpdesk@mail.mil)

Fort Huachuca, AZ 85613-5300

14 March 2017

Mike Danberry last reviewed on 26 April 2021

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



The most current version of this guide can be downloaded from:  
[https://militarycac.us/files/Automatic\\_Key\\_Recovery\\_New.pdf](https://militarycac.us/files/Automatic_Key_Recovery_New.pdf)



# The Problem:



**A problem in the past with the DoD PKI infrastructure was the inability to recover Common Access Card (CAC) private encryption keys and certificates that were either expired or revoked. This becomes necessary when a CAC is lost and its certificates are revoked or when a CAC and the certificates it contains expires and is surrendered to DEERS / RAPIDS site before the user's encrypted emails / files have been decrypted.**

**An Auto Key Recovery capability has been fielded by DISA to permit holders of new CACs to retrieve encryption keys / certificates from previous cards to permit decryption of old email and files.**

**NOTE: In April 2014, DISA removed the Certificate recovery website "white listing," changing the site to ONLY be available from the UnClassified Government network. Home users will need to follow instructions on slide 21 for Army users & 22 for all other military branches to get your previous CAC certificates. *See slide 24 for another idea if you have access to a Government computer***



# The Solution:



## Steps to Recover CAC Private Email Encryption Keys

**The following slides provide steps to recover private encryption keys [escrowed by DISA] from your previously CACs**



# URLs for Key Recovery



The links listed below are ONLY accessible from the Government UnClassified network

They will NOT work from a personal computer at home

TLS 1.0, 1.1, & 1.2 must be checked on your Government computer in Internet Options, Advanced (tab). *Some Government computer users may have to use Firefox, as their commands have blocked the ability to check TLS 1.0, 1.1, & 1.2*

**NOTE:** Some people have had better success using Firefox or Chrome

<https://ara-5.csd.disa.mil> or <https://ara-6.csd.disa.mil>

SIPR users: <https://krp.csd.disa.smil.mil/krp/ss/selfService.jsp>

**Note:** The links shown above ARE case sensitive

If the keys fail in the links, follow instructions on slide 21 for Army users & 23 for all other military branches.





# Choose Your Identity or Authentication Certificate



User Identification Request

This site has requested that you identify yourself with a certificate:  
ara-5.csd.disa.mil:443  
Organization: "U.S. Government"  
Issued Under: "U.S. Government"

Choose a certificate to present as identification:

ActivIdentity ActivClient 0:NOBLE.PHI Government ID Certificate [06:C2:79]

Details of selected certificate:

Issued to: CN=NOBLE.PHILIP.EUGENE.1184204718,OU=USA,OU=PKI,OU=DoD,O=U.S. Government,C=US  
Serial number: 06:C2:79  
Valid from Monday, April 04, 2016 5:00:00 PM to Thursday, April 04, 2019 4:59:59 PM  
Key Usages: Signing,Non-repudiation  
Issued by: CN=DOD ID CA-34,OU=PKI,OU=DoD,O=U.S. Government,C=US  
Stored on: ActivIdentity ActivClient 0

