60 FSS/FSRI IT Self-Service Knowledge Base

Welcome to the Tier 0 IT Self-Service Knowledge Base! Before submitting a ticket to the 60 FSS/FSRI team, please review this guide. Many common issues can be resolved in under a minute with the steps below.

🖨️ Printers, Network, & Drive Access

Issue 1: Cannot print due to a missing printer driver

- Open the **File Explorer** application (folder icon on your taskbar).
- In the address bar at the very top, clear out the text, type the following server link, and press Enter: `\\xdat-qs-001v`
- Locate the printer for your building/section in the list.
- **Double-click** the printer to automatically connect and install the driver.

Issue 2: Network Drives (T: Drive, U: Drive, etc.) have a Red “X” over them

- *Why? Network drives often visually disconnect after a reboot or network blip.*
- Open **File Explorer**.
- Click on **This PC** in the left-hand navigation pane.
- **Double-click** the drive with the Red "X" icon.
- Double-clicking forces Windows to attempt to reconnect. The files should appear, and the Red "X" will disappear. *(Note: This does not apply to your local C: Drive).*

Issue 3: VPN (GlobalProtect / Cisco AnyConnect) fails to connect while teleworking

- *Why? The VPN requires a secure, stable hand-shake with your home network and your CAC certificates before authentication.*
- **Step 1:** Disconnect from your home Wi-Fi/Ethernet, wait 10 seconds, and reconnect. Verify you can load a public commercial website (like Google or weather.com) first.
- **Step 2:** Ensure your CAC is inserted into the reader *before* launching the VPN software.
- **Step 3:** Fully exit the VPN client (right-click the icon in your system tray and select Exit/Quit), then reopen it and try connecting again.
- **Step 4:** Restart your laptop. This restarts the background network services that the VPN relies on.

💻 Hardware & Performance

Issue 4: Laptop is running incredibly slow

- **Step 1: Restart the laptop**
  - *Why? The simplest fix is often to restart. This closes background programs and clears temporary memory leaks.*
  - Click the **Start button** > **Power** > **Restart**.
  - Wait for the laptop to completely reboot and check if performance improves.
- **Step 2: Force a Group Policy Update**
  - Right-click on the **Start button** and select **Windows PowerShell**.
  - In the blue window, type exactly: `gpupdate /force` and press Enter.
  - Wait for the "Computer Policy update has completed successfully" message.

Issue 5: Wired keyboard or mouse is unresponsive

- Check the USB connection at the back of the computer or the docking station.
- Unplug the USB cable, wait 10 seconds, and plug it into a **different** USB port.
- If using a docking station, plug the device directly into the laptop's USB port to rule out a faulty dock.
- *If the device is still unresponsive after moving ports, the hardware is likely faulty. Submit a ticket for a replacement.*

Issue 6: External monitors connected to a Docking Station are flickering or black

- *Why? A "Hard Reset" of the dock clears out video output glitches.*
- Shut down the laptop and unplug it from the docking station connector.
- Locate the power cable plugged into the back of the docking station brick.
- Unplug the power cable from the dock and wait **30 seconds**.
- Plug the power cable back in, reconnect the laptop, and turn it on.

🔐 CAC & Account Access

Issue 7: Computer does not recognize the CAC ("Insert Smart Card" error)

- Remove the CAC from the reader.
- Take a generic pencil eraser and gently rub the gold chip on the CAC to clean off dirt or oils. Brush off the eraser shavings.
- Re-insert the CAC firmly into the reader.
- If it still fails, unplug the CAC Reader USB from the computer, wait 5 seconds, and plug it back in.

Issue 8: Got a new CAC, but old or expired certificates are still populating alongside new ones

- *Why? Windows caches old certificates from your previous CAC, which can confuse web portals and Microsoft Outlook during authentication.*
- **Resolution Steps:**
    1. Close all open web browsers and Microsoft Outlook.
    2. Press the **Windows Key + R** on your keyboard to open the **Run** dialog box.
    3. Type `certmgr.msc` and press **Enter** to open the Certificate Manager.
    4. In the left-hand folder tree, double-click **Personal**, then click **Certificates**.
    5. In the middle/right pane, you will see a list of certificates issued to your name. Look closely at the **Expiration Date** column.
    6. **Right-click** any certificates that have an *expired* date (or an older, duplicate date that you know is inactive) and select **Delete**.
    7. *Caution:* Only delete certificates under your name with past/incorrect expiration dates. Do not touch other system folders.
    8. Once deleted, clear your SSL State (see Issue 9 below) and reopen your browser.

