
U S E R ' S G U I D E

InterMail[®]

Post.Office[™]
EDITION

Version 3.5



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Preface

The *Post.Office User's Guide* is your passport to the Post.Office mail server. It tells you, the end user, everything you need to know in order to access your Post.Office e-mail account. Included in this manual are an e-mail overview, instructions on configuring your mail client, and an explanation of the methods used to review and/or modify attributes of your mail account.

Structure of the Manual

This manual is organized by function. Operations are presented in order of probable use, but feel free to review the information in whatever manner you desire — even skip sections if the content is familiar.

- Chapter 1 provides an introduction to e-mail - what it is, how it works, and why you'll want to get involved. Simple instructions explain what information you need to get started and how to configure your mail client for use with Post.Office.
- Chapter 2 describes the web interface to Post.Office. With web administration, managing your mail account is easy. Simply point your browser to the appropriate location, choose a form, and fill in the blanks. There's no unfamiliar syntax to learn, and no configuration file to edit. You make your choices using standard English on a form that includes plenty of articulate instructions if you need them.
- Chapter 3 covers mail account management in detail. You'll learn how to change your password, forward your mail to another account, and set a vacation message to keep people up to date on where in the world you are.
- Chapter 4 explains the wonderful world of mailing lists. Step-by-step instructions guide you through the process of reviewing available lists and subscribing to lists that are of interest to you.

Style and Conventions

In order to make this manual as easy to use as Post.Office, we've adopted the following conventions:

Icons

Occasionally, an icon will appear in the left margin. Each icon has a specific meaning. The paragraphs that follow identify the icons and their intended use.



Note: Notes alert you to information of special interest or provide clarification on the use of a particular Post.Office feature. Notes supplement standard content and are not required reading.



Warning! Warnings contain critical information. Typical warnings include cautions about maintaining system security and avoiding overburdening your mail server. Failure to read a warning may have serious consequences.



Hint: As you may have guessed, the helpful hints suggest ways to make your life easier. The tips are based on suggestions from other Post.Office users, including the Tenon.com “Postmistress.”



Security Feature: The security features of Post.Office (and there are many!) are highlighted by the appearance of a lock. Look for the locks when reviewing the security aspects of your mail server installation.

Terminology and Type

- Fields and forms are referenced by their proper names.
- Literal entries (commands and such) appear in monospaced type.
- **Links** are underlined and in boldface.
- Variable names appear in *italics*.
- Optional entries appear in [square brackets].

Standard Examples

Generic Term	Standard Examples	Meaning in this Manual
domain	Tenon.com	a partial domain name (host name excluded)
host.domain	sparky.Tenon.com	a fully qualified domain name (with host name included ¹)
user@domain	john.doe@Tenon.com	a sample user's e-mail address
list@domain list@host.domain	biking@Tenon.com biking@sparky.Tenon.com	a mailing list address to which messages are submitted for posting
list-request@domain	biking-request@Tenon.com	a mailing list request address to which commands and requests for subscription or unsubscription are sent.
owner-list@domain	owner-biking@Tenon.com	the list owner alias address used to correspond with the mailing list owner

Questions and Comments

Copies of this manual can be obtained by anonymous FTP to [ftp.Tenon.com](ftp://ftp.Tenon.com) or from our web site at <http://www.Tenon.com>. If you can't find an answer to your question in the manual, check the list of Frequently Asked Questions (FAQ), also located on our web site at <http://www.Tenon.com>.

To suggest improvements or provide feedback on the content of this manual, send e-mail to Support@Tenon.com

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¹ Host names often involve a theme such as colors, animals, or cities. We've used common pet names as the theme for our sample hosts.

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1

Getting Started

Welcome to Post.Office, the powerful and versatile e-mail server that's easy to use!

This manual is intended for people like yourself who have e-mail accounts managed by Post.Office. Depending on your needs, you may never read as much as 90% of this manual. *This is a reference book*; you can peruse individual chapters as you need them.

Before we dive into specific Post.Office features, you need to get yourself set up to access your e-mail account. If you're new to the world of e-mail, there are also a few concepts you should probably understand before proceeding. The following section gives an overview both of e-mail in general and Post.Office in particular; if you already feel comfortable with your level of knowledge regarding e-mail, you'll probably want to skip ahead to Section 1.3 and begin setting up.

1.1 What Is E-mail?

E-mail is all about *messages*; that is, e-mail provides a way for two or more people to exchange messages. Just as the postal service is used to send postcards, letters, and magazines, e-mail is used to send various kinds of electronic messages, ranging from a simple memo or letter to a complex multimedia presentation designed to overload and delight your senses. Regardless of its content, the message is the fundamental currency of electronic mail.

1.1.1 Evolution of the Electronic Message: E-mail is Born

The most rudimentary method of leaving a message for someone who uses a computer is to tape a hand-written note on his or her monitor. The next step, electronic messaging in its most basic form, occurs when you type a few words in an open window on the computer screen hoping the next person who comes along will find it. This basic electronic message system works if nobody else needs to use that particular computer and if you don't mind leaving the computer and monitor on. However, if more than two people are using this computer, then the electronic message must be stored (as a file on a disk) until the recipient comes along. Only when the message is safely put in a file can the computer be used for other purposes, employed by other users², or shut off. As long as the two users who wish to communicate agree upon a common file where they will store messages for each other, this system works.

However, using a large, single file is clumsy. Instead, users may agree upon a directory in which to store messages. Each message could then be stored as an individual file with a descriptive file name.

² *User* is a generic term for anybody who uses a computer.

Even so, a large volume of messages between several users can fill up a directory awfully fast, and it can become difficult to make heads or tails out of the resultant mess.

When confronted with a large number of message files, it would be nice to know several things about the message without opening the file, such as: who a message is for, what it's about, and when it was sent. If more than two users share this system, it's also useful to know who a message is from before reading it.

Historically, postal mail solved this problem of message organization with various conventions of encapsulation. An envelope includes only the necessary information for the postal service to deliver a message (as well as a return address in the event a message cannot be delivered). Once a message is delivered, the header information (that is, any information that precedes the body of the message) allows recipients to sort and prioritize their mail before taking the time to examine the body of the message. In this manner, encapsulation allows mail to be processed efficiently.

Similarly, the conventions observed in the creation e-mail messages allow recipients – as well as the programs that serve them – to process mail expediently. Messages are divided into bodies and headers and are “enclosed” in electronic envelopes, which include a destination and return address. In general, the principles behind e-mail are as simple as the postal mail that you've been using all along – relax, it's not all that complicated.

1.1.2 Electronic Envelopes

When delivering a message from one user to another, an e-mail program only needs to know two things:

- to whom the message is going
- who it was from, in case it needs to be returned

This information is used to create an *envelope*, which is directly analogous to a postal envelope: both are labeled with “to” and “from” addresses, and both contain the message (headers and body) within. Only programs use envelopes; all that users ever get to see are the headers and body of a message. Still, it's good to know that envelopes exist in case we ever need to really pin down an ontological definition of e-mail.

1.1.3 Message Headers

Corporations and other institutions have long used messages (often called memos) that have key pieces of information laid out in a series of headers at the beginning of the message (see Figure 1-1). Header information allows institutional mail services to deliver memos efficiently and gives memo recipients an initial idea of what the message is about before delving into the full content.

```

To:      Jane D.
From:    John S.
Subject: Toga contract termination
Date:    July 27, 1997
-----
Jane,

I have decided to terminate our contract with the Toga
company. The togas don't seem to convey the corporate image
that we require.

Let's meet at 3:30 to discuss the details. OK?

John

```

Figure 1-1 Message headers provide key information about who a message is for and who it is from, as well as what it is about and when it was drafted or sent.

Headers can be just as effective in managing a gaggle of electronic messages in a directory. One can make sense of a message file only by opening it and checking the header information to see who a message is for, what it's about, who sent it, and when. This is tedious work. Fortunately, the dull, tedious, and repetitive work of opening a large number of message files and examining their headers is exactly the kind of thing that computers are good at.

As long as headers are consistently formatted, an e-mail program can easily scan through a pile of messages and find all the messages that begin, for example, with the line "To: Jane." Similarly, if other header information indicates when messages were written, a computer can organize these messages and present them to Jane in chronological order.

The key to headers, as far as computers are concerned, is that they be absolutely consistent. E-mail interoperability depends on an agreement (or standard protocol, as the people working on such things like to call agreements) for the formatting of the headers. While different e-mail systems do things differently, all have some kind of header information, and for two systems to be interoperable, any differences must be eliminated or somehow resolved.³

It is the tight regulation of the use and format of headers that allows users with disparate e-mail programs to send each other electronic mail. At the same time, headers provide users with valuable information about their e-mail.

³ Programs which are able to transfer messages between systems using different protocols are called gateways or switches. Generally, transferring messages from one system to another through a gateway is a tremendous hassle, since the header information which allows a message to be delivered on one system may not include the necessary information to deliver a message in another system.

1.1.4 The Body of a Message

Just as the body of a letter tends to make up the bulk of traditional postal mail, in general the body makes up the bulk of an e-mail message. While users must cater to the needs of computers and programs when writing headers, there are no such restrictions on the body of a message. As a result, the body of an e-mail message tends to look a lot like the body of a postal letter.

Although often limited to the rather rudimentary ASCII character set,⁴ newer and more sophisticated electronic mail programs are increasingly allowing users to send each other elaborately formatted text and graphics, sound, and even video clips (multimedia). The more complex the message medium, the larger the amount of data that must be transferred when a message is sent from one user to another. In some systems sending a large, complex file can create a bottleneck, a sort of traffic jam on the information highway. As increasing bandwidth⁵ allows larger data streams on networks, e-mail users will be able to make more and more use of data-intensive e-mail features.

MIME: Multipurpose Internet Mail Extension

Back in the days when people were still relieved about not having to use punch cards any more, sending any kind of text message was considered pretty cool. E-mail evolved without any allowances for video and audio files, or even rich text, the highly formatted text with **bold**, *italics*, and all the other spiffy stuff we've gotten used to since the word-processor consigned the typewriter to the antique shop.

In order to incorporate multimedia into the Simple Mail Transfer Protocol (SMTP), which is currently the most common existing e-mail protocol, a new protocol called MIME (Multipurpose Internet Mail Extension) was developed. MIME allows you to incorporate anything from a recording of your newborn's voice to a short movie in an e-mail message.

As long as both parties have MIME-enabled e-mail programs (not all e-mail programs support MIME), people can exchange any kind of multimedia file they want by simply appending the file to their message. Since multimedia is still in the early stages, you should check to make sure that someone has MIME capabilities before you send them a pile of stuff.

1.2 E-mail Software: Clients and Servers

Most folks tend to get confused when talking about e-mail software, since they don't realize that there are two very different types of programs here. The first (and most commonly understood) type of program is a *mail client*. Mail clients are programs that allow you the user to create, send, and

4 ASCII offers all the letters and numbers as well as standard punctuation symbols, but not such features as bold, underline or different fonts.

5 Bandwidth is a way of measuring how much data can pass through a given network in a given period of time. Multimedia features such as graphics, sound, and video require more bandwidth than certain systems can provide. Like everything in the computer world, bandwidth capacity is increasing rapidly.

receive e-mail. If you asked a computer user what e-mail program he or she uses, they would probably tell you the name of their mail client, such as Z-mail or Eudora.

But just what happens to that e-mail in the great big Internet after your mail client sends it, but before it ends up in the mail client of the recipient? The answer is that it is handled by one or more *message transport agents* (MTAs), or *mail servers*, the second type of e-mail program.

Mail Servers

Mail servers do most of the work in the e-mail universe, including the sorting, forwarding, storing, and delivering of mail. The function of a mail server is analogous to the postal service: late at night, in post offices around the globe, thousands of insomniacs sort through mountains of bills, catalogs, and coupon mailers, so that in the morning postal carriers can deliver these missives to our doors. If we think of a mail client as a personal secretary who helps us write our messages, we can liken a mail server to the thousands of letter-sorters and others who work behind the scenes to ensure that we get our mail.

