



LISTSERV® 16.0 What's New Manual

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Foreword

LISTSERV is a well established email list management product and the de facto industry standard. The software has always been renowned for its reliability, scalability, and industry-leading feature set. In the release of LISTSERV 16.0, the main focus is on two aspects: Newsletters and UTF-8 Support.

There are mainly two kinds of LISTSERV lists: Discussion lists and announcement lists. While the standard for discussion lists hasn't changed remarkably, the need for easier methods of sending newsletters in HTML format while following best practices have increased. As a result, a new interface for newsletter sending was designed, providing a workflow that suits both HTML novices and experts. Best practices are automatically followed thanks to the design of the templates and the workflow. After careful testing and adjustments based on tester feedback, we are hopeful that we have crafted a user interface that provides the best in usability and functionality.

Who hasn't seen squares, question marks, or other funny symbols displayed in an email, instead of Scandinavian, Chinese, or Hebrew characters? The journey to UTF-8 support is long and intricate because of the number of character sets and conversion tables involved. We have now achieved the planned results for the first stopover on this journey, which is to allow the use of all kinds of characters in subscriber names, list titles and descriptions, as well as topics.

Marie Weinzierl
Project Leader

Preface

This manual contains information on the new features associated with LISTSERV 16.0.

The following documentation conventions have been used in this manual:

- Menus, options, icons, fields, and text boxes on the screen will be bold (e.g. the **List Name** field).
- Clickable buttons will be bold and within brackets (e.g. the **[OK]** button).
- Clickable links will be bold and underlined (e.g. the **Edit** link).
- Directory names, commands, and examples of editing program files will appear in `Courier New` font.
- Emphasized words or phrases will be underlined.
- Some screen captures have been cropped and/or edited for emphasis or descriptive purposes.

Requirements for LISTSERV 16.0



Important: LISTSERV 16.0 requires a version 16.0 LAK!

You must obtain and install a LISTSERV version 16.0 product LAK or else LISTSERV will not start after the installation/upgrade.

Before Upgrading to LISTSERV 16.0

If you are upgrading from a version of LISTSERV prior to 15.5: Due to non-backward-compatible changes to the format of LISTSERV's SIGNUP files, and the addition of non-reversible subscriber password encryption, L-Soft **STRONGLY RECOMMENDS** that, prior to upgrading, a full backup be made of your LISTSERV installation.



Note: In all cases, a full backup of the existing LISTSERV installation is normally recommended.

Unix: LDAP support is a prerequisite for LISTSERV 16.0

LISTSERV 16.0 for Unix is built with LDAP support. This support is an integral part of LISTSERV and it cannot be disabled. Because of this, an appropriate LDAP implementation is required and must be installed on your machine. In some cases (particularly under Linux) the version of LDAP on our development machines may differ from that on your production or test machine.

If LDAP is already installed on your machine but you get errors indicating that LISTSERV cannot find the LDAP libraries, it should be possible to relink 'lsv' to realign the library pointers. In practice this will happen only when the precompiled 'lsv' is used; for sites that require DBMS functionality, the realignment will happen transparently. For information on LISTSERV/LDAP integration, please see the [LISTSERV-LDAP Documentation](#), which is available separately.



Important: The ability to relink 'lsv' requires that a compiler (such as 'gcc') and the 'make' utility be installed on your machine.

Currently Supported Operating Systems

The following Windows Operating Systems are currently supported by LISTSERV 16.0:

- Windows XP Professional
- Windows Vista
- Windows 7
- Windows 2003 Server (all variants)
- Windows 2008 Server (all variants)

IMPORTANT: Support for Windows 2000 is no longer available with the release of LISTSERV 16.0.

For information on the other operating systems supported by LISTSERV, go to:

http://www.lsoft.com/products/listserv_os.asp

Applying LISTSERV 16.0



Important: Install your LISTSERV 16.0 product LAK before upgrading. A valid product LAK (License Activation Key) with "REL=16.0" must be installed before upgrading or LISTSERV will not start after the upgrade.

If you have not received a LISTSERV 16.0 product LAK, please contact your sales representative or SALES@LSOFT.COM before upgrading

If your product LAK has EXP=NEVER, you will also need to install an appropriate LISTSERV maintenance LAK.

To find out if you can upgrade to LISTSERV 16.0 with your current LAKs, please issue a SHOW LICENSE command to LISTSERV and examine the response.

Sites running LISTSERV 14.4 or later may use the LAK input tool in the Web Administration interface to apply and check their new LAK before upgrading.

The installation kits found on L-Soft's web site can be used either to install a new copy of LISTSERV or to upgrade an existing installation. To download LISTSERV 16.0, simply go to L-Soft's Web site and download an evaluation copy of LISTSERV or LISTSERV Lite, then follow the installation instructions for your operating system.

Section 1 What's New for Web Interface Users and List Owners

Version 16.0 of LISTSERV has several new features and enhancements for Web Interface users and list owners. This section gives you detailed information about the following new features:

- A major new feature in LISTSERV 16.0 is the implementation of the first phase of Unicode support. For details, see Section 1.1 [Unicode \(UTF-8\) Support](#).
- LISTSERV 16.0 debuts a new "plaintext" digest format that will properly display UTF-8-encoded messages in the body of the digest. For details, see Section 1.2 [Displaying Encoded Messages in the Body of a Digest](#).
- All newly created lists will now include UTF-8 in the list header by default. For details, see Section 1.3.1 [UTF-8 Compatible List Headers](#).
- The new default bottom banners are available and are automatically enabled when a new list is created. For details, see Section 1.3.2 [New Default Bottom Banners](#).
- You can now create professional-looking HTML newsletters with or without HTML coding experience. For details on creating and working with newsletters, see Section 1.4 [Working with Newsletter Templates](#).
 - There is now an HTML Mail Template Gallery that allows the list owner or the site administrator to select a template style for the list or the site as a whole. For details, see Section 1.4.2 [Using the HTML Mail Template Gallery](#).
 - You can now enter a profile for sending newsletters using the built-in HTML newsletter template system. For details, see Section 1.4.3 [Setting Your Newsletter Profile Preferences](#).
- Several features have been added to the Message Posting Interface that give you more options when composing a message. For details, see Section 1.5 [Using the Updated Message Posting Interface](#).
- The Message Posting Interface now has an integrated spam checker for customers with maintenance. For details, see Section 1.6 [Spam Checking Messages](#).
- Several changes have been made to the List Archives. For details, see Section 1.7 [Changes to the List Archives](#).
 - New options are now available in the Archive Preferences. For details see Section 1.7.1 [New Archive Preferences](#).
- Several changes have been made to the List and Subscriber Management interface. For details, see Section 1.8 [Changes to List and Subscriber Management](#).
- List reports, subscriber reports, and server usage reports can now be downloaded as CSV files. For details, see Section 1.9 [Downloading Reports as CSV Files](#).

- To make Delivery Error Monitoring Reports (DEMR) easier to read in the spam era, non-subscribers will not be entered into the report if certain conditions are met. For details, see Section 1.10 [Daily Error Monitoring Report \(DEMR\) Changes](#).
- The List Moderator can now reject messages while serving off the senders. For details, see Section 1.11 [Rejecting Messages](#).
- The message deletion screen now displays the message to be deleted so you can confirm its deletion. For details, see Section 1.12 [Confirming Message Deletion](#).
- Several changes to the templates have been made in LISTSERV 16.0. For details, see Section 1.13 [Miscellaneous Template Changes](#).
- The Global Skins (SKIN) template now contains an option to force the browser to use a specific character set for cases where the browser's auto-detect feature fails to use the correct character set. For details, see Section 1.14 [Forcing the Browser to Use a Specific Character Set](#).
- A new option has been added on the General tab of your personal preferences so you can decide whether or not you want the login cookie to expire when you close the browser. For details, see Section 1.15 [Setting the Login Cookie Expiration](#).
- A new option has been added on the General tab of your personal preferences so you can decide whether you want recently visited pages of the Web Interface to be cached in your browser. For details, see Section 1.16 [Enabling Page Caching](#).
- The LISTSERV Command Interface now has a new option to easily clear a command. For details, see Section 1.17 [Clearing the Command Line](#).
- Changes have been made to the ADD command. For details, see Section 1.18 [ADD Command Changes](#).
- The site navigation between LISTSERV and LISTSERV Maestro has been updated. For details, see Section 1.19 [LISTSERV Maestro Integration Updates](#).
- The password requirements for LISTSERV have been updated. For details see Section 1.20 [LISTSERV Password Requirement Changes](#).

1.1 Unicode (UTF-8) Support

A major new feature in LISTSERV 16.0 is the implementation of the first phase of Unicode support. LISTSERV's Unicode support is based on UTF-8 encoding. The long-term goal is for everything in LISTSERV to be a UTF-8 encoded string unless explicitly tagged otherwise. Because this is not a simple implementation, and because going to UTF-8 will undoubtedly break some customer scripts and applications, the road to full support for UTF-8 will be an ongoing, careful journey.

The first phase of the implementation revolves around these areas: the template processor, the message (job response) code, archive searches, and individual commands with support for UTF-8 (for now, only the LIST command is affected). The next phases will continue to roll out with the upcoming versions of LISTSERV.

1.1.1 UTF-8 Archive Searches

LISTSERV 16.0 now has UTF-8 archive searches. The **new UTF-8 archive indexer** is now the default indexer.



Important: All archives will be automatically reindexed the first time LISTSERV 16.0 starts. Please be aware that this process may take awhile.

The new UTF-8 archive indexer works as follows:

- The message is parsed and all plain-text parts are decoded, converted to UTF-8 and indexed. If there is no plain-text part, the first text part (presumably HTML) is indexed.
- This means that you can now search base64 messages.
- Data from the mail header is converted to UTF-8 before being indexed. Only the subject and sender address are indexed, so "date" will no longer be found in every message.
- There is still no high-level concept of character set, but that doesn't matter since everything is converted to UTF-8 before being indexed.
- The SEARCH command knows to convert input parameters to UTF-8 before calling the search engine, when the index is in Unicode. If you search for åöö, you will find it regardless of the charset in which it was typed.

An index must be either entirely in ASCII or entirely in Unicode. When appending to an existing index, the corresponding indexer is chosen regardless of configuration. To switch to Unicode, you have to re-index. There is no way around that - your old ASCII index doesn't have the entries for base64 messages and so on.

When creating a new index, the ASCII format is automatically chosen.

Unicode indexes have a *FLAGS* line in the DBNAMES file. This is the only way to tell them apart because the index format hasn't had significant changes. In addition, do not be surprised if the index is smaller than before. For many lists, this will be the case. Lastly, take note that searches may be faster than they were before these changes.

1.1.1.1 Known Issues

1. The changes made broke the search function with ASCII indexes in the following rare scenario:
 - You are using ISO-8859-1 and making a case-insensitive search containing national characters.
 - You have entered the search string in lower case.
 - You are searching the subject only, not the message itself (meaning that you are requesting a subject-only search, using the subject input box). If you search for the subject text in the main input box, it will work.
 - You are not running HPO.
 - The data you supplied is present but in the wrong case.
2. The new code has the following known problems with Unicode indexes only:
 - Due to having both old and new search engine active in the product and not wanting to duplicate thousands of lines of code, there may be cases where the search engine returns entries that should not have matched. This will only happen with non-ASCII characters.

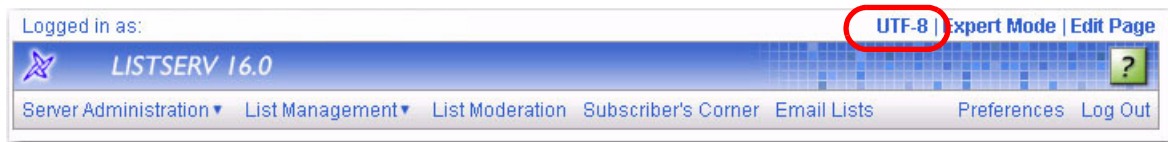
- Case matches may not be 100% reliable until the case-support phase of the unicode support feature is complete.
- WA may have problems displaying search results correctly on the LCMD page.

1.1.2 Troubleshooting a Page's Displayed Character Set

In **Expert Mode**, you can now see what character set is being used for the displayed page. For instance, if the screen is UTF-8, then a small **UTF-8** symbol will be displayed in the upper right corner, next to **Expert Mode**. This may be useful when trying to solve any obscure character set problems that may arise at your site.

If no character set symbol is shown, then no specific character set has been designated for the page; in which case, the browser's auto-detect feature will choose an appropriate character set.

Figure 1-1 UTF-8 Screen



1.2 Displaying Encoded Messages in the Body of a Digest

LISTSERV 16.0 debuts a new "plaintext" digest format that will properly display UTF-8-encoded messages in the body of the digest. The old "plaintext" digest was limited to 7-bit ASCII text, and as such, was only able to display UTF-8 messages as received, that is, in their non-human-readable UUencoded or Base-64-encoded form.

This new feature produces a digest that looks exactly like an RFC1153-compliant digest. In reality, it is a MIME message, and it can handle any character set. For each message in the digest, LISTSERV locates the most pertinent text part, decodes it, and uses that as the text of the message in question. The format is no longer formally RFC1153, but it looks as close to RFC1153 as possible while still being useful for non-ASCII messages.

1. All RFC822 headers are '=?' decoded, converted to UTF-8, and output in plain text.
2. All MIME messages are run through LISTSERV's MIME parser and reduced into a plain text part. This is converted to UTF-8 and is the final display "copy".
3. Any attachments and additional material other than the plain-text part are discarded. This includes additional plain-text parts.
4. Step 2 can fail if there is a MIME or encoding error, or if there is simply no plain text data in the message. The error that is thrown is controlled by one of two new mail templates, depending on the error: MSG_DIGEST_FRAGMENT_MIME_ERROR or MSG_DIGEST_FRAGMENT_NO_TEXT, both found in DEFAULT MAILTPL. The content of the appropriate template is then output.



Note: These are single-line templates; therefore, they are not suitable for a complex explanation of what happened. Any edits to these templates should be kept short and to the point.

5. If there is only one HTML part in the message, there is no plain text part and step 2 fails.

6. To make all this possible, the whole digest is charset=UTF-8.

Setting `Misc-Options= OLD_NOMIME_DIGEST` in the list header will force LISTSERV to revert to the original RFC1153 format, if for some reason this is required. Normally it should not be; however, even if you can guarantee that every posting is 7-bit ASCII text and nothing else, the new format has the downside of using Unicode. While this of course is identical to ASCII for pure ASCII input, the message may be marked as Unicode in people's mail clients.