Issue 9: "Your connection is not private" or SSL Certificate Error when opening military websites

- *Why? Browsers often struggle to match your CAC certificates with government site security parameters.*
- **Resolution Steps:**
    1. Click **Advanced** on the error screen, then click **Proceed to [website name] (unsafe)**.
    2. If a popup window appears asking you to select a certificate, **always choose your "Authentication" or "Client" certificate** (do *not* choose the email certificate unless logging into webmail).
    3. If you selected the wrong certificate by accident, close all browser windows, open **Internet Options** from the Windows Search bar, go to the **Content** tab, and click **Clear SSL State**. Reopen your browser and try again.

Issue 10: Browser prompts for CAC PIN repeatedly on every page load (PIN loop)

- *Why? The browser's active certificate cache is getting interrupted, or the local CAC middleware (like ActivClient) has desynced.*
- **Resolution Steps:**
    1. Unplug your CAC reader's USB cable from the computer, wait 10 seconds, and plug it into a *different* USB port directly on the laptop (avoid dock/monitors).
    2. Close all browser tabs, open Windows Search, search for **ActivClient User Console**, and open it. Ensure the reader recognizes your card.

3. If using Microsoft Edge, click the **three dots (...)** at the top right > **Settings** > **System and Performance**, and toggle **OFF** "Startup boost" and "Continue running background extensions/apps when Microsoft Edge is closed." Restart Edge.

Issue 11: Microsoft Teams status is stuck on “Do not disturb” or “Away”

- Open **Microsoft Teams**.
- Click your **Profile Picture** in the top right corner.
- Click on your current status (e.g., “Do not disturb”).
- Select **Reset status**. This will force Teams to sync your status back to your Outlook calendar and active PC usage.

📄 Software & File Troubleshooting

Issue 12: PDF Forms (DAF/DD Forms) display a “Please Wait...” error message

- *Why? Microsoft Edge tries to open the PDF by default, but web browsers cannot read the advanced coding required for official Air Force forms.*
- Close the browser window showing the error.
- Open **File Explorer** and find where the file is saved (e.g., Downloads or Desktop).
- **Right-click** the file name, hover over **Open with**, and select **Adobe Acrobat DC**.
- *Tip:* If prompted, click “Make this my default program” to prevent Edge from taking over PDFs in the future.

Issue 13: Cannot digitally sign a PDF (Signature block is unresponsive/invalid)

- *Why? Acrobat may not be looking at your Windows Certificate Store to read your CAC.*
- Ensure your CAC is fully inserted *before* opening the PDF.
- If it still fails: Open the PDF in **Adobe Acrobat**.
- Click **Edit** (top menu) > **Preferences** > **Signatures** (on the left).
- Under "Identities & Trusted Certificates", click **More**.
- Click **Integration Options** on the left. Ensure **Windows Certificate Store** is checked/enabled.

Issue 14: Outlook says “Working Offline” or “Disconnected” at the bottom

- Open **Microsoft Outlook**.
- Click the **Send / Receive** tab at the very top of the window.
- Locate the **Work Offline** button (it will have a shaded grey background if it is active).
- Click the button once to toggle it **OFF**.
- Look at the bottom right status bar; it should change to “Connected” or “Updating Folder.”

Issue 15: Outlook Mailbox is full (Cannot send or receive emails)

- *Why? Defense Information Systems Agency (DISA) mailboxes have strict storage limits. Once full, inbound/outbound mail is blocked.*
- **Resolution Steps:**
    1. Open **Outlook** and click the **File** tab in the top left.
    2. Under "Mailbox Settings," view the storage bar. If it is red/full, click the **Tools** button and select **Mailbox Cleanup**.
    3. Click **View Mailbox Size** to find which folders (often Sent Items or Deleted Items) are consuming the most space.
    4. Go to your **Deleted Items** folder, right-click it, and select **Empty Folder**.
    5. Go to your **Sent Items** folder and sort by "Size" to find and delete old emails with massive attachments.
    6. If your squadron uses **Online Archiving**, manually drag large folders or groups of emails down to your **Online Archive - [Your Name]** mailbox located near the bottom of your left-side folder list. This archives them off the primary server but keeps them completely searchable.

