



# Installation Guide

**The Electronic Post Box - Version 2.9.7.0**

**Umwelt**   
**Bundesamt**

**DEHSt**  
Deutsche  
Emissionshandelsstelle

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## 1 Legal and other information

Although this product documentation was written to the best of our knowledge and with reasonable care, errors and inaccuracies cannot be totally excluded. Legal or other liability for inaccurate information and their consequences cannot be assumed. The information given in this product documentation reflects the current state of development and can be changed without further notice. Future editions can contain additional information. Technical und typographic errors are corrected in subsequent editions.

In case you notice mistakes in this document or if you have suggestions for improvement by e-mail to: [emissionstrading@dehst.de](mailto:emissionstrading@dehst.de)

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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.

If you did not use VPSMail before:

1. Enter your information for the P.O. Box.
2. Send an e-mail to [vpsfreischaltung@dehst.de](mailto:vpsfreischaltung@dehst.de).
3. Activation of the P.O. Box by DEHSt.

The setup and activation of a new P.O. Box (not the migration of an existing P.O. Box from an old computer) can be speeded up by using the new German national identity card or the electronic residence permit. Access to this new form of registration is available here: <https://www.dehst.de/VPSMail-nPA>.

This is only applicable for users who did not previously participate in emissions trading! Users who have already used a P.O. Box in the past should continue to use the old P.O. Box or contact the support, if they have any questions or require assistance when migrating or re-installing the P.O. Box.

The rest of this document will only refer to the ID card. Any ID card functions described apply to both the national identity card and the electronic residence permit.

## 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 operating systems

Tabelle 1: Supported operating systems

Operating system	Support
Windows 7 SP1 <ul style="list-style-type: none"><li>▶ Home Basic, Home Premium, Professional, Ultimate, Enterprise</li><li>▶ for 32 and 64 Bit</li></ul>	✓
Windows 8 und 8.1: <ul style="list-style-type: none"><li>▶ Standard, Professional, Enterprise</li><li>▶ for 32 and 64 Bit</li></ul>	✓
Windows 10: <ul style="list-style-type: none"><li>▶ Professional, Enterprise</li><li>▶ 64 Bit</li></ul>	✓

## 4.2 Required rights for installation, update and operation

The rights required to install and operate DEHSt VPSMail vary. The following table presents an overview. The first column („Process“) lists the required processes, the second column („Read-/Write access) lists the rights required on the computer.

Table 2: Access rights for installation and operation of DEHSt-VPSMail

Process	Read-/Write access
DEHSt installation or update	Java directory (administrator rights)
	User directory
	Directory for the local P.O. Box
	Java preferences (Windows registry)
DEHSt operation	User directory
	Directory for the local P.O. Box
	Java preferences (Windows registry)
	Directory for messages to be exported as defined in the P.O. Box
	Directory for messages to be imported and for the data interface for importing business process data as defined in the P.O. Box



**Attention:**

Please do not change or move any data within the folder \(\..\)\OSCI\_Governikus. If you do have any further questions about the file structure, please contact the technical 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:

Tabelle 3: List of necessary servers

Server	DNS-Name	IP-Adresse
Verification server and OSCI Manager	gov.dehst.bos-asp.de	194.31.70.66
Registration server	reg.dehst.bos-asp.de dehst.bremer-online-service.de	194.95.255.145
Download server	appl.dehst.bos-asp.de <a href="https://appl.governikus-asp.de/update/dehst/installer/">https://appl.governikus-asp.de/update/dehst/installer/</a>	194.31.70.66 194.95.255.145

## 5 Installation and start of DEHSt VPSMail

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



**Note:**

If the Java Web Start version of DEHSt VPSMail is installed on your computer, it is recommended to uninstall it first. This will prevent confusion between the different versions when using the application.

### 5.1 Installation

The installation package is available here:

<https://www.governikus.de/support-und-technologie/support-dehst/>



**Attention:**

Please note that DEHSt VPSMail is a standalone application and is not web-based! Each time you fill in the business card, you create a new, independent P.O. Box, which will make it difficult to find you in the address book. If you already have a P.O. Box that you cannot open or that you cannot find on your new computer, please contact customer support (see chapter 7 „Troubleshooting“).

The installation is only run once. Please follow these steps to install the application:

Save the .MSI file on your computer. The installation program is started by executing the .MSI file. When the installation program is started, please follow the instructions.



