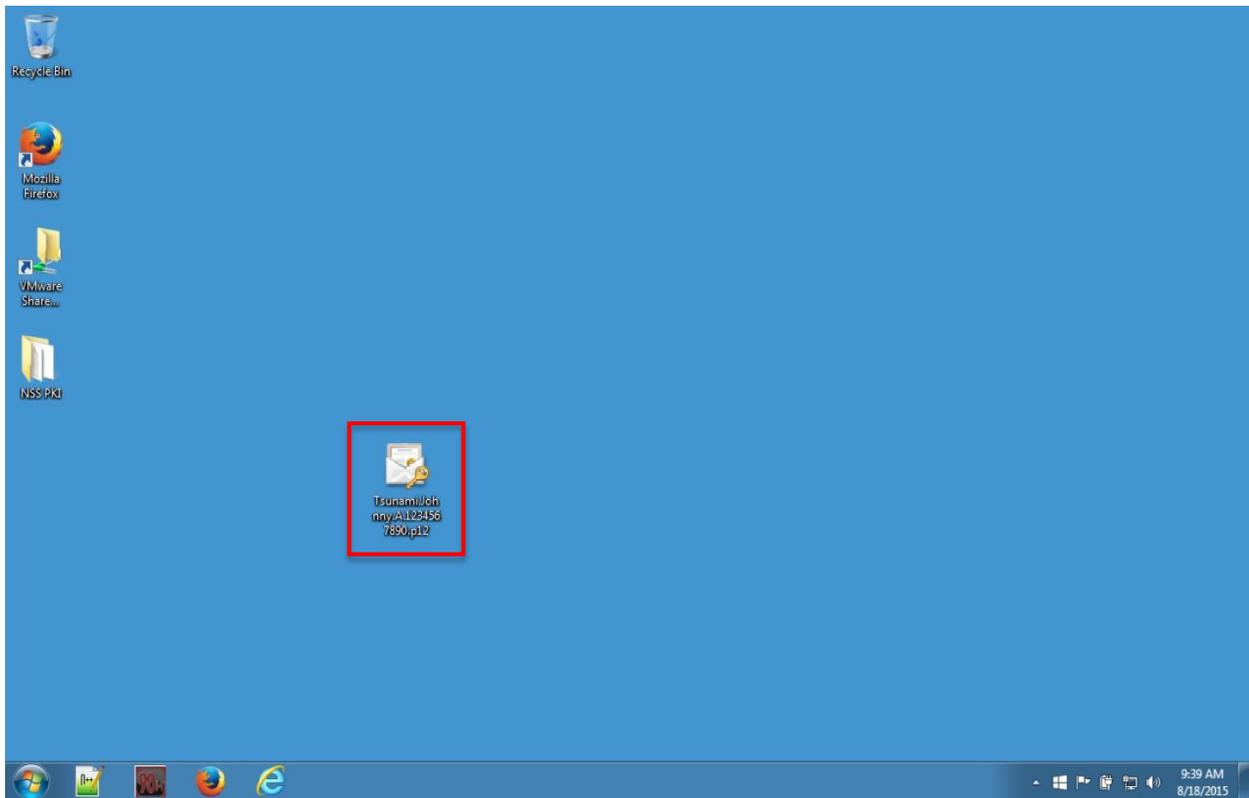


## **If unable to open Old Encrypted emails on a personal computer via OWA:**

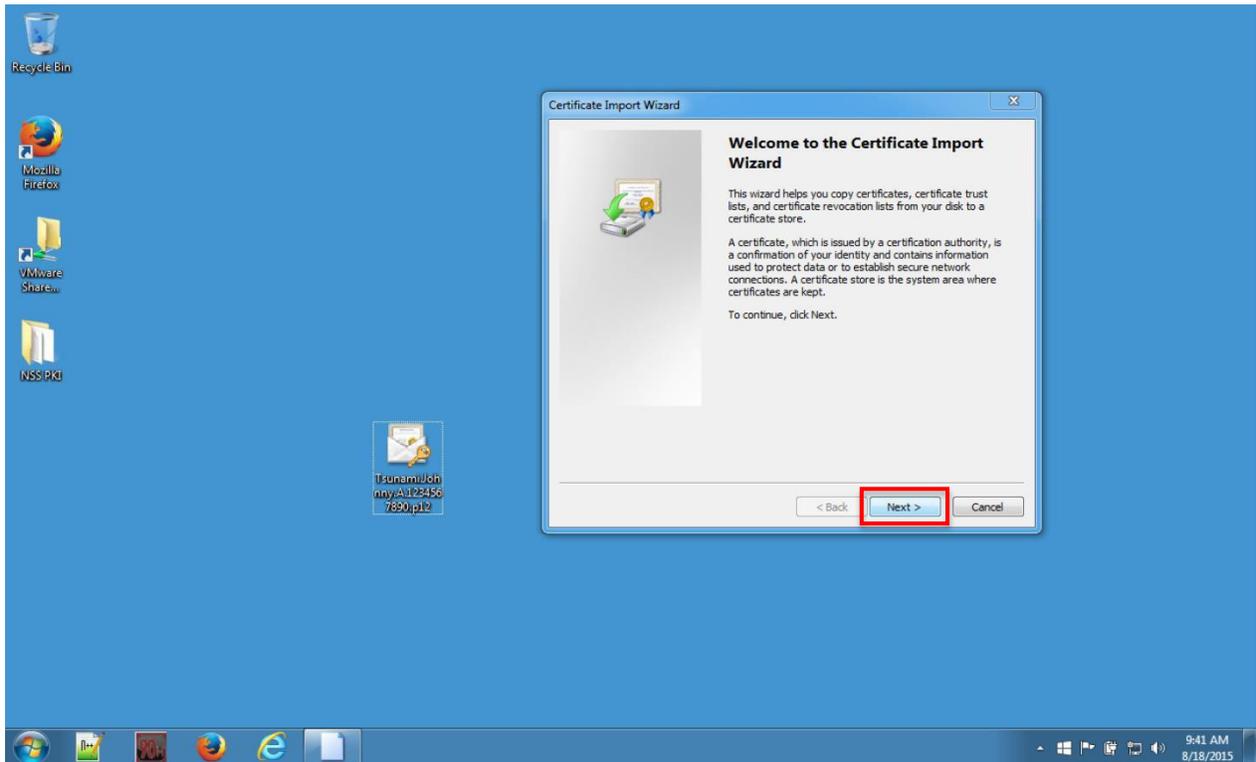
1. Download your old encryption certificate while on a Government computer either via VPN or via NIPR Networks. Via the following instructions below but for more detailed instructions with screenshots: Please go to the NIPR Portal – I Need To – “Recovering and Installing an Old Encryption Key” - which you may email yourself that guide for safe.
  - a. Launch your browser, insert the CAC into the card reader, and connect to one of the following ARA site URLs:
    - i. <https://ara-5.csd.disa.mil>
    - ii. <https://ara-6.csd.disa.mil>
      1. NOTE: URLs are only accessible from NIPRNet
  - b. When prompted to select a certificate, select the CAC ID certificate. This is the certificate issued by DOD ID CA-XX and not DOD EMAIL CA-XX. Click OK.
  - c. Enter the CAC PIN (Personal Identification Number) when prompted and click OK
  - d. Read the DoD consent to monitoring notice and click OK to accept its terms. The ARA will now gather a list of recoverable keys.
  - e. Click the Recover button next to the desired key
  - f. Click OK to acknowledge you are the DoD subscriber for the escrowed key and will abide by the DoD Form 2842 terms. Wait while the selected key is being recovered.
