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1. JORUM

Jorum is a free online repository service for teaching and support staff in UK Further and Higher Education Institutions, funded by JISC and managed by the two national data centres, EDINA and MIMAS, helping to build a community for the sharing, reuse and repurposing of learning and teaching materials.

The Jorum Service consists of two strands. Jorum Contributor allows institutions to deposit resources that can be shared with teaching and support staff across the UK. Jorum User gives teaching and support staff from registered institutions the opportunity to search, preview, download, review, reuse and repurpose content in Jorum.

Following the launch of the free Jorum User Service at the end of January 2006, over 150 institutions have signed up at the **JISC Collections Site**. The new **JORUM-UPDATE mailing list**, which was launched with the User Service, has been an important dissemination method. Jorum Site Reps (nominated by institutions signing up for the User Service) are added to the list automatically, although individuals interested in Jorum can also join. The list will keep subscribers up to date with news, announcements, events and new resources. It has attracted over 360



subscribers in under three months, with more joining daily.

The JORUM-UPDATE Mailing List has been pivotal in promoting the Jorum Outreach and **Training Tour**. The purpose of the Tour is to train and provide support materials for intermediaries related to the Jorum service. The events are targeted at staff working in e-learning, online services and learning resources. It is hoped that attendees will be able to be more effective in promoting Jorum within their own institution after coming to one of our events.

Twelve events will be held during 2006 in all major regions throughout the UK. Six training and promotion events are being held in May/June 2006: Wolverhampton, Manchester, London, Glasgow, Belfast and Swansea. A further six events will be held before the end of the year, potentially in Newcastle, Leeds, Brighton, Loughborough, Cambridge and Bath (depending on venue availability).

The enthusiastic uptake of Jorum User in the first few months since the launch has been very encouraging. Promoting the service in general, and more specifically the tour, has been helped enormously by using the JORUM-UPDATE mailing list.

As part of our management procedures, Jorum has a JISCmail List for use by the Steering Group, and a third list to communicate with our RDN Cataloguing team.



Jorum began as a project, working with others in the Exchange for Learning (X4L) Programme to gather user requirements and feedback on test-bed repositories in order to inform the future service. This was mainly done via JISCmail lists and was instrumental in shaping the service we currently offer. JISCmail lists were also extremely valuable to us to inform the content producing projects in X4L about new developments and features in the repository software and to manage the uploading of content prior to launch of the User Service.

If you are interested in using or depositing resources in Jorum, please visit our **web site** or email us at **support@jorum.ac.uk**

Michael Dodds - MIMAS
Susan Eales - JISC Programme Manager

2. TESTING ON A LIST

Many people nowadays suffer from too much e-mail, so if you wish to do some testing on a list, i.e. test out top or bottom banners, welcome messages, etc , then you need to have a way to be able to do this without upsetting your subscribers by bombarding them with email. In the example below the owner of TESTA can do a bulk add to a list and send out a message to the new list subscribers without disturbing the others.

Go into List management and then into COMMAND and suspend the email of all your current subscribers with the command

Quiet set TESTA nmail for *@*

N.B. Don't forget the word quiet or an

e-mail will be sent to all. You will receive a message like the one below.

TESTA : subscription options updated for P.Delaney@RL.AC.UK.

TESTA : subscription options updated for p.a.windebank@RL.AC.UK.

TESTA: specified options already in effect for s.i.warhurst@RL.AC.UK.

TESTA: subscription options updated for l.cesek@RL.AC.UK.

TESTA: subscription options updated for m.j.greenhalgh@RL.AC.UK.

TESTA: subscription options updated for s.j.steele@RL.AC.UK.

5 entries updated. No notification has been sent.

N.B. Make a note of anyone who already has the nmail option set already. Set yourself back to mail so that you can see the results of your tests if you are testing banners etc, with, in this case the command

Quiet set TESTA mail for P.Delaney@RL.AC.UK.

Return to List Management and go into BULK and add your new subscribers. A bulk add is the same as if you were doing a lot of single adds with the quiet option set so your new subscribers do not get any notification. Now send a message to the list. This will be distributed to all subscribers set to mail (i.e. new subscribers only).

You now need to restore the mail option to your subscribers, so return to List Management and into COMMAND and issue the following

Quiet set TESTA mail for *@*

Change the subscription for all individual



subscribers who already had nmail set at the start of the exercise; in this example

Quiet set TESTA nmail for
s.i.warhurst@RL.AC.UK.

N.B. Remember time is of the essence if your list is set to Subscription=Public,Confirm,Non-member as a new list subscriber could join while you are testing. If you have some 'test' messages in the archives you wish to be removed, just send a note to the **helpline** and we will be quite happy to remove them for you.

REMINDER

If you wish to unsubscribe from a list, please do not post a message to the list itself, either

Send a leave command to
listserv@jiscmail.ac.uk

leave LISTNAME

--

or

Enter the join/leave link on the list home page and press delete

or

Send a message to the listowner at
LISTNAME-request@jiscmail.ac.uk

3. DAILY ERROR REPORTS

As a list owner, you will receive daily error monitoring reports. These will notify you of addresses that LISTSERV is having difficulty delivering to.

