



Windows 10 computers not able to create new or reply to emails

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Last update / review: 06 January 2018

On 14 March 2017 Microsoft (MS) began pushing a patch to Windows 10 computers which makes the Outlook Web App version 2010 unusable.

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

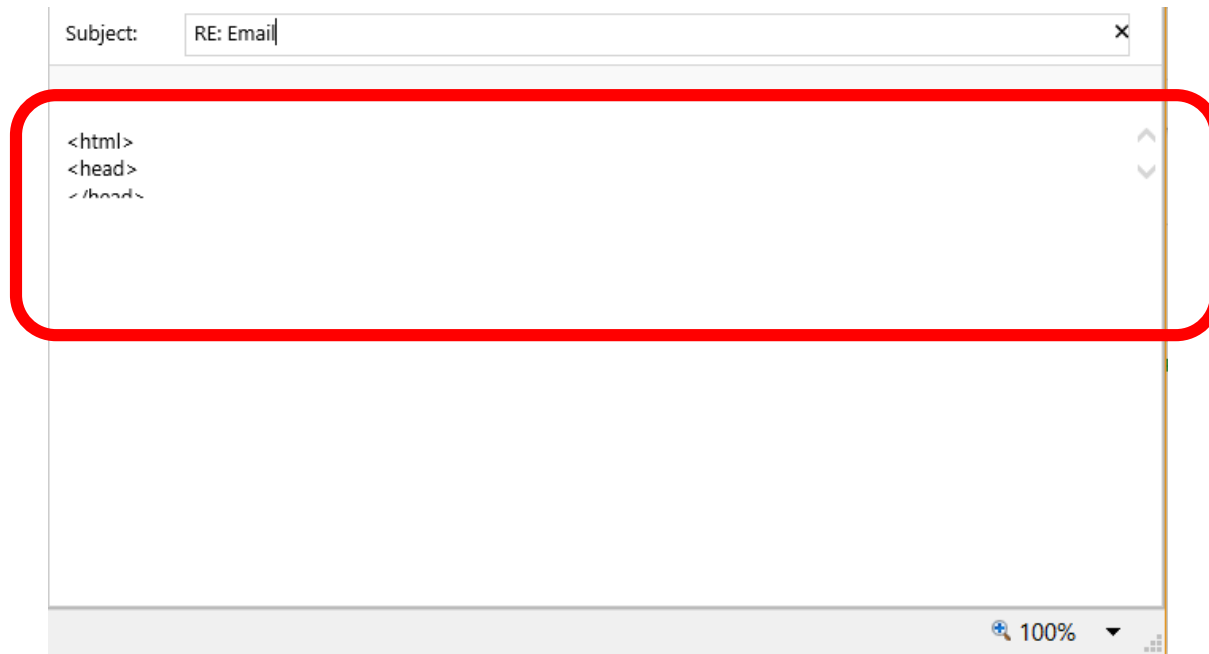
As of the date of this guide, MS hasn't corrected what they changed. This guide will help you make the minor update to enable you to read signed and encrypted email in IE on Windows 10 & 8 / 8.1.

