'Computer geek' helps soldiers navigate system

By Joe Gould
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Chief Warrant Officer 3 Mike Danberry is like the Lone Ranger, except he's not behind a mask. He's behind a computer.

A vigilante tech support guru, Danberry fields questions — unpaid and on his own time — from people suffering problems related to computers and Pentagon-issued Common Access Cards.

"I'm just doing what I can to help people out because I know people are stressed out about it," Danberry said. "I've gotten people in Iraq, Afghanistan, Germany, Italy, Korea, Japan and all parts of the United States and the Horn of Africa."

Since Danberry started www.militarycac.com almost four years ago, it has grown to more than 80 pages chock full information aboutCAC readers and how to install them.

"It came from people really needing to use their CAC cards about 3½ years ago," he said. "Now you can't do anything without an ID card, you can't shop at commissary or the PX or access certain websites like AKO."

Danberry also answers as many as 15 e-mails and one to three calls per day. He posts three phone numbers on the site, but asks that people call only between 2:30 p.m. and 8:30 p.m. eastern time.

Danberry said he fills a gap Army's help desks don't cover. Tech support workers typically follow a set of solutions from a script or decline to give support to home computers, but Danberry does it all.

"I'm a computer geek. I can ask

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