

## NoSpamProxy 13.2

### Installation Manual

- Protection
- Encryption
- Large Files



## Imprint

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13 February 2020

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### 1. Introduction

NoSpamProxy is the basis for the products NoSpamProxy Encryption and NoSpamProxy Protection as well as NoSpamProxy Large Files. The installation of NoSpamProxy is thus largely identical for all products and must only be executed once when all products are deployed on one computer. Which product is licenced is exclusively determined by the licence file. This means that the usable products can be reorganised after the installation by simply exchanging the licence.

## 2. Prerequisites for NoSpamProxy

The following prerequisites must generally be met in order to install and use NoSpamProxy:

- Communication via the SMTP protocol for inbound messages is allowed.
- Moreover, NoSpamProxy Encryption also supports the receipt of messages via the POP3 protocol.
- An own full-featured email server is available.
- 4GB RAM main storage
- 2 CPU cores (virtualised or physical)
- The required hard drive space depends on the number of received emails and the deployed functions (NoSpamProxy Protection, NoSpamProxy Encryption, NoSpamProxy Large Files etc.) of NoSpamProxy. For support during the organisation, please contact our [support team](#).
- Port redirection or relay system is available. Instead of your former email server, NoSpamProxy accepts emails on port 25. If the email server and NoSpamProxy are installed on the same system, the former port of the email server must be redirected.

### 3. System prerequisites

Certain prerequisites are required for the installation of NoSpamProxy. They are listed for each of the components of NoSpamProxy in the following.

#### NoSpamProxy

For the Gateway Role and the Intranet Role, you need an SQL server. You can either install the free SQL Server 2012 Express Edition during the installation or use an already existing SQL server. NoSpamProxy supports SQL Server starting from version 2008 in Express, Standard or Enterprise Edition.

All components and roles and services of NoSpamProxy require the .NET Framework 4.7.2. It can be installed subsequently if it is selected during the installation of NoSpamProxy. The installation program provides you with a link to the required .NET-Framework setup.



If NoSpamProxy and Microsoft Exchange are installed on the same server, make sure that Exchange supports the respective version of the .NET Framework before installing or upgrading. The [Exchange Server Supportability Matrix](#) offers an overview of supported versions.

We recommend the deployment of Windows Server in the latest version. The minimum requirements are listed in the following:

- **NoSpamProxy Protection**  
Windows Server 2008 R2
- **NoSpamProxy Encryption**  
Windows Server 2008 R2
- **NoSpamProxy Large Files**  
Windows Server 2008 R2

Please ensure that the following requirements are met for the installation of the Gateway Role:

- Working DNS resolution is available. DNS resolution is used by NoSpamProxy Protection for the realtime blacklists and spam URL blocklists. NoSpamProxy Encryption requires a DNS resolution for the verification of certificates (access to 'Certificate Revocation Lists' and 'OCSP').
- HTTP and HTTPS as well as LDAP access to the Internet is possible. NoSpamProxy Protection requires these protocols for one of the realtime blocklists and the 'Cyren AntiSpam' filter. NoSpamProxy Encryption uses HTTP and HTTPS as well as LDAP for the verification of certificates (access to 'Certificate Revocation Lists' and 'OCSP').
- If you use a firewall, the ports designated for NoSpamProxy must be opened (usually, this is port 25).
- TCP connection via port 6060 and HTTPS connection via port 6061 from the client to the Gateway Role. These ports are required for initial connection establishment between Gateway

Roles and the Intranet Role. After all Gateway Roles have been connected, the communication to them ensues via the Intranet Role only.

- Optional: any file-based OnAccess virus scanner is installed.



If you activate ports, please activate them on the Windows firewall as well as on your Perimeter firewall.

---

Please ensure that the following requirements are met for the installation of the Intranet Role:

- TCP connection via port 6060 and HTTPS connection via port 6061 from the client to the Intranet Role is possible.
- TCP connection via port 6060 and HTTPS connection via port 6061 from the Intranet Role to the Gateway Role is possible.
- Optional: TCP connection to the domain controller via LDAP or Global Catalog is available.
- Optional: TCP connection to the Web Portal via HTTPS is available.

Please ensure that the following requirements are met for the installation of the management console:

- TCP connection via port 6060 and HTTPS connection via port 6061 from the client to the Intranet Role
- Microsoft Report Viewer 2010. The package can be installed subsequently if selected during the installation of NoSpamProxy. The installation program provides you with the link to the required setup.

## Outlook Add-In

For the installation of the Outlook add-in, you need the components listed below. These components are provided via the setup file. If you provide users with the Add-In via software distribution, please ensure that these components are installed as well.

- Outlook 2010 with Service Pack 2
- "Visual Studio Tools for Office 2010 Runtime" (VSTO) (or later)
- .NET Framework 4.7.2.



Make sure that all third-party applications you use that connect to NoSpamProxy are covered by the respective vendor support. If this is not the case, the NoSpamProxy support team cannot provide support.

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If NoSpamProxy and Microsoft Exchange are installed on the same server, make sure that Exchange supports the respective version of the .NET Framework before installing or upgrading. The [Exchange Server Supportability Matrix](#) offers an overview of supported versions.

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For further details on the installation of the Add-In, please refer to the manual [Outlook Add-In installation and group policies \(German\)](#). The installation via MSI file for software distribution is discussed there.

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## 4. Help and support

Net at Work provides you with help and support for the installation and the operation of NoSpamProxy.

- **Training videos**

The [Training videos](#) provide an overview of different areas and show step by step configurations, in the concrete application case.

- **Blog**

The [Blog](#) provides daily updated advice regarding new product versions, suggested changes for your configuration, warnings of compatibility issues and much more support. To make sure you do not miss any important advice, you can also find the latest news from the blog on the start page of the NoSpamProxy configuration console.

- **Knowledge base**

The [Knowledge base](#) contains further technical information on special issues.

- **Support**

Should you require further support, please visit our [Support website](#).

## 5. Installation

This chapter provides information about the installation of NoSpamProxy.



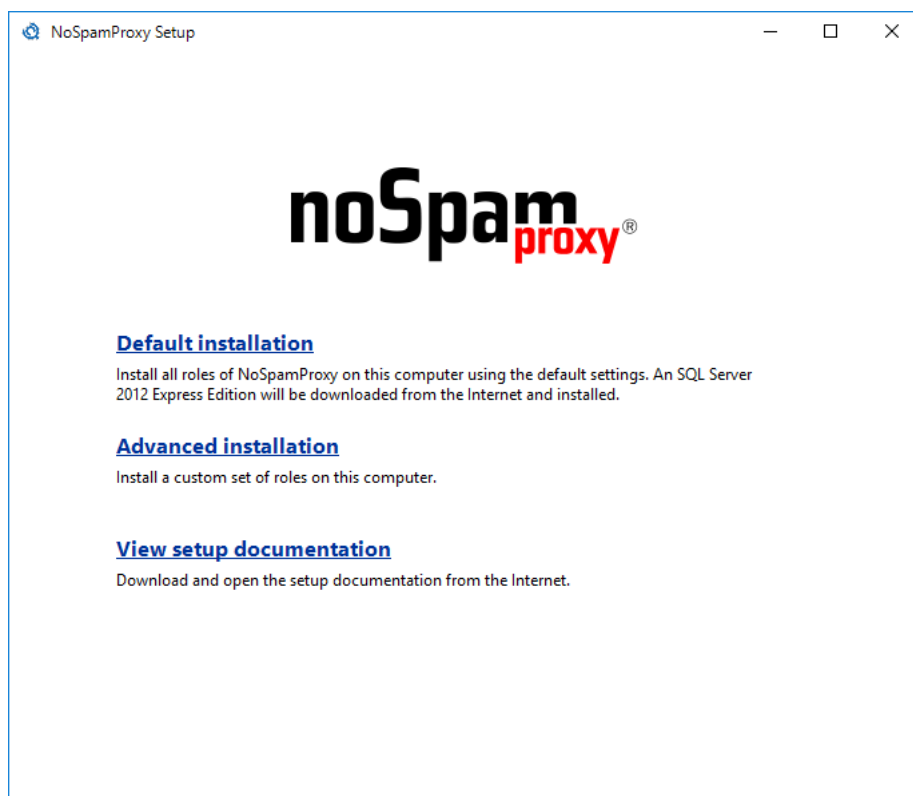
If you wish to implement an update rather than reinstalling the complete product, you find the respective instructions in the chapter [Upgrades](#).



