CJSM
Windows 10 Outlook POP3/SMTP Compatibility Configuration

Author: Richard Brine
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1 Introduction 4
2 Identifying the issue 5
3 Adding the MD5 algorithm 6
4 Scan local disks 10
5 Testing CJSM mail 12

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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

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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: cjsm.helpdesk@vodafone.com.

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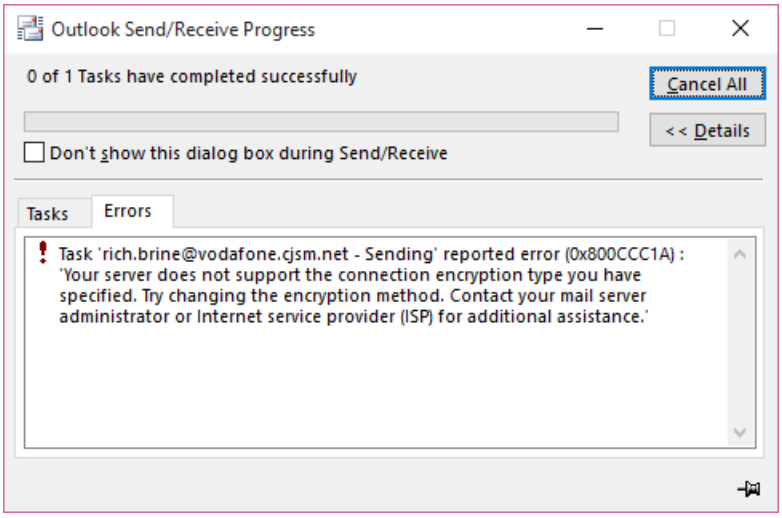
2 IDENTIFYING THE ISSUE

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.



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

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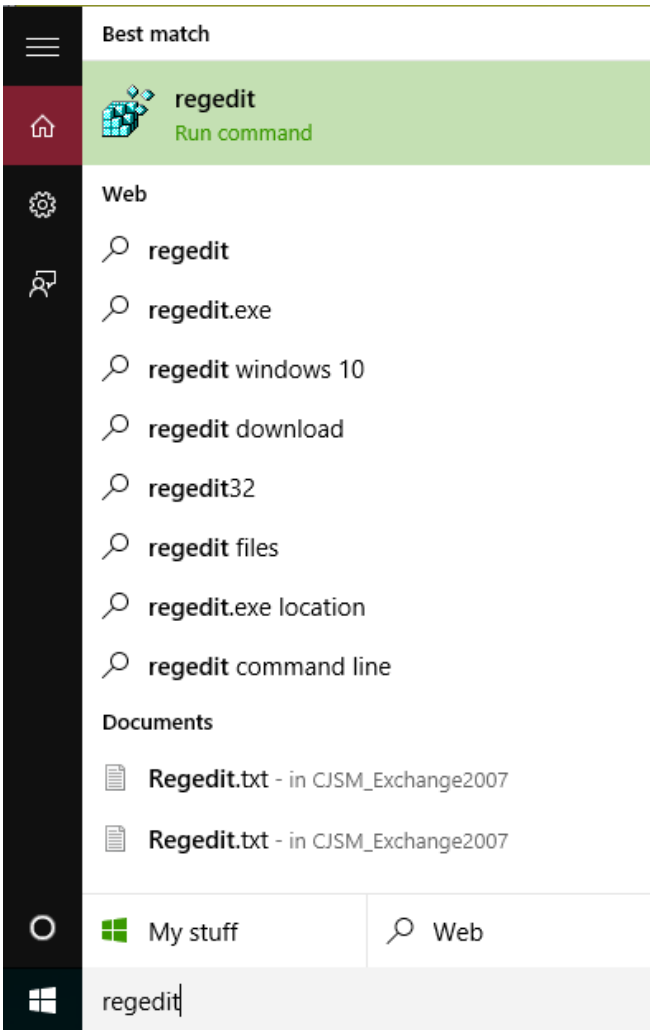
3 ADDING THE MD5 ALGORITHM

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.