## 5.2 Dialog pages of the installer

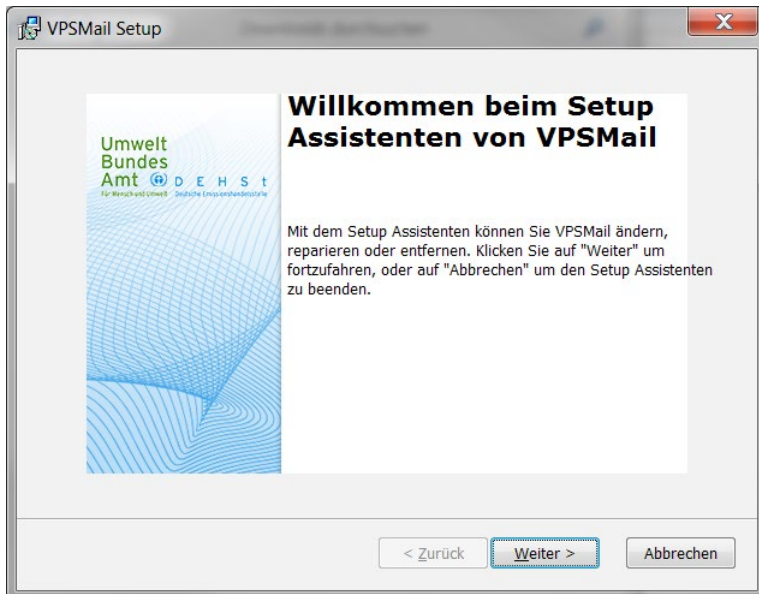


Figure 1: The setup assistant of the DEHSt VPSMail installer

The default setting for the installation directory is the local program directory. You can change the installation directory here.

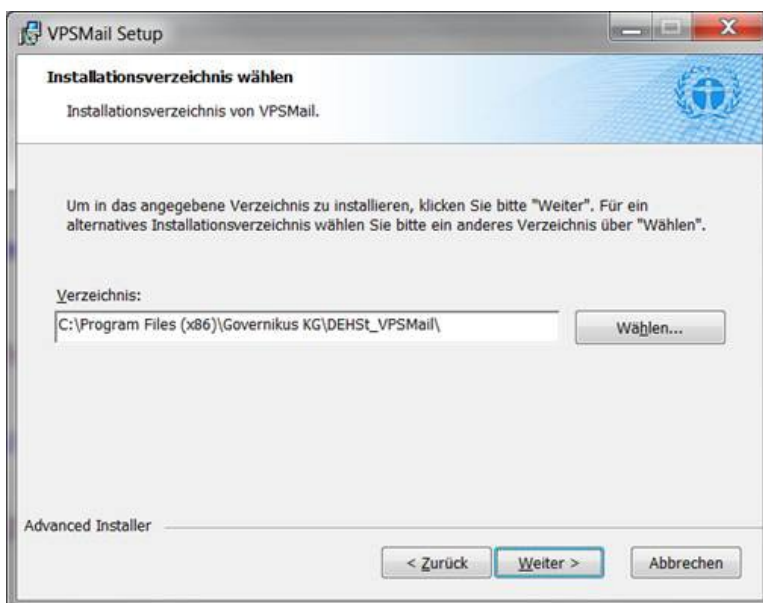


Figure 2: Changing the installation directory for the application (example)



**Note:**

The installation directory is the directory where the application is stored and not the directory for the P.O. Boxes.

When the preparation for the installation is finished, the installation must be started via the „Install“ button.

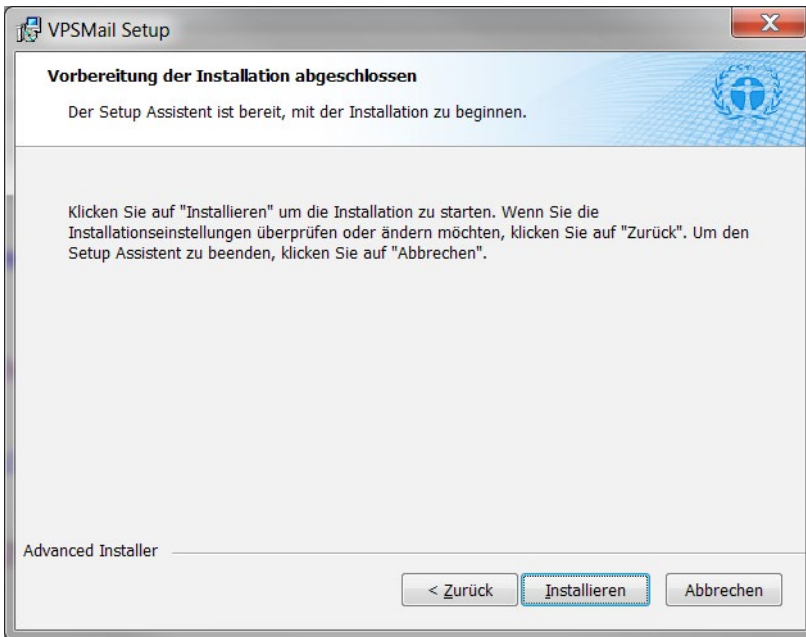


Figure 3: Starting the installation process

While the installation is running, a progress bar will be displayed.

