

How to Install PKI DoD InstallRoot and CITRIX Workspace software

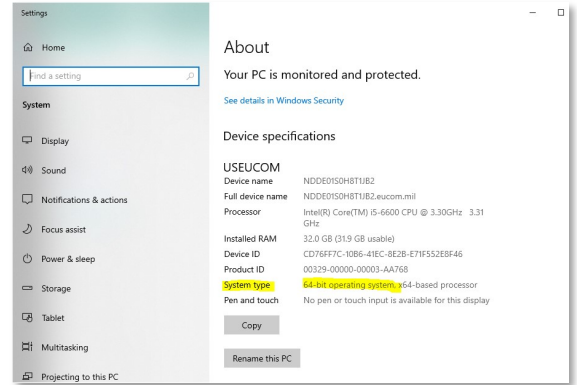
What you will need:

- A PC Desktop or Laptop running windows 10 or 11
- An active CAC card with Entrust G2 and L1K Certificates
- A copy of DoD InstallRoot software
- A copy of Citrix Workspace App

What Version of Windows do you have?

On the Start Menu search box, type **SYSTEM**. An window will pop up. Look for **SYSTEM TYPE**

It will tell you if you have either 32-bit or 64-bit installation. Make a note of which one is listed as you will need to know this to download the right version of software in the next steps

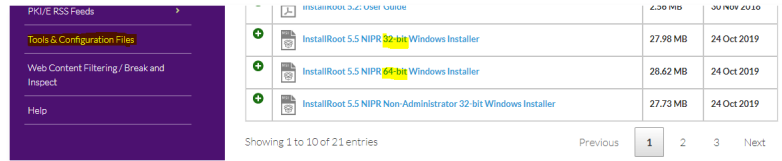


Download the DoD InstallRoot NIPR Windows installer files:

You will need to download the PKI software and install it on your machine. They are available at:

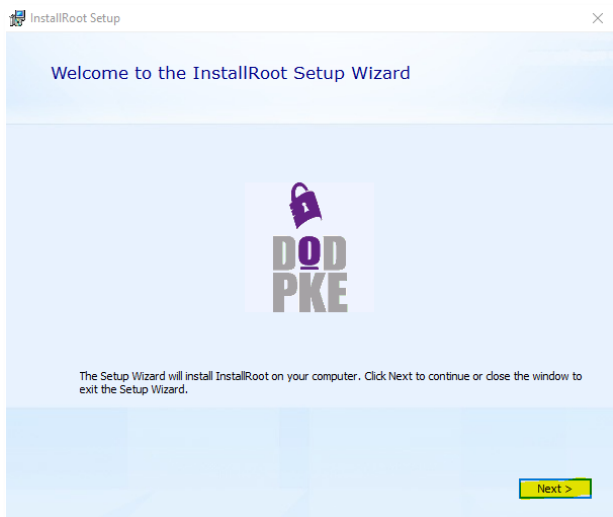
[Tools & Configuration Files – DoD Cyber Exchange](#)

Select the **32-bit** or **64-bit** version

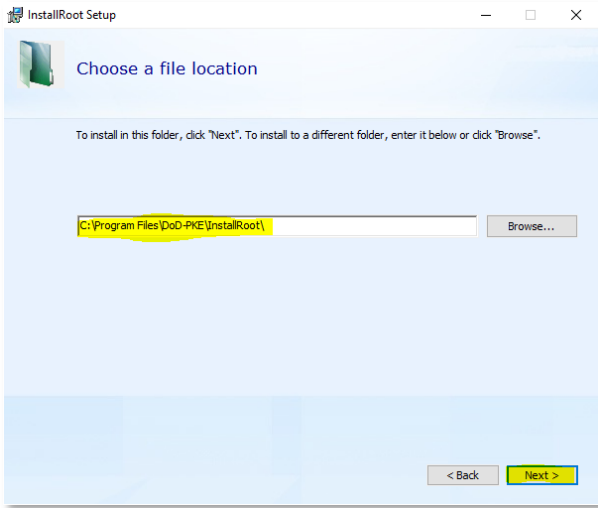


Or you can click links below:

