CJSM

CJSM POP Guide

Windows 8 - 10 Outlook

POP3/SMTP Compatibility Configuration

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Contents

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.
1.1	27/01/2016	Richard Brine	Added the importing of the registry key via a .reg file, removed the scanning section.
1.2	10/03/2016	Richard Brine	Genericised the document to encompass Windows 8 and 10.

1 INTRODUCTION

This document is designed to aid CJSM Outlook mailbox users experiencing compatibility issues while connecting to the CJSM using Windows 8 and greater.

If at any time the documents instructions fail to give the expected output help is available via the CJSM Helpdesk on 0207 604 5598 between 08:00 and 19:00 Monday to Friday, or email: cjsm.helpdesk@egress.com

2 IDENTIFYING THE ISSUE

When sending CJSM mail via POP3/SMTP the Outlook client negotiates an encryption method with the CJSM mail servers. Windows8 and greater no longer support MD5 encryption by default.

The below error window indicates the MD5 issue, only proceed with the processes within this document if this error is experienced.
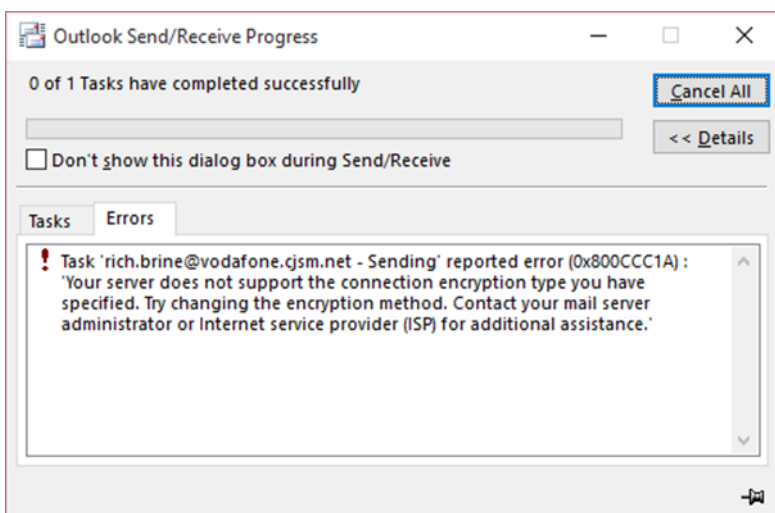
If further help is required please contact the CJSM Helpdesk on 0207 604 5598 between 08:00 and 19:00 Monday to Friday, or email: cjsm.helpdesk@egress.com.

Return Address: The CJSM Administrators, Egress Software Technologies Ltd, The White Collar Factory, 1 Old Street Yard, London EC1Y 8AF.
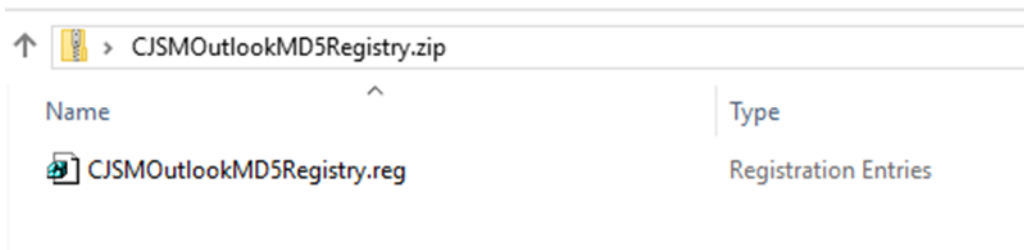
3   ADDING THE MD5 ALGORITHM

This section assumes the reader has been provided with the zipped registry file 'CJSMOutlookMD5Registry.zip'. If this is not the case, please contact the CJSM Helpdesk to obtain a copy.

Locate the file 'CJSMOutlookMD5Registry.zip' and 'double click' on it.



The zip file will open in an 'Explorer' window.

