



USER GUIDE

WWPass Security for Email (Thunderbird)

For WWPass Security Pack 2.6

May 2014

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CHAPTER 1 — WELCOME

This chapter introduces WWPass® Security for Email (Thunderbird)™. It also provides information on using a PassKey™ from WWPass, accessing related documentation, and contacting WWPass Product Support.

Topics In This Chapter

- [Introducing WWPass Security for Email \(Thunderbird\)](#)
- [Presenting Your PassKey to Your Computer](#)
- [Related Documentation](#)
- [Need Assistance?](#)

Introducing WWPass Security for Email (Thunderbird)

This user guide covers how to set up WWPass Security for Email (Thunderbird), the WWPass authentication solution for Mozilla Thunderbird.

Thunderbird lets you view and send messages for one or more email accounts from providers such as Gmail, Yahoo Mail, or Comcast.

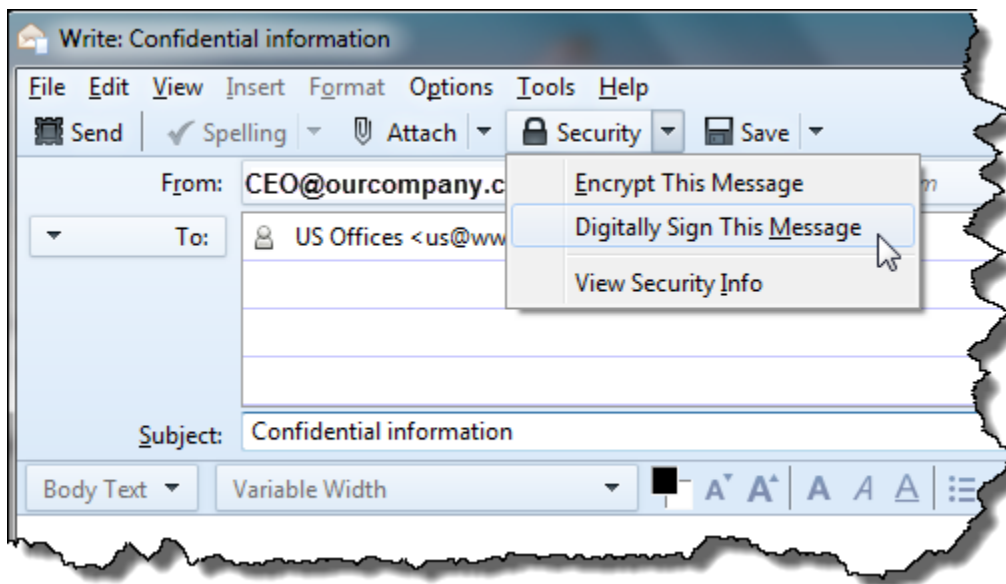
Once WWPass Security for Email (Thunderbird) is set up, you can use a PassKey™ instead of a username and password in order to securely:

- Send digitally signed emails from Thunderbird.
- Exchange encrypted emails with Thunderbird.
- Decrypt the encrypted emails you receive in Thunderbird.

Signing email assures recipients that it's really from you. Encrypting email ensures only you and your correspondents can read it. Your PassKey authenticates you so that only you can send and read your secure messages.

When you use secure email features, Thunderbird asks you to prove your identity with your PassKey and its access code.

Click [here](#) for information on PassKeys in KeySet help.



Note: WWPass Security for Email (Thunderbird) is part of the WWPass Security Pack™ and is shown in the WWPass Dashboard™. The Security Pack allows you to activate a PassKey and use WWPass authentication solutions. Dashboard shows you the solutions included in the Security Pack. Click [here](#) to see a list of documentation for the Security Pack.

Presenting Your PassKey to Your Computer

To use your PassKey, you "present" it to your computer and enter your access code, if prompted for this.

How do you "present" a Key to a computer? This depends on your KeySet type:

- If you have an NFC / USB KeySet, you can place a Key on an NFC reader or insert a Key into a USB Port.
- If you have a USB KeySet, you can insert a Key into a USB port.

Enter the access code for a Key using exactly the same characters and cases (upper or lower) it was created with.

