



LISTSERV for List Owners

Desktop Applications Training
The George Washington University



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Help Resources

IT Services Help Desk	45530 #2
IT Services Web Page	iss.gwu.edu/isservices
Help Desk E-Mail	ithelp@gwu.edu
Suggestion Box	suggest@gwu.edu
Training Web Page	iss.gwu.edu/isservices/training

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This Course Will Cover...

- Creating a new LISTSERV mailing list
- Owner responsibilities
- Using the mailing list management interface:
 - Configuring a new list
 - Changing configuration of an existing list
 - Adding/deleting people on the list
 - Performing list maintenance

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Web vs. E-mail Commands

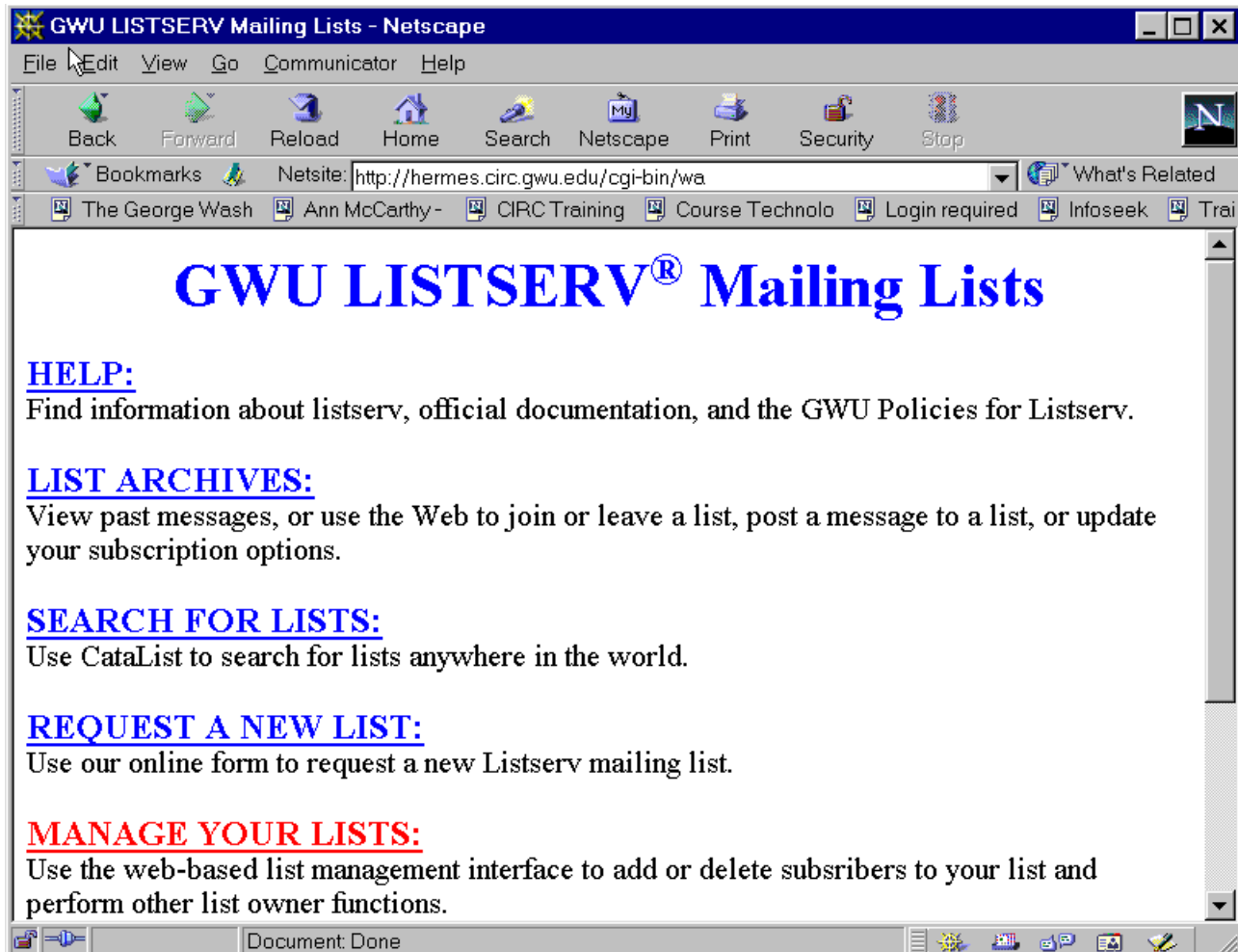
- All list owner functions can be performed one of two ways:
 - by sending e-mail messages containing commands to: `LISTSERV@hermes.gwu.edu`, or
 - by using the web-based Mailing List Management Interface
- This course teaches the web-based method - refer to the *List Owner's Manual* for a listing of commands and proper syntax

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The LISTSERV Web Page

- GWU has a LISTSERV web page that has tons of valuable information to list users and owners:
 - Open Netscape Navigator
 - Go to: hermes.gwu.edu

The GWU LISTSERV Page



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Links for List Owners

- **HELP:** Find information about listserv, official documentation, and the GWU Policies for Listserv.
- **LIST ARCHIVES:** View past messages, or use the Web to join or leave a list, post a message to a list, or update your subscription options.
- **SEARCH FOR LISTS:** Use CataList to search for lists anywhere in the world.
- **REQUEST A NEW LIST:** Use our online form to request a new Listserv mailing list.
- **MANAGE YOUR LISTS:** Use the web-based list management interface to add or delete subscribers to your list and perform other list owner functions.