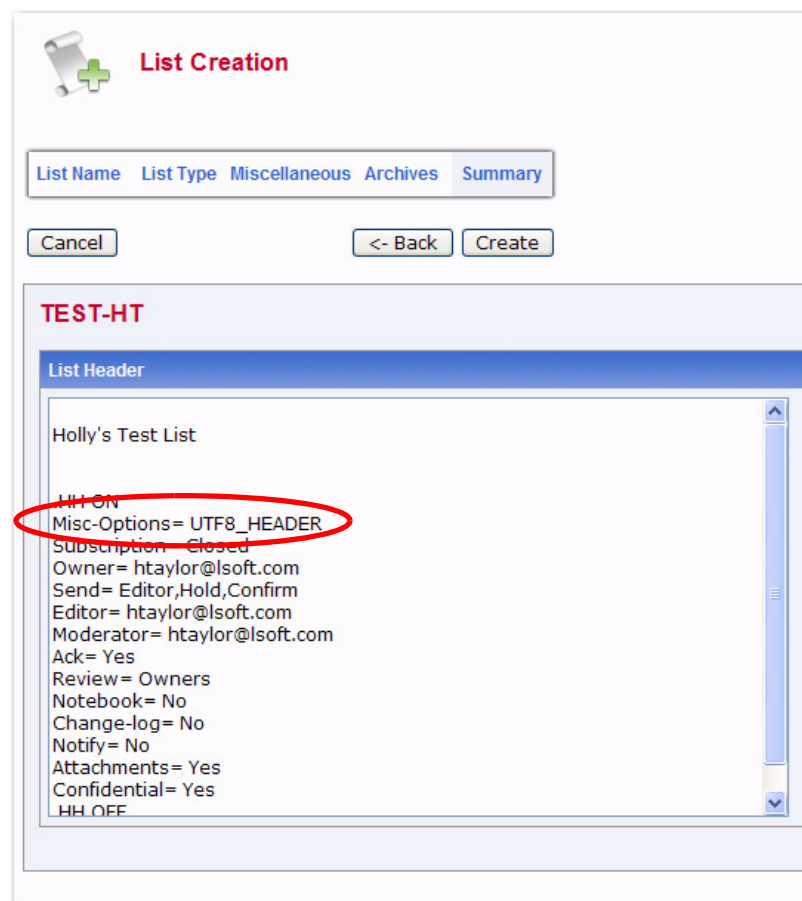
1.3 Defaults for New Lists

When you are creating a new list, two new defaults will occur. For details, see the following sections.

1.3.1 UTF-8 Compatible List Headers

With the addition of unicode support in LISTSERV 16.0, all newly created lists will now include `Misc-Options= UTF8_HEADER` in the list header by default. This means that all newly created lists will have a UTF-8 compatible header.

Figure 1-2 UTF-8 Tag in List Header



The screenshot shows the 'List Creation' web interface. At the top, there is a 'List Creation' header with a green plus icon. Below it, there are tabs for 'List Name', 'List Type', 'Miscellaneous', 'Archives', and 'Summary'. There are three buttons: 'Cancel', '<- Back', and 'Create'. The main content area is titled 'TEST-HT' and contains a 'List Header' section. The list header text is as follows:

```
Holly's Test List
-----
M I T O N
Misc-Options= UTF8_HEADER
Subscription= Closed
Owner= htaylor@lsoft.com
Send= Editor, Hold, Confirm
Editor= htaylor@lsoft.com
Moderator= htaylor@lsoft.com
Ack= Yes
Review= Owners
Notebook= No
Change-log= No
Notify= No
Attachments= Yes
Confidential= Yes
H H O F F
```

The line `Misc-Options= UTF8_HEADER` is circled in red in the original image.

1.3.2 New Default Bottom Banners

The new `DEFAULT_BOTTOM_BANNER` and `DEFAULT_BOTTOM_BANNER_HTML` templates are now available and are automatically enabled when a new list is created. These bottom banners contain the `SIGNOFF` link. For this unsubscribe link to work, the Mail Merge site configuration keyword must be set to Yes.



Tip: For details on setting the default mail merge setting, see Section 2.4 [Defining the Default Mail-Merge Site Configuration Keyword](#).

1.4 Working with Newsletter Templates

LISTSERV 16.0 gives you the ability to easily create, customize, and send unique newsletters.

1.4.1 Creating Customized HTML Newsletters

You can now create professional-looking HTML newsletters with or without HTML coding experience. LISTSERV comes with ready-to-use newsletter templates that contain placeholders that, when selected in the template designer, will let you fill in predefined areas with your own text and/or images.

To access the Newsletter Template wizard, go to the List Archives screen, the Archives Index screen, or the Archive Browsing screen for the list you want to post the newsletter to, and then click on the **Newsletter Template** option.

1.4.1.1 Selecting a Template

To select a newsletter template, click the **[Select]** button associated with the template you want to use as your content. The Select Template screen will refresh with the selected template displayed in the **Template Selected** box.

Figure 1-3 Selecting a Newsletter Template



To edit a template, click the **Easel** icon. The Edit Newsletter Template screen opens, which is where you can make any changes necessary.



Notes: If you decide to edit an existing, default newsletter template on this screen, then you will no longer be able to edit colors on the Content Definition screen. Any color modifications should instead be done on this screen.

You can also edit the default templates using the Web Template Editor. For details, see Section 1.4.2 [Using the HTML Mail Template Gallery](#).



If you've made changes to a default template, and you'd like to undo those changes, click the **Revert** icon associated with that template.

To create a new template based on a default template, simply edit that template.

To create an all new template, click on the **Create New Template** option. The Create New Template screen opens, which is where you enter the content for the template.



To delete template, click on the **Recycling Bin** icon associated with that template.

To refresh the newsletter template gallery, click the **Refresh Gallery** option.

To edit the profile for all of the newsletters, click on the **Edit Newsletter Profile** option. The Edit Newsletter Profile screen opens, which is where you can enter any changes

you'd like to make to your newsletter profile. These changes will be applied to the entire newsletter template gallery and will be associated with your user account only.



Note: The newsletter's profile fields can also be set in your preferences. For details, see Section 1.4.3 [Setting Your Newsletter Profile Preferences](#).



The **Newsletter Drafts** section at the bottom of the screen contains any previously saved drafts. To continue working on an existing draft, click on the draft's subject. To delete the draft, click on the **Recycling Bin** icon associated with that draft.



Note: Drafts are automatically deleted after 30 days.

Once you've selected the newsletter template you want, click **[Next]** to continue.

To cancel the selection of the newsletter template and refresh the screen, click **[Cancel]**.

1.4.1.2 Defining the Content

The Define Content screen is where you "fill in the blanks". The templates were designed to make defining newsletters quick and easy; the majority of the options, settings, and coding are already in place. The only work left for you is to give the newsletter a customized feel by filling in special template placeholders.

The following fields are available at the top of the screen:

- **Your Name** – This field is automatically filled with the email address associated with your user account. To change this, simply delete the email address and enter your name as you wish it to appear in the **From** field of the email header of the newsletter. The email address that will be used in the **From** field is the one that is logged into LISTSERV and may not be changed.
- **Subject** – The subject line for the newsletter.
- **Template** – If you want to change the template you are currently using, click this drop-down menu and select a new template from the drop-down list.
- **News Items** – Enter the number of news items you want to have in your newsletter. This will determine the amount of news item placeholders you will need to define. The maximum number allowed is 99.
- **Feature Items** – If available, enter the number of feature items you want to have in your newsletter. This will determine the amount of feature item placeholders you will need to define. The maximum number allowed is 99.

To view the template in HTML format, click **HTML Part**. To view the text alternative, click **Text Alternative**.

Figure 1-4 Defining the Newsletter Content

Newsletter Templates (LISTSERV-AT-WORK)

Select Template | Define Content | Fine Tune | Test and Send

Cancel | <- Back | Next ->

LISTSERV-AT-WORK@DRAGONFLY.DC.LSOFT.COM

Your Name: | HTML Part | Text Alternative

Subject:

Template:

News Items: | Update

Feature Items:

Placeholders: WEBSITE, LOGO, ISSUE, NEWSLETTER, HEADLINE1, BYLINE1, IMAGE1, TEXT1, URL1, HEADLINE2, BYLINE2, IMAGE2, TEXT2, URL2, FOOTER, FEATUREHEAD1, FEATURETEXT1, FEATUREHEAD2, FEATURETEXT2, ADDRESS, PHONE, CONTACT, LEGAL

Preview: To view this newsletter in a browser, visit: [&*SELFLINK;](#)

To ensure that this newsletter is delivered to your inbox, add LISTSERV-AT-WORK@DRAGONFLY.DC.LSOFT.COM to your address book.

Logo | Image | MORE

Contents: Click on a placeholder to the left ...

Revert | Save

Newsletter Drafts

Test	2009-03-11 11:11:42
Weekly Newsletter [Processed]	2009-03-04 18:16:25
Test [Processed]	2009-03-11 11:11:50

In the placeholders list, any placeholder without a value supplied is marked with a red x; these placeholders will require your attention. Placeholders where a value has already been supplied are marked with a green checkmark.



Note: If you leave a placeholder blank, then this content will not appear in the newsletter; however, there are some exceptions such as headers and text since they are expected to be defined. Leaving these types of placeholders blank will cause blank lines or spaces to appear in the newsletter. Therefore, if you want to remove a header for a news item or feature item, simply adjust the value for those items in the appropriate field above.

The type and amount of placeholders available for definition will vary depending on the type of template and the number of news and/or feature items you have entered. The following placeholders are always available for definition and can also be defined in your newsletter profile:

&*NEWSLETTER; – This placeholder is used for the name of your newsletter.

&*ADDRESS; – This placeholder is used for the address of your organization.

&*PHONE; – This placeholder is used for the phone number of your organization.

&*CONTACT; – This placeholder is used for the contact email address of your organization.

&*WEBSITE; – This placeholder is used for a Website URL of your organization.

&*SLOGAN; – This placeholder is used for a slogan for your organization.

&*LOGO; – This placeholder is used for a logo of your organization.

&*FOOTER; – This placeholder is used for a short footer for your newsletter.

&*LEGAL; – This placeholder is used for any legal disclaimers, company registration numbers, or similar information for your newsletter.

&*SELFLINK; – This placeholder will be automatically replaced with a link to view the newsletter in a browser and does not need to be defined on this screen. This placeholder is only available for lists with archives.

Additional placeholders are available, depending on template, and are numbered according to how many news and feature items you have chosen for your newsletter. These additional placeholders include:

&*HEADLINen; – This placeholder is used for the headline of the news item.

&*BYLINEn; – This placeholder is used for the byline of the news item. If you don't want to use a byline, you can leave this placeholder blank.

&*IMAGEN; – This placeholder is used for an accompanying image or graphic for the news item. If you don't want to use an image, you can leave this placeholder blank. When including images, they need to be uploaded to a public server before creating your newsletter. You should then enter the URL of the images, including the http:// or https:// part in the Contents field. It is recommended that you resize the images that you want to use to an appropriate size before uploading them although it is possible to resize them further on the Fine Tune screen if needed.

&*TEXTn; – This placeholder is used for the body text of the news item.

&*URLn; – This placeholder is used for the URL to a Web page if subscribers want to read more. If you don't want to use a URL, you can leave this placeholder blank. Since the URLs are hyperlinked from the newsletter, remember to enter the whole URL, including the http:// or https:// part as appropriate.

&*FEATUREHEADn; – This placeholder is used for the headline of the feature item, which are usually placed in a narrower side column in the newsletter.

&*FEATURETEXTn; – This placeholder is used for the body text of the feature item, which are usually placed in a narrower side column in the newsletter.

The placeholder that is currently selected in the placeholder list is highlighted both in the placeholder list and in the template preview pane. You can also move the mouse over the preview pane to see and select placeholders.

To define the selected placeholder, enter its value in the **Contents** text box below the template preview pane. Click **[Update]** to fill the placeholder.

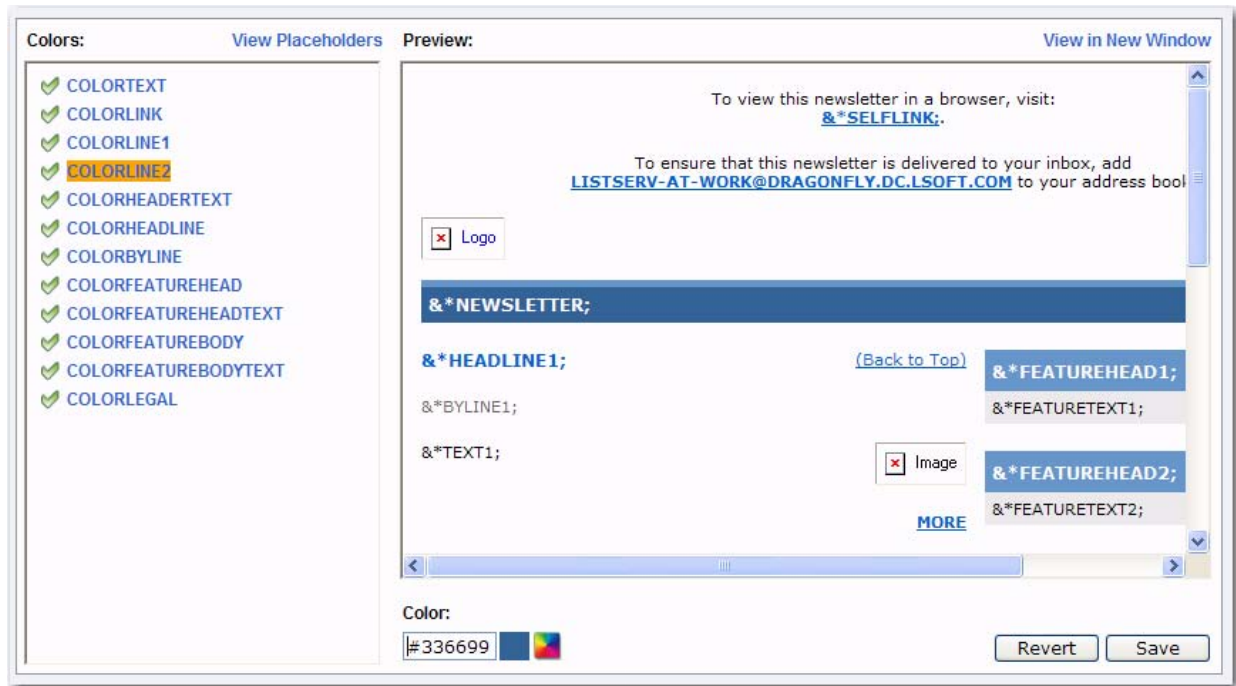
To re-define the colors used for the placeholders, click on the **View Colors** options. The placeholders list is replaced with the placeholder colors list. Select the placeholder color you want to re-define, and then enter the RGB color value in the **Color** field. To view a

color palette to help you select the color, click on the **Color Picker** icon, and then click on the color you want to use. The color for that particular placeholder will be updated.

To return to the placeholders list, click **View Placeholders**.

To preview the newsletter, click the **View in New Window** option.

Figure 1-5 Re-Defining Placeholder Colors



Once you are done filling out the placeholders, click **[Save]** to make your changes permanent and place a copy of the newsletter in the **Newsletter Drafts** section.



Note: Drafts are automatically deleted after 30 days.

To undo your changes, click the **[Revert]** button. The template will revert back to the previously saved version or the default version if no saved version is available.

Once you are finished defining the content of the template, click **[Next]**.

To cancel the definition of the newsletter and return to the Select Template screen, click the **[Cancel]** button. If you have a saved draft version of your newsletter and you click **[Cancel]**, then you will be asked whether or not you want to keep the saved draft.

To return to the Select Template screen without canceling your work, click **[Back]**.

1.4.1.3 Fine Tuning the Newsletter

For those who are familiar with HTML, LISTSERV gives you the ability to expand your limits and design profession-looking HTML newsletters that go above and beyond the everyday standards.



