

Mac OS Internet Customer Help Sheet No.24

“Setting Up Microsoft Outlook Express on an Exchange Server”

This document has some hints and tips for setting up Microsoft Outlook Express (OE) in conjunction with a Microsoft Exchange Mail Server.

FIRST CHECKS

- Check 1: Make sure you have the most up to date networking software installed on your Macintosh and that it is set up correctly. See Internet Help Sheets 1 to 10.
- Check 2: Check you have the latest version of Outlook Express. See Internet Help Sheet 15 “Installing Outlook Express”.
- Check 3: Check with your network administrator that Exchange Server is installed and setup on an NT Server machine and that your account is setup and ready to use.
- Check 4: Make sure you have the following information from your network administrator:
1. Your NT account login details including password if necessary.
 2. Your email address.
 3. Your SMTP host name AND its IP address.
 4. Your POP/IMAP host name AND its IP address.
 5. Details of any firewalls and/or proxies including their IP addresses.
 6. Whether your network uses a DNS server.

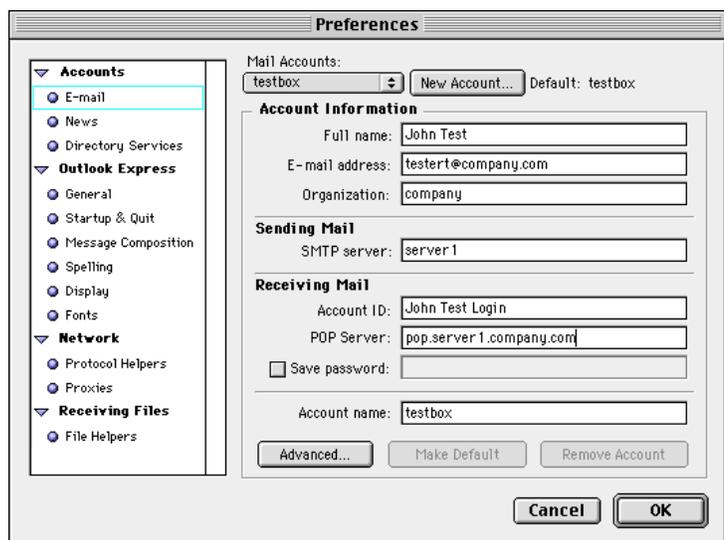
SETTING UP OUTLOOK EXPRESS

Step 1: When you first run Outlook Express it will ask you for the default email account. Enter an account name and select whether your email host uses the POP or IMAP protocol.



Note: If it doesn't ask you or you wish to setup/modify your email account details select “Preferences” from the ‘Edit’ menu, then click on “E-mail” on the left hand side of the window

Step 2: In the E-mail dialogue box, similar to the one on the right, fill in your details as given to you by your network administrator.



Note: If you do not have a DNS server on your network you will have to enter IP addresses for the “SMTP Server” and “POP Server” options.

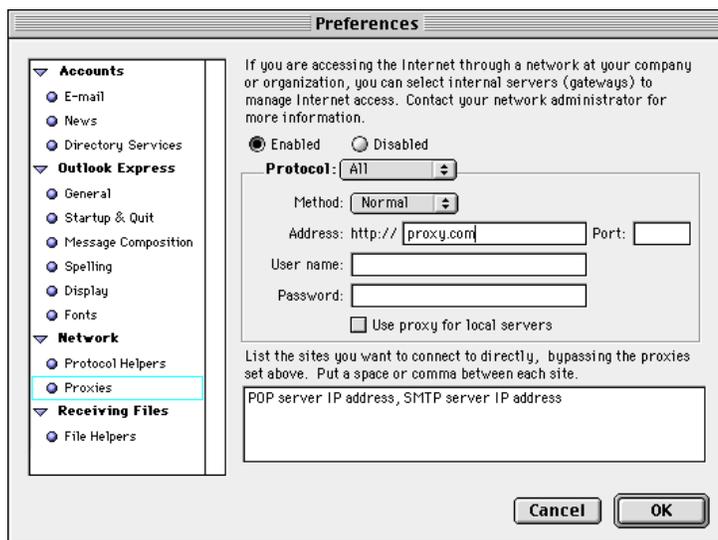
Note: The “Account ID” option will need to be your NT login details. This may also need to include your domain e.g. domain/login.

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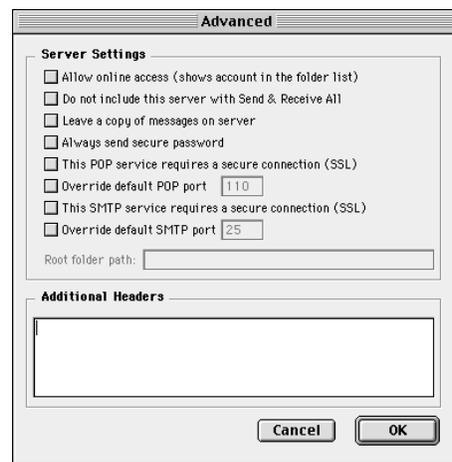
Step 3: If your network has firewalls and/or proxies you will need to set these up. Click on the “Proxies” option on the left hand side of the window and fill in the details given to you by your network administrator.

Note: You will probably need to enter the IP addresses for your SMTP and POP servers in the section at the bottom.



Step 4: Click on the “Advanced” button to enable other options.

Note: If you are using a POP account you may want to check “Leave a copy of messages on server”. This way you can connect using different email software (Outlook Express – Outlook) on different machines (Home – Office).



FREQUENTLY ASKED QUESTIONS

Q. I selected the option “Do not download previously received mail” but it still does?

A. If you have selected the options “Do not download previously received mail” and “Leave a copy of messages on server” the probable cause is that the server does not support the “Do not download previously received mail” option. See Microsoft KB article #181249.

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