USER GUIDE

DEHSt VPSMail Version 3.3.0

Umwelt Bundesamt

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1 Legal and other information

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In case you notice mistakes in this document or if you have suggestions for improvement you can send an e-mail to: emissionstrading@dehst.de

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2 About the electronic post box application

DEHSt VPSMail is an easy to use communication tool based on the software Governikus COM Vibilia and the "Virtuelle Poststelle des Bundes (VPS)", which means virtual post office of the German federation based on Governikus. DEHSt VPSMail allows a secure and legally binding communication via Internet for you and your clients. Data confidentiality is guaranteed by reliable encryption. If required or desired, you can use different levels of electronic signatures.

> **Note**: Hard- and software requirements, as well as installation und de-installation are described in the manual `DEHSt-VPSMail-Installation-Guide.pdf`

2.1 Legally binding communication

Data transfer

Online Services Computer Interface in short OSCI is a standard for secure data transfer in Germany and is becoming more important in Europe. The application transfers data in form of OSCI messages. This guarantees authenticity, integrity, non-refutability and confidentiality during the communication. By using protocols and receipts a digital "registered mail with return receipt" can be realised. The electronic post box encrypts every message "end to end" with respect to the data protection.

Certificate management

The application uses keys for encryption of OSCI messages. The approved certificates of these keys are also used for message addressing.

Registration

To communicate with DEHSt VPSMail you have to register your business card data at a central registry. With this data you will be recorded to the centrally stored address book (directory service), thus it will be possible to select you as a recipient. Registered clients will only see recorded service providers as available receivers in their address book. By contrast, the last named will see all occupants, clients as well as service providers

Access

To install the Java program DEHSt-VPSMail on your computer an installer is provided. According to your role in German emission trading as operator, verifier or auditor your DEHSt VPSMail access needs to be activated by DEHSt. Further information is available at http://www.dehst.de

Process of communication

Data will be changed between clients (e.g. citizens) and service providers (e. g. administrations) in form of messages. Clients and service providers can both be sender as well as addressee.

The application will display data within a message after acquisition or transfer. Then the dispatcher can sign the message electronically if applicable and send it – converted into the OSCI format - to the OSCI Manager.

The OSCI Manager

- checks transport signature and certificates,
- builds a routing slip and,
- keeps the message ready for the receivers fetch.

The addressee can now use the electronic post box or any other OSCI tool to download the information. Therefore the message will be converted to OSCI format again. Communication between contacts will proceed basically in the same way.
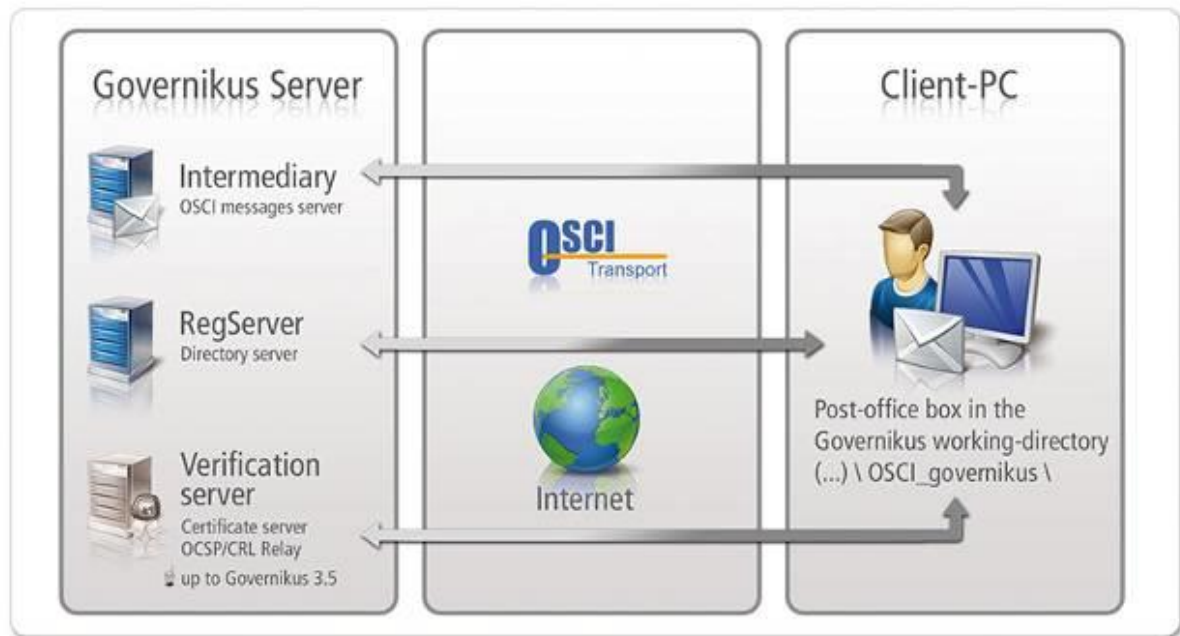
Figure 1: Data traffic between client and server

2.2 The post box application DEHSt VPSMail

The electronic post box was designed to assist the unstructured communication within the emissions trading. As a client application its intention is to exchange data with other post box clients via the OSCI Manager. There are different kinds of clients for the specific role of communication: operator, verifier, auditor, and lawyer. Information on tested signature cards and card readers can be found in the installation guide.

2.3 Further information

If you like to get further information, please visit our English website:

http://www.dehst.de/EN/Home

You achieve product descriptions, references and operating manuals for registration server carrier by the Governikus KG, the producer of the electronic post box. Find additional information about Governikus GmbH & Co. KG. (Governikus KG) at the following website address: http://www.governikus.com

A German website is also available provided by the OSCI control centre:

http://www.osci.de

3   User interface

The application's layout resembles Microsoft Outlook. The user interface comprises a management dialog for sent and received messages.

If required more dialogs open after the appropriate user activities, e. g. the login window when launching the application, a dialog to build new messages and another to define the individual P.O. Box preferences. The essential elements of the management dialog are the toolbar, the P.O. Box bar, the message area, and the tab bar.
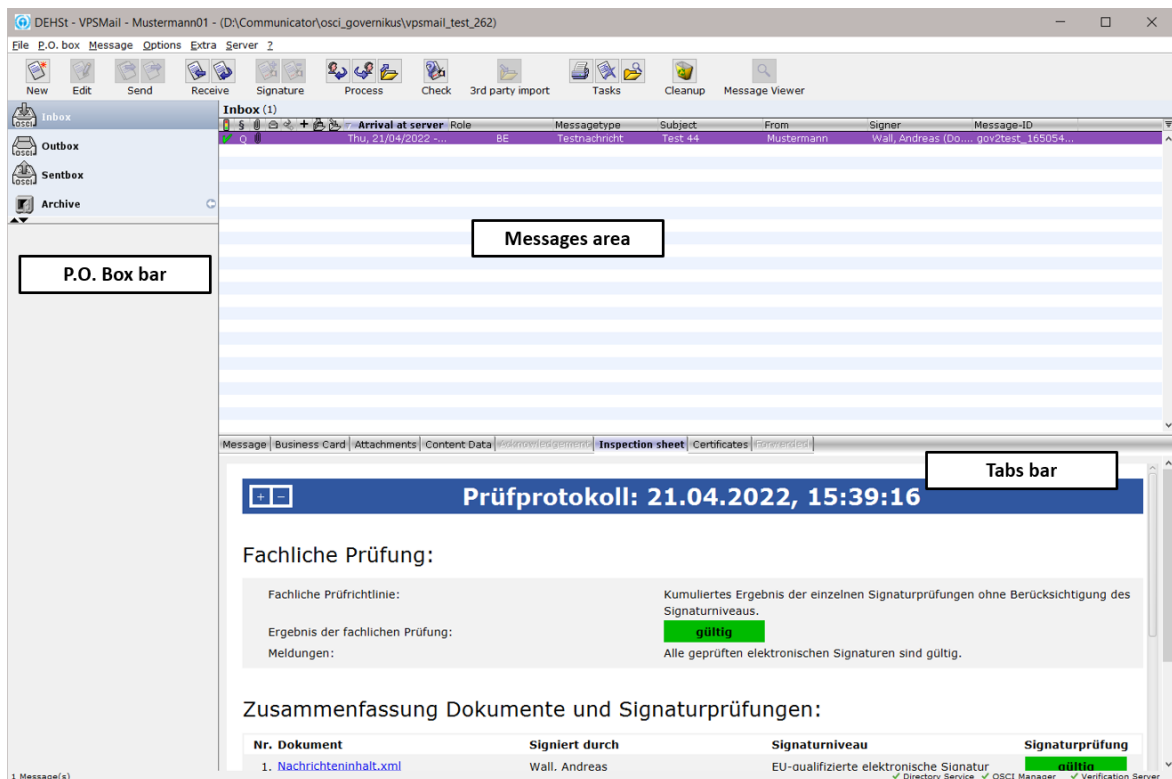
Figure 2: User interface

The toolbar

With the help of the toolbar buttons you can create, edit, and handle messages. The same functions are available with the "Messages" menu.

The P.O. Box bar with status section

The P.O. Box bar is located at the left hand side of the user interface and allows the choice of the "Inbox", the "Outbox", the "Sentbox" and the "Archive". The selected box will be shown highlighted in colour and the name of the respective post box will be displayed on top of the message section. The status section is situated at the bottom of the P.O. Box bar. The vital automatic functions will display process bars in this section while running.

The message area

This part of the management dialog contains the major data of the created, sent, and received messages. Depending on the post box shown different information is placed in a table. For the description of the numerous columns refer to chapter "The message area".

The tab bars

Nine different tabs display all information available for the respective message. Select a row in the message table to choose a note and click in the lower half of the dialog on the tab you want to see. Keep in mind, that depending on the active P.O. Box only certain tabs are enabled. The description of the several tabs can be found in the chapter "The tab bar".

Status section

In the lower part of the P.O. Box bar the status section displays the progress of currently running functions. This is useful to control several automatic functions operating at the same time. The symbols ▲ and ▼ can increase, reduce, or fade out the status section. A displayed progress bar of a running function offers you the possibility to abort the progress using the ⊗ symbol.

Simultaneously another progress symbol ✳ will be displayed in the upper part of the P.O. Box bar next to the respective basket, if a function is active (e. g. receiving messages in the inbox).

3.1 The message area

The message area contains a table showing various information. Depending on the displayed post box - inbox, outbox, sentbox or archive - different columns are displayed. The meaning of the columns is described below.

Column traffic light 🚦 in inbox - Verification result of the OSCI message

This inbox column gives a short overview of the signature and certificate verification result. Possible icons are:

- ✔ All exams have passed with a positive result.
- ⚠ At least one of the checks could not be accomplished.
- ⊗ Minimum one of the executed exams passed with a negative result.

This is only the result in brief. Change to the tab "Inspection Sheet" for more details.

> **Note**: For nested messages (identifiable with the plus-sign in the respective column) the inspection sheet shown in the tab bar refers only to the outer message. Therefore the result-symbol can differ from the result within the inspection sheet.
>
> For further information about inner messages you have to open the Message Viewer. More advice for using the Message Viewer is given in chapter 5.8.

Column Information ℹ in outbox and sentbox

This outbox column displays the current message status. The outbox can display the following icons.

- ✳ Message is being sent just now.
- 🔴 This message still has to be signed according to the designated signature level.
- 🔑 Message was signed according to the designated signature level.
- ✎ The message is being edited right now.

Otherwise this column in the sentbox will show you whether the message was received by the addressee (no symbol) or not (![]). This means delivery is completed; the message was stored completely to the virtual post box at the OSCI Manager. For the observation of deadlines the entrance at the OSCI Manager is authoritative. This is independent of the active message collection by the receiver, e. g. with his client application.

Column signature level §

The column signature level will be marked by the paragraph symbol. For every message the predetermined level of certificate is displayed:

- (**Q or A**) stands for a qualified signature level (should be used for communicating with DEHSt)
- No level means no need for a signature.
- No item means that there is no need to sign the note. The created message cannot be sent unless it is not signed with at least the necessary signature level.
- Every message has to be signed with a qualified signature card (Exception: Informal message).
- For further information take a look at the published FAQ on the website of the DEHSt.

Column Attachments (paper-clip icon) ![]

This column informs you if the information contains an attachment.

Nested message ✛

The plus symbol indicates that the respective message contains forwarded messages. A double-click opens the message to investigate its inner messages. Hierarchic messages can also be opened with the help of the toolbar function "Message Viewer".

> **Note:** To view inner messages within the outbox you have to use the toolbar button, because double-clicking will open the edit dialog for messages not yet signed.