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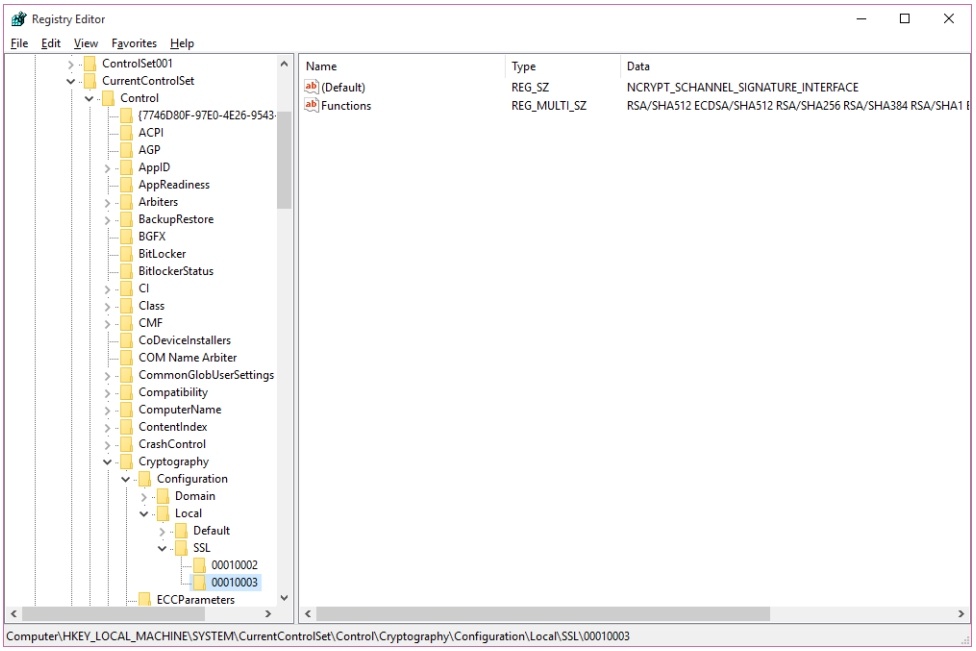
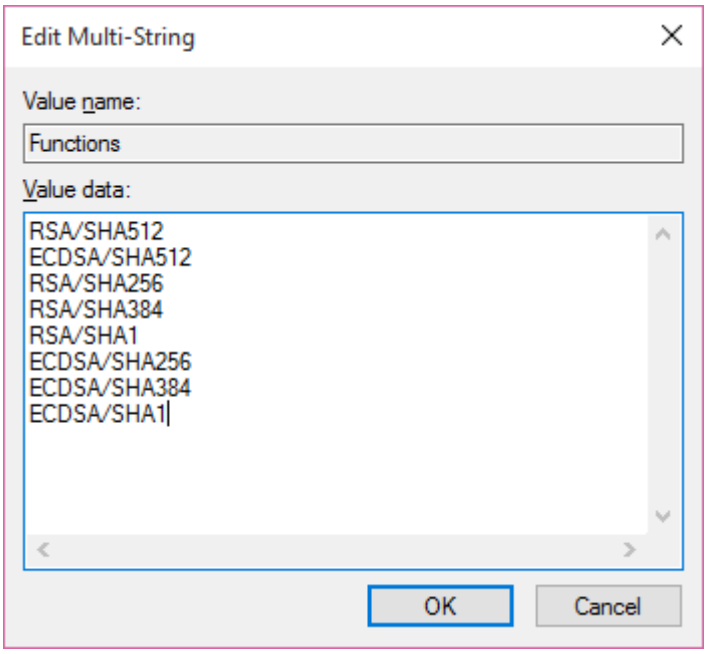
The Registry Editor application will open on the Desktop.