Issue 16: Outlook auto-complete populates an outdated or incorrect email address

- *Why? Outlook "remembers" bad or changed email addresses and prioritizes them over the active Global Address List (GAL).*
- **Resolution Steps:**
    1. Open a new email in Outlook.
    2. Start typing the name of the recipient in the **To...** field.
    3. When the incorrect suggestion appears in the dropdown list, click the **"X"** icon to the right of their name (or highlight it using your arrow keys and press the Delete key).
    4. Click the **To...** button to search the official Global Address List (GAL) for their current, active military email address. Once sent, Outlook will cache the new correct address.

Issue 17: Unable to send encrypted or digitally signed emails (No security certificates error)

- *Why? Outlook needs to match your active CAC signing certificates to the cloud-hosted Global Address List so others can securely open your emails.*
- **Resolution Steps:**
    1. Open **Outlook** and click **File** (top left) > **Options** > **Trust Center** > **Trust Center Settings...**
    2. Click **Email Security** on the left menu.
    3. Under "Digital IDs (Certificates)", click the **Settings** button. Verify that your signing/encryption certificates match your new CAC. Click OK.

4. In the main Email Security window, locate "Share Certificates with others" and click the **Publish to GAL** button. Follow the prompts to publish.
5. Restart Outlook and try sending the encrypted email again.

Issue 18: Outlook Global Address List (GAL) is out of date / cannot find new members

- *Why? Outlook stores a local copy of the address book to save bandwidth. It only updates automatically once every 24–48 hours.*
- **Resolution Steps:**
    1. In Outlook, click the **Send / Receive** tab at the top menu.
    2. Click the dropdown arrow next to **Send/Receive Groups** and select **Download Address Book...**
    3. In the popup window, make sure "Download changes since last Send/Receive" is **checked**.
    4. Click **OK**. Once the loading bar completes, search for the user again.

Issue 19: Adobe Acrobat DC prompts for a serial number, "Trial Expired," or to sign in

- *Why? The enterprise license requires authenticating with your USAF/DoD account via CAC instead of a personal Adobe ID.*
- **Resolution Steps:**
    1. Open Adobe Acrobat. If a login window appears, enter your **official military email address** (e.g., `first.last@us.af.mil`) and press Enter or Tab.
    2. If prompted to choose an account type, select **Enterprise ID**, **Company or School Account**, or **Federated ID**. (Do *not* choose Personal Account).
    3. The browser or a popup should redirect to a DoD login screen where you can select your CAC certificate and enter your PIN. Once authorized, the software will activate instantly.

Issue 20: Microsoft Teams cannot detect your headset microphone or camera

- **Step 1:** In Teams, click the **three dots (...)** next to your profile picture at the top right, and select **Settings** > **Devices**. Verify the correct Audio Devices, Speaker, and Microphone are selected in the dropdowns.
- **Step 2:** Click **Windows Search** (bottom left), type **Privacy settings**, and press Enter.
- **Step 3:** Scroll down the left sidebar to app permissions and click **Microphone** (and then **Camera**). Ensure that "Allow apps to access your microphone" is toggled **ON** and that Microsoft Teams has access.

Issue 21: Windows "Focus Assist" is blocking Microsoft Teams and Outlook notification banners

- *Why? Windows has a built-in "Do Not Disturb" feature that can accidentally toggle on, silencing system banners and sound notifications.*
- **Resolution Steps:**
    1. Press the **Windows Key + N** (or click the clock/date in the bottom-right corner) to open the Notification Center.
    2. Look for the **Focus** button or **Focus Assist** toggle (represented by a crescent moon icon).
    3. Click the crescent moon icon to turn Focus Assist **OFF** (or set it to "Off" instead of "Priority Only").
    4. To customize this feature permanently, search for **Focus settings** in your Windows search bar and verify that automatic rules (like turning on while sharing a screen or during specific hours) are configured to your liking.

Issue 22: Cannot edit an Excel or Word document downloaded from email

- Look for a yellow bar at the top of the document that reads: *"Protected View: Be careful—files from the Internet can contain viruses."*
- Since the file came from a trusted government source (your email), click the **Enable Editing** button on the right side of the yellow bar. You can now modify the file.