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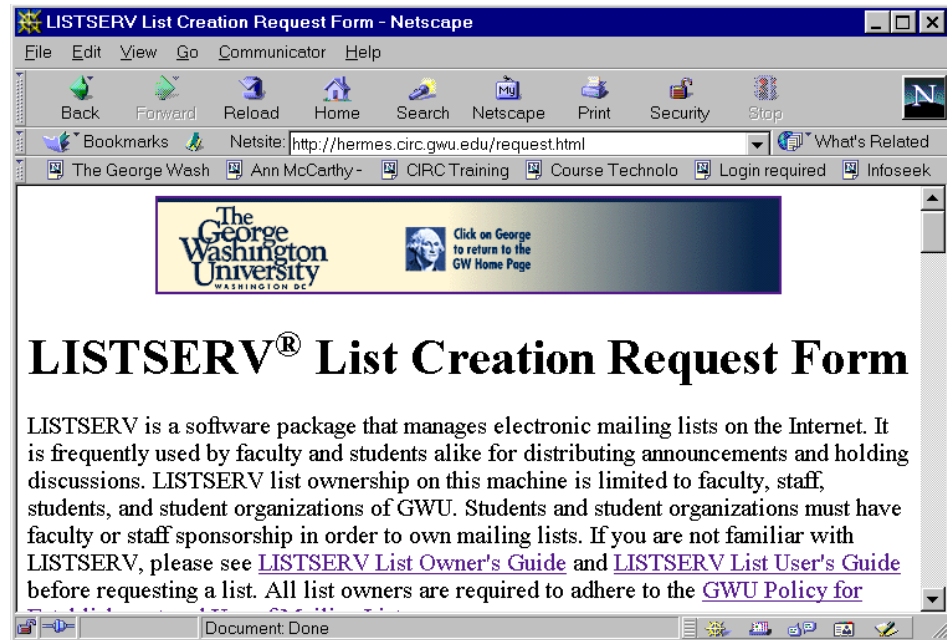
GW's LISTSERV Policy

- In summary:
 - Students can own lists if sponsored by a faculty or staff member
 - You cannot add someone to your list without their permission (see the GW Code of Conduct)
 - List Owners can send a message to a known group of people asking if they would like to join
 - Inactive lists (more than 18 months) may be terminated
 - LISTSERV administrator cannot maintain lists

Requesting a New List

- From the hermes.gwu.edu web page, click on Request a New List to order a new list.

The most frequently used LISTSERV keywords are included on the request form.



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Defining the List Name/Description

- Pick a **name** for the list:
 - between 3 and 12 characters long
 - no special characters other than hyphen
 - not currently assigned to another list
 - e.g., **world-hunger** for a discussion group on World Hunger
- Pick a **description** for the list
 - under 30 characters
 - e.g., World Hunger Discussion Group

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Defining the List Owner

- Enter the list owner's e-mail address (without the host name)
 - If list ownership is shared, put in one owner's e-mail address and name and send the others to `postmast@hermes.gwu.edu`
 - First owner is primary owner - gets error messages and reports
 - A “Quiet” Owner can add/delete, but won't get messages
- Enter the owner's first and last names

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Student Group Information

- Student list owners or student groups must complete the following information:
 - Organization Name
 - Student's Name
 - Student's E-mail
 - Sponsor's Name
 - Sponsor's E-mail

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Picking the Right Keywords

- A list's features are determined by using LISTSERV keywords.
- Refer to the L-Soft International *List Owner's Manual, Appendix B: List Keyword Reference for LISERV* for a complete discussion of the keywords.
- Contact the LISERV administrator at postmast@hermes.gwu.edu for help.

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Keywords - Subscription

- **By Owner** -
 - subscription requests are forwarded to the list owner
- **Open,confirm** -
 - anyone can subscribe
 - LISTSERV will ask the subscriber to ‘confirm’
 - subscriber must send e-mail with ‘OK’ command to confirm the subscription request

Closed - requests are not forwarded to the owner

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Keywords - Notify

- Controls if the owner is informed when somebody joins or leaves the list
- **Yes** -
 - Owners get e-mail notification of new subscriptions and deletions - set this to “No” before doing bulk operations
- **No** -
 - Owners are not notified

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Keywords - Send

- Determines who can send mail to a list:
- **Private** -
 - Only list subscribers can send mail
- **Owner** -
 - Only the owner can send mail
 - (Send= owner,janedoe@hostname allows the owner and janedoe to post)
- **Editor, Hold** -
 - All messages must be approved by the editor before LISTSERV will post them (Hold disguises the fact the message was sent to the editor)

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Keywords - Editor

- An editor is not an owner, but has the authority to send messages to a list and must approves messages by non-editors
- If you choose Send=Editor, you must also use the Editor keyword to indicate the e-mail address of the editor

A **moderator** is defined in cases where there are many editors - the moderator or moderators approve messages for posting (load is spread across many).