☒ Remember this decision

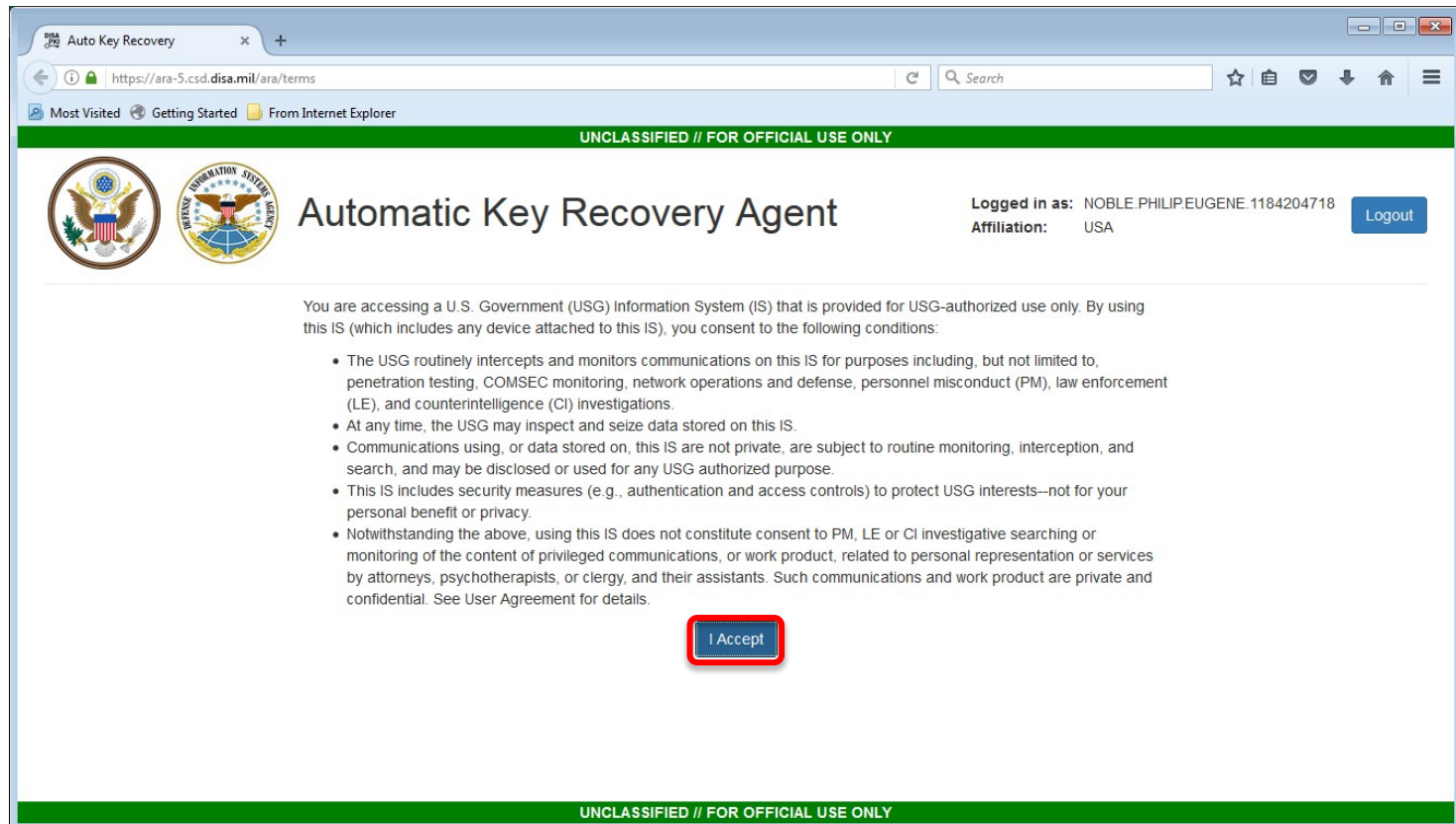
OK Cancel

When prompted to identify yourself, Highlight your Identification Or Authentication Certificate. Select it, then click OK.

**Note:** Do NOT choose the EMAIL certificate



# Warning Banner



Read the warning statement, then click *I Accept*



# Key Selection





Look for the dates that correspond with your previous CAC(s). They may not be listed in order. Only recover previous certificates. There is no need to recover your current CAC certificate

Auto Key Recovery

https://ara-5.csd.disa.mil/ara/search

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  Automatic Key Recovery Agent

Logged in as: NOBLE.PHILIP.EUGENE.1184204718  
Affiliation: USA [Logout](#)

The following Encryption Keys can be recovered:

Common Name:	NOBLE.PHILIP.EUGENE	<a href="#">Recover</a>
Organization Affiliation:	USA	
Not Valid Before:	2013-04-16 00:00:00 GMT	
Not Valid After:	2016-04-15 23:59:59 GMT	
Email:	philip.noble@us.army.mil	
Issuer:	DOD EMAIL CA-29	
Serial Number:	0x360D3F	
Key Usage:	keyEncipherment	

Common Name:	NOBLE.PHILIP.EUGENE	<a href="#">Recover</a>
Organization Affiliation:	USA	
Not Valid Before:	2013-02-06 21:05:22 GMT	

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**Browse the list and locate the key you want / need to recover. Once located, click the *Recover* button.**



# Acknowledgement



Auto Key Recovery

https://ara-5.csd.disa.mil/ara/search

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Automatic Key Recovery Agent

Logged in as: NOBLE.PHILIP.EUGENE.1184204718  
Affiliation: USA

I acknowledge that I am the subscriber for this escrowed key.  
I acknowledge that I am attempting to recover this key.  
Per the applicable PKI "Certificate of Acceptance and Acknowledgement of Responsibilities" form (e.g. DOD FORM 2842), I agree to use this key for authorized purposes only, to protect it from use by others, and to destroy it when no longer needed.

