

Using Non-supported E-mail Clients with the Cyrus/Andrew Mail System

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For information related to this topic refer to:

- [Email Overview \(http://www.cmu.edu/computing/email/clients.html\)](http://www.cmu.edu/computing/email/clients.html)
- [FAQ Cyrus \(http://www.cmu.edu/computing/doc/email/faq-cyrus.html\)](http://www.cmu.edu/computing/doc/email/faq-cyrus.html)

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This document is intended to offer some assistance to campus affiliates who have chosen to use an e-mail client that is NOT supported by Computing Services. The Computing Services Help Center does not support the e-mail clients referenced here. Please follow these instructions at your own discretion.

Definition of Terms

The following are terms with which you will need to be familiar in order to configure an e-mail client.

Clear-text - An unencrypted method of transferring user ID and password information. Effective April 1, 2006, clear-text is prohibited on the campus servers, including the campus e-mail servers.

IMAP - The type of connection that the campus incoming mail server, Cyrus, prefers. By default, IMAP will store mail on the server. This allows you to read the same messages regardless of what computer you are accessing from.

LDAP - The Carnegie Mellon University directory. This allows your mail client to verify that a name/e-mail address is valid.

POP - A type of incoming mail server connection which downloads mail to your local computer by default. Pop is unsupported and not recommended. It prevents you from reading the same messages if you use a different computer. Note that you can configure some mail clients so that the POP server stores mail on the server.

SMTP - The outgoing/send mail server.

SMTP Auth - Enables you to send mail through Carnegie Mellon University, using your Andrew ID, regardless of how you are connected to the network. SMTP Auth also allows you to post to restricted bboards.

SSL or TLS-SSL (Secure Socket Layer) or TLS (Transport Layer Security) are forms of encryption that protect your userID and password as they travel over the network. They are used on both our incoming and outgoing mail servers.

Unsupported Mail Clients

Eudora - Not recommended because of its poor ability to deal with Carnegie Mellon University bboards.

Apple Mail - When configured properly to use SSL, this can be an acceptable client for use on Mac computers. Additional information on configuring Apple Mail for use on campus can be found at the <http://www.cmu.edu/computing/doc/email/applemail/> (<http://www.cmu.edu/computing/doc/email/applemail/index.html>).

Mozilla - When configured properly to use SSL or TLS, this can be an acceptable client for use on Windows or Mac computers.

Netscape - Both versions 4 and 6 are extremely slow performing certain tasks, such as reading/finding bboards at Carnegie Mellon.

Netscape 4 - Not recommended as it will give a "No User Certificate" error every time you send mail; the only choice is "OK". The mail will be sent, but the error message is annoying.

Netscape 6 - Not recommended or supported as the underlying browser.

Outlook Express - This mail client has no security/antivirus functionality built-in. Due to the way it auto-runs certain scripts embedded in HTML, it is commonly used to propagate viruses.

Thunderbird - When configured properly to use SSL or TLS, this can be an acceptable client for use on Windows or Mac computers. Additional information on configuring Thunderbird for use on campus can be found at the <http://www.cmu.edu/computing/doc/email/thunderbird/> (<http://www.cmu.edu/computing/doc/email/thunderbird/index.html>).

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Storing Mail Locally

Mail clients that Computing Services supports and either pre-configures or offers documentation for, store mail remotely on the "Cyrus" or campus mail server. Storing mail on the server offers the following benefits:

- The Cyrus mail server (where your mail is stored) is backed up regularly
- Because your mail is stored on the server, it is available from ANY computer that you access the Cyrus mail server from

There are situations where it may be beneficial to store your mail locally on your own computer:

- Graduating seniors or departing faculty or staff members who want to be able to access this mail AFTER their Andrew account is disabled.

If you are using Outlook or Entourage on campus, you can re-configure them for POP3, which stores mail locally.

IMPORTANT! UNLESS YOU PERFORM BACKUPS OF THIS MAIL, it will be lost if anything happens to your computer. Also, this mail WILL NOT be available on other computers.

