



# Mailing Lists (List Serv)

Help Documentation

## [Mailing Lists \(List Serv\)](#)

### Mailing List Overview

Mailing lists are a good way to send a message or series of messages to many people at once. Some people use mailing lists for newsletters, while others use them for product updates or discussion groups. A mailing list is similar to a user alias, but has much more functionality.

To manage the mailing lists for your domain, click the Settings button on the main tool bar, then select Mailing Lists in the Domain Settings tree view. This will take you to a page that lists all of the mailing lists in the domain.

Adding a List - Click on the New button to add a new mailing list. This will show the Mailing List Settings page. More information can be obtained in the help topic List Settings .

Editing a List - To edit the general settings of a mailing list can be done three different ways. First select the mailing list you would like to edit, then either click the Edit icon on the actions toolbar or right-click on the selected list and choose Edit from the drop down list. You can also double-click on a mailing list in which you would like to edit.

Deleting a List - To delete a mailing list, select the list which you would like to delete and click Delete on the actions toolbar, or right-click the selected list and choose Delete from the drop down list. A confirmation page will appear. Note: Once a list is deleted, it is not recoverable.

### List Settings

The list settings for a mailing list contain the information that establishes how the list functions. Information about the items on this page can be found below.

To get started, click the Settings button on the main toolbar, then select Mailing Lists in the Domain Settings tree view. To add a new mailing list, click the New icon on the actions toolbar.

#### List Settings

List name - This is the name of the list and the email address to which and from which emails will be sent.

Moderator - This is the "owner" of the list. The moderator must be a user in your domain.

Password - Posting on a list can also be restricted by requiring a password. To post to a list that is password protected you must send the password in the subject enclosed by brackets and colons (e.g. Subject: [:password:] Attention all subscribers).

Allowed Posters - An email that is sent to the list, and therefore re-sent to the list subscribers, is considered to be "posted". In this field you can determine who has access to post to the list. In addition to the selected post option, you can enable the posters list, which can further permit or deny users.

- Anyone - Setting the list to "anyone" means that when anyone, regardless of whether they are subscribed to the list or not, sends an email to the list, it will be sent out to all members. This setting can cause abuse if it is not closely monitored.
- Subscribers Only - Setting the list to "subscribers only" allows the list subscribers, and only the list subscribers, to send and receive posts. The moderator will still be permitted to post.
- Moderators Only - If the moderator is set as the post option, only the moderator will be able to post to the list. This means that no one else, not even list subscribers, will be able to post.

Subject prefix - All list posts will get this text put on the subject line before the actual subject. It is recommended most for discussion lists, so that people can filter posts more easily. You can choose to enable this field by clicking the box.

Max message size - The maximum permitted size of a message (in kilobytes). If the message exceeds this size, it will not be posted. If you do not wish to set a size limit, enter 0 (zero). (Default is 200)

Max recipients / message - This setting is used to set the number of recipients per message that will be sent. For example, if there were 500 subscribers to a list, and the max recipients value was 100, 5 emails would be sent (each with 100 recipients). Changing this setting can affect the load on the server.

Disable Mailing List - Check this box to disable the mailing list.

Description - For ease in identification, you may add a description to the list.

## Options

Enable digest mode - This enables digest mode. When using digest, the server stores all posts to the list in a set folder. When the 'trigger' is set off, all accumulated posts are sent out as a single message. For more information about digest mode, see the topic [Digest Overview](#) .

Enable Replies to list - When this option is checked, replies from a subscriber go to the list. If this option is off, the reply goes to the person who posted the original message on the list.

Enable header - When enabled, the header you define in Header will be placed at the top of each email.

Enable footer - When enabled, the footer you define in Footer will be placed at the bottom of each email.

Send Subscribe Email - Check this option to send an email in response to new subscriptions performed through list serv commands.

Send Unsubscribe Email - Check this option to send an email in response to unsubscribe requests performed through list serv commands.

Enable poster whitelist - Anyone added to the Poster Whitelist will be able to post if this option is enabled. The Poster Blacklist is always enabled.

Enable SUBSCRIBE command - This enables the subscribe command that allows people to subscribe to the list by sending the command to the list command address. Leave this box unchecked if you wish to have control over your list subscribers, and then only list administrators will be able to modify the subscribers. The use of this command is detailed in the topic List Serv Commands .

Enable LIST command - This option enables the ability for a user to send an email to the list command address and receive a reply of all list users. The use of this command is detailed in the topic List Serv Commands . Note: It is recommended that you leave this option disabled, as people or automated systems could use the user list for malicious purposes.

Allow unsubscribe from subject - Enabling this option will allow a subscriber to unsubscribe from your list by replying to the list with unsubscribe in the subject line. It is recommended that you usually keep this option enabled, as it will reduce complaints of abuse, as subscribers can quickly opt-out of the list.

## **Headers and Footers**

Headers and footers can be added to each post made to the list. This can be useful for introducing your mailing list, showing contact information, or providing removal instructions. Headers are placed at the top of posts, and footers are placed at the bottom of posts.

To edit a list's header or footer, choose the Header or Footer item from the actions pop-up menu on the Mailing Lists page. You will also need to enable the header or footer on the List Settings tab.

Note: The Header and Footer are not added for digest mode subscribers. To modify those, see the topic Digest Settings .

## **Subscribe Email**

Insert the contents of the email that you would like sent in response to new subscriptions performed through list serv commands.

## Throttling

Throttling allows System Administrators to limit the number of messages and/or how much bandwidth a domain, user, or mailing list can use for sending email per hour.

