

Mailbox – technical description

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Architecture

The mailbox service of ETH Zurich consists of an array of geo-redundant mail servers on the basis of Microsoft Exchange 2010.

Availability

The service is available on a 24/7 basis and is constantly and automatically monitored. An availability of 99.95% is targeted. However, the service is operated on a best-effort basis. There is no dedicated standby service.

Major service interruptions are announced at least one week in advance and usually take place at off-peak times (Saturdays). Minor maintenance tasks that merely involve interruptions of no more than a few minutes are not communicated. Such work takes place during the daily maintenance window from 6 to 7:30 a.m.

No mail is lost during these planned service interruptions.

Protocols

The following mail protocols are supported:

- HTTP (Web, MAPI, EWS and ActiveSync)
- MAPI (can only be reached internally at ETH)
- SMTP
- IMAP
- POP

We provide ActiveSync (via HTTPs) as a push mail solution for the mail communication of the various mobile devices. Attention: Blackberry devices are NOT supported!

To connect to the mail server, all protocols require authentication. Additionally HTTP, SMTP, IMAP and POP must be encrypted with SSL/TLS. For SMTP, we offer TLS encryption via port 25 and/or port 587. Port 465 is not available.

Framework conditions

The service is designated for students and is also available free of charge to the members of the organisational units of ETH Zurich.

Attention: The service can only be used by entire mail domains and their members, not for individual employees.

Quick overview

General

	Team	Students
Mailbox quota	5 GB (standard)	200 MB
Maximum guaranteed mail size	20 MB	20 MB
Send limit/day	500 mail addresses/day (standard)	500 mail addresses/day
SendAs	Yes (on request)	No
Send on behalf	Yes (on request)	No
Sender spoofing	No (default)	No
Maximum number of mail aliases	10	10
Mailbox service administration	https://passwort.ethz.ch My Services – mailbox	https://passwort.ethz.ch My Services – mailbox
Mailbox support service	<ol style="list-style-type: none"> 1. Mail admin of the local organisational unit 2. Service Desk (Tel: 2 77 77) servicedesk@id.ethz.ch 	Service Desk (Tel: 2 77 77) servicedesk@id.ethz.ch

Mail protocol connection destination details

Protocol	Connection to mail server
HTTPs (Outlook Web Access)	https://mail.ethz.ch/owa
MAPI	mail.ethz.ch
IMAP	mail.ethz.ch (imap.ethz.ch); Port 993 (SSL)
POP	mail.ethz.ch (pop.ethz.ch); Port 995 (SSL)
SMTP	mail.ethz.ch (smtp.ethz.ch); 587 (TLS)
ActiveSync	mail.ethz.ch Domain: d.ethz.ch (if required) Userlogon: "d\<logonname>"
EWS	mail.ethz.ch; Port 443 (https://mail.ethz.ch/ews/exchange.asmx)

Mail clients

As a matter of principle, all mail clients that use the above-mentioned protocols can be used. However, due to the great variety of clients, we can only officially support a limited selection:

Browser for Outlook Web Access

- Internet Explorer
- Chrome
- Firefox
- Safari

MAPI

- Outlook (Windows)

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IMAP/POP/SMTP

- Thunderbird
- Outlook (Mac/Windows)

EWS

- Outlook (Mac)
- AppleMail
- (Evolution; support very limited)
- (Lightning; support very limited)

ActiveSync

- WindowsMail
- Official iOS mail app
- Official Windows Phone mail app
- Mail apps under Android only on a best-effort basis

Please note that from this list, we can only consider client versions that the manufacturers generally support, also in conjunction with our mail server. We reserve the right to prevent the connection of mail clients to the mail server infrastructure if they have massive vulnerabilities, burden the mail infrastructure excessively or do not comply with the guidelines of the [Acceptable Use Policy for Telematics Resources at ETH Zurich \(BOT\)](#).

A brief description of the configuration of the above-mentioned mail clients is available in the documents "Mailclients, 04 – 04.05".

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