When the installation has been completed, you have the option to start the application directly. To do this, check the box next to the entry „VPSMail ausführen“ (execute VPSMail) and then finish the installation process by clicking on the „Fertigstellen“ (Finish) button.

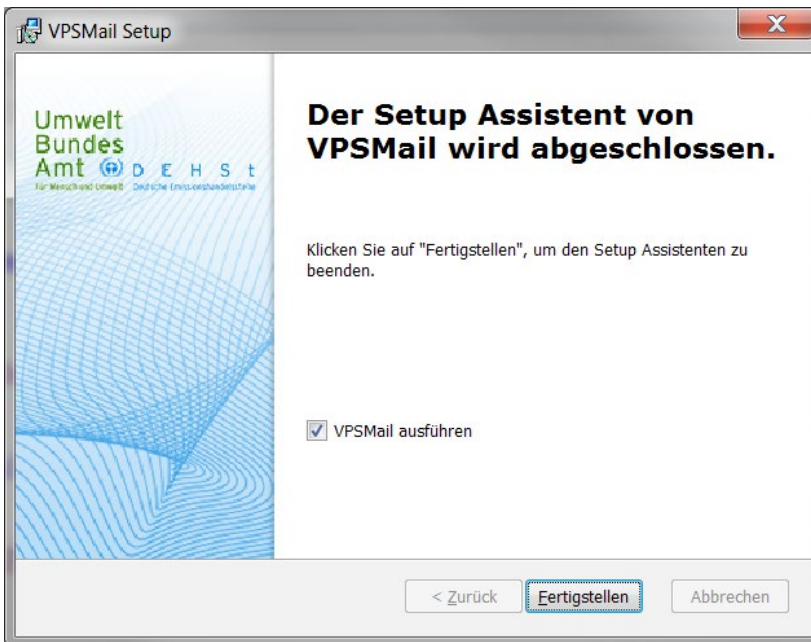


Figure 4: Finish setup and start application directly

After the installation has been completed, there will be an entry in the start menu for starting the application.

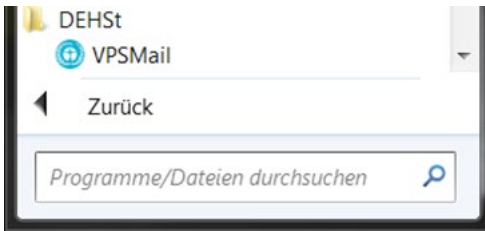


Figure 5: Sample entry for the application in the start menu

**Note:**

After the installation and the start of the application, log files containing information about the installer and the application will be 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.). The information in this log file is comparable to that of the Java Web Start console.



### 5.3 Starting and updating the application

At the first start all necessary resources must be downloaded from the download server. The application can only be started if there is an Internet connection and all resources have been loaded and verified. At later starts there will only be a check for updates and any available updates will be downloaded. The update of the application runs automatically in the background during the start-up process and does not require input from the user.

The application can be started from the DEHSt/VPSMail entry in the start menu.

Chapter 5.8. explains how to set up a P.O. Box.

### 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 will be notified before the start of the application that a new version of the installation program is available.

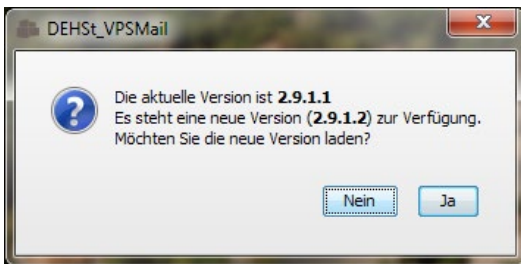


Figure 6: Updating the installer (example)

In order to update the installation program, you have to confirm the button „Ja“ (Yes). A web page with the download of the new version of the installation program is displayed. The new installation program can be installed by executing the .MSI file.

**Advice:** In order to see which version of the installation program you have installed, go to the Windows control panel → Programs → Programs and features. Find the entry for DEHSt in the list. The end of the row shows the current version number.



Figure 7: Current version of the installation program (example)

## 5.5 Using the new German national identity card to register

The new national identity card is being issued to citizens in Germany since 1 November 2010. The new ID card also allows for the online read-out of data stored on the ID card such as the holder's name.

