DOCID: 4294838

Blacker Cindy S NSA-DJ4 USA CIV

From:	[_____] NSA-D4 USA CIV
Sent:	Monday, June 10, 2013 12:06 PM
To:	[_____] NSA-SV USA CIV [_____] NSA-SV USA CIV [_____] NSA-T132 USA CIV; [_____] NSA-SV42 USA CIV; [_____] NSA-SV4 USA CIV
Subject:	(U) I had email contact with him
Importance:	High

Classification: ~~TOP SECRET//SI//~~ [_____]

This was in relation to not being able to open the EMT files forwarded to me from Hawaii.

From: Snowden Edward J NSA-FHX4 USA CTR
Sent: Thursday, August 30, 2012 6:19 PM
To: [_____] NSA-SV4 USA CIV; [_____] NSA-FHS2I USA CIV; [_____] NSA-unknown USA CTR; [_____] NSA-T99 USA CTR
Cc: [_____] NSA-FHX4 USA CIV; [_____] NSA-FHX4 USA CIV [_____] NSA-FHX4 USA CIV
Subject: RE: (U) Ticket IM98705 - CRITICAL - NSAW Oversight cannot read/access NSAH files

Classification: ~~TOP SECRET//SI//~~ [_____]

[_____]

Ah. Appreciate the clarification.

.rtf files aren't actually word docs, MS Word just has a default association to open them since they're universally readable. This is because Word is "greedy" by design in regards to file associations. To fix that:

1) Right click one of the .rtf files and hover over the "Open With" option
2) Click "Choose default program"
3) Select "Wordpad" from the list of programs, make sure the box in the bottom-left that says "**Always use the selected program to open this kind of file**" is checked, then click ok.
   a. If "Wordpad" is not visible on the list, you'll have to click "Browse" and go to the location of the executable to find it. You can do a windows search for wordpad.exe, but it's probably in C:\Program Files\Windows NT\Accessories (named wordpad.exe) if NSAW is using a modern OS build.

Now you just have to double click (or however you prefer to open the files) and Windows will start the proper application automatically.

If you're still having trouble, please feel free to call me directly on the number below.

Thanks,

Ed Snowden
Systems Administrator, DELL – Advanced Solutions Group

Computing Services, Office of Information Sharing
NSA/CSS Hawaii – HT322

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(b)(3)-P.L. 86-36

Secure: 952-4501
Black: [   ]

From: [   ] NSA-SV4 USA CIV
Sent: Thursday, August 30, 2012 11:59 AM
To: Snowden Edward J NSA-FHX4 USA CTR; [   ] NSA-FHS2I USA CIV; [   ] NSA-unknown USA CTR; [   ] NSA-T99 USA CTR
Cc: [   ] NSA-FHX4 USA CIV; [   ] NSA-FHX4 USA CIV [   ] NSA-FHX4 USA CIV
Subject: RE: (U) Ticket IM98705 - CRITICAL - NSAW Oversight cannot read/access NSAH files

Classification: ~~TOP SECRET//COMINT//~~ [   ]

(b)(1)
(b)(3)-P.L. 86-36

okay, will try that.

My 2nd question was that I don't want to have to open word docs in word pad from now on. What is the ultimate solution to this problem.

From: Snowden Edward J NSA-FHX4 USA CTR
Sent: Thursday, August 30, 2012 5:54 PM
To: [   ] NSA-SV4 USA CIV; [   ] NSA-FHS2I USA CIV [   ] NSA-unknown USA CTR; [   ] NSA-T99 USA CTR
Cc: [   ] NSA-FHX4 USA CIV; [   ] NSA-FHX4 USA CIV [   ] NSA-FHX4 USA CIV
Subject: RE: (U) Ticket IM98705 - CRITICAL - NSAW Oversight cannot read/access NSAH files

Classification: ~~TOP SECRET//SI//~~ [   ]

(b)(1)
(b)(3)-P.L. 86-36

Hi [   ]

The .rtf file format supports embedded images, and Wordpad should render them the same as Word. You can test this by grabbing an image (Ctrl+PrintScreen will capture a screenshot of your desktop, if you don't have one), and saving it into an rtf file. It should display, save, etc, the same as any other document viewer.

