

FY-20 Cross Domain Enterprise Email Service

DEE Email Between Secret and Unclassified Networks

DISA ID22

Cross Domain Enterprise Service

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United in Service to Our Nation

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What is Cross Domain Enterprise Email?

- **DISA provides a cross domain email service for users of DoD Enterprise Email (DEE) with the following features:**
 - **DEE users can send UNCLASSIFIED email messages (plain text and with attachments) between the Unclassified network (@mail.mil accounts) and the Secret network (@mail.smil.mil accounts)**
 - **The service allows messages to flow in both directions (low to high & high to low)**
 - **The service supports digital signatures (NIPR ONLY)**
 - **Users should abide by applicable policy for signing email**
 - **The cross domain email system will not declassify email**
 - **The cross domain email system will not remove sensitive content**

Cross Domain Enterprise Email Cautions

- **Cross domain email is not to be used for convenience**
- **Users must ensure that any email sent cross domain is mission essential**
- **Users must perform reliable human review by thoroughly checking each cross domain email message before sending in order to ensure it is a safe message to send cross domain**
- **Users are directly responsible for spillage**

How Do I Gain Access? (1/3)

- **DEE users must have an entitlement added to their account by the local entitlement manager**
 - **There are 2 levels of entitlement:**
 - Plain text email without attachments
 - Plain text email with attachments
- **For the ability to send email with attachments, DISA employees and contractors must have approval from:**
 - Their supervisor
 - Their security manager
 - The DISA AO
- **In order to send signed emails (NIPR only), a user must have the “Plaintext email with attachments” entitlement**
- **Access must be requested on DD2875 form**

**More detailed documentation on onboarding, integration, and using the capability will be provided once your requirement is initiated.*

How Do I Gain Access? (2/3)

- **Instructions for requesting the ability to send cross domain enterprise email with attachments**
 1. **Fill out a DD2875 with the following information:**
 - **Purpose (i.e. the function for which the entitlement is needed). This statement must be specific.**
 - **Expected frequency of file transfers**
 - **Direction of file transfers (NIPR to SIPR or SIPR to NIPR)**
 - **File type(s) of expected attachments (e.g. configuration files, documents, scripts, etc.)**
 - **Mission impact if request is denied**
 - **Duration for which the entitlement is required (max. 18 months). If the need is ongoing, a new request must be submitted at the end of the requested duration or every 18 months.**

How Do I Gain Access? (3/3)

- 2. Your supervisor must send the DD2875 to “DISA Ft Meade RE List CDES Requests”**
 - The email must state the current number of employees with access to the entitlement, as well as the minimum number of entitled employees reporting the supervisor necessary to carry out the mission.**
- 3. Entitlement expires after 18 months, at which time the user must resubmit a DD2875.**
- 4. Entitlements are approved by RE and administered by DEE. Requests for status of an entitlement submission should not be directed to CDES.**

Sending a Cross Domain Email

- **User must complete all training requirements to gain local approval to have the cross domain entitlement**
- **User's Unclassified DEE account (mail.mil) must be entitled to allow sending from the Unclassified network to the Secret network**
- **User's Secret DEE account (@mail.smil.mil) must be entitled to allow sending from the Secret network to the Unclassified network**
- **Once the entitlement is added to the user's account, the user is enabled to send cross domain email**
- **Users must ensure the following:**
 - **All messages are sent in plain text (no HTML or RTF)**
 - **All messages are correctly labeled with classification on the first and last lines of the message**
 - **All attachments are on the list of approved file types**
 - **Only NIPR users with entitlement to send attachments may digitally sign messages**
 - **NIPR to SIPR messages are optionally signed IAW DoD policy**
 - **SIPR to NIPR messages must not be signed.**
 - **Messages must not be encrypted**

Allowable Attachment Types

Microsoft Office Files

Word 97-03	.doc	Word 2007-2010	.docx
Excel 97-03	.xls	Excel 2007-2010	.xlsx
PowerPoint 97-03	.ppt	Powerpoint 2007-2010	.pptx

Imagery

Graphics Interchange Format	.gif	Joint Photographic Experts Group	.jpg, .jpeg
Bitmap Image File	.bmp	Tagged Image Format	.tif, .tiff
Windows Enhanced Metafile	.wmf	Portable Network Graphics	.png