After installing NoSpamProxy on a Domain Controller you will find the four user groups **NoSpamProxy Configuration Administrators**, **NoSpamProxy Monitoring Administrators**, **NoSpamProxy People and Identities Administrators** and **NoSpamProxy Disclaimer Administrators** under **Active Directory/Users and Computers**.

### Starting the installation

Before you start the installation, all Windows programs should be closed. After having downloaded and executed the NoSpamProxy setup, you can decide on an installation mode ([Picture 1](#)).



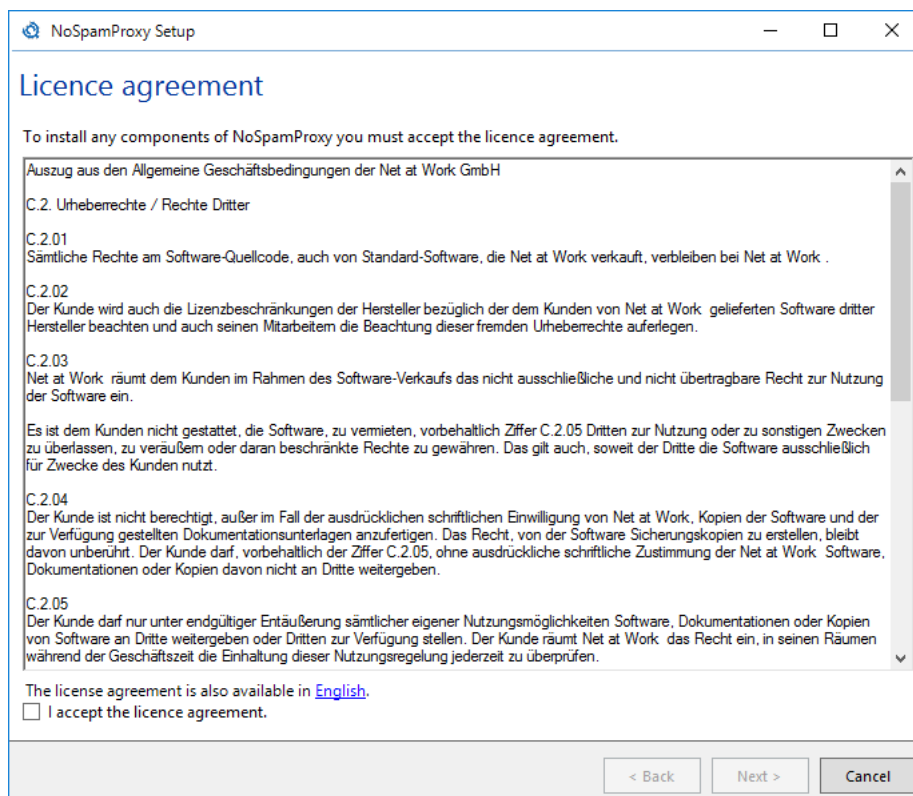
Picture 1: Selection of installation mode

You can decide whether you install NoSpamProxy in a default configuration or whether you wish to make changes during the installation. During the default configuration all available roles are installed. Moreover, the required installation file for the SQL 2012 Express Edition Server is automatically downloaded from the Internet and installed. As for the custom installation, you can decide yourself which roles you wish to install and where the SQL database should be installed.

If you wish to install NoSpamProxy in the default configuration, click on **Default installation**, otherwise, click on **Advanced installation**.

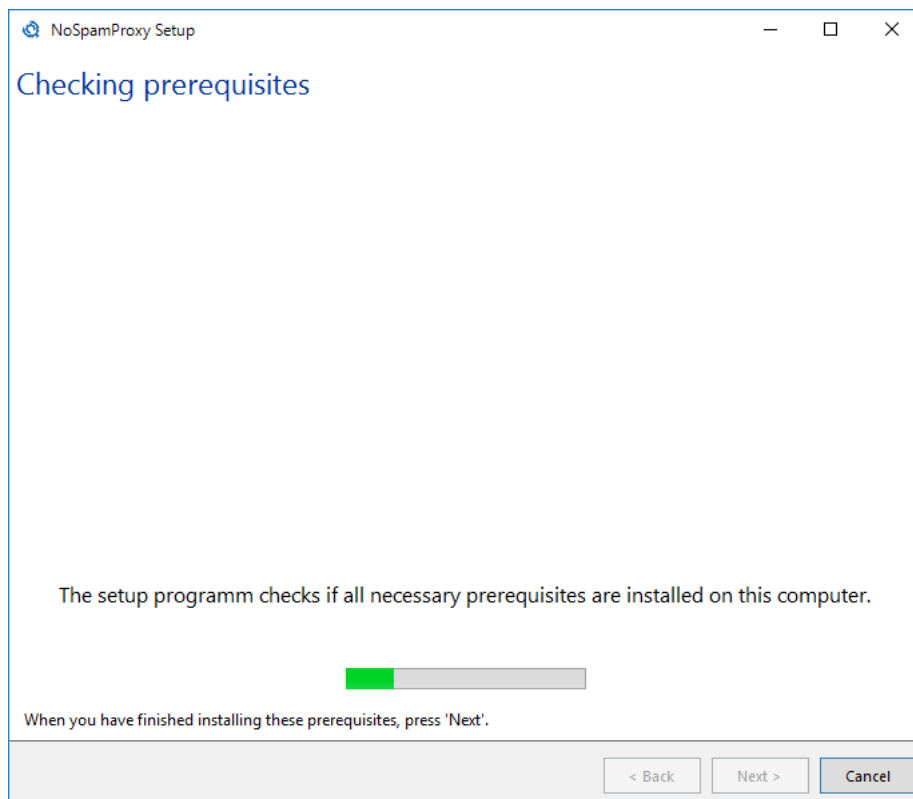
## Default installation

In the following we describe the default installation. For the custom installation, you require the chapter [Custom installation](#)



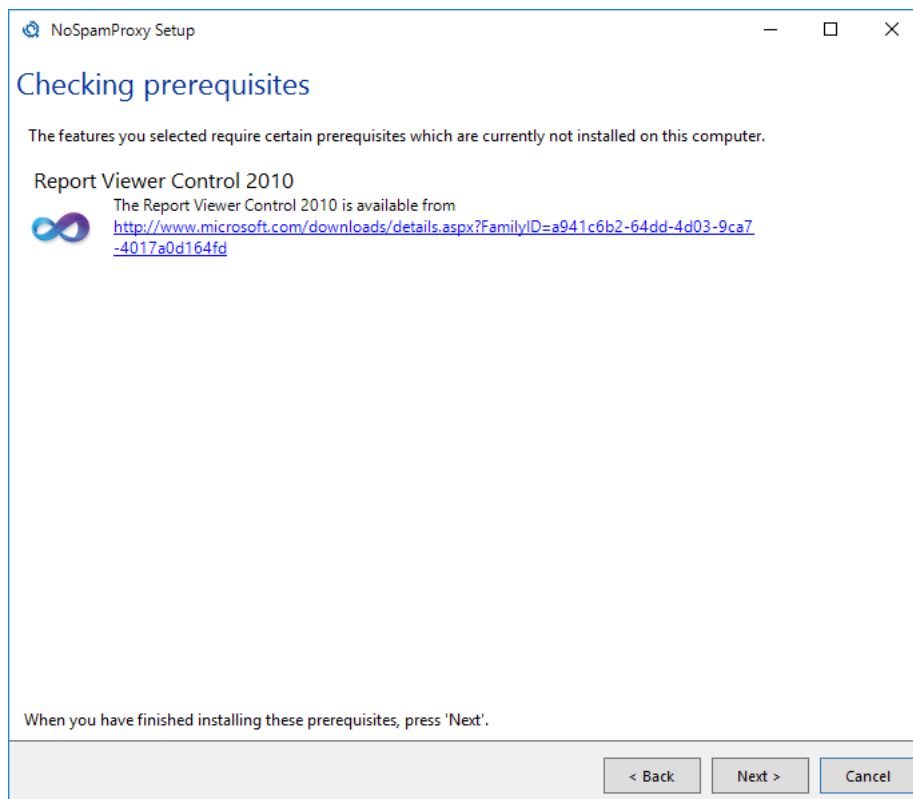
**Picture 2: The licence agreement of NoSpamProxy**

Please read and accept the licence agreement in order to continue with the installation ([Picture 2](#)).