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

`HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Cryptography\Configuration\Local\SSL\00010003`

Double click on the ‘Functions’ key value to edit the contents.



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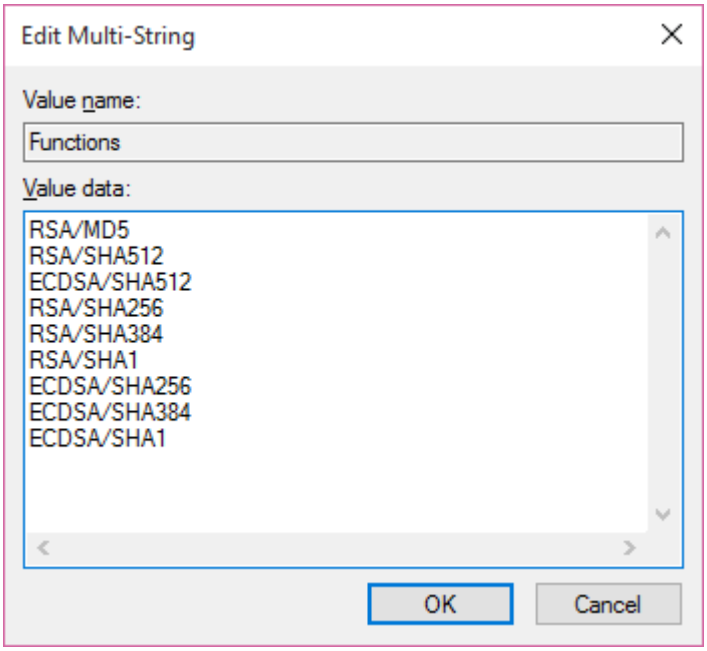
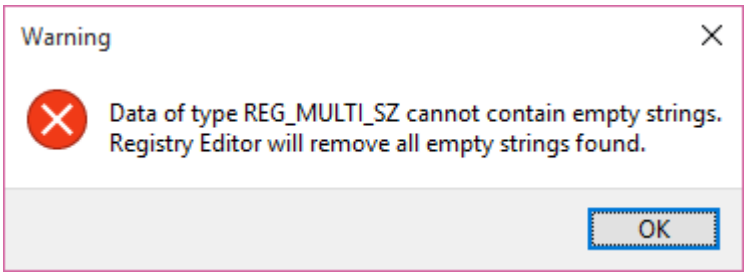
At the beginning of the Cypher list add ‘RSA/MD5’.



Click ‘OK’ to finish.

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



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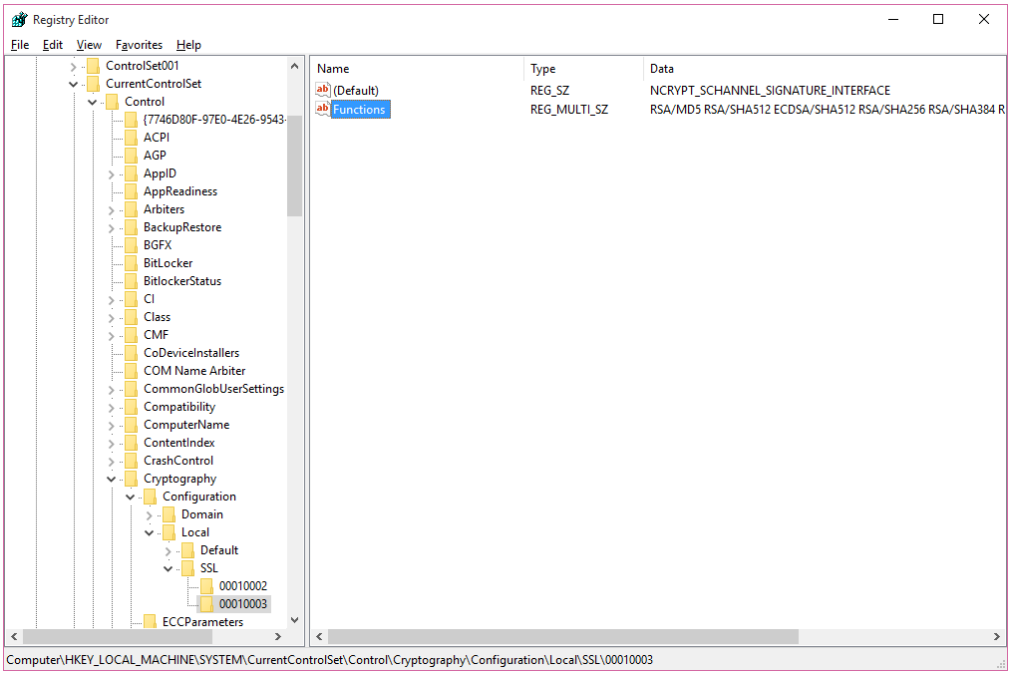
The ‘Functions’ registry entry will now be displayed with the addition of ‘RSA/MD5’ at the top of the cypher list.