Column export ![]

In case the message was exported, a blue arrow (![]) will be displayed in this column in the inbox.

Column import ![]

In the "inbox" (only for service providers) and "outbox" the symbol ![] shows, that the message has been imported. Messages displayed in the "inbox" have been exported from another P.O. Box. Contrarily, messages imported to the "outbox" have been imported from a third party software in order to be sent by the client DEHSt-VPSMail. In case the dynamic data transfer could not import the message properly, it is marked with the symbol

![]. Additionally, the message is marked red to indicate the importing problem. Please use the "Reimport" function available in the context menu to correct the message.

Column replied/forwarded ![]

This column indicates with the respective symbol that the message was answered and/or forwarded.

Column (Un)read

The envelope shows the read status of the designated note in every post box. An open mailer shows a read and a closed one an unread message. Unread notes are also marked with bold types.

Column arrival at server

Within inbox, sentbox and archive the column "Arrival at server" with the receiving timestamp (date and time) will be displayed. Please note that this is the moment the message was completed on the OSCI Manager and not the moment of receiving the message in the application client. This time specification is the same as the one on the inspection sheet as well as the one on the transmission report, the sender will get after transferring to the OSCI Manager. By default all messages are sorted by date, meaning the newest message will be found in the first line. You can click on any column title to sort the table ascending or descending.

> **Note**: The OSCI Manager is the receiving device of the service provider. Thus the entry at this server is decisive to protect time limits.
>
> Compacted information of sent messages about entry time, message-ID, sender, receiver, and addresses is summarized within the so named acknowledgement.

Column message type

The column "Message type" contains the OSCI message subject according to the inspection sheet. The characterisation will help to find notes of a special content or function.

Column role

This column indicates the receiver's role (operator - OP, verifier - VE, auditor - AU, lawyer -LA, regional authority or DEHSt).

Column subject

This column shows the respective contents of the subject field.

Column "From" and "To"

The inbox will show the column "From" with the name of the sender, the other boxes point to the column "To" with the receiver of each message. The columns content consists of name and organisation. The archive contains both columns.

Column message-ID

The OSCI Manager gives definite identification markings for every message, shown in the ID column in all post boxes. By default all messages are ordered by date, meaning the newest note will be found in the first row. Click the title of the ID column to sort the table ascending or descending by ID. To reorder the table you can click the column title. The data can be sorted by name and first name in ascending or descending order.

> **Note**: The ID of a message is part of the folder name, build for every note received or sent in the application directory. Cp. definition of the working directory and OSCI filing within the file system

Column signer

The column appears in every post box, showing the signers name for each message. Together with the signer the time of signature is displayed. In case of having several signers, these are sorted by signature date and time. To see the certificates of each signer refer to the "certificates" tab. Already signed notes within the outbox are also recognisable by the signature symbol. Click the table title to sort the data in ascending or descending order.

Column created

This column is only displayed in the outbox and shows the creation time of newly generated messages that have to be sent.

Column source

Because the archive will contain incoming as well as sent messages this column will show the source of the message's origin:

- messages received
- messages sent
- messages sent and received

3.2 The tab bar

This chapter describes the information provided by the tabs "Message", "Business card", "Attachments", "Content Data", "Transmission Report", "Acknowledgement", "Inspection Sheet", "Certificates", and "Forwarded" and which tab is enabled in the respective post box.

Message

This tab is available in all P.O. Boxes. The content of each message will be shown in the same way it had been entered in the message dialog. Therefore sender and receiver in DEHSt have the guarantee to see the note in the exact same manner. The context menu in the tab offers the following operations:
- **Save as**: using the "save file" dialog
- **Print**: using the associated application

Business Card

This tab is available in all P.O. Boxes. The business card of each message shows the respective information (name, address) of the correspondent. The context menu in the tab offers the following operations:
- **Save as**: using the "save file" dialog
- **Print**: using the associated application

Attachments

This tab is available in all P.O. Boxes. This tab presents all file names of attachments, assigned to sent and received messages. With double-click the associated application (depending on the file

extension) will launch and show the content of each attachment. The context menu on each attachment offers the following operations on the attached file:

- **Open**: using the associated application, e.g. Governikus Signer, if available
- **Extract and open content of the PKCS#7 file**: For files that are signed enveloped, this option extracts the contained file and opens it in the application assigned with the file type.
- **Save as**: using the "save file" dialog,
- **Print**: using the associated application
- **Mail to**: with the default e-mail application

Forwarded attachments will not be displayed in this tab. Only the attachments of the outer message are available. For information about the inner messages and their attachments you have to open the ""Message Viewer.

Content Data

This tab is available in all P.O. Boxes. All files are shown that will be or have been signed with the help of the sign function. These are the real OSCI message files. The context menu on each file offers the following operations:

- **Open**: using the associated application
- **Extract and open content of the PKCS#7 file**: Only available for signed content data. For files that are signed enveloped, this option extracts the contained file and opens it in the application assigned with the file type.
- **Save as**: using the "save file" dialog
- **Print**: printing with the associated application
- **Mail to**: with the default e-mail application

Acknowledgement

This tab is available in tabs "sentbox" and "archive". This is the confirmation of receipt, containing all information returned to sender while sending the message to the OSCI Manager. The data e.g. the point of time, the message arrived at the OSCI Manager. The context menu in the tab offers the following operations:

- **Save as**: using the "save file" dialog
- **Print**: using the associated application

Inspection sheet

This tab is available in tabs "inbox" and "archive". With every message you will receive a routing slip (process card) created by the OSCI Manager containing the results of the signature and certificates exams. The client builds the inspection sheet using this routing slip. The context menu in the tab offers the following operations:

- **Save as**: using the "save file" dialog
- **Print**: using the associated application

Signed Attachments

This tab is available in tabs "inbox" and "archive". This tab is available, in case the OSCI message contains documents that were signed separately by the sender (PKCS#7). Then the results of the certificate verification are displayed here. The context menu in the tab offers the following operations:

- **Save as**: using the "save file" dialog
- **Print**: using the associated application

Certificates

This tab is available in all P.O. Boxes. This tab provides a brief overview of all received or sent certificates assigned to the message. The context menu on every role in the tab offers the following operations:

- **Online check**: The selected is validated via the Verification Server and an inspection sheet with validation result is returned and displayed in an own dialog window.
- **Details**: Opens an own dialog window for the selected certificate that show certificate details.

Forwarded

This tab is available in all P.O. Boxes. This tab is only active for nested messages and displays the respective OSCI message. The context menu on each file offers the following operations:

- **Open**: The file in this tab is of type `osci`. Usually there is no default application associated with this file type. When asked, how to open the file, you can choose any ASCII editor.
- **Save as**: using the "save file" dialog
- **Print**: using the associated application
- **Mail to**: with the default e-mail application

This tab will always show only one inner OSCI message. For information about all inner messages you have to open the "Message Viewer".

4 P.O. Box handling

In this chapter we will show you how to create a new or edit or open an existing post box and how to close or delete a P.O. Box after working with it. Furthermore we explain the functionality of the main menus.

4.1 P.O. Box establish

To create new post boxes follow the next steps:

- Click "New" within the sign-in dialog or choose the "P.O. Box" menu item "New"
- Role selection: To establish a P.O. Box it is mandatory to define a role for your communication with DEHSt. The window "Select role" is displayed. You can choose between different roles: Please mind that the selection of a specific role cannot be undone. If you want to communicate with DEHSt in a different role you have to establish a new P.O. Box.
- You will reach the "Settings" dialog with two tabs: "Business card" and "Basic settings". First enter all personal information to be sent later with every message to the addressee. Change to the second tab and insert the name of the new post box. With this your mailbox will be shown in the login dialog. Set up the certificate for encryption name associated with the P.O. Box. Define the possibility to enter the PIN on your computer's keyboard or the card readers integrated PIN-pad. For further information about the input boxes on these tabs refer to chapters "Tab business card" and "Tab basic settings".
- After finishing your inputs press "OK" and plausibility checks will verify the data. In case there are faults, the respective tab and an error message will be displayed. Please correct the input and click "OK" again. Please ensure that your computer is online before you click the button.
- Now the "Ciphering-PIN-Entry" dialog opens. Enter the PIN of the selected decoding certificate into the particular area.

- After authenticating yourself with the help of the correct PIN the main dialog will be displayed. Now you can receive, create and send messages with DEHSt.

4.1.1 Tab business card

In the first tab of the settings dialog your personal data can be entered. This data will be sent to the receiver with every message.

Figure 3: Tab business card

The tab key is a comfortable possibility to jump from one field to the next. Field names of mandatory fields are displayed in red. After filling the input box the colour of the field name will change to black. The different fields are described below.

4.1.2 Input fields

The various business card fields are described in the following table.

Table 1: DEHSt-VPSMail business card field description

Field name	Mandatory	Description	Length
Organisation/ **Organisational unit** **Career**	Yes	Enter your job title or type the organisation or organisational unit. The data will help the addressee to assign the message to its purpose.	255 char.
Form of address	No	Enter your favoured form of address.	10 char.
Title	No	Enter your title here	20 char.
First name	Yes	Enter your first name	255 char.
Surname	Yes	Enter your surname	255 char.
Street	Yes	Enter the name of the street you live in	255 char.
Street number	Yes	Enter the street number of the house you live in	10 char.
Country	Yes	Use to drop down menu to select your country	Selection
Postcode/ZIP	No	Enter the postal code here. The validation depends on the selected country	Depends on the selected country
City	Yes	Enter the name of the city	255 char.
E-mail	Yes	You can enter an alternative e-mail address here. Other DEHSt users can see your business card data in the address book	255 char.
Mobile phone	No	You can your mobile phone number. Other DEHSt users can see your business card data in the address book	25 char.
Phone	Yes	Enter your phone number	25 char.
Fax	No	Enter your fax number	25 char

4.1.3 Basic settings tab

Among others the second tab page is to define the name of your P.O. Box and to configure the encryption certificate. With the help of the tab key you can jump from field to field. Mandatory fields are marked red.
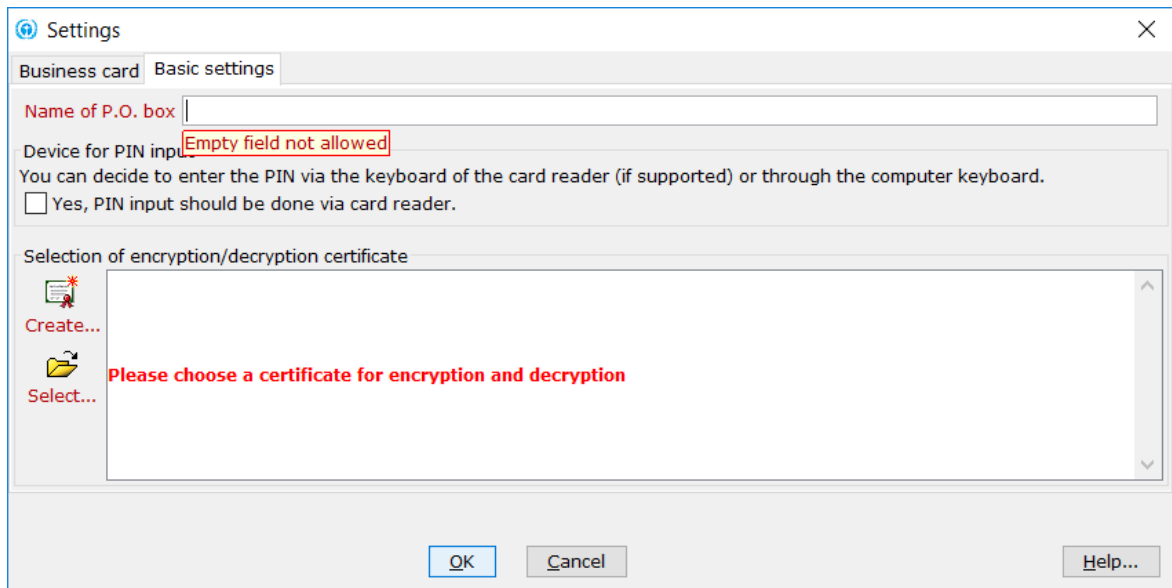
Figure 4: Tab basic settings

4.1.4 Input fields

The various basic settings fields and buttons are described as follows:

Name of P.O. Box

The post box name is mandatory, insert a name with a maximum of 30 characters. The name of the post box will not be transferred to the global VPS address book. It is for internal use only and will be shown when opening the post box or as dialog name of the application window.

