



# LISTSERV® 16.0

## List Subscriber's Manual

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## Preface - About This Manual

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This manual is intended for new list subscribers with little or no experience using LISTSERV software. The goal of this document is to give a broad overview of the main functions of LISTSERV software and some basic instructions on how to manage your list subscription(s). This document will concentrate on demonstrating interaction with LISTSERV using the Web interface.

Every effort has been made to ensure that this document is an accurate representation of the functionality of LISTSERV®. As with every software application, development continues after the documentation has gone to press so small inconsistencies may occur. We would appreciate any feedback on this manual. Send comments via email to: [MANUALS@LSOFT.COM](mailto:MANUALS@LSOFT.COM)

The following documentation conventions have been used in this manual:

- Menus, options, icons, fields, and text boxes on the screen will be bold (e.g. the **Help** icon).
- Clickable buttons will be bold and within brackets (e.g. the **[OK]** button).
- Clickable links will be bold and underlined (e.g. the **Edit** link).
- Directory names, commands, and examples of editing program files will appear in Courier New font.
- Many of the screen shots presented here will appear differently if you own multiple lists or are the LISTSERV maintainer.



- This symbol indicates instructions for interacting using email commands. Email commands are available for some commands. If you are not interested in using email commands, then simply ignore these instructions.



- This symbol denotes a new feature for LISTSERV 16.0.

### Editorial Note - New Version Numbering

With this release, L-Soft is aligning LISTSERV's version numbering with the rest of the e-mail industry. There have been 51 released versions of LISTSERV since 1986 – 15 major upgrades and 36 minor releases. Version 1.8e in the “traditional” numbering system corresponds to 14.0. The present update is version 16.0.

Because the old nomenclature is more familiar to our users, in this version of the documentation we will continue to refer to versions of LISTSERV inferior to version 14.4 by the old version system.

### LISTSERV Command Syntax Conventions

Generally, parameters used in this document can consist of 1 to 8 characters from the following set:

A-Z 0-9 \$#@+ - \_ :

Deviations from this include:

- *fformat* – Netdata, Card, Disk, Punch, LPunch, UUencode, XXencode, VMSdump, MIME/text, MIME/Appl, Mail.
- *full\_name* – *first\_name* [*middle\_initial*] surname (not your email address). Must consist of at least two space-separated words, e.g., "John Doe".
- *listname* – name of an existing list
- *node* – Either the fully-qualified domain name (FQDN) of an Internet host or the BITNET nodeid or Internet hostname of a BITNET machine which has taken care of supplying an ':internet' tag in its BITEARN NODES entry.
- *host* – Generally the same as node, but normally refers specifically to the fully-qualified domain name (FQDN) of an Internet host rather than to a BITNET nodeid.
- *pw* – a password containing characters from the set: A-Z 0-9 \$#@\_?!|%
- *userid* – Any valid RFC822 network address not longer than 80 characters; if omitted, the 'hostname' part defaults to that of the command originator.
- *internet\_address* – Similar to *userid*, but specifically refers to a complete RFC822 network address in *userid@fqdn* format. When we use this nomenclature a fully-qualified hostname is required.

Other deviations from the standard set will be noted along with the affected commands.

Also, the following conventions represent variable or optional parameters:

- *italic type* – Always indicates required parameter names that must be replaced by appropriate data when sending commands to LISTSERV.
- < > – Angle brackets may sometimes enclose required parameter names that must be replaced by appropriate data when sending commands to LISTSERV. Sometimes used for clarity when italic type is inappropriate.
- [ ] – Square brackets enclose optional parameters which, if used, must be replaced by appropriate data when sending commands to LISTSERV.

## Unicode (UTF-8) Support



A major new feature in LISTSERV 16.0 is the implementation of the first phase of Unicode support. LISTSERV's Unicode support is based on UTF-8 encoding. The long-term goal is for everything in LISTSERV to be a UTF-8 encoded string unless explicitly tagged otherwise. Because this is not a simple implementation, and because going to UTF-8 will undoubtedly break some customer scripts and applications, the road to full support for UTF-8 will be an ongoing, careful journey.

The first phase of the implementation revolves around these areas: the template processor, the message (job response) code, archive searches, and individual commands with support for UTF-8 (for now, only the LIST command is affected). The next phases will continue to roll out with the upcoming versions of LISTSERV.

## Contacting L-Soft

### **Support**

L-Soft international recognizes that the information in this manual and the FAQ questions on our web site (<http://www.lsoft.com/lsv-faq.html> or <http://www.lsoft.com/manuals/owner-faq.html>) are not going to solve every problem you may face. We are always willing to help diagnose and correct problems you may be having with your licensed LISTSERV server.

L-Soft strongly recommends that, for support purposes, it is best to use the technical support "lifebuoy" link from the Server Administration Dashboard to initiate a support ticket. This will help you create an email message to the support group that contains all the necessary information about the site configuration, license and so forth without requiring you to find the individual files or issue information commands.

If LISTSERV is not running, of course, this will not be possible. In that case, please try to use the following procedure:

- Make the subject line of your report indicative of the problem. L-Soft receives a great deal of mail with the subject "Help!", which is not very helpful when we receive them.
- Include any appropriate log entries. LISTSERV keeps logs of everything it does, and without the log trace back, it is often impossible to determine what caused a given error.
- If you're running a Unix server and LISTSERV dumps core, please run the debugger on the core file, produce a trace back, and include the results.
- Always send a copy of your site configuration files (with the passwords x'ed out). See the [Site Manager's Operations Manual](#) for LISTSERV for the locations and names of the two site configuration files.
- Send along anything else that you think might be helpful in diagnosing the problem.

If the supporting documents (for instance, log files) are extremely large, please contact support first before sending everything through. The support group has alternative methods of handling large files that they will be happy to share with you.

If you are not currently an L-Soft customer and are running an evaluation version of our software, please send your trouble reports to the evaluation users' list, [LTSERV@PEACH.EASE.LSOFT.COM](mailto:LTSERV@PEACH.EASE.LSOFT.COM).

If you are running LISTSERV Lite, please send your trouble reports to the LISTSERV Lite support mailing list, [LTSERV-LITE@PEACH.EASE.LSOFT.COM](mailto:LTSERV-LITE@PEACH.EASE.LSOFT.COM). This includes users of the paid version of the software unless you have also purchased paid support.

If your LISTSERV Classic/Classic HPO server for VM, VMS, unix, or Windows has paid-up maintenance, you may send problems to [SUPPORT@LSOFT.COM](mailto:SUPPORT@LSOFT.COM) for a quick reply.

### **Sales**

To reach our worldwide sales group, simply write to [SALES@LSOFT.COM](mailto:SALES@LSOFT.COM). You may also call 1-800-399-5449 (in the US and Canada) or +1 301-731-0440 (outside the US and Canada) to speak to our sales representatives.



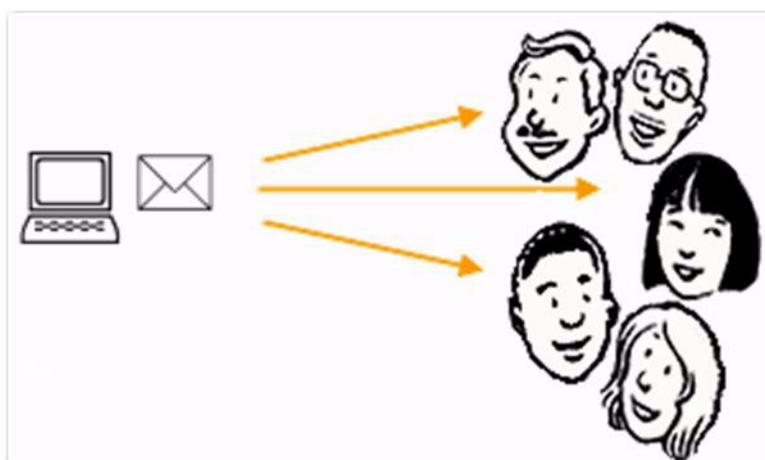
## Section 1 About Mailing Lists and LISTSERV

The widespread use of electronic mail (email) has become an efficient, convenient, and economical way for people from all over the world to communicate. While traditional email is ideal for one-on-one interaction, email lists advance the concept a step further by disseminating a single message simultaneously to a group of people. Fast, global, and cost effective mass communication is easy with the use of email lists.

*Figure 1-1 One-on-One Email Interaction*



*Figure 1-2 Email Lists Interaction*



With email lists, companies and institutions can quickly and cost-effectively deliver thousands, even millions, of direct email messages simultaneously over the Internet. Furthermore, through database integration, messages can be personalized according to each recipient's demographic information and preferences. Newsletters and announcements can be conveniently distributed by email to patrons, customers, distributors, and resellers. Email discussion groups can be used for interaction among co-workers in special projects and workgroups, or to keep lines of communications open between individuals scattered throughout the world working towards a common goal. Individuals can form non-commercial discussion forums on just about any imaginable topic of interest, from hobbies to health support groups. The possibilities of how email lists can be used for communication among groups of people are virtually endless. See the Case Studies page on L-Soft's Web site for real-life examples:  
<http://www.lsoft.com/customers/casestudies.asp>

## 1.1 What is LISTSERV?

LISTSERV is an email list management software program. Email list management software makes it easy to administer email lists, performing in seconds the functions that would otherwise have to be done manually, possibly taking many hours or days to complete. Introduced in 1986 on BITNET, LISTSERV was the first software program to automate the administration of email lists. It's the most time-tested and reliable email list management product on the market today.

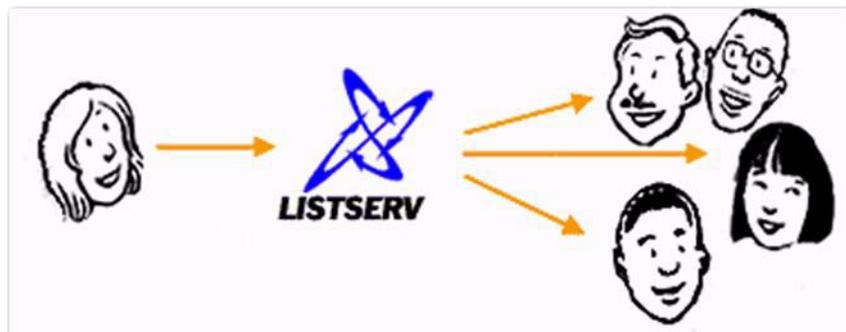
In order to use LISTSERV, the software must be installed on a server with a dedicated connection to the Internet. LISTSERV is available for a variety of server operating systems.

Once LISTSERV is installed on a server and running, it can:

- Handle list subscriptions and signoffs (leaving the list).
- Allow subscribers to alter their subscription settings, or owners to alter them on the subscriber's behalf.
- Distribute email to all list subscribers.
- Accumulate messages to be sent as periodic "digests".
- Save list messages in a searchable archive (sometimes referred to as "notebooks").
- Automatically handle communication between members and owners of lists.
- Report on the activity of mailing lists.
- Allow list owners to control the character and behavior of their list(s).
- Automatically process bounces (message delivery errors).
- Be used with an external database to send targeted, personalized e mail messages.

When a list is set up, an email address is created for the list, which is then used to send or "post" messages to the list. Once a message is sent, it is delivered to the central server where L-Soft's LISTSERV (the mailing list management software) resides. The software then completes the operation by automatically distributing the message to all subscribers on the list, in the manner indicated by their subscription options.

*Figure 1-3 Path of LISTSERV Message*



## 1.2 File Server Functions

In addition to mailing lists, LISTSERV also acts as a fileserver – a program that manages collections of files and makes them available to users upon request. Among these files are the list archives we have already mentioned, but LISTSERV can store just about any kind of file: papers put up for discussion, agendas and minutes of upcoming meetings, survey results, programs, electronic magazine issues, etc. These files are organized in filelists (VM version) or catalogs (other versions), which are very much like directories on a PC. Each filelist or catalog contains a list of files, along with some descriptive text and two file access codes (or FACs) that define who is allowed to order a copy of the file and who is the person in charge of updating it (the file owner).

## 1.3 Who are the people involved?

There are five main classifications of people who can interact with LISTSERV. Each classification has a differing level of responsibility for its role and interaction with the software. Figure 1-4 below illustrates the hierarchy of these classifications. It also represents the relative number of people who fit into each classification.

*Figure 1-4 People Who Can Interact with LISTSERV*



The **LISTSERV maintainer** is the technical person in charge of the LISTSERV application on a particular server. The LISTSERV maintainer may not be in charge of the entire server, but should have privileged access to the computer and know where to get help if there is a problem with the hardware, software, or network connection. The LISTSERV maintainer:

- Oversees the administration of dozens or even hundreds of different lists, but is usually not involved with the content of individual lists.
- Has the responsibility for creating new lists and assigning list ownership.

- Is implicitly an owner of all lists – has access to all list owner functions, all archives, and log files.
- Allocates disk space and sets the path and folders to store information related to the lists.
- Provides assistance to owners of the lists on the server.
- Ensures that list owners abide by the site's appropriate use policies.
- Ensures that LISTSERV is up and functioning correctly, with a working connection to the Internet.

The **list owner** is the person formally in charge of the operation of a specific list. The list owner is usually knowledgeable in the field covered by the list. There can be more than one list owner for a list. The responsibility of the list owner is limited to the list itself, and does not include the computer running the list, its mail system, network lines, and other hardware specifics. List owners:

- Set and change the configuration of the list.
- Add, delete, and modify subscriptions to the list.
- Assist subscribers and potential subscribers.
- Set policies, procedures related to the list, and send administrative messages to the list.
- Run reports on list activity.

A **list moderator** may or may not be the list owner as well. There can be more than one list moderator for a list, and some lists have none. Moderators receive incoming messages sent to a moderated list and determine whether they should be distributed to the list. List moderators:

- Approve messages to be posted to the list.
- Stop inappropriate messages from being sent to the list.
- May edit the content of messages before sending them to the list.

**List subscribers** are people who have requested and have been granted permission to join a particular mailing list. Subscribers:

- Can leave a list.
- Can set the way they receive list postings or change the name or email address associated with their subscription, within the configuration limits set by the list owner.
- May be permitted to search and view the archives.
- May be permitted to send messages to the list, depending on the type of list.

**Non-subscribers** include everyone not subscribed to a list. Non-subscribers:

- Can make a request to LISTSERV to be subscribed to a particular list.
- Depending on the list configuration, they may or may not be allowed to send messages to a list or read its archives.

## 1.4 Types of Mailing Lists

There are three main types or styles of mailing lists, each with its own advantages for specialized use.

- **One-Way Announcement Lists** – The owner(s) and/or editor(s) of the list are the only people who are allowed to send messages to the subscribers. The communication flows one way – from the list administrators to the list subscribers. This type of list is primarily used for newsletters, product announcements, and dissemination of information that does not require feedback from the subscriber.
- **Two-Way Discussion Lists** – The list administrators and the list subscribers are both permitted to post messages to the list. The communication flows two ways - between the administrators and the subscribers, and back and forth between different subscribers. This type of list is primarily used for discussion groups engaged in the exchange of ideas and information centered on a specific topic.
- **Moderated Lists** – This type of discussion list has an editor or editors who review all incoming messages. The editor can then decide to allow the message to be sent to all the subscribers on the list or not allow the message to be posted to the list. Moderated lists can be used to control the discussion by keeping off topic, inflammatory, or otherwise inappropriate messages from the reaching subscribers.

In addition to the list types above, keep in mind that lists are established with guidelines and rules for who can subscribe. The most common types are:

- **Public** or **Open** – These lists allow anyone to join or leave, ask questions, see who is on the list, search archived messages, and so on. Public lists usually attract a lot of subscribers, and tend to generate quite a lot of traffic.
- **Private** or **Closed** – These lists exercise some measure of access control for subscriptions, posting, and archives. In many cases, people need to apply for membership to the list owner. Only people who are subscribed to the list may send messages and access archived postings, but there are many other possibilities. Private lists are usually smaller, more focused, and more specialized.

### 1.4.1 One-Way Announcement Lists

One-way announcement lists or newsletters are types of lists where subscribers only receive information and do not interact with the other list members. This type of list is most commonly used for delivering news and media publications, company newsletters and any other types of announcements. For example, the “LISTSERV at Work” newsletter (see <http://www.lsoft.com/news/newsletter-us.asp>) is sent quarterly to keep the L-Soft community informed and up-to-date with the company's latest developments.

One-way lists are similar to print newspaper subscriptions. They often have large numbers of subscriptions and people sign on and off the list as they wish.

### 1.4.2 Two-Way Discussion Lists

Two-way discussion lists allow for interaction between group members. These open forums facilitate ongoing discussions among members. They are most commonly used for internal communication within an organization or group of people. For instance, many

universities use secure "class lists" for interaction among students and teachers or to conduct remote teaching.

Unlike a one-way list, a discussion list not only allows, but also encourages interaction between members who are part of the group. Every member can write to the list, and in doing so, all members will receive a copy of the message. In this way, discussions can take place and views can be exchanged among a large number of people. Two-way discussion lists can be public or private depending on the way the list is configured. Public lists allow anyone to join and participate. Open public discussion lists tend to be large with many messages being posted (high volume). They can take up a lot of server space and they can be open to spamming, spoofing, and flaming if there are no security measures in place.

Closed or private two-way discussion groups can also be large and high volume, depending on the topic of the list, or they can be medium sized or very small. Subscriptions are monitored and are often subject to approval by a list administrator. Subscribers communicate amongst themselves on a specific topic. Incidents of spamming and flaming are generally low because only subscribers can post to the list, and their subscription request has been reviewed.

### **1.4.3 Moderated Lists**

Similar to the two-way discussion list, a moderated list allows for the exchange of postings between subscribers and administrators, but an editor or moderator receives all incoming messages. The editor or moderator then decides to accept the message and post it to the list, or reject the message and not post it to the list. Lists can be set up with more than one moderator and they can take turns reviewing messages in a "round robin" fashion or all moderators can receive all messages.

Moderated lists can be of any size and subscriptions can be open or closed, depending on the type of list you want. Spamming and flaming are much less likely to happen on this type of list because all the postings are subject to approval by a person before they can be posted to the list.

## Section 2 Introduction to the Web Interface

---

**L**ISTSERV's Web Interface makes it significantly easier to join or leave a list, change your settings, view your list archives, post messages to your list, and reply to messages from your list.

The Web Interface requires JavaScript to be enabled by default. However, those who prefer not to use JavaScript can set their navigation style to "Non-Script Navigation" in their personal preferences. For more information about preferences, see [Section 2.6 Setting Your Personal Preferences](#).

Virtually all list subscriber operations can be accomplished via this interface, which is tied into LISTSERV's own password manager for security.



**Note:** The Web Interface cannot be used to manage lists that are coded `Validate= Yes,Confirm,NoPW` or `Validate= All,Confirm,NoPW` because passwords are not accepted for validation in those cases.

### 2.1 The Default Home Page

The default home page for LISTSERV typically is reached by using the URL:

- On unix: `http://yourhost.domain/cgi-bin/wa`
- On VMS: `http://yourhost.domain/htbin/wa`
- On Windows: `http://yourhost.domain/scripts/wa.exe` or `http://yourhost.domain/cgi-bin/wa.exe`

Of course, this is not standardized; the location of the 'wa' script is determined in LISTSERV's site configuration file. In any case, invoking 'wa' without any parameters returns the default home page.

### 2.2 Logging In

You can log into the Web Interface from any list's main web archive index page or you may also login by using the link from the default LISTSERV home page mentioned in [Section 2.1 The Default Home Page](#).

To access the Interface without a link, you point your web browser to the "wa" script. Typically, the Web Interface is accessed as follows:

- On unix: `http://yourhost.domain/cgi-bin/wa`
- On VMS: `http://yourhost.domain/htbin/wa`
- On Windows: `http://yourhost.domain/scripts/wa.exe` or `http://yourhost.domain/cgi-bin/wa.exe`

and by default, users are directed to the main archives page for the server.

If you login with the "save my password in a cookie" method, LISTSERV will issue you a cookie that allows you to bypass this login screen (and incidentally to stay logged into the interface for longer than 15 minutes without having to log in again when your session expires). This option is, however, only recommended for people who have physically secure machines (for instance, on your machine at home or in your office) or who are

able to otherwise keep unauthorized users from logging in since LISTSERV cannot tell who is using the cookie. Specifically, if your browser does not support separate configurations or bookmark files for different users, you should not use the cookie method in a workplace environment.



**Notes:** There is a known bug in Netscape prior to version 4.0 that allows you to see the userid and password typed into the text boxes if you back up to the login page using the "Back" arrow. The userid you use here must be associated with the personal password you have from LISTSERV. If you have registered a password as joe@unix.host.com and try to log in here as joe@host.com with that password, LISTSERV will reject your login.



**Tip:** There is a new option for the **Login Cookie Expiration** setting on the General tab of your personal preferences so you can decide whether or not you want the login cookie to expire when you close the browser (end the session). This is highly desirable for those who wish to have increased security on shared computers. For details, see Section 2.6.1 [General Preferences](#).

Figure 2-1 Login Screen

### 2.3 Setting a LISTSERV Password

If you do not already have a personal LISTSERV password (set with the `PW ADD` command or via the Web Interface) or cannot remember your password, you need to define one now. If you choose to do this via the Web Interface, simply click the **Get a New LISTSERV Password** link. The Register LISTSERV Password screen opens.

Enter your email and password. Confirm the password by entering it again, and then click the **[Register Password]** button. When your password registration is accepted, a confirmation email will be sent to you. You will have to activate your password by responding to the email (or clicking the link it contains).