OK Cancel

Email: philip.noble@us.army.mil  
Issuer: DOD EMAIL CA-29  
Serial Number: 0x360D3F  
Key Usage: keyEncipherment

Common Name: NOBLE.PHILIP.EUGENE.1184204718  
Organization Affiliation: USA  
Not Valid Before: 2013-02-05 21:05:22 GMT

Recover

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Select **OK**





# One-time Password





Auto Key Recovery

https://ara-5.csd.disa.mil/ara/recover

Most Visited Getting Started From Internet Explorer

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  Automatic Key Recovery Agent

Logged in as: NOBLE.PHILIP  
Affiliation: USA [Logout](#)

The Automated Key Recovery Agent has recovered your key.

To retrieve your key, click on the following button:

[DOWNLOAD NOBLE.PHILIP.EUGENE](#)

Following is the one-time password you will need to restore your key.  
Please write it down since it will not be available again.

**@8gV%6BMxZCa@e6B7udZ**

[How to use this key with Internet Explorer](#)

[How to use this key with Firefox](#)

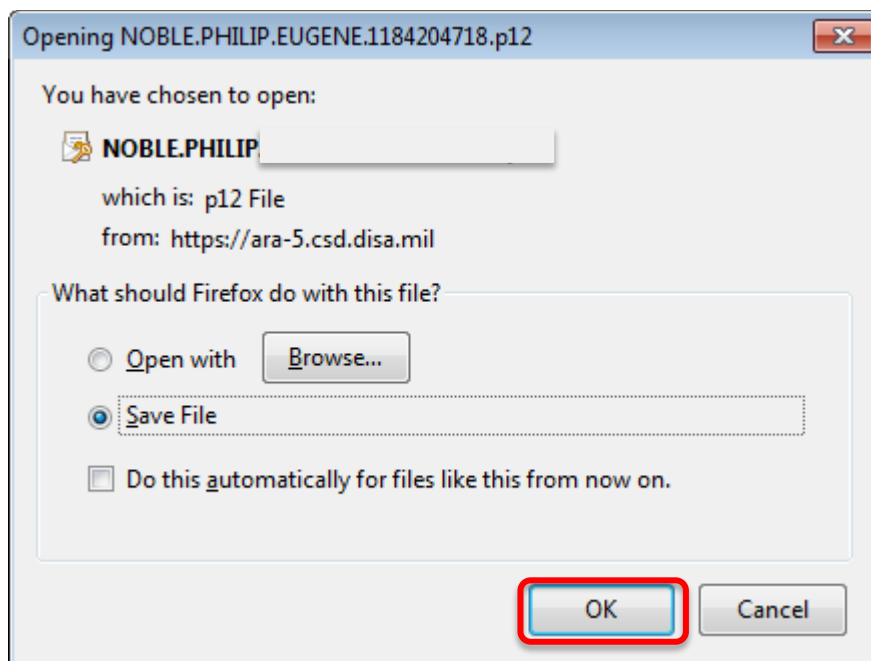
[Return to Key List](#)

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Click the **DOWNLOAD** (button), you'll use the one-time password to access / install your recovered certificate



