



**Tactics, Techniques, and Procedures
for
Manual Exporting of ARMY
Knowledge Online (AKO) Email Data
to Department of Defense Enterprise
Email (DEE)**

Version 1.0
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CHANGES

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DOCUMENT REVISIONS LIST

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EXECUTIVE SUMMARY

The Army exceeded 500,000 migrated user's to Department of Defense (DoD) Enterprise E-mail (DEE) service. Army user's who already have DEE accounts should move their Army Knowledge Online (AKO) mail (data) to their DEE mailbox utilizing the three steps in this Tactics Techniques and Procedures (TTP). If by the suspense provided by the Program Executive Office-Enterprise Information Systems (PEO-EIS), you have not moved your data, you may lose that data due to server collapse/account removal (less retirees, dual persona's and other exceptions as determined by the CIO/G6).

1.0 Purpose

This document is intended to guide users through the process of forwarding AKO mail to the DEE environment. Following the instructions and figures below will ensure a smooth transition of data from AKO to DEE. However, there can be unforeseen issues that prevents you from completing these tasks. In these instances, contact your Tier I help desk support for assistance or you may send an email to the group mailbox contained on page iii of this document.

2.0 References

None.

3.0 Scope

This document was developed to assist users who have a DEE “mail.mil” account to manually transition AKO Email data to DEE.

4.0 Procedures

DEE has two factor authentication and you **must** have a valid Common Access Card (CAC) with appropriate certificates to access your DEE account.

4.1 Step 1 (Create Mail Forwarding Rule).

Set a mail forwarding rule for AKO Email by following these steps:

- a. **Login** to the AKO account using your existing username and password. Contact the AKO help desk if you cannot remember your username and/or password.
- b. Click on **“My Account”**.
- c. Select **“Mail Preferences”**.
- d. Select **“Mail Options”**.

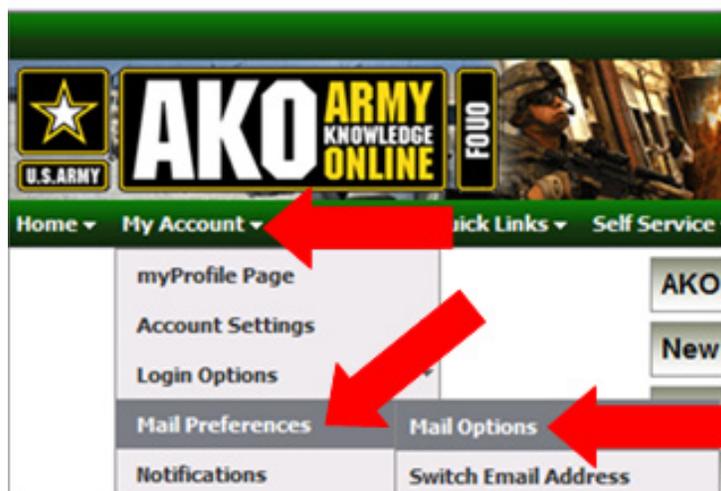


Figure 1: AKO Mail Preferences

- a. From the My Account window select the radial button to “**forward Email (Non-AKO Account)**” and enter your new DEE address in both forwarding boxes and click “**Submit**”.

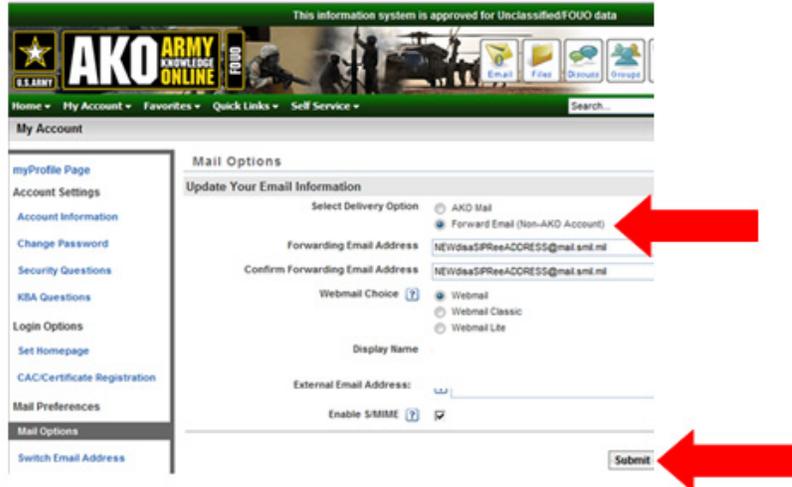


Figure 2: Enter Email Forwarding Address

- b. Verify forwarding by having someone send a test Email to your AKO account and ensuring the message arrived in the Inbox of the DEE account.

4.2 Step 2 (Create an Internet Message Access Protocol (IMAP) Account in Outlook).

- a. Open Outlook.
- b. Click on “**Tools**”.
- c. Click on “**Account Settings...**” (the Account Settings window will appear).
- d. Within the “**Email**” tab, click on “**New**”.