Device for PIN input

Activate the check box, if you want to enter a PIN with the card reader's PIN pad, containing the respective smartcard. Only class 2 (with PIN pad) or class 3 (with PIN pad and display) readers are supported. This cannot be granted with all assisted card readers.

Selection of encryption/decryption certificate
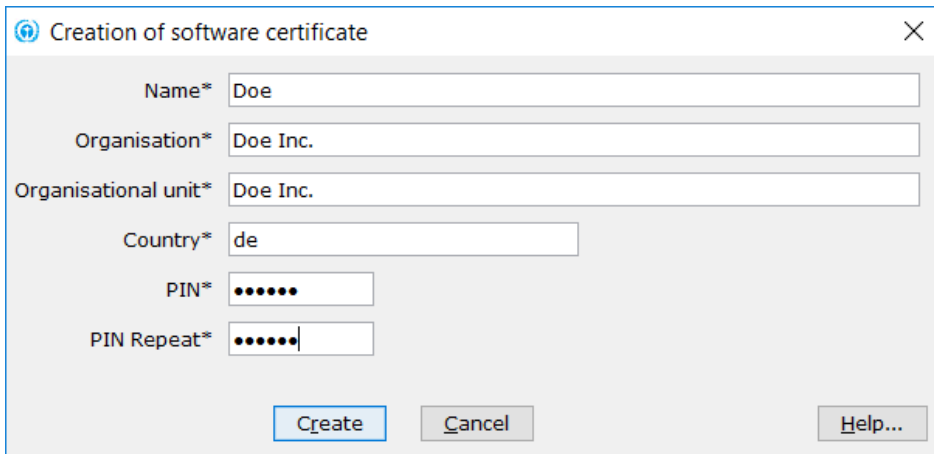
For your authentication during the registration of your electronic mailbox and for fetching messages an encryption certificate is needed. Only software certificates are allowed for the DEHSt-VPSMail client. You can either select an existing software certificate or you can create a new one. If you want to create and use a new certificate click on the "Create …" button.

We recommend creating a **new** certificate for **every new** post box to prevent any confusion of certificates. If for example several post boxes are created with the same certificate, the certificate data is only valid for the post box created last. If, for example, two post boxes were created with the same certificate the following scenario is possible. If the post box is deleted that was created last, the still existing post box can no longer be used.

Creating a software certificate

For message sending you need an encryption certificate in VPSMail. A dialog will be displayed showing name, organisation, organisational unit, and country defined within the business card. Please don't change this data because it would be result in a discrepancy

between the data of business card and certificate! You have to define a PIN for the certificate. The PIN must have a minimum of 4 digits and you have to confirm the PIN by entering it a second time.
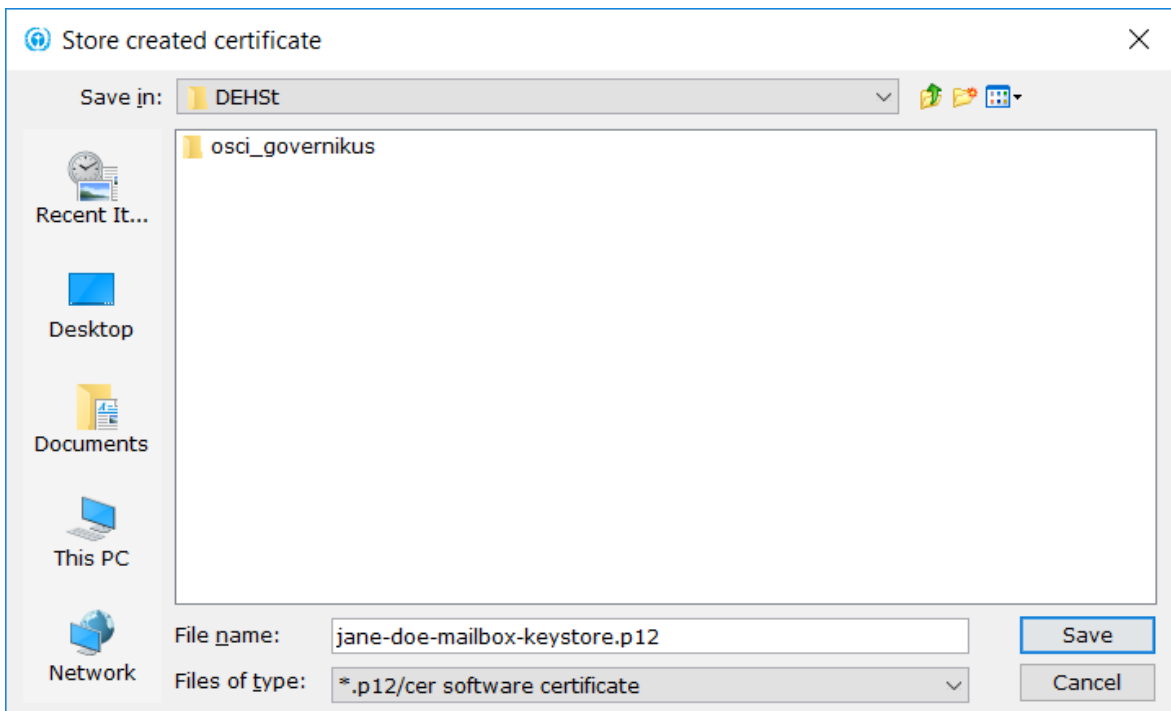
Figure 5: Dialog creation of electronic signatures

The "Create" button presents the file explorer. Label the certificate and select the target folder.

Select software certificate

To select an existing electronic signature click the "Select" button. The file explorer shows up and you can select the respective certificate by marking it and clicking "Choose". You will see a window that gives you information about the validity of this certificate. Please note that a post box with an invalid certificate cannot send new messages. For further details have a look into chapter 5.1.2.1.

Figure 6: Dialog for storing created certificate

If you choose an encryption certificate that ran out of date, you will get a hint, that this is not possible. Please choose a certificate that is valid instead. You can either choose one or you can create it with the function "Create".
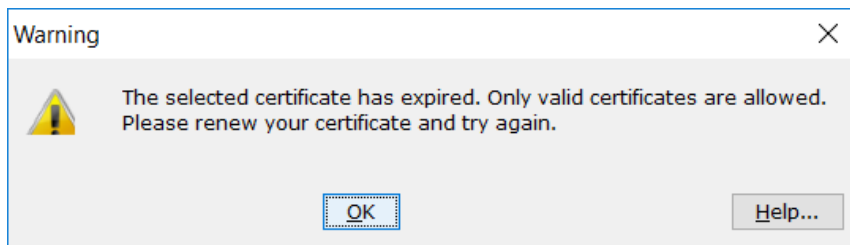
Figure 7: Warning dialog about an expired certificate

If your encryption certificate will run out of date, you will get a hint in time, so that you can renew your certificate. With certificates that have run out of date, you are not able to send messages any longer.
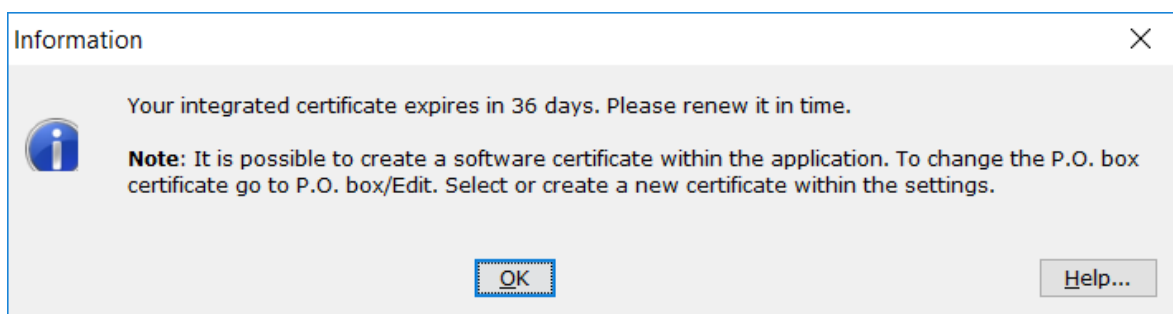
Figure 8: Encryption certificate expires soon

4.2 Open a P.O. Box

In case it is not the first time you start the application and various post boxes exist, the dialog "Select P.O. Box" appears on launching the application. You can also choose the "Open" option within the "P.O. Box" menu. Now select an existing post box from the list or create a new one:

- Mark a P.O. Box and click "Open". This button will only be enabled when choosing a closed post box.
- The "Ciphering-PIN-Entry" dialog will appear and you have to fill in the PIN of the respective certificate.
- After entering the correct PIN the application window will be displayed, ready to create, edit, and receive messages.

With choosing the menu entry within the working application, you are able to switch between several P. O. boxes. However only one P. O. Box can be opened at once.

Instead of choosing an existing P.O. Box you can create a new one by clicking on "New".

The "Cancel" button closes the "Select P.O. Box" dialog, showing up the last active post box in the application window or none, if any box was selected before.

4.3 Edit a P.O. Box

Choose the "Edit" option in the P.O. Box menu and the settings dialog for the active post box will be displayed. You are able to change all specific parameters, e. g. your personal

data (business card) or the name of the box and the assigned certificate. You can define another kind of entering the PIN for the supported card readers as well. For further information how to set up the P.O. Box properly please refer to chapter 4.1.Please confirm your changes by pressing the OK button followed by a red writing which displayed the entry of changes in the directory service and the OSCI Manager.

Differing entries in post box certificate and business card

In case you made entries in your business card that differ from those contained in the post box certificate a warning is displayed. We recommend to adjust those entries for ensure a unique identification by DEHSt. A discrepancy can lead to blocking your post box by DEHSt.
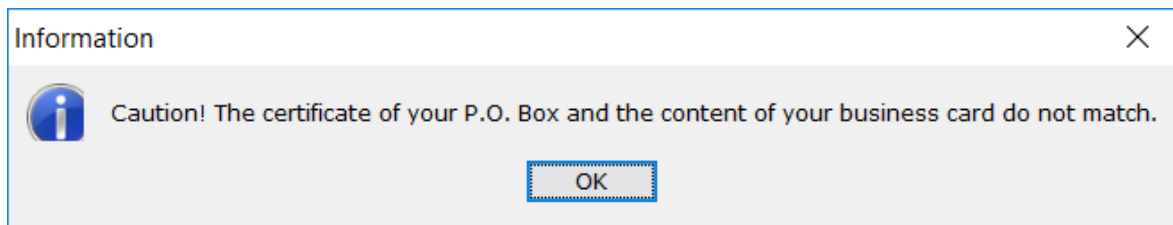
Figure 9: Differing entries in post box certificate and business card

4.4 Close a P.O. Box

You can close the active P.O. Box by selecting the menu option "P.O. Box" | "Close". Open another post box or close the application afterwards. You also have to close the active P.O. Box if you want to delete it.

4.5 Delete a P.O. Box

If you need to delete a post box select the "Delete" option within the "P.O. Box" menu. The window "Select P.O. Box" will be displayed first. Choose the post box you want to delete and click "Delete". The button will only be enabled on not active boxes.

The post box will not be deleted until you have entered the correct PIN of the respective certificate. Please ensure that to delete the P.O. Box

- all messages in the outbox must have been sent,
- the box must be closed,
- eventually the PIN must be entered,
- all stored messages must have been received and
- the computer must have an active Internet connection.

4.6 Uninstall a P.O. Box

After deleting the application's last P.O. Box, the user will be asked if he want to delete the application as well. If the P.O. Box was deleted in order to create a new P.O. Box, this question shall be answered "no". Otherwise with the confirmation all properties, java preferences and files will be deleted.

However, after answering the prompt for confirmation with "no", the application may still be deleted using the file menu option "Clean up and quit". This menu item is only enabled when no P.O. Box is installed and will delete the application and close the client immediately.

> **Note**: When using different clients based on the Governikus Communicator Framework, this function will only delete files used by the respective client and not by the other ones.

4.7 General functions in the "Options" menu

E-mail notification

By selecting this feature you can decide whether you want be notified by e-mail if a message for you is available on the OSCI Manager. Activate the check box and enter the e-mail address into the enabled input field to turn on this function. In case more than one address shall be informed you have to define a mailing list.

Receive automatically

Choosing this option will display the window "Receive automatically". Define the interval in minutes how often DEHSt shall check the OSCI Manager for messages and pick them up automatically.

Delete automatically

Clicking this option displays the window "Delete automatically". This dialog offers you the possibility to automatically delete the local stored messages from inbox and/or sentbox after a defined number of days.

The messages and there attachments will stay in the archive nevertheless. You cannot define a period less than one day.

