



Windows computers not able to create new or reply to emails

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Last update / review: 18 February 2021

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

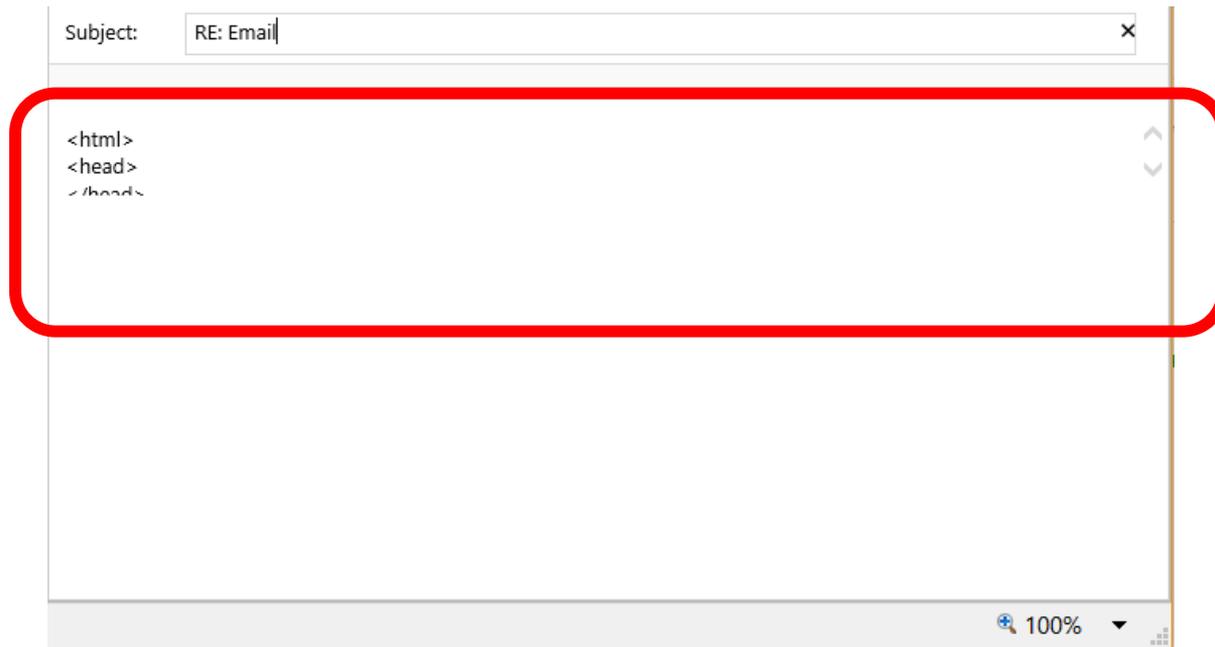
As of the date of this guide, MS hasn't corrected what they changed. This guide will help you make a minor change to enable you to read signed and encrypted email in IE 11 on Windows 10, 8 / 8.1, & 7

