

## How to check for auto-deletions on your list

List Owners receive 'Error Monitoring Reports' which highlight email addresses which have not received recent messages posted to your list.

The reason why they've not been delivered can be temporary, but sometimes it's permanent. List Owners can take action by removing subscribers who are reported as having a permanent delivery error. Or, if an email address appears on the report continuously (normally 5 days) then it will automatically delete the email address from your list.

Recently we experienced problems with Microsoft email services (Hotmail/live/outlook.com) rejecting emails from our service, and some of your subscribers details may have been reported on Error Monitoring Reports, even though their email address wasn't broken/faulty.

There is a report that you can access on the JiscMail website which displays the email address and details of automatic deletions. I thought it would be useful to explain how to access this, so you can check if there have been any auto-deletions done in error so you can add them back to your list.

### Run the Activity Report on your list

1. Log in to the JiscMail website\*
2. Select your list from the List Management Dashboard (from the homepage use the **List Management** button)
3. Go to Activity Reports: **List Management** > **List Reports** > **List Activity Report**



4. At the List Activity Report screen select the following menus/check boxes:
  - a. **Report Type:** Select the History report (this provides the most detail)
  - b. **Report Entries:** tick the Autodel box (this shows all email addresses which have been auto deleted from your list)
  - c. **Report Interval:** set your start and end dates (1<sup>st</sup> Feb-current date)
  - d. Click the **Submit** button



### List Activity Reports (JM-LOT1)

[JM-LOT1 Home](#)

#### Report Type

- History Report **A**  Statistics Report

#### Report Entries (Check All | Uncheck All)

- Subscribe  Signoff  Add  Delete  
 Post  Set  Change  Autodel **B**  
 Virus  Spam\_Complaint

#### Report Interval

- Start: 0:00 1 February 2014 **C**  
 End: 15:00 14 March 2014  
 Interval: None

**D**

5. If subscribers email addresses have NOT been automatically deleted from your list, then the report will confirm this:



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[JM-LOT1 Home](#)

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- History Report  Statistics Report

#### Report Entries (Check All | Uncheck All)

- Subscribe  Signoff  Add  Delete  
 Post  Set  Change  Autodel  
 Virus  Spam\_Complaint

#### Report Interval

- Start: 0:00 1 February 2014  
 End: 15:00 14 March 2014  
 Interval: None

#### JM-LOT1

History Report: Autodel ( 00:00 2014-02-01 – 15:00 2014-03-14 )

There were no entries matching your reporting criteria. Please check your date range and try again.

6. If subscribers email addresses have been automatically deleted from your list, then the report will confirm this. You'll see the email address of each subscriber who has been removed, the date this happened and the details.

If the auto-deletion is linked to the problems we've had with Microsoft, the details section should read:

5.0.0 550 SC-002 (SNT0-MC1-F53) Unfortunately, messages from 212.247.25.56 weren't sent. Please contact your Internet service provider since part of their network is on our block list. You can also refer your provider to <http://mail.live.com/mail/troubleshooting.aspx#errors>



### List Activity Reports (JM-LOT1)

JM-LOT1 Home

#### Report Type

History Report  Statistics Report

#### Report Entries (Check All | Uncheck All)

Subscribe  Signoff  Add  Delete  
 Post  Set  Change  Autodel  
 Virus  Spam\_Complaint

#### Report Interval

Start: 0:00 1 February 2014  
 End: 15:00 14 March 2014  
 Interval: None

Submit

**JM-LOT1**

History Report: Autodel ( 00:00 2014-02-01 – 15:00 2014-03-14 )

Date	Event	Email Address	Details
2014/03/04 00:24:21	AUTODEL	Subscriber@HOTMAIL.COM	5.0.0 550 SC-002 (SNT0-MC1-F53) Unfortunately, messages from 212.247.25.56 weren't sent. Please contact your Internet service provider since part of their network is on our block list. You can also refer your provider to <a href="http://mail.live.com/mail/troubleshooting.aspx#errors">http://mail.live.com/mail/troubleshooting.aspx#errors</a> .
2014/03/09 00:02:48	AUTODEL	Subscriber@LIVE.CO.UK	5.0.0 550 SC-002 (SNT0-MC3-F48) Unfortunately, messages from 212.247.25.56 weren't sent. Please contact your Internet service provider since part of their network is on our block list. You can also refer your provider to <a href="http://mail.live.com/mail/troubleshooting.aspx#errors">http://mail.live.com/mail/troubleshooting.aspx#errors</a> .

7. If subscribers have been automatically deleted in error you can add them back using either the Subscriber Management menu or Subscriber Reports.

- Don't have a login for the JiscMail website?
  - Go to [www.jiscmail.ac.uk](http://www.jiscmail.ac.uk)
  - Click the Register Password button on the homepage
  - Enter your email address (that's the one in the list config for you as list owner) in the box and create yourself a password & click Register Password.
  - Check your email account for a confirmation from LISTSERV, this contains a link - click the link to complete the password registration process.
  - You can then use the Log In option on the JiscMail website to run the report.