

Find out & change login name for email retrieval

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Solution (public)

In preparation for [1]changing the login name (UPN) for Microsoft services or activating an [2]Microsoft 365 license for employees, a configuration adjustment of the email client may be required, since mail programs have stored the login name for mailbox retrieval locally. Below is an explanation of how to check and, if necessary, adjust the login name specified when setting up the email program. If it contains "msx", action is required. For a successful login when setting up an email client, you generally need to have as your

- User name: „user\zih-login“
- Password: Your ZIH password

Notes

- You will find your ZIH login in the [3]profile of the Self-Service Portal in the Account Information section as "Login user name".
- If you are unable to make the settings directly, it is possible to remove the Exchange account and reconfigure it according to our [4]setup instructions. In addition to the email client, other programs like the calendar, may then also have to be reconfigured.

Content

- Microsoft Outlook for Windows
- Apple Mail for macOS
- Apple Mail for iOS/iPadOS
- Mozilla Thunderbird
- Mozilla Thunderbird with TbSync
- Mozilla Thunderbird with DavMail
- Gmail for Android
- Fairmail for Android
- Other Clients

Instructions Microsoft Outlook for Windows

You can find out your logon data in Windows in the Credential Manager.

- Search for "Credential Manager" using the search mask in the Start bar and open the program. German Screenshot of the Windows search mask in the Start bar
- Select "Windows Credentials".
- In the list of credentials, you will find an entry
- either in the "Generic Credentials" section starting with "MicrosoftOffice..."
- or in the "Windows Credentials" section named "msx.tu-dresden.de"
- After selecting the respective entry, you will see which credentials are used to retrieve your mailbox. Possible specifications are:
- user\zih-login (correct, emphasized in green in the following screenshot)
- zih-login@tu-dresden.de (correct, not visible in the following screenshot)
- zih-login@msx.tu-dresden.de (false, emphasized in red in the following screenshot) German Screenshot of Windows Credentials

- To change the login data, select the entry and "Delete" it. This will provoke Outlook to ask for the credentials again when you start the program. You can then change the "user name" by selecting "Use another account" under "More options". Now enter "user\zih-login" in the topmost of the two input fields, replacing the string "zih-login" with your own ZIH login. The second field expects your ZIH password.

Note: If you have not yet made the configuration adjustment, the login information may be prompted automatically after the UPN changeover. Enter "user\zih-login" as the login name in the first input field and your ZIH password in the second field. Confirm with "OK" to apply the changes.

Apple Mail for macOS

You can view your credentials in the Account Settings of Apple Mail:

- Start Apple Mail and open the preferences
- by using the key combination "cmd + ,"
- or by selecting "Mail" from the menu bar and then "Preferences ...".
- Select the "Accounts" tab.
- In the left pane, click on the Exchange account of TU Dresden.
- In the right pane, select the "Server Settings" tab.
- In the Username field, you can have your "ZIH login" or "user\zih-login", replacing the string "zih-login" with your own ZIH login.
- When exiting the settings, you will be asked if you want to save the Exchange account changes. Confirm this by clicking on "Save".

Save dialog when exiting Apple Mail preferences Server settings of the Exchange account in Apple Mail
Apple Mail for iOS/iPadOS

- From the Home Screen, open the "Settings" app.
- Navigate to the "Mail" entry.
- Select the "Accounts" entry.
- Select the TU mailbox from the account list.
- Tap on the first entry "Account" with your mail address.
- Check whether "user" is entered in the "Domain" field.
- Only your "ZIH Login" should be entered as "Username".
- Confirm with "Done" in the upper right corner.

Steps for iOS
Mozilla Thunderbird

You can find out your login details in the main menu of Thunderbird under "Account Settings".

- Open Account Settings
- Call up the "Account Settings":
 - To do so, open the hamburger menu (Button with three strokes) in the upper right corner and select the entry or
 - Press the ALT key. The menu bar appears. Select the second entry "Edit" by clicking on it or pressing the "B" key. Now select the entry mentioned above.

- In the left pane with the list of mail accounts, select the TU mailbox by clicking on its name.
- Select the "Server Settings" under the mailbox name. If necessary you have to show the options by clicking on the arrow in front of the mailbox name.
- The "User Name" should not contain "msx". If necessary, please change the entry to "user\zih-login".
- After that, in the list of mail accounts, find the "Outgoing mail server (SMTP)" and click on it.
- In the right pane, in the list of configured servers, select the TU server and click the "Edit..." button.
- In the last field, change the "User name" to "user\zih-login", replacing the string "zih-login" with your own ZIH login, as well, if necessary.
- Click "OK".

Thunderbird - Server Settings
Thunderbird - settings for the outgoing mail server
Mozilla Thunderbird with TbSync

If it is no longer possible to change the login name in the user interface, you must delete the ID here and then create it again. If necessary, you must then give the new calendar a suitable color again.

