Introduction

Note: This is the version of Entourage which comes as part of the” Microsoft Office 2008 for Mac” suite. Microsoft has now released “Entourage 2008 Web Services Edition,” in our testing this later version has been shown to have better performance characteristics.

For details for obtaining this later version; see the “Known issues & Limitations,” section at the end of this document.

1.1 Prerequisites

1. You must have a valid UNSW Login ID and its associated zPpass. If you are unsure about this: please call the Service Desk.

2. Your email account on the UNSW IT Services Exchange Server must have been set up; you can test this by opening your web browser to:

https://mail.unsw.edu.au/owa

Enter your UNSW Logon ID, and your zPass and Log On.
You should now see your email appear, similar to the panel shown.

If your mailbox does not appear, or you receive the message, “Outlook Web Access could not find a mail box for ADUNSW\<UNSW Login ID>”: contact the service Desk.

(Note: it may take up to 4 hours for your mailbox to be provisioned after you have activated your z account).

3. Your version of Entourage or Office 2008 should be 12.1.4 or later.
1. Start Entourage

2. If you have not run Entourage before, the Entourage Setup Assistant is started automatically. Close it without entering any information.

3. Go to Entourage > Account Settings… and select the Mail tab.

4. Click the New icon

5. Enter your E-mail address and select Configure Account Manually
6. If the New Account box appears, select **Exchange** as the account type and click **OK**.

7. The **Edit Account** dialog will be shown; On the Account Settings Tab enter details described below:

   - **Account name:** A **descriptive name** for your Exchange account
   - **Name:** Your full name, as you would like it to appear in outgoing messages. The recommended format for users is **Firstname Lastname**
   - **E-mail address:** Your UNSW email address
   - **Account ID:** UNSW Login ID e.g. **z1234567**
   - **Domain:** Enter **ADUNSW**
   - **Password:** Your **zPass** password
   - **Save password in my Mac OS keychain:** (leaving this checked will allow Entourage to save your password)

   *We recommend that you uncheck this box:* If you change your email password, Entourage’s stored password won’t be updated automatically. Entourage will be unable to connect and in
some circumstances may fail silently without issuing any warnings about why it is unable to connect.

- Exchange server:~
  mail.unsw.edu.au/exchange/<your_email_address@unsw.edu.au>

8. Change the tab to **Advanced**:

   **Public Folder Settings**:
   mail.unsw.edu.au/public

Complete the fields as follows: **Directory Settings**:

- **LDAP server**: Enter **ad.unsw.edu.au**
- **This server requires me to log on**: **Yes**
- **This LDAP server requires a secure connection (SSL)**: **Yes**
- **Search base**: Leave blank

9. Click **OK** to close the **Edit Account** dialog.
10. If prompted for logon enter “ADUNSW\<your ‘z number’> and  zPass”

Entourage will now attempt to connect to the account. If successful, it will download and show a list of your mail folders. An example shown on the left:

11. From the Entourage Menu choose Entourage > Preferences...

12. Under Mail & News Preferences, ensure Windows (MIME/Base64) is selected.
13. To turn off client Junk-Email filtering, whilst in Entourage, go to **Tools > Junk E-mail Protection**...

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### Known Issues & Limitations

1. Entries from The Entourage Help Blog tagged with `-17997`
   
   Answer: Minimum update for Office 2008 and Entourage is 12.1.4 update.

2. The Exchange GAL is not available outside the UNSW network
   

3. If you select to ‘Save password in my Mac OS keychain’, passwords need to be updated when changed in Active Directory or via [IDM Self Service](https://idm.unsw.edu.au/)

4. System Distribution List management by user is not available in Entourage