



Welcome to the Autumn edition of the JISCmail Newsletter. Much has happened since the last issue including lots of housekeeping and the JISCmail survey.

The 2004 JISCmail survey is now closed and thanks to the staggering 22,935 members who took time out to respond. We are currently working through all the comments and suggestions given in response to the survey questions. This is a really valuable resource and your responses will help in the future development of the service. In addition, those who asked supplementary questions will receive a response in due course.

The housekeeping email that everyone received regarding their subscriptions will be an annual event in accordance with the Data Protection Act. There were nearly 900 responses which helped us with our housekeeping task and there is still a steady trickle of housekeeping-related emails coming through our helpdesk.

The deadline for contributions to the Dec/Jan newsletter will be 30th November and all are gratefully received, big or small!!! We'd especially like to hear how JISCmail helps your research, service, or daily work.

Philippa Strange, Editor

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Tips for List Owners - By Pam Delaney

Email Banners

Many list owners find the top and bottom banners very useful. Such information as a brief description of the list, or maybe a link to another web page could possibly be added to a top banner and such information as how to leave/join the list and the necessary web link could possibly be added to a bottom banner. What you have in these banners is entirely your choice and you can also choose whether you wish to use both or just one of them.

Whatever is in the banners will be attached to all emails, so it is worth keeping them fairly brief.

To use this facility the owner needs to go into list management, then into templates.

For the top banner pick up the template –

Top banner for plain text postings
[TOP_BANNER]

For the bottom banner pick up the template –

Bottom banner for plain text postings
[BOTTOM_BANNER]

Edit the text and press update. The information they contain will now be added to all future postings to the list.

Once you have edited a template, it will appear in the list of templates with (*) at the start of it. This can make life easier for you if you wish to edit again. When you go into templates, you can put a tick in the 'only display modified templates' box and press refresh. You should now only have the welcome message (which is default) and previously edited templates showing in the drop down box.

Reminder

A reminder that lists with several years archives, can have their list archive page shortened and made look tidier by converting the older years monthly archives into annual archives. This would make the list archive page look something like this:-

Post to the list
Manage the list (list owners only)
Email list owner(s)
File area for the list
Surveys
Discussion Room (Help)

March 2004
February 2004
January 2004
2003
2002
2001

Please note that hyperlinks to individual messages may also need changing if you annualise your archives.

If you would like to take advantage of this facility, contact the [JISCmail Helpline](#). In due course all list owners will be contacted to offer this facility.

Request

If there is anything you would like to know how to do or even something which you find particularly useful and would like to share, please let us know so we can make sure the Tips for Owners are relevant and up-to-date. Send to: newsletter-request@jiscmail.ac.uk

Thank you.

Is there any body out there? by Gareth Davies

In an IDC report *Email Usage Forecast and Analysis 2001-2005* it is forecast that email addresses in use will double at a 138 per cent growth rate from 505 million in 2000 to 1.2 billion by 2005. The number of person-to-person emails sent on an average day is expected to exceed 36 billion worldwide in 2005. Not bad for something “invented” in 1971 consisting of only 200 lines of code written by Ray Tomlinson. Within a year of the first workable emailer appearing it is estimated that email had taken over 75% of the net!

When Penny asked me if I would write an article for JISCMail news my thoughts immediately went to my first experiences of email. I haven't got a clue when I got my first email account, but I can remember that I was using an IBM 64K PC at the time and I had to get approval to have a business telephone line of my own and not to have to use the college switch-board. I had three accounts, yes three: TTNS (Times Network for Schools), Prestel and BT Gold. But, no one to email! **Was there anyone out there?** If I remember correctly at that time (whenever it was) it wasn't possible to email from one provider to another. I do remember that TTNS was the best because I could exchange emails with Primary Schools. Apart from Universities who were doing something completely different, nothing changes, Primary Schools appeared to be the only other educational establishments advanced enough to use email; well the children were I'm not too sure about the staff!

Email is a tool that I've used for years without ever thinking much about. It's just there, or not there when it doesn't work! How does one write 500 words about something one uses every day but never thinks of? Well, a bit of research never goes amiss. I discovered that email was invented by Ray Tomlinson and the first email was sent on 3rd October 1971.

Tomlinson was involved in the development of Arpanet, a network that is considered as the prototype for the Internet, and he originally developed software for transferring files across Arpanet. He decided to add a simple messaging system, using the ubiquitous @ symbol, which has no name in English but is known as klammeraffe (hanging monkey) in German, papaki (little duck) in Greek and snabel (elephant's trunk) in Danish, to differentiate between destinations. Philip Willan in a Guardian article dated 31st July 2000 claims that the ubiquitous symbol of Internet era communications, the @ sign is actually a 500 year old invention of Italian Merchants.