Other

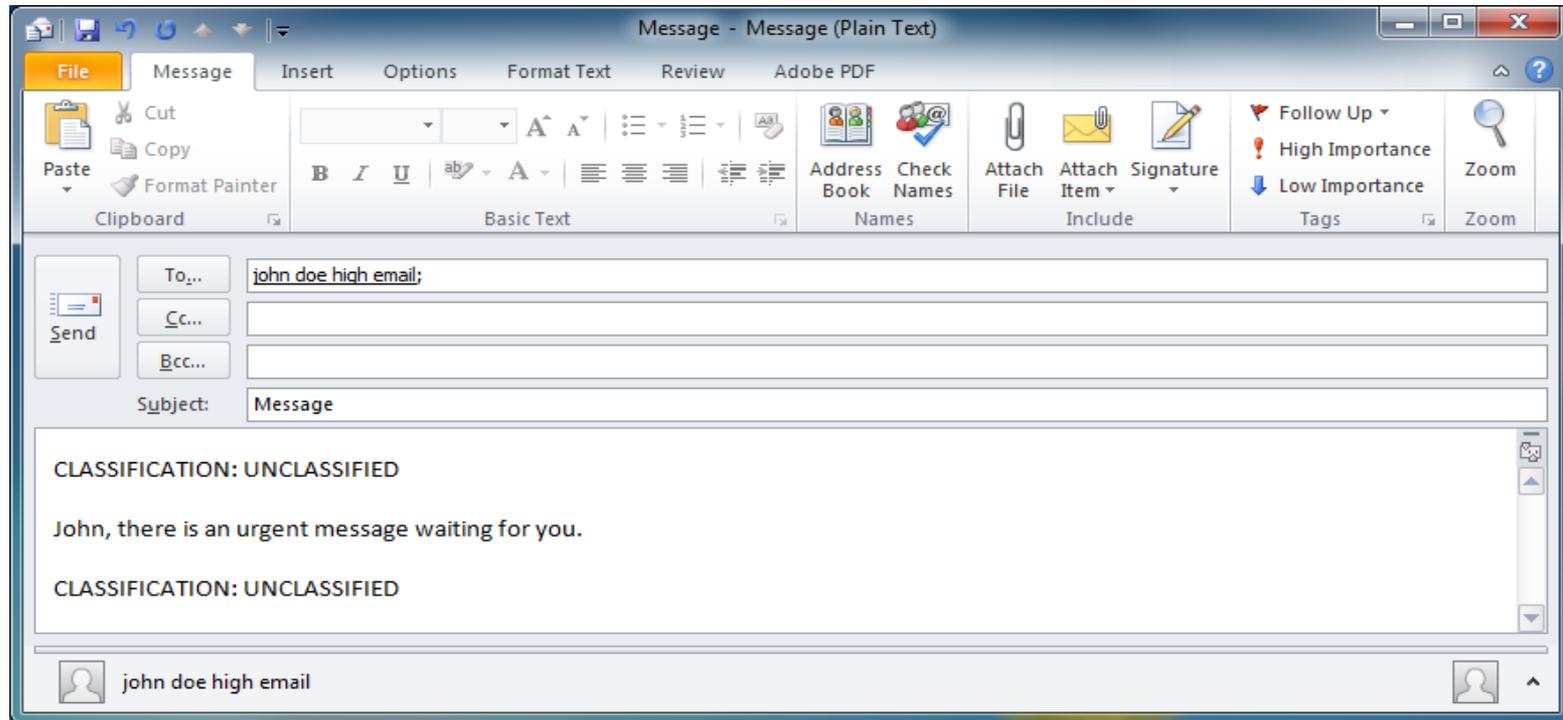
ASCII text	.txt	Portable Document Format	.pdf
BWT zip	.bz	GNU zip	.gz
		Unix tar	.tar

Allowable Classification Labels

Allowable Classification Labels
UNCLASSIFIED
UNCLASSIFIED//FOUO
UNCLASSIFIED//FOR OFFICIAL USE ONLY
CLASSIFICATION: UNCLASSIFIED
CLASSIFICATION: UNCLASSIFIED//FOUO
CLASSIFICATION: UNCLASSIFIED//FOR OFFICIAL USE ONLY

