



# Outlook Add-In

Version 3.4.0

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## Installation Guide



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This documentation describes the following Axway software:

Axway Outlook Add-in 3.4.0

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# Preface

The *Axway Outlook Add-in 3.4.0 Installation Guide* provides detailed instructions for installing and deploying the Axway Outlook Add-in.

This guide provides information on the following topics:

- What's new in this release
- Prerequisites for installing the Axway Outlook Add-in
- How to deploy the Axway Outlook Add-in
- How to configure HTTP proxies
- Known limitations of the Axway Outlook Add-in
- Contact information for Axway Global Support

## Who should read this document

This document is intended for the person responsible for Outlook mail installation and configuration. System administrators for SecureTransport may also find useful information in this document.

## Related documentation

In addition to this document, the Axway Outlook Add-in documentation set includes:

- *Axway Outlook Add-in User Guide* - delivered as online help
- *Axway Outlook Add-in Release Notes*

## Get more help

Go to Axway Support at [support.axway.com](https://support.axway.com) to get technical support, download software, documentation, and knowledgebase articles. The website requires login credentials and is for customers with active support contracts.

# Training

Axway offers training across the globe, including on-site instructor-led classes and self-paced online learning.

[axway.com/support-services/training](https://axway.com/support-services/training)

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# Accessibility

Axway strives to create accessible documentation for users. The following describes the accessibility feature of the documentation.

## Documentation accessibility

The product documentation provides the following accessibility features:

- *Keyboard-only navigation on page 6*
- *Screen reader support on page 6*
- *Support for high contrast and accessible use of colors on page 6*

## Keyboard-only navigation

- The documentation source code contains ARIA (Accessible Rich Internet Applications) to improve the natural tab order and add focus where needed.
- ARIA landmarks are used to identify the main elements of the online help windows.

## Screen reader support

- The documentation structure is clear and the source code of the online help can be interpreted by JAWS.
- Alternative text is provided for images whenever necessary.
- The PDF documents are tagged to provide a logical reading order.

## Support for high contrast and accessible use of colors

- The documentation can be used in high-contrast mode.
- There is sufficient contrast between the text and the background color.
- The graphics have the right level of contrast and take into account the way color-blind people perceive colors.

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# What's new

Axway Outlook Add-in 3.4.0 adds the following new features and improvements to the Outlook Add-in:

## General

- Axway Outlook Add-in now supports Microsoft .NET Framework version 4.5 or above.
- Kerberos Single Sign-on (SSO) authentication is now supported.
- Can connect to supported SecureTransport servers over TLS 1.2 security protocol.
- Localization is supported. For more information on localizing Outlook Add-in, contact Axway Support at [support.axway.com](https://support.axway.com).
- The following versions of SecureTransport are supported:
  - SecureTransport 5.3.1
  - SecureTransport 5.3.3
  - SecureTransport 5.3.5
  - SecureTransport 5.3.6

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# Prerequisites for installing the Axway Outlook Add-in 1

Before you can install the Axway Outlook Add-in, ensure that your system meets the following requirements:

- Your organization has a supported version of SecureTransport server.
- A supported version of Microsoft Outlook is installed.
- Microsoft .NET Framework 4.5 is installed.
- If using the MSI installation package, Microsoft Visual C++ Redistributable must be installed first.

**Note** For Outlook Add-in 32-bit installations, install the 32-bit version of Microsoft Visual C++ Redistributable for Visual Studio 2015. For Outlook Add-in 64-bit installations, install the 64-bit version of Microsoft Visual C++ Redistributable for Visual Studio 2015.

## Supported software

The Axway Outlook Add-in is fully supported only when Microsoft Outlook is installed on an officially supported version of Microsoft Windows (32- or 64-bit.) For a list of supported Microsoft Windows versions, check the documentation delivered with your Outlook application.

The Axway Outlook Add-in supports the following versions of Outlook.

