

Windows computers not able to create new or reply to emails

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Last update / review: <u>18 February 2021</u>

On 14 March 2017 Microsoft (MS) pushed a patch to Windows 10 computers which made the Outlook Web App (OWA) version 2010 unusable when s/mime is installed and using Internet Explorer (IE) 11.

This affects DoD personnel who use mail.mil, Navy personnel who use nmci.navy.mil, Marines who use webmail.usmc.mil, and Air Force personnel who use mail.us.af.mil OWA

As of the date of this guide, MS hasn't corrected what they changed. This guide will help you make a minor change to enable you to read signed and encrypted email in IE 11 on Windows 10, 8 / 8.1, & 7

Please check for the most current version of this presentation at:

https://militarycac.com/files/win10smime.pdf

GOV Computers: https://milcac.us/files/win10smime.pdf

When opening Outlook Web App (OWA), and starting a new email (or trying to reply to a signed message), the page may be blank, thread may be missing, or it won't send. You may also see a small block of HTML

Subjec	t: RE: Email	×	
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This may also not allow people to send emails, by making the send button unresponsive

-The problem is caused by the MS updates which do "something" to the S/MIME control. S/MIME provides the ability to digitally sign, encrypted, and decrypt emails. -This update affects Exchange 2010 Outlook Web App (OWA) which is the version DISA users for DoD Enterprise Email, the Navy, Marines, & Air Force use for their webmail. Click the gear icon [top right corner of Internet Explorer] and select *Internet Options*.

Click the Security (tab)(1), Trusted sites (green checkmark)(2), then <u>Sites</u> (button)(3)

	2
1	Internet Options
-	General Security Privacy Content Connections Programs Advanced Select a zone to view or change security settings.
	Internet Local intranet Trusted sites Restricted sites
	Trusted sites This zone contains websites that you trust not to damage your computer or your files. You have websites in this zone.
	Security level for this zone
	Allowed levels for this zone: All - - Medium - - Prompts before downloading potentially unsafe - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -
	Enable Protected Mode (requires restarting Internet Explorer) Qustom level Default level
	Reset all zones to default level
	OK Cancel Apply

Mail.mil users type: <u>https://*.mail.mil</u> in the *Add this website to the zone:* (box).



NOTE: Sometimes the wildcard is not enough. So, if you still have problems, try adding both <u>https://web.mail.mil</u>, and your sub email server. It is the website shown after you login, it'll be something like <u>https://web-okcd01.mail.mil</u> If you can't get this far, call the Army Enterprise Service Desk-Worldwide at 866-335-2769. They can look it up for you.

Navy personnel add <u>https://*.nmci.navy.mil</u> in the add this website to the zone: (box). then click Add

Once you type <u>https://*.nmci.navy.mil</u> here, and click *Add*, it will move to the bottom <u>W</u>ebsites box

Trusted sites	×					
You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.						
Add this website to the zone:						
https://*.nmci.navy.mil	Add					
Websites:						
https://*.nmci.navy.mil	<u>R</u> emove					
Require server verification (https:) for all sites in this zone						
	Close					

Air Force personnel add <u>https://*.mail.us.af.mil</u> & <u>https://owa.us.af.mil</u> in the a*dd this website to the zone:* (box), then click *Add*

Once you type <u>https://*.mail.us.af.mil</u> & <u>https://owa.us.af.mil</u> here, and click *Add*, they will move to the bottom <u>W</u>ebsites box

NOTE: this makes no difference when using the new Office 365

Trusted sites	×					
You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.						
Add this website to the zone:						
https://*.mail.us.af.mil	Add					
Websites:						
https://*.mail.us.af.mil	<u>R</u> emove					
https://owa.us.af.mil						
Require server verification (https:) for all sites in this zone						
	Close					

US based Marine Corps personnel add https://webmail.us.usmc.mil in the add this website to the zone: (box). then click Add



NOTE: Other locations (besides US) need to add: <u>https://webmail.jp.usmc.mil</u>, or <u>https://webmail.isf.usmc.mil</u> depending on which OWA server you access regularly

More options to try

1. Add your respective OWA domain to your compatibility view settings. (See next slide (10) for visual instructions)

2. If you don't need S/MIME (reading and sending encrypted & signed emails), you can uninstall it, or use another web browser such as Google Chrome, or Microsoft Edge.

3. If using a personally owned (non Government Funded Equipment (GFE)) computer... your Internet provider may be using Google DNS. Follow guidance here to change to a different DNS provider. <u>https://militarycac.com/EEmail.htm#unable_to_access</u>

More options to try continued

Uncheck *Enable Enhanced Protected Mode** (Internet Options, Advanced tab, under the Security section)

Internet	Options					?	
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More options to try continued

Uncheck *Enable Protected Mode* (Internet Options, Security tab, select Trusted Sites)



Add your respective OWA domain to your Compatibility View Settings. Click the gear (top right of IE window), select *Compatibility View Settings*



	Type: <i>af.mil,</i> mail.mil,		
X	navy.mil, or		
🗄 🛪 🗱	usmc.mil	Compatibility View Settings	×
•	(depending on		
	your	Change Compatibility View Settings	
	affiliation),		
	then click Add	Add this website	
Ctrl+J			Add
		Websites you've added to Compatibility View:	
		af.mil	Remove
		mail.mil	
		usmc.mil	



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If you still have questions, visit: https://militarycac.com/questions.htm

Government Computers: https://milcac.us/questions.htm