Ensuring Classification Labels are Present/Correct

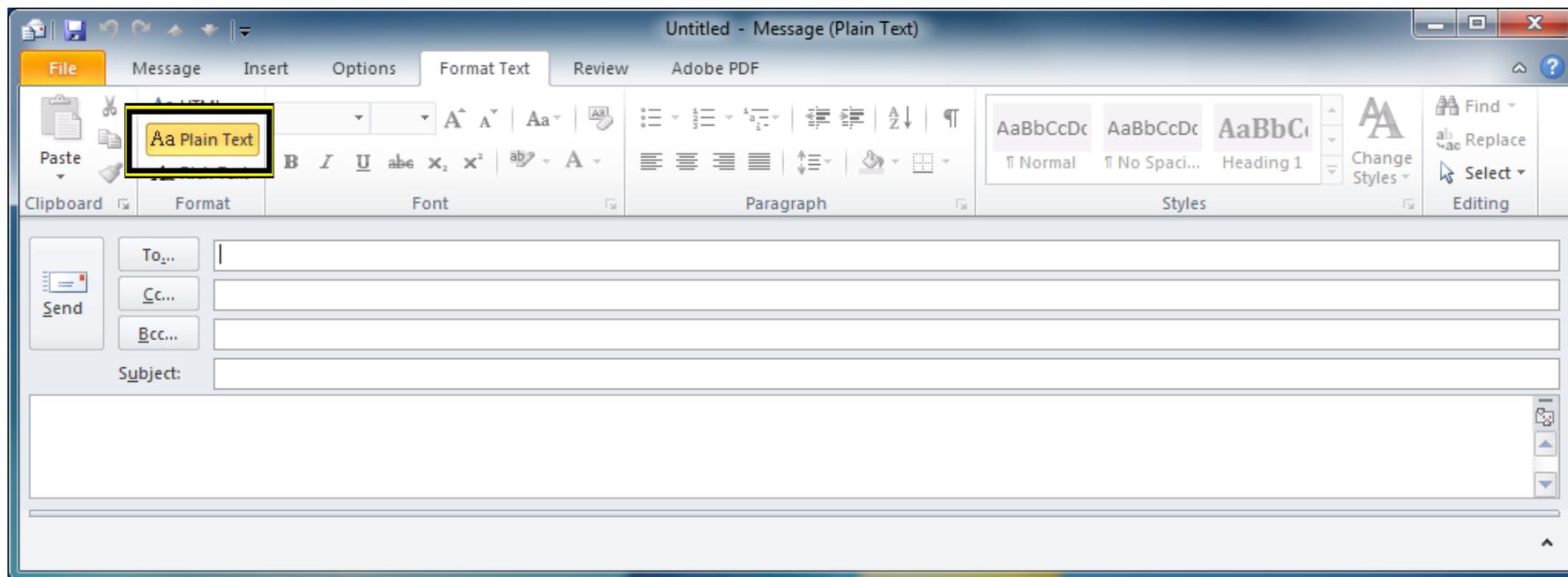
- Enter a classification label at the top AND bottom of the message (Outlook 2010 pictured)



- The classification labels at the top AND bottom of the message **MUST MATCH**
- Make sure there are no extraneous characters (e.g., white spaces, special characters, etc.) within or after the classification labels; the classification labels must match the entries on the slide 8 **EXACTLY**.