From the 'Explorer' window 'Double Click' on the file 'CJSMOutlookMD5Registry.reg', this will start the key installation process. Please note there should only be one file in the 'Explorer' window to choose from.

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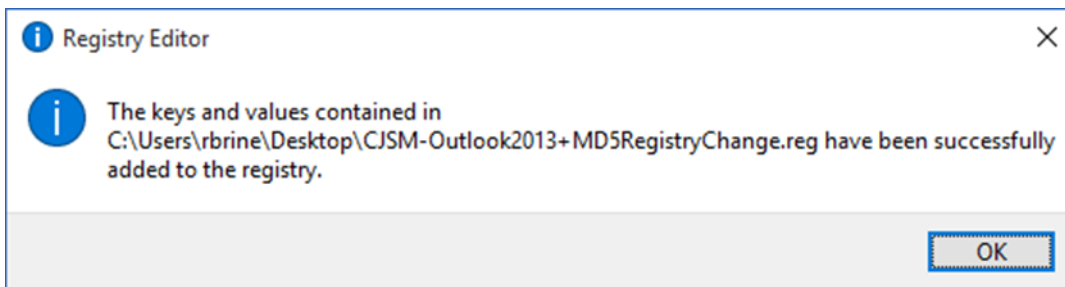
An 'UAC' dialog window may appear as below, click on the 'Yes' button.
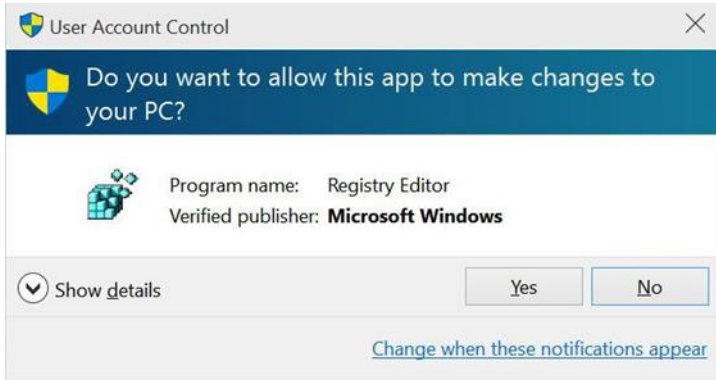
A further dialog window will appear, click the 'Yes' button.
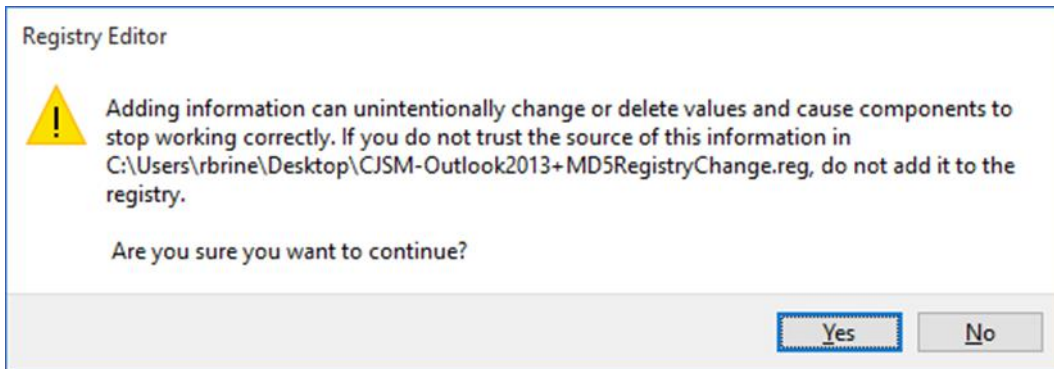
On completion of the key installation the following dialog window will report the success of the installation.

Now reboot the machine for the changes to take effect. After the reboot Outlook should now have MD5 support and CJSM mail should function normally.

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4   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.

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