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### 1. 'eBay MEETS JISCmail'

As I cast my eyes over the newly created Public lists on JISCmail, I am drawn to one named eBay-Studies. I am continually amazed at the different subject matter discussed and heartened by the inspiration, knowledge and experience so readily shared with others within the community, as the need for innovation in communication and marketing plays an increasingly vital part in all our lives.

Rebecca Ellis from the University of Essex, the principle list owner of eBay-Studies, says that "this mailing list has been set up as the result of our 'Cultures of eBay' conference held at the University of Essex in August 2005. The conference was organised in relation to our ongoing ESRC project (RES-000-23-0433) called 'Virtually Second-hand,' which examines social, cultural and economic aspects of eBay, the Internet auction site. The project is due to end in February 2006. Both the conference and the mailing list were set up to help disseminate the growing body of eBay-related scholarship, including our own - as eBay-related papers tend to be scattered across different disciplines and lost within general Internet-related conferences. The very positive response to the organisation of the conference, which was the first independent academic conference on eBay in the UK, and a much needed forum for



the discussion of eBay studies, led us to try and create a wider network in the JISCmail mailing list."

I asked Rebecca if she was interested in others participating in this forum or if there were plans to share the results from it. Rebecca said "we are interested in attracting a large number of eBay scholars to use the list, in order to find the results of other projects, interesting eBay-related resources, and potential research and publishing collaborations. We will be disseminating links to our own results through the mailing list."

If you are interested in joining this forum go to <http://www.jiscmail.ac.uk/eBay-studies> and "Join the list". If you have further questions about the eBay-Studies I am sure Rebecca or her colleagues will be happy to answer them. The list owner(s) can be contacted at [eBay-studies-request@jiscmail.ac.uk](mailto:eBay-studies-request@jiscmail.ac.uk)

If you are interested in viewing or receiving information about Public lists you can join the list 'New-Lists' list. See URL <http://www.jiscmail.ac.uk/new-lists>

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JISCmail

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**TIP**

When a list is made the category codes that are requested are added to the list header. You may have these codes changed whenever you wish (to a maximum of 10) by contacting the Helpline. A full list of category codes can be found on the JISCmail web page.

**2. FAQ AT THE HELPLINE****You have posted to the list and received the following response**

- \* You are not authorized to send mail to the AMOS-TEST list from your
- \* Pam.Delaney@rl.ac.uk account. You might be authorized to send to the list
- \* from another of your accounts, or perhaps when using another mail program
- \* which generates slightly different addresses, but LISTSERV has no way to
- \* associate this other account or address with yours. If you need assistance
- \* or if you have any question regarding the policy of the AMOS-TEST list,
- \* please contact the list owners: AMOS-TEST-request@JISCMail.AC.UK.

**Cause**

Your mail server may deliver to various alias's of your email address, i.e. Pam.Delaney@rl.ac.uk, pd24@rl.ac.uk, or p.delaney@rl.ac.uk, but JISCmail will only allow you to post with the exact email address with which you are subscribed to the list, as it will use for authentication purposes. In this case the only allowable email address was p.delaney@rl.ac.uk To alleviate this you may be subscribed to a

list with more than one email address. It is recommended that you have a JISCmail password for all your emails (it can be the same one) and it is wise to set all but one subscription to nomail to prevent duplicate postings.

**You have posted to the list and received the following response**

- \* Your message is being returned to you unprocessed because it appears to have
- \* already been distributed to the AMOS-TEST list. That is, a message with
- \* identical text (but possibly with different mail headers) has been posted to
- \* the list recently, either by you or by someone else. If you have a good
- \* reason to resend this message to the list (for instance because you have
- \* been notified of a hardware failure with loss of data), please alter the
- \* text of the message in some way and resend it to the list. Note that
- \* altering the "Subject:" line or adding blank lines at the top or bottom of
- \* the message is not sufficient; you should instead add a sentence or two at
- \* the top explaining why you are resending the message, so that the other
- \* subscribers understand why they are getting two copies of the same message.

20 Apr 2004 00:09:22 Sent information mail to p.delaney@rl.ac.uk

**Cause**

A list member is using a piece of software that collects mail from a POP mailbox. "Microsoft Connector for POP3" is one of the common ones, (see sample header in Solution below). The POP collector uses the To: address to determine the recipient (because the proper delivery address, the RCPT\_To: field, was lost once initial delivery to the mailbox was completed), which is the list address on list postings. Therefore, in theory, it should send back a



delivery error saying  
 "no such user: listname@jiscmail.ac.uk"  
 because jiscmail.ac.uk is not one of the  
 one's it is supposed to be looking for.  
 However, instead, it sends the original  
 message back to the Reply-to address. If  
 that is set to the list, then Listserv  
 recognises it has already been sent to the  
 list and the original sender gets the  
 duplicate error message.