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

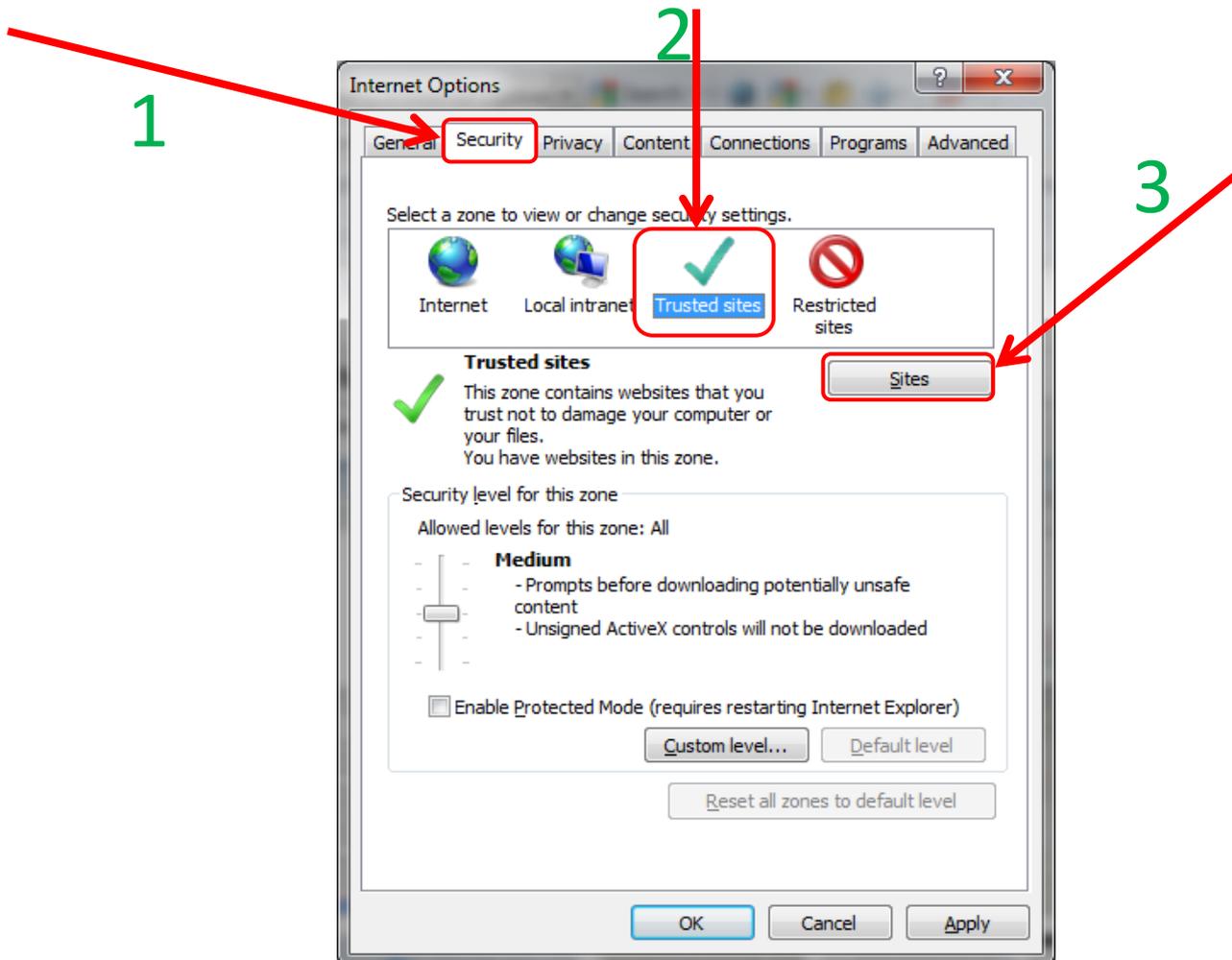


This may also not allow people to send emails, by making the send button unresponsive

- 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.

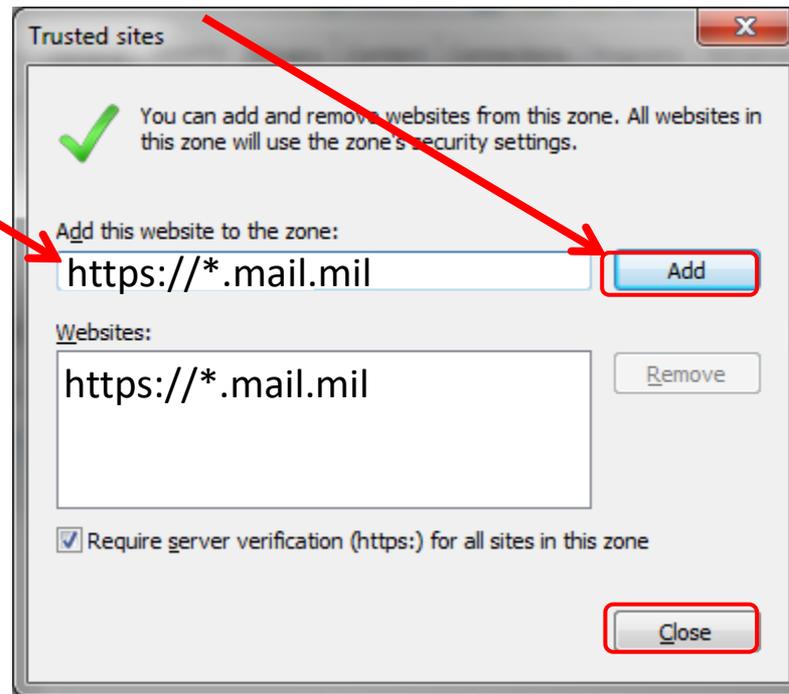
Click the gear icon [top right corner of Internet Explorer] and select *Internet Options*.

