

Mac OS Internet Customer Help Sheet No.14

“Installing Microsoft Internet Mail And News”

This document has some hints and tips for installing and using Microsoft Internet Mail & News (IMN) in conjunction with Microsoft Internet Explorer.

Microsoft recommends only installing Internet Mail & News from an original installer. IMN is available as a separate installer. IMN is not included or for use with Internet Explorer 4.x – you should use Outlook Express (see Internet Help Sheet 15 “Installing Outlook Express”. If you have installed any of the following products:

- Mac OS 8.0 system software or later
- Internet Explorer 3.0 Full Installer (Internet Mail & News 1.1)
- Internet Explorer 3.01 with IMN Installer (Internet Mail & News 3.0a)
- Internet Explorer 3.01 Full Installer (Internet Mail & News 3.0a)
- Microsoft Mail & News Installer (Internet Mail & News 1.0 or 1.1)
- Internet Mail & News 3.0a Installer

Microsoft recommends that you install Internet Mail And News 3.0c or upgrade to the latest version of Outlook Express. If you have already installed “Internet Mail & News 3.0c” you may proceed to the “Setting Up Internet Mail And News” section below.

INSTALLING INTERNET MAIL AND NEWS

The following are the four main steps to installing Internet Mail And News. If you have problems installing the software see the FAQ section.

Step 1: Double click on the installer’s icon. You will get the license agreement window (see right). You are advised to read this license before clicking on the “Accept” button.

Note: Options are available at this point to print the license agreement and/or save it as a text file.



Step 2: You will now get the main installation window (see right). Make sure the disk selected in the bottom left hand corner is the correct disk for the software to be installed to.

Note: At this point the pop up menu in the top left is set to “Easy Install”. This can usually be changed to “Custom” which allows you to choose which components are installed.



Step 3: When you are ready click on the “Install” button in the bottom right hand corner and follow the on screen instructions.

Note: IMN will ask you whether you want to make IMN your default email package. In most cases you should click “Yes”. If the installer says there are Microsoft components already installed and which do you wish to keep ‘older’ or ‘newer’ *always* click on “Newer”.

Step 4: When IMN has finished installing you should restart your Macintosh.

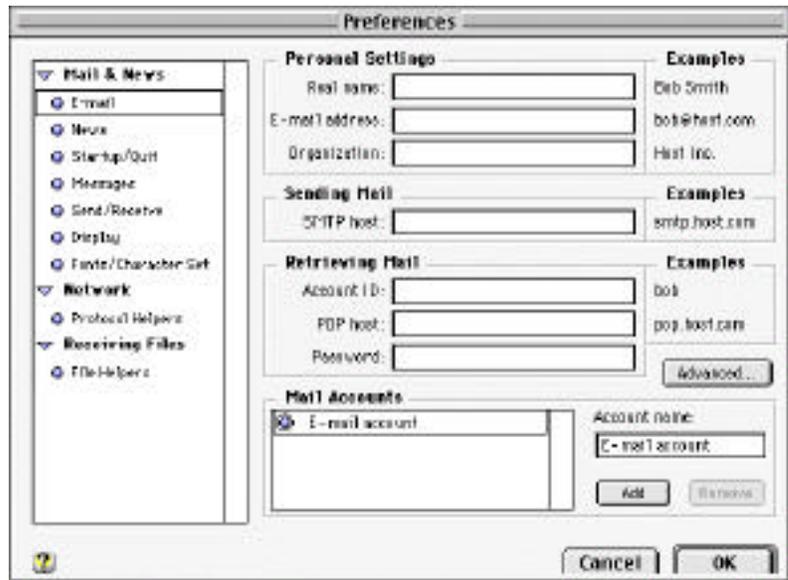
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SETTING UP INTERNET MAIL AND NEWS

The first time you run Internet Mail And News it will ask you for your email and newsgroup settings. If it doesn't ask or you wish to setup/modify the details select “Preferences” from the ‘Edit’ menu.