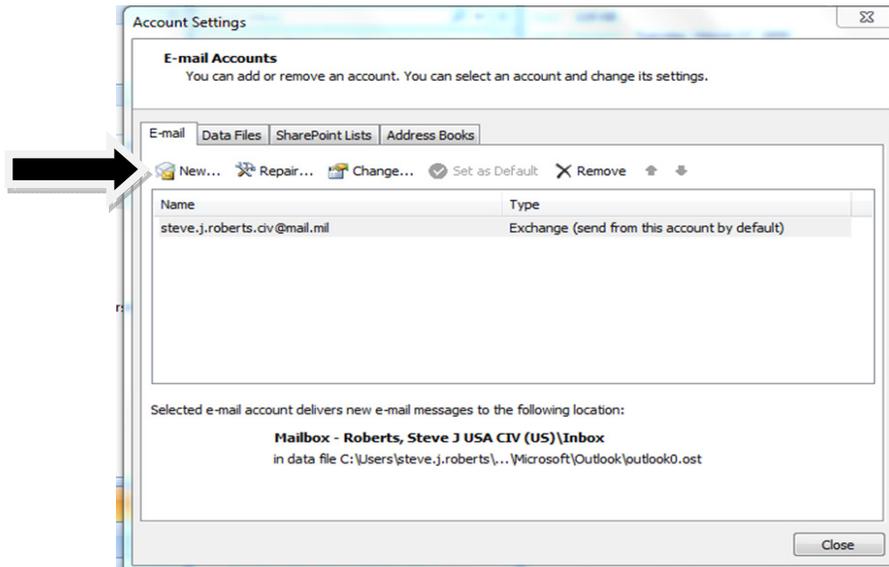


Figure 3: Account Settings

e. At the Choose Email Service window, select “**Microsoft Exchange, post office protocol (POP) 3, IMAP, or hypertext transfer protocol (HTTP)**” and click “**Next**”.

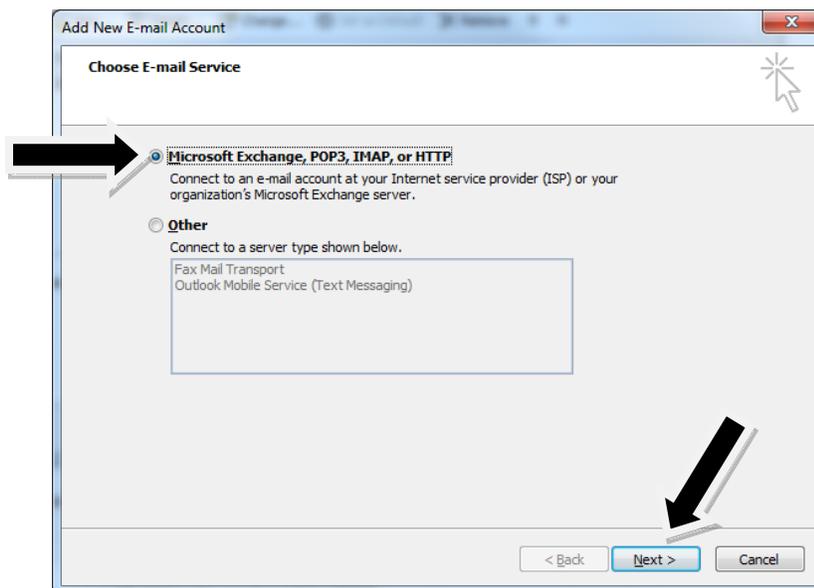


Figure 4: Add New Email Account Window

f. Enter your information information for the fields listed below (Your AKO user name, email address, and password). **[Make sure you enter your AKO address and not your mail.mil address]**. After the information is inputted, check the box “**Manually configure server settings or additional server types**” and select “**Next**”.

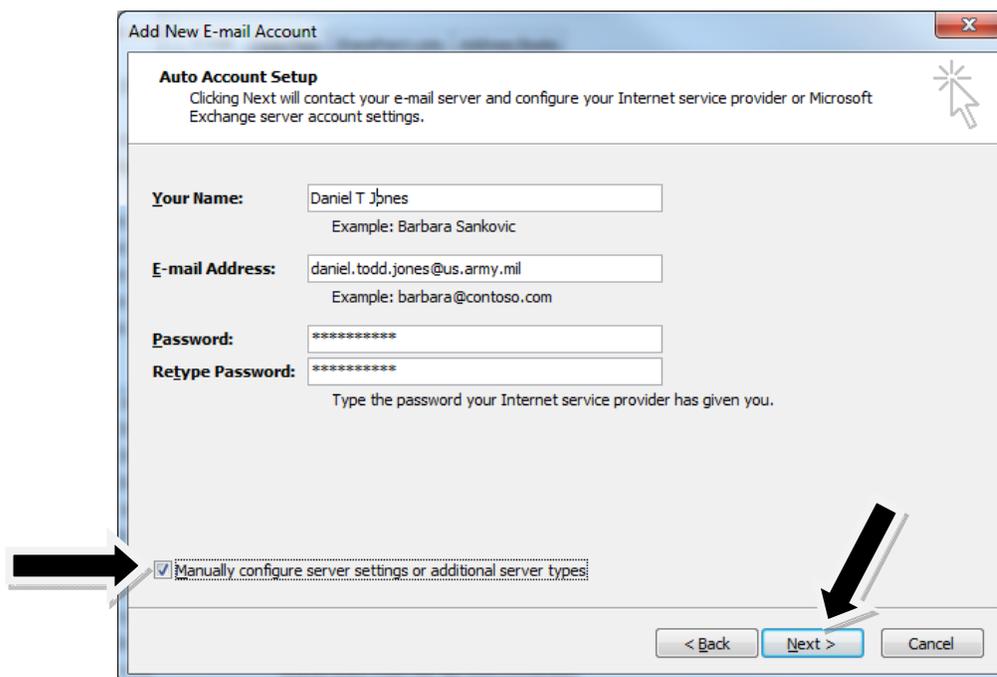


Figure 5: After Inputting Data check box for Manually Configure

g. At the Choose Email Service window select “Internet Email” and click “Next”.

