AKO INSIDER

Release Notes & Bug Fixes

Files

Get to the Source

In the Files section, the Creator column was replaced with an Administrators column. The intent behind this change is to help users identify the most appropriate point of contact for a specific folder or file. If there is more than one administrator on a folder or files community, a link to *More* will be added. Clicking this will display all existing admins in a pop-up box.

Upload Files Faster

Instead of using multiple clicks to add a file to a folder, users now have the option drag files from their desktops to the AKO files hierarchy in any HTML5-compatible browser (Firefox 4+, Safari 5+, Chrome 7+). The drag-and-drop window will appear when the *Add File* link is clicked; users can "drag" up to 10 files into it at a time. Confirmation of a successful upload will be displayed, along with the file's identification number. Those who want to upload content by browsing to individual files can click the *Switch to Single File Upload* button in the drag-and-drop pop-up box.

Uploading a file as a new version cannot be accomplished with the drag-and-drop interface. To do that, those with appropriate permissions should continue to click *Edit File*, then *New Version*.

Easier Files Administration

A link to the bulk administration tool is now available on the Files home page. Clicking the link, titled *Change Folder Administrators*, makes it possible for users to select multiple folders and files communities and then add/remove administrators in a single interface.

Home Page

See More, Now

A variation of the AKO announcement channel previously exclusive to the customizable home page [https://www.us.army.mil/suite/doc/26651449] is now displayed on the default home page. The reworked look makes it possible to read the text of three announcements simultaneously. Messages will scroll horizontally, with controls that allow users to stop on, or return to, an individual announcement.

Expanded Menus

A suggestion often submitted by users is to streamline the AKO menus so it's possible to access information with the least number of "mouse clicks." To this end, both the FOUO and non-FOUO versions of the portal now feature expanded menus, also referred to as "mega" menus, which list most subordinate links immediately, eliminating secondary menus (and subsequent clicks).

Portal Activity

Similar in design to wall feeds seen in many popular social media tools, AKO's Recent Activity feed provides up-to-date information on who is doing what on the portal. View the feed by clicking *Quick Links > Recent Activity* or click here [https://ako.us.army.mil/suite/page/671197].

myProfile Information

Adding a cell phone number to the basic profile information in an AKO profile still makes it possible for users to reset forgotten passwords using text messaging -- now it also gives individuals the option to display their mobile numbers on their myProfile page. To view or edit a profile, click *My Account > myProfile Page*.

Did You Know?

There are more than 26 million files stored on AKO? Any account holder can upload files to AKO. Read *Files 101* [https://ako.us.army.mil/suite/doc/19006657] for details.

ON THE INSIDE ...

FROM THE DESK OF … CW3 Michael J. Danberry

A true embodiment of the "Army of One" philosophy, CW3 Danberry started helping DoD users with CAC-related issues in 2007. Relying only on his own resources, he built and supported MilitaryCAC.com [https://militarycac.com/] for two years. In 2009, upon the invitation of AKO leadership, Danberry overhauled the AKO CAC Reference Center [https://www.us.army.mil/suite/page/241504], turning it into an invaluable resource that is one of the most visited sites on AKO.

All CAC support is provided in addition to Danberry's full-time duties as the Chief, Network Operations for the Military Intelligence Readiness Command at Fort Belvoir. In this role, he works in the G6 and helps with all new user account requests, trouble tickets throughout 26 states, VTC, and general Tier II help desk.

This month, Danberry took a break from answering emails to give The Insider *some insight into how he became the Army's CAC SME, why he does it, and what he does in his free time.*

Q: How did your interest in CAC-related information start?

A: In 2005, the requirement for CAC logins started to increase. I knew this could present a problem for many Soldiers. As I learned more about CACs, I realized my knowledge could be helpful to others. MilitaryCAC.com [https://militarycac.com/] went online in November 2007; it has grown to more than 100 individual pages with information for all things relating to a CAC, including how to set up a home computer for military business.

Q: Do you really answer emails (and call confused users) on your own personal time?

A: Yes. I answer emails as often as I can during the day. During my free time, I'm on my phone replying to people's questions for both MilitaryCAC.com and the AKO CAC Resource Center. I take calls most evenings between 1730-2030 (Eastern) and all day on weekends (unless I have Reserves).

