

CHSS Documentation

Thunderbird Configuration

© James Schwar

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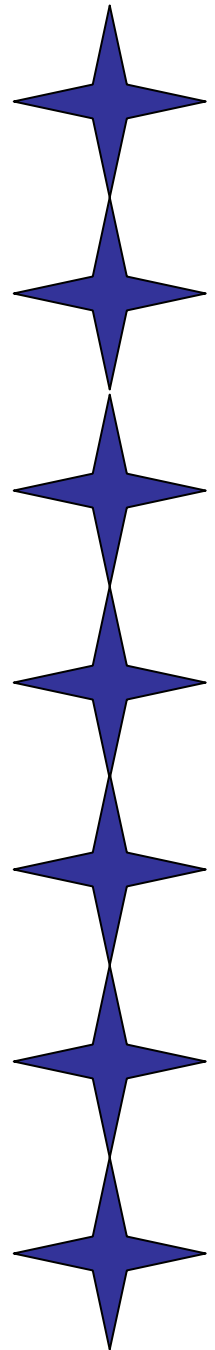


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1. Introduction

1.1 Purpose of this document

The purpose of this document is to explain how to configure the Mozilla Thunderbird email client for use with Montclair State University resources.

1.2 Scope of this document

The scope of this document is confined to configuring Thunderbird for 1 user account only. This document only takes the steps to show how to set up a new account and does not describe how to configure additional accounts nor does it describe how to install the product. This document does not describe how to configure Thunderbird for use with RSS feeds or Newsgroup accounts.

1.3 Reference

IMAP vs. POP <http://www.imap.org/papers/imap.vs.pop.brief.html>

Montclair Directory Services
http://oit.montclair.edu/documentationpdf/Netscape_Using_the_MSU_Directory.pdf

TLS RFC <http://www.ietf.org/rfc/rfc2246.txt>

Thunderbird Help <http://www.mozilla.org/support/thunderbird/>

1.4 Overview of document

Section 2 describes the basic functionality of the Mozilla Thunderbird client along with the basic assumptions that are made about our end-users.

Section 3 takes you through the process of running the Account Configuration Wizard. Describing how to set up the program for basic functionality within the campus environment.

Section 4 describes how to configure the mail client for sending mail to off-campus resources.

Section 5 explains how to configure the mail client to use the Campus Directory which allows the user of the program to search for email addresses within the campus LDAP server.

Section 6 shows commonly occurring errors and the problem resolutions.

2. General Description

2.1 Product Functions

Mozilla Thunderbird can perform several functions. It can be used as an email client for both POP and IMAP accounts. Thunderbird can be used as a news client for RSS feeds and it can be used to read Newsgroup accounts.

2.2 Similar Product Information

Netscape and the Mozilla packages provided functions exactly as those incorporated in Thunderbird. Microsoft Outlook and Mac mail also provide functionality very similar to Thunderbird.

2.3 User Characteristics

We are working with the assumption that our users know absolutely nothing about email clients, computers, or technology in general. We will assume that a computer is like a car to them, an instrument that they use to complete a task, but not something they will know the internals of.

2.4 User Problem Statement

Our users would like to be able to read their campus email without going to the mail.montclair.edu website. They would also like to be able to send email to anyone they wish, including off-campus email addresses (Yahoo, AOL, etc...).

3. Configuring User Accounts

This configuration scenario is based off of the assumption that the Mozilla Thunderbird e-mail client has already been installed and that you are starting the program for the first time for the current user.

3.1 Start the Program

To start the program all you need to do is to click on the icon for the Mozilla Thunderbird e-mail client, which can be seen in figure 3.1.



Figure 3.1

3.2 Import Settings and Mail Folders From

Since we are making the assumption that this is for a new account that is being created under a new user account on the system; there will not be an option to import anything. Just click on the button label “Next >” (See figure 3.2) to continue.



Figure 3.2

3.3 New Account Setup

Generally we only configure Thunderbird for Email accounts on campus. As such we will consider “RSS News & Blogs” and “Newgroup account” as beyond the scope of this document (such information may be added at a later time as need arises). So choose the bubble for “Email account” and click next, as shown in figure 3.3.



Figure 3.3

3.4 Server Information

We are given the choice of either choosing an IMAP or a POP server in this section. We will be setting up the client using an IMAP server configuration because it will leave the user’s email on the mail server, whereas POP will download the email to a local copy and delete the messages from the server. For more information please read <http://www.imap.org/papers/imap.vs.pop.brief.html>

If you have not clicked the bubble for “IMAP” as shown in figure 3.4, do so now. Once you have selected the bubble you will be asked for two pieces of information, the addresses of the incoming and outgoing mail servers (the values for these are shown below). After these values are inputted click “Next” at the bottom of the box.

