



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

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Last update / review: 25 August 2017

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

This affects people who use <https://web.mail.mil>

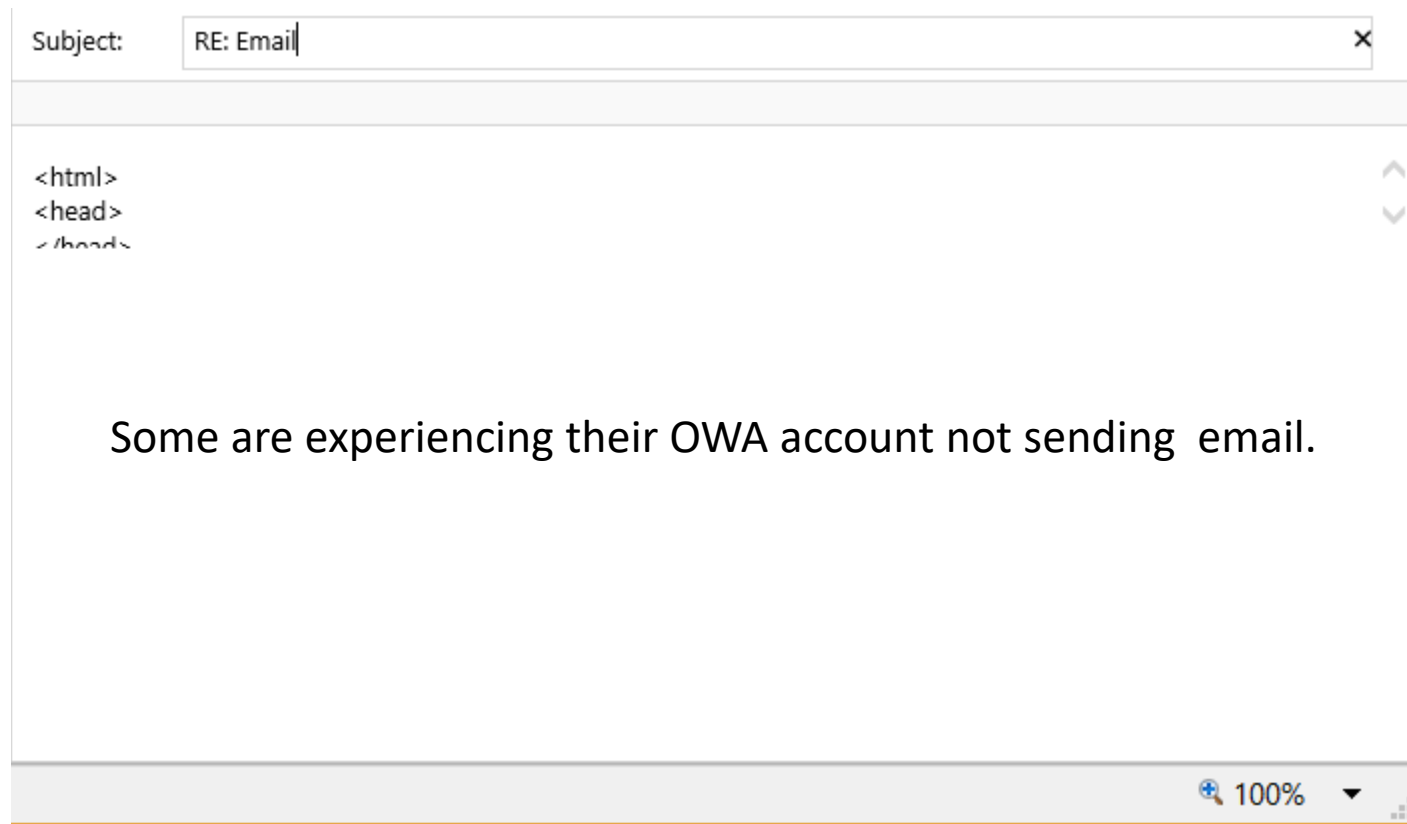
As of the date of this guide, MS hasn't corrected what they changed. This guide will help you use your email again and has also worked for Windows 8 / 8.1 users.