Messages per Hour - Enable this and enter the number of messages a domain is allowed to send per hour. (Default is set at 5000)

Bandwidth per Hour - Enable this and enter the maximum size in MB a domain is allowed to send per hour. (Default is set at 100)

## List Subscribers

List subscribers are those email addresses that will receive list posts. To modify the subscribers for a mailing list, either select the list and click the Edit icon on the actions menu, right-click the selected list and choose Edit from the drop-down list, or double click a selected list. You will see three icons on the actions tool bar, move your mouse over the Subscribers icon and select Subscribers from the drop-down list.

You will see a page that shows all of the email addresses of people who have subscribed to your list. Keep in mind that digest mode has a different subscriber list, so if people want to receive posts in digest format, you'll need to enter them in Digest Subscribers .

Add - Click on this icon to add one or many email addresses to the list. Ensure that you enter one email address per line when adding them. Duplicates will not be added.

Delete - Select an email and click on the Delete icon on the actions toolbar to remove it from the list.

Download - Downloads the list as a text file, with one line per email address.

Upload - Use this option to upload a list file to the server. This file must be in .txt format with one line per email address

Search - Use the search button to find a specific email address in the list quickly.

## Digest Settings

The Digest Settings page allows you to modify how digest mode works for your mailing list. Before digest mode will function, it must be enabled in the General Settings page.

List Name - For reference, shows the name of the mailing list.

Current Digest Size - The current size of the next email to be sent. This value will grow the more emails that get posted to the list. When a digest is sent, the number resets to 0 (zero) KB.

Last Sent - The date fo the last digest email sent.

Subject - Enter a subject for all digest emails. This subject should represent the context of the list.

Send Trigger Type - Choose what type of event triggers the digest to be sent. If more information is required, it will be asked below the trigger type.

Send Now - Click on this button to send out the current digest regardless of the trigger.

Send Digest As - Change this to determine what type of email will get sent with the digest. Digests can be sent as plain text to conserve space, or as HTML to preserve formatting of the posts.

## Options

Strip non-text attachments from digest - Digests can be much larger than standard lists, for this reason you may want to minimize the actual sending size of the digest by removing non-text attachments.

Enable header, separator, footer - These will not be shown in the digest unless the options are checked.

## Digest Headers and Footers

Mailing List emails to digest subscribers are grouped together so that multiple emails are combined into one digest email. In order for headers and such to function, they must be enabled in the Digest Settings tab. The digest email is formatted as shown below.

```
DIGEST HEADER  Email 1 DIGEST SEPARATOR  Email 2 DIGEST SEPARATOR  . . . DIGEST
SEPARATOR  Email n DIGEST FOOTER
```

## Digest Subscribers

Digest subscribers are those email addresses that will receive list posts in digest format, rather than receiving all emails as they get posted to the list. To modify the digest subscribers for a mailing list, either select the list and click the Edit icon on the actions menu, right-click the selected list and choose Edit from the drop-down list, or double click a selected list. You will see three icons on the actions toolbar, move your mouse over the Subscribers icon and select Digest Subscribers from the drop-down list.

You will see a page that shows all of the email addresses of people who have subscribed to your list in digest mode. Keep in mind that digest mode has a different subscriber list, so if people want to receive posts in the normal format, you'll need to enter them in Subscribers .

Add - Click on this button to add one or many email addresses to the list. Ensure that you enter one email address per line when adding them. Duplicates will not be added.

Delete - Select an email and click on the Delete icon on the actions toolbar to remove it from the list.

Download - Downloads the list as a text file, with one line per email address.

Upload - Use this option to upload a list file to the server. This file must be in .txt format with one line per email address

Search - Use the search button to find a specific email address in the list quickly.

## Poster Whitelist and Blacklist

The poster whitelist and blacklist allow you to have control over which subscribers are allowed to post messages to the list.

Use the whitelist to set the email accounts for people who are permitted to post to the list. This list is added to the email accounts that fall under the Allowed Posters option that is set in General Settings . In addition, this list will not be used unless you enable the "enable poster whitelist" option in General Settings.

Use the blacklist to block specific subscribers from posting to your list. This list is always active, and is a good way of preventing those that have sent questionable content from doing so again.

The poster whitelist and blacklist pages function the same as the subscriber list page.

Add - Click on this button to add one or many email addresses to the list. Ensure that you enter one email address per line when adding them. Duplicates will not be added.

Delete - Select an email and click on the Delete icon on the actions toolbar to remove it from the list.

Download - Downloads the list as a text file, with one line per email address.

Upload - Use this option to upload a list file to the server. This file must be in .txt format with one line per email address

Search - Use the search button to find a specific email address in the list quickly.

## Subscription Email

The subscription e-mail is sent when a person subscribes themselves to your list. When the subscription is processed, the email is sent to their email account. Often this email is used to confirm to the person that their email was subscribed, welcome the person to the list, and summarize the rules for proper conduct when posting.

To edit the subscribe file, click the Settings button on the main toolbar, then select Mailing Lists in the Domain Settings tree view. This will show you a list of your current Mail Lists. Select the list you would like to edit the Subscription E-Mail by clicking on it and then clicking the Edit icon on the actions toolbar, right-clicking and then selecting Edit in the drop down list, or double-clicking it. Once you are in the edit screen, click the Subscribe Email tab.

## **Help Email**

The help e-mail is sent to a person if they fail to subscribe properly or they do not post messages that conform to the policies of the list. By default, the help e-mail contains the list of appropriate commands that the person can use with the list.

To edit the help file, click the Settings button on the main toolbar, then select Mailing Lists in the Domain Settings tree view. This will show you a list of your current Mail Lists. Select the list you would like to edit the Help File by clicking on it and then clicking the Edit icon on the actions toolbar, right-clicking and then selecting Edit in the drop down list, or double-clicking it. Once you are in the edit screen, click the Help File tab.