



E-Mail Software Support

Purpose

This document outlines Information Technology Services (ITS) policy for support of e-mail clients when accessing the University e-mail system. It also defines workstation clients supported by LMU ITS.

ITS is committed to providing support for software packages that are essential to University operations. This includes assistance with software installations, usage and problem resolution.

Factors

To ensure that ITS is able to provide an effective level of support, it is necessary to streamline the list of supported e-mail applications and versions.

- The LMU e-mail system is a groupware application using MS Exchange. The MS Outlook client allows full access to groupware functions.
- POP protocol is enabled to offer additional flexibility when selecting a preferred e-mail client.
- A level of security authentication is necessary to ensure the integrity of the University e-mail system.
- Older versions of some POP clients do not adhere to a level of security necessary to provide security authentication.

Support

The following e-mail clients are supported by ITS.

- **MS-Outlook 2000**
- **Eudora v4.3, v5.0 and v5.1**
- **LMU Web Access**

It is not the intention of ITS to limit any customer from selecting the e-mail client of choice. Individuals should be aware that the use of some programs (or non-supported versions of programs) may result in e-mail issues that ITS is unable to troubleshoot. ITS will recommend switching to a supported e-mail client or upgrading the customer's existing software to a supported version.

University will no longer support

- Eudora v3, v4, v4.1, v4.2
- Outlook Express v4, v5, and v6
- Outlook v95, v97, and v2002
- Netscape Mail
- NT Web Access