Regarding your second question, I'm not sure I understand the question. If you'd prefer a different file format (pdf?), that's easy enough to implement, but as a proprietary format, it would be more difficult to programmatically parse that a more open standard like rtf, which could limit the production unit's ability to automate this in the future.

Ed Snowden
Systems Administrator, DELL – Advanced Solutions Group

(b)(3)-P.L. 86-36

Computing Services, Office of Information Sharing
NSA/CSS Hawaii – HT322
Secure: 952-4501
Black: [   ]

From: [   ] NSA-SV4 USA CIV
Sent: Thursday, August 30, 2012 7:39 AM
To: Snowden Edward J NSA-FHX4 USA CTR; [   ] NSA-FHS2I USA CIV; [   ] NSA-unknown USA CTR; [   ] NSA-T99 USA CTR
Cc: [   ] NSA-FHX4 USA CIV; [   ] NSA-FHX4 USA CIV; [   ] NSA-FHX4 USA CIV
Subject: RE: (U) Ticket IM98705 - CRITICAL - NSAW Oversight cannot read/access NSAH files

Classification: ~~TOP SECRET//COMINT//~~ [   ]

(b)(1)
(b)(3)-P.L. 86-36

Ed – I was able to open recent files in wordpad. Sometimes the word docs contain embedded pictures – I don't know what would happen to them in wordpad though?

What else can we do to turn this problem off at the source?   (b)(3)-P.L. 86-36

From: Snowden Edward J NSA-FHX4 USA CTR
Sent: Tuesday, August 28, 2012 6:41 PM
To: [ ]NSA-SV4 USA CIV; [ ]NSA-FHS2I USA CIV; [ ]NSA-unknown [ ]
Cc: [ ]NSA-FHX4 USA CIV; [ ]NSA-FHX4 USA CIV; [ ]NSA-FHX4 USA CIV
Subject: RE: (U) Ticket IM98705 - CRITICAL - NSAW Oversight cannot read/access NSAH files

Classification: ~~TOP SECRET//SI//~~ [ ]

(b)(1)
(b)(3)-P.L. 86-36

Hello [ ]

Thanks for reaching out. The folks generating these documents are still getting fully trained up on the new process, so we suspect they may have missed a small but critical step in the process (i.e. saving the .rtf <u>in a non-MS-Word program</u>, not simply saving the document as a .rtf _from within_ MS-Word).

That said, I suspect you may still be able open the .rtf files you were sent <u>if you use a program to open them that is NOT/NOT MS Word.</u> For how to do this:

- Please open "Wordpad (this program is entirely distinct from Microsoft Word, even though it has a similar name)." To do so:
  o Hit the start button, then type "wordpad" and hit enter (for Windows Vista or 7), <u>or</u>
  o Hit the start button and then click "run," and then type "wordpad" and hit enter.
- Once the "Wordpad" program is open, try to open the .rtf files.

The reason this works is because the links that you're having trouble with **are only understood by MS Word**, which seems the embedded links and tries to "phone home." By opening the .rtfs in a non-MS-Office-Suite program (such as Wordpad, which is installed by default on Windows systems), you're basically telling the computer "Only show me the **content** of the files, and ignore any MS-Word specific metadata."

As for the genesis of problem, I can only speak to the technical causes, which are complex, but I'll do my best to simplify them. [ ]

This by itself would not be a problem, since you're being sent the files directly, **however**, the program used by the analysts to generate these files (Microsoft Word) embeds a huge amount of hidden metadata into every file it creates. In this case, it's creating a "phone home" link that tells Word where to get a copy of the FISA document template that was used to create the file (this is really bad design on Microsoft's part, but in their defense they were probably assuming an open-sharing environment). That means when someone outside the enclave tries to open the document in Word, Word immediately detects the phone home link and tries to go get a copy of the document template (from the enclave it can't reach). It also won't let you do anything for roughly five minutes (more bad design) until it decides that the enclave is actually inaccessible, rather than temporarily non-responsive.