Common Settings

If you choose to use an unsupported mail client with our campus mail servers, you'll need to configure it based on the following information:

- You will want to create the account as an IMAP account, NOT as a POP account. This will leave email on the server. If you really want to use a POP account, locate and select an option to "leave mail on the server". If done incorrectly, email could be deleted from the server, and the Help Center will NOT be able to restore your mail messages.
- Incoming mail server / IMAP server / POP server = **cyrus.andrew.cmu.edu**
- Outgoing mail server / SMTP server = **smtp.andrew.cmu.edu**
- Set both the incoming (IMAP) and outgoing (SMTP) server to use SSL or TLS.
 - The IMAP SSL or TLS port is **993**.
 - The SMTP SSL or TLS port is **587**.
Note: In some instances, Outlook may require port **465**.
- The outgoing (SMTP) server will require authentication, use the same settings as the incoming mail server.
- The root folder path will remain blank if you wish to see bboards. If you only want to see your Inbox / personal folders, set it to INBOX. The root folder path is case sensitive.
- LDAP Server: ldap.andrew.cmu.edu
- LDAP Search base: ou=Person, dc=cmu, dc=edu

Configuring Non-Supported Email Clients

The following email clients are NOT supported by Computing Services' Help Center. However, some basic configuration information is provided to add some level of security or to determine if your email client is configured to use secure login.

Thunderbird 1.5

Windows and Mac

To configure Thunderbird for Windows and Mac, follow the *Thunderbird: Configuring and Using* (<http://www.cmu.edu/computing/doc/email/thunderbird/index.html>) document.

Apple Mail

To configure Apple Mail, follow the *Apple Mail: Configuring and Using* (<http://www.cmu.edu/computing/doc/email/applemail/index.html>) document .

Outlook Express

Because of security issues, Outlook Express is **NOT** supported for use on campus. However, you can follow these steps to add some level of security on Microsoft Outlook Express 5 and 6:

1. Launch Outlook Express.
2. Select **Tools > Options**.
3. Select the **Security** tab.
4. Select **Restricted Sites** (not Internet zone).
5. Click **OK**.
6. Launch Internet Explorer.
7. Select **Tools > Internet Options**.
8. On the Security tab, select **Restricted Sites > Custom Level** in the same dialog box.
9. Find the Scripting area, and under Active Scripting, select **Disable** (this option may be located towards the bottom of the dialog box).
10. Click **OK** to close the dialog boxes.

Mozilla 1.7

Windows and Mac

To determine if your Mozilla v1.7 email client has been configured to use secure login, follow these steps:

1. Launch Mozilla.
2. Select **Edit > Mail & Newsgroups Account Settings**. The Mail & Newsgroups Account Settings window appears.
3. On the left side of the window, select **Server Settings**. Under Server Settings, verify that the port is set to **993**; and that the checkbox for **Use secure connection (SSL)** is checked.

Mail & Newsgroups Account Settings

dfoote@andrew.cmu.edu

- Server Settings
- Copies & Folders
- Composition & Addressing
- Offline & Disk Space
- Return Receipts
- Security
- Local Folders
- Outgoing Server (SMTP)

Server Settings

Server Type: IMAP Mail Server

Server Name: cyrus.andrew.cmu.edu Port: 993 Default: 993

User Name: dfoote

Server Settings

Use secure connection (SSL)

Use secure authentication

4. On the left side of the window, select **Outgoing Server (SMTP)**. Verify that the Port is set to **587** and the the **Use secure connection** radio button is set to **TLS**.

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- Outgoing Server (SMTP)

Outgoing Server (SMTP) Settings

Only one outgoing server (SMTP) needs to be specified, even if you have several mail accounts. Enter the name of the server for outgoing messages.

Server Name: smtp.andrew.cmu.edu Port: 587 Default: 25

Use name and password

User Name: _____

Use secure connection:

No TLS, if available TLS SSL

5. Click **OK** to close the Setting dialog box.