# INSTALLATION GUIDE

## DEHSt-VPSMail version 3.4.1

Umwelt
Bundesamt

**DEHSt**
Deutsche
Emissionshandelsstelle

# Impressum

**Publisher**

German Emissions Trading Authority

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# Table of contents

# List of figures

# 1 Legal and other information

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# 2 About this installation guide

This installation guide aims to enable you to correctly install the P.O. Box application DEHSt VPSMail. A correct installation is required in order to be able to use the various functions of the electronic P.O. Box.

The download and installation of DEHSt VPSMail are at the centre of this document. In addition, the guide provides information regarding the necessary requirements that must be fulfilled before installation. It also contains brief instructions for experienced users and administrators („Getting Started"). More detailed information about the application is available in the user guide.

# 3 Getting started

This brief instruction for the installation of the application is only meant for experienced users and administrators who already have installed and used the DEHSt VPSMail application in the past and require a list of the necessary steps. Further information on the separate steps is available in the following chapters or in the user guide.

1. Give local administrator rights for the installation and configuration.
2. If necessary, import the working directory `osci_governikus` from the backup.
3. Give rights to access, delete files and change files in the working directory.
4. Download and install the DEHSt VPSMail application from
   - https://www.governikus.de/support-und-technologie/support-dehst/
5. Select the working directory in the application.
6. Enter your information for the P.O. Box.
7. Send an e-mail to vpsfreischaltung@dehst.de.
8. Activation of the P.O. Box by DEHSt.

# 4   System requirements

This chapters explains system requirements for hard- and software and information on testes combinations of operating system, card readers and smart cards.

## 4.1   Hard- and software requirements

**Hardware requirements**

Hardware requirements for using DEHSt VPSMail:

▶ **Memory**: min 2GB RAM

▶ **Processor**: min. 2 GHz

▶ **Hard disk space**: min. 1GB

▶ **Internet connection**: A DSL connection is required since on start of the software and during transmission of large messages great amounts of data are transferred.

**Supported operation systems**

▶ Windows 10:
   ▶ Professional, Enterprise
   ▶ 64 Bit

▶ Windows 11:
   ▶ Professional, Enterprise
   ▶ 64 Bit

**Java**

DEHSt-VPSMail is a Java application and hence needs a Java runtime environment (JRE) for execution. A JRE is provided during installation.

## 4.2   Required rights for installation, update and operation

The rights required to install and operate DEHSt VPSMail vary. The following list shows an overview.

▶ **Installation/Update**: Installation and updates of DEHSt VPSMail require administrator rights on your computer. While selecting a directory for the P.O. box please mind that you can access (read, write, delete) this directory later without administrator rights.

▶ **Operation**: Operating DEHSt VPSMail does not require special rights on your computer.
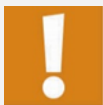
> **Attention**: Please do not change or move directories or files within the directory `\(...)\ OSCI Governikus`. If you have questions about directory or file structure, please contact support.

## 4.3   Network settings

Please forward the following information to your network administrator if you encounter any problems when installing or operating the application:

▶ The application communicates via ports 80 and 443.

▶ The application requires HTTP, HTTPS, SOCKS and SOAP.

▶ The MIME type of .jar- and .jnlp- files is not supposed to be changed (your proxy additionally has to support the MIME type „application/x-java-jnlp-file jnlp").

▶ jnlp- and jar-files must not be filtered.

▶ The HTTP method HEAD must be allowed (default).

▶ The proxy timeouts may have to be increased and the `max-post-size` of the proxy has to be increased to the 1.5fold of the maximum attachment size (i.e. 75 MB).

▶ If employing proxy servers with user authentication, the following authentication processes are supported: Basic authentication and NTLM.

The following addresses should be accessible as hosts:

**Table 1 List of necessary servers**

| Server | DNS name | IP address |
| --- | --- | --- |
| OSCI Manager | gov.dehst.bos-asp.de | 194.31.70.66 |
| Verification server | https://cvs.governikus-asp.de/CertificateValidationServer/cvs | |
| Registry server | reg.dehst.bos-asp.de<br><br>dehst.bremer-online-service.de | 194.95.255.145 |
| Download server | appl.governikus-asp.de | 194.31.70.66 |

# 5 Installation and start of DEHSt VPSMail

This chapter describes the steps for the installation and first launch of DEHSt VPSMail.

> **Note**: Please mind that DEHSt VPSMail is a locally installed application and is not web-based. It is not possible to view VPS messages of different computers via a web server. Each time you fill out a new business card you will create a new independent P.O. box to the effect that you cannot be addressed distinctly. Please contact support in case you already own a VPS P.O. box and cannot open it or cannot find it any longer if, for example, you exchanged your computer.