Import preferences - 3rd party

With providing the generic import interface for business data the DEHSt-VPSMail offers an interface for suppliers of custom software to pass content data including attachments. The DEHSt-VPSMail imports this data and converts it to OSCI messages, showing these within the outbox.

Before the first use of the 3rd party data-interface some settings have to be made. The menu item "Import preferences" displays the adjustment window for the import. As a user you have to change to the "3rd party" tab. Three subfolders, "Messages", where the DEHSt-VPSMail will look for data to import, `DefectiveMessages` for messages, that could not be imported, and `SentMessages` to store the confirmation receipts, will be created automatically.

Automated import is possible as well. Activate the check box and define an interval in minutes, how often the application will check the exchange directory. When an automated import is defined, you can also configure, if you like to see error messages of import failures or if the default log.txt from in the `DefectiveMessages` folder is sufficient.

Source: The interface for suppliers of custom software is described in the document "Import interface for business data in Governikus COM Vibilia ". This document is provided by Governikus KG. To receive the document, please contact the technical support.

3rd party import without exchange folder ("dynamic data transfer")

The dynamic data transfer offers transferring content data and attachments without defining an exchange folder. Thus, you do not need to set up the 3rd party interface within the Governikus COM Vibilia. Please ask your business software supplier, what kind of interface is needed.

Export preferences

When choosing this menu item the dialog "Export preferences" with the three tabs "Inbox", "Sentbox" and "Archive" will be displayed. You can define whether messages shall be saved automatically into the folders defined here. A checkbox offers you the option to delete the successfully exported messages directly from the inbox or sentbox.

The export function for archived messages is more likely a moving into an archive data backup. For that reason you can differ between received and sent messages when defining the minimum age (days) of messages to move. E. g. you can configure to move received archived messages into the backup folder after 30 days.

Figure 10: Export preferences for incoming messages

To activate the export function for incoming messages you also have to define at least one of the shown rules for incoming messages: Looking at the status of the inspection sheet it is possible to configure, which mails have to be exported by the application. You can configure to place the exported messages into subfolders depending on the verification status, but you must not activate the respective checkbox, if you want to import these messages into another Governikus COM Vibilia client.

> **Attention**: The settings in the "Archive" tab only apply to messages in the archive. The messages still situated in inbox or sentbox are not affected.

> **Note**: You can define the number of days, after which the message have to be moved from the archive into an external folder. These settings can differ between sent and received archived messages.
>
> Messages that are sent and received will be moved with the first applying rule.

Without defining a folder for received messages and a rule, the function cannot be activated.

Re-enable disabled dialog boxes

Many message boxes within the electronic post box do have a check box called "Do not ask this question again". With clicking these check boxes the respective message will be disabled without any failure for the application.

With the help of "Re-enable disabled dialog boxes" in the "Options" menu all disabled message boxes will be shown again, like with the first application launch

4.8 Functions of the "Extra" menu

Debug mode de-/activate

Activating this function will force the application to log every activity within the post box from starting this feature until stopping the mode. You can deactivate the logging by selecting the menu item a second time or closing the application. At this point an automatic e-mail with your default e-mail application will be generated containing the logged information as attachment. The e-mail form will ask for more information which may be helpful to analyse the problem. Please answer these questions and send the e-mail to the stated addressee. You can see that the debug mode is active, because in the down right corner the red text "You are in the debug mode. …" will be shown and in the "Extra" menu the item "Debug mode" is signed with a check mark.
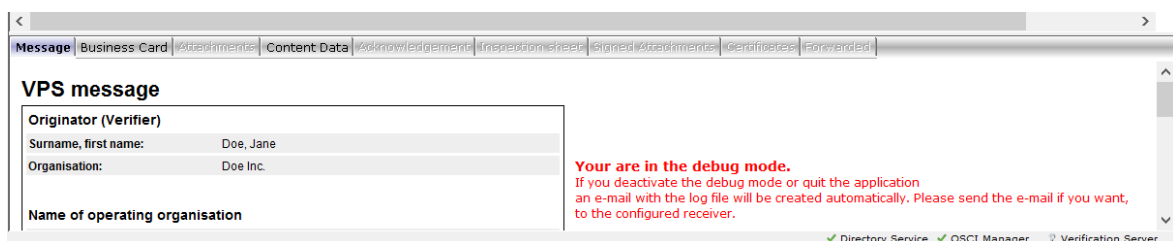
Figure 11: Debug mode activated

Search card readers

This function was removed as of release DEHSt-VPSMail 2.8.0.0. If the card reader does not respond, stop the application, unplug the card reader, after 60 plug-in the card reader, and restart the application.

Address book

Selecting this menu item will display the "Address book" dialog. Here you will find all persons and institutions listed, to whom messaging with the electronic post box application is possible. You may choose between the tabs "users" and "favourites".

- In the tab "users" input fields at the upper part of the window you can enter several criteria concerning the respective addressee. The results of the search are shown in the browser below. In case no search criteria have been selected the whole address book will be shown.
- With the help of the arrow buttons you can skip between the address book pages. Narrow down the result by entering more search criteria.
- The tab "favourites" offers an overview of your preferred users. Therefore you have to mark the users on the corresponding tab and add them with the button "add to favourites". You can also confine the selection with selection criteria and navigate through the pages with the arrow buttons
- A detailed description of this function is available in the chapter 5.1.2.
- You can navigate between several address book pages by using the arrow buttons. The numbers shown in the information index will picture, which page is actually shown and how many addresses fit to the search criteria.

> **Note**: The entry in the free search is matched to all entries and finds the search input in the beginning in the middle and the end of all strings. Example: a recipient search for the name "Smith" not only finds all entries containing "Smith" but also for example "Blacksmith" or "Smithonian". Hence you do not need wildcards in search entries. The search is case insensitive. If no search string is entered all contained recipients are diesplayed.

Create certificate

This option will display the "Creation of software certificate" window. The description of how to create a new electronic signature is described in chapter "Tab basic settings".

4.9 Server Menu

Different information about the application is available within the "Server" and the "?" menu. The server menu offers you information on all connected servers.

OSCI Manager

The "OSCI Manager" item displays a dialog containing all important details about the OSCI Manager to whom the application will connect. The OSCI Manager takes the function of the OSCI Manager within the OSCI transport. That means that the manager, as the central communication point between sender and receiver, checks the syntactically correctness of OSCI messages, provides the unique message ID and logs the communication.

- **URL**: Displays the Internet address, of the OSCI Manager.
- **CA certificate**: Shows the CA certificate of the OSCI Manager.

Directory service

This item offers information about the application's registration server. The directory service keeps all business card data and public keys of all registered clients.

The data shown in the Address Book depend on the connected registration server.

- **User ID**: Shows the unique ID registered to the active P.O. Box for the registration server.
- **Role ID**: Displays the role name of the DEHSt-VPSMail as selected when establishing the post box.
- **URL**: Displays the Internet address of the registration server.
- **CA certificate**: Shows the CA certificate of the directory service.

Verification server

This option shows the details of the verification server, which enables additional validation of certificates. The Verification Server validates signatures and timestamps.

- **URL**: Displays the Internet address where the verification server can be found.
- **CA certificate**: Shows the CA certificate of the verification server.

4.10 Menu "?"

This menu presents information about the application client itself.

Help

This menu item displays the online help where you can get further information about the application and its use.

Info

This menu item shows the information about the actual applications version.

5 Working with messages

This chapter will describe all functions listed in the "Messages" menu. You will be able to create, edit, process, send, and receive messages. Depending on the selected post box, different options are available.

Characteristics using the Message Viewer: Some of the functions described in the following can be processed not only in the main application but in the Message Viewer. The Message Viewer is only available for nested messages, marked with the plus-sign. The differences between the function in the main application and the Message Viewer are described in the respective chapter.

5.1 Create messages

With the dialog "Message to:" you can create new messages and store them into the outbox. To open this dialog you can use the toolbar button "New" or choose the option "New" in the messages menu. Field names of mandatory fields are displayed in red. After filling the input box the colour of the field name will change to black. The different fields are described below.

Figure 12: Message dialog

Button "Store to outbox"

In case all mandatory fields are filled, it is possible to store the edited note into the outbox. From here messages can be finished, e. g. signed or sent.

Check the new message by changing to the outbox in the P.O. Box bar and marking the respective message in the message area. You can now see the content data within the several tabs. Cancel the message without storing it to the outbox, can only be done by the escape key or with the "X" button on the right hand side of the title bar.

Button "Settings"

Click this button to define the default settings for the message dialog with the "Message – Presettings" dialog. All made settings will automatically be loaded when creating a new message but can be overwritten if needed.

Figure 13: Message - Presettings

You can define a default addressee by selecting the check-box "Yes, use following addressee as standard" and selecting the respective receiver from the address book. To open the address book you have to click the "@ Select" button.

Additionally it is possible to define a standard contact by selecting the check-box "Yes, use following contact person as standard" and filling in the respective data. The contact data is composed of the optional field's Surname, First name, telephone number, and e-mail address. Confirm your entries with "OK" or cancel with the respective button.

Drop-Down-Menu "Message type"

The message type stands for the context and can help the addressee to process the message. Therefore it is recommended to assign a message type to every message. E. g. it is possible to create allocation rules inside the receiver's organisation with the help of the possible message types. Thus, the sender has the role to assign the regards content by selecting the correct message type. Information which message type you should select you can find at DEHSt website in the guideline for the use of the Virtual Post Office.

Button "@ To"

When clicking this button, the address book window will be displayed. The address book is described in chapter "Select message addressee using the address book". Decide on the receiver and confirm with the "Select" button. The input field "To" will now show the addressee.

This field is mandatory, without a receiver it will not be possible to store the message.

Input field Reference - "DEHSt identification number"

In this mandatory field you have to enter the identification you got from DEHSt.

Input field Reference - "Subject" and button "Choose"

In this mandatory field you have to enter the subject of your message. The addressee can see this text first when the message will be displayed in his P.O. Box.

For some message types a number of pre-defined subjects are available. You can select one of the pre-defined subjects with the "Choose" button if it is enabled. Selecting a pre-defined subject will overwrite an eventually existing subject.

Contact for call backs

This set of input fields offers the possibility to enter the data of a direct contact person for possible call backs. Enter Surname, First name, direct dial and e-mail address. The contact person need not be identical to the messages author, or the signer, or the originator shown in the business card. By mean of button "Settings" you can automatically transfer a defined contact to every new message.

Tab "Operator/Facility"

This tab offers free text fields to enter information about the operator organisation and the facility.

Tab "Remark/Attachments"

The message itself can be inserted in the free text field "Remarks". Use the "Add"-button to display an explorer window that enables you to select and add one or more attachments. The chosen attachments will be shown in the "Attachment" field. The status row below will present the overall size on the left hand side (a maximum of 50 MB is allowed) and the number of added files (max. 50 are permitted) to the right. In case the allowed size is exceeded, a correspondent tooltip will appear and it won't be possible to transfer the message into the outbox. You can remove individual attached files with marking them by mouse and using the "Delete"-button or pushing the delete key.

Note about using special characters in attachment names

On assembling an OSCI message, VPSMail inspects the characters used in attachment names. Allowed visible characters are restricted to those listed in the table below.

Table 2: Allowed characters in attachment names

0	1	2	3	4	5	6	7	8	9							
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
S	T	U	V	W	X	Y	Z	a	b	c	d	e	f	g	h	i	j
k	l	m	n	o	p	q	r	s	t	u	v	w	x	y	z		
!	„	#	$	%	'	(	)	+	-	.	;	=	@	[	]	^	_
`	{	}	~	§	ß	ä	Ä	ü	Ü	ö	Ö					

Attachments with names containing disallowed characters are not added to OSCI messages, because they cannot be processed when received by the addressee.

5.1.1 Message templates

DEHSt-VPSMail allows creating templates for messages. These templates can be created individually.

