



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

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Last update / review: 10 May 2017

Starting on 14 March 2017 Microsoft (MS) began pushing patches to all Windows 10 computers as part of their monthly software updates which now renders Outlook Web App version 2010 unusable.

This affects users of <https://web.mail.mil>

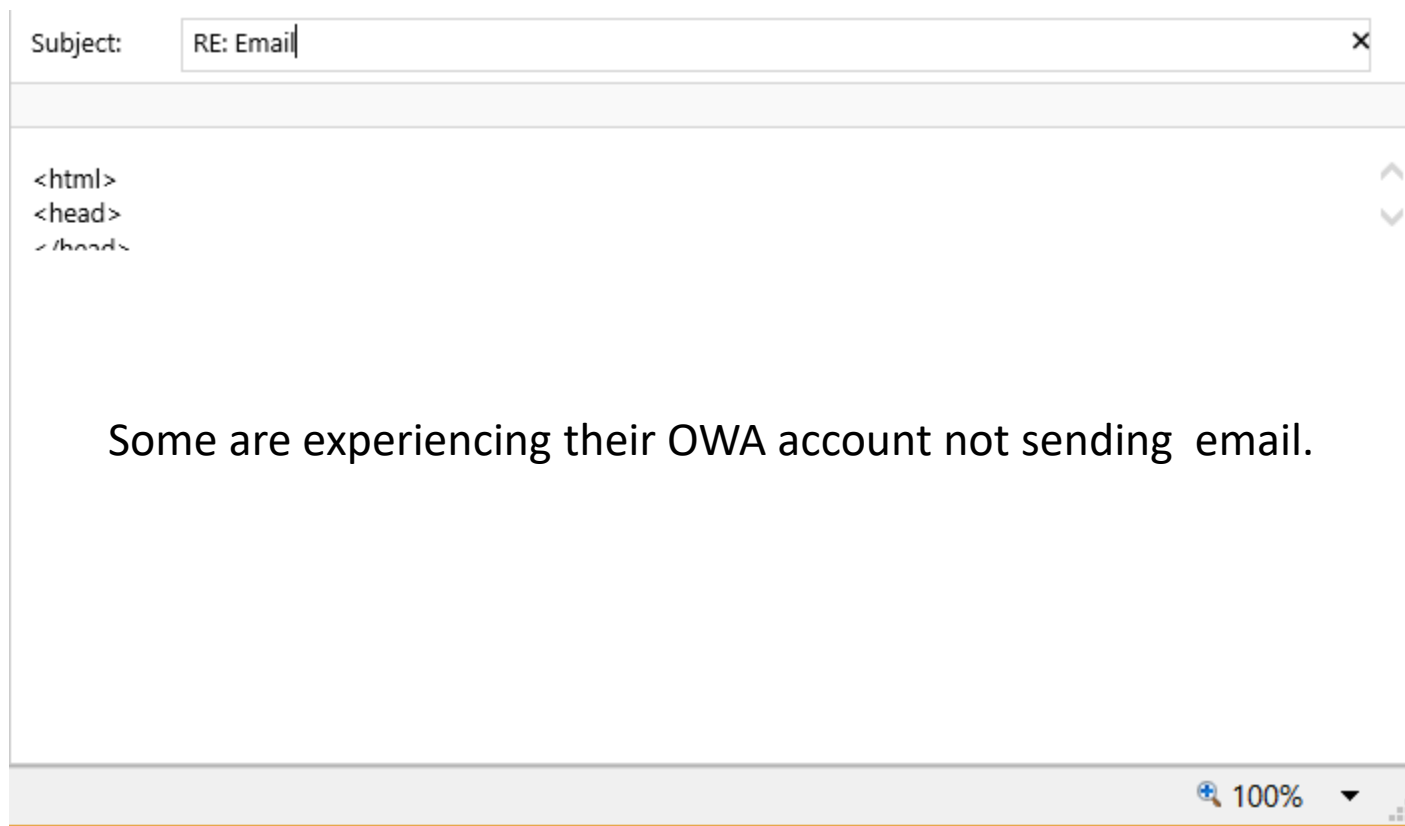
As of the date of this guide, MS has still not corrected what they messed up. This guide will help you get to your email again.