# Installing the Certificate

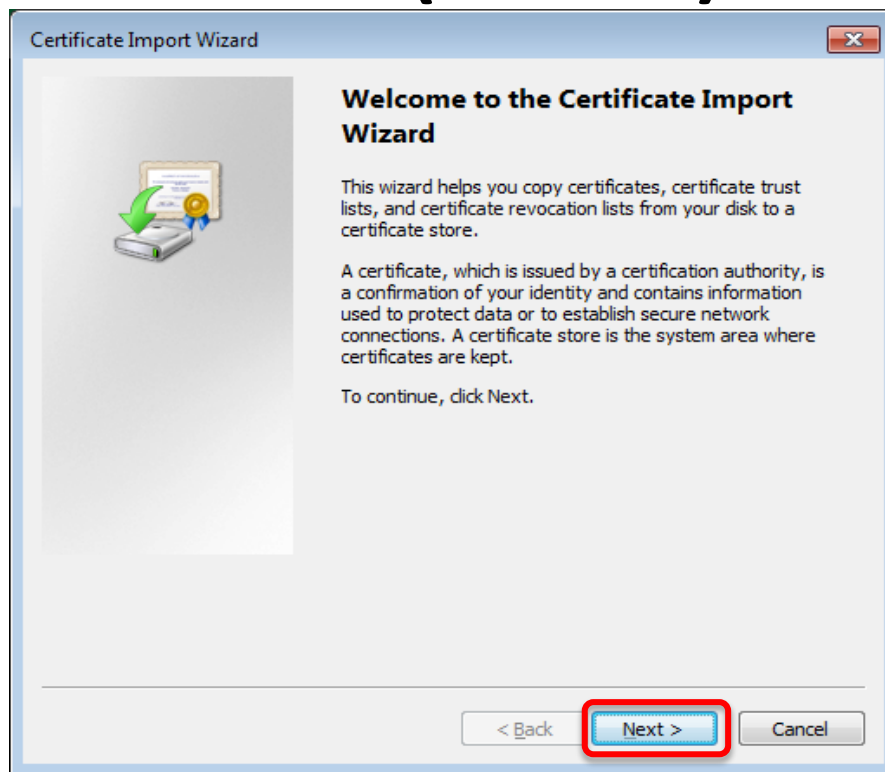


Select OK

People following slide 24, select Save, then after you get home continue with this guide by clicking Open



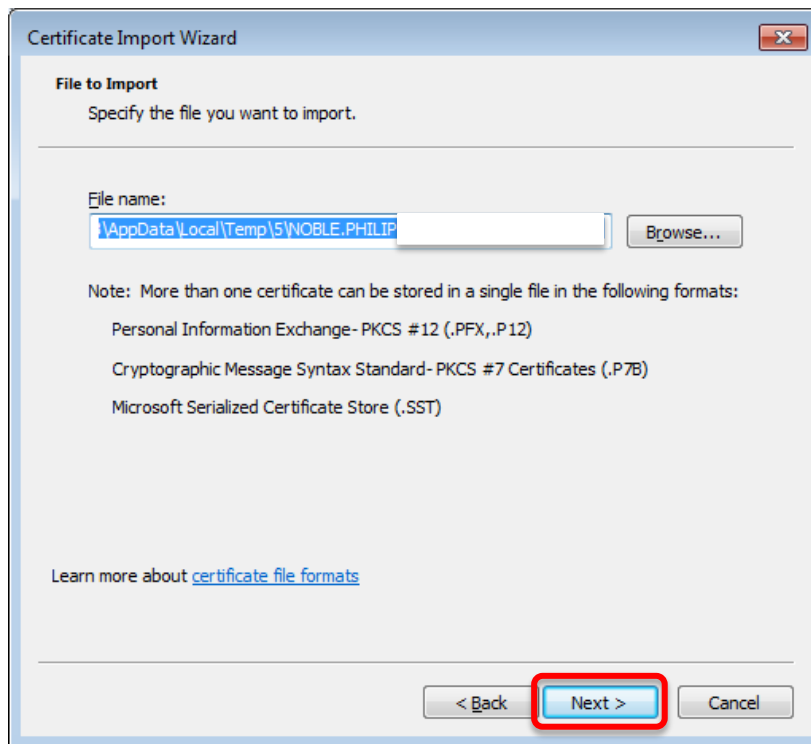
# Installing the Certificate (Cont'd)