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Keywords - Reply-To

- Determines how `LISTSERV` will route e-mail messages from subscribers who choose to “reply” to an e-mail message from a list:
- **List** -
 - everybody on the list gets a copy of the e-mail
- **Sender** -
 - only the person who originally posted to the list will get the reply
- **Respect** option allows you to over-ride the reply-to keyword with a new reply-to address

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Keywords - Ack

- The Acknowledgement keyword determines if `LISTSERV` sends a message to the poster indicating that the message was distributed:
- **Yes** -
 - a confirmation message is sent to the poster
- **No** -
 - a confirmation message is not sent

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Keywords - Confidential

- Determines if your list will appear in Catalist:
- **Service -**
 - the list will *not* appear in Catalist (if Notebook=Yes your list will appear in archives)
- **Yes -**
 - the list will *not* appear in Catalist (if Notebook=Yes, the list will only appear in unlisted archives)
- **No -**
 - the list will appear in Catalist (if Notebook=Yes, the list will appear in the archives)

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Keywords - Notebook

- A permanent archive of the messages posted to a list:
- **No** -
 - Don't archive messages
- **Yes, Private** -
 - Create archive for list members only
- **Yes, Public** -
 - Create archive accessible by general public

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Using the Web with LISTSERV

- A list owner doesn't have to maintain the list by sending commands in an e-mail message
 - you can obtain a LISTSERV password and use the LISTSERV web interface to:
 - change the list configuration
 - add and delete users

Start the Management Interface

- From the web address: hermes.gwu.edu:

GWU LISTSERV® Mailing Lists

HELP:
Find information about listserv, official documentation, and the GWU Policies for Listserv.

LIST ARCHIVES:
View past messages, or use the Web to join or leave a list, post a message to a list, or update your subscription options.

SEARCH FOR LISTS:
Use CataList to search for lists anywhere in the world.

REQUEST A NEW LIST:
Use our online form to request a new Listserv mailing list.

MANAGE YOUR LISTS:
Use the web-based list management interface to add or delete subscribers to your list and perform other list owner functions.

- Click on the link Manage Your Lists to work with your list.

Login Screen

- The LISTSERV Mailing List Management Interface requires you to login:

Login required

The function you have requested requires authentication. Please enter your e-mail address and your LISTSERV password (*not* the password you use to login to your computer or read your mail), and click on the "Login" button. If this is the first time you see this dialog, or if you have forgotten your password, you will need to [get a new LISTSERV password first](#).

E-mail address:

Password:

Login Change password

Have a
password?
Just login.

Need a
password?
Click get a new
LISTSERV
password first.

If your login times-out - simply log in again.

Get a New LISTSERV Password

- Type your complete e-mail address (i.e., your user name and host name)
- Type your password (not necessarily the e-mail password.)

Registering your LISTSERV password

Please enter your e-mail address and the desired password, then click on the "Register password" button. If you already had a LISTSERV password, but cannot remember what it was, this procedure will automatically replace your existing password with the new one you will be entering below.

E-mail address:

Password:

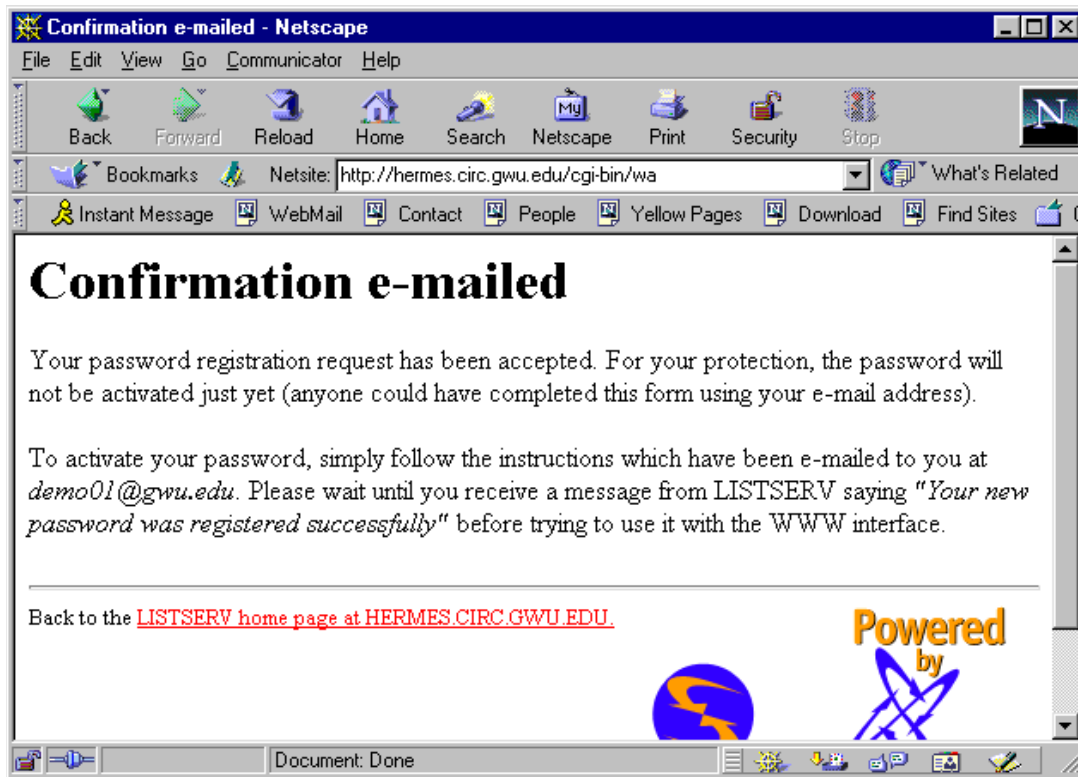
Password (again): (verification)

