

How to Setup an IMAP account in Outlook Express to Connect to Your Arrowmail Mailbox

Why would you want to use Outlook Express?

If you have Microsoft Outlook installed on your PC you should use it, with an **RPC-over-HTTP** connection to Exchange, as this synchronises calendar, contact and task data as well as email folders and provides the best overall email experience.

As an IMAP email client, Outlook Express is better than Outlook, which lacks auto-purge and keeps throwing up a timeout error, so Outlook Express comes a very good second-best to Outlook if you are only interested in synchronising your email folders and not all the other Personal Information Manager (PIM) data.

Here's a comparison table between Outlook and Outlook Express:-

	Outlook with RPC-over-HTTP	Outlook Express with IMAP
Cost:	You buy it as part of Microsoft Office	Free – included as part of Windows
Items Synchronised:	Email, Contacts, Calendar, Tasks & Notes	Email Folders Only
Security:	Always Encrypted	Option to use Encrypted IMAP
Firewall Friendly:	Yes Uses TCP Port 443	Neutral Uses TCP Port 143 for normal and 993 for encrypted IMAP. Uses Port 25 for sending email.
Bandwidth Usage:	Medium	Light
CPU/Disk Usage:	Medium to Heavy	Light
Supports FreeDocs:	Yes	Read-only

Even if you usually use Outlook on your laptop, it's a good idea to also have your email account setup in Outlook Express for the times when you can only get a slow Internet connection.

By IMAP we really mean IMAP4, the latest Internet Message Access Protocol standard, and our servers also support IMAPS or Secure IMAP where data is encrypted, back and forth, between the server and the client.

Why would you want to use an IMAP account?

- 1 - You haven't purchased Outlook which, unlike Outlook Express, isn't free.
- 2 - You're primarily interested in email and not the "personal organiser" features of Outlook.
- 3 - You have a different email client to Outlook and you'd prefer to keep using it.
- 4 - Perhaps you own a Mac or a Linux PC and don't want to use Microsoft software.

I use Outlook for personal email and Outlook Express with IMAP for performing maintenance tasks on our mail servers because you can have lots of accounts setup, view raw email messages and Outlook Express operates faster than Outlook.

Accessing your mailbox with Outlook using RDP-over-HTTP on one PC and Outlook Express using IMAP on another PC works fine as each program will show exactly the same mail folders and emails.

You can even open FreeDocs in Outlook Express but can't add new FreeDoc files or save changes to any FreeDocs you've edited.