Click Next



# Installing the Certificate (Cont'd)



Click Next





# Installing the Certificate (Cont'd)



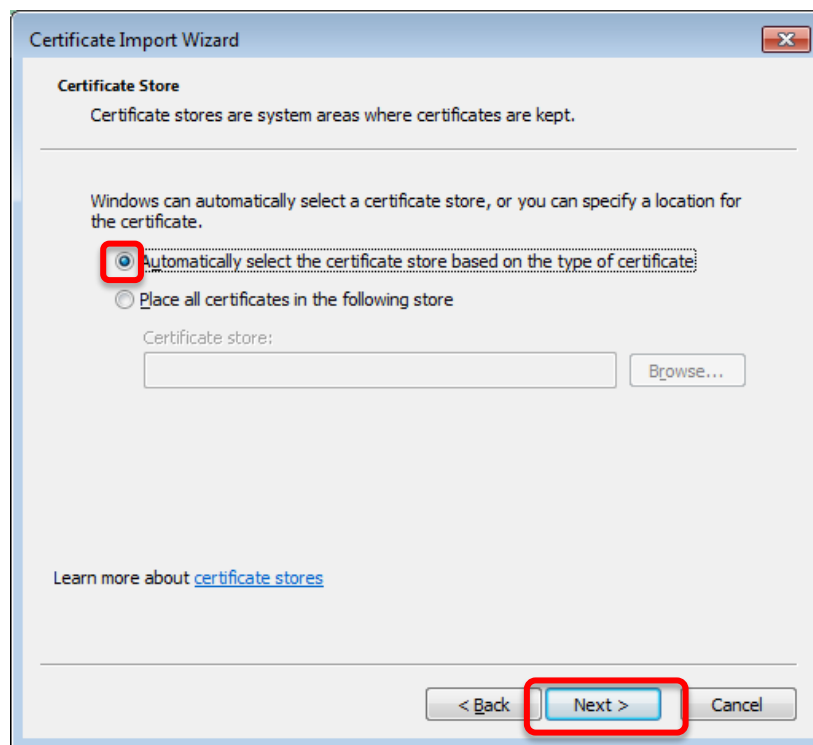
The image shows a Windows 'Certificate Import Wizard' dialog box, specifically the 'Password' step. The title bar reads 'Certificate Import Wizard'. The main text says 'To maintain security, the private key was protected with a password.' Below this, it says 'Type the password for the private key.' There is a 'Password:' label followed by a text box containing a series of dots, which is highlighted with a red rectangle. Below the text box are three unchecked checkboxes, each also highlighted with a red rectangle: 'Enable strong private key protection. You will be prompted every time the private key is used by an application if you enable this option.', 'Mark this key as exportable. This will allow you to back up or transport your keys at a later time.', and 'Include all extended properties.' At the bottom, there is a link that says 'Learn more about [protecting private keys](#)'. At the very bottom are three buttons: '< Back', 'Next >', and 'Cancel'. The 'Next >' button is highlighted with a red rectangle.

**Note:** If you check “Enable strong private key protection” you’ll need to enter the password provided every time you access your email / files. So, recommendation is to NOT check it.

**Enter the Password shown on the download link web page, leave the blocks unchecked, click Next**



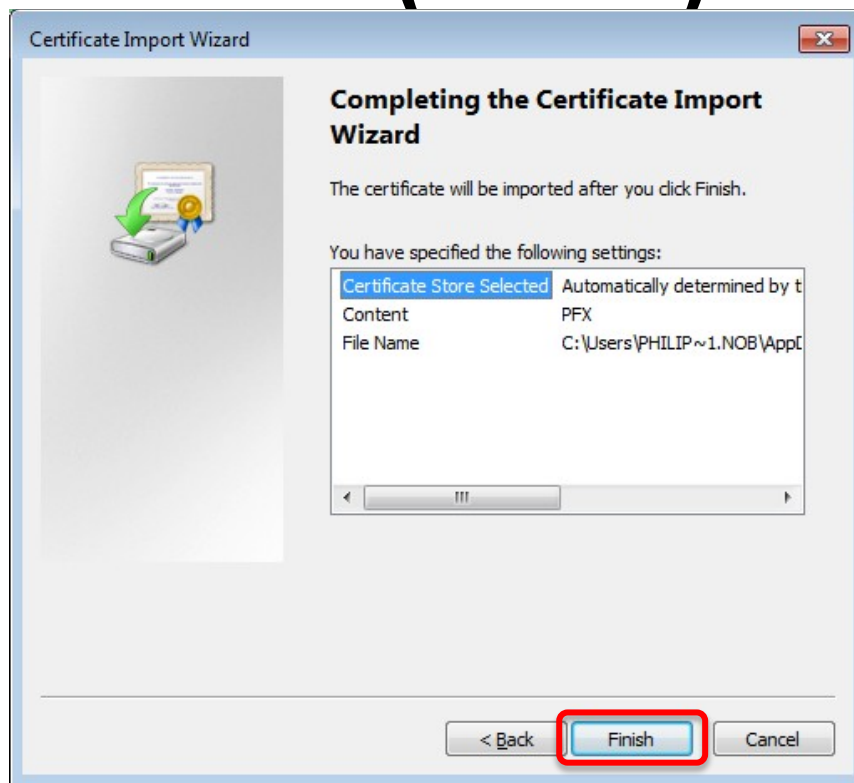
# Installing the Certificate (Cont'd)