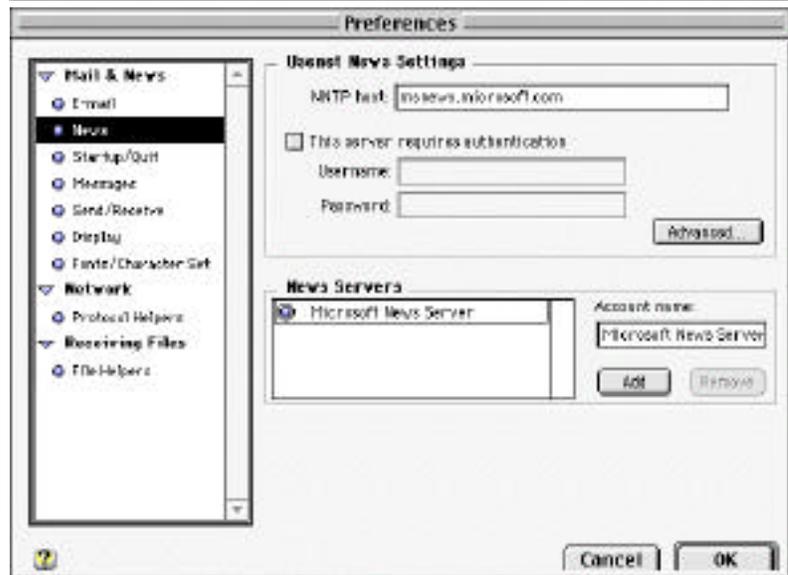
If you have installed the Apple Internet Connection Kit [AICK] (using Internet Help Sheet 4 “Install AICK”) your email and newsgroup settings should already be setup. Use the following procedure to check your settings.

Click on “Email” on the left hand side of the window and you should see a screen like the one to the right. Now fill in/check your details as given to you by your Internet Service Provider (ISP) or network administrator.



Click on “News” on the left hand side of the window and you should see a screen like the one to the right. Now fill in/check your details as given to you by your Internet Service Provider (ISP) or network administrator.

You may just want to run through the rest of the preference options so that you can setup Internet Mail And News exactly how you want it.



FREQUENTLY ASKED QUESTIONS

Q. Which version of Microsoft Internet Mail And News should I install/use?

A. The latest version is 3.0c. If you have obtained IMN from any other source other than “Internet Mail & News 3.0c Installer” you should install the 3.0c to update your software especially if you are using Mac OS 8.0 or later.

Q. I am updating from version 3.0a to 3.0c. Do I need to do anything special?

A. As long as you have not moved the Internet Mail And News 3.0 application from the installed location inside your ‘Microsoft Internet Applications’ folder the update should be straightforward.

Q. Why does the version of Internet Explorer included with OS 8.0/8.1 not include IMN?

A. Mac OS 8.0/8.1 includes Claris EMailer 1.1 (part of “Internet Access” software) so you already have an email client. However, if you wish to install Microsoft’s IMN or Outlook Express, you can.

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Q. I am having problems installing Internet Mail And News?

A. There are a number of reasons why Internet Mail And News may have problems installing. Follow these steps in order. After each step try to install Internet Mail And News.