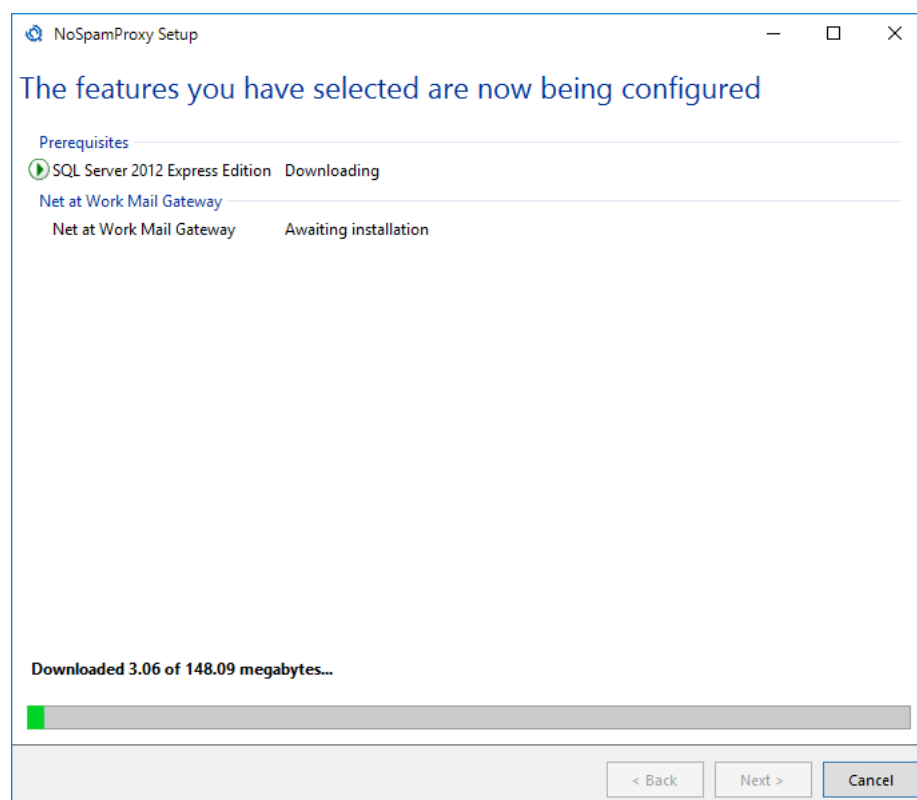
**Picture 3: Check of required installation prerequisites**

Now all mandatory prerequisites for the installation of NoSpamProxy are checked ([Picture 3](#)). If a component is lacking, it is shown along with a download link ([Picture 4](#)). Please download and install the missing component. You don't have to close the NoSpamProxy installation program to do so.



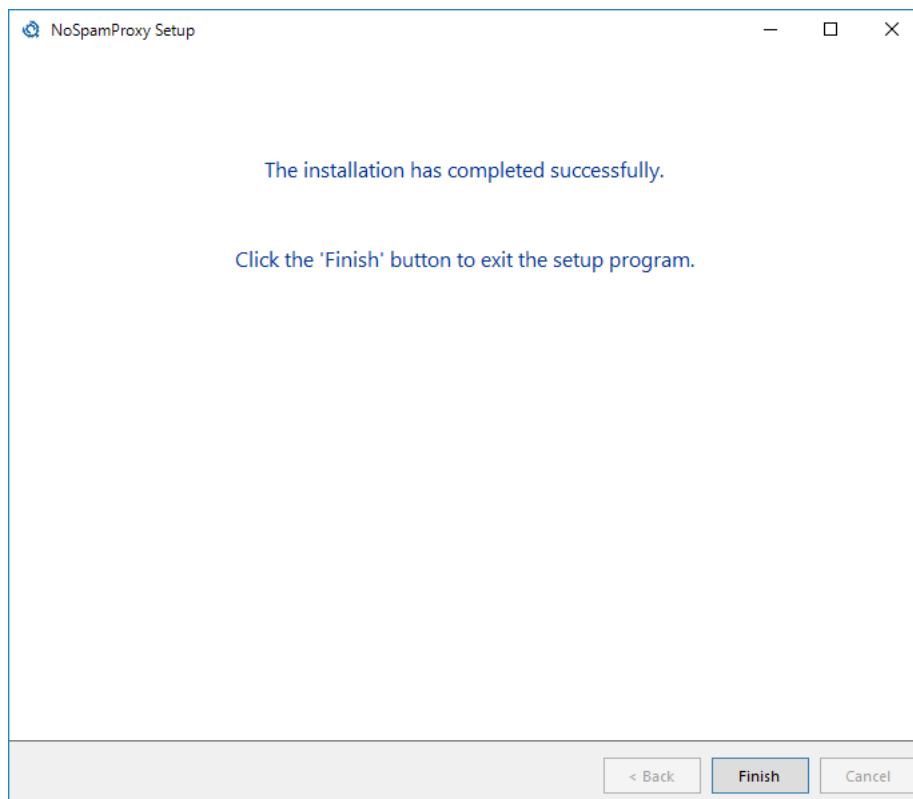
**Picture 4: Display of missing components**

In this example, the Report Viewer Control 2010 is not installed. This component is required to display the reports of the Intranet Role in the management console. Click on the link, download the component and execute the installation. Click on **Next** to implement the check anew.



**Picture 5: Display of progress of download and installation**

Now, the setup downloads the installation files for the SQL 2012 Express Edition Server and starts the installation of the SQL server and NoSpamProxy ([Picture 5](#)).

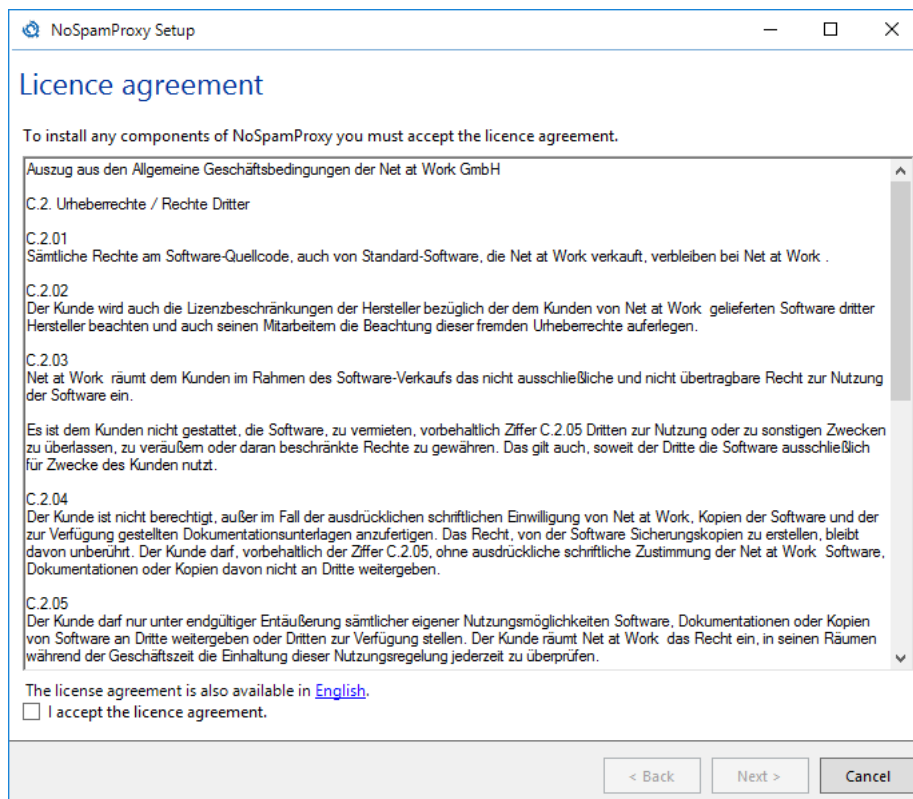


**Picture 6: Success message of the installation program**

Close the program after the successful installation by clicking on **Finish** ([Picture 6](#)).