## Outlook Add-in supported platforms

- Outlook 2007 (32-bit) including the latest Outlook service packs
- Outlook 2010 (32- and 64-bit) including the latest Outlook service packs
- Outlook 2013 (32- and 64-bit) including the latest Outlook service packs

**Note** Microsoft .NET Framework 4.5 or later (Client or Full Profile) must be installed on all platforms.

The existence of other Microsoft .NET versions on the machine (2.0, 3.5 SP1, etc) will not affect the add-in as long as Microsoft .NET 4.5 is installed.

**Note** The Axway Outlook Add-in supports only Exchange Mailboxes. As an additional requirement the Microsoft Exchange Server MAPI Client and Collaboration Data Objects

1.2.1 must be installed on the machine where the Exchange server is hosted. For more information go to

<http://www.microsoft.com/en-us/download/details.aspx?id=1004>.

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# Deploying the Axway Outlook Add-in 2

The following topics describe how to plan your deployment of the Axway Outlook Add-in, as well as describe two different methods to install it across your user base:

- *Planning the Outlook Add-in deployment on page 10* - Provides reference information to plan the Axway Outlook Add-in deployment.
- *Installing Outlook Add-in manually on page 15* - Provides how-to instructions on how to install the Axway Outlook Add-in manually.

**Note** Axway Outlook Add-in can be localized as part of its deployment. For more information on localizing Outlook Add-in, contact Axway Support at [support.axway.com](https://support.axway.com).

## Planning the Outlook Add-in deployment

The Axway Outlook Add-in is delivered as an MSI file which allows using all the standard deployment mechanisms available in any Microsoft Windows environment. Some of the available options are:

- **Mass Installation** - You can install the Axway Outlook Add-in on multiple desktops using Group Policy Objects or a Systems Management Software, such as Systems Management Server (SMS) or System Center Configuration Manager (SCCM).
- **Manual Installation** - You receive the MSI file and manually start the installation by running the MSI package.

Before deciding which approach is more appropriate for your specific environment, refer to the supported platforms sections. In a mixed environment (different Outlook versions, mix of 32-bit and 64-bit installations) it may be appropriate to choose the *Manual Installation* deployment. However, if your environment consists primarily of supported versions of Outlook it may be appropriate to perform a mass installation.

## Outlook Add-in Setup.exe deployment option

The outlook add-in `setup.exe` package contains the Outlook Add-in MSI file along with the Microsoft Visual C++ Redistributable. There are two `setup.exe` packages that you can use, depending on the bit size of the Outlook application:

The `Outlook-Addin-XXX-win-x86_32.exe` contains:

- Outlook Add-in 32-bit MSI installer
- Microsoft Visual C++ Redistributable for Visual Studio 2015 32-bit installer

The `Outlook-Addin-XXX-win-x86_64.exe` contains:

- Outlook Add-in 64-bit MSI installer
- Microsoft Visual C++ Redistributable for Visual Studio 2015 64-bit installer

The `Outlook-Addin-XXX-win-x86_32.exe` can be used to install (or upgrade) *only* the 32-bit version of the Outlook Add-in, which can only be installed on a 32-bit Outlook. Because there may be situations where the 32-bit Outlook is installed on 64-bit Microsoft Windows, the `Outlook-Addin-XXX-win-x86_32.exe` contains both the 32-bit and the 64-bit Microsoft Visual C++ Redistributable for Visual Studio 2015 installers. During installation, the correct Microsoft Visual C++ Redistributable for Visual Studio 2015 installer is invoked automatically and, after successful installation, the Outlook add-in installation starts.

**Note** If you start the `Outlook-Addin-XXX-win-x86_32.exe` on 64-bit Microsoft Windows with 64-bit Outlook and the `setup.exe` installs the 64-bit Microsoft Visual C++ Redistributable for Visual Studio 2015, but the installation of the Outlook Add-in fails, you can either use the `Outlook-Addin-XXX-win-x86_64.exe`, which will immediately start the 64-bit Outlook Add-in MSI installer, or you can use the 64-bit Outlook Add-in MSI installer directly.

