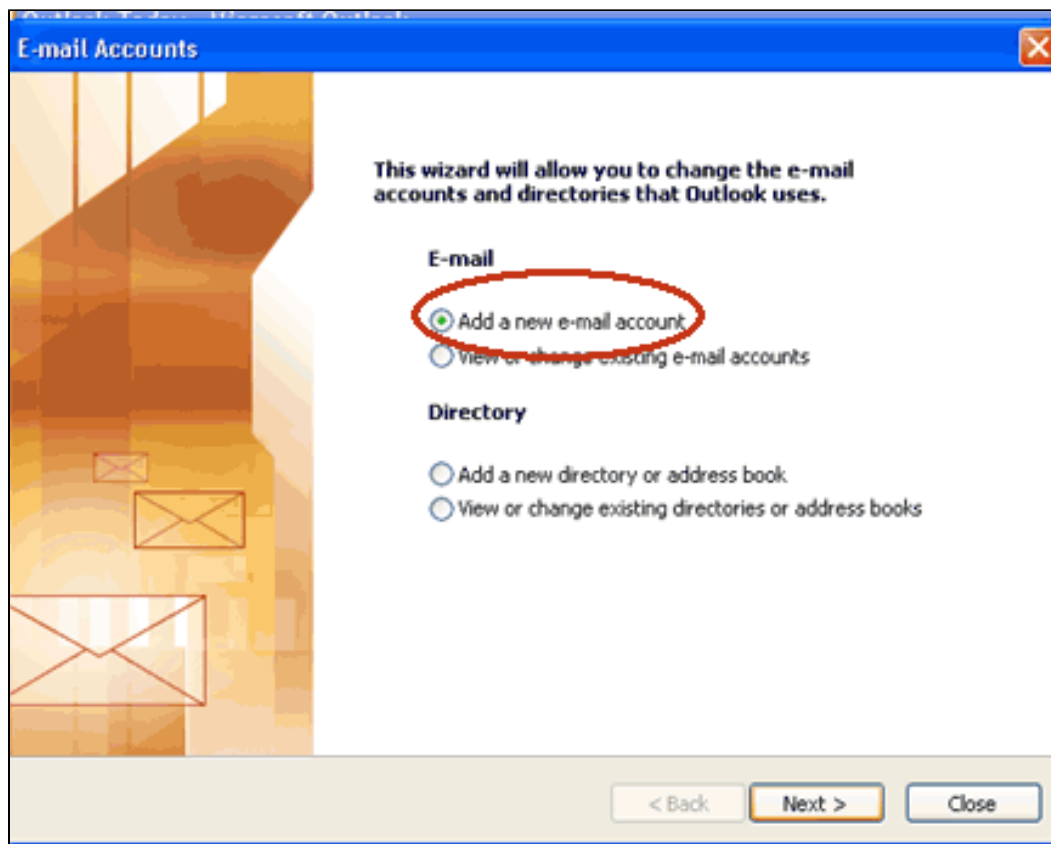


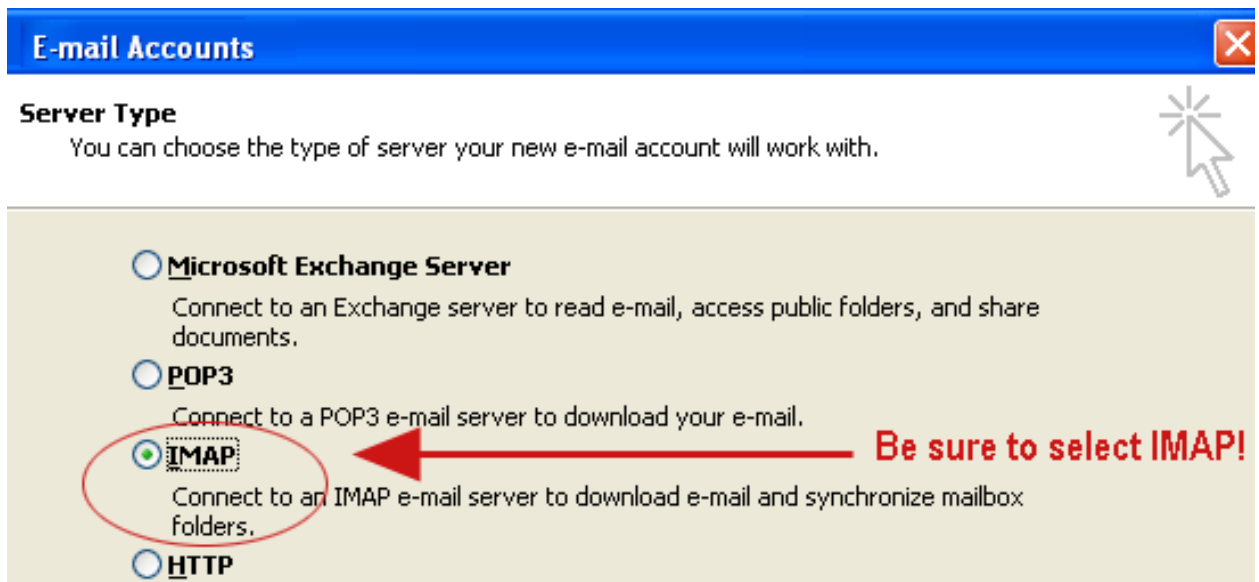
Configuring

A number of problems are associated with using Microsoft Outlook on a computer that is not running the **latest version** of Microsoft Office. Therefore, the first step in the configuration process is to run Microsoft Update.

1. Follow the steps on the [Run Microsoft Update](http://www.cmu.edu/computingdoc/security/win-xp/ms-update.html) (<http://www.cmu.edu/computingdoc/security/win-xp/ms-update.html>) page.
Note: Once you have finished updating your computer, follow these steps to set up a new e-mail account in Outlook:
2. Select **Start > All Programs > Microsoft Office > Microsoft Office Outlook 2003**.
3. One of the following appears:
 - Outlook main menu screen.
 - Select **Tools > E-mail Accounts...**
4. Outlook 2003 Startup:
 - Click **Next**. The Account Configuration dialog box appears.
 - Click the **Yes** radio button to configure an email account, and then click **Next**.
5. The E-mail Account wizard.
 - Click on the radio button to select **Add a new e-mail account** and click **Next**.



6. The Server Type window is displayed. Click on the radio button to select **IMAP** and click **Next**.



7. The Internet E-mail Settings window is displayed. Complete the fields as follows:

User Information

- Enter your **User Name** and **your full email address** (e.g., juser@andrew.cmu.edu).

Server Information

- Incoming mail server (IMAP): **cyrus.andrew.cmu.edu**
Outgoing mail server (SMTP): **smtp.andrew.cmu.edu**

Logon Information

- Enter your **Andrew user ID** in all lower-case letters (do NOT include the domain information, e.g., "@andrew.cmu.edu").
- **DO NOT** enter your password and **UNCHECK** the **Remember Password** check box. (The password field will be grayed out.)
- **Do NOT** select (check) **Log on using Secure Password Authentication (SPA)**.

E-mail Accounts

Internet E-mail Settings (IMAP)
Each of these settings are required to get your e-mail account working.

User Information

Your Name: Dot Foote

E-mail Address: dfoote@andrew.cmu.edu

Server Information

Incoming mail server (IMAP): cyrus.andrew.cmu.edu

Outgoing mail server (SMTP): smtp.andrew.cmu.edu

Logon Information

User Name: dfoote

Password:

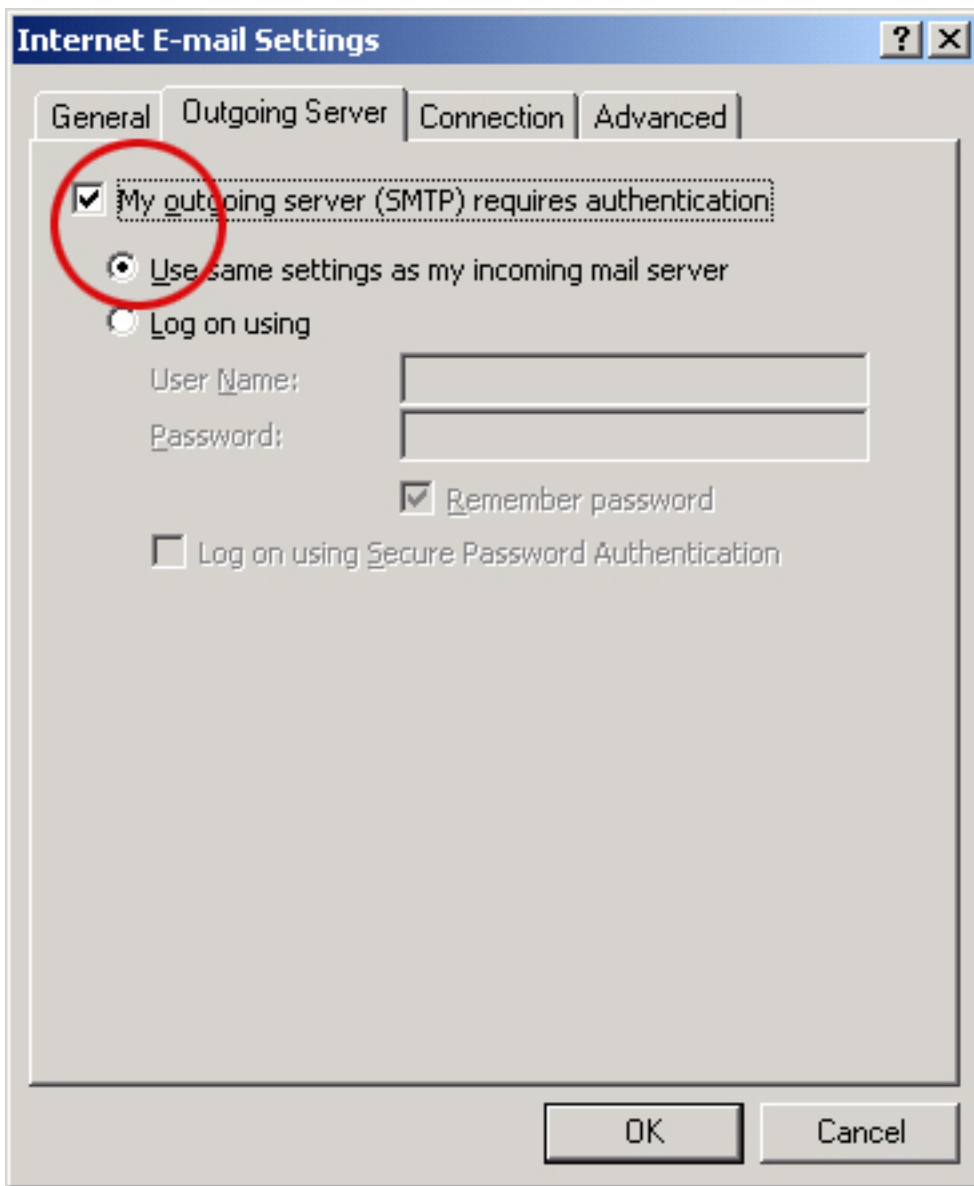
Remember password

Log on using Secure Password Authentication (SPA)