Issue 23: Text on the screen is too small or too large (Zoom issue)

- *Note: This works in Web Browsers, Outlook, Word, and Excel.*
- Click anywhere inside the window you are trying to view.
- Hold down the **Ctrl** key on your keyboard.
- Scroll your **Mouse Wheel** UP to Zoom In (make larger) or DOWN to Zoom Out (make smaller).
- *Alternative:* Press **Ctrl + 0** (zero) to instantly reset the zoom to the default 100%.

Issue 24: Accidentally deleted a file from OneDrive

- Open a web browser and go to the Office 365 Portal: `https://portal.office.com`
- Click on the **OneDrive icon** (the blue cloud).
- On the left-hand menu, click **Recycle bin**.
- Locate your missing file, click the circle checkmark next to the file name, and click **Restore** at the top.

🔄 NIPRNet Machine Migration Guide

Welcome to your new NIPRNet machine! To ensure a smooth transition and prevent any data loss, please complete the following steps. **It is critical to perform the backup steps on your old machine before turning it in or disconnecting it.**

Phase 1: Preparing Your Old Machine

1. Ensure OneDrive is 100% Up-To-Date Before migrating, you must ensure all your local files are safely synced to your government OneDrive account.

- **Check Sync Status:** Locate the blue **OneDrive** cloud icon in the system tray (bottom-right corner of your screen, near the clock).
- **Verify "Up to date":** Click the icon. The menu should state "OneDrive is up to date."
- **Manage Folder Backup:**
    1. Click the gear icon (Settings & Help) in the OneDrive menu and select **Settings**.
    2. Go to the **Sync and backup** tab.
    3. Click **Manage backup**.
    4. Ensure the toggles for **Desktop**, **Documents**, and **Pictures** are turned **ON**, then click **Save changes**. Wait for any remaining files to finish syncing.
- **Manual Verification:** Open File Explorer, navigate to your OneDrive folder, and verify that all critical files have a green checkmark or solid green circle next to them.

2. Export Your Browser Favorites Bookmarks and favorites do not always migrate automatically depending on your profile settings. You must manually export them as an HTML file and save them to your OneDrive.

- **For Microsoft Edge:**

    1. Open Edge and click the **Favorites icon** (the star with three speed lines) or press **Ctrl + Shift + O**.
    2. Click the three horizontal dots (...) inside the Favorites menu.
    3. Select **Export favorites**.
    4. In the "Save As" dialog box, navigate to your **OneDrive folder**.
    5. Name the file `Edge_Favorites_Backup.html` and click **Save**.

- **For Google Chrome:**

    1. Open Chrome and click the three vertical dots in the top-right corner.
    2. Select **Bookmarks and lists** > **Bookmark manager** (or press **Ctrl + Shift + O**).
    3. In the top-right corner of the Bookmark manager, click the three vertical dots.
    4. Select **Export bookmarks**.
    5. In the "Save As" dialog box, navigate to your **OneDrive folder**.
    6. Name the file `Chrome_Bookmarks_Backup.html` and click **Save**.

Phase 2: Setting Up Your New Machine

Once you have received your new NIPRNet workstation and logged in with your CAC or credentials, follow these steps to restore your data.

1. Re-sync OneDrive

1. Open the Start Menu, search for **OneDrive**, and launch the application.
2. Sign in with your standard NIPRNet email address and credentials.
3. Follow the prompts to set up your OneDrive folder.
4. Allow time for your files to appear in File Explorer. Files with a blue cloud icon are safely stored in the cloud and available on demand.

2. Import Your Browser Favorites Now that your OneDrive is accessible, you can restore your saved bookmarks.

- **For Microsoft Edge:**
    1. Open Edge, go to **Favorites** > three dots (...) > **Import favorites**.
    2. Under "Import from", select **Favorites or bookmarks HTML file**.
    3. Click **Choose file**, navigate to your OneDrive, select `Edge_Favorites_Backup.html`, and click **Open**.
- **For Google Chrome:**
    1. Open Chrome, click the three vertical dots > **Bookmarks and lists** > **Bookmark manager**.
    2. Click the three vertical dots in the Bookmark manager and select **Import bookmarks**.
    3. Navigate to your OneDrive, select `Chrome_Bookmarks_Backup.html`, and click **Open**.