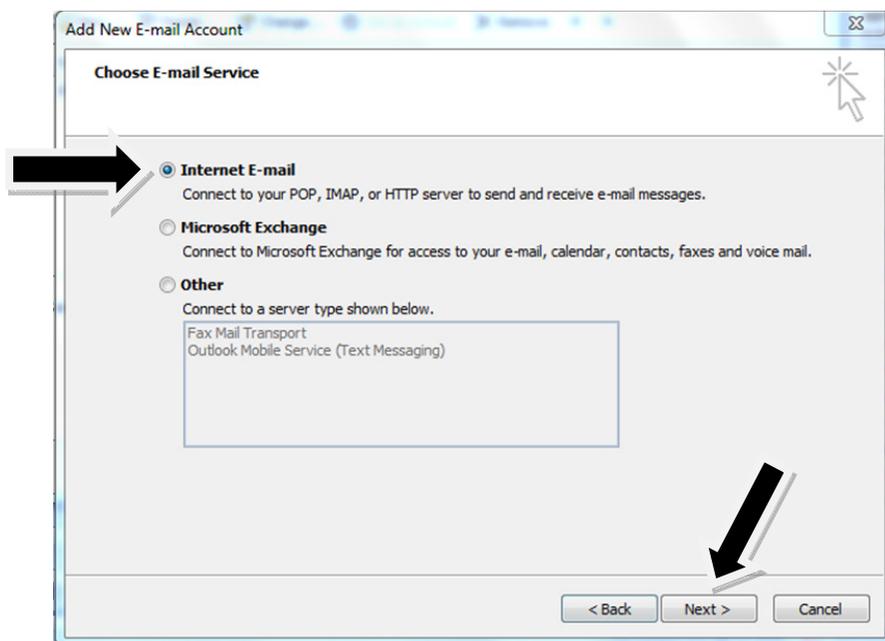


Figure 6: Internet Email

h. Your name and email address will already be populated.

- 1) In the “Server Information” portion select the drop down box for “Account Type:” and “IMAP”.
- 2) In the “Incoming mail server:” window type “IMAP.US.ARMY.MIL”.
- 3) In the “Outgoing Mail Server (SMTP):” window type “MailRouter.US.ARMY.MIL”.
- 4) Enter your AKO User Name in the “User Name” window under “Login Information”.
- 5) Then select the “More Settings” button.

Note: Do Not check the “Require logon using Secure Password Authentication (SPA)” box.

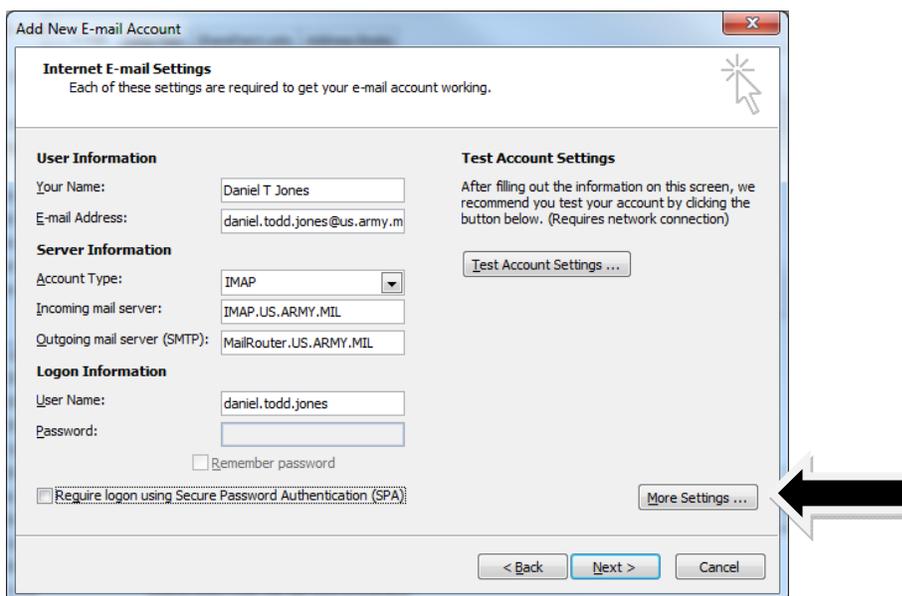


Figure 7: Internet Email Settings select the “Outgoing Server” tab

i. Select the On the Outgoing Server tab then check the **“My outgoing server (SMTP) requires authentication”** box. Ensure the radio button **“Use same settings as my incoming mail server”** is selected and then click **“OK”**.

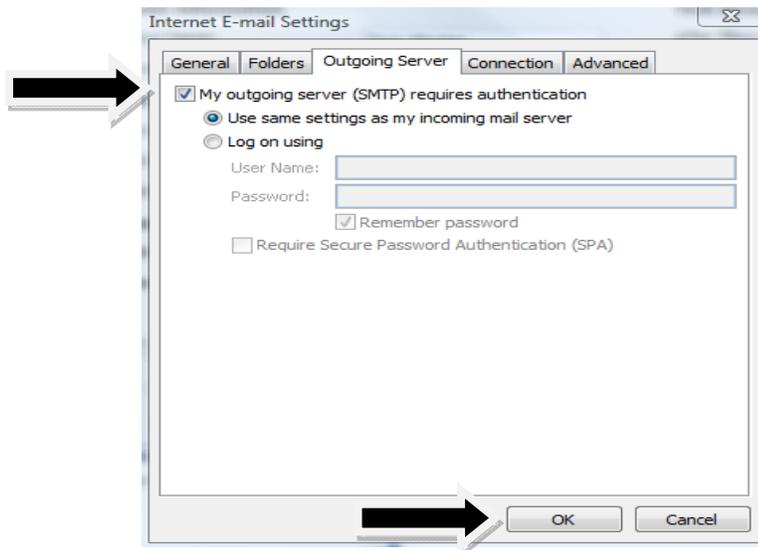


Figure 8: Outgoing Server

- j. Select the **“Advanced”** tab.
- 1) Change the **“Incoming server (IMAP)”** from 143 to 993.
 - 2) Select the drop down window for **“Use the following type of encrypted connection:”** and select **Secure Socket Layer (SSL)**.
 - 3) Change the **“Outgoing server (SMTP)”** from 25 to 465.
 - 4) Select the drop down window for **“Use the following type of encrypted connection:”** and select **“SSL”**.
 - 5) Select **“OK”**.