Note: Any changes you make on this tab will be lost if you use the **[Back]** button.

The following fields are available at the top of the screen:

- **Your Name** – This field is automatically filled with the email address associated with your user account. To change this, simply delete the email address and enter your name as you wish it to appear in the **From** field of the email header of the

newsletter. The email address that will be used in the **From** field is the one that is logged into LISTSERV and may not be changed.

- **Subject** – The subject line for the newsletter.
- **Content-Type** – This drop-down menu is read-only unless the advanced options are activated. If available, you can re-define the format of the newsletter.

To view and define the advanced options, click the **[Show Advanced]** button. The following options are available:

- **Charset** – Use this drop-down menu to select the charset (character set) of the newsletter. If your newsletter requires a charset that is different from the default charset for LISTSERV (UTF-8), then you can use the drop-down menu to select the matching one before you type or paste in your content. This selection will not translate one charset to another. It is used to sync the charset of the original newsletter with LISTSERV so that it can be encoded correctly for sending.
- **RSS Abstract** – Many lists allow subscribers to read postings through RSS feeds. LISTSERV automatically creates RSS abstract from the text part of the message. By default, LISTSERV uses a maximum of 500 and a minimum of 250 words for an implicit RSS abstract. These default numbers can be changed either for the entire site or on a list-by-list basis. However, this option also allows you to create explicit RSS abstracts, which can be HTML or text of any length. To provide an explicit RSS abstract, simply enter text here in the **RSS Abstract** text box. To use your text or HTML part in its entirety for the RSS abstract, click the **Use as RSS Abstract** icon next to either the **Plain Text Content-Type** or **HTML Content-Type** section; the content will be automatically copied into the abstract text area.



Figure 1-6 Fine Tuning the Newsletter - Advanced Options

Newsletter Templates (LISTSERV-AT-WORK)

Select Template Define Content **Fine Tune** Test and Send

Cancel <- Back Next ->

LISTSERV-AT-WORK@DRAGONFLY.DC.LSOFT.COM

Your Name:

Subject:

Content-Type:

Charset:

Attachments:

RSS Abstract:

Newsletter Drafts

Newsletter	2009-04-07 09:57:29	<input type="button" value="Delete"/>
Holiday Sale	2009-04-09 09:18:18	<input type="button" value="Delete"/>

Message Drafts

Holiday Sale	2009-04-09 09:18:30	<input type="button" value="Delete"/>
--------------	---------------------	---------------------------------------

- **Attachments** – Use the **[Browse...]** button to find your file on a local drive. Click the **[Attach]** button to attach your file to your outgoing message. The attachment will be listed in a table beneath the **Attachments** field. To delete an attachment, simply click the **[Delete]** button associated with that particular item in this table.



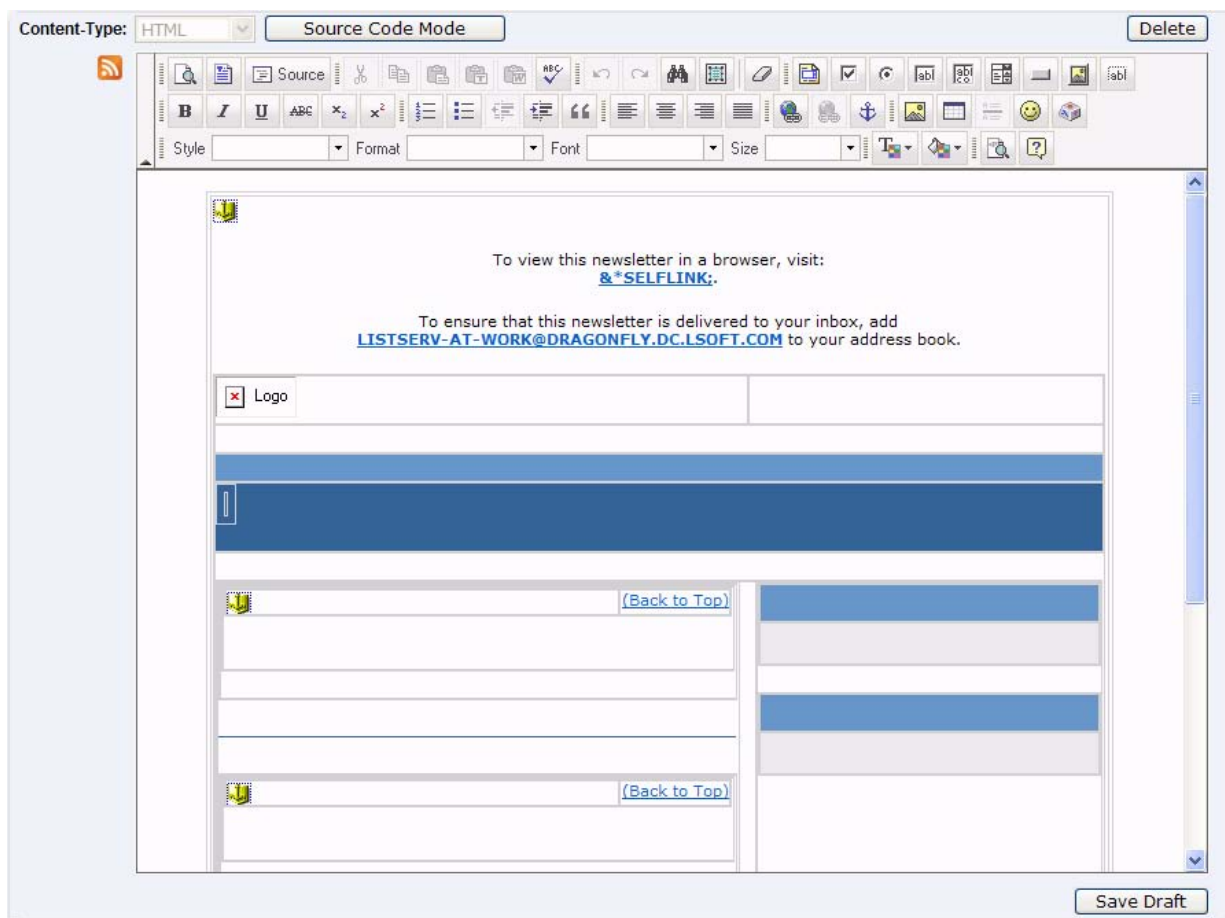
Notes: Each list can have its own rules for accepting or rejecting messages with attachments. The **[Browse...]** and **[Attach]** buttons will function regardless of individual list settings. As a result, your newsletter may be rejected or stripped of its attachment by the list. Be sure to check with the list owner if you have any questions.

In the **Plain Text Content-Type** section, you can edit the plain text for the newsletter. Any changes you make in this section are not automatically made in the HTML section. Therefore, if you want these changes in the HTML section as well, you will need to manually enter them.

In the **HTML Content-Type** section, you can edit the HTML part of the newsletter. Any changes you make in this section are not automatically made in the Plain Text section. Therefore, if you want these changes in the Plain Text section as well, you will need to manually enter them.

If you have JavaScript enabled, then the **[HTML Editor Mode]** button will be available. This button opens a WYSIWYG-style editor in place of the HTML source code text box.

Figure 1-7 Fine Tuning the Newsletter - HTML Editor



Note: Launching the HTML editor will parse and rewrite any existing HTML code, which may introduce changes to the code. To return to the HTML source code text box, click the **[Source Code Mode]** button.



To preview your HTML newsletter, click on the **Preview** icon on the HTML Editor toolbar. The message will open in a new window, letting you preview the finished product.

If you have started working on a newsletter and want to continue at a later time, you can click the **[Save Draft]** button to save a draft of the message. The subject line, the text part, and the HTML part are all stored. However, advanced options, such as attachments and RSS abstracts are not stored with the draft. The drafts, which are identified by their subject lines and shown with a timestamp, will be listed in the **Newsletter Drafts** section. When you return to the Newsletter Template wizard, you can just click on the subject line to retrieve the draft. To delete existing drafts, just click on the **Recycling Bin** icon next to the draft that you want to delete. Existing drafts are deleted automatically when you have posted them to the list.



Important: The draft you save on the Fine Tune tab will not be the same draft you may have saved on a previous tab. Therefore, you may want to change the subject to reflect the version you are saving.



Notes: Drafts are automatically deleted after 30 days.

1.4.1.4 Testing and Sending the Newsletter

When constructing a newsletter and before sending it to a list, you can send a test message to make sure that the results are satisfactory. This kind of test delivery can be particularly useful when creating HTML newsletters because email clients vary in their degree of HTML support. Sending a test message allows you to double-check that the newsletter is rendered as you intended. If necessary, you can make adjustments to your newsletter before posting it to the list.

The following options are available on this screen:

- **Your Name** – This field is automatically filled with the email address associated with your user account. To change this, simply delete the email address and enter your name as you wish it to appear in the **From** field of the email header of the newsletter. The email address that will be used in the **From** field is the one that is logged into LISTSERV and may not be changed.
- **Subject** – The subject line for the newsletter.
- **Schedule Delivery** – Select whether you want the newsletter to be delivered immediately or at a specific time and date. The input format of the **Delivery Date** field is **yyyy-mm-dd**. The input format of the **Delivery Time** field is **hh:mm:ss**, using the 24-hour clock. The time zone used is that of the LISTSERV server. If you enter a delivery date or time that has already passed, then the newsletter will be delivered immediately.
- **Test Addresses** – Enter the email addresses of those who will be receiving the test. Make sure to include your email address so you can view the newsletter as well. If you had entered delivery test email addresses in your Newsletter Profile, then these addresses will appear here.
- **Content Analysis** – If your LISTSERV license includes technical support, then you can use this button to check your message and evaluate the likelihood that it will be deemed to be spam by recipient mail systems. LISTSERV will connect to a hosted service at L-Soft, which runs the email message through SpamAssassin. The results will be shown on the screen. If necessary, you can then make adjustments and run the test again. (If you are a site administrator, see Section 2.8 [Using the New Hosted Content Analysis Feature](#) for additional details.)

- **Send Tests** – Use this button to send a test message to the test addresses.
- **Back** – Click this button if you want to navigate back and make changes.
- **Send** – Click this button to send the newsletter once you are done testing it and are satisfied with its content and appearance.



Note: When you test a newsletter that has `&*SELFINK;`, then this link will not work in the test message because the message has yet to be archived.

Figure 1-8 Testing and Sending the Newsletter

1.4.2 Using the HTML Mail Template Gallery

The HTML Mail Template Gallery allows the list owner or the site administrator to select a template style for the list or the site as a whole.

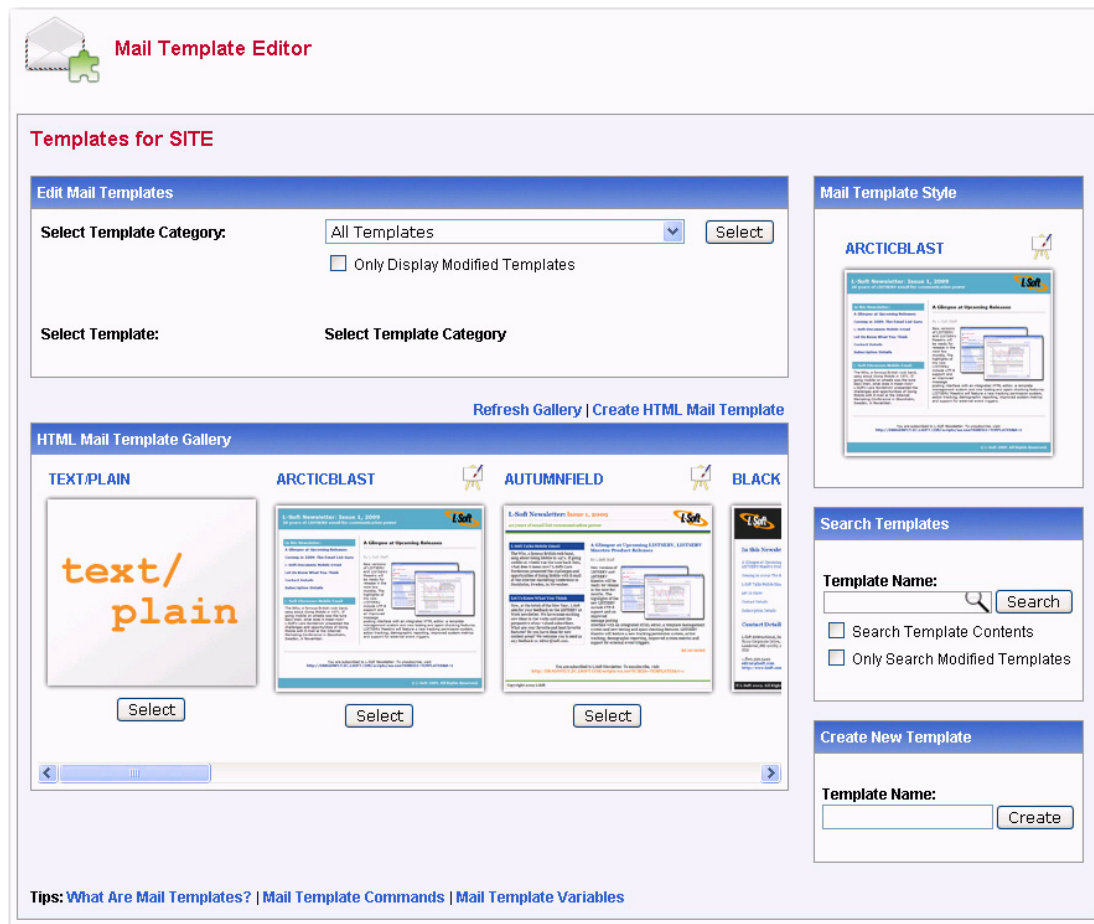
To select a side-wide default template, click on the **Server Administration** menu, select **Customization**, and then select **Mail Templates**. The Mail Template Editor opens.

To select a default template for a list, click on the **List Management** menu, select **Customization**, and then select **Mail Templates**. The Mail Template Editor opens. Click the **Select List** drop-down menu, and then select the list to define the default template for. The Mail Template Editor refreshes with the HTML Mail Template Gallery displayed.

In the HTML Mail Template Gallery, select an HTML mail template by clicking the **[Select]** button associated with the template you want to use. The screen will refresh with the selected template displayed in the **Mail Template Style** box.

To edit a template, click the **Easel** icon. The Edit HTML Mail Template screen opens, which is where you can make any changes necessary. If you have made changes to a default template and would like to undo those changes, click the **Revert** icon associated with that template.

Figure 1-9 Mail Template Editor



To create a new template based on a default template, simply edit that template and change the template name before clicking the **[Save]** button. The template will now be saved with the new name.

To create a new template from scratch, click on the **Create HTML Mail Template** option. The Create HTML Mail Template screen opens, which is where you will enter the content for the new template. See the special documentation on that screen to learn more about the format of the HTML mail templates.



Tips: When creating new templates, make sure that the template name starts with HTMLMAIL- and it will be automatically included in the list of available HTML mail templates within the editor.

