## Workaround to enable use of a desktop PC e-mail client to access URMC mail after 5/1/2013

**Background:** From May 1<sup>st</sup> 2013 onward, URMC mail servers will only be accessible via Microsoft Exchange ActiveSync (for example using Microsoft Outlook), or via the web-mail interface at mail.urmc.rochester.edu (Outlook Web Access, OWA). Many desktop email clients currently access the servers via POP3 or IMAP. These access methods will be disabled after May 1<sup>st</sup> for security reasons. Aside from Microsoft Outlook, there is currently no desktop email client for the PC which supports Microsoft Exchange ActiveSync. PC Desktop email clients affected by the IMAP/POP3 switch-off include Eudora, Mozilla Thunderbird, and Postbox.

**Workaround:** The solution is a small program (DavMail) which runs in Java. Davmail provides a pass-through between an IMAP desktop email client and the OWA front end of the URMC mail servers. In effect, it fools the email client into thinking it is talking to a server via IMAP, and it fools the URMC server into thinking it is being accessed via the web (OWA). The following is a typical set-up...

(1) Go to <u>http://java.com/en/download/index.jsp</u>, download & install Java. Be sure to set it to automatically download and install security updates.

(2) Go to http://davmail.sourceforge.net/index.html, download & install DavMail.

(3) Follow the instructions at <u>http://davmail.sourceforge.net/windowssetup.html</u> to set up DavMail. Right click on the yellow DavMail icon in the system tray, and apply the following settings in the "Main" DavMail tab...

Exchange Protocol – Auto OWA (Exchange) URL – <u>https://mail.urmc.rochester.edu/owa</u> (make sure to include the S in https) Local POP port – unchecked Local IMAP port – checked, 1143 Local SMTP port – checked, 1035 All other settings un-checked (there are other features which can be activated, such as LDAP to access the Exchange global address book, but that's for someone else to figure out).

(4) In your desktop mail client, set up an account with the following settings:

Incoming server – localhost (port: 1143) User name – your short form URMC name\* Connection security – None Authentication – password

\*Usually this is first initial and last name, lower case, which you normally use to log into URMC mail via the outlook web access interface. \*\*Security here refers to the interface between your IMAP client and DavMail, an since DavMail is running on your local hard disk, the local connection is secure. Security between DavMail and the OWA server is handled by the S in https, so make sure to enter that URL correctly.

**SECURITY NOTE:** URMC disabled IMAP and POP3 access for security reasons. Storage of email on a local hard drive represents a major security risk for patient data, intellectual property or other sensitive material). Limiting access to MS Outlook provides a method for administrators (or the email user) to wipe information from the computer if it should be stolen or compromised, but this is not an option for email stored locally by a desktop email client. As such, if using a desktop email client **it is CRITICAL** that the user takes adequate security measures, including protection of the PC with a strong password, and full-disk encryption (e.g.,TrueCrypt). Note that DavMail is not approved by URMC ISD, and you may be in breach of URMC IT policy if you implement this method.