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

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

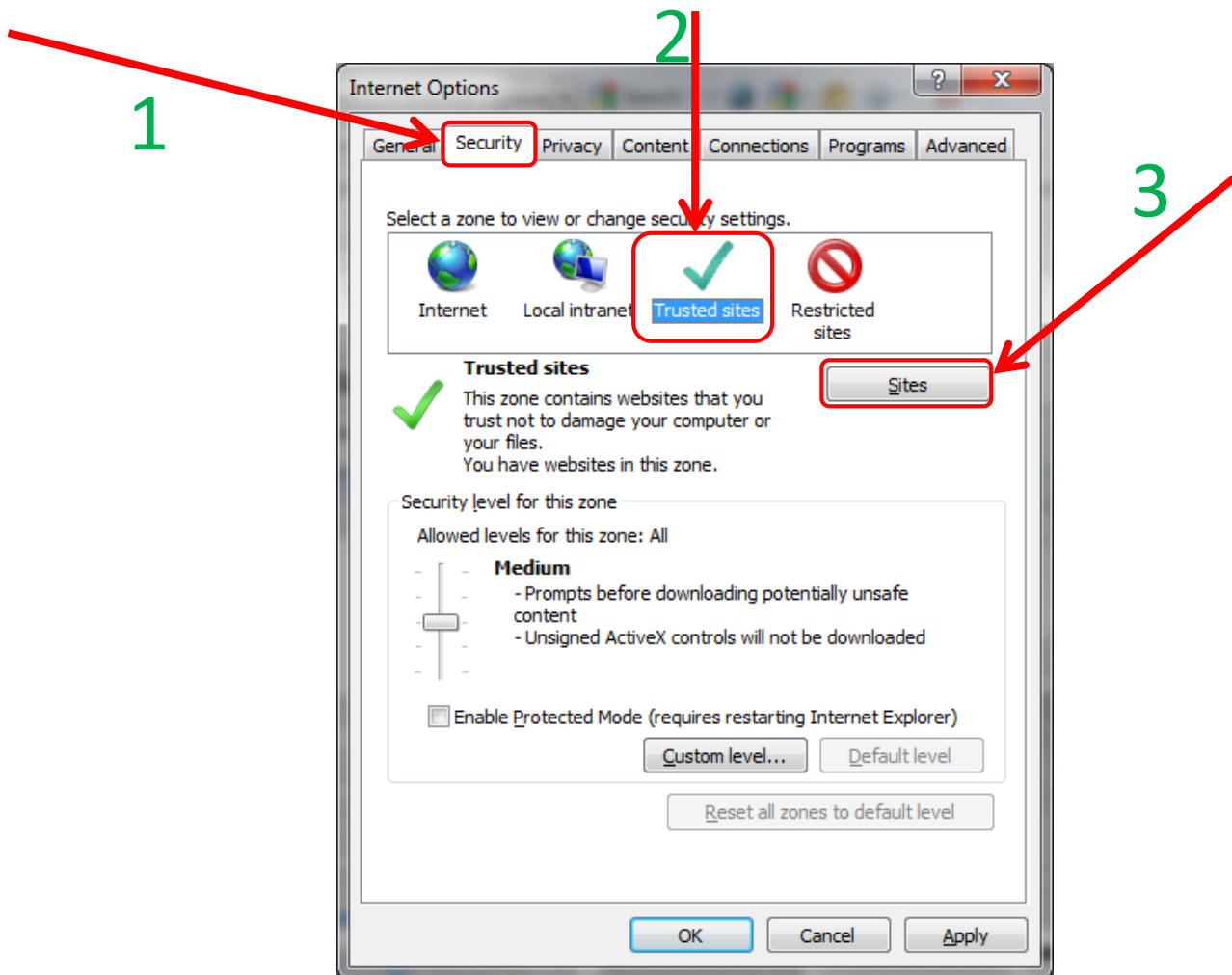
GOV Computers: <http://milcac.us/files/win10smime.pdf>

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, or is just won't send.