Document: Done

- Type the password again to verify it.
- Click the *Register password* button.

Confirmation E-mailed

- An e-mail has been sent to you asking you to confirm your request. Follow the instructions in the e-mail before trying the web interface.



List Management Main Page

- Allows you to :
 - Manage subscribers
 - Edit list configuration
 - Customize layout
 - Edit mail & web templates
 - Perform Bulk operations
 - Execute commands

List management – main page

This screen allows you to manage your mailing list using LISTSERV's WWW interface. First, select the list you would like to work with:

List name:

Subscribers **Configuration** **Layout** **Templates** **Bulk op.** **Command**

Then choose from one of the following options:

Manage subscribers
These menus allow you to add or delete subscribers, change a subscriber's e-mail address or subscription options, see whether someone is still subscribed to the list, etc. If you have a lot of subscribers to add or delete, see [bulk operations](#).


Edit list configuration
This is the place to go if you want to change the configuration options for your list (also known as the *list header*).

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Select a List Name

- If you own more than one list, select the list you want to work with from the List Name Drop Box:

First, select the list you would like to work with:

List name: 

Subscribers **Configuration** **Layout** **Templates**

Then choose from one of the following options:

Click here to see all lists you own and then click on the list you want to work with.

Get the List Header

- Click on the “Configuration” button or “Edit list configuration” to review the list header.

List management – main page

This screen allows you to manage your mailing list using LISTSERV's WWW interface. First, select the list you would like to work with:

List name:

Subscribers **Configuration** **Layout** **Templates** **Bulk op.** **Command**

Then choose from one of the following options:

Manage subscribers
These menus allow you to add or delete subscribers, change a subscriber's e-mail address or subscription options, see whether someone is still subscribed to the list, etc. If you have a lot of subscribers to add or delete, see [bulk operations](#).

Edit list configuration
This is the place to go if you want to change the configuration options for your list (also known as the *list header*).

Reviewing the List Header

- Attributes of this list:
 - two owners - only one receives error messages (the Quiet attribute)
 - only the owner can add people to the list
 - only the owner can post
 - replies are sent to teachme@gwu.edu
 - there is a sub-list

```
IT Services Course Information
Owner= asm@gwis2.circ.gwu.edu (Ann McCarthy)
Owner= Quiet:;nabi@gwu.edu (Syed Nabi)
Confidential= Yes
Subscription= By Owner
Notify= No
Send= Editor, Hold
Editor= asm@gwis2.circ.gwu.edu
Reply-to= teachme@gwu.edu, Respect
Ack= Yes
Review= Owner
Validate= Yes
X-Tags= No
Errors-To= Owner
Auto-Delete= Yes, Semi-Auto
Sub-lists= sbpm
```

Example: List Header
from the TEACHME
mailing list

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Sub-Lists and Super-Lists

- Sub-Lists :
 - A list that is referenced by another list
 - Subscribers to the sub-list receive messages posted to both lists
- Super-Lists:
 - may contain the Sub-lists keyword (*Sub-lists=listname1,listname2*) and subscriber addresses
 - must be created by the **LISTSERV** administrator

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Hidden Keywords and Options

- When reviewing a list header, only the list owner can see the following keywords or options:
 - **NORENEW** - user is exempt from renewal/probing
 - **EDITOR** - User may bypass moderation
 - **REVIEW** - All postings from that user are sent to the list owner for review
 - **NOPOST** - User may not post to the list

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Archiving Keywords

- **Renewal** - will you require the subscribers to renew the subscriptions at regular intervals?
- **Review** - who can see a list of subscribers?
- **X-Tags** - is full header shown in archives?

