

April 21, 2008

Sending Email May Fail in Thunderbird, Mac Mail, Entourage, or Outlook After ITS Patches

On Monday, April 21st, ITS will be implementing a security change to the email server. After the change, if you are unable to send email this indicates your outbound settings must be modified. All users should have their software changed so their desktop email client's sends email securely. Technically speaking, the software should use SSL (Secure Socket Layer), port 465, along with their full UNI email address (including the @uni.edu) as their outbound username. This change will be put into place the morning of April 21st, before 8AM.

Most desktop clients should already be configured correctly and may not require additional change. To check the appropriate configuration settings for your client please go to <http://www.uni.edu/its/us/email/ClientChangesCollab> and click on the appropriate link for your client software.

This change will also correct the situation where your software may have had to use different configurations depending on whether you were on or off campus.

For more technical information, see <http://www.uni.edu/its/ns/smtpchange.html> .

If you need additional assistance please contact the Computer Consulting Center (CCC) at (319) 273-5555. The CCC is located in Room 36 ITTC Building (old East Gym). Consultants are available to provide hands-on assistance daily Monday through Friday during University Business Hours.