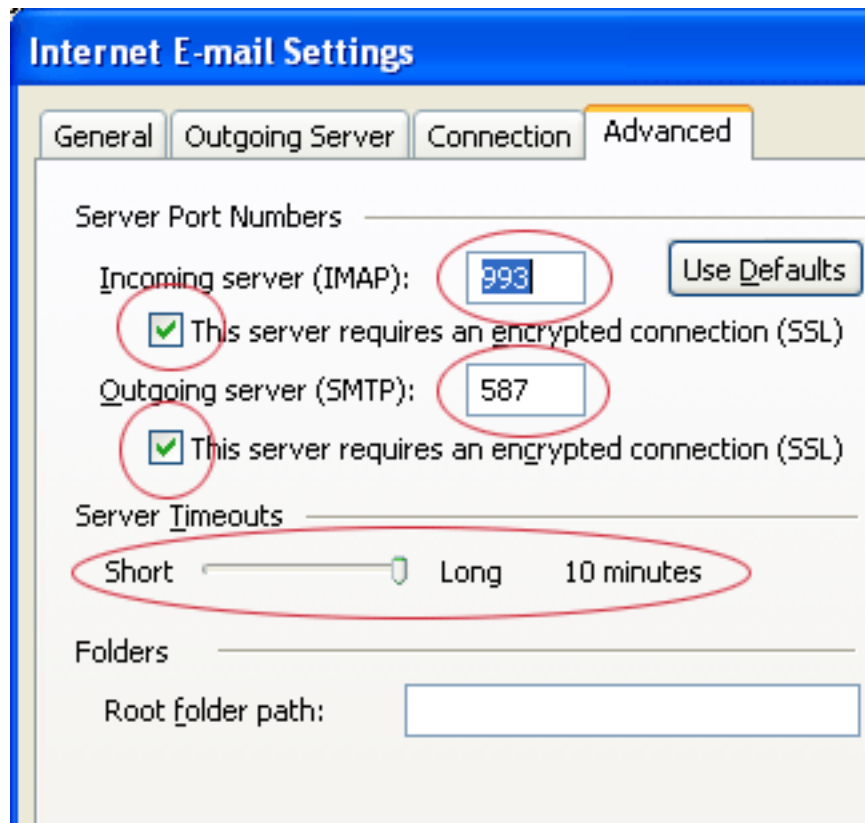
More Settings ...

< Back Next > Cancel

8. Click **More Settings**.
9. The Internet E-mail Settings window is displayed. Select the **Outgoing Server** tab and select **My outgoing server (SMTP) requires authentication**. Be sure that the radio button next to **Use same settings as my incoming mail server** is also **selected**.



10. Select the **Advanced** tab and complete the fields as follows.
- **Incoming server (IMAP):**
 - o Select the **"This server requires an encrypted connection (SSL)"** option.
 - o Type **993** in the Incoming Server port field.
 - **Outgoing server (SMTP):**
 - o Select the **"This server requires an encrypted connection (SSL)"** option.
 - o Type **587** in the Outgoing Server port field.
Troubleshooting Note: If port 587 fails to work, repeat these steps and **enter 465 for the Outgoing server port.**
 - o Under Server Timeouts, click and drag the bar all the way to the right so that the Server Timeout is set to **10 minutes**.



11. Click **OK**.
12. Click **Next** and then **Finish** on the Wizard's E-mail Accounts window.
13. You will be prompted to log in.

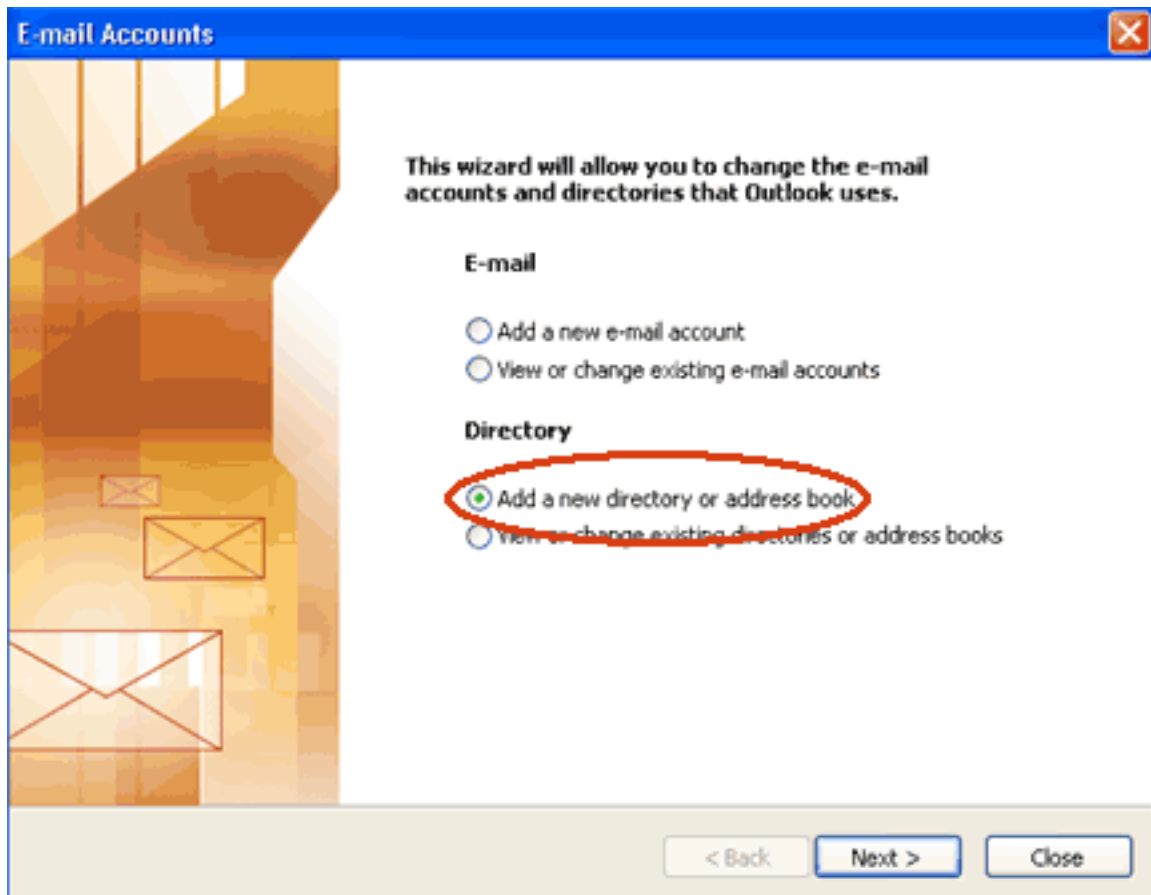
Note: During this initial log in, Outlook may pause for a few moments as it acquires necessary bboard information from the server. This delay only occurs during the initial log in.