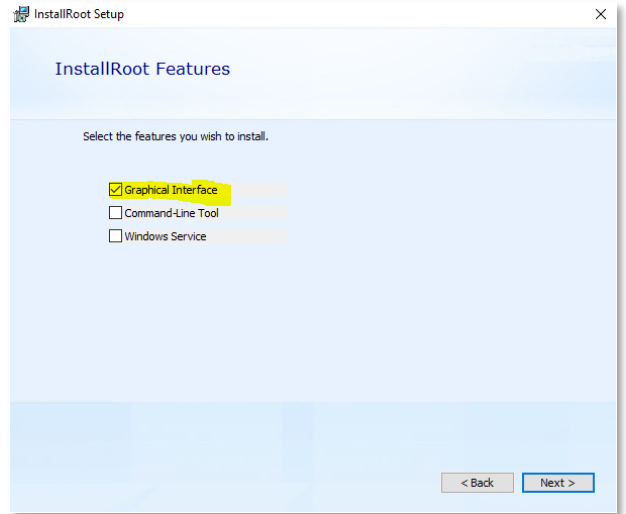
[InstallRoot 5.5 NIPR 32-bit Windows Installer](#) or [InstallRoot 5.5 NIPR 64-bit Windows Installer](#)



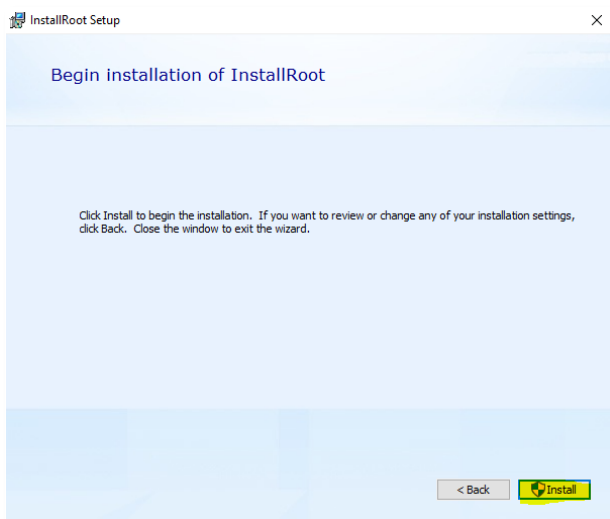
Launch the installer and click Next to continue



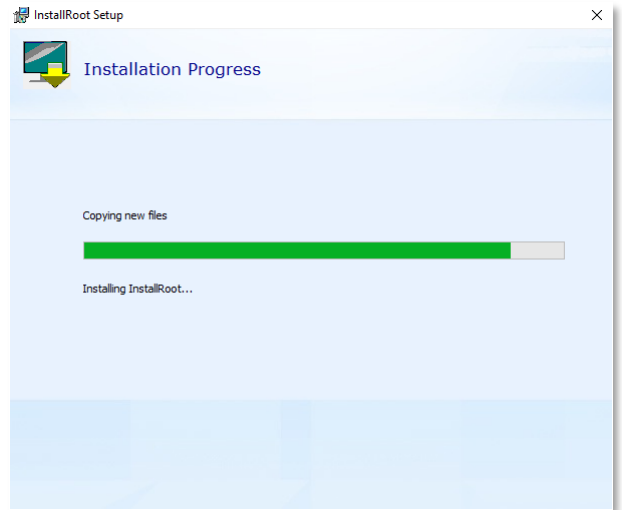
Use the default file location and click Next