The registry editor can now be closed.

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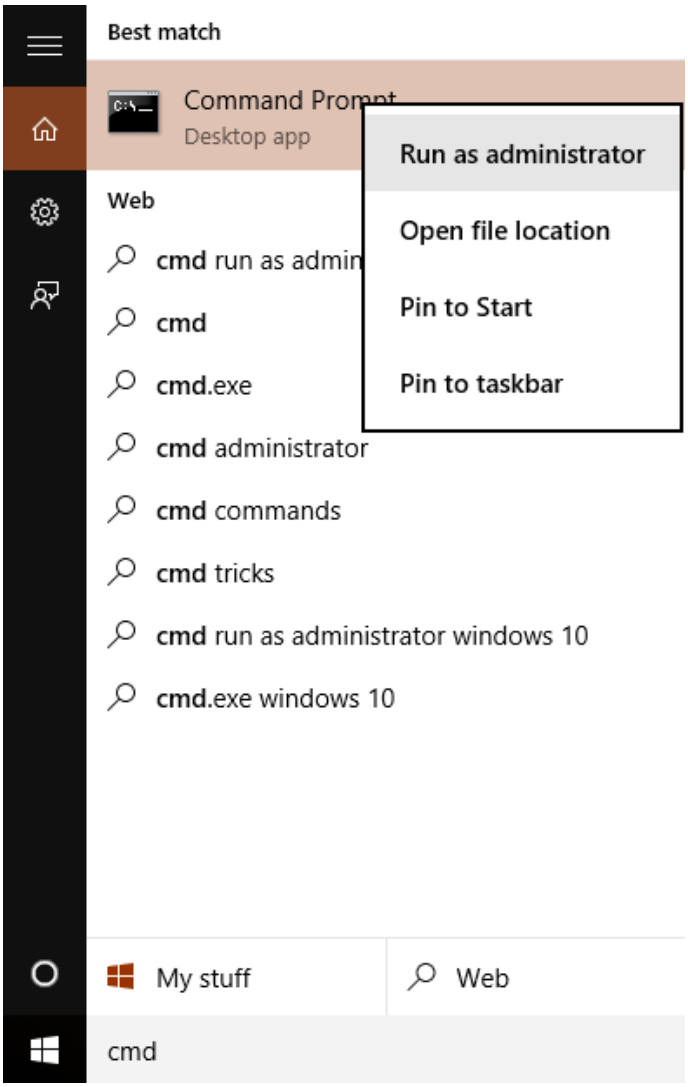
4 SCAN LOCAL DISKS

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’.



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’.