## Custom installation

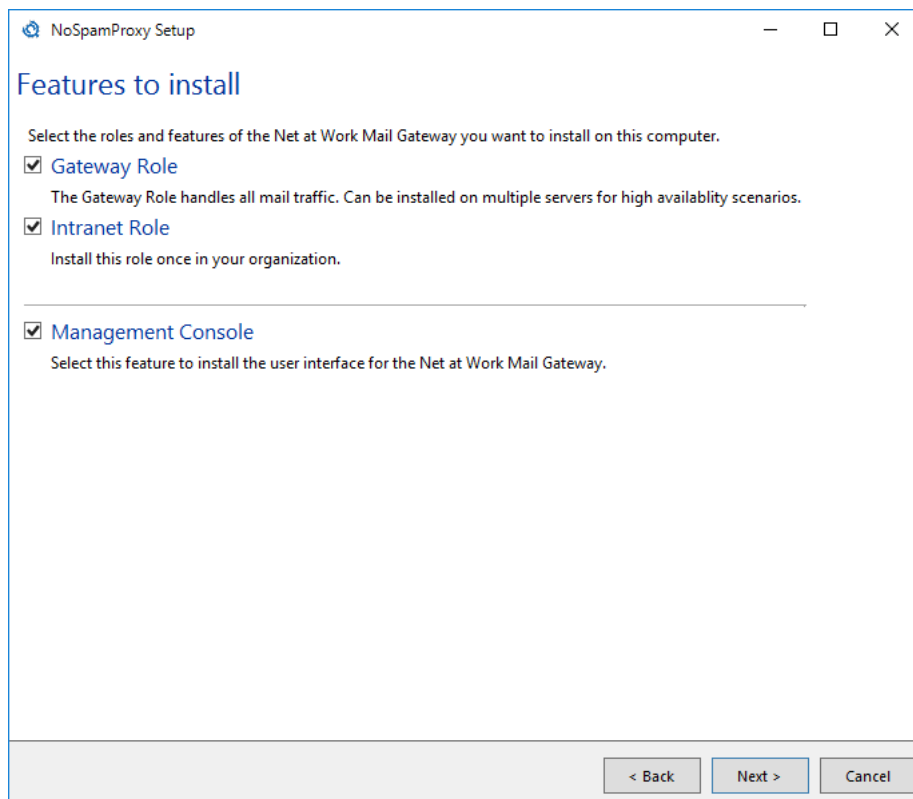
You can also adjust the installation options. To do so, select the option **Advanced installation**. The custom installation allows for the adjustment of installed functions, the settings of the databases and a change of the installation path.



**Picture 7: The licence agreement of NoSpamProxy**

Please read and accept the licence agreement in order to continue with the installation ([Picture 7](#)).

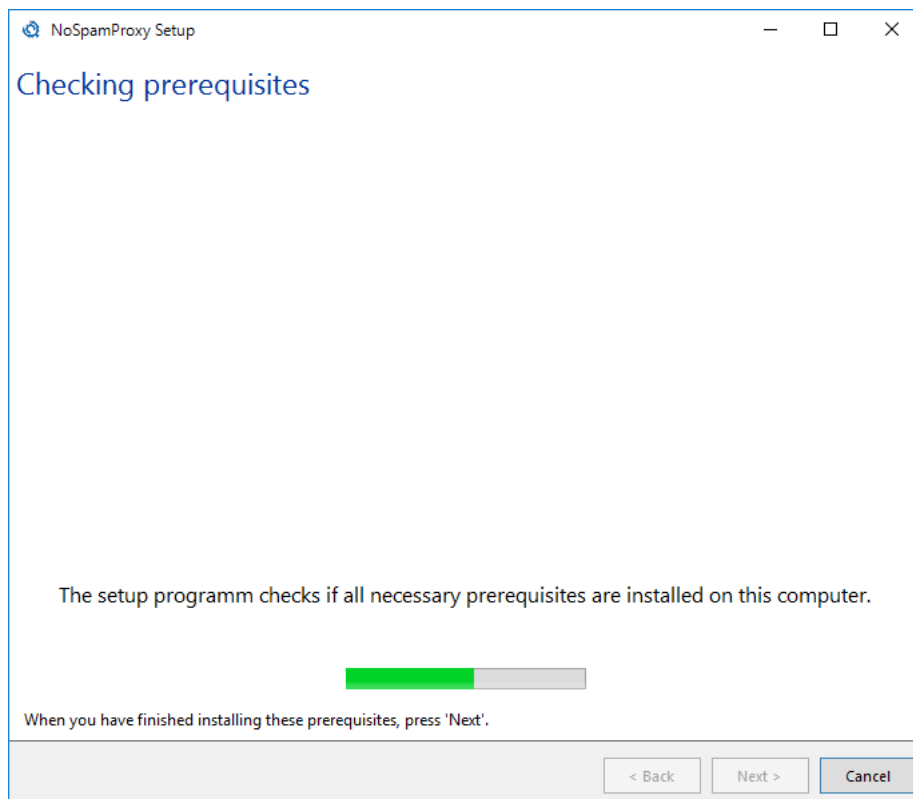




**Picture 8: The selection of the roles to be installed**

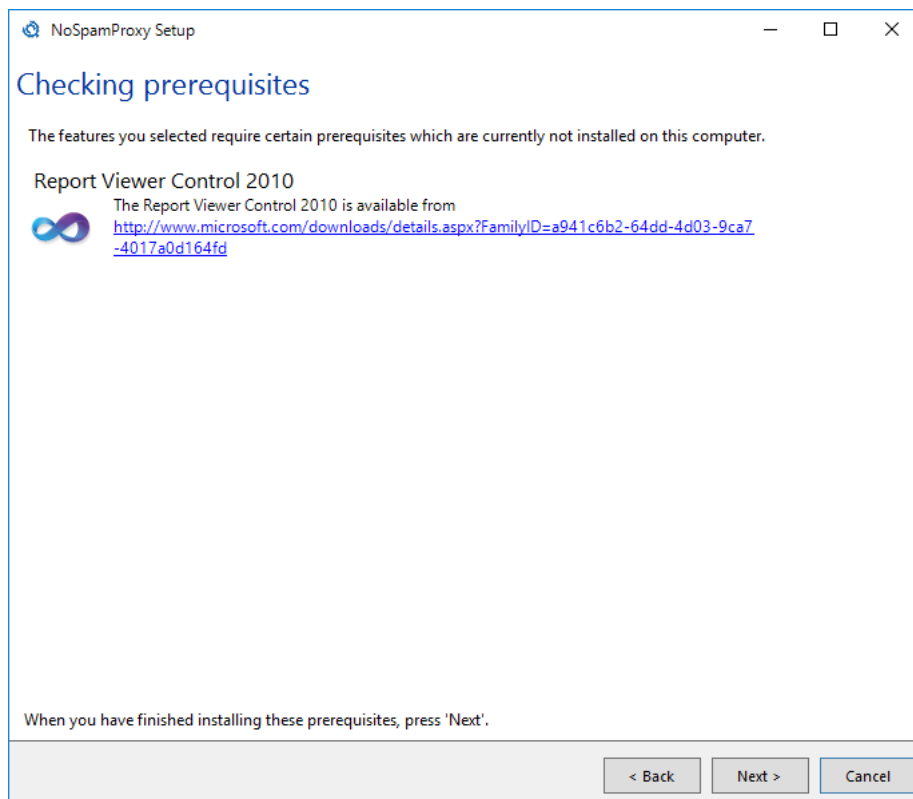
Select the roles to be installed ([Picture 8](#)). You install the Intranet Role just once in your company. The Gateway Role, however, is installed on each server which should send or receive emails. The management console is installed on each computer which should manage one of the installed roles. All roles and functions can be installed on the same server as well.

The Intranet Role plays a crucial role. In addition to the user administration, it assumes, among others, the administration of the owned email domains, cryptographic keys and the licence. This information is synchronised with all Gateway Roles involved by the Intranet Role. Even if you have only installed one Gateway Role in the network, the Intranet Role must mandatorily be installed. This is possible on the same server as well as on a remote server.