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

<http://militarycac.com/files/win10smime.pdf>

GOV Computers: <http://milcac.us/files/win10smime.pdf>

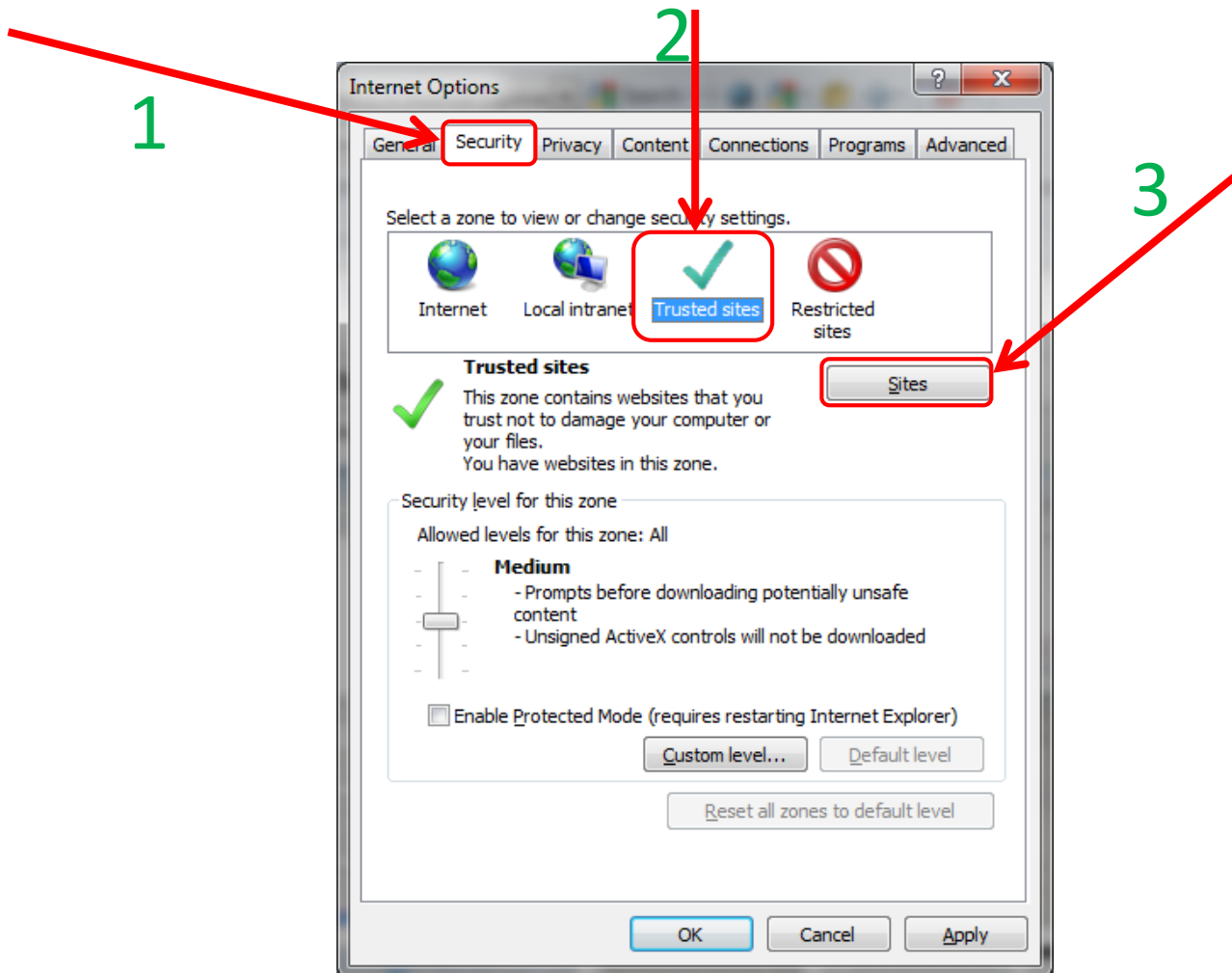
When opening Outlook Web App (OWA), and starting a new email (or trying to reply to a signed message), the page may be blank, thread may be missing, or it won't send. You may also see a small block of HTML



- 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 uses for their webmail, and the US Marines use for their webmail.

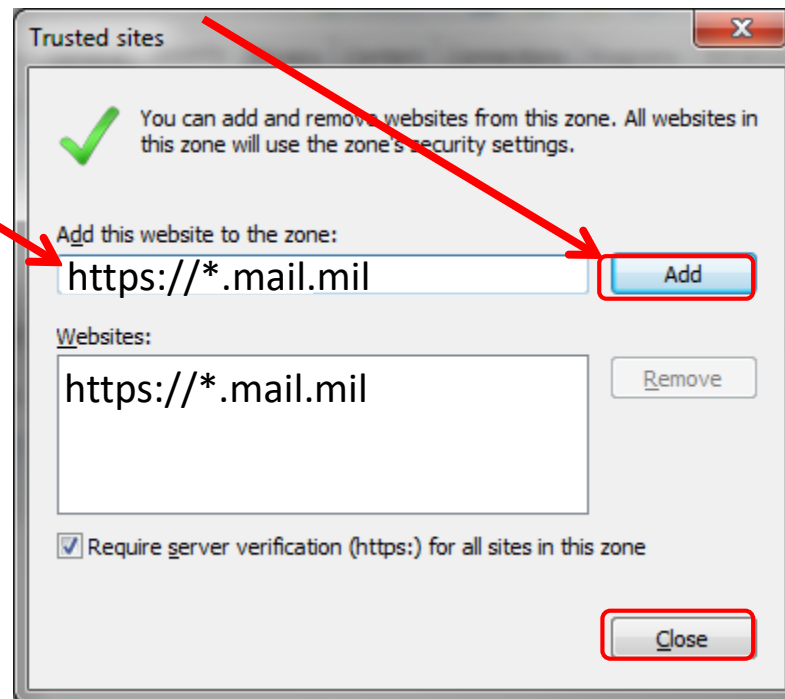
In the top right corner of Internet Explorer, click the gear icon and select *Internet Options*.