Last Updated: 8/18/09

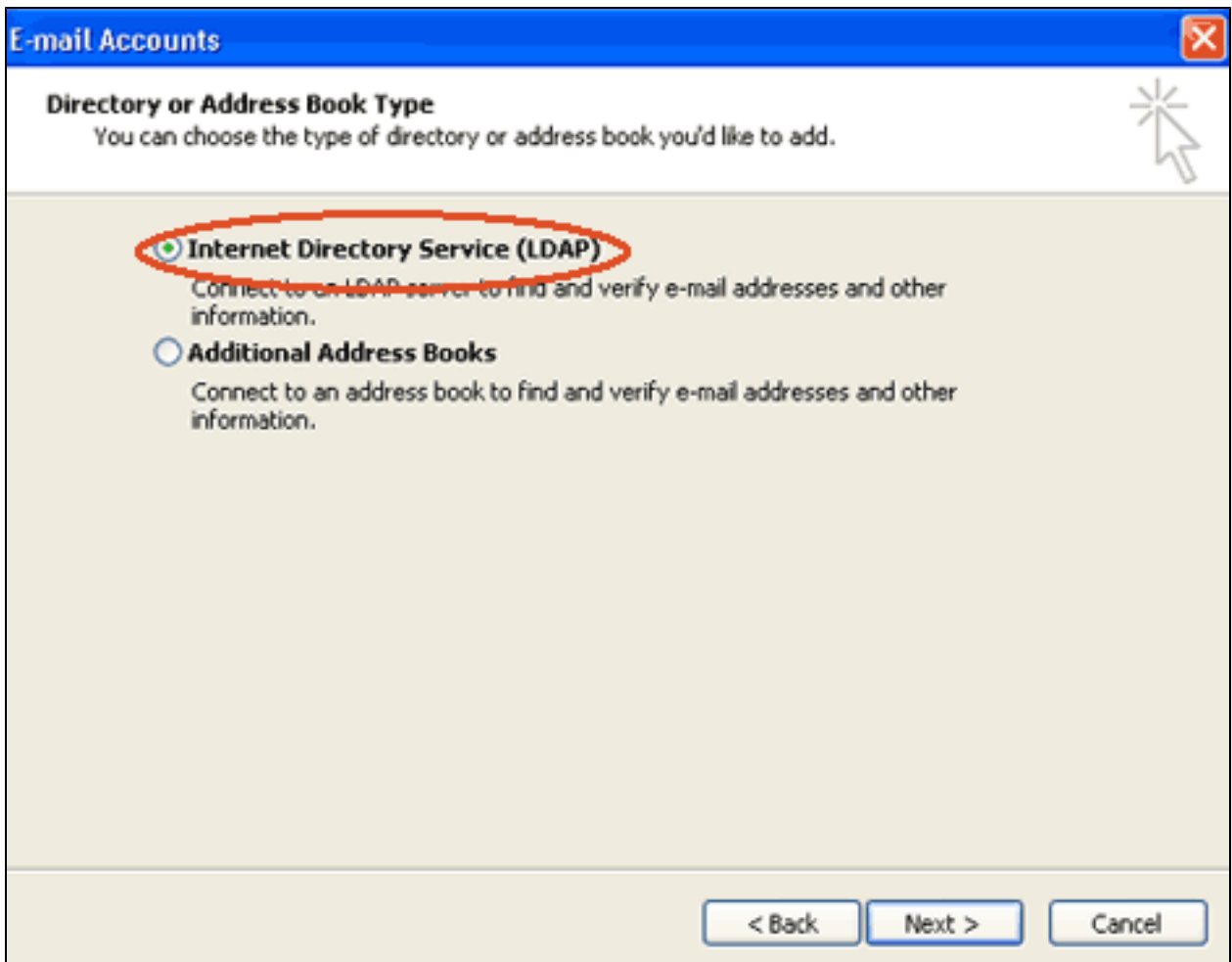
Adding Address Expansion

If you want to use the address expansion feature to look up e-mail address in the Carnegie Mellon campus directory, follow these steps to add the CMU LDAP/Directory server:

1. Select **Tools > E-mail Accounts**. The E-mail Account wizard is displayed.
2. Under **Directory**, click on the radio button to select **Add a new directory or address book** and click **Next**.



3. The Directory or Address Book Type dialog box is displayed. Click the radio button for **Internet Directory Service (LDAP)** and click **Next**.



4. The E-mail Accounts window is displayed. Under Server Information, enter the Server Name as **ldap.andrew.cmu.edu**, then click **More Settings**.
Note: You may receive a warning message, "The E-mail Account you have just added will not start until you choose Exit from the File menu, and then restart Microsoft Office Outlook." Click **OK** to proceed.

E-mail Accounts

Directory Service (LDAP) Settings
You can enter the required settings to access information in a directory service.

Server Information
Type the name of the directory server your Internet service provider or system administrator has given you.

Server Name:

Logon Information

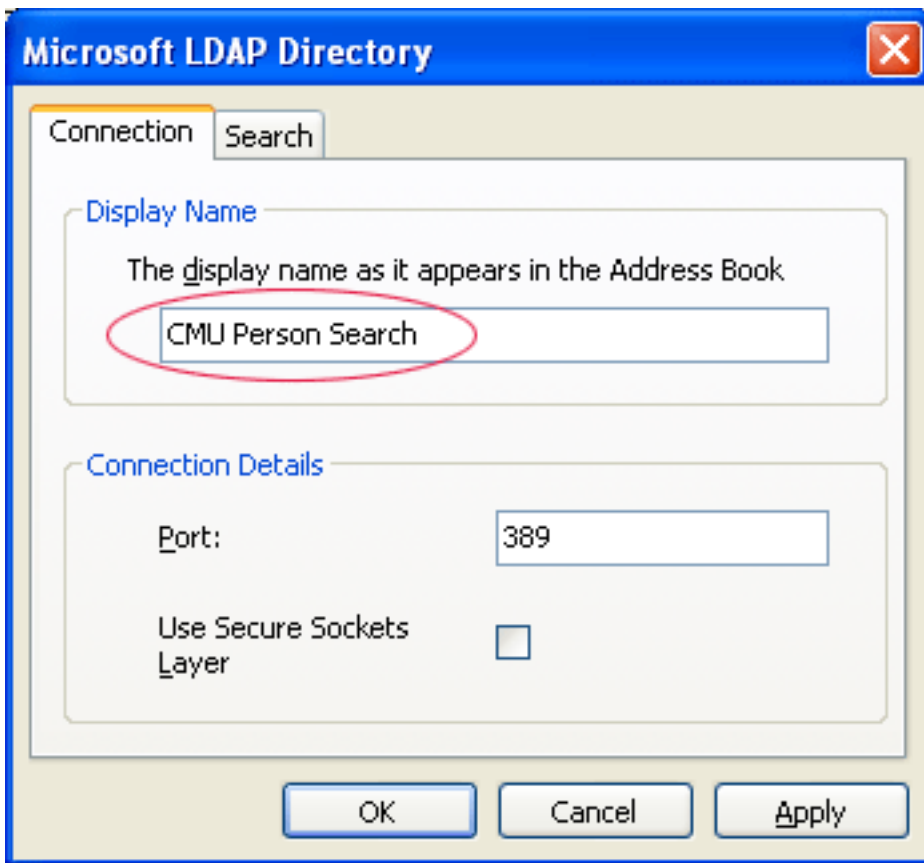
This server requires me to log on

User Name:

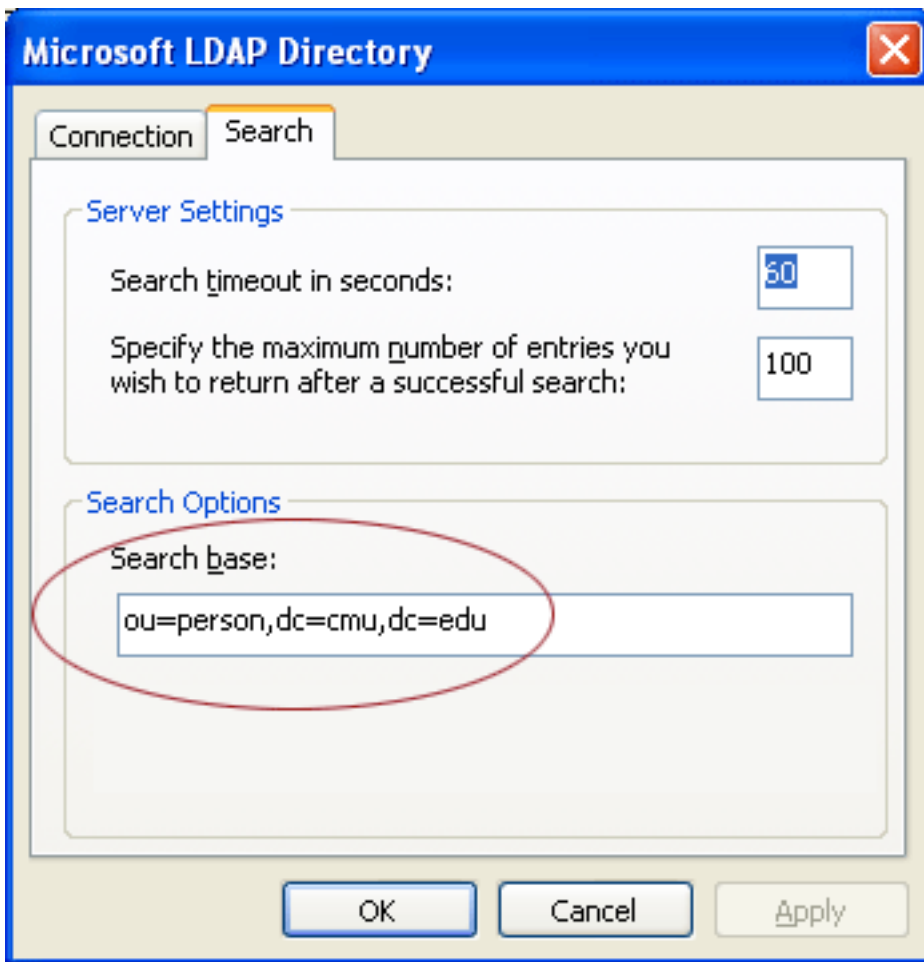
Password:

Log on using Secure Password Authentication (SPA)

5. The Microsoft LDAP Directory dialog box is displayed. On the **Connection** tab under Display Name, enter the Display Name as **CMU Person Search**.



6. Select the **Search** tab. Under Search Options in the Search base field, enter the following: **ou=person,dc=cmu,dc=edu** .



7. Click **OK**. The E-mail Accounts wizard is displayed.
8. Click **Next** and **Finish** to complete the setup.
9. **Close** and **re-launch Outlook** for the changes to take affect.

Last Updated: 12/11/07

Sent Mail

By default, Outlook stores your sent mail in a folder called, "Sent Items". Also by default, these items are stored locally (i.e., on your local computer, not on the server). Because of this, these mail messages will not be accessible from any other machine.

If you want to store your sent mail on the server, follow these steps to:

- [Create a Sent Mail Rule](#) - This rule will store your Outlook sent messages to a folder named "Sent Mail".
- [Enable Local Sent Mail](#) - Enable local sent items, so that one copy of sent mail will be saved locally and a second copy will be saved to the server, if a network interruption occurs.
- [Customize View of Sent Mail](#) - Make your Sent Mail folder easier to read.
- [Populate the To and Sent Fields](#) - Make the To and Sent fields appear properly in your Sent Mail.

Special Note for Webmail Users

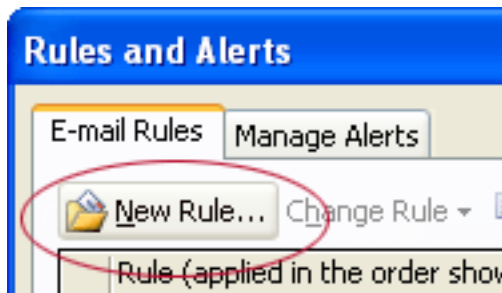
We recommend that you verify that Webmail is configured to store sent mail to the same folder as Outlook, "Sent Mail". Please see the Setting a Sent Mail/Drafts Folder section of the [Getting Started with Webmail \(http://www.cmu.edu/computing/doc/webmail.pdf\)](http://www.cmu.edu/computing/doc/webmail.pdf) document.