Click the *Security* (tab)(1), *Trusted sites* (green checkmark)(2), then *Sites* (button)(3)



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

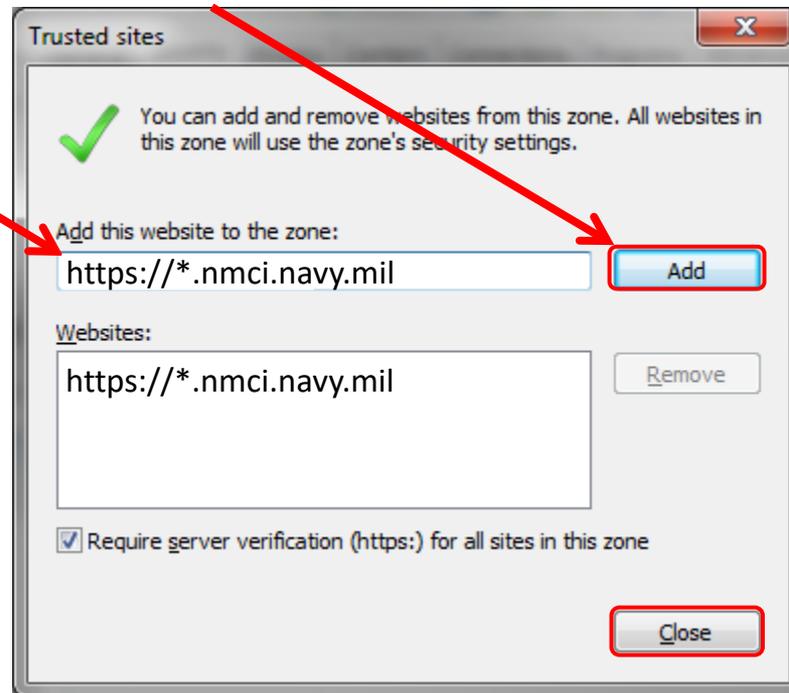
Once you type https://*.mail.mil here, and click *Add*, it will move to the bottom Wbsites box



NOTE: Sometimes the wildcard is not enough. So, if you still have problems, try adding both <https://web.mail.mil>, and your sub email server. It is the website shown after you login, it'll be something like <https://web-okcd01.mail.mil> 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 https://*.nmci.navy.mil in the *add this website to the zone*: (box). then click *Add*