Button "Save as template"

To save the actual message as-is as a new template click the "Save as template" button.
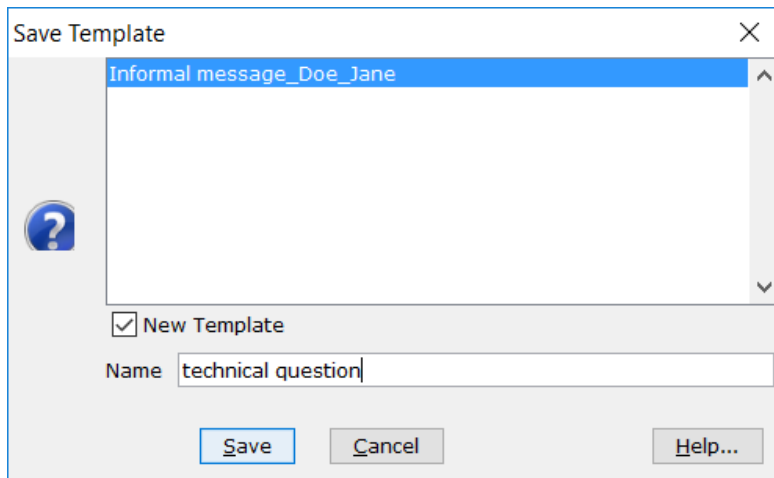
Figure 14: Save template dialog

In case of existing templates the dialog offers overwriting the topmost template in the template overview shown. To create a new draft select the check-box "New Template" and the input field "Name" will be activated. Enter a meaningful new name or confirm the suggested name composed of message type and contact name.

Click the "Save" button to store the template. If you entered an existing template name for the new template or didn't select the "New Template" check-box, a prompt for confirmation for overwriting of the already existing draft will be presented.

You can close the dialog without loading a template with the "Cancel" button.

To change a special template "load" this template with the respective button, change the message data and click the "Save as template" button. The name of the previously selected template will be proposed and the loaded draft will be overwritten with the "Save" button. Alternatively a new draft can be created by selecting the "New Template" check-box and modifying the template name.

Button "Load template"

This button opens the "Load template" dialog where a previously saved message template can be selected. Mark the template you want to load and use the "Load" button to close the dialog and fill the respective fields with the template data. It is possible to overwrite the data. You can close the dialog without loading a template with the "Cancel" button. At least one template is needed to enable the button "Load template".

Button "Delete template"

To delete unnecessary templates click the "Delete template" button. The respective dialog will be displayed, where you can mark the template to delete and erase the draft with the "Delete" button. You have to approve the prompt for confirmation to delete the template. You can close the dialog without loading a template with the "Cancel" button. At least one template is needed to enable the button "Delete template".

5.1.2 Select message addressee

The dialog "Select message addressee" shows all possible receivers by displaying the respective business cards stored in the Directory Service. Here you will find all persons and institutions to whom messaging with DEHSt-VPSMail is possible. This window will be displayed after clicking the "To" button in the message dialog or choosing "Address book" from the "Extra" menu.

As soon as you click on the button "To" or you open the option "Address book" in the "Extra" menu from the application window, a window showing three tabs will open. You can choose one or more addressees from one of them. The tab displayed in the foreground is the one you opened at last.

Note: The overviews in the address book can be sorted in ascending or descending order by the columns. The column which is currently active is highlighted by colour and marked by a prefixed ▼ for descending and a prefixed ▲ for ascending order.

- Click on a column to switch from a descending to ascending order or reverse
- Click on a different column to make this one the active for sorting

5.1.2.1 Users tab

On the first displayed tab of the address book you can choose one or several addressees. Please confine the selection of displayed receivers with the input fields in the upper part of the window. The results of the search are shown in the browser below. In case no search criteria are selected the whole address book will be shown. The entries of the participants, that use a certificate that is not valid any longer, are shown with red lettering. These post boxes can be addressed, but the addressee is not able to reply or send mails by his own. Please contact the addressee while using e. g. your telephone to coordinate the next steps or to inform him to renew the certificate.
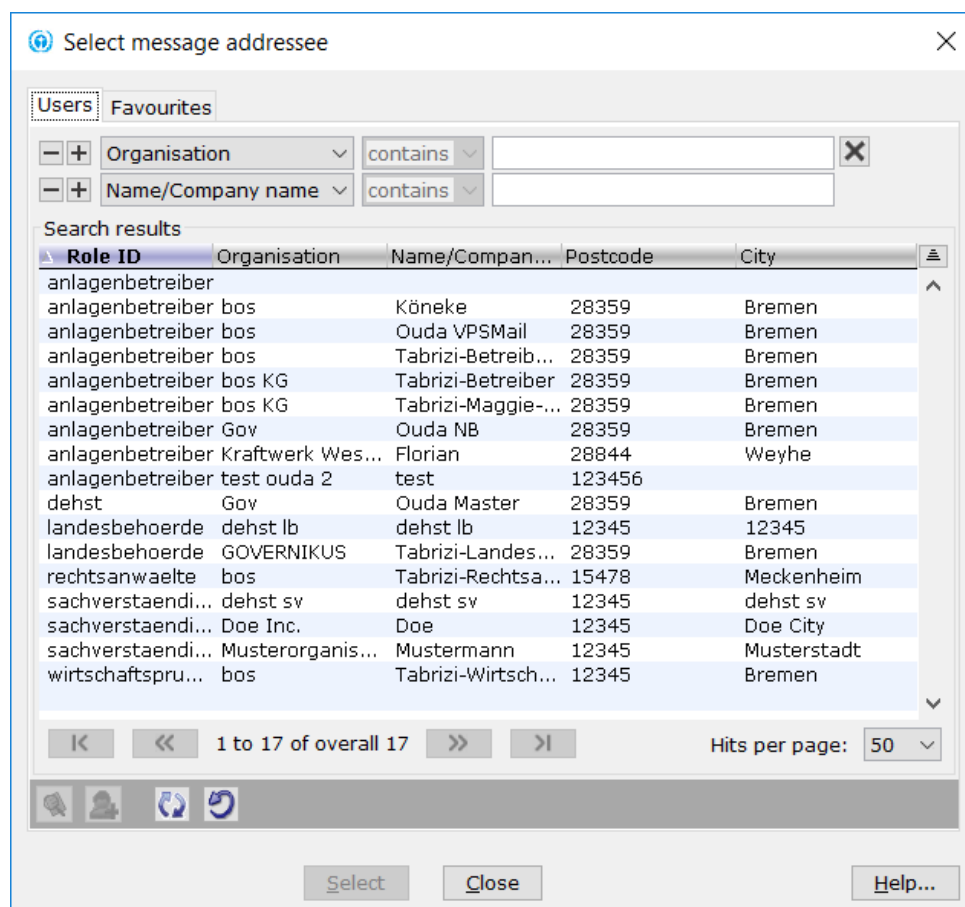
Figure 15: Address book - tab "Users" with example receivers

Input field "Search for addressee"

Narrow down the result by entering several search criteria: With the drop down menu you can choose which search criteria you want to enter. If you want to enter more than one you can add a new row with the prefixed ✚ button. You can remove a row from the search with the ━ button. To the right of the input field in the first row is the ✖ button. With this button you can reset all entries concerning your search. When you enter different search criteria the browser will only display a reduced selection based on your criteria.

Display "Search results"

The columns "Surname", "First name", "Organisation", "Postcode", "City", "Street" and "User-ID" will give you an overview of all addressees fitting the search criteria. Click the column title to change the sorting up- or downwards to the respective column. Mark one or several entries using the mouse. For multiple selections use the mouse in combination with the shift or control key.
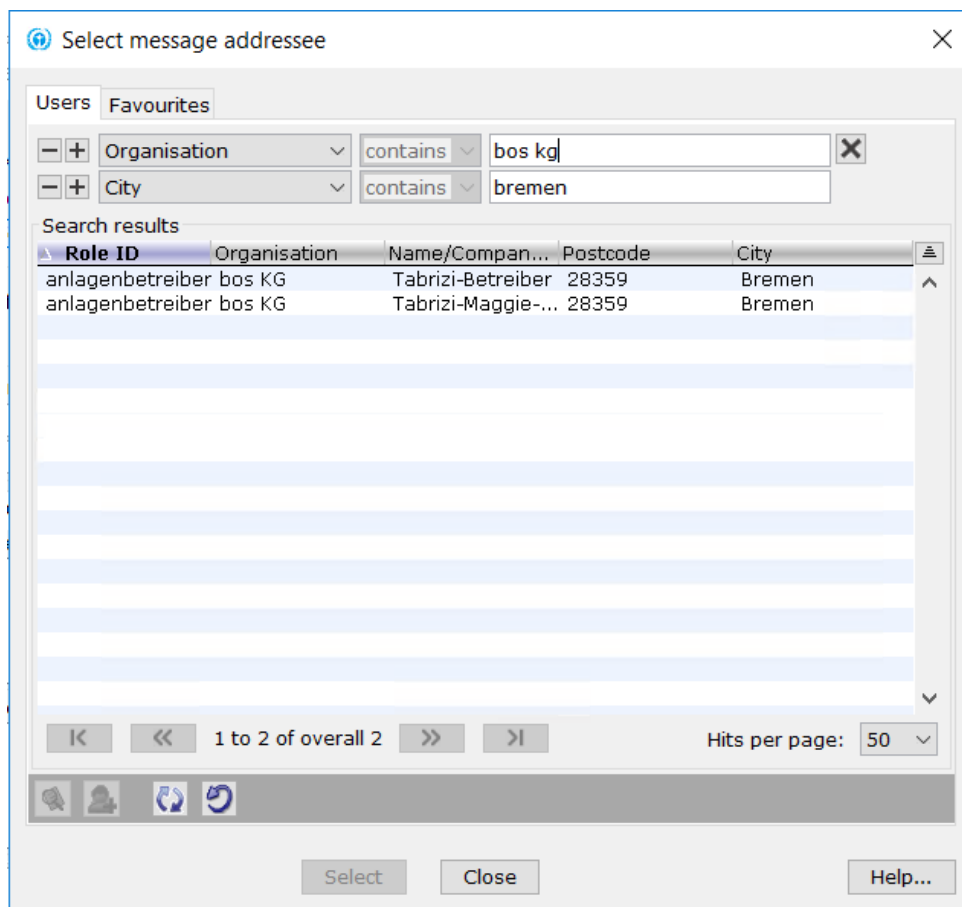
Figure 16: Display of found entries

Clicking on a column sorts the result entries ascending or descending.

Navigation "Hits per page"

Define the maximum number of addressees to be shown on a page. You can choose between 50, 100, 250, or 500 addressees per sheet.

Navigation "(n1) to (n2) of overall (n3)"

These numbers shown in the information index indicate which page is actually displayed and how many addresses fit the search criteria.

- (n1) is the number of the first displayed address on the actual shown page
- (n2) is the number of the last displayed address on the actual shown page
- (n3) is the number of all receivers of the current address book regarding the search criteria

E. g.: "51 to 100 of overall 534" with defined "50 hits per page" will give you the information, that you are positioned on the second page of 11 in this address book.

Navigation with the arrow buttons

In case the search criteria will display more addressees than defined in "hits per page", you can navigate between the several address book pages by using the arrow buttons. Click

"|<"   to navigate to the first address book page

"<<"   to go back one page

">>"   to go on one page

">|"   to navigate to the last address book page

Details 🔍

Marking an addressee in the result browser will enable the "Details" button. Click this button to see the information window containing the business card and all certificate information of the marked addressee.

Figure 17: Data of the selected business card

Add to favourites

If you often send messages to a specific user it can be useful to add this user to your favourites. A click on the button will add the marked user to your personal favourites. When sending new messages to this user you do not have to enter search criteria any more but you can choose the user directly from your favourites.

> **Note**: If you have your favourites well organised and up-to-date you only need the tab user to maintain your favourites.
>
> If you have selected an addressee once from the favourites the application will offer the favourites tab as first choice at the next start. The tab which is displayed first is always the one from which the last selection was made.

Update address book

This function will update the address book to the latest version. The address book will be updated automatically in defined intervals, but in case you possibly missed a contact, you are able to update the book manually. For this function an active internet connection is necessary.

Reload address book

Reload the address book with this button.

"Select" button

This button is only displayed when opening the address book from the "Message" dialog. Mark the designated receiver and choose "Select" to store the addressee to the edited message.

"Close" button

Close the address book without choosing a receiver and change back to the "Message" dialog or the main application.

"Help" button

A click on the button will open the help for address book.