A mail server is also a database which stores information about your e-mail account, not the least of which is your e-mail address. All information regarding your account is stored in your mail server, including your password, instructions for how your mail should be delivered, and some other items that you probably never knew existed. Having an e-mail account really just means having a mail server account, so when your system administrator mentions “setting up an e-mail account,” what they’re really talking about is adding a new user account to the mail server database.

Mail servers are daemon programs, which means that they are running 24 hours a day, ready and anxious to serve. When a mail client (or another mail server) wants to give a message to a mail server, it contacts it and gives it the message. In contrast, mail clients are usually only active when a user is interested in writing, sending, receiving, or perusing e-mail.

Post.Office

Post.Office is a mail server. Like other mail servers, it diligently works away day and night keeping your e-mail system up and running. However, unlike many mail servers, in which the mail administrator is the only user with access to the system, you – the end user – can use Post.Office yourself to view and modify many attributes of your account.

Post.Office can help you:

- configure how you receive your mail
- forward your mail to another Internet address
- change your password to protect access to your mail
- use the vacation feature to let people know when you're out of town and unable to read you e-mail
- join mailing lists to share messages on a particular topic with other users
- manage mailing lists

If any of this seems a bit foreign to you, read on and things will make more sense. E-mail should be fun and easy, so if it's giving you grief, take the time to acquaint yourself with how your mail client and mail server work by looking through this manual. You may also find it helpful to talk to people about how they set up their account and how they use their mail client. Once you get over the all the ridiculous jargon and weird computer quirks, you should soon be wondering how you ever managed to get along without it.

1.3 Before You Begin ...

Before you can start collecting mail from Post.Office, you must meet the following requirements, which fall roughly into the categories of hardware, software, and stuff you need to know. As with all Post.Office operations, contact your mail administrator – also known as the *Postmaster* – if you need help or information to complete these tasks.

Hardware

- Network or modem access to a server that is running Post.Office.

Software

- You must have a Post.Office mail account on the mail server. Note that an operating system login account on the server system is *not* required.
- A POP3 or UNIX-compatible mail client.
- Although not required, a web browser is strongly recommended. Without a web browser, you will be unable to manage your e-mail account, and will be confined to using the Post.Office e-mail interface during mailing list operations.

Stuff You Need to Know

- The hostname of your mail server, which is the system where Post.Office is installed. If you will be accessing the server from outside of the server's Internet domain, you must know the hostname *and* domain of the server system.
- The e-mail address of your Post.Office account.
- If using a POP3 mail client, you must know the POP3 login name and password for your account.
- If using UNIX mail delivery, you must know the UNIX login name and password for your account.
- If you are using the web interface, you must know the URL (web address) for logging in to Post.Office.

1.4 Configuring Your Mail Client

Given the large number of vastly different e-mail clients, it would be impossible to provide specific instructions for configuring each one. However, regardless of the make and model of your mail client, you will need to set all of the following parameters:

- The hostname of the SMTP server for your outgoing mail
- The hostname of the POP server for your incoming mail
- Your e-mail address
- Your POP3 login name

The hostnames for the incoming (POP) and outgoing (SMTP) mail servers may be the same system or two different systems, depending on how your mail provider has set things up. Typically, these are both the server that is running the installation of Post.Office that contains your e-mail account. Your Postmaster can provide you with the correct hostnames.

Refer to the documentation that came with your mail client for detailed instructions on configuring the mail client.

Once your mail client is successfully set up to send and receive e-mail, you're pretty much done – that's all there is to it. With Post.Office, you also have the option of setting a vacation message and finger information, joining a mailing list, changing the way your mail is delivered, and lots of other goodies. But if all you want is to do is basic sending and receiving of e-mail, you can stop reading now and just get on with it.

1.5 Troubleshooting

This section provides a short list of common setup problems, along with some ideas for dealing with them.

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Can't Get Your Mail

Make sure you're looking in the right place. With POP3 delivery, you need to configure your mail client to point to the system where Post.Office is installed, and you must specify the correct POP login name and password. Review the instructions for setting up your mail client in Section 1.4 if you're having trouble. If the problem is something simple like entering an incorrect password, your mail client should be sophisticated enough to explain the source of the trouble.

If your account has the option for UNIX mail delivery enabled, your messages will be delivered directly to your maildrop file, so that's where you should be looking.

Also, check to make sure the computer you are using is within your access domains (you may have to ask your Postmaster about these if you're new to wide-area networking).

Need Someone's E-mail Address

If the people you're looking for have their e-mail accounts stored on the same Post.Office server as yours, then the mail directory described in Chapter 3 may be able to give you this information.

Otherwise, try calling them on the phone, or ask a mutual friend. There are a couple of other ways to try to obtain someone's e-mail address, but they're a whole lot more work. The Internet, due to the distributed nature that also spawns its awesome power, does not yet have a comprehensive address directory service.

Confused, Need Help

Consult the available online documentation, or ask your Postmaster or system administrator, since they tend to be really good with this stuff.

Want to Learn More About E-mail

We've put together a short bibliography of books that relate to e-mail issues. It's an appendix in the Postmaster's manual for Post.Office, which you can get by FTP or via web from Tenon.com (<http://www.Tenon.com>). Feel free to grab a copy.

2

Using the Web Interface

Post.Office accounts are managed through a WWW-based interface.⁶ Mailing list-related activities can be executed through this interface as well. Post.Office also includes an e-mail interface to all end user mailing list operations. The descriptions in most of this manual include information for those users who prefer to use the web interface, since it's the easier and more popular of the two. Instructions for using the list manager e-mail interface is provided in Section 4.8 of this manual.

2.1 Know Where You're Going

The first step in getting to the Post.Office web interface is getting the URL (that is, the web address) of the system where Post.Office is running. If you received an e-mail message that confirmed that an account was created for you in Post.Office, it included the appropriate URL. Enter this address in your web browser.

If you didn't get a confirmation message (which some Postmasters prefer not to send), or if you deleted it without noting the web address for your Post.Office server, you'll need to contact your Postmaster or another user who knows this information.

2.2 The Authentication Information Form

When you get your web browser pointed to the right address, you'll see the Post.Office Authentication Information Form. This login screen requires you to enter your e-mail address and password before letting you poke around the system.⁷

⁶ That is, an interface that you use through a World Wide Web browser.

⁷ Actually, you can get to a public mail directory and some portions of the mailing list manager without logging in to the system, but you will be treated as an outsider and be given fairly limited options. Trust us, you want to log in via the Authentication Information Form if you can.

Figure 2-1: Authentication Information Form

Once you've filled in your e-mail address and password, click the **Authenticate** button to log in to Post.Office.



Note: You may have noticed the conspicuous **Mailing List Directory** and **Mail Account Directory** buttons at the left of the Authentication Information Form. These navigation buttons allow users who don't have Post.Office e-mail accounts (and therefore cannot log onto the system) to access information about the accounts and mailing lists hosted by Post.Office. As a user with a Post.Office account, you have more privileged access to this information, as described in Chapters 3 and 4. So don't worry about it.

2.3 Of Menus and Forms

Before we get any further, you should know a couple of things about the Post.Office user interface. First, you should understand the difference between the two types of web pages in the interface: *menus* and *forms*.

2.3.1 Menus

Menus display lists of actions which can be performed (such as changing your password), or objects which can be viewed, edited, or acted on in some way (such as mailing lists). You generally can't "do" anything in a menu, but you can use a menu to get to a form for carrying out whatever task you have in mind. The navigation buttons **Account Info**, **Mailing Lists**, and **Help** at the left of all menus allow you to easily move between the available top-level menus.

The Account Management menu, which is the first thing you see after logging in from the Authentication Information Form, is an example of a menu. Like other menus, it shows you a set of links to forms that you can use to carry out specific operations. See Chapter 2 for a description of the options available from this menu.



Figure 2-2: Account Management menu

Like the Account Management menu above, most menus display some predefined set of options. However, other menus – such as the list of available mailing lists – display lists of objects that may number in the tens of thousands. To avoid making you wait forever to see the entire list of objects, these menus instead break it up into easily digestible chunks of up to 50 objects. The following illustration of the Mailing List Directory menu demonstrates this type of menu:

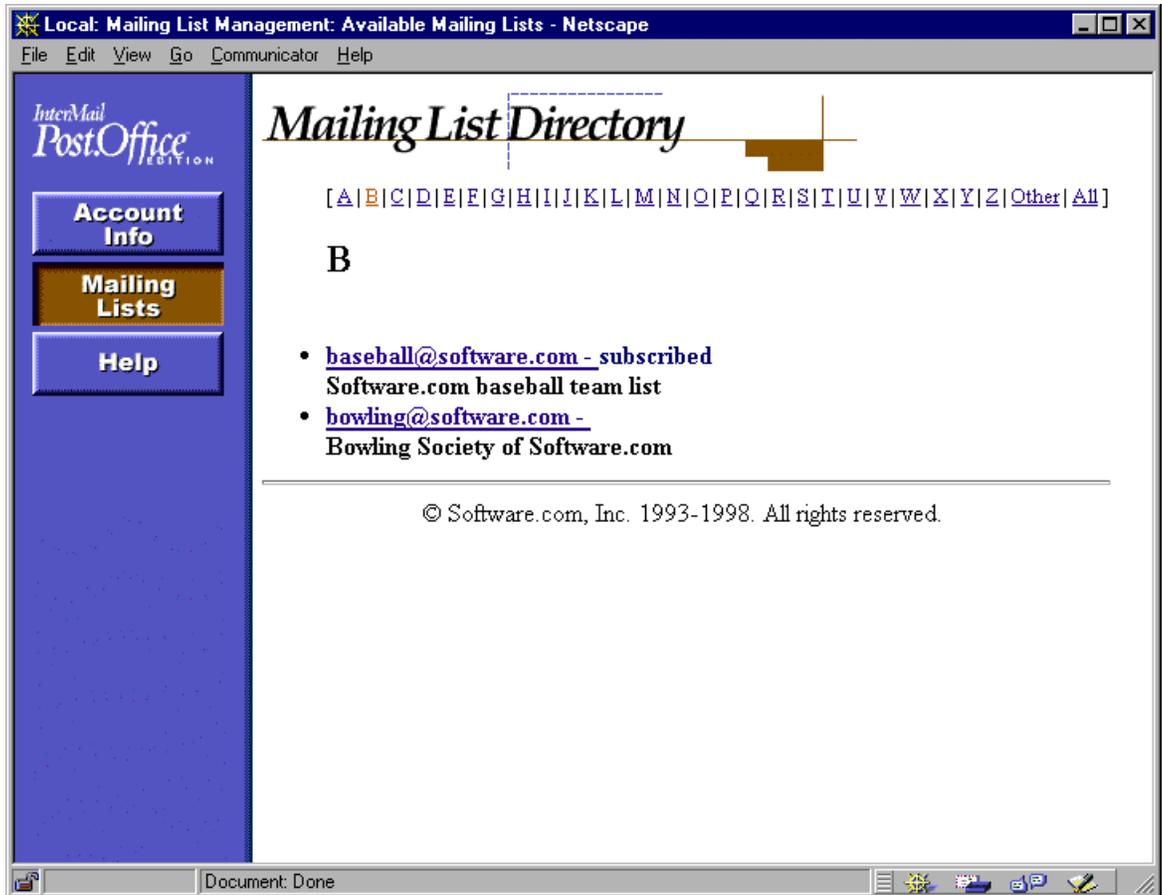


Figure 2-3: Mailing Lists Directory menu

Notice that individual [A-Z](#) links at the top of the menu display area allow you to skip to other entries in the alphabetical list (i.e., click on the [B](#) link to view a list of mailing lists whose addresses begin with the letter B). When more than 50 entries exist for the current listing, [Previous](#) and [Next](#) links (not shown in this illustration) are available to move forward or backward in the alphabetical list in groups of 50. The [All](#) link at the top of the menu, which displays the entire list of objects, is the only option that causes more than 50 entries to be shown at a time.