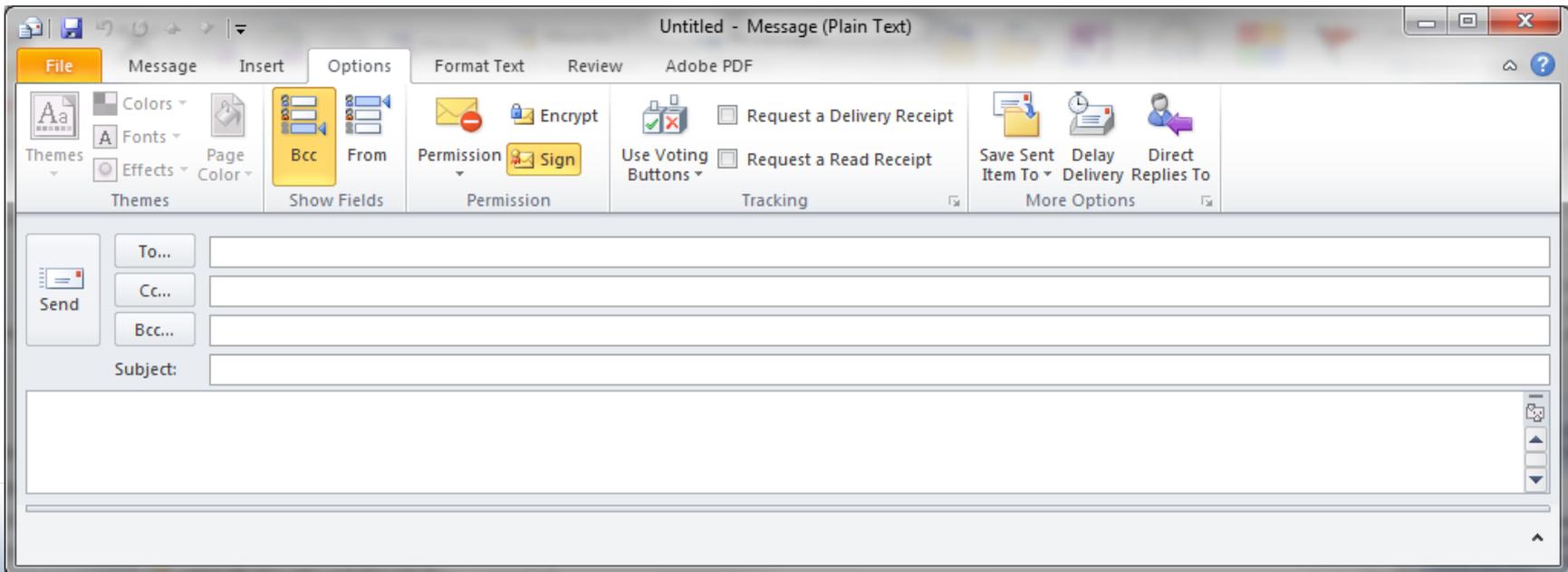
Ensuring Message is Plain Text

- Ensure the Plain Text option is selected (Outlook 2010 pictured)