Last Updated: 12/12/07

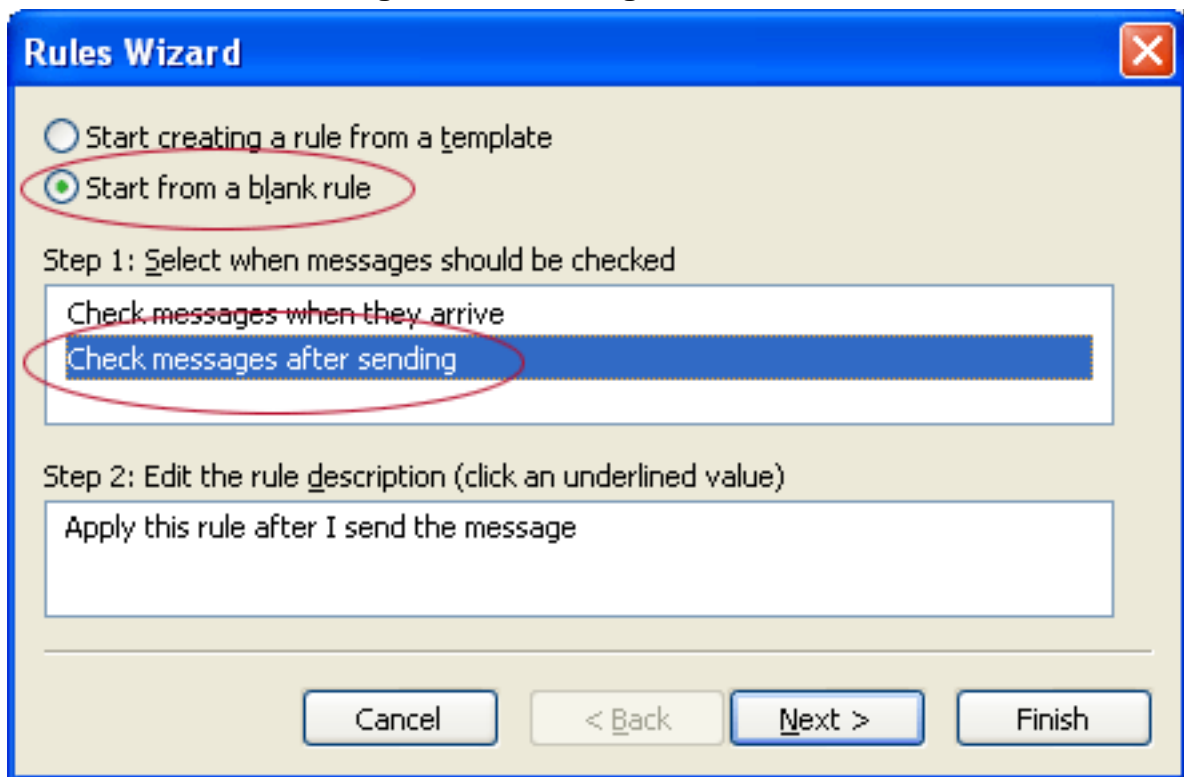
Creating a Sent Mail Rule

If it's important for you to be able to access your "Sent Items" from ANY computer, follow these steps to configure Outlook to save your sent mail to your "Sent Mail" folder on the server:

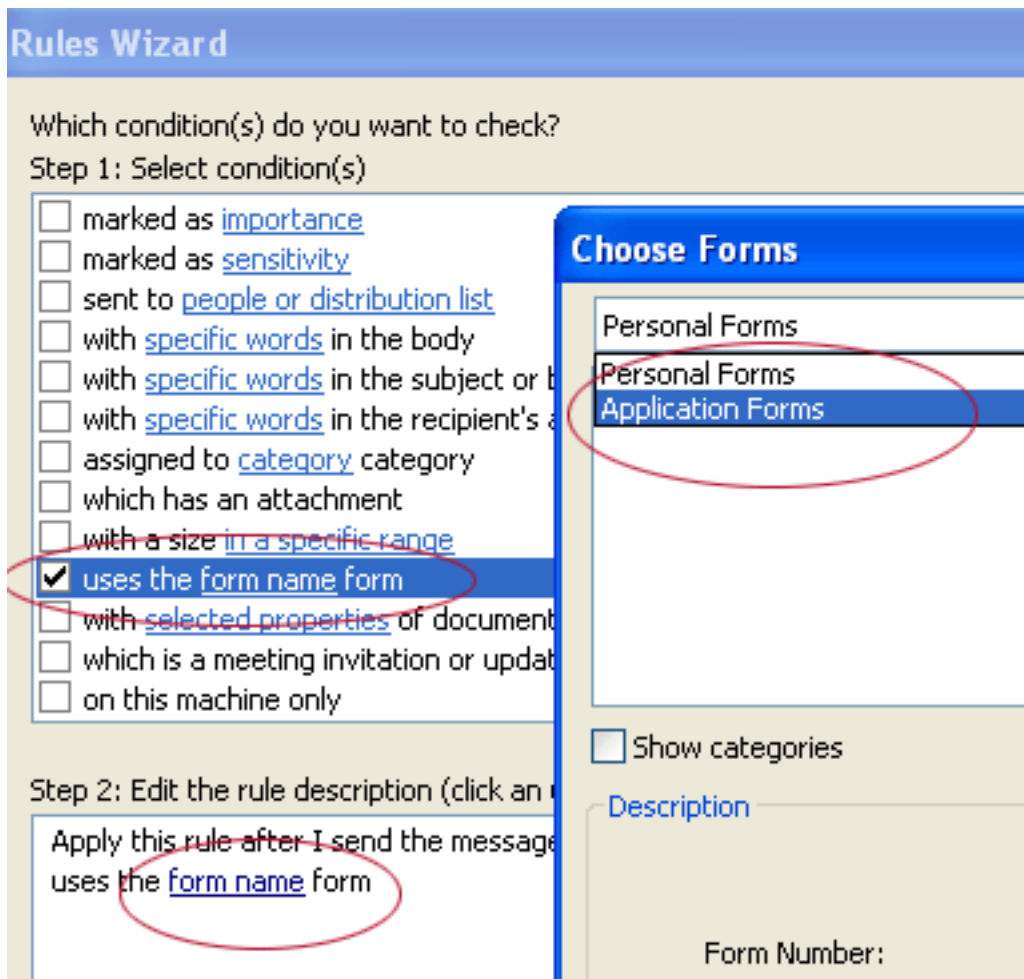
1. In Outlook, select **Tools > Rules and Alerts**. The Rules and Alerts dialog box appears.
2. Click **New Rule...**



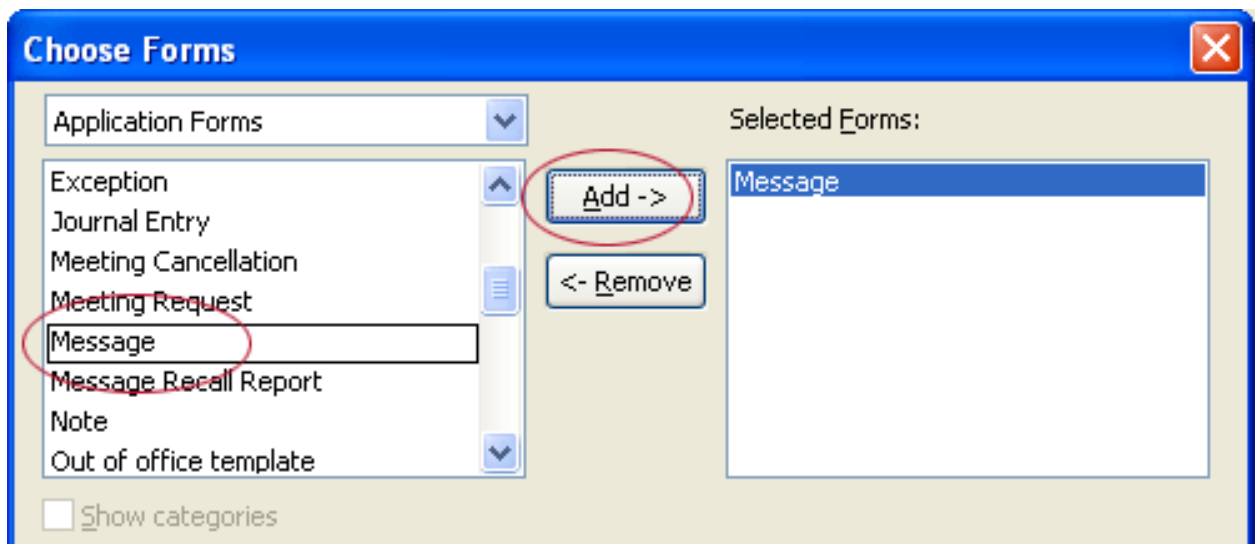
3. The Rules Wizard appears. Select the radio button to **Start from a blank rule** and then select **Check messages after sending**; click **Next**.



4. Select the checkbox next to **uses the form name form**, and then select the underlined **form name** (under the Step 2 section). The Choose Forms dialog box appears. Select **Application Forms** from the pull down menu.



5. Select **Message**, then click **Add**. The Message appears in the Selected Forms list. Click **Close** and then click **Next**.