  - g. Once the key is recovered, a page will display a link to download the recovered key and a onetime password that will be used to restore the recovered key. Write down the one-time password and click the link to download the key.
  - h. Choose to Save the file temporarily on Hard Drive (if deleting
    - i. afterwards) \*\*NOTE: P12 and PFX files should NEVER be stored on a local drive or network location.
  - i. If you have more than one to recover, I recommend doing this for all certificates you see available to recover, since the validity dates might overlap with each other.
  - j. Click the Logout button to end the ARA website session
2. Once you have the certificate downloaded and the password copied down, via Outlook/webmail, send yourself the certificate file as an attachment.
  - a. I recommend one per email for better organization.
3. Once you confirm that the email with the certificate is attached and is in your Inbox, close Outlook/webmail.

4. On your Personal computer, go to the OWA webmail, open the email with the attached certificate file, and then download the file temporarily to your computer.
5. Navigate to the location of the PKCS#12 file downloaded from ARA and double-click on the file.



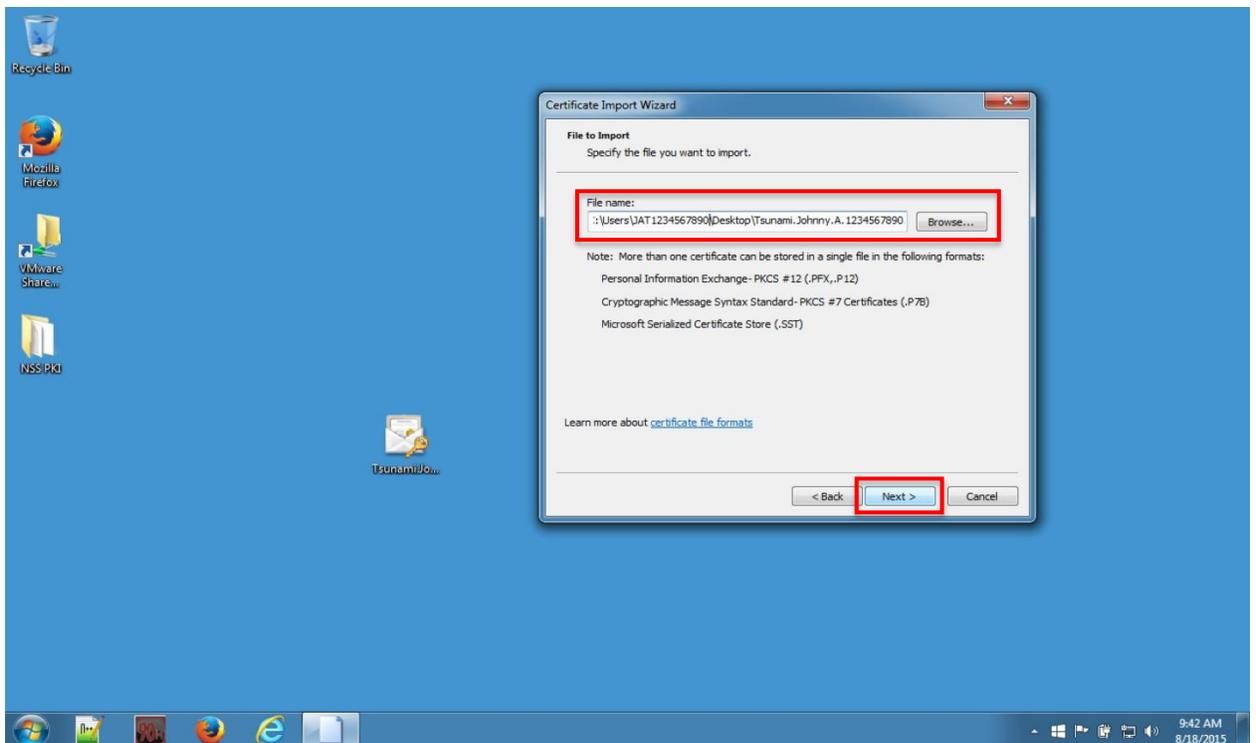
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6. The Microsoft Certificate Import Wizard will open. Click Next.

