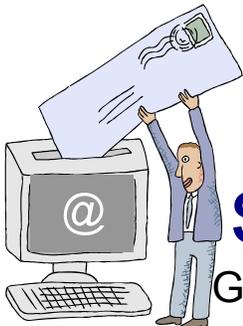


Mailman@seas

Administrator's Guide 1.2



Getting started

If you request or are assigned a mailman list, the system will contact you via email when the list has been created. The header of the email will look something like this ...

From: mailman-admin@lists.seas.upenn.edu
Date: Tue, 03 Aug 2004 12:38:10 -0400
To: tonya@seas.upenn.edu
Subject: Your new mailing list: **seas-group**

The list email address will be:

listname@lists.seas.upenn.edu

The email will include instructions, a password and the URL for your list.

<http://lists.seas.upenn.edu/mailman/listinfo/your-list-name>

When you enter the site, you'll be on the general page for regular users. It allows users to subscribe, unsubscribe, get a password reminder, or choose other options. As administrator, this page also will show you the entire subscriber list.

<Your admin address> ➤ <Your password> ➤

At the very bottom of this page you'll see a link for the administrative interface for your list. Clicking on this link takes you to the administration page.

[General Options](#) ➤ [Administrative Interface \(requires password\)](#)

Administration page

<http://lists.seas.upenn.edu/mailman/admin/your-list-name>

This is the page where you'll set most of your options. It contains links to all of the administrative activities. Mailman is full of options -- so many that it may seem intimidating at first. But don't worry; you only need to be concerned with a small number of these options.

Adding a list administrator (you)

The administrator of the mailing list is responsible for pending administration requests (such as rejected postings or adding members). An administrator also has authority to adjust the settings for the list.

Everyone goes on vacation from time to time, so it's important that you have a backup administrator/moderator. To add your backup person, midway down the page, see:

[General Options](#) > 2nd Text box

Add your backup administrator's email address on a separate line under yours.

Adding a list moderator(s)

A moderator also has the ability to tend to pending administrative requests, such as approving a posting. Please note that if you leave this field blank, the list will be *un-moderated*, and anyone in the entire world can post to the list.

[General Options](#) > 3rd Text box

Add your backup moderator's email address on a separate line under yours.

Passwords

You will be assigned a temporary password when your account is created. One of the first things you should do is change the password to something you'll remember. Be sure to use a password that is distinctly different from your email and Pennkey passwords. The password should also be as encrypted as possible. An alpha-numeric password is the most secure. Proper names, dictionary words, numerical, and short passwords are strongly discouraged. An example of a strong, but memorable would look something like this: 1B7e7n6F (Benjamin Franklin 1776)

Changing administrator/moderator passwords

[Configuration Categories](#) > [Passwords](#) > <Enter password> >
Enter new administrator and/or moderator passwords twice.

[Submit Your Changes](#)

Managing member lists

[Configuration Categories](#) > [Membership Management](#)

View list members

Your first choice, "Membership List," allows you to view the members of your list. If you have a very large list, the list will be broken down alphabetically by username.

[Membership Management](#) > [Membership List](#)

Subscribing members

Clicking on "Mass Subscription" will allow you to add members to your list. Just enter one address per line, or cut and paste an existing list (with one address per line) and then click on "Submit Your Changes." The next page will show you all the members that were added successfully, along with any addresses that were not added. Most of the time this happens because the email address is formatted incorrectly.

[Membership Management](#) > [Mass Subscription](#) > <Enter addresses> >

[Submit Your Changes](#)

Unsubscribing members

To remove a member from your mailing list, click on "Membership List" then locate the member you wish to unsubscribe. If you have a long list, you'll need to click on the first letter of their username, or use the "find member" feature. Once you've located a member, click on the check box in the "unsub" column, then click on "Submit Your Changes" at the bottom of the page.

