

Do: Managing mailing lists

Tony Brett

Head of IT Support Staff Services

IT Services

(Credit to Katherine Craddock for slide co-authoring)

delivering responsive, innovative IT

27th January, 2015

Agenda for today

- What mailing lists do
- How to request a new list
- The different types of list
- Basic list configuration
- Customising your list
- How to use moderation
- How white-listing and black-listing works
- How to manage subscribers
- List maintenance with logs and bounces
- How to use archives
- Nested lists

What Mailing lists do

- Enable groups of people to be emailed efficiently
- Better than large To:, Cc: or Bcc: lists
- Membership can be controlled by one or many
- Email subscribe and unsubscribe available
- Very configurable
- Archives available
- Sympa is our service and note it recognises EMAIL address rather than SSO so if you have more than one email you need to be careful to choose the right one!

How to request a new list

- All in a simple web form!
 1. Log in with the address that should own the list
 2. Click the **Create list** tab
 3. Specify details:
 - List name (useful if it shows college/dept – we'll suggest if not)
 - List type (*more on this in a minute*)
 - Subject – purpose of list (~ 10 words or fewer)
 - Category: College, Department or Clubs and Societies
 - Description – appears on list information page and can include:
 - topics discussed
 - rules applying to list use
 - typical subscribers (student/staff, which College/Department, etc.).
 4. or
- Or make a copy of an existing list
- Wait for creation confirmation message

The different types of list

- List types are standard configurations

Who can?	Announcement	Discussion	Newsletter	Public	Project Team	Work Team
Post	Moderators + whitelist - posters self-moderate	Subscribers + whitelist - others moderated	Moderators + whitelist	Anyone	Subscribers + whitelist - others moderated	Subscribers + whitelist - others moderated
Subscribe/Unsubscribe	Only list owner can add/remove members	Anyone	Anyone	Anyone	Owner approves subscription and is notified of unsubscribe	Only list owner can add/remove members
View archives	List members only					
See the list exists	List members only					

Basic list configuration

- Lists appear on left after login
- admin button for lists you "own" and can view/edit
 - List Config tab
 - Normal owners can view configuration, privileged owners can also change it
- Edit List Config**

List definition	Set list visibility, add/remove owners and moderators, spam filtering
Sending/receiving setup	Posting restrictions, digest settings, subject tag
Privileges	List description visibility, (un)subscribe restrictions, visibility of subscriber list
Archives	Turn archive on/off, set viewing rights
Bounces	Notifications and actions on bounces

Customising your list

- You can change lots of the messages

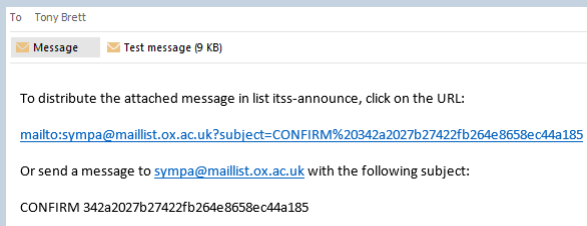
There are some useful options elsewhere

- We like subject tagging

- But always scroll down and click update!

How to use moderation

- You may want to control who can post to a list
- Can be done by moderators or posters can self-moderate
- Can use the web interface
- Or can reply to moderation emails



Subscriber Options
Unsubscribe
Info
Admin
Moderate
 > Message (0)
 > Subscriptions (0)
Archive

Post
Review members

How black-listing and white-listing works

- Whitelist essential works like an allowed poster list
 - Exact effect depends on posting restrictions
- Blacklist addresses are rejected
- If an address is both black and whitelisted, the blacklist wins
- Can black or whitelist a whole domain with *@domain.com

How to manage subscribers

- You have to be a privileged owner of a list to do this

app-deploy@ml11st.ox.ac.uk
Coordination among the newly forming application packaging group of ITSS.

List Config | Customizing | Manage Subscribers | Blacklist | Whitelist | Bounces | Logs

Manage list members [Help](#)

[Pending subscriptions](#) View, approve or reject the pending subscriptions to the list.

[Plain-text list of addresses](#) A plain-text list of the email addresses of the subscribers.

[Exclude](#) Show excluded members of the list. Exclusion is for automatically managed lists (using Sympa's remote data sources, not the SOAP interface), and allows users to 'unsubscribe' themselves while still existing in the remote data source.

