

Exchange 2010 Client Setup

In this document you will find the setup instructions for a few different mail clients to connect to the Exchange 2010 infrastructure at UNBC. If you require assistance please contact the IT Help Desk at support@unbc.ca or 960-5321.

Outlook 2003:

Current Outlook 2003 users should not have to do anything more than restart their Outlook for changes to take effect. New Outlook 2003 users will use:

Server Name: `exch.unbc.ca`

NOTE: For current Outlook 2003 users, if Outlook fails to start after you try to restart it, hit CTRL-ALT-DELETE, click on "Task Manager", click on the "Processes" tab and look for a process called "OUTLOOK.EXE". If you find this process, click on it and then click the button that says "End Process".

Outlook 2007:

Current Outlook 2007 users:

Current Outlook 2007 users should not have to do anything more than restart their Outlook for changes to take effect, however the change can take up to 2 hours to complete but in most cases should be less than an hour. Access to your email through OWA (see below) will be available instantly.

New Outlook 2007 users:

Should just have to launch Outlook 2007 and all fields will autoconfigure.

Pine on GPU

Log into `gpu.unbc.ca`, open the `.pinerc` file in an editor, find the variable "inbox-path=" and change this to "inbox-path={`exch.unbc.ca`}". You may also need to change "folder-collections=Mail{`exch.unbc.ca`}". Save your changes and exit the `.pinerc` file.

Thunderbird

1. Create your connection (for existing connection go to Step 2. below) by going to "Tools->Account Settings", click the "Add Account" button, put in your name and UNBC email address, click "Next", select the "IMAP" (**DO NOT select POP unless you know how POP works**) radio button, then the following settings on each of the next few screens:

Incoming Server: `exch.unbc.ca`

Outgoing Server: pg-adr-exch-11.adr.unbc.ca

Incoming User Name: your *username* (NOT your full email address, just the username part)

Outgoing User Name: your *username* (NOT your full email address, just the username part)

Account Name: Whatever you want to call it (used so you can identify)

2. Once you have finished setting up your client you will come to the Account Settings screen. Underneath your new (or existing connection) select “Server Settings” and under the “Security Settings” section select the “TLS, if available” radio button. For existing users also change your “Server Name” to exch.unbc.ca. Next click on the “Outgoing Server (SMTP)” section of your Account, select the server you created in Step 1 and select “Edit”. Under the “Security and Authentication” section, select the “TLS, if available” radio button. Existing users also change your “Server Name” to pg-adr-exch-11.adr.unbc.ca.

OWA

Open an internet browser (Microsoft Internet Explorer if you want the fully featured OWA) and go to:

<https://exch.unbc.ca/owa>

Mobile Devices (most mobile phones that connect using Microsoft ActiveSync)

Exchange ActiveSync (for mobile device users) - exch.unbc.ca

General Mail Settings (usually for any IMAP client not specifically mentioned here)

Exchange - exch.unbc.ca (for current Outlook users this is transparent on the E-mail Accounts tab and you should not have to do/change anything)

IMAP - exch.unbc.ca

POP - exch.unbc.ca

Exchange ActiveSync (for mobile device users) - exch.unbc.ca

SMTP - (supports SSL/TLS for outbound mail) - pg-adr-exch-11.adr.unbc.ca

OWA - <https://exch.unbc.ca/owa>

If any of these instructions are not clear or you don't understand them please contact the IT Help Desk at x5321 or support@unbc.ca.

Microsoft Entourage 2008 for Mac

For Entourage to work with Exchange 2010 you must have Microsoft Office for Mac 2008 SP2 and Entourage Web Services Edition, both of which are separate downloads.

To check if your Microsoft Office for Mac 2008 is at SP2 launch Microsoft Word for Mac and go to the "Help" menu and click "Check for updates". If you are not at SP2 it will tell you that an update to 12.2.x is available (the latest at the writing of this document was 12.2.4) and ask if you want to update. You can also download SP2 manually from <http://www.microsoft.com/mac/downloads.mspx>.

Once you have SP2 installed you can download Entourage Web Services Edition from the same website and install that.

Once you have these products installed you can connect to your email by using the following server:

exch.unbc.ca

If you require assistance with these instructions please contact the IT Helpdesk at 960-5321.

If you already have Entourage Web Services Edition you should not have to do anything more than update your server to the one listed above.