The `Outlook-Addin-XXX-win-x86_64.exe` can be used to install (or upgrade) only the 64-bit version of the Outlook Add-in.

**Note** Both `Outlook-Addin-XXX-win-x86_64.exe` and `Outlook-Addin-XXX-win-x86_32.exe` require administrative privileges because of the bundled Microsoft Visual C++ Redistributable for Visual Studio 2015 installers and are more suitable for Multi-User installations using a Mass Deployment Method. Also, the Group Policy Deployment is not possible if you use the Outlook Add-in `setup.exe` packages because you can use only MSI files in a GPO deployment.

## Mass installation deployment

This topic describes the mass installation deployment option.

Refer to the Microsoft Documentation for details on how to deploy the Outlook Add-in using your favorite deployment mechanism (GPO, SMS, SCCM, and so on).

In some cases, you will need to install the Outlook Add-in, using a silent installation (mainly applicable for the SMS/SCCM approach). See the Outlook Add-in command line options for more information.

Ensure that Microsoft .NET 4.5 64 bit and Visual C++ Redistributable 64-bit or Microsoft .NET 4.5 32-bit and Visual C++ Redistributable 32-bit are already present on the target workstations.

## Outlook Add-in MSI command-line options

| Command                        | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|--------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| (mandatory)<br>SERVER=<server> | The URL of the Axway server. For details, refer to the server configuration guide for your server.<br><br><b>Note</b> If you do not specify the protocol part of the server URL (http or https) the Add-in assumes that the communication is performed over HTTPS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| (optional)<br>ALLUSERS=[1   2] | Controls the installation type (multi or single user).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| ALLUSERS=1                     | Multi-user installation (available for all users on the machine). Requires administrator privileges.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| ALLUSERS=2                     | Single-user installation (available for the current user that is performing the installation). Does not require administrator privileges.<br><br><b>Note</b> This option is only available for Windows XP installations. To install the Outlook Add-in in single-user mode on Windows 7 and Windows 8, specify MSIINSTALLPERUSER=1. Default value: ALLUSERS=2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| (optional)<br>INSTALLTO=<path> | Allows you to change the default installation folder of the Outlook Add-in. Default values used if not specified explicitly ( <b>multi-user installation</b> ): <ul style="list-style-type: none"> <li>Windows XP -<br/>C:\Program Files\Axway\Outlook Add-in</li> <li>Windows 7, Windows 8, and Windows 10 32-bit -<br/>C:\Program Files\Axway\Outlook Add-in</li> <li>Windows 7, Windows 8, and Windows 10 64-bit -<br/>C:\Program Files (x86)\Axway\Outlook Add-in</li> </ul> Default values used if not specified explicitly ( <b>single-user installation</b> ): <ul style="list-style-type: none"> <li>Windows XP -<br/>C:\Documents and Settings\&lt;user&gt;\Local Settings\Application Data\Axway\Outlook Add-in</li> <li>Windows 7, Windows 8, and Windows 10 -<br/>C:\Users\&lt;user&gt;\AppData\Local\Axway\Outlook Add-in</li> </ul> |

| Command                                                                                                             | Description                                                                                                                                                                                                  |
|---------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| (optional)<br>DEFAULT_<br>AUTHENTICATION_<br>TYPE_BASIC=[ 0   1 ] *                                                 | Controls the default authentication mechanism that will be used by the Add-in.                                                                                                                               |
| <b>Note</b> The user can change the authentication mechanism later, if needed, from the Outlook Add-in Preferences. |                                                                                                                                                                                                              |
| DEFAULT_<br>AUTHENTICATION_<br>TYPE_BASIC=0                                                                         | Kerberos single sign-on (SSO) is set as the authentication mechanism.                                                                                                                                        |
| (default)<br>DEFAULT_<br>AUTHENTICATION_<br>TYPE_BASIC=1                                                            | Basic Authentication is set as the authentication mechanism.                                                                                                                                                 |
| CUSTOM_SPN_<br>ENABLED=[ 0   1 ]                                                                                    | Controls the default service principal name (SPN) selection used by Outlook Add-in.                                                                                                                          |
| (default)<br>CUSTOM_SPN_<br>ENABLED=0                                                                               | The SecureTransport server URL is used to compose the SPN.                                                                                                                                                   |
| CUSTOM_SPN_<br>ENABLED=1                                                                                            | A custom SPN is used for authentication.                                                                                                                                                                     |
| SPN                                                                                                                 | Holds the value of the custom service principal name (SPN) used by Outlook Add-in used for authentication.<br>The basic syntax of the SPN is:<br><service_type>/<instance_name>:<port_number>/<service_name> |