Normally, the simple fix to this would be "don't create the document from a Word document template," but since the analysts rely on macros embedded in the document template for a part of their production process (minimization), we

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have to go with a solution that allows them to use the macros, <u>and then disassociate all of the "trash" metadata this</u> <u>generates from the produced content.</u> That's why the .rtf (a universally readable format) file needs to be created <u>outside</u> of Word – non-Word programs don't understand all the phone-homing chicanery and simple omit that information from the finished file entirely. Creating the .rtf this way creates a file **that you can still open in Word and won't phone home** – which is our desired result. Conversely, if the .rtf file is saved <u>within</u> Word, you just get a universally-readable file that still wants to phone home -- this is what I suspect you were emailed.

However, opening those files in a program that is not Word will still ignore the "phone home" instruction, because only Word can understand that instruction. Other text editors will just ignore it, and allow you to open the file anyway.

I hope that fully answers your question. If you'd like any additional information, please feel free to contact me directly. Also, please let me know if you **are** or **are not** able to open the .rtf files in Wordpad (NOT/NOT Word) so I can **factor that into any further troubleshooting.**

Yours in service,

Ed Snowden
Systems Administrator, DELL – Advanced Solutions Group

(b)(3)-P.L. 86-36

Computing Services, Office of Information Sharing
NSA/CSS Hawaii – HT322
Secure: 952-4501
Black: [ ]

From: [ ] NSA-SV4 USA CIV
Sent: Tuesday, August 28, 2012 9:28 AM
To: Snowden Edward J NSA-FHX4 USA CTR; [ ] NSA-FHS2I USA CIV; [ ] NSA-unknown USA CTR
Cc: [ ] NSA-FHX4 USA CIV; [ ] NSA-FHX4 USA CIV; [ ] NSA-FHX4 USA CIV
Subject: RE: (U) Ticket IM98705 - CRITICAL - NSAW Oversight cannot read/access NSAH files
Importance: High

Classification: ~~TOP SECRET//COMINT~~[ ]

(b)(1)
(b)(3)-P.L. 86-36

Ed,

I am the POC at NSAW who alerted to this problem. The files I received in RTF format this morning have the same problem.

What is the reason that there are hidden links that we are all struggling to compensate for? What has changed in the last month or so....

Thanks,
[ ]

(b)(3)-P.L. 86-36

[ ]
SV/Oversight & Compliance
969-0151s/[ ]
FMHQ OPS1 3W145

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DOCID: 4294838

From: Snowden Edward J NSA-FHX4 USA CTR
Sent: Friday, August 24, 2012 9:06 PM
To: [_____]NSA-FHS2I USA CIV;[_____]NSA-unknown USA CTR
Cc: [_____]NSA-FHX4 USA CIV;[_____]NSA-FHX4 USA CIV;[_____]NSA-FHX4 USA CIV
Subject: RE: (U) Ticket IM98705 - CRITICAL - NSAW Oversight cannot read/access NSAH files

Classification: ~~TOP SECRET//SI//~~ [_____]

Hi [_____]

Summary:

The issue ended up being a process related issue caused by Word's handling of template & macro tracking. As I explained on the phone, in simple terms, there were basically "hidden" links in all of the documents your analysts were creating that were requiring anybody trying to open the files to be able to reach into the NSAH network. Not all offices can do that, which caused the problems NSAW experienced.

We came up with a solution that would allow your folks to continue with their normal workflow (that utilizes local templates) while maintaining readability for external offices.

If you're interested in the specifics, they are included below.

Problem:

The analysts generating the word documents use a special template that implements certain macros they rely on for the FISA minimization process, but it creates a link (internal to the document file format) to that template's location and some other associated enclave content paths. Since those file locations are [_____] external users not only can't view the document's content, but the peculiarities of Microsoft Word's startup process ensure that users cannot even "fail" to open the document until a 5 minute network timeout elapses.

After those five minutes pass, you can use template tricks to fix the document, but this results in a poor user experience (and requires a key-management style template tracking process to make sure all recipients have the latest template), so it was not recommended as a solution. Unfortunately, saving in a different format *within Word* (barring perhaps .txt, which strips formatting and is therefore undesirable) still preserves the template, and manually disassociating the template within word is a roughly "ten click" process, so analysts were having trouble coming up with a simple workaround.

Solution:

Producers will continue to use Word for workflow, as this allows them to access their macros locally. Once the document is finalized, they'll save it into a universally readable, metadata free format that preserves formatting (such as .rtf) through a product that does not support Word macros/templates (wordpad) to remove the enclave hardlinks. This ensures any user anywhere will be able to read their reporting without the format quibbles.