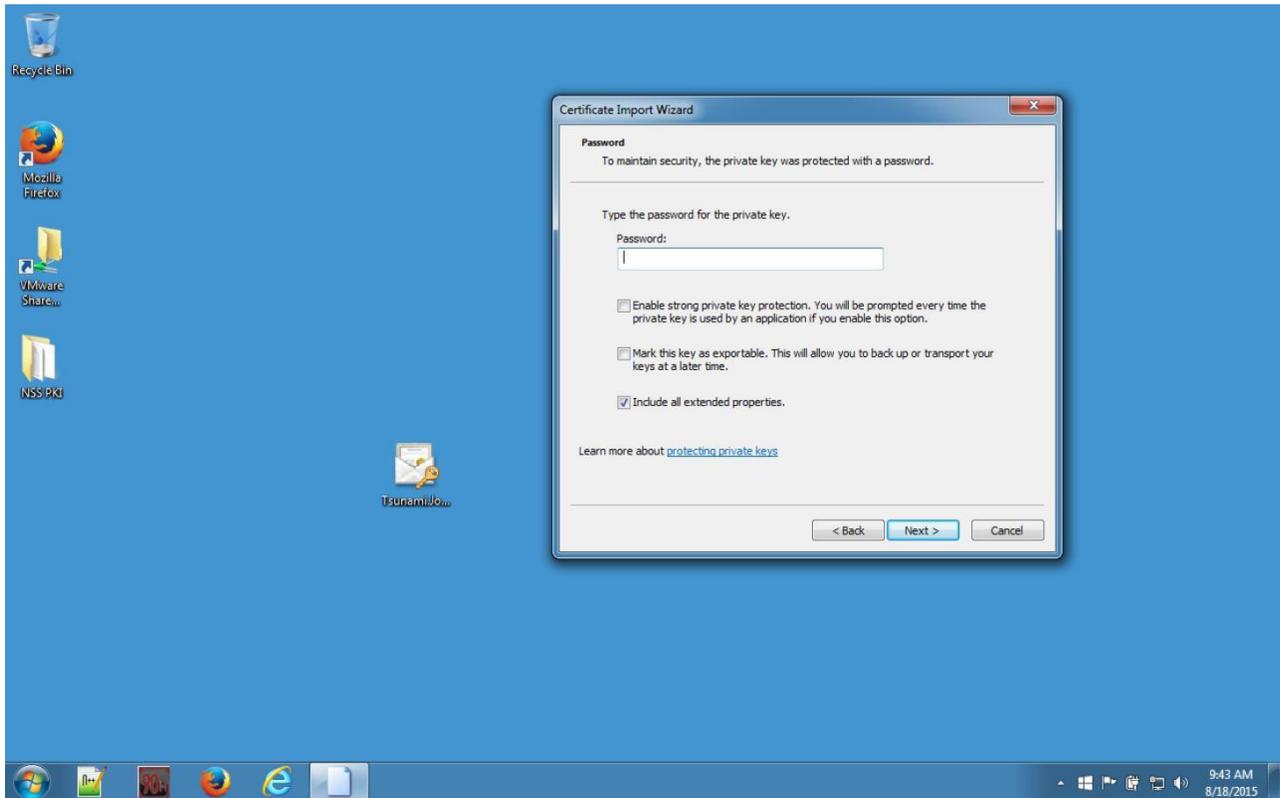


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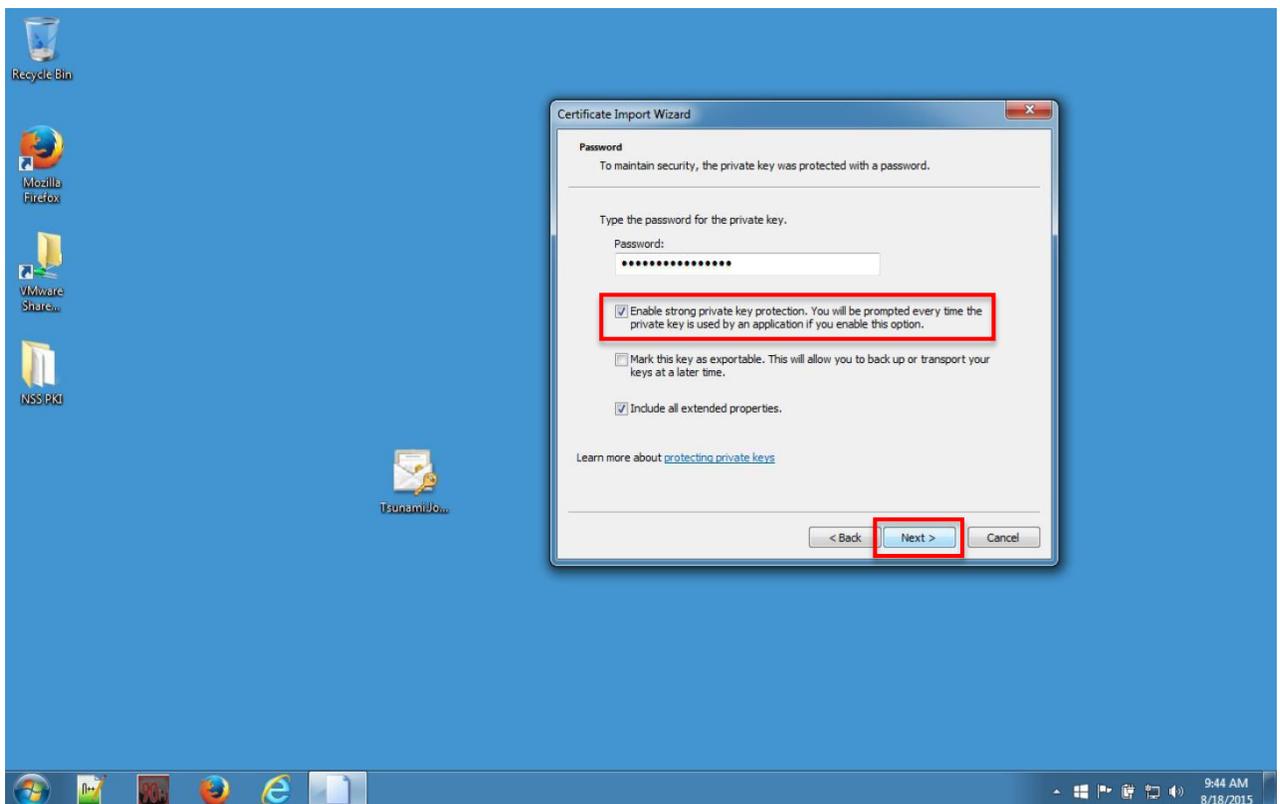
7. The Wizard will confirm the path of the file for import. Verify