

How to Fix "Security Permission" Error

Users of some devices running Windows Mobile have reported receiving the following error when attempting to install a trusted root (.cer) certificate for use with Exchange Direct Push:

"Security permission was insufficient to update your device"

The cause of this issue is the configuration of the device by the manufacturer; however these security settings can be changed to allow the installation of trusted root certificates using the following method:

1. Download an application called 'RegeditSTG'. This is a freeware registry editor designed for Windows Mobile devices, and has been digitally signed by HTC (one of the largest Windows smartphone manufacturers). If you are an **airtime manager** customer this application is available for download in the **airtime manager** Software Library.
2. Extract the regedit.exe file and copy the file over to the Windows Mobile device using ActiveSync (please note that SD cards may not work for this purpose).
3. Start regeditSTG and navigate to the hive key **HK_LOCAL_MACHINE\Security\Policies\Policies**.
4. Change the following three registry keys:
 - i. **00001001** to 1 (original setting is 2)
 - ii. **00001005** to 40 (original setting is 16)
 - iii. **00001017** to 144 (original setting is 128)
5. You can now click your .cer certificate on your device. The import should now succeed.
6. To make sure this has worked, go to **Start – Settings – Security – Certificates – Root – More** and verify that your root certificate is installed.
7. Optional, you can now set the registry back to its original settings, however this will prevent future certificates to be installed.

Please note that Adam Phones Ltd is not affiliated to the developers of RegeditSTG and as such offers no support or responsibility for any adverse affects of using it. Use of RegeditSTG is at the device owners' discretion.