2.3.2 Forms

Forms contain the actual data related to an object, such as your account. Most of the data displayed in a form can be modified and saved, and practically all of the actions that you perform in the interface take place in forms. Forms are distinguished by the lack of menu navigation buttons, as well as by the appearance of execution buttons that allow you to save or discard your changes. Forms are typically invoked from menus. The Mail Account Password Form, for example, is invoked when you click the link **Change Mail Account/POP3 Password** on the Account Management menu shown in Figure 2-2. Like other forms, it allows you to modify some specific information and save the changes by submitting the form.

The image shows a screenshot of a Netscape browser window titled "Local: Account Management: Password Information - Netscape". The browser's menu bar includes "File", "Edit", "View", "Go", "Communicator", and "Help". The main content area features a blue vertical sidebar on the left. The form title is "Mail Account Password Form" in a large, italicized serif font. Below the title, there is a "BACK" button with a left-pointing arrow and two buttons labeled "Submit" and "Reset". The text "Password information for: Jane Doe" is displayed. The form contains two input fields: "Mail Account/POP3 Password:" and "Confirm Mail Account/POP3 Password:", both containing masked text (asterisks). Each input field has an information icon (i) to its right. At the bottom of the form, there is another "BACK" button and "Submit" and "Reset" buttons. A horizontal line separates the form from the footer, which contains the copyright notice: "© Software.com, Inc. 1993-1998. All rights reserved." The browser's status bar at the bottom shows "Document: Done" and several system icons.

Figure 2-4: Mail Account Password Form

Both the Account Management menu and Mail Account Password Form are described in greater detail in Chapter 3.

2.4 Getting Around in the Interface

Along with the Account Management menu mentioned in the previous section, there are two other top-level menus available to you: the Mailing List Management menu, and the Online Documentation (Help) menu. These menus can be displayed at any time by clicking on the appropriate menu button at the left side of the screen. You can switch from menu to menu at any time by clicking one of these menu buttons.

The Post.Office web interface is like a web site, which means that you'll be maneuvering through a series of pages that don't let you see everything at once. Unfortunately, this may get you lost if you don't remember how you happened to get to a certain form. For just this reason, we've given you a **◀BACK** link on every form that lets you move up a step or two in the form/menu hierarchy. The **◀BACK** link is visible in Figure 2-4 in the top left of the form. Unlike the browser's built-in "back" button, which may get you to a form with out-of-date information, this option returns you to the appropriate form or menu with all data updated for whatever modifications you've been making. Along with the **◀BACK** link, most forms also include the execution buttons **Submit** and **Reset**. Clicking on the Submit button commits whatever changes you have made to data on the form, and typically closes the form and returns you to the top-level menu (Account Management or Mailing List Management). The Reset button allows you to cancel your changes by resetting all form fields to their previous values.

2.5 Getting Help

There are several ways to get information if you need help with something you're doing in Post.Office. First, there is an online version of this manual, as well as the manual intended for mailing list managers, available to you in the web interface. Second, there is field-specific online help available in most forms. Finally, if you need site-specific information – such as the web address for logging in to Post.Office, or your mail password – you can contact the Postmaster who administers the system.

2.5.1 Online Documentation

To view the available online documentation, click on the **Help** menu button on the left side of any menu (if you're at a form that doesn't show the menu buttons, use the [←BACK](#) link to move up the interface hierarchy until you see them). The documents available from this menu are the **List Owner's Guide** and the **End User's Guide** (an electronic version of this very manual).



Figure 2-5: Online Documentation menu

Both of the documents available from this menu contain a table of contents, which you can search if your browser supports word searching. Click on a link in the table of contents to view the corresponding information.

2.5.2 Help Links

Most forms include links to online help, which can be handy if you don't understand what a certain field is for. For example, if you are setting your mail delivery options and have no idea what the Program Delivery option is all about, you can click on the help link for additional information. The help link is the graphic to the right of form fields that looks like this:



2.5.3 Postmaster

When all else fails, you can always ask for help from the Postmaster, the administrator of your Post.Office system. The Postmaster can be reached by addressing mail to:

`postmaster@host.domain`

For example, if your e-mail address is

`john.doe@sparky.Tenon.com`

then you would send your questions for the Postmaster to

`postmaster@sparky.Tenon.com`

2.6 Troubleshooting

This section describes some common login problems, along with some ideas for dealing with them.

Password Doesn't Work

Remember, if the NT Integrated Password option is enabled for your account, you must enter your NT login password – not your POP3 password – in the Authentication Screen. The POP3 password defined for your account is saved in Post.Office, but is completely unused as long as the NT Integrated Password option is set.

Bounced Back to Authentication Form

As a security measure, Post.Office will time you out of the web interface if there is no activity for a certain period of time. The Postmaster can set the specific number of minutes for this time-out period. This prevents others users from making modifications to your account if you log into the interface and then leave for the day, with your web browser still running. If you are bounced back to the Authentication Information Form, simply log in again and continue your activities.

Correct URL goes to wrong web pages

When attempting to access the Post.Office web interface, you may find that entering the URL to the correct server is getting you to web pages other than the Authentication Information Form shown in Figure 2-1. This occurs when the same computer that is being used as a mail server is also being used as a WWW server; instead of connecting to Post.Office, you're connecting to the web site hosted by this system.

If you received a greeting message when your account was created, it should contain the appropriate URL for logging in to the Post.Office web interface. If you didn't get a greeting message, or you unwisely deleted it and no longer have a copy, you should contact your Postmaster to get the correct URL.

If solving the problem just isn't enough for you, and you need to know *why* you're solving the problem, what follows is a description of the situation.

This gets into the pretty technical areas of client/server computing, but here's what's going on: Server machines use "ports" to match server processes (such as a web server) to the client programs (like your browser) that will be interacting with them. Ports are simply numbers used to identify a process and distinguish it from the other thousands of processes that may also be running on the same computer. Whether you realize it or not, every time you ask a program on your client system to interact with a server machine, you are asking to use a specific port; otherwise, the server would have no idea which of its many available services you were trying to use.

Web servers generally use port 80 of the server system, so this is where your web browser is looking unless you say otherwise. So if you ask your web browser to go to the address

`http://sparky.Tenon.com`

what you're really asking is to connect to port 80 of this computer and interact with whatever server process it finds there. Port numbers can be specified in URLs by using the ":#" notation at the end of the address, so the above address is equivalent to:

`http://sparky.Tenon.com:80`

So far so good. Meanwhile, Post.Office includes its own web server for its web-based interface, and like other web servers, it will run on port 80 by default. However, if the server system on which the mail server is installed is already running a web server, the Post.Office web server process must run on a different port number (otherwise, it would prevent all access to the web site). The default in these cases is port 81, but the administrator who installs Post.Office may choose any unused port on the system.

Therefore, if the server `sparky.Tenon.com` is running both a standard web server (port 80) and the Post.Office web server (say, on port 81), you would point your browser to

`http://sparky.Tenon.com`

or

`http://sparky.Tenon.com:80`

to access the web site, and

`http://sparky.Tenon.com:81`

to access the Post.Office web interface.

Again, in cases where the server is hosting both Post.Office and a web site, the Post.Office web server may be running on just about any unused server port. You still need to contact the Postmaster for the complete web address (including port number) for logging in to the Post.Office web interface. But now you know why.

3

Managing Your Account

Although you didn't create your e-mail account, there are many attributes of your account that you can set yourself, quickly and painlessly, in Post.Office. Among these are your mail password, a vacation message, finger information, and rules for how you want your mail delivered. All of these things are simple to set, simple to change, and while you won't be setting these things every day, we've tried to streamline the process to let you do it as quickly as possible.

3.1 The Account Management Menu

As we saw in Chapter 2, logging in to Post.Office automatically takes you to the Account Management menu. From this menu, you can access forms for all of the operations related to managing your account. To refresh your memory, here's what the Account Management menu looks like:



Figure 3-1: Account Management menu

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This menu is also displayed when you select the **Account Info** menu button in the left column of the screen.

When using Post.Office, you may not actually have all of the account management options shown in this menu illustration. The Postmaster has the option of disabling any or all of these menu selections to “hide” the corresponding functionality from end users. This chapter describes all of the available account management options, so some sections may not apply to you. Sorry about that, but as the mail administrator, the Postmaster can (and should) have final say over the way the system works.

3.2 Viewing Your E-mail Addresses

If you are logging into Post.Office for the first time, you may want to check the e-mail addresses that have been set up for your account by the Postmaster. Although only one address is required for your account, you can have any number of additional addresses for which you can receive mail. These additional addresses are useful in the cases of common address misspellings, the need for multiple addressing formats, or the need to receive e-mail in multiple domains.

For example, if you have the primary e-mail address of `john.doe@Tenon.com`, you might also have the following additional addresses:

```
jon.doe@Tenon.com  
john.doe@sparky.Tenon.com  
john_doe@Tenon.com
```

A message sent to any of the above addresses will be delivered to you exactly as if it had been sent to your primary account address.

Although you can't add to or modify your list of e-mail addresses, you can still look at this information in read-only format. To view your current e-mail addresses, click on the **View E-Mail Address Information** link on the Account Management menu. An E-Mail Address Information Form like the following is displayed.

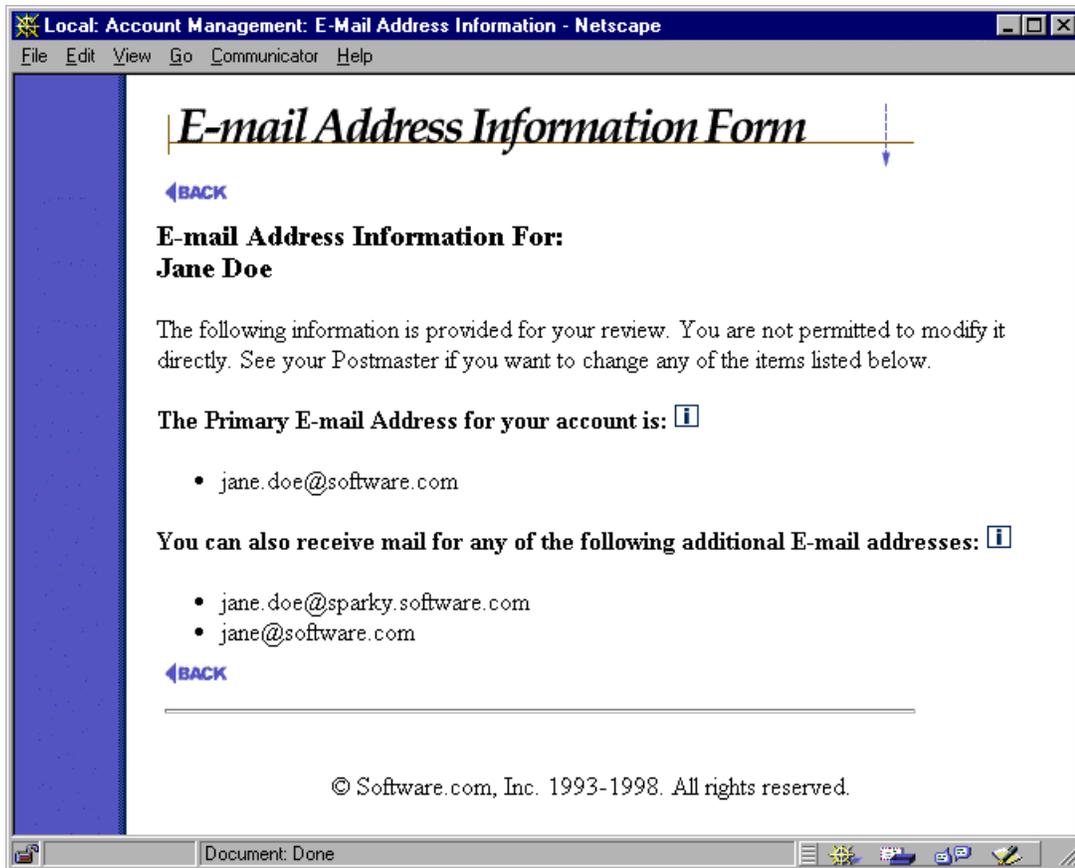


Figure 3-2: E-mail Address Information Form

Although all of these e-mail addresses are valid for your account, one address is given the title of your Primary E-mail Address. This is the address that should be specified as the return address in your mail client.⁸

When you have finished reviewing your address information, click the [BACK](#) link to return to the Account Management menu.