If you are creating a newsletter template, then you are required to have both an HTMLMAIL- and a TEXTMAIL- template (alternative text part). If you do not want the alternative text to be in your newsletter, you can leave the TEXTMAIL- template blank and delete it on the Fine Tune tab of the Newsletter Templates wizard.

To delete a template, click on the **Recycling Bin** icon associated with that template.

To refresh the mail template gallery, click the **Refresh Gallery** option.

1.4.3 Setting Your Newsletter Profile Preferences

The Newsletter Profile tab in your Preferences allows you enter a profile for sending newsletters using the built-in HTML newsletter template system (see Section 1.4.1 [Creating Customized HTML Newsletters](#) for details on these templates).

Profile fields that have been defined will be automatically entered into HTML newsletter templates when the system is launched. Not all profile fields need to be defined. You will have the opportunity to change or fill in empty profile fields during the content development stage in the newsletter template system. Empty profile fields will be omitted from the final newsletter.

Figure 1-10 Setting Your Newsletter Profile Preferences

The screenshot shows the 'Preferences' window with the 'Newsletter Profile' tab selected. The user is identified as 'DRAGONFLY.DC.LSOFT.COM (htaylor@lsoft.com)'. The form contains the following fields:

Profile Field	Profile Setting
Newsletter Name:	<input type="text"/>
Physical Address:	<input type="text"/>
Phone Number:	<input type="text"/>
Contact Email:	<input type="text"/>
Website URL:	<input type="text"/>
Slogan:	<input type="text"/>
Logos:	Slot 1 <input type="text"/> <input type="button" value="Browse..."/> (Max 256 kB)
Footer:	<input type="text"/>
Legal Disclaimer:	<input type="text"/>
Delivery Test Addresses:	<input type="text"/>
HTML Editing:	Source Code Mode <input type="button" value="Update"/>

The following fields are available:

- **Newsletter Name** – Enter the name of your newsletter. This value automatically replaces the `&*NEWSLETTER;` placeholders in a newsletter template.
- **Physical Address** – Enter the address of your company or organization. This value automatically replaces the `&*ADDRESS;` placeholders in a newsletter template.
- **Phone Number** – Enter the phone number of your company or organization. This value automatically replaces the `&*PHONE;` placeholders in a newsletter template.
- **Contact Email** – Enter the contact email address of your company or organization. This value automatically replaces the `&*CONTACT;` placeholders in a newsletter template.

- **Website URL** – Enter the Website URL of your company or organization. This value automatically replaces the `&*WEBSITE`; placeholders in a newsletter template. Since this field will be clickable in the newsletter, remember to enter the `http://` or `https://` part before the URL as applicable.
- **Slogan** – Enter a slogan for your company or organization. This value automatically replaces the `&*SLOGAN`; placeholders in a newsletter template.
- **Logo** – Upload a logo for your company or organization. This image, which is saved on your LISTSERV server, will automatically replace `&*LOGO`; placeholders in a newsletter template. You have up to 10 slots where you can upload different logos. The `&imgnum=` variable at the end of the access URL coincides with the slot number and will determine which logo is inserted into the newsletter. In order for the image to be properly displayed in an HTML newsletter, the logo should be in .gif, .jpg, or .png format.



Note: Be careful when changing or deleting existing logos, especially if the logo has already been used in a newsletter because the new logo with the same slot number will replace the old logo in any archived copy.

- **Footer** – Enter a short footer for your newsletter. This value automatically replaces the `&*FOOTER`; placeholders in a newsletter template.
- **Legal Disclaimer** – Enter any legal disclaimers, company registration numbers or similar information for your newsletter. This value automatically replaces the `&*LEGAL`; placeholders in a newsletter template.
- **Delivery Test Addresses** – Enter the list of email addresses to which newsletter delivery tests will be sent, one address per line.
- **HTML Editing** – Select the default HTML editing method. Source Code Mode will display the HTML code. HTML Editor Mode will use an HTML Editor.

1.5 Using the Updated Message Posting Interface

Several features have been added to the Message Posting Interface that give you more options when composing a message. Because of these new features, this section includes instructions on using the entire Send Message screen.



Tip: LISTSERV comes with ready-to-use newsletter templates that let you create professional-looking HTML newsletters with or without HTML coding experience. You can access these templates by clicking the **Newsletter Templates** option. For details, see Section 1.4.1 [Creating Customized HTML Newsletters](#).

Fill out each of the following fields, if applicable:

- **Your Name** – Enter your name as you wish it to appear in the **From** field of the email header of the message. The email address that will be used in the **From** field is the one that is logged into LISTSERV and may not be changed.
- **To:** If you are replying to an existing message from the archives, this option allows you to decide whether to reply to the list or to the poster. If you are posting a new message, this options is not available.


- **Topic** – Select the topic, if any, that you want to apply to your message. This option will only be shown if topics are enabled for the list.
- **Subject** – Enter the subject line for the email message.

Figure 1-11 The Send Message Screen - Initial View

- **Content-Type** – Use the drop-down menu to select the format of your email message. You may select **Plain Text** or **HTML**.
 - **Plain Text** – To add a plain text message, type directly into the text box or copy and then paste your text into the text box.
 - **HTML** – To create an HTML message, type directly into the text box or copy and then paste your HTML code into the text box. If you have the advanced options displayed, then you can also upload the HTML content (see below).
 If you click the **[Show Advanced]** Button, you can also use the Upload Applet. To use this applet, click the **[Upload HTML]** button. The applet will start and you can browse for your HTML file and then automatically upload it along with any inline image files. If your HTML file contains links to remote image files, the applet will check them for errors. After the upload is complete, your message will be displayed as HTML code in the text box. Any inline files will be displayed as attachments.
 If you have Javascript enabled, then you can click on the **[HTML Editor Mode]** button to open the HTML Editor (see Section 1.5.1 [Using the HTML Editor](#)).
- **Add Part** – Click the **[Add Part]** button to compose a multi-part message. Multi-part messages usually have a plain text part and an HTML part. To build a multi-part message, select the content type of the first part of your message. Next, click the **[Add Part]** button to open a second text box. Add the content using on of the

methods described above. To delete an added part, click the **[Delete]** button associated with that part.

- **Show Advanced** – Use the **[Show Advanced]** button to display the following advanced options:
 - **Schedule Delivery** – Select whether you want the message to be delivered immediately or at a specific time and date. The input format of the **Delivery Date** field is **yyyy-mm-dd**. The input format of the **Delivery Time** field is **hh:mm:ss**, using the 24-hour clock. The time zone used is that of the LISTSERV server. If you enter a delivery date or time that has already passed, then the message will be delivered immediately.

If you select to schedule the delivery for a specific date and time, then after the message is sent, and you re-visit the Message Posting Interface (Send Message screen), a **Pending Messages** table will be shown at the bottom of the screen. This table displays all messages that have yet to be delivered.
 - **Upload HTML** – Use this button to start an applet that will allow you to browse for your HTML file and then automatically upload it along with any inline image files. If your HTML file contains links to remote image files, the applet will check them for errors. After the upload is complete, your message will be displayed as HTML code in the text box. Any inline files will be displayed as attachments.
 - **Charset** – Use this drop-down menu to select the charset of the message. If your message requires a charset that is different from the default charset for LISTSERV (UTF-8), then you can use the drop-down menu to select the matching one before you type or paste in your message. This selection will not translate one charset to another. It is used to sync the charset of the original message with LISTSERV so that it can be encoded correctly for sending.
 - **RSS Abstract** – Many lists allow subscribers to read postings through RSS feeds. LISTSERV automatically creates RSS abstract from the text part of the message. By default, LISTSERV uses a maximum of 500 and a minimum of 250 words for an implicit RSS abstract. These default numbers can be changed either for the entire site or on a list-by-list basis. However, this screen also allows you to create explicit RSS abstracts, which can be HTML or text of any length. To provide an explicit RSS abstract, simply enter text here in the **RSS Abstract** text box. To use your text or HTML part in its entirety for the RSS abstract, click the **Use as RSS Abstract** icon next to the that particular section; the content will be automatically copied into the abstract text area.
 
 - **Attachments** – Use the **[Browse...]** button to find your file on a local drive. Click the **[Attach]** button to attach your file to your outgoing message. The attachment will be listed in a table beneath the **Attachments** field. To delete an attachment, click the **[Delete]** button associated with that item in the table.



Notes: Each list can have its own rules for accepting or rejecting messages with attachments. The **[Browse...]** and **[Attach]** buttons will function regardless of individual list settings. As a result, your message may be rejected or stripped of its attachment by the list. Be sure to check with the list owner if you have any questions.

Figure 1-12 The Send Message Screen - Advanced Options View with Pending Messages

Send Message (HAT-TEST)

HAT-TEST@BUTTERFLY.EASE.LSOFT.SE

Your Name:

Subject:

Content-Type:

Schedule Delivery: Deliver Immediately Deliver at Following Time

Delivery Date:

Delivery Time:

Charset:

Attachments:

RSS Abstract:

Tests:

Message:

Send copy of message to: htaylor@lsoft.com

Pending Messages	From	Posted Date	Scheduled Date
Test	Holly Taylor <htaylor@LSOFT.COM>	Tue, 1 Dec 2009 16:20:49 +0100	Wed, 2 Dec 2009 18:00:00 +0100
Weekly Updates	Holly Taylor <htaylor@LSOFT.COM>	Tue, 1 Dec 2009 16:27:00 +0100	Wed, 9 Dec 2009 14:01:00 +0100

- **Show Tests** – Use the **[Show Tests]** button to display the following test options:
 - **Content Analysis** – If your LISTSERV license includes technical support, then you can use this button to check your message and evaluate the likelihood that it will be deemed as spam by recipient mail systems. LISTSERV will connect to a hosted service at L-Soft, which runs the message through SpamAssassin. The results will be shown on the screen. If necessary, you can then make adjustments and run the test again. (If you are a site administrator, see Section 2.8 [Using the New Hosted Content Analysis Feature](#) for additional details.)
 - **Send Test to Self** – When constructing an email message and before sending it to your list, you can use this button to send a test message to yourself to

make sure that the results are satisfactory. LISTSERV will send a copy of the message to the email address that you used to log in to the Web interface. This kind of test delivery can be particularly useful when creating HTML newsletters or multi-part messages. Email clients vary in their degree of HTML support. Sending a test message allows you to double-check that the message is rendered as you intended. If necessary, you can make adjustments to your message before posting it to the list.



- **Quote Original Message** – When replying to a message in the list, then the **Quote Original Message** icon is available below the message box. Clicking on this icon will place a copy of the original message in your reply.

- **Save Draft** – If you have started working on an email message or newsletter and want to continue at a later time, you can click the **[Save Draft]** button to save a draft of the message. The subject line, the text part, and the HTML part (if applicable) are all stored. However, advanced options, such as attachments and RSS abstracts are not stored with the draft. The drafts, which are identified by their subject lines and shown with a timestamp, will be listed in a table on the right side of the screen. When you return to the Send Message screen, you can just click on the subject line to retrieve the draft. As a safety measure, LISTSERV automatically saves and updates drafts every time the message posting interface is refreshed. To delete existing drafts, just click on the **Recycling Bin** icon next to the draft that you want to erase. Existing drafts are deleted automatically when you post them to the list.



Note: Drafts are automatically deleted after 30 days.

Figure 1-13 Drafts Table on the Send Message Screen

The screenshot shows the 'Send Message (LISTSERV-AT-WORK)' interface. At the top, it displays the email address 'LISTSERV-AT-WORK@DRAGONFLY.DC.LSOFT.COM'. Below this are input fields for 'Your Name:' and 'Subject:', and a 'Content-Type:' dropdown set to 'Plain Text' with an 'Add Part' button. There are also 'Show Advanced' and 'Show Tests' buttons. A large text area for the message is present, with a 'Save Draft' button at the bottom left and a 'Send Message' button at the bottom right. A checkbox for 'Send copy of message to: htaylor@Lsoft.com' is located above the 'Send Message' button. On the right side, there is a 'Message Drafts' table with two entries:

Message Drafts	
Announcement	2009-03-20 09:44:59
Newsletter	2009-03-20 09:45:51

Each entry in the table has a small recycling bin icon to its right. Above the table, there are links for 'NEW: Newsletter Templates', 'LISTSERV Archives', and 'LISTSERV-AT-WORK Home'.

1.5.1 Using the HTML Editor

If you've selected **HTML** from the **Content Type** drop-down menu and you have JavaScript enabled, then the **[HTML Editor Mode]** button will be available on the Send Message screen. This button opens a WYSIWYG-style editor in place of the HTML source code text box. If you have already entered HTML code into the text box before you launch the editor, the editor will parse and rewrite the existing HTML code, which may introduce changes to the code. To return to the HTML source code text box, click the **[Source Code Mode]** button.



To preview your HTML newsletter, click on the **Preview** icon on the HTML Editor toolbar. The message will open in a new window, letting you preview the finished product.

1.6 Spam Checking Messages

L-Soft has implemented a hosted spam checking service that will be available at **no charge to customers with maintenance**. This feature is enabled when LISTSERV is installed and your current maintenance LAK is applied. Once this is done, there is nothing to configure; it is entirely automatic.

This new spam checking service is available in the Message Posting Interface. Before posting a message to a list, users can click on the **[Content Analysis]** button to have SpamAssassin evaluate the message and the likelihood that it is found to be spam by receiving email systems.

For more information, see Section 1.5 [Using the Updated Message Posting Interface](#) and Section 2.8 [Using the New Hosted Content Analysis Feature](#).

1.7 Changes to the List Archives

Several changes have been made to the List Archives. These changes include:

- **UTF-8 Archive Searches** – The implementation of UTF-8 archive searches has begun. For details, see Section 1.1.1 [UTF-8 Archive Searches](#).
- **Improved Archives Layout** – The layout of the archives has been improved for easier access to the archive search, message posting, newsletter templates, subscription sections, and preferences. This new layout includes a list of options along the right side of the screen and direct access to the archive search feature.
- **Viewing Latest Messages on List Archive Page** – If enabled, the latest messages can be shown at the top on the List Archive page. For details on enabling, see Section 1.7.1 [New Archive Preferences](#).
- **Hovering Descriptions** – If enabled, hovering your mouse over the subject line of a message (on the List Archive or Archive Index pages) will give you the RSS abstract information for that message. For details on enabling, see Section 1.7.1 [New Archive Preferences](#).
- **Default View** – You can now have either the HTML or Text part of the message as the default when you are viewing multi-part messages. For details on setting, see Section 1.7.1 [New Archive Preferences](#).

Figure 1-14 The New List Archive Screen

MONTHLY-L Home Page

MONTHLY-L@BUTTERFLY.EASE.LSOFT.SE

LISTSERV Archives

Latest Messages

Summer Season Update: Email News
 Tue, 21 Jul 2009 16:04:20 +0200

=====

MONTHLY-L@BUTTERFLY.EASE.LSOFT.SE
 Summer Season Update! - June/July

Who Dares Wins (L-Soft T-shirt slogan).

=====

To view this newsletter in a browser, visit:
<http://butterfly.ease.lsoft.se/scripts/wa-BUTTERFLY.exe?A2=MONTHLY-L;d80aad91.0907p>

To ensure that this newsletter is delivered to your inbox, add
 MONTHLY-L@BUTTERFLY.EASE.LSOFT.SE to your address book.