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Error Handling Keywords

- **Auto-Delete** - provides for automatic deletion of subscribers whose e-mail addresses are no longer valid
- **Errors-To** - determines if errors are sent to the owner or elsewhere
- **Validate** - determines the security level required to protect the list from hackers

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Notes on AutoDelete

- Activated for all lists at GW
- Especially useful for large lists with subscribers all over the country which typically generate many error messages
- Permanent errors like “User Unknown” are monitored by LISTSERV and acted on
- LISTSERV will try to resolve temporary errors for four days (mailbox full, server is down)
- You will get a Daily Error Monitoring Report of action taken by LISTSERV

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Primetime Keyword

- Lists with over 250 subscribers must have the Primetime keyword
- Primetime forces all mail to the list to be distributed during off-peak hours to reduce load on the e-mail server

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Keywords Not Permitted

- SEND=PUBLIC
- REVIEW=PUBLIC
- SUBSCRIPTIONs that are OPEN must have the CONFIRM option. That is, you cannot specify:

Subscription= Open

rather, you must specify:

Subscription= Open,Confirm

Editing the List Header

- Type your changes
- Press the “Update” button

Edit list header – TEACHME

```
IT Services Course Information

Owner= asm@gwis2.circ.gwu.edu (Ann McCarthy)
Owner= Quiet:,nabi@gwu.edu (Syed Nabi)
Confidential= Yes
Subscription= By Owner
Notify= No
Send= Editor, Hold
Editor= asm@gwis2.circ.gwu.edu
Reply-to= teachme@gwu.edu, Respect
Ack= Yes
Review= Owner
Validate= Yes
X-Tags= No
Errors-To= Owner
Auto-Delete= Yes, Semi-Auto
Sub-lists= sbpm
```

Add One Subscriber

- From the main page, click on either the “Subscribers” button or the “Manage subscribers” button.

List management –

This screen allows you to manage your mailing list using select the list you would like to work with:

List name:

Subscribers **Configuration** **Layout** **Tem**

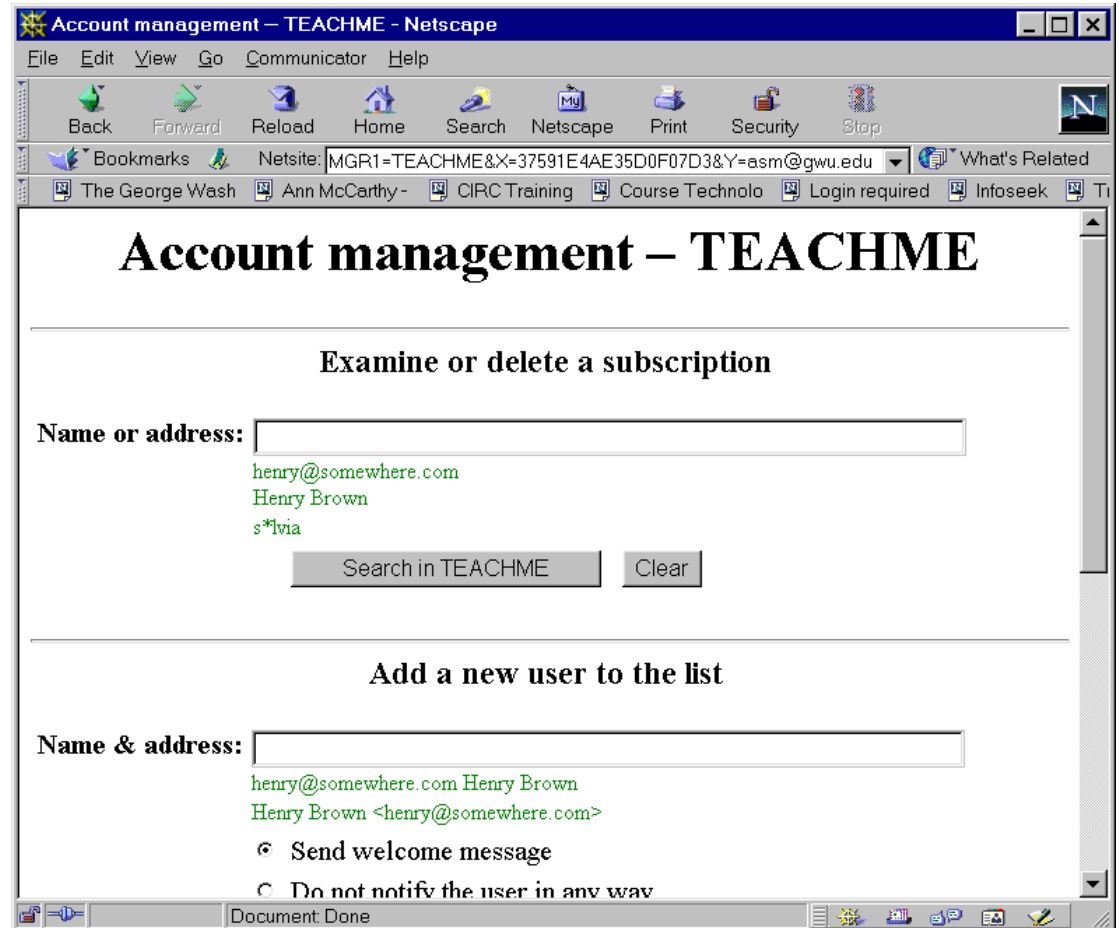
Then choose from one of the following options:

These menus allow you to add or delete subscribers

Use the “Subscribers” button to examine, add, delete, or review subscribers.