The setup and activation of a new P.O. Box (not the migration of an existing P.O. Box from an old computer) can be speeded up by using the new German national identity card or the electronic residence permit. Access to this new form of registration is available here:

<https://www.dehst.de/VPSMail-nPA>.

This is only applicable for users who did not previously participate in emissions trading! Users who have already used a P.O. Box in the past should continue to use the old P.O. Box or contact the support, if they have any questions or require assistance when migrating or re-installing the P.O. Box.

Detailed information you find in the German Installation Guide and the German User Guide of Electronic Postbox <http://www.dehst.de> (German version).

## 5.6 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 (8.6). Prior to creating new P.O. Boxes you can define a different language.

## 5.7 Starting the application

After the download and installation are complete, you are now in the application proper.

- ▶ Before the DEHSt VPSMail user interface appears, a welcome image is displayed.
- ▶ This image will be displayed each time you start the application.

### Terms of use

When launching the electronic post box application for the first time a window with two functions will be shown: First you are notified of the current terms of use. Then you can select the working directory in which the P.O. Box with the OSCI messages will be stored.

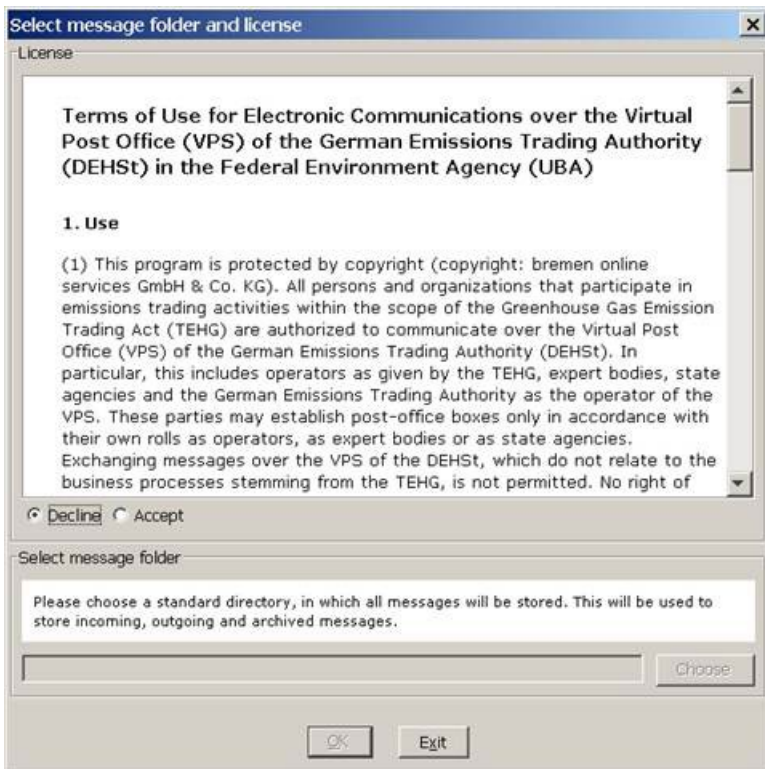


Figure 8: Terms of use

- ▶ Please read the terms of use carefully.
- ▶ Accept the terms of use if you want to use the DEHSt-VPSMail application.

### Select message folder

In the next step, you have to select the message folder.



**Attention:**

The folder can only be defined **once at the first launch** of the application. Changing the folder later is difficult.

Before selecting the working directory, i.e. the message folder, please think carefully about how you can prevent later changes to the folder path. Are there any areas on your hard drive that will not be moved or renamed in the foreseeable future? It is recommended to create 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 use sub-folders to save all messages and attachments.

- ▶ When you have decided, please click on the „Choose“ button.
- ▶ Use the explorer window to define the working directory for your new P.O. Box. Select the directory and click on „Save.“

