Troubleshooting Connection or Login Issues

If you are having trouble connecting to or logging into the Sakai CLE, please review the issues and resolutions below.

**Trouble accessing to the Web site -** [https://cle.nps.edu](https://cle.nps.edu)

**NMCI “Proxy server is not responding” message (as of FA18)**

If your computer won’t let you change these settings, you may need to your local IT involved.

**For Explorer**

1. Load Internet Explorer
2. Then go to: Tools > Internet Options > Connections > LAN Settings > Advanced
3. In the Proxy Settings box paste this in the HTTP box: `nmciproxyb1.brem.nadsuswe.nads.navy.mil`
4. Paste this in the Secure: box: `nmciproxyb1secure.brem.nadsuswe.nads.navy.mil`
5. Leave everything else the same on the page.
6. Click OK, ok again, and a third time.

**For Firefox**

1. Open Firefox
2. Go to Preferences > General > Network Proxy
3. Click on Manual proxy configuration
4. Paste in the HPPT Proxy box `nmciproxyb1.brem.nadsuswe.nads.navy.mil`
5. Paste in the SSL Proxy box `nmciproxyb1secure.brem.nadsuswe.nads.navy.mil`
6. Click OK

The browser times out or you get a 404 error message

Please ensure you are not connected to the NPS VPN

- Make sure the Cisco VPN application is not running and connected to the NPS network on your computer
- Check your Browser's address bar and make sure the address begins with https://cle.nps.edu... AND NOT https://npsbart.nps.edu....

Security Certificate Error

If you get an error such as:

- There is a problem with this web site's Security Certificate
- Secure Connection Failed, [https://cle.nps.edu](https://cle.nps.edu) uses an invalid security certificate
- ...can't verify the identity of this web site
- This connection is untrusted

Please follow the instructions here.

Some browsers may allow you to bypass this certificate by selecting:

For Firefox: open the “I understand the risks” area > Add Exception button > Confirm Security Exception button.

Trouble Logging in - NPS User

NPS users use their NPS credential as their username. If you use your email address as your username, please see the Sakai Guest User area below.

- If you are unsure of your password; contact the NPS Technology Assistance Center
- If you recently changed your password, please ensure there are no devices (Mobile, Outlook, etc.) still using your old password which will lock your account.
- If your account is locked, please go to [https://npspassword.nps.edu](https://npspassword.nps.edu) to unlock your account if you already have a profile set up.
- If you continue to have trouble, please contact the NPS Technology Assistance Center (TAC).

Trouble Logging In - Sakai Guest User

Sakai Guest Users use their email address as their username.

Please review the Guest Access Overview to see