- Step 1: **DISABLE SYSTEM EXTENSIONS:** Restart your computer holding down the shift key. You should get a message saying that extensions are disabled/off. When the Mac has started up remove any files from previous installations/versions of IMN (see below).
- Step 2: **CHECK YOUR HARD DISK:** Run Apple’s “Disk First Aid” utility (or similar e.g. “Norton Disk Doctor”) to check the integrity of your hard disk.
- Step 3: **RUN VIRUS SOFTWARE:** Check your Macintosh out with an anti-virus application such as Symantec’s “Norton Anti-Virus” or Dr. Solomon’s “Virex”.
- Step 4: **TURN OFF/DISCONNECT EXTERNAL SCSI DEVICES:** This will eliminate possible problems/conflicts with SCSI devices, the SCSI chain and/or incorrect termination.
- Step 5: **INSTALL USING A DIFFERENT COPY OF THE INSTALLER:** The installer you are using may be corrupt or damaged. If possible obtain another ‘fresh’ copy of the installer. If you downloaded the installer as a “.bin” or as a “.hqx” file try downloading it again.
- Step 6: **REBUILD THE DESKTOP:** A damaged desktop is usually indicated by generic icons appearing and/or applications/files failing to open. The desktop file may be damaged without these signs though so try rebuilding it by restarting your computer and holding down the command-option keys (apple-alt) until you get the message “Are you sure you want to rebuild the desktop?”. Then click on the “OK” button.
- Step 7: **CLEAN INSTALL SYSTEM SOFTWARE.** Apple (0990 127753) can help you to do this.
- Step 8: **UPDATE SYSTEM SOFTWARE:** Only if recommended (see below). Install the update *on top of a clean system* (see step seven above). To check which version you have select “About This Macintosh” or “About This Computer” from the ‘Apple’ menu. It will tell you your system software version here.

<u>If Your System Version Is</u>	<u>Recommended Action</u>
B1-7.1, B1-7.1.1, B1-7.1.2	Upgrade the OS or install Open Transport 1.1.2
B1-7.5, B1-7.5Px	Upgrade using System 7.5 Update 2.0
B1-7.5.1, B1-7.5.2, B1-7.5.3	Upgrade using System 7.5 Update 2.0
B1-7.5.3 Update B1-2.0	You have the option of installing System 7.5.5 Update
B1-7.5.3 Revision 2.x	You have the option of installing System 7.5.5 Update
B1-7.5.5	No action required
B1-7.6	Upgrade using Mac OS 7.6.1 Update
B1-7.6.1	No action required
B1-8.0	Upgrade using Mac OS 8.1 Update.
B1-8.1	No action required
B1-8.5	No action required

- Step 9: **ERASE CLEAN INSTALL SYSTEM SOFTWARE.** Apple (0990 127753) can assist you in doing this.
- Step 10: **CONTACT MICROSOFT TECHNICAL SUPPORT:** If Internet Mail And News still fails to install make a note of what steps you have followed and any (error) messages that have appeared before contacting Microsoft technical support.

Q. Where can I get anti-virus software from?

A. “Norton Anti-Virus” is available from Symantec (01628 592222 – www.symantec.com/uk). “Virex” is available from Dr. Solomon’s Software (01296 318700 – www.drsolomons.com).

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Q. How do I remove Internet Mail And News without removing Internet Explorer?

A. In this case it is advisable to remove IMN manually. Follow these steps to do this.

Step 1: Double click on the hard disk icon, double click on the “Microsoft Internet Applications” folder and move the “Internet Mail And News 3.0” alias and the “Internet Mail And News” folder to the wastebasket. Close all the open windows.

Step 2: Double click on the hard disk icon, double click on the “System Folder” and then double click on the “Extensions” folder. Move “JgPly.PPC.shlb” and “JgPly.CFM68K.shlb” to the wastebasket.

Step 3: Close all the open windows and empty the wastebasket (using “Empty Wastebasket” from the ‘Special’ menu).

Note: This will delete all email messages and email address books that you have

Q. I haven’t got any other Microsoft internet software. I have just installed IMN but I no longer wish to use it. How do I remove it?

A. In this case it is advisable to remove the whole of IMN manually. Follow these steps to do this.

Step 1: Double click on the hard disk icon and move the “Microsoft Internet Applications” folder to the wastebasket.

Step 2: Double click on the “System Folder” and then double click on the “Extensions” folder. Move the following items to the wastebasket (if they exist):

NuDragLib.slb
NuQuickTimeLib.slb
NuTranslationLib.slb
JgPly.PPC.shlb
JgPly.CFM68K.shlb
“MS Library Folder” (folder)
“MS Preference Panels” (folder)

Step 3: Close all the open windows and empty the wastebasket (using “Empty Wastebasket” from the ‘Special’ menu).