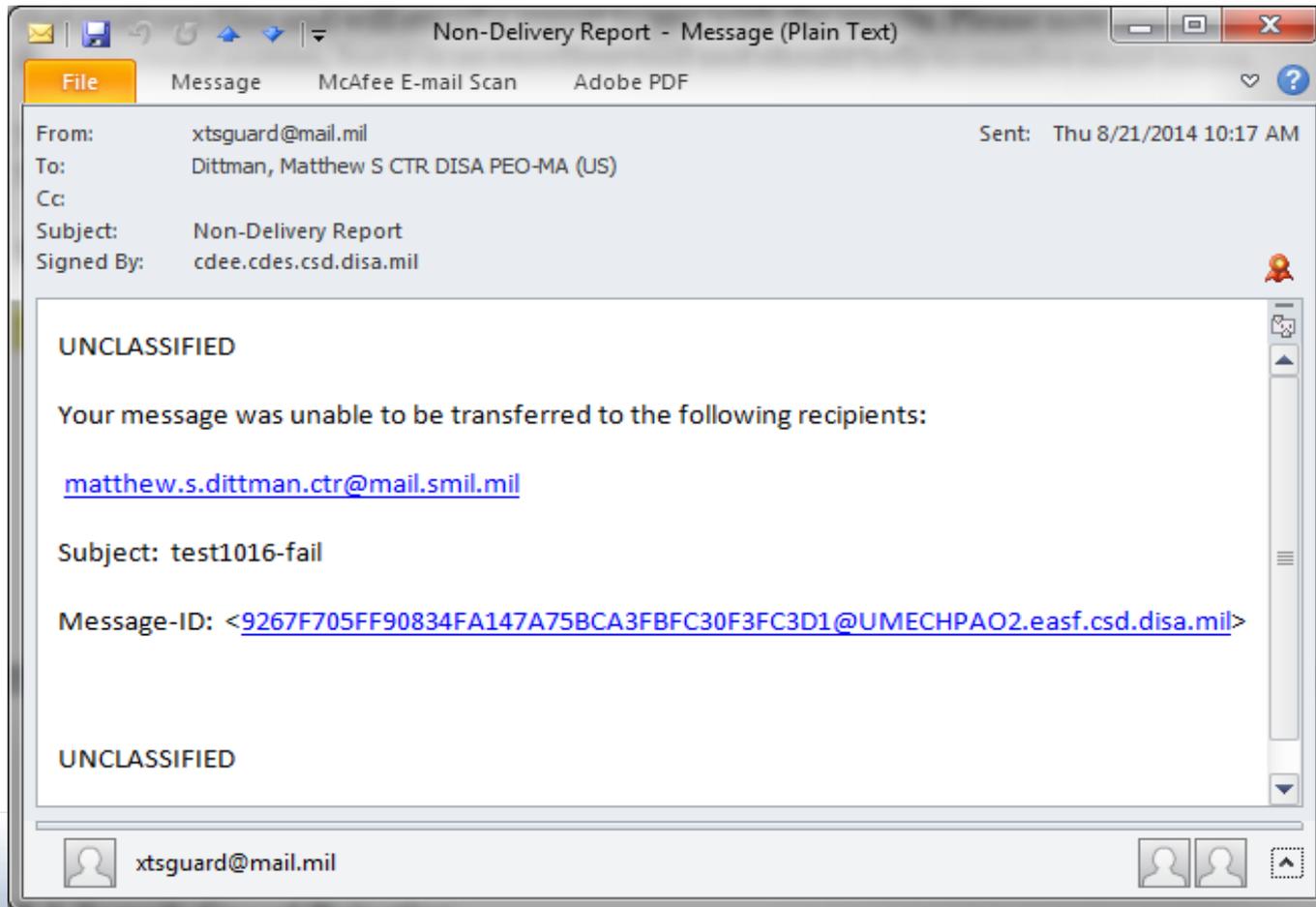
Digitally Signing Cross Domain Email

- Users can digitally sign cross domain email messages with attachment privileges on NIPR only, and should comply with IAW DoD policy. Messages sent from SIPR must not be signed.
- Requires DoD PKI certificates configured in your email client
- Entitlement with attachment is required to digitally sign messages sent from NIPR.



