Listserv - Subscription and Posting Problems

Describes subscription and posting problems involving Listserv lists at Syracuse University.

Table of Contents

- Notes
  - Not Receiving Email From The List
  - Unable To Send Email To A List That You Are Subscribed To
  - Not Receiving Responses to Commands (subscriber, setting passwords, etc.)
  - Subscription Address Inconsistency
  - Troubleshooting Accuracy Of Email Address

Help
Sources and Relevant Links

Notes

All Listserv commands are sent to listserv@listserv.syr.edu.

These comments apply ONLY to LISTSERV lists, not other lists. If any of the following are true, you are probably using Listserv:

- You send commands to listserv@listserv.syr.edu.
- Postings are sent to [software011:something]@listserv.syr.edu, e.g., <clocks@listserv.syr.edu>
- Email from the list has "L-Soft" somewhere in the header.
- Email from the list does not contain either "YAHOO", "GOOGLE", "LISTPROC", "MAJORDOMO" or "Maiser" in the header, but does contain "Listserv". Unfortunately, some sites use "listserv" loosely and are really using some other program.

In general, the list owner or list manager will need to see a copy of the email which causes you to believe that there is a problem. General descriptions are typically not helpful. It is particularly useful to forward a copy of the email message with full headers turned on.

If the solution is to contact the List owner, please see the #Help section below.

Not Receiving Email From The List

- You are not subscribed to the list. Follow these links for further information Lists I am subscribed to and Subscribe to a Listserv List
- You have set your subscription option to nomail. To find the lists subscribed to, click Lists I am subscribed to. For further information click Temporarily suspend and restore list subscription
- Your email address has changed- follow this link Change subscription email address. Also, see the sections titled Troubleshooting Accuracy Of Email Address and Subscription Address Inconsistency below.
- You are subscribed, but not from the address you expect. Follow Lists I am subscribed to. Also, contact the list owner.
- Your email system is not working, or is isolated from connecting to Listserv (this mostly happens with off-campus folks). Check with your local support.
- Your email program or system is filtering the mail. Check your junk/spam folder.

Less common problems

- The list is inactive. Contact the list owner to verify this (see Help below)
- A global spam filter at your site is intercepting the mail. Check with your local support.
- There is a problem between Syracuse University's email system and your email system. Check with your local support.
- Listserv is not functioning. This is very unusual, and is usually due to a planned outage. You can test if Listserv is up and running by clicking http://listserv.syr.edu. If you can reach this web site, Listserv is probably functioning normally.

Please contact the list owner for further help- see the #Help section below.

Unable To Send Email To A List That You Are Subscribed To

If the solution is to contact the List owner, please see the #Help section below.

- You are not subscribed to the list (this is unlikely if you have received email from the list recently). Lists I am subscribed to and Subscribe to a Listserv List
- The list is edited/moderated and the editor is not approving your mail. Please contact the list owner.
- You actually can send mail to the list but you do not receive copies of your own postings. You should check with the owner, or someone else on the list to see if they have received your posting. In order to receive your own postings, you'll need to have the Repro option enabled Repro Option - Sender Receives Copies of Own Postings
- Your address does not match the list address. See the section titled Troubleshooting Accuracy Of Email Address at the end of this document.
- The list owner changed the list from send=public to send=private. Contact the list owner.
You have changed your email address without changing your subscription, notifying the list owner. See Change subscription email address. Also, see the sections titled #Troubleshooting Accuracy Of Email Address and #Subscription Address Inconsistency below.

You receive a message, "Delivery has failed to these recipients or distribution lists:" This usually indicates you typed the Listserv list address incorrectly.

You receive an email message that contains the email text that you sent to a list and some internal message similar to "delivery error" or "mailbox full" or "too many hops". This is referred to as a "bounce" and usually occurs when email cannot be delivered to one or more list member(s). This message is misleading and was sent to you in error by the email system that bounced the message. Almost always, it is successfully delivered to most list members, so please do not resend your post. Please contact your list owner so they can troubleshoot the offending subscription.

Please contact the list owner for further help- see the #Help section below.

Not Receiving Responses to Commands (subscriber, setting passwords, etc.)

- Your email program or system is filtering the mail. Check your junk/spam folder.

Subscription Address Inconsistency

Your subscription address doesn't match address in your email "From:" or "Sender:" for one of the following reasons:

- Your email address changed.
- You can receive email at an address that doesn't match your From: or Sender: information. For example, you can receive email at multiple addresses, such as @syr.edu and @law.syr.edu (example, jeandoe@syr.edu and jeandoe@law.syr.edu). If her subscription address is jeandoe@syr.edu but the From: address in outgoing email is jeandoe@law.syr.edu, this can confuse Listserv. Her subscription address needs to match the From: in her outgoing email, in this case, jeandoe@law.syr.edu.

Troubleshooting Accuracy Of Email Address

This involves comparing the subscription address (the list owner can do this) with what appears in the "From:" line of email received by the user who is having problems receiving email from the list. The subscription address must match the "From:" line address exactly.

Help

List owners are responsible for all questions from list members

- The Listserv web page has links to useful information.
- List members should contact their list owner(s) for help at <listname-request@listserv.syr.edu>. For example, if the listname is "clocks", send email to <clocks-request@listserv.syr.edu>. If you need help contacting the owner, please contact the ITS Service Center by email at help@syr.edu or by phone at 315-443-2677.
- List owners may receive help by sending email to help@syr.edu or contacting the ITS Service Center at 315-443-2677.

Sources and Relevant Links

Listserv