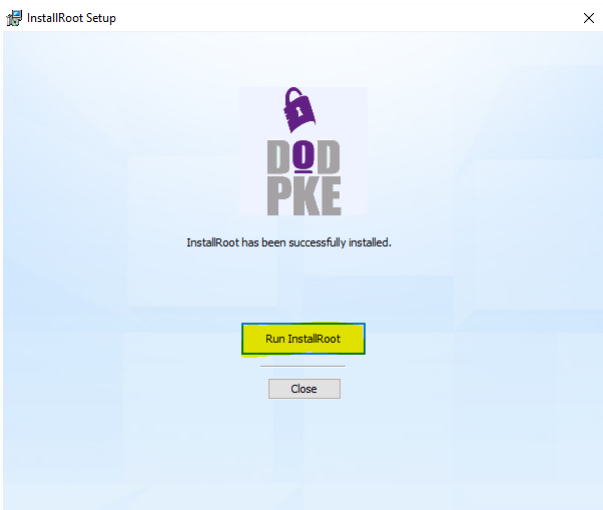
Select only the **Graphical Interface** and uncheck other features



Click **Install**



The software will start installing. If not, you will be asked to approve the installation. Please note it may take a few minutes for the installation to run, so please be patient

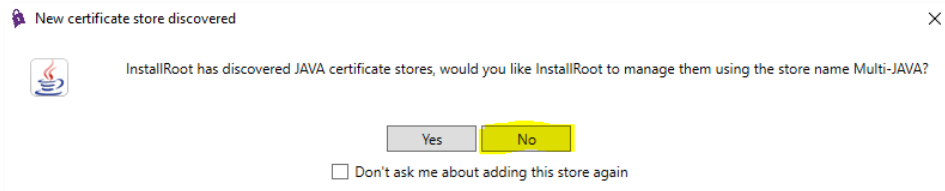
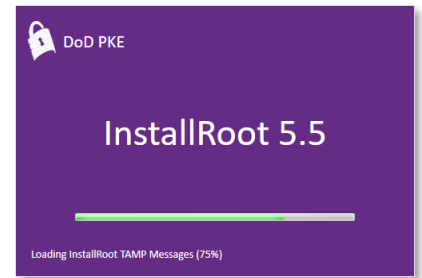


Once the install completes, you will be prompted to Run InstallRoot to launch the program. Click **Run InstallRoot**

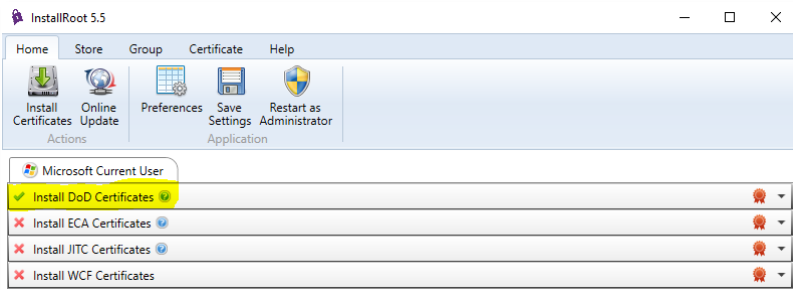
The software will begin to load but will pause at 75%. Please just wait until it completes. It can be as long as 10 min depending on the speed of your machine



You will also see a new icon that looks like a lock on your taskbar and desktop

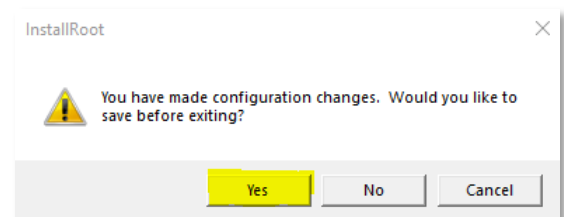


You will be asked if you would like InstallRoot to manage JAVA Certificates. Click **NO**.