3.3 Changing Your Password

Users can change their mail account passwords in Post.Office without the assistance of the Postmaster. To change your password, click on the [Change Mail Account/POP3 Password](#) link on the Account Management menu. This displays the Mail Account Password form.

⁸ Technically, the return address in your mail client can be just about anything, and isn't even required to be a valid address for your account. However, if the Postmaster enables an option called "from address rewriting," any mail sent by you will be altered to include your primary e-mail address as the "From:" address. Contact your Postmaster if you need more information on this subject.



Figure 3-3: Mail Account Password Form

Enter your new password in the **Mail Account/POP3 Password** field, and re-enter it in the field below for confirmation. Click the **Submit** button to commit the change to your account, or click **Reset** to revert to the previous password value.

Remember that the Post.Office account login password is the same thing as the POP3 login password. This means that modifying your password in Post.Office requires you to use the new password when logging in to your mail client. If your mail client uses a stored password, don't forget to also change this stored password to match the new value.

3.4 Setting Mail Delivery Options

There's more than one way to receive e-mail; in fact, Post.Office gives you up to four different ways, which can be mixed and matched at your request. The options include ordinary POP3 delivery (i.e., logging in with your mail client and retrieving your mail), forwarding mail, delivery of mail to a program, and delivery to the UNIX mail facility (on UNIX systems only).

To view and/or change your mail delivery method, click on the **Select Mail Delivery Method** link on the Account Management menu. This displays the Mail Delivery Method Form.

Local: Account Management: Delivery Information - Netscape

File Edit View Go Communicator Help

Mail Delivery Method Form

[←BACK](#)

**Delivery options for:
Jane Doe**

POP3 Delivery
(allows retrieval of your mail with a POP3-compatible mail client) ⓘ
Your POP3 Login Name is: janedoe ⓘ
Your maximum POP3 mailbox Size is: 2000 Kb ⓘ
Your current POP3 mailbox size is: 37 Kb ⓘ

and/or

Forwarding
Enter forwarding addresses in the text box below, one address per line.
SMTP <jdoe@wossamota-u.edu> ⓘ

and/or

Program Delivery ⓘ

NT Account Name for Program Delivery:
Run program as the user identified by the NT Username entered below:
Administrator ⓘ

NT Account Password for Program Delivery:
Enter the NT Password for the NT Username identified immediately above:
***** ⓘ

Confirm NT Account Password for Program Delivery:

Programs to Run:
pdarchiv ⓘ

[←BACK](#)

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Document: Done

Figure 3-4: Mail Delivery Method Form (NT platforms)

Each of these delivery methods is reasonably different, and each has its uses. The following sections get into greater detail about each one. Once you have decided how you want your mail delivered, enable the appropriate options, fill in the appropriate fields, and click the **Submit** button. If you make a mistake and want to start over, click **Reset**.



***Note:** When submitting this form, you must have at least one delivery method selected. If you fail to select a delivery method, the system will refuse to accept your form and will display an error message alerting you to the source of problem.*

3.4.1 POP3 Delivery

The most common method of mail delivery is POP3 (Post Office Protocol 3) delivery. With POP3 delivery, your mail is stored on the server system until you log in with your mail client and ask for it; the mail then appears in your mail client, where you peruse it at your convenience. Once you “pick up” the mail from your mailbox, the messages may or may not be removed from the server (most mail clients give you an option to leave your mail on the server, in case you want to keep extra copies).

To get POP3 delivery, you must have a POP3-compatible mail client (practically all mail clients are POP3-compatible), and you must supply a username and password when attempting to get mail from the server. Your POP3 login name is visible on the Mail Delivery Method Form, but you do not have access to change it.



***Note:** If no POP3 login name is specified for your account, you will be unable to get POP3 delivery. Contact your Postmaster to have a POP login name specified for your account.*

Your POP3 password is identical to your Post.Office password, and can be set in the Mail Account Password Form shown in Section 3.3. Your mail client may give you the option of storing this name and password, or may require you to enter it each time you launch the mail client.

To select POP3 delivery, enable the check box for this option in the Mail Delivery Method Form.

POP Delivery and Mailbox size

Be aware that selecting POP3 delivery subjects you to certain limits as imposed by the Postmaster. Because POP3 delivery requires the server to store your mail for you, your mailbox will grow in size as you receive messages. The Postmaster has the option of setting a limit on how large that mailbox can grow, and if you reach that limit, Post.Office will stop accepting mail for you. For this reason, you really should choose to remove messages from the server as you receive them.

If your account is approaching its storage limit, you will be notified of this fact with a friendly warning message. If you do go over your storage limit, any new e-mail sent to your account will be returned to sender with a note that explains why it was rejected. This may sound harsh, but if *your*

hard drive were cluttered with gigabytes of someone else's mail, you'd probably appreciate this feature.

If POP3 delivery is enabled for your account, the mailbox size limit is shown in the Mail Delivery Method Form, along with the current size of your POP3 mailbox. If you choose to keep messages on the server, keep an eye on your mailbox size so that you don't hit your limit and become unreachable (obviously an embarrassing faux pas in the information age).

3.4.2 Forwarding Mail

We've all filled out change of address cards shortly before moving to a new residence so that the postal service can faithfully forward our mail to our new location. Forwarding e-mail with Post.Office works exactly the same way, although perhaps with greater reliability.

To request mail forwarding, enter the e-mail address(es) to which you want your mail forwarded in the **Forwarding** field. There is no limit to the number of forwarding addresses for your account. Whenever a message is received for you by Post.Office, it will be forwarded to every address that you put here. This option is not exclusive, so you can get POP3 delivery and also forward messages to another account, which can be useful if you pick up mail from two different mail providers (from work and home, for instance).

To disable mail forwarding, delete the unwanted address(es) from this field. As with other forms, these changes are saved only when the form is submitted.

3.4.3 Delivering Messages to a Program

For the vast majority of users, having e-mail delivered to a mailbox or forwarded to another Internet e-mail address is sufficient. However, there are situations for which advanced users need e-mail processed in some special way, such as with the creation of a message archive, a sorting system, or a faxing mechanism. Post.Office offers the ability to deliver mail to external programs that can carry out these additional tasks.

By setting up Program Delivery for an account, a custom program will be run whenever mail arrives for the account. The program is started by Post.Office and the mail is handed over to the program, which reads the contents of the message from standard input. The program then does whatever it was designed to do to make life easier or more rewarding.

Although you have access to enable program delivery on the Mail Delivery Form and set the required values for this method, the program must first be copied to a trusted directory on the server system and set specific access rights. Other server access concerns and issues apply, so you must discuss with your Postmaster and system administrator before you can successfully use program delivery. Contact your Postmaster for more information.

3.4.4 UNIX Mail Delivery (UNIX platforms only)

On UNIX platforms, an additional option allows for the delivery of e-mail to a UNIX maildrop file, which allows pick-up of mail using legacy mail clients. To get UNIX delivery, you must have a UNIX-compatible mail client, and you must have a login account on the host on which Post.Office is running. Your UNIX login name is visible on the Mail Delivery Method Form, but you do not have access to change it.



Note: If no UNIX login name is specified for your account, you will be unable to get UNIX delivery. Contact your Postmaster to have a UNIX login name specified for your account.

To select UNIX delivery, enable the check box for this option in the Mail Delivery Method form.

3.5 Setting a Vacation Message

Unless you're connected to your e-mail system seven days a week, 52 weeks a year, every year of your life, there will be times when others send you e-mail that you will be unable to read or reply to because you simply aren't there. During these times, you will find it useful to set a vacation message for your e-mail account, which lets those who send you e-mail know that you won't be getting back to them anytime today.

In Post.Office, all users with mail accounts can enable and set their own vacation message. To set and/or change your vacation message, click on the **Set Vacation Message** link on the Account Management menu. This displays the Vacation Message Form.

Local: Account Management: Vacation Information - Netscape

File Edit View Go Communicator Help

Vacation Message Form

←BACK Submit Reset

**Vacation Information for:
Jane Doe**

Check here to send the vacation notice entered below to your correspondents. [i](#)

Hi. You're reached the e-mail account of Jane Doe. I'm not near the computer right now, so if you will leave your name, number, and e-mail address at the beep, I'll get back to

←BACK Submit Reset

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Document: Done

Figure 3-5: Vacation Message Form

To turn on the vacation message feature, enable the check box at the top of the form. You can create or modify your vacation message by editing the contents of the text box.

When your vacation message is enabled, anyone who sends email to you immediately receives a reply that contains the text specified in the Vacation Message Form. However, this automatic reply is limited to one per person; if someone sends 50 messages to you while you're still on vacation, they will only receive your vacation message in reply to their first message.⁹ This prevents your friends and coworkers from having to read about your fabulous trip to Bora Bora every time they send you e-mail.

What you put in your vacation message is entirely up to you; the field has no limit and can contain any printable characters. It is considered standard practice (not to mention polite) to include the approximate date of your return, and someone to contact in your absence if necessary, but you can keep them guessing if you want.

⁹ Assuming that the prolific e-mailer was using the same return address for each message, of course. If someone sends you e-mail using different accounts, they'll receive one copy of your vacation message for each address from which they send.

3.6 Editing Finger Information

The finger directory service lets you find information about other people with e-mail accounts. This information can be anything you want people to know, such as your postal mailing address and favorite quote. When someone “fingers” your e-mail address, your finger information will be returned to them (provided the request is allowed by the Finger Access restrictions, described below).

To set and/or change your finger information, click on the **Edit Finger Information** link on the Account Management menu. This displays the Finger Information Form.

Local: Account Management: Finger Information - Netscape

File Edit View Go Communicator Help

Finger Information Form

←BACK Submit Reset

Finger Information for:
Jane Doe

Finger Information:

```
J A N E D O E
=====
jane.doe@software.com
525 Anacapa St.
Santa Barbara, CA
93101
```

The Allowable Finger Access Domains/IP Addresses for your account are listed below.
(access is unrestricted)

←BACK Submit Reset

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Document: Done

Figure 3-6: Finger Information Form

You may enter as many lines as you need in this field, but keep in mind that when a user requests this information their display may only show the last 24 lines or so (the rest will scroll off the top of the screen).

At the bottom of this form, the finger access restrictions are displayed. Entries in this field define which users can get your finger information. Some organizations use this field to limit finger access to within the organization to employ the finger utility as an in-house information distribution tool.

See the following section on account access restrictions for information on the format of the finger access restrictions field.

3.7 Viewing Access Restrictions on Your Account

As a security measure, the Postmaster can set access rules for your account. Although you cannot modify these restrictions, you can view them in the Mail Account Access Form. To display this form, click on the [View Mail Account Access Restrictions](#) link on the Account Management menu.