Add subscribers

Add a user: [Add](#) Do not notify

[Add multiple subscribers](#)

Current subscribers

Search subscribers by email: [Search](#) Rows to show in table: **25** ▼

page 1 / 2

Delete selected email addresses Do not notify

	Email	Domain	Name	Reception	Delivery suspended?	Sources	Sub date	Last update
<input type="checkbox"/>	andy.hamilton@ml11st.ox.ac.uk			mail	H	subscriber	31 Jul 2014	31 Jul 2014
<input type="checkbox"/>	chris.oshen@anthro.ox.ac.uk			mail	H	subscriber	31 Jul 2014	31 Jul 2014

List maintenance with logs and bounces

- Keep an eye on bounces

	Email	Bounce score	Details		
			# of bounces	First bounce	Last bounce
<input type="checkbox"/>	jan.jone@admin.ox.ac.uk	13	13	27 Aug 2014	28 Oct 2014

- Logs handy for delivery questions and multiple owners

Date	List	Action	Parameters	Target Email	Message ID	Status	User Email
24 Oct 2014 14:38:05	oucs-hc-announce	DoMessage	9646A423CEE6C848958DF4165F20E2783B15F3A4@MBX01.ad.oak.ox.ac.uk			Other events	success helpcentre.manager@it.ox.ac.uk
28 Oct 2014 13:22:04	oucs-hc-announce	DoMessage	9646A423CEE6C848958DF4165F20E2783B1AC4E5@MBX01.ad.oak.ox.ac.uk			Other events	success katherine.craddock@it.ox.ac.uk
03 Nov 2014 14:26:46	oucs-hc-announce	del		jason.harris@admin.ox.ac.uk			success katherine.craddock@it.ox.ac.uk
03 Nov 2014 14:27:26	oucs-hc-announce	add		jason.harris@it.ox.ac.uk			success katherine.craddock@it.ox.ac.uk
27 Aug 2014 15:35:27	oucs-hc-announce	DoMessage	D923E029BFD2AB49966C55087620D314195F8B80@MBX01.ad.oak.ox.ac.uk			Other events	success stuart.robson@it.ox.ac.uk
29 Aug 2014 10:12:01	oucs-hc-announce	DoMessage	D923E029BFD2AB49966C55087620D314195F0221@MBX01.ad.oak.ox.ac.uk			Other events	success stuart.robson@it.ox.ac.uk
12 Sep 2014 17:19:51	oucs-hc-announce	whitelist	oucs-hc-announce	sympa-listmaster-katherin@sysdev.oucs.ox.ac.uk			success sympa-listmaster-katherin@sysdev.oucs.ox.ac.uk
12 Sep 2014 17:19:55	oucs-hc-announce	whitelist	oucs-hc-announce	sympa-listmaster-katherin@syslev.nurs.ox.ac.uk			success sympa-listmaster-katherin@syslev.nurs.ox.ac.uk

How to use archives

- If a list has archives there is a nice interface to check by month and to search

The screenshot shows a mailing list archive for 'itss-announce'. On the left, there is a sidebar with the following information:

- itss-announce**
Subscribers: 821
(Bouncing subscribers: 0.1 %)
- Owners**
itsserv-registration
malcolm.austen
oucsinfo
tony.brett
- Contact owners**
- Subscriber Options**
Info
Admin
Moderate
= Message (0)
= Subscriptions (0)
- Archive**
- Post**
- Review members**

The main content area is titled 'Text archives' and features a 'Help' button. It displays a grid of months from 2003 to 2014. The current view is for 2014/11, showing 1 mail. Navigation buttons include '<<', '<', 'page # 1/1', '>', and '>>'. At the bottom right, there are buttons for 'Chronological' and 'Thread'. A search bar with 'Search' and 'Advanced search' buttons is located at the top right of the grid.

Advanced search is really quite powerful

The screenshot shows the 'Advanced search' interface for mailing list archives. It includes the following options:

- Search field:** 2014-11 [Search]
- Search:** this sentence all of these words one of these words
- Prefer:** newest messages oldest messages
- Case:** insensitive sensitive
- Check:** part of word entire word
- Layout:** 10 results by page 25 results by page 50 results by page
- Search area:** Sender Subject Date Body
- Extend search field:** A dropdown menu showing 2014-11, 2014-10, 2014-, and 2014-08. A red arrow points to the 2014- dropdown.

Choose as many months here as you wish

Nested lists

- You can make a list a member of another list to simplify management
- You have to get the posting rights correct
 - Subscribing one list to another list does not pass down rights
 - If child list has less permissive rights than the parent list there may be problems
- You must turn this off
 - (in Admin-List Config-Send/receive setup)

Require the list address to appear in the To or CC fields [Help](#)

on ▼

Questions?