You are given three chances to enter the correct code. If you enter the wrong access code three times in a row, your PassKey is locked for 15 minutes and cannot be used.

Related Documentation

This documentation provides information on WWPass Security for Email (Thunderbird) for end users.

For information on the Security Pack it is part of, click links in the list below. The list includes documentation on installing the Security Pack, on other WWPass solutions in the Security Pack, and on the WWPass KeySets that are used with these solutions for secure authentication.

WWPass KeySets and Key Services	HTML	PDF
WWPass Security Pack		
Installation		
Windows	HTML	PDF
Mac	HTML	PDF
Linux	HTML	PDF
WWPass Dashboard for Security Pack	HTML	PDF
WWPass Solutions for Security Pack		
WWPass BlackBook	HTML	
WWPass Security for Email (Outlook & OWA)	HTML	PDF
Security for Email (Thunderbird)	HTML	Currently open
WWPass Security for VPN (Juniper VPN)	HTML	PDF
Security for VPN (OpenVPN)	HTML	PDF
WWPass Security for Windows Logon	HTML	PDF
WWPass Security for SharePoint	HTML	PDF
Personal Secure Storage		
Windows		PDF
Mac		PDF
Linux		PDF

Need Assistance?

If you encounter a problem or have a question, you can contact WWPass Product Support as follows:

Phone 1-888-WWPASS0 (+1-888-997-2770)

Email support@wwpass.com

Report a Problem from Dashboard



An easy way to report a problem is to email Product Support directly from the WWPass Dashboard, which is included in the WWPass Security Pack.

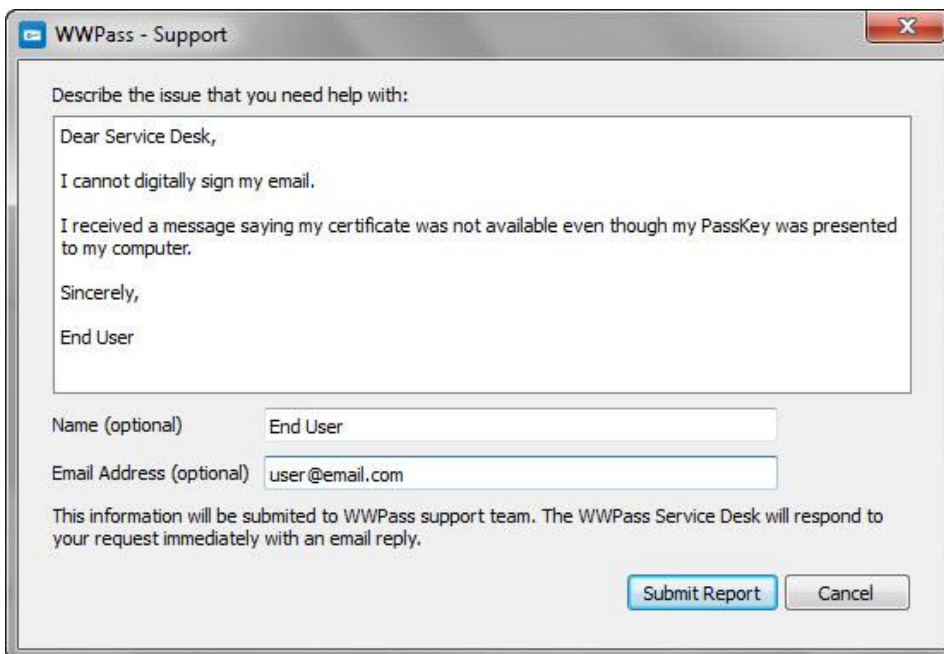
The email automatically identifies version numbers for your Security Pack and operating system. In addition, current logs for WWPass software are automatically attached to the email.

Logs contain information that can help Product Support troubleshoot any problem you experience. For example, logs contain information such as actions and their times, and services accessed.

On Windows, logs are located in Users\username and ProgramData. On Mac and Linux, logs are located in HOME. Logs should not be changed before they are sent to Product Support.

