Listserv - "Problem Processing Mail" message

Problem Overview

Typical error message

An error occurred while processing file 12345678 from somemail@somedomain.com: "Mail has been received for delivery to the XXXXXXXX list from a user that had been served out".

Solution

These e-mails can usually be ignored because they are the result of spam e-mail. Usually, the e-mail sender is someone you would not expect to be sending to the list. Further, the e-mail contents are usually commercial, promotional, or nonsensical in nature.

Spammers typically send large volumes of e-mail to as many recipients as they can, regardless of the suitability or interest of the recipient. Usually, this "from" address is "spoofed" so as to appear to come from someone other than the real sender. Your list is the recipient of such spam, but listserv has refused to post it. Previously, the spammer tried to send e-mail directly to listserv itself; however, since listserv only responds to legitimate commands, it couldn't understand the e-mail. After a set number of invalid commands, listserv "serves that user out", i.e., refuses to accept any more e-mail from that user.

In the unusual instance that the sender and message appear to be legitimate, send e-mail to help@syr.edu, and the results of "serving the user out" can be reversed.

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

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