Step-by-Step Instructions

From Outlook Express click on **Tools - Accounts... - Add - Mail**

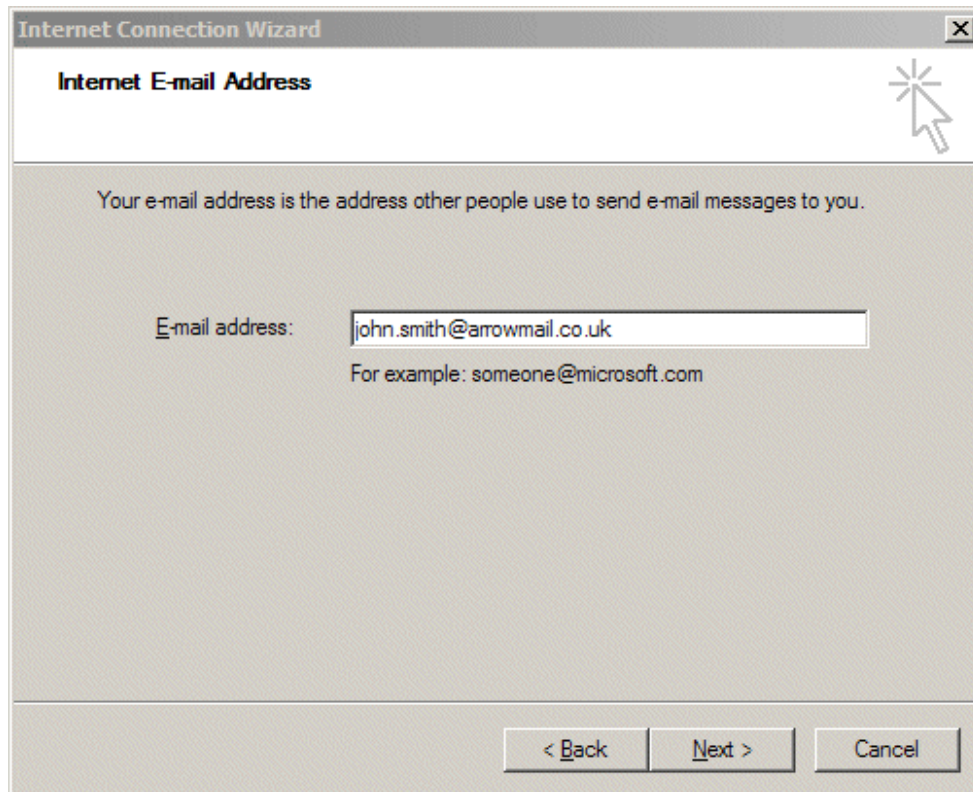
Then enter your name in the box:-



It's not Microsoft being clever, it always says: *For Example: John Smith*

Click **Next >**

Enter your email address:-

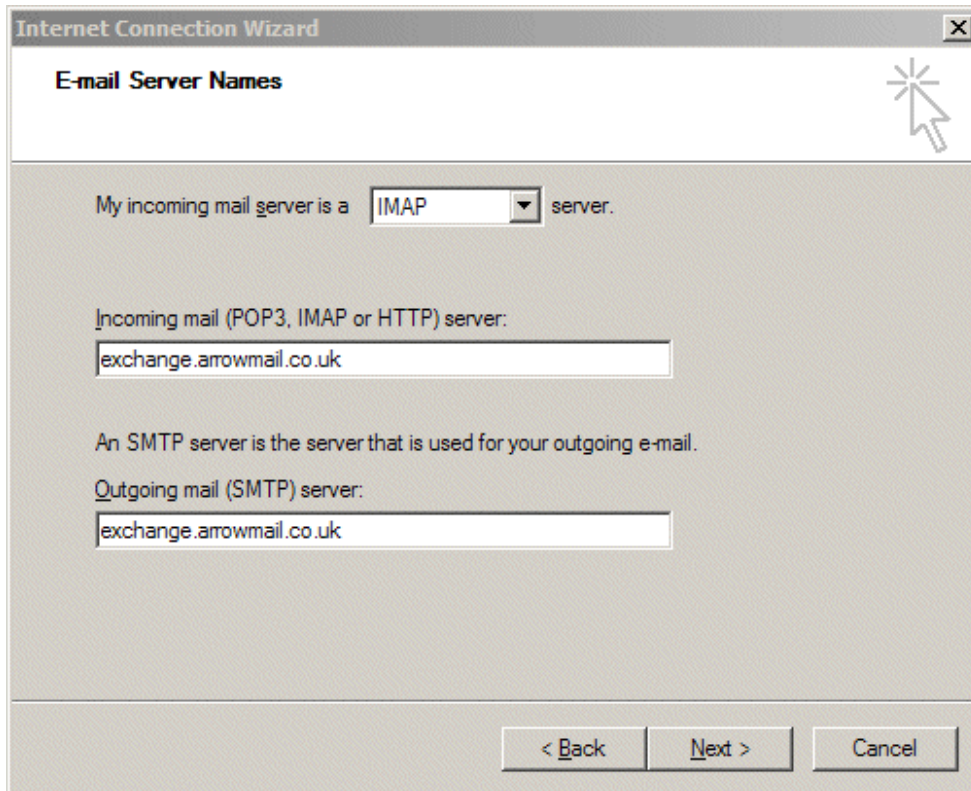


The screenshot shows a window titled "Internet Connection Wizard" with a close button (X) in the top right corner. The main heading is "Internet E-mail Address". Below the heading is a mouse cursor icon. The text reads: "Your e-mail address is the address other people use to send e-mail messages to you." Below this is a text input field labeled "E-mail address:" containing the text "john.smith@arrowmail.co.uk". Underneath the input field is the example text "For example: someone@microsoft.com". At the bottom of the window are three buttons: "< Back", "Next >", and "Cancel".

Click **Next >**

Select **IMAP** as the type of incoming mail server.

Enter **exchange.arrowmail.co.uk** as both the **IMAP** and **SMTP** server names:-



The screenshot shows a window titled "Internet Connection Wizard" with a sub-header "E-mail Server Names". The window contains the following text and input fields:

My incoming mail server is a server.