To report a problem from Dashboard

1. Click the mail button  in the upper-right corner of Dashboard.
2. In the Support window that opens, type a description of the problem you need help with. You can also type a question.
3. Enter the email address Product Support should reply to.
4. Click  to send your report along with the current version of all available logs.



The screenshot shows a dialog box titled "WWPass - Support". It contains a text area for describing the issue, two optional input fields for name and email address, and two buttons: "Submit Report" and "Cancel".

Describe the issue that you need help with:

Dear Service Desk,
 I cannot digitally sign my email.
 I received a message saying my certificate was not available even though my PassKey was presented to my computer.
 Sincerely,
 End User

Name (optional)

Email Address (optional)

This information will be submitted to WWPass support team. The WWPass Service Desk will respond to your request immediately with an email reply.

CHAPTER 2 — REQUIREMENTS

Requirements for WWPass Security for Email (Thunderbird)

Requirement	Details
Mozilla Thunderbird	<p>Mozilla Thunderbird version 17 is supported. You can install Thunderbird as follows:</p> <ul style="list-style-type: none"> • For Windows and Mac, download and run the installer: http://www.mozilla.org/en-US/thunderbird/ • For Linux (Ubuntu), run this command: <pre>sudo apt-get install thunderbird</pre>
Email account in Thunderbird	<p>Before you can view and send email from Thunderbird, you need to add an email account to Thunderbird from a provider such as Gmail, Yahoo, or AOL.</p>
Email certificate	<p>This is a digital X.509 certificate from a Certificate Authority (CA). It serves as a credential that authenticates your identity when you use secure email features. The certificate is associated with your PassKey. You can obtain an email certificate from a third party such as Comodo. See Obtain an Email Certificate.</p>
WWPass KeySet	<p>This includes the PassKey to use for authentication when you send digitally signed messages and exchange encrypted messages. Click here to open KeySet help.</p>
WWPass Security Pack	<p>This allows you to activate a KeySet and use WWPass Security for VPN (OpenVPN). Click the link for your operating system to open Security Pack help:</p> <ul style="list-style-type: none"> • Windows • Mac • Linux

Supported Platforms and Browsers

The following platforms and web browsers are supported for use with KeySets, Key Services, and solutions in the WWPass Security Pack, including WWPass Security for Email (Thunderbird).

Requirement	Windows	Mac	Linux
Operating System <i>Outbound TCP connections must be allowed to ports 80 (HTTP) and 443 (HTTPS)</i>	<ul style="list-style-type: none"> • Microsoft Windows 8.1 (32-bit and 64-bit) • Microsoft Windows 8 (32-bit and 64-bit) • Microsoft Windows 7 (32-bit and 64-bit) 	<ul style="list-style-type: none"> • Mac OS X 10.8 and later 	<ul style="list-style-type: none"> • Ubuntu 14.04 LTS (Trusty Tahr) • Ubuntu 12.04 LTS (Precise Pangolin)
Web Browser <i>For PassKey authentication and KeySet activation via WWPass Key Services</i>	<ul style="list-style-type: none"> • Internet Explorer 8 and later* (32-bit and 64-bit) • Chrome 20 and later • Firefox 14 and later* • Opera 11 and later 	<ul style="list-style-type: none"> • Safari 5 and later • Chrome 20 and later • Firefox 14 and later* 	<ul style="list-style-type: none"> • Chrome 20 through 34 • Firefox 14 and later* • Opera 11 and later (Gnome only)

* Can be used for downloading certificates from a Certificate Authority.

CHAPTER 3 — SETUP

This chapter covers essential tasks that must be performed before you can authenticate with a PassKey in Thunderbird.

Topics in this Chapter

- [Smart Start](#)
- [Add an Email Account to Thunderbird](#)
- [Load WWPASS Software into Thunderbird](#)
- [Obtain an Email Certificate](#)
- [Select Certificates for Signing and Encryption](#)

Smart Start for Setup

The Smart Start below is an overview of the main setup steps for WWPass Security for Email (Thunderbird). It provides a road map to follow as you go through the setup process.

Smart Start

1. Install the WWPass Security Pack. Click the link for your operating system to open Security Pack help:

- [Windows](#)
- [Mac](#)
- [Linux](#)

2. Obtain and activate your KeySet. Click [here](#) for KeySet help.



Note: If you are currently using another WWPass solution, your KeySet is already activated.

