

SU email systems are being upgraded. PINE, POP/IMAP access to mailbox.syr.edu, and Orangemail will **cease to function** at the end of the day on **2/14/2008**. As of that time, SU will only support MyMail and SU Exchange.

MyMail or SU Exchange?

At this time, MyMail is generally used by students. SU Exchange is currently only for faculty and staff. As Exchange has a larger storage limit and potential for shared information, and because MyMail is slated to retire sometime in the not-to-distant future, we recommend faculty and staff users of the retiring SU systems switch to Exchange using Outlook 2003 or Outlook web-access as clients rather than MyMail.

SU email conversion: moving to SU Exchange

Goal: Convert users of the outdated versions of SU email to the new SU Exchange system using Outlook 2003 or Outlook Web-access as clients. **NOTE:** Your email address *does not* change at any point in this process.

Things to note before you convert:

Time-line: Old SU email systems that are currently in use include PINE, POP/IMAP access to mailbox.syr.edu, and Orangemail. These systems will cease to function at the end of the day on 2/14/2008.

Valid SU NetIDs are a must: You will need a valid and active SU NetID to participate in the new SU Exchange system. We advise users to go to the SU Web site and confirm their NetID before proceeding. To do this, go to [HTTP://its.syr.edu/netid](http://its.syr.edu/netid). An additional test that we recommend is to go to Moon Library or the Computing Center in Baker Lab and use your NetID to log into one of the many public PCs. If you can successfully log into any public PC in these areas, you will be able to convert your email without delay.

Storage Limits: SU has set a 750 MB limit on server storage. This is a considerable increase over the outdated systems. A user will be warned when they have exceeded 500 MB and will no longer be able to send email when they reach the 750 MB limit. Users will, however, be able to continue to receive email (up to 1 GB) past the 750 MB limit even though they cannot send email past the 750 MB limit.

On-Campus access to SU email: On-Campus access to the new SU Exchange system is through Microsoft Outlook 2003. Computing and Network Services (CNS) supports Outlook 2003 as it is the only mail client recommended by SU and SUNY. General instructions for setting up Outlook 2003 follow below.

- Mac Mail users should see [HTTP://woodsman.esf.edu](http://woodsman.esf.edu) for assistance.
- If you wish to use another mail client, please adapt the IMAP instructions and settings below when setting up your client of choice.

Off-Campus access to SU email: Off-Campus access to the new SU Exchange system is through Outlook Web Access ([HTTP://Exchange.syr.edu](http://Exchange.syr.edu)); this is the same version of Webmail used by ESF email users.

- Mac users should see [HTTP://woodsman.esf.edu](http://woodsman.esf.edu) for assistance.
- If you wish to use another mail client off-Campus, please adapt the instructions and settings under “Setup IMAP access to a new Exchange account in Outlook 2003” below when setting up your client of choice. Note: you will need to use the out-going SMTP server provided by your Internet Service Provider to send messages while off-campus and not the SU SMTP server. Computing and Network Services supports Outlook Web Access for off-Campus access to email stored on the SU Exchange system.

Email addresses: This process *does not* change your email address.

Users automatically forwarding SU email to ESF: Users who have their forwarding address for SU email set to <NetID>@esf.edu are already set up to receive their @syr.edu email in their @esf.edu account and this will continue to be the case after 2/14/08. These users do not need to migrate/convert their SU email *unless* they wish to maintain separate ESF and SU accounts.

- If you choose not to migrate/convert your SU email, any messages that you have *stored* in that account will be deleted and the account removed at the end of the business day on 2/14/08. After this time, new email to users in this situation will continue to be forwarded to the ESF email system and their @syr.edu email address should remain valid. If you wish to have your SU email account reactivated (in the new SU Exchange system) after that date, contact HelpDesk@esf.edu for assistance.

CNS recommends that everyone convert to MyMail regardless of whether they think they want their SU account or not. This way the account and its contents will still exist, at least for a time, after 2/14/08.

General conversion procedures for users of old SU email systems (Detailed information about completing each step is available below):

PINE users:

1. Change personal email delivery point
2. Setup new Exchange account in Outlook 2003
3. Bulk-bounce messages from PINE to a new Exchange account (one folder, message, or group of messages at a time)

POP/IMAP mailbox.syr.edu users:

If you are currently a user of SU email and you are receiving your email into a POP client (program) such as Outlook Express, Eudora, Thunderbird, etc., then you are likely not storing email directly on the SU mail server. This means that every time you receive your email, a copy of each message is created on your PC and the messages are removed from the SU server. This local copy is stored in the format of the specific program you are using to manage your email. To move your stored email messages from your specific email program, please see your specific program's documentation to determine how best to move email to Outlook 2003.