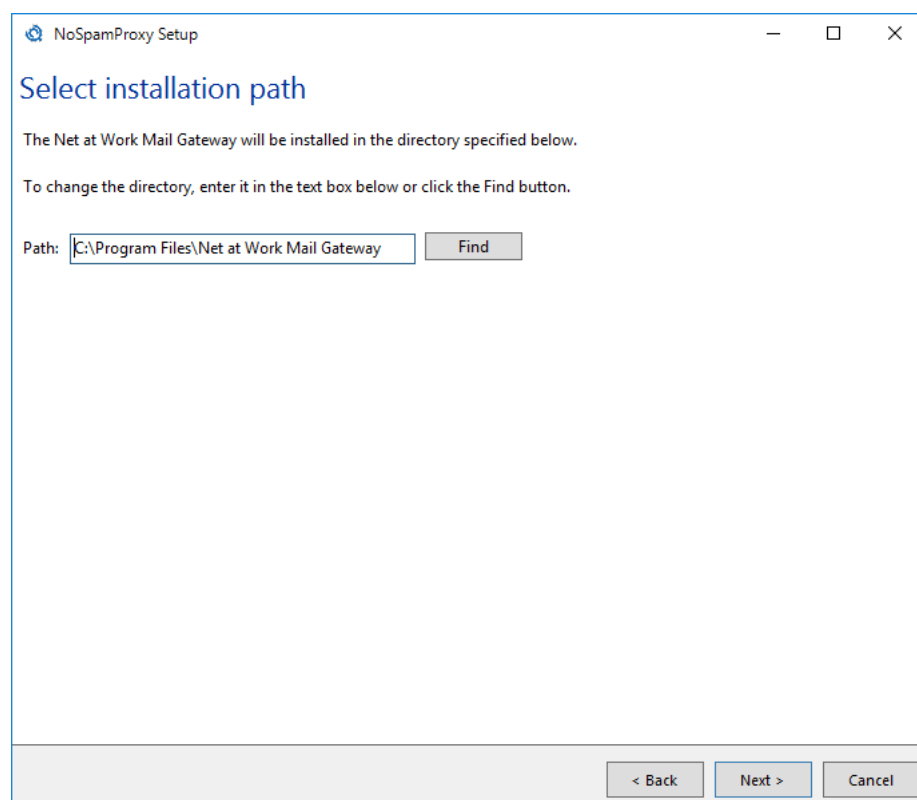
**Picture 9: Test of the required installation prerequisites**

Now, the prerequisites for the installation are checked ([Picture 9](#)). If a component is lacking, it is shown along with a download link ([Picture 10](#)). Please download and install the missing component. You need not close the NoSpamProxy installation program to do so.



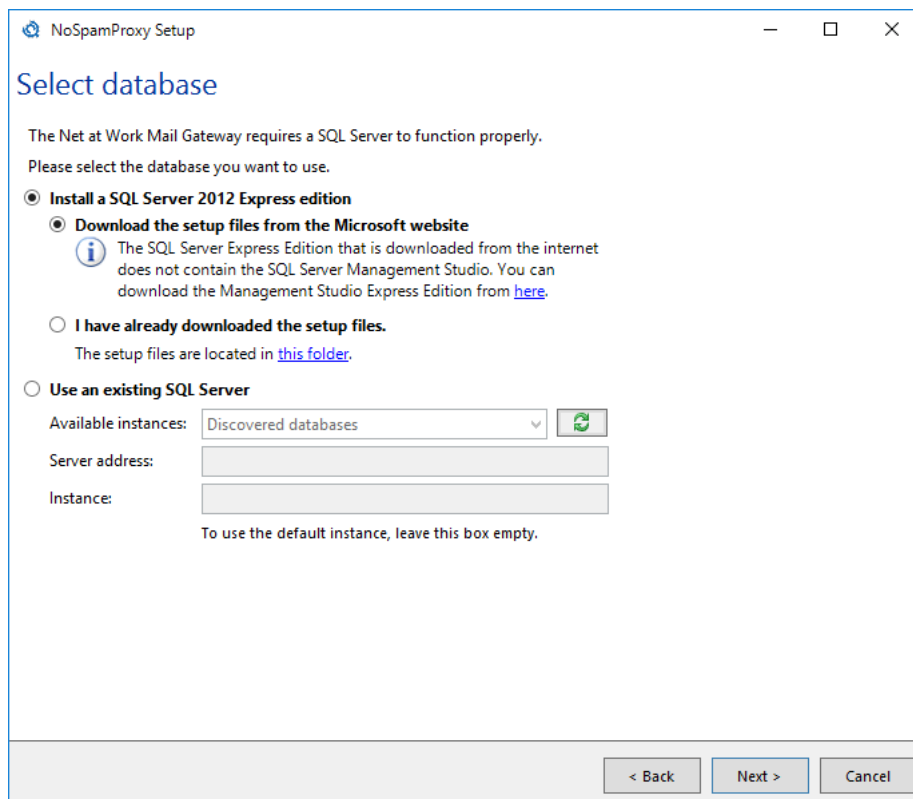
**Picture 10: Display of missing installation prerequisites**

In this example, the **Report Viewer Control 2010** is not installed. This component is required to display the reports of the Intranet Role in the management console. Click on the link, download the component and execute the installation. Click on **Next** to continue.



**Picture 11: The installation path of NoSpamProxy**

Determine the installation path of NoSpamProxy ([Picture 11](#)).



**Picture 12: Selection of the database server**

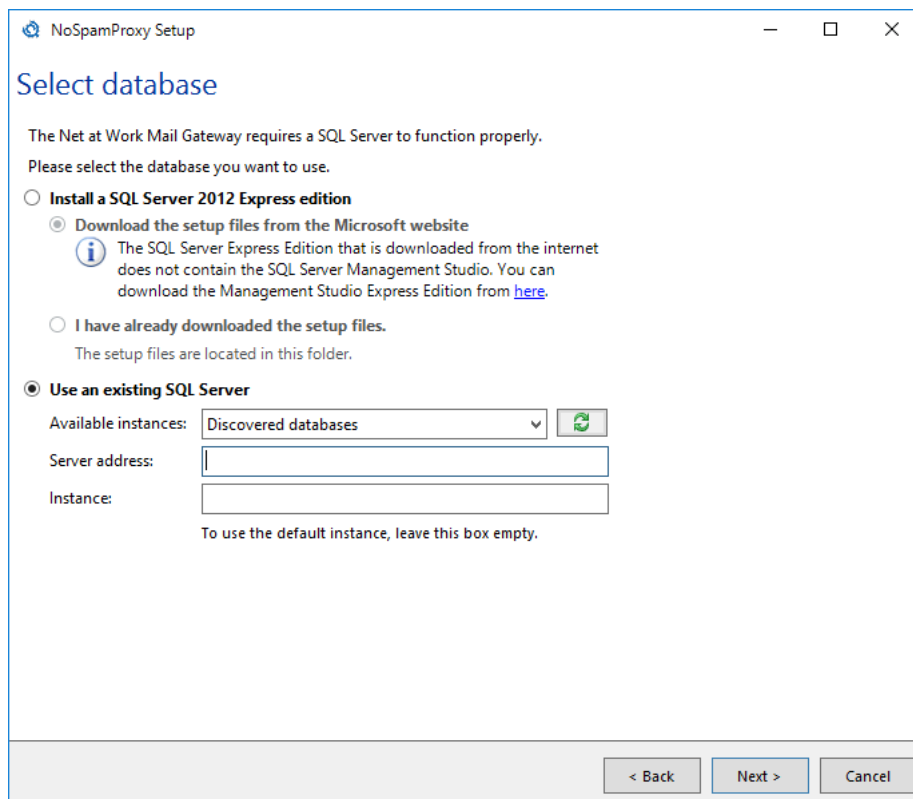
Select your database now. You can decide whether you install an SQL Server 2012 Express Edition or wish to use an already existing SQL instance. During the selection of the installation, the SQL Server setup can be downloaded from the Internet or via entering the path of an already downloaded setup file ([Picture 12](#)).

## Installation of SQL Server 2012 Express Edition

You can use the SQL Server 2012 Express Edition for the database of NoSpamProxy. The installation program supports you during the SQL server installation.

