How to Configure Entourage 2008 for Email Client

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Introduction

Before you configure Microsoft Entourage 2008 E-mail client please run the Microsoft Auto Update. Make sure you have the latest version of Microsoft Office 2008.

1. Launch any of the Microsoft Office 2008 applications. (Ex. Microsoft Word, Excel or PowerPoint).
2. Click on Help and select Check for Updates

3. Click on Check for Updates

4. Repeat steps 1-3 until all updates have been installed
5. System will display the following notification once all updates are done
Configuring Entourage 2008 for Exchange

1. Before you begin please make sure that your computer is connected to the internet.
2. Double click on your Macintosh Hard drive ➔ Open Applications folder ➔ Open Microsoft Office 2008 folder ➔ Double click on Entourage 2008 icon.

3. Click on Entourage and select Account Settings.
4. Click on the **New** Account button.

**Note.** Make sure you select the icon and not the drop down arrow.

5. In the Account Setup Assistant, Click in **My account is on an Exchange server** click on **Configure Account Manually.**
6. Enter the following account information in the Account Settings tab:
   a. **Account name** – LAUSD Exchange account
   b. **Name** – Your first name and last name. This is the name that will appear in the “From” field of mail messages that you send from the account.
   c. **E-mail address** – firstname.lastname@lausd.net or current LAUSD E-mail address.
   d. **Account ID** – firstname.lastname or current Single Sign-On (SSO) username.
   e. **Password** – Enter your current SSO password. The option to save the password is optional user preference and should only be set when no one else uses this computer.
   f. **Exchange server** – enter mail.lausd.net
   g. Make sure **This DAV service requires a secure connection (SSL)** is checked in. Default port is 443.
7. Click the **Advanced** tab

8. Enter the following account information in the **Advanced** tab:
   a. **Public Folder Server**: http://mail.lausd.net/public
   b. **LDAP Server**: dce6.lausd.net
   c. Verify that *This server requires me to log on* is checked in.

9. Click **OK**
10. Enter your password and click OK

*Note.* This screen will only show if the save password option was not used.

![Account Information](image)

11. In the Accounts windows click on the red X located in the top left of the window.

![Accounts](image)
12. Entourage will now begin to load and synchronize your folders. Application status will be displayed in the bottom right hand corner of the Entourage screen.

NOTICE: Entourage downloads a copy of folders from your Exchange mailbox. The folders are synchronized (every 10 minutes by default) with your folders in your mailbox. The first time that access your account, it may take awhile for all your folders to appear and be populated with all the contents.

Please also note that if you are storing your password with your profile, your password setting will need to be changed when you are prompted to change it in either Outlook Web Access or when logging into a Windows workstation on the LAUSD domain. If you get an error message when trying to launch Entourage and it is password related, launch Outlook Web Access by typing https://mail.lausd.net in your internet browser. If your password has expired, you will be prompted from there to change it. Make sure you change your Entourage password to match. It is recommended that on computers that can be accessed by other employees (non-secure) that you DO NOT store your password in Entourage. You should leave it blank and let Entourage prompt you when it launches.
Identifying your Exchange Folders

Your Exchange mailbox folders

Public Folders on the Exchange Server

Folders on your Local Computer
Export or Back-Up Information

Once messages are downloaded to your computer and removed from the server, this is the only copy of the messages that will be available. Thus, if your computer hard drive should become inaccessible, your messages will be lost. It is recommended that you backup your Entourage mail folders occasionally and copy the backup to another drive. The Microsoft Support web site provides instructions on one way to do this: Click here for Importing and Exported Backup

Please also note that if you are storing your password with your profile. If you get an error message when trying to launch Entourage and it is password related it is recommended that you go to Single Sign On. https://idmlogin.lausd.net/myprofile/. Make sure you change your Entourage password to match. It is recommended that on computers that can be accessed by other employees (non-secure) that you DO NOT store your password in Entourage. You should leave it blank and let Entourage prompt you when it launches.

Please contact the ITD Service Desk at 213-241-5200 option 6 then sub-menu option 1 if you should have any questions related to these instructions.

Please visit ITD Service Desk E-mail setup page and the Microsoft Mactopia Site for additional resources and manuals.
Click here for system requirements
How to Backup Your Personal Folders

1. Launch Entourage E-mail client
2. Click File → Export

3. Make sure the following options are selected. Items to an Entourage archive → All items
   → Make sure everything is selected. Click on the arrow for step two.

   ![Export options](image_url)
4. Make sure that “No, keep the items in Entourage after they are archived” is selected otherwise all your items will be removed from Entourage. Click on the arrow for the next step.

5. Label your file and make sure you select “Desktop” as the location to save the file. Click on Save

6. Click on Done.
7. Once backup is complete click on **Entourage** and Select **Quit Entourage**.

8. You can copy the Entourage file to any share drive, USB thumb drive, or burn to CD.
Entourage 2008 FAQ

- Does the computer/workstation have to be joined to domain?
  No.
  Joined – Single logon
  Not Joined – Will ask for credentials, use fully qualified name

- What is RPC over HTTP used for?
  Mobile users – Laptops
  Locations that are blocked or RPC cannot be used – School sites, from their home, Starbucks, etc.

- What is the Cache for?
  Entourage uses Cache for several reasons.
  Provides a Improved user experience by allowing Entourage to work asynchronously, and only send the changes

- What are the Mailbox Size Limits?
• **What Logon do I use?**
  When Logging into Workstations that are joined to LAUSD domain.
  o first.last
  o xxx1234

• When using RPC/HTTP or OWA
  o LAUSD\first.last
  o first.last@lausd.net
  o LAUSD\xxx1234
  o xxx1234@lausd.net

• **What is the SMTP server name?**
  mailout.lausd.net

• **Difference between POP3 and Proxy**
  POP 3 will download the e-mail from the server into a personal folder, and by default delete the e-mail from the server.

  Exchange Proxy Settings is a configuration that enables the Entourage client to communicate with an Exchange server by encapsulating the RPC’s inside HTTP packets.

• **Default location for Personal file**
  Macintosh HD\Users\Your account name\Documents\Microsoft User Data\Office 2008 Identities\Main Identity

  *Note:* If you use Office 2004 the folder path will be almost identical. Instead of Office 2008 Identities it will say Office 2004 Identities.

• **How to move mail from Personal folder back to server**
  When file is opened in Entourage, items can be selected and dragged into Mailbox folders

• **How to recover deleted Items for OWA**

• **Do sub-folders counts as space used?**
  Yes

• **What is the fastest was to reduce mailbox size?**
  o Sort by size
  o Delete or move to personal folders