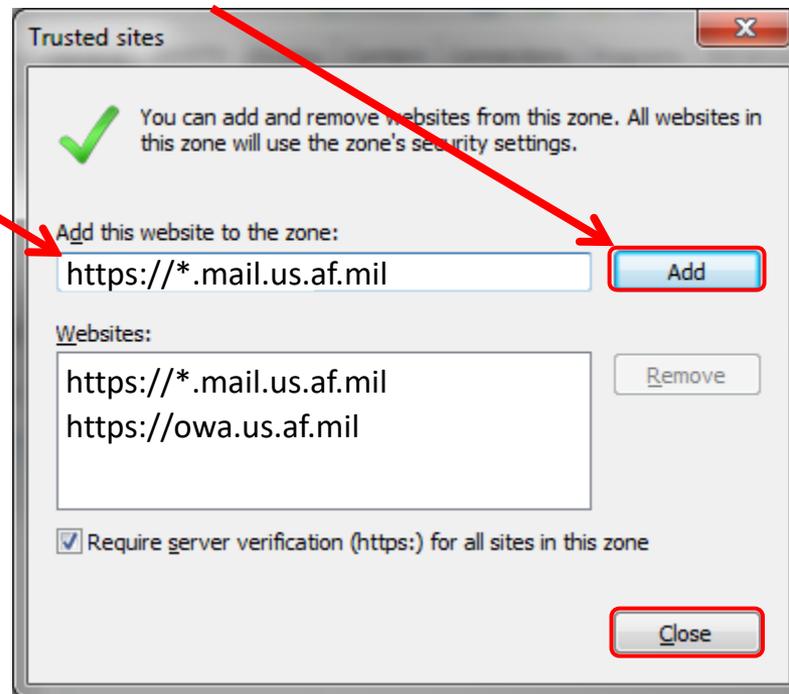
Once you type https://*.nmci.navy.mil here, and click *Add*, it will move to the bottom Wbsites box



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

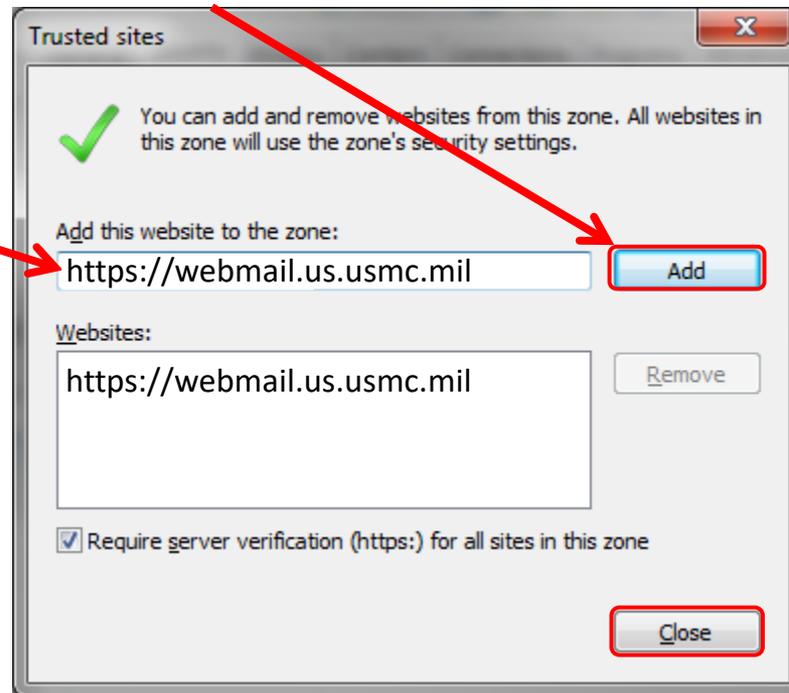
Once you type https://*.mail.us.af.mil & <https://owa.us.af.mil> here, and click *Add*, they will move to the bottom Wbsites box

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



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

Once you type <https://webmail.us.usmc.mil> here, and click *Add*, it will move to the bottom Wbsites box