Incoming Server: mail.montclair.edu
Outgoing Server: smtp.montclair.edu



Figure 3.4

3.5 User Names

On the next screen you are asked to input the username for the incoming mail server (mail.montclair.edu) and the outgoing mail server (smtp.montclair.edu). In most cases these will have the same value, the “netid” of the user.

It is possible to use different accounts (or a different “netid”) for each of these settings. But that will only be an option if the user has access to multiple “netid”s or email accounts.



figure 3.5

3.6 Account Name

The value for the account name can be set to anything that the user wishes it to be. But for ease of identifying which account the user is actually looking at we have been following the naming convention of setting this value to netid@mail.montclair.edu (where netid is the “netid” of the user). See figure 3.6. After the value is entered please click next.



Figure 3.6

3.7 Congratulations

You have now completed the basic configuration of the Mozilla Thunderbird mail client. The user will now be able to receive mail via this program and send mail to on campus addresses. You may also wish to follow the instructions in sections 4 & 5 to configure the mail client to send mail off campus and to utilize the campus LDAP directory.

For now just check the settings as shown in figure 3.7 and click on “Finish” to exit the Configuration Wizard.



Figure 3.7

4. Sending Mail

Users of the mail client will not be able to send mail off campus if Thunderbird is not configured to use TLS (Transport Layer Security). For more information about TLS please read the RFC located at <http://www.ietf.org/rfc/rfc2246.txt>

For our purposes it is only essential to know that we are using TLS and that it must be configured in order for a user to send mail. In order to enable this setting you will need to access “Tools → Account Settings → Outgoing Server (SMTP) Settings” from the menu bar (Or press Alt-T then Alt-C then select Outgoing Server (SMTP)).

You will need to ensure that the value for Server Name is smtp.montclair.edu and the port is 25. Also the check box for “Use name and password” is selected and that the user’s “netid” is entered for the User Name value. Last, the bubble for “TLS, if available” needs to be selected. Please refer to figure 4.1.