## 5.1 Installation

Installation is only done once and must not be repeated on every new release. The following steps must be executed during installation.
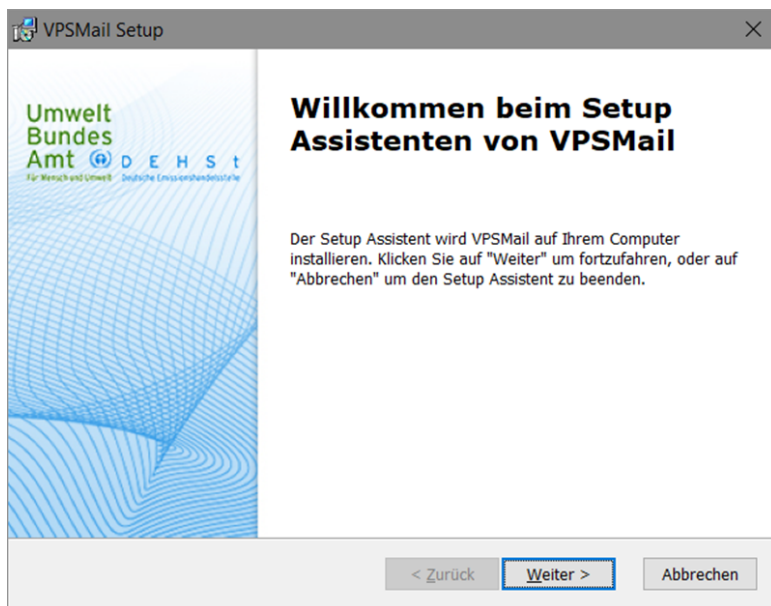
> **Source**: You can download your installation file here: https://www.governikus.de/dehst-vpsmail/#download-software.

Save the `msi` file to your computer. Installation is started by double-clicking the installation file. Follow the steps of the installer.
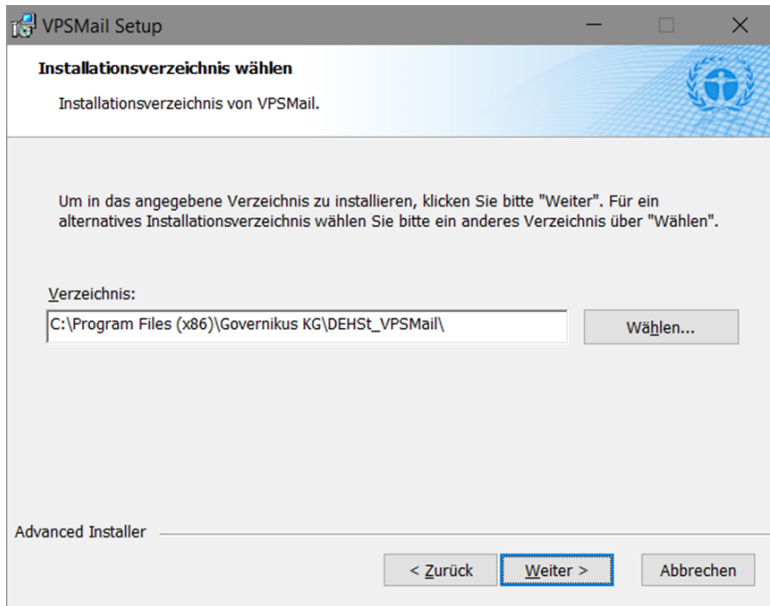
## 5.2 Dialog pages of the installer

After calling the installation file the welcome dialog page is displayed.



**Figure 1: Welcome page of the installer**

The default setting for the installation directory is the local program directory. You can change the installation directory here.
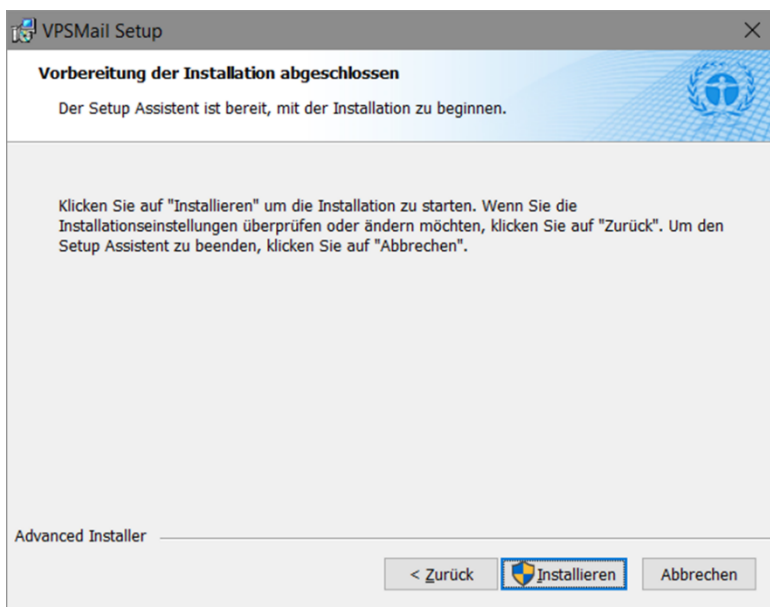
**Figure 2: Dialog page to change the installation path**

> **Note**: The installation directory is used, to save the application and not the directory for the P.O. box.

Klick the "Install" button to start the installation.