| Command                                                                                                                                                                                                                                                                                                                  | Description                                                                     |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|
| (optional)<br>DOWNLOAD_<br>FOLDER=<path>                                                                                                                                                                                                                                                                                 | Enables the option to change the default download folder of the Outlook Add-in. |
| <b>Default values:</b>                                                                                                                                                                                                                                                                                                   |                                                                                 |
| <ul style="list-style-type: none"><li>• <b>Windows XP:</b><br/>C:\Documents<br/>and Settings\<br/>&lt;user&gt;\My<br/>Documents\My<br/>Axway Add-in<br/>Downloads</li><li>• <b>Windows 7, Windows<br/>8, and Windows 10:</b><br/>C:\Users\<br/>&lt;user&gt;\My<br/>Documents\My<br/>Axway Add-in<br/>Downloads</li></ul> |                                                                                 |

## Examples

### Single-user installation for Windows XP:

```
XP: msixexec /i "<full path to the MSI file>" /qn  
SERVER=http://axwayserver.company.com:8090 ALLUSERS=2  
INSTALLTO=D:\Axway\My_Location
```

### Single-user installation for Windows 7, Windows 8, and Windows 10:

```
Win 7, Win 8, or Win 10: msixexec /i "<full path to the MSI file>" /qn  
SERVER=https://axwayserver.company.com:8090 ALLUSERS=2  
MSIINSTALLPERUSER=1
```

### Multi-user installation:

```
msixexec /i "<full path to the MSI file>" /qn  
SERVER=axwayserver.company.com ALLUSERS=1
```

## Installing Outlook Add-in manually

Use the following procedure to install the Axway Outlook Add-in. Before you begin the installation, make sure you close Outlook. The installation of Visual Studio 2015 is verified during the Outlook Add-in installation. If Visual Studio 2015 is not installed, you will be prompted to install it.

1. Download and run the respective `msi`.
2. Read the license agreement. Click **I Accept the terms in the license agreement**, and then click **Next**. Otherwise, click **Cancel**.
3. (Optional) When prompted, change the folder where the client will be installed (valid only for Outlook Add-in), and then click **Next**.
4. When prompted, specify the IP address, FQDN, or URL for your Axway Server, and then click **Next**.

**Note** Leave this field empty if you want to use in Mark Secure mode.

5. Click **Install** to begin installation.
6. Click **Close** when the installation is complete.

**Note** Before distributing the MSI files to your users you can edit the MSI file and embed the server URL. This will ease the installation for the end users and avoid mistakes when typing the server address.

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# Configuring HTTP proxies

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This topic describes how to configure HTTP proxies for the Axway Outlook Add-in.

## Configuring Axway Outlook Add-in proxies

For your convenience, the Axway Outlook Add-in automatically uses the proxy settings specified in the Internet Explorer LAN settings.

The Axway Outlook Add-in supports one or both of the following:

- HTTP proxies that do not require authentication.
- HTTP proxies that require either NTLM or Kerberos authentication.