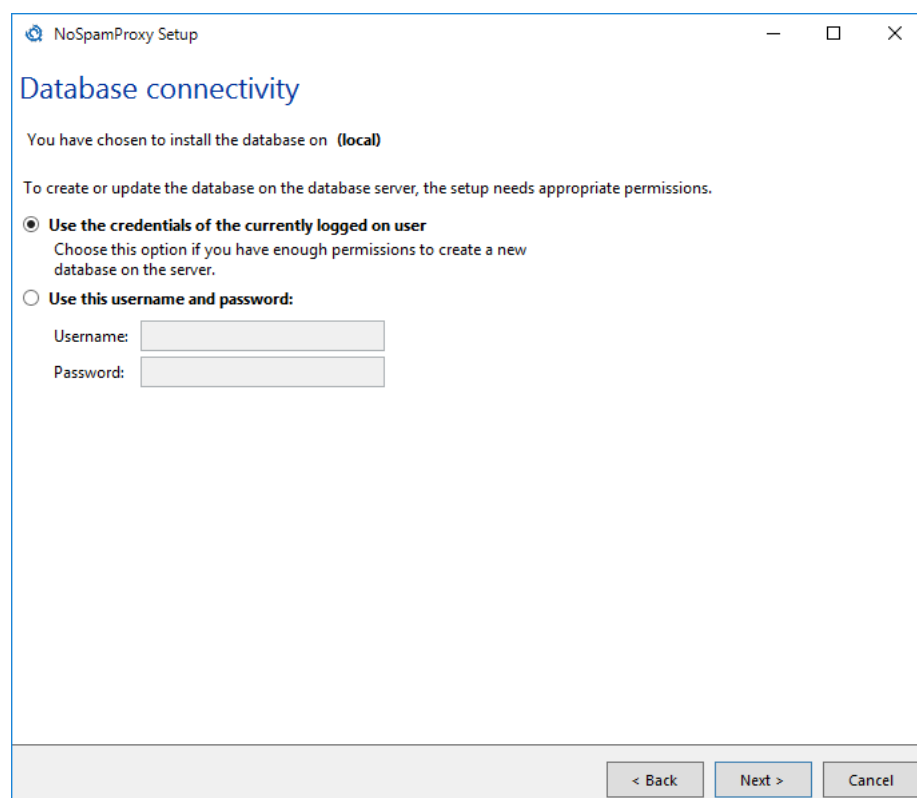
## Using an already installed SQL Server instance

You can also use an SQL Server instance which is already installed in your company as database server for NoSpamProxy ([Picture 13](#)).



**Picture 13: Selection of an already existing SQL instance**

If an SQL instance is already existing, there are two ways to provide them for the setup. In the field **Available instances**, the setup shows the SQL instances found in the network. You can select the desired instance via the corresponding drop down menu. If the desired instance is not listed, you can enter it manually via the fields **Server address** and **Instance**.



The image shows a Windows-style window titled "NoSpamProxy Setup". The window has a title bar with standard minimize, maximize, and close buttons. The main content area is titled "Database connectivity" in a blue font. Below the title, it says "You have chosen to install the database on (local)". Then, it states "To create or update the database on the database server, the setup needs appropriate permissions." There are two radio button options. The first option, "Use the credentials of the currently logged on user", is selected with a filled radio button. Below it, a small text says "Choose this option if you have enough permissions to create a new database on the server." The second option, "Use this username and password:", is unselected with an empty radio button. Below this option, there are two text input fields: "Username:" and "Password:". At the bottom of the window, there is a grey bar containing three buttons: "< Back", "Next >", and "Cancel".

NoSpamProxy Setup

### Database connectivity

You have chosen to install the database on (local)

To create or update the database on the database server, the setup needs appropriate permissions.

☒ **Use the credentials of the currently logged on user**  
Choose this option if you have enough permissions to create a new database on the server.

☐ **Use this username and password:**

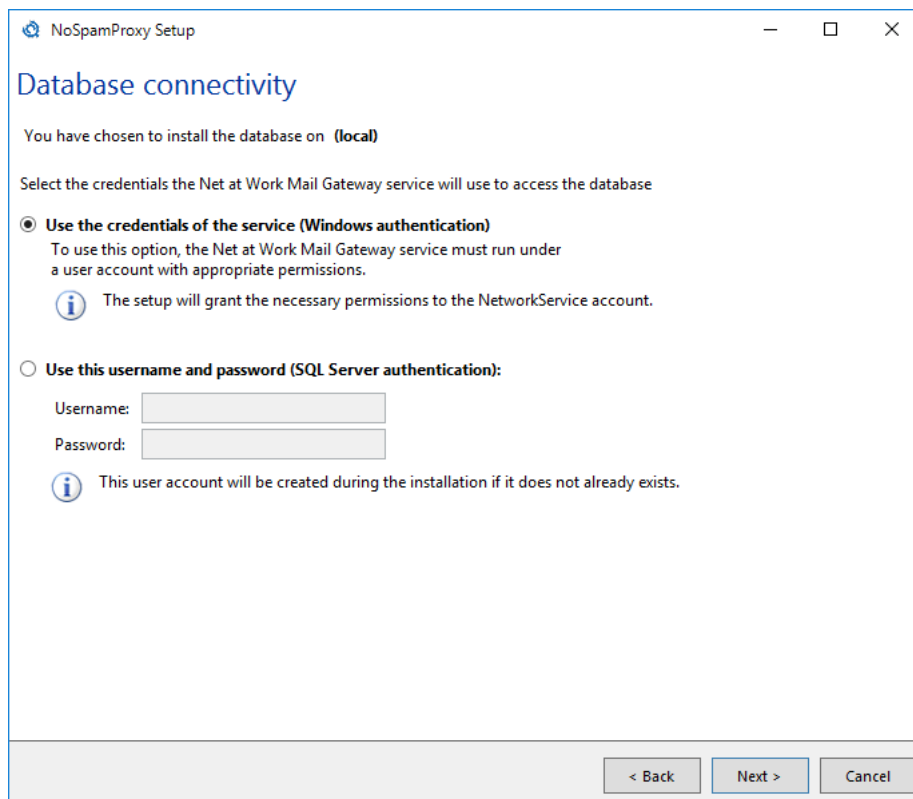
Username:

Password:

< Back   Next >   Cancel

**Picture 14: Entry of the administrative user**

Enter the access data for the administrative access ([Picture 14](#)). This access is required during the setup to create the databases of the roles to be installed. Enter user name and password of a user who has administrative access to the SQL Server used.