[Membership Management](#) > [Membership List](#) > unsub >

[Submit Your Changes](#)

To remove multiple members from your mailing list, go to

[Membership Management](#) > [Mass Removal](#) > <One address per line> >

[Submit Your Changes](#)

Adding member names

It is often helpful to have the full name of the list members associated with the email addresses. The best way is to have their full name included when you create the list. When subscribing your members, list your users (one line per user) in this format:

Firstname Lastname <flast@seas.upenn.edu>

If your mailing list already exists, you can still add the user's real names. Simply fill in the real name (or nickname, if you prefer) in the text box below the member's address. When you're finished, click on "Submit Your Changes."

Adjusting permissions

An un-moderated mailing list is a bad idea. Modern viruses and spammers can easily abuse any mailing list without restrictions. Therefore, it's important that you place some restrictions on your mailing list.

Discussion Lists

The first level of restriction is "moderated." This is achieved by placing the moderator's email address in the "list moderator" field under "General Options."

[General Options](#) > [3rd Text box](#) > <Enter moderator(s) address> > [Submit](#)

If there is an address in this field, any email sent to the list by a non-member will be automatically quarantined. Mailman will notify the moderator. The moderator is responsible for viewing the message and deciding whether or not it should go to the list. However, if a member of the list sends email to the list, it will be distributed to all members. This type of list is good for a discussion group, where all members have permission to post to the mailing list.

Announced Lists

A more common type of mailing list is an announce list. These have one or two users who are authorized to post the list, but no one else, not even the list members, are allowed to post the list. Student lists, faculty and staff lists, are good examples of this type of list.

For an announce list, you'll want to moderate everybody. Go to "Membership Management" and you'll see a list of your members. Clicking on the check box underneath "mod" indicates that members postings should be moderated (i.e. held for approval). Moderating the entire list involves placing a check mark in the "mod" column for all of your users. For small list, say six users, it's not hard to click six check boxes. But if you have 4000 members in your mailing list, that would take quite a while.

[Membership Management](#) > mod >

[Submit Your Changes](#)

Fortunately, there's a way to set everyone's moderation bit at the same time. Towards the bottom of the page, under "Additional Member Tasks" is a pair of radio buttons. To moderate

the entire group, click on "On" then click on the "Set" button. This will set the moderation bit for all list members.

[Membership Management](#) ➤ [Additional Member Tasks](#) ➤ [On](#) ➤

IMPORTANT NOTE: If someone's moderation flag has been set, then any messages they post to the list will be automatically moderated. This happens even if they are on the "automatically accept messages from this user" list. More on this later.

Non-member authorized posters

In some cases, you'll need to allow postings from a user who is not a member of the list. For example, the dean should be allowed to send messages to the staff list. This is accomplished by adding the user to a special non-member filter.

Begin by clicking on "Privacy options" then clicking on "Sender filters." The second section deals with non-member filters. The first list in this section is where you would place addresses whose postings should be automatically accepted. For example, Chris Augustine is allowed to send messages to the bioengineering faculty list, so his address is in this filter for the "be-faculty" mailing list.

[Privacy Options](#) ➤ [Sender Filters](#) ➤ [Non-member Filters](#) ➤ [1st Comment Box](#) ➤
<Enter one address per line> ➤

Tending to pending moderator requests

When a message sent to a mailing list is held for approval, the administrator (and moderator) are notified that there is a pending request. This email notification contains a link to the web page which allows you to approve or reject pending messages. It's a good idea to check for pending messages even if you don't remember ever being notified. You can do this easily by going to :

[Other Administrative Activities](#) ➤ [Tend to pending moderator requests](#)

Processing quarantined postings

There are four options for held messages: *defer*, *accept*, *reject*, and *discard*. The reason why the message was held for review is listed in the right hand frame. To view the message itself, click on the "[1]" link. Based on the reason (and perhaps the content of the message), as administrator you'll decide whether to reject or accept this message.