Q: How much time do you typically spend assisting people and managing both sites?

A: It is hard to say, since I have integrated it into my life, but on average I'd say it's between 3-6 hours a day. This includes checking email during lunch and before I leave work, as well as calling people during my drive home; some evenings I'm on the phone from the time I leave work until I go to bed. It seems like a full-time job some days.

Q: What is your motivation for dedicating so much of your personal time and income to this project?

A: I grew up believing that some people like to create problems, so I've taken it upon myself to create solutions. When the government decided we would use CACs for everything, there was little information provided on how to use them. For example, commanders require their personnel to digitally sign a form -- while most Soldiers have no idea where to go to find out how to do it. That is where Google

> *[My] experience comes from not taking the easy way out and saying, "It can't be done." I believe some people like to create problems, but I've taken it upon myself to create solutions.*

comes in: a lot of people find the help they need on MilitaryCAC.com because they find me through Google.

Honestly, I believe this effort "should" be done by the government -- the same people who require us to use our CACs for everything. But just because they're not doing it, doesn't mean no one should do it. I want to be part of the solution and not just another Soldier complaining about why or how it should be done and taking no action. No one can accuse me of being part of the problem when it comes to CAC use.

Q: So users find your site through Google, but where do you find your information? Where did you learn so much about CACs?

A: I am a former mechanic, so I know how to troubleshoot. When CACs were initially issued to government personnel around 2000, I used those skills to started learning about them. I was a DA civilian for the Army Reserve and issuing ID cards for Soldiers was one of my additional duties. I looked at every email and every phone call as a learning opportunity, and I still do. I guess you could say my experience comes from never taking the easy way out and saying, "It can't be done."

Q: How do you manage to keep up with the changes to hardware and software?

A: I subscribe to different mailing lists, I hear from the field, and I have different vendors who supply me with information about individual products. For instance, I get ActivClient updates from a CAC reseller who gets them from ActivIdentity.

Beyond that, I am a true techie, so I love computers and I love helping people with computer problems. I wear three mobile phones: an Android, an iPhone, and a BlackBerry. That's how I can talk intelligently about each platform. At home, I have about 15 computers running five versions of Mac OS X and every version of Windows from XP to 8.

Q: Obviously not every Soldier is as tech-savvy as you are, but it seems a lot of users have issues accessing AKO with a CAC from a home computer. Why is that?

A: I can't speak for everyone, but based on my experience I believe people think they are supposed to say "I hate AKO." Yet when I ask why they hate it, most of them cannot tell me.

Many Soldiers don't know where to start, so they plug in their CAC reader and expect it to work -- without reading any of the instructions. They want it to be that easy, but there are far too many variables for that to be the case. I take the time to educate them about the multiple factors involved, as well as how to identify -- and work around -- the settings and issues unique to their computers.

Overall, I see a lot of the access problems related to browsers or certificates. Not having the DoD certificates and not having Internet Explorer at factory standard can create problems. My *Making AKO Work with Internet Explorer* [https://ako.us.army.mil/suite/doc/36548378] [http://militarycac.com/files/Making_AKO_work_with_Internet_Explorer_color.pdf] document walks people through the fixes for most IE/certificate problems.

Other problems arise when users assume all Web browsers are created equal. That's not the case. For example, Firefox needs special treatment because it does not use the Windows Internet Options like Internet Explorer and Google Chrome do.

Q: Speaking of CAC readers, there is a passionate debate on whether the DoD should provide them to Soldiers. Do you have any thoughts on the topic?

A. I feel a CAC reader should be standard issue, just like our uniforms and TA-50. Soldiers will get more use out of a CAC reader than a helmet (unless they are deployed, of course).

Q: So if people have a question, how do they get in touch with you?

A: I ask that users take the time to look at one of my sites, either MilitaryCAC.com [https://militarycac.com] or the AKO CAC Resource Center [https://www.us.army.mil/suite/page/241504]. In the vast majority of cases, the answer will be online already. If it's not, or if they're still stumped, they can fill out the online contact form to reach me.

The form gives me the details I need to troubleshoot the problem. This is very important, because there are three versions of Windows (XP, Vista, 7) and three versions of Mac OS X (10.5.8, 10.6.8, 10.7.4). There are roughly five or six different CAC models currently available and nearly 50 different types of CAC readers on the market. This equates to between 1,200-1,800 possible combinations, and each one can send me down a different path depending on what they tell me.