Figure 3-7: Mail Account Access Form

The following categories of access restrictions are displayed on this form:

- **Allowable Account Access Domains/IP Addresses.** Entries in this form limit your ability to configure your account to within the listed domains or networks. These restrictions also limit your ability to pick up your mail using a POP3 client if you have your account set up for POP3 Delivery.
- **Allowable Finger Access Domains/IP Addresses.** This is the same information displayed on the Finger Information form shown in the previous section. Entries in this field define which users can get your finger information.

The following rules are used to determine whether a user has access to the appropriate service described above:

1. If the list is empty, access is allowed.
2. If the keyword “none” appears in the list, access is denied.
3. If the name of the system you are using is in the list, or is within one of the named domains, access is allowed.
4. If the IP address of the machine you are using is within one of the listed networks, access is allowed.
5. In all other cases, access is denied.

For example, if the list of General Access Restrictions for your account contains

```
Tenon.com  
123.45.6.78  
222.33.44.0
```

then you can pick up your mail from any machine in the `Tenon.com` domain. It can also be retrieved from the machine with IP address 123.45.6.78, or from any machine with an IP address in the class-C network 222.33.44 (the 0 acts as a wildcard).

3.8 Viewing the Mail Account Directory

Once you’ve set up your Post.Office account exactly the way the want it, you’ll probably want to get down to the business of sending e-mail to other people. However, just like your letters and post cards, your electronic correspondence can’t be successfully delivered if you don’t know the address of the recipient. This is where the Post.Office Mail Account Directory can help.

As mentioned in Chapter 1, the Internet does not yet have a phonebook-style directory service for looking up a user’s e-mail address. However, Post.Office has it’s own mail directory which gives the names and e-mail addresses of accounts in the local system. Depending on your mail provider, this may be considered sensitive information, so not all sites will offer the mail directory. But if your site does use it, the mail directory can be a very convenient method of obtaining e-mail addresses for friends or coworkers.

To access the mail directory, click on the **View Mail Account Directory** link on the Account Management menu.



Figure 3-8: Mail Account Directory

The accounts shown in this mail directory are those that either the Postmaster or the owners of the accounts have decided to list here. A second mail directory is available to users who don't have accounts in Post.Office, and who therefore cannot log in via the Authentication Information Form. Accounts may be listed in just the local mail directory, in both the local and remote directories, or in neither.

The name of each account listed in this directory is a link to an optional home page for the user. This home page location can be set for your account in the Directory Info Form, which is described in the next section.

3.9 Setting Your Directory Information

Once you're familiar with the Mail Account Directory feature, you may want to set some directory options for your own account. To do so, click on the **Set Directory Information** link on the Account Management menu, which displays the Directory Info Form.

Figure 3-9: Directory Info Form

The **Directory Listing** field determines who can see your e-mail address in the Mail Account Directory. The three listing options that you can choose from are as follows:

- **Local and Remote.** This listing option allows your name and e-mail address to be visible in the Mail Account Directory menus seen by both local and remote users (that is, folks with and without Post.Office accounts on this server). This makes it easier for people to send messages to you by allowing them to find your e-mail address.
- **Local only.** This listing option is similar to the Local and Remote option above, but restricts the visibility of your account to only local users (folks like you who have Post.Office accounts on this system). When you use this listing, users who can't log into the Authentication Information Form cannot access your name and e-mail address.
- **Unlisted.** This option removes your account from any and all Mail Account Directory listings. This is obviously your listing of choice if you don't want anyone to know about your e-mail account.

Meanwhile, the **Optional Home Page** field allows you to specify a web page for yourself. If a home page is defined here for your account, users will be able to access your home page from the Mail Account Directory. When specifying a home page in this field, be sure to include the full URL, including the protocol identifier (http, ftp, etc.). For example:

```
http://www.Tenon.com/post.office  
http://home.someisp.net/john_doe/home.html
```



Note: *The Post.Office web server does not itself support web page hosting; this feature just allows you to point users to another server somewhere that includes your web pages.*

4

Mailing Lists

In addition to the management of e-mail accounts, Post.Office includes a mailing list manager. *Mailing lists* are groups of users who share information on a common topic, and allow messages to be distributed to all of the list's *subscribers* by submitting a message to a single address. When a message is sent to the list address, it is forwarded to all subscribers of the list, who each receive a copy of the original message.

Mailing lists are similar to bulletin board services (BBS) or the Internet's USENET newsgroups, except that they use the medium of e-mail. A mailing list can be used for something as important as a list of all your company's employees, or as trivial as a television sitcom fan club.

A typical application for a mailing list is the creation of an employee list. For example, the MegaHuge, Inc. company might have a mailing list that includes all employees of the company, and which has the e-mail address `all@megahuge.com`. All employees of MegaHuge receive messages that are sent to this address.

Mailing lists are administered by one or more *list owners*, who are responsible for the operation of the list. List owners can set a wide range of subscription and posting policies, and have the option of moderating all messages submitted to the list.

This chapter provides a description of the areas of the Post.Office mailing list manager that are available to end users. Several operations of the mailing list manager – such as creating new mailing lists, assigning list owners, and setting a maximum subscriber limit – are reserved for the Postmaster. However, each user with a mail account on Post.Office can view descriptions of the available mailing lists, request subscription to one or more lists, request unsubscription from one or more lists, and manage the mailing lists that he or she owns.

The majority of this chapter describes mailing list operations in the Post.Office web interface. An e-mail interface, which is similar to the popular Majordomo mailing list manager program, is also available and is described in Section 4.8. With the exception of defining the attributes of an owned mailing list, all operations that can be performed in the web interface can be done via this e-mail interface.

4.1 The Mailing List Management Menu

To get to the mailing list manager interface, log in to Post.Office as described in Chapter 2. Initially, you will see the Account Management menu. Click on the navigation button at the left labeled **Mailing Lists** to display the Mailing List Management menu.



Figure 4-1: Mailing List Management menu

The menu contains four links – **Available Mailing Lists**, **Manage Owned Mailing Lists**, **Subscribe to Lists**, and **Unsubscribe from Lists** – as well as a text field and execution button. The text field allows you to search for information about a specific mailing list without needing to search through a list of every mailing list in the system, which can save you a lot of time if there is a large number of mailing lists.¹⁰

The forms and menus displayed from the Mailing Lists Management menu are described in the following sections.

¹⁰ A single installation of Post.Office can support more than 30,000 mailing lists.

4.2 Viewing the Available Mailing Lists

To see which mailing lists are available to you on your mail server, click on the **Available Mailing Lists** link on the Mailing List Management menu. This displays a list of all of the mailing lists available to you, along with a flag that marks the ones to which you are already subscribed.

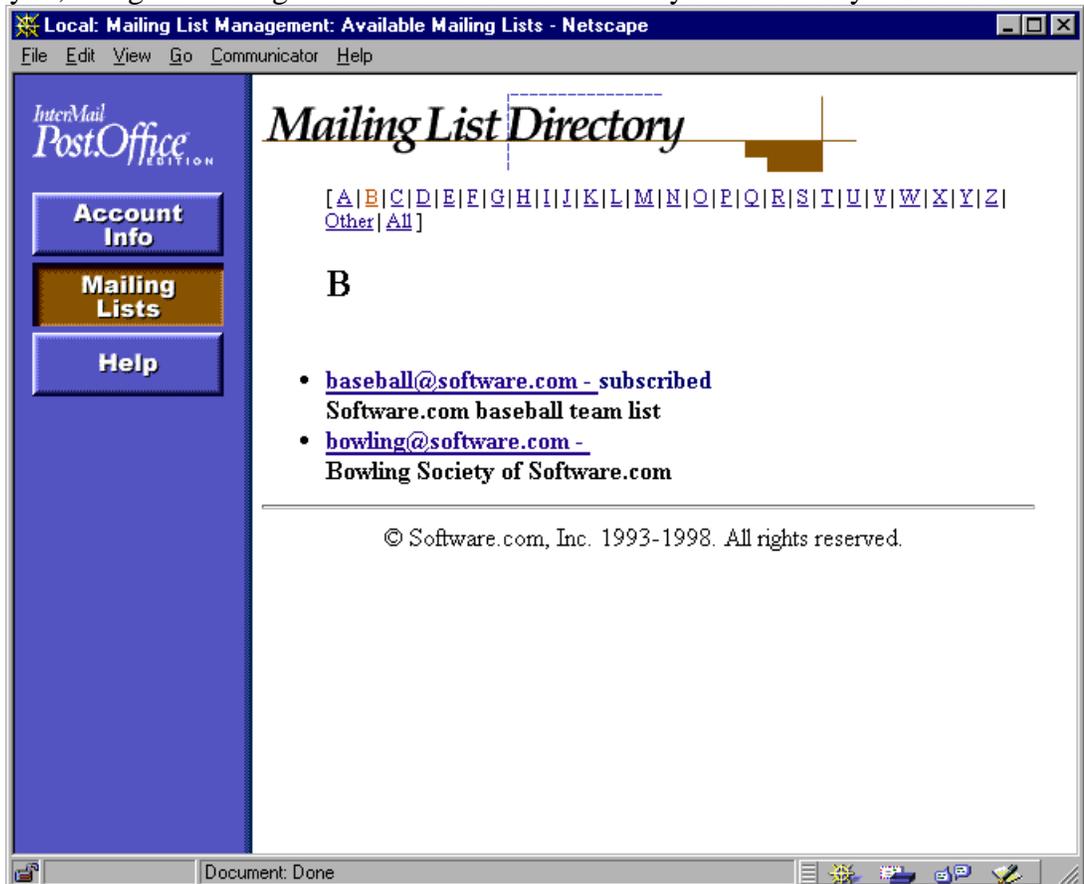


Figure 4-2: Mailing List Directory menu

For each mailing list, an address and a short description are displayed in this menu. If you are currently subscribed to any of these lists, they will be marked by the word **subscribed** to the right of the list address. Each list address is a link to a Mailing List Summary Form, which provides detailed information for the list and also lets you subscribe to (or unsubscribe from) the mailing list.

Local: Mailing List Management: Mailing List Summary - Netscape

File Edit View Go Communicator Help

Mailing List Summary Form

Submit Reset

Subscription Status: [i](#)

Unsubscribe(d)

Subscribe(d) (digest delivery)

Subscribe(d) (immediate delivery)

List Address: baseball@software.com [i](#)

Short Description: Software.com baseball team list [i](#)

List Name: baseball [i](#)

Long Description: [i](#)

This is the mailing list of the Software.com baseball team, a scrappy group of ballplayers who play in the local Santa Barbara league.

Subscription Policy: moderated [i](#)

Available Delivery Modes: Immediate or Digest [i](#)

Digest Schedule: daily [i](#)

Submit Reset

BACK

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Document: Done

Figure 4-3: Mailing List Summary Form

The following information is displayed in the Mailing List Summary Form:

- **Subscription Status.** Your current status for this mailing list. This field is can be used to request subscription (or unsubscription) to the mailing list, as described in Section 4.3.1.
- **List Address.** The primary e-mail address for the mailing list. This is where you send messages that you want to post to the mailing list.
- **Short Description.** A title or brief explanation of the purpose of the mailing list.
- **List Name.** The unique name that identifies the mailing list in the e-mail interface. The e-mail interface for mailing list operations is described in Section 4.8.
- **Long Description.** Whatever general information about the mailing list that the list owner wants to give.

- **Subscription Policy.** This lets you know whether the mailing list has an open subscription policy (anyone can join), a moderated subscription policy (the list owner must approve all subscription requests), or a closed subscription policy (nobody can join).
- **Available Delivery Modes.** Displays the delivery modes from which you can select when requesting subscription. There are three possible values for this field: Digest only, Immediate only, and Digest or Immediate. These delivery modes are discussed in Section 4.3.
- **Digest Schedule.** Specifies the days and times that the mailing list's digest is sent. A digest is a collection of messages submitted to the list since the previous digest was distributed. Requesting digest delivery allows a user to get all mailing list messages in a group, instead of one-at-a-time as they are posted.