*Figure 2-2 Registering a LISTSERV Password*

**Register LISTSERV Password**

Register LISTSERV Password

Please enter your email 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.

Email Address:

Password:

Password (Again):  (Verification)

## 2.4 Changing the LISTSERV Password

To change your LISTSERV password, click the **[Change Password]** button on the Login Screen. The Change LISTSERV Password screen opens.

Enter your email address, your current LISTSERV password, the password you would like to change it to, and then click on the **[Change Password]** button.

*Figure 2-3 Changing the LISTSERV Password*

**Change LISTSERV Password**

Change LISTSERV Password

Please enter your email address, your current LISTSERV password, the password you would like to change it to and then click on the "Change Password" button.

Email Address:

Old Password:

New Password:

New Password (Again):  (Verification)

## 2.5 Using the Toolbar

The Toolbar contains menus and icons that give you quick access to the different functions in the LISTSERV Web Interface.

Figure 2-4 The Toolbar



**Note:** If **Non-Script Navigation** is set in your preferences, then the toolbar will only consist of the main topics in LISTSERV. This means that when you click on a topic (i.e. **Server Administration**), the Web Interface refreshes and displays the page that was the first option on the Toolbar menu (used with **Pulldown Navigation**, which is described in Section 2.6 [Setting Your Personal Preferences](#)). For example, the first page for the Server Administration topic is the Server Administration Dashboard. At the top of the Dashboard, the remaining options for Server Administration will be displayed as links. Use these links to view these pages.

The **Subscriber's Corner** option lets you access the lists that you are subscribed to as well as all public lists on the server. For more information on this feature, see Section 3 [Working with Mailing Lists](#).

The **Email Lists** option takes you to the mainlist archives page. For more information on this feature, see Section 4 [Viewing the List Archives](#).

The **Preferences** option allows you to set personal preferences to control the appearance and default settings of the Web Interface. For more information on this feature, see Section 2.6 [Setting Your Personal Preferences](#).

The **Logout** option logs you out of the LISTSERV Web Interface.

 Help pages are accessed by clicking the **Help** icon at the right side of the toolbar.

## 2.6 Setting Your Personal Preferences

LISTSERV allows you to set personal preferences to control the appearance and default settings of the Web Interface. Your personal preferences are saved with your email address and password, and they will be remembered each time you log in, even if you log in on a different computer.

To change your preferences, click on **Preferences** from the Toolbar, and then click on the General Preferences, Archive Preferences, or Report Preferences tab. Make your changes, and then click the **[Submit]** button.



Information for each option on the tabs can be found by clicking the **Help** icons associated with them.

## 2.6.1 General Preferences

The General Preference tab lets you set the appearance of the Web Interface.

Figure 2-5 The General Preferences Tab

Preference	Setting
Mode:	Expert Mode
Text Size:	Medium
Navigation Style:	Pull-down Navigation
Start Page:	LISTSERV Archives
License Expiration Alert:	45 Days
Support Expiration Alert:	45 Days
Owner Dashboard Changelogs:	After Prompt Only
Page Title Icons:	Shown
Login Cookie Expiration:	Session
Cache Pages:	No

The following preferences can be set:

- **Mode** – Select how you want to view the Web Interface. The mode selected here will be displayed above the Toolbar.
  - If you choose **Tutorial**, then each web page is displayed with additional text that is meant to guide you through the options on the page. This is the best mode for beginners or for those occasional users.
  - If you choose **Basic**, then only the most common options are shown, but no tutorial text is displayed. This is the best mode for those users who are familiar with LISERV, but who are not experts and do not need to use the more advanced features. This is the default.
  - If you choose **Expert**, then each web page is displayed with no tutorial text, similar to Basic mode, and certain pages may contain advanced options that are not available with the Basic mode. The Expert mode is available for those users who are very familiar with LISERV.
- **Text Size** – Select the size of the text for the Web Interface. Your options are **Small** (main body text is 11 pixels), **Medium** (main body text is 12 pixels), **Large** (main

body text is 13 pixels), or **Extra Large** (main body text is 16 pixels). The default is **Large**.

- **Navigation Style** – Select the toolbar style you prefer to work with.
  - If you choose **Pulldown Navigation**, then the toolbar will consist of javascript-powered drop-down menus. This is the default.
  - If you choose **Non-Script Navigation**, then the toolbar will only consist of the main topics in LISTSERV. Then, when you click on a topic (i.e. Server Administration), the Web Interface refreshes and displays the page that was the first option on the toolbar menu (used with Pulldown Navigation). For example, the first page for the Server Administration topic is the Server Administration Dashboard. At the top of the Dashboard, the remaining options for Server Administration will be displayed as links. Use these links to view these pages.



**Note:** If you choose **Non-Script Navigation**, all javascript throughout the Web interface will be disabled.

- **Start Page** – Select the page that you want to act as your home page when you log in to the Web Interface. The default is **LISTSERV Archives**.
- **Page Title Icons** – Select whether the page title icons should be shown or hidden. It might make sense to hide the icons on low screen resolutions since the conserved vertical space makes more of the page fit on the screen. The default is **Shown**.
- **Login Cookie Expiration** – Select how long you want your login cookie to be valid before it expires. The default is **No Expiration**, which means that the cookie will not expire until you explicitly log out. This means, for example, that you can close your browser and come back later and you will still be logged in. However, if you are working on a shared computer, for example, it might make sense to set the login cookie to expire for added security. After a time of inactivity, the cookie will no longer be valid and you will need to log in again to continue.



In addition, a new **Session** setting is available so you can decide whether or not you want the login cookie to expire when you close the browser (end the session). This is highly desirable for those who wish to have increased security on shared computers.



- **Cache Pages** – Select whether or not you want recently visited pages of the Web Interface to be cached in your browser. The default is **No**, which provides extra security, especially if you are working on a shared computer.



**Note:** Without caching you will not be able to use the "Back" button in your browser to quickly return to past pages. Set this value to **Yes** if you prefer quick and easy back navigation and if this additional security is not critical to you.

## 2.6.2 Archive Preferences

The Archive Preference tab lets you define the default settings for the archive index and archive message viewer.

Figure 2-6 The Archive Preferences Tab

Preference	Setting
Hovering Descriptions:	Shown
Latest Messages on List Home Page:	Shown
Number of Messages on List Home Page:	3
Primary Sorting:	By Topic
Secondary Sorting:	Chronologically
Include Table of Contents:	Yes
Include Author's Name, Address:	Yes
Default View:	HTML Part
Archive Font:	Monospaced Font
Email Headers:	Normal
Archive Message Numbers:	No

These options are available for the archive index:



- **Hovering Descriptions** – Select whether you want hovering descriptions containing list descriptions and message abstracts to be displayed in the archives when you move your mouse over the list name or message. The default is **Shown**.



- **Latest Messages on List Home Page** – Select whether or not you want the latest messages to be shown on the list's home page. The default is **Shown**.



- **Number of Messages on List Home Page** – Select how many messages to show on the list's home page. The default is **3**. The maximum is 20.



**Important:** These three new preferences require javascript to function. Because of this, you must also have **Pulldown Navigation** selected as your **Navigation Style** on the General Preferences tab.

- **Primary Sorting** – Select how you want the archive index to be sorted. The options are **By Author**, **By Date**, or **By Topic**. The default is **By Topic**.
- **Secondary Sorting** – Select the order you want the archive index to be sorted after the messages have already been organized according to the **Primary Sorting** setting. The options are **Chronologically** or **Most Recent First**. The default is **Chronologically**.

- **Include Table of Contents** – Select whether or not you want to include a table of contents in your archive index. The default is **No**.
- **Include Author's Name, Address** – Select whether or not you want to include the author's name and email address in the archive index. The default is **Yes**.

These options are available for the archive message viewer:

- **Default View** – Select whether to view the **HTML** or **Text** part as the default for multi-part messages. The default is **HTML**.
- **Archive Font** – Select how you want the font to be displayed.
  - If you choose **Proportional Font**, then each character has a different width, depending on their size.
  - If you choose **Monospace Font**, then each letter has the same width or "pitch". The most common pitch values are 10 or 12. For example, the letter w and the letter i would have the same pitch value; therefore, the word window would look like this using Courier font – window. Notice that the width allotted for the w and the i are the same. Other examples of monospace font are Prestige Elite and Monaco. Monospace font is also the name of a monospaced Unicode font.



**Note: Proportional Fonts** look more professional, but **Monospaced Fonts** are often better for data because the fixed width of each character makes column alignment easier. Printed documentation is usually done with proportional font.

- **Email Headers** – Select which headers to view in the archive message viewer.
  - If you select **Normal**, then only the Subject, Reply-To, From, Date, and Content-Type headers will be shown. This is the default.
  - If you select **Show All Headers**, then every header will be shown.
- **Archive Message Numbers** – Select whether you want individual messages or threads to be numbered in the archive index. The default is **No**.

### 2.6.3 Report Preferences

The Report Preference tab lets you define the default settings you want to use when running reports.

Figure 2-7 The Report Preferences Tab

Preference	Setting
Lists and Subscribers Displayed:	50

The following preferences can be set:

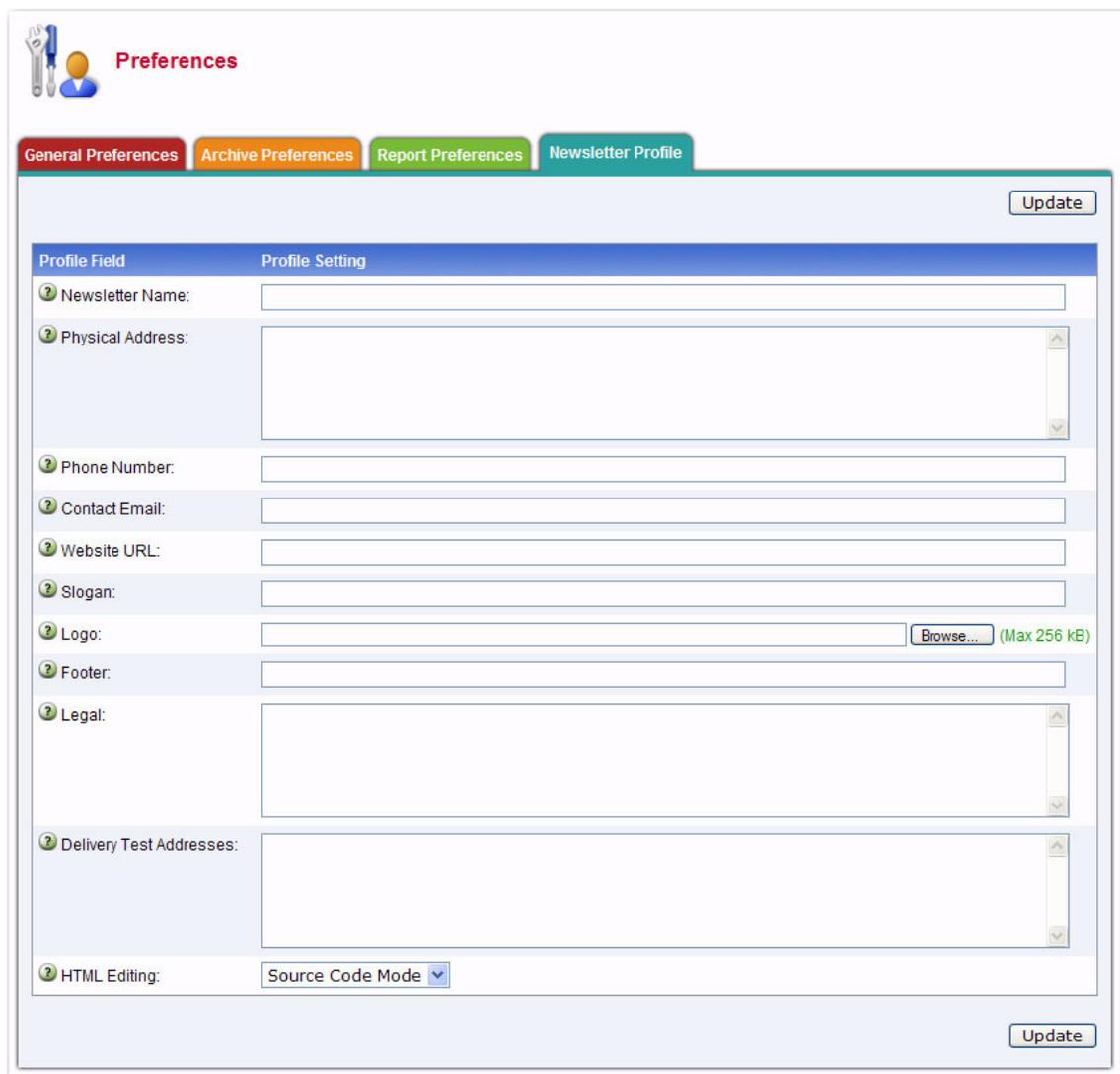
- **Lists and Subscribers Displayed** – Enter the number of lists and subscribers you want to display per page when running any report that displays lists or subscribers. The default is **50**.

## 2.6.4 Newsletter Profile Preferences

The Newsletter Profile tab in your Preferences allows you enter a profile for sending newsletters using the built-in HTML newsletter template system (see Section 3.7 [Creating Customized HTML Newsletters](#) for details on these templates).

Profile fields that have been defined will be automatically entered into HTML newsletter templates when the system is launched. Not all profile fields need to be defined. You will have the opportunity to change or fill in empty profile fields during the content development stage in the newsletter template system. Empty profile fields will be omitted from the final newsletter.

Figure 2-8 The Newsletter Profile Preference Tab



The screenshot shows the 'Preferences' window with the 'Newsletter Profile' tab selected. The interface includes a header with a 'Preferences' title and a navigation bar with tabs for 'General Preferences', 'Archive Preferences', 'Report Preferences', and 'Newsletter Profile'. An 'Update' button is located in the top right corner. The main content area is a table with two columns: 'Profile Field' and 'Profile Setting'. Each row contains a field name with a help icon (a question mark in a circle) and a corresponding input field. The fields are: Newsletter Name (text input), Physical Address (text area), Phone Number (text input), Contact Email (text input), Website URL (text input), Slogan (text input), Logo (text input with a 'Browse...' button and '(Max 256 kB)' label), Footer (text input), Legal (text area), Delivery Test Addresses (text area), and HTML Editing (dropdown menu set to 'Source Code Mode'). An 'Update' button is also located at the bottom right of the form.

Profile Field	Profile Setting
Newsletter Name:	<input type="text"/>
Physical Address:	<input type="text"/>
Phone Number:	<input type="text"/>
Contact Email:	<input type="text"/>
Website URL:	<input type="text"/>
Slogan:	<input type="text"/>
Logo:	<input type="text"/> <input type="button" value="Browse..."/> (Max 256 kB)
Footer:	<input type="text"/>
Legal:	<input type="text"/>
Delivery Test Addresses:	<input type="text"/>
HTML Editing:	Source Code Mode <input type="button" value="v"/>

The following fields are available:

- **Newsletter Name** – Enter the name of your newsletter. This value will automatically replace the `&*NEWSLETTER`; placeholders in a newsletter template.
- **Physical Address** – Enter the physical address of your company or organization. This value will automatically replace the `&*ADDRESS`; placeholders in a newsletter template.
- **Phone Number** – Enter the phone number of your company or organization. This value will automatically replace the `&*PHONE`; placeholders in a newsletter template.
- **Contact Email** – Enter the contact email address of your company or organization. This value will automatically replace the `&*CONTACT`; placeholders in a newsletter template.
- **Website URL** – Enter the Website URL of your company or organization. This value will automatically replace the `&*WEBSITE`; placeholders in a newsletter template. Since this field will be clickable in the newsletter, remember to enter the `http://` or `https://` part before the URL as applicable.
- **Slogan** – Enter a slogan for your company or organization. This value will automatically replace the `&*SLOGAN`; placeholders in a newsletter template.
- **Logo** – Upload a logo for your company or organization. This image, which is saved on your LISTSERV server, will automatically replace `&*LOGO`; placeholders in a newsletter template. You have up to 10 slots where you can upload different logos. The `&imgnum=` variable at the end of the access URL coincides with the slot number and will determine which logo is inserted into the newsletter. In order for the image to be properly displayed in an HTML newsletter, the logo should be in .gif, .jpg, or .png format.



**Note:** Be careful when changing or deleting existing logos, especially if the logo has already been used in a newsletter because the new logo with the same slot number will replace the old logo in any archived copy.

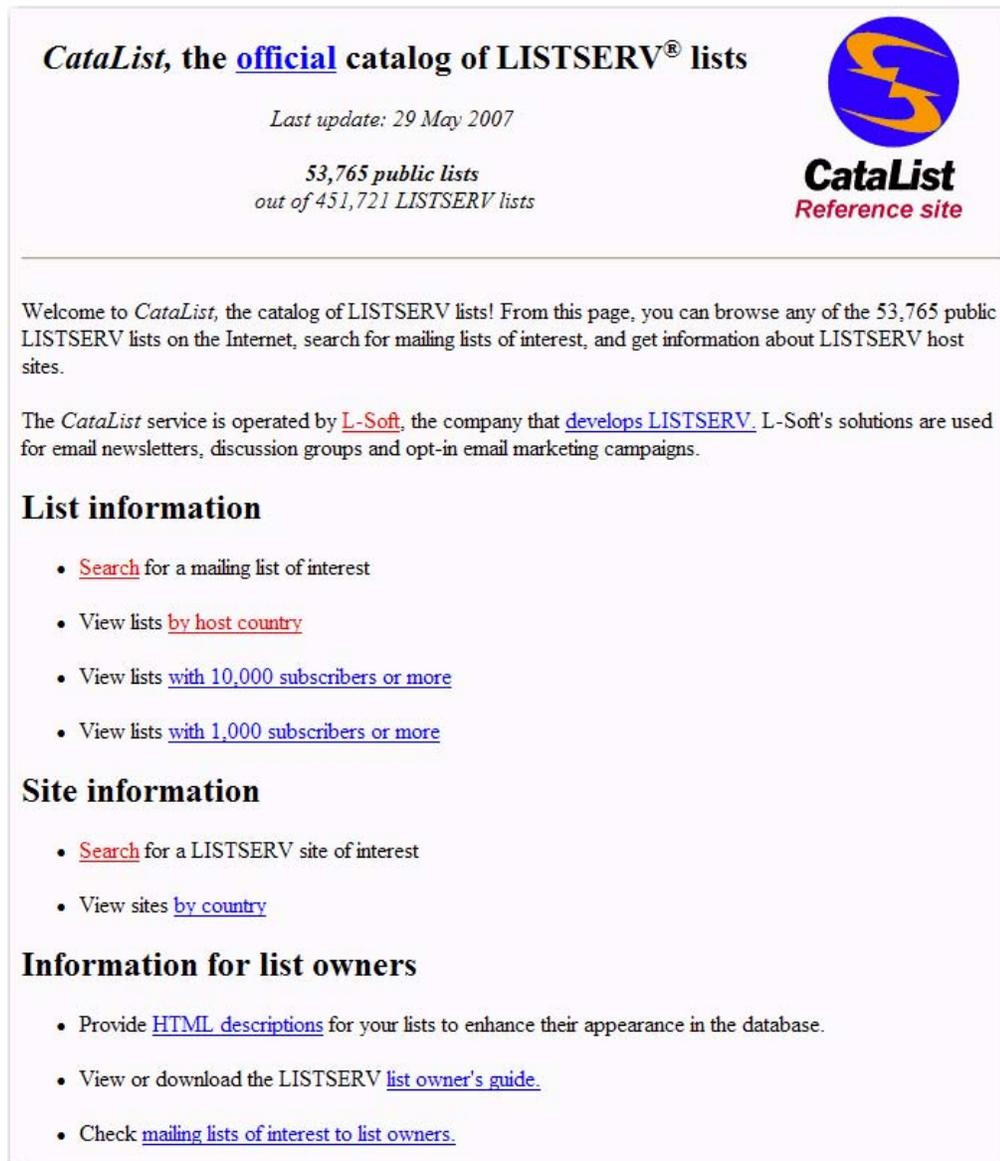
- **Footer** – Enter a short footer for your newsletter. This value will automatically replace the `&*FOOTER`; placeholders in a newsletter template.
- **Legal Disclaimer** – Enter any legal disclaimers, company registration numbers or similar information for your newsletter. This value will automatically replace the `&*LEGAL`; placeholders in a newsletter template.
- **Delivery Test Addresses** – Enter the list of email addresses to which newsletter delivery tests will be sent, one address per line.
- **HTML Editing** – Select the default HTML editing method. Source Code Mode will display the HTML code. HTML Editor Mode will use an HTML Editor.

## Section 3 Working with Mailing Lists

### 3.1 Finding a Mailing List using CataList

 CataList, the catalog of LISTSERV lists, can be accessed at <http://www.lsoft.com/catalist.html> or, if you are logged into LISTSERV, by clicking on the **CataList** icon at the bottom of each screen. You can also access the CataList from the Server Archive Index (see Section 4.1 [The Server Archive Index](#) for more information.)

Figure 3-1 CataList



The screenshot shows the CataList website interface. At the top, it reads "CataList, the official catalog of LISTSERV® lists" with a last update date of "29 May 2007". It states there are "53,765 public lists out of 451,721 LISTSERV lists". The CataList logo and "Reference site" text are on the right. The main content area includes a welcome message, a description of the service, and three sections: "List information", "Site information", and "Information for list owners", each with a bulleted list of links.

