CJSM Windows 10 Outlook POP3/SMTP Compatibility Configuration

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DOCUMENT CHANGE RECORD

VERSION	DATE	AUTHOR EDITOR	NOTES
1.0	25/09/2015	Richard Brine	Initial draft based in the previous Windows 8.1 MD5 compatibility document

1 INTRODUCTION

This document is designed to aid CJSM users experiencing compatibility issues when connecting to the CJSM using Windows 10 and Outlook via SMTP and POP3.

The instruction within this documentation should be completed by a competent IT administrator.

If at any time the documents instructions fail to give the expected output help is available via the CJSM Helpdesk on 0870 010 8535 between 08:00 and 19:00 Monday to Friday, or email: <u>cjsm.helpdesk@vodafone.com</u>.

2 IDENTIFYING THE ISSUE

When sending CJSM mail via POP3/SMTP the Outlook client negotiates an encryption method with the CJSM mail servers. Windows8+ no longer supports the MD5 algorithms as default so the below error message can occur.

Uutlook Send/Receive Progress		\times
0 of 1 Tasks have completed successfully	<u>C</u> an	cel All
Don't show this dialog box during Send/Receive	< < [<u>D</u> etails
Tasks Errors Image: Task 'rich.brine@vodafone.cjsm.net - Sending' reported error (0x800 'Your server does not support the connection encryption type you h specified. Try changing the encryption method. Contact your mail se administrator or Internet service provider (ISP) for additional assistance of the service provider (ISP) for additice o)CCC1A) : ave :rver nce.'	< >
		-121

If this error dialog box appears while sending CJSM mail the Operating System will need configuring to allow the MD5 algorithms.

3 ADDING THE MD5 ALGORITHM

Using the Windows search function at the bottom left-hand corner of the desktop, type 'regedit'.



The search should return with the 'regedit' command. To run the command either press the 'Return' key, or left click on the command in the search results.

📸 Registry Editor				-		×
<u>File Edit View Favorites H</u> elp						
Registry Editor File Edit View Favories Help ControlSet01 ControlSet Control Co	Name (Default) Functions	Type REG_SZ REG_MULTI_SZ	Data NCRYPT_SCHANNEL_SIGNATURE_INTERF/ RSA/SHA512 ECDSA/SHA512 RSA/SHA256	- ACE RSA/SH	A384 RSA	×
COPyriceInstallers CODeviceInstallers COM Name Arbiter CommonGlobUseSettings Compatibility Compatibility ContentIndex ContentIndex Configuration Configurati	1					,
Computer\HKEY_LOCAL_MACHINE\SYSTEM\CurrentCo	ontrolSet\Control\Cryptography\Configuration	ation\Local\SSL\00010	0003			

The Registry Editor application will open on the Desktop.

From the navigation panel navigate to the below key registry entry:

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Crypt
ography\Configuration\Local\SSL\00010003

Double click on the 'Functions' key value to edit the contents.

Edit Multi-String	×
Value <u>n</u> ame:	
Functions	
Value data:	
RSA/SHA512 ECDSA/SHA512 RSA/SHA256 RSA/SHA384 RSA/SHA1 ECDSA/SHA256 ECDSA/SHA384 ECDSA/SHA384	~
<	>
	OK Cancel

At the beginning of the Cypher list add 'RSA/MD5'.

Edit Multi-String	×
Value <u>n</u> ame:	
Functions	
<u>V</u> alue data:	
RSA/MD5 RSA/SHA512 ECDSA/SHA512 RSA/SHA256 RSA/SHA384 RSA/SHA1 ECDSA/SHA256 ECDSA/SHA384 ECDSA/SHA384	•
<	>
	OK Cancel

Click 'OK' to finish.

A warning dialog may appear, please disregard this by clicking 'OK'.

Warnin	g X
\bigotimes	Data of type REG_MULTI_SZ cannot contain empty strings. Registry Editor will remove all empty strings found.
	OK

The 'Functions' registry entry will now be displayed with the addition of 'RSA/MD5' at the top of the cypher list.

📸 Registry Editor File Edit View Favorites Help			– 🗆 X
Registry Editor File Edit Yiew Favorites Help ControlSet001 - ControlSet001 - - ControlSet001-97E0-4E26-9543- - AGP - AGP - AGP - AGP - BGFX - BGFX - BItlockerStatus - Class - Class - COM Name Arbiter - COM Name Arbiter - COM Name Arbiter - COM Name Arbiter - CommonGlobUserSettings - CompatibilityerSettings	Name (Default) Punctions	Type REG_SZ REG_MULTI_SZ	
ContentIndex CrashControl Cryptography Configuration Configura	د trolSet\Control\Cryptography\Configu	ration\Local\SSL\00010	× 003

The registry editor can now be closed.

4 SCAN LOCAL DISKS

It has been found that file corruption can lead to the RSA/MD5 workaround not functioning correctly. The following procedure will scan and fix any file system issues on the computers local hard drive.

Using the Windows search function at the bottom left-hand corner of the desktop, type 'cmd'.

\equiv	Best match		
ŵ	Command Pron Desktop app	Run as administrator	
¢	Web cmd run as admin cmd cmd.exe cmd administrator cmd commands cmd tricks cmd run as admin cmd run as admin 	Run as administrator Open file location Pin to Start Pin to taskbar istrator windows 10 10	
0	My stuff	,∽ Web	

The search should return with the 'cmd' command. The 'cmd' command will need to run with elevated permission, to do this right click on the command in the search results and select 'Run as administrator'.

From the command window run the following command.

sfc /scannow



The scan could take several minutes to complete.



When the scan has finished and corrupt files have been replaces or fixed the system will need rebooting before testing can take place.

5 TESTING CJSM MAIL

On completion of the configuration change send emails to the following echo accounts within the CJSM mail community. This will test the CJSM is functioning in both directions.

echo@gsi.gov.uk.cjsm.net <u>echo@gsx.gov.uk.cjsm.net</u> <u>echo@pnn.police.uk.cjsm.net</u> responder@hosting-s.gcsx.gov.uk.cjsm.net responder@hosting-w.gcsx.gov.uk.cjsm.net

NOTE: The replies from these accounts may take a matter of minutes to return, Click 'Send and Receive' to check for new mail.

If further assistance is required please contact the CJSM helpdesk on 08700 108535 between 08:00 and 19:00 Monday to Friday, or email <u>cjsm.helpdesk@vodafone.com</u>.