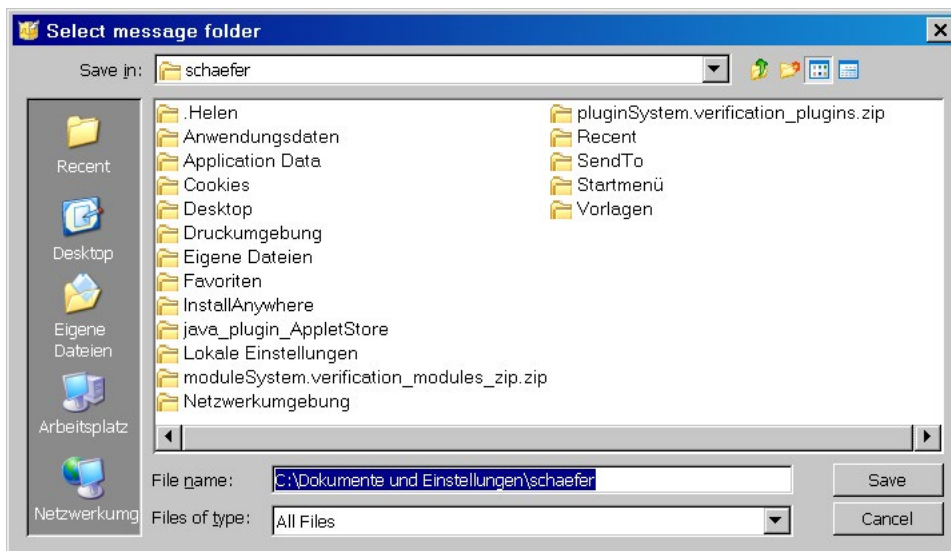


Figure 9: Selecting the message folder

When you have defined the working directory, the window will be 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:**

Your P.O. Box must be activated by the DEHSt according to your role in emissions trading (operator, verifier, federal state authority, auditor, lawyer). Further information is available here:

<http://www.dehst.de/EN/Home> (English version)

<http://www.dehst.de> (German version)

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 in which you want to communicate with the DEHSt. In the window „Select role“ 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 you see the business card.
- ▶ Please enter the information that recipients are to receive with your messages. Please note that „To“ and „From“ fields in messages will be filled with the information entered in the „Name“ and „Organization“ fields. The entry fields of the „Business card“ tab are described in the user guide.
- ▶ Change to the „Basic settings“ tab. Please enter the name of the new P.O. box here. You will see later this name 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. Then 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 also allows you to create a software certificate which will then be used for encryption and decryption. The entry fields of the „Basic settings“ tab are described in the user guide.

- ▶ 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 will be displayed. In this case, please correct your entry and click on „OK“ again. 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, as you can see from the message in red writing displayed 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 was not set up on the server.
- ▶ Now the PIN entry window opens. Please enter the PIN of the certificate for encryption and decryption that belongs to the new P.O. Box.
- ▶ After entering the correct PIN, the P.O. Box window opens. Once your P.O. Box has been activated for participation in emissions trading, you can receive, create and send messages.

## 5.8 Structure of the application

The following figure offers an overview over the mode of operation of DEHSt VPSMail and the server components involved. More details are available in the user guide.

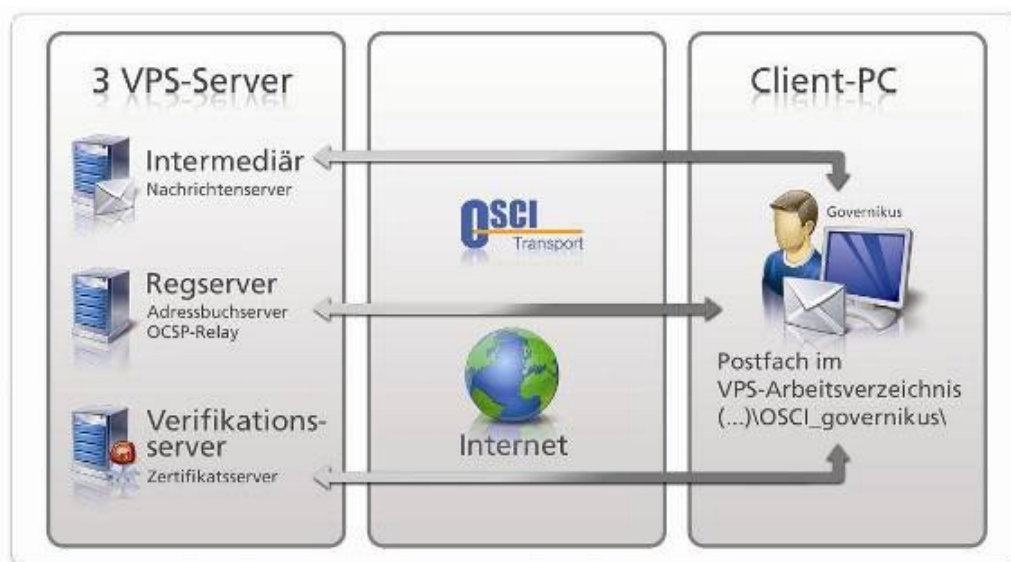


Figure 10: Data transfer between client and server

## 6 Uninstalling the application

### 6.1 Uninstalling the installer version of DEHSt VPSMail

If you do not need the DEHSt VPSMail application anymore, it can be uninstalled.



**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.“ Alternatively, you can uninstall the application by executing the .msi file again.