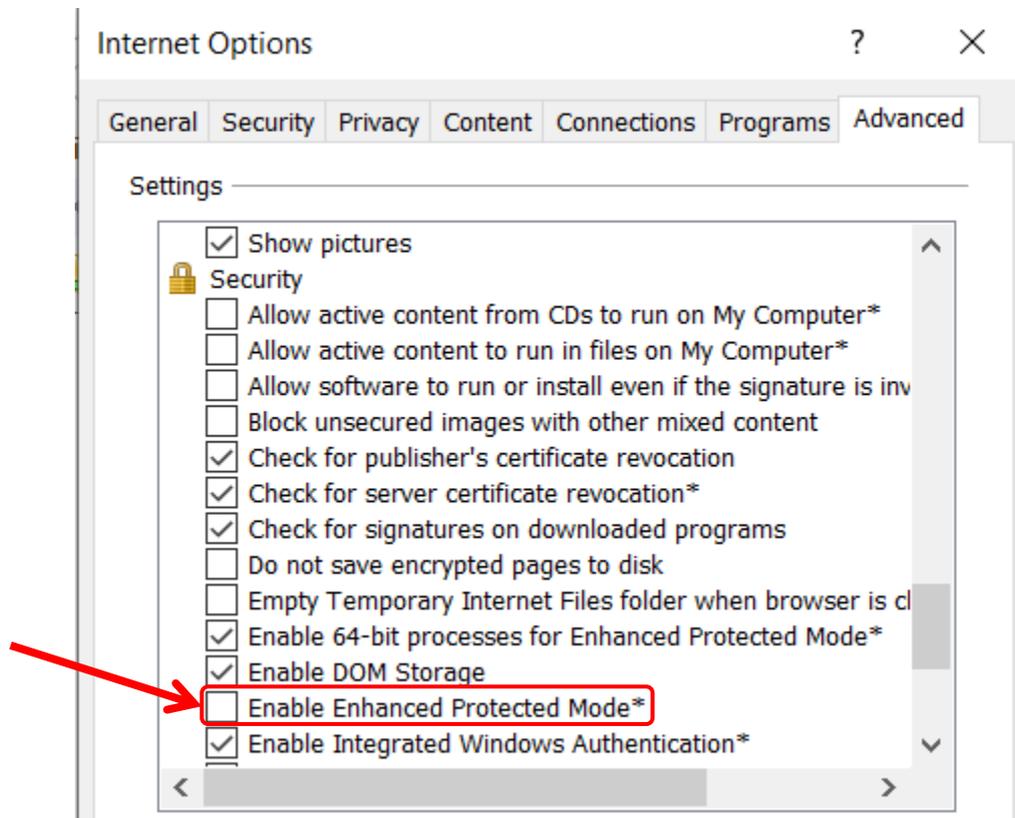
NOTE: Other locations (besides US) need to add: <https://webmail.jp.usmc.mil>, or <https://webmail.isf.usmc.mil> depending on which OWA server you access regularly

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.
[https://militarycac.com/EEmail.htm#unable to access](https://militarycac.com/EEmail.htm#unable_to_access)