**Leave “Automatically select the certificate store based on the type of certificate” selected, click Next**



# Installing the Certificate (Cont'd)



Click *Finish*



# Installing the Certificate (Cont'd)

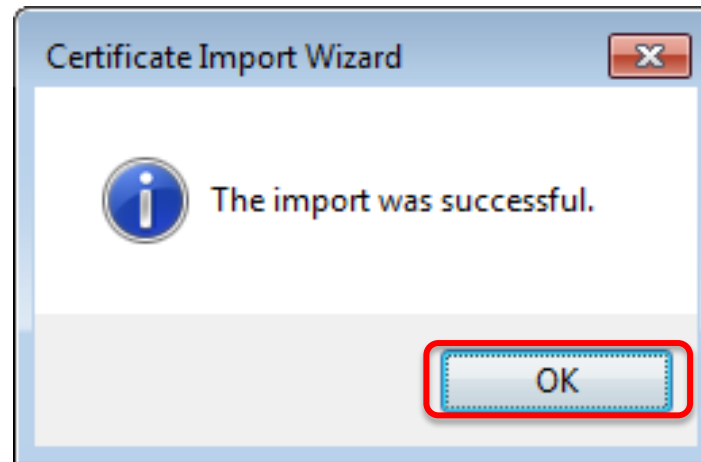


**Click OK**





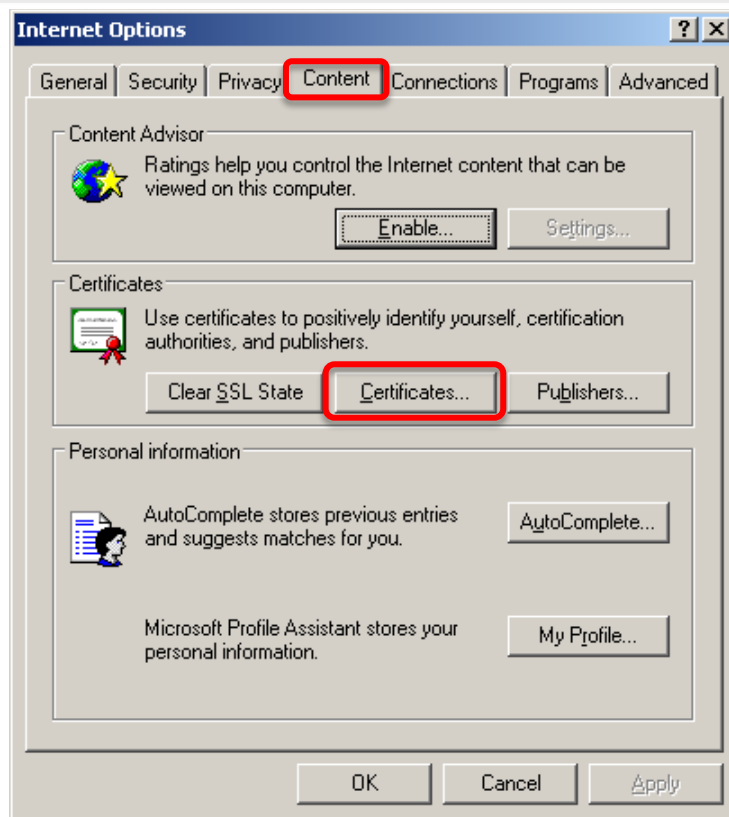
# Installing the Certificate (Cont'd)



