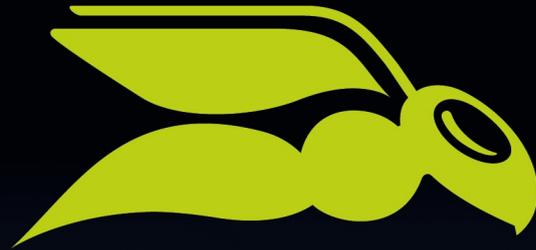


2021-07-14



HORNETSECURITY

OUTLOOK ADD-IN (COM)

www.hornetsecurity.com

THE CLOUD SECURITY PIONEER

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General Information

The general information helps to better understand graphics, symbols and explanations within the documentations. Read the next sections carefully to learn more about the elements.

Gender Equality

For reasons of the legibility the male form was chosen in the text, the information refers nevertheless to members of both genders.

Used symbols

Following symbols are used to improve the recognizability of relevant steps within instructional chapters:

Symbol	Meaning	Explanation
	prerequisite	condition that has to be fulfilled before performing the next step
	interim result	result that is reached after executing a step
	final result	result that is reached after the described order of steps

Safety instructions and warnings

Safety instructions and warnings are used to inform the user about residual risks and danger and to avoid them with the recommended procedure. Following safety instructions and warnings are used in this documentation:

Symbol	Meaning	Explanation
	notice	note about general information about the product and/or the services
	important	further information, that is relevant for the next steps, within a section



Symbol	Meaning	Explanation
	attention	warning about additional costs that may incur depending on the booked services
	caution	warning about the potential loss of data
	danger	warning about the potential infection of the system with malware



About the Outlook-Add-In

With the Outlook Add-In, Hornetsecurity provides you with an interface for the services Spam and Malware Protection and Archiving.

You can maintain your usual working interface with the Outlook-Add-In and do not have to login at the Hornetsecurity Control Panel.



Important:

We recommend 365 Total Protection Customers to use the Hornetsecurity Outlook Add-in instead (see [About Hornetsecurity Outlook Add-in](#) in the Hornetsecurity Outlook Add-in manual).

You can use following actions from Outlook directly:

- Reporting spam mails
- Reporting Infomails
- Create deny and allow lists for senders
- Mark emails as private
- Post-Archiving Emails
- Look at the email archive
- Request quarantine report
- Encryption and Signing of Emails

Due to the direct connection to the archive you can search emails from your archive in Outlook, answer and forward them as if they would lay locally in your postbox.



Notice:

You can use the functions of the Outlook-Add-In without internet connection. Your requests will be processed the next time you connect to the internet.

Supported Operating Systems

The following operating systems are supported:

- Windows 7, 32 Bit and 64 Bit
- Windows 8 and 8.1, 32 Bit and 64 Bit



- Windows 10, 32 Bit and 64 Bit

Supported Outlook Versions

The following outlook versions are supported by the Outlook-Add-In:

- Outlook 2010, 32 Bit and 64 Bit
- Outlook 2013, 32 Bit and 64 Bit
- Outlook 2016, 32 Bit and 64 Bit

Technical Prerequisites

These prerequisites are necessary for the installation of the Outlook-Add-In:

- The Microsoft .NET 4.5 framework system has to be installed for the usage of the Outlook-Add-In.
- While installing the Outlook-Add-In the installer checks if the required components are available. If a component is not installed, the system displays an error message. You have to install appropriate system upgrades to be able to install the Outlook-Add-In.



Downloading the Outlook-Add-In

You can download the Outlook Add-In installation file from a website.

You can download the Outlook Add-In installation file from a website.

1. Open the website <https://www.hornetsecurity.com/downloads> in your browser.
2. Click on the Outlook Add-In download link.



A dialog window for saving the installation file opens.

3. Click on **Save**.



The installation file is saved on your computer.



You have downloaded the Outlook Add-In installation file.

Next, you can install the Outlook Add-In on your computer (see [Installing the Outlook-Add-In](#) on page 9).



Installing the Outlook-Add-In

You can install the Outlook Add-In on your computer.

 You have downloaded the Outlook Add-In installation file (see [Downloading the Outlook-Add-In](#) on page 8). You have administrative permissions on your computer.

You can install the Outlook Add-In on your computer. The Outlook Add-In is installed system-wide for all users of the computer.

1. Close Outlook on your computer.
2. Launch the downloaded installation file of the Outlook Add-In.



The setup wizard opens.

3. Follow the instructions of the setup wizard.



You have installed the Outlook Add-In on your computer. Now you can start Outlook again.