Incoming mail (POP3, IMAP or HTTP) server:

An SMTP server is the server that is used for your outgoing e-mail.

Outgoing mail (SMTP) server:

At the bottom of the window are three buttons: "< Back", "Next >", and "Cancel". A mouse cursor is visible over the "Next >" button.

Click **Next >**

Enter your Arrowmail username and password.

Tick **Remember password** unless you have security worries about the PC you're using:-

Click **Next >** then **Finish**

On the **Internet Accounts** screen select the account you've just created and click Properties:-

Account	Type	Connection
exchange.arrowmail.c...	mail (default)	Any Available

On the **General** tab change the account reference name to your email address.

This makes it easier to select this account if you have multiple account setup in Outlook Express.

It's also a good idea to fill in the **Organization** and **Reply address** lines:-

The image shows a screenshot of a Windows-style dialog box titled "john.smith@arrowmail.co.uk Properties". The dialog has several tabs: "General", "Servers", "Connection", "Security", "Advanced", and "IMAP". The "General" tab is selected. Inside the dialog, there are two main sections: "Mail Account" and "User Information".

Mail Account: A text box contains "john.smith@arrowmail.co.uk". Above it is a small icon of a mailbox and a text instruction: "Type the name by which you would like to refer to these servers. For example: 'Work' or 'Microsoft Mail Server'".

User Information: This section contains four text boxes:

- Name:** "John Smith"
- Organization:** "Arrowmail Holdings"
- E-mail address:** "john.smith@arrowmail.co.uk"
- Reply address:** "john.smith@arrowmail.co.uk"

At the bottom of the "User Information" section, there is a checked checkbox with the label "Include this account when receiving mail or synchronizing".

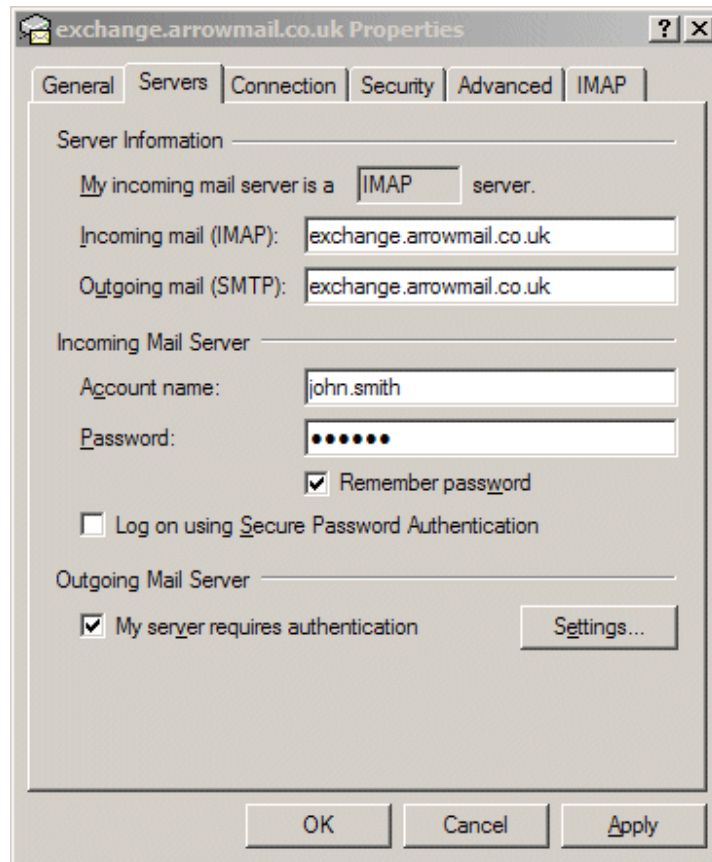
At the bottom of the dialog box, there are three buttons: "OK", "Cancel", and "Apply".

On the **Servers** tab put a tick in **My server requires authentication**.

If you click on **Settings...** you'll find that the default option is:-

Use same settings as my incoming mail server

This is what we want so don't change it, just click **OK**:-



On the **Connection** tab make sure that the **Always connect to this account using** box is *unticked*.

There's nothing to do on the **Security** tab.