5.1.2.2 Tab "Favourites"

It is possible to add often addressed users to your favourites using the respective button on the relative tab. If you have your favourites clearly arranged and up-to-date you only need the tab user to maintain your favourites. The Favourites tab behaves analogously as the Users tab.
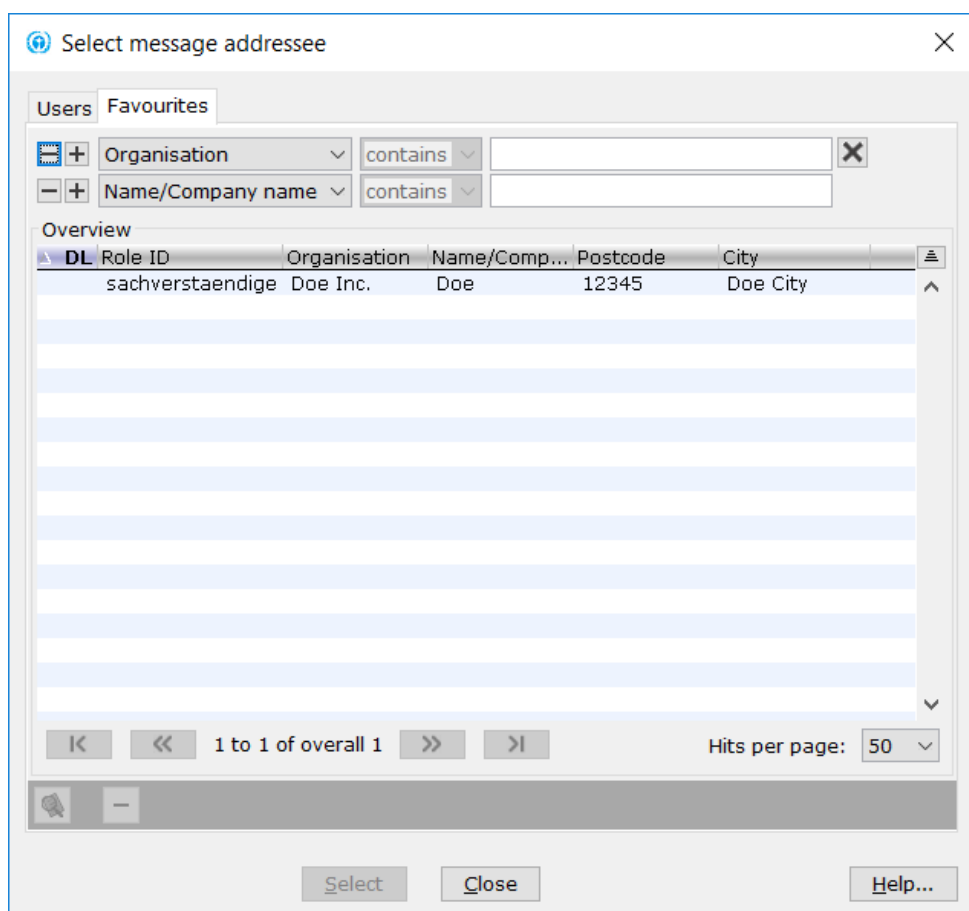
Figure 18: Choosing an addressee from the favourites tab

5.2 Signing messages

This chapter explains how to sign OSCI messages prior to sending. After you created a message, it will be stored within the folder "Outbox" and still can be changed later on (e.g.

add an attachment or change any text). You can recognize unsigned messages in the column "Information" (default: on the very left) by

- a missing symbol (message type "Informal message")
- a red exclamation point and a weak red/grey marked symbol, if a signature is mandatory:

You may choose some ways for signing:

- Please right-click on the message and then choose "Sign".
- Choose the button "Sign" from the toolbar.
- Have a look at the task menu and choose the button "Sign".

5.2.1 Signing messages with qualified electronic signature card

Attention: If you are using a card reader that has its own keyboard (PIN pad), as is strongly recommended, you have to check the option "Yes, PIN input should be done via card reader" in the settings dialog, please read chapter 4.1.4 for more information.

Sign the message as follows:

- Insert the signature card into the card reader.
- Mark the message you want to sign.
- Mind the display on your monitor or your card reader.
- Type in the signature PIN of your signature card.

After the signature process you can see a red symbol marking the signed message:

Note: A certificate that will be displayed in the "Choose Signature Key" window with a "?" in the signature level column can only be used for authentication. It is not possible to use this certificate for qualified signatures. Every message has to be signed with a qualified signature card (exception: Informal messages).

In case the application can only recognize one signature certificate, the "Ciphering-PIN-Entry" window will be displayed directly and ask for the respective PIN to confirm.

The explanation for the different signature level can be looked up in the chapter 93.1 "Signature level". Please use the communication the signature levels Q or A.

Figure 19: Input of the PIN for the signature card

The message can be signed several times by running the function as often as needed.

> **Note**: You can only sign a message with the same certificate once.

5.3 Sending messages

After storing a newly created, forwarded, or answered message to the outbox you can send it to the receiver. For sending a message it must be signed before with the defined signature level.

Change to the outbox to send the message. The two "send" functions are described below. You can reach these features by using the "Message" menu, the context menu (mouse key on marked message) or with the help of the function bar button with the same name. Every message has to be signed with a qualified signature card (Exception: Informal message). For further information take a look at the published FAQ on the website of the DEHSt.

Send all

When selecting this option all messages stored in the outbox and signed, at least as their previously defined signature level will recommend, are sent immediately. After sending the messages, their transmission reports, and acknowledgement information is stored to the sentbox.

To use this feature it is necessary that there are messages stored in the outbox to send and that an active Internet connection is available. The send status will be displayed in the status section at the bottom of the P.O. Box bar. You can see that message n of nn is sent and there will be a life indicator to show the finishing progress status.

Send selected

When selecting this option all highlighted messages stored in the outbox and signed, at least as their previously defined signature level will recommend, are sent immediately without further notice.

After sending, the messages, their transmission reports and acknowledgement information will are stored to the sentbox.

To use this feature it is necessary, that there are messages stored in the outbox to send and that an active Internet connection is available. The send status will be displayed in the status section at the bottom of the P.O. Box bar. You can see that message n of nn is sent and there will be a life indicator to show the finishing progress status.

> **⚠** **Attention**: In case the Internet connection is interrupted while sending it is possible that the receiver got the message but it is still stored in the outbox instead of the sentbox.

Inspecting, whether a sent message is already fetched by the recipient is explained chapter 5.6, section "Prove retrieval state".

5.4 Receive messages

The "Messages" menu contains two functions for receiving messages. These features are also available with the function bar buttons. You have the additional possibility to automate the receiving process by using the "Receive automatically" function in the "Options" menu.

Receive

When starting this function all messages related to the active P.O. Box and waiting at the OSCI Manager will be collected and displayed in the inbox. Please note that an active Internet connection is required.

Fetching new messages takes place without further notice. The status will be shown in the status section at the bottom of the P.O. Box bar. You can see that message n of nn is received and there will be a life indicator to show the finishing progress status.

In case no message is available for you the message "There are no messages for the selected P.O. Box on the server" will be shown. Otherwise the external messages are now displayed in the inbox. You can automatically receive messages. Select "Receive automatically" in the options menu, see also chapter 4.7.

Receive again

The inbox offers the function "Receive again". The respective message must be selected in the message browser. Use this function e. g. after a negative result of the check button. When trying to receive the message again, the application will ask the OSCI Manager to send the respective message again.

Fetching new messages takes place without further notice. The status will be shown in the status section at the bottom of the P.O. Box bar. You can see that message n of nn is received and there will be a life indicator to show the finishing progress status.

A message after finishing is only shown, if something went wrong, e. g. the message is no longer available on the OSCI Manager and could not be restored. In this case a warning dialog is displayed that needs to be acknowledged.

Additional verification of certificates of already received messages

The context menu in the "Certificates" tab offers the possibility to check every assigned certificate of every role in the message online. Therefore the status of the respective CA will be verified. Please note that an active Internet connection is required for this option.

The check results will be displayed can be stored, and printed. A change of the already stored test results in the inspection sheet tab will not be performed. The verification requires selecting the point of time for validation of the certificate.

Subsequent verification of already received messages

If the mathematical inspection of an OSCI message was successful but the status of the certificate validation was ambiguous (yellow) you can subsequently validate the message. Mark the message and select "Check" from the message's context menu.

The inspection is based on the time when the message entered the OSCI Server. If the status of the message has been ambiguous for an earlier inspection, e.g. because the trust centre was not available, the subsequent inspection can have another result. In this case the subsequent inspection is added to the inspection sheet of the first inspection. Furthermore the overall status of the message is updated. If the subsequent inspection has no other result than the original inspection the inspection sheet and the overall status remain unchanged except for the date of the inspection sheet, which is updated.

5.5 Searching messages

The search function can be called anywhere in the administration window to execute a messages search across all boxes of the DEHSt–VPSMail according to given criteria. You can furthermore establish a search-box that has fixed search criteria always and is available in the P.O. Box bar.

Search

You can select the search function via the messages menu or the system toolbar. An empty search-box opens that is marked as "Search" in the P.O. Box bar.

Analogous to the address search, search criteria is displayed above the messages window that you can select from the drop-down-menu from the available messages fields. Depending on the criteria type, a default criterion is displayed that you can change as needed. For text fields this is "contains" for date fields it is "at". For every search criteria a further field is displayed that either contains a drop-down-list e.g. for signature level or an input field for a value that is to be compared with the searched criterion.
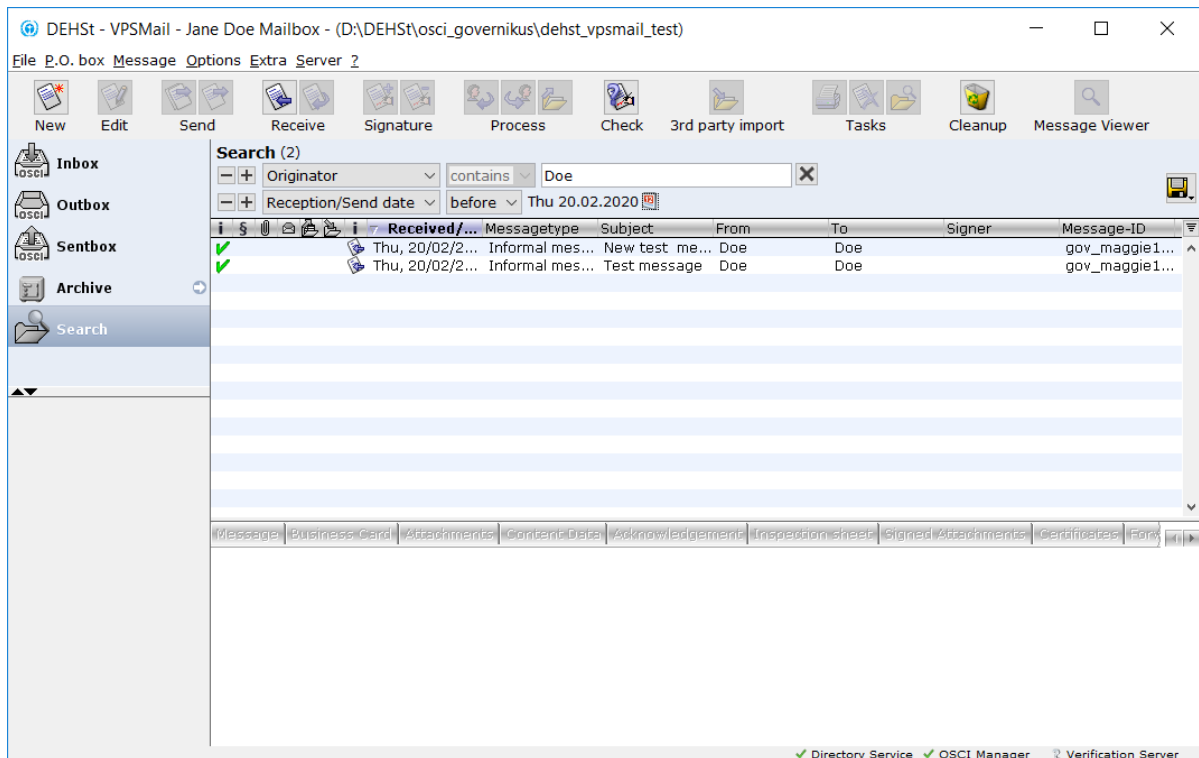
Figure 20: New search with various search criteria

If you want to enter more than one search criterion you can add a new line with the preceding **+** key. You can use the **-** key to remove lines from the search. Use the **X** key behind the search field of the first criterion to reset all input. Enter different search criteria for the message that you want to search. The messages window will show results according to your search criteria.

In order to save the configured search you can use the 🖫 button. The name of the search-box in the toolbar that was previously named only temporarily is opened and has an input field in the P.O. Box bar. You can now enter a name that will be persistent. To save the new name press enter. The new search-box can now be edited via the context menu.

> **Note**: The search-box does not increase the amount of data since only search criteria are saved. The search, configured and saved in the search directory, is executed when you change to this search-box. This ensures that also the newest messages are included into the search.

A search that is not saved in the search-box is lost after another search-box is selected via the P.O. Box bar.

Rename a search-box

The name of the search-box can be changed directly via the P.O. Box bar. Directly after calling it the name in the P.O. Box bar changes to an input field. You can change the name and save it with the enter-key.