**CataList, the official catalog of LISTSERV® lists**

*Last update: 29 May 2007*

*53,765 public lists  
out of 451,721 LISTSERV lists*

**CataList**  
Reference site

Welcome to *CataList*, the catalog of LISTSERV lists! From this page, you can browse any of the 53,765 public LISTSERV lists on the Internet, search for mailing lists of interest, and get information about LISTSERV host sites.

The *CataList* service is operated by [L-Soft](#), the company that [develops LISTSERV](#). L-Soft's solutions are used for email newsletters, discussion groups and opt-in email marketing campaigns.

#### List information

- [Search](#) for a mailing list of interest
- View lists [by host country](#)
- View lists [with 10,000 subscribers or more](#)
- View lists [with 1,000 subscribers or more](#)

#### Site information

- [Search](#) for a LISTSERV site of interest
- View sites [by country](#)

#### Information for list owners

- Provide [HTML descriptions](#) for your lists to enhance their appearance in the database.
- View or download the LISTSERV [list owner's guide](#).
- Check [mailing lists of interest to list owners](#).

CataList lets you browse any of the 56,128 public LISTSERV lists on the Internet, search for mailing lists of interest, and get information about LISTSERV host sites. While many of these public lists do screen new subscriptions, this is usually done to make sure that

newcomers understand what the list is about and, perhaps more importantly, what it is not about. As long as you respect the list charter (set of rules for members), you can reasonably expect to be welcomed on any of the lists that you find in this database.

### 3.1.1 Searching for a List

You can search this database in a variety of ways to find a list of interest. You can browse through a set of lists by country, by host country, with 1,000 subscribers or more, or with 10,000 subscribers or more by clicking on the link that corresponds with each category. Or, you can perform a search to find a list with specific criteria. To start your search, simply click on the **Search** link under **List Information** or **Site Information**.

Figure 3-2 Searching for a List

**List search**

This form allows you to search the database for lists whose name (XYZ-L), host name (LISTSERV.XYZ.EDU) and/or title ("Central America Discussion List") matches your search string. You can search for multiple topics by separating them with a comma. For instance, a search on "opera,classical" will return all the entries containing the word "opera" OR the word "classical". To search for a topic that actually contains a comma, type two commas in a row.

Look for:

In:  List name  Host name

Lists with web archive

---

**LISTSERV® site search**

This form allows you to search the database for sites whose host name (LISTSERV.XYZ.EDU) and/or description ("Swedish University Network (SUNET), Stockholm, Sweden") matches your search string.

Look for:

In:  Host name  Site description

Read the on screen instructions for search criteria, including the use of multiple search strings. Input your search criteria in the edit box. Check the appropriate checkboxes to narrow or widen your search and then click the **[Start the search!]** button. The default home page will appear for the list.

If you have any questions about a specific list, direct them to the list owner. The list owner is always reachable by email at an address formatted like this:

```
listname-request@domainaddress
```

There are usually directions on how to subscribe to the list as well as a description of what the list is about on the home page.

## 3.2 Communicating with LISERV

LISTSERV was created before the World WideWeb was in general use. At that time, the primary way for most people to communicate with the LISERV program was by email. This method is still widely used today. The most recent versions of LISERV include a Web Interface to make communication easier and more intuitive. The Web Interface is

richly populated with on-screen information, tutorials, and wizards to help you use the program quickly and effectively.

When you want to perform actions using LISTSERV, such as subscribing to a list, the action is based on a command LISTSERV receives by email or using the Web Interface. Some commands are only available to LISTSERV maintainers and list owners, while other commands are available to subscribers and non-subscribers as well.

### 3.2.1 Using the Web Interface

As a subscriber, you can use the Web Interface to issue commands directly to LISTSERV. You can also use the Web Interface to post messages to the list. To use the Web Interface you need a Web browser. L-Soft recommends Internet Explorer™ version 5.0 or greater or Netscape® 6.0 or greater for the best compatibility. You will also need the URL to the installation of LISTSERV where your list(s) is located, called the LISTSERV Homepage.

### 3.2.2 Using Email

There are two main -mail addresses that are used to work with LISTSERV lists. One is to communicate with the LISTSERV program – the command address, and one is used to post mail to the list – the list address. Any time you want to change your subscription settings, communication takes place with the LISTSERV program using the command address. Whenever you post a message to the list, it is sent to the list address. It is important to understand the difference between the two addresses.



**Caution:** If you send commands to the list address, every member of the list will receive your command, and LISTSERV will not take any action. If you send anormal posting to the command address, LISTSERV will send you back an error message because it will not be able to interpret the message, and none of the subscribers will receive your post.

The command address will usually start with “LISTSERV@” and will be followed by the server name where the LISTSERV program has been installed, such as `LISTSERV@papaya.ease.lsoft.com`. Messages sent to the command address should contain only commands to LISTSERV, one command per line. Lines containing non-commands will result in an error message being returned. For a list of LISTSERV commands, their descriptions, and how to issue them, see Appendix A: [LISTSERV Commands](#).



**Email Command:** You can also get a listing of commands by sending an email message to your LISTSERV server with `INFO REFCARD` typed in the body of the message. Do not include a subject in the subject line and do not include anything else in the body of the email message such as a signature file.

## 3.3 The Subscriber's Corner

The Subscriber's Corner screen lets you see the lists that you're subscribed to or all public lists on the server. The list table displays the selected subscription settings for each list. The following actions can be performed from this screen:

- [Subscribing to One or More Lists](#)
- [Unsubscribing from One or More Lists](#)

- [Changing Subscription Settings](#)
- [Changing Subscription Options for a Specific List](#)
- [Sending Mail to a List](#)



The **Report Format** drop-down menu lets you select whether you want to view the report on screen or whether you want to download it as a CSV file. You can select to download as either **CSV Format (Subset)** or **CSV Format (All)**.



**Notes:** For reports that span multiple pages, the **CSV Format (Subset)** option will only include data from the current screen in the report. For example, if a list contains 100 subscribers but only 50 subscribers are shown on screen at a time, then the CSV file will only contain the 50 subscribers shown on screen. If you want to download all of the lists, then change the **Lists per Page** value so that all lists would be shown on one screen before downloading the CSV report. Also, if you are using any narrowing options, only the data that fits the search criteria is included in the CSV file.

The **CSV Format (All)** option, on the other hand, will include all the data in the CSV file regardless of the number of pages or any search or narrowing options.

If **Show Subscribed Lists Only** is selected (the default) from the **Show All Lists** drop-down menu, then only lists that you are subscribed to are displayed. If **Show All Lists** is selected, then all lists on the server that you are subscribed to and any public lists on the server that you are not subscribed to are displayed. The selection of lists is also subject to the setting of the **Narrow Selection** field (if in Expert Mode). Lists that you are subscribed to will be highlighted with a clickable link.

The **Lists per Page** field controls how many lists will be displayed on a single page. The default is 50. If you want to show 10 lists per page, then enter "10" and click **[Submit]**.

### 3.3.1 Subscribing to One or More Lists

To subscribe to one or more lists, click the **Show All Lists** drop-down menu and select **Show All Lists**. Check the boxes next to the lists that you want to subscribe to, and then click the **Invert** drop-down menu and select **Subscribe**. Check the **Send email notification of changes** option to have a notification email sent with information about the changes. Finally, click the **[Submit]** button.



**Note:** If you select the **Invert** checkbox, then the changes selected will be applied to the lists that are NOT checked.



**Tip:** To subscribe to one list at a time, you can simply click the **Settings** option next to the list name (this option is located on both tabs). This opens the Join or Leave List screen. For more information on this screen, see the online help or see Section 4.5 [Subscribing, Unsubscribing, or Updating a List from the Archives](#).

### 3.3.2 Unsubscribing from One or More Lists

To unsubscribe to one or more lists, click the **Show All Lists** drop-down menu and select **Show Subscribed Lists Only**. Check the boxes next to the lists that you want to unsubscribe from, and then click the **Invert** drop-down menu and select **UnSubscribe**. Check the **Send email notification of changes** option to have a notification email sent with information about the deletions. Finally, click the **[Submit]** button.



**Note:** If you select the **Invert** checkbox, then the changes selected will be applied to the lists that are NOT checked.



**Tip:** To unsubscribe from one list at a time, you can simply click the **Settings** option next to the list name (this option is located on both tabs). This opens the Join or Leave List screen. For more information on this screen, see the online help or see Section 4.5 [Subscribing, Unsubscribing, or Updating a List from the Archives](#).

### 3.3.3 Changing Subscription Settings

The My Settings tab on the Subscriber's Cornerscreen lets you select which columns will be displayed in the list table. In addition, you'll be able to change specific list settings for one or all of your lists.

To select the columns to view in the list table, check one or more boxes in the **Report Columns** section, and then click the **[Submit]** button to display the relevant subscription options. To check all boxes, click on **Check All**. To clear all of the selections click on **Uncheck All**.



**Note:** Some columns are only available while using LISTSERV in **Expert Mode**. For more information, see Section 2.6 [Setting Your Personal Preferences](#).

Figure 3-3 Selecting the Columns for the My Settings Tab

The screenshot shows the 'Subscriber's Corner' interface. Under the 'Report Columns' section, there are two links: 'Check All' and 'Uncheck All'. Below these are several checkboxes, each with a question mark icon to its right. The checked options are 'Mail Style', 'Mail Status', 'Restrictions', and 'Subscription Date'. The unchecked options are 'Ack', 'Repro', 'Header Style', 'Topics', 'Conceal', 'HTML', 'MIME', and 'Renew'.

The following columns can be displayed:

- **Mail Style** – Check this box to report on whether subscriptions are set to receive individual postings (**Regular**), or **Digest** or **Index** versions of the list.
  - **Regular** – You receive each individual posting as they are processed by LISTSERV. With this subscription type you may receive mail throughout the day. Each posting will arrive as an individual message in your mailbox. For small lists, or less active lists, this type of subscription works well. Large busy lists can send many messages throughout the day and it may become distracting or fill up you mailbox.
  - **Digest** – You receive a large message containing many individual posts bundled together into one, at regular intervals, usually once a day. Some very active lists will produce several digests a day. Receiving the digested version of a large active list will limit the number of messages you get during the day.
  - **Index** – You receive a short index of messages at regular intervals, usually once a day or once a week. The index displays the date, author's name, e-mail address, the subject of the message, and the number of lines in the message.

You can download the full text of any messages that are of interest without having to receive every message. If you have limited inbox storage, this form of subscription will cut down on the amount of space messages take. You do, however, have to be online to retrieve any messages you wish to read.

- **Mail Status** – Check this box to report on whether subscriptions are set to receive postings (**Mail**) or not (**No Mail**) from the list.
- **Restrictions** – Check this box to report on what, if any, posting restrictions are in effect for the subscriptions. The following restrictions are available:
  - **Post** – Normal posting privileges according to the list's configuration.
  - **No Post** – The subscriber is not allowed to post to the list.
  - **Editor** – Posts bypass moderation on a list that is configured for moderation as policy.
  - **Review** – All posts are sent to a moderator for approval before being permitted on the list.
  - **No Review** – Posts are not sent to a moderator for approval before being permitted on the list.
- **Subscription Date** – Check this box to report the date on which each subscription was registered. If this is blank, the subscription was registered before the LISTSERV server was upgraded to version 1.8c (which was released in 1997).
- **Header Style** – Check this box to report on the "header style" subscriptions that are set to receive for list postings. Possible header styles are:
  - **Full** – Normal headers for list postings. List name is always the To: header.
  - **Subject** – Same as **Full**, but a subject-tag identifying the list is added to the subject header of all postings.
  - **Short** – Only the bare minimum headers (To:, From:, Date:, and Subject:) are included.



**Warning:** This setting will break MIME messages; therefore, it should only be used on lists that allow plain text or for subscribers using mail clients that cannot handle MIME mail.

- **Dual** – Same as **Full**, but the main headers are repeated inside the message text as well. This is to accommodate some old mail software that did not process Internet mail properly, and is mostly obsolete.
- **IETF** – Headers are exactly the same as those sent by the original sender, with the possible exception of adding a "Sender:" line (depending on the list configuration). This may break filters on some mail clients that rely on all list mail having certain mail headers look the same on all list postings.
- **Full (822)** – "Full" mail headers (like the default) except that the To: header contains the recipient's email address instead of the list address.

- **Short (822)** – Only the bare minimum headers (To:, From:, Date:, and Subject:) are included. In addition, the To: header contains the recipient's email address instead of the list address.



**Warning:** This setting will break MIME messages; therefore, it should only be used on lists that allow plain text or for subscribers using mail clients that cannot handle MIME mail.

- **Conceal** – Check this box to report on whether or not subscriptions are listed in a "Review" of the list of subscribers. This setting is only of interest for lists where the list of subscribers is viewable by other list members or the general public.

This setting is mostly superfluous on lists that are set such that only the list owners can review the list of subscribers because list owners can always see the subscriber addresses regardless of the **Conceal** setting. However, list owners may set the list such that **Conceal** is the default option for all subscribers to indicate that subscriptions are allowed without requiring the first and last names of the subscriber.

- **Topics** – Check this box to report on which topics subscriptions are set to receive on lists configured with topics.
- **HTML** – Check this box to report on whether or not subscriptions are set to receive Digest or Index versions of the list as HTML. This setting is irrelevant for subscriptions set to receive individual postings ("Regular" mail style).
- **MIME** – Check this box to report on whether or not subscriptions are set to receive Digest versions of the list as MIME. This setting is irrelevant for subscriptions set to receive individual postings ("Regular" mail style). This setting is required for HTML Digests; therefore, it should be viewed in conjunction with the HTML setting.
- **Ack** – Check this box to report on whether or not subscriptions are set to receive an "acknowledgement" message when they post to the list. For example:

```
Your message dated Thu, 2 May 2002 16:08:28 -0400 with subject
"My message" has been successfully distributed to the MYLIST
list (123 recipients).
```

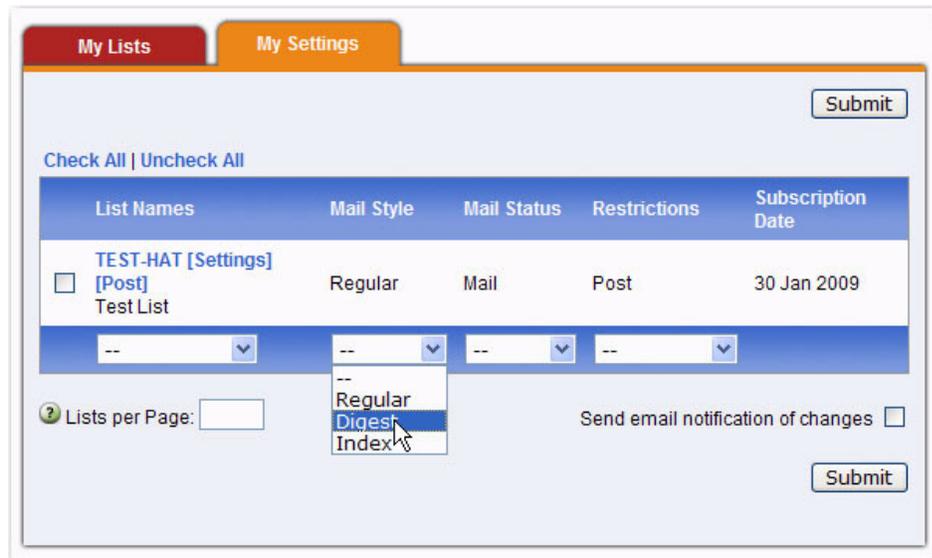
See also the **Repro** setting.

- **Repro** – Check this box to report on whether or not subscriptions are set to receive a copy of their own postings. Some subscribers want to receive a copy of their own postings, others are satisfied with just a short acknowledgement (see the **Ack** setting) and the copy that their mail client keeps, while others want both or neither.
- **Renew** – Check this box to report on whether or not subscriptions are set to receive renewal notices on lists that are configured to request subscription renewals. This setting may only be changed by a list owner.

To change specific list settings for one or all of your lists, check the box that corresponds with that setting in the **Report Columns** section and click **[Submit]**. The My Settings tab refreshes, displaying the settings you selected. Next, click the box next the name of the list you want to change, click the drop-down arrow at the bottom of the column for the setting you want to change, and then click **[Submit]**.

For example, if you wanted to change the **Mail Style** setting on all of your lists, simply click that checkboxes for those list, click the drop-down arrow at the bottom of the **Mail Style** column, select the setting you want (e.g. **Digest**), and then click **[Submit]**.

Figure 3-4 Changing List Settings



### 3.3.4 Changing Subscription Options for a Specific List

To make updates to your options for a single list, click on the **[Settings]** option associated with that list on either the My Lists or My Settings tab. The Subscribe or Unsubscribe screen opens for that list. This screen not only allows you to subscribe or unsubscribe to a mailing list but to also change list specific options such as your name, email address, and other subscription settings.

To change your name or email address, simply enter the new information in the **Name** or **Email Address** field.

To change any subscription options for this list, simply make your changes and click **[Update Options]**. The following subscription settings are available.

#### Subscription Type:

- **Regular** – With a "regular" subscription, you receive individual postings immediately as they are processed by LISTSERV.
- **Digest (Traditional), Digest (MIME format), Digest (HTML format)** – With a "digest" subscription, you receive larger messages (called "digests") at regular intervals, usually once per day or once per week. These "digests" are collections of individual list postings. Some lists are so active that they produce several digests per day.

Digests are a good compromise between reading everything as it is posted and feeling like the list is clogging your mailbox with a multitude of individual postings.

There are three digest formats: a "traditional", text-only format; a MIME format, which (with mail clients that understand MIME digests) "bursts" the individual messages out of the digest so that you can read them separately; and an HTML format, which requires an HTML mail clients.

- **Index (Traditional), Index (HTML format)** – With an "index" subscription, you receive short "index" messages at regular intervals, usually once per day or once per week. These "indexes" show you what is being discussed on the list, without including the text of the individual postings. For each posting, the date, the author's name and address, the subject of the message, and the number of lines is listed. You can then download messages of interest from the server (the index contains instructions on how to do that).

An index subscription is ideal if you have a slow connection and only read a few hand-picked messages. The indexes are very short and you do not have to worry about long download times. The drawback of course is that you need to reconnect to retrieve messages of interest from the server.

You can choose to have the index sent to you in either a traditional format (plain text) or in HTML format with hyperlinks.

#### **Mail Header Style:**

- **Normal LISTSERV-style header** – "Full" mail headers (normally the default), containing Internet routing information, MIME headers, and so forth. The ('To:') header contains the address of the list.
- **LISTSERV-style, with list name in subject** – "Full" mail headers (like the default) except that a "subject tag" is added to the subject line of mail coming from the list. If there is no subject tag defined in the list's configuration, the name of the list will be used. This can be very useful for sorting and filtering mail.
- **"Dual" (second header in mail body)** – Dual headers are regular short headers followed by a second header inside the message body. This second header shows what list the message is coming from ('Sender:'), the name and address of the person who posted it ('Poster:'), the poster's organization, if present, and the message subject. Dual headers are helpful if your mail client does not preserve the original return email address.
- **sendmail-style (advanced option)** – This option selects sendmail-style headers, i.e. an exact copy of the original, incoming mail header with the addition of a ('Received:') line and a ('Sender:') field. Some technical people prefer this type of header.
- **Normal LISTSERV-style (RFC 822 Compliant) (advanced option)** – "Full" mail headers (like the default) except that the ('To:') header contains the recipient's email address instead of the list address.

#### **Acknowledgements:**

- **No acknowledgements** – LISTSERV will not send any acknowledgement at all when you post to the list. This is probably not a good setting unless you really do not want any feedback from LISTSERV as to whether or not your posting was received and distributed.
- **Short message confirming receipt** – Typically, this is the default setting, although it can be overridden by the list owner. If you choose this setting, LISTSERV will send you a short message whenever you post to the list, confirming the distribution of your message and telling you how many people it was sent.

- **Receive copy of own postings** – Some people prefer this setting over the short acknowledgement message. It tells LISTSERV to send you a copy of your own postings so that you can see exactly how it appeared on the list (useful if you are behind an unreliable gateway or firewall).

**Miscellaneous:**

- **Mail delivery disabled temporarily** – This option toggles the receipt of mail from the list. You may want to disable mail delivery if you will be away from your mail for an extended period of time.
- **Address concealed from REVIEW listing** – This option conceals you from the list of subscribers shown by the REVIEW command. Note that the list owner and the LISTSERV administrator can always get the complete list of subscribers, regardless of this setting. Nowadays, most lists are configured so that only the list owner can use the REVIEW command, but some lists still allow subscribers to get a listing of all the other participants.

**Topics:**

For lists with topics enabled (if the topics section is not visible, topics are not enabled), this section allows you to subscribe or unsubscribe to all, some, or none of the available topics.

### 3.4 Verification and Confirmation Messages

Most lists have some type of security engaged to prevent spoofing and spamming. Spoofing occurs when someone signs you up for a list without your knowledge and permission. Spamming is the act of cross-posting the same message to as many newsgroups and/or mailing lists as possible, whether or not the message is relevant to the stated topic of the newsgroups or mailing lists that are being targeted. It also refers to unwanted e-mail solicitations sent to an individual whose e-mail address has fallen into the wrong hands. To read more about LISTSERV and spamming, see the SPAM-L list, available on [LISTSERV@peach.ease.lsoft.com](mailto:LISTSERV@peach.ease.lsoft.com).

When you elect to join a list, you will usually be sent a confirmation message by email. Directions will be included in the message so that you can confirm that you did actually agree to be subscribed to the list. Follow the directions to confirm your subscription.