The Account Management Page

From the
“Account
Management”
page, scroll
down to the
“Add a new
user to the list”
section



Add a New User to the List

Add a new user to the list

Name & address:

Send welcome message
 Do not notify the user in any way

A user at gwis2.gwu.edu is treated as a separate user than the same account at gwu.edu - be consistent!

- For accuracy, copy the subscriber's e-mail address from an e-mail message
- Choose to send a welcome message or not
- Click on the "Add to *listname*" button
- Confirmation message "Angela Hess <ahess@GWU.EDU> has been added to the TEACHME list. Notification has been sent to ahess@GWU.EDU." is displayed at the top of the page.

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Review the List Membership

- From the “Account Management” page, scroll down to the “Review the list membership” section
- Click on the link, “in a browser window” to review the list membership on-line (only advisable for smaller lists).

Review the list membership

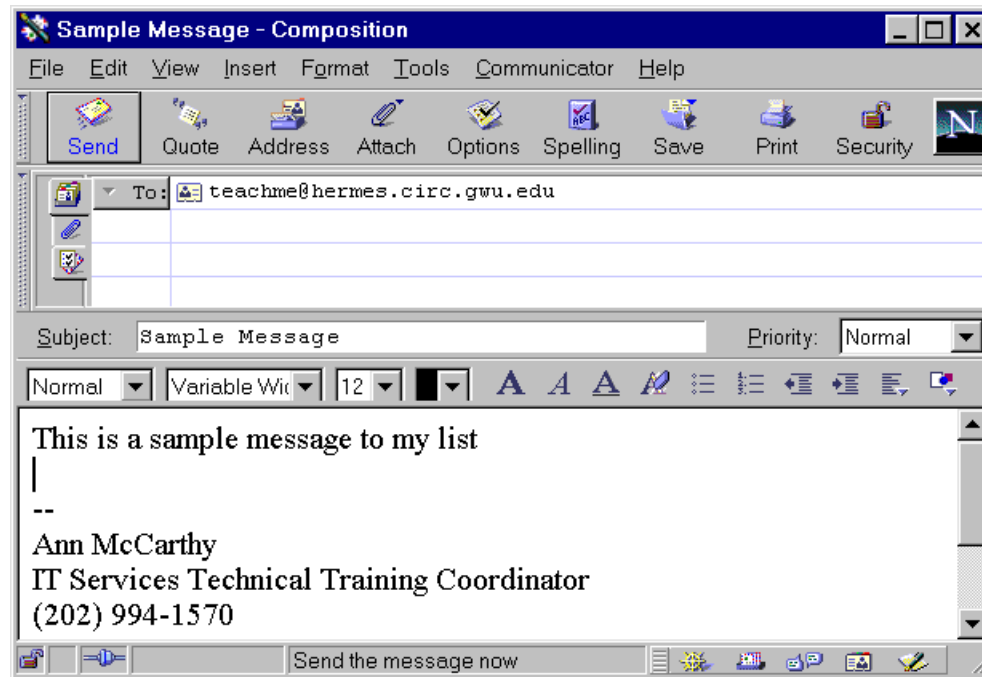
You can review the list membership either [in a browser window](#) or [by e-mail](#). You should avoid using a browser window if the list has more than about 500 subscribers – it will be slow and impractical, and could even crash your browser.

Back to the [list management page](#).

List will
come in
alphabetical
order of the
hostname

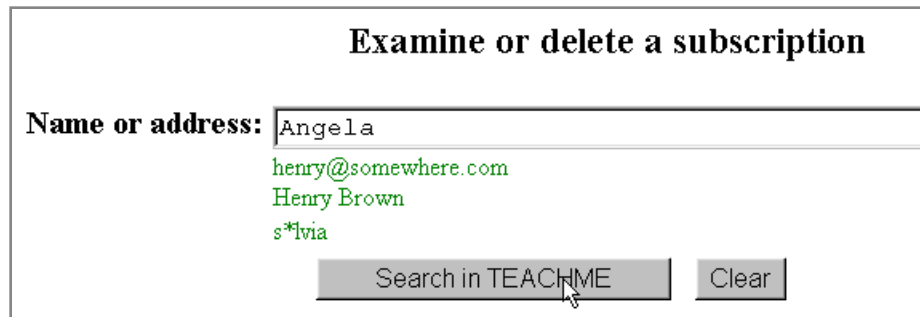
Send Mail to Your List

- To post a message to your list, address the message to *listname*@hermes.gwu.edu where *listname* is the name of your list.



Delete Subscribers

- From the “Account Management” page, scroll down to the “Examine or delete a subscription” section.



