

CONTRIBUTED DOCUMENTATION

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Configuring VersaMail

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This document gives a step-by-step procedure for configuring VersaMail to work with an Andrew Cyrus e-mail account. VersaMail is a popular e-mail client for Palm OS handheld (PDA) devices. Some Palm handhelds, such as the Treo 650 purchased directly from Palm, provide VersaMail as a pre-installed application named, simply, "Email." Others, such as the Treo 650 purchased from Verizon, provide VersaMail as an optional application that can be installed from the bundled CD. If your Palm OS handheld doesn't include VersaMail, you may be able to purchase a copy separately. These directions were written for VersaMail version 3.1E and 3.5.1.

Note that some models of the Treo, including the Treo 700w, run Windows Mobile instead of Palm OS and come with an e-mail client from the Outlook family. This note doesn't apply to Outlook on Windows Mobile devices.

These directions are written for the Andrew Cyrus e-mail server maintained by Computing Services. If you aren't using an Andrew account to access e-mail, you're using a different e-mail server so the directions will need to be adjusted by your e-mail administrator.

The Andrew Cyrus server will not accept logins where the user-id and password are sent across the network in an unencrypted (clear-text) form. The directions below provide an encrypted network connection between VersaMail and the e-mail servers, so your login information is protected from network interception. In addition, any e-mail sent or received will also be encrypted as it travels between your handheld and the Cyrus server. (Beyond the Cyrus server, the e-mail is no longer encrypted.) Note that your Andrew user-id and password will be stored on the handheld so keeping others from accessing it becomes especially important.

Setup an Account

1. Install and launch VersaMail on your handheld
2. In the VersaMail menu, choose Accounts > Account Setup
3. If you already have an account partially set up, select it and press Edit. Otherwise, press the New button to create a new account.
4. Give the account a name (such as "Cyrus" or "Work")
5. Set the Mail Server pop-up to "Other", revealing an additional Protocol pop-up
6. Set the Protocol pop-up to "IMAP"
7. Press the Next button to proceed to the next screen
8. Enter your Andrew user-id in the Username field
9. In the password field, tap on the Unassigned label to enter your Andrew password
10. Press Next
11. In the Email Address field, enter your preferred e-mail address. This will be used as the "From" address when sending mail. Most users will select userid@andrew.cmu.edu or userid@cmu.edu.
12. Set the Incoming Mail Server to "cyrus.andrew.cmu.edu"
13. Set the Outgoing Mail Server to "smtp.andrew.cmu.edu"
14. Press Next

15. Press Advanced (not the Done button) so you can enable encrypted connections
16. In the Incoming Server Settings section, put a checkmark in the "Use Secure Connection (SSL)" box. This will update the Port Number to 993 automatically.
17. Press Next
18. In the Outgoing Server Settings section, change the Port Number from 25 to 587
19. Put a checkmark in the "Use Secure Connection (SSL)" box
20. Put a checkmark in the "Use authentication (ESMTP)" box, revealing username and password fields
21. The Username and Password fields should already contain your Andrew login information, copied from an earlier step
22. Press Done to complete the account setup

Customize Preferences

Before using the new account, be sure to review the VersaMail preferences. There are nine pages of them, but many need to be customized to fit your way of working with e-mail. Preferences are accessed from the VersaMail Options menu. Here are some examples of settings that should be configured:

1. The Reply Options preference page lets you enter your full name for the "From" header of outgoing mail. In the account setup, you entered your e-mail address but this will let you associate a name with that address. If you enter your full name, the result might look like: "Joe User" <juser@andrew.cmu.edu>
2. The Server preference page has a checkbox labeled "Delete mail on the server after deleting them from VersaMail." Many users will leave this setting disabled so that low priority messages can be deleted from the handheld but still left on the Cyrus server to be handled later using a regular e-mail client.
3. Don't forget to look over the other preferences for important settings.

Protect Your Account Information

Because you've entered your Andrew user-id and password into the handheld, it's important to protect the handheld from unauthorized access. Someone who takes your handheld, even for a short time, could trivially read or send e-mail as though they were you. With a little effort, they could copy your Andrew account information and access many other services as you. While VersaMail doesn't reveal the stored password in its interface, a sophisticated user can retrieve it from its stored location.

To avoid these problems, enable a screen-lock password on your handheld. Without entering this password, the handheld can't be used or synchronized. To use a locked handheld without the password, the unit needs to be reset, a process that discards all data and settings.

1. Press the handheld's "home" button to return to the list of applications
2. Launch the "Security" application.
If "Security" isn't on your handheld, the same feature might be built into the "Prefs" application.
3. Assign a password and choose whether the device should automatically lock itself when turned off or left idle
4. Synchronize the handheld before locking it for the first time as a safety measure. Periodically synchronize thereafter so you can restore your data and settings in the event that you lose the screen-lock password.