**Figure 3: Dialog page to change the installation path**

When the installation is completed, you have the option to start the application directly. Check the box next to the entry "VPSMail ausführen" (execute VPSMail) and then finish the installation process by clicking on the "Fertigstellen" (Finish) button.
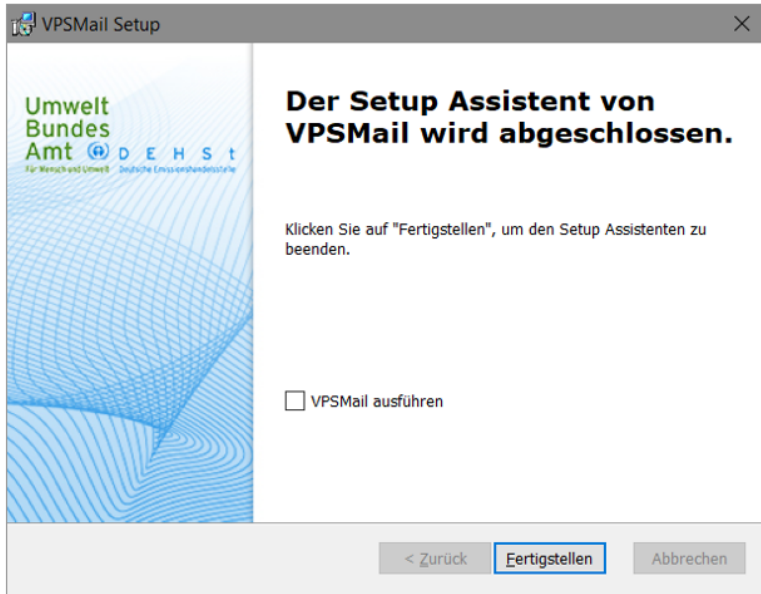
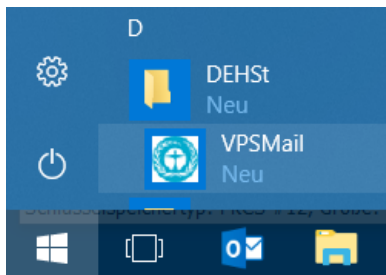**Figure 4: Finish installation and start application**

**Note**: If an administrator installed the application, he should not execute the application after installation (function "VPSMail ausführen"). Executing the application should be done with usual user rights.

After the installation is completed, an entry is listed in the Windows start menu.



**Figure 5: Example entry of VPSMail in the start menu**

> **Note**: After installation and application start the local temp directory of the user contains logging information about the installation process, example:
>
> `C:\Users\name\AppData\Local\Temp\Governikus\DEHSt_VPSMail`
>
> Log files:
>
> `xxx.err.log` = contains information about processes executed by the installer, like the installer's version number, information about system settings, checks for updates, etc.
>
> `xxx.out.log` = contains information about the application, like application's version, contained application files, executed functions, etc.

## 5.3 Starting and updating the application

At the first start, all necessary resources are downloaded from the download server. The application can only start if there is an Internet connection and all resources have been loaded and verified. For starts, only updates are checked and available updates are downloaded. The update of the application runs automatically in the background during the start-up process and does not require user interaction. Start the application from the DEHSt/VPSMail entry in the start menu.

## 5.4 Updating the installer

Apart from the updates of the DEHSt VPSMail application, it may also be necessary to update the installation program. In this case, the user is notified prior to the start of the application that a new version of the installation program is available.
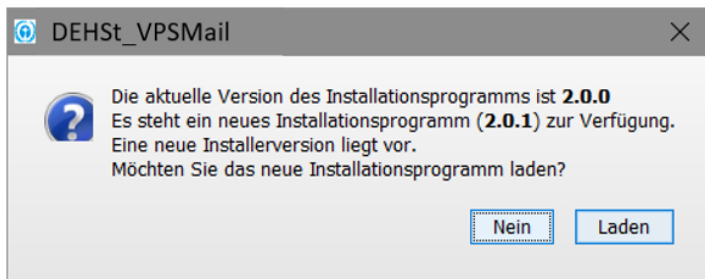


**Figure 6: Update information for the installer**

Use the "Laden" (Load) button to update the installation program. A web page with the download of the new version of the installation program is displayed. The new installation program is installed by executing the `msi` file.

In order to see which version of the installation program you have installed, go to the Windows control panel at "Programs" -> "Programs and features". Find the entry for DEHSt in the list. The end of the row shows the current version number.
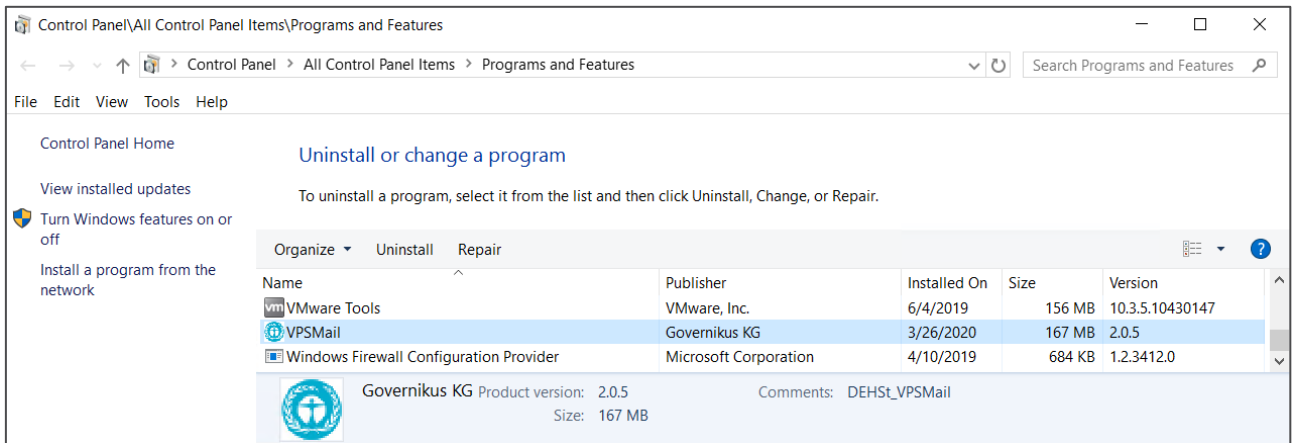
**Figure 7: Version display of the installer (example)**