On the **Advanced** tab there are 2 boxes labelled:-

This server requires a secure connection (SSL)

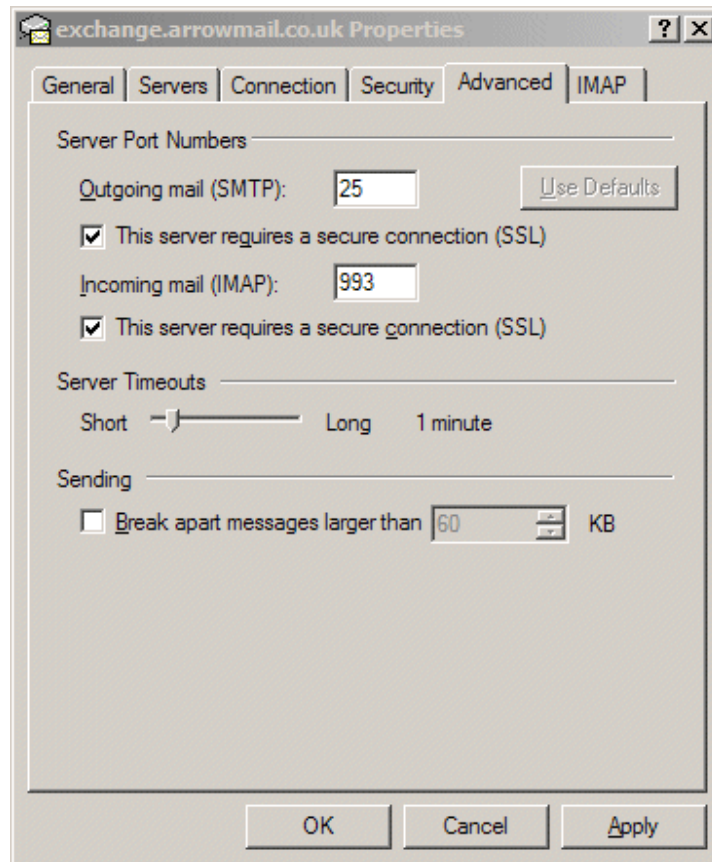
The first box determines if *outgoing* emails are encrypted between your PC and our server and the second box determines if *incoming* emails are encrypted.

The Arrowmail servers support encryption in both directions.

Encryption uses slightly more bandwidth and may be blocked by your local firewall but if it works we recommend that you use it.

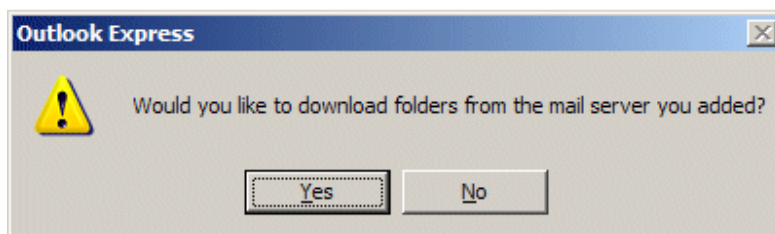
You'll notice that Standard IMAP uses TCP Port 143 while Encrypted IMAP uses port 993 to receive emails.

Standard and Encrypted SMTP both use TCP Port 25 to send emails:-



There's nothing to do on the **IMAP** tab as the default settings are fine.

Click **OK** to return to the **Internet Accounts** window and then **Close**. You should immediately be asked this question:-