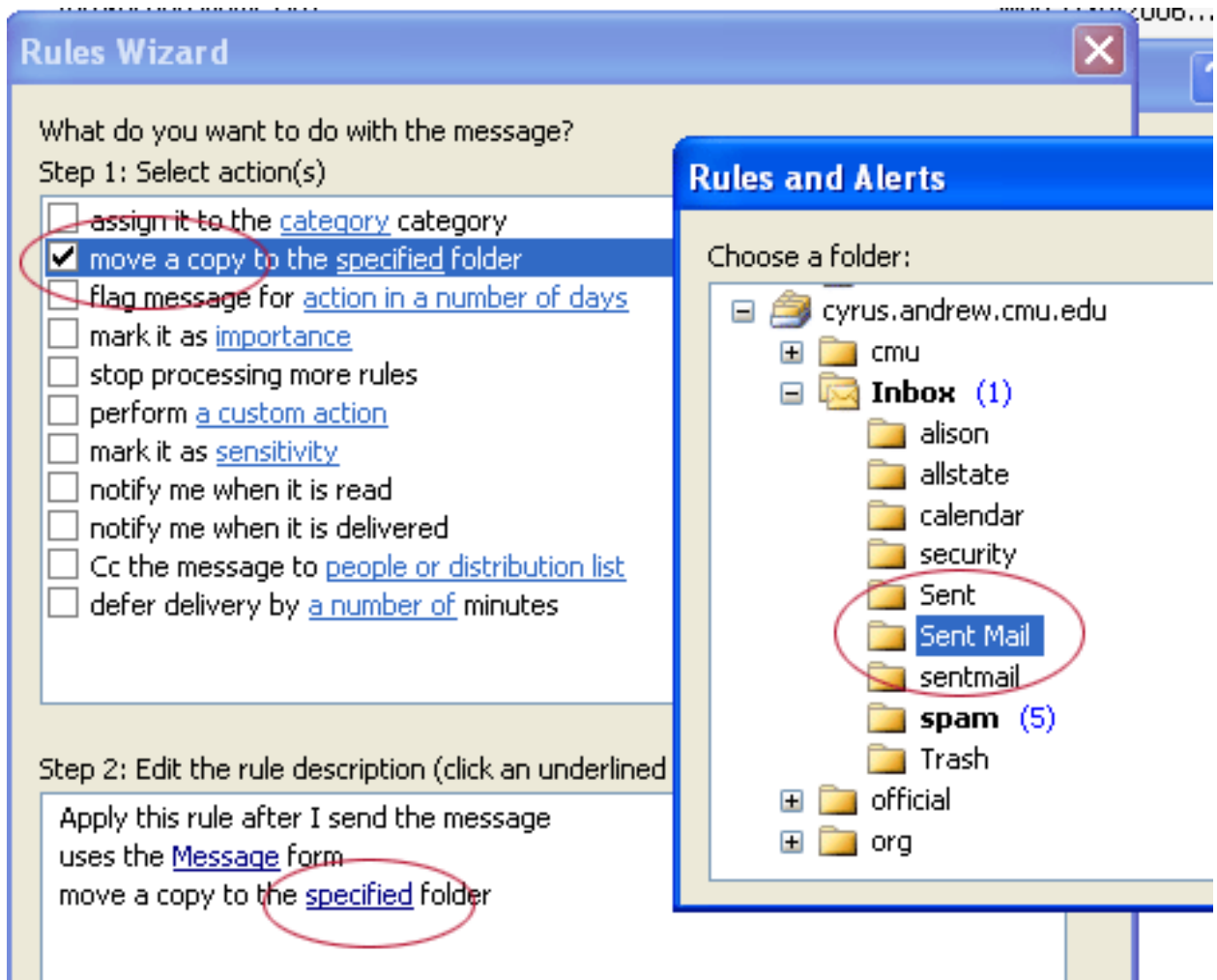
6. The instructions split into two options at this point:
 - **Option A:** saves messages to your Sent Mail folder when sent, however, the Sent Mail rule can become disabled without warning if a network interruption occurs. In this situation, NO COPIES OF YOUR SENT MAIL WILL BE SAVED.
 - **Option B:** permanently attaches your email address to the CC line of outgoing messages, and places the incoming message in your Sent Mail folder when

received. These messages will appear in your inbox as if they were deleted messages, while a copy is placed in the Sent Mail folder.

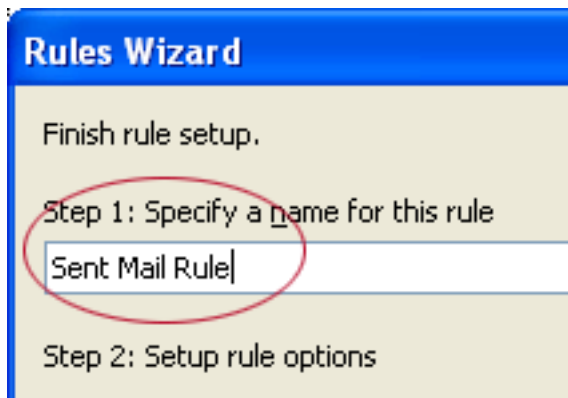
Follow the steps for **Option A** or **Option B**, then continue to **Enable/Disable Local Sent Mail**.

Option A:

1. Select the checkbox next to **move a copy to the specified folder**. Under the Step 2 section, click on the **specified** folder. The Rules and Alerts dialog box appears. Select the **Sent Mail** folder located in the **Inbox** folder to insure the sent mail is saved to the server instead of on your local machine.

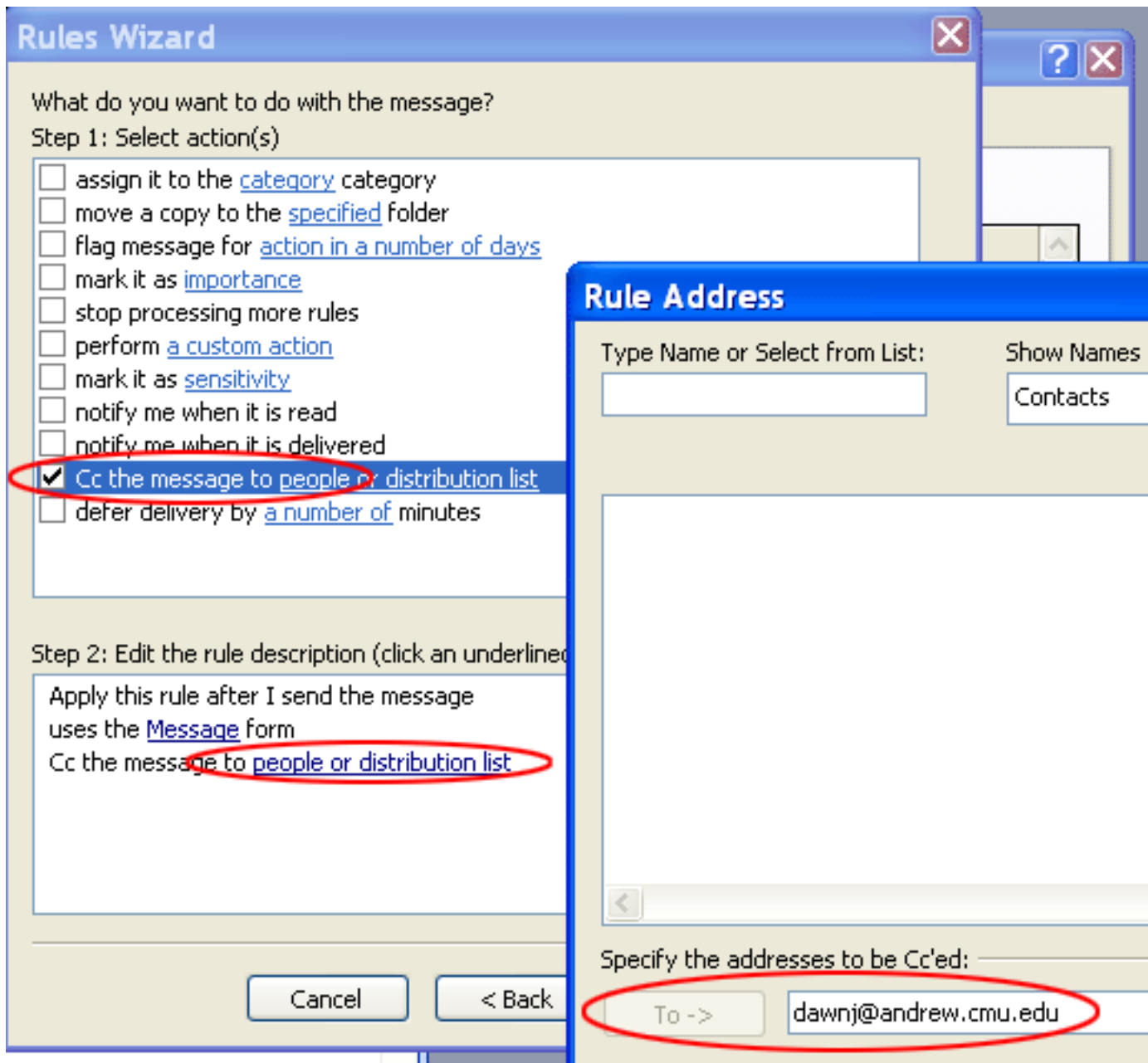


2. Click **OK** and then click **Next**. Click **Next** again to skip exceptions.
3. Specify a name for this rule, such as "Sent Mail Rule", click **Finish**, and then click **OK**. Continue to **Enable/Disable Local Sent Mail**.

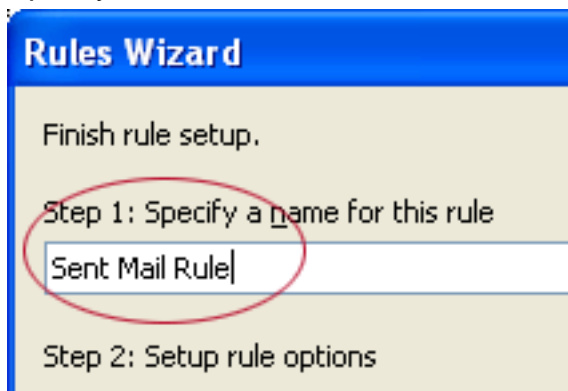


Option B:

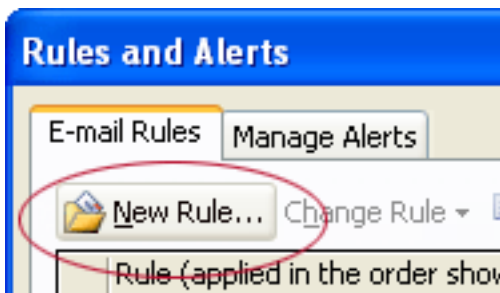
1. Select the checkbox next to **Cc the message to people or distribution list**. Under the Step 2 section, click on **people or distribution list**. The Rule Address dialog box appears. Enter your email address for **Specify the addresses to be Cc'ed** .