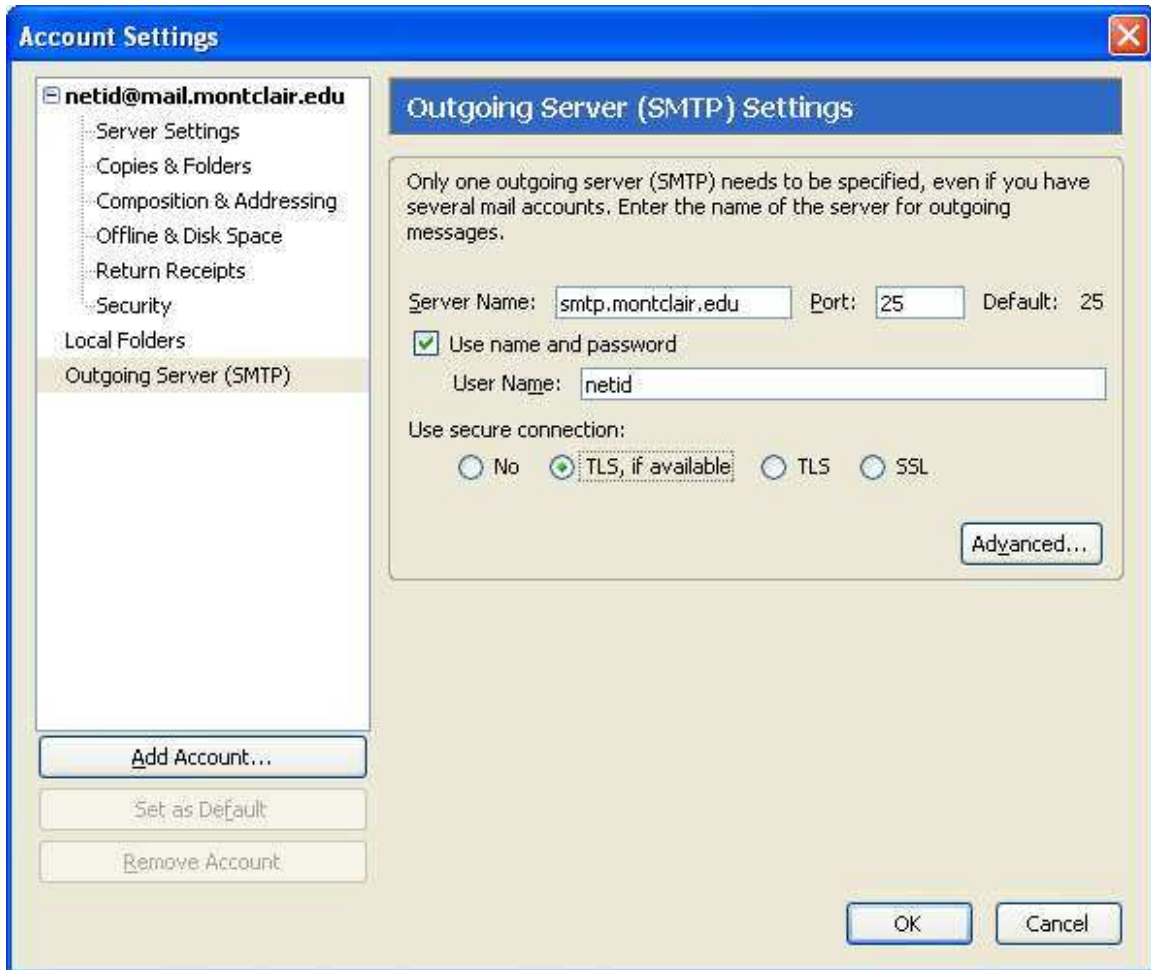


Figure 4.1

5. Campus Directory Settings

Setting up Campus Directory access within the mail client is a very important procedure. It will allow the user to type in a portion of the intended recipient's email address and autocomplete the rest. This feature comes in handy when you do not know the correct spelling of a person's name, or you don't know their netid.

5.1 Open Options GUI

To open the Options GUI (Graphical User Interface) you will need to click on Tools→Options. The section to set up the Directory Services can be found under the Composition icon found on the left hand side of the box, as shown in figure 5.1.

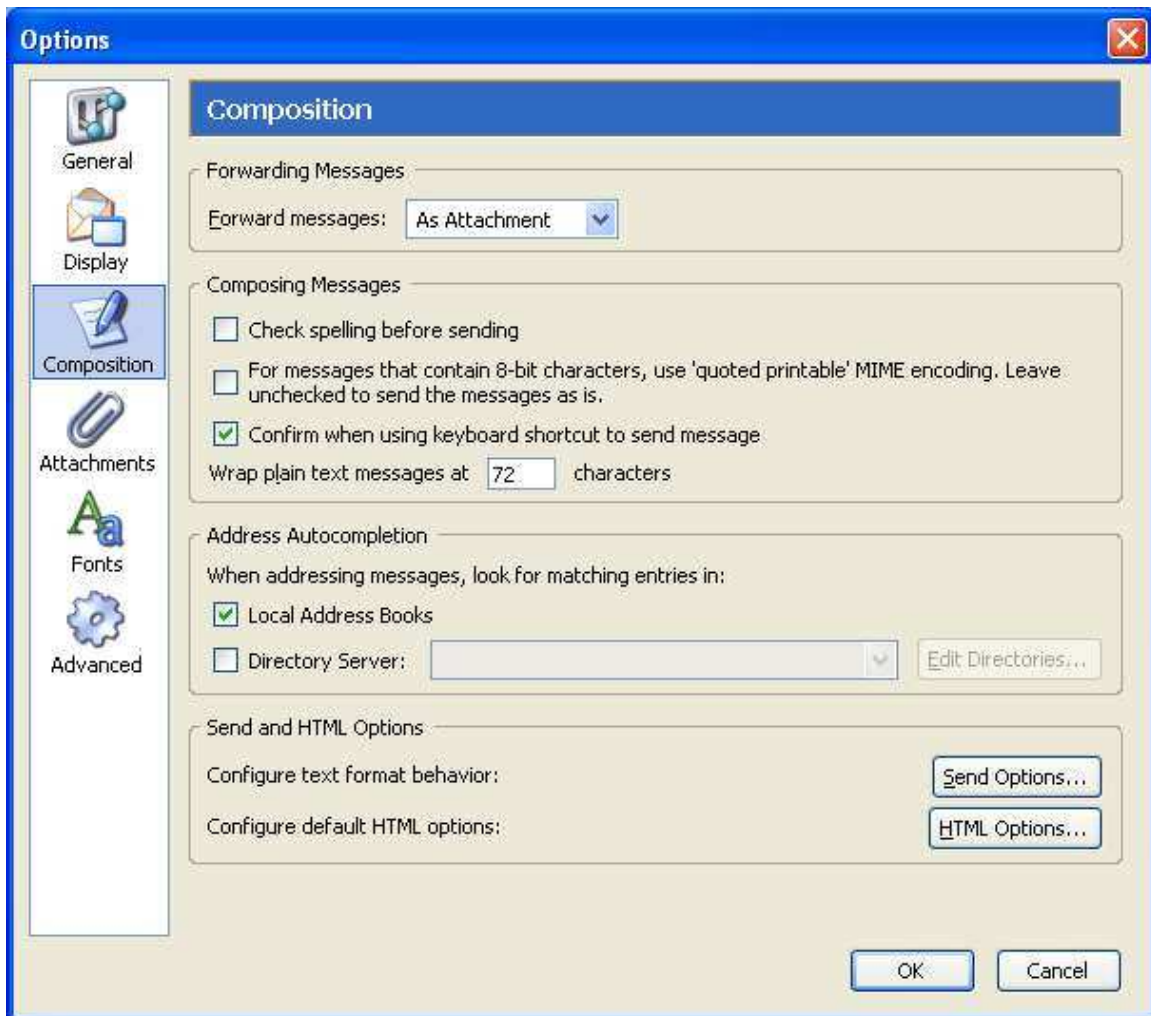


Figure 5.1

5.2 Add a New Directory

After you have navigated your way to the screen that is shown in figure 5.1 you will need to select the check box for “Directory Server” and then click on the button for “Edit Directories.”