### 3.5 Sending Mail to a List

After you have subscribed to a list you will eventually want to participate in the discussion, assuming that you have joined a list where subscribers have permission to post (on some lists you are not allowed to post mail back to the other subscribers). For more information on the different types of mailing lists, see Section 1.4 [Types of Mailing Lists](#).

#### 3.5.1 Using the Web Interface to Post a Message

There are two ways to post a message to a list using the Web Interface:

- The archives for a list give you the option to post a message from the List Archive screen, the Archive Index, and the Archive Browsing screen. For more information on these screens, see Section 4.2 [Viewing List Archives](#), Section 4.3 [The Archive Index](#), and Section 4.4 [Viewing an Archived Message](#). To access the list archives, click **Email Lists** on the Toolbar. To compose and send a message to the list from the archives, click the **Post New Message** option on any of the screens previously

mentioned. The Send Message screen opens (shown in Figure 3-5), which is where you compose your plain text, HTML, or multi-part messages. See below for information on the Send Message screen.

- The Subscriber's Corner screen lets you see the lists that you're subscribed to or all public lists on the server. To access the Subscriber's Corner screen, simply click **Subscriber's Corner** on the Toolbar. (For more information on the Subscriber's Corner screen, see Section 3.3 [The Subscriber's Corner](#).) To display the lists that you are subscribed to, click the **Show All Lists** drop-down menu and select **Show Subscribed Lists Only**. Next, to compose and send a message to the list, click the **Post** option next to the list name (this option is located on both tabs). The Send Message screen opens (shown in Figure 3-5), which is where you compose your plain text, HTML, or multi-part messages. See below for information on the Send Message screen.

### 3.5.2 Composing the Message

The Web Interface lets you compose a message using the Send Message screen. You can send plain text, HTML, or multi-part messages. If the list allows attachments, then you can add those as well.



**Tip:** LISTSERV comes with ready-to-use newsletter templates that let you create professional-looking HTML newsletters with or without HTML coding experience. You can access these templates by clicking the **Newsletter Templates** option. For details, see Section 3.7 [Creating Customized HTML Newsletters](#).

To access the Send Message screen, use either of the methods described in the section above.

Figure 3-5 The Send Message Screen - Initial View

Fill out each of the data entry fields, and then click the **[Send]** button.

The following fields are available:

- **Your Name** – Enter your name as you wish it to appear in the **From** field of the email header of the message. The email address that will be used in the **From** field is the one that is logged into LISTSERV and may not be changed.
- **To:** If you are replying to an existing message from the archives, this option allows you to decide whether to reply to the list or to the poster. If you are posting a new message, this options is not available.
- **Topic** – Select the topic, if any, that you want to apply to your message. This option will only be shown if topics are enabled for the list.
- **Subject** – Enter the subject line for the email message posted to the list.
- **Content-Type** – Use the drop-down menu to select the format of your email message. You may select **Plain Text** or **HTML**.

- **Plain Text** – To add a plain text message, type directly into the text box or copy and then paste your text into the text box.

- **HTML** – To create an HTML message, type directly into the text box or copy and then paste your HTML code into the text box. If you have the advanced options displayed, then you can also upload the HTML content (see below).

If you click the **[Show Advanced]** Button, you can also use the Upload Applet. To use this applet, click the **[Upload HTML]** button. The applet will start and you can browse for your HTML file and then automatically upload it along with any inline image files. If your HTML file contains links to remote image files, the applet will check them for errors. After the upload is complete, your message will be displayed as HTML code in the text box. Any inline files will be displayed as attachments.



If you have Javascript enabled, then you can click on the **[HTML Editor Mode]** button to open the HTML Editor. For details on using this editor, see Section 3.5.2.1 [Using the HTML Editor](#).

- **Add Part** – Click the **[Add Part]** button to compose a multi-part message. Multi-part messages usually have a plain text part and an HTML part. To build a multi-part message, select the content type of the first part of your message. Next, click the **[Add Part]** button to open a second text box. Add the content using on of the methods described above. To delete an added part, click the **[Delete]** button associated with that part.
- **Show Advanced** – Use the **[Show Advanced]** button to display the following advanced options:



- **Schedule Delivery** – Select whether you want the message to be delivered immediately or at a specific time and date. The input format of the **Delivery Date** field is **yyyy-mm-dd**. The input format of the **Delivery Time** field is **hh:mm:ss**, using the 24-hour clock. The time zone used is that of the LISTSERV server. If you enter a delivery date or time that has already passed, then the message will be delivered immediately.

If you select to schedule the delivery for a specific date and time, then after the message is sent, and you re-visit the Message Posting Interface (Send Message screen), a **Pending Messages** table will be shown at the bottom of the screen (see Figure 1-12). This table displays all messages that have yet to be delivered.

- **Upload HTML** – Use this button to start an applet that will allow you to browse for your HTML file and then automatically upload it along with any inline image files. If your HTML file contains links to remote image files, the applet will check them for errors. After the upload is complete, your message will be displayed as HTML code in the text box. Any inline files will be displayed as attachments.
- **Charset** – Use this drop-down menu to select the charset (character set) of the message. If your message requires a charset that is different from the default charset for LISTSERV (UTF-8), then you can use the drop-down menu to select the matching one before you type or paste in your message. This selection will not translate one charset to another. It is used to sync the charset of the original message with LISTSERV so that it can be encoded correctly for sending.
- **RSS Abstract** – Many lists allow subscribers to read postings through RSS feeds. LISTSERV automatically creates RSS abstract from the text part of the message. By default, LISTSERV uses a maximum of 500 and a minimum of 250 words for an implicit RSS abstract. These default numbers can be changed either for the entire site or on a list-by-list basis. However, this screen also allows you to create explicit RSS abstracts, which can be HTML or text of any length. To provide an explicit RSS abstract, simply enter text here in the **RSS Abstract** text box. To use your text or HTML part in its entirety for the RSS abstract, click the **Use as RSS Abstract** icon next to the that particular section; the content will be automatically copied into the abstract text area.
- **Attachments** – Use the **[Browse...]** button to find your file on a local drive. Click the **[Attach]** button to attach your file to your outgoing message. The attachment will be listed in a table beneath the **Attachments** field. To delete an attachment, click the **[Delete]** button associated with that item in the table.



**Notes:** Each list can have its own rules for accepting or rejecting messages with attachments. The **[Browse...]** and **[Attach]** buttons will function regardless of individual list settings. As a result, your message may be rejected or stripped of its attachment by the list. Be sure to check with the list owner if you have any questions.

Figure 3-6 The Send Message Screen - Advanced Options View with Pending Messages

**Send Message (HAT-TEST)**

**HAT-TEST@BUTTERFLY.EASE.LSOFT.SE**

Your Name:

Subject:

Content-Type:

Schedule Delivery:  Deliver Immediately  Deliver at Following Time

Delivery Date:

Delivery Time:

Charset:

Attachments:

RSS Abstract:

Tests:

Message:

Send copy of message to: htaylor@lsoft.com

Pending Messages	From	Posted Date	Scheduled Date
<a href="#">Test</a>	Holly Taylor <htaylor@LSOFT.COM>	Tue, 1 Dec 2009 16:20:49 +0100	Wed, 2 Dec 2009 18:00:00 +0100
<a href="#">Weekly Updates</a>	Holly Taylor <htaylor@LSOFT.COM>	Tue, 1 Dec 2009 16:27:00 +0100	Wed, 9 Dec 2009 14:01:00 +0100



- **Show Tests** – Use the **[Show Tests]** button to display the following test options:
  - **Content Analysis** –If your LISTSERV license includes technical support, then you can use this button to check your message and evaluate the likelihood that it will be deemed to be spam by recipient mail systems. LISTSERV will connect to a hosted service at L-Soft, which runs the email message through SpamAssassin. The results will be shown on the screen. If necessary, you can then make adjustments and run the test again.

- **Send Test to Self** – When constructing an email message and before sending it to your list, you can use this button to send a test message to yourself to make sure that the results are satisfactory. LISTSERV will send a copy of the message to the email address that you used to log in to the Web interface. This kind of test delivery can be particularly useful when creating HTML newsletters or multi-part messages. Email clients vary in their degree of HTML support. Sending a test message allows you to double-check that the message is rendered as you intended. If necessary, you can make adjustments to your message before posting it to the list.

**New**



- **Quote Original Message** – When replying to a message that has been previously posted to a list, then the **Quote Original Message** icon is available below the message box. Clicking on this icon will place a quote of the original message in your reply.

**New**



- **Save Draft** – If you have started working on an email message or newsletter and want to continue at a later time, you can click the **[Save Draft]** button to save a draft of the message. The subject line, the text part, and the HTML part (if applicable) are all stored. However, advanced options, such as attachments and RSS abstracts are not stored with the draft. The drafts, which are identified by their subject lines and shown with a timestamp, will be listed in a table on the right side of the screen. When you return to the Send Message screen, you can just click on the subject line to retrieve the draft. As a safety measure, LISTSERV automatically saves and updates drafts every time the message posting interface is refreshed. To delete existing drafts, click on the **Recycling Bin** icon next to the draft that you want to erase. Existing drafts are deleted automatically when you have posted them to the list.



**Note:** Drafts are automatically deleted after 30 days.

Figure 3-7 Drafts Table on the Send Message Screen

**Send Message (LISTSERV-AT-WORK)**

LISTSERV-AT-WORK@DRAGONFLY.DC.LSOFT.COM

Your Name:

Subject:

Content-Type: Plain Text

Message:

Send copy of message to: htaylor@Lsoft.com

**Message Drafts**

Announcement	2009-03-20 09:44:59	
Newsletter	2009-03-20 09:45:51	

NEW: Newsletter Templates

LISTSERV Archives

LISTSERV-AT-WORK Home

### 3.5.2.1 Using the HTML Editor



If you've selected **HTML** from the **Content Type** drop-down menu and you have JavaScript enabled, then the **[HTML Editor Mode]** button will be available on the Send Message screen. This button opens a WYSIWYG-style editor in place of the HTML source code text box. If you have already entered HTML code into the text box before you launch the editor, the editor will parse and rewrite the existing HTML code, which may introduce changes to the code. To return to the HTML source code text box, click the **[Source Code Mode]** button.



To preview your HTML newsletter, click on the **Preview** icon on the HTML Editor toolbar. The message will open in a new window, letting you preview the finished product.

## 3.6 Using Email to Post a Message

To send mail to the list by using your email client program, simply compose a message and address it to the list address in your email client. The list address is the one that sends mail to the list moderator, if there is one, or directly to all the other subscribers. List addresses are formatted with the name of the list followed by the domain address (e.g. listname@someserver.com).

## 3.7 Creating Customized HTML Newsletters



You can now create professional-looking HTML newsletters with or without HTML coding experience. LISTSERV comes with ready-to-use newsletter templates that contain placeholders that, when selected in the template designer, will let you fill in predefined areas with your own text and/or images.

To access the Newsletter Template wizard, go to the List Archives screen, the Archives Index screen, or the Archive Browsing screen for the list you want to post the newsletter to, and then click on the **Newsletter Template** option.

### 3.7.1 Selecting a Template

To select a newsletter template, click the **[Select]** button associated with the template you want to use as your content. The Select Template screen will refresh with the selected template displayed in the **Template Selected** box.



To edit a template, click the **Easel** icon. The Edit Newsletter Template screen opens, which is where you can make any changes necessary.



**Notes:** If you decide to edit an existing, default newsletter template on this screen, then you will no longer be able to edit colors on the Content Definition screen. Any color modifications should instead be done on this screen.



If you've made changes to a default template, and you'd like to undo those changes, click the **Revert** icon associated with that template.

To create a new template based on a default template, simply edit that template.

To create an all new template, click on the **Create New Template** option. The Create New Template screen opens, which is where you enter the content for the template.



To delete template, click on the **Recycling Bin** icon associated with that template.

To refresh the newsletter template gallery, click the **Refresh Gallery** option.

To edit the profile for all of the newsletters, click on the **Edit Newsletter Profile** option. The Edit Newsletter Profile screen opens, which is where you can enter any changes you'd like to make to your newsletter profile. These changes will be applied to the entire newsletter template gallery and will be associated with your user account only.



**Note:** The newsletter's profile fields can also be set in your preferences. For details, see Section 2.6.4 [Newsletter Profile Preferences](#).



The **Newsletter Drafts** section at the bottom of the screen contains any previously saved drafts. To continue working on an existing draft, click on the draft's subject. To delete the draft, click on the **Recycling Bin** icon associated with that draft.



**Note:** Drafts are automatically deleted after 30 days.

Once you've selected the newsletter template you want to work with, click the **[Next]** button to continue. To cancel the selection of the newsletter template and refresh the screen, click the **[Cancel]** button.

Figure 3-8 Selecting a Newsletter Template

### 3.7.2 Defining the Content

The Define Content screen is where you “fill in the blanks”. The templates were designed to make defining newsletters quick and easy; the majority of the options, settings, and coding are already in place. The only work left for you is to give the newsletter a customized feel by filling in special template placeholders.

Figure 3-9 Defining the Newsletter Content

**Newsletter Templates (LISTSERV-AT-WORK)**

Select Template   Define Content   Fine Tune   Test and Send

Cancel   <- Back   Next ->

**LISTSERV-AT-WORK@DRAGONFLY.DC.LSOFT.COM**

Your Name: Joe Smith   HTML Part   Text Alternative

Subject: Holiday Sale

Template: WATERFALL: Default HTML Mail Template 'Waterfall'

News Items: 2   Update

Feature Items: 2

**Placeholders:** WEBSITE, LOGO, ISSUE, NEWSLETTER, HEADLINE1, BYLINE1, IMAGE1, TEXT1, URL1, HEADLINE2, BYLINE2, IMAGE2, TEXT2, URL2, FOOTER, FEATUREHEAD1, FEATURETEXT1, FEATUREHEAD2, FEATURETEXT2, ADDRESS, PHONE, CONTACT, LEGAL

**Preview:** To view this newsletter in a browser, visit: &\*<strong>SELFLINK</strong>. To ensure that this newsletter is delivered to your inbox, add <a href="mailto:LISTSERV-AT-WORK@DRAGONFLY.DC.LSOFT.COM">LISTSERV-AT-WORK@DRAGONFLY.DC.LSOFT.COM</a> to your address book.

&\*<strong>NEWSLETTER</strong>;

&\*<strong>HEADLINE1</strong>;   (Back to Top)   &\*<strong>FEATUREHEAD1</strong>;

&\*<strong>BYLINE1</strong>;   &\*<strong>FEATURETEXT1</strong>;

&\*<strong>TEXT1</strong>;   &\*<strong>FEATUREHEAD2</strong>;

&\*<strong>FEATURETEXT2</strong>;

**Contents:** Click on a placeholder to the left ...

Revert   Save

**Newsletter Drafts**

Test	Processed
Test	2009-03-11 11:11:42
Weekly Newsletter	2009-03-04 18:16:25
Test	2009-03-11 11:11:50

The following fields are available at the top of the screen:

- **Your Name** – This field is automatically filled with the email address associated with your user account. To change this, simply delete the email address and enter your name as you wish it to appear in the **From** field of the email header of the newsletter. The email address that will be used in the **From** field is the one that is logged into LISTSERV and may not be changed.
- **Subject** – The subject line for the newsletter.
- **Template** – If you want to change the template you are currently using, click this drop-down menu and select a new template from the drop-down list.
- **News Items** – Enter the number of news items you want to have in your newsletter. This will determine the amount of news item placeholders you will need to define. The maximum number allowed is 99.
- **Feature Items** – If available, enter the number of feature items you want to have in your newsletter. This will determine the amount of feature item placeholders you will need to define. The maximum number allowed is 99.

To view the template in HTML format, click **HTML Part**. To view the text alternative, click **Text Alternative**.

In the placeholders list, any placeholder without a value supplied is marked with a red x; these placeholders will require your attention. Placeholders where a value has already been supplied are marked with a green checkmark.



**Note:** If you leave a placeholder blank, then this content will not appear in the newsletter; however, there are some exceptions such as headers and text since they are expected to be defined. If you want to remove a header for a news item or feature item, simply adjust the value for those items in the appropriate field above.

The type and amount of placeholders available for definition will vary depending on the type of template and the number of news and/or feature items you have entered. The following placeholders are always available for definition and can also be defined in your newsletter profile:

**&\*NEWSLETTER;** – This placeholder is used for the name of your newsletter.

**&\*ADDRESS;** – This placeholder is used for the address of your organization.

**&\*PHONE;** – This placeholder is used for the phone number of your organization.

**&\*CONTACT;** – This placeholder is used for the contact email address of your organization.

**&\*WEBSITE;** – This placeholder is used for a Website URL of your organization.

**&\*SLOGAN;** – This placeholder is used for a slogan for your organization.

**&\*LOGO;** – This placeholder is used for a logo of your organization.

**&\*FOOTER;** – This placeholder is used for a short footer for your newsletter.

**&\*LEGAL;** – This placeholder is used for any legal disclaimers, company registration numbers, or similar information for your newsletter.

**&\*SELFLINK;** – This placeholder will be automatically replaced with a link to view the newsletter in a browser and does not need to be defined on this screen. This placeholder is only available for lists with archives.

Additional placeholders are available, depending on template, and are numbered according to how many news and feature items you have chosen for your newsletter. These additional placeholders include:

**&\*HEADLINE<sub>n</sub>;** – This placeholder is used for the headline of the news item.

**&\*BYLINE<sub>n</sub>;** – This placeholder is used for the byline of the news item. If you don't want to use a byline, you can leave this placeholder blank.

**&\*IMAGE<sub>n</sub>;** – This placeholder is used for an accompanying image or graphic for the news item. If you don't want to use an image, you can leave this placeholder blank. When including images, they need to be uploaded to a public server before creating your newsletter. You should then enter the URL of the images, including the http:// or https:// part in the Contents field. It is recommended that you resize the images that you want to use to an appropriate size before uploading them although it is possible to resize them further on the Fine Tune screen if needed.

**&\*TEXT<sub>n</sub>;** – This placeholder is used for the body text of the news item.

**&\*URLn;** – This placeholder is used for the URL to a Web page if subscribers want to read more. If you don't want to use a URL, you can leave this placeholder blank. Since the URLs are hyperlinked from the newsletter, remember to enter the whole URL, including the http:// or https:// part as appropriate.

**&\*FEATUREHEADn;** – This placeholder is used for the headline of the feature item, which are usually placed in a narrower side column in the newsletter.

**&\*FEATURETEXTn;** – This placeholder is used for the body text of the feature item, which are usually placed in a narrower side column in the newsletter.

The placeholder that is currently selected in the placeholder list is highlighted both in the placeholder list and in the template preview pane. You can also move the mouse over the preview pane to see and select placeholders.

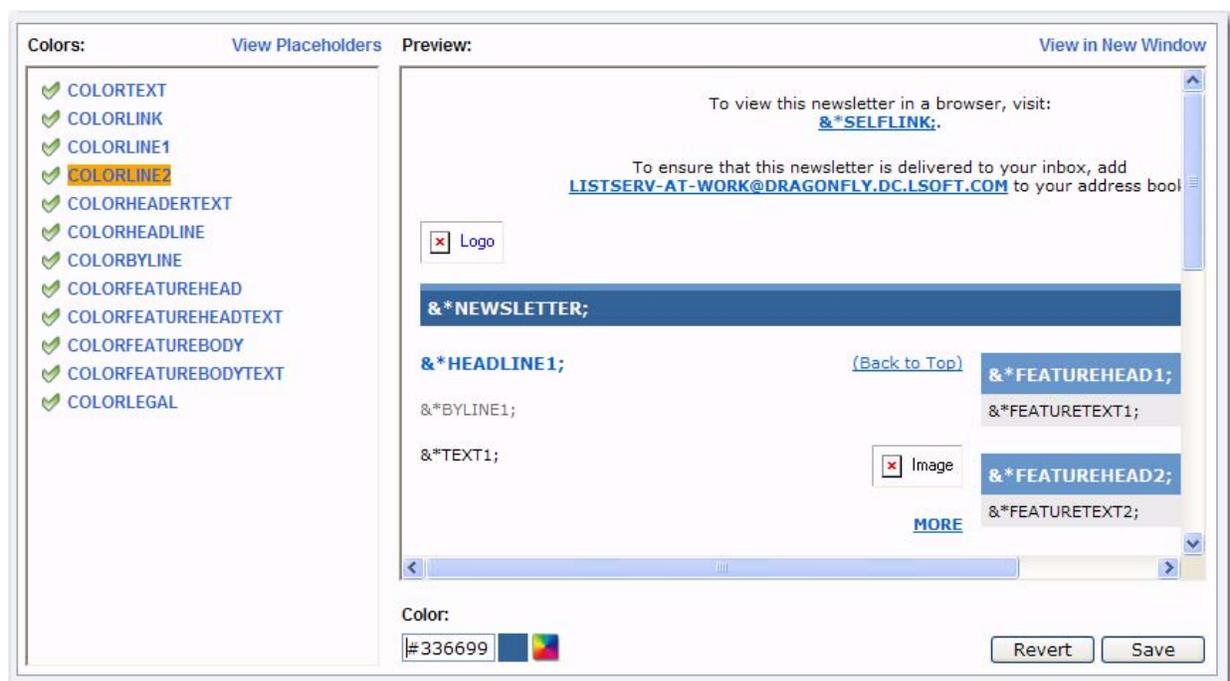
To define the selected placeholder, enter its value in the **Contents** text box below the template preview pane. Click **[Update]** to fill the placeholder.

To re-define the colors used for the placeholders, click on the **View Colors** options. The placeholders list is replaced with the placeholder colors list. Select the placeholder color you want to re-define, and then enter the RGB color value in the **Color** field. To view a color palette to help you select the color, click on the **Color Picker** icon, and then click on the color you want to use. The color for that particular placeholder will be updated.

