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## Using Netscape Mail at Auburn University

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### Computing Labs

Netscape Mail cannot be used in the computing labs at Auburn University. Here's why:

1. Netscape preferences (including your identity and e-mail address) are currently saved on the hard drive of the lab machine. They would be lost whenever another user changed them.
2. In order to ensure your own privacy and computer security, you would have to go back and delete any information about yourself that you used to set up the mail preferences before you logged out, every time.
3. If you downloaded your e-mail to the hard drive on a lab computer, it would be available to the next person who used that machine, and deleted permanently from the server.
4. Misuses and abuses based on the above, such as "mail bombs" sent from the labs, have occurred.

It's much easier to use [TigerMail](#) when you're in the labs!

### Mailto: in the Labs Disabled

Since [SMTP](#) access has been disabled in the labs, **mailto:** links on Web pages do not work when browsing the Internet in the labs. Web pages with mail links that check for a valid "From" address do still work. For details on how to do this on your home page, see [mailto from computing labs](#) in "Creating and Customizing Your Auburn University Home Page".

### How to Set Up Netscape Mail Preferences

If you use Netscape on your computer in the dorms or off-campus, you may wish to use it for your e-mail as well. Here's how to set it up for use

with your OIT Sun (Mallard) account.

### **Netscape Communicator (version 4.0 or higher)**

1. Select **Edit** from the menu bar and choose **Preferences**.
2. Under **Category**, click the + (plus) box beside **Mail & Groups**. From the expanded Mail & Groups list, click on **Identity** and enter the following information.

Your name in the *Your name:* box.

Your e-mail address in the *Email address:* box; for example, Auburn e-mail addresses are *user name@auburn.edu* where *user name* is your user ID on the OIT Sun Network. (See [More Information ..](#) below for information on how to obtain your user ID and password and on e-mail addressing and delivery at AU.)

The other fields on this dialog box, *Reply to address*, *Organization*, and *Signature file*, are optional.

3. Click the **Mail Server** category under **Mail & Groups**. Enter the following information:

Your global user ID for the *Mail server user name*.

**On-campus:** tigerout.auburn.edu for *Outgoing mail [SMTP] server*.

**Dialup:** the mail server name of your Internet Service Provider (ISP), which is typically but not always the @... portion of your e-mail address. For example, Mindspring customers enter *mail.mindspring.com* in this field.

**tigerin.auburn.edu** for *Incoming mail server*.

4. Under *Mail Server Type* choose **IMAP**. A copy of your messages will be left on the mail server. This allows you to login from several different locations and review your messages. You may also wish to choose to check the "move deleted message to trash" box. This allows you to delete a message permanently (including the copy in your inbox on the server) by emptying the trash in Netscape mail.
5. Leave unchecked the box titled "Server supports encrypted connections (SSL)".
6. Optional: To set up Netscape to read the [AU Directory](#) so you can look up the addresses of students and professors:
  1. Click the **Directory** category under **Mail & Groups Preferences**.
  2. Click the **New** button. In the **Add Directory Server** dialog

box that pops up, enter the following information:

**Auburn University** for Name.  
**donald.duc.auburn.edu** for LDAP Server.  
**o=Auburn University,c=US** for Search Root.  
**389** for Port Number.

3. Click **OK**.

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### How to Set Mail Preferences for Older Versions of Netscape (2.x or 3.x)

1. Select **Options** from the menu bar.
2. Select **Mail and News Preferences**.
3. Click the **Servers** tab.
4. For **Outgoing Mail [SMTP] server**:
  - On campus computers: type *mallard.auburn.edu*
  - Dialup computers: type the mail server name of your Internet Service Provider (ISP), which is typically but not always the @... portion of your e-mail address. For example, Mindspring customers enter *mail.mindspring.com* in this field, and CampusCWIX (formerly CampusMCI) customers use *auburn.campuscwix.net*.
5. For *Incoming Mail [POP3] server*, type **mallard.auburn.edu**.
6. For *POP3 User Name*, put your **OIT user name**.
7. Click the **Identity** tab.
8. Type your name in the *Your Name:* box.
9. Type your e-mail address in the *Your Email:* box; for example, *user name@auburn.edu*.
10. Click **OK**.

### Reading Your Netscape Communicator (4+) E-Mail

To check your mail, either click on the tiny mailbox icon on bar at the bottom of the Netscape window, OR click on **Communicator** from the menu bar, and select **Messenger Mailbox**. From within mail, you can click on **File**, then **Get Messages** to retrieve your mail. You will be prompted to enter your Mallard password in order to read your e-mail.

### Reading Your Netscape Navigator E-Mail

To check your mail, choose **Netscape Mail** from the **Window** menu. You will be prompted to enter your Mallard password in order to read your e-mail.

### Troubleshooting

### System message received if you go back to Pine

If you set up Netscape Mail to read your Mailard messages, the following message is sent to your Pine INBOX. The next time you run Pine, you'll see it. It may seem suspicious or alarming, but it is a valid message. If you delete it, it will be sent again the next time you use Netscape Mail.

From: Mail System Internal Data  
 Sent: Tuesday, October 26, 1999 10:15 AM  
 Subject: DON'T DELETE THIS MESSAGE -- FOLDER INTERNAL DATA

This text is part of the internal format of your mail folder, and is not a real message. It is created automatically by the mail system software. If deleted, important folder data will be lost, and it will be re-created with the data reset to initial values.

### Outgoing messages do not Send from on-campus

If outgoing messages will not send from an on-campus computer, it may be because your IP address is not registered with the DNS. To determine whether your computer is registered or not, see <http://noc.auburn.edu/dns/>. If it is not registered with the DNS, call the OIT Help Desk at 844-4944 for help.

### More about E-mail



#### At Auburn

- [Addressing at AU](#)
- [Auburn University Directory](#)
- [E-mailing your class](#)
- [Electronic Mailing Lists \(list servers\)](#)
- [E-mail at Auburn University](#)
- [Employee E-mail Forwarding](#)
- [Faculty E-mail Tips & Guidelines \(PDF\)](#)
- [Getting Started: Student E-Mail](#)
- [Getting Started: Employee E-Mail](#)
- [Getting your e-mail from off-campus](#)
- [GroupWise](#)
- [GroupWise Web Access](#)
- [Policies](#)
- [Procmail](#)
- [Sending outgoing off-campus e-mail](#)
- [Sign Up for E-mail about IT](#)

#### Internet Links

- [About E-Mail](#)
- [Attorney General Junk E-mail page](#)
- [FreshAddress](#)
- [Hoaxbusters](#)
- [Learn the Net: Harnessing E-mail](#)
- [Mail Filtering with Procmail](#)
- [Mailing List Search](#)
- [Microsoft: All About E-mail](#)
- [ReturnPath](#)
- [Switchboard](#)
- [University Web Addresses](#)
- [WhoWhere?](#)

at AU

- [SPAM e-mail](#)
- [Student E-mail Forwarding](#)
- [Student E-mail Policy](#)
- [Troubleshooting for imp](#)
- [Using attachments with pine](#)
- [Using Netscape E-Mail at AU](#)
- [Using a POP client for AU e-mail](#)
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**AU Home**