Q: When you're not managing two sites, answering emails, or calling people -- what do you like to do with your free time?

A: Free time? Oh you mean when I'm sleeping? When I do get away from the computers, I enjoy hiking and spending time with my wife, who is very supportive of my helping people.

Q: Is there anything you'd like to share with readers?

A: Thank you for the opportunity to share my story. I am a modest person and do not put myself on a pedestal. It don't think I'm better than anyone else; every one of us has strengths and weakness and I'm just happy to share my strengths with others. I don't ask for money, just a simple "thank you."

CAC LOGIN STATISTICS for April 2012

Total unique CAC logins: 1,089,662

Top five logins by type:
  Active Army
  DA Civilian
  National Guard
  Army Reserve
  DA Civilian / Army Retired

Top five ranks, representing 50% of all CAC Logins to AKO:

1st	2nd	3rd	4th	5th
SSG	SPC	SGT	SFC	CPT

Spotlight On ... FOUO Files

In response to user requests to increase the distinction between the FOUO and non-FOUO files areas, a green outline was added to the informational pop-up window that appears when you hover over the file community or folder name. Additionally, the folder icon within that pop-up is now green, reinforcing the branding on the FOUO version of the portal.

Tips & Tricks (CAC)

CAC Tip #1: Installing DoD Certificates

One of the most common issues with obtaining "trusted" access to AKO is the installation of the appropriate DoD certificates. InstallRoot is a small program that installs the DoD (Department of Defense) Root and DoD trusted External Certificate Authority (ECA) certificates into Microsoft products, including Internet Explorer.

Click here to download the latest DoD Certificates [https://www.us.army.mil/suite/doc/33412022] and select *Run* when prompted. A text box will appear, with text scrolling up the screen as the certs are installed.

The DoD InstallRoot 3.15a [https://www.us.army.mil/suite/doc/33412022] was issued on 16 September 2011. There are two alternate download locations: AKO [https://www.us.army.mil/suite/doc/33412074] or MilitaryCAC [https://militarycac.com/dodcerts.htm].

Sometimes the installation program will not run from the Web browser (this is common in Internet Explorer 9 and Firefox). If this occurs, simply download the files [https://www.us.army.mil/suite/doc/33412022] when prompted. Save to the desktop, right-click on the file and select *Run as Administrator.*

Watch a video of DoD certificate installation instructions [https://militarycac.com/videos.htm#DoD].

For more information about installing DoD certificates or ActivClient, visit the AKO CAC Center [https://www.us.army.mil/suite/page/241504].

CAC Tip #2: ActivClient

PC users interested in using a CAC reader on their home computers will need to install a software program called ActivClient (Mac users can find information here [https://ako.us.army.mil/suite/page/610909]). This middleware enables a CAC reader to communicate with the Windows operating system.

Army users using Windows 7 (32bit), Vista (32bit), or XP can download ActivClient 6.2.0.50 at no cost. To do so, access the ActivClient 6.2 folder [https://ako.us.army.mil/suite/folder/21154519] and click the link titled *ActiveClient CAC x86 62050*; select *Save*, then:

-- Double-click to open the saved file and select *Next*.

-- Read, then select *I accept the terms...* and select *Next*.

-- Verify that *Typical* is selected and select *Next*, then *Install*. Wait while the program installs. If prompted to allow the program to install software, select *Yes*.

-- When prompted, check the box next to *Show the readme file* as desired and click *Finish*.

Watch a video of ActivClient installation [https://militarycac.com/videos.htm#ActivClient].

AKO USAGE STATISTICS for April 2012

Total number of AKO/DKO accounts: 2,560,568

Total unique log-ins: 1,295,626

Number of users with photos: 214,144

Number of users with modified profiles: 392,291

Top five ranks, representing 52% of all soldiers logging into AKO:

1st	2nd	3rd	4th	5th
SPC	SSG	SGT	SFC	CPT

The top five schools on AKO users' myProfile pages:

CENTRAL TEXAS COLLEGE

University of Phoenix

Webster UNIVERSITY

AMU

UNIVERSITY OF MARYLAND 18 56