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 11: Starting the uninstalling process

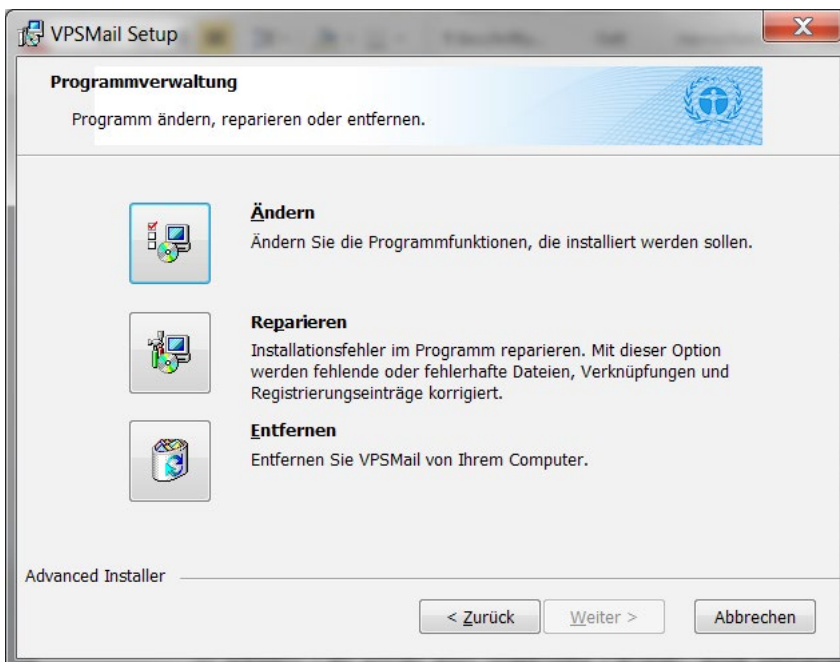


Figure 12: Select the uninstalling process



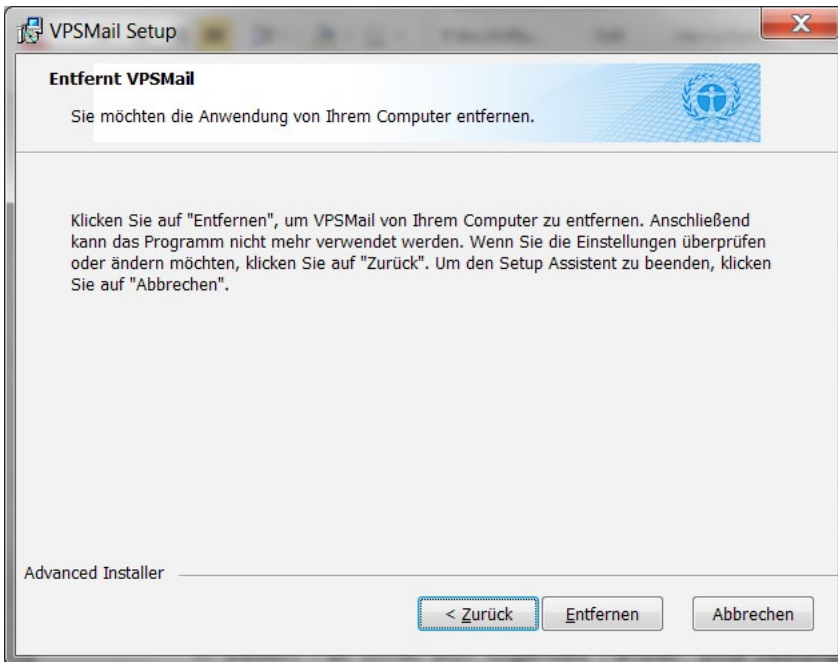


Figure 13: Start uninstalling the application

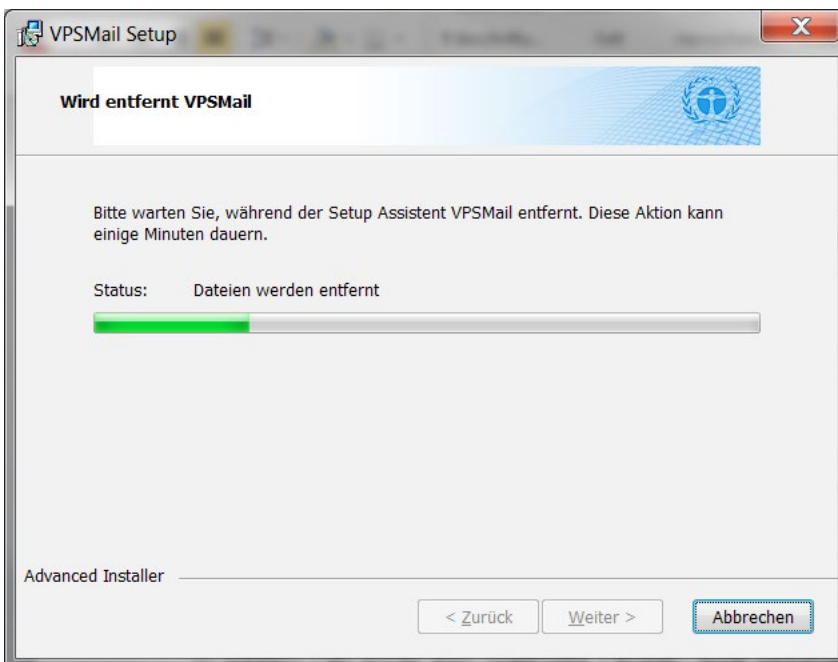


Figure 14: Uninstalling the application

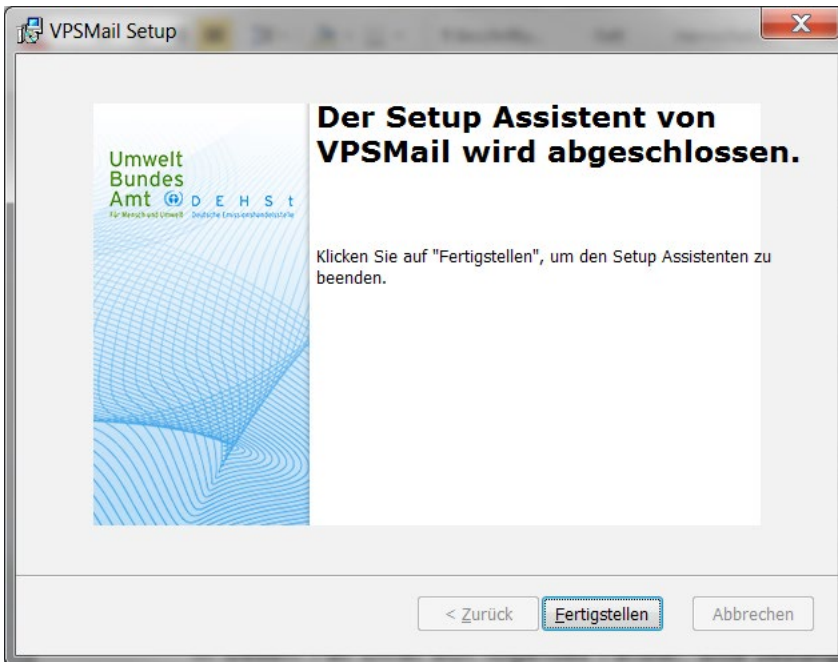


Figure 15: Uninstalling the application complete

When the uninstalling process has been completed, click on the „Fertigstellen“ (Finish) button to close the window.

The application has now been removed from your computer and the start menu entry was deleted.

## 6.2 Uninstalling the application in Java Web Start

If the Java Web Start version of the DEHSt VPSMail application is installed on the computer, it is recommended to uninstall it.

To uninstall a Java Web Start application, the Java Cache Viewer has to be started from the Java Control Panel.