To return to the placeholders list, click **View Placeholders**.

To preview the newsletter, click the **View in New Window** option.

Figure 3-10 Re-Defining Placeholder Colors



Once you are done filling out the placeholders, click **[Save]**. This makes your changes permanent, and places a copy of the newsletter in the **Newsletter Drafts** section.



**Note:** Drafts are automatically deleted after 30 days.

To undo your changes, click the **[Revert]** button. The template will revert back to the previously saved version of the template (or the default version if no saved version is available).

Once you are finished defining the content of the template, click **[Next]** to continue.

To cancel the definition of the newsletter and return to the Select Template screen, click the **[Cancel]** button. If you have a saved draft version of your newsletter and you click **[Cancel]**, then the saved version will still be available in the **Newsletter Drafts** section.

To return to the Select Template screen without canceling your work, click **[Back]**.

### 3.7.3 Fine Tuning the Newsletter

For those who are familiar with HTML, LISTSERV gives you the ability to expand your limits and design profession-looking HTML newsletters that go above and beyond the everyday standards.



**Note:** Any changes you make on this tab will be lost if you use the **[Back]** button.

The following fields are available at the top of the screen:

- **Your Name** – This field is automatically filled with the email address associated with your user account. To change this, simply delete the email address and enter your name as you wish it to appear in the **From** field of the email header of the newsletter. The email address that will be used in the **From** field is the one that is logged into LISTSERV and may not be changed.
- **Subject** – The subject line for the newsletter.
- **Content-Type** – This drop-down menu is read-only unless the advanced options are activated. If available, you can re-define the format of the newsletter.

To view and define the advanced options, click the **[Show Advanced]** button. The following options are available:

- **Charset** – Use this drop-down menu to select the charset (character set) of the newsletter. If your newsletter requires a charset that is different from the default charset for LISTSERV (UTF-8), then you can use the drop-down menu to select the matching one before you type or paste in your content. This selection will not translate one charset to another. It is used to sync the charset of the original newsletter with LISTSERV so that it can be encoded correctly for sending.
- **RSS Abstract** – Many lists allow subscribers to read postings through RSS feeds. LISTSERV automatically creates RSS abstract from the text part of the message. By default, LISTSERV uses a maximum of 500 and a minimum of 250 words for an implicit RSS abstract. These default numbers can be changed either for the entire site or on a list-by-list basis. However, this option also allows you to create explicit RSS abstracts, which can be HTML or text of any length. To provide an explicit RSS abstract, simply enter text here in the **RSS Abstract** text box. To use your text or HTML part in its entirety for the RSS abstract, click the **Use as RSS Abstract** icon next to either the **Plain Text Content-Type** or **HTML Content-Type** section; the content will be automatically copied into the abstract text area.



- **Attachments** – Use the **[Browse...]** button to find your file on a local drive. Click the **[Attach]** button to attach your file to your outgoing message. The attachment will be listed in a table beneath the **Attachments** field. To delete an attachment, simply click the **[Delete]** button associated with that particular item in this table.



**Notes:** Each list can have its own rules for accepting or rejecting messages with attachments. The **[Browse...]** and **[Attach]** buttons will function regardless of individual list settings. As a result, your newsletter may be rejected or stripped of its attachment by the list. Be sure to check with the list owner if you have any questions.

Figure 3-11 Fine Tuning the Newsletter - Advanced Options

The screenshot shows the 'Fine Tune' step in the 'Newsletter Templates (LISTSERV-AT-WORK)' workflow. The interface includes a navigation bar with 'Select Template', 'Define Content', 'Fine Tune', and 'Test and Send'. Below this are 'Cancel', '<- Back', and 'Next ->' buttons. The main area is titled 'LISTSERV-AT-WORK@DRAGONFLY.DC.LSOFT.COM' and contains several input fields: 'Your Name' (sample@sample.com), 'Subject' (Holiday Sale), 'Content-Type' (Multipart (alternative)), 'Charset' (International Unicode (UTF-8 encoded)), and 'Attachments' (with 'Browse...' and 'Attach' buttons). An 'RSS Abstract' text area is also present. On the right, there are links for 'LISTSERV Archives' and 'LISTSERV-AT-WORK Home', and two draft lists: 'Newsletter Drafts' (with 'Newsletter' and 'Holiday Sale' entries) and 'Message Drafts' (with 'Holiday Sale' entry).

In the **Plain Text Content-Type** section, you can edit the plain text for the newsletter. Any changes you make in this section are not automatically made in the HTML section. Therefore, if you want these changes in the HTML section as well, you will need to manually enter them.

In the **HTML Content-Type** section, you can edit the HTML part of the newsletter. Any changes you make in this section are not automatically made in the Plain Text section. Therefore, if you want these changes in the Plain Text section as well, you will need to manually enter them.

If you have JavaScript enabled, then the **[HTML Editor Mode]** button will be available. This button opens a WYSIWYG-style editor in place of the HTML source code text box.

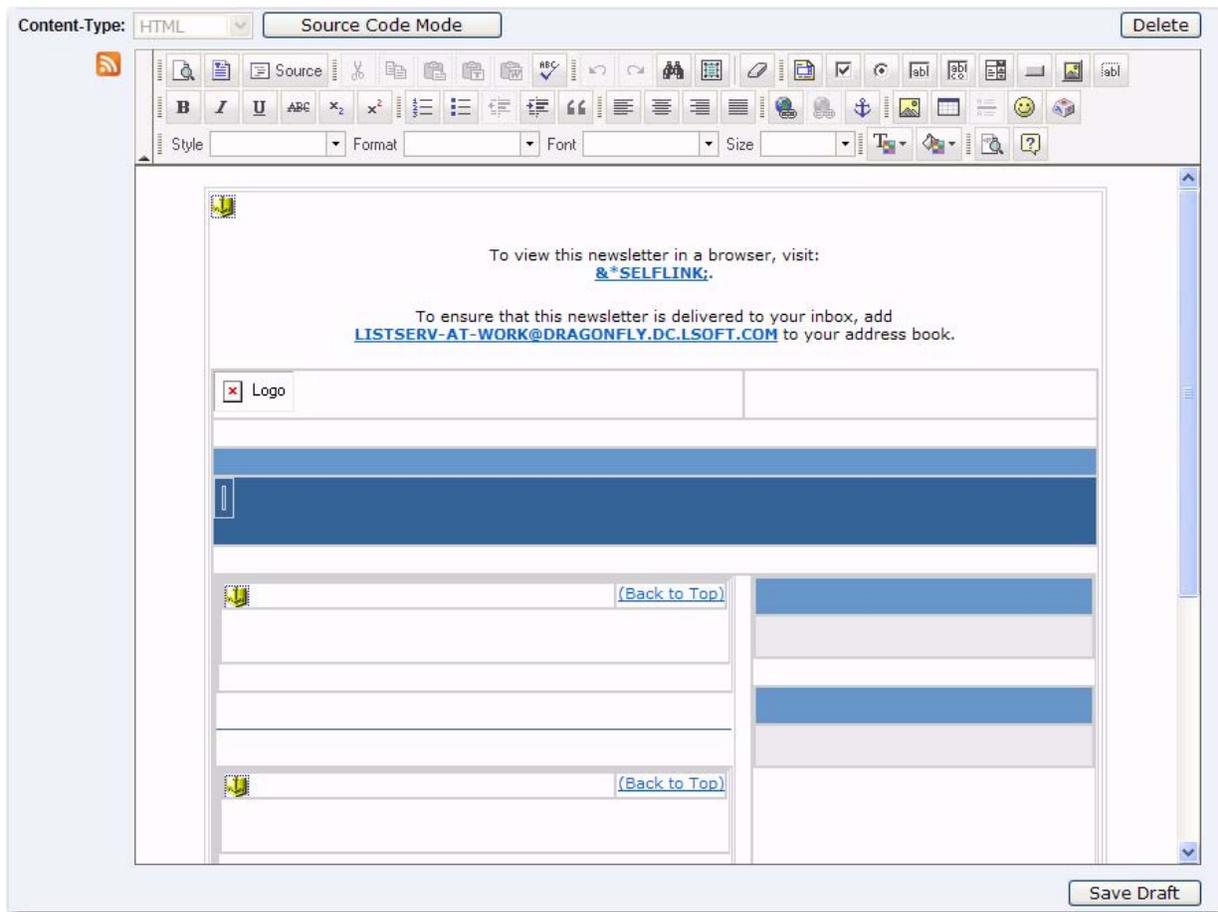


**Note:** If you have already entered HTML code into the text box before you launch the editor, the editor will parse and rewrite the existing HTML code, which may introduce changes to the code. To return to the HTML source code text box, click the **[Source Code Mode]** button.



To preview your HTML newsletter, click on the **Preview** icon on the HTML Editor toolbar. The message will open in a new window, letting you preview the finished product.

Figure 3-12 Fine Tuning the Newsletter - HTML Editor



If you have started working on a newsletter and want to continue at a later time, you can click the **[Save Draft]** button to save a draft of the message. The subject line, the text part, and the HTML part are all stored. The drafts, which are identified by their subject lines and shown with a timestamp, will be listed in the **Newsletter Drafts** section. When you return to the Newsletter Template wizard, you can just click on the subject line to retrieve the draft. To delete existing drafts, just click on the **Recycling Bin** icon next to the draft that you want to delete. Existing drafts are deleted automatically when you have posted them to the list.



**Important:** The draft you save on the Fine Tune tab will not be the same draft you may have saved on a previous tab. Therefore, you may want to change the subject to reflect the version you are saving.

**Note:** Drafts are automatically deleted after 30 days.

### 3.7.4 Testing and Sending the Newsletter

When constructing a newsletter and before sending it to a list, you can send a test message to make sure that the results are satisfactory. This kind of test delivery can be particularly useful when creating HTML newsletters because email clients vary in their degree of HTML support. Sending a test message allows you to double-check that the

newsletter is rendered as you intended. If necessary, you can make adjustments to your newsletter before posting it to the list.

Figure 3-13 Testing and Sending the Newsletter

**Newsletter Templates (LISTSERV-AT-WORK)**

Select Template Define Content Fine Tune Test and Send

Cancel <- Back Send ->

**LISTSERV-AT-WORK@DRAGONFLY.DC.LSOFT.COM**

Your Name: Joe Smith

Subject: Semi-Annual Sale

Schedule Delivery:  Deliver Immediately  Deliver at Following Time

Delivery Date: yyyy-mm-dd

Delivery Time: hh:mm:ss

Test Addresses: sample@test.com

Content Analysis Send Tests

Newsletter Drafts

Semi-Annual Sale	2009-10-09 09:49:35	
------------------	---------------------	--

LISTSERV Archives  
LISTSERV-AT-WORK Home

The following options are available on this screen:

- **Your Name** – This field is automatically filled with the email address associated with your user account. To change this, simply delete the email address and enter your name as you wish it to appear in the **From** field of the email header of the newsletter. The email address that will be used in the **From** field is the one that is logged into LISTSERV and may not be changed.
- **Subject** – The subject line for the newsletter.
- **Schedule Delivery** – Select whether you want the newsletter to be delivered immediately or at a specific time and date. The input format of the **Delivery Date** field is **yyyy-mm-dd**. The input format of the **Delivery Time** field is **hh:mm:ss**, using the 24-hour clock. The time zone used is that of the LISTSERV server. If you enter a delivery date or time that has already passed, then the newsletter will be delivered immediately.
- **Test Addresses** – Enter the email addresses of those who will be receiving the test. Make sure to include your email address so you can view the newsletter as well. If you had entered delivery test email addresses in your Newsletter Profile, then these addresses will appear here.
- **Content Analysis** – If your LISTSERV license includes technical support, then you can use this button to check your message and evaluate the likelihood that it will be deemed to be spam by recipient mail systems. LISTSERV will connect to a hosted service at L-Soft, which runs the email message through SpamAssassin. The results will be shown on the screen. If necessary, you can then make adjustments and run the test again.

- **Send Tests** – Use this button to send a test message to the test addresses.
- **Back** – Click this button if you want to navigate back and make changes.
- **Send** – Click this button to send the newsletter once you are done testing it and are satisfied with its content and appearance.



**Note:** When you test a newsletter that has `&*SELFLINK;`, then this link will not work in the test message because the message has yet to be archived.



## Section 4 Viewing the List Archives

The Archives feature consists of all files other than notebook logs that have been stored on the LISTSERV host for your list.

### 4.1 The Server Archive Index

The Server Archive Index screen displays any list that has been marked for archiving and can be accessed by clicking **Email Lists** on the Toolbar.

Figure 4-1 The Server Archive Index

**LISTSERV Archives**

**DRAGONFLY.DC.LSOFT.COM**

This LISTSERV server is located at DRAGONFLY.DC.LSOFT.COM. Below you will find all lists that have been configured for public archiving. To access a specific list, simply click on the name of the list in the table. To find confidential or unlisted lists, type in the list name in the search box to the right. For lists that have been configured with an HTML description, you can get more information about the list by hovering the mouse over the list name.

[Previous] [B~M] [T~U]

List Name	List Title
TEMPLATES	HTML Template Test List (4 Subscribers)
UPDATES-HDMAIL	HDMail Product Updates (95 Subscribers)
UPDATES-LISTSERV	LISTSERV Product Updates (476 Subscribers)
UPDATES-LISTSERV-MAESTRO	LISTSERV Maestro Product Updates (320 Subscribers)

[Previous] [B~M] [T~U]

Lists per Page:

**Access Unlisted Lists**

**Options**

- Log Out
- Change Password
- Search Archives
- Preferences

**Resources**

- About LISTSERV
- LISTSERV Documentation



**Note:** The Server Archive Index can be set as the starting page when logging on. For more information, see Section 2.6 [Setting Your Personal Preferences](#).

This screen offers you several options and resources:

- **Log In/Log Out** – Click to log in or log out of LISTSERV.
- **Get Password/Change Password** – Click to get a LISTSERV password or to change an existing password.
- **Search Archives** – Click to open the Archive Search page.

- **Preferences** – Click to open the Preferences page.
- **About LISTSERV** – Click to open the L-Soft website in your Internet browser. You will be taken directly to LISTSERV's product page.
- **LISTSERV Documentation** – Click to open the L-Soft website in your Internet browser. You will be taken directly to the Documentation page.
- **CataList Email List Search** – Click to open [CataList](#), the official catalog of LISTSERV lists. See Section 3.1 [Finding a Mailing List using CataList](#) for more details.

To view a quick snapshot of what the list is, simply hover your mouse over the list name. A popup of the list will appear.



**Note:** This setting can be turned on/off on the Archive Preference tab. For details, see Section 2.6.2 [Archive Preferences](#). In addition, this feature requires javascript.

Figure 4-2 Previewing a List

The screenshot shows the LISTSERV Archives interface. At the top, there is a header with a house icon and the text "LISTSERV Archives". Below this, the server name "DRAGONFLY.DC.LSOFT.COM" is displayed. A paragraph of text explains that the server is located at DRAGONFLY.DC.LSOFT.COM and provides instructions on how to access lists and search for confidential or unlisted lists. Below the text is a table with two columns: "List Name" and "List Title". The table contains three rows: "TEMPLATES" (HTML Template Test List (4 Subscribers)), "UPDATES-HDMAIL" (HDMail Product Updates (95 Subscribers)), and "UPDATES-LISTSERV" (LISTSERV Product Updates). A mouse cursor is hovering over the "UPDATES-LISTSERV" row, which has triggered a popup window. The popup window displays the list title "UPDATES-LISTSERV" and "LISTSERV Product Updates", followed by a description: "Receive announcements about new versions, level sets, patches and updates by email. Being subscribed to the alerts guarantees that you will receive all important LISTSERV product news." Below the description is a small thumbnail image of a "Subscriber's Center" page. To the right of the table is a search box labeled "Access Unlisted Lists" with a "Search" button. Below the search box is a section titled "Options" with links for "Log Out", "Change Password", "Search Archives", and "Preferences". At the bottom right, there is a "Resources" section with links for "About LISTSERV" and "LISTSERV Documentation".

List Name	List Title
TEMPLATES	HTML Template Test List (4 Subscribers)
UPDATES-HDMAIL	HDMail Product Updates (95 Subscribers)
UPDATES-LISTSERV	LISTSERV Product Updates

To access the archives for a specific list, simply click on the list name in the table. If the list is not displayed, then use the **Access Unlisted Archives** field to search for it. The **Access Unlisted Archives** field allows you to access the archives of confidential lists

that are not listed in the archive index. Simply type the name of the list in the text box and click **[Submit]**. This field will also work for non-confidential lists.

The `Confidential` list configuration keyword determines whether the list should be hidden from the archive index or not. `Confidential= No` is the default value and indicates that the list is not confidential. `Confidential=Service` indicates that the list is to be hidden from users who are not in the list's service area (see the `Service` keyword for more details) but not from other users. `Confidential= Yes` means that the list is unconditionally confidential. See the [List Keyword Reference](#) document for more information on these keyword.

After clicking on the list you want to view archives for, you are taken to the List Archives screen for that list. See the next section for information.

## 4.2 Viewing List Archives

The List Archive screen displays the archives for a list. Depending on how the list archive was set up, you can access the archives by week, month, or year.

Figure 4-3 List Archives Screen

The screenshot shows the 'LISTSERV-AT-WORK List' interface. At the top left is a folder icon. The main header reads 'LISTSERV-AT-WORK@DRAGONFLY.DC.LSOFT.COM' with a 'LISTSERV Archives' link on the right. The central content area is titled 'LISTSERV-AT-WORK' and contains the text 'LISTSERV at Work' followed by a description: 'LISTSERV at Work is L-Soft's quarterly newsletter, containing information, opinions, guidelines, insights and industry news. It is meant to keep customers and the L-Soft community informed and up-to-date with the company's latest developments.' Below this is a list of years: 2006 and 2005. To the right, there is a 'Search Archives' section with a search input field and a 'Search' button. Below that is an 'Options' section with links for 'Log Out', 'Change Password', 'Search Archives', 'Subscribe or Unsubscribe', 'Post New Message', 'Newsletter Templates', and 'Preferences'. At the bottom right, there are three buttons: 'ATOM', 'RSS1', and 'RSS2'.

This page also offers you several other options:

- **Log In/Log Out** – Click to log in or log out of LISTSERV.
- **Get Password/Change Password** – Click to get a LISTSERV password or to change an existing password.

- **Subscribe or Unsubscribe** – Click to open the Subscribe or Unsubscribe page. For more information, see Section 4.5 [Subscribing, Unsubscribing, or Updating a List from the Archives](#).
  - **Post New Message** – Click to compose and post a message to the list. For more information, see Section 3.5 [Sending Mail to a List](#).
  - **Search Archives** – Click to open the Archive Search page.
  - **Preferences** – Click to open the Preferences page. For more information, see Section 2.6 [Setting Your Personal Preferences](#).
- New**
- **Newsletter Templates** – Click to create and send a template using the template library. For more information, see Section 3.7 [Creating Customized HTML Newsletters](#).

**New** In addition, if the option to view the latest messages on the List Archives page is enabled, then a **Latest Messages** table is shown at the top of the screen. If you have hovering descriptions enabled as well, then you can hover your mouse over the subject line and preview the message. For details on enabling these options, see Section 2.6.2 [Archive Preferences](#).

Figure 4-4 Previewing Latest Messages on the List Archives Screen

The screenshot displays the 'MONTHLY-L Home Page' for the list 'MONTHLY-L@BUTTERFLY.EASE.LSOFT.SE'. The page features a 'Latest Messages' section with a table of recent entries. The first entry is titled 'Summer Season Update: Email News' and is dated 'Tue, 21 Jul 2009 16:04:20 +0200'. Below the table, there are navigation links for 'Log Out', 'Change Password', 'Search Archives', 'Subscribe or Unsubscribe', 'Post New Message', 'Newsletter Templates', and 'Preferences'. At the bottom of the page, there are RSS feeds for 'ATOM', 'RSS1', and 'RSS2'.

**MONTHLY-L Home Page**

**MONTHLY-L@BUTTERFLY.EASE.LSOFT.SE**

**Latest Messages**

Subject	Date
Summer Season Update: Email News	Tue, 21 Jul 2009 16:04:20 +0200

#####

**MONTHLY-L** Summer Season Update! - June/July

**Monthly** Who Dares Wins (L-Soft T-shirt slogan).

#####

To view this newsletter in a browser, visit:  
<http://butterfly.ease.lsoft.se/scripts/wa-BUTTERFLY.exe?A2=MONTHLY-L;d80aad91.0907p>

To ensure that this newsletter is delivered to your inbox, add  
 MONTHLY-L@BUTTERFLY.EASE.LSOFT.SE to your address book.

#####

In this Newsletter:

- \* Are Scholarly E-Mail Lists Fading in an Era of Blogs and Twitter?
- \* Where Nobody Knows You're a Virus
- \* One in Six Consumers Act on Spam
- \* Understand mobile e-mail for a better user experience
- \* Report highlights new email marketing trends
- \* 5 ways to sabotage your email list-building efforts
- \* E-mail Population is Aging: [...]

**LISTSERV Archives**

**Search Archives**

Advanced Options

Search

**Options**

- Log Out
- Change Password
- Search Archives
- Subscribe or Unsubscribe
- Post New Message
- Newsletter Templates
- Preferences

ATOM RSS1 RSS2

To access a specific archive, simply click on it. You are taken to the Archive Index. See the next section for information.

### 4.3 The Archive Index

The Archive Index screen displays the message archives for a list.

