Title: Eudora Configuration Problems Windows XP/2000

IT Code: 44372

Purpose: The security model of Windows 2000 / XP has required us to modify the way Eudora is installed and the way it determines where to create data files -- including mailboxes, email attachments, address books, and so on.

Procedure: On a Windows 2000/XP system, only someone with Administrator privileges (hereinafter, an Administrator) can install software in the Program Files folder. Someone with User privileges (hereinafter, a User with a capital U) cannot do so. In fact, a program launched by a User can't store any data in the Program Files folder or any sub-folder of Program Files. Unfortunately, earlier versions of Eudora would try to do exactly that by default; consequently, if an Administrator installed Eudora and a User tried to run it, it would fail to work properly.

With Eudora 5.x under Windows 2000/XP, the default location to install the application is still under Program Files, but the data files are kept in the "User's Application Data folder" (typically "C:\Documents and Settings\<username>\Application Data", where <username> is the User's login name).

Even though the installer will allow you pick a different place (and defaults to Custom Data Folder) for Eudora to store data, it is imperative in these environments (XP/2000) to choose the User Application Data Folder.

If only an Administrator is going to be running Eudora, the data can go anywhere at all. But if a User is going to be running Eudora, the data should go in that user's Application Data folder.

To launch Eudora as a limited user, permissions need to be set to full control by an administrator on the following folders/files:

- Eudora folder (C:\Users\Username\Eudora)
- descmap.pce (C:\Users\Username\Eudora\descmap.pce)
- LinkHistory.dat (C:\Users\Username\Eudora\LinkHistory.dat)
Resetting Eudora Permissions:

On many Windows 2000 computers, if you open Eudora while you're logged in as Administrator, the permissions will be reset on your email folders and when you log back in as yourself, you'll get 'permission denied' errors.

To prevent this from happening, don't open Eudora when you're logged in as Administrator.

To fix the problem once it's occurred:

1. Log into your computer as Administrator
2. Double-click on 'My Computer'
3. Double-click on the C: drive
4. Double-click on the 'Program Files' folder
5. Right-click on the 'Qualcomm' folder. Select 'Properties'. Click on the 'Security' tab
6. In the 'Qualcomm Properties' window, select Power Users under 'Group or User name' (If Power Users is not a choice, click 'Add' to add it).
7. Under 'Permissions for Power Users' Click on the checkbox to Allow Full Control. Click 'Apply'
8. Click on the 'Advanced' button. At the bottom of the window, click on the check box to 'Reset permissions on all child objects...' or 'Inherit from parents...'
9. Click OK. Click 'Yes' when asked for confirmation.
10. Click OK to close the 'Qualcomm Properties' window
11. Log off administrator. Log in as yourself and run Eudora.