Figure 16: Opening the Java Control Panel and the Java Cache Viewer

Under Windows:

1. Open the control panel.
2. Windows XP: Open the Java Control Panel by double-clicking on the „Java“ button.
3. Windows 7: Click on „Programs“ or change the view under „Category“ from „Large icons“ to „Small icons“ and click on the „Java“ button.
4. Select the „General“ tab.
5. Click on „View...“ to open the Java Cache Viewer.

Under Linux:

1. Start a console or press Alt-F2.
2. Enter javaws -viewer and press Enter. The Java Cache Viewer opens.

Select the respective application and click on the red cross to delete.

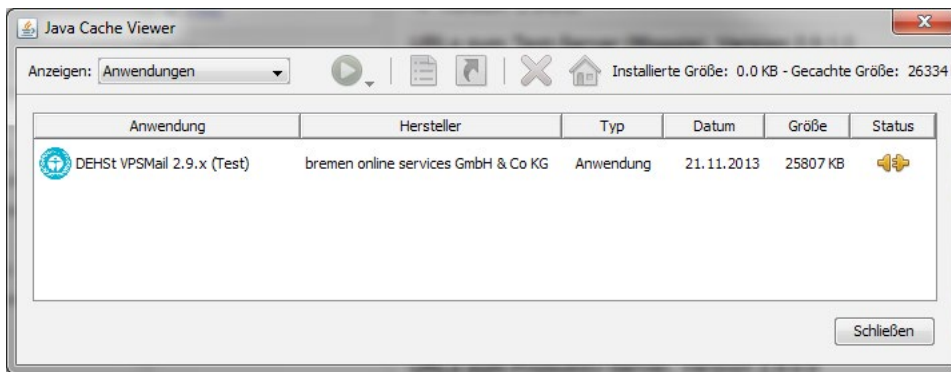


Figure 17: Java Cache Viewer – application manager (example)

The application is removed and is now listed under deleted applications. If there are any shortcuts for the Java Web Start application (for example on the desktop), these are also deleted.