Click **Yes**

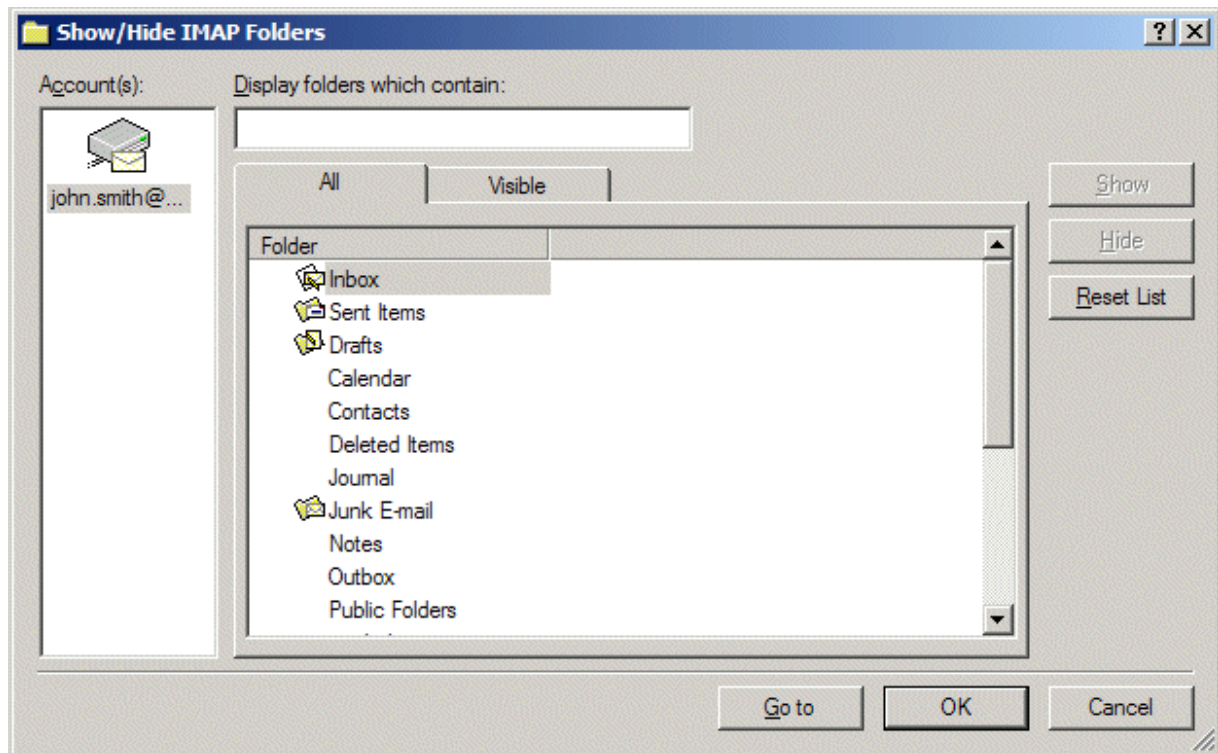
When the list of folders in your mailbox has been downloaded, you can select the ones you want to be visible.

The 4 folders shown below, with a symbol next to the folder name, are the ones that are visible by default.

Select a folder and use the **Show** and **Hide** buttons to change its visibility.

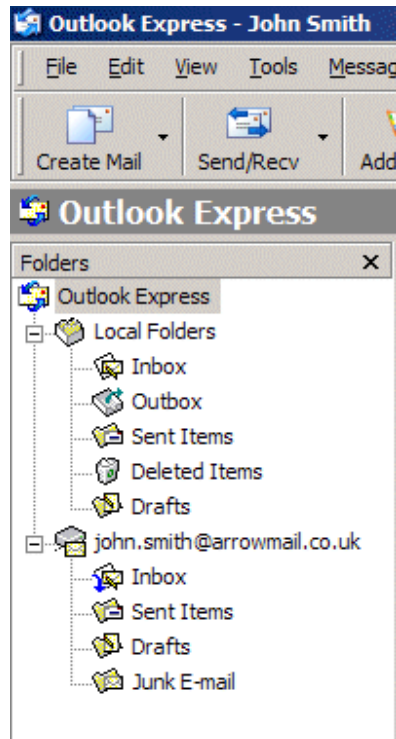
Some folders cannot be hidden.

Select the **Visible** tab to show just the visible folders:-

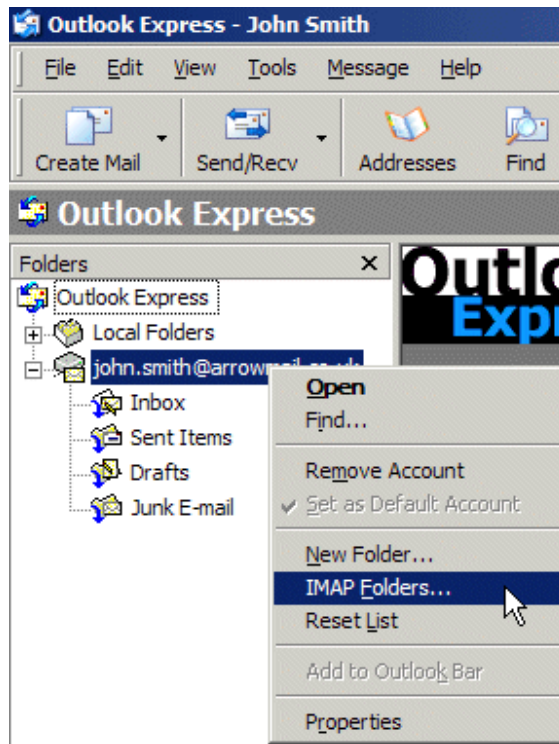


Click **OK**

The visible folders from the IMAP account are now shown in Outlook Express's main window. Even though just one account is setup in Outlook Express, a set of Local Folders is always shown - click on the **minus** next to **Local Folders** to collapse them.