=====

In this Newsletter:

- * Are Scholarly E-Mail Lists Fading in an Era of Blogs and Twitter?
- * Where Nobody Knows You're a Virus
- * One in Six Consumers Act on Spam
- * Understand mobile e-mail for a better user experience
- * Report highlights new email marketing trends
- * 5 ways to sabotage your email list-building efforts
- * E-mail Population is Aging: [...]

Search Archives

Advanced Options

Search

Options

- Log Out
- Change Password
- Search Archives
- Subscribe or Unsubscribe
- Post New Message
- Newsletter Templates
- Preferences

ATOM RSS1 RSS2

1.7.1 New Archive Preferences

There are now several new Archive Preferences available to accommodate the new improvements and changes made to the List Archives.

To set, click on the **Preferences** option on the Toolbar (or click **Preferences** from any of the archive pages), and then click the Archive Preferences tab. The new preferences are:

- **Hovering Descriptions** – Select whether or not you want hovering descriptions containing list descriptions and message abstracts to be displayed in the archives when you move your mouse over the list name or message. The default is **Shown**.
- **Latest Messages on List Home Page** – Select whether or not you want the latest messages to be shown on the list's home page. The default is **Shown**.
- **Number of Messages on List Home Page** – Select how many messages to show on the list's home page. The default is **3**. The maximum is **20**.



Important: These three new preferences require javascript to function. Because of this, you must also have **Pulldown Navigation** selected as your **Navigation Style** on the General Preferences tab.

- **Default View** – Select whether to view the HTML or Text part as the default for multi-part messages. The default is **HTML**.

Figure 1-15 Setting the New Archive Preferences

Preferences

General Preferences | Archive Preferences | Report Preferences | Newsletter Profile

BUTTERFLY.EASE.LSOFT.SE (htaylor@lsoft.com) Update

Preference	Setting
Hovering Descriptions:	Shown
Latest Messages on List Home Page:	Shown
Number of Messages on List Home Page:	3
Primary Sorting:	By Topic
Secondary Sorting:	Chronologically
Include Table of Contents:	Yes
Include Author's Name, Address:	Yes
Default View:	HTML Part
Archive Font:	Monospaced Font
Email Headers:	Normal
Archive Message Numbers:	No

Update

1.8 Changes to List and Subscriber Management

Several changes have been made to the List and Subscriber Management Interface:

- You can now see if a list has sub-lists when you are reviewing your subscribers. To view, go to the Subscriber Management screen, select your list, and then select to review your list members in your browser.
- The changelog numbers on the List Management Dashboard are now displayed using bar graphs for easier comparison.
- The List Management Dashboard reports now support sorting and narrowing options.
- The List Reporting section and the List Management Dashboard now has a **Self Only** option for server administrators. This option lets the server administrator modify the lists displayed so that only the lists owned by the administrator are displayed.

Figure 1-16 The List Management Dashboard

List Management Dashboard

Select List:

Search Options

Show Lists:

Show Lists Owned By: (Self Only)

Dashboard for htaylor@isoft.com

Technical Support

Technical support has been enabled. If you encounter problems with your lists, you can contact the server administrator by clicking on the life buoy icon.

Once you click on this icon, an email message opens. Enter any information describing your problem. Please be as detailed as possible.

Moderation

There are currently no messages requiring moderation on any lists that you have selected for this report and for which you are listed as a moderator. Follow the "Edit Table" link to select the lists that you want included in this report.

[Previous] [A~CC] [CO~D] [I~LIS] [LIT~P] [SE~STA] [STR~SV] [TES] [TES~UPD] [UPD] [Next]

List Name ▲	Subscribers	Send	Subscription	Log: Subscribe	Log: Signoff	Log: Post
COMMUNITY [Configure]	1 [View]	Public [Edit]	Open [Edit]	42 <div style="width: 42%;"><div style="width: 42%;"></div></div>	41 <div style="width: 41%;"><div style="width: 41%;"></div></div>	40 <div style="width: 40%;"><div style="width: 40%;"></div></div>
DISCUSSION [Configure]	2 [View]	Public [Edit]	Open [Edit]	93 <div style="width: 93%;"><div style="width: 93%;"></div></div>	87 <div style="width: 87%;"><div style="width: 87%;"></div></div>	32 <div style="width: 32%;"><div style="width: 32%;"></div></div>
DRAGONFLY [Configure]	1 [View]	Private [Edit]	Closed [Edit]	0 <div style="width: 0%;"><div style="width: 0%;"></div></div>	1 <div style="width: 1%;"><div style="width: 1%;"></div></div>	7 <div style="width: 7%;"><div style="width: 7%;"></div></div>

Lists per Page: Changelog Period:

1.9 Downloading Reports as CSV Files

List reports, subscriber reports, and server usage reports can now be downloaded as CSV files, which makes it easier to import list and subscriber data into Microsoft Excel or other applications.

To download a report in this new format, simply click on the **Report Format** drop-down menu for that report, and select either **CSV Format (Subset)** or **CSV Format (All)**.



Note: For reports that span multiple pages, the **CSV Format (Subset)** option will only include data from the current screen in the report. For example, if a list contains 100 subscribers but only 50 subscribers are shown on screen at a time, then the CSV file will only contain the 50 subscribers shown on screen. Also, if you are using any narrowing options, only the data that fits the search criteria is included in the CSV file. The **CSV Format (All)** option, on the other hand, will include all the data in the CSV file regardless of the number of pages or any search or narrowing options.

Figure 1-17 Downloading Reports as CSV Files

Subscriber Reports (LISTSERV-AT-WORK) LISTSERV-AT-WORK Home

Select List:

Report Columns (Check All | Uncheck All)

<input checked="" type="checkbox"/> Mail Style	<input checked="" type="checkbox"/> Mail Status	<input checked="" type="checkbox"/> Restrictions	<input checked="" type="checkbox"/> Subscription Date
<input type="checkbox"/> Ack	<input type="checkbox"/> Repro	<input type="checkbox"/> Header Style	<input type="checkbox"/> Topics
<input type="checkbox"/> Conceal	<input type="checkbox"/> HTML	<input type="checkbox"/> MIME	<input type="checkbox"/> Renew

Report Format

Report Format: (dropdown menu open showing: On Screen, CSV Format (Subset), CSV Format (All))

Search Options

Subscriber Management

Add Subscriber:

1.10 Daily Error Monitoring Report (DEMR) Changes

Certain non-subscribers are no longer reported on the Daily Error Monitoring Report (DEMR). To make delivery error monitoring reports easier to read in the spam era, non-subscribers will not be entered into the DEMR if ALL of the following conditions are met:

- The list is configured with "Auto-Delete= Full-Auto" (which is the default).
- The bounce is identified as being for an administrative message. This will not work 100% of the time but it should work with compliant bounces.
- For HPO, the bounce optimizer did not determine that it would make no difference to the DEMR and decide to skip this costly step altogether.

It will be logged (unless skipped by HPO) as follows:

```
22 Aug 2008 16:58:11 Automatic nondelivery report processing for MYLIST:
22 Aug 2008 16:58:11 -> Bounce is for an administrative message
22 Aug 2008 16:58:11 -> Ignoring non-subscriber: SPAMMER@SPAMDOMAIN.COM
22 Aug 2008 16:58:11 -> All errors temporary, no action taken
```

1.11 Rejecting Messages

A new option has been added for the List Moderator, allowing them to reject messages while serving off (SERVE OFF DROP) the senders. This will prevent the senders from posting any additional messages to the LISTSERV server.



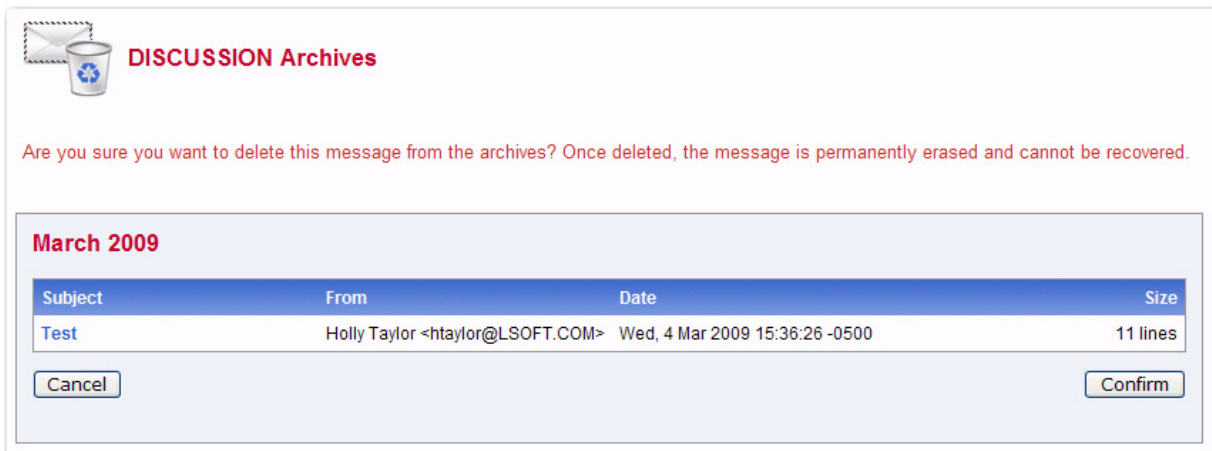
Note: The List Moderator must also be an administrator/postmaster in order to use this new option.

1.12 Confirming Message Deletion

The message deletion screen now displays the message to be deleted so you can confirm its deletion.

Click the **[Confirm]** button to confirm the deletion of the message. To cancel the deletion and return to the previous screen, click the **[Cancel]** button.

Figure 1-18 Delete Message Confirmation Screen



1.13 Miscellaneous Template Changes

This section contains information on the changes made to web and mail templates in LISTSERV 16.0.



Note: For details on the the new HTML Mail Template Gallery, see Section 1.4.2 [Using the HTML Mail Template Gallery](#).

1.13.1 Conditional Expression Evaluator for Templates

The Web Interface CGI now supports LISTSERV's conditional expression evaluator for templates, made available as +IF. For instance, it is now possible to code the following in a template:

For wildcard string matches:

```
+IF HELLO =* HE*
*do something here*
+ENDIF
```

For comparing numbers, etc.:

```
+IF (5 > 6)
*do something here*
+ENDIF
(+ENDIF is an alias for +EB; you can use either.)
```

1.13.2 Subscription Date Variable for SIGNOFF1

The &SUBDATE; variable is now available in SIGNOFF1. This variable will give you the subscription data of the subscriber who has just unsubscribed from the list.

1.13.3 Mail-Merge Fields

In LISTSERV 16.0, mail-merge fields are now allowed in mail templates.

1.13.4 The Default Charset for Mail Templates

When editing mail templates, LISTSERV will tag each mail template with the character set that was in use when the changes were made. Unedited mail templates will have ISO-8859-1 as the default character set.

1.14 Forcing the Browser to Use a Specific Character Set

The Global Skins (SKIN) template now contains an option to force the browser to use a specific character set for cases where the browser's auto-detect feature fails to use the correct character set. This variable, DEFAULTCHARSET, can be defined for the site as a whole or for particular lists that are known to use a specific character set. To set, simply change the default setting of 0 to the appropriate charset, such as ISO-8859-5.

To change this variable for all of your lists, click on the **Server Administration** menu, select **Customization**, and then select **Web Templates**. Search for the Global Skins template by entering either Global Skins or SKIN in the **Search Template** field, and then click **[Search]**. Edit by changing DEFAULTCHARSET to the desired character set.

To change this variable for a specific list, click on the **List Management** menu, select **Customization**, and then select **Web Templates**. Select the list you'd like to work with, and then search for the Global Skins template by entering either Global Skins or SKIN in the **Search Template** field and click **[Search]**. Edit the template by changing DEFAULTCHARSET to the desired character set.

Figure 1-19 Forcing the Browser to Use a Specific Character Set

Edit Web Template - SKIN

This form is defined in the SITE template.

SKIN for SITE

Description:
Global Skins

Contents:

```
+BB &+SKINLOADED;
+ELSE
+SE SKINLOADED 1

+* Image Directory and Archive Location:
+* Change to reflect location of images and archives on your system.
+SE IMAGEDIR /archives/images/
+SE ARCHINDEX /archives/index.html
+SE WWWHOST http://&+MYHOST;&+SCRIPT;
+SE WA_URL &+WWWHOST;
+SE HTMLIMAGES http://&+MYHOST;/archives/htmlmail

+* The maximum permitted size in kB for images uploaded for use in HTML newsletter templates
+SE LOGO-MAXSIZE 256

+* The web interface allows the browser's auto-detect feature to select appropriate charset
+* To force the browser to use a specific charset, change 0 below to the desired charset (for example, ISO-8859-5)
+SE DEFAULTCHARSET ISO-8859-5
```

Tips: [What Are Web Templates?](#)

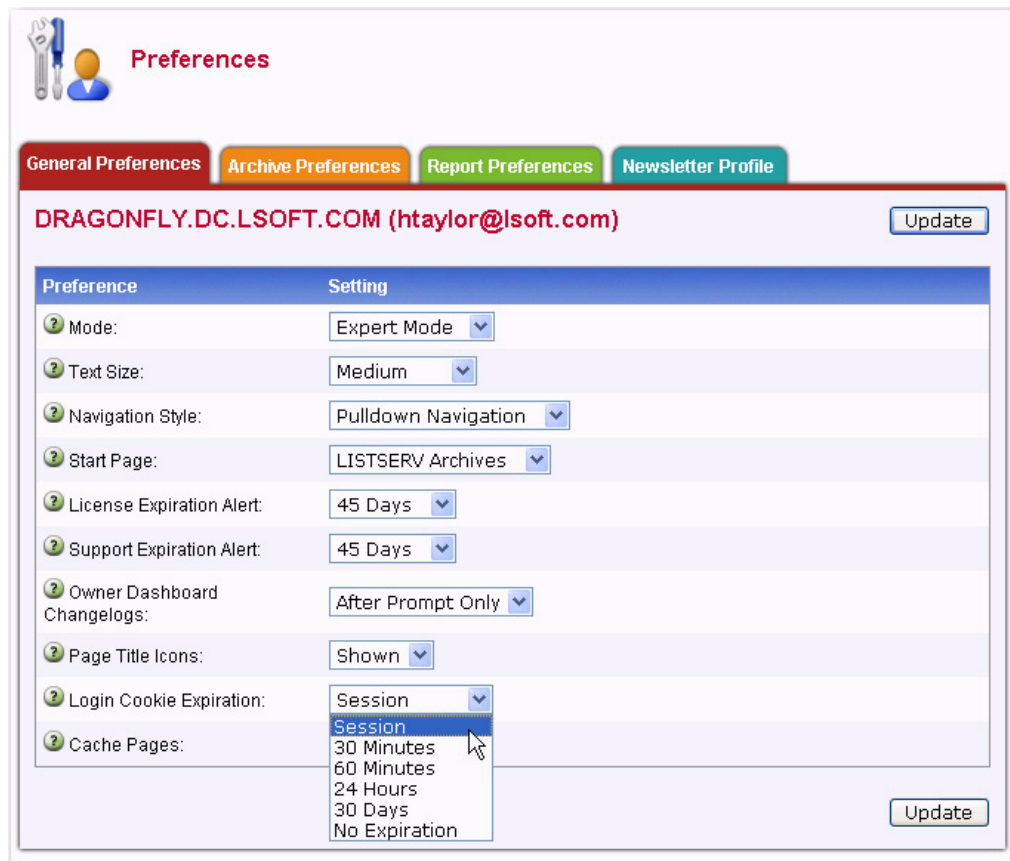
1.15 Setting the Login Cookie Expiration

A new choice has been added to the **Login Cookie Expiration** option on the General tab of your personal preferences so you can decide whether or not you want the login cookie to expire when you close the browser (end the session). This is highly desirable for those who wish to have increased security on shared computers.