It is reported that Tomlinson, initially failed to appreciate the significance of his discovery, and actually asked a colleague to keep quiet about it in case his boss criticised him for wasting time on pet projects. I never thought when I sang the Monty Python song: Spam, Spam, Spam etc it would refer to something other than the processed meat that comes in tins. But, it does and spam (as in unsolicited email) was “invented” if one can use that word by Gary Thuerk when he was marketing manager for Digital Equipment Corporation. Thuerk in 1978 came up with the idea of mass emails. I wish he hadn't but no-doubt someone else would have come up with the concept by now. Perhaps he should be made to eat humble pie made from Spam.



The photograph on the left is of my eldest grandson when he was aged three on the beach at Buddle Bay, Northumberland, looking out over the north-sea wondering if **there's anybody out there?** just like his granddad did with his first email account not so many years ago.

Gareth Davies is the General Manager for JISC RSC Northern
<http://www.rsc-northern.ac.uk/>

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Explaining the Layout Option

By Sarah Steele

If you are a List owner, you can customise your archive page if you wish. This means that your subscribers will see the archives as you want them to be presented each time they go in to view them. They can of course change the options as usual, within that session, to sort by date or topic and so on, but this will revert to your chosen setting when they exit the page.

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Go to your list homepage at <http://www.jiscmail.ac.uk/LISTNAME>

List Archives

Subscriber's Corner
Server Archives
List Archives

List Management
List Moderation
Server Management

Help
Log off

Archive Search

ARCHIVES OF SARAH-TEST@JISCMail.AC.UK

test list for sarah

- Search the archives
- Post to the list
- Join or leave the list (or change settings)
- Manage the list (list owners only)
- Email list owner(s)
- File area for the list
- Surveys
- Discussion Room (Help)

- April 2004
- February 2004
- January 2004
- November 2003
- July 2003

Choose Layout

Management SARAH-TEST (unlisted)

[A-A][A-A][A-A][A-A][A-A][A-A][A-A][A-A][A-B][B-B][B-B][B-B][C-C][C-C][C-C][C-C][Next][>>]

Owner: [] Narrow Selection: [] Items per Menu: [] Submit

Subscribers	Configuration	Wizard	Reports	Changelog	Moderation	Bulk
Mail-Merge	Layout	Templates	Command	File Store	Surveys	Hide Help

Subscribers - These subscription management menus allow you to add or delete subscribers, change a subscriber's e-mail address or subscription options, see whether someone is still subscribed to the list, etc. If you have a lot of subscribers to add or delete, see [bulk operations](#).

Configuration - This menu allows you to edit the list configuration options for your list (also known as the *list header*).

Wizard - The List Wizard is a new, totally web-based interface that greatly simplifies the process of configuring and modifying list settings. All keywords and their explanations are included and divided up into categories.

Reports - This menu takes you to the reporting section, which enables you to view and change the settings of your subscribers and lists. It also includes a new advanced search engine, which can search through the archives of multiple lists.

Layout - The layout editor allows you to customize the layout of your list using a simple graphical interface. You can switch between text and graphical (icon-based) layout for the archive pages, disable functions that are not useful or not wanted for your particular list, or even translate the archive pages.

Templates - The template editor allows you to customize the administrative messages sent by LISTSERV in response to most commands (known as *mail templates*). You can also use it to exercise finer control over the layout of the WWW interface than is possible through the graphical layout editor. Note that the banners at the very top and bottom of WWW archive pages are under the LISTSERV administrator's control. You can, however, add your own top and bottom banners in addition to the site-wide ones imposed by the administrator.

Choose Text-based Interface (the default), or Graphical Interface

Layout Customization

Choose Text-based Interface (the default), or Graphical Interface

1. Graphical or text-based layout?

Do you want a text-based layout (with textual links for the various available functions), or a graphical interface with a toolbar?

Text-based interface

Graphical interface with toolbar

Update

Note: You do not have to update the settings immediately after answering a question. While this allows you to see the results immediately (by reloading the browser window showing the archives), you can also wait until you have answered all the questions to update.

2. Icon scheme for graphical interface

Explaining the Layout Option [continued]

Press Update now.....

..... or scroll on to see your further options for customising

[Default Layout](#)
[Edit Dynamic Templates](#)
[Edit Static Templates](#)

1. Graphical or text-based layout?

Do you want a text-based layout (with textual links for the various available functions), or a graphical interface with a toolbar?