### Solution

To identify this problem you need to get  
 the user to send you the full "duplicate"  
 message that they received, including the  
 internet headers. From that, look at the  
 header of the duplicate message. The  
 header will show the path of the message,  
 from the poster, to Listserv, distributed  
 out to one of the list subscribers, and then  
 being returned back to the JISCmail  
 server. It is the list subscriber you need to  
 extract. Lines like these, around the  
 middle of the header, are the ones to look  
 for:

```
Received: by server.highlanderuk.com
(Microsoft Connector for POP3 Mailboxes
5.00.2195) with SMTP (Global POP3
Download) id MSG06102002-171618-
169.MMD@highlanderuk.com; Mon, 10 Jun
2002 17:16:18 +0100 Received: from
punt-1.mail.demon.net by mailstore for
joe.bloggs@somewhere.com id
1023725142:10:07507:92; Mon, 10 Jun
2002 16:05:42 GMT
```

The offending subscriber will be noted as  
 joe.bloggs@somewhere.com in this case  
 and in the line above, the clue to MS  
 Connector can be seen. The solution is to  
 set the subscriber to FULL822

**N.B.** This can be rather complicated, so  
 owners may wish to contact the helpline  
 who will join the list on a temporary basis,  
 send out a posting, identify the 'rogue'  
 email and rectify.

### You have posted to the list and received the following response

- \* The enclosed message, found in the VISBAS-L mailbox and shown under the spool
- \* ID 19630445 in the system log, has been identified as a possible delivery error
- \* notice for the following reason:  
 "Sender:", "From:" or "Reply-To:" field
- \* pointing to the list has been found in mail body.

### Cause

Sometimes this is a legitimate bounce from a mail system that isn't compliant with Internet standards for email, and the reason the "Sender:", "From:", and/or "Reply-To:" headers are significant is because if this mail were to be allowed through to the list it could very possibly start a loop with the non-compliant mail server. Normally this is a good thing; however, an unfortunate side-effect of the loop-checking code that catches this kind of bounce means that LISTSERV may treat replies to list mail from some mail clients as if they are delivery errors. LISTSERV has no way to know the difference between a bounce and a legitimate message that just happens to have unquoted included headers so it takes the conservative route and bounces it to the list owner as a "possible" delivery error. This way the list owner can (if he or she wants to) return the message to the user in question and ask them to either quote out or delete the headers from their replies. In any case this is specifically known to be a problem with Pegasus Mail and some incarnations of the Microsoft Exchange Client, but there are probably other mail programs that do the same thing.

The problem arises when the user's mail client includes the "Sender:", "From:", "To:" or "Reply-To:" fields that point back to the list itself (for instance, the above



error was for  
VISBAS-L@PEACH.EASE.LSOFT.COM) in the quoted material and doesn't quote them correctly, that is to say, without a quoting character, or with a space between the quoting character and the included text. For instance, a reply from Pegasus with quoted material would include the following lines:

User's reply, etc etc etc

```
> Date: Tue, 31 Dec 1996 17:00:00 - 0700
> Reply-to: Visual Basic List <VISBAS-L@PEACH.EASE.LSOFT.COM>
> From: Joe User <JOE@UNIX.FOO.COM>
> Subject: Re: 97 Style ToolBars
> To: VISBAS-L@PEACH.EASE.LSOFT.COM
```

The quoted lines below the user's reply would trigger LISTSERV's loop detection functions because there is a space between the ">" character and the "Reply-To:" and the "From:" headers. The correct, netiquette-approved method of dealing with these headers is to delete them entirely from the body of your message. Quoting is generally done for reasons of context and message headers are not needed for context.

#### **You receive a message along the following lines**

- \* The LISTSERV network has determined that you have been posting an abnormally
- \* high amount of identical messages to multiple LISTSERV mailing lists. To
- \* ward against a possible spamming attempt, your posting privileges are being
- \* withdrawn for the next 48 hours. While you will still be able to post to the
- \* mailing lists, your messages will be forwarded to the list owners for
- \* verification before they are distributed.

This is caused by a user sending out an email to multiple lists and the software assumes that the user is 'spamming'. In general users are 'served out' for 48 hours and then automatically served on again. The JISCmail Helpline can serve you back on

**N.B.** 'Serving out' will also occur if listserv receives more than 50 incorrect commands which can happen when users do not put two hyphens on a new line, below the command line to indicate there are no further commands. Listserv will try and treat the following signature/disclaimer words as commands. See example below. Again the JISCmail Helpline can serve you back on.

```
22 Apr 2004 15:42:37 From
P.Delaney@RL.AC.UK: review amos-test
22 Apr 2004 15:42:37 Mailed file "AMOS-TEST LIST" to P.Delaney@RL.AC.UK
22 Apr 2004 15:42:37 From
P.Delaney@RL.AC.UK: Pam
22 Apr 2004 15:42:37 To
P.Delaney@RL.AC.UK: Unknown command
- "PAM". Try HELP.
```