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

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

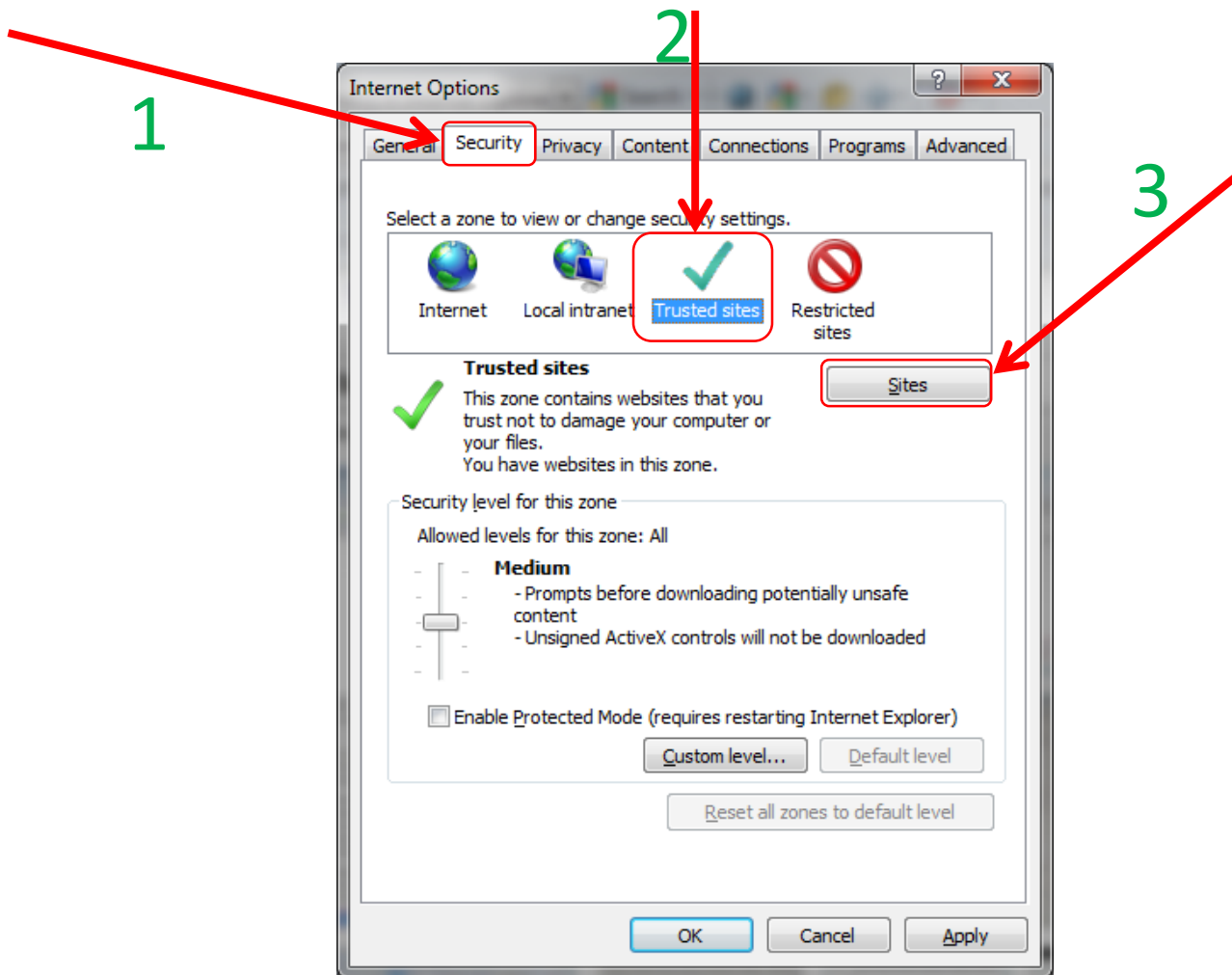
GOV Computers: <http://milcac.us/files/win10smime.pdf>

When opening Enterprise Email and starting a new email, the page is blank [No signature block], or reply to an email, the email thread may be missing



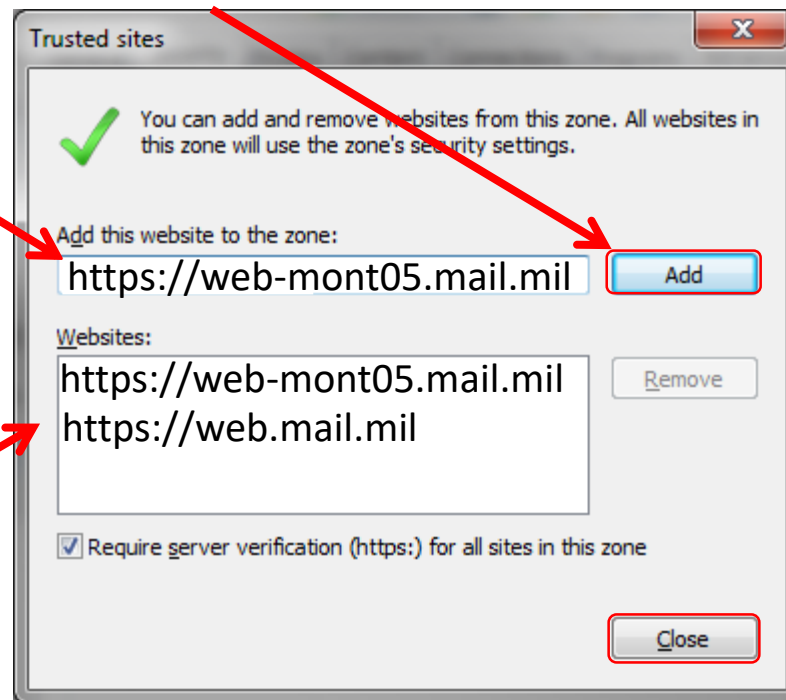
The problem is caused by updates Microsoft began installing in March 2017 and is doing “something” to the S/MIME control. S/MIME [when installed] provides the ability to digitally sign, encrypt, and open encrypted emails. This update appears to be affecting all organizations using Exchange 2010 Outlook Web App (OWA) (which is the version DISA uses for DoD Enterprise Email).