Users in this category should do the following to begin using their new SU Exchange account:

1. Change personal email delivery point
2. Setup new Exchange account in Outlook 2003
3. Stop using the old POP client to send or receive email

Orangemail users:

1. Convert to MyMail and wait for email to transfer from Orangemail to MyMail
2. Change personal email delivery point
3. Setup new Exchange account in Outlook 2003
4. Setup MyMail account in Outlook 2003
5. Move email from MyMail account to the new Exchange account
6. Remove MyMail account from Outlook 2003

MyMail users:

1. Change personal email delivery point
2. Setup new Exchange account in Outlook 2003
3. Setup MyMail account in Outlook 2003
4. Move email from MyMail account to the new Exchange account
5. Remove MyMail account from Outlook 2003

Change personal email delivery point

1. Go to the following Website: <http://its.syr.edu/netid>
2. Click 'Manage your NetID'
3. Log in with your SU NetID and Password
4. Click 'Change syr.edu mail delivery'
5. Enter <NetID>@ad.syr.edu in the space provided and click Submit (**NOTE:** This *does not* change your email address). Please be careful when entering this address.

Once a user changes their delivery point, no new email will be delivered to the old SU email systems. All new email will be delivered into the new SU Exchange systems. Do not complete this step until you are prepared to continue with the rest of the conversion process. No email will be lost, but the user will not have access to it until they have moved to the new Exchange system.

Setup a new Exchange account in Outlook 2003 (On-Campus email access)

1. Start Microsoft Office Outlook 2003.
2. Click Tools → E-mail Accounts... .
3. At the E-mail Accounts wizard, select "Add a new e-mail account" and then click the Next button.
4. For Server Type, choose Microsoft Exchange Server and then click the Next button.
5. On the Exchange Server Settings dialog, do the following:
 - a. Enter outlook.ad.syr.edu as the Microsoft Exchange Server.
 - b. Clear the check from the Use Cached Exchange Mode box.
 - c. Enter your SU NetID on the User Name line.
 - d. Click the Check Name button.
6. You will be asked to enter your username and password to confirm your mailbox name. Enter your NetID as follows: AD\- 7. Click Next then Finish
- 8. You will be prompted to enter your NetID (username) and Password again to gain access to your email account.

Setup IMAP access to a new Exchange account in Outlook 2003 (*Off-Campus email access alternative* to SU Outlook Web Access)

1. Start Microsoft Office Outlook 2003.
2. Click Tools → E-mail Accounts... .
3. At the E-mail Accounts wizard, select "Add a new e-mail account" and then click the Next button.
4. For Server Type, choose IMAP and then click the Next button.
5. At the Internet E-mail Settings (IMAP) screen, enter the following:
 - a. Your Name (as you would like it to appear in your outgoing mail)
 - b. E-mail Address (in the form <NetID>@syr.edu)
 - c. Incoming mail server (IMAP): EXCHANGE.SYR.EDU
 - d. Outgoing mail server (SMTP): Use the Outgoing SMTP server provided by your Internet Service Provider (ISP). **For *example*:** The outgoing SMTP server for Time Warner (RoadRunner) is SMTP-SERVER.TWCNY.RR.COM.
 - e. User Name (your NetID)
 - f. Password (your NetID password)
 - g. Check the box in front of "Remember Password"
 - h. **DO NOT** check the box in front of "Log on using Secure Password Authentication (SPA)"
 - i. When finished with the above, click the More Settings button
6. In the Internet E-mail Settings window, do ALL of the following:
 - a. On the Outgoing Server tab, check the box in front of "My Outgoing Server (SMTP) Requires Authentication" and select "Use Same Settings as My Incoming Mail server"
 - b. On the Advanced tab, under Incoming Server (IMAP), check the box in front of "This server requires an encrypted connection (SSL)." The port number should change to 993.
 - c. When finished with the above, click the OK button.
7. At the Internet E-mail Settings (IMAP) screen, click the Next button.
8. At the E-mail Accounts screen, click the Finish button.