**Note** Outlook Add-in does *not* support HTTP proxies that require only Basic Authentication.

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# Known limitations of the Axway Outlook Add-in

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- **Axway Outlook Add-in now connects by default only over TLS 1.2.**
- **RTF email format is not supported.**
- **The Axway Outlook Add-in save to draft scenarios and limitations based on the different attachment mechanisms and server configurations:**
  - The total of size of the attachments is less than the AdHoc minimum file size:
    - **Files are attached using *Attach Large File*** (Not supported) - The attachments are blocked and sent as normal attachments that can not be opened when received. Draft save and re-open is **not supported** in this scenario.
    - **Files are attached using *Attach File* or drag and drop** (Not applicable) - The attachments are sent as normal attachments.
    - **Files are attached using *Attach Large File* and using *Attach File* or drag and drop** (Not applicable) - The files attached using *Attach File* or drag and drop are sent as normal attachments. The files attached using *Attach Large File* are blocked.
  - The total size of the attachments is between the AdHoc minimum file size and maximum file size:
    - **Files are attached using *Attach Large File*** (Not supported) - The attachments are blocked and sent as normal attachments that can not be opened when received. Draft save and re-open is **not supported** in this scenario.
    - **Files are attached using *Attach File* or drag and drop** (Supported) - The attachments are sent through the Axway Outlook Add-in. Draft save and re-open is **supported** in this scenario.
    - **Files are attached using *Attach Large File* and using *Attach File* or drag and drop** (Partially supported) - The files attached using *Attach Large File* are blocked and sent as normal attachments that can not be opened when received. The files attached using *Attach File* or drag and drop are sent through the Axway Outlook Add-in. Draft save and re-open is **partially supported** in this scenario.
- **S/MIME support limitations:** Because of the way Outlook Add-in intercepts the outgoing emails and the need to add the Axway attachments download links in the email body after the user clicks **Send**, the following security-related limitations are present in the current release.
  - **You must specify your private key password twice when sending signed emails with Axway Attachments:** If your private key is protected by a password when sending signed emails with Axway attachments, the dialog box that asks the user to specify the private key password might be displayed two times; once after clicking the **Send** button, and again when the Outlook Add-in modifies the email body and sends the email in the

Outbox folder for sending. To ensure successful email processing you must type the correct private key password in both dialogs.

- **Signed and encrypted email messages can be modified while attachments are uploading:** When you send a signed or encrypted email with Axway attachments, the raw email (not encrypted, not signed) is stored on the local file system until all Axway attachments are uploaded on the Axway server. In this limited time frame, a user with Administrative privileges can modify the email while it is stored unencrypted and unsigned. In this situation, the email will be signed or encrypted once the Axway Attachment Download Links are added to the modified body, and the recipients will receive the modified version of the email.
- **The custom MIME headers are not protected by signature nor encryption:** In addition to modifying the email body (to add the Axway Attachments Download Links), the Outlook Add-in also adds the same information as custom MIME headers. These headers are not protected by the email signature and are not encrypted. Therefore, in theory these headers can be modified by an attacker. When the email is received by a user who has Outlook Add-in installed, this modified information will be used to populate the Axway Side Panel, resulting in the recipient downloading potentially harmful content. However, the Axway attachment download links are part of the email body and are protected by the email signature so any modification will cause a signature failure on the recipient side.
- **When sending signed or encrypted email, the Axway Attachments are uploaded and stored on the remote Axway server unencrypted.**
- **Client Certificate Authentication is not supported when Outlook Add-in is used with SecureTransport.**
- **If you are using Outlook Add-in with Outlook 2010 and Microsoft exchange server 2010 (or newer) and you add attachments, you can safely disregard the Mail Tips listed below if you should see them. Attachments will be offloaded to the Axway server.**
  - MailTip: Message too large for recipient – “This e-mail message cannot be sent because it exceeds the XXXMB outgoing message size limit.”
  - MailTip: Message too large to send – “This e-mail message cannot be accepted by the mailbox for USERNAME because it is too large.”
- **Intercepted email attachment notification errors are not displayed when intercepted attachments are sent using Outlook 2016 in the Microsoft Windows 10 (prior to anniversary release) environment.**