## 5.5 Language selection

Before establishing a P.O. Box for the first time a window "Language selection" is displayed. You can define the language for the P.O. Box once. This is mandatory for all new P.O. boxes, which are established. In case you want to use the P.O. Boxes with a different language, you first have to delete all P.O. Boxes and uninstall the application. Prior to creating new P.O. boxes, you can define a different language.
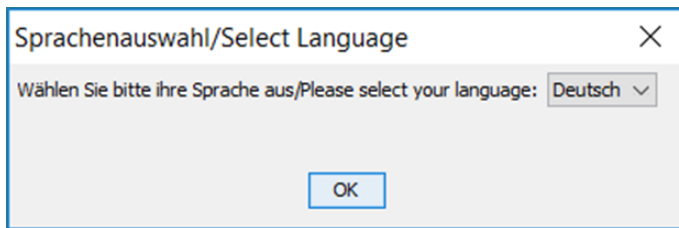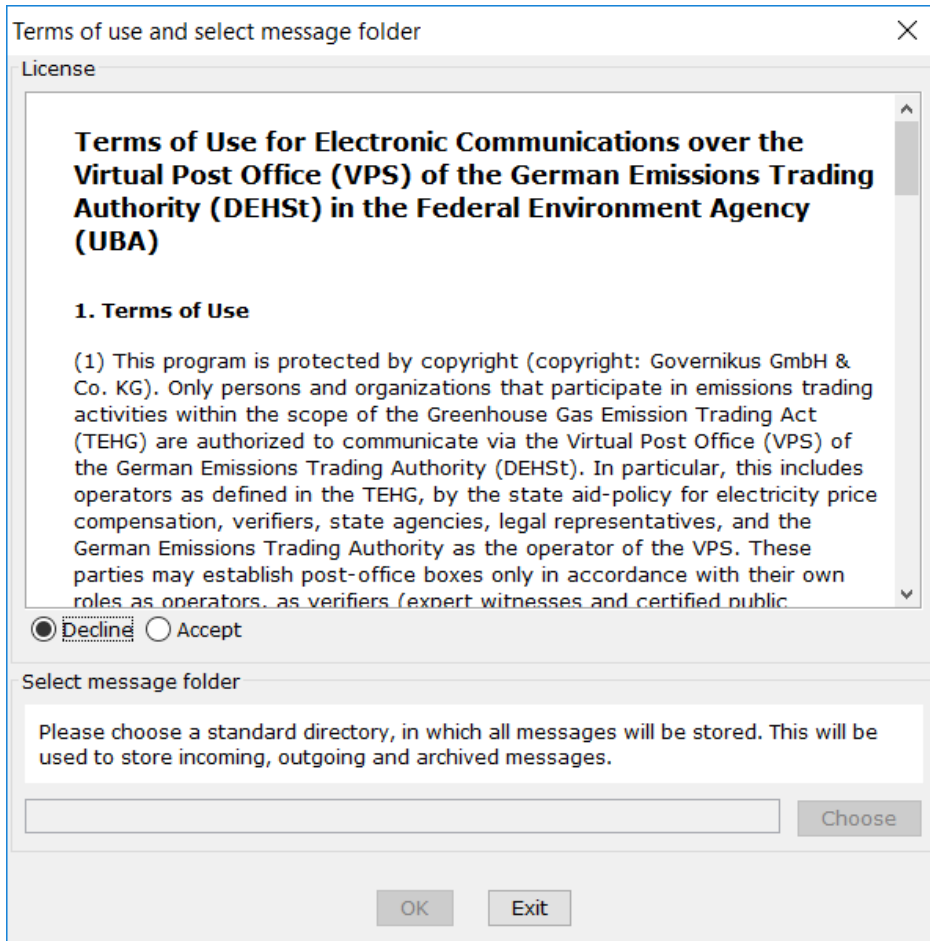


**Figure 8: Language selection dialog**

## 5.6 Starting DEHSt VPSMail

During the first and every subsequent start, VPSMail displays a welcome image.

### Terms of use

On the first start, VPSMail displays a window with two functions. At first, the application displays the terms of use, which you have to accept, to continue.

**Figure 9: Terms of use and directory selection**

**Selecting the application directory**

Only after you have accepted the terms of use, the directory selection for the P.O. box is activated. Before selecting the working directory, i.e. the message folder, please think carefully about how you can prevent later changes to the folder path. We recommend creating the working directory for the application in a high-level directory such as C:\OSCI-messages. In this directory, the application will create the directory `osci_governikus` and sub-folders to save all messages and attachments. Use the "Choose" button to select a directory. Use the explorer dialog to set the working directory for your new P.O. Box. Select the directory and click on "Save".