3. [Present](#) your PassKey to your computer.

4. [Add](#) an email account to Thunderbird.

5. [Load](#) WWPass software as a security device into Thunderbird.

6. [Obtain](#) an email certificate and associate it with your PassKey.

7. [Select](#) the certificate to use for digital signing and encryption.

Add an Email Account to Thunderbird

Follow the steps below to add an email account to Thunderbird. The account might be from a provider such as AOL, Gmail, or Yahoo. Your computer must be connected to the Internet.

Basic steps are to provide Thunderbird with the user name, password, and email address for your email account.

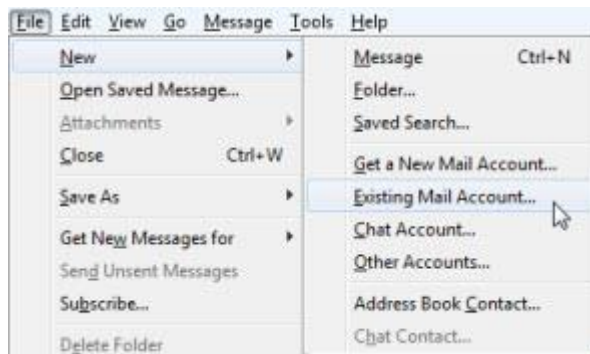
Based on this information, Thunderbird automatically determines connection information such as ports, server names, and protocols (IMAP, POP, or SMTP). Protocols are rules that email clients use to download (retrieve) email messages from an email server to your computer.

Before you add an email account, check Thunderbird help and your email provider's website for information. Here are links to information for:

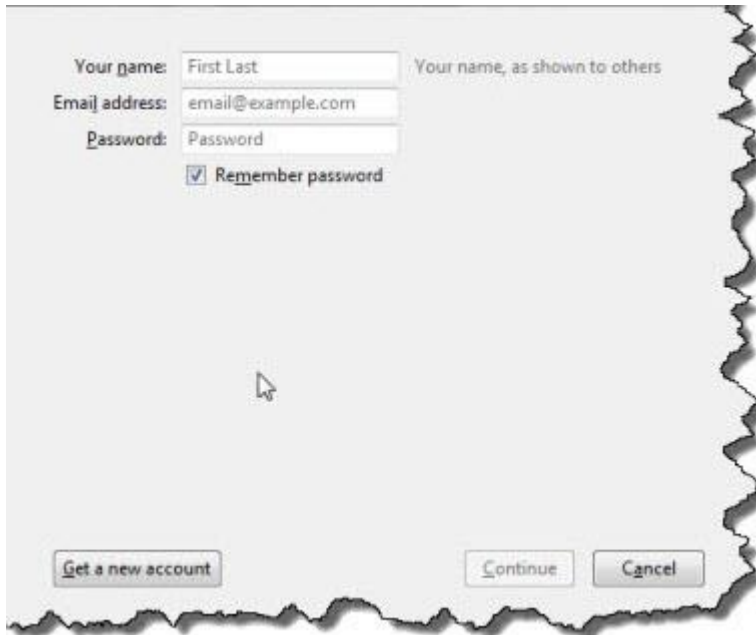
- [AOL](#)
- [Gmail](#)
- [Yahoo Mail](#)

To add an email account to Thunderbird

1. Start Thunderbird.
2. From the File menu, select **New > Existing Mail Account**. (If you need to obtain an account, select **Get a New Mail Account**.)



3. In the Mail Account Setup window, enter your first and last names, email address, and the password for your email account. Then click **Continue**.



Your name: Your name, as shown to others
 Email address:
 Password:
 Remember password

4. Thunderbird looks up the configuration for your email provider and displays it in the Mail Account Setup window. Click **Done**.



Your name: Your name, as shown to others
 Email address:
 Password:
 Remember password

Configuration found in Mozilla ISP database

5. Thunderbird checks your password and returns you to the Account Settings window. Click **OK** to close the window.
6. Your email account and Inbox are added to the Thunderbird folder pane. To display your email in the message pane, click your email account, then click **Read Messages**.
7. See instructions on your email provider's web site for any additional steps required.