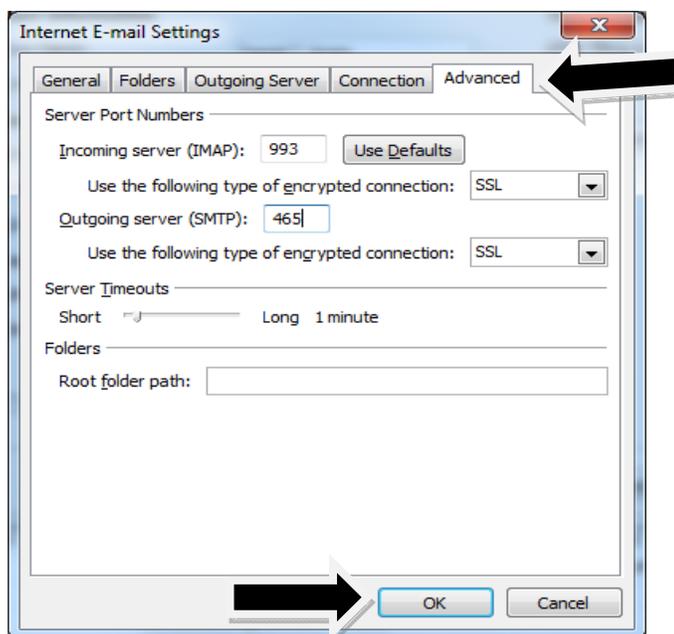


Figure 9: Ports and Protocols

k. Once back to “Add New E-mail Account”, click on the “Test Account Settings”.

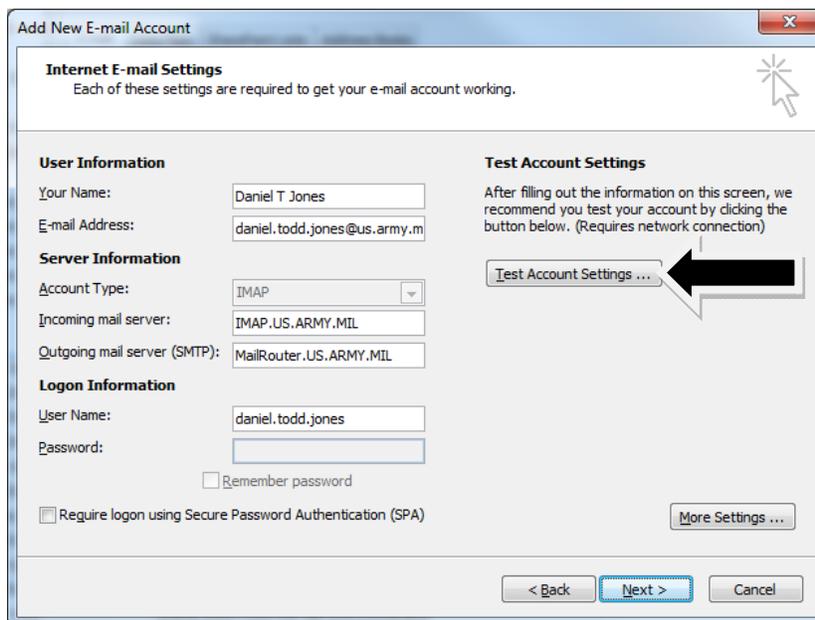


Figure 10: Test Account Settings

l. Enter your AKO **username** and **password** in the popup authentication window and click “OK”.
 Note: You will be prompted a second time *for outgoing mail* to input your **username** and **password** to and once completed, click “OK”.

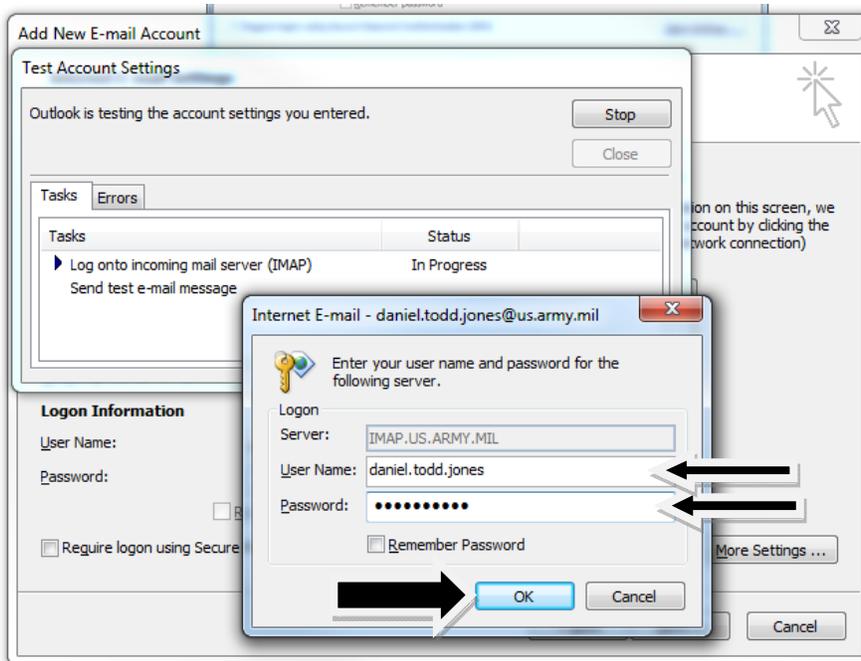


Figure 11: Enter AKO Password

m. You will then be taken to the “Test Account Settings” window. Once both steps are completed click the “Close” button. That will return you to the “Internet Email Settings” window. If

you get a red “X” next to the task then check your settings to make sure you entered in all the data correctly. If you did and you still get a red “X” contact your information management officer (IMO) for assistance or send an email to the group mailbox listed on page iii of this document.