Most delivery errors, will contain phrases

such as "No such user" or "Recipient address not recognised" and quote the email address that failed. In these cases, you can remove that subscriber from your list. It is possible for an address to appear on the monitoring report that isn't subscribed to the list. This is usually caused by a subscriber having their mail forwarded to another account and the address of this other account is reported on the delivery error. It may be possible to deduce which address on the list is forwarding if it is from the same domain and there is only one subscription for that domain on the list.

There are various reasons that mail cannot be delivered to mailboxes: sometimes the server is temporarily down, the mailbox can be full, or the address is no longer legitimate etc.

Please be aware that the system will try to deliver for 4 days or 100 attempts (the default) unless specified otherwise in your list header. However, It is not strictly correct to say that 'the system will try to deliver for 4 days or 100 attempts' without some further clarification.

There a 2 distinct types of failure, temporary/transient failures, and permanent/fatal failures. In error messages these can be distinguished by the return code. A code starting 4 (either 4xx or 4.x.x) is temporary and will be retried to the limit of time or retries. A code starting 5 (5xx or 5.x.x) is a permanent error and will not be retried.

Different software can have different ideas of what is permanent. While most packages agree that 'no such user' is permanent, things like, for example, 'mailbox full' are less clear and some mail servers return this as a permanent error



while others deem them temporary. The following **URL** gives you a table of error codes you may find useful.

Remember that if you have deleted a subscriber from a superlist, then you will also need to delete them from the sublists, as otherwise an error report will be generated.

If you receive any errors that you cannot decipher, the **Helpline** will be happy to assist.

TIP

If as a list owner you prefer to have someone who is not a list owner notified about daily error reports, set the following keyword in your list configuration.

Errors-to= email address

4. LISTSERV® RELEASE 14.5

LISTSERV was upgraded to the latest version, 14.5. on Saturday 27 May. This is largely a maintenance release that fixes several bugs and gives improvements in a number of areas. One visible difference you may have noticed is that once a list subscriber/owner has logged in, they see their login email address displayed in the left hand navigation panel.

The full release notes may be viewed **here**.

In the meantime if you have questions, please get in touch with the **helpline**

5. DIFFICULT SITUATIONS

Occasionally (luckily very rare) we encounter a difficult situation where there is disagreement between list owner(s) and/or list subscribers.

The onus is on the list owner(s) to make sure that their subscribers adhere to both the JANET and JISCmail Acceptable Use Policies and conform to list netiquette.

Should there be any concern by subscribers that the list is not being managed correctly, they are advised to



contact the list owner(s) in the first instance and if this fails to resolve the situation, contact the **Helpline**

Should the list owner(s) and the majority of subscribers wish to change the purpose of the list, they may do so but we would advise that they inform the **Helpline**, so that we can check that the list still meets the criteria and we can update our records.

If the dispute cannot be settled amicably and a large number of list subscribers feel that they wish the list to be run in a different way then we would advise, subject to **new list criteria** being met, they should organise the creation of another list.

Sending messages to JISCmail lists is generally a matter of common sense and courtesy, and users should be able to use their own sense of what is appropriate to guide their behaviour.

These are practical guidelines, which can also be found under our **HELP/Policy and Security** on the JISCmail web page. They should help you use JISCmail lists in a way



which will most benefit yourself and other people on the list.

Not all these guidelines work for all situations, so use your discretion. Please familiarise yourself with the **JISCmail Acceptable Use Policy** and the following points:

- Respect copyright when forwarding messages, if in doubt check with the author
- Respect people's privacy, don't give out the private email addresses or contact details of others
- Think before cross-posting, some people belong to more than one list reply is going, should it go to the sender or the list?
- Send your commands to the correct address, **listserv@jiscmail.ac.uk**
- Make sure your email address is correct
- Complain to the list owner, not the list
- Suspend mail when going away, you can always catch up via the archives
- Try not to send attachments to JISCmail lists, use the files area associated with your list instead, as this saves network bandwidth and can also be updated
- Use a meaningful subject line, it will increase the chances of it being read and found
- Write relevant messages appropriate to the purpose of the list
- Don't quote an entire message when replying, this leads to very long messages
- Keep your lines short and don't send long messages, waffle is off-putting
- Use a short, well-designed signature

A Selection of JISCmail Statistics

	April	May
Active lists	5668	5754
Distributed messages	60967	74153
New lists set up	39	89
Unique subscribers	415839	419639
Spams detected	1233851	1309743
Viruses intercepted	0	0
Helpline queries	269	319

TIP

If you prefer to have someone who is not a list owner notified about new subscriptions and deletions, set the following keyword in your list configuration.

Notify= email address

Contact details:

JISCmail,
Building R61 / Room 1.05,
CCLRC Rutherford Appleton
Laboratory,
Chilton, Didcot,
Oxfordshire, OX11 0QX
Tel 01235 446780
Fax 01235 446708



helpline@jiscmail.ac.uk