Figure 4-5 The Archive Index



If an RSS abstract has been defined for the message, and hovering descriptions are enabled, then you can view a quick snapshot of the message by hovering your mouse over the subject. A popup of the message will appear.



**Note:** This setting can be turned on/off on the Archive Preference tab. For details, see Section 2.6.2 [Archive Preferences](#). In addition, this feature requires javascript.

This page offers you several options:

- **Show Author** – Click to show who the message is from (the **From** column will be displayed in the table). If this information is already displayed, then this option is not enabled.
- **Hide Author** – Click to hide who the message is from (the **From** column will not be displayed in the table). If this information is already hidden, then this option is not enabled.
- **Show Table of Contents** – Click to show the table of contents. If this information is already displayed, then this option is not enabled.
- **Hide Table of Contents** – Click to hide the table of contents. If this information is already hidden, then this option is not enabled.

- **Subscribe or Unsubscribe** – Click to open the Subscribe or Unsubscribe page. For more information, see Section 4.5 [Subscribing, Unsubscribing, or Updating a List from the Archives](#).
- **Post New Message** – Click to compose and post a message to the list. For more information, see Section 3.5 [Sending Mail to a List](#).
- **Search Archives** – Click to open the Archive Search page.
- **Preferences** – Click to open the Preferences page. For more information, see Section 2.6 [Setting Your Personal Preferences](#).
- **Newsletter Templates** – Click to create and send a template using the template librarys. For more information, see Section 3.7 [Creating Customized HTML Newsletters](#).

**New**

To sort the table, you can click on one of the column headers (**Subject**, **From**, or **Date**). For example, if you click on **Date** once, then the messages will be sorted in chronological order – the oldest message is listed first and the most recent message is listed last. If you click on **Date** again, then the messages will be reversed chronologically – the most recent message is listed first and the oldest message is listed last. The small white triangle will let you know which column header the table is sorted by and in what order.



**Notes:** The sort order of the table also determines the Table of Contents. If you sort by **Subject**, then the Table of Contents will be sorted by subject. However, when the table is sorted using the **From** column, the Table of Contents changes to a List of Contributors that displays who the message is from.

The default sorting for the table is set using the **Primary Sorting** and **Secondary Sorting** options on the Archive Preferences tab under **Preferences**. For more information, see Section 2.6 [Setting Your Personal Preferences](#).



If you are a server administrator or an owner of the list, then a **Recycling Bin** icon is displayed next to each message. Clicking on this icon allows you to delete the entire message from the archives.

**New**

Before the message is deleted, a confirmation page is displayed, giving you a chance to review or cancel your selection. Once deleted, the message is permanently erased and cannot be recovered.

To view a specific message, click on its subject in the Table of Contents (if visible) or in the table. The message is displayed in the Archive Browsing screen. See the next section for more information.

#### 4.4 Viewing an Archived Message

The Archive Browsing screen displays the message viewer, letting you view all of the messages in the current archive.

You can view your messages using several methods:

- **Next Message** – Click to view the next message.
- **Previous Message** – Click to view the previous message.
- **Next in Topic** – Click to view the next message in the topic.
- **Previous in Topic** – Click to view the previous message in the topic.

- **Next by Author** – Click to view the next message by the same author.
- **Previous by Author** – Click to view the previous message by the same author.
- **Proportional Font** – Click to view the message using proportional font.
- **Monospaced Font** – Click to view the message using monospace font.

Figure 4-6 The Archive Browsing Screen

The screenshot displays the 'LISTSERV-AT-WORK Archives' interface. At the top, it shows the archive name and a navigation bar. Below this, a message header is visible with fields for 'View', 'Message', 'By Topic', 'By Author', and 'Font'. The main content area features a preview of a newsletter issue, including the L-Soft logo and several news items. On the right side, there are several utility panels: 'Search Archives' with a search box, 'Options' with links for 'Log Out', 'Change Password', 'Search Archives', 'Subscribe or Unsubscribe', 'Post New Message', 'Newsletter Templates', and 'Preferences', and an 'Archives' section listing years 2006 and 2005.

This page also offers you several other options:

- **Subscribe or Unsubscribe** – Click to open the Subscribe or Unsubscribe page. For more information, see Section 4.5 [Subscribing, Unsubscribing, or Updating a List from the Archives](#).
- **Reply** – Click to compose and post a reply to the current message.
- **Post New Message** – Click to compose and post a message to the list. For more information, see Section 3.5 [Sending Mail to a List](#).
- **Search Archives** – Click to open the Archive Search page.
- **Preferences** – Click to open the Preferences page. For more information, see Section 2.6 [Setting Your Personal Preferences](#).
- **Newsletter Templates** – Click to create and send a template using the template librarys. For more information, see Section 3.7 [Creating Customized HTML Newsletters](#).

New



**Note:** If the message you are viewing contains additional parts or attachments, then the **Parts/Attachments** row will be displayed after the email header. To view the part or attachment, simply click on it. For multi-part messages, the default view (**HTML** or **Text**) is set using the **Default View** option on the Archive Preferences tab under **Preferences**. For more information, see Section 2.6 [Setting Your Personal Preferences](#).

## 4.5 Subscribing, Unsubscribing, or Updating a List from the Archives

The List Archives screen, the Archive Index screen, and the Archive Browsing screen contain the option for subscribing to or unsubscribing from a list. This **Subscribe or Unsubscribe** option brings you to the Subscribe or Unsubscribe screen, which lets you subscribe or unsubscribe to a mailing list and to change your subscription settings.

To unsubscribe from a list, simply click the **[Unsubscribe to List]** button.

To update or subscribe to a list, select the settings you want to use for your subscription and then click either **[Update Options]** or **[Subscribe to List]**. See the information below for details on the available settings.

Figure 4-7 Joining, Leaving, or Updating a List from the Archives


Subscribe or Unsubscribe to the **LISTSERV-AT-WORK** List

---

**LISTSERV-AT-WORK@DRAGONFLY.DC.LSOFT.COM**

[LISTSERV Archives](#)  
[LISTSERV-AT-WORK Home](#)

You are currently **subscribed** to the LISTSERV-AT-WORK list. From this screen, you can update your subscription options or unsubscribe.

**List Name:**  Switch to Another List

**Name:**

**Email Address:**

**Subscribed Since:** 30 Jan 2009

**Subscription Type**

<input checked="" type="radio"/> Regular	[NODIGEST]
<input type="radio"/> Digest (traditional)	[NOMIME DIGEST]
<input type="radio"/> Digest (MIME format)	[NOHTML MIME DIGEST]
<input type="radio"/> Digest (HTML format)	[HTML DIGEST]
<input type="radio"/> Index (traditional)	[NOHTML INDEX]
<input type="radio"/> Index (HTML format)	[HTML INDEX]

**Mail Header Style**

<input checked="" type="radio"/> Normal LISTSERV-style header	[FULLHDR]
<input type="radio"/> LISTSERV-style, with list name in subject	[SUBJECTHDR]
<input type="radio"/> "Dual" (second header in mail body)	[DUALHDR]
<input type="radio"/> sendmail-style	[IETFHDR]
<input type="radio"/> Normal LISTSERV-style (RFC 822 Compliant)	[FULL822]

**Acknowledgements**

<input type="radio"/> No acknowledgements	[NOACK NOREPRO]
<input checked="" type="radio"/> Short message confirming receipt	[ACK NOREPRO]
<input type="radio"/> Receive copy of own postings	[NOACK REPRO]

**Miscellaneous**

<input type="checkbox"/> Mail delivery disabled temporarily	[NOMAIL]
<input type="checkbox"/> Address concealed from REVIEW listing	[CONCEAL]
<input type="checkbox"/> User may not post to list	[NOPOST]

Update Options
Unsubscribe to LISTSERV-AT-WORK

The following settings are available in the **Subscription Type** section:

- **Regular** – With a "regular" subscription, you receive individual postings immediately as they are processed by LISTSERV.
- **Digest (Traditional), Digest (MIME format), and Digest (HTML format)** – With a "digest" subscription, you receive larger messages (called "digests") at regular intervals, usually once per day or once per week. These "digests" are collections of individual list postings. Some lists are so active that they produce several digests per day.

Digests are a good compromise between reading everything as it is posted and feeling like the list is clogging your mailbox with a multitude of individual postings.

There are three digest formats: a "traditional", text-only format; a MIME format, which (with mail clients that understand MIME digests) "bursts" the individual messages out of the digest so that you can read them separately; and an HTML format, which requires an HTML mail clients.

- **Index (Traditional) or Index (HTML format)** – With an "index" subscription, you receive short "index" messages at regular intervals, usually once per day or once per week. These "indexes" show you what is being discussed on the list, without including the text of the individual postings. For each posting, the date, the author's name and address, the subject of the message, and the number of lines is listed. You can then download messages of interest from the server (the index contains instructions on how to do that).

An index subscription is ideal if you have a slow connection and only read a few hand-picked messages. The indexes are very short and you do not have to worry about long download times. The drawback of course is that you need to reconnect to retrieve messages of interest from the server.

You can choose to have the index sent to you in either a traditional format (plain text) or in HTML format with hyperlinks.

The following settings are available in the **Mail Header Style** section:

- **Normal LISTSERV-style header** – "Full" mail headers (normally the default), containing Internet routing information, MIME headers, and so forth. The ('To:') header contains the address of the list.
- **LISTSERV-style, with list name in subject** – "Full" mail headers (like the default) except that a "subject tag" is added to the subject line of mail coming from the list. If there is no subject tag defined in the list's configuration, the name of the list will be used. This can be very useful for sorting and filtering mail.
- **"Dual" (second header in mail body)** – Dual headers are regular short headers followed by a second header inside the message body. This second header shows what list the message is coming from ('Sender:'), the name and address of the person who posted it ('Poster:'), the poster's organization, if present, and the message subject. Dual headers are helpful if your mail client does not preserve the original return email address.
- **sendmail-style (advanced option)** – This option selects sendmail-style headers, i.e. an exact copy of the original, incoming mail header with the addition of a

('Received:') line and a ('Sender:') field. Some technical people prefer this type of header.

- **Normal LISTSERV-style (RFC 822 Compliant)** – (For Advanced Use Only) "Full" mail headers (like the default) except that the ('To:') header contains the recipient's email address instead of the list address.

The following settings are available in the **Acknowledgements** section:

- **No acknowledgements** – LISTSERV will not send any acknowledgement at all when you post to the list. This is probably not a good setting unless you really do not want any feedback from LISTSERV as to whether or not your posting was received and distributed.
- **Short message confirming receipt** – Typically, this is the default setting, although it can be overridden by the list owner. If you choose this setting, LISTSERV will send you a short message whenever you post to the list, confirming the distribution of your message and telling you how many people it was sent.
- **Receive copy of own postings** – Some people prefer this setting over the short acknowledgement message. It tells LISTSERV to send you a copy of your own postings so that you can see exactly how it appeared on the list (useful if you are behind an unreliable gateway or firewall).

The following settings are available in the **Miscellaneous** section:

- **Mail delivery disabled temporarily** – This option toggles the receipt of mail from the list. You may want to disable mail delivery if you will be away from your mail for an extended period of time.
- **Address concealed from REVIEW listing** – This option conceals you from the list of subscribers shown by the REVIEW command. Note that the list owner and the LISTSERV administrator can always get the complete list of subscribers, regardless of this setting. Nowadays, most lists are configured so that only the list owner can use the REVIEW command, but some lists still allow subscribers to get a listing of all the other participants.

For lists with topics enabled, then the **Topics** section is visible (if the topics section is not visible, topics are not enabled). This section allows you to subscribe or unsubscribe to all, some, or none of the available topics.

## 4.6 UTF-8 Archive Searches

LISTSERV 16.0 now has UTF-8 archive searches. The **new UTF-8 archive indexer** is now the default indexer.



**Important:** All archives will be automatically reindexed the first time LISTSERV 16.0 starts. Please be aware that this process may take awhile.

The new UTF-8 archive indexer works as follows:

- The message is parsed and all plain-text parts are decoded, converted to UTF-8 and indexed. If there is no plain-text part, the first text part (presumably HTML) is indexed.

- This means that you can now search base64 messages.
- Data from the mail header is converted to UTF-8 before being indexed. Only the subject and sender address are indexed, so "date" will no longer be found in every message.
- There is still no high-level concept of character set, but that doesn't matter since everything is converted to UTF-8 before being indexed.
- The SEARCH command knows to convert input parameters to UTF-8 before calling the search engine, when the index is in Unicode. If you search for åäö, you will find it regardless of the charset in which it was typed.

An index must be either entirely in ASCII or entirely in Unicode. When appending to an existing index, the corresponding indexer is chosen regardless of configuration. To switch to Unicode, you have to re-index. There is no way around that - your old ASCII index doesn't have the entries for base64 messages and so on.

When creating a new index, the ASCII format is automatically chosen.

Unicode indexes have a \*FLAGS\* line in the DBNAMES file. This is the only way to tell them apart because the index format hasn't had significant changes. In addition, do not be surprised if the index is smaller than before. For many lists, this will be the case. Lastly, take note that searches may be faster than they were before these changes.

#### 4.6.0.1 Known Issues

1. The changes made broke the search function with ASCII indexes in the following rare scenario:
  - You are using ISO-8859-1 and making a case-insensitive search containing national characters.
  - You have entered the search string in lower case.
  - You are searching the subject only, not the message itself (meaning that you are requesting a subject-only search, using the subject input box). If you search for the subject text in the main input box, it will work.
  - You are not running HPO.
  - The data you supplied is present but in the wrong case.
2. The new code has the following known problems with Unicode indexes only:
  - Due to having both old and new search engine active in the product and not wanting to duplicate thousands of lines of code, there may be cases where the search engine returns entries that should not have matched. This will only happen with non-ASCII characters.
  - Case matches may not be 100% reliable until the case-support phase of the unicode support feature is complete.

WA may have problems displaying search results correctly on the LCMD page.



## Appendix A: LISTSERV Commands

This section is divided into five parts. The first three correspond to those commands available for use by the general user, list owners and file owners, and the LISTSERV maintainer. The last two describe how to send commands to LISTSERV and how to register LISTSERV passwords. Non-privileged users can send commands by mail or by interactive commands. (Note that interactive commands can only be sent if a two-way NJE or MSGD connection exists.) Privileged users can send commands by mail, interactive commands (subject to the same restriction previously noted) or via the console (VM) or the LCMD utility (non-VM).

Unless otherwise noted, commands are listed in alphabetical order, with the minimum acceptable abbreviation in capital letters. Angle brackets are used to indicate optional parameters. All commands which return a file accept an optional 'F=fformat' keyword (without the quotes) that lets you select the format in which you want the file sent; the default format is normally appropriate in all cases. Some esoteric, historical or seldom-used commands and options have been omitted.



**Note:** Some commands are not available on all platforms; these commands are marked appropriately.

Continuation cards (see the [Advanced Topics Manual for LISTSERV](#) regarding LISTSERV's Command Jobs Language) can be used to split long commands (for instance, ADD commands for users with long X.500 addresses) into two or more 80-character cards. In that case you must insert "// " (two slashes followed by a space) before the command text and a comma at the end of each line of the command so that CJLI considers it as a control card and performs the required concatenation. For instance,

```
// QUIET ADD MYLIST someone.with.a.real.long.userid.that.wraps@hishost.com ,  
His Name
```

or, for instance, for a large GETPOST job,

```
// GETPOST MYLIST 10769-10770 10772 11079 11086 11095 11099-11100 11104 ,  
11111 11115 11118 11121 11124 11131 11144 11147 11153 11158 11166 11168
```

Be sure to put a space before the comma at the end of the first line, as LISTSERV will not add the space for you.

### General Commands

#### List Subscription Commands

The following commands are listed from most to least important.

```
SUBscribe listname [full_name | ANONYMOUS] [WITH options]
```

The SUBscribe command is LISTSERV's basic command, issued by users to join mailing lists. This command can also be used to change one's "full\_name" field in LISTSERV's SIGNUP database (simply reissue the command with the changed name). Note that the full\_name is not required if the user has previously signed up to lists on the same

LISTSERV server, or if the user has previously registered in LISTSERV's SIGNUP database by using the REGISTER (q.q.v.) command.

The following syntax:

```
SUBSCRIBE listname ANONYMOUS
```

indicates that the user wishes to join the list anonymously, that is, without specifying a name. The CONCEAL subscription option is automatically set, granting the subscriber the maximal level of protection available.

The following additional syntax:

```
SUBSCRIBE listname full_name WITH option1 option2 ...
```

allows you to "preset" subscription options at subscribe time. For instance, you might want to subscribe to MYLIST-L in order to be able to search its archives, but don't want to receive postings. You would use the command

```
SUBSCRIBE MYLIST-L Joe User WITH NOMAIL
```

Or you might want to receive individual postings with the SUBJecthdr option and receive copies of your own postings instead of the standard acknowledgement that your message was distributed to the list:

```
SUBSCRIBE MYLIST-L Joe User WITH SUBJecthdr REPRO NOACK
```

Also,

```
QUIET SUBSCRIBE listname full_name WITH option1 option2 ...
```

suppresses the command response normally sent by LISTSERV that looks like this:

Confirming:

```
> SUBSCRIBE MYLIST-L Joe User
```

```
You have been added to the MYLIST-L list.
```

**JOIN listname [full\_name | ANONYMOUS] [WITH options]**

JOIN is a synonym for SUBscribe.

**SIGNOFF listname[\*]\* [(NETWIDE)]**

The SIGNOFF command allows the user to cancel his or her subscription to lists. SIGNOFF requires a qualifying parameter, as follows:

```
listname      Sign off of the specified list
*             Sign off of all lists on that server
* (NETWIDE    Sign off of all lists in the LISTSERV network
```

The "\*" (NETWIDE" parameter causes the LISTSERV server to forward a copy of the signoff request to all other registered LISTSERV servers. This is a good option for a user who is changing service providers or otherwise losing a specific address that will not be forwarded. Please note that this parameter will not remove the user from non-LISTSERV lists or from LISTSERV lists running on non-registered sites. It will also not work if the server to which you issue it is running in STANDALONE runmode.

LISTSERV will attempt to sign off the address it finds in the RFC822 "From:" line and will not "fuzzy match" for "similar" addresses. The single exception is when the hostname part of the address is aliased to another hostname in LISTSERV's centrally-maintained ALIASES NAMES file.

**UNSUBscribe listname|\*|\* [(NETWIDE]**

UNSUBscribe is a synonym for SIGNOFF.

**CHANGE listname|\* newaddr**

This form of the CHANGE command can be used by any subscriber. It must be sent from the currently-subscribed address and results in an OK confirmation request being sent back to that address. This cookie then MUST be confirmed by the currently-subscribed address, exactly as it was entered, or the command will fail. This is the only case where a LISERSERV cookie must be confirmed by a specific address. Note that this assumes that the user still has login access to both addresses, or at least the ability to send mail from the old address.

**SET listname option1 [option2 ...]**

Allows the user to change his or her subscription options without administrative intervention. The options available to be changed are as follows:

- ACK – A mail message acknowledging the receipt and distribution of the user's posting is sent back to the user.
- NOACK – No posting acknowledgement is sent. In general, this setting should only be used if the user has also set himself to REPRO, as it is desirable in most cases that some indication of whether or not the posting was received by LISERSERV be sent.
- MSGack – (Obsolete) An interactive message is sent to acknowledge receipt and distribution. Note that this works only if both the machine running LISERSERV and the user's machine have NJE connectivity (e.g., BITNET). If NJE connectivity is not available on both ends, this option is effectively the same as NOACK.
- CONCEAL – Allows the user to be concealed from the REVIEW command. Note that the list owner or LISERSERV maintainer can always get the complete list of subscribers, regardless of this setting.
- NOCONCEAL – "Unhides" the user.
- Files/NOFiles – (Obsolete) These options toggle the receipt of non-mail files from the list. Note that this is NJE-specific, and thus obsolete for systems without NJE connectivity, but retained for compatibility.
- Mail/NOMail – These options toggle the receipt of mail from the list. Users who will be away from their mail for an extended period of time may prefer to simply turn the mail off rather than to unsubscribe, particularly if subscription to the list is restricted in some way.



**Note:** For backward compatibility, the command SET listname MAIL sent by a user who is set to DIGEST but not also set to NOMAIL will cause the user to be set to NODIGEST (the behavior is identical for users set to INDEX but not to NOMAIL). SET listname MAIL sent by users set to DIGEST/NOMAIL or INDEX/NOMAIL will simply remove the NOMAIL setting and leave the user set to DIGEST or INDEX as the case may be.

- `DIGests/INDEx/NODIGests/NOINDEx` – These options change the format in which list mail is received by the subscriber. `DIGEST` turns on digest mode, in which the subscriber receives a digest of postings at set times dependent on how the "Digest=" keyword of the list is set. `INDEX` turns on index mode, in which the subscriber receives a daily listing of subjects posted to the list, from which he or she may order postings of interest. `NODIGEST` and `NOINDEX` toggle the mode back to individual postings sent as received by `LISTSERV`. Note that these options are interrelated; setting one will negate another.
- `REPro/NOREPro` – Causes `LISTSERV` to send you a copy of your own postings as they are distributed. Some users may prefer this behavior to the `ACK` option (see above).
- `MIME/NOMIME` – Toggles MIME options on and off. Currently only digests are available in MIME format. If `DIGEST` mode is set, the user will receive a MIME digest instead of the regular plain-text digest. Note that you must have a mail client that supports MIME digests (Pegasus is one that does) or this setting will do you little good. This option is automatically set at subscribe time for users who send their subscription command using a MIME-compliant agent, unless "Default-Options=`NOMIME`" is specified for the list.
- `HTML/NOHTML` – Toggle the HTML function for digests and indexes on and off.
- `TOPICS: ALL | [+/-]topicname` – For lists with topics enabled (see the `Topics=` list header keyword), subscribe or unsubscribe to topics. For instance, if a list has topics `SUPPORT` and `CHAT`, a user could subscribe to `CHAT` by sending `SET TOPICS +CHAT`. Or the user could unsubscribe to `SUPPORT` by sending `SET TOPICS -SUPPORT`. Finally, the user can subscribe to all available topics by sending `SET TOPICS ALL`.