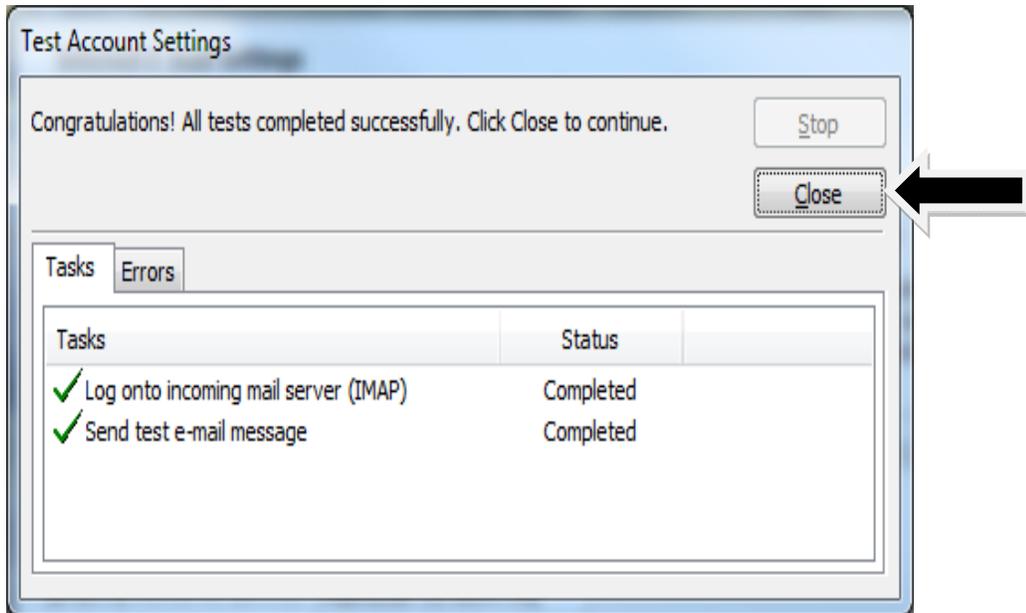


Figure 12: Close test Account Setting Window

n. Click “Next” to complete setup.

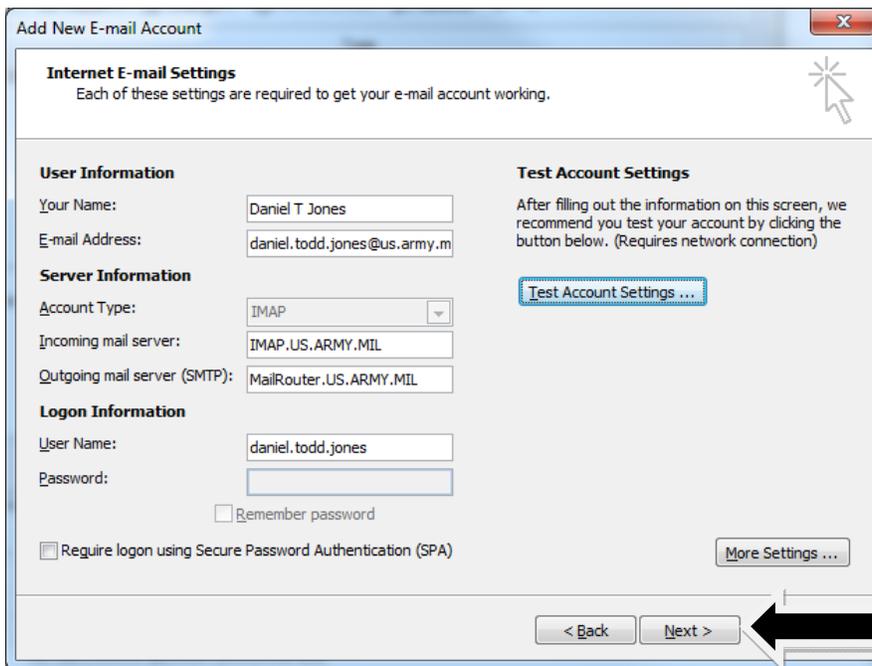


Figure 13: Complete Setup

o. When you see the Congratulations window click “Finish”.

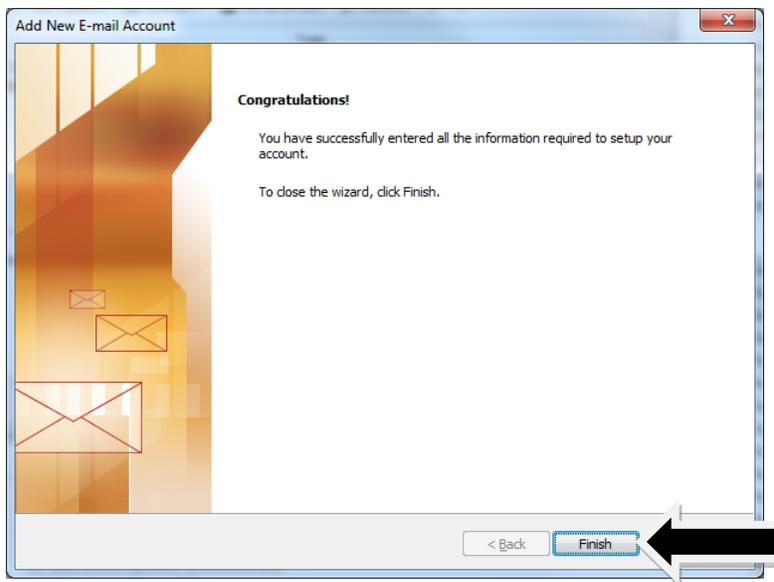


Figure 14: Click Finish

4.3 Step 3 (Save your IMAP data as a personal storage table (.pst)).

- a. In Outlook select "File" and then select "Import and Export...".
- b. At the "Import and Export Wizard" screen, select "Export to a file" and then select "Next".