Additionally, the Ctrl+A/Ctrl+C/Alt+Tab/Ctrl+V sequence was suggested as a simple "now" workflow solution. Longer term, suggested they write a simple parser to rip the text content from .docs within their working folder and convert it to a better format (rtf/txt/html/xml) programmatically, so the analysts don't have to consciously think about changing the document format. Probably possible via a simple script.

Main POC in your office for further information is [_____]

If you have any additional questions, just let me know.

Thanks,

Ed Snowden
Systems Administrator, O&I - Advanced Solutions Group

Computing Services, Office of Information Sharing   (b)(3)-P.L. 86-36
NSA/CSS Hawaii – HT322
Secure: 952-4501
Black: [ ]

From: [ ] NSA-FHX4 USA CIV
Sent: Friday, August 24, 2012 9:21 AM
To: NCHI HT322
Cc: NCHI Customer Advocate; [ ] NSA-FHX4 USA CIV
Subject: RE: (U) Ticket IM98705 - CRITICAL - NSAW Oversight cannot read/access NSAH files

Classification: ~~TOP SECRET//SI//~~ [ ]   (b)(1)
                                                                                   (b)(3)-P.L. 86-36

Good morning,
Can someone help us out on this situation?

[ ]   (b)(3)-P.L. 86-36

NSACSS Hawaii Solutions Desk Lead
FHT332 – IT Customer Solutions
952-2719(s[ ] (u)

"go NSAH-HELP"   *HERE*

From [ ] NSA-unknown USA CTR
Sent: Friday, August 24, 2012 8:58 AM
To [ ] NSA-FHX4 USA CTR; [ ] NSA-FHX4 USA CTR; [ ] NSA-FHX4 USA CTR; [ ] USA CTR; [ ] NSA-FHX4 USA CTR
Cc: [ ] NSA-FHX4 USA CIV
Subject: FW: (U) Ticket IM98705 - CRITICAL - NSAW Oversight cannot read/access NSAH files

Classification: ~~TOP SECRET//SI//~~ [ ]

I don't know how to proceed with ticket or who to forward to. Need help

From: [ ] NSA-FHS2I USA CIV
Sent: Friday, August 24, 2012 8:47 AM
To: [ ] NSA-unknown USA CTR
Subject: RE: (U) Ticket IM98705 - CRITICAL - NSAW Oversight cannot read/access NSAH files

Classification: ~~TOP SECRET//SI//~~ [ ]   (b)(1)
                                                                                   (b)(3)-P.L. 86-36

Thanks for all of your help!

(b)(3)-P.L. 86-36

(U//~~FOUO~~)

(b)(3)-P.L. 86-36

Chief, HS212
NSAH
952-7178s/

From _____ NSA-unknown USA CTR
Sent: Friday, August 24, 2012 8:45 AM
To _____ NSA-FHS2I USA CIV
Subject: RE: (U) Ticket IM98705 - CRITICAL - NSAW Oversight cannot read/access NSAH files

Classification: ~~TOP SECRET//SI//~~ _____

(b)(1)
(b)(3)-P.L. 86-36

I will look into this further and update you as soon I get more info. Apologies for the delay.

From: _____ NSA-FHS2I USA CIV
Sent: Friday, August 24, 2012 8:15 AM
To: _____ NSA-unknown USA CTR
Cc: _____ CTI2 NSA-FHS2I USA USN
Subject: RE: (U) Ticket IM98705 - CRITICAL - NSAW Oversight cannot read/access NSAH files

(b)(3)-P.L. 86-36

Classification: ~~TOP SECRET//SI//~~ _____

(b)(1)
(b)(3)-P.L. 86-36

Its you again, huh?;-)

We are _____ without issues here at NSAH. The problem comes up when we send files to NSAW for legal review; NSAW cannot read the files that we send them. Since those files need to be accessible by Dept of Justice, we have a legal issue here.

_____ was working via phonecon with HX but couldn't get anything to work, so we finally put in a formal ticket, and asked NSAW to do the same. They received information in the attached email, but we can't see if it works until Anne comes in for her shift at 1400.