## 7 Troubleshooting

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

Support area on the website of Governikus KG:	<a href="https://www.governikus.de/support-undtechnologie/support-dehst/">https://www.governikus.de/support-undtechnologie/support-dehst/</a>
FAQ on the DEHSt website:	<a href="http://www.dehst.de/FAQs-VPS">www.dehst.de/FAQs-VPS</a>
DEHSt website (English):	<a href="http://www.dehst.de/EN">http://www.dehst.de/EN</a>
e-mail Governikus KG customer service:	<a href="mailto:helpline@governikus.com">helpline@governikus.com</a>
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Governikus KG customer service by telephone:	+49 (0) 421 204 95–900
DEHSt customer service by telephone:	+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 much detail 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

#### 8.1.1 Installation of the application

The default setting for the installation directory is the local program 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.

#### 8.1.2 Storage of the messages

All sent and received messages are stored in the working directory... \osci\_governikus\

The file systems FAT and NTFS that may be used under Windows only support file paths of up to 255 characters. The length of the entire path within the VPS working directory \osci\_governikus\ is 126 characters plus the file name for files to be received. It is therefore recommended to place the working directory at the highest-level directory of the selected drive.

It is important to include the working directory in a backup concept, since the data provide proof for the sending and receiving of messages.

#### 8.1.3 Storage of log-information

Note:

After the installation and the start of the application, log files containing information about the installer and the application will be 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.). The information in this log file is comparable to that of the Java Web Start console.



**Note:**

If any problems occur while using the application, the log files can be used 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

The DEHSt VPSMail application recognizes when a proxy requiring authentication is used. In this case, the user can enter the login details in a dialog window.

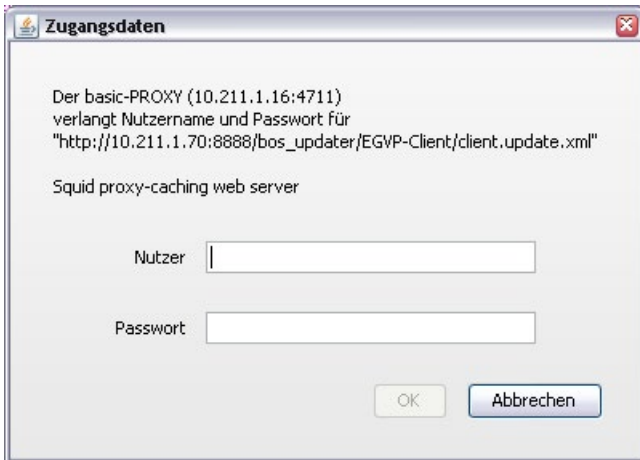


Figure 18: Login details for proxy server authentication

## 8.3 No connection to the download server

If there is a problem with the network connection when starting the application, so that 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.

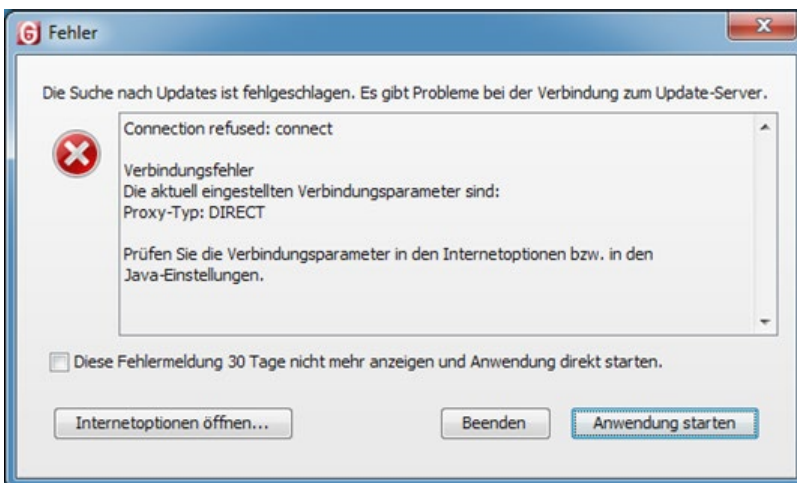


Figure 19: Connection error (example)

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