To use this new choice, simply click the **Login Cookie Expiration** drop-down menu and select **Session**.

The default is **No Expiration**, which means that the cookie will not expire until you explicitly log out. This means, for example, that you can close your browser and come back later and you will still be logged in. However, if you are working on a shared computer, for example, it might make sense to set the login cookie to expire for added security. After a time of inactivity or close of the browser, the cookie will no longer be valid and you will need to log in again to continue.

Figure 1-20 Setting the Login Cookie Expiration



1.16 Enabling Page Caching

LISTSERV now allows you to select whether or not you want recently visited pages of the Web Interface to be cached in your browser. The default is **No**, which provides extra security, especially if you are working on a shared computer.



Note: Without caching you will not be able to use the "Back" button in your browser to quickly return to past pages. Set this value to **Yes** if you prefer quick and easy back navigation and if this additional security is not critical to you.

Figure 1-21 Page Caching Preference

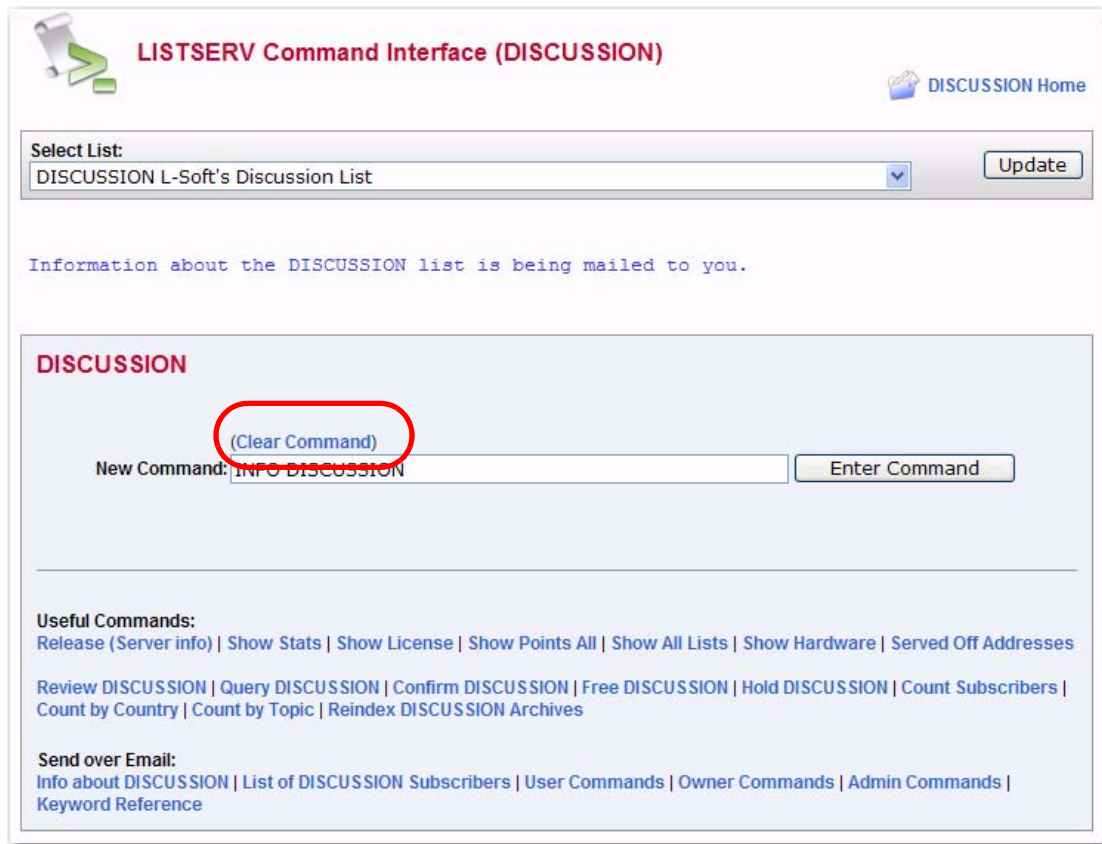
The screenshot shows the 'Preferences' page in LISTSERV. The 'General Preferences' tab is selected. The 'Cache Pages' setting is highlighted with a red circle and is set to 'No'. Other settings include Mode (Expert Mode), Text Size (Medium), Navigation Style (Pulldown Navigation), Start Page (LISTSERV Archives), License Expiration Alert (45 Days), Support Expiration Alert (45 Days), Owner Dashboard Changelogs (After Prompt Only), Page Title Icons (Shown), and Login Cookie Expiration (No Expiration). There are 'Update' buttons at the top right and bottom right of the settings area.

Preference	Setting
Mode:	Expert Mode
Text Size:	Medium
Navigation Style:	Pulldown Navigation
Start Page:	LISTSERV Archives
License Expiration Alert:	45 Days
Support Expiration Alert:	45 Days
Owner Dashboard Changelogs:	After Prompt Only
Page Title Icons:	Shown
Login Cookie Expiration:	No Expiration
Cache Pages:	No

1.17 Clearing the Command Line

The LISTSERV Command Interface now has a **Clear Command** option, making it easy to clear a command so you can issue multiple commands in a sequence. To access the Command Interface, click on the **Server Administration** or **List Management** menu from the Toolbar, and then click **LISTSERV Command**.

Figure 1-22 Clearing the Command Interface



The screenshot displays the LISTSERV Command Interface for the 'DISCUSSION' list. At the top, there is a header with the LISTSERV logo and the text 'LISTSERV Command Interface (DISCUSSION)'. A 'DISCUSSION Home' link is visible in the top right. Below the header, there is a 'Select List:' dropdown menu currently showing 'DISCUSSION L-Soft's Discussion List' and an 'Update' button. A message states: 'Information about the DISCUSSION list is being mailed to you.' The main area is titled 'DISCUSSION' and contains a 'New Command:' input field with the text 'INFO DISCUSSION' and an 'Enter Command' button. A red circle highlights a '(Clear Command)' button located above the input field. At the bottom, there are sections for 'Useful Commands:' (including Release, Show Stats, Show License, Show Points All, Show All Lists, Show Hardware, Served Off Addresses), 'Review DISCUSSION:' (including Query, Confirm, Free, Hold, Count Subscribers, Count by Country, Count by Topic, Reindex Archives), and 'Send over Email:' (including Info about DISCUSSION, List of DISCUSSION Subscribers, User Commands, Owner Commands, Admin Commands, Keyword Reference).

1.18 ADD Command Changes

When using the ADD command in an email, it will now delete any mailto: tags before processing the command. This ensures that any information that has been automatically added by the mail client will not be used.

1.19 LISTSERV Maestro Integration Updates

The navigation between LISTSERV and LISTSERV Maestro has been updated and the **Administration Hub** option is now available when LISTSERV is integrated with LISTSERV Maestro.

1.20 LISTSERV Password Requirement Changes

In LISTSERV 16.0, the password's minimum length is now six characters.

Section 2 What's New for the Site Administrator

Version 16.0 of LISTSERV has several new features and enhancements for the site administrator. This section gives you detailed information about the following new features:

- A DEBUG FLAGS command has been added in LISTSERV 16.0, allowing you to set the debug parameters on the fly. For details, see Section 2.1 [Setting the DEBUG Parameters on the Fly](#).
- Administrators may now serve users off with the DROP command directly from the Web Interface. For details, see Section 2.2 [New SERVE OFF DROP Command](#).
- The optional LDAP_PW_BIND site configuration variable is now available in all LISTSERV 16.0 builds. For details, see Section 2.3 [Defining the LDAP_PW_BIND Site Configuration Variable](#).
- You can now set the default value for the Mail-Merge= list header keyword using the new DEFAULT_MAIL_MERGE site configuration keyword. For details, see Section 2.4 [Defining the Default Mail-Merge Site Configuration Keyword](#).
- In special cases, administrators can now reset an edited site configuration variable using the Web Interface. For details, see Section 2.5 [Resetting Site Configuration Variables](#).
- For Windows, sites with significant inbound spam problems can now scan and reject spam before it reaches the main LISTSERV process, freeing LISTSERV so it can handle legitimate email. For details, see Section 2.6 [Using the SMTP-Level Spam Control for Windows](#).
- Several changes have been made to Feedback Loop Auto-Processing. For details, see Section 2.7 [Changes to Feedback Loop Auto-Processing](#).
 - The SPAM_FEEDBACK_PROBE variable has been updated to accommodate the changes to the Feedback Loop Auto-Processing. For details, see Section 2.7.1 [Configuring the SPAM_FEEDBACK_PROBE Variable](#).
 - The SPAM_FEEDBACK_ACTION variable is now available and documented in the Site Configuration wizard on the Anti-Spam tab. For details, see Section 2.7.2 [Configuring the SPAM_FEEDBACK_ACTION Variable](#).
 - You can now exclude subscribers that have complained about spam from your organization. For details, see Section 2.7.3 [Configuring the SPAM_FEEDBACK_EXCLUDE_LIST Variable](#).
- L-Soft has implemented a hosted service that will be available at no charge to customers with maintenance. For details, see Section 2.8 [Using the New Hosted Content Analysis Feature](#).

- You now have the ability to schedule standard mailing list postings using an internal RFC822 mail header tag. For details, see Section 2.9 [Delayed Mailing List Posting](#).
- LISTSERV 16.0 now supports a dynamic query exit that enhances distributed query list processing. For details, see Section 2.10 [New DQL Exit Point Enhances Distributed Query List Processing](#).
- For Solaris, setting up LISTSERV to authenticate via LDAP with SSL can be challenging. There are several scenarios that are dependent primarily on the version of Solaris you are running. For details, see Section 2.11 [Configuring LISTSERV to use LDAP over SSL for the Solaris Operating System](#).
- An important change has been made to the Daily Changelog. For details, see Section 2.12 [Daily Changelog Updates](#).
- The password requirements for LISTSERV have been updated. For details see Section 2.13 [LISTSERV Password Requirement Changes](#).

2.1 Setting the DEBUG Parameters on the Fly

A DEBUG FLAGS command has been added in LISTSERV 16.0, allowing you to set the debug parameters on the fly. The DEBUG FLAGS have the following syntax:

```
DEBUG FLAGS [update1 [update2 [...]]]
```

Each update has the format:

```
[+|-]flag
```

where 'flag' can be either the name of a debug flag or its corresponding hex value. A plus sign turns on the flag, minus turns it off, no sign sets the specified flag and clears all others. The command updates the session debug flags as requested, then displays a summary:

```
* Debug flags for this session: 00000022
*
* 00000001 TRACE_DIST      [Trace DISTRIBUTE processing - OFF]
* 00000002 TRACE_MIME      Trace MIME parser
* 00000004 TRACE_LISTS     [Trace (a few) list-related functions - OFF]
* 00000008 TRACE_SPAM      [Trace spam filter calls - OFF]
* 00000010 TRACE_EMM       [Trace Embedded Mail-Merge processor - OFF]
* 00000020 TRACE_DEV       Temporary ad hoc tracing for development use
* 00000040 TRACE_FSAV      [Trace FSAV calls - OFF]
* 00000080 TRACE_LDAP_CALLS [Trace LDAP library calls - OFF]
* 00000100 TRACE_LDAP_DATA [Trace data obtained from LDAP - OFF]
* 08000000 HOLD_DISTBG     [Do not process background DISTRIBUTE jobs - OFF]
* 10000000 HOLD_XB64       [Hold X-B64 jobs instead of processing them - OFF]
* 20000000 KEEP_JOBFILES   [Keep successfully processed job files - OFF]
* 40000000 TRACE_TCPGUI    [Additional TCPGUI tracing - OFF]
```

Flags that have not yet been assigned a function will display as RESERVED in the summary and do nothing. The TRACE_DEV flag is used by L-Soft Development to trace various aspects of whatever is being worked on at the time. While TRACE_DEV may be enabled by site maintainers (and in certain cases the support department may request that TRACE_DEV be enabled for debugging purposes), the results will vary depending on the build (and will not be publicly documented for that reason).

Any changes made using the `DEBUG FLAGS` command are for the current session only (they will be reset when `LISTSERV` is restarted). For certain purposes it can make sense to have some flags permanently turned on, and the `DEBUG_FLAGS` site configuration variable remains available for those special cases.

2.2 New `SERVE OFF DROP` Command

Administrators may now serve users off with the `DROP` command directly from the Web Interface. To access the Command Interface, click on the **Server Administration** or **List Management** menu from the Toolbar, and then click **LISTSERV Command**.

2.3 Defining the `LDAP_PW_BIND` Site Configuration Variable

The optional `LDAP_PW_BIND` site configuration variable is now available in all `LISTSERV 16.0` builds. This variable contains the string to format and use when logging on a user. The default is `"%n"`, which works "out of the box" with Active Directory and, in most cases, with OpenLDAP. For other LDAP implementations, or if a different bind string is required for your local installation, it can be defined in this setting and may use the `%u/%h/%s` escapes.

Examples (for use with the "default" LDAP server):

- **unix:** `LDAP_PW_BIND="%n"`

```
export LDAP_PW_BIND
```
- **Win:** `LDAP_PW_BIND=%n`

Additionally, this variable, like most of the other LDAP-related variables, can also take an optional server-name attribute, e.g.,

- **unix:** `LDAP_PW_BIND_MYSERVER="%n"`

```
export LDAP_PW_BIND_MYSERVER
```
- **Win:** `LDAP_PW_BIND_MYSERVER=%n`

The above example assumes that `LDAP_SERVER` is set to include `MYSERVER`.



Important: The default value for `LDAP_PW_BIND` is now `"%n"`.

To define using the Web Interface, click on **Server Administration**, select **Site Configuration**, and then finally select **Site Configuration**. The Site Configuration wizard opens. Click on the LDAP tab, and then define the **LDAP_PW_BIND** setting.



Note: If the **LDAP_PW_BIND** setting is not visible on the LDAP tab, you may have to click on the **Show All Variables** option at the bottom of the tab.