the file path and click Next.



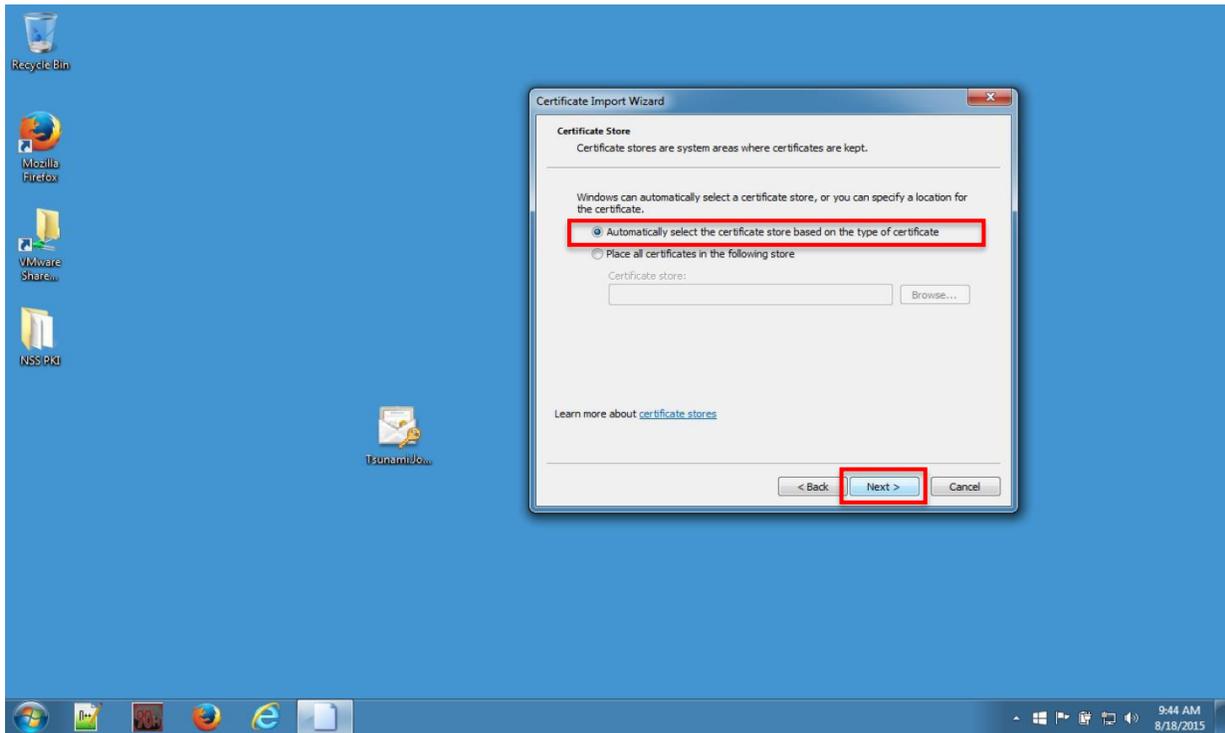
- The Wizard will prompt for the PKCS#12 password generated by the ARA. Enter the password, but do not yet click Next.