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



You need to add 2 sites: <https://web.mail.mil>
AND your sub mail.mil URL in the *Add this website to the zone:* (box). Example:
<https://web-mont05.mail.mil> then click *Add*

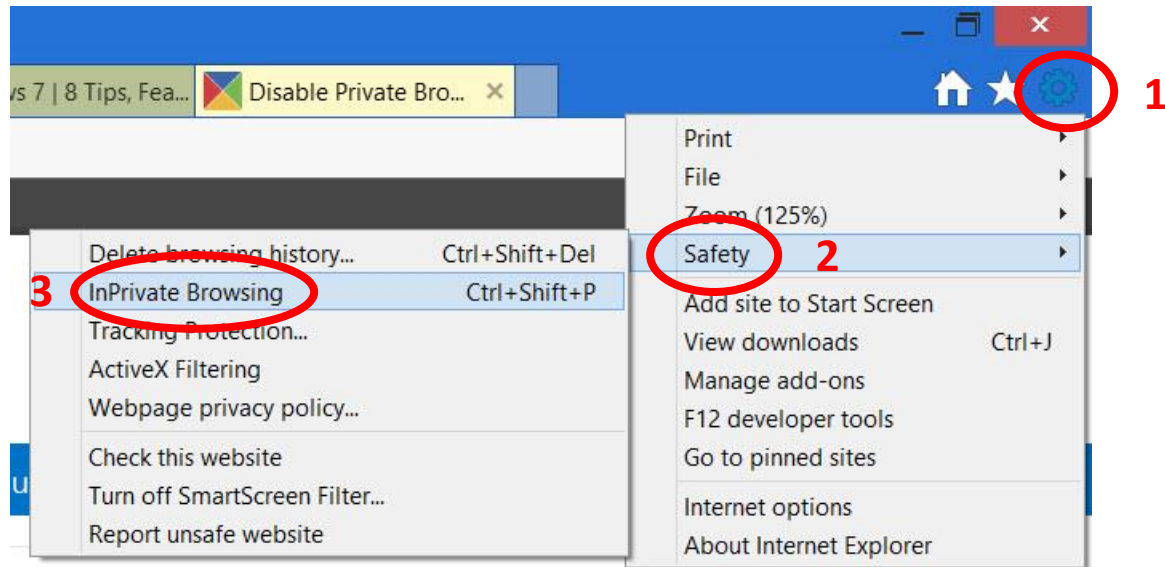
The URL entered is an example, yours is probably different



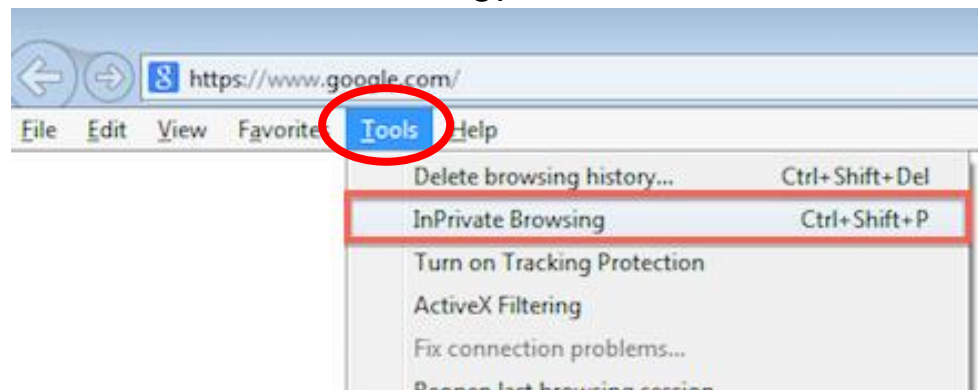
Notice the 2 separate URL listed here

Your sub mail.mil URL may differ from this example. You'll see it after you authenticate to <https://web.mail.mil> after *Use the following link to open this mailbox with the best performance:"*

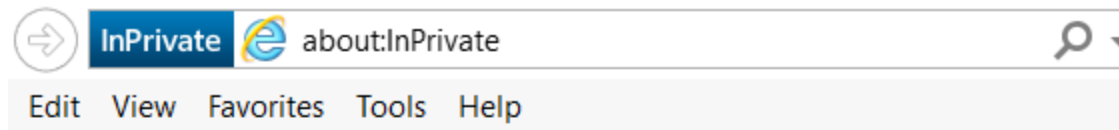
Use *inPrivate* Browsing by selecting *Ctrl + Shift + P* or follow the two options shown here



or



Go to your favorites, or manually type <https://web.mail.mil> over the words: *about:InPrivate*. Your email should now be usable again



InPrivate is turned on

When InPrivate Browsing is turned on, you will see this indicator



InPrivate Browsing helps prevent Internet Explorer from storing data about your browsing session. This includes cookies, temporary Internet files, history, and other data. Toolbars and extensions are disabled by default. See Help for more information.

To turn off InPrivate Browsing, close this browser window.



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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>