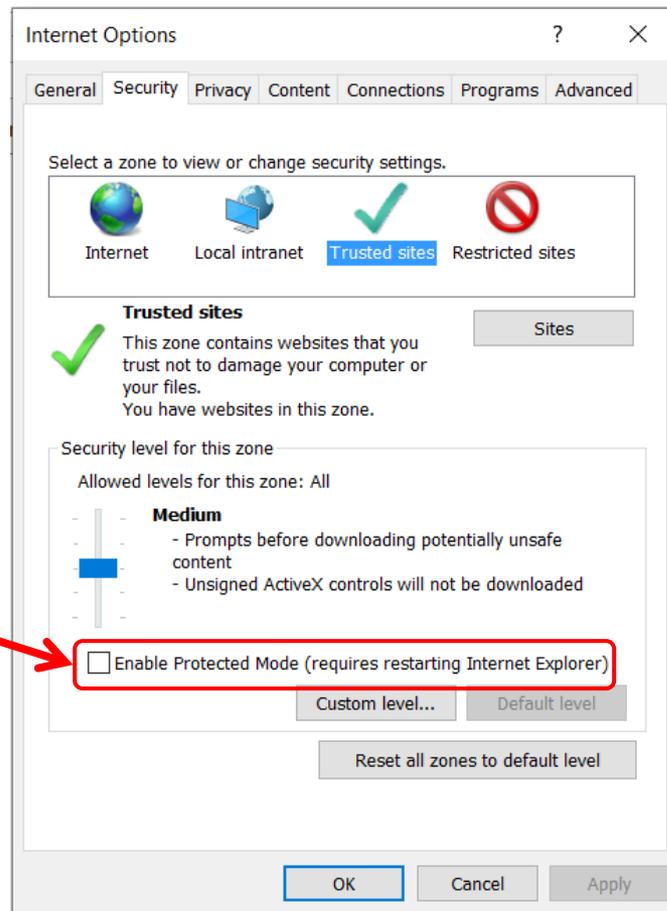
More options to try continued

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

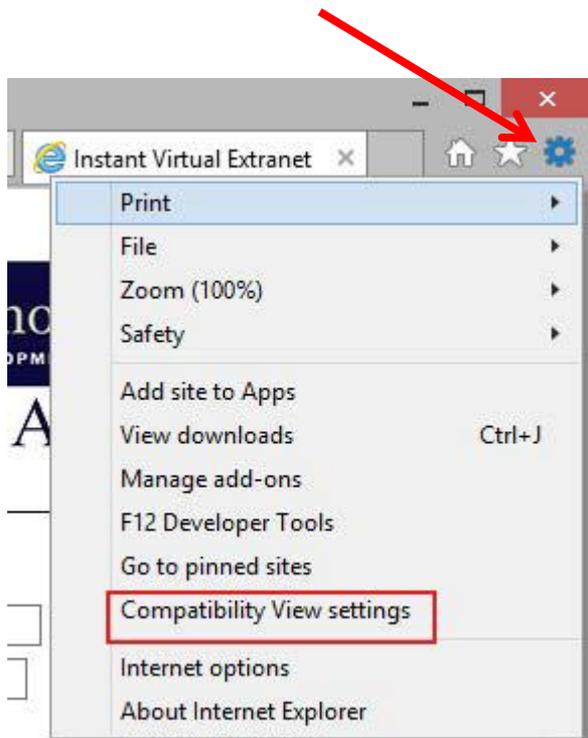


More options to try continued

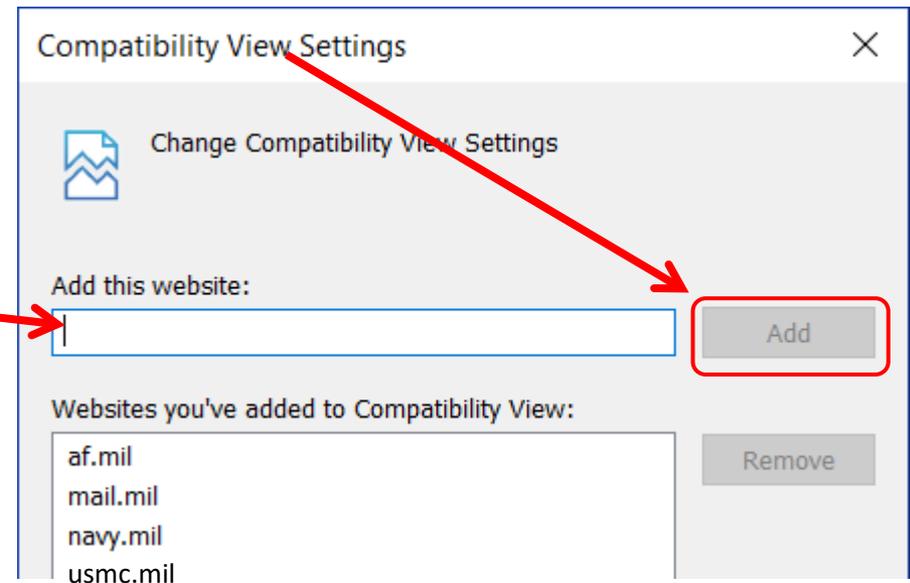
Uncheck *Enable Protected Mode* (Internet Options, Security tab, select Trusted Sites)



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



Type: *af.mil*,
mail.mil,
navy.mil, or
usmc.mil
(depending on
your
affiliation),
then click *Add*





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<https://MilitaryCAC.com>

If you still have questions, visit:

<https://militarycac.com/questions.htm>

Government Computers:

<https://milcac.us/questions.htm>