

# LISTSERV ADMINISTRATION

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## E-MAIL LIST INSTRUCTIONS

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## Instructions for E-mail-List Managers:

### Your List Administration Web Page

To see and control your list and its subscribers, go to its administration Web page:

**lists.uncw.edu/mailman/admin/listname/**

Replace **listname** with the name of the list in small letters. For example, the FilmAlert list is here:

**lists.uncw.edu/mailman/admin/filmalert**

The Web page requires you to type the list's password, which you should know. (Contact **mailman-owner@lists.uncw.edu** if you don't.) When you click the *Let Me In* button, you will see the **General Options** page of your list's administration web pages.

These pages show (and let you change) all the configuration settings for your list, including the settings for individual subscribers. *Don't* change settings with which you are not familiar. *Do* use the pages to add and delete subscribers, update subscribers' settings, and maintain the welcome and information messages for your list.

Mailman has thirteen configuration categories and a web page for each. Luckily, you only need to use a few of these:

- **Crucial for day-to-day list operation**
  - **Membership Management:** adding/deleting subscribers, their addresses and their settings
  - **General Options:** welcome message, info message, who replies go to, and other settings
- **Optional (usually you can just stick with the default settings)**
  - **Privacy Options:** who can post, whose postings are held for manager approval, whether the list appears on Mailman's list pages, who can see the subscribers list, anti-spam measures.
  - **If you would like to stop the SPAM, please follow these instructions:**

**Login to the lists administrative interface.**

**[Sender filters]:** Change one or both of these options:

**Action to take for postings from non-members for which no explicit action is defined: Hold, Reject, or Discard**

( *What to do with the messages, administrators preference.* )

**Hold:** Hold the message in a queue until the administrator logs in and manually deals with it.

**Reject:** Reject the message and send notice to the sender of a message bounce.

**Discard:** Delete the mail, it goes no further, no one is notified.

### If Discarded:

**Should messages from non-members, which are automatically discarded, be forwarded to the list moderator?: Yes, No**

( Should the moderator/administrator get the message that was posted to the list after it has been Discarded ? )

**Yes: Any message from a non-member which is discarded, will be forwarded to the administrator's UNCW email account.**

This should remedy the unsolicited mail problem going to the mailing lists members.

- o **Non-digest Options:** settings for messages when they are sent one at a time.
- o **Digest Options:** settings for messages collected into digests.
- o **Passwords:** changing the passwords for list managers and moderators, not subscribers.
- o **Language Options:** selecting languages the list supports.
- o **Bounce Options:** what Mailman does with bounced messages from defunct addresses.
- o **Archiving Options:** whether and how the list is archived, and who can see the archives (subscribers, or everyone).
- o **Content Filtering:** whether and how the list is archived, and who can see the archives (only subscribers or everyone in the universe).
- o **Mail <-> News gateways:** lists that also are readable as newsgroups, which we don't do).
- o **Auto-responder:** we can use Mailman to set up "mailbots" that respond automatically with a standard message.

In the descriptions that follow, replace <LISTNAME> with the name of your mailing list (not including the "@lists.uncw.edu" part). For example, if you manage the FilmAlert@lists.uncw.edu list, replace <LISTNAME> with *FilmAlert*. Replace <PASSWORD> with the password for your mailing list.

## Helping People Subscribe, Unsubscribe, Change Their Address, or Use Digest Mode

To help people get on and off your list, you use the administration Web pages for your list. First, read how to display your list's administration Web pages (earlier on this page), then read on to find out how to add someone, delete someone, change their e-mail address, deal with people who have two e-mail addresses, and use digest mode.

### Seeing the Subscriber List

To see the subscriber list, go to your list's administration Web page, next click the **Membership Management** link near the top of the page, now click the **Membership List** near the top of the page. You see the **Membership List** page for your list. Scroll down to see your subscribers listed in alphabetical order.

Note: If your list has more than about 30 subscribers, Mailman shows them to you 30 at a

time. Below the first set of subscribers are links for other pages of subscribers. The links are called "from xxx to yyy", showing the range of addresses that are displayed on that page.