Options for mail headers of incoming postings (choose one):

- `FULLhdr` – "Full" mail headers, (default) containing all of the routing information.
- `IETFhdr` – Internet-style headers.
- `SHORThdr` – (Obsolete) Short headers (only basic information about the message - Date, From, Subject, To -- is preserved). Setting `SHORThdr` will break MIME-encoded messages, so it should be used only on lists where MIME and HTML messages are not allowed.
- `DUALhdr` – Dual short headers, useful with older mail programs which do not preserve the RFC822 return email address. Same caveat as with `SHORThdr`.
- `SUBJecthdr` – "Full" mail headers (like the default) except that setting this option tells `LISTSERV` to add the list's default subject tag to the subject line of mail coming from the list. (See the listing in the [List Keyword Reference](#) document for "Subject-Tag=" for more information.) Note that if the user is set to `SHORThdr` (or any other header option other than `FULLhdr`), `LISTSERV` will automatically switch the user to `FULLhdr`, as subject tags require full headers. A subject tag is generated (for subscribers with the `SUBJecthdr` option set) even if the original message had no "Subject:" header. To turn the subject tagging off, the user simply sends a new `SET`

command with any of the other header options (e.g., `SET listname FULLhdr`) and the `SUBJECThdr` option is reset.

- `FULL822` – Essentially the same as "full" mail headers, but with the important difference that the recipient's email address is specified in the "To:" line rather than the address of the list. "FULL822" headers should be used with extreme caution, as they cause LISERSERV to create a separate mail envelope with a single RFC821 RCPT TO: for each address so set. This behavior can significantly affect the performance of both LISERSERV and of your external mail system.
- `SHORT822` – Essentially the same as "short" mail headers, with the same caveats as noted for `FULL822`.



**Note:** `FULL822` and `SHORT822` headers should only be used if a specific problem indicates that they might solve the problem. One possible use would be to determine which subscriber from a specific site is causing the site to throw back delivery errors if that site does not specify which RCPT TO: is generating the error. These headers should never be used by default.



**Documented Restriction:** The use of the `SHORTHDR` or `DUALHDR` options will break messages that depend on MIME encoding, because these options strip the RFC822 headers that identify the message as a MIME message. `SHORTHDR` and `DUALHDR` were designed for the non-MIME mail clients which prevailed in LISERSERV's early history. As most mail clients today support MIME, the use of these options is now deprecated.

`CONFIRM listname1 [listname2 ]...]`

The `CONFIRM` command should be issued when LISERSERV requests it. A request for `CONFIRM` should not be confused with a "command confirmation request" which requires an "OK" response. The `CONFIRM` command is used in two cases:

- When the list in question requires periodic subscription renewals (controlled by the `Renewal= keyword`). In this case, the amount of time between the request for confirmation and termination of the subscription is controlled by the `Delay()` parameter of the `Renewal= keyword`; the default is seven days.
- When LISERSERV's automatic address probing function fails and you receive a message to that effect. The response time is controlled by the settings of the `Auto-Delete= keyword` for the list in question.

### Other list-related commands

`INDEX [listname]`

The `INDEX` command sent to LISERSERV without further qualification sends back the contents of the "root" level archive filelist on VM systems (LISTSERV FILELIST) or archive catalog on non-VM systems (SITE.CATALOG plus the contents of SYSTEM.CATALOG).

If the `INDEX` command is sent with the name of a list (e.g., `INDEX MYLIST`) or the name of a special filelist or catalog file (e.g., `INDEX TOOLS`, if `TOOLS FILELIST` on VM or `TOOLS.CATALOG` on non-VM exists), LISERSERV sends back the contents of the specified filelist or catalog. Several possibilities exist:

- For mailing lists without an associated filelist or catalog, LISTSERV creates an index "on the fly" containing entries for the accumulated notebook archives for that list. If notebook archives are not enabled for the list, LISTSERV will respond, "This server does not have any file by the name '*listname.filelist*'."
- For mailing lists with an associated filelist or catalog, LISTSERV will append the "on the fly" index of notebook archives to the entries in the associated filelist or catalog. For instance, for a list called MYLIST with associated catalog MYLIST.CATALOG, INDEX MYLIST might return:

*Table A-1 Sample Output of an INDEX Listname Command*

```

*
* MYLIST FILELIST from LISTSERV@LISTSERV.MYCORP.COM
*
* .....
*
* The GET/PUT authorization codes shown with each file entry describe
* who is authorized to GET or PUT the file:
*
*   ALL = Everybody
*   CTL = LISTSERV administrators
*   OWN = List owners
*   PRV = Private, ie list members
*   LMC = LISTSERV master coordinator
*   N/A = Not applicable - file is internally maintained by LISTSERV
*   MSC = Miscellaneous - contact administrator for more information
*
* .....
*
* Information files for MYLIST
*
* filename      filetype      GET PUT size (bytes) date      time
* -----
* MYLIST        FAQ           ALL MSC      22,528 1996-02-09 21:30:10
* MYLIST        WELCOME      ALL MSC        279 1998-02-02 09:59:44
* MYLIST        FAREWELL     ALL MSC         92 1998-02-05 11:06:14
*
* Archive files for the MYLIST list at LISTSERV.MYCORP.COM
* (monthly logs)
*
* filename      filetype      GET PUT size (bytes) date      time
* -----
* MYLIST        LOG9603      LOG OWN       8,668 1998-05-27 15:29:57
* MYLIST        LOG9605      LOG OWN       7,865 1998-06-29 08:43:26
* MYLIST        LOG9606      LOG OWN      17,298 1998-07-23 12:46:20

```

- Lastly, for catalogs or filelists without an associated list, the INDEX command returns only the entries in the catalog or filelist, since there are no associated list archives to be indexed.

Under VM, instead of the size in bytes, three separate VM-specific columns are used. Please note the following definitions for them:

- `rec -fm` – Indicates whether the file is in a fixed or variable record format.
- `lrecl` – Logical record length. For a file with fixed record format (F), this is the length of each record. For a file with variable record format (V), this is the maximum record length.
- `nrecs` – Number of records (lines) in the file.

#### **Lists [option]**

Access the global list of lists maintained by LISERVER. If no options are specified, then LISERVER returns only local lists, one line per list. The available options are:

- `Detailed` – All local lists, complete with full header information.
- `Global xyz` – Only those whose name or title contains 'xyz'.
- `SUMmary [host]` – Membership summary for all lists on specified host, or the host to which the command is sent if no host is specified.
- `SUMmary ALL` – Membership summary for all hosts (long output, send request via mail).
- `SUMmary TOTAL` – Membership totals only.

"Lists Global" without a search string, which returns the entire list of lists, may no longer be issued by general users. General users should use the "Lists Global /xyz" format to search the list of lists, or (preferably) use L-Soft's CataList service at <http://www.lsoft.com/catalist.html>.

"Lists SUMmary", when issued to an unregistered host or to a host running in STANDALONE mode will generate the response "No information available yet - please try again later." because the file required for this function does not exist.

#### **Query listname**

Query your subscription options for a particular list (use the SET command to change them). Using the "\*" wildcard in place of the name of a single list queries subscription options on all lists on the server.

#### **REGister full\_name | OFF**

Register's the user's full name field in LISERVER's SIGNUP files, or changes the current value of that field. When a user's name is registered, he or she can omit the full name field from subsequent SUBscribe requests to that server. Sending "REGISTER OFF" to LISERVER deletes the user's entry from the SIGNUP file.

#### **REView listname [(options)]**

Get information about a list, assuming the list header keyword "Review=" is set appropriately. For general users, REVIEW does not return address information about subscribers who are set to CONCEAL. The options are:

- `BY sort_field` – Sort list in a certain order:
  - `Country` – Sorts by country of origin (ISO country codes).
  - `Date` – Sorts by subscription date (newest to oldest).

- Name – Sorts by user name (last, then first).
- NODEid – Sorts by hostname/nodeid
- Userid – Sorts by userid
- BY (*sort\_field1 sort\_field2*) – You can specify more than one sort field if enclosed in parentheses. For instance, BY (NODE NAME).
- Countries – Synonym of BY COUNTRY.
- Topics – Adds a breakdown of subscribers per topic (if TOPICS= is defined in the list header) at the end of the subscriber list. If you just want the breakdown, use REVIEW *listname* SHORT TOPICS. This does not show topics by individual subscribers (see the QUERY command instead). If TOPICS= is not enabled for a given list then this option is ignored.
- LOCAL – Don't forward request to peers. This is only useful if the list is peered; normally it should not be necessary to issue this option.
- Msg – Send reply via interactive messages (BITNET users only).
- NOHeader – Don't send list header, just send the subscriber list.
- Short – Don't list subscribers, just send the header and the membership summary for the list.



**Note:** You can get a quick read of the number of subscribers on the list by sending the command REVIEW *listname* SHORT NOHEADER.

List owners and site maintainers may also use the additional option:

- ALL – List concealed members (who will show up with "[concealed]" next to their entry) as well as non-concealed members. (NOT available to general users even if Review= Public.)

#### SCAN *listname* *text*

Scan a list's membership for a name or address. Helpful if a user attempts to send a SET command or an UNSUB command and is informed that their address is not subscribed to the list. At the non-privileged level, this command will show all non-concealed entries that match the search text, assuming that the list is set to "Review= Public".

Stats *listname* [(options)]

*The following command is available on VM servers only.*

Get statistics about a list. This command is VM-specific, and was originally intended to return BITNET data. The single option is:

- LOCAL – Doesn't forward to peers.

## Informational commands

### Help

Obtain a list of commonly-used LISERSERV commands. Also explains how to get the comprehensive reference card and tells who the (non-hidden) server manager(s) are.

**Info [topic|listname]**

Order a LISERSERV manual, or get a list of available ones (if no topic was specified); or get information about a list. For Info listname, the text in the INFO template form of listname.MAILTPL is used; however, if listname.MAILTPL does not exist or does not contain an INFO template form, the INFO template form of DEFAULT.MAILTPL is used.

**Query File fn ft [filelist] [(options)]**

(Available only on VM) Get date/time of last update of a file, and GET/PUT file access code. The single option is:

- **Flags** – Get additional technical data (useful when reporting problems to experts).

**RELEASE**

Find out who maintains the server, the version and build date of the software, and the version of LISERSERV's network data files.

**SHOW [function]**

Display information as follows:

- **ALIAS node1 [node2 [...]]** – BITNET nodeid to Internet hostname mapping.
- **DISTRIBUTE** – Statistics about DISTRIBUTE.
- **HARDWARE** or **HW** – Hardware information; what kind of machine is LISERSERV running on?
- **LICENSE** – License/capacity information and software build date.
- **LINKS [node1 [node2 [...]]** – Network links at the BITNET node(s) in question.
- **NADS [node1 [node2 [...]]** – Addresses LISERSERV recognizes as node administrators for the specified site(s).
- **NODEntry [node1 [node2 [...]]** – BITEARN NODES entry for the specified node(s).
- **NODEntry node1 /abc\*/xyz** – Just the ':xyz.' tag and all tags whose name starts with 'abc'.
- **POINTS [ALL | list1 [list2...]]** – Graduated (LISTSERV Classic) license point information. This information can help you plan orderly expansion of your site if you are running with a graduated LISERSERV Classic license. Under Lite this command shows Classic point usage.
- **STATS** – Usage statistics for the server (this is the default option).
- **VERSION** – Same output as RELEASE command.

If no function is specified, the output is per SHOW STATS.

*The following options are available for VM servers only:*

- **BITEARN** – Statistics about the BITEARN NODES file.
- **DPATHS host1 [host2 [...]]** – DISTRIBUTE path from that server to specified host(s).

- `DPATHs *` – Full DISTRIBUTE path tree.
- `FIXes` – List of fixes installed on the server (non-VM see SHOW LICENSE).
- `NETwork` – Statistics about the NJE network.
- `PATHs snode node1 [node2 [...]]` – BITNET path between 'snode' and the specified node(s).

## Commands Related to File Server and Web Functions

### GET

- VM Syntax

```
GET fn ft [filelist] [(options) [F=fformat] [SPLIT=integer]
```

- Non-VM Syntax

```
GET fn ft [catalogname] [(F=fformat) [SPLIT=integer]]
```

Order the specified file or package from LISYSERV. The single option is for VM servers only and is:

- `PROLOGtext xxxx` – Specify a 'prolog text' to be inserted on top of the file

Examples:

```
GET MYFILE TEXT
GET MYFILE TEXT MYLIST-L
```

Typically the filelist name or catalog name is the same as the name of the list to which the files belong. A password (`PW=xxxxx` at the end of the command) is required to retrieve any file that does not have a GET FAC of ALL.

Do not use dots (periods) in the file specification when specifying the filelist or catalog name, as this will result in an error. For instance

```
GET MYFILE.TEXT MYLIST-L
```

will result in an error, whereas

```
GET MYFILE TEXT MYLIST-L
```

will not.

To control the format in which LISYSERV returns the file(s) to you, you can specify the `F=fformat` parameter. Supported formats are `Netdata`, `Card`, `Disk`, `Punch`, `LPunch`, `UUencode`, `XXencode`, `VMSdump`, `MIME/text`, `MIME/ Appl`, `Mail`.

To split very large files into manageable chunks, you can specify the `SPLIT=integer` parameter. The integer value is the size you want the chunks to be generated, in kilobytes. For instance if you were ordering a 2MB notebook log and wanted to break it into 100KB chunks, you would specify `SPLIT=100`. This is handy for people whose mail systems place a limit on the size of an individual mail message that may be received by a given user.

The following syntax is accepted for **TCPGUI parameters for Change-Logs**:

```
GET listname CHANGELOG (MSG [COLUMNS(colspec1 colfilter1
[colspec2 colfilter2[...]])
```

The design goal was to provide access via the TCPGUI (and thus the web interface) for change-log data. Further information can be found in the [Advanced Topics Guide for LISERV](#).

#### **GIVE**

- VM Syntax: GIVE fn ft [filelist] [TO] userid@host
- Non-VM Syntax:

```
GIVE fn.ft [TO] userid@host
```

or

```
GIVE fn ft catalogname [TO] userid@host
```

Sends a file stored in a LISERV file archive to someone else. For instance, you may want to send LISERV REFCARD to a new user. Rather than retrieving LISERV REFCARD and then forwarding it to the user, you simply issue a GIVE command to tell LISERV to send it directly. Note that the token "TO" is optional.

Examples:

- For LISERV running under VM:

```
GIVE LISERV REFCARD joenewuser@hishost.com
GIVE LISERV REFCARD TO joenewuser@hishost.com

GIVE README TEXT MYLIST-L joenewuser@hishost.com
GIVE README TEXT MYLIST-L TO joenewuser@hishost.com
```

- For LISERV running on non-VM hosts there are two syntaxes, depending on whether or not you need to specify a catalog name for the file in question. Note that the only real difference is whether or not you are required to specify a dot between the filename and the extension.

```
GIVE LISERV.REFCARD joenewuser@hishost.com
GIVE LISERV.REFCARD TO joenewuser@hishost.com

GIVE README TXT MYLIST-L joenewuser@hishost.com
GIVE README TXT MYLIST-L TO joenewuser@hishost.com
```

#### **INDEX [filelist|catalog]**

Same as GET xxxx FILELIST. If no filelist is specified, the default is LISERV FILELIST (on non-VM, SITE CATALOG is returned as LISERV FILELIST in this case).

#### **PW function**

Define/change a "personal password" for protecting AFD/FUI subscriptions, authenticating PUT commands, and so on.

- ADD firstpw – Define a password for the first time, or after a PW RESET. Requires confirmation via the "OK" confirmation method.

- **CHange newpw [PW=oldpw]** – Change your existing password. If you do not include your old password for authentication, LISTSERV will require confirmation via the "OK" confirmation method.
- **REP password** – Starting with 1.8d, this function is a hybrid of "ADD" and "CHange". If a password does not exist for the user, one will be added. If a password does exist for the user, it will be changed (with confirmation required via the "OK" confirmation method). "REP" was added primarily for use by the web archive and administration interface but can be used in e-mailed PW commands as well.
- **RESET** – Reset (delete) your password. This function always requires confirmation via the "OK" confirmation method.

**SENDme**

Same as GET.

**AFD**

*Available on VM servers only.*

Automatic File Distribution. The functions are as follows:

- **ADD fn ft [filelist [prolog]]** – Add file or generic entry to your AFD list.
- **DELeTe fn ft [filelist]** – Delete file(s) from your AFD list (wildcards are supported).
- **List** – Displays your AFD list.

For node administrators:

- **FOR user ADD/DEL/LIST etc** – Perform requested function on behalf of a user you have control over (wildcards are supported for DEL and LIST).

**FUI**

*Available on VM servers only.*

File Update Information: same syntax as AFD, except that FUI ADD accepts no 'prolog text'.

**Other Advanced Commands**

**DISTRIBUTE type source dest [options]**



**Note:** Starting with 1.8d, the ability to send DISTRIBUTE jobs is limited to LISTSERV Maintainers by default, and requires a password. This section is retained for compatibility with 1.8c and earlier, and for 1.8d and later servers which have the DISTRIBUTE security feature turned off.

Distribute a file or a mail message to a list of users (see the Advanced Topics Guide for LISTSERV for more details on the syntax). The various parameters are, briefly:

Type:

- **MAIL** – Data is a mail message, and recipients are defined by '<dest>'.
- **MAIL-MERGE** – Data is a mail-merge message. See the [Advanced Topics Guide for LISTSERV](#) for specifics.

- **FILE** – Data is not mail, recipients are defined by '<dest>'.
- **POST** – (non-VM only) Same as MAIL except that the message is pre-approved. See the [Advanced Topics Guide for LISTSERV](#) for specifics.
- **RFC822** – Data is mail and recipients are defined by the RFC822 'To:/'cc:' fields.

**Source:**

- **DD=ddname** – Name of DD holding the data to distribute (default: 'DD=DATA').

**Dest:**

- **<TO> user1 <user2 <...>>** – List of recipients.
- **<TO> DD=ddname** – Use a DD called ddname for the destination addresses, one recipient per line.

**Options for the general user:**

- **ACK=NOne/MAIL/MSG** – Acknowledgement level (default: ACK=NONE).
- **CANON=YES** – 'TO' list in 'canonical' form (uid1 host1 uid2 host2...).
- **DEBUG=YES** – Do not actually perform the distribution; returns debug path information.
- **INFORM=MAIL** – Send file delivery message to recipients via mail.
- **TRACE=YES** – Same as DEBUG=YES, but file is actually distributed.
- **AV=YES [ , FORCE ]** – Check the message for viruses. See the [Advanced Topics Guide for LISTSERV](#) for specifics.
- **DKIM=NO/YES** – Sign the message with a DomainKeys signature (default: DKIM=NO).

**Options requiring privileges:**

- **FROM=user** – File originator
- **FROM=DD=ddname** – One line: 'address name's
- **PRE-APPROVED=YES** – Pre-approve message (with DISTRIBUTE POST only)

**GETPost listname post\_number [post\_number [...]] [NOMIME]**

GETPost is used after receiving the output of a SEARCh command to retrieve the postings you want from the SEARCh output. For instance, if you want postings numbered 1730, 1731, 1732, and 1840 from the MYLIST list, send the command

```
GETPost MYLIST 1730-1732 1840
```

GETPost is analogous to the VM database command PRINT.

In previous versions, the GETPost command returned messages that contained MIME attachments in their "raw" form, which could not be extracted automatically by MIME-aware mail clients. Customers who wished to use list notebooks to archive word-processing documents (for instance) found this to be a problem. From LISTSERV 1.8e, attachments returned in messages by way of the GETPost command will now display as inline clickable links in the individual messages.

Users of certain email clients (specifically Pine, which handles attachments in a secondary viewing area) may find the new format difficult to use. If preferred, the pre-1.8e behavior may be reverted to by specifying "NOMIME" as the last parameter of the GETPost command.

### Search

For lists running on VM servers, see also below at DATABASE.

The Search command syntax is similar to that of the SEARCH/SELECT commands in the "old" database functions. A very basic Search command for list MYLIST would look like this:

```
Search search_string IN MYLIST
```

You can also restrict your search by date, sender, or other criteria, for example,

```
Search search_string IN MYLIST SINCE 96/01/01
```

```
Search search_string IN MYLIST WHERE SENDER CONTAINS ERIC
```

The specific syntax is outlined in LISTDB MEMO (available from LISYSERV with the command "INFO DATABASE") and in the [Advanced Topics Guide for LISYSERV](#).



**Note:** The "new" Search command does not require a CJLI job framework to operate; simply send the Search command in the body of an email message to the appropriate server. LISYSERV will respond with an index of the postings matching your criteria and instructions on how to use the GETPost command to retrieve the posts you want.