Examine or delete a subscription

Name or address:

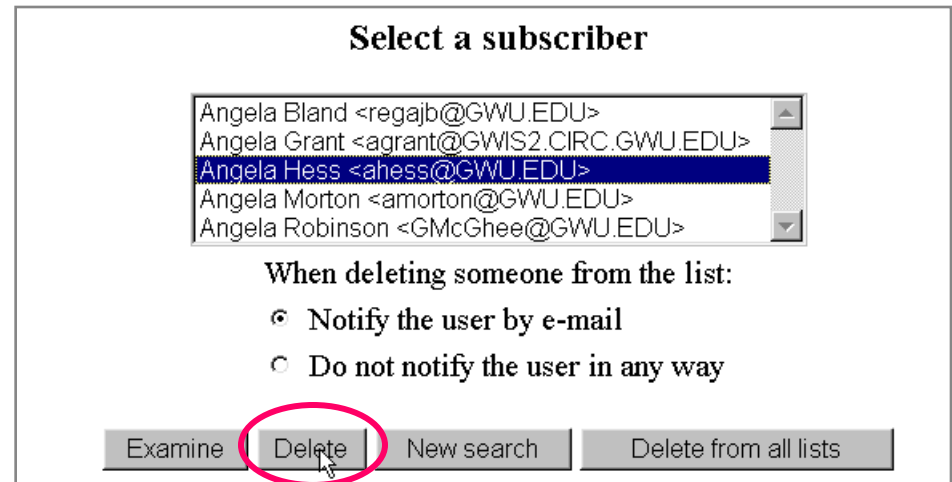
henry@somewhere.com
Henry Brown
s*Ivia

In this example, the list owner types the first name “Angela”

- Type the name or address you are searching for (the asterisk * is the wildcard character)
- Click on the “Search in *listname*” button

Select a Subscriber to Delete

- A list of subscribers matching the search criteria appears
- Click on the subscriber you want to delete
- Choose “do not notify the user” when deleting an invalid address
- Click on the “Delete” button
- Confirmation appears at the top



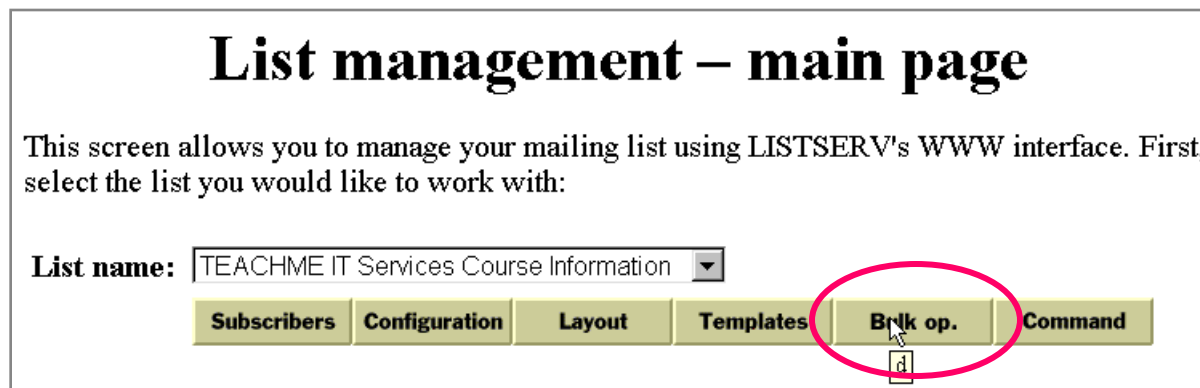
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Delete From All Lists

- The “Delete From All Lists” button on the “Examine or Delete a Subscription” page will delete a subscriber from all lists for which you are the owner.
- A subscriber can delete themselves from all lists to which they subscribe from the archives

Add/Delete Subscribers in Bulk

- Bulk Operations allows you to add or delete large numbers of subscribers
- The subscribers must be listed in a text file that will be downloaded through your browser
- From the main page, click on the “Bulk op.” button or the “Bulk Operations” button



Bulk Operations Page

- You can:
 - Add subscribers
 - Remove all current subscribers and add new ones
 - Delete subscribers from one list
 - Delete subscribers from all lists you own

Bulk operations – TEACHME

Caution: some of the functions offered through this page will *remove all subscribers* from TEACHME. Double-check your selection before submitting!

Input file:

Function:

- Add the imported addresses to TEACHME; do not remove any subscribers
- Remove **all subscribers** from TEACHME, then **add** the imported addresses (to remove all subscribers, select this option and omit the input file)
- Remove the imported addresses from TEACHME; do not add any subscribers
- Remove the imported addresses from **all lists**

First, you must create an input file of subscribers to be added or deleted...

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What's an Input File?

- The input file must:
 - be a plain text file (not a word processor document or spreadsheet) with a file extension of .txt
 - contain one address per line, optionally followed with a space (or TAB) and the subscriber's name.