## Helping People Subscribe

If someone needs help getting subscribed, go to your list's administration Web page, click the **Membership Management** link near the top of the page, click the **Mass Subscription** link near the top of the page, next type his/her address in the box, and click **Submit Your Changes**. You can type more than one address in the box -- just type them one per line. Be sure to keep the *Send welcome messages to new subscribers* option set to *Yes*, so each subscriber receives a welcome message, which contains the person's list password.

**Hint:** If you don't want the subscriber to receive a welcome message, that is, if you are fixing some kind of subscription error and you don't want to alarm the subscriber, set the *Send welcome messages to new subscribers* option to *No* before you click the **Submit Your Changes** button.

**Note:** For most lists, subscriber confirmation is required. (Take a look at the section on list configuration, below, for how to check or change this setting for your list.) That is, after subscribing, the would-be subscriber gets a confirmation message, asking that the person reply to confirm that s/he really wants to be on the list. The reason for requiring confirmation is that without it, no-goodniks can harass innocent people by subscribing them to hundreds of mailing lists, with the result that the innocent person's mail box fills with tens of thousands of unwanted messages.

## Helping People Unsubscribe

If someone needs help getting off your list, go to the administration Web pages for your list, click the **Membership List** link, scroll down the list of subscribers until you find the subscriber, and click the check box in the *unsub* column (the leftmost check box). Then click the **Submit Your Changes** button at the bottom of the page.

You can remove several people at once by clicking their *unsub* check boxes before clicking **Submit Your Changes**.

## Helping People Change Their E-mail Address

There's no one-step way to change an address. As manager, you have two options:

1. You may unsubscribe the old address and then subscribe the new address-- through the **Membership List** page, as described above.

Before you unsubscribe the person, make a note of their existing *hide* setting (don't display my address in the subscriber list), *nomail* setting (don't send mail to this address), and *digest* setting (send daily digests instead of individual messages). Set these settings the same way for the address you add.

2. You may also change the address through the **Membership List** page by clicking on the link that is the subscriber's address and going to his/her configuration page. As manager, you may change any of the subscriber's list options, *but* several of them require the subscriber's confirmation.

Thus, if you change his/her email address, a message will be sent to the subscriber asking him/her to confirm the change via return email. This, of course, has the potential for confusion.

## Helping People Who Have Two Addresses

Sometimes a subscriber needs to be able to send mail from another machine or the subscriber's e-mail address can appear in multiple formats. Subscribe the person with both addresses, and set one not to receive mail, by checking the *nomail* check box for that address.

## Helping People Switch to Digest Mode

For lists that generate lots of messages each day, people may prefer to receive all the messages for the day in one big message, or "digest," rather than individually. To switch to digest mode, check the *digest* check box for the address.

## Moderating Subscribers

### Moderating Subscribers

When subscribers are *moderated*, any message they post is first sent to you (or to others you designate as *moderators*) for your approval. Use this setting for a list that is for announcements only (i.e., you don't want subscribers to be able to post) or to silence a troublesome subscriber.

On the administration Web page for the list, click the **Membership Management** link, click the **Membership List** link to view your list membership. Find the subscriber to be moderated and check the box in the *mod* column.

If you wish to moderate *everyone* on the list, scroll to the bottom of the page and look for the *Set everyone's moderation bit, including those members not currently visible* option. Clicking *ON* will make everyone "moderated." Then click the *Set* button.

Finally, click the **Submit Your Changes** button at the bottom of the page.

### Unmoderating A Subscriber

Clear the check box in the *mod* column. Click **Submit Your Changes**.

## Handling Moderated Lists

If you are the moderator of a list, you decide which messages get posted to the list and which get tossed into the bit bucket. When someone tries to post a message to the list (that is, they send the message to the list's address), you get a notification message. The message contains a link to the Web page that you use to approve or reject message. Follow the instructions on the Web page to approve of the message (so it is posted) or reject it (so it's not). If you reject a message, Mailman automatically sends a message back to the person who tried to post the message, and you can edit the text of that message on the Web page, too.