A screen like the one shown in figure 5.2 will pop-up. You will need to click on the button for “Add” to continue.

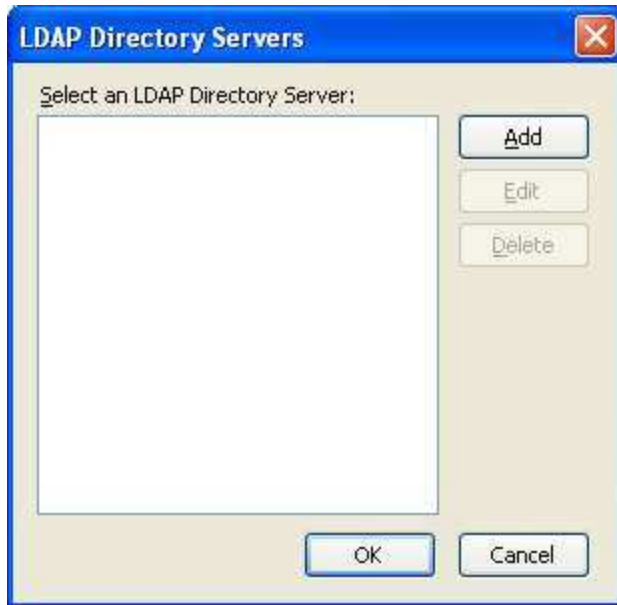


Figure 5.2

5.3 Directory Server Properties

You should now have a window open on your screen like the one shown in figure 5.3. The values that should be entered are as follows:

Name: Montclair State University
Hostname: ldap.montclair.edu
Base DN: o=montclair.edu, dc=montclair, dc=edu
Port number: 389

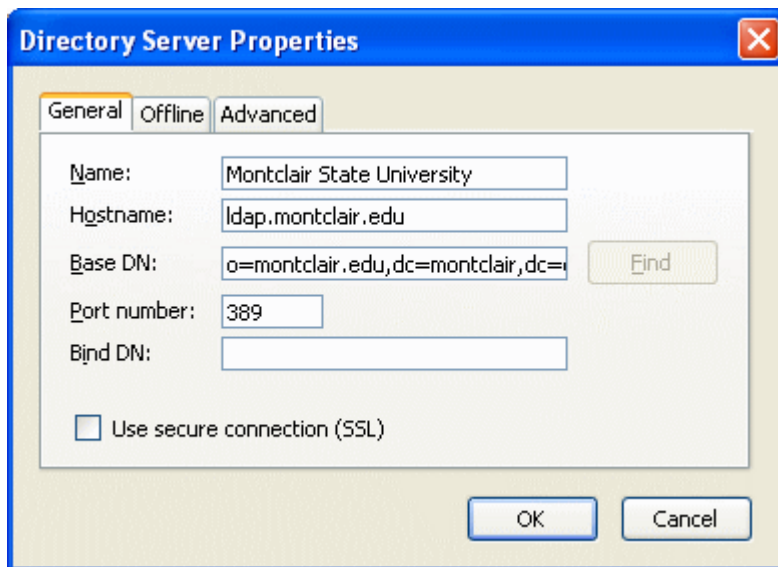


Figure 5.3

6. Commonly Occurring Errors

6.1 Wrong Password or Name not Set



Figure 6.1

The previous message is known to occur when one of two things happen. Either the user has entered the wrong password when attempting to authenticate to the SMTP server, or the outgoing name is not set properly.

To resolve the wrong password problem, all you need to do is restart the mail client (close and reopen the program).

To set the correct outgoing name, see section 4, particularly figure 4.1.

6.2 TLS not Selected



If you receive the previous message of “Relaying Denied” it usually means that you have not selected to use TLS to send mail. The campus mail server will not allow you to send messages to off-campus email addresses if you are not using TLS.

To resolve this issue, follow the instructions in section 4 of this document.

6.3 ISP Problems

It has been reported that some ISPs (Internet Service Providers) are blocking SMTP traffic on port 25. In the event that this occurs change the outgoing port to 587. See section 4 and figure 4.1.