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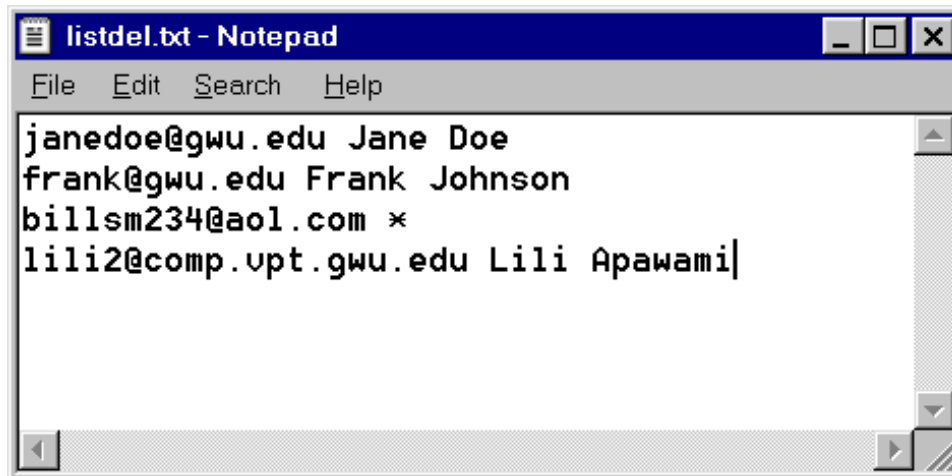
Create an Input File

- From the Windows Desktop, click on the Start button.
- Click on Programs, Accessories, Notepad
- In Notepad, type the user information in the format:

account@node Firstname Lastname

Sample Input File

- This import file will be used to delete four users from the list.
- The user's name for billsm234@aol.com is unknown, so the wildcard is used instead.



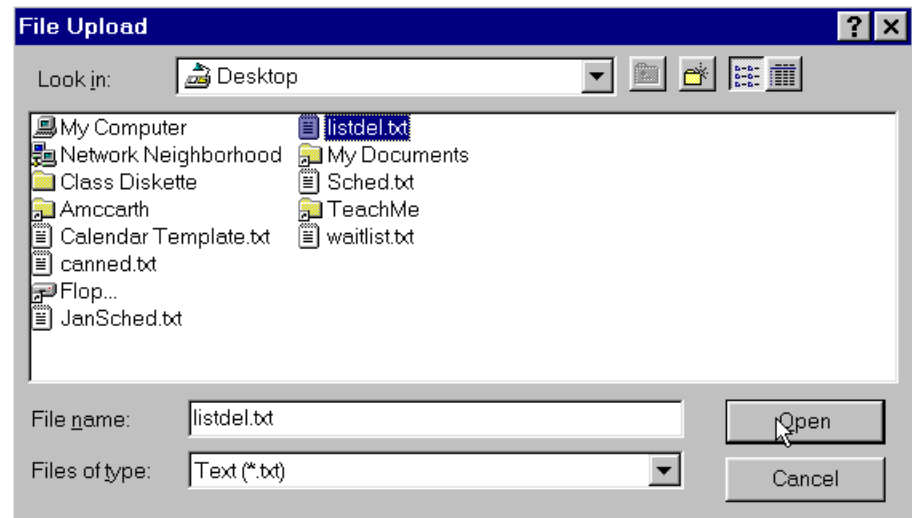
```
listdel.txt - Notepad
File Edit Search Help
janedoe@gwu.edu Jane Doe
frank@gwu.edu Frank Johnson
billsm234@aol.com *
lili2@comp.upt.gwu.edu Lili Apawami|
```

Browse for the File to Import

- Click the “Browse” button to find the file to import.



Locate the file to be uploaded (tip: look for files of type “Text”) and click the “Open” button



Select Function and Import

- Click on the proper function (in this case, “Remove the imported addresses”)
- Click the “Import” button

The subscribers being added or deleted will not be notified.

Input file: C:\WINDOWS\DESKTOP\1. Browse...

Function:

- Add the imported addresses to TEACHME; do not remove any subscribers
- Remove all subscribers from TEACHME, then add the imported addresses (to remove all subscribers, select this option and omit the input file)
- Remove the imported addresses from TEACHME; do not add any subscribers
- Remove the imported addresses from all lists

Import

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Bulk Ops. Confirmation

- After performing a Bulk Operation, a confirmation message will appear at the top of the Bulk Operations page. Example:

DELETE: 12 subscribers removed.

- This is the only confirmation you will receive.

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Customize Layout

- The layout editor allows you to customize the WWW interface using a simple graphical interface.
- You can:
 - switch between text and graphical (icon-based) layout for the archive pages,
 - disable functions which are not useful or not wanted for your particular list, or
 - translate the archive pages.

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Edit Mail and Web Templates

- The template editor allows you to customize the administrative messages sent by `LISTSERV` to subscribers in response to most commands (known as mail templates).
- The banners at the very top and bottom of `WWW` archive pages are under the `LISTSERV` administrator's control.
- You can add top and bottom banners in addition to the site-wide ones imposed by the administrator.

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Before You Leave Today!

- Exit from all open applications
- Click the Start button
- Click Shut Down & Restart (2nd from top)
- Are you sure you want to shut down the computer? Click Yes
- The computer shuts down

Thank you for coming!