If you run into any issues during this process, please contact your local IT Help Desk or Enterprise Service Desk.

💡 Daily IT Pro-Tips & Shortcuts

Pro-Tip 1: How to Find Your Computer Name (Crucial for IT Tickets)

- *Why? If you do need to call 60 FSS/FSRI, knowing your computer name allows us to remote in and fix the issue instantly.*
- Look for a physical sticker on your computer tower or laptop (often starts with `AF-`, `W-`, or a base abbreviation).
- **Software Method:** Right-click the **Start Button** > Select **System**. Your computer name is listed at the top under "Device specifications" (next to "Device name").

Pro-Tip 2: The “Force Close” for Frozen Applications

- *Why? Sometimes a single program (like Word or Adobe) locks up, but the rest of the computer is fine. You don't always need to reboot.*
- Press **Ctrl + Shift + Esc** simultaneously to open **Task Manager**.
- Under the "Processes" tab, find the frozen application.
- **Right-click** it and select **End Task**. The program will immediately close, allowing you to reopen it fresh.

Pro-Tip 3: Clear Browser Cache (The “Website Won’t Load” Fix)

- *Why? If Webmail, MyVector, or the Portal is spinning, showing a blank page, or giving an SSL error, your browser is likely holding onto old, corrupted login data.*
- Open Edge or Chrome.
- Press **Ctrl + Shift + Delete**.
- Set the Time Range to **"All Time"**.
- Check the boxes for **Cookies** and **Cached images and files**.
- Click **Clear Now / Clear Data**, then completely close and reopen the browser.

Pro-Tip 4: Bring Back an Accidentally Closed Tab

- *Why? You accidentally clicked the "X" on a tab holding an important Air Force instruction or portal page.*
- Press **Ctrl + Shift + T** on your keyboard.
- The browser will instantly reopen the exact tab you just closed (you can press it multiple times to go further back in your history).

Pro-Tip 5: The Instant Screen Lock

- *Why? Security violation prevention. Never walk away from an unlocked machine.*
- Instead of clicking Start > User > Lock, simply press the **Windows Key + L** at the same time.
- Your computer will instantly lock.

Pro-Tip 6: Splitting Screens for Dual-Work (Snap Assist)

- *Why? You need to look at an Excel spreadsheet while writing an email, but you only have one monitor.*
- Click and hold the top title bar of your first window.
- Drag your mouse all the way to the **left or right edge** of the screen until you see a transparent box appear, then let go.
- The window will snap to fill exactly half the screen, and Windows will ask you which open program you want to fill the other half.

Pro-Tip 7: Access Your Clipboard History (Ctrl + V on Steroids)

- *Why? You need to copy multiple different blocks of text or links from different files and paste them all without clicking back and forth constantly.*
- Press the **Windows Key + V** instead of Ctrl + V.
- A small menu will pop up showing the last several items you copied. Simply click the item in the list you want to paste. *(Note: If this is your first time using it, Windows will ask you to click "Turn on").*

Pro-Tip 8: Quickly Insert Symbols and Emojis

- *Why? You need to quickly draft an email or official memorandum and want to insert standard technical symbols (like degrees °, paragraph marks ¶, arrows →, or bullet formats).*
- Press the **Windows Key + . (period)**.
- An interactive panel will slide open. Click the **Symbols** tab (represented by a classic geometry icon or omega symbol Ω) to browse and instantly paste standard professional characters.

🛑 When to Stop and Submit a Ticket

While self-service troubleshooting is encouraged, some issues require immediate professional support. **Stop troubleshooting and submit a ticket to 60 FSS/FSRI if:**

- Your computer is making physical clicking, grinding, or buzzing noises.
- You smell burning electronics or notice excessive heat.
- Liquid has been spilled on your laptop, keyboard, or desktop.
- You encounter repeated "Blue Screen of Death" (BSOD) errors.
- You have gone through the steps above and your hardware (monitor, mouse, keyboard) is still completely unresponsive.
- You suspect a security incident, unauthorized access, or a potential virus/malware infection.

Do not attempt self-repair of physical hardware issues. Please provide your **Computer Name** *(see Pro-Tip 1) when submitting a ticket to expedite support!*