Setup MyMail account in Outlook 2003 (On-Campus access to email)

1. Start Microsoft Office Outlook 2003.
2. Click Tools → E-mail Accounts... .
3. At the E-mail Accounts wizard, select "Add a new e-mail account" and then click the Next button.
4. For Server Type, choose IMAP and then click the Next button.
5. At the Internet E-mail Settings (IMAP) screen, enter the following:
 - a. Your Name (as you would like it to appear in your outgoing mail)
 - b. E-mail Address (in the form: YourNetID@syr.edu)
 - c. Incoming mail server (IMAP): IMAP-SERVER.SYR.EDU
 - d. Outgoing mail server (SMTP): SMTP-HOST.SYR.EDU
 - e. User Name (your NetID)
 - f. Password (your NetID password)
 - g. Check the box in front of "Remember Password"
 - h. **DO NOT** check the box in front of "Log on using Secure Password Authentication (SPA)"
 - i. When finished with the above, click the More Settings button
6. In the Internet E-mail Settings window, do ALL of the following:
 - a. On the General tab, under Mail Account, change IMAP-SERVER.SYR.EDU to MyMail (IMAP)
 - b. On the Outgoing Server tab, check the box in front of "My Outgoing Server (SMTP) Requires Authentication" and select "Use Same Settings as My Incoming Mail server"
 - c. On the Advanced tab, under Outgoing Server (SMTP), check the box in front of "This server requires an encrypted connection (SSL)". Experimentation with setting may be required.
 - d. When finished with the above, click the OK button.
7. At the Internet E-mail Settings (IMAP) screen, click the Next button.
8. At the E-mail Accounts screen, click the Finish button.

Move email from MyMail account to a new Exchange account

1. Drag and drop email from your MyMail folders to your Outlook folders on the Exchange Server. **NOTE:** This only works if you have setup both the MyMail and the Exchange account in Outlook 2003.

Remove MyMail (or old mailbox.syr.edu POP/IMAP) account from Outlook 2003

1. In Outlook, click Tools → E-mail Accounts
2. Under E-MAIL, select "View or change existing e-mail accounts"
3. Click 'Next'
4. Click the account you wish to remove (MyMail, POP/IMAP, etc.)
5. Click 'Remove'

Bulk-bounce messages from PINE to a new Exchange account

If you use PINE, you can use the Bounce (redirect) command to pass a currently stored message to another e-mail account without altering the original sender information. The message will arrive at the new e-mail address as if it came from the original sender.

First, you must change 2 PINE settings:

To turn on "enable-aggregate-command-set" do the following:

1. Press S for Setup, then C for Configuration.
2. Scroll to "enable-aggregate-command-set" and press enter.
3. Press E to exit Configuration.
4. When prompted to "commit the changes," press Y for yes.

To turn on "enable-bounce-cmd" do the following:

1. Press S for Setup, then C for Configuration.
2. Scroll to "enable-bounce-cmd" and press enter.
3. Press E to exit Configuration.
4. When prompted to "commit the changes," press Y for yes.

To redirect a single message:

1. Open PINE, and open the message you wish to transfer.
2. Select B for the Bounce (redirect) command. (The 'B' menu item is in the 3rd menu window when viewing the message. Press O twice to see it on the screen if you wish.)
3. Type the new recipient email address.
4. Press Enter to send it.

To redirect a group of messages:

If you have the "enable-aggregate-command-set" option turned on in the PINE configuration menu (above), you will also be able to select entire groups of messages to redirect to another email address.

1. While viewing a Folder Index, select and open the folder containing the messages you wish to bounce
2. Type ';' (the Select command is a semi-colon), to chose the selection method of your choice.
3. Type A to select ALL messages within a folder. To select some of the messages within the folder, type in the numbers of the messages you want to forward.
4. Type A, this time to APPLY a command to the selected messages.
5. Type B to redirect or "Bounce" the selected messages.
6. Type an email address to which you wish to redirect the selected messages and press enter.
7. Press Y or enter to send the message.

Convert to MyMail and wait for email to transfer from Orangemail to MyMail

1. Go to the following Web page and log in: <http://mymail.syr.edu>
2. Follow the instructions to setup MyMail

The migration process may take up to 36 hours, depending on how much mail you have and how many people are in the migration queue. When the migration is complete, the user will see a folder called “Imported Orangemail” in their MyMail Mail folder.

CNS recommends that everyone convert to MyMail regardless of whether they think they want their SU account or not. This way the account and its contents will still exist after 2/14/08.