Ensure Install **DoD Certificates** is checked

Select **YES** to saving configuration changes



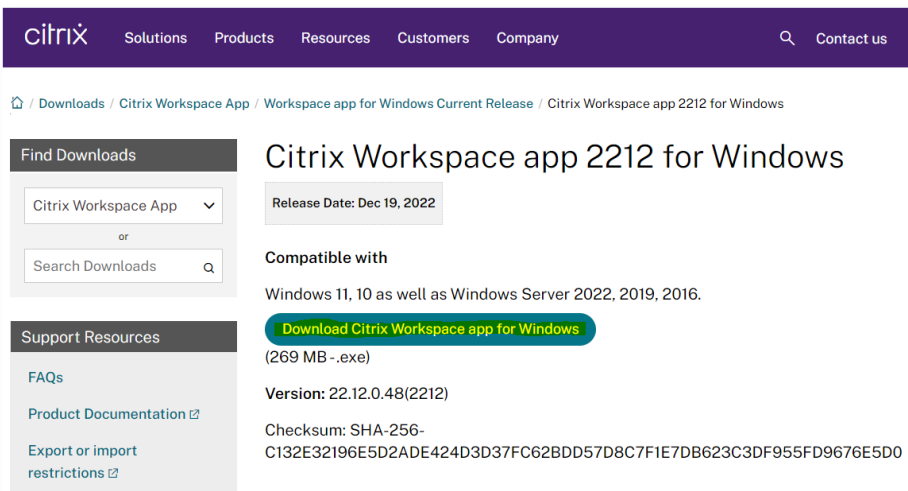
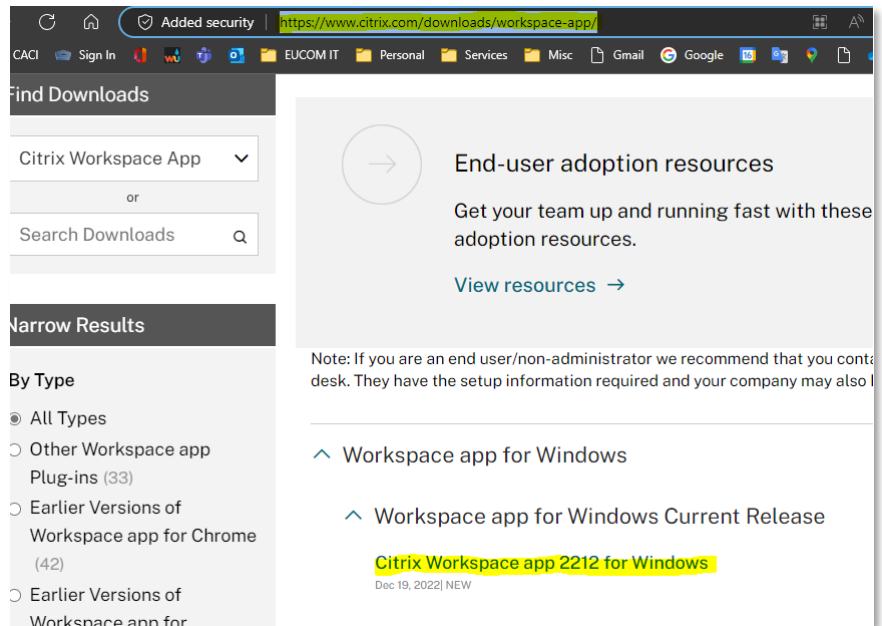
The installation is finished, you will notice there is a new icon of a lock on your desktop. You can move it around your desktop or delete it if you like

Install the Citrix Workspace App

Download the latest Citrix Workspace App client (not beta or tech preview versions) from:

[Download Citrix Workspace App - Citrix](#)

Click the link above or on the webpage, click **CITRIX Workspace app 2212 for Windows**



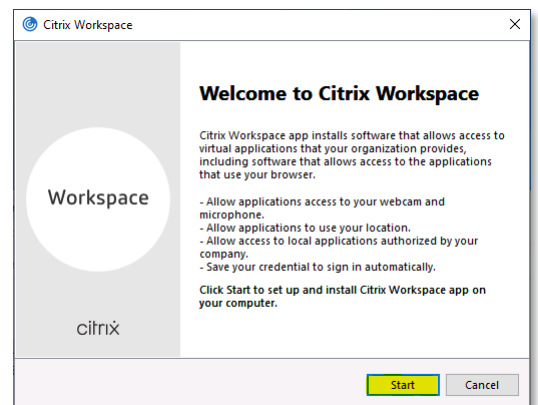
Click **Download Citrix Workspace app for Windows**