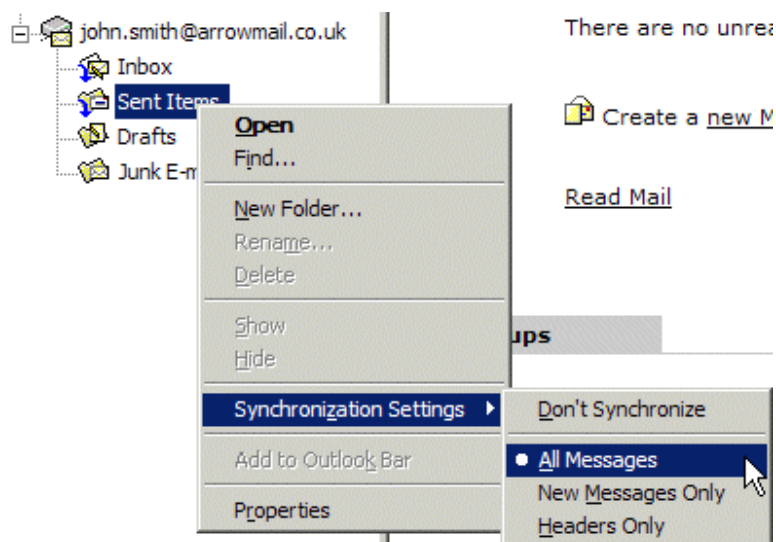
If you ever want to change which folders are visible, right-click on the IMAP account name and choose **IMAP Folders...** to return to the **Show/Hide IMAP Folders** screen.



You can right-click on each folder and choose which of the 4 different synchronisation levels will apply to that folder.

We recommend the **All Messages** setting for most folders so you can continue to access the full contents of emails when you don't have an Internet connection.

For folders such as **Deleted Items** and **Junk E-mail**, we recommend **Headers Only**.



Deleting Emails

With IMAP, deleting emails is a 2 step process:-

First

You "mark an email for deletion" by clicking "Delete" in Outlook Express after which it's displayed with a strike-through line.

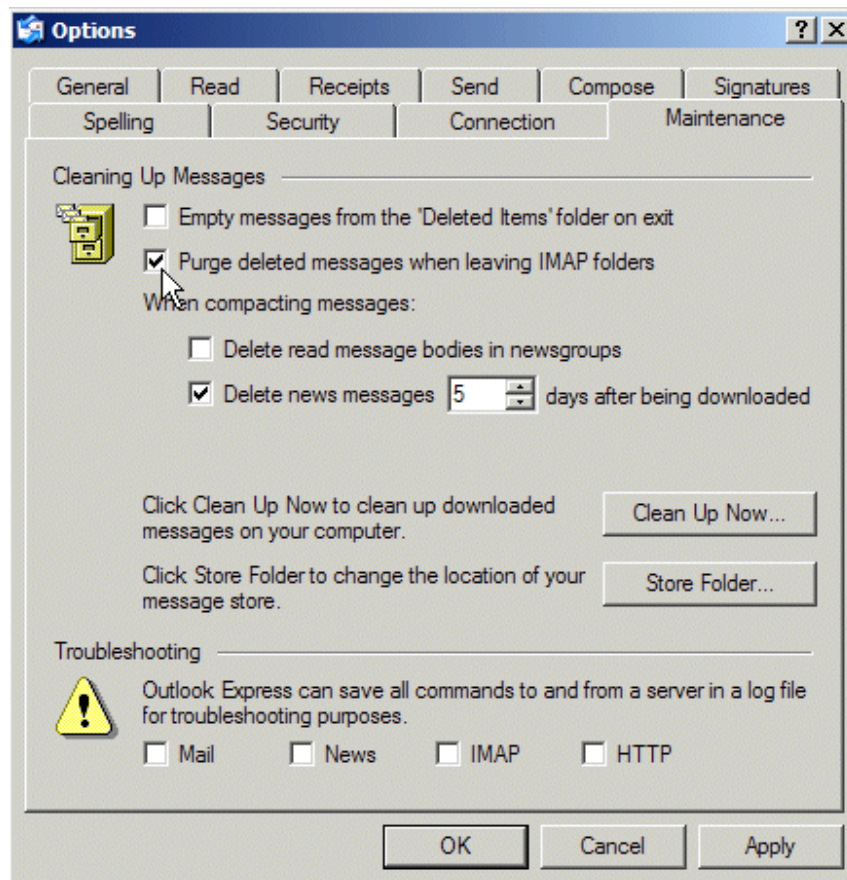
At this stage you can right-click on the email and select "undelete" to restore it if you want.

