

From: ITS-Partner [ITS-Partner@vanderbilt.edu]
Sent: Monday, March 09, 2009 4:57 PM
To: all-request@list.vanderbilt.edu
Subject: List Owner FAQ of the Day, March 9

List owners,

In an effort to assist with the process of learning a new mailing list system, see below for the top three support issues we've seen today:

Freeing held lists

Q: Why did I receive a message that posts to my list are being held.

A: By default, if your list receives more than 50 posts in a day, posts will be held until the owner *fre*es the list. This setting is to help prevent mail loops from overwhelming a list. If your list has been held, go to the *List Management* and choose *LISTSERV Command*. On the resulting page click on the *Free <listname>* link in the section labeled *Useful Commands*. If your list regularly receives more than 50 posts in a day, you should increase the *Daily Threshold*. To increase the *Daily Threshold*, click on *List Management* menu, select *List Configuration -> List Configuration Wizard*, click on the *Distribution* tab and enter a number in the *Daily-Threshold=* box.

Subscribers deleted

Q: Why were some users deleted from my mailing list, and why do I receive reports that some addresses are being monitored?

A: The email lists are initially configured to auto-delete addresses of subscribers whose addresses give *two* delivery errors within *eight* days. You can remove or adjust this setting with the *Auto-Delete* setting in the *Error Handling* tab. For detailed information on bounce management see <http://www.lsoft.com/news/techtipsSV-issue1-2006-us.asp>

Copy of my post

Q: When I send a message to my list, why don't I receive a copy?

A: By default, subscribers to a list receive a short message letting you know the message was successfully sent and to how many list members. If you would rather receive a copy of your post, log in to <https://list.vanderbilt.edu> and click on *Subscriber's Corner*. If you subscribe to more than one list, click on *Settings* for the list you would like to change. Under *Acknowledgements* select the third option, *Receive copy of own postings*.

Private list post rejections

There appears to be an issue with some addresses of subscribers that were used to initially populate migrated lists. For lists set to *Private*, some members have reported getting messages informing them they are not subscribed to a list they receive mail from. If the user subscribes to the list again, or the owner removes the original subscription address and adds the subscriber address again, the problem will be resolved.

STILL NEED HELP?

If you want more help working through your questions about this new system, please attend an Q&A Information session next week. See the dates and times below:

Tuesday 3/10 from 3:00pm - 4:00pm in room 221 of Hill Center

Thursday 3/12 from 3:00pm - 4:00pm in room 221 of Hill Center

Information Technology Services

Vanderbilt University

<http://its.vanderbilt.edu>

ITS Helpdesk: 615-343-9999