Note: This will delete all email messages and email address books that you have

Q. I use the Apple Internet Connection Kit. How do I put IMN in the Launcher?

A. Go to the Apple Menu and select “Launcher” from the ‘Control Panels’ list. Click on the “Internet Kit” button on the left of the launcher. Double click on the hard disk icon, double click on the “Microsoft Internet Applications” folder and then double click on the “Internet Mail And News” folder. Now drag the “Internet Mail And News 3.0” icon on to the Launcher window and let go. A button for Internet Mail And News should appear. [Note: If you wish to delete buttons from the Launcher window just hold down the option key (alt) and drag the relevant button to the wastebasket (make sure your wastebasket icon goes dark before you let go of the mouse button).]

Q. I am using Internet Explorer, how do I make IMN my default email package?

A. This can be done by following this procedure:

Step 1: Start the Internet Explorer application and then select “Preferences” from the ‘Edit’ menu.

Step 2: Under the ‘Network’ heading click on “Protocol Helpers”.

Step 3: Click “Mailto”, click “Change” and then click “Choose Helper”.

Step 4: In the ‘Protocol Helper Editor’ dialog box, click “Internet Mail and News 3.0” and then click “Open”.

Step 5: Click “OK” and then click “OK”.

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Q. My setting for automatically deleting mail is ‘on’ but some mail doesn’t disappear. What’s going on?

A. This can sometimes spuriously happen. To get rid of the mail simply double click on the hard disk icon, double click on the “Microsoft Internet Applications” folder and then double click on the “Internee Mail And News” folder. Now double click on the relevant ‘users’ folder and move the relevant mail to the wastebasket.

Q. How do I import address books into IMN?

A. IMN itself has limited import capabilities or you can use the “Mail And Address Book Importer” utility which is available as a separate download from Microsoft (see Internet Help Sheet 13 “IE Extras”). If you wish to use the built in feature of IMN it can be done by following these steps:

Step 1: Start the Internet Mail And News application and then select “Address Book” from the ‘Windows’ menu.

Step 2: Select “Import Address Book” from the ‘File’ menu.

Step 3: Locate the address book file you want to export from your third-party mail client.

Step 4: Click on the “Open” button.

Note: Using this method user groups will not be imported. IMN can currently import address books from Eudora Pro, Eudora Light, Claris Emailer and Netscape Navigator.

Q. What is Internet Config?

A. Internet Config is a third party utility that helps keep all your internet configuration details in one place. Microsoft recommends having this utility installed on your Macintosh if you are using Microsoft’s internet products such as Internet Explorer and Outlook Express. These Microsoft products (except IE 2.x) will install Internet Config for you *unless* you have an Internet Config folder in the root directory of your hard disk. To check for this double click on your hard disk icon and look for a folder called “Internet Config”. If you do not have one, the utility will be installed for you. However, please note Microsoft applications will only check this (recommended) location. It will not check the rest of your hard disk. Other applications or even the Mac OS may install Internet Config elsewhere on your hard disk. Microsoft recommend checking your hard disk and removing duplicate copies of Internet Config if you have them.

PLEASE NOTE

- Microsoft strongly recommend that you backup any important data files before you attempt an update install/restore of your system software especially any files you have in the “Documents” folder (if you have one). To back up your files copy them to an external storage device such as a second hard disk, Syquest or Zip/Jaz drive. If you don’t have any of these you will need to backup your data on to floppy disks. If you have files that are larger than 1.4Mb you will need a third party compression application like “Stuffit Deluxe” (from Aladdin), “Disk Doubler Pro” (from Symantec) or the shareware utilities Stuffit Lite, Compact Pro or Zip It.
- Where third party software is mentioned this is not a recommendation or endorsement by Microsoft and the information is offered as a guideline only. Microsoft cannot guarantee the workings of any of the third party products or Apple software mentioned.
- Microsoft can only support customers that have valid support with us. Just because you have a Microsoft product or customer number it does not automatically entitle you to support. If you are unsure about the validity of your support ring 0870 5010100 and quote your customer ID.

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