Second

You select **Edit - Purge Deleted Messages** from Outlook Express which causes the email to be deleted from the server and to disappear from your the mail folder in Outlook Express.

This 2-step process sort-of makes sense for allowing you to work off-line, but it's annoying. The Mozilla Thunderbird email client combines the 2 processes into a simple Delete.

In Outlook Express, if you go to **Tools - Options - Maintenance** and select **Purge deleted messages when leaving IMAP folders** then the second Purge operation works automatically:-



Tips for Working with IMAP

Setting Which Folders are Visible

Unlike Outlook, an IMAP account doesn't automatically show all the folders in your mailbox and you can "hide" folders you don't want to see - this is a good thing.

If you create a new folder using Outlook or OWA it *does not* automatically show up in your IMAP account until you've refreshed the folder list and set it to visible.

Similarly, a deleted folder still shows up in an IMAP folder tree until you refresh the folder list - you'll get an error message if you try to open a deleted folder.

Right-click on the IMAP account name and choose **IMAP Folders** then **Reset List** to see an updated list of all the folders in your mailbox and you can then choose which ones you want to be visible in Outlook Express's main screen.

Setting the Synchronisation Level for each folder

Our recommendation is to set the Synchronisation Level for all folders to **All Messages** except for Junk E-Mail, Deleted Items and busy Public Folders.

The reasoning is that if you don't download the full email message, then the body of an email will appear blank if you open it when you don't have a connection to the Internet and so if you want to be able to continue working with no Internet connection, you need the full email cached locally.

Downloading full items that you're never likely to read, slows down send and receive operations and uses more local hard drive space for the off-line cache.

Right-click on each folder and choose **Synchronization Settings** to choose the synchronisation level for that folder.

Is IMAP Insecure?

IMAP is one of those protocols that was invented when the Internet was still a friendly place with no requirement for encryption or other security measures.

Standard IMAP therefore sends your logon password and the contents of emails over the Internet without encryption.

It's still unlikely that anyone would be able to intercept and read this traffic between your PC and our servers.

Secure IMAP has now been devised which strongly encrypts all email traffic between your PC and our servers.

The Arrowmail servers fully support Standard and Secure IMAP and so does Outlook Express and most other email programs.

We therefore recommend that you use Secure IMAP.

It's possible that the firewall you're operating behind permits standard IMAP to pass but not Secure IMAP so you'll have to decide whether you want to lower your security.

With an IMAP account, the IMAP protocol is only used to *receive* emails and when you send an email from an IMAP account, you actually use the SMTP protocol.

Just like IMAP, standard SMTP is not encrypted but you can select to use Secure SMTP instead which Arrowmail and Outlook Express fully support.

As part of the Step-by-Step Instructions for setting up an IMAP account in Outlook Express, above, we show how to select Secure IMAP and SMTP.

If you use Secure IMAP and SMTP between your PC and our servers, this *does not* guarantee that your email will remain encrypted, end-to-end, right to the recipient's Inbox.

When our servers send your emails to the recipient's server, we request an encrypted channel but our logs show us that, in the majority of cases, this is declined.

When an email has left our servers we have no control over whether it will be encrypted or not.

The only way to ensure end-to-end encryption for your emails is to pre-arrange this with all your correspondents and use Outlook Express's digital certificate feature or use a 3rd party program such as PGP at <http://www.pgpi.org/>.