



DoD Public Key Enablement (PKE) Frequently Asked Questions

"Configuration Not Supported" Message in Firefox While Downloading Certificates

Contact: dodpke@mail.mil
 URL: <http://iase.disa.mil/pki-pke>

Enabling PKI Technology
for DoD users

Issue	Registration Authorities (RAs) and end users receive a "CONFIGURATION NOT SUPPORTED" error while trying to download certificates (i.e., subscriber and email) in Firefox.
Discussion	<p>A number of DoD PKI websites use JavaScript to perform actions such as checking the web browser version and generating certificate requests. Mozilla is in the process of deprecating some of the JavaScript functionality that some of these DoD PKI websites require. Starting in Firefox version 33, some JavaScript items were deprecated by Mozilla.</p> <p>IAVA 2015-A-0069 directs users to update to Firefox to version 37.0.2 or later. This is an issue because Firefox version 37 will not work with a number of DoD PKI websites.</p> <p>NOTE: IAVAs can be found at https://iavm.csd.disa.mil.</p> <p><u>Workflow Impacted:</u> Role-Based Certificate Issuance and Retrieval Group-Based Certificate Issuance and Retrieval Software Certificate Issuance and Retrieval Software Certificate Management</p> <p><u>Websites Impacted:</u> https://id-sw.disa.mil/ca/userIdCert.html https://ca-27.csd.disa.mil/ca/userIdCert.html https://ca-28.csd.disa.mil/ca/userIdCert.html https://email-sw.disa.mil/ca/emailauth.html https://email-ca-27.csd.disa.mil/ca/emailauth.html https://email-ca-28.csd.disa.mil/ca/emailauth.html</p>

Recommendation	It is recommended that CC/S/As install and use the latest approved version of Firefox Extended Support Release (ESR) v31.x, as we know this version is not affected by this issue. As a long-term solution, the DoD PKI websites impacted by this issue will need to be redesigned to no longer use the deprecated functionality.
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For questions or comments regarding Public Key Enablement (PKE), please submit information to:

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