Load WWPass Software into Thunderbird

Follow the steps below to load WWPass software as a security device into Thunderbird's Device Manager.


Steps are performed with the WWPass Dashboard, which is included in the WWPass Security Pack.

Next: After you load WWPass software, you can [obtain](#) an email certificate and associate it with your PassKey.

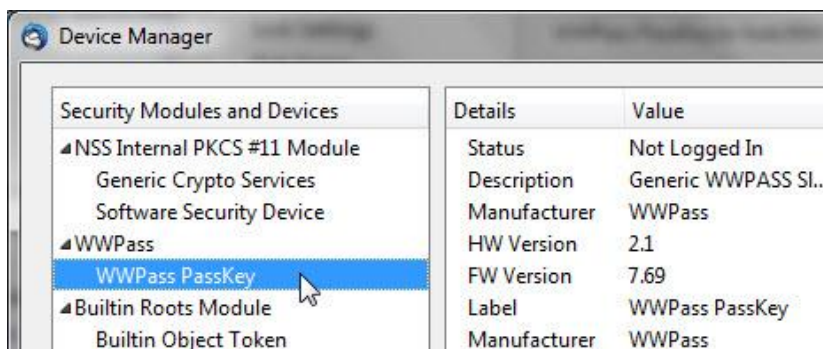
To load WWPass software into Thunderbird


1. Present your PassKey to your computer.
2. Open the WWPass Dashboard using its Key icon .
3. From the WWPass Solutions tab, click **Configure Thunderbird** next to **Needs Setup**.



 **Note:** If Thunderbird is already configured, **Active** is shown instead of **Needs Setup**. If Thunderbird is not installed, **Set Up Thunderbird** is shown.

4. WWPass software is loaded into Thunderbird. Afterward, WWPass PassKey is shown in Thunderbird's Device Manager window.



 **Note:** If Mozilla Thunderbird was open during configuration, you need to restart it to see WWPass PassKey in Device Manager.

Obtain an Email Certificate

Before you can use your PassKey with Thunderbird, you need to obtain an email certificate from a Certificate Authority (CA) and associate it with your PassKey. The certificate is stored in WWPass secure cloud storage, where it cannot be stolen. Click [here](#) for more information.

The CA can be:

- **A third-party CA**—Click [here](#) for instructions on obtaining a certificate from third-party CA Comodo. In most cases, the certificate is automatically associated with your PassKey. However, on some operating systems, it is downloaded as a file first. Click here for instructions on importing a certificate file and associating it with your PassKey.
- **Your organization's CA**—Ask your system administrator for information about obtaining a certificate. Your organization might issue certificates using Microsoft Active Directory Services or it might email you a certificate in a file. Click [here](#) for instructions on importing a certificate file and associating it with your PassKey.

A certificate from a third-party CA is trusted for all email you send. A certificate from your organization is trusted for email you send to people within your organization.

After an email certificate is associated with your PassKey, it is shown in Thunderbird's Certificate Manager while your PassKey is presented to your computer. The certificate is cleared from Certificate Manager when your PassKey is removed.

Next: After you obtain an email certificate, you can [select](#) it in Thunderbird for use with digital signing and encryption.


Obtain an Email Certificate from Comodo

Follow the steps below to obtain an email certificate from Comodo and associate it with your PassKey. Steps are performed with the **Firefox web browser** and **Thunderbird email client**:

- Firefox **must be used** to download certificates on Mac and Linux.
- Firefox or Internet Explorer can be used on Windows. However, Firefox is recommended.