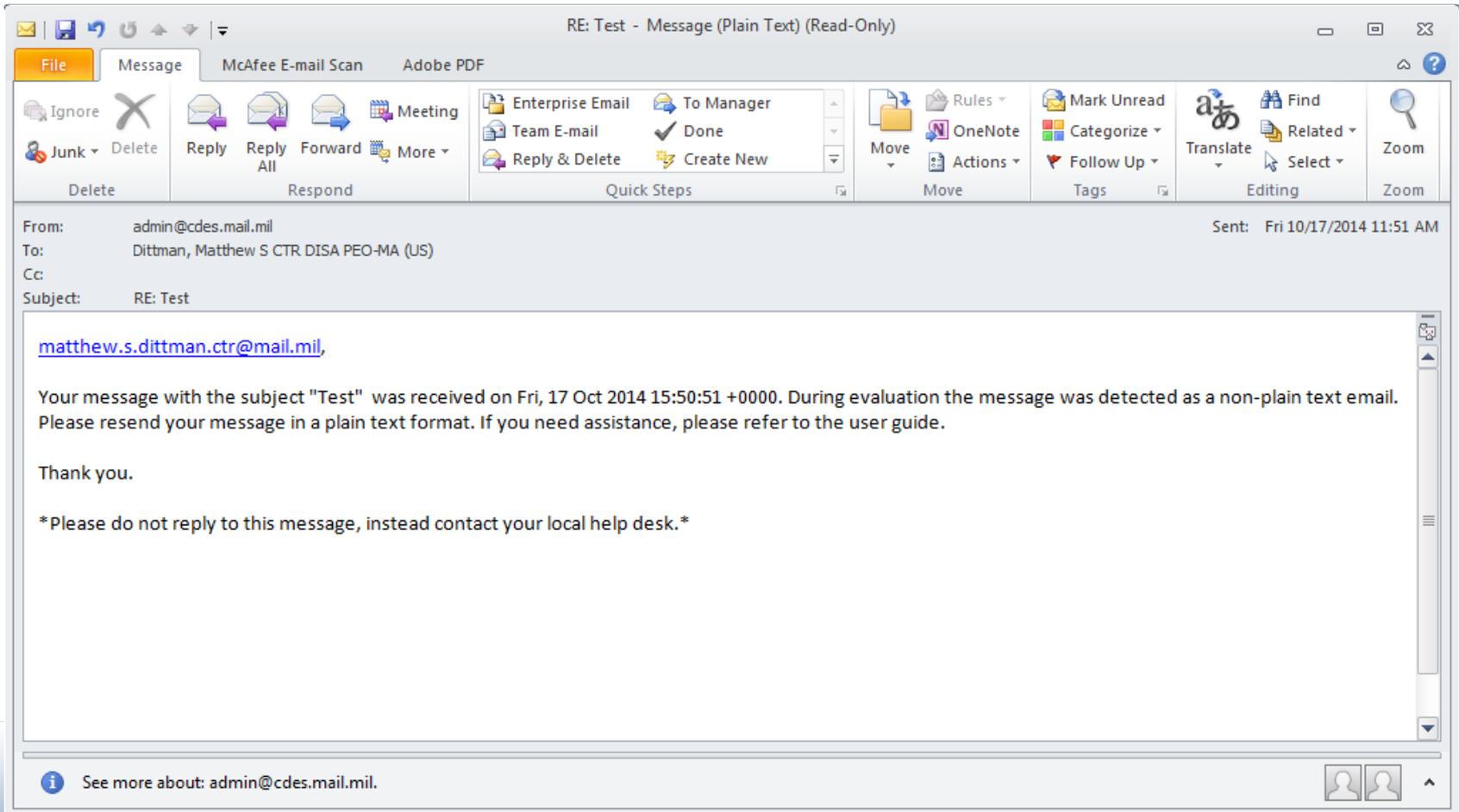
Sample Non-Delivery Reports

- Rejected due to failing the guard filters (i.e., content related issue)



Sample Non-Delivery Reports

- Rejected due to HTML formatting (i.e., email was not plain text)



The screenshot shows an Outlook window titled "RE: Test - Message (Plain Text) (Read-Only)". The ribbon includes "File", "Message", "McAfee E-mail Scan", and "Adobe PDF". The ribbon tabs are "Delete", "Respond", "Quick Steps", "Move", "Tags", "Editing", and "Zoom". The "Delete" tab is active, showing options like "Ignore", "Junk", "Delete", "Reply", "Reply All", "Forward", "Meeting", "More", "Enterprise Email", "Team E-mail", "Reply & Delete", "To Manager", "Done", "Create New", "Move", "Actions", "Rules", "Mark Unread", "Categorize", "Follow Up", "Translate", "Find", "Related", "Select", and "Zoom".

From: admin@cdes.mail.mil
To: Dittman, Matthew S CTR DISA PEO-MA (US)
Cc:
Subject: RE: Test

Sent: Fri 10/17/2014 11:51 AM

matthew.s.dittman.ctr@mail.mil

Your message with the subject "Test" was received on Fri, 17 Oct 2014 15:50:51 +0000. During evaluation the message was detected as a non-plain text email. Please resend your message in a plain text format. If you need assistance, please refer to the user guide.