> **Attention**: You can only select this director **on the first start** of VPSMail. Changing the directory later is difficult and not recommended.
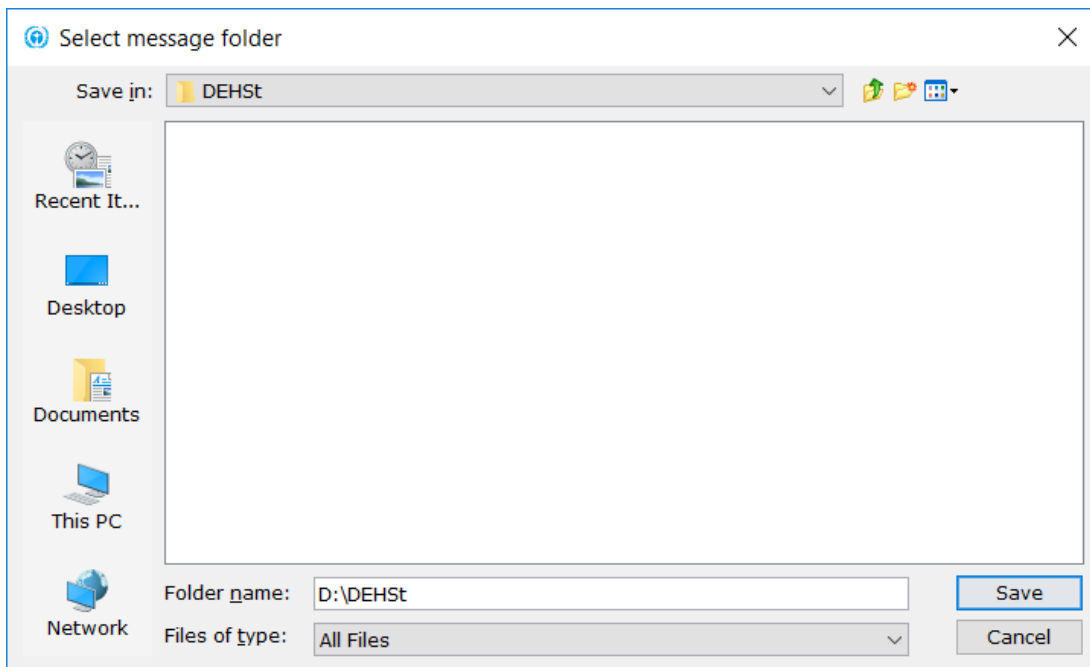


**Figure 10: Select message folder dialog**

When you have defined the working directory, the window is closed and you will return to the previous window "Select message folder and license". Please check whether the selected working directory is correct and click on "OK".

> **Note**: DEHSt must activate your P.O. Box according to your role in emissions trading (operator, verifier, federal state authority, auditor, or lawyer). Further information is available here:
> http://www.dehst.de/EN/Home

After selecting the working directory, you can either create a new P.O. Box or open an existing one.

**Create a new P.O. Box**

Follow these steps to create a new P.O. Box:

▸ **Role selection**: In order to create a P.O. Box, you have to select the role you will use to communicate with the DEHSt. In the "Select role" dialog, you can choose one of several roles. Please note that the selection of a role is permanent. If you want to communicate with the DEHSt in a different role, you have to create a new P.O. Box.

▸ The "Edit P.O. Box" window opens and displays the business card.

▸ Please enter the information that recipients will receive with your messages. Please note that "To" and "From" fields in messages are filled automatically with the information entered in the "Name" and "Organization" fields. The "User Guide" describes the entry fields of the "Business card" tab.

- Change to the "Basic settings" tab. Please enter the name of the new P.O. Box here. This name is displayed when opening the P.O. Box. This name is only used internally by the application and is not visible to the recipients of your messages.

- Select the certificate for encryption and decryption of your messages and define whether the PIN should be entered on the computer's keyboard or – if possible – on the card reader. Here, the application offers creating a software certificate, which will then be used for encryption and decryption. The "User Guide" describes entry fields of the "Basic settings" tab.

- When you have completed all settings, click on the "OK". If any of the entries do not conform to the rules of plausibility, the respective tab will open and a corresponding error message is displayed. In this case, please correct your entry. Please note that you need to have an active Internet connection before clicking on the button. The new P.O. Box is now registered on the registration server and confirmed by VPSMail notification written in red letters in the bottom part of the dialog window. If you do not see this message, the registration was not successful and the P.O. Box is not set up on the server.

- Next, the PIN entry dialog opens. Please enter the PIN of the certificate for encryption and decryption that belongs to your new P.O. Box.

- After entering the correct PIN, the P.O. Box window opens. Once your P.O. Box is activated for participation in emissions trading, you can receive, create and send messages.