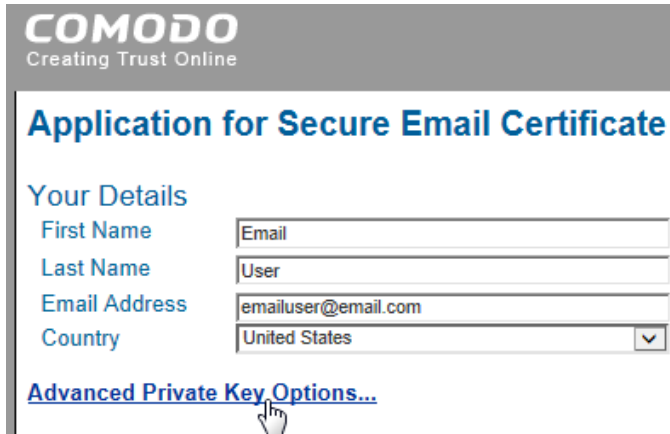
Using Firefox when you download a certificate ensures that the certificate is associated with your PassKey and not stored on your computer, for example in the Keychain on a Mac.

If you can read and send secure mail without a PassKey, it means your credentials are stored on your computer. To ensure that secure email is only accessible with your PassKey (which provides maximum security), remove the certificate from your computer and follow the steps under [Install a Certificate from a File](#) to associate the certificate with your PassKey.

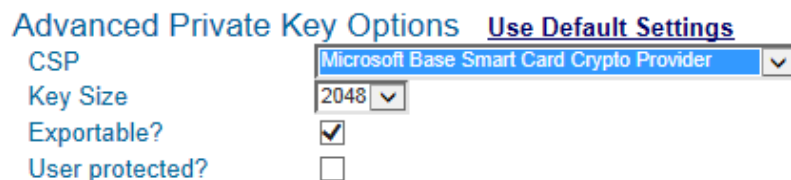
 **Note:** When you obtain a certificate from Comodo on Linux or certain other operating systems, you might be prompted to download the certificate as a file. You then need to associate the certificate with your PassKey. Follow the steps under [Install a Certificate from a File](#).

To obtain an email certificate from Comodo

1. Present your PassKey to your computer.
2. Start your Thunderbird email client and web browser (Firefox on Mac or Linux; Firefox or Internet Explorer on Windows).
3. Go to the Comodo website from your web browser: <http://www.comodo.com>
4. Click **Free Products** at the top of the Comodo home page. The Free Products page appears.
5. Scroll to **Free Email Certificate** and click **Free Download**. The Application for Secure Email Certificate appears.
6. Enter your name and email address under **Your Details** at the top of the application.



7. Click **Advanced Private Key Options** and select options as follows:
 - Click in the **CSP** list and select "Microsoft Base Smart Card Crypto Provider".
 - Select the **Exportable** checkbox.



8. Enter a revocation password in the **Revocation Password** section of the application. You need this to revoke your certificate if you believe its security is compromised.

Revocation Password

If you believe the security of your certificate has been compromised, it may be revoked. A revocation password is required to ensure that only you may revoke your certificate:

Revocation Password

Re-enter Revocation Password

Comodo Newsletter Opt in?

9. Select the checkbox next to "I ACCEPT the terms of this Subscriber Agreement" and click **Next**. A certificate is generated and sent to your email account.
10. Install the email certificate and associate it with your PassKey:
 - a) Go to your Thunderbird Inbox and open the email sent by Certificate Customer Services. (Save the email in case you need to revoke the certificate. The email contains a "Revoke" option.)
 - b) Click the **Click & Install Comodo Email Certificate** button in the email. A message confirms that your certificate has been installed. Click **OK** to clear the message.

Import a Certificate from a File

Follow the steps below to import a certificate for use with your PassKey.

Steps are performed from the WWPass Dashboard, which is included in the WWPass Security Pack.

Before you import a certificate:

- Put the certificate file in a temporary location on your computer. Certificate files typically have a .pfx or .p12 extension.
- If the file is encrypted, make sure you know the password that was used to encrypt the file.


After you import a certificate:

- Remove the certificate file from your computer. At this point, the certificate is securely stored in WWPass cloud storage, where it is encrypted, fragmented, and dispersed.

