Entourage 2008 WSE Setup For ITS Exchange 2010 Server Using A SOM Domain Login

WHAT
These instructions are for the setup of Entourage 2008 Web Services Edition to connect to the UCSF ITS Exchange 2010 Email Server

WHY
SOM ISU is migrating all SOM email accounts from the Exchange 2003 email server to the UCSF ITS Exchange 2010 email server. Exchange 2010’s minimum compatibility for Microsoft Office for Macintosh’s Entourage is the Entourage 2008 Web Services Edition most current version.

Minimum Software Requirements
Entourage 2008 Web Services Edition has minimum Operating Systems and existing Microsoft Office for Macintosh requirements:

• OS – Mac OS X 10.4.11 (Tiger updated to the most current version)
• Microsoft Office For Macintosh 2008 updated to the most current possible version through Microsoft AutoUpdate.

Notes
• If Office for Macintosh is not updated to the most current possible version via the Microsoft AutoUpdate, then the most current version of Entourage 2008 Web Services Edition will not install.

• It is critical that you download the most current version of Entourage 2008 Web Services Edition from one of the links below.

WHERE
or
http://tinyurl.com/currente28wse

HOW
Step 1 – Updating Microsoft Office 2008

QUIT ALL APPLICATIONS BEFORE PERFORMING THESE UPDATE STEPS!

UPDATES WILL NOT INSTALL IF ANY APPLICATIONS ARE OPEN!

(1) Open your Applications Folder
(2) Find the “Microsoft Office 2008” folder and double-click on it to open it.
(3) Find the folder called “Office” and double-click on it to open it.
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(4) Find the application in this folder called “Microsoft Office Setup Assistant” and double-click on it to launch it.
(5) A window will open called “Microsoft Office Setup Assistant”. Ignore the “Customer Improvement Program” prompt and click on the “Continue” button.
(6) On the “Get Started” window click the “Finish” button.
(7) Microsoft AutoUpdate will automatically launch.
(8) Click the “Check for Updates” button.
(9) If any updates are available click the “Install” button. If you are prompted to reboot after the updates, do so.
(10) Go to step 1 and repeat all of these steps until Microsoft AutoUpdate says “There are no updates available for your Microsoft software at this time. Please check again later.”

Once the above steps have been completed and there are no more updates available, proceed with installing the most current version of Entourage 2008 Web Services Edition.

**Note:** Different web browsers download their files to different locations it is unfeasible to write instructions on where you can find the file you have downloaded. The name of the file will be EWS-13XX-EN.dmg where XX represents the version you have downloaded. As the version changes over time, XX will be something different over time. Please work with your computer support technician to locate the downloaded file. Once you have located your downloaded file proceed with the next steps.

**STEP 2 – Installing Entourage 2008 Web Services Edition**
(1) Double click on the EWS-13XX-EN.dmg file.
(3) A window will open called “Entourage 2008, Web Services Edition”

It is strongly suggested that you create a brand new Entourage user Identity for Entourage 2008 WSE. The previous Identity settings are NOT compatible with the new email server.

(1) Launch Entourage 2008.
(2) At the “Entourage Setup Assistant” window click the red button in the upper left-hand corner:
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(3) You will be prompted to make Entourage 2008 your default email client. If this is a work computer, say “Yes” to this. If this is a personal computer you will need to consult with your computer support technician regarding this matter, but say “No” in the case that you use other mail applications on your computer.

(4) Click on the “Entourage” menu option and select “Account Settings…”

(5) A new window will open called “Accounts”.
(6) Click on the “New” icon for a drop down menu.
(7) Select the “Exchange…” option from the drop down menu

(8) At the “Account Setup Assistant” window click on the “Configure Account Manually” button:
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NOTE
You will only be adding information to TWO of these sections:
• Account Settings
• Advanced

(9) In the “Account Settings” tab configure it as follows with your name and your SOM ISU Login Information.

A. E-mail address: Firstname.Lastname@ucsf.edu

B. Account ID: your SOM login ID (username) here
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(10 - A) Section A: In the E-mail Address section you MUST to put in your general UCSF email address:

*Firstname.Lastname@ucsf.edu*

**IT IS CRITICAL THAT YOUR EMAIL ADDRESS BE IN THIS FORMAT!**

It does not matter what your departmental email address is. Your departmental email address should NOT be used here. If you use your departmental email address you will NOT be able to login and check your email.

(10 – B) Section B

*Account ID:* This is your standard SOM login that you use for logging into your computer or checking your email.

*Domain: som*

*Password:* Your login password you use for logging in to your computer or email.

(11) Click on the “Advanced” tab to set up email server with the following settings. Also see the screenshot on the next page for confirmation of the location of these settings.

*Exchange Server:*

https://mail.ucsf.edu/exchange/EWS/exchange.asmx

Click the checkbox for “This server requires a secure connection.”

![This server requires a secure connection (SSL)](check)

*LDAP Server:*

NetDirectory.ucsf.edu

Click the checkbox for “This server requires me to log on”

![This server requires me to log on](check)
(12) Click the “OK” button.

If you have followed all of these instructions, you will probably be prompted to enter you password in the first time you login (even if you already entered it into the password field in the “Account Settings” tab).

Email should now start to synchronize. If this is not happening, you may need to consult with your support technician or call SOM ISU at 502-1919 for confirmation of server settings.