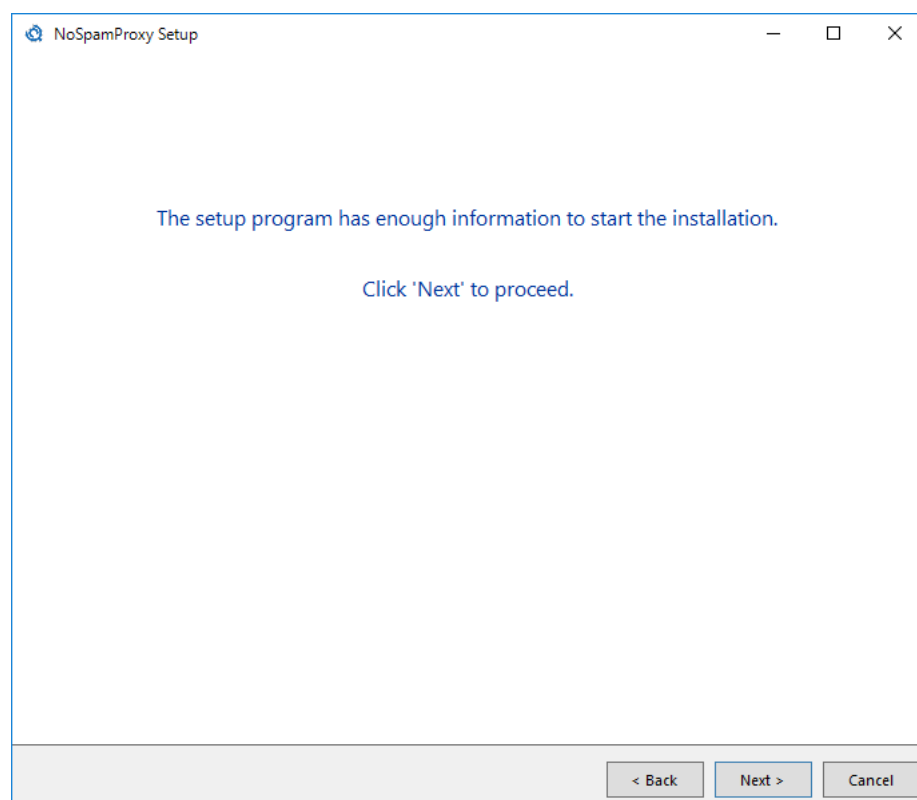


The screenshot shows a Windows-style window titled "NoSpamProxy Setup". The main heading is "Database connectivity". Below it, a message states: "You have chosen to install the database on (local)". The instruction reads: "Select the credentials the Net at Work Mail Gateway service will use to access the database". There are two radio button options. The first option, "Use the credentials of the service (Windows authentication)", is selected. It includes a sub-note: "To use this option, the Net at Work Mail Gateway service must run under a user account with appropriate permissions." and an information icon stating: "The setup will grant the necessary permissions to the NetworkService account." The second option, "Use this username and password (SQL Server authentication):", is unselected. It includes input fields for "Username:" and "Password:". Below these fields is an information icon stating: "This user account will be created during the installation if it does not already exists." At the bottom right, there are three buttons: "< Back", "Next >", and "Cancel".

**Picture 15: Entry of user for normal access of NoSpamProxy**

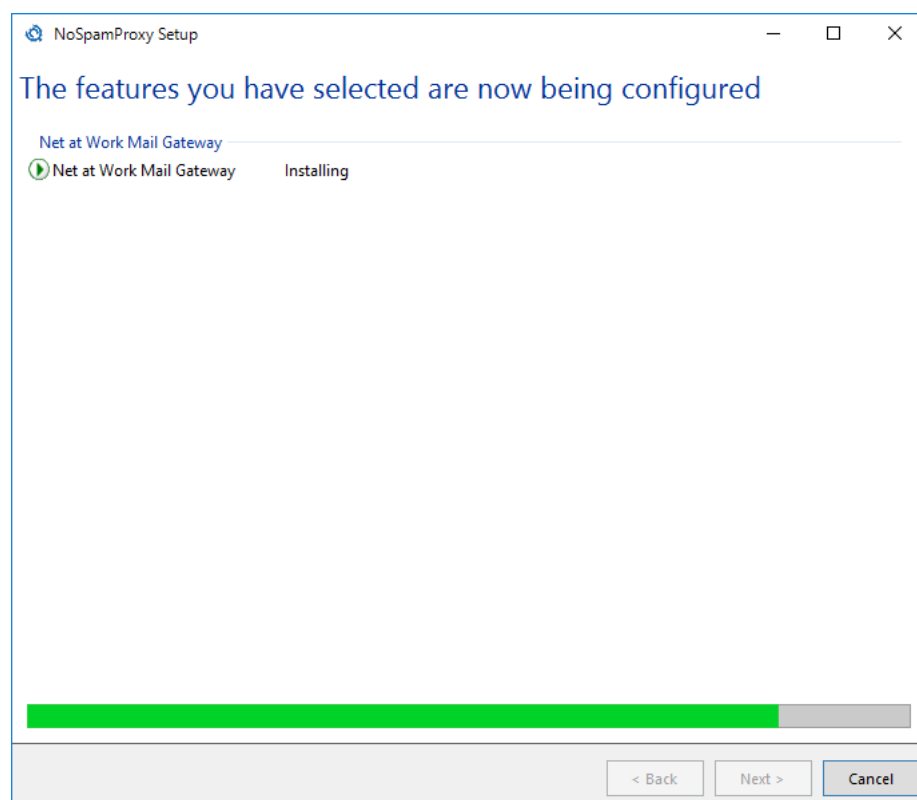
Now enter user name and password of a user who is used for normal access to the roles during the running operation ([Picture 15](#)). The setup authorises this user for the use of required databases and stores the login information in an encrypted form in the configuration of the roles.





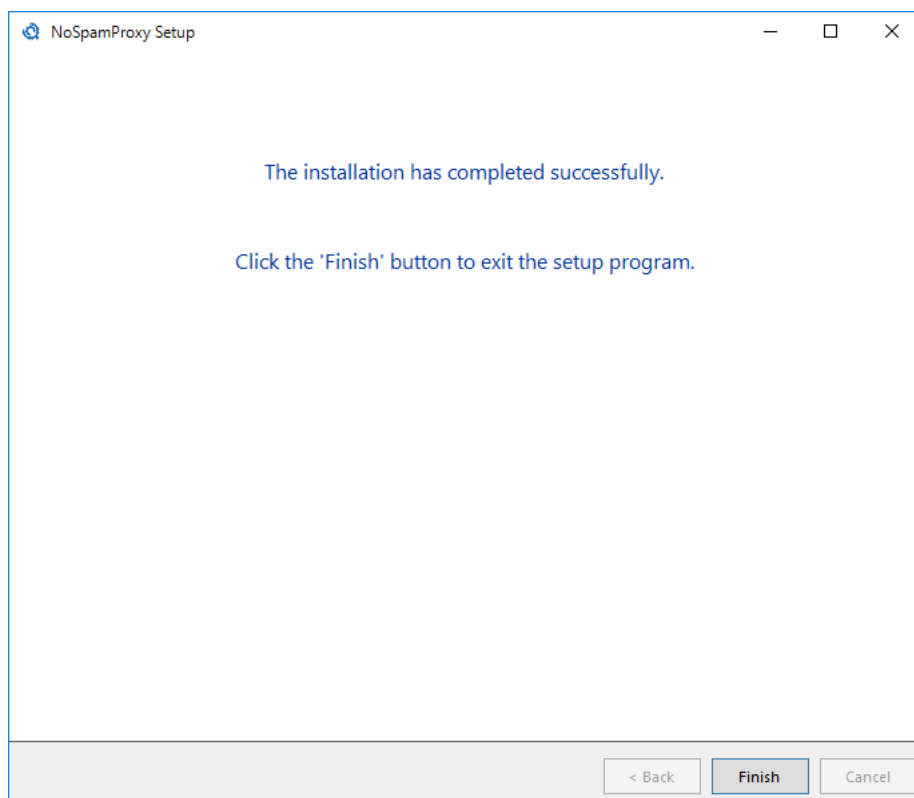
**Picture 16: Confirmation that you have provided all required information**

Start the installation with **Next** ([Picture 16](#)).



**Picture 17: Progress of the installation**

The installation is now executed until its end without any further interaction ([Picture 17](#)). Should an error occur, the installation is undone and an error protocol created.



**Picture 18: Confirmation of successful installation**

After successful installation, click on **Finish** ([Picture 18](#)).

## 6. After the installation

If you have installed the NoSpamProxy Management Console too, you can find an entry about it in the start menu after the conclusion of the installation.

If you have installed all roles on the same server, a link to the 'configuration wizard' appears on the dashboard of the configuration client. By using this wizard, you can install your licence and complete the configuration of NoSpamProxy.

A detailed description of the configuration can be found in the operating manual of NoSpamProxy.



If you have no licence yet, you can request an evaluation licence at <https://service.nospamproxy.de/Link/Demo>.