I have to say I'm very disappointed in NSAH – I put in a critical ticket and it has apparently sat around for over a week before it got reviewed...when I called for a status! Who needs to be contacted about this situation, to make sure it doesn't happen to another customer?

(U//~~FOUO~~)

Chief, HS212
NSAH
952-7178s

(b)(3)-P.L. 86-36

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From: [_____] NSA-unknown USA CTR
Sent: Friday, August 24, 2012 8:05 AM
To: [_____] NSA-FHS2I USA CIV
Subject: (U) Ticket IM98705 - CRITICAL - NSAW Oversight cannot read/access NSAH files

Classification: UNCLASSIFIED //FOR OFFICIAL USE ONLY

[_____]

Just got this ticket in our queue forwarded to us. Does the information listed below satisfy your request?

[_____] using instructions posted on the Magicdesk FAQ site.

Here is an excerpt from an email concerning [_____]

[_____] The users that truly need access [_____] per instructions drafted by HT322 in the attached document. HT32 will coordinate with HT33 in creating an SM7 Knowledge Article (KA) on the attached procedures Monday that can easily be used by the GECC and other helpdesk support personnel in addressing issues and assisting users.

The date/time for this activity has been planned to occur next Wed (27 June at 0700 local HST). HT322 SA's will arrive early that morning between 0530-0600 and implement [_____]

[_____] HT33 would provide helpdesk support with HT321/2 being available as required for issues that require immediate attention.

Regards,

[_____]

From: [_____] NSA-unknown USA CTR
Sent: Friday, August 24, 2012 7:42 AM
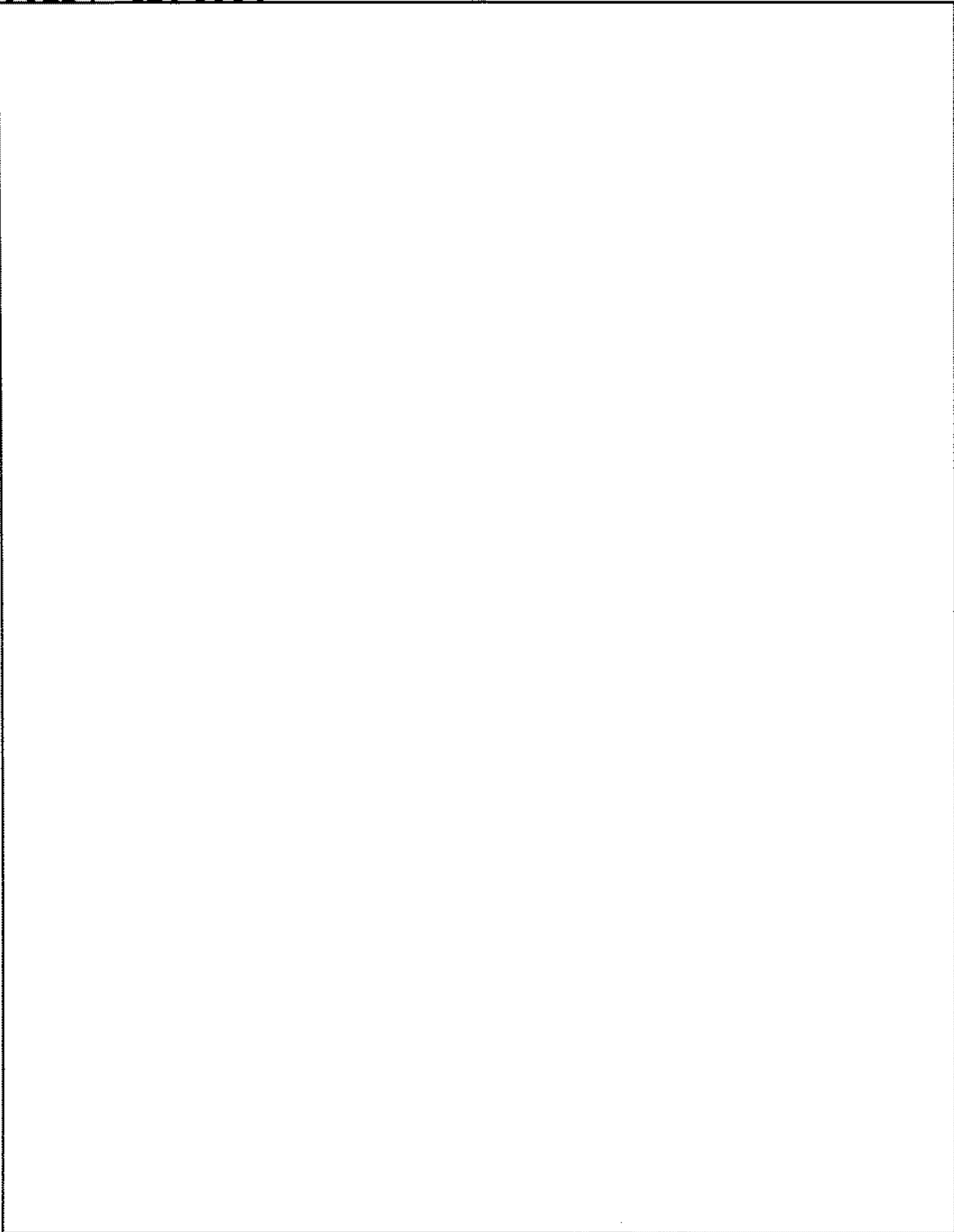**To:** [_____] NSA-unknown USA CTR
Subject: (U) [_____] Mapping