In Outlook, the new **Hornetsecurity** group is now displayed under the tab **Start**.

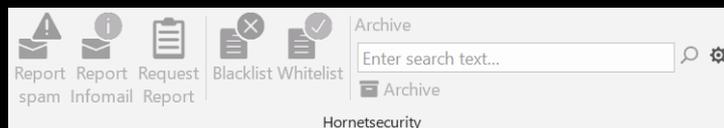


Figure 1: Hornetsecurity group

Next, you can add user information to be able to use all functions of the Outlook Add-In (see [Adding User Credentials](#) on page 10).



Adding User Credentials

To be able to use the Outlook Add-In, you have to enter the user credentials.

 You have a manually created Control Panel account.

1. In the **Hornetsecurity** group, click on  (**Settings**).



A window opens.

2. Enter your credentials for the Hornetsecurity Control Panel in the username and password fields.



Notice:

The credentials must belong to a Control Panel account that has been created manually. The mailbox must have been added manually to the Control Panel, and not through synchronization. The password must also be managed by the administrator and not be synchronized. Credentials for LDAP and Microsoft 365, which can also be used to log in to the Control Panel, are not supported.

3. Click on **Save** to store your data in the Outlook Add-In.

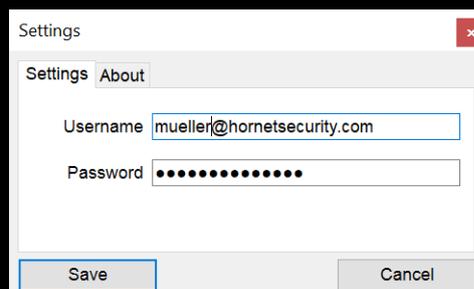


Figure 2: Add user credentials



Via the **Hornetsecurity** group and context menu, you will then have direct access to the Spam and Malware Protection service, the Aeternum email archive and Email Encryption if enabled.



Figure 3: Hornetsecurity group

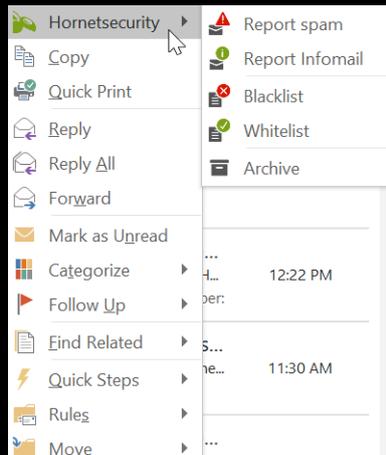


Figure 4: Context menu



Overview of Functions

With the Outlook-Add-In different actions can be performed which are explained in the following table.

Function	Description
Report as Spam	The previously-selected email will be reported as spam.
Report as infomail	You can select this option if you would like to report newsletters or advertising emails.
Request quarantine report	You can request the current quarantine report if you expect emails which may be in quarantine.
Deny List	If you do not want to receive emails from one or more senders, you can add them to your personal deny list.
Allow List	If an email from a sender is quarantined and displayed in a quarantine report, you can use the allow list function. Future emails from the sender will always be delivered.



Important:

Adding a sender to the allow list means that no further filter rules will be applied.



Using the Hornetsecurity functions in Outlook

1. Select emails for which you would like to apply a Hornetsecurity function.
2. Select the desired Hornetsecurity function:
 - Click on the function in the **Hornetsecurity** group under **Start**.

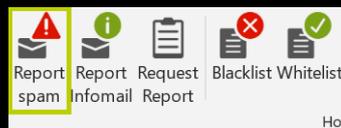


Figure 5: Select the function in the Hornetsecurity group

- Or right-click on the selected emails and select the desired function from the context menu.

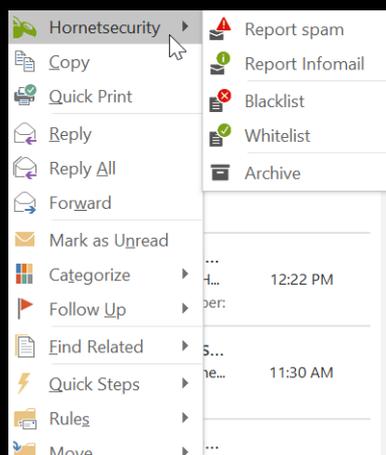


Figure 6: Select the function in the context menu

3. Confirm the selected function.



Archiving

Hornetsecurity Archiving is directly accessible from Outlook.



Important:

You can only use Archiving after booking it in the Control Panel.

You can search or filter the archive in the Archiving display. It is also possible to preview emails.