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



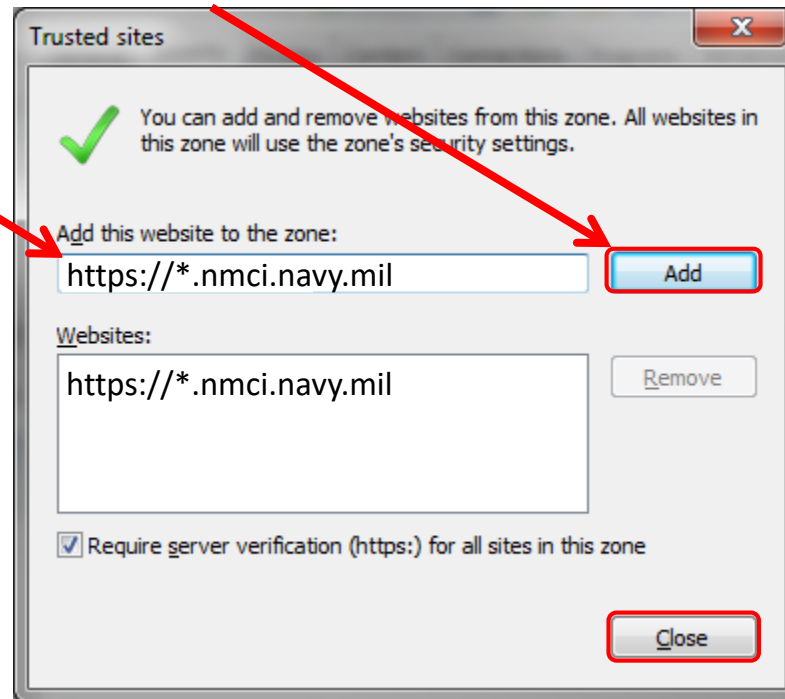
Mail.mil users type: https://*.mail.mil in the *Add this website to the zone:* (box).

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



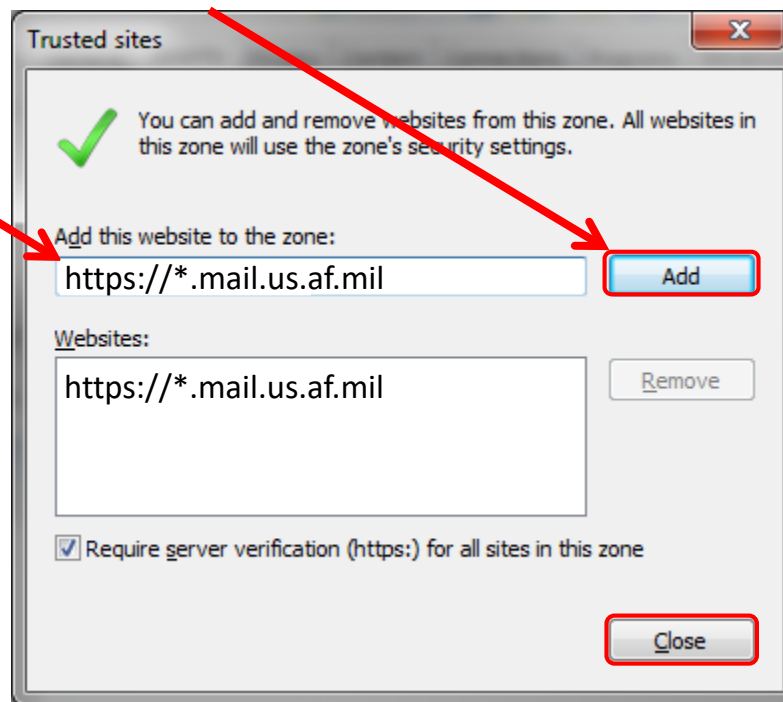
Navy personnel add https://*.nmci.navy.mil in the *add this website to the zone*: (box). then click *Add*

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Air Force personnel add https://*.mail.us.af.mil
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<https://MilitaryCAC.com>

If you still have questions, visit:

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

GOV Computers:

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