

On Windows XP, the Outlook Add-In (OAI) cannot connect to Mail Express via the DMZ Gateway

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- Mail Express, versions 4.0 and later

SYMPTOM

On Windows XP, the Outlook Add-In (OAI) cannot connect to Mail Express via the DMZ Gateway.

RESOLUTION

Windows XP does not support any of the Mail Express server-approved ciphers for FIPS 140-2 compliance.

- If you need to use the OAI, connect directly to Mail Express, not through DMZ Gateway, or upgrade your operating system
- If you can use the web portal, use a browser that supports the Mail Express server-approved ciphers for FIPS 140-2 compliance, such as Chrome.

MORE INFORMATION

Windows XP Pro SP3 has support for a cipher that is FIPS compliant, however, the JSSE for Java 7 doesn't provide an implementation for this cipher, which Mail Express uses for the DMZ Gateway connection.

Resources:

- [XP Documentation on FIPS compliance](#)
- [Java 7 JSSE-Supported Ciphers](#)

GlobalSCAPE Knowledge Base

<https://kb.globalscape.com/Knowledgebase/11160/On-Windows-XP,-the-Outlook-A...>