Click **OK**



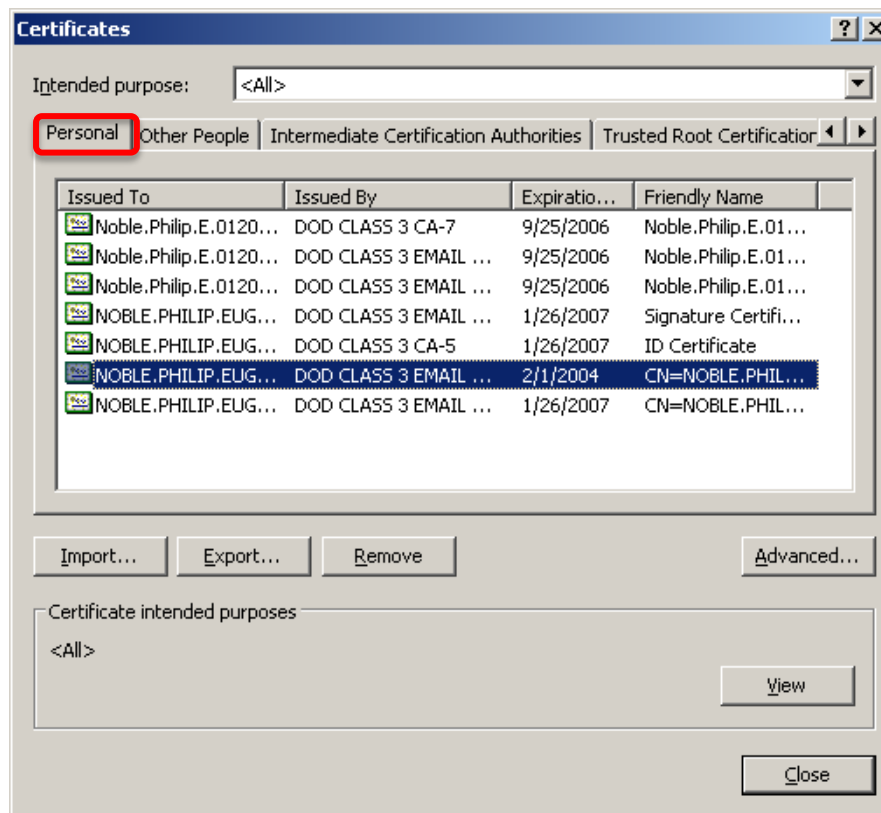
# Verifying the Download



**Verify the successful download of your recovered certificate by: Launching Internet Explorer, selecting *Tools* from the menu, *Internet Options*, *Content* (tab), Certificates... (button)**



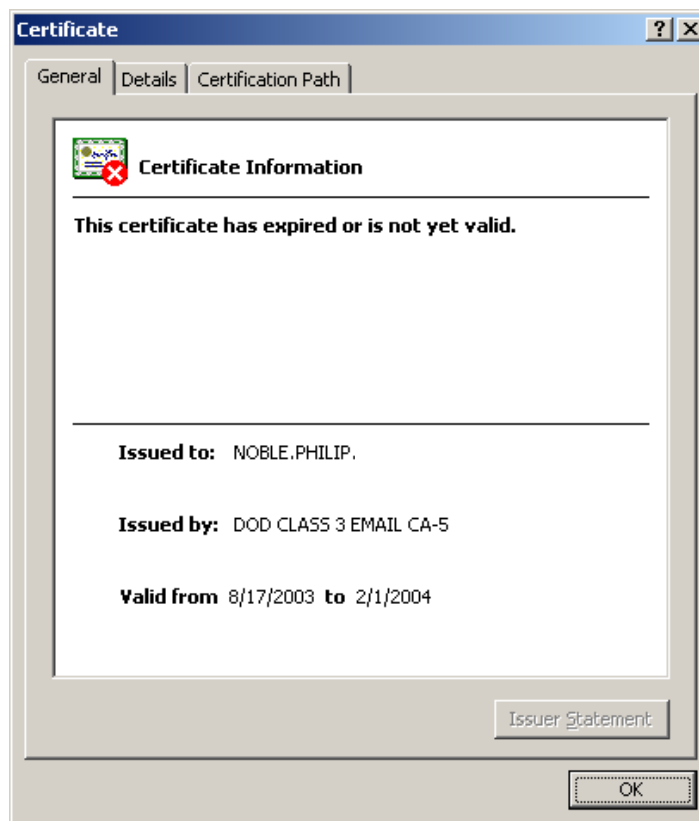
# Verifying the Download (Cont'd)



Select the *Personal* (tab) to see a list of your currently registered certificates, including the recovered key certificate(s).