- Text-based interface
- Graphical interface with toolbar

Note: You do not have to update the settings immediately after answering a question. While this allows you to see the results immediately (by reloading the browser window showing the archives), you can also wait until you have answered all the questions to update.

2. Icon scheme for graphical interface

If you have selected the graphical interface, you must now select an icon scheme (skip this question if you selected the text-based interface). An icon scheme is a series of icons that can be combined together to form a toolbar for the interface. A number of standard icon schemes are available to choose from; you can also surf the net for other schemes or borrow one (with permission) from another LISTSERV site.

Scheme:

If you selected a non-standard scheme (one that is not installed on the server hosting your list), you must provide more information below, otherwise just skip to the next question.

For a non-standard scheme, LISTSERV needs to know the URL of the directory from which the buttons can be downloaded, the name of the scheme on the web server in question, and the background colour you would like to use with the buttons:

URL of Icon Directory: (do not end with slash)

While the interface includes a lot of functions, for any given list some of these functions will be superfluous and potentially confusing. For instance, on a newsletter all messages come from the editor, and the "sort by author" function serves no purpose. Removing unnecessary functions makes the interface easier to use, speeds up dial-up accesses (especially for the graphical version) and saves precious screen space which becomes available to view the messages.

Here is a list of all the functions in the interface which can be enabled or disabled. For each function, you will be shown the icon used in the graphical interface for this function, the text used in the text-based interface (which you can change), the help caption used for the icon in the graphical interface (which can also be changed), and a brief description of what this function does. You will then have to decide whether to include or exclude this function, and whether to change the text or caption (for instance to translate it).

Icon (s)	Include?	Description and text
	<input checked="" type="radio"/> Yes <input type="radio"/> No	Sort the table of contents by author. If there is only ever one author (newsletter, etc.), this function should be removed. Text version: <input type="text" value="Author"/> Icon caption: <input type="text" value="Sort by author"/>
	<input checked="" type="radio"/> Yes <input type="radio"/> No	Sort the table of contents by date. As this is very convenient for checking on recent activity, you should only remove this function if you decide to remove all the "sort by" options. Text version: <input type="text" value="Date"/> Icon caption: <input type="text" value="Sort by posting date"/>
	<input checked="" type="radio"/> Yes <input type="radio"/> No	Sort the table of contents by topic. While this is usually the most useful sorting option, in some cases there is only ever one message on a given topic and this function becomes meaningless. Text version: <input type="text" value="Topic"/> Icon caption: <input type="text" value="Sort by topic"/>

Then click update at the bottom of the page to process all these changes.

Text-based archive interface

Graphics-based archive interface

JISCmail

SARAHTEST Archives – April 2004

Sort by: [Author](#) | [Date](#) | [Topic](#)
[Chronologically](#) | [Most recent first](#)

Options: [Show author](#) | [Hide author](#)
[Back to main SARAHTEST page](#)
[Join or leave SARAHTEST](#)
[Search](#)

1. [Layouts \(7 lines\)](#)
Date: Thu, 29 Apr 2004 13:43:10 +0100

2. [New message \(7 lines\)](#)
Date: Tue, 13 Apr 2004 11:33:10 +0100

[Back to the main SARAHTEST page](#)

SARAHTEST Archives – April 2004

(7 lines)
 Thu, 29 Apr 2004 13:43:10 +0100

2. [New message \(7 lines\)](#)
Date: Tue, 13 Apr 2004 11:33:10 +0100

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Spoofting by Pam Delaney

What is email spoofing?

Email spoofing is practised in order to cause embarrassment for the owner of the spoofed address, to veil the source of virus-laden emails or, often, to obtain sensitive information from spam recipients, again without revealing the source of the spammer.

Email address spoofing works by substituting the details in the 'From' field of an email with an address either guessed or harvested from one of many available repositories of valid email addresses (including the address book of virus-infected computers). Usually the address the email is being sent to is also gathered from such a source. Making such a substitution and sending the email is a relatively simple procedure; the process is completed because there are few points at which the validity of the addresses can be checked along the route an email takes and the options for screening at these points are limited.

Why Spoof?

Indeed why send spam, why send viruses, why try and hack into someone else's computer? There are many possible reasons why people send out emails spoofing the return address: sometimes it is simply to cause confusion, but more often it is to trick people into running a virus. Sometimes email spoofing is part of what is known as "social engineering", which aims to trick the recipient into revealing passwords or other information. For example, you get an email from what appears to be from either someone you know well, or a member of your own organisation, asking you to go to a Web page and enter your password, or change it to one of their choosing. Alternatively, you might receive an email asking for detailed information about a project. The From field suggests that the message comes from a person you know, but instead it is from a competitor.