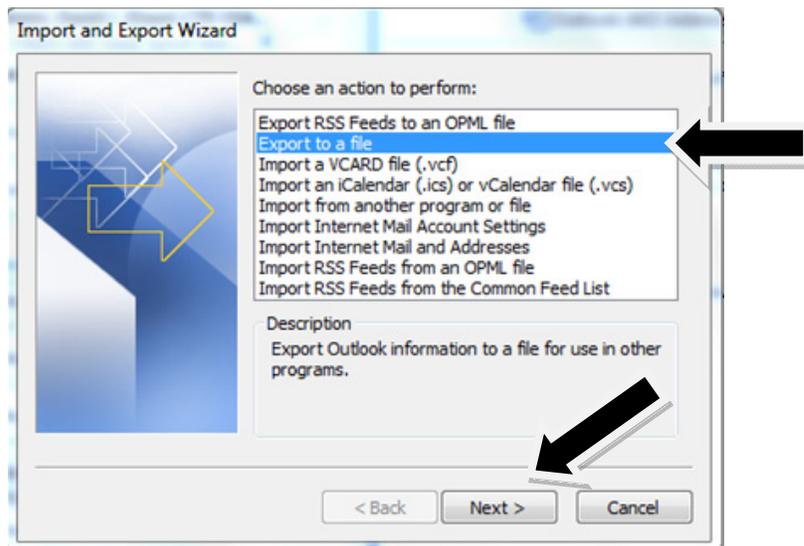


Figure 15: Export File

c. Choose **“Personal Folder File (.pst)”** and select **“Next”**.

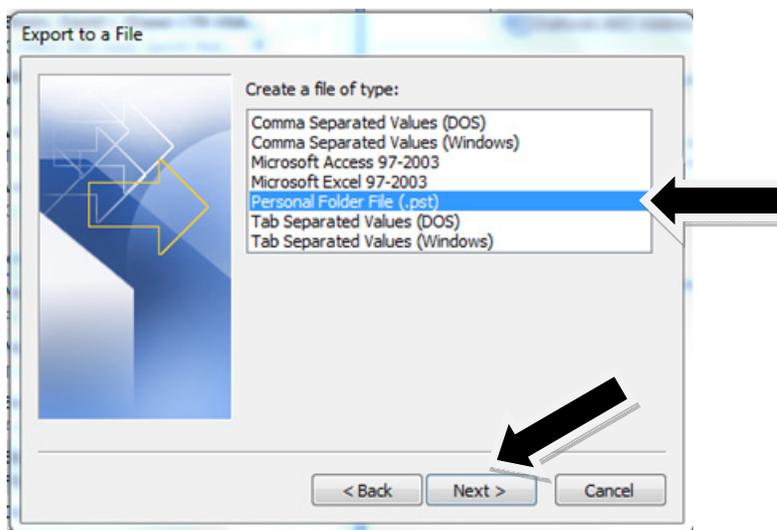


Figure 16: Personal Folder

d. Select the Email account name you created in Figure 13 (User Information **“Your Name:”**) and check the box **“Include Subfolders”** and when completed, select **“Next”**.

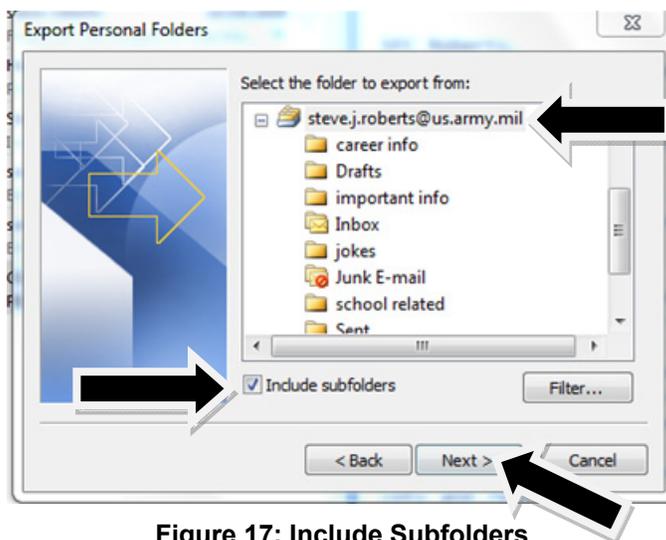


Figure 17: Include Subfolders

e. Verify the .pst location by selecting “**Browse**” and select the file name to save the folder to a specific location of your choice or use the Microsoft default location then select “**Finish**”.

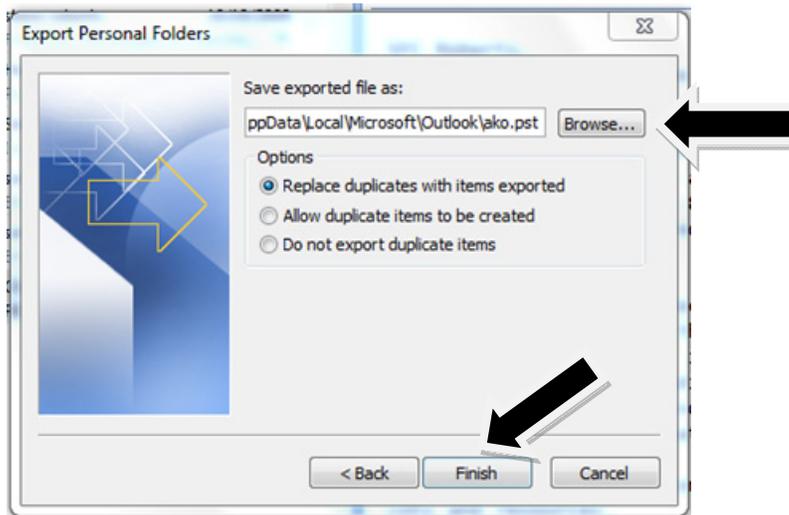


Figure 18: Select a Path

f. Choose a name that makes sense to you (for example AKO-PST) and then click “**OK**”. This is the name you will see in Outlook.

