

Washington Community and Technical Colleges (WCTC) Ownership of Listserv Lists

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The role of Listserv list owners is to control who may subscribe to the lists for which they are responsible. Controlling subscriptions is a highly automated procedure.

Subscription Approval

When individuals attempt to subscribe to a private (sometimes referred to as closed) list, they send a standard subscription request to **listserv@interact.ctc.edu**. The subscriber will receive a message back from the Listserv software similar to the following message:

```
From: Listserv@interact.ctc.edu  
Subject: SUBSCRIBE CTCPRACTICE JOHN DOE
```

Subscription requests are not automatic for this list. Your request has been forwarded to listowner@ctc.ctc.edu for approval.

At the same time, the list owner will receive a message indicating that a new person wants to subscribe to the list. That message will look something like this:

```
From: Listserv@interact.ctc.edu  
Subject: Subscription approval request
```

```
User jdoe@ctc.ctc.edu has requested subscription to list  
CTCPRACTICE  
If you approve, send the following request to  
listserv@interact.ctc.edu:
```

```
system CTCPRACTICE <password> jdoe@ctc.ctc.edu #SUBSCRIBE  
CTCPRACTICE JOHN DOE
```

where 'password' is the list's password, as given to you by the manager of this system.

To reject the subscription, simply delete the message. You should also reply directly to the would-be subscriber explaining why you rejected the subscription request.

To accept the subscription request, reply to the message and make the following modifications to the text:

1. Remove all the lines in the message except the "system" line (the line may wrap, as in the previous example).
2. Make sure that the word **system** is the first thing on the line.
3. Replace the phrase **<password>** with the list's password; in the following example it is "mypass".
4. Break the line into two lines by inserting an ampersand character (&) and a carriage return before the pound sign (#). This is needed to accommodate the shortcomings of several common workstation e-mail clients. It is not required by all mailers.

The completed reply will look something like the following:

```
To: Listserv@interact.ctc.edu
Subject: Re: Subscription approval request
```

```
system CTCPRACTICE mypass jdoe@ctc.ctc.edu &
#SUBSCRIBE CTCPRACTICE JOHN DOE
```

The new subscriber will then get a standard welcome message similar to the following:

```
From: Listserv@interact.ctc.edu
Subject: SUBSCRIBE CTCPRACTICE JOHN DOE
```

```
You have been added to list ctcppractice.
The system has recorded your address as
```

```
jdoe@ctc.ctc.edu
```

```
and in order for your messages to get posted (if the list
accepts postings), you will have to send them from this
address, unless the list does not require subscription for
posting.
```

```
If a message is ever rejected, please contact the CIS Customer
Support line at (425) 803-9721 and tell the Customer Support
Coordinator that you need assistance with the ctcppractice
listserv.
```

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Several Common Error Messages

There are several common error messages that the list owner might see. Following are some possible causes for errors and the messages associated with each.

An incorrect or missing password was supplied:

Subject: Error Condition Re: Invalid request

```
>SYSTEM CTCPRACTICE XXXXXXXXXXXX JDOE@CTC.CTC.EDU &  
#SUBSCRIBE CTCPRACTICE JOHN DOE
```

Invalid password for SYSTEM request

Report any problems to the CIS Customer Support line at (425) 803-9721 and tell the Customer Support Coordinator that you need assistance with the CTCPRACTICE listserv.

For a list of the available requests send a message to listserv@interact.ctc.edu with a body consisting of nothing but the word HELP

PS: Any subsequent requests that you might have submitted have been ignored.

The person is already a subscriber to this list:

Subject: Error Condition Re: Invalid request

```
>SUBSCRIBE CTCPRACTICE JOHN DOE
```

JDOE@CTC.CTC.EDU: You are already subscribed to ctcpractice

Report any problems to the CIS Customer Support line at (425) 803-9721 and tell the Customer Support Coordinator that you need assistance with the CTCPRACTICE listserv.

For a list of the available requests send a message to listserv@interact.ctc.edu with a body consisting of nothing but the word HELP

PS: Any subsequent requests that you might have submitted have been ignored.

A missing message body or the word "system" is not the first word on the line:

Subject: No requests found

No requests found in your message. Requests should be included in the Body of the mail message.

The Listserv software was unable to process the subscription request. This is

typically due to deleting too much (in this case, the person's name) or not breaking the "system" line correctly as described earlier in this document.

Subject: Error Condition Re: Invalid request

>SUBSCRIBE CTCPRACTICE

No name given to SUBSCRIBE

Syntax: subscribe <list> <Your Name>

Report any problems to the CIS Customer Support line at (425) 803-9721 and tell the Customer Support Coordinator that you need assistance with the CTCPRACTICE listserv.

For a list of the available requests send a message to listserv@interact.ctc.edu with a body consisting of nothing but the word HELP

PS: Any subsequent requests that you might have submitted have been ignored.

The Listserv software uses two pieces of information to validate that a message has come from the list owner:

- the e-mail address from which it was sent
- the password provided on the "system" line

The following error can occur when a list owner tries to send a reply from a different e-mail address than the one originally used to define him/her as the list owner.

Subject: Error Condition Re: Invalid request

>SYSTEM CTCPRACTICE XXXXXX JDOE@CTC.CTC.EDU # SUBSCRIBE CTCPRACTICE
JOHN DOE

LISTOWNER@CTC.EDU: You are not the owner of this list

Report any problems to the CIS Customer Support line at (425) 803-9721 and tell the Customer Support Coordinator that you need assistance with the CTCPRACTICE listserv.

For a list of the available requests send a message to listserv@interact.ctc.edu with a body consisting of nothing but the word HELP.

PS: Any subsequent requests that you might have submitted have been ignored.

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