4.3 Subscribing to Mailing Lists

The basic thing that people do with mailing lists is subscribe to them. This allows computer users such as yourself to receive messages and information on a particular topic from like-minded people (well, people who at least share your interest in the mailing list).

There are several different ways to subscribe to a mailing list in Post.Office. In addition to three different routes to subscription in the web interface, you can use an e-mail interface, which can actually be simpler than using the web interface if you know which list you want to join. This e-mail interface is described in Section 4.8.

'Subscribing' vs. 'Requesting Subscription'

Before jumping in and trying to subscribe to one or more mailing lists, be aware that what you are doing here is not actually *subscribing* to a list, but *requesting* to subscribe. The two are not the same thing.

If the subscription policy for a list is Open, then your request will be immediately approved and you'll be added to the subscriber list. However, if the owner of the mailing list has set the list's subscription policy to Closed, your request will be rejected and it will be impossible for you to subscribe yourself to the list. If the list owner is a bit more flexible and chooses the Moderated subscription policy, your request will be held for the owner, who can then approve, reject, or ignore it; only when (or if) the owner explicitly approves your request will you be added to the subscriber list.¹¹

¹¹ Technically, the list owner sets not one, but two different subscription policies for two different classes of users: those with e-mail accounts on the system (known as local users) and those without e-mail accounts (remote users). However, since you wouldn't be reading this manual if you didn't have a local e-mail account, we're assuming that the subscription policy for remote users is irrelevant to you, so we won't mention it.

The Mailing List Summary Form (Figure 4-3) displays the subscription policy of the list, so you should know what expect when you request subscription. Also, to save you the trouble of attempting to subscribe to mailing lists that are closed to you, Post.Office filters out mailing lists with a closed subscription policy when showing you lists of available mailing lists (from the e-mail interface as well as the web interface). So if you see a mailing list, you can safely assume that it is not completely closed to you.

4.3.1 Subscribing to a Single Mailing List

The simplest method of subscribing to a mailing list was illustrated in Section 4.2: first ask for a list of the available mailing lists, and then click on a specific list to view its Mailing List Summary Form. To refresh your memory, here's what the Mailing List Summary Form looks like:

The screenshot shows a Netscape browser window titled "Local: Mailing List Management: Mailing List Summary - Netscape". The browser's menu bar includes "File", "Edit", "View", "Go", "Communicator", and "Help". The main content area features the title "Mailing List Summary Form" in a large, stylized font. Below the title, there is a "BACK" link and two buttons: "Submit" and "Reset".

The form contains the following fields and options:

- Subscription Status:** Three radio button options: "Unsubscribe(d)", "Subscribe(d) (digest delivery)", and "Subscribe(d) (immediate delivery)".
- List Address:** "surfing@software.com" with an information icon.
- Short Description:** "Salsa Surfers of Software.com ('the SMTP gang')" with an information icon.
- List Name:** "surfing" with an information icon.
- Long Description:** A text block: "This is a mailing list for all the gnarley dudes and dudettes at Software.com who enjoy riding good waves on the beaches of Santa Barbara. We believe strongly in longboards, margaritas, and e-mail. Surf's up!"
- Subscription Policy:** "open" with an information icon.
- Available Delivery Modes:** "Immediate or Digest" with an information icon.
- Digest Schedule:** "daily" with an information icon.

At the bottom of the form, there is another "BACK" link and "Submit" and "Reset" buttons. The footer of the browser window displays "© Software.com, Inc. 1993-1998. All rights reserved." and the status bar shows "Document: Done".

Figure 4-4: Mailing List Summary Form

We'll spare you the explanation of each of the pieces of information on this form, since it's already given in Section 4.2. The important thing for us at this point is the **Subscription Status** field at the top of the form, which displays your current subscription status for this list. To change that status from non-subscribed to subscribed, simply click on the appropriate radio button and submit the form; this submits a request for subscription.



Note: Depending on the mailing list that you are viewing in the Mailing List Summary Form, you may not see both subscription radio buttons in the Subscription Status field. A subscription button is shown only if the associated delivery mode is supported by the mailing list. See the following section for more information on delivery modes.

Digest vs. Immediate Delivery

You may have noticed that there are two different subscription options available on the Mailing List Summary Form: **Subscribe (digest delivery)** and **Subscribe (immediate delivery)**. Selecting either of these options will submit a subscription request. The only difference between the two is the way in which you will receive messages from the mailing list (assuming that you are successful in subscribing to the list).

The immediate mode of delivery is just that: immediate. When messages are posted to the mailing list, they are immediately sent out to all of the list's subscribers who have selected this delivery mode. This is great for important mailing list postings, such as an announcement to all employees that your company is being sold. However, for more trivial mailing list postings – like the fourteenth message in a debate on whether ferrets or hedgehogs make the better house pet – the immediate mode of delivery is unnecessary, and you may find it annoying to have such messages trickling in one-at-a-time with the rest of your e-mail.

Enter the digest mode of delivery. The idea behind the digest mode is that you receive all messages from the mailing list for a certain time period in one great big message. All mailing lists that support the digest mode of delivery have a corresponding digest schedule, which defines the days and times that the digest is sent out. When the appropriate hour comes, all subscribers using this mode of delivery are sent a digest message that includes the contents of all of the messages posted to the list since the previous digest was sent. The most common digest schedule is daily at a specific hour, but the list owner can specify any days of the week, and any hours in the day, for their list's digest delivery.

Not all mailing lists support both the digest and immediate modes of delivery. The list owner has the option of allowing one or the other, or both. The supported delivery modes are shown on the Mailing List Summary Form, which displays a radio button in the Subscription Status field for each supported delivery mode. Even if a list does not support a particular delivery mode, no harm will come if you attempt to subscribe using the unsupported delivery mode; you will simply be subscribed in the supported mode.

Moderation

As described above, list owners have the option of moderating all subscription requests. When the subscription policy of a list is moderated, the list owner will be notified of your subscription request, which will be held for subsequent list owner response. Only if the list owner explicitly approves your request will you be granted subscription status.

The subscription policy of a mailing list is visible on its Mailing List Summary Form, so you should know when to expect your subscription request to be moderated.

The Welcome Message

Once your subscription request has been approved and you become an official member of a mailing list, you will probably receive a message that confirms the approval and welcomes you to the inner circle of list subscribers. The text of the welcome message is completely defined by the owner, who may also choose to send no welcome message at all, so your mileage will vary.

4.3.2 Subscribing to Multiple Mailing Lists

In addition to the procedures outlined above for subscribing to a single mailing list, Post.Office gives you the option of subscribing to multiple mailing lists in the same operation. This is done in the Subscription Form, which is invoked by clicking on the **Subscribe to Lists** link on the Mailing List Management menu.

Local: Mailing List Management: subscribe to Lists - Netscape

File Edit View Go Communicator Help

Subscription Form

[←BACK](#)

To subscribe, select a delivery mode*, indicate the lists desired, then click on the **Submit** button.

Immediate Delivery, or
 Digest

* **Note:** If the desired delivery mode is not available for a selected list, the default delivery mode will be substituted.

archery@software.com - Guys & gals armed with bows & arrows
 bowling@software.com - Bowling Society of Software.com
 juggling@software.com - The juggling interest club
 rock_climbing@software.com - Folks who climb rocks
 sky_diving@software.com - We jump out of airplanes for fun.
 surfing@software.com - Salsa Surfers of Software.com ("the SMTP gang")

[←BACK](#)

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Document: Done

Figure 4-5: Subscription Form

This form is an awful lot like the Mailing List Directory menu, shown in Figure 4-2. For each mailing list, the list address and a short description are shown, and by clicking on the list address you can get to the Mailing List Summary Form for that mailing list. However, this form differs from the Mailing List Directory menu in two important ways: first, only the mailing lists that you are *not* currently subscribed to are shown; second, you can request subscription to multiple several mailing lists at the same time.

To subscribe to multiple lists, enable the check box next to each desired list on the Subscription Form, select the desired mode of delivery from the field at the top of the form, and then click **Submit**. As with requesting subscription to a single list, you may be subject to moderation as described in the previous section, this time for each of the multiple lists you selected.



Note: *Again, if you select a delivery mode that is not supported by a list for which you are requesting subscription, the supported mode will be used instead.*

4.3.3 Changing Your Delivery Mode

After subscribing to a list, you may later decide that you want to switch your delivery mode from immediate to digest, or vice versa. This can easily be done in the Mailing List Summary Form for the mailing list. Simply change the **Subscription Status** radio button selection from your current delivery option to the other, and then submit the form to commit the change. Refer back to Figure 4-4 if you want another glimpse at the Mailing List Summary Form.

4.4 Posting Messages to a Mailing List

In general, posting a message to a mailing list is as simple as writing some e-mail, addressing it to the list's posting address, and sending it. If you don't have the list's address, you can get it from the Mailing List Directory menu (shown in Figure 4-2).

However, depending on your subscription status for the list, your message may not be accepted for posting. Furthermore, in the case of a list with a moderated posting policy, the list owner may modify your message before posting it, or may choose to reject it completely. Finally, depending on how a list posting has been addressed, some users may get multiple copies of the message.

These nuances of posting a mailing list message are discussed in the following sections.

4.4.1 'Are You One of Us?'

When defining the policies of a mailing list, the list owner can set posting policies for two different sets of users: subscribers and non-subscribers. This allows for the creation of subscriber-only lists, in which only messages submitted by current subscribers are accepted (or in which the postings of non-subscribers are moderated and scrutinized).

There is no easy way for ordinary users such as yourself to know the current posting policy of a mailing list, so your best bet is to just send your message and see what happens. If it is immediately returned to you with a note that you are not allowed to post to the mailing list, then you can try changing your subscription status and resending. If you need help or information for a specific mailing list, you can also try contacting the list owner.

Even if your message is accepted by the mailing list, there's no guarantee that the list owner will let it be posted in its original form (if at all), since your message may still be subject to moderation.

4.4.2 Moderation

If the list owner has decided that all messages submitted to the list from folks like you (be you a subscriber or non-subscriber) should be moderated, sending e-mail to the list will result in your messages being held in limbo, waiting for the proverbial thumbs up or thumbs down from the powers that be. If the list owner approves your message, it is posted to the list; if your message is rejected, it is unceremoniously deleted from the mail system, never to be heard from again.

In addition to the power to approve or reject posted messages, the list owner has the power to edit the contents of all moderated messages. This means that your message may eventually be posted to the list, but it may first be stripped of a few objectionable lines or some typos. Anything and everything in your message may be modified by the list owner if he/she is moderating posted messages, so if your favorite mailing list is being moderated, be aware of this.

4.4.3 Duplicates

To post a message to a mailing list, you must address it to the list's posting address. However, like all e-mail, that message can have multiple recipients, so you can also address it to individual users and other mailing lists. So what happens if you send a message to both your friend John Doe and a mailing list to which Mr. Doe is a subscriber?

The answer is that John receives two copies of your message: one from you, and one from the mailing list. John may be confused when he gets two copies of the same message, but this is, after all, what you asked for by addressing the message as you did. Also, because the list owner could have modified your message before it was distributed, there was no guarantee that the mailing list version of your message would really be a "duplicate" of your original.

However, for most mailing lists, duplicates can be an annoying side-effect of sloppy addressing that simply clutter up subscribers' mailboxes. For this reason, all Post.Office mailing lists include an option for preventing the distribution of duplicate messages. This option cannot suppress duplicates in all cases, since some recipients may themselves be mailing lists stored on other mail hosts, and it does not apply to digests.

If you have any questions regarding mailing lists and duplicate messages, contact your Postmaster or the owner of the mailing list.

4.5 Unsubscribing From Mailing Lists

Requesting to unsubscribe from a mailing list is very similar to the steps you took to subscribe to the mailing list in the first place. As with subscribing, you can unsubscribe from one mailing list at a time, or multiple mailing lists in the same operation. You may also be required to await list owner approval of your request. Like subscription, unsubscription can be handled through the e-mail interface as described in Section 4.8.

