

ACE-IT Technical Alert



To: ISS and ESD Technicians

Audience:

From: Level 3 PC Support

Author(s): Jason Cyree

Subject: CAC Credentials not Recognized When Logging into the Citrix Server

Affected Users: Customers using Primavera, RMS, SPS, FEM

Root Cause(s): Upgrade to OS version 1607

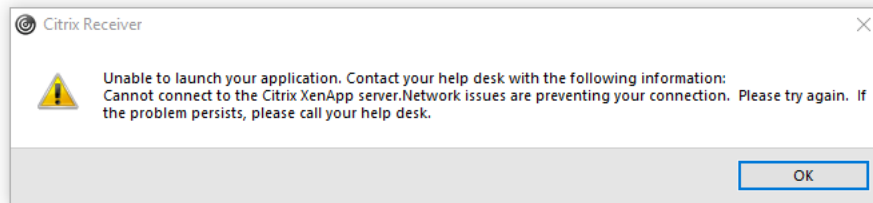
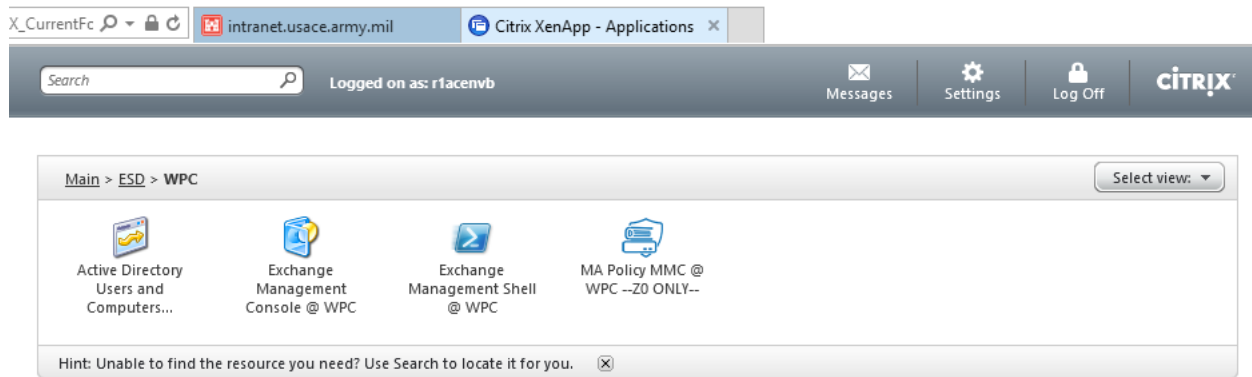
Resolution: Registry Modification

Applications and Tools	News Links	Google Search
ACE-IT Service Applications		
AIS - Automated Information Systems		APPMS - Automated Personal Property Management System
AKO - Army Knowledge On-line		CEFMS - Corps of Engineers Financial Management System
AMRDEC SAFE - Safe Access File Exchange		CEFMS T&A - Time and Attendance Module
ATCTS - Army Training & Certification Tracking System		Citrix - CPC Access (to Primavera, RMS, SPS, FEM)
CorpsMap		Citrix - WPC Access (to Primavera, RMS, SPS, FEM)
Discover ERDC (Powered by MediaWiki)		DrChecks
Discover USACE (Powered by MediaWiki)		EDW - Enterprise Data Warehouse (Production)
Discover USACE Search (Powered by Google Search Appliance)		EDW - Enterprise Data Warehouse (SharePoint)
DoD Enterprise Email (DEE)		ENGLINK - Interactive
eOPF		FEM - Facilities and Equipment Maintenance
Knowledge Now Pilot		IMD - Integrated Manning Document
milConnect: Benefits and Records (use DoD Cert)		P2 Training
milSuite - Collaboration Tools (use DoD Cert)		PMBP Portal (Must be Registered in UPASS)
NETCOM Home Page/GEARS - hosted by DEPS (use email cert)		QMS - Quality Management System
Password Applications		REMIS - Real Estate Management Information System
RepliWeb Managed File Transfer (RMFT)		RFMIS - Rental Facilities Management Information System
USACE Responder Uniform Ordering Portal		RMS - Resident Management System
USACE Webmail		RMS - Resident Management System - Support
Video Gateway		
VPN Access		
Web Meeting Login		

Comments: Please send a note to the Level 3 team ([DLL-CEIT-VECTRUS-L3PCT](#)) referencing the below filename



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If you are experiencing this issue after upgrading to Windows 10 v1607:

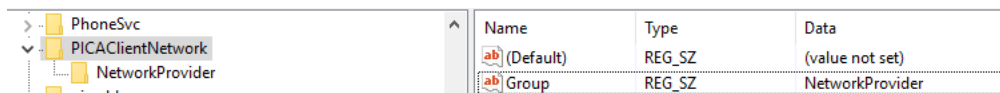
Workaround 1

Users may manually add the registry keys that were deleted by the installer by following below steps:

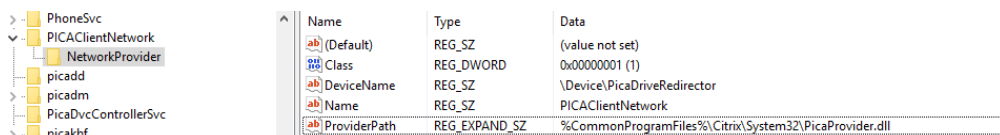
Caution! Refer to the Disclaimer at the end of this article before making changes to Registry.

1. Right click on **Start** button and choose **Run**
2. Type **regedit** and click **OK**.
3. Browse
to **HKEY_LOCAL_MACHINE > SYSTEM > CurrentControlSet > Services**.
4. Right-click on **Services** and choose **New > Key**.
5. Enter value **PICAClientNetwork** for the new key and click **OK**.
6. Right Click on **PICAClientNetwork**, choose **New > String Value**, enter **Group** and Value data **NetworkProvider**
7. After adding the keys and values, it should appear like below:

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8. Right-click the newly created key **PICAClientNetwork** and choose **New > Key**.
9. Enter value **NetworkProvider** and click **OK**.
10. Add the following four entries under the newly created key:
 - a. Right-click **NetworkProvider** > **New > String Value**, enter **Name** and set **Value** data **PICAClientNetwork**.
 - b. Right-click **NetworkProvider** > **New > Expandable String Value**, enter **ProviderPath** and set **Value** data **%CommonProgramFiles%\Citrix\System32\PicaProvider.dll**.
 - c. Right-click **NetworkProvider** > **New > String Value**, enter **DeviceName** and set **Value** data **\Device\PicaDriveRedirector**.
 - d. Right-click **NetworkProvider** > **New > DWORD 32 bit**, enter **Class** and set **Value** data **1**.
11. After adding the keys and values, it should appear like below:



12. Go to **HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\NetworkProvider\Order**, right click on **ProviderPath** and choose option **Modify**. Append **'PICAClientNetwork,'** to the start of the existing value.
13. After adding the keys and values, it should appear like below:

