

ListServ

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Table of Contents

What is a ListServ?	Page 1
How do I get help?	Page 1
Why use a ListServ?	Page 1
How do I use a ListServ?	Page 1
How do I use ListProc?	Page 2
Participating in a ListProc mailing list discussion	Page 2
Subscribing to a mailing list	Page 2
Unsubscribing to a discussion	Page 4
Suspending participation in a discussion	Page 4
Resuming participation in a discussion	Page 4
Getting a listing of all the discussions available to you	Page 5
Posting a message to a discussion	Page 5
Starting your own mailing list discussion with ListProc	Page 6
Filling out a request form	Page 6
Creating “Welcome” and “Info” files	Page 7
Adding a subscriber to your list	Page 8
Deleting a subscriber from your list	Page 8
Reviewing a list of subscribers in a discussion	Page 8
Configuring your list	Page 8
Contact Information	Last Page

What is a ListServ?

A ListServ is an electronic mailing list service. You can participate in online discussions by sending and receiving e-mail messages to a ListServ mailing list. A ListServ is similar to a newsgroup or online bulletin board service except that, when you subscribe to a mailing list, a copy of every e-mail message sent to the list shows up in your Inbox.

ListServ should not be confused with LISTSERV (spelled with all capital letters). ListServ is a generic term, while LISTSERV is a commercial mailing list product marketed by L-Soft International. There are thousands of different ListServ discussion groups covering a wide range of topics.

At RIT, the ListProc mailing list management software handles ListServ mailing list services. With ListProc you can participate in e-mail discussion groups, search the archives of various lists, create new lists, and manage lists that you own. The ListProc web site at <http://www.listproc.net/> has more information. To get a list of all the ListProc discussions hosted at RIT, see the “Getting a listing of all the discussions available to you” section of this document.

How do I get help?

For general computer help, including help with ListServ and e-mail at RIT, contact the ITS HelpDesk or consult the ITS HelpDesk documents. The documents are located in the bins across from the HelpDesk, and from the web page:

http://www.rit.edu/ITS/help/help_documents.html. For information on contacting the HelpDesk see the last page of this document.

Why use a ListServ?

By joining a ListServ discussion group you can communicate with scholars, students, and professionals from around the world on a particular topic. ListServ discussions can be interesting and productive, time consuming and dull, or anywhere in between, so choose your lists carefully.

It is helpful to know if a discussion is moderated or not. A moderated discussion is one in which all messages are reviewed by a list owner before they are posted to the members of the group. In this way the list owner can keep the discussion on track and reduce unwanted e-mail traffic. When you subscribe to a list you should receive a message that tells you if the list is moderated.

Note: RIT has a mail quota for all users; it is important for you to check your mail often and delete unwanted messages to avoid exceeding your allowed quota.

How do I use a ListServ?

Generally speaking, you can access and manage any ListServ mailing list by composing and sending e-mail messages addressed to the mailing list. Information &

Technology Services (ITS) recommends that you use an e-mail client program such as RIT Webmail, Netscape Messenger, Outlook, or Outlook Express for Macintosh. Or you can use a text-based e-mail program such as PMDF mail (available when you telnet to RIT's OpenVMS system) or Pine (available when you telnet to RIT's OSF cluster).

For more information about e-mail, telnet, or computing resources at RIT, consult the ITS HelpDesk documents mentioned previously in the "How do I get help?" section of this document.

How do I use ListProc?

The sections below tell list subscribers and list owners how to get started using ListProc at RIT. You must have a valid RIT e-mail account in order to send and receive ListProc commands. Additional information for ListProc subscribers, list owners, and site managers is available from the ListProc documentation web page located at <http://www.listproc.net/docs/>.

Participating in a ListProc mailing list discussion

The following sections describe a few of the basic ListProc commands for list subscribers. You can also access a brief summary of ListProc commands for list subscribers on the ListProc Web site at <http://www.listproc.net/docs/usercard.html>. For a complete description of the ListProc user commands, consult the ListProcessor User Manual at <http://www.listproc.net/ftp/listproc/userman.rtf>.

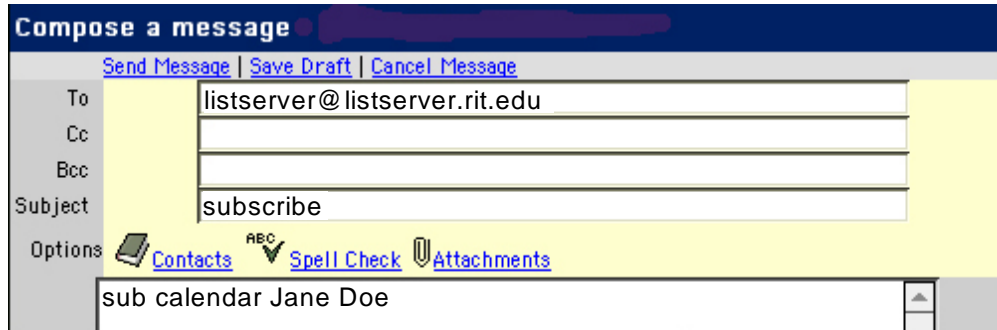
Subscribing to a mailing list

To participate in a ListServ discussion, you must "subscribe" to the mailing list for that discussion. This is a two-step process. To subscribe to a ListProc mailing list, send a message from your e-mail program using the procedure shown below. After you send the message, you must reply to the e-mail message you receive from ListProc to confirm your membership in the list. ListProc uses the return address of your message to begin sending you copies of all future messages posted to the specified discussion group.

1. Start your e-mail program and open a new message.
2. Type the address of the ListProc server e.g. (listserver@listserver.rit.edu) in the "To" field.
3. In the body of the message, type the word **sub** (short for subscribe), the list name, and your name.
4. Send the message.

Note: *The ListProc server does not read the subject field of your message. Feel free to use the subject field to type in a description for your message any time you send mail to the ListProc server.*

If Jane Doe wanted to subscribe to the calendar discussion list, she could access her e-mail account with RIT Webmail and compose a message using the subscribe procedure (see example below).



Compose a message

[Send Message](#) | [Save Draft](#) | [Cancel Message](#)

To: listserver@listserver.rit.edu

Cc:

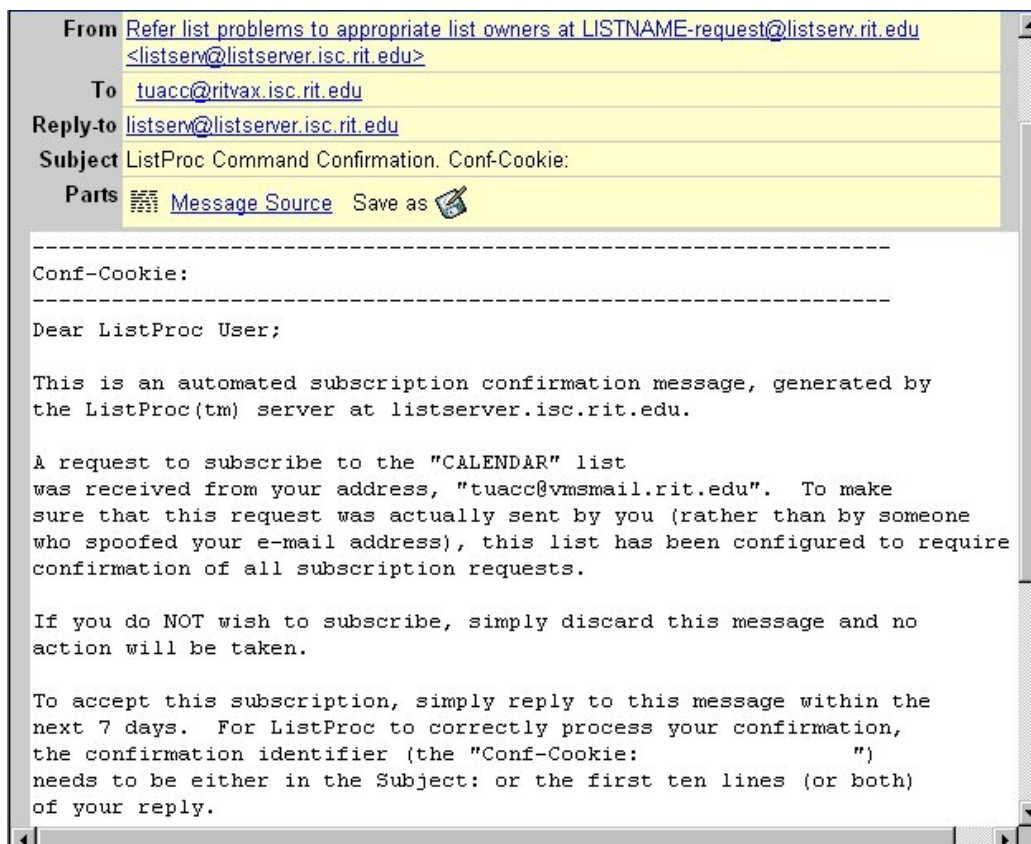
Bcc:

Subject: subscribe

Options: [Contacts](#) [Spell Check](#) [Attachments](#)

sub calendar Jane Doe

After receiving a confirmation message like the one shown below, Jane would need to reply to the message in order to be included as a member of the discussion list.



From: Refer list problems to appropriate list owners at LISTNAME-request@listserv.rit.edu <listserv@listserver.isc.rit.edu>

To: tuacc@ritvax.isc.rit.edu

Reply-to: listserv@listserver.isc.rit.edu

Subject: ListProc Command Confirmation. Conf-Cookie:

Parts: [Message Source](#) Save as

 Conf-Cookie:

Dear ListProc User;

This is an automated subscription confirmation message, generated by the ListProc(tm) server at listserver.isc.rit.edu.

A request to subscribe to the "CALENDAR" list was received from your address, "tuacc@vmsmail.rit.edu". To make sure that this request was actually sent by you (rather than by someone who spoofed your e-mail address), this list has been configured to require confirmation of all subscription requests.

If you do NOT wish to subscribe, simply discard this message and no action will be taken.

To accept this subscription, simply reply to this message within the next 7 days. For ListProc to correctly process your confirmation, the confirmation identifier (the "Conf-Cookie: ") needs to be either in the Subject: or the first ten lines (or both) of your reply.

Unsubscribing to a discussion

To end participation or “unsubscribe” from a ListServ discussion, use the following procedure:

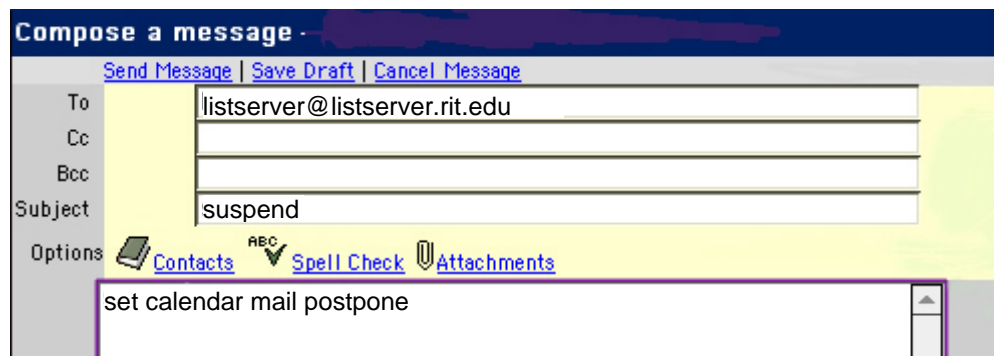
1. Start your e-mail program, open a new message, and type the address of the ListProc server in the “To” field.
2. In the body of the message, type the word **uns** (short for of unsubscribe), the list name, and your name.
3. Send the message.

Suspending participation in a discussion

To take a break from participating in a ListServ discussion, use the following procedure:

1. Start your e-mail program, open a new message, and type the address of the ListProc server in the “To” field.
2. In the body of the message, type the word **set**, the list name, and the words **mail postpone**.
3. Send the message.

If Jane Doe wanted to suspend her participation in the <calendar@listserver.rit.edu> list, she should compose a new message with the following information:



Resuming participation in a discussion

To re-activate a suspended ListServ discussion, use the following procedure:

1. Start your e-mail program, open a new message, and type the address of the ListProc server in the “To” field.
2. In the body of the message, type the word **set**, the list name, and the word **mail**.
3. Send the message.

Getting a listing of all the discussions available to you

Follow this procedure to get a copy of a file that lists all "visible" lists known to the local ListProc server.

1. Start your e-mail program, open a new message, and type the address of the ListProc server in the "To" field.
2. In the body of the message, type **lists**.
3. Send the message.

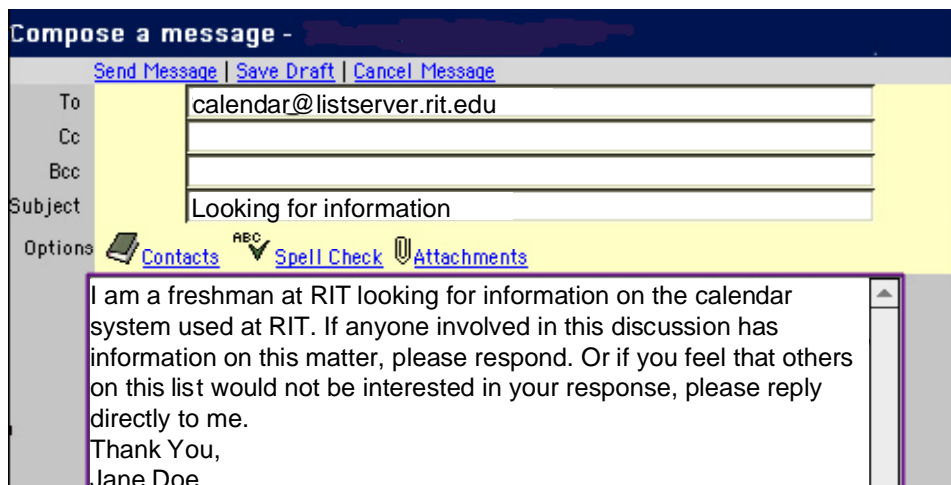
Posting a message to a discussion

To post a message to a discussion, use the following procedure:

Note: Only messages that are relevant to the discussion should be sent to the ListServ address.

1. Start your e-mail program and open a new message.
2. Type the address of the ListProc mailing list in the "To" field.
3. Type a subject for the message.
4. Type the body of the message you wish to send to the group.
5. Send the message.

Here is an example of a message that Jane Doe might send to the "calendar" discussion:



Note: *Keep in mind that your message is posted to an entire discussion group. Remember to express your opinions in a manner that is constructive and inoffensive. If you don't, you risk being "flamed" (receiving angry e-mail) from members of the group.*

Starting your own mailing list discussion with ListProc

The following sections describe the procedure for becoming a list owner, and a few of the basic ListProc commands list owners need to use. As with list subscribers, list owners communicate with the list server by sending and receiving e-mail messages. In this way, list owners manage their list from a remote location.

List owners can access a brief summary of ListProc commands for list owners on the ListProc Web site at <http://www.listproc.net/docs/ownercard.html>. All ListProc list owners should thoroughly review this document and the “ListProcessor List-Owner Manual.” The List-Owner manual is available at <http://www.listproc.net/ftp/listproc/ownerman.rtf>, or you can ask for a printout of the document at the ITS HelpDesk (see contact information at the end of this document).

Filling out a request form

If you are an RIT faculty, staff, or student who would like to start a mailing list discussion, you can fill out a “Mailing List (ListServ) Request Form” and send it to, or drop it off at the ITS HelpDesk. You can get the form from the ITS HelpDesk or from the <http://www.rit.edu/ITS/help/forms/listserv-form.pdf> page. A qualified faculty or staff person who will serve as the moderator or owner of the list must sponsor all requests.

If you prefer, you can send an e-mail message to helpdesk@rit.edu instead of using the request form. If you chose this option, make sure your e-mail message contains the following information:

- The name of the mailing list
- The primary subject of the discussion
- The estimated number of participants
- The name of the person sponsoring the list (the mailing list manager)
- Department name
- Phone number of contact person
- Sponsor’s username

If ITS approves your request, you will receive an e-mail message informing you of the password for the mailing list discussion. The e-mail address that subscribers can send messages to is:

name@listserver.rit.edu

where “name” is the name of the mailing list that you provided on the request form. After the system administrator sets up your list, you need to create “Welcome” and “Info” files, and configure your list.

Creating “Welcome” and “Info” files

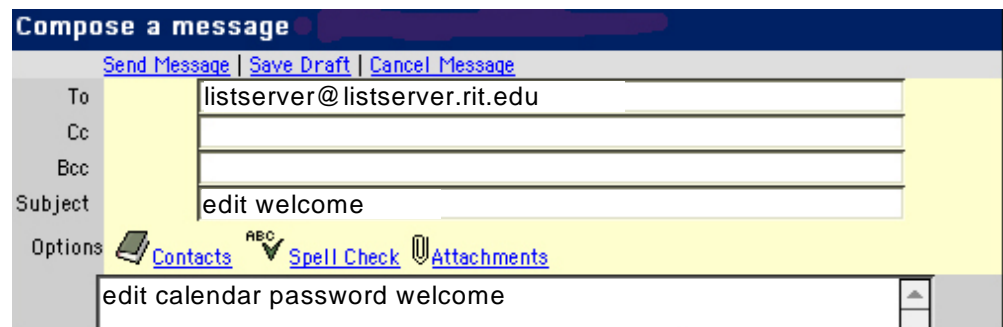
The “Welcome” file is automatically sent out to all new subscribers to your list. It should tell what the list is about, give instructions on how to get in touch with list owners and moderators, and specify the rules and regulations for the list.

The “Info” file is sent out to anyone requesting information from ListProc about your list. It should offer a brief description of the list, including membership restrictions, to help users decide if they want to subscribe to your list. Use the “Edit” command to obtain a copy of the Welcome and Info files, and use the “Put” command to replace them after you are done editing them.

Here is an example of the procedure for obtaining a copy of your Welcome file:

1. Start your e-mail program, open a new message, and type the address of the ListProc server (listserv@listserv.rit.edu) in the “To” field.

2. In the body of the message, type, **edit listname password welcome** (replace the word *listname*



with the actual name of your list, and the word *password* with the actual password for the list).

3. Send the message.
4. Once you obtain a copy of a configuration file for your list, such as the “Welcome” file, you can edit it with a text editor program. After you edit the file you can send a replacement copy to the ListProc server using the “Put” command.

Here is an example of the procedure you can use to replace the “Welcome” file after you edit it:

- Start your e-mail program, open a new message, and type the address of the ListProc server (listserv@listserv.rit.edu) in the “To” field.
- In the body of the message, type, **put listname password welcome** (replacing the word *listname* with the actual name of your list, and the word *password* with the actual password for the list).
- Send the message.

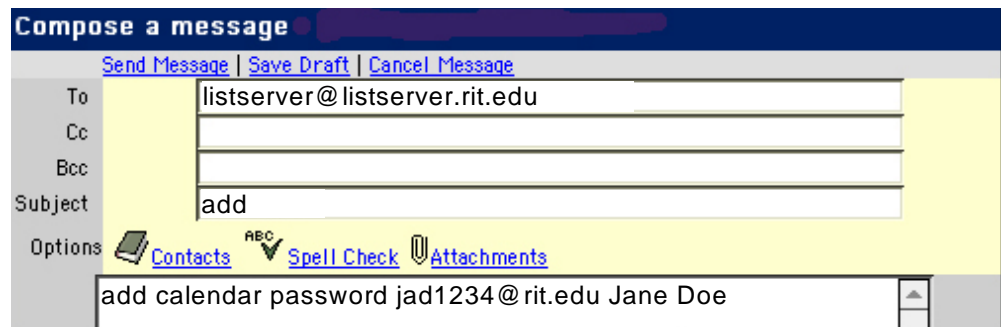
Note: *The ListProc server does not read the subject field of your message. Feel free to use the subject field to type in a description for your message any time you send mail to the ListProc server.*

Adding a subscriber to your list

Individual users can automatically subscribe to a list by using the subscribe procedure described earlier. However, list owners can use the following method to add subscribers to the list as well:

1. Start your e-mail program, open a new message, and type the address of the ListProc server (listserver@listserver.rit.edu) in the “To” field.

2. In the body of the message, type the word **add**, the name of the list, the password for the list,



and the e-mail address and name of the person you are adding to the list. This is the ONLY email address the subscriber can use to send email to the list from.

3. Send the message.

Deleting a subscriber from your list

1. Start your e-mail program, open a new message, and type the address of the ListProc server (listserver@listserver.rit.edu) in the “To” field.
2. In the body of the message, type the word **delete**, the name of the list, the password for the list, and the e-mail address of the person you are removing from the list.
3. Send the message.

Reviewing a list of subscribers in a discussion

To see a list of subscribers to a ListProc discussion, use the following procedure:

1. Start your e-mail program, open a new message, and type the address of the ListProc server (listserver@listserver.rit.edu) in the “To” field.
2. In the body of the message, type the word **review**, the name of the list, the password for the list, and the list name.
3. Send the message.

Configuring your list

Here are some useful commands for configuring ListProc mailing lists (Items in *italics* must be supplied by you):

Task	Command
Display the list settings	<i>con listname password</i>
Change the list password	<i>con listname password password new-password</i>
Open the list so anyone may subscribe	<i>con listname password open-subscriptions</i>
Close the list so only the list manager can add people	<i>con listname password closed-subscriptions</i>
Set up the list so that if someone tries to subscribe, the manager gets notified and can approve or disapprove	<i>con listname password owner-subscriptions</i>
Set a maximum number of messages per day, to avoid huge volumes from looping e-mail messages	<i>con listname password message-limit number</i>
Add a list manager	<i>con listname password owners address</i>
Remove a list manager	<i>con listname password remove-owners address</i>
Tell ListProc that only subscribers may request the subscriber list	<i>con listname password review-by-subscribers</i>
Tell ListProc that only subscribers may post messages to the list	<i>con listname password send-by-subscribers</i>
Tell ListProc that anyone may post messages to the list	<i>con listname password send-by-all</i>
Delete subscribers automatically when their mail bounces	<i>con listname password auto-delete-subscribers</i> To turn this off, send this command: <i>con listname password no-auto-delete-subscribers</i>

For more information on RIT Staff and ALL Staff subscriptions, please see the following:

<http://inside.rit.edu/lists/>

Contacting the ITS HelpDesk

Phone Support: (585) 475-HELP or 475-2810 (TTY)

Email: helpdesk@rit.edu

Web Address: <https://www.rit.edu/its/help/>

In Person: Gannett Building, Room 7B-1113

Contacting the Resnet (Residential Computing) HelpDesk

Phone Support: (585) 475-2600 or 475-4927 (TTY)

Email: resnet@rit.edu

Web Address: <https://www.rit.edu/its/services/resnet/>

In Person: Nathaniel Rochester Hall (Building 43), Room 1034

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