The simplest way to remove your account from one or more mailing lists is with the Unsubscription Form, the alter ego of the Subscription Form (Figure 4-5). The Unsubscription Form is invoked by clicking on the **Unsubscribe from Lists** link on the Mailing List Management menu.

The screenshot shows a Netscape browser window titled "Local: Mailing List Management: Unsubscribe From Lists - Netscape". The browser's menu bar includes "File", "Edit", "View", "Go", "Communicator", and "Help". The main content area displays the "Unsubscription Form". At the top, there is a "BACK" link and "Submit" and "Reset" buttons. Below this, a horizontal line separates the header from the instructions: "To Unsubscribe, simply mark the appropriate lists, then click on the Submit button." Underneath, there is a list of three mailing lists, each with a checkbox and a description:

- archery@software.com - Guys & gals armed with bows & arrows
- baseball@software.com - Software.com baseball team list
- bowling@software.com - Bowling Society of Software.com

Below the list, there is another "BACK" link and "Submit" and "Reset" buttons. At the bottom of the form, the copyright notice reads: "© Software.com, Inc. 1993-1998. All rights reserved." The browser's status bar at the bottom shows "Document: Done" and various system icons.

Figure 4-6: Unsubscription Form

This form displays only the mailing lists to which you are currently subscribed. As with the Subscription Form, you can request unsubscription from multiple mailing lists by enabling the check box next to each one, and then submitting the form. You can also click on the address of a list to display the Mailing List Summary Form (shown in Figure 4-4). To unsubscribe from the list using the List Summary Form, select the **Unsubscribe(d)** radio button and submit the form.

Moderation

Moderation for unsubscription requests is identical to subscription requests. For lists with a moderated unsubscription policy, you will be removed from the subscriber list only when (or if) the list owner explicitly approves your request.

The Farewell Message

The equivalent of the welcome message, the farewell message is an optional feature that allows the list owner to give you certain information upon your leaving the subscriber list.



Note: The farewell message is applicable only when you are removed from the subscriber list. If a list of which you are a member is deleted from Post.Office, you will not receive a farewell message.

Automatic Unsubscription

It's possible for a subscriber to be automatically removed from a mailing list, whether or not they request it. This automatic unsubscription occurs when the mailing list receives bounced (returned) messages sent to a particular subscriber. Instead of eternally sending messages to accounts that may no longer exist, the mailing list keeps its subscriber list current by removing any account that generates a certain number of return bounces (as defined by the Postmaster).

Automatic unsubscription affects only remote users, so if your e-mail account is stored on the same installation of Post.Office as the mailing lists that you're subscribed to, you needn't worry about it. However, if your mail provider stores e-mail accounts and mailing lists on separate mail servers, problems with your account may cause return bounces. If you suspect that you have been automatically dropped from a mailing list, contact your Postmaster or the list owner.

4.6 Creating a Mailing List

Ordinary users such as yourself do not have access to create mailing lists; this level of access is allowed only to the Postmaster. However, you can manage a mailing list that the Postmaster has created and for which you are named as an owner. If you would like to create a new mailing list, notify your Postmaster.

4.7 Managing an Owned Mailing List

After reading through this chapter and finding repeated references to a shadowy character called the list owner, you may be wondering: just who is this person? It could be you – all users with mail accounts in Post.Office can own any number of mailing lists. However, you do need some help to do this; your mailing lists must be created by the Postmaster, who must also specifically dub the as the list owner. But once that happens, you become the all-powerful administrator of your mailing lists. List ownership is such a substantial endeavor that we've created an entire manual devoted exclusively to helping you manage a mailing list. This document, the *Post.Office List Owner's Guide*, is available in online form from the Online Documentation menu. You can also get a copy from your Postmaster, or from the Tenon.com web site (<http://www.Tenon.com>), where a full set of Post.Office manuals are available for your viewing and downloading enjoyment.

4.8 Using the List Manager E-mail Interface

For those who prefer dealing with all things e-mail through the medium of e-mail, instead of using a state-of-the-art web interface, Post.Office supports such an e-mail interface for the mailing list manager. This interface is similar to Majordomo, a popular UNIX-based mailing list manager developed by Brent Chapman.

The following sections illustrate the proper method for submitting e-mail commands, and describe the commands available in Post.Office.

4.8.1 Submitting List Manager Requests

Like Majordomo, the Post.Office e-mail interface accepts *requests* submitted to special e-mail accounts, and processes them accordingly. A request is simply an e-mail message that contains one of several keywords for performing certain mailing list operations, such as subscribing to a mailing list, getting a list of your current subscriptions, or getting descriptive information for a mailing list. For example, to request subscription to the list, a user can send an e-mail message that contains the word `subscribe`.

Because of the simplicity of this interface, it is sometimes easier to accomplish things this way than in the web interface.

Two Destinations for Request Messages

List manager requests messages can be addressed to one of two places. The first is the system's list manager account, which is used when submitting commands for multiple mailing lists. The address of this account is

```
list.manager@host.domain12
```

The second request message destination is the request account of a specific mailing list, which is used for various support functions for the mailing list, such as sending welcome and farewell messages and processing e-mail commands. The address of the request account varies from list to list. The convention used by Post.Office is to append “-request” to the local portion of the primary list address to get the address of the request account. For example, for a mailing list with the primary address

```
cycling@Tenon.com
```

the standard request account address would be

```
cycling-request@Tenon.com
```

Although we encourage the use of this simple standard, the request account can be given any unique e-mail address by the Postmaster.

The only difference between sending a request to the system-level list management account, and sending the same request to the request account for a specific list, is that you do not then need to include the name of the list for which you are submitting the request. The mailing list in question is assumed to be the one associated with the request account, which saves you the trouble of including an extra parameter with your request to identify the name of the mailing list.



Note: *This doesn't mean that the request account for a mailing list is limited to accepting commands only for its associated list. It isn't. As with the system-level list manager account, you can send commands for any mailing list to any request account. The individual request accounts just simplify operations by assuming a default mailing list; you can always override the default by specifying a List Name with the command.*

Request Syntax

The syntax for request messages is fairly flexible. The subject line is always ignored, and may be left blank. Commands are entered one per line in the message body, with leading whitespace (spaces or tabs) ignored. Command keywords and any arguments must be separated by at least one space or tab.

¹² With your server's hostname and domain, of course.

For example, to request mailing list information for the mailing list that has the List Name `surfing`, you would send a message like the following:

```
To:      list.manager@Tenon.com
From:    john.doe@Tenon.com
Subject:
-----
info surfing
```

Figure 4-7: Request for list information (sent to system account)

Assuming the creator of the list shown in the above example followed the convention for the request account address, the above request could have also been addressed as follows:

```
To:      surfing-request@Tenon.com
From:    john.doe@Tenon.com
Subject:
-----
info
```

Figure 4-8: Request for list information (sent to mailing list request account).

Notice that we no longer have to tell the system which list we're trying to get information on. Because this message is sent to a request account for a specific mailing list, the system assumes this is the mailing list that we're submitting the request for.

Responses to Requests

Most e-mail commands receive a reply message from the system that returns the requested information or tells you the result of your request. For example, after the message shown in Figure 4-7 is submitted, the response similar to the following would be received:

```
To:      john.doe@Tenon.com
From:    list.manager@Tenon.com
Subject: List Manager response
-----
>>>>info surfing
This is a mailing list for all the gnarley dudes and dudettes at
Tenon.com who enjoy riding good waves on the beaches of Santa
Barbara. We believe strongly in longboards, margaritas, and e-mail.
Surf's up!
```

Figure 4-9: Sample response to the "info" command

For subscription and unsubscription requests, the response message may also include information regarding verification or moderation. The response message may also indicate that you do not have the appropriate access to execute the command (for example, if you attempt to subscribe to a mailing list with a closed subscription policy).

Submitting Multiple Commands

More than one command can be submitted in the same message, with each command on its own line. In the following example, the sender is requesting subscription to two mailing lists, and requesting unsubscription from a third:

```
To:      list.manager@Tenon.com
From:    john.doe@Tenon.com
Subject:
-----
subscribe surfing
subscribe mountain_biking
unsubscribe yachting
```

Figure 4-10: Sample for multiple requests

There is no limit to the number of commands that can be included in a single request message. If one of the commands in a request message fails because of a syntax error or access restrictions, the remaining commands are still processed.

The Trouble With Signatures

Many users have signatures automatically appended to all of their e-mail as it is sent from their mail client. Unfortunately, these signatures can wreak havoc on your ability to submit commands via the list manager e-mail interface, which will attempt to process all of the commands – that is, all of the text – in your request message.

Post.Office will screen out many types of signatures when processing e-mail commands, but you may still experience problems when submitting requests because of your signature. To prevent this, you should use the `end` command at the conclusion of your other e-mail commands. This command instructs Post.Office that there are no more commands in this message, so it will not attempt to process any of the remaining text of your message, including your signature.

The following example shows the same requests as Figure 4-10, but with the end command to stop Post.Office from processing the signature.

```
To:      list.manager@Tenon.com
From:    john.doe@Tenon.com
Subject:
-----
subscribe surfing
subscribe mountain_biking
unsubscribe yachting
end

                %%%%%%%%%
                %% ~ ~ %%
                ( @ @ )
*****oOOo* ( _ ) *oOOo*****
John Doe Jr., Ph.D.                (805) 882-2470  x000
Tenon.com                          (805) 882-2473  FAX
525 Anacapa St.                    (805) 555-1076  Page
Santa Barbara, CA 93101            (805) 555-1176  Cell
```

Figure 4-11: Using end to prevent signature errors

Because the end command signals the conclusion of the valid commands, Post.Office will not attempt to execute mailing list-related operations based on the contents of this signature. If the end command had not been included, an error would have resulted, since

```
                %%%%%%%%%
                %% ~ ~ %%
                ( @ @ )
*****oOOo* ( _ ) *oOOo*****
```

is not currently a supported e-mail command.

4.8.2 Available Request Commands

The following table lists the end user commands available from the list manager e-mail interface. Parameters shown between [square brackets] are optional, while parameters shown in *italics>* must be replaced by an appropriate value.



Note: Additional e-mail commands are available to list owners, and are described in the Post.Office List Owner's Guide.

If the request message is sent to the request account for a specific mailing list, you do not have to specify the List Name as a command parameter. However, if the request message is sent to the system's general list management account (`list.manager@host.domain`), the `listname` parameter shown in the table below becomes a required parameter.¹³

¹³ You must also include the List Name as a parameter if you are sending commands to a request account for a mailing list other than the mailing list for which you're submitting commands. Remember, if you

Command	Additional Parameters	Description
subscribe	<i>listname</i> [<i>address</i>] [<i>digest</i>]	Requests subscription for the sender (or the specified address).
unsubscribe	<i>listname</i> [<i>address</i>]	Requests unsubscription for the sender (or the specified address).
which		Returns a list of the sender's current mailing list subscriptions.
who	<i>listname</i>	Returns the subscriber list if the sender has appropriate access.
info	<i>listname</i>	Returns the mailing list's long description.
lists		Requests a list of the available mailing lists.
help		Requests a list of the e-mail commands available to all users.
end		Marks the end of the commands included in the request message, which prevents the system from attempting to process text in the signature.

4.8.3 Subscribing to a Mailing List (subscribe)

The `subscribe` command is used to request subscription to a mailing list. There are two methods for submitting this command, both of which perform identical subscription requests. As with subscribing from the web interface, your subscription request is subject to moderation; when submitted from the e-mail interface, subscription requests are also subject to verification, described below.

Method #1

Create an e-mail message addressed to the system-level list management account (`list.manager@host.domain`) and in the body of the message, enter the following text:

```
subscribe listname
```

For `listname`, specify the List Name of the mailing list. This name is displayed in the Mailing List Summary Form, as well as in the list of available mailing lists returned by the `lists` command. The name is case-sensitive.