- Select Enable Strong Private Key Protection, and then click Next.

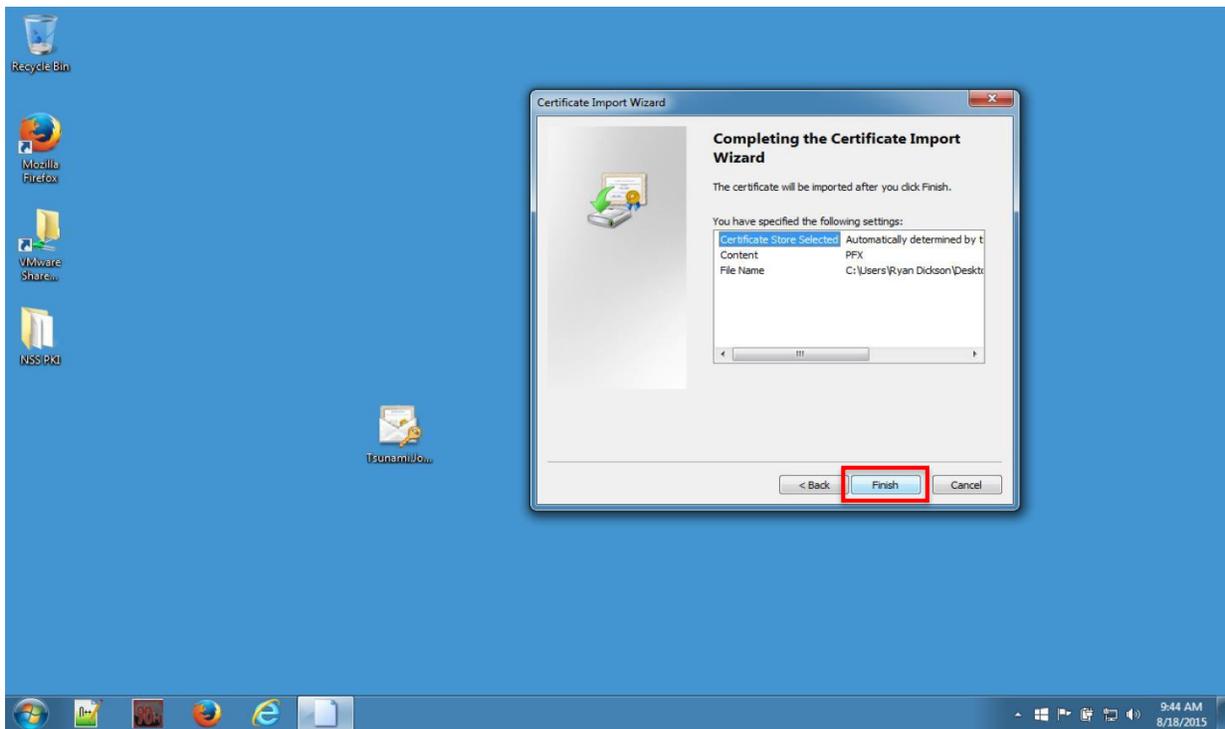


10. The Wizard will confirm the desired certificate store for the imported key file. Click Next to confirm the default settings.