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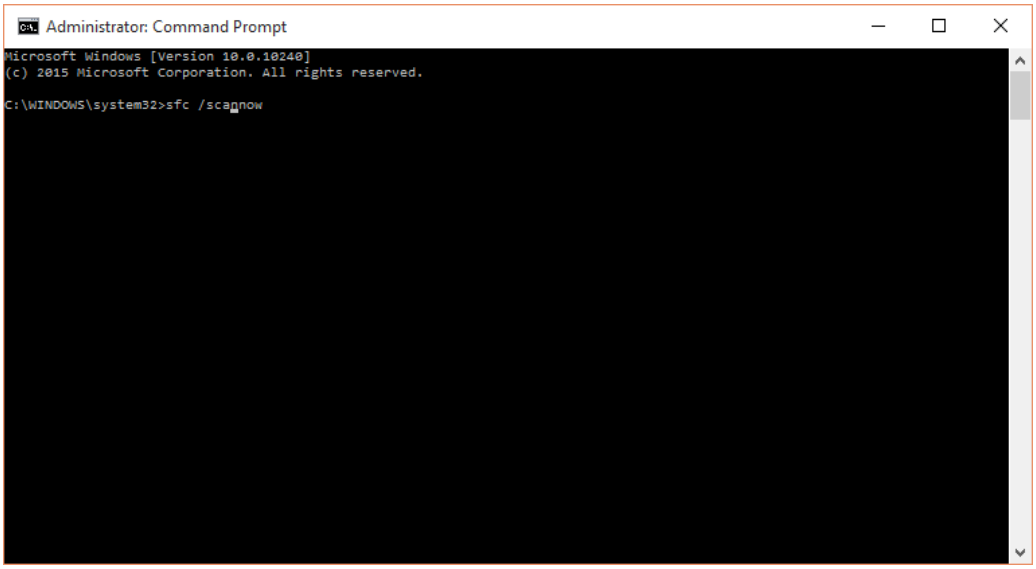
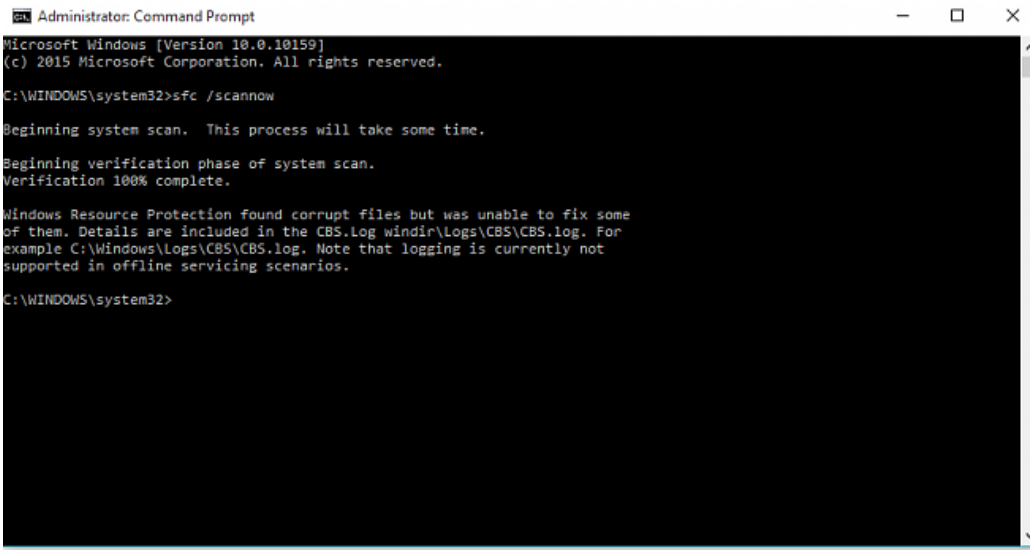
From the command window run the following command.

```
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.

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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
echo@gsx.gov.uk.cjsm.net
echo@pnn.police.uk.cjsm.net
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 cjsm.helpdesk@vodafone.com.

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