Note: You can also password protect that folder. In that case simply type in a password you can remember.

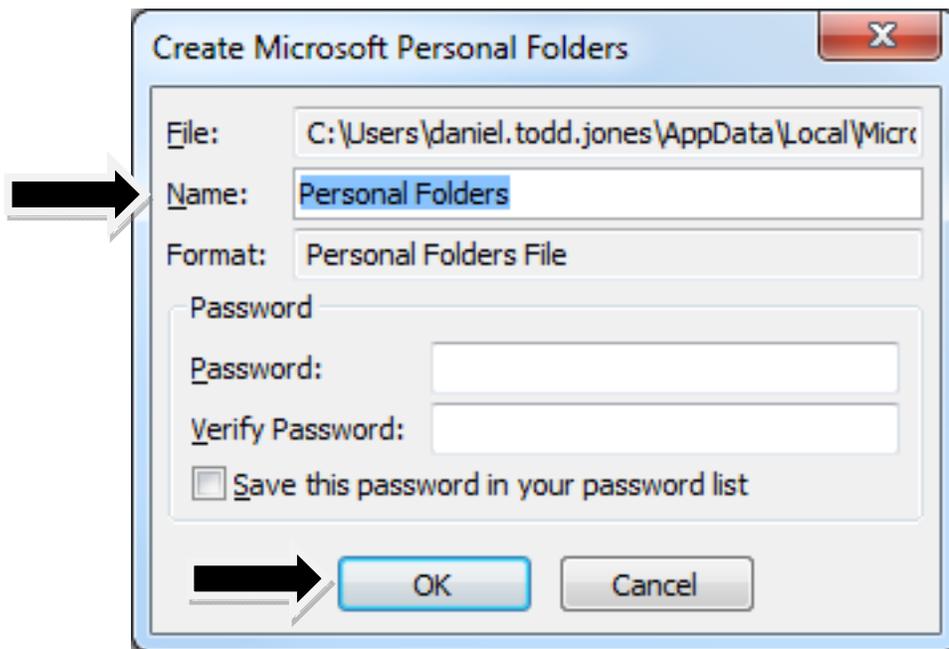


Figure 19: Name the folder

Note: Please make sure you remember the location of the .pst file you created.

4.4 Step 4 (Optional step to Remove AKO folder from your Outlook mailbox). This step should only be used when either you no longer have AKO mail or you no longer have mail going directly to your AKO mailbox.

- a. In Microsoft Outlook, select the **“Tools”** button and scroll down to **“Options”**.

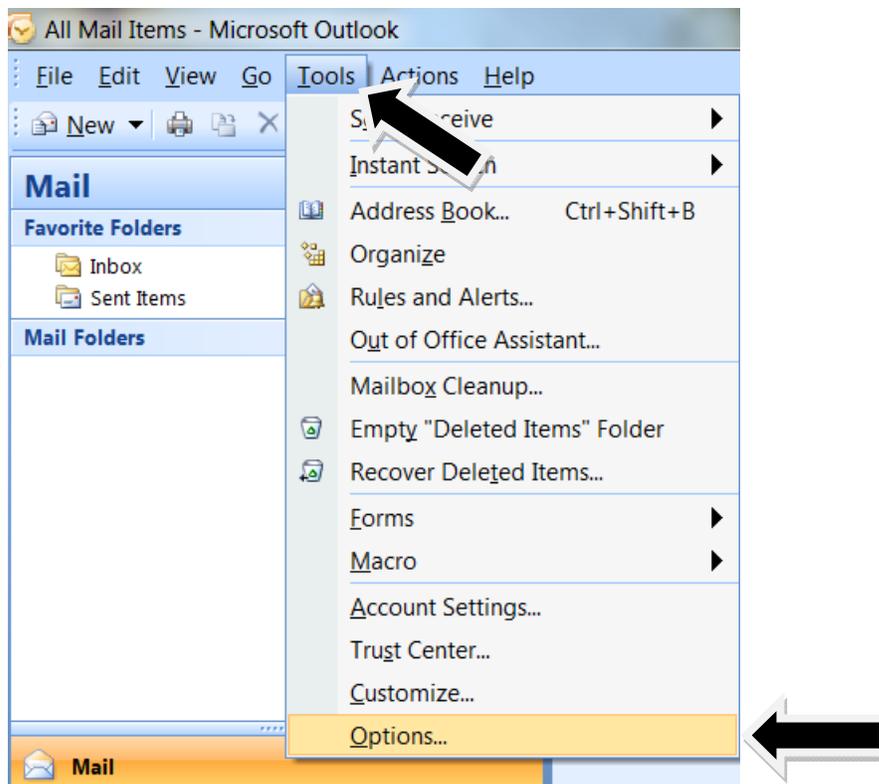


Figure 20: Microsoft Outlook Tools

- b. In the Options window, select the **“Mail Setup”** tab. Then select **“E-mail Accounts”**.