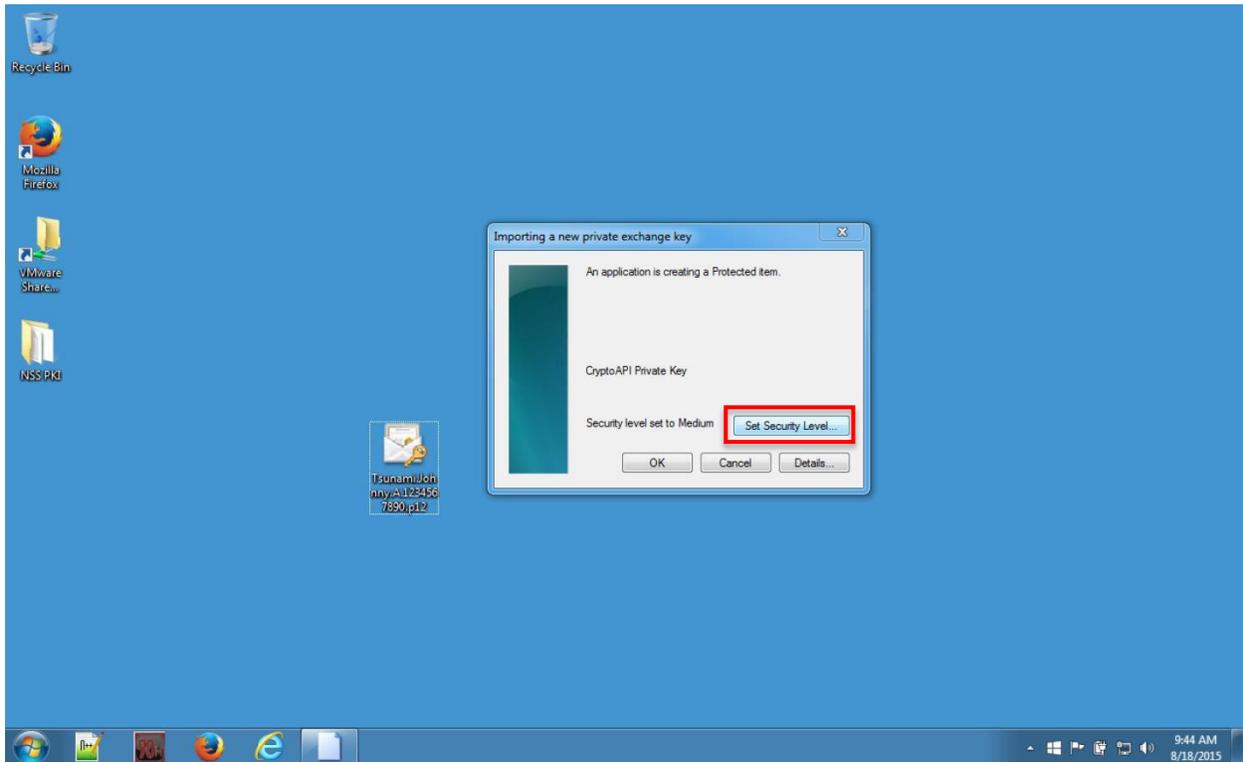
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11. The Wizard will prompt for confirmation of the import process. Click Finish.



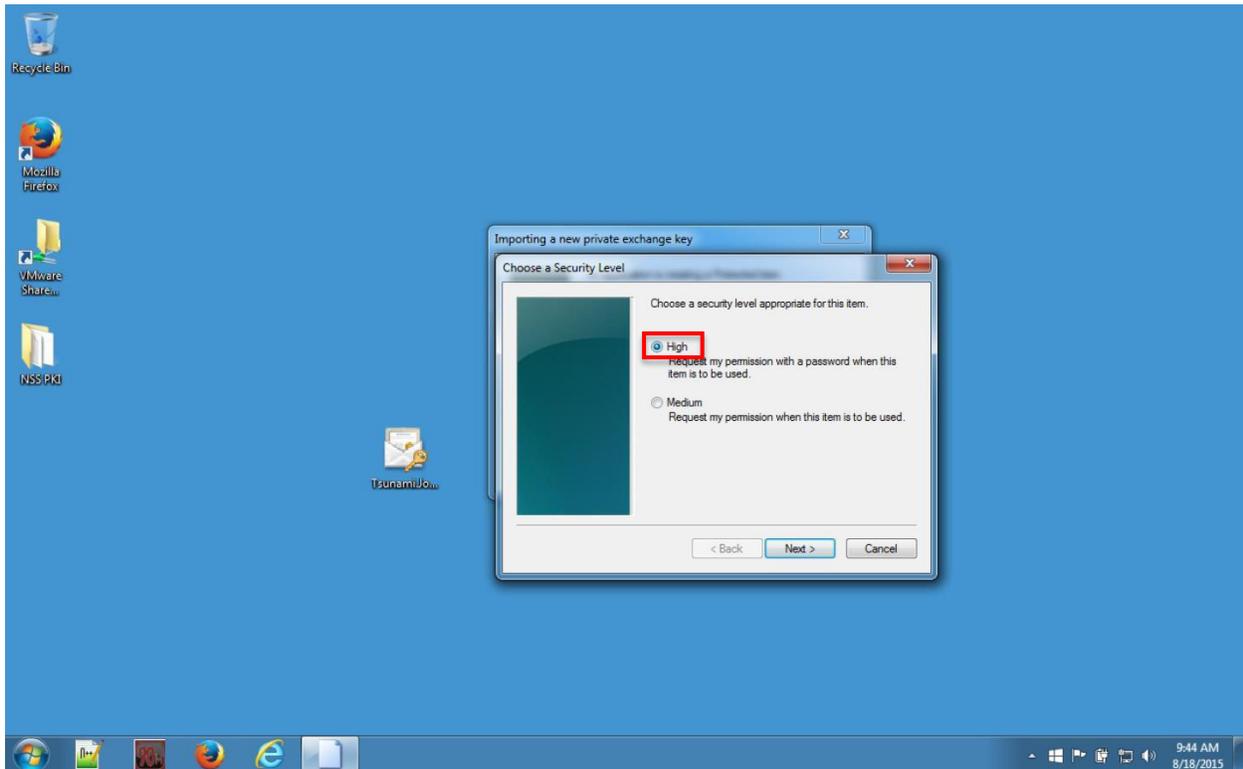
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12. The Microsoft Cryptographic API will open. In order to adequately protect the recently imported certificate key file, click **Set Security Level**.