Edit search-box

In order to display or change the search criteria of a search-box the function "edit search-box" can be called via the context menu of the P.O. Box bar. Search data can be arbitrary modified, which changes the display in the messages area. If you want to save the

modified search criteria, you can save it via the 💾 save button. If you don't save the edited search criteria, it is lost when changing to another search-box.

Delete search-box

You can delete search-boxes anytime via the context menu in the P.O. Box bar. It is finally deleted after acknowledging a security dialog.

5.6 Processing messages

The following outbox functions "Edit", "Sign", and "Remove signature(s)" are assignable with the "Messages" menu as well as with the context menu or the function bar buttons. The further described features "Check", "Print", and "Delete" can be performed in all three boxes.

Edit

Select any message in the outbox and select the "Edit" option. The button will be disabled for already signed messages. In the last case you have to remove all signatures before you are allowed to edit the note.

After calling the "Edit" function, the "<Subject - Message" window will be displayed and you can edit the note as described in the chapter "Create messages". To store changes click the button "store to outbox". To cancel you modifications use the escape key or the caption bar button "X".

Sign

If you are looking for information how to sign a message, please have a look into chapter 5.2. The signature cards that can be used are listed Homepage of Governikus KG.

Remove signature(s)

Select a signed message in the outbox and choose the "Remove signature(s)" function. The window "Remove signature" will be displayed and offers you all assigned signatures. The browser will show the certificates essential information (owner name, serial number, valid dates). Mark the signature you want to remove even if only one certificate is shown and click "OK" to remove the signature and close the window.

Check

This function is not available for the archive. When marking a message you can choose the check option. A verification of the signature will be performed in background. Only the result will be displayed in the "Signature check" window.

> **Note**: The validation result is based on the mathematic integrity of the signed OSCI message as stored on your computer. In case any person has manipulated your file system the message shown in the application window can differ from the previously received message.
>
> If you think that this may have happened you can use the "Check" function for inbox and sentbox messages to restore the original message. The check function will not verify the validity of used certificates. It is possible to validate single certificates by selecting the specific certificate within the respective tab and using the context menu.

Print

This function enables you to print a previously marked message. Depending on the post box different printing options are offered:

- Inbox: Message, business card, inspection sheet
- Outbox: Message, business card
- Sentbox: Message, business card, acknowledgement, transmission report

You can choose only one or several options and print them. After confirmation with "OK" the "Print" dialog will be displayed. The "Cancel" button will stop the function and "Help" will show the applications online help.

> **Note**: Printing nested messages (marked with the plus-sign) offers the additional function "Print inner messages". Selecting the respective check-box will print the complete history of messages.
>
> Printing within the Message Viewer and selecting the check-box "Print inner messages" will print only the selected message and lower levels.

It is also possible to print the register tabs directly by using the context menu on the tabs "Message", "Business card", "Acknowledgement", "Transmission report", or "Inspection Sheet". Choose this menu option to open the "Print" dialog, where you can define the respective printer, the layout, etc., and start the printing of the document.

Mail to e-mail recipient

This opens your standard e-mail program to send the message data in a normal e-mail. This will create a new e-mail with the content as attachment and the message ID as subject.

> **Note**: This function uses a module that supports the following E-mail programs:
>
> - Mozilla, Outlook and Outlook Express with Windows and
>
> - Mozilla, Mozilla Thunderbird and Evolution with Linux
>
> When using other E-mail programs the function "mail to…" may not work properly.

On forwarding an OSCI message all attachments, content data, and HTML files created by DEHSt-VPSMail are passed to the e-mail client as attachments. In case only attachments and content data is forwarded only the respectively selected files are forwarded.

> **Attention**: As of now, system using a 64 Bit Java do not enable sending e-mails and attachment by standard-e-mail-applications. In this case e-mails are directly sent by DEHSt-VPSMail. This restriction also applies for the debug mode. In order to send files in this scenario you have to provide your e-mail address, as well as your name, and the port of the SMTP server in use.

5.6.1 Reply, delete messages on the OSCI Manager, prove retrieval state of messages

Reply

In the inbox you have the option to mark a message and send an answer to the sender. The "<Subject> - Message" window will be displayed, containing the original message and inspection sheet as attachment and the sender as new receiver. The original subject is extended with a preceding "Re: " to indicate the reply. You can edit the message as you

like and store it into the outbox after finishing. The original message will be marked as replied in the respective column.

> **Note**: It is possible to select an inner message within the Message Viewer and use the "Reply"-function e. g. to confer with a previously mentioned contact person. The "Reply"-button will open the "Subject – Message"-dialog with a new message and the original sender as new addressee.

Deleting messages on the OSCI Manager

In very rare cases it can happen that a message cannot be completely fetched from the OSCI Manager, not even when trying to fetch it again. Unfortunately a representation and further processing of the message is then not possible. In this case, the message remains in the inbox as a "red message". To prevent the application from trying to fetch this message again, the message can be deleted on the OSCI Manager using this function (the status of the message on the OSCI Manager is thus set to "fetched"). The function is only active if there is such a message that was not completely fetched.

If the function is executed, the message is deleted on the OSCI Manager. The message is no longer marked red in the application and has the flag "This message is incorrect" as an entry in the message type. Furthermore the sender of the message is displayed according to the entry in the sender certificate ("subject CN"). The message is archived. It is also possible to delete or export this message in the application (the message is given the status "Status not ok").

Check retrieval state

The first column in the sentbox indicates with an exclamation mark whether or not the message was retrieved from the addressee. The state of every single message is tested automatically when opening the post box and after that in a two hour interval. You can mark one or several messages in the sentbox and start the prove-function with the context menu. The program then will ask the OSCI Manager for the current retrieval state and update the display in the user interface.

5.6.2 Forward, export, save, move, restore, delete messages

Forward

The function to forward marked mails to other receivers will only be accessible in the inbox. Selecting this option will integrate the message as inner message into a new message. The new message will be stored in the outbox and marked as nested message with the plus-sign. The new message will be displayed with the message dialog where you can add message type, addressee and further information. After finishing the message it can be handled as usual.The original message will be marked as forwarded in the respective column.

Note: The content of the inner message will not be displayed in the message area of the application window. The message area shows only the data of the outermost message. Contained attachments of forwarded messages are completely integrated and the new addressee can reach this data with the Message Viewer. The outer message itself can contain new attachments if existent.

Export

The export function is only available for inbox and sentbox messages and can be used on several notes simultaneously. Therefore you have to mark all messages you like to export. Use the menu option, Ctrl-E, or the function bar button "Export" to open the file explorer window. A default directory can be defined with the "Export preferences" item in the "Options" menu. Choose the folder where to store the marked messages by "Save".

Already exported mails are labelled with the blue arrow in the respective column in the post box browser. You can also automate the export function. It is also possible to automatically delete messages from the post box after a successful export. For further details please refer to chapter 4.77.

Save as

In the tabs, "Message", "Business card", "Acknowledgement", "Transmission report" and "Inspection Sheet", you can open the context menu by clicking right into the respective tab. Choosing the "Save as" option will display the file explorer dialog where you can select the folder and the filename to store the selected file.

Move

To move messages from the local archive to an archive data backup, mark the respective messages and select the context menu function "Move". This function is also available via the messages menu or with the shortcut Ctrl-M. Using this function will display the file explorer. The export folder defined in the "Export preferences" will be displayed as default. Select the favoured folder and save the selected messages into this directory. You can as well automate this function using the "Export preferences", described in chapter 4.77.

Restore

Messages accidentally deleted can be restored from the archive. For this purpose you can change to the archive, select the respective message and execute the function "Restore" via the context menu or the messages menu. The message will be restored in the inbox or in the sentbox.

Note: In case the function "Delete automatically" is activated, it is possible that currently restored messages are deleted immediately. If so please deactivate the automatic deletion temporarily.

Delete

In all post boxes it is possible to mark one or a number of messages and choose the "Delete" option. Before a message will be deleted definitely, you have to confirm the removal by clicking "Yes" in the upcoming Yes/No dialog. In case the message should not be deleted you can select "No".

5.7 Importing data (generic interface)

Creating messages using the business data import (generic import interface)

Instead of using the message dialog to create a new message, it is also possible to generate an OSCI message with business process applications and import it into DEHSt-VPSMail (dynamic data transfer). Using the interface to create the message, the editing with the message dialog is no longer necessary. An imported message cannot be changed.

After a successful import, the outbox displays the message. If necessary and depending on the definition of the message, it can be signed before sending. Please ask your business process application vendor, what kind of interface is needed.

> **Source**: The interface is described in the document "Governikus COM Vibilia - Übergabeschnittstelle für Fachanwendungen". This document is provided by the technical support of the Governikus KG.

By providing the generic import interface for business data, providers of business process applications are enabled to pass content data and attachments to DEHSt-VPSMail via this interface. In order to import a message created by a business process application into DEHSt-VPSMail the automated import must be activated (see menu Options/Import preferences). By calling this function, data from the import directory, provided by a business process application, is converted to an OSCI message and delivered to the outbox.

Prior to the first use of the interface for business data a respective directory must be created and selected. Open the Import preferences dialog. Select the import directory for business data. DEHSt-VPSMail creates the sub-directory "faulty messages". The following sub-directories are needed.

- **messages**: This sub-directory must be created and filled in by a business process application. It can contain files provided by the business process application as explained in the manual "Governikus COM Vibilia -Übergabeschnittstelle für Fachanwendungen".
- **faulty messages**: This sub-directory contains all files that cannot be converted into an OSCI compliant message. Error messages are provided in debug mode (see menu "Extra"/Debug-Mode de-/activate). Usually the conversion fails if requirements are not met, as given in the guide "Governikus COM Vibilia -Übergabeschnittstelle für Fachanwendungen".
- **sent messages**: This sub-directory contains the acknowledgement (process card as HTML-file) of the sent message and thus provides proof to the business process application about the successful sent-process.

After the business data import, the imported message can be found in the outbox. In the message area the following columns are displayed: "Created", "Type", "Subject", "Message-ID", "To", and "Signer". The following tabs in the tab area are displayed: "Message", "Attachments", "Content Data", and "Certificates". The message can be signed and sent via the Sentbox.

Import again

While transferring messages form business process application it can happen that content data and attachment were passed incomplete. This may happen for different reasons. Users can spot the faulty import by a red marking and the import symbol "exclamation

mark" in the messages area. You can use the function "Import again" which is only accessible via the context menu to specifically repeat the import. This option in the context menu is only active for this specific case.

5.8 Message Viewer

To display detailed information about forwarded messages and their content the function Message Viewer is available in all post boxes.

5.8.1 Functions

The Message Viewer (see figure below) shows all inner content as a hierarchic message. To open the Message Viewer a message marked with the plus symbol is required. In every post box except the outbox, double-clicking opens the viewer. Alternatively you can use the toolbar button or the context menu in all post boxes. The following functions are available within the Message Viewer:

- Check
- Print
- Save as
- Mail to
- Help

Design and functionality of the Message Viewer are analogue to the main application window and nearly identical. Special features of the respective functions are described in "Processing messages".
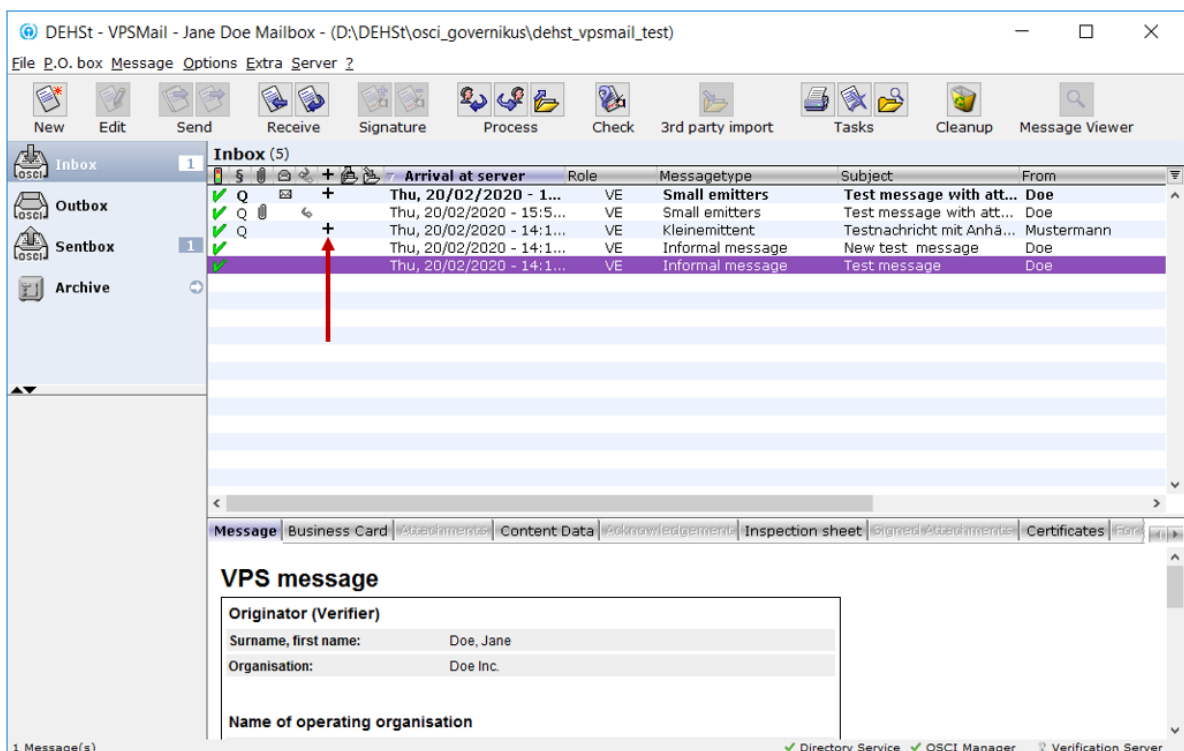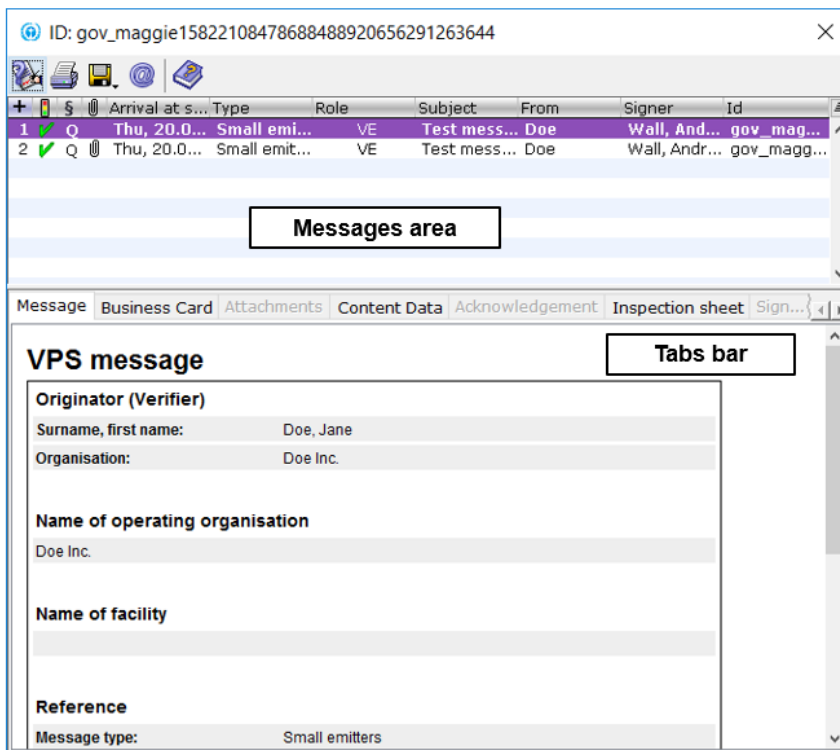

Figure 21: Message window with plus symbol for hierarchical message

Figure 22: Message Viewer

The message area showing the inner messages content within a table and the tab bar are analogue to the main application window. Further information about the tab bar can be found in chapter 3.2.

5.8.2 Message area

The content of the messages shown within the message area is nearly identical to the main applications message area. The deviant columns are described below.

Plus symbol +

This column displays information about the level of the message within the nested messages. Thus the messages can be sorted into a chronological order, whereas the outmost message, the message also displayed in the main applications message area, will be marked.

Verification result of inner OSCI messages

Whereas the verification result in the main application window shows the all-over result of all nested messages, this column within the Message Viewer shows the result of the certificate verification of the outer message and all inner messages in short:

- All exams have passed with a positive result.
- At least one of the checks could not be accomplished.
- Minimum one of the executed exams passed with a negative result.

For this is only a short form of the respective result, you have to change to the tab "Inspection Sheet" to see more details.

> **Note**: When opening the Message Viewer from outbox or sentbox the topmost message will not show a verification status because the signature and certificate verification did not take place yet.

Further columns

The descriptions of all other columns are identical to the description in chapter "The message area". The columns in detail are:

- Signature level (**§)**
- Attachments
- Server entry (end of receiving)
- Message type
- Role
- Subject
- From
- Signer
- ID

6 Additional functions

Update of the address book

This function reloads the address book. With each start of the application, the address book is updated automatically and is still running in the background. The manual update may be forced with a click on the button "Update" within the menu of the address book. You will reach the address book either while creating a new message and choosing a recipient or within the "Extra" menu of the toolbar.

Clean up

You can reach this function within in the "Extra" menu of the toolbar. This function forces the deleting of temporary files, created while the electronic post box is executed. These files will be deleted as is done when quitting the application. However, when running the application in a non-stop uptime it can be useful to delete the temporary files directly.

Quit

You can close the application with option "Quit" in the "File" menu or by choosing the "X" button in the upper right corner of the application window. It may happen, that the application gives you a hint that there are still messages in the outbox.

7 Reports

While receiving or sending messages several reports are created. All reports assigned to a message are shown in the respective tab in the lower half of the application window. Please note that selectable tabs depend on the selected post box. This chapter will give you information about possible reports.

7.1 Acknowledgement

The acknowledgement conforms to the OSCI process card. This tab is only enabled in the sentbox and contains data returned to the sender from the OSCI Manager while sending. Data include the timestamp when the message has entered the OSCI Manager,

information about originator, addressee, the used certificates, if available the names of attached files and the message-ID of the inner message and the type of signing, according to German Signature Law. The acknowledgement can be saved locally as file `acknowledgement.html`. The acknowledgement is the legal binding proof of the delivery of message.

7.2 Inspection Sheet

This tab can be selected in the "Inbox" and "Archive" mailboxes. The inspection sheet includes the result of the mathematical signature verification and the verification of the assigned signature certificate. The mathematical signature check is performed locally by the application. The certificate check is performed by the verification server.

In addition to the HTML verification protocol, there is a PDF inspection sheet that contains the results of the signature verification of the OSCI message and, if available, the signed attachments. This is not displayed via the user interface, but is merely stored in the message folder at file system level. When exporting a message, the PDF inspection sheet is also exported.

> **Note**: Further information on the inspection sheet is given in the guide ""Governikus Prüfprotokoll" that is only available in German.

After the inspection is completed, the overall status of the message is updated, see the first column in the inbox with the traffic light symbol. The following rules apply:

- If a check in the check log is "not valid" (red), the overall status is set to "not valid" (red).
- If all tests have been carried out successfully, the overall status is set to "valid" (green).
- If a check in the check log fails "Status not unique" (yellow), the overall status is classified as "not unique" (yellow).

If no signed file attachment has been received, the status of the inspection sheet applies. It is possible to inspect documents where the PKCS#7 signature is contained in the document (enveloping signature) as well as documents to which the PKCS#7 signature is attached (detached signature).

> **Note**: Opening an embedded document (enveloping signature format) can only be done if the file type is always included in the file name. The file name of the PKCS#7 file must not be changed (example: `filename.doc.p7s`).

7.3 Signed attachments

After receiving the OSCI message, DEHSt-VPSMail checks automatically whether signed attachments, according to the Public-Key Cryptography Standard PKCS#7 exist. The verification executed for signed files stored in ZIP container as well. If signed attachments exist, the client tests the validity of all included certificates. For validation purposes the application connects to the verification server. The result of the validation is displayed in the additional tab "Signed attachments" and looks similar to the inspection sheet. The inspection sheet, corresponding to the signed attachments, informs about the format of PKCS#7 signatures:

- "signature with document contents" (for enveloping signatures)
- "signature without document contents" (for detached signatures)

If validation of signed attachments cannot be processed, it is documented in the inspection sheet for signed attachments. There are three possible error messages:

- An error occurred while trying to access the server.
- The signatures integrity could not be verified because of missing content data.
- The file `<filename>.<suffix>.p7s` could not be interpreted.

After finishing the validation of the signed attachments, the verification result of the message will be updated (first column in the inbox). The verification result is a summary of the validation result of the OSCI message and the inspection sheet of signed attachments. The following rules apply:

- "Not valid" if one of the validations is "not valid" (red).
- "Valid" if all validations are "valid" (green).
- "Not defined" if one of the validations is "not defined" (yellow).

If no signed attachments exist, the status of the inspection sheet applies. A validation is possible for documents, which include the PKCS#7 signature (enveloping signature) or which have the PKCS#7 signature attached (detached signature).

> **Note**: Opening an embedded document (enveloping signature) is only possible if the file type is included in the file name. The file name of the PKCS#7 file may not be changed (e. g. `filename.doc.p7s`).

7.4 Results of verifying certificates

It is possible to validate single certificates online. Select the certificate to be validated from the "Certificates" tab and use the context menu to execute this function. The result will be displayed in a separate window. You can either select the arrival time on the server or you can uncheck the arrival time and enter another time via the select button. The validation result is displayed in a new dialog window and can be saved or printed. The verification result in the respective tab is not effected.
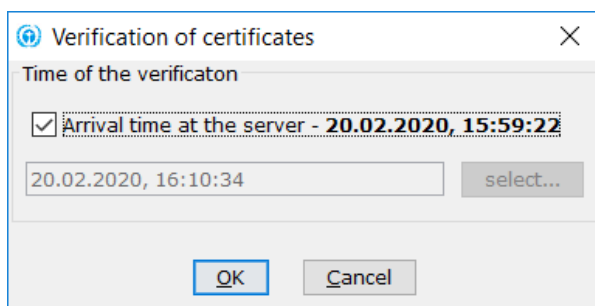

Figure 23: Time of verification for online check

7.5 Further explanations about the signature checks

What kind of checks will be performed?

The verification server can execute various inspections. This will enables the message recipient to assess further processing steps based on the validation results. The signature level and the particular certification authority (CA) define the complexity of the applied

audit. The validation consists of two steps, a check by mathematical comparison of hash values this is the integrity check and the validation of the certificate at a trust centre, this is the authentication check. The mathematical comparison is checked locally, on the receiver's computer. The certificate validation is performed online, if the related trust centre offers this service for this kind of certificate. Before signing an electronic document a so called hash value has to be created for the original message. Having a fixed length this value is a short document extract. Every file has its own hash value, thus is not possible to create a different file with the same hash value as the first one.

This hash value will be encrypted with the sender's private key. The original document, the signed hash value and the sender's public key and certificate are sent to the receiver. This is what the verification server does when checking the signature:

- The verification server calculates a new hash value of the document and compares it to the hash value sent and signed by the signature's owner. If both values are identical the integrity of the document is warranted, the signed document is unchanged.
- The certificate is sent to the issuing trust centre. The trust centre returns the result which states whether the certificate was valid at signing time and not revoked.

Note: The document "Erklärung des Governikus Prüfprotokoll" (only available in German) is separately provided. It contains comprehensive information on the inspection sheet. You can find the document on the web page of the Governikus KG at "Support and Downloads" - "DEHSt-VPSMail" - "Dokumentation" - "Prüfprotokoll".

8   Information about error messages

In case the information shown in the respective alert or error message does not help to fix the problem please contact the support. Maybe it can be useful to use the debug mode to create more details to assist the support to find a solution for you. Please refer to section "Debug mode" in chapter "Functions from the "Extra" menu". Sometimes error messages contain incomprehensible source code. Please keep this code ready for the support employee; they may draw conclusions from it about the problems cause.

How to handle problems

Please read this manual and the installation guide carefully and take a look at the DEHSt websites before asking for technical support.

Table 3: Table of services and addresses

Service	Address
Support page on the website of Governikus KG:	https://www.governikus.de/support-hotlines/
Website of the DEHSt (English):	https://www.dehst.de/EN/home/
e-mail customer service of Governikus KG:	helpline@governikus.com
e-mail customer service of the DEHSt:	emissionstrading@dehst.de
Governikus KG customer service by telephone:	+49 (0)421 204 95–900

Service	Address
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 with all details and give us all information about the used hard- and software. If you have got any log-files or screenshots of an error message or of your configuration, please add this information to your e-mail or keep this information at hand. Only if the support has all needed information, you will receive fast and efficient help.