Dealing with Spoofed email

To prevent spoofing, it is necessary to check the validity of email addresses at key stages along the path an email takes to its recipient. However, because email can be sent direct from a source computer to a recipient's mail gateway, and because there are numerous 'open' email relays on the internet, it is currently impossible to prevent email addresses from being spoofed. The only thing that cannot be spoofed is the IP address of sender's machine

If a spoofed email is "caught" it is usually because the actual content of the message is picked out by a spam spotter or a virus detector.

An example of a spoofed email

```
Received: from oin.jiscmail.ac.uk ([123.234.345.12]) by exchange07.rl.ac.uk with SMTP (Microsoft Exchange Internet Mail Service Version 5.5.2657.72)
      id R1J7ZTA; Mon, 23 Aug 2004 11:06:19 +0100
X-RAL-MFrom: <helpline@jiscmail.ac.uk>
X-RAL-Connect: <wwwcache3.jiscmail.ac.uk [123.234.345.45]>
Received: from wiliam@wwwcache.jiscmail.ac.uk (wwwcache3.jiscmail.ac.uk [123.234.345.45])
      by oin.jiscmail.ac.uk (8.12.11/8.12.11) with ESMTP id i7N9xfrD009819
      for <newsletter@jiscmail.ac.uk>; Mon, 23 Aug 2004 11:02:18 +0100
Message-Id: <200408231002.i7N9xfrD009819@oin.jiscmail.ac.uk>
Date: Today
From: "JISCmail (reallyChris)" <helpline@jiscmail.ac.uk>
Subject: Example of Spoofed addressing
Reply-to: <chris@jiscmail.com>
Received-by: Some garbage received line
X-CCLRC-SPAM-report: -4.9 : BAYES_00
X-Scanned-By: MIMEDefang 2.39
```

In this instance Chris sent the email from **wiliam@wwwcache.jiscmail.ac.uk** with IP address 123.234.345.45, he put **helpline@jiscmail.ac.uk** in the From: field and chris@jiscmail.ac.uk in the replyto: field.

If you think you have encountered spoofing please contact your local support team or the [jiscmail helpline](#).

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For the Inexperienced Owner by Mavis Greenhalgh

Moving Job and/or email address? How can you prepare for this?

Are you a Sole owner? Do you still want to be a sole owner? Are you going to continue at your new place of work or is somebody else taking over.

If there will be a new or co-owner, start in good time. Go to the list, configuration and edit in the new owner. Subscribe them to the list and make sure that they go to the JISCmail Homepage and follow the register a password link on the left-hand side so that they will be able to manage the list. Now you could help them become familiar with their duties. On your last day remove your old subscription to the list and edit yourself out of the owner field in the header.

Do you know what your new email address will be? If so add it to the list-header before you leave and before you removed your old address.

If you want to remain a sole owner and don't know your new email address contact the helpline helpline@jiscmail.ac.uk and ask us to add you to the header with your new email address.

At your new place of employment join the list. If membership is closed your co-owner will be able to approve your membership. If you want to become an owner again then they can edit you into the header with your new email address.

You need to register a password to go with your new email address. You're a list owner again!

Co-Owner

You can go to Configuration and edit the header and remove yourself.

At your new place of employment join the list. If membership is closed your second owner will be able to approve your membership. If you want to become an owner again then they can edit you into the header with your new email address. You need to register a password to go with your new email address. You're a list owner again.

Just my e-mail address is changing.

Go to LIST Management, Command and type: *change * old email address new email address*

We can do this for you at the Helpdesk or you could do the same service for your own list subscribers.

You need to register a password to go with your new email address. Use the LHS Quick Links on the JISCmail Homepage.

A selection of JISCmail statistics for	June	July	August	September
distributed messages	12,043,988	10,554,061	8,937,898	11,301,890
new lists set up	63	79	44	81
new subscriptions	4,862	4,819	4,640	6,333
unique subscribers	379,907	381,818	383,032	380,580
active lists	4,902	4,971	5,008	4,655
spams detected	391,437	143,695	155,711	168,550
viruses received	154,754	62,721	48,956	39,648
viruses distributed	0	1	0	1
helpdesk phone queries	39	26	27	93
helpdesk email queries	637	871	515	1,888

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CCLRC Rutherford Appleton Laboratory
Chilton
Didcot
Oxfordshire, OX11 0QX
Tel 01235 446780 Fax 01235 446708

Suggestions and ideas for publication in this newsletter are welcome, please email to:

newsletter-request@jiscmail.ac.uk

The closing date for the next issue is 30th November

Philippa Strange, Editor

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