You can execute the following functions:

- **Display**
- Mark as private

Opening Archiving

Open the archive to search archived emails in Outlook.

1. Optional: Enter a term in the field **Archive** in the **Hornetsecurity** group.
2. Click on the **magnifying glass**.

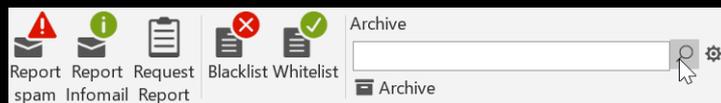


Figure 7: Opening Archiving



A new window that connects to your personal email archive and makes your request available will open.

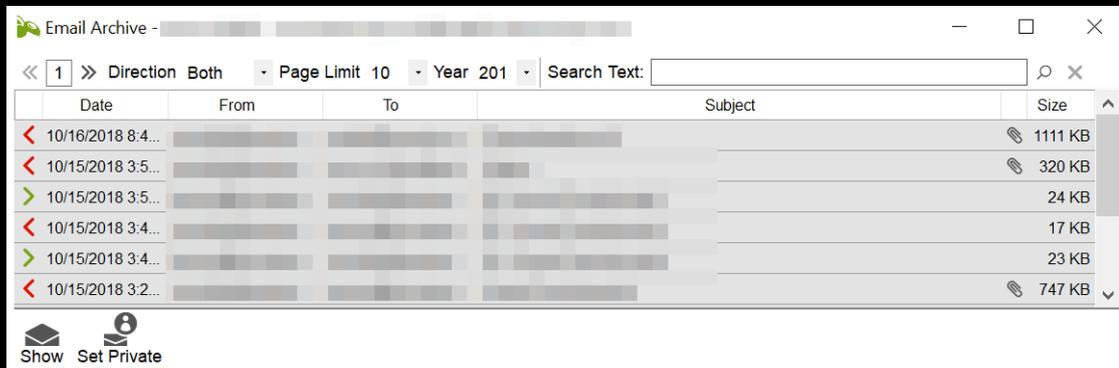


Figure 8: Aeternum email archive in Outlook



Notice:

It may take a moment until the request has been processed.

Showing an Email in the Preview

1. Open the archive in Outlook.
2. Click on the desired email to open it in the preview.

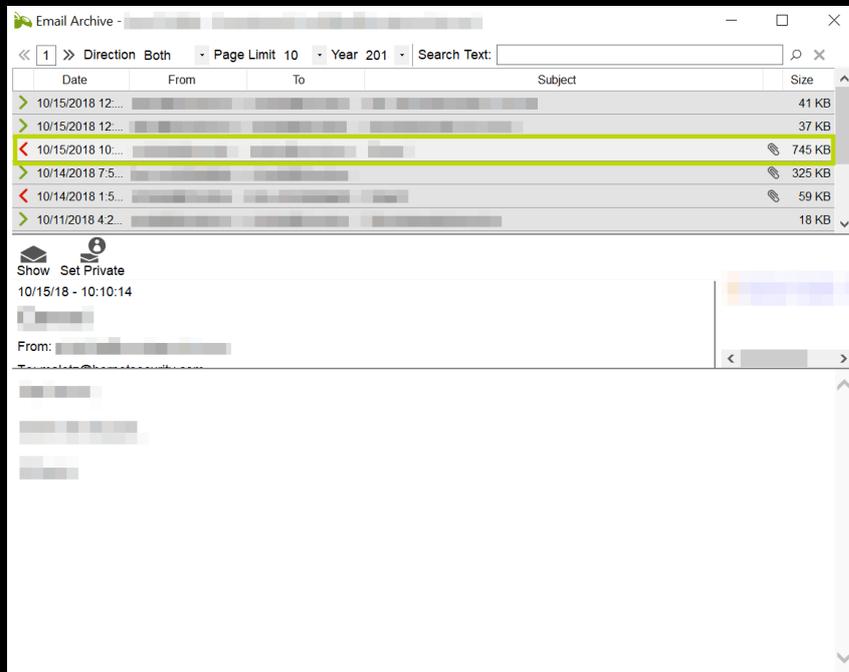


Figure 9: Open email with the preview.

Opening Emails from the Archive in Outlook

Open the emails with Outlook to answer or forward them. Also open attachments.

1. Open the archive in Outlook.
2. Select one of the following steps:
 - Double click on the desired email.
 - Select the desired email and click on **Show**.
3. Select Outlook as default application for files with the format .eml and confirm with OK.

! **Important:**

This information only appears if Outlook is not set as the default application for opening eml. files.



Figure 10: Notification to open emails with Outlook



The selected email is opened in Outlook afterwards.