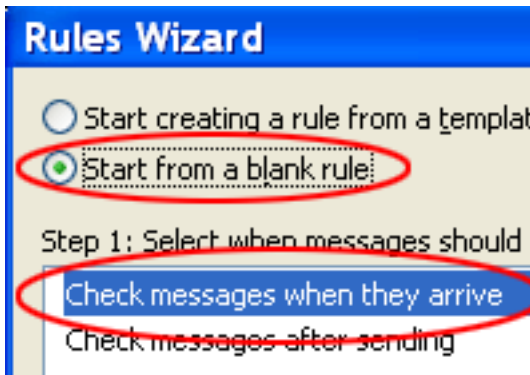
2. Click **OK** and then click **Next**. Click **Next** again at the Select Exceptions dialog box.
3. Specify a name for this rule, click **Finish**.



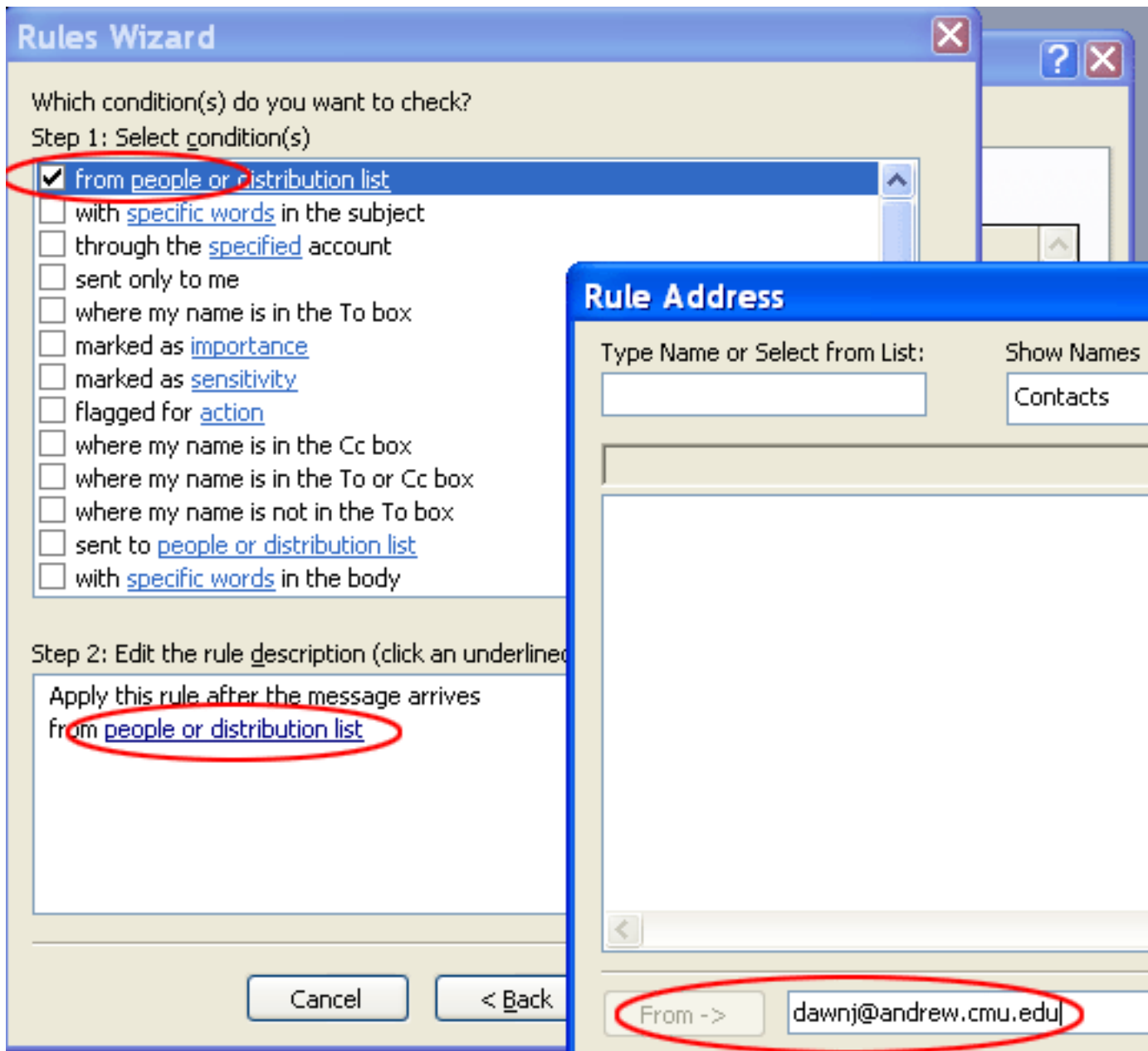
4. Create a new rule for Outlook to follow for messages received in your Inbox with your email address on the Cc line. Click **New Rule...**



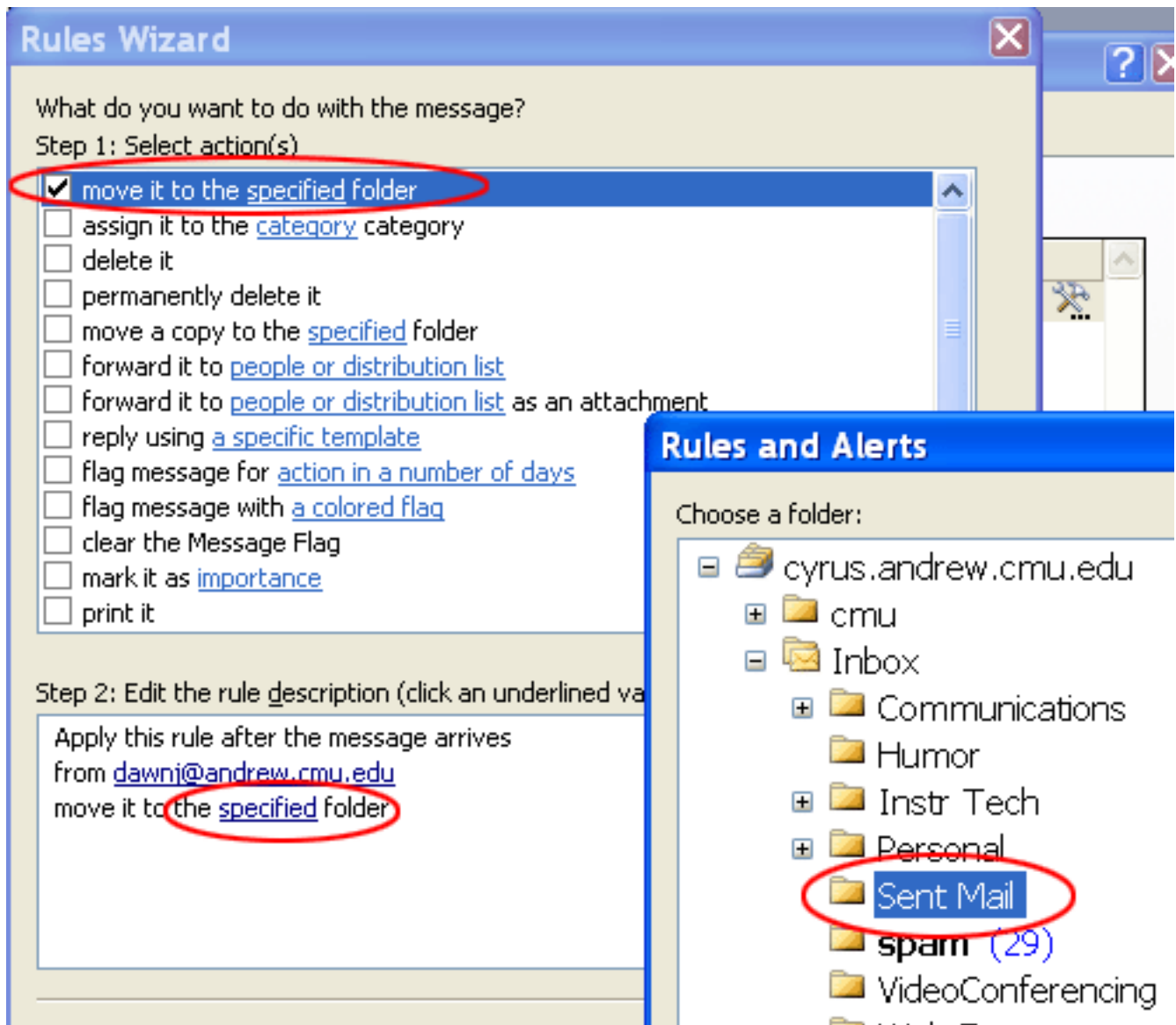
5. The Rules Wizard appears. Select the radio button to **Start from a blank rule** and then select **Check messages when they arrive**; click **Next**.



6. Select the checkbox next to **from people or distribution list**, and then select the underlined **people or distribution list** (under the Step 2 section). Enter your email address in the **From** section.



7. Click **OK** and then click **Next**.
8. Select the checkbox next to **move it to the specified folder**. Under the Step 2 section, click on the **specified** folder. The Rules and Alerts dialog box appears. Select the **Sent Mail** folder located in the **Inbox** folder to insure the sent mail is saved to the server instead of on your local machine.



9. Click **OK** and then click **Next**. Click **Next** again to skip exceptions.
10. Specify a name for this rule, such as "Move Messages on Receive", click **Finish**, and then click **OK**. Continue to the section *Enable/Disable Local Sent Mail*.