Figure 2-1 Defining the LDAP_PW_BIND Site Configuration Keyword

Site Configuration

Find or Add Configuration Variable (View Log)

Variable: Search

Anti-Spam Anti-Virus Logs and Errors Optimization Database Debug License

My Configuration Domain SMTP Distribute DomainKeys LDAP Web Interface

LDAP Settings Update

Configuration	Setting	Description	
LDAP_	Nickname: <input type="text" value="DEFAULT"/> LDAP_SERVER: <input type="text"/>	The configuration variables for connecting LISTSERV with LDAP servers.	
	LDAP_UID: <input type="text"/> LDAP_AUTH: <input type="text"/>		
	LDAP_PW_BASE: <input type="text"/> LDAP_PW_FILTER: <input type="text"/>		
	LDAP_DEFAULT_EMAIL: <input type="text"/> LDAP_DEFAULT_NAME: <input type="text"/>		
	LDAP_PW_SERVERS: <input type="text" value="nickname1 nickname2"/>		
	LDAP_PW_ONLY: <input type="text" value="Undefined"/>		
LDAP_PW_BIND:	<input type="text" value="%n"/>	The string that LISTSERV will use to bind (log in) on behalf of an end-user.	
LDAP_PW_REQUIRE_SSL:	<input type="text" value="Undefined"/>	Determines whether LISTSERV should accept LDAP passwords transmitted to the Web interface in plain text.	

Show Only Currently Set Variables Update

2.4 Defining the Default Mail-Merge Site Configuration Keyword

You can now set the default value for the Mail-Merge= list header keyword using the new `DEFAULT_MAIL_MERGE` site configuration keyword. This keyword sets the default value for all of the lists on the server.

Set `DEFAULT_MAIL_MERGE` to `NO` to turn off list-based mail-merge, or set it to `YES` to turn it on. This configuration variable can be overridden at the list level by [Setting the Mail-Merge List Header Keyword](#).

This default value is an empty string, which is equivalent to `NO`.

To define using the Web Interface, click on **Server Administration**, select **Site Configuration**, and then finally select **Site Configuration**. The Site Configuration wizard opens. Click on the SMTP tab, and then define the `DEFAULT_MAIL_MERGE` setting.



Note: If the `DEFAULT_MAIL_MERGE` setting is not visible on the SMTP tab, you may have to click on the **Show All Variables** option at the bottom of the tab.

Figure 2-2 Defining the Default Mail Merge Site Configuration Keyword

The screenshot shows the 'Site Configuration' page with a search bar and a navigation menu. The 'SMTP' tab is selected, displaying the 'SMTP Settings' section. An 'Update' button is visible in the top right of the settings area.

Configuration	Setting	Description
SMTP_FORWARD:	<input type="text" value="MAILGATE.XYZ.COM"/>	The Internet host name (not the IP address; this variable must contain a fully qualified domain name) of the server to which all outgoing SMTP mail should be forwarded for delivery.
SMTP_FORWARD_N:	<input type="text" value="MAILGATE1.XYZ.COM"/> MAILGATE2.XYZ.COM	Allows LISTSERV to deliver mail asynchronously via one or more SMTP Workers.
SMTP_DEBUG:	Undefined	Determines whether to log SMTP conversations with the outbound MTA for debugging purposes.
EMBEDDED_MAIL_MERGE:	Undefined	Enables the use of LISTSERV's mail-merge feature with any high-capacity SMTP server.
DEFAULT_MAIL_MERGE:	<input type="text" value="YES"/>	Sets the default value for the Mail-Merge keyword for all lists on the server.
SMTP_LISTENER_IP:	<input type="text" value="1.2.3.4"/>	The dotted-decimal IP address to which the SMTPL.EXE listener will bind at boot time.

2.4.1 Setting the Mail-Merge List Header Keyword

When creating a new list, you can now select whether or not to enable mail-merge for the list. If you enable mail-merge, the default bottom banner will include an automatically generated one-click unsubscribe link for each subscriber. Without mail-merge, the link will instead lead to the generic subscription management page of the list.

To enable using the List Creation Wizard, go to the Archives page of the wizard and select **Yes** for the **Enable Mail Merge for List** option. The default setting is yes.

Figure 2-3 Enabling Mail-Merge for a New List

The screenshot shows the 'List Creation' web interface. At the top, there is a 'List Creation' header with a green plus icon. Below it are tabs for 'List Name', 'List Type', 'Miscellaneous', 'Archives', and 'Summary'. The 'Archives' tab is selected. There are 'Cancel', '<- Back', and 'Next ->' buttons. The main content area is titled 'Archives' and contains the following text: 'Define whether or not you want to archive messages posted to the mailing list. If posted messages are archived, then choose whether the archives will be available to the public or to subscribers only. You can create the archive directories manually or let LISTSERV do it for you. Finally, select whether to enable mail-merge for the list. If you enable mail-merge, the default bottom banner will include an automatically generated one-click unsubscribe link for each subscriber. Without mail-merge, the link will instead lead to the generic subscription management page of the list.'

Below the text are several form fields and checkboxes:

- 'List Archives:' dropdown menu set to 'No Archives'.
- 'Access to List Archives:' dropdown menu set to 'Private (Subscribers Only)'.
- 'Path:' text input field with the suggestion 'E:\LISTSERV\LISTS\TEST (Use Suggestion)'.
- Two checked checkboxes: 'Enable Web Archive Interface and Create Necessary Directories' and 'Create Directory for List Archives, If Necessary'.
- 'Enable Mail-Merge for List:' radio button group with 'Yes' selected and 'No' unselected. This entire section is circled in red.

To enable manually, enter the default value of the “Mail-Merge=” list header keyword using the new `DEFAULT_MAIL_MERGE` site configuration keyword. The default is `Yes`.

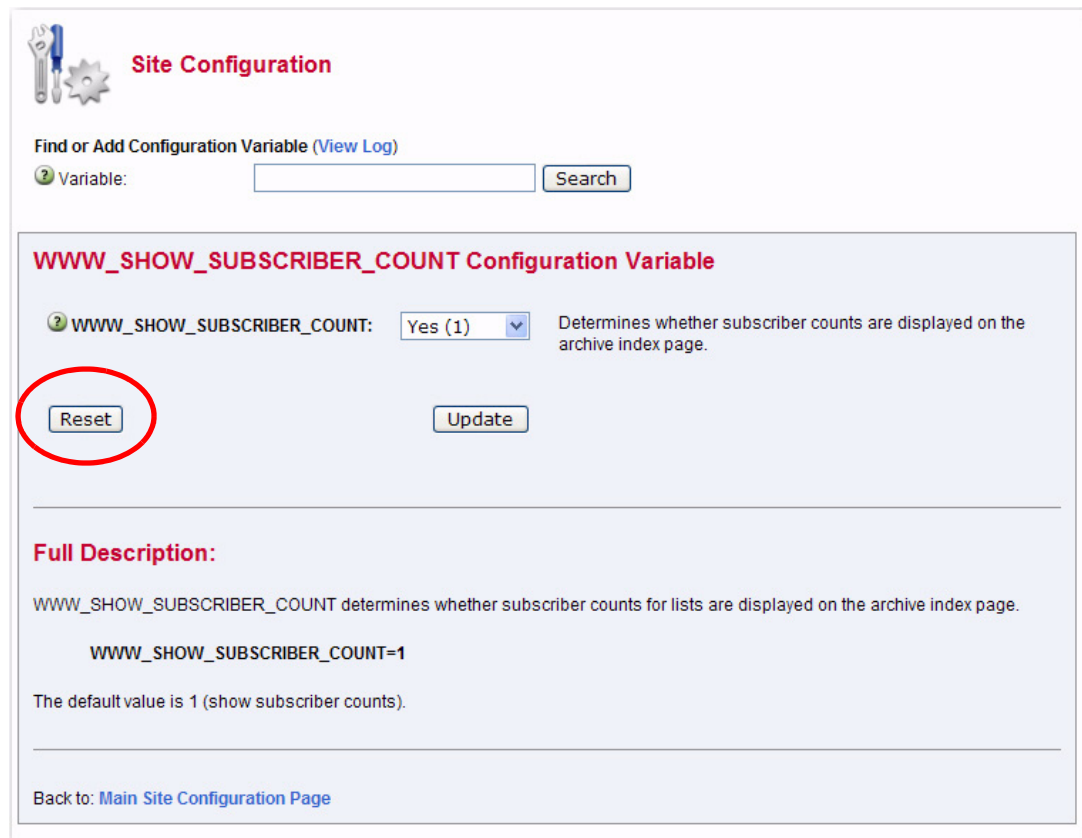
2.5 Resetting Site Configuration Variables

When editing the Site Configuration variables through the Web Interface, LISTSERV automatically saves the new settings in a file named `SITECFG.FILE`. Settings stored in `SITECFG.FILE` take precedence over settings in the legacy `site.cfg` (on Windows systems) or `go.user` (on Unix systems) files. Configuration options that have not been changed using the Web Interface will continue to be read from `site.cfg` or `go.user`. This ensures a seamless transition for sites to begin using the Web Interface.

In special cases, if you have edited a configuration setting through the Web Interface and you want to revert back to the old setting in `site.cfg` or `go.user`, then you can reset this value using the Web Interface.

To reset a configuration variable from the Web Interface, click on the **Server Administration** menu, click on **Site Configuration**, and then select **Site Configuration**. The Site Configuration wizard opens. Click on the tab of your choice and then click on the configuration variable that you want to change. The Configuration Variable screen opens. Click on the **[Reset]** button. You will be prompted to restart LISTSERV, after which the old setting from `site.cfg` or `go.user` will take effect again.

Figure 2-4 Resetting a Site Configuration Variable



Site Configuration

Find or Add Configuration Variable ([View Log](#))

Variable:

WWW_SHOW_SUBSCRIBER_COUNT Configuration Variable

WWW_SHOW_SUBSCRIBER_COUNT: Determines whether subscriber counts are displayed on the archive index page.

Full Description:

WWW_SHOW_SUBSCRIBER_COUNT determines whether subscriber counts for lists are displayed on the archive index page.

`WWW_SHOW_SUBSCRIBER_COUNT=1`

The default value is 1 (show subscriber counts).

Back to: [Main Site Configuration Page](#)

2.6 Using the SMTP-Level Spam Control for Windows

The SMTP .EXE SMTP "listener" service has the ability to submit inbound mail to a third-party spam scanning product. In LISTSERV 16.0, this feature allows sites with significant inbound spam problems to scan and reject spam before it reaches the main LISTSERV process, thus freeing LISTSERV itself to handle legitimate mail.



Note: Although this hook can, in principle, be used with any spam scanning product, all the examples and step-by-step instructions in this section will relate to SpamAssassin, a popular freeware spam filter that can be downloaded from <http://spamassassin.apache.org>.



Important: L-Soft did not author SpamAssassin and is unable to correct problems with the SpamAssassin product itself. L-Soft does not make any legal representations or warranties about SpamAssassin. Although L-Soft's support department will gladly answer questions about the integration of SpamAssassin and SMTP, we cannot answer questions about SpamAssassin itself.

2.6.1 Enabling

To enable SMTP-level spam filtering, you must:

1. Install a third-party spam filter.

2. Provide a script that will scan messages using the third-party filter (if using SpamAssassin, you can use the L-Soft supplied script).
3. Activate this script by making changes to the LISTSERV configuration (which is also used by SMTPL).

SMTPL will then scan every message it processes, with a few exceptions, and reject messages identified as spam.

2.6.2 Configuring LISTSERV to Use SpamAssassin

This section contains step-by-step instructions for configuring LISTSERV to use SpamAssassin using one of the L-Soft supplied scripts. Throughout this section, we will make the following assumptions:

- You are running the LISTSERV 16.0 with the version of `SMTPL.EXE` that shipped with it (version 1.0w) or later.
- SpamAssassin has already been installed and configured on a server that we will call `spamd.example.com`. This can, but does not have to be, the machine on which LISTSERV is installed (i.e. you can run LISTSERV on Windows and SpamAssassin on unix).
- `spamd` has been started and is configured to accept incoming requests from the machine on which LISTSERV is installed.
- You have a test message file at your disposal to verify the operation of `lspamc/spamd`. We will call this file `testmsg.txt`.

Step 1 of 4: Install and Test SpamAssassin Client

Download and install the `lspamc.exe` executable from L-Soft, and place it in a directory in LISTSERV's path – for instance, the `LISTSERV\MAIN` directory.



Note: `lspamc.exe` is slightly different from the `spamc.exe` provided for LISTSERV spam scanning. `lspamc.exe` should be used for SMTPL spam scanning.

To test the client, issue the following command:

```
C:\> lspamc -c -d spamd.example.com < testmsg.txt
3.8/5.0
```

The response must be two numbers as shown above, but the numbers can be different than in the example (they are the SpamAssassin score of the test message). Any other response indicates an error. In that case, make sure that `spamd` is configured to allow connections from the LISTSERV host.

Step 2 of 4: Install REXX (if not already available)

Download `REXX.EXE` from L-Soft and place it in the same directory where you saved `lspamc.exe`.



Note: `SASMTPL.REXX` is incompatible with Regina REXX version 3.1 and later. The version of `REXX.EXE` downloadable from L-Soft is known to work with the script.

Step 3 of 4: Install and Configure SASMTPL Script

- Download the L-Soft supplied sample script:
<ftp://ftp.lsoft.com/LISTSERV/Windows/CONTRIB/SASMTPL.REXX>

- Edit the script to configure, at a minimum, the address of your SpamAssassin server. You may also want to change the other parameters.
- Make any other changes that you deem appropriate.
- Save the script in LISTSERV's main directory (for instance, C:\LISTSERV\MAIN).
- You can call the script anything you want, but in this example we will assume that you have left the name unchanged (SASMTPL).

Step 4 of 4: Enable the SASMTPL Script

To enable the script, add the following lines to LISTSERV's configuration:

```
SMTP_SPAM_EXIT=!C:\LISTSERV\MAIN\REXX.EXE C:\LISTSERV\MAIN\SASMTPL.REXX
SMTP_SPAM_THREADS=75
SMTP_SPAM_CHECK=[list of target hostnames to check]
```

Change the paths in SMTP_SPAM_EXIT to match your local installation. Ensure that the line begins with an exclamation point (!).

Normally, SMTP_SPAM_CHECK may be set to %MYDOMAIN%. If you host multiple domains on the same LISTSERV server, you will need to list each domain (space-separated).



Note: For the 75 concurrent spam scans configured in the example, 750M-1G of memory will be required. Depending on available resources, you may want to start lower.

Restart SMTPL to make the change take effect, then mail a known spam message to a test list to confirm that everything is working as it should.

2.7 Changes to Feedback Loop Auto-Processing

The Feedback Loop Auto-Processing reports are no longer specific to AOL since other ISPs can now be included. In addition to this, other changes have been made. See the sections below for specific details.



Note: Information on the Feedback Loop Auto-Processing can also be found in the [Advanced Topics Manual for LISTSERV 16.0](#).

2.7.1 Configuring the SPAM_FEEDBACK_PROBE Variable

The SPAM_FEEDBACK_PROBE variable defines the domains for which to enable automatic processing of Spam Feedback Loops. Feedback Loop reports are sent automatically by some ISPs, such as AOL and Yahoo!, to organizations that are on their whitelist. Once configured, LISTSERV automatically parses the reports and implements the actions required by the whitelist agreement. This helps preserve whitelist status and reduce the number of spam complaints from subscribers.

There are two steps in configuring automatic feedback loop processing.

1. Define this configuration variable with the space-separated domain names for which to enable Spam Feedback Loops, for example AOL.COM or YAHOO.COM.
2. Create a LISTSERV list dedicated to feedback loop processing. It can be configured as you wish as long as the special addresses from which the spam reports are sent are authorized to post to the list. Test the list carefully to make sure that archiving is working properly and that the list will not send any replies back. Then, add Misc-Options= PROCESS_SPAM_FEEDBACK to the list configuration to activate automatic report processing.