## 5.7 Using VPSMail

The following figure shows an overview of how DEHSt VPSMail operates and the server components involved. The "User Guide" provides more information.
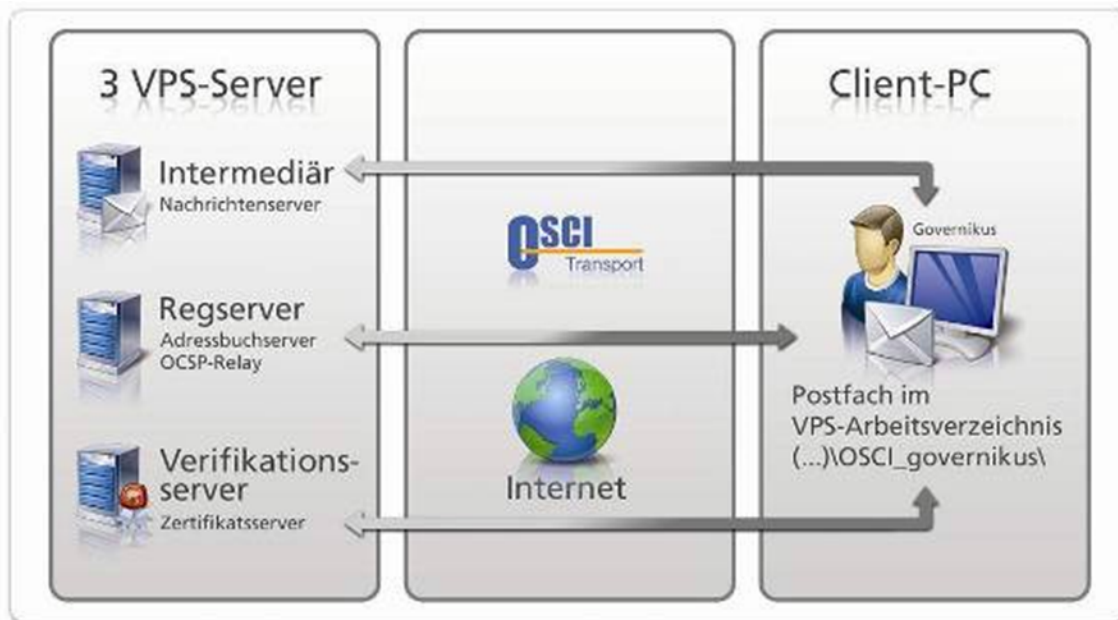


**Figure 11: Data transfer between client and server**

# 6 Uninstalling DEHSt VPSmail

You can uninstall DEHSt VPSMail if you do not need it anymore.

> **Note**: Uninstalling the application only removes the installation directory of the application, not the working directory that contains the P.O. Box and messages.

To uninstall the DEHSt VPSMail application and the installer, go to the Windows control panel and select "Programs and features". Please mind, that DEHSt VPSMail is listed with VPSMail in the list of apps.
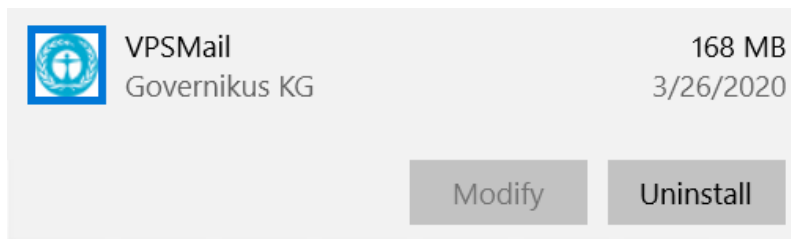


**Figure 12: Apps & features dialog with uninstall entry for VPSMail**

Alternatively, you can uninstall the application by executing the `msi` file again. If you choose to uninstall the application and the installer, execute the `msi` file again. The uninstallation program starts and the setup assistant guides the user through the uninstalling process.
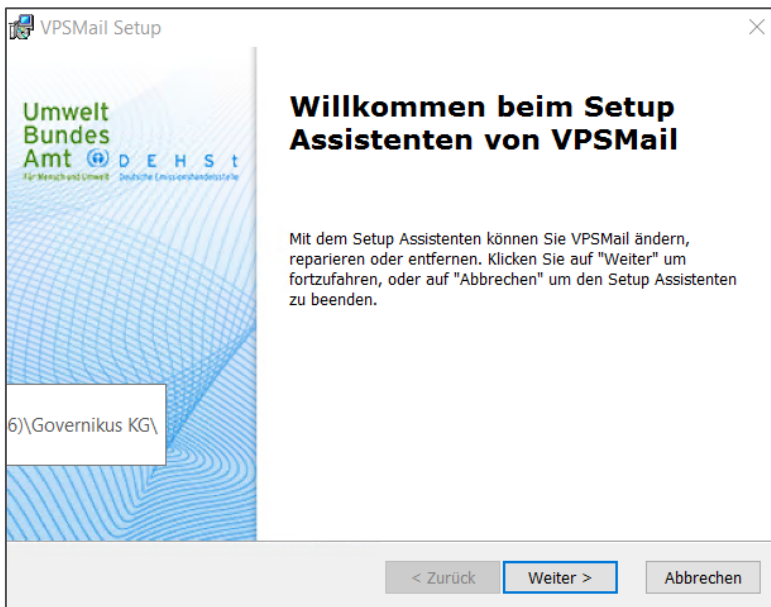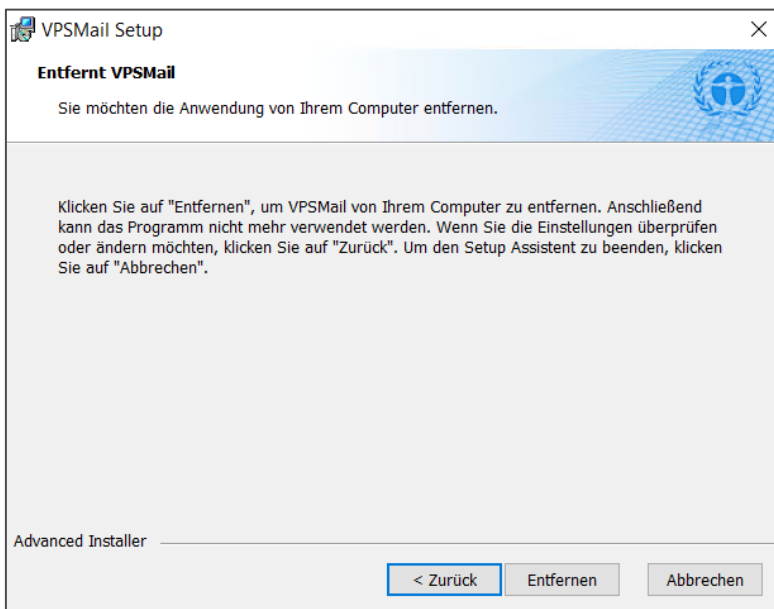