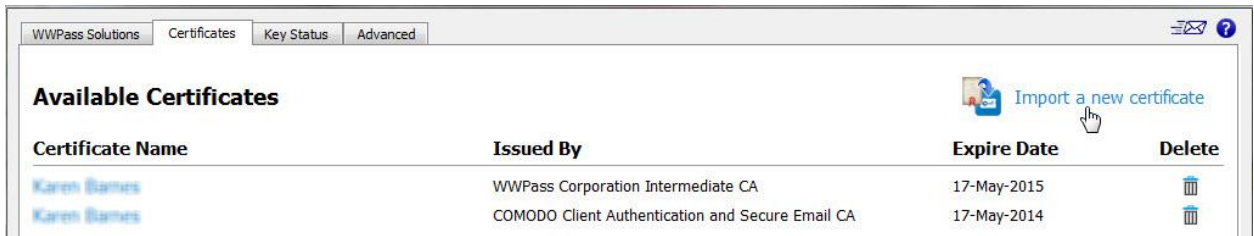


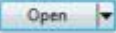

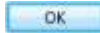
Note: If you download a certificate from a third-party, do this using Firefox as the web browser on Windows, Mac or Linux or Internet Explorer on Windows.

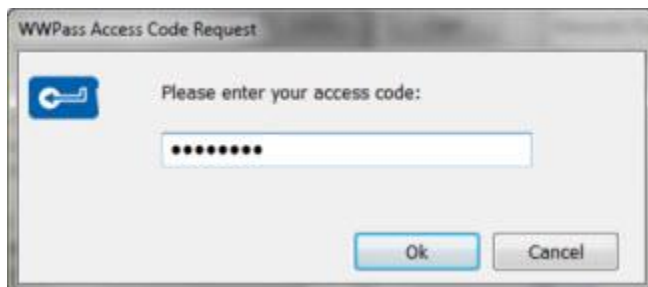
To import a certificate

1. [Present](#) your PassKey to your computer. This ensures that a certificate is associated with your PassKey.
2. Open the WWPass Dashboard using its Key icon .

- From the Certificates tab, click **Import a new certificate** .



- From the Open Certificate File window, find the certificate file on your computer. Select the file and click .
- If prompted for the password used to encrypt the certificate file, enter the password and click .
- Enter the access code for your PassKey and click . The certificate is imported and shown in Dashboard's Certificates tab and Thunderbird's Certificate Manager.

