



Eudora FAQ - Frequently Asked Questions

Q: The window with all of my mailboxes has disappeared - can I get it back?

A: Yes, go to the Tools menu in Eudora - highlight Mailboxes and click.

Q: Why am I getting the error "542 Mail relay not allowed at this server" when I try to send a message?

A: You need to Check your mail before you try to Send - the Check Mail process will authenticate you as a valid user on the server.

Q: How do I clean up my email account area on the Server?

A: Hold down on the Shift key while you Check your mail. A dialog box will appear and you should place a check in the option "Delete all messages that have been retrieved". This process will only affect the server and will **NOT** remove any messages from your machine.

Q: What do I need to do to get the latest version of the Address Book?

A: The Eudora Address Book update may be retrieved from the secure area of our website - the following link will take you there:
<http://extension.unh.edu/Intranet/ITDE/addres.pdf>

Q: My machine hangs up when I try to install the Address Book update. How can I avoid this?

A: Turn off your Norton Antivirus AutoProtect before you start the installation.

Q: I updated the Address Book and now all the information in there is scrambled and incorrect. How can I fix this?

A: This will happen if you fail to shut down Eudora while you install the Address Book update. Closing down and restarting Eudora *usually* corrects the entries but you may need to do the installation again.

Q: I downloaded and installed the Address Book update but my address book remains unchanged. Why would this happen?

A: The address book installs to the directory C:\Eudora\Nickname by default as this is the most common location for the program. However, if your copy of Eudora is located in a different directory, you must specify that during the install. It may be that your Eudora directory is located on a different drive (such as D:\Eudora) or in your program files at C:\Program Files\Qualcomm\Eudora. The installation also contains an option to Browse your computer to find your Eudora directory. Checking the properties of your desktop Eudora shortcut will also point you to the right directory. All you need to do is replace the Eudora.exe in the path with Nickname. In other words, if the shortcut properties indicate that your mail folder is C:\Janemail\seudora.exe then you need to make sure that the Address Book installs to C:\Janemail\Nickname.

Q: Can I import our Address Book into another email client such as Outlook?

A: **DO NOT DO THIS! DO NOT DO THIS! DO NOT DO THIS!** Punishment will be swift and severe.

Q: I'm going to be away and I want my email to auto answer people that contact me. Can I set this up on my computer?

A: Our email system requires that auto responders be set up on the server side to work correctly. Please use the following link to submit a request:
http://cecf3.unh.edu/autoreply/autoreply_form.cfm Please allow as much lead time as possible.

Q: I'm getting so much junk email it's terrible - including porn - what can I do about this?

A: Unfortunately, as annoying as this stuff can be, your best bet is to ignore it. Do not answer the email or visit any links contained within - this just flags you as a "Live one" to the perpetrators of this garbage and your problem will actually become worse. If you get many messages from the same site or there are words within the headers that remain constant, just set up a filter to send those messages directly to your trash can. If you do receive something that is threatening, malicious or you perceive it to be illegal, by all means redirect the message to <mailto:postmaster@ceunh.unh.edu> so that a member of the ITDE staff can check it out and report to authorities if necessary.

Q: I went to check my mail but I got an error - this is what it said:
"There has been an error transferring your mail. I said: PASS< shhh! Don't tell anyone.> and then the POP server (juser@ceunh.unh.edu) said: ERR User unknown.

A: This error means that the server did not receive the correct password for you. 99 times out of 100 the CAPs LOCK button is on. If CAPs LOCK is not on and you have forgotten

your email password, contact the ITDE office to have your password changed. We can only change your password - we cannot see what your password is.

Q: I want to use one of our Distribution lists but I don't know if everyone that I need to contact is on the list. How can I find out?

A: Go to the desired list in your Address Book. With the list highlighted, click on the Notes tab in the right-hand pane to see the membership of the Distribution list.

Q: People tell me that when they get my email my signature block is all messed up and has a bunch of coding in it that they do not understand. It looks good to me - what could be wrong?

A: Although it can be tempting to add special Fonts, Styles and Colors to your signature block, it is best to avoid these practices. Many people use email clients and systems that do not support this special formatting and all they will see in place of your signature is a bunch of nonsensical garbage. When creating a signature, it is best to play to the lowest common denominator which is straight ASCII text without color, italics, bolding or any other special formatting.

Q: How can I type a *link* into a mail message so the recipient can just click on it to use?

A: All you need to do is surround the link with angled brackets - do not put in spaces. Example: <http://this_is_the_link.unh.edu> (Don't bother - it's fake! ;-o)

Q: How can I do one of those links that automatically starts an email message to the enclosed address?

A: This is called a mailto link and that is exactly what you need to put in the link. Example: <<mailto:joe.user@unh.edu>> - don't forget the angled brackets. A mailto link can be a very helpful addition to your signature block.

Q: If I am in Netscape and I click on one of those [mailto:](#) things, the Netscape mail program starts up instead of Eudora - can this be fixed?

A: Yes, there is an option within Eudora that you need to check. Go to the Tools menu and down to Options. In the category Miscellaneous be sure there is a check in the option Intercept Netscape [mailto:](#) URLs.

Q: My toolbar disappeared and I don't know how to get it back.

A: Go to the Tools menu and down to Options. In the category Display be sure that there is a check in the option Show Toolbar.

Q: The window with my mailboxes has become undocked and is floating around in my main window. How can I get it to redock to the side of the window?

A: First, right-click within the mailbox window and be sure that there is a check next to Allow Docking. If not, highlight Allow Docking and do a single mouse click. Then, with your mouse, click and hold on the blue title bar that says Mailboxes and drag the window back to the original location of the mailboxes and line it up as best you can where it was when it was docked. Sometimes, if you get it in the exact spot it will redock automatically. If it does not, release the mouse and then do a rapid double-click on the blue title bar that says Mailboxes and it will force the window to redock. Be patient and you will get it back in place - it's a little touchy so you may have to try more than once.

Q: I would like to add/delete some buttons from my toolbar. Can the toolbar be customized?

A: Yes, you can customize your Eudora Toolbar. Right-click on the toolbar and go to Customize. Be sure that you are clicked on the General tab. There will be several categories of buttons to choose from - you can just click on any button to see a description of its function. If there is one that you would like to add to your toolbar, click - hold - and drag it to the toolbar. Place on the toolbar in the desired location and release the mouse. To remove a button just do the opposite - you do not have to have the correct category showing to remove a button - the button will automatically be returned to the correct category.