Last Updated: 12/11/07

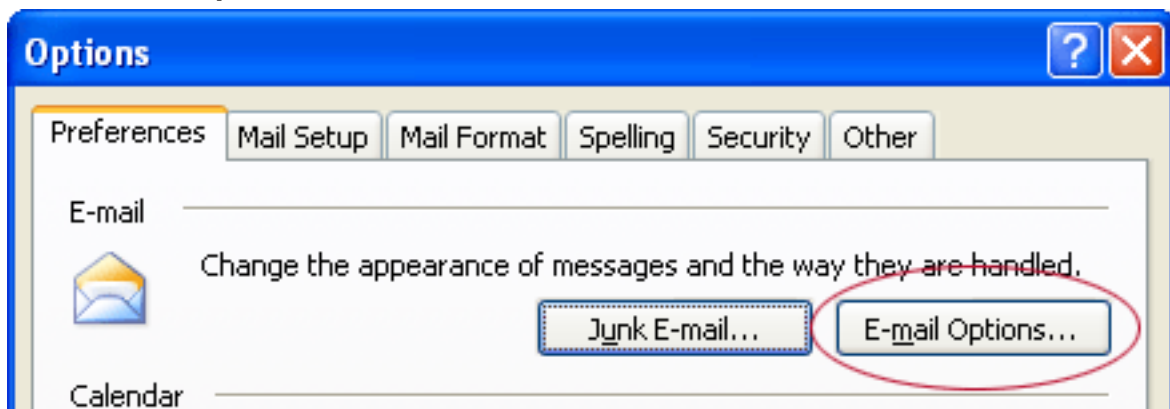
Enable Local Sent Mail

The Sent Mail rule ([option A](http://www.cmu.edu/computingdoc/email/outlook/2003/sentmail/rules#optionA.html) (<http://www.cmu.edu/computingdoc/email/outlook/2003/sentmail/rules#optionA.html>)) will become disabled without warning if a network interruption occurs. In this situation, **NO COPIES OF YOUR SENT MAIL WILL BE SAVED.**

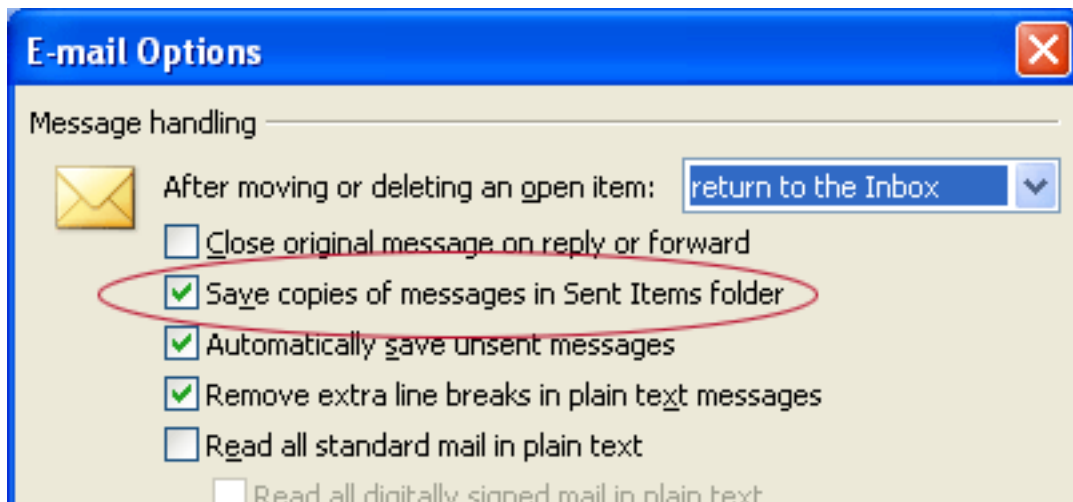
We **strongly recommend** that you follow these steps to enable local sent items, regardless of which Sent Mail option you followed. By doing so, one copy of sent mail will be saved locally and a second copy will be saved to the server.

Follow these steps to enable local sent items:

1. Select **Tools > Options**. The Options window appears.
2. Click **E-mail Options...**



3. The E-mail Options dialog box appears. If you want to save copies of your Sent Items **LOCALLY**, select the checkbox for **Save copies of messages in Sent Items folder**.



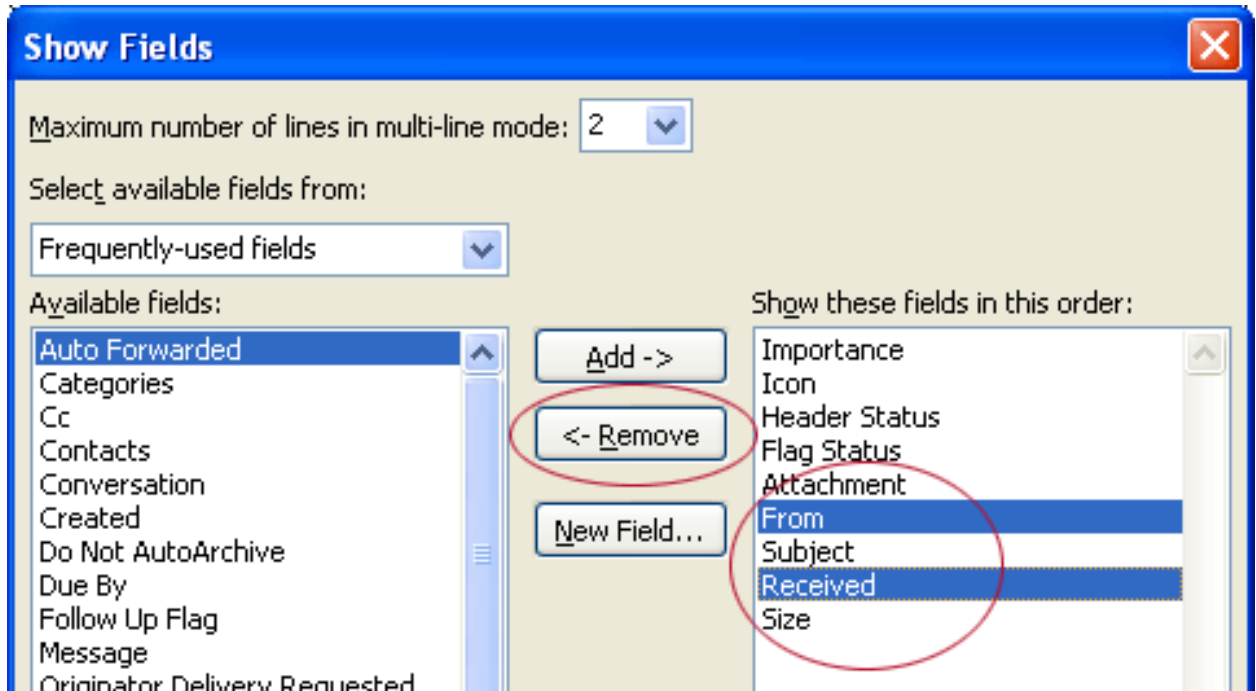
4. Click **OK twice** to close both dialog boxes.

Last Updated: 12/11/07

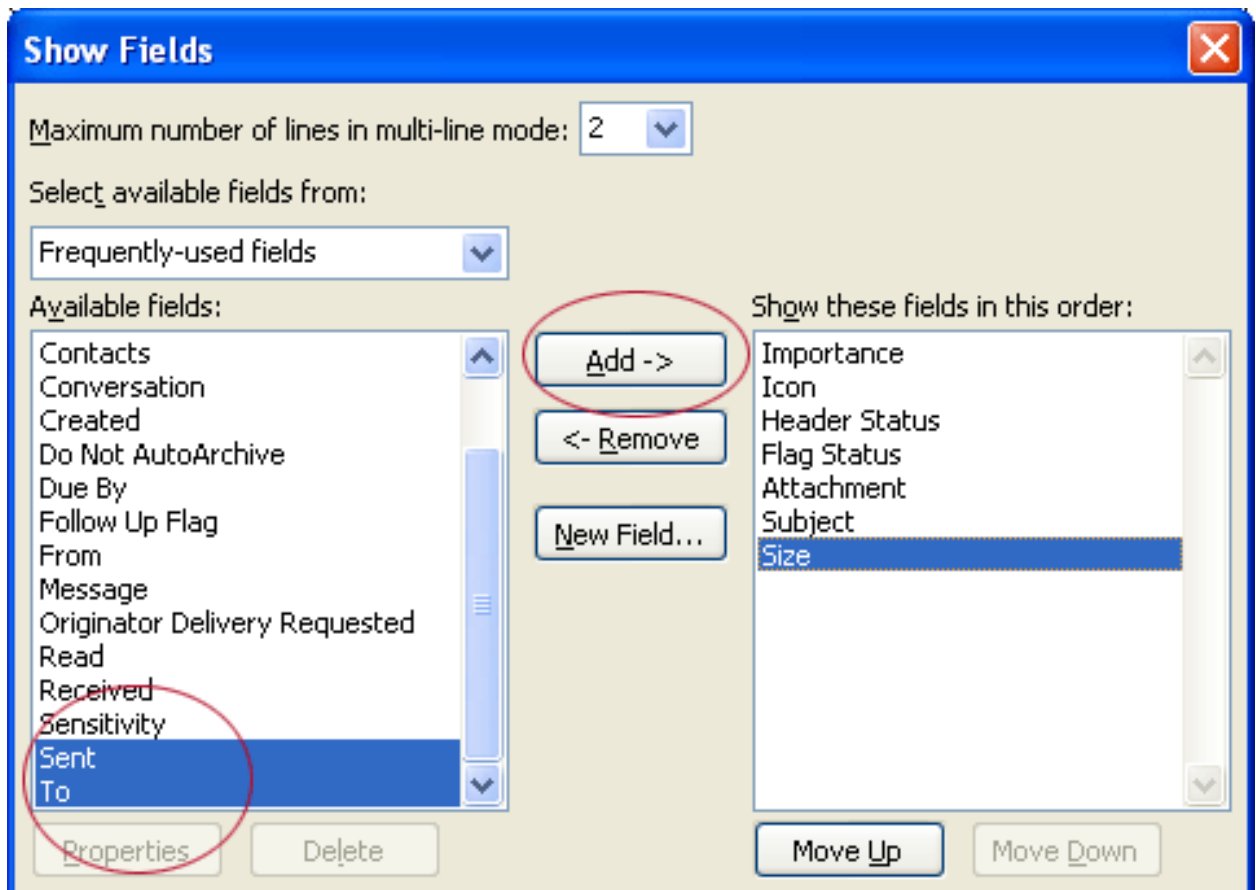
Customize View of Sent Mail

To make your Sent Mail folder easier to read, follow these steps to customize the fields that appear:

1. In Outlook, select your Sent Mail folder.
2. Select **View > Arrange by > Current View > Customize Current View**.
3. Click **Fields**. The Show Fields dialog box appears.
4. Under the **Show these fields in this order** section, select **From** and **Received** then click **Remove**.