**Figure 13: Welcome dialog of the installer, start of uninstallation**

The next dialog page offers selecting a function. Available functions are "Ändern" (change), "Reparieren" (repair), and "Entfernen" (remove).
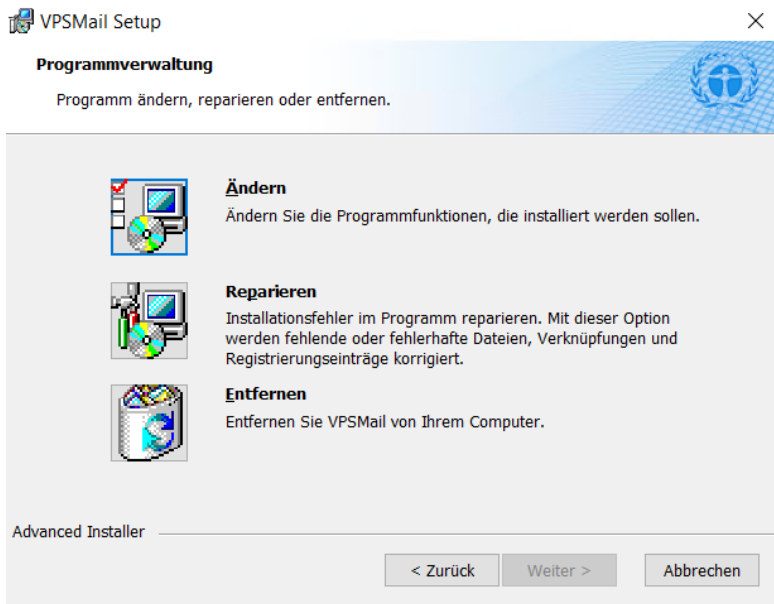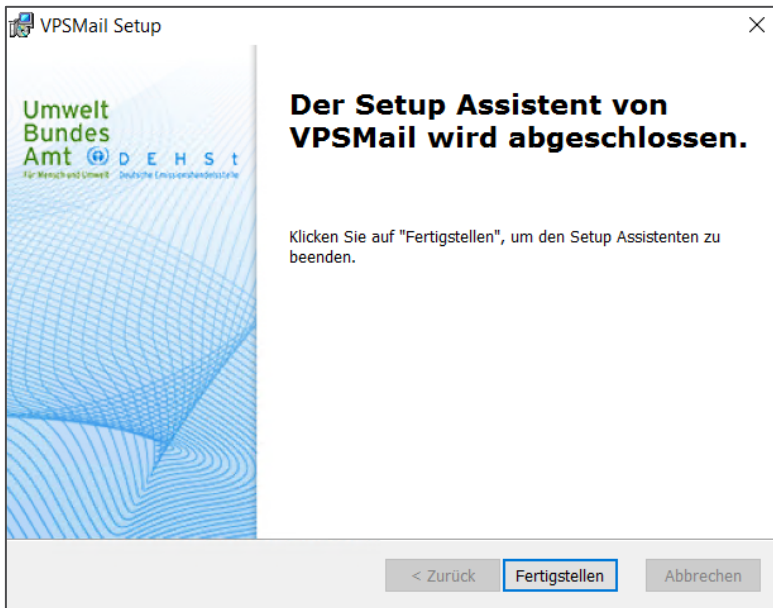
**Figure 14: Dialog page with select of available functions**



**Figure 15: Dialog page to start removing the application**

**Figure 16: Dialog page with confirmation of application removal**

The installer has removed the application from your computer and from the start menu.

# 7 Troubleshooting

Please read this installation guide and the user guide carefully and look at the DEHSt website before contacting technical support.