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)



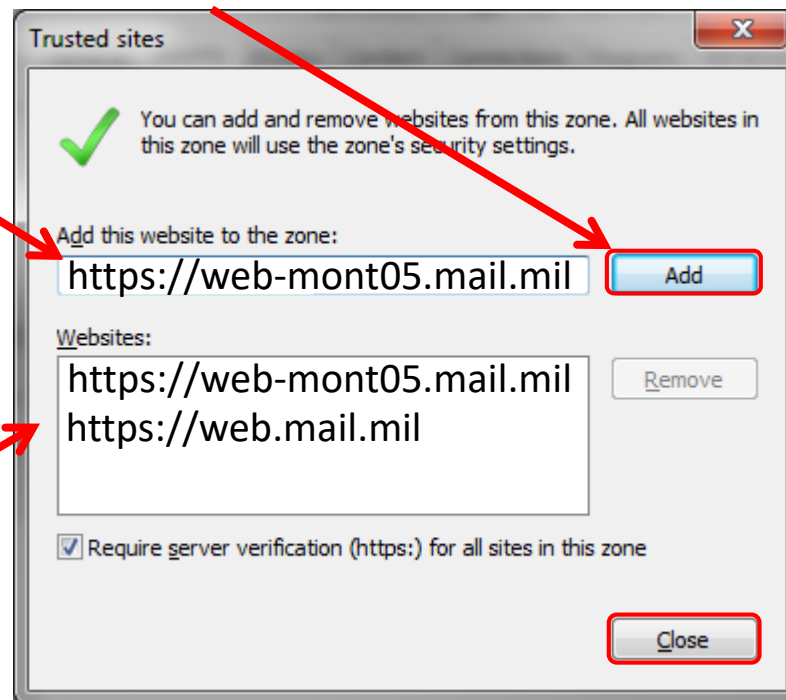
You need to add 2 websites:

<https://web.mail.mil> **AND** your sub mail.mil site in the *Add this website to the zone:* (box).

This is an Example (yours may be different):

<https://web-mont05.mail.mil> then click *Add*

The website entered is an example, yours is probably different

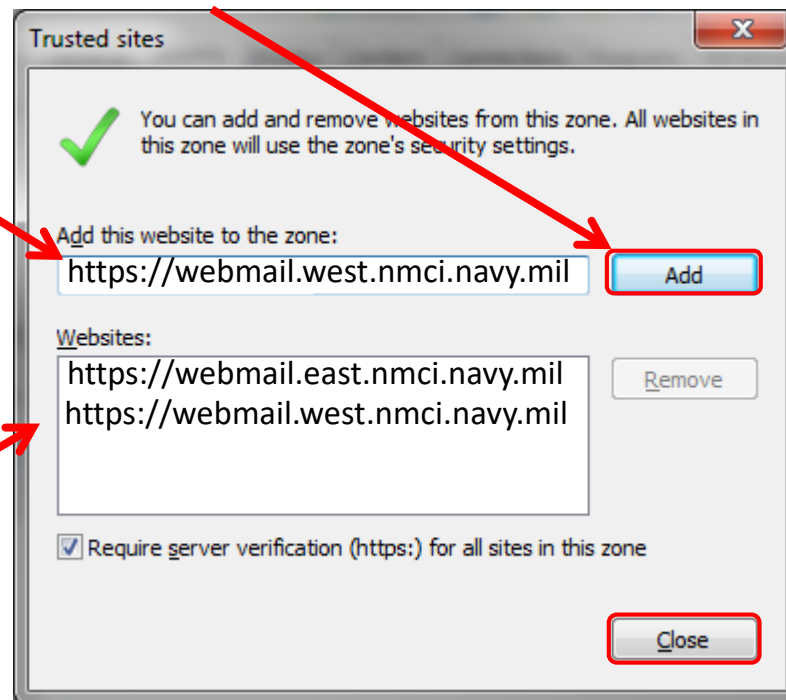


Notice the 2 separate websites listed here

Your sub mail.mil website 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:"*

Not adding the sub website may make it where you cannot send email

Navy personnel need to add both <https://webmail.west.nmci.navy.mil> & <https://webmail.east.nmci.navy.mil> in the *add this website to the zone*: (box). then click *Add*



Notice the 2 separate websites listed here



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<https://MilitaryCAC.com>

If you still have questions, visit:

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

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