5. Under the Available fields section, select **To** and **Sent** then click **Add**.



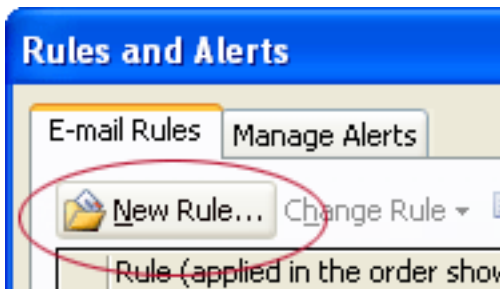
6. Under the **Show these fields in this order** section, use the **Move Up** button to arrange the fields in the order you want them to appear.
7. Click **OK twice** to close the dialog boxes.

Last Updated: 12/11/07

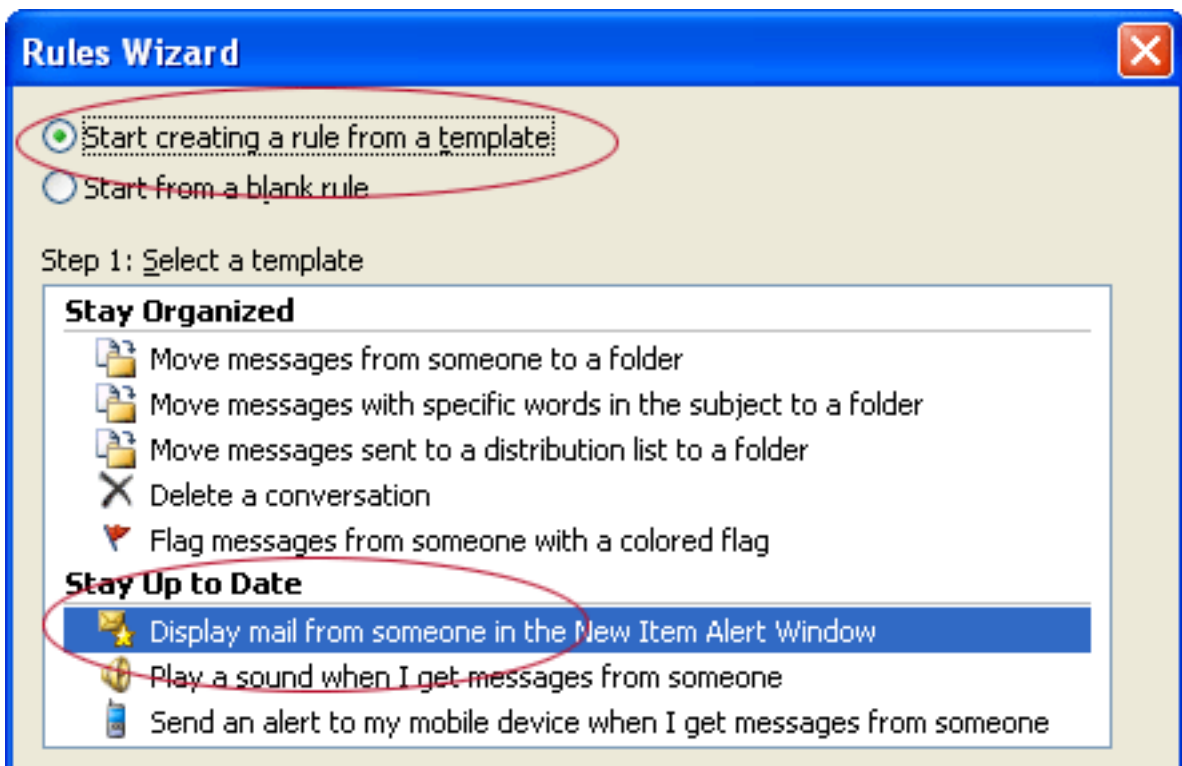
Populate the To and Sent Fields

The To and Sent fields won't appear properly in your Sent Mail until you perform the following steps:

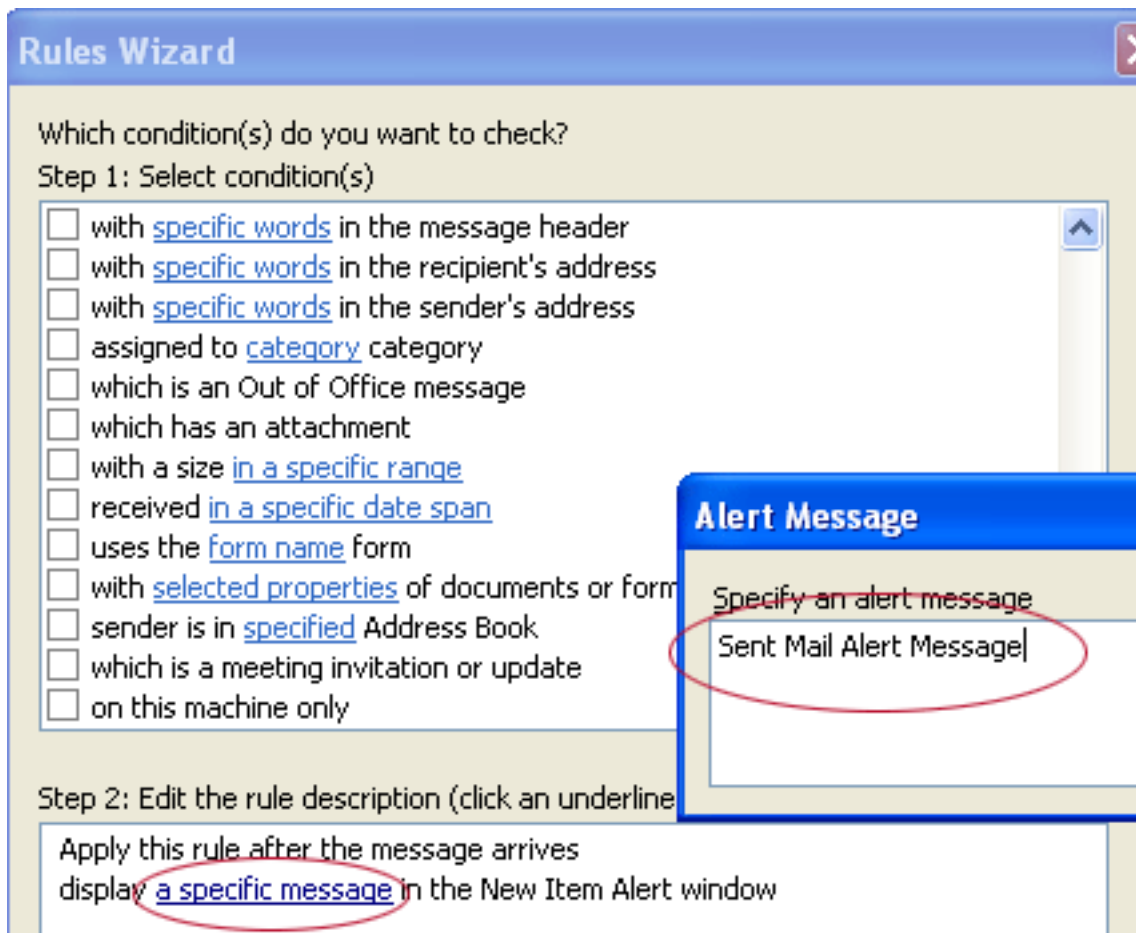
1. In Outlook, select your Sent Mail folder.
2. Select **Tools > Rules and Alerts**. The Rules and Alerts dialog box appears.
3. Click **New Rule...**



4. The Rules Wizard appears. Select the radio button for **Start creating a rule from a template**. Under Stay Up to Date, select **Display mail from someone in the New Item Alert Window**. Click **Next**.



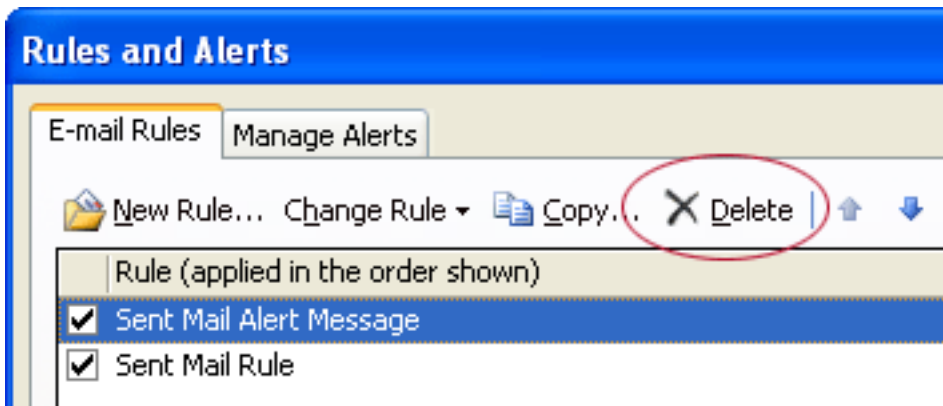
5. Under Step 1, check to be sure that **NONE** of the condition checkboxes are selected. Under Step 2, click on **a specific message**. The Alert Message dialog box appears. Enter text for your message.



6. Click **Next** until you reach the last step of the Wizard. On the Finish rule setup dialog box, select the checkbox for **Run this rule now on messages already in "Sent Mail"**; verify that the checkbox for **Turn on this rule** is also checked. Click **Finish**.



7. The Rules and Alert dialog box appears. Select the **Sent Mail Alert Message** (or whatever you named the rule) and click **Delete** to delete it.



8. Click **OK** to close the dialog box.

Last Updated: 12/11/07