Classification: UNCLASSIFIED //FOR OFFICIAL USE ONLY

Please follow the instructions as stated below. You should be able to access [_____] upon successfully completing the instructions. Thanks!!!

Information below can also be read at the following link:

[_____]

DOCID: 4294838

Classification: UNCLASSIFIED //FOR OFFICIAL USE ONLY

Classification: UNCLASSIFIED //FOR OFFICIAL USE ONLY

Classified By:
Derived From: NSA/CSSM 1-52
Dated: 20070108
Declassify On: 20370801

Classification: TOP SECRET//SI//

Classified By:
Derived From: NSA/CSSM 1-52
Dated: 20070108
Declassify On: 20370801

Classification: TOP SECRET//SI//

Classified By:
Derived From: NSA/CSSM 1-52
Dated: 20070108
Declassify On: 20370801

Classification: TOP SECRET//SI//

Classified By:
Derived From: NSA/CSSM 1-52
Dated: 20070108
Declassify On: 20370801

Classification: TOP SECRET//SI//

Classified By:
Derived From: NSA/CSSM 1-52
Dated: 20070108
Declassify On: 20370801

Classification: TOP SECRET//SI//

Classified By: ejsnowd
Derived From: NSA/CSSM 1-52
Dated: 20070108
Declassify On: 20370801

DOCID: 4294838

Classification: ~~TOP SECRET//SI//~~ [ ]

~~Derived From: NSA/CSSM 1-52~~
~~Dated: 20070108~~
~~Declassify On: 20370801~~

Classification: ~~TOP SECRET//COMINT//~~ [ ]

~~Classified By: ejsnowd~~
~~Derived From: NSA/CSSM 1-52~~
~~Dated: 20070108~~
~~Declassify On: 20370801~~

Classification: ~~TOP SECRET//SI//~~ [ ]

~~Derived From: NSA/CSSM 1-52~~
~~Dated: 20070108~~
~~Declassify On: 20370801~~

Classification: ~~TOP SECRET//COMINT//~~ [ ]

~~Classified By: ejsnowd~~
~~Derived From: NSA/CSSM 1-52~~
~~Dated: 20070108~~
~~Declassify On: 20370801~~

Classification: ~~TOP SECRET//SI//~~ [ ]

~~Derived From: NSA/CSSM 1-52~~
~~Dated: 20070108~~
~~Declassify On: 20370801~~

Classification: ~~TOP SECRET//COMINT~~ [ ]

~~Classified By: ejsnowd~~
~~Derived From: NSA/CSSM 1-52~~
~~Dated: 20070108~~
~~Declassify On: 20370801~~

Classification: ~~TOP SECRET//SI//~~ [ ]

~~Classified By~~ [ ]
~~Derived From: NSA/CSSM 1-52~~
~~Dated: 20070108~~
~~Declassify On: 20380601~~

Classification: ~~TOP SECRET//SI//~~ [ ]

(b)(3)-P.L. 86-36

(b)(1)
(b)(3)-P.L. 86-36

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