By default, the `subscribe` command requests the immediate mode of delivery. If you want to subscribe with the `digest` mode of delivery, include the flag `digest` after the List Name:

```
subscribe listname digest
```

send your commands to a mailing list's request account, the system will assume that this is the list for which you're submitting command.

After you have entered the appropriate values, send the message to submit the subscription request.

Method #2

Create an e-mail message addressed to the request account associated with the mailing list to which you are trying to subscribe (this address is typically the same as the list address, with “-request” after the local address). In the body of the message, enter:

```
subscribe
```

Because the message is addressed to the request account for a specific mailing list, you do not need to specify the List Name in the body of the message.

By default, the `subscribe` command requests the immediate mode of delivery. If you want to subscribe with the digest mode of delivery, include the List Name and `digest` flag after the `subscribe` command:

```
subscribe listname digest
```



Note: *When requesting digest subscription, you must always include the List Name as a parameter, as shown above, even if you're sending the subscription request to the mailing list's request account. If you leave off the List Name, the request will be rejected.*

After you have entered the appropriate values, send the message to submit the subscription request.

Verification

List owners have the option of verifying the identity of users who submit subscription requests via e-mail. The purpose of this verification is to ensure that nobody can subscribe you to a mailing list except you.¹⁴

When subscription verification is enabled for a mailing list, attempting to subscribe to the list via e-mail causes Post.Office to send a message containing a verification token to your e-mail address. Upon receiving this message, you should follow the directions contained therein for submitting the token to verify your identity. Only after you submit the verification token will your subscription request be processed.

¹⁴ Granted, the Postmaster or list owner can subscribe you to the list without your permission, but these folks are supposed to have special privileges and are expected to use them wisely.



Note: Even if you complete the verification stage correctly, that's no guarantee that your subscription request will be approved. If the subscription policy is moderated, the list owner can still reject (or ignore) your request.

Examples

```
To:      list.manager@Tenon.com
From:    john.doe@Tenon.com
-----
subscribe surfing digest
```

This command requests subscription to the mailing list `surfing` for the sender (`john.doe@Tenon.com`) using the `digest` mode of delivery.

```
To:      surfing-request@Tenon.com
From:    susie.queue@Tenon.com
-----
subscribe
```

This command requests subscription for the sender (`susie.queue@Tenon.com`) to the mailing list associated with the request account `surfing-request@Tenon.com`. Because the `digest` flag is not included, the `immediate` mode of delivery is requested.

4.8.4 Unsubscribing from a Mailing List (unsubscribe)

The `unsubscribe` command is used to request unsubscription from a mailing list. There are two methods for submitting this command, both of which perform identical unsubscription requests. As with unsubscribing from the web interface, your request is subject to moderation; when submitted from the e-mail interface, unsubscription requests are also subject to verification, described below.

Method #1

Create an e-mail message addressed to the system-level list management account (`list.manager@host.domain`), and in the body of the message, enter the following text:

```
unsubscribe listname
```

For `listname`, specify the List Name of the mailing list. This name is displayed in the Mailing List Summary Form, as well as in the list of available mailing lists returned by the `lists` command. The name is case-sensitive.

After you have entered the appropriate values, send the message to submit the unsubscription request.

Method #2

Create an e-mail message addressed to the request account associated with the mailing list from which you are trying to unsubscribe (this address is typically the same as the list address, with “-request” after the local address). In the body of the message, enter:

```
unsubscribe
```

Because the message is addressed to the request account for a specific mailing list, you do not need to specify the List Name in the body of the message.

After you have entered the appropriate values, send the message to submit the unsubscription request.

Verification

Like subscription requests, list owners have the option of verifying the identity of users who submit unsubscription requests via e-mail. The purpose and usage of this verification is the same as with subscription requests, described in the previous section. Only after you submit the verification token will your unsubscription request be processed, after which it may still be subject to list owner moderation.

Example

```
To:      list.manager@Tenon.com
From:    joe@Tenon.com
```

```
-----
unsubscribe yachting
```

This command requests unsubscription from the mailing list `yachting` for the sender (`joe@Tenon.com`).

```
To:      yachting-request@Tenon.com
From:    sammy@Tenon.com
```

```
-----
unsubscribe
```

This one requests unsubscription for the sender (`sammy@Tenon.com`) from the mailing list associated with the request account `yachting-request@Tenon.com`.

4.8.5 Viewing Your List of Subscriptions (which)

The `which` command is used to get your list of current mailing list subscriptions. To get your current subscriptions, create an e-mail message addressed to the system-level list management account (`list.manager@host.domain`), or to the request account of any mailing list. In the body of the message, enter the following text:

```
which
```

Example

```
To:      list.manager@Tenon.com
From:    jimmy@Tenon.com
-----
which
```

This command requests the list of current subscriptions for the sender (`jimmy@Tenon.com`). This information includes the List Name for each subscribed mailing list, and is returned in a message like the following:

```
To:      jimmy@Tenon.com
From:    list.manager@Tenon.com
-----
>>>>which
surfing
mountain_biking
roller_blading
```



Note that although the Majordomo list manager program allows you to request subscription information for another user by specifying an address after the `which` command, Post.Office does *not* allow this, because of the privacy issues involved. The only users who can get your Post.Office list subscription information are you and the Postmaster. If you specify an e-mail address after the `which` command, Post.Office will ignore it and return subscription information for the sender.

4.8.6 Viewing the List of Subscribers (who)

The `who` command is used to retrieve the list of users subscribed to a specific mailing list. There are two methods for submitting this command, both of which return identical data.



Because of the privacy issues involved, a `who` request is subject to list owner-defined restrictions on subscriber list access. These access rules may restrict access to a domain, IP address, or to only the subscribers of the list. You may not have the proper access to get the subscriber list.

Method #1

Create an e-mail message addressed to the system-level list management account (`list.manager@host.domain`), and in the body of the message, enter the following text:

```
who listname
```

For `listname`, specify the List Name of the mailing list. This name is displayed in the Mailing List Summary Form, as well as in the list of available mailing lists returned by the `lists` command. The name is case-sensitive.

After you have entered the appropriate values, send the message to request the subscriber list.

Method #2

Create an e-mail message addressed to the request account associated with the mailing list for which you want the subscriber list (this address is typically the same as the list address, with “-request” after the local address). In the body of the message, enter:

```
who
```

Because the message is addressed to the request account for a specific mailing list, you do not need to specify the List Name in the body of the message.

After you have entered the appropriate values, send the message to request the subscriber list.

Examples

```
To:      list.manager@Tenon.com
From:    jimmy@Tenon.com
-----
who roller_blading
```

This command requests the subscriber list for the `roller_blading` mailing list.

```
To:      surfing-request@Tenon.com
From:    jimmy@Tenon.com
-----
who
```

This example requests the subscriber list for the mailing list associated with the request address `surfing-request@Tenon.com`.

The information returned by these requests includes the e-mail address of all list subscribers, and is returned in a message like the following:

```
To:      jimmy@Tenon.com
From:    list.manager@Tenon.com
-----
>>>>who roller_blading
<adam.akens@Tenon.com>
<bernie.baker@Tenon.com>
<charlie.chandler@Tenon.com>
<denny.donaldson@Tenon.com>
<eugene.ellington@Tenon.com>
```

4.8.7 Viewing Mailing List Information (info)

The `info` command is used to get the long description for a specific mailing list, as defined by the Postmaster or list owner. There are two methods for submitting this command, both of which return identical data.

Method #1

Create an e-mail message addressed to the system-level list management account (`list.manager@host.domain`), and in the body of the message, enter the following text:

```
info listname
```

For `listname`, specify the name of the mailing list. This name is displayed in the Mailing List Summary Form, as well as in the list of available mailing lists returned by the `lists` command. The name is case-sensitive.

After you have entered the appropriate values, send the message to request the list long description.

Method #2

Create an e-mail message addressed to the request account associated with the mailing list for which you want the long description (this address is typically the same as the list address, with “-request” after the local address). In the body of the message, enter:

```
info
```

Because the message is addressed to the request account for a specific mailing list, you do not need to specify the List Name in the body of the message.

After you have entered the appropriate values, send the message to request the list long description.

Examples

```
To:      list.manager@Tenon.com
From:    billy@Tenon.com
-----
info rock_climbing
```

This command requests the long description for the `rock_climbing` mailing list.

```
To:      rock.climbing-request@Tenon.com
From:    jimmy@Tenon.com
-----
info
```

This command requests the long description for the mailing list associated with the surfing-request@Tenon.com request address.

Assuming that the senders have the proper access, the information returned by the above requests would include the e-mail address of all list subscribers, and it would look like the following:

```
To:      jimmy@Tenon.com
From:    list.manager@Tenon.com
-----
>>>info rock_climbing
There are a whole lot of rocks in the Santa Barbara hills. We climb
them, mostly because they're there. This mailing list offers other
interesting insights on this fascinating sport with people who are
so interesting that they spend their weekends on rocks.

Send you interesting questions to the extremely interesting owner of
this mailing list at:

owner-rock.climbing@Tenon.com
```

4.8.8 Viewing the Available Mailing Lists (lists)

The `lists` command is used to get a list of the mailing lists that are available to you for subscription.¹⁵ To get the list of available mailing lists, create an e-mail message addressed to the system list management account (`list.manager@host.domain`), or to the request account of any mailing list. In the body of the message, enter the following text:

```
lists
```

¹⁵ Remember that only lists that you can subscribe to are shown to you. If the server hosts 1001 mailing lists, and all but one of them have closed subscription policies, you'll only see the one.

Example

```
To:      list.manager@sparky.Tenon.com
From:    bobby@Tenon.com
-----
lists
```

This command requests the list of mailing lists available to the sender on the host `sparky.Tenon.com`. This information includes the List Name and short description for each mailing list, and is returned in a message like the following:

```
To:      bobby@Tenon.com
From:    list.manager@sparky.Tenon.com
-----
>>>>lists
cycling      Cycling Interest Group
fine_dining  Santa Barbara Restaurant Connoisseurs
fishin       Folks who like fishin'
mountain_biking The mailing list for the REAL cyclists
rock_climbing Strange persons who climb rocks
roller_blading People who like 'Blading
surfing      Surfing Club of Tenon.com
yachting     An exclusive list for the upper crust
```

4.8.9 Getting Help (help)

The `help` command is used to get a list of the valid e-mail commands as described above. To get this help information, create an e-mail message addressed to the system list management account (`list.manager@host.domain`), or to the request account of any mailing list. Leave the body of the message blank or enter the following text:

```
help
```

The information returned to a help request looks like the following:

```
To: maxie@Tenon.com
From: List.Manager@Tenon.com
>>>> help

Introduction to the List Manager
-----
This is the Mailing List Manager for Post.Office version 3.5. The
interface is similar to Brent Chapman's "Majordomo".

How to Access the List Manager
-----
You can interact with the List Manager by sending commands in the
body of an e-mail message addressed to "List.Manager@Tenon.com".

(Important Note: Commands in the "Subject:" line are NOT
processed.)

Available List Manager Commands
-----
The Post.Office Mailing List Manager understands the following
commands:

(Note: In the descriptions below items contained in []'s are
optional. When providing the item, do not include the []'s around
it.)

subscribe <list> [<address>]
    Subscribe yourself (or <address> if specified) to the
    named <list>.

unsubscribe <list> [<address>]
    Unsubscribe yourself (or <address> if specified) from
    the named <list>.

which
    Find out which lists you are on.

who <list>
    Find out who is on the named <list>.

info <list>
    Retrieve the general introductory information for the
    named <list>.

lists
    Show the lists served by this List Manager server.

help
    Retrieve this message.

end
    Stop processing commands (useful if your mailer adds a
    signature).
```

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