Listserv - Help, Troubleshooting and Problem Solving

General Troubleshooting/Problem Solving for Owners and Users

Table of Contents

- Is this a Listserv Problem?
  - Subscriber Questions
  - List Owner Questions
- Help
  - Sources and Relevant Links

Click here for frequently asked questions, but FIRST be sure it's a Listserv question (see below).

Is this a Listserv Problem?

The only mailing list software Syracuse University Information Technology and Services supports is Listserv. Other kinds of mailing lists may be called a "listserv" but are actually facilitated by software other than Listserv. Here's how you can tell:

- When sending to a list, the email is sent to an address such as clocks@listserv.syr.edu. If listserv.syr.edu does not appear in the email address, it is not a listserv list.
- Commands are sent to listserv@listserv.syr.edu. If neither is true, it is probably not a listserv list on a server we support.
- It may be an Outlook list, hosted by third parties such as Google Groups, Yahoo Groups, or managed by a multitude of other mailing list software.
- This document finding a Listserv list may help.
- Googling the list name may yield further information.

Subscriber Questions

List owners are responsible for answering all questions from list members, and it's usually easiest to contact the owner(s) via email. If you're not sure who owns the list, send email to the special address listname-request@listserv.syr.edu, where "listname" is the name of the Listserv list. For example, if the list is called "clocks", send email to clocks-request@listserv.syr.edu. You will need to type this address directly into your email program- the above email address is not a clickable link.

For further information:

- Search for a solution using the Answers knowledge base for documents primarily written for Listserv subscribers.
- Search more broadly our Answers Knowledge Base for all content written about Listserv.
- If you are still unable to solve the problem send email to help@syr.edu.

List Owner Questions

Please contact ITS Help by sending email to help@syr.edu or calling 315-443-2677. This is for list owners only - subscriber questions will be referred to the list owner (see above).

For further information:

- Search for a solution using the Answers knowledge base for documents primarily written for Listserv owners.
- Search more broadly our Answers Knowledge Base for all content written about Listserv.
- If you are still unable to solve the problem send email help@syr.edu.
- Request owner information via email with the command: get listowner refcard
- Send questions and forward problems to help@syr.edu. This is usually the fastest resolution process.

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

- Answers knowledge base - documents primarily for subscribers
- Answers knowledge base - documents primarily for list owners
- Answers Knowledge Base - All Listserv documents
- ITS Support Main Page - broad array of information about computing at Syracuse University.

#top