# Verifying the Download (Cont'd)



**Double-click the certificate to view the specifics of your recovered key (or other current keys).**





# Success



**Close the open window, you may now use the recovered key to access your encrypted email.**

**Last Step: If you saved the recovered certificate to your computer instead of directly installing it, you need to delete the .P12 file. This is a security vulnerability and could be detected in a scan. Disregard if you did not save the certificate to your computer**

If the recovery failed, Army users, contact the Key Recovery Agent by sending a digitally signed email from your DoD Enterprise Email account to:

[usarmy.pentagon.hqda-cio-g-6.mbx.army-registration-authority@mail.mil](mailto:usarmy.pentagon.hqda-cio-g-6.mbx.army-registration-authority@mail.mil)

requesting recovery of your private email encryption key

Send your digitally signed email requesting recovery of old PKI encryption certificates and provide the following (you'll get this information from the page shown on slide 8):

1. Your name and 10 digit DoDID [on back of your CAC] (ex. Doe.John.J.1234567890)
2. The CA certificate (ex. CA-32)
3. The serial number (ex. 0x12fA3)
4. Provide exact reason why you are recovering your certificate(s)
5. The certificates you need recovered



# Other Services



## **Navy Key Recovery Agent**

<https://infosec.navy.mil/PKI/>

Email: [NCMS\\_NAFW\\_NAVY\\_RA@navy.mil](mailto:NCMS_NAFW_NAVY_RA@navy.mil)

Phone: 800-304-4636

DSN 312-588-4286

## **USMC RA Operations Helpdesk**

Email: [raoperations@mcnosc.usmc.mil](mailto:raoperations@mcnosc.usmc.mil)

Phone: 703-432-0394

## **Air Force PKI Help Desk**

Phone: 210-925-2521

Email: [afpki.ra@lackland.af.mil](mailto:afpki.ra@lackland.af.mil)

<https://afpki.lackland.af.mil/html/lracontacts.asp> (this site is accessible from .mil networks only)

Additional Air Force PKI support is available from the Air Force PKI help desk:

[https://afpki.lackland.af.mil/html/help\\_desk.asp](https://afpki.lackland.af.mil/html/help_desk.asp)

## **DISA PKI Help Desk Oklahoma City, OK Support:**

E-Mail: [disa.tinker.eis.mbx.okc-service-desk@mail.mil](mailto:disa.tinker.eis.mbx.okc-service-desk@mail.mil)

Phone: 844-347-2457, Options: 1, 5, 4



# Recovery Notification Email Example



A user has attempted to recover a key using the Automated Key Recovery Agent.

The ID Certificate used for Authentication was:

CN=NOBLE.PHILIP. },OU=USA,OU=PKI,OU=DOD,O=U.S

. GOVERNMENT,C=US, Serial: 0x0B5643, Issuer: DOD CLASS 3 CA-5. The

key that was recovered was:

CN=NOBLE.PHILIP. },OU=USA,OU=PKI,OU=DOD,O=U.S

. GOVERNMENT,C=US, Serial: 0x0C8747, Issuer: DOD CLASS 3 EMAIL CA-3.

If you did not perform this operation, please contact your local key recovery agent  
and ask that they check the logs for the key recovery at Fri Jul 01 16:48:12 GMT

2005 with session ID 1.c3pki.chamb.disa.mil-  
23f%3A42c57335%3A68e46e9395fb9727.

**You will receive an email from**

**PKI\_ChambersburgProcessingElement@csd.disa.mil with a subject**

**“ALERT! Key Recovery Attempt Using Automated Key Recovery**

**Agent” similar to the above Recovery Notification example notifying  
you of your recovery action.**



# Home users needing their certificates to open old emails in webmail



Reminder [mentioned on slide 2] in April 2014, DISA removed the Certificate recovery website white listing, changing the site to ONLY be available from the UnClassified Government network. This put home users in an unfortunate situation as you may need to access old encrypted emails via OWA.

An idea for you [if you have access to a Government computer], is to follow slides 4-10, save the file(s) to the computer you are on, and not run it. When you get to slide 9, type the password into a .txt file or into an email to yourself using DoD Enterprise Email. Attach the .p12 file to the email and save it to your drafts. Do not email it. You are merely “holding” it there until you get home. Once you are home, continue with slides 11-20 using the password you included in your email. It will install into your certificate store, and you should be able to open up your former encrypted emails.