

SDSU Ad-hoc committee on campus e-mail client support

Life after Eudora

Historically SDSU has relied on the Eudora as the campus-wide e-mail client of choice. Qualcomm Corp. announced October 11, 2006 that commercial development of the product would reach end-of-life April 30, 2007 with technical support being discontinued October 31, 2007¹. Security updates and patches to the application last occurred on October 11, 2006². The last commercial versions of Eudora were version 7.1 for Windows and version 6.2.4 for Mac. Eudora will continue to function for those who are using it, however any future problems that might arise with it, say as the result of a Windows or Mac OS update, will not be resolved. While Qualcomm and other contributors are developing a new, open source version of Eudora (Penelope³) it is currently in beta testing and requires a handful of plug-ins to achieve comparable functionality.

A time for change

This committee was charged with assessing the current situation and making recommendations to campus for adopting new email client(s) that *a) meet users' needs* and *b) can be adequately supported*.

Who else has done this?

The following universities initiated similar migration paths faced with the same task: Stanford⁴, Penn State⁵, Harvard⁶, University of Iowa⁷, MIT⁸, UC Berkeley, Washington State University, Yale among others.

Which do we choose and how?

The committee examined a number of email clients that are currently available⁹. In assessing each, we considered Basic Application Features, Minimum Requirements and Recommended Features (Table 1).

Where do we go now?

- On Windows operating systems recommend both **Microsoft Outlook** (2003/07) and **Thunderbird**.
 - Outlook is included with Microsoft Office. It meets all of the minimum requirements as well as providing additional features that integrate contact management, calendaring, task and email into one application.
 - Thunderbird meets all of the minimum requirements and many recommended features (c,f,g) though updates and patches are not automated, nor does it provide for calendar integration.
- On Macintosh operating systems recommend both **OS X Mail** and **Thunderbird**.
 - Mail for OS X meets all of the minimum requirements
 - Thunderbird meets all of the minimum requirements and many recommended features (c,f,g) though updates and patches are not automated, nor does it provide for calendar integration.

How do we get there? Overview of the Process

- a) Select a new email program and install it.
- b) Plan for mail stored on server.
- c) Configure your new email program and begin using it.
- d) Import old Eudora mail to your new program. There are well documented procedures for performing the conversions individually,¹⁰ as well as commercial products which will do it en masse¹¹.

When do we start? Timeline for completion?

Given the implications of a project of this scope and the fact that each IT shop has their own considerations to account for, it is the recommendation that each devise their own timeline for conversion that provides a definitive end of life for Eudora at some future date.

¹ <http://www.eudora.com/faq/>

² <http://www.eudora.com/download/>

³ <https://wiki.mozilla.org/Penelope>

⁴ <http://www.stanford.edu/services/email/eudoramigration/>

⁵ <http://kb.its.psu.edu/psu-all/hd/emailalternatives/>

⁶ http://www.uis.harvard.edu/support_services/ADEXchange/outlook/Life_After_Eudora_Windows.pdf

⁷ <http://cs.its.uiowa.edu/exchange/eudoradifferences.shtml>

⁸ <http://web.mit.edu/swrt/releases/emailmigration/>

⁹ http://en.wikipedia.org/wiki/Comparison_of_e-mail_clients

¹⁰ <http://www.stanford.edu/services/email/eudoramigration/outlook.html> <http://office.microsoft.com/en-us/outlook/HA011391911033.aspx>

¹¹ [Emailchemy](#), [Eudora Mailbox Cleaner](#), [Aid4Mail](#)

Table 1

Basic Application Features (Givens):	Minimum Requirements:	Recommended Features:
a) Address Book	a) Software actively supported on production platform with a wide use-base.	a) Support integration of major vendor's Anti-virus / Spam plug-ins for message scanning
b) Spell Check	b) Meet requirements of ITSO Security Policy regarding support for configuration of secure settings for client software applications' encryption of transactions i) sec. 3.8.2 transmission and receipt over secure protocols (POPS, IMAPS, SSL)	b) Automatic patch & update mechanism supported by Enterprise Patch Management System (ie. PatchLink, WSUS, etc.)
c) New Message Notification	c) Meet requirements of Accessibility Initiatives.	c) Support LDAP directory query for Contacts
d) Support display of message formats: MIME/HTML/RTF	d) Recoverable datastore format (file or folder structure can be redirected or backed up)	d) Provide interface to MeetingMaker for calendaring (MMOC)
e) Attachment handling/helper/file location	e) Client side phishing / spam flagging.	e) Conversion path from current to new application (ie. export/import vs. manual transfer of settings, messages, attachments and contacts)
f) Searchable Mailbox & Messages	f) Message filtering / sorting on criterion	f) Capable of performing LDAP user authentication
g) Configurable Message Checking Interval	g)	g) Selective download filtering of messages (ie. header only, file size, etc)

We must recognize that in the same way that a camel is a race horse designed by committee, it may be unfeasible to support every client and the complexity that comes from combining them. We must also recognize the value of a solution that combines access to email/contacts/calendaring/tasks in one integrated client.

Weighing best of breed vs. mutt, versatility and flexibility vs. usability and supportability

Remaining open to exploring alternatives that provide an integrated manageable solution, but not exclusively open to alternatives for the sake of being alternate.