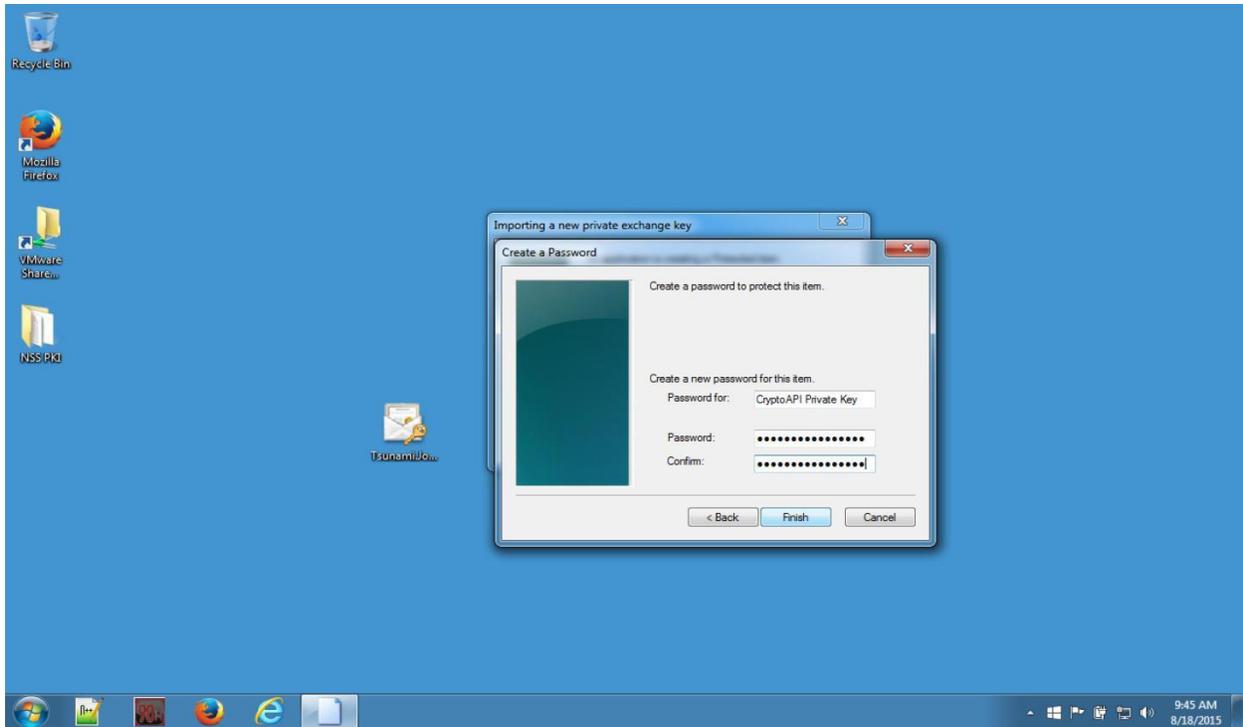


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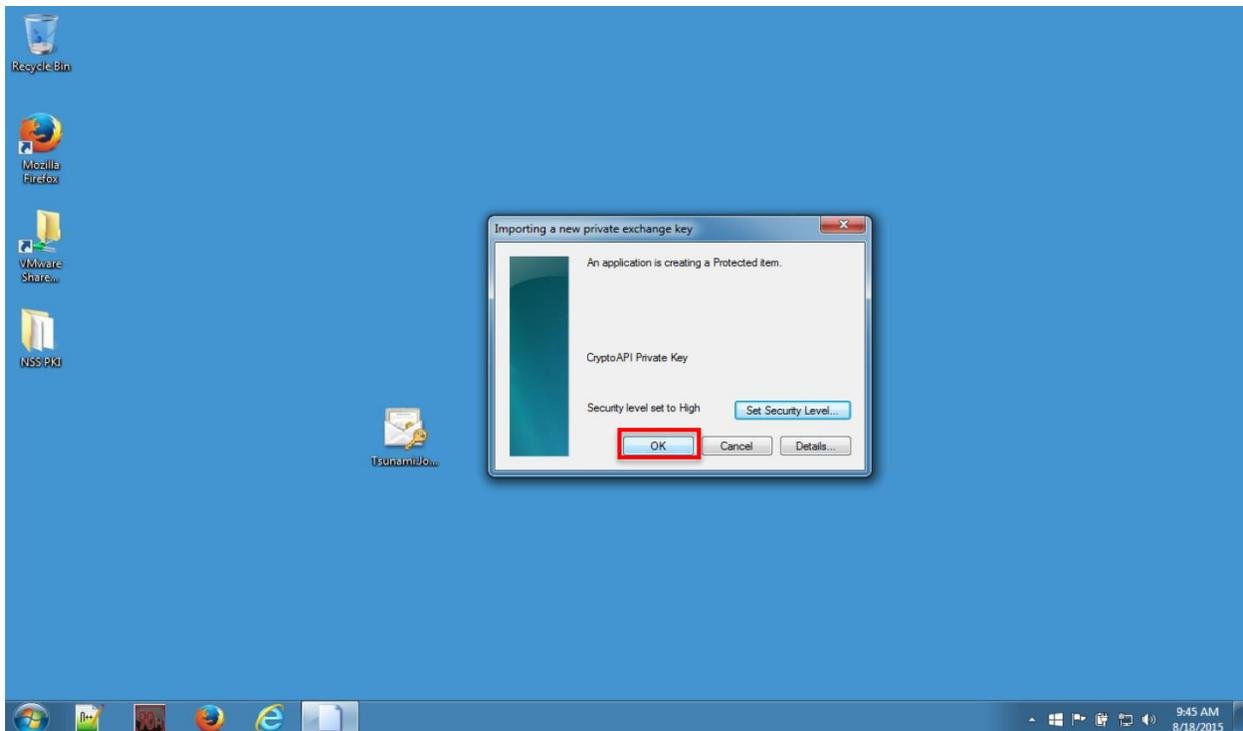
13. Select High to best secure the imported key file per DoD PKI Policy.



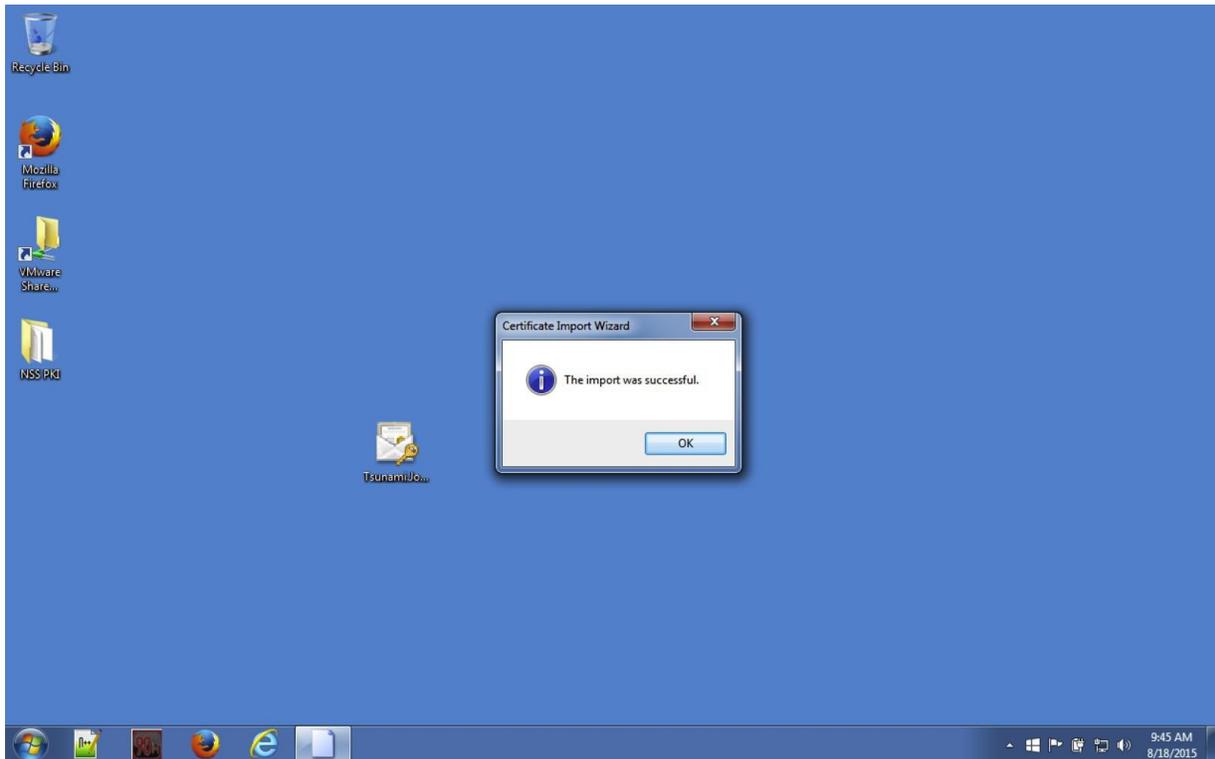
14. Enter and Confirm a new strong password to protect the key file. Click Finish.
- a. An example of a, strong password to protect the imported key (20 or more characters with a minimum of two upper, two lower, two numbers and two special characters interspersed throughout the password)



15. Click OK to complete the import process.



16. A prompt will indicate a successful import.



17. After importing to your computer is successful

18. Restart Internet Explorer

19. Reattempt opening the email again, the email should now ask for the password you just created above.