### SERVE user

Restore service to a user whose access to LISYSERV has been disabled. This generally occurs when a user has sent 51 incorrect commands in a row to LISYSERV, which LISYSERV interprets as a possible mail loop. (Note also that certain mail packages that send "Read:/Not Read:" notifications back to LISYSERV will trigger this scenario after 51 iterations. The best solution would be for the user to disable receipt notifications.) The user in question cannot restore his or her own service; this command must be issued from another userid. Note that if the user has been manually served out by a privileged user (a LISYSERV maintainer), the SERVE command must be issued by a similarly-privileged user (who must also be a LISYSERV maintainer, although naturally the same user who issued the SERVE OFF command can issue the SERVE command).



**Note:** The THANKS command will not reset the serve-off counter (so vacation messages or auto-replies that contain a sentence starting with something like "Thanks for writing" will not defeat the system and users sending them will eventually be served off instead of continuing to loop ad infinitum).

### THANKS

You can send this command to check to see if the server is alive. If it is, the server politely responds, "You're welcome!".

### DATABASE function

*This command is only available on VM servers:*

Access LISYSERV database(s). The functions are explained in detail in the version of LISTDB MEMO available from VM servers, but the basic syntax is:

- Search DD=*ddname* <ECHO=NO> – Perform database search (see the VM version of LISTDB MEMO for more information on this)
- List – Get a list of databases available from that server
- REFRESH *dbname* – Refresh database index, if suitably privileged

**Dbase**

*This command is only available on VM servers:*

Same as DATABASE

**List Owner and File Owner Commands****File Management Commands (for file owners only)**

PUT *fn ft* <*filelist* <NODIST>>

Update a file you own. Options are:

- <PW=*password*> – Supply your password for command authentication.

*The following options are VM-specific and will not work on the non-VM servers.*

The "NODIST" option prevents AFD and FUI distributions when the file is updated. Other available VM only options include:

- <CKDATE=NO> – Accept request even if the current version of the file is more recent than the version you sent
- <DATE=*yyymmddhhmmss*> – Set file date/time.
- <RECFM=F <LRECL=*nnn*>> – Select fixed-format file (not to be used for text files).
- <REPLY-TO=*userid*> – Send reply to another user.
- <REPLY-TO=NONE> – Don't send any reply.
- <REPLY-VIA=MSG> – Request reply via interactive messages, not mail (Requires NJE connectivity).
- <*parameters*> – Special parameters passed to FAVE routine, if any.

Standard parameters supported for all files:

- TITLE=*file title* – Change file "title" in filelist entry.

**AFD/FUI**

*This command is only available on VM servers.*

Automatic File Distribution privileged commands. In addition to the AFD/FUI functions listed above, a file owner may use the following function:

- GET *fn ft* <*filelist*> – Get a list of people subscribed to a file you own.

**GET *fn* FILELIST <(options)>**

*This command is only available on VM servers.*

Special options for filelists:

- CTL – Return filelist in a format suitable for editing and storing back.
- NOLOCK – Don't lock filelist (use in conjunction with CTL).

**REFRESH filelist <(options)>**

*This command is only available on VM servers.*

Refresh a filelist you own. The single option is:

- NOFLAG – Don't flag files which have changed since last time as updated (for AFD/FUI).

**UNLOCK fn FILELIST**

*This command is only available on VM servers.*

Unlock filelist after a GET with the CTL option if you decide not to update it after all

## List Management Functions

Commands that support the QUIET keyword are marked with an asterisk (\*).

**ADD(\*) listname user [full\_name]**

**ADD(\*) listname DD=ddname [IMPORT [PRELOAD]]**

The first syntax is used to add an individual user to one of your lists, or update his name field. Note that you can substitute an asterisk ("\*") for *full\_name* and LISTSERV will substitute "<No name available>" in the list.

The second syntax is used for bulk ADD operations where a dataset (DD=ddname) is used add multiple users, one address/name pair per line. For bulk operations you may also use the IMPORT option, which implies a QUIET ADD (in other words you do not need to specify QUIET if you use IMPORT) and otherwise vastly speeds up the ADD process by loosening syntax checking and omitting success messages. The IMPORT PRELOAD option is used to direct LISTSERV to preload the existing e-mail keys in memory before starting the transaction, which speeds the operation up considerably. This option is used primarily with DBMS lists to speed up bulk adds. PRELOAD is not necessary for traditional LISTSERV lists and does not normally lead to a significant performance improvement. However, when importing a new list (no existing subscribers), it does reduce CPU usage somewhat.

For a bulk ADD operation, the users are defined in a separate dataset beginning on the line following the ADD command. For instance,

```
ADD listname DD=ddname IMPORT
//ddname DD *
userid@host.com User Name
userid2@host.com User2 Name
... more address/name pairs, one per line ...
/*
```

**ADDHere(\*)**

Same as ADD, but means "add the user on this peer, do not forward this request to a (possibly) closer peer". For non-peered lists, is functionally identical to ADD.

**CHANGE(\*) listname | \* newaddr**

**CHANGE(\*) listname | \* oldaddr | pattern newaddr | \*@newhost**

The first form can be used by any subscriber and results in a cookie being sent to the new address. This cookie **MUST** be confirmed by the new address, exactly as it was entered, or the command will fail. This is the only case where a LISTSERV cookie must be confirmed by a specific address.

The list owner form does not use cookies but simply applies the standard "Validate=" rules (as for a DELETE command). You can specify a wildcard pattern for the old address and \*@newhost for the new address to rename certain addresses to a new hostname. The CHANGE1 template is sent unless you specify QUIET.

Change log entries are made (CHANGE oldaddr newaddr) and there is a CHG\_REQ exit point which allows you to reject the operation.

**DELEte(\*) listname user [(options)]**

**DELEte(\*) listname DD=ddname [BRIEF]**

The first syntax is used to remove a single user from one of your lists, or from all local lists if listname is '\*'. The available options are:

- **Global** – Forward request to all peers
- **LOCAL** – Don't try to forward request to closest peer if not found locally
- **TEST** – Do not actually perform any deletion (useful to test wildcard patterns)

The second syntax is used for bulk DELETE operations (similar to a bulk ADD operation). The single available option is:

- **BRIEF** – Good for deleting wildcard patterns (such as \*@\*) when you don't want a "userid@host has been deleted from list xxxx" for each user deleted. Returns instead only a count of the users that were deleted.

**EXPLODE listname <(options)>**

*This command is only available on VM servers.*

Examine list and suggest better placement of recipients, returning a ready-to-submit MOVE job.

- **BESTpeers n** – Suggest the N best possible peers to add.
- **Detailed** – More detailed analysis.
- **FOR node** – Perform analysis as though local node were 'node'.
- **PREFER node** – Preferred peer in case of tie (equidistant peers).
- **SERVICE** – Check to see that service areas are respected.
- **With(node1 <node2 <...>>>)** – Perform analysis as though specified nodes ran a peer.
- **WITHOut(node1 <node2 <...>>>)** – Opposite effect.

**FREE listname <(options)>**

Release a held list. The single option is:

- **Global** – Forward request to all peers.

**GET listname <(options)>**

Get a copy of a list in a form suitable for editing and storing the list and lock it so that other list owners can't modify it until you store it back (or until you or they issue an UNLOCK command). The options are:

- Global – Forward request to all peers.
- HEADer – Send just the header; on the way back, only the header will be updated. This is the recommended way to modify your list header.
- NOLOCK – Do not lock the list.
- OLD – Recover the "old" copy of the list (before the last PUT).

**HOLD listname <(options)>**

Hold a list, preventing new postings from being processed until a FREE command is sent. The single option is:

- Global – Forward request to all peers

**Lists [option]**

Additional options available for list owners and moderators:

- OWNed – Returns a list of local lists owned by the invoker.
- MODerated – Returns a list of local lists that are moderated by the invoker.

**MOVE(\*) listname user <TO> node**

Move a subscriber to another peer. Do NOT use this command to move users from one list host site to another during migration. It is strictly for moving subscribers from one peer to another peer.

- *listname* DD=*ddname* – Move several subscribers to various peers

**PUT listname LIST**

Update a list from the file returned by a GET command. This is the standard "PUT command" or "list PUT" referred to throughout this document.

Use of the PUT command to store a list header with new subscriber data at the bottom (e.g., an attempt to add subscribers "on the fly") will result in only the header of the list being stored, and in the generation of the following warning:



**Warning:** New subscriber data was found in the replacement list you sent, possibly due to the use of a signature file with an unusual separator line. If you really meant to update the subscriber data, please resend your request with the word "PUT" replaced with "PUTALL". For now, only the list header will be updated.

**PUTALL listname LIST**

This command allows you to PUT an entire list file, that is, the list header followed by the list of subscribers.



**Documented Restriction:** PUTALL does not work with DBMS lists; only the header information is replaced. Subscriber information in the DBMS table is not changed. For DBMS lists where the subscriber information needs to be replaced *in toto*, either

the DBMS should be manipulated with your regular DBMS tools or you should use ADD IMPORT.

**Query listname <WITH options> FOR user**

Query the subscription options of another user (wildcards are supported).

- \* <WITH options> FOR user – Searches all the lists you own for the specified user(s) with the specified option(s).

**REINDEX [options] list1 [list2 [...]]**



**Documented Restriction:** Because it is resource-intensive, the REINDEX command is considered a "maintenance" command as opposed to an "everyday" command, and should not be issued in production environments outside of regularly-scheduled maintenance windows.

The REINDEX maintenance command rebuilds the WWW indexes (default), database indexes, or both for one or more lists. This command requires list owner privileges.

The wildcard \* or the literal ALL is supported to mean "all lists". List owners will be able to rebuild indexes only for their own lists. LISYSERV maintainers may rebuild indexes for all lists on the server.

The available option is:

DATABASE WWW BOTH IMMEDIATE



**Notes:** By default, web indexes will be rebuilt in the background on LISYSERV Classic HPO unless you specify the IMMEDIATE option. In additions, there is no background reindexing support for LISYSERV Classic non-HPO.

The main reason to use REINDEX is to retroactively add RSS abstracts to an existing list. It may also be useful if an archive file is edited by accident or if there is a corrupt file or the like. LISYSERV Classic non-HPO sites with one or more very large and active list(s) may also wish to run this command when upgrading to HPO.

On non-VM systems where there are no web indexes, normally there is no reason at all to rebuild your database indexes, other than in cases of disk corruption or in an upgrade to HPO coupled with the presence of a list with very large archives.

When rebuilding web indexes, BOTH the HTML files AND the INDxxxx files are reindexed. While there may be legitimate reasons for wanting to rebuild the HTML files (template changes, etc), it is NOT recommended to use the REINDEX command to accomplish that, as the overhead involved in rebuilding the INDxxxx files is prohibitive if they do not actually need rebuilding.

With LISYSERV Classic there is no background support, so REINDEX \* should be scheduled for "quiet" periods if there are many lists and/or lists with large archives.

While a particular list has its indexes rebuilt, WA browsing accesses will generally fail and/or LISYSERV will throw "listname.html" not found errors. There is no good way to avoid that since the goal is to recreate the entire index structure from scratch, and during that process files will be deleted and not be available until they are rebuilt.

By default, database indexes are reset and will be rebuilt the next time they are needed; this is a fast operation. Under HPO, the IMMEDIATE option may be used to cause an immediate rebuild of all database indexes if absolutely necessary, but remember that the

immediate rebuild will block the server from doing anything else until it completes. However, this can be a useful command when migrating an entire server or perhaps just a single list during off hours and it is desired to pre-index everything so that the server is snappy when traffic increases in the morning.

**SET(\*) listname options <FOR user>**

Alter the subscription options for other users (wildcards are supported when setting options for another user or set of users).

Additional options for list owners:

- NORENEW/RENEW – Waive subscription confirmation for this user.
- NOPOST/POST – Prevent user from posting to list.
- EDITor/NOEDITor – User may post without going through moderator.
- REView/NOREView – Postings from user go to list owner or moderator even if user is otherwise allowed to post.

**Stats listname (RESET**

*This command is only available on VM servers.*

Resets (BITNET) statistics for the list.

**UNLOCK listname**

Unlock a list after a GET, if you decide not to update it after all, or unlock a list if it has been locked by another list owner or by the LISTSERV maintainer. Note that if you are not the person who originally locked the list, it is considered good practice to ask the person who originally locked the list whether or not they are done with the list before you unlock it.

## LISTSERV Maintainer Commands

All LISTSERV maintainer commands require a password for validation when issued by email. Commands issued by TELL or SEND from the local host or via the LCMD utility do not require password validation. (Commands issued by LCMDX do require password validation. LCMDX, the LISTSERV TCGUI demonstration program, is not the same as the LCMD utility shipped with LISTSERV.)



**DEBUG FLAGS [update1 [update2 [...]]]**

Each update has the format:

[+|-]flag

where 'flag' can be either the name of a debug flag or its corresponding hex value. A plus sign turns on the flag, minus turns it off, no sign sets the specified flag and clears all others. The command updates the session debug flags as requested, then displays a summary:

```
* Debug flags for this session: 00000022
*
* 00000001 TRACE_DIST      [Trace DISTRIBUTE processing - OFF]
* 00000002 TRACE_MIME     Trace MIME parser
* 00000004 TRACE_LISTS    [Trace (a few) list-related functions - OFF]
* 00000008 TRACE_SPAM     [Trace spam filter calls - OFF]
```

```

* 00000010 TRACE_EMM      [Trace Embedded Mail-Merge processor - OFF]
* 00000020 TRACE_DEV      Temporary ad hoc tracing for development use
* 00000040 TRACE_FSAV     [Trace FSAV calls - OFF]
* 00000080 TRACE_LDAP_CALLS [Trace LDAP library calls - OFF]
* 00000100 TRACE_LDAP_DATA [Trace data obtained from LDAP - OFF]
* 08000000 HOLD_DISTBG   [Do not process background DISTRIBUTE jobs - OFF]
* 10000000 HOLD_XB64     [Hold X-B64 jobs instead of processing them - OFF]
* 20000000 KEEP_JOBFILES  [Keep successfully processed job files - OFF]
* 40000000 TRACE_TCPGUI   [Additional TCPGUI tracing - OFF]

```

Flags that have not yet been assigned a function will display as RESERVED in the summary and do nothing. The TRACE\_DEV flag is used by L-Soft Development to trace various aspects of whatever is being worked on at the time. While TRACE\_DEV may be enabled by site maintainers (and in certain cases the support department may request that TRACE\_DEV be enabled for debugging purposes), the results will vary depending on the build (and will not be publicly documented for that reason).

Any changes made using the DEBUG FLAGS command are for the current session only (they will be reset when LISYSERV is restarted). For certain purposes it can make sense to have some flags permanently turned on, and the DEBUG\_FLAGS site configuration variable remains available for those special cases.

#### **FOR user command**

Execute a command on behalf of another user (LISTSERV maintainers only). Note that this command is provided for debugging purposes only -- it provides a method for a LISYSERV maintainer to send commands "from" the specified user. It is not recommended to use this command syntax in production, for instance to issue SET or SUBSCRIBE or UNSUBSCRIBE commands on a user's behalf. For instance, the LISYSERV maintainer should use, respectively, the "SET listname options FOR userid@host", "ADD listname userid@host", or "DELeTe listname userid@host" syntaxes in preference to the "FOR userid@host command" syntax.

#### **Lists [option]**

- **Global** – All known lists, one line per list, sent as a (large!) file. Only LISYSERV maintainers may request this list, as it has become a favorite pastime of Internet mailbombers to issue LIST GLOBAL commands on behalf of users whose mailboxes they wish to bomb. You should direct users who request "the whole list of lists" to L-Soft's CataList service at <http://www.lsoft.com/catalist.html>.

Additional options available for site maintainers are:

- **OWNED BY *internet\_address*** – Returns a list of local lists owned by the *userid@host* specified. Wildcards are acceptable.
- **MODERated BY *internet\_address*** – Returns a list of local lists moderated by the *userid@host* specified. Wildcards are acceptable.

#### **NODESGEN [WTONLY]**

Regenerate all LISYSERV network tables, or just compile the links weight file (debugging command). This happens automatically when LISYSERV is rebooted if a new BITEARN NODES file is found. Otherwise you should issue a NODESGEN whenever you update BITEARN NODES.

**PUT listname LIST**

Create a new list. Requires the CREATEPW for validation when issued from a remote node. You may specify initial subscribers, one per line, following the list header when creating a list.

**PWC function**

Password file management:

- `ADD user newpw` – Define a password for the specified user.
- `DELeTe user` – Delete password for that user.
- `Query user` – Query the password of the specified user.

**REGister name|OFF FOR user**

Set or delete a user's SIGNUP FILE entry.

**SERVE user OFF [DROP] | LIST**

`SERVE user OFF` permanently suspends access from an abusive user or gateway (restore service with `SERVE user`).

Adding "DROP" (for example, `SERVE user OFF DROP`) to the command is identical to `SERVE user OFF` except that the postmaster will not receive any notification messages from LISTSERV when/if the user continues to try to post.

Issuing a `SERVE LIST` command causes LISTSERV to return a list of all users who are currently served off or who are spam-quarantined.

For instance,

```
> serve list
JOE@EXAMPLE.COM          DROP 2003-08-20 15:51:20 by nathan@EXAMPLE.COM
FOOBAR@EXAMPLE.EDU      HARD 2003-04-07 14:55:29 by NATHAN@EXAMPLE.COM
BLAB@FOO.EXAMPLE.COM    SOFT 2004-09-14 10:53:18
SPAMMER@SPAMDOMAIN.COM  SPAM 2003-08-20 15:50:55

4 matching entries.
```

**SHUTDOWN [REBOOT|REIPL]**

Stop the server, and (optionally) restart it immediately (by specifying either `REBOOT` or `REIPL` -- the two options are synonymous). This is available on all platforms.

**STOP**

Same as `SHUTDOWN`.

**Commands for LISTSERV on VM Servers Only****CMS *command\_text***

Issue a CMS command and get the last 20 lines of response sent back to you, the rest being available from the console log.

**CP *command\_text***

Issue a CP command and get up to 8k of response data sent to you (the rest is lost).

**DATABase function**

Control operation of databases:

- **DISAble** – Disable interactive database access, without shutting down existing sessions
- **ENABle** – Re-enable interactive access
- **SHUTDOWN** – Shut down all interactive database sessions, and disable interactive access

**INSTALL function**

Software update procedure (LISTSERV-NJE only):

- **CLEANUP shipment** – Remove an installed shipment from the log
- **CLEANUP BEFORE dd mmm yy** – Remove all shipments installed before that date
- **PASSWORD shipment PW=instpw** – Confirm installation of a shipment, when requested by LISTSERV
- **RELOAD shipment** – Attempt to reload a shipment which failed due to a disk full condition
- **STATus** – Get a list of installed "shipments"

**OFFLINE**

Suspend processing of reader files and disable the **GET** command

**ONLINE**

Cancel **OFFLINE** condition

**PUTC fn ft <fm|cuu|dirid> <RECFM=F LRECL=nnn>**

Update a CMS file on one of LISTSERV's R/W mini-disks; note that this is similar to **SENDFILE + RECEIVE** or **LINK + COPYFILE** and should NOT be used to update file-server files

**SENDFile fn ft <fm/cuu/dirid>**

Request the server to send you a file from one of its disks

**SF**

Same as **SENDFILE**

**SHOW <function>**

In addition to the standard **SHOW** functions available on other servers, VM servers support the following functions:

- **BENCHmarks** – CPU/disk/paging benchmarks.
- **EXECLOAd** – Statistics about EXECLOADED REXX files.
- **LSVFILER** – Statistics about LSVFILER file cache.
- **PREXX** – Statistics about PREXX functions usage.
- **STORAge** – Information about available disk space and virtual storage.



**Note:** Some debugging commands and options have been omitted.

## Sending commands to LISERSERV

You will see numerous references to "sending commands to LISERSERV" in this and other L-Soft manuals. All LISERSERV commands are sent to the server either by email or via the web administration interface. For mailed commands, this means that you must create a new mail message using whatever command this requires for your mail client (click on "New message" or its equivalent for most mail clients) addressed to the LISERSERV address. Let's say for the sake of argument that the list you are managing is running on a server called `LISERSERV.MYCORP.COM`. In order to send a command to that server, you would create a new message and address it to `LISERSERV@LISERSERV.MYCORP.COM`, and place the command(s) in the body (not the subject) of the message.

Depending on how you have security set up for your lists, some or all commands may require that you validate them with a personal LISERSERV password.

## Defining Personal Passwords

The passwords recognized by LISERSERV for various operations (assuming that the `NOFW` parameter is not used with the "Validate=" keyword) are of two distinct types:

- **Personal Passwords** – LISERSERV can store a personal password in its sign-up files corresponding to your `userid`. This password not only can be used for list maintenance operations, but also protects your FUI (file update information) and AFD (automatic file distribution) subscriptions (if available on your server) and must be used to store your archive files, if any, on the server.
- **List Passwords** – List passwords are technically obsolete except in one particular case (peered lists, which require each peer to have the same password). We mention them here only because users upgrading from earlier versions will be aware of their existence. You should define and use a personal password for all protected operations.

To add a personal password, send mail to LISERSERV with the command

```
PW ADD newpassword
```

in the body of the message. LISERSERV will request a confirmation via the "OK" mechanism (see above) before it adds the password.

If you want to remove your password altogether, send the command

```
PW RESET
```

This command will also require confirmation.

And finally, if you simply want to change your personal password, send the command

```
PW CHANGE newpassword [PW=oldpassword]
```

If you do not include the old password in the command (e.g., you've forgotten it), LISERSERV will request an "OK" confirmation. Otherwise, it will act on the command without need for further confirmation (unless, of course, the *oldpassword* provided is incorrect).

Personal passwords may also be defined via the web administration interface at login time.

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