Filtering Functions

There are different criteria which can be used to filter emails in the Archiving view.

Function	Description
Direction	Filters by incoming or outgoing emails. Both directions are shown by default.
Number	Limit the displayed emails to a defined number. Ten emails are displayed by default.
Year	Select the year for which you want to display emails.
search	Search the emails in the archive for the entered terms.

Furthermore, it is possible to sort the emails by table headers.



Post-Archiving Emails

Use the function **Archive** to add emails to the archive which have not been added yet.



Notice:

Only emails are archived which are not in the archive by now. These appear in the archive exclusively as incoming emails.

1. Select the email which you would like to add to the archive.
2. Click on **Archive** in the **Hornetsecurity** group.
3. Confirm sending the selected email to your archive with **Yes**.

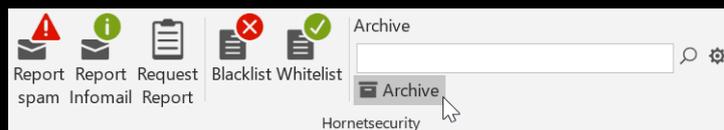


Figure 11: Post-archiving emails



Encryption and Signing of Emails

It is possible to encrypt and sign emails within the Outlook-Add-In.

To send signed and/or encrypted emails, you must have booked email encryption in the Control Panel. In addition, a certificate must be available for each user who wants to use the signing and encryption functions.



Notice:

Emails which are not routed through one of our relay servers are not signed or encrypted.

Further information on setting up the email encryption and ordering the certificates can be found under "**Email Encryption**" in the Control Panel manual.

Signing Emails



To encrypt or sign emails within the Outlook-Add-In you must have booked the Encryption module.

1. When writing an email in Outlook, select the **Message** tab.

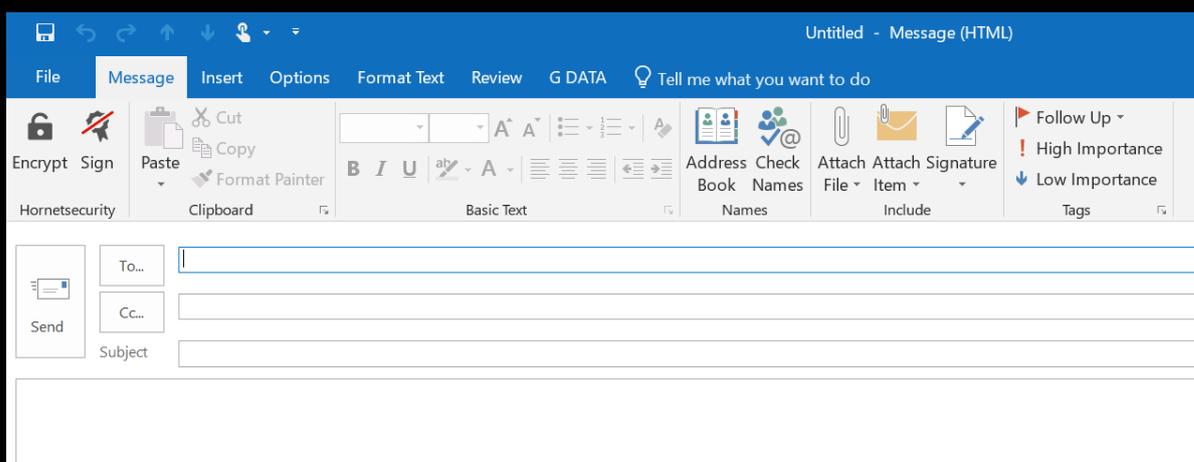


Figure 12: Group Hornetsecurity while writing a message in Outlook

2. Click on **Sign**.





The symbol turns green.

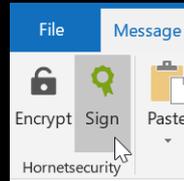


Figure 13: Sign email



Your email is signed with the deposited user certificate.

Furthermore, you can encrypt your emails.

Encrypting Emails



To encrypt or sign emails within the Outlook-Add-In you must have booked the Encryption module.