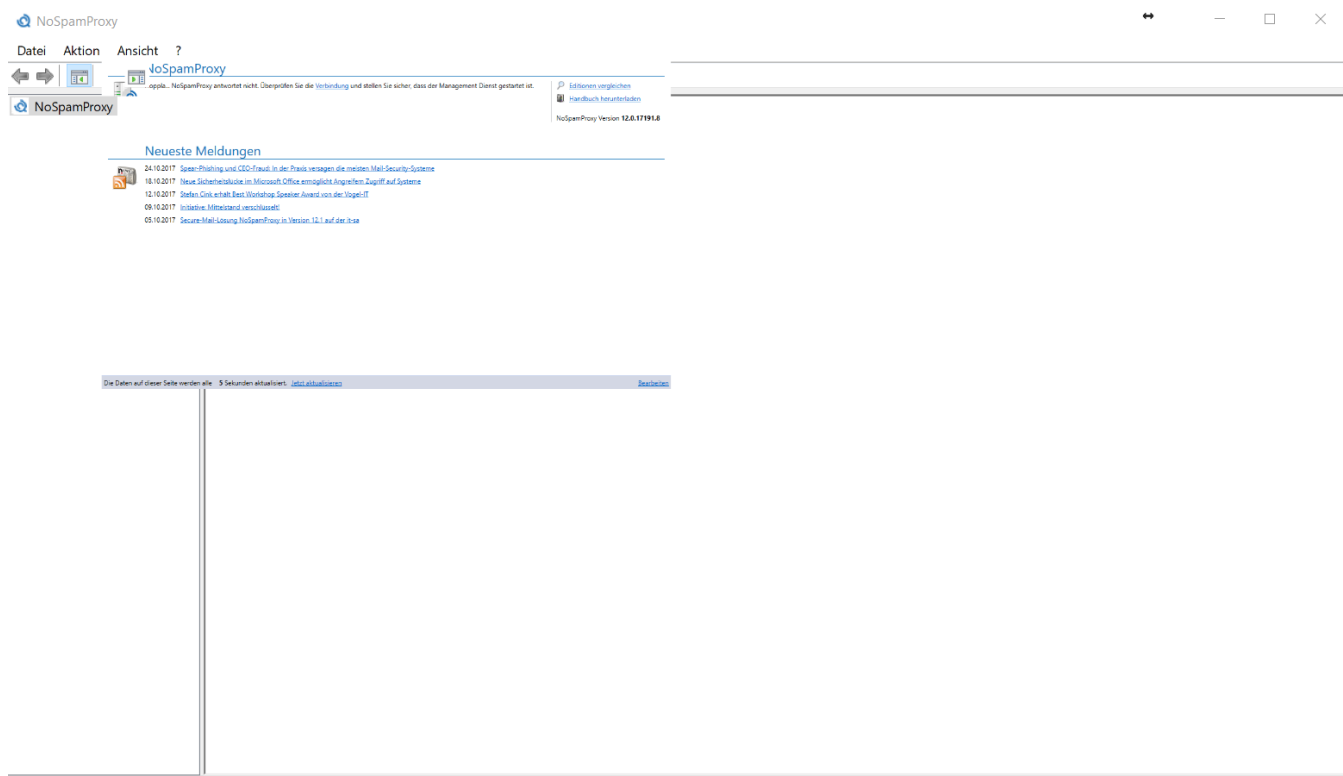
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## 7. Issues after installation

### Management Console is displayed too small

- **Description**

On systems with high DPI monitors or on laptops with active scaling of fonts and icons, the user interface of NoSpamProxy is displayed notably too small. Width and height is shrunken by a factor of about 1:2. You can not use any of the buttons because they are shown at the wrong location and the clickable areas are invisible ([Picture 19](#)). Other MMC Snap-Ins are shown with the correct width and height but they also seem to be a bit blurry.



Picture 19: Management Console with the wrong size

- **Cause**

This behaviour occurs if scaling (bigger than 100%) of fonts, icons and apps is enabled.

- **Temporary workaround**

You can temporarily work around this issue by setting the scaling back to 100%. This does not prove as permanent solution on monitors with more than 3000 pixels horizontal resolution.

- **Solution**

Activate support for high DPI in MMC. The NoSpamProxy user interface supports high DPI monitors and scaling by the operating system. The necessary information for scaling are not transmitted from the MMC to the snap-ins by default. You can change this if you add the following key the Windows registry:

```
[HKEY_CURRENT_USER\Software\Microsoft\Windows NT  
\CurrentVersion\AppCompatFlags\Layers]  
"C:\\Windows\\System32\\mmc.exe"="~ HIGHDPIAWARE"
```

Please log out and on again afterwards, so that all changes can fully take effect. After this change the NoSpamProxy management console is displayed in the correct size and the blurriness of other snap-ins is also gone.

- **Solution by REG file**

The solution as described above can also be deployed by an already prepared REG file to the Windows registry. You can find this file in the folder C:\Program Files\Net at Work Mail Gateway\NoSpamProxy Management Console with the name Fix high DPI issue.reg. By double-clicking the file you can add all necessary value to the Windows registry.

## 8. Upgrades



If you do an update of a previous version of NoSpamProxy, please pay attention to the following items.

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When updating the product, please abide by the following order.

- 1. Web Portal**

Update the Web Portal first. The Web Portal has its own installation program.

- 2. Gateway Role(s)**

Now, all computers with an installed Gateway Role are updated.

- 3. Intranet Role**

Update the computer on which the Intranet Role runs last.

If a Gateway Role is installed parallel to the Intranet Role on the same computer, it may be updated at the same time as the Intranet Role.

- In most cases during an update, you need to execute manual steps before and after the installation since otherwise the fluent operation of NoSpamProxy is no longer ensured. To do so, please consider the steps in the section [Upgrade paths](#). The sections are cumulative, so you must pay attention to the order of the sections from your currently installed version up to the latest version.
- In any case, please check the configuration of NoSpamProxy after having realised a program update. Please especially check the licence in the action **Manage licence** in the dashboard of the management console.

## Licences

If you have any further questions regarding your licence, please do not hesitate to contact our support team at [info@netatwork.de](mailto:info@netatwork.de). To ensure that we can process your request as soon as possible, please provide us with the version of NoSpamProxy used (e.g. "9.3.123") as well as your existing customer ID (e.g. "C12345"). The version number can be found in the overview of the management console top right below the list with the action links. The customer ID can be found in the client of NoSpamProxy in the action **Manage licence** in the dashboard of the management console or in your licence file at:

```
<field name="ContactNumber">C12345</field>
```



In order to install version 12, you must have available a software maintenance which was valid on 1st November 2017 .

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### Upgrade paths

Depending on the fact from which previous version you update to the latest version of NoSpamProxy, different steps must be taken. You do not require a new licence file if the software maintenance is still valid.



Current advice regarding the updates are published as soon as possible in the [Knowledge Base](#) in the section **Update instructions**. Please check whether latest advice for a fluent update is available there.

### Updating from version 13 to version 13.1

During the update from version 13 to version 13.1, all settings and user information are retained.

### Upgrading from version 12.2 to version 13

During the update from version 12.2 to version 13, all settings and user information are retained.

Make sure that you have the .NET Framework 4.7.2 or higher installed and that the SQL Server version is at least 2008 R2, preferably 2012 or later.

As of version 13, activating the license is carried out using a license key instead of a license file. For more information, read out Knowledge Base article [How to install a new license](#).

### Upgrading from version 12.1 to version 12.2

During the upgrade from version 12.1 to version 12.2, all settings and user information are retained.

### Upgrading from version 12 to version 12.1

Level of Trust hashes are saved as SHA-2 instead of MD5 since version 11.1. The next version 12.0 has no support for MD5 any more. If you upgrade from a version earlier than 11.1 first you have to upgrade to version 11.1. This version has to run at least one week before upgrading to a newer version to ensure that all necessary hash trust values are available as SHA-2.

During the upgrade from version 11 to version 11.1, all settings and user information are retained.

### Upgrading from version 11.1 to version 12

Version 12 of NoSpamProxy requires at least SQL Server 2008R2 or later. For performance reasons we suggest changing to SQL Server 2016. During the upgrade of version 11.1 to version 12, all settings and user information are retained.

### Upgrading from version 11 to version 11.1

With version 11.1, version 2008 is presumed as SQL Server. Please upgrade your SQL Server 2005 to a version not older than 2008 before you start the NoSpamProxy upgrade.



During the upgrade from version 11 to version 11.1, all settings and user information are retained.

### **Upgrading from version 10.1 to version 11**

During the upgrade from version 10.1 to version 11, all settings and user information are retained.

For the use of NoSpamProxy disclaimers, the group **NoSpamProxy Disclaimer Administrators** is added. Please add all users who should manage the templates and rules of the disclaimers to this user group.

### **Upgrading from version 10 to version 10.1**

During the upgrade from version 10 to version 10.1, all settings and user information are retained.

### **Upgrading from legacy versions**

Information on upgrades of legacy versions is provided in our [Knowledge Base](#).