You may handle the rejection/approval of a message via email and not the Web page, but Mailman's implementation of this is confusing. The web page is the preferred method to moderate your mailing list.

At the bottom of the notification message *or attached* to it will be these directions (here, the list is called **listname**):

Subject: confirm 70a554ab20cdacd07870ac1f169910d0fa7c635  
Sender: **listname**-request@lists.uncw.edu  
From: **listname**-request@lists.uncw.edu

If you reply to this message, keeping the Subject: header intact, Mailman will discard the held message. Do this if the message is spam.

In many email clients this will *not* work if you use *reply* as instructed. Instead, you must *forward* the message to **listname**-request@lists.uncw.edu and copy-n-paste the *confirm* code (the long string of letters/numbers) into the *Subject* line.

Or you could just create a new message for **listname**-request@lists.uncw.edu and copy-n-paste the *confirm* code into its *Subject*.

## Configuring Your List

Mailman maintains a *bunch* of settings for your list. These settings control who can post messages, who can subscribe, whether people have to send an extra confirmation message when they subscribe, and a lot of other things. Mailman also stores an info message, the welcome message (which each new subscriber receives), the list of subscribers, and a few other files. Almost all the settings are on the administration Web pages for the list.

Here are instructions for setting a few of your list's configuration settings. **If you don't understand what a setting does, it's probably best not to mess with it. Please contact the Technology Assistance Center for assistance.**

## Editing the Introductory Description and Welcome Message

The *introductory description* is the text that appears on the list's home page, which can be found at:

lists.uncw.edu/mailman/listinfo/**listname**/

The *welcome message* is the message that people receive via e-mail when they subscribe.

You can edit this text by writing it in a text editor or word processor and cutting-and-pasting the text into the administration web page. On the administration Web page, click the **General Options** link near the top and scroll down to the *An introductory description* box. Paste the info message in this box.

Then scroll down to the *List-specific text prepended to new-subscriber welcome* box and paste the new welcome-message text. The welcome message comes with some standard list info. Whatever you put in this box will be added to the start of (i.e., "preended to") the message.

Click the **Submit Your Changes** button at the bottom of the page.

## Setting the One-Line Description of Your List

On the **General Options** page for the list, the "terse phrase identifying this list" box contains the one-line description of the list. Edit its contents and click the **Submit Your Changes** button at the bottom of the page.

## Setting the List Password

Near the top of the page click the **Passwords** link to open the **Change list ownership passwords** page. This page presents two passwords, administrator and moderator. The moderator password is a password that only allows "approving" or "messages" e-mail messages held for moderation. The administrator password allows management of all mailing list options.

## Including the Listname in the Subject Line

In the middle of the **General Options** page, put your list name in the box that says Prefix for *Subject Line of List Postings*. Put brackets around your list name so it stands out from a message subject. For example:

[FilmAlert]

Now, every message distributed through your list will have this in their *Subject* lines. For example:

Subject: [FilmAlert] Cool Film Just Opened in Wilmington

Click **Submit Your Changes** at the bottom of the page.

## Controlling How Replies Are Addressed

When responding to a list message, subscribers can reply by default to either the whole list or just to the person whose post they're answering. You can set the default to be whatever

is most appropriate for your list, but we strongly recommend *not* having it default to the list. Why? Because a setting like that often results in subscribers sending things to the list that they do not intend.

On the **General Options** page go to the box that says *Where are replies to list messages directed?* Choose poster (i.e., the person who originally sent it in), *this list*, or *explicit address*.

Click **Submit Your Changes** at the bottom of the page.

## Archiving Messages

At the top of the **General Options** page, click on the **Archiving Options** link. Choose the settings you prefer (if you choose to archive it is recommended that you select the *private* option, meaning that only subscribers to your list may view the archives).

The list administrator is responsible for ensuring the Archived content is not confidential or sensitive if they enable the Archive functions. Please contact the Technology Assistance Center if you need help restricting or deleting archived content.

Click **Submit Your Changes** at the bottom.