Alternatively, you can change the login name manually in the configuration file. Please proceed as follows:

- Determine the directory in which your Thunderbird profile is located. You can find the directory name in the server settings of the email account. To do this, first right-click on your TU mailbox on the left side in the overview of e-mail accounts. In the following pop-up menu, select the item "Settings".
Thunderbird - open account settings via context menu

- Now select the menu item "Server settings".
Thunderbird - account settings

- Here please scroll all the way down. Under the item "local folder" you will find the path to the profile. Copy the beginning of the path and paste it into the Explorer. The path of the profile directory usually has the following form:

- Linux: "\$HOME/.thunderbird/[abcdefgh].default"
 - Windows: "...\\Thunderbird\\Profiles\\[abcdefgh].default-release"
- Thunderbird - server settings of the TU mailbox

- Now close Thunderbird.
- Create a backup copy of the file "[profiledirectory]/TbSync/accounts68.json" (e.g.: "\$HOME/.thunderbird/abcdefgh.default/TbSync/accounts68.json").
- Open the file "[profile directory]/TbSync/accounts68.json" with a text editor. This is a file in JSON format with the configuration values. It consists of different sections separated by curly braces { } and the actual values in the form "identifier: value".
- Here, look for the value pair "user: zih-login@msx.tu-dresden.de" and change the value for the identifier to "zih-login@tu-dresden.de".
Alternatively, you can use the value "user\zih-login" for the identifier, replacing the string "zih-login" with your own ZIH login.
- Now start Thunderbird. Then go to the "Application menu" by clicking on the button with the three dashes at the top right of the window.
Thunderbird - open application menu

- Then click on the "Add-ons" menu item.
Thunderbird - open add-on manager via application menu

- In the following window click on the "wrench icon" at "TbSync".
Thunderbird - add-on manager

- A new window will open. Check the "Calendar" and "Tasks" boxes here and then click the "Synchronize now" button at the bottom right. After that, the access is fully configured again.
TbSync - account management

Mozilla Thunderbird with DavMail

Here, similar to TbSync, there is no possibility to change the existing identifier. It is now again possible to either delete the existing account and create a new one or to manually change the configuration file. To do this, please proceed as follows:

- Determine the profile directory. (see "Mozilla Thunderbird with TbSync" step 1-3)

- Close Thunderbird.
- Make a backup copy of the "[profiledirectory]/prefs.js" file.
- Open the file "prefs.js" in a text editor and look for a line in the following form:
user_pref("calendar.registry.f4f8d00d-a26d-45e5-8e1a-3f86837027c9.uri",
"https://davmail.msx.tu-dresden.de:1180/users/zih-login@msx.tu-dresden.de/calendar");

- Again, remove "msx" after the "@" here. (Please do not change the server address "davmail.msx.tu-dresden.de"!)
- Save and close the file.
- Start Thunderbird. You will now be asked again for the password of your ZIH login by the next synchronization of the calendar.

Gmail for Android

Please note that the procedure may differ on Android versions customized by companies, especially in the names and presence of menu items.

Exchange account (default)

If the TU mailbox was set up as an Exchange account, the login information can be changed via the system settings.

- Open the "Settings" app.
- There, select the entry "Password and Accounts" or search for "Accounts" or "Manage Accounts".
- Select the TU mailbox with your mail address among your accounts with the type "Exchange".
- Go to the "Account Settings" and select the TU mailbox with your mail address again in the next step.
- In the "Server Settings" section, then go to the "Inbound Server Settings".

- If there is a "msx" in the "Domain\Username" field, change the entry to "user\zih-login", replacing the string "zih-login" with your own ZIH login.
- Confirm the change by tapping "Next".

Steps for Android IMAP or POP3 account

On Android, unfortunately, there is no way to change the IMAP or POP3 retrieval of an Exchange account once it has been set up. Therefore, you have to delete the previous account here and then create a new one. This leads to the fact that all settings must be made again. It is best to make a note of your old settings and save any texts that have been set (e.g. the email signature) so that you can configure everything as usual again later. For example, these can be:

- Email signature
- Email certificate
- folders to be synchronized
- maximum age of the entries to be synchronized
- setting that outgoing emails should be encrypted and signed by default

Fairmail for Android

- Go to the "Settings", there to the "Main settings".
- Under item 1 "Add and change accounts" click on "Manual setup and account options" and there on "Accounts".
- Click on the configured TU account.
- If the username contains "msx", please change it to "user\zih-login", replacing the string "zih-login" with your own ZIH login.

Other Clients Mailbox retrieval via IMAP / POP3 in other clients

Go to the respective settings options of the email client and replace all login information containing the pattern „@msx“ with "user\zih-login" or "zih-login".

[1] <https://faq.tickets.tu-dresden.de/v/ItemID=672>

[2] <https://selfservice.tu-dresden.de/services/software-licenses/microsoft-365/>

[3] <https://selfservice.tu-dresden.de/profile/>

[4] <https://faq.tickets.tu-dresden.de/otrs/public.pl?Action=PublicFAQSearch;Subaction=Search;Keyword=E-Mail,Setup;LanguageIDs=1>