1. When writing an email in Outlook, select the **Message** tab.

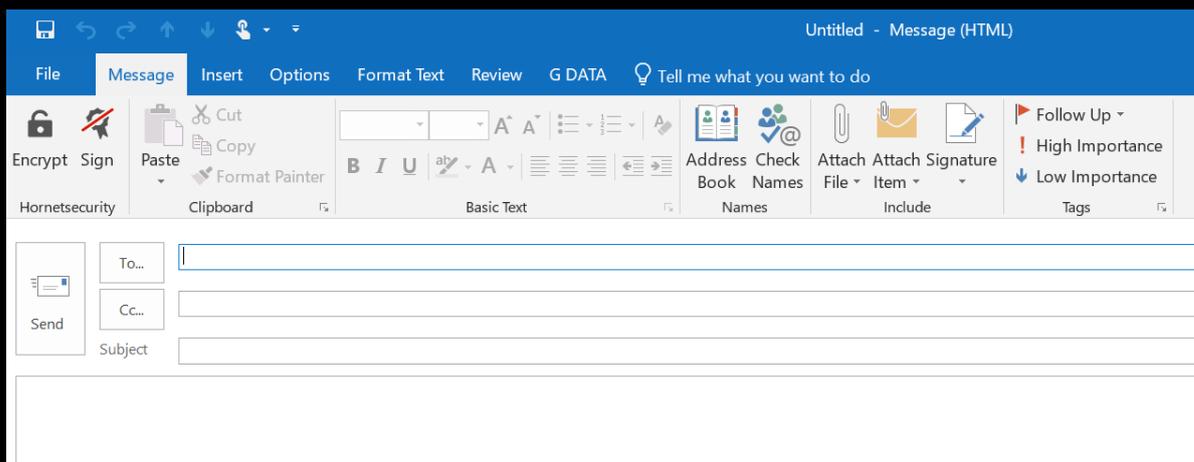


Figure 14: Group Hornetsecurity while writing a message in Outlook

2. Click on the lock with the name **Encrypt** in the **Hornetsecurity** group.



The lock closes and turns green.

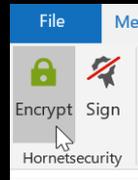


Figure 15: Encrypt message



The email is encrypted with the certificate stored by the user when it is sent.

You can also sign the email.

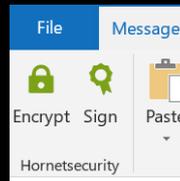


Figure 16: Encrypt and sign email



Troubleshooting: Hornetsecurity Outlook-Add-In not available after crash

You have installed the Outlook-Add-In. After a system crash, the Outlook-Add-In is deactivated and the group is not visible.

The Outlook-Add-In was deactivated by Outlook after a system crash.

1. Go to **File# → Options# → Add-ins**.
2. Select **Com-Add-ins** in the drop-down menu **Manage:**.
3. Click on **Go...**

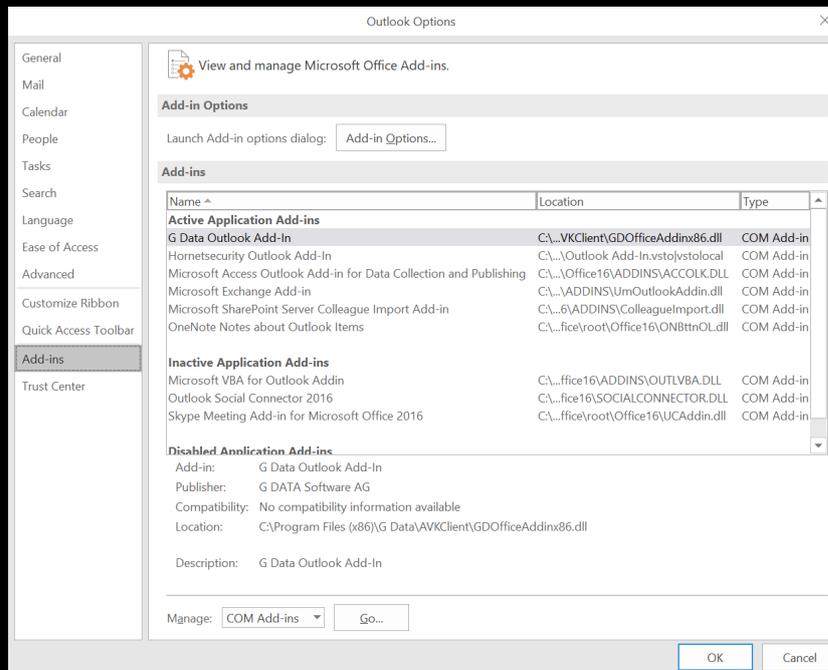


Figure 17: Open installed Outlook-Add-ins



A list with installed Outlook-Add-ins opens.

4. Activate the checkbox Hornetsecurity Outlook Add-In.
5. Confirm with **OK**.



The **Hornetsecurity** group is displayed in your Outlook again.

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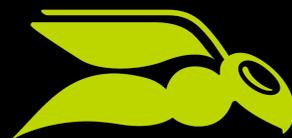
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