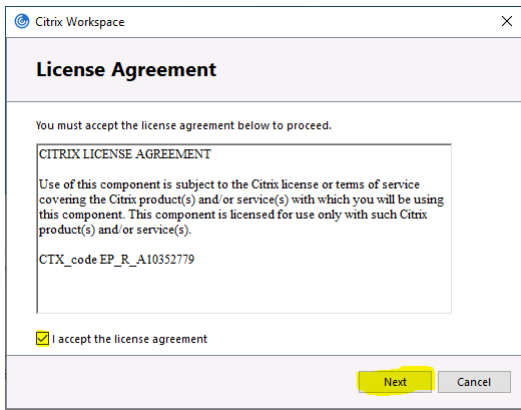
Once the file has been downloaded, click on the file to run the application



3. Go to the folder you downloaded the software and Double-click the Citrix Workspace Icon

4. Double-click START to continue



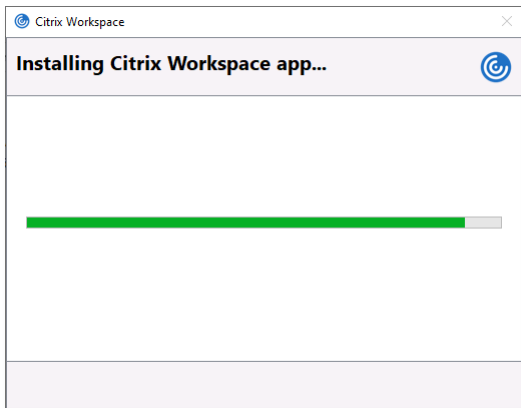
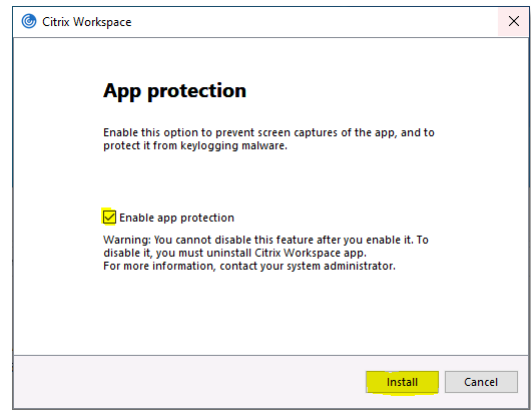


5. Check the box **I accept the license agreement**, then click **NEXT**

NOTE: If you do not accept the license agreement and click cancel, you will not be able to install the software needed to connect to EUCOM

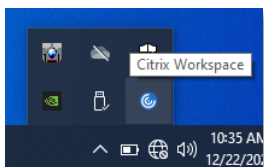
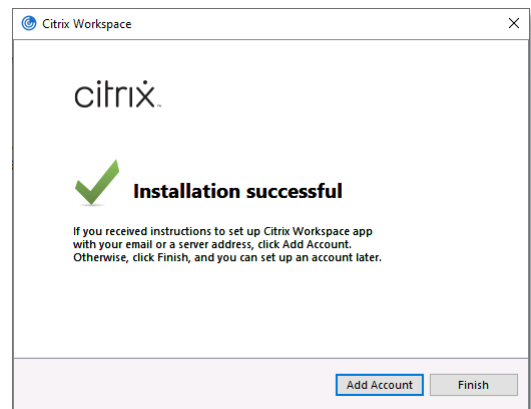
6. Check the box **Enable app protection**

Click **INSTALL**



7. The installation will begin

Upon a successful install, click Finish



8. On the lower right hand side of the task bar, there will initially be an icon for Citrix. It will eventually disappear and become a hidden icon. Periodically, click the hidden icon and right click the Citrix Workspace icon and select update to install the latest updates. If you do not do this, your Citrix app will eventually stop working until you update it.