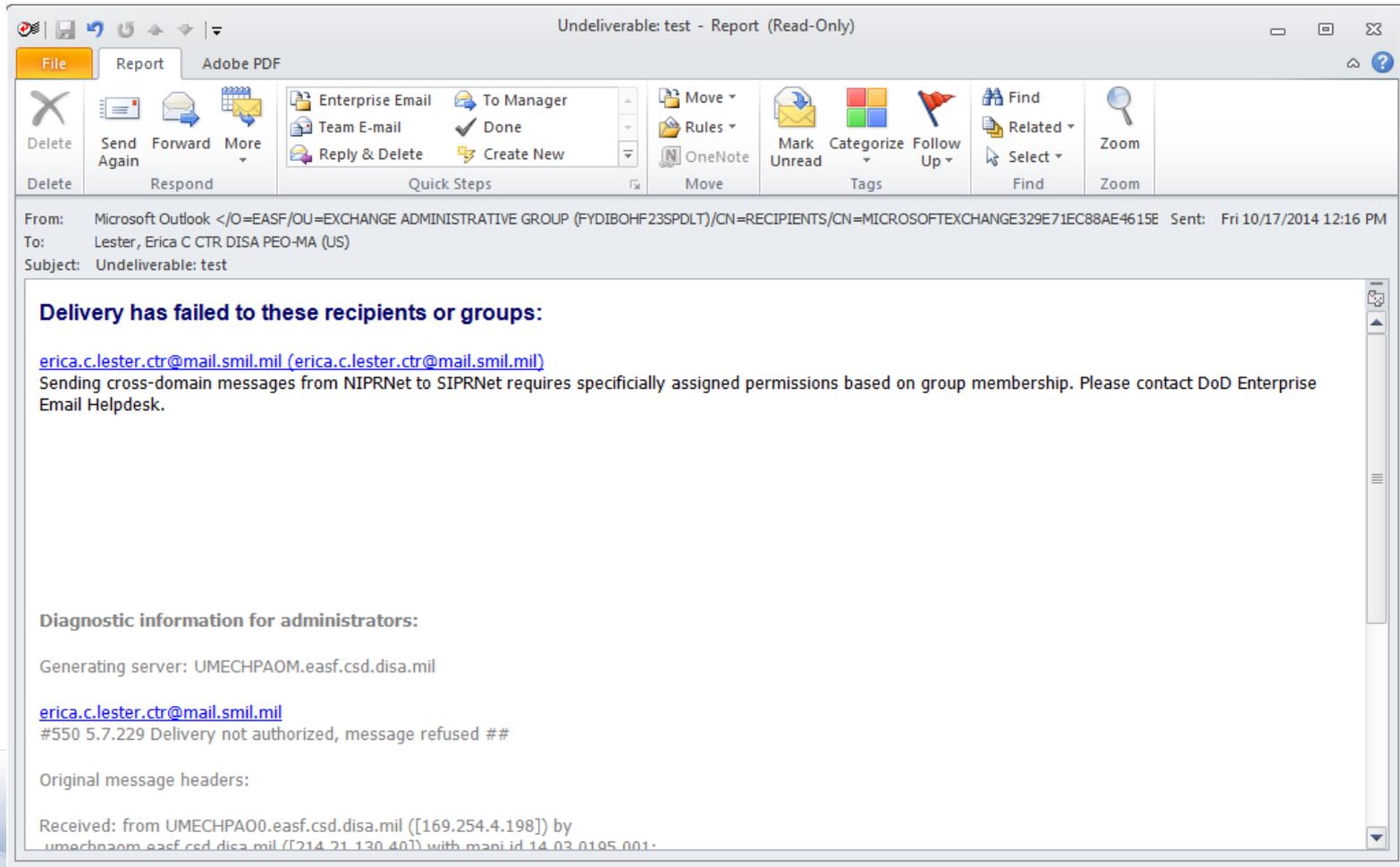
Thank you.

Please do not reply to this message, instead contact your local help desk.

See more about: admin@cdes.mail.mil.

Sample Non-Delivery Reports

- Rejected due to not having cross domain entitlement



Undeliverable: test - Report (Read-Only)

File Report Adobe PDF

Delete Send Again Forward More Enterprise Email To Manager Move Mark Unread Categorize Follow Up Find Related Select Zoom

Delete Respond Quick Steps Move Tags Find Zoom

From: Microsoft Outlook </O=EASF/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=MICROSOFTEXCHANGE329E71EC88AE4615E Sent: Fri 10/17/2014 12:16 PM
 To: Lester, Erica C CTR DISA PEO-MA (US)
 Subject: Undeliverable: test

Delivery has failed to these recipients or groups:

erica.c.lester.ctr@mail.smil.mil (erica.c.lester.ctr@mail.smil.mil)
 Sending cross-domain messages from NIPRNet to SIPRNet requires specifically assigned permissions based on group membership. Please contact DoD Enterprise Email Helpdesk.

Diagnostic information for administrators:

Generating server: UMECHPAOM.easf.csd.disa.mil

erica.c.lester.ctr@mail.smil.mil
 #550 5.7.229 Delivery not authorized, message refused ##

Original message headers:

Received: from UMECHPAO0.easf.csd.disa.mil ([169.254.4.198]) by umechpaom.easf.csd.disa.mil ([214.21.130.40]) with mani id 14_03_0195_001

Help Desk Support

Organization	Telephone Numbers	Email Addresses
Tier 1: Customer Local Help Desk (e.g., DEE)	Varies	Varies
Tier 2 Level 1: DECC COL	COM: 614-692-6618 DSN: 312-850-6618	NIPR: disa.columbus.eis.mbx.cols-cdes- support-team@mail.mil SIPR: disa.columbus.eis.mbx.cols-cdes- support-team@mail.smil.mil
Tier 3 Level 1: CDES	COM: 301-225-9600 DSN: 312-375-9600	NIPR: disa.meade.ma.list.cdes- opsteam@mail.mil SIPR: disa.meade.ma.list.cdes- opsteam@mail.smil.mil