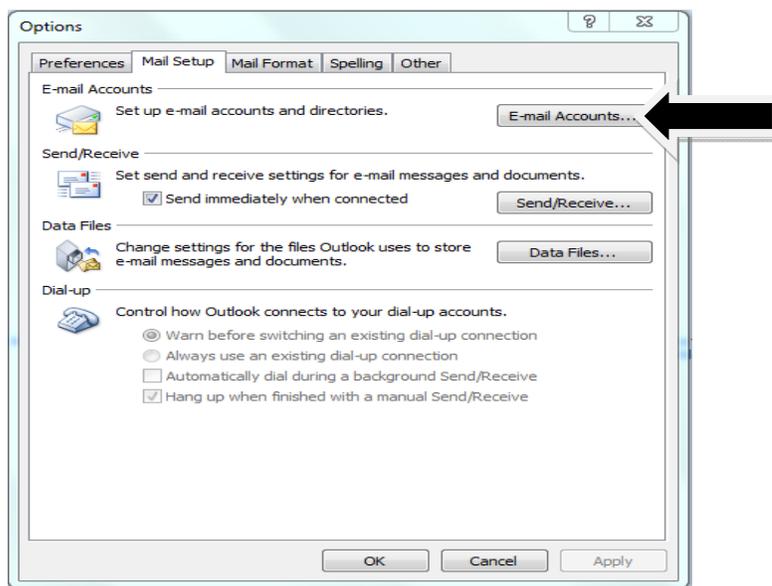


Figure 21: Microsoft Outlook Options

c. Within the “**E-mail**” tab, highlight the “**us.army.mil account IMAP/SMTP**” string and select “**X Remove**” then click “**Close**”.

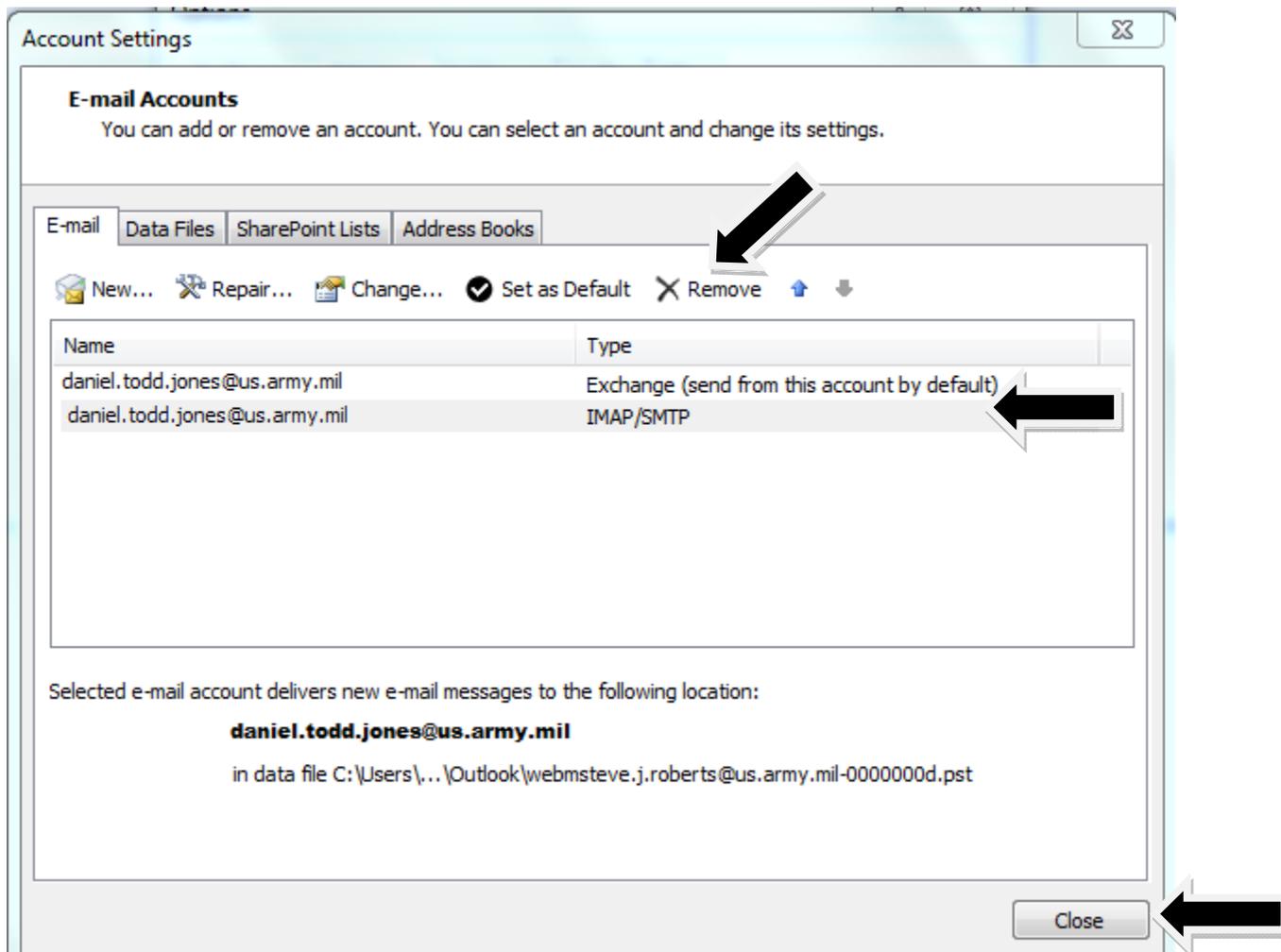


Figure 22: Microsoft Outlook Account Settings

d. You will then be prompted with “**Are you sure you want to remove steve.j.roberts@us.army.mil**”. If you that is your intent, then select “**Yes**” and then “**Finish**”.

e. You have successfully removed the AKO IMAP account.

Appendix A: Acronyms and Abbreviations

AKO	Army Knowledge Online
CAC	Common Access Card
DEE	DoD Enterprise Email
DoD	Department of Defense
HTTP	Hypertext Transfer Protocol
IMAP	Internet Message Access Protocol
PEO-EIS	Program Executive Office-Executive Information Systems
POP	Post Office Protocol
SMTP	Simple Mail Transfer Protocol
SPA	Secure Password Administration
SSL	Secure Sockets Layer
TTP	Techniques Tactics and Procedures
IMO	Information Management Officer