To all NUIT staff and UNITS representatives:

Some users have recently experienced mailbox corruption on the central e-mail servers (casbah, lulu, merle, hecky). Northwestern University Information Technology (NUIT) has traced the problem to the fact that these users are using both IMAP and POP on their account simultaneously. Please remind your users to use either one protocol or the other.

As a reminder, NUIT provides two protocols to access e-mail for the Northwestern community: POP and IMAP. POP (Post Office Protocol) allows you to download e-mail to your computer. IMAP (Internet Message Access Protocol) lets you keep your e-mail on the server. IMAP is used by a small number of people on campus (less than 3%) and is made available as a convenience feature. However, in the majority of cases POP protocol will meet users' e-mail needs and is the default protocol when a user obtains e-mail service at Northwestern.

With this in mind, users who switch to IMAP (or back to POP from IMAP) should be cautioned that they must configure all their e-mail clients to use the same protocol. For example, if you have IMAP configured for WebMail, then the same protocol configuration must be used by your other e-mail clients, such as Eudora. Failure to do this can corrupt your mailspool (a temporary storage area for delivered but unread e-mail) on the server and may result in lost e-mail.

More information on POP and IMAP can be retrieved at the NUIT E-mail Services site: http://www.it.northwestern.edu/e-mail/.

For more assistance, please call the NUIT Support Center at 847-491-HELP (4357), e-mail us at consultant@northwestern.edu, or speak with your local technical support person.

--

NU Information Technology - Communications
it-communications@northwestern.edu