Listserv - No Response to E-mail or Commands

The Listserv does not respond to e-mails or commands.

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Summary

You send commands or e-mail to listserv but do not receive a response; you try to get a password or other service from the listserv web site, but you don't receive confirmation.

Resolution

- This almost always means the user's e-mail program or system is filtering the mail. First, check your junk/spam folder, and then check with site administrators for spam or other filters. AOL has been known to aggressively filter listserv mail. Please check this first, getting desktop support if needed.
- We have seen a few instances with internal mail (to Syracuse University) where e-mail has been delayed, but the problem is external to listserv.
- We can check to see if Listserv received or responded to a user request, if provided the sender e-mail address and exact date and time (within an hour) of the "missing" response. However, this is a last resort, as it is labor intensive and usually verifies that listserv indeed received and responded to the command. A filter is usually the culprit.

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 315-443-2877.