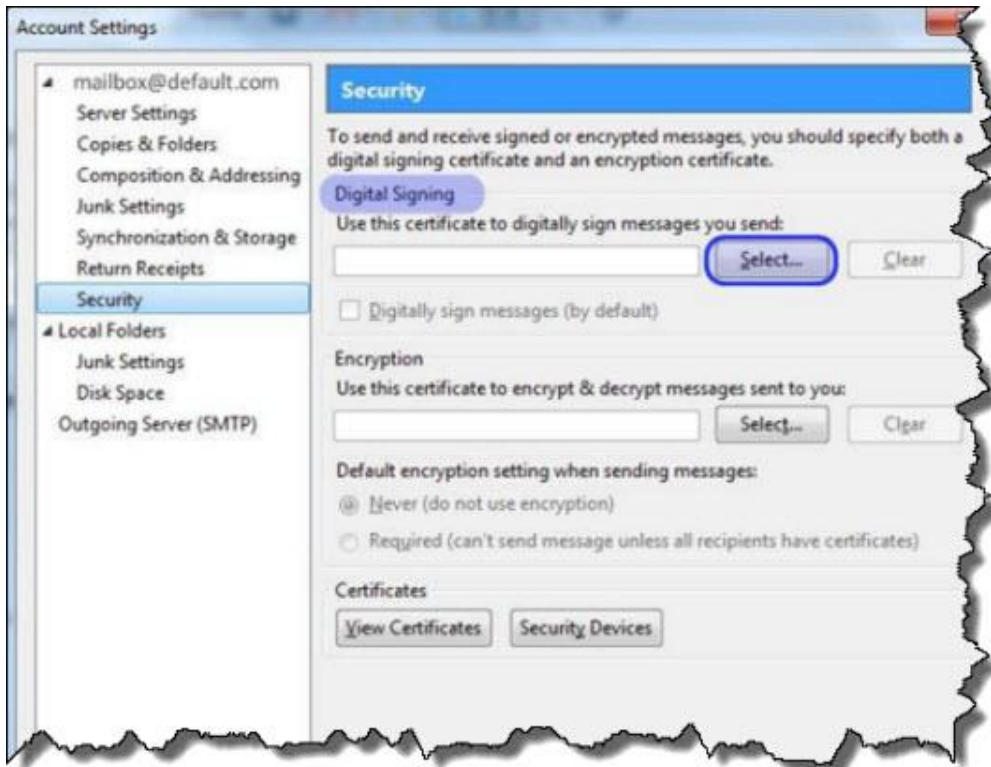



Select Certificates for Signing and Encryption

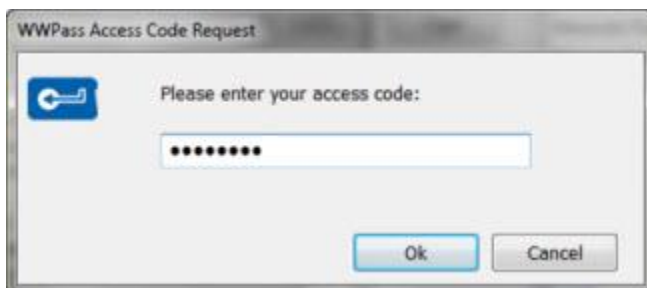
Follow the steps below to select the certificate(s) to use for digital signing and encryption.


To select a certificate

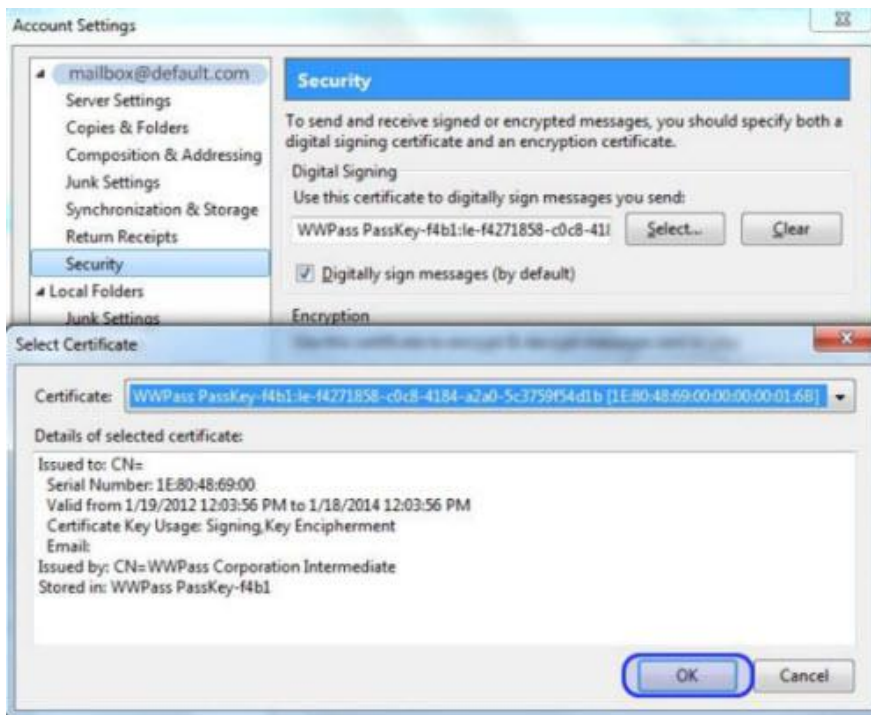
1. Present your PassKey to your computer.
2. Start Thunderbird and click **Account Settings** from the Tools menu (Windows or Mac) or Edit menu (Linux). The Account Settings window opens.
3. Click **Security** on the left. The Security window opens.
4. Click the **Select** button under Digital Signing.




5. Enter the access code for your PassKey and click .



- From the Select Certificate window, click in the Certificate list and select the certificate to use for digital signing. Then click .



- When asked if you want to use the same certificate to encrypt/decrypt messages, click **Yes**. (You can click **No** if you have a personal certificate for signing and an organization-provided certificate for encryption. Then click **Select** under Encryption, select the organization-provided certificate from the list in Select Certificate, and click .

- Click **Digitally sign messages (by default)** in the Security window. Then click .