If the message is recognized as a spam report and refers to a message that originated after you set the `SPAM_FEEDBACK_PROBE` configuration option, `LISTSERV` will:

1. Immediately delete the user from all `LISTSERV` lists, on the first spam report. This does not include Dynamic Query Lists, which are managed outside `LISTSERV`.
2. Not send any notification to the user.
3. Add the user to the spam feedback list with the `NOMAIL` option to keep a record of who has lodged spam complaints. The subscription date is set to the date of the first complaint and the last activity date is set to the date of the last complaint.
4. Log a `SPAM_COMPLAINT` record to the list's change log, if one has been defined. You can use this information to remove the user from Dynamic Query Lists, if you have any such lists.

This ensures that no further mail will be sent to the user and minimizes the risk for further complaints (although experience has shown that people sometimes find old messages in their mailbox days or weeks later, which can lead to a handful of additional spam reports).

To define in the Web Interface, click on **Server Administration**, select **Site Configuration**, and then finally select **Site Configuration**. The Site Configuration wizard opens. Click on the Anti-Spam tab, and then define **`SPAM_FEEDBACK_PROBE`**. For example:

```
SPAM_FEEDBACK_PROBE=AOL.COM
```

This configuration variable is not set by default.

2.7.2 Configuring the `SPAM_FEEDBACK_ACTION` Variable

The `SPAM_FEEDBACK_ACTION` variable is now available and documented in the Site Configuration wizard on the Anti-Spam tab. This variable determines what actions to take when `LISTSERV` receives spam complaints through Feedback Loops.

By default, when a spam complaint is received through a Feedback Loop, `LISTSERV` will:

1. Immediately delete the user from all `LISTSERV` lists, on the first spam report. This does not include Dynamic Query Lists, which are managed outside `LISTSERV`.
2. Not send any notification to the user.
3. Add the user to the spam feedback list with the `NOMAIL` option to keep a record of who has lodged spam complaints. The subscription date is set to the date of the first complaint and the last activity date is set to the date of the last complaint.
4. Log a `SPAM_COMPLAINT` record to the list's change log, if one has been defined. You can use this information to remove the user from Dynamic Query Lists, if you have any such lists that may contain users.

To define in the Web Interface, click on **Server Administration**, select **Site Configuration**, and then finally select **Site Configuration**. The Site Configuration wizard opens. Click on the Anti-Spam tab, and then define **`SPAM_FEEDBACK_ACTION`**.

Possible definitions include (all space-separated actions are taken in turn):

- **DELETE:** The user is deleted from all `LISTSERV` lists.
- **EXCLUDE:** The user is added to the spam feedback lists with the `NOMAIL` option.

- **SERVEOFF**: The user is served off.
- **SERVEDROP**: The user is served off with the DROP option.
- **NONE**: No action is taken other than logging an entry to the list's change log (if defined).
- **LOGALL**: An advanced option for customers operating multiple LISTSERV instances, which collects a central copy of all spam reports and forces them to be logged on that instance even if the reports are for another instance.

This default value is DELETE EXCLUDE.

2.7.3 Configuring the SPAM_FEEDBACK_EXCLUDE_LIST Variable

In LISTSERV 16.0, it is now possible to exclude subscribers who have complained about spam from your organization. At this time, the exclusion is only allowed via DISTRIBUTE; this does not include administrative messages.



Important: The SPAM_FEEDBACK_EXCLUDE_LIST variable is only available when LISTSERV is in **Expert Mode**.

To define in the Web Interface, click on **Server Administration**, select **Site Configuration**, and then finally select **Site Configuration**. The Site Configuration wizard opens. Click on the Anti-Spam tab, and define the following:

- **SPAM_FEEDBACK_EXCLUDE_LIST** – This variable tells LISTSERV to exclude all of the subscribers of the Spam Feedback Loop list in question from future bulk mailings, even if subscribed to a list or targeted for a mailing via LISTSERV Maestro or home-made DISTRIBUTE job or any other channel. This does not blackhole administrative messages; therefore, the users can still receive confirmation cookies necessary to execute commands and so on.

To enable this setting, enter the name of the Spam Feedback Loop list as the value of this configuration variable. For example, for a list named Spam-Feedback:

```
SPAM_FEEDBACK_EXCLUDE_LIST=SPAM-FEEDBACK
```

This configuration variable is not set by default.



Note: L-Soft does not recommend defining multiple lists. For maximum performance, this variable is only intended for use with one list. Then, you can ADD anyone that you want to exclude to this list. (Make sure to set the options for this list to NOMAIL.)

2.8 Using the New Hosted Content Analysis Feature

This feature is now available for customers with paid maintenance.

For some time, LISTSERV Maestro has incorporated the ability to perform a deliverability evaluation on messages it is used to compose and send. However, this feature required several prerequisites:

- A spam scanner, such as SpamAssassin, installed somewhere and configured so LISTSERV could access it;
- A script to perform the scan (not provided by L-Soft);

- A configuration change for LISTSERV itself.

Because the first two prerequisites are difficult to implement, few sites use this feature. Therefore, L-Soft has implemented a hosted service that will be available at **no charge to customers with maintenance**. This feature is enabled when LISTSERV is installed and your current maintenance LAK is applied. Once this is done, there is nothing to configure; it is entirely automatic.

If a SPAM_EXIT is present, by default, both the SPAM_EXIT report and the hosted report are shown. The hosted report can be disabled if it is preferred to show the results of local spam filter instead.

For details on using the Content Analysis feature in the Web Interface, see Section 1.6 [Spam Checking Messages](#).

2.9 Delayed Mailing List Posting

Since LISTSERV 1.8e (13.0), it has been possible to delay execution of DISTRIBUTE jobs until a given time, by use of the JOB card keyword AFTER=. However, this was never an option for regular postings to mailing lists.

Now, LISTSERV 16.0 introduces the ability to schedule standard mailing list postings using a new, internal RFC822 mail header tag as follows:

```
X-LSVAfter: date time
```

This tag, like all other X-LSV tags inserted by LISTSERV, is deleted from the header before being sent to the recipient. The date and time parameters can be specified in any of the formats supported by LISTSERV, except those that contain white space. It is suggested that the format

```
yyyy-mm-dd hh:mm:ss
```

should be used. For example:

```
X-LSVAfter: 2009-11-26 13:41:00
```



Important: The value **MUST NOT** be enclosed in quotes or LISTSERV will not recognize it. Similarly, the value **MUST NOT** be a standard RFC822 date field. A setting like

```
X-LSVAfter: Tue, 20 Oct 2009 12:00:00 -0400
```

is invalid, and it will not be recognized.

When the scheduled posting time arrives, LISTSERV will substitute the current local server date and time for the value in the original RFC822 Date: field.

The simple message below utilizes X-LSVAfter to delay an early-morning post until noon:

```
Date: Tue, 20 Oct 2009 09:14:00 -0400
From: joe.user@example.com
To: lunch@listserv.example.com
Subject: Lunchtime!
X-LSVAfter: 2009-10-20 12:00:00
```

```
It's time for lunch!
```



Note: This feature requires either a mail client that is capable of adding ad-hoc RFC822 headers into messages or the ability to construct RFC821/822 email messages manually and feed them directly to SMTP for delivery to LISTSERV.

The complete RFC821 envelope for the above example would be something like

```
HELO
MAIL FROM:<joe.user@example.com>
RCPT TO:<lunch@listserv.example.com>
DATA
Date: Tue, 20 Oct 2009 09:14:00 -0400
From: joe.user@example.com
To: lunch@listserv.example.com
Subject: Lunchtime!
X-LSVAfter: 2009-10-20 12:00:00

It's time for lunch!
```

```
.
```

QUIT

The LISTSERV console log shows the following:

```
20 Oct 2009 09:12:37 Processing file 0077 from MAILER@LISTSERV.EXAMPLE.COM
20 Oct 2009 09:12:37 File 0077 suspended until 20 Oct 2009 12:00:00
(...)
20 Oct 2009 12:00:00 Processing file 0077 from MAILER@LISTSERV.THEBRINDLES.ORG
20 Oct 2009 12:00:00 Processing mail from joe.user@EXAMPLE.COM for LUNCH
20 Oct 2009 12:00:00 Rebuilding HTML page for LUNCH...
20 Oct 2009 12:00:01 Message DISTRIBUTED to 125 recipients.
```



Note: If LISTSERV finds an X-LSVAfter: header in the message that either is blank or does not match any of the standard date/time formats understood by the server, then the following will appear and the message will be processed immediately:

```
20 Oct 2009 09:26:35 Processing file 0078 from MAILER@LISTSERV.EXAMPLE.COM
>>> Invalid date/time specification in X-LSVAfter: tag - ignored
20 Oct 2009 09:26:35 Processing mail from joe.user@example.com for LUNCH
20 Oct 2009 09:26:35 Message DISTRIBUTED to 125 recipients.
```

For details on using this feature using the Message Posting Interface, see [Section 1.5 Using the Updated Message Posting Interface](#). (The delayed delivering settings are located in the **Show Advanced** section.)

2.10 New DQL Exit Point Enhances Distributed Query List Processing

LISTSERV 16.0 now supports a dynamic query exit to provide support for custom data sources other than LDAP and SQL databases, or to query LDAP or SQL data sources in a specific manner not otherwise supported by LISTSERV. For further details regarding this new exit functionality please refer to the Dynamic Queries section in the [Advanced Topics Manual](#).

2.11 Improvements for Solaris

This section contains information on the LISTSERV 16.0 improvements for Solaris.

2.11.1 Configuring LISTSERV to use LDAP over SSL for the Solaris Operating System

Setting up LISTSERV to authenticate via LDAP with SSL can be challenging when dealing with older versions of Solaris. There are several scenarios that are dependent primarily on the version of Solaris you are running.



Note: Solaris 10 is the most current version of Solaris. Using LDAP with Solaris 10 will not cause any problems.

There are two LISTSERV kits involved:

- Solaris 8 and later (SPARC)
- Solaris 10 and later (SPARC)

2.11.1.1 Generic Solaris Instructions

1. Create the NSS DB only if not already done:

```
# ls /var/ldap/*.db
```

STOP NOW AND GO TO STEP 2 if there are already files in there.

```
# <path-to-certutil>/certutil -N -d /var/ldap
# ls /var/ldap/*.db
# chmod 644 /var/ldap/*.db
```

Do not provide a password. Just type RETURN twice. Verify that you created the right 'flavor' of database: cert7 for Solaris 8 and 9, cert8 for Solaris 10. Otherwise you need to start again with the right certutil.

2. Obtain the public SSL certificate for the LDAP server you want to connect to. This example assumes you used the standard PEM exchange format (base64-encoded ASCII), there are other formats that may require additional or different switches. We will assume that you have saved the certificate in a file called cert.txt.
3. Register the certificate as follows:

```
# <path-to-certutil>/certutil -A -n "nickname" -d /var/ldap -a
-t CT -i cert.txt
```

The nickname is just a dummy name for your convenience in remembering what this certificate is for.

That's it! You are now set up for LDAP over SSL to that particular server. Remember to specify port 636 in LISTSERV's configuration, for instance:

```
LDAP_SERVER="ldap.example.com:636"
```

2.11.1.2 Instructions for OpenLDAP

This section contains the OpenLDAP instructions, which are the same regardless of the brand of unix you are running.

1. Obtain the public SSL certificate for the LDAP server you want to connect to, in PEM format (ASCII). If you receive the file in a different format, it is probably easier to ask the LDAP server administrator for a PEM file in ASCII than to try and convert it your-

self. If you must convert the file, there are too many possible scenarios to cover here, but check the man pages for the openssl command.

2. Save this file in the home directory of the 'listserv' user as 'SSL.pem'. If working as root, make sure the 'listserv' user has at least read access.
3. Do:

```
$ cat > ~listserv/.ldaprc
TLS_CACERT /home/listserv/SSL.pem
<Ctrl-D>
```

Substitute the path to the home directory for the 'listserv' user. You may or may not be able to use '~listserv', but an explicit path will always work. As before, if working as root, make sure the 'listserv' user has at least read access.

That's it! Remember to specify ldaps access, for instance:

```
LDAP_SERVER="ldaps://ldap.example.com"
```

2.11.1.3 SCENARIO 1: Solaris 10 with the Solaris 10 LISTERV kit

Solaris 10 does understand the cert8.db files created by its version of certutil. You will find certutil pre-installed in /usr/sfw/bin, so just follow the [Generic Solaris Instructions](#). Note that /usr/sfw/bin is not in root's path.

2.11.1.4 SCENARIO 2: Solaris 9 with the Solaris 10 LISTSERV kit

This scenario will generally be unworkable because of certificate incompatibilities introduced by Sun in Solaris 9. Although Sun's LDAP for Solaris 9 requires certificates to be formatted in the older cert7.db format, the certutil utility that ships with Solaris 9 creates cert8.db format files.



Important: We strongly recommend that Solaris 9 users wishing to use LDAP with LISTSERV contact Sun directly for support on this issue. L-Soft is unable to provide support for this issue as it is a problem that only Sun can resolve.

If you have a Solaris 8 system available, you can use it to follow the [Generic Solaris Instructions](#), below, and then FTP the resulting certificate files to your Solaris 9 system.

If you do not have a Solaris 8 system available, you could download and install the "Directory Server Resource Kit 5.2.1" from Sun, and install it in a temporary directory.



Important: If you install the Directory Server Resource Kit 5.2.1 under Solaris 9, then you **must NOT overwrite** anything that came with your Solaris 9 system.

Alternately, and perhaps preferably, Sun may have a conversion program or another way to help you with this incompatibility issue. Please contact Sun directly for more information.

2.11.1.5 SCENARIO 3: Using the Solaris 8 LISTSERV Kit on any Version of Solaris

This kit uses a statically linked copy of OpenLDAP. None of the Solaris instructions apply because Sun's LDAP is not used at all. STOP HERE and use the [Instructions for OpenLDAP](#) instead.

2.11.1.6 SCENARIO 4: Solaris 8 with the Solaris 10 LISTSERV kit

This scenario assumes and REQUIRES that you are running Solaris 8 with Sun's LDAP library.

If you are running OpenLDAP on Solaris 8, you MUST use the Solaris 8 kit, and the Instructions for OpenLDAP.

In this scenario, you must first take the following steps:

1. Confirm that you have the 'certutil' utility on your system AND that it operates in the old cert7.db format. This utility does not come pre-installed and is unlikely to be in root's default path. This would be something you or a colleague installed manually at some point, presumably in /usr/local/bin, but it could be elsewhere.
2. If you do not have or cannot find certutil, download the "Directory Server Resource Kit 5.2.1" from Sun and install it. This contains a suitable certutil utility.

At this point, you may continue with the [Generic Solaris Instructions](#) found below.

2.11.2 Support for Solaris x64

LISTSERV 16.0 and later are now supported on Solaris x64.

2.12 Daily Changelog Updates

Please take note that the daily changelog option was never available in LISTSERV and that it's mention in the documentation was a mistake.

2.13 LISTSERV Password Requirement Changes

In LISTSERV 16.0, the password's minimum length is now six characters.

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