

Tip – Mailbox Information and Cleanup

In preparation of the upcoming switch from Qualcomm's Eudora Email to Microsoft's Outlook Email in 2006, all DLS clients should begin to review, archive, print, or delete old email messages.

Note: Email important to Harvard should be printed and filed. Harvard does not consider electronic records to be an archival format. Please see the Harvard University Library Records Management Office guidelines for information retention posted in the General Records Schedule, <http://grs.harvard.edu>, for more detail.

Email Clients

DLS installs two types of email clients:

IMAP Client

- Stores all incoming mailbox messages and folders under <Dominant>.
- Holds all incoming messages on the email server.
- Allows internet access to all incoming messages via Horde WebMail.
- Holds replies sent via Eudora on the hard drive under <Eudora> in Out box.
- Holds replies sent via WebMail on the hard drive under <Dominant> in sent-mail box.

POP Client

- Stores all incoming and outgoing mailbox messages and folders under <Eudora>.
- Holds all incoming messages on the hard drive.
- Holds replies sent via Eudora on the hard drive under <Eudora> in Out box.
- No access to any email messages and folders via WebMail.

Email Attachments

All email attachments are stored on the local hard drive in the following folder:

C:\Program Files\Qualcomm\Eudora\Attach.

Email attachments should be saved and manually deleted from the above folder.

Note: Attachments do not delete from the local hard drive when the email to which they are attached is deleted.

Mailbox Cleanup

All DLS clients should keep the number of incoming email messages in all folders under <Dominant> to a minimum to optimize email performance.

Email messages can be saved as text files which can then be opened in Microsoft Word (PC or Macintosh), NotePad (Windows), WordPad (Windows) or SimpleText (Macintosh).

Note: When using Save As in Eudora to keep a copy of the email message, check the Include Headers box to keep the header information including the sender, recipient, date, and subject information. Use WordPad to open any messages with saved header information.

To view more online information on how to prepare your personal Eudora email box for the switch to Outlook email, please visit the following page:

http://www.uis.harvard.edu/support_services/AExchange/prepare.php

Whenever you need help with any computer issue, please check our Support Services website as information is constantly added and updated:

http://www.uis.harvard.edu/support_services/