**Table 2: Services and their addresses**

| Service | Address |
| --- | --- |
| Service area Governikus KG website | https://www.governikus.de/support-hotlines/ |
| FAQ to VPSMail on DEHSt homepage: | https://www.dehst.de/EN |
| E-mail to customer support of Governikus KG | helpline@governikus.com |
| E-Mail to customer support of DEHSt: | emissionshandel@dehst.de |
| Telephone support of Governikus KG: | +49 (0) 421 204 95–900 |
| Telephone support of DEHSt: | +49 (0) 30 8903–5050 |

If you do contact the support, please give us your contact details (name, company, e-mail etc.) and try to describe your problem in as detailed as possible including information about the used hard- and software you are using. If you have any log files or screenshots of an error message or of your configuration, please add this information to your e-mail. This will enable the support team to provide quick and efficient support. Thank you for your help.

# 8 Appendix

## 8.1 Data storage

**Installing the application**

By default, the application is stored to the programs directory, example:

```
C:\Program Files (x86)\Governikus KG\DEHSt_VPSMail
```

> **Note**: Users require full access rights to this or the selected directory (administrator rights).
>
> The installation directory is the directory where the application is stored and not the directory for the P.O. Boxes.

**Storage of messages**

All sent and received messages are stored in the working directory:

```
.../osci_governikus/
```

Windows file systems only support file paths of up to 255 characters. The length of the entire path within the VPSMail working directory `\osci_governikus\` is 126 characters plus the file name for received files. We recommend storing the working directory at the highest directory-level of the selected drive. It is important to include the working directory in a backup concept, since the data provides proof for the sent and received of messages.

**Storage of log information**

After the installation and the start of the application, log files containing information about the installer and the application are stored in the local `temp` folder of the user directory. Sample storage directory: `C:\Users\name\AppData\Local\Temp\Governikus\DEHSt_VPSMail`

Log files:

▶ xxx.err.log = Contains all information about processes executed by the installer (version number of the installer, information about system settings, check for new versions, etc.).

▶ xxx.out.log = Contains all information about the application (version of the application, application files included, executed functions, etc.).

> **Note**: If any problems occur while using the application, use the log files to locate the error. It is also possible to create a log file by using the application's debug mode.

## 8.2 Using a proxy server with authentication

Proxy servers protect networks. Some proxy servers require authentication with login and password. If your network has such a proxy server, you can request authentication data from your system administrator. DEHSt VPSMail automatically detects whether a proxy servers is used that requires authentication. In this case a dialog window opens automatically for input of authentication data.

## 8.3 No connection to the download server

If problem exists with the network connection when starting the application and the connection to the download server cannot be established, an error message is displayed. The user may open the Internet options to configure the proxy server, if applicable. A dialog window is displayed that offers the following options:

▶ **Checkbox „Diese Fehlermeldung 30 Tage nicht mehr anzeigen und direkt starten"**: Select this checkbox if you don't want to see this message for the next 30 days. Click on "Anwendung starten" to start DEHSt-VPSMail. The application is started without checking for a newer version.

▶ **Button „Internetoptionen öffnen"**: Users can open the Internet options and may check proxy server settings.

▶ **Button „Beenden"**: DEHSt-VPSMail will not start..

▶ **Anwendung starten**: DEHSt-VPSMail is started without checking the update server for a newer version.
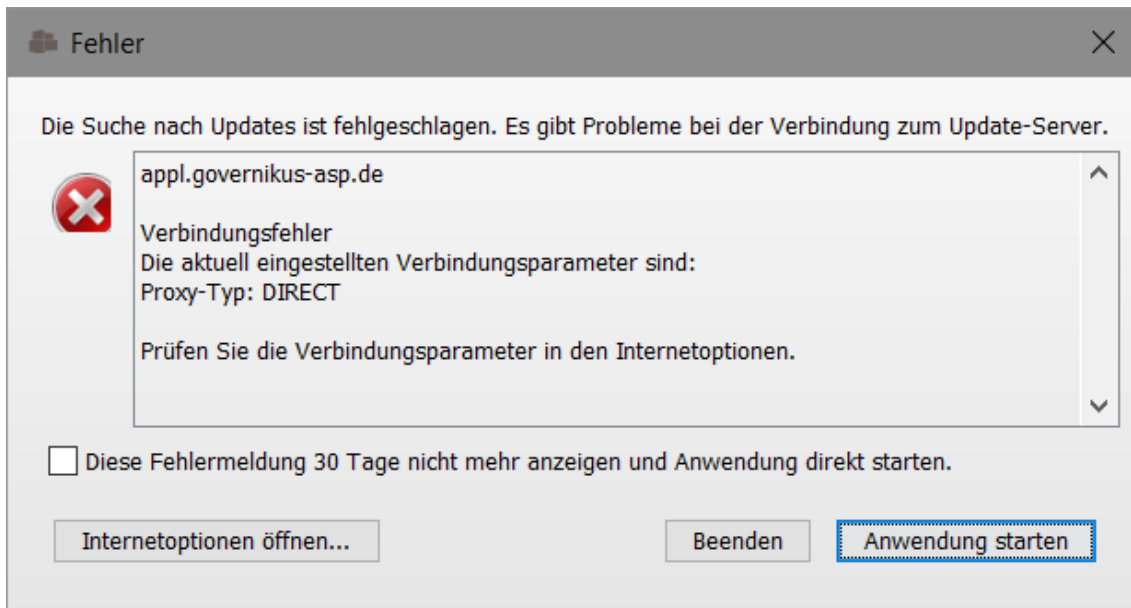
**Figure 17: Dialog page after update-server connection failure**