#### **TIP**

If you are a member of a busy list(s) and feel that the amount of emails you receive every day is a little excessive, then try one of the following

- Set your subscription(s) to one of the digest options and the whole 24 hours of messages will arrive as one email per list
- Set your subscription to Nomail and just read the archives, normally displayed by month at [www.jiscmail.ac.uk/LISTNAME](http://www.jiscmail.ac.uk/LISTNAME), when you have the time



### 3. SENDING A COMMAND VIA EMAIL

If you wish to send a command to the system, the following should be observed

**To:** The To: address should be listserv@jiscmail.ac.uk

**Subject:** The subject is ignored by Listserv, so can be left blank.

**Message:** Ideally, all that should be present in the Message body is the command and its syntax. You can send more than one command at once providing each command begins on a new line.

**N.B.** If a signature, or anything else, is contained in the message body after the command(s) it is vital that it is preceded by "--", (two hyphens), otherwise Listserv will try to interpret it as a command! See previous article.

#### TIP

You wish to allow the public to post to your list and still avoid spam? Set your send keyword to one of the following

**Send=Public,Confirm,Non-member**

All non-members have to confirm their email before the posting is sent to the list. or

**Send=Editor,Confirm,Non-member**

All non-members have to confirm their email before the posting is sent to list moderator.

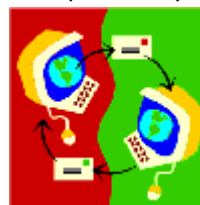
Most spammers use bogus emails

### 4 BLACKLISTS

A Blacklist is a database of known Internet addresses or IP addresses used by

individuals or companies that run a mail server which maybe misconfigured, insecure or open to abuse. ISP's, companies and bandwidth providers often subscribe to these blacklist servers to help filter out spam sent to their network or email addresses by making it harder for spammers to abuse these insecure servers.

The most common problems with insecure servers are open relays and open proxies. An open relay is an email host that allows



anybody to send messages anywhere. The sender or the receiver is not a local user. The server is a completely third party and the message has nothing to

do with the server. These hosts are often abused by spammers to get a massive amount of their messages sent out for free.

An open proxy is a proxy server or a firewall that allows anyone to connect anywhere which is often used by spammers to obscure their point of origin and can be used in combination with open relays.

Getting on to a blacklist depends on the methods used by the various blacklists available. For example **DSBL** waits for special test messages to arrive at a specific address and adds the sending mail server. **ORDB** tests servers by sending probes. If the messages get delivered, the server gets added to the blacklist.



A user who finds their email is being rejected, usually through no fault of their own, should contact their system administrator or ISP with the email that bounced and full message headers. The system administrator/ISP will then have to fix the problem and let the blacklist aware they have fixed the problem. It will take at least 24 hours for the block to be lifted.

JISCmail takes Spam very seriously and most months identifies and rejects in excess of 800,000 messages that have been directed to the service. Spam is recognised as a huge and growing problem. In order to combat the problem, organisations are developing new methods and mechanisms to attempt to make an impact on this.

One such method available at present is reporting a potential Spam incident to an organisation where that organisation hosts a blacklist(s), thus preventing any mail for the host of the email address from being delivered. Should the reporter be misguided or even malicious, they are not only affecting their mail delivery but others too. One such incident occurred recently between JISCmail and Spamcop. As we are unable to ascertain the origin of the report we can only surmise it to be a misguided, submission, or we were victims of a Spamtrap ( a special mailbox used to bait Spam). JISCmail is trying to find a solution to this issue as it has the potential to be disruptive to the service. In the meantime, we would request that if you are at anytime considering reporting a JISCmail address to some blacklist site that you contact us beforehand. It could be that you have received a forged email that has our address or has a genuine reason for being distributed(e.g. if it is a truly public list). We will be happy to check, assist, explain or redress the situation. See contact details =====>

#### TIP

You can tailor your list homepage and/or use it to link to other useful web sites by editing and/or adding the link to the template HTML for the main list archive screen (listname.html) [WWW\_INDEX] see [www.jiscmail.ac.uk/plus-announce](http://www.jiscmail.ac.uk/plus-announce)

If unsure how to do this, contact the **helpline**

#### A Selection of JISCmail Statistics

|                      | December | January |
|----------------------|----------|---------|
| Active lists         | 5465     | 5532    |
| Distributed messages | 61791    | 78280   |
| New lists set up     | 59       | 63      |
| Unique subscribers   | 398591   | 403487  |
| Spams detected       | 747566   | 883654  |
| Viruses intercepted  | 0        | 0       |
| Helpline queries     | 327      | 325     |

#### Contact details:

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