Defer: wait for moderator approval (moderator notified)

Accept: post the message to list

Reject: message not delivered, sender (and in some cases the administrator) notified

Discard: message not delivered, sender not notified

Rejecting Posts

To reject a message, click on the button below "Rejects." If you'd like to add this sender to the list of people whose messages are **always** rejected:

[Rejects](#) ➤ [Add <username> to sender filter](#) ➤ [Submit All Data](#)

Accepting Posts

To accept a message, and allow it to be distributed to all list members, click on the button below "Accepts." If you'd like to add this sender to the list of people whose messages are **always** accepted

[Accepts](#) > [Add <username> to sender filter](#) > [Submit All Data](#)

For example, if the dean sends a message to your list, but it is held for moderation, you should choose "Accepts" and also check the check box to add the dean to the sender filter. This way, the next time the dean sends a message it will be distributed to your mailing list without delay.

Understanding error messages

All error messages may look the same at first glance. And the message itself may contain information only a seasoned systems administrator can understand. So how do you get through all the mumble-jumble to determine what needs to be done? Each error message will state a reason such as "non-member", "explicit destination", or "too big." This is usually noted as part of the header (to, from, subject) or within the lines immediately following the header.

Non-member

One of the most common error messages occurs when someone who is not authorized attempts to post a message to the mailing list. Here is an example of such an error message:

As list administrator, your authorization is requested for the following mailing list posting:

List: seas-divas@lists.seas.upenn.edu
From: pws@seas.upenn.edu
Subject: Mouse Report
Reason: Post by non-member to a members-only list

At your convenience, visit:

<http://lists.seas.upenn.edu/mailman/admindb/seas-divas>

In many cases, the Mailman program will have successfully thwarted an attempt to post an inappropriate message to your mailing list. In such cases, you'll want to discard the quarantined message. However, there may come a time when someone who should be authorized (but for some reason isn't) posts a message to your list, and that message gets held for moderation.

Too Big

If a message is too big it will be automatically rejected. This typically happens when sending an attachment.

Implicit Address

Most mailing lists are set up to only allow postings that are sent directly to the list. For example, say you frequently send the same messages to several mailing lists and have decided to create a mailing list containing all those list addresses to save time. If any of those lists insist on "explicit destination" your mail will be rejected (even if you're an authorized poster), however, if you resend the message using exact addresses listed individually, it will be accepted.

This is a good feature to leave on because it helps reduce the amount of unwanted spam. However, if you want to allow messages sent via other lists, turn off the feature.

[Privacy Options](#) > [Recipient Filters](#) > [Require Explicit Destination](#) > [Off](#)

Options and settings

Changing the subject-line header

The default Mailman setting is to prefix the name of the mailing list in front of all subject lines. The problem is that a Mailman list with a long name (for example "seas-academentia") would take up so much space on the subject line that most of the actual subject could be lost. Here is a comparison:

Without subject line prefix:

Subject: building scheduled to be demolished

With subject line prefix:

Subject: [Seas-academentia] building scheduled to

As you can see, there is a substantial difference in these two subject lines. However, it is easy to remove the prefix. If your mailing list has a very long name, or if you just don't want a prefix, go to:

[General Options](#) ➤ [General List Personality](#)

The sixth option is the prefix for subject line. Simply remove (or edit) the text and you'll have more room for longer subjects.

Digest

Some lists received so much e-mail traffic that users would prefer to receive a group of postings rather than each individual posting as it occurs. This delivery mode is referred to as "digest."

[Configuration Categories](#) ➤ [Digest Options](#)

Digests can be sent based on a particular size threshold, or daily. There are also options to control how often a new digest volume is started, the default delivery mode for new users, and the format for digests.

Archive

Mailman offers an option to archive all messages posted to the mailing list. This could be useful for an ongoing discussion that spans months or years. The default setting is "no archiving." To change the setting, go to:

[Configuration Categories](#) ➤ [Archiving Options](#) ➤ [Archive Message?](#) Yes

Once you've turned on archiving, and a few messages have been posted to the list, you can visit the list archives.

[Other Administrative Options](#) ➤ [Go to List Archives](#)

If you have selected "public" as an archiving option, then this option will also be available to the list members. **Please note:** This option also makes the archived messages Internet searchable.

[Configuration Categories](#) ➤ [Archiving Options](#) ➤ Public