



The GMS Communication Server Guide

Second Edition

Gordano Ltd

The GMS Communication Server Guide

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1 Introduction

GMS Communication Server is a set of Customer Relationship Management (CRM) Tools including advanced features such as Personalised Message Targetting, Automated Voting Support, ODBC connectivity, and Job Concentration Technology. GMS Communication Server enables you to efficiently manage your lists of email addresses. These lists might be used for many different purposes including discussion groups, newsletters, notifying product updates, customer mailouts and surveys to name a few.

This guide covers the needs of anyone who wants to use GMS Communication Server as a fully featured CRM tool or just to run a simple mailing list. It describes all aspects of GMS Communication Server except for the Registry parameters it creates; for these, see the *GMS Reference Guide*.

GMS Communication Server does not need a separate mail server. It is capable of receiving and sending mail as a stand alone product. Having said that it complements GMS Mail and GMS WebMail mail server products and can be installed on the same machine as them. If you have a different mail server to which you wish to add GMS Communication Server that is also easy to do.

1.1 Other Useful Guides

The following guides provide additional information:

- *GMS Reference Guide* — provides detailed technical information on all the GMS Communication Server Registry parameters.
- *GMS Administrator's Guide* — describes the Gordano Messaging Suite products, which you may be using in conjunction with the GMS Communication Server.
- *GMS MML Programmer's Guide* — describes Mail Meta language (MML), which you can use to expand GMS Communication Servers' capabilities.
- *GMS User Guide* — provides detailed user information on GMS products.

1.2 Conventions

The following conventions are used in this guide:

Convention	Used for
Courier	E-mail command syntax and example mail messages.
bold	Command names like join and put .
<i>Italic</i>	Other products, services and manuals.
<value>	Reference to information you must provide.
[<value>]	Reference to an optional parameter which you may provide.

Option>page	The ">" abbreviates a sequence of actions. For example, "choose Manage>Members" means click the Manage button on the toolbar, then choose the Members page.
CTRL+click	Hold down the CTRL key on the keyboard while selecting multiple items by clicking on them with the left mouse button
SHIFT+click	Hold down the SHIFT key on the keyboard while clicking on the first item in a list you wish to select and dragging the pointer to the last item you want selected. This will select all items between the start and end items

The following symbols are used in this guide:



Tip — gives optional extra information you may want to act on. You can ignore these if you wish.



Information — gives additional explanation of points. You should read these.



Warning — warns of areas where you could damage some element of your system. You must read these.

2 List Server Concepts

This section introduces the main list server concepts.

2.1 Mailing Lists

With respect to list servers a mail list is simply a list of email addresses. Each email address is a "member" of the list. When given to GMS Communication Server, that list of addresses can be used to distribute information to the members in the list, or to allow those members to hold interactive discussions.

Some examples of how a list might be used are:

- A company informing its customers of special offers.
- The distribution of software updates.
- Discussion of research findings in a University.
- A weekly/monthly company newsletter.
- An eZine (electronic magazine) for which a subscription is charged.
- Seeking opinion using the automatic vote management module.
- And many more.

In essence anyone who would like to communicate a common message to a group of people needs a list server and any one who wants to personalize that common message needs a list server that provides CRM services.

A mailing list has an e-mail address of its own. This is the address that people write to when they want to send a message to all the members on the list. GMS Communication Server automatically sends a copy of their message to all the list members. This is termed *posting* a message.

A list has several components:

- The List owner — this is the person who sets up the list and maintains it. For some types of list, the List Owner may also handle advertising and billing.
- A list control account — this is a special account which manages one or more lists. It handles jobs like joining new members to any of the lists it controls or perhaps removing inactive members to keep everything running efficiently. GMS Communication Server sets up a default control account for you called "GMS Communication Server" (In some versions this account might be called "List"). You can also set up several list control accounts of your own, each of which can control their own sets of lists. This is one way you can group similar lists together.

To join or leave a list, you can send a message to the list control account using your e-mail client or complete a form on a web page. Messages sent to the list control account can include commands other than **Join** or **Leave** including **put** and **get** which are used to send or receive files. See "File Services" on page 81.

- One or more moderators (optional) — these are people who may *moderate* the list, for example vetting who joins and leaves and what is posted. The types of moderator are described in “List Moderators” on page 4.
- Members — people who are joined to the list and can send e-mails to the list and receive postings from it.

2.2 The List Server

The list server is the software which manages lists and stores the e-mail addresses.

Those who run a list usually provide an e-mail address, for example "list-support@domain", for members to contact if there is a problem. This address is usually an alias of a person who checks messages and, if necessary, can remove a member from the list.

The main advantages of a list server are:

- Low cost compared with traditional mailshots.
- Fast transmission of information to a wide user base.
- Control and flexibility.
- Personalised interaction with customers/members.

2.3 List Moderators

A moderator is a human user who reviews certain commands sent to the list server. There are three types of moderator:

Member Moderator

The member moderator is someone who decides whether a **join** or **leave** command sent to the list should be processed by the list control account. This allows you to vet who joins and leaves a list.

Command Moderator

The command moderator is someone who decides whether a command (other than join or leave) sent to the list should be processed by the list control account. For instance if someone requests a list of the members on a list using the **list** command, the command moderator decides whether that applicant should receive the listing.

Post Moderator

A post moderator gets a copy of each message that is posted to a list and can decide whether each message should be allowed and therefore sent to the list members. This is similar to the way in which an Editor decides what news items get printed in a newspaper.

Moderators are not compulsory but give you more control over the list. For a small list, you may just use a Command Moderator to control who

joins. Larger lists may have several moderators of each type. If they wish, the list owner can perform all moderation themselves.

Moderator access can and should be controlled by passwords.

2.4 What Members Do

In simple terms, the actions of a list member are:

- Joining — asking to be added to the list initially. Depending on how the list is set up members may join themselves or other people.
- After joining, receiving and reading postings to the list. These reach them in the same way as any other e-mail.
Posting — sending their own contributions to the list.
- Leaving the list (for example, because they lose interest in the subject).

Always make it easy for people to leave your list. For example, the first line or the footer of your e-mail messages might say:

```
"If you do not want to receive e-mail from this list,  
please send a message with the text leave <listname>"
```

Make sure that you remove them from the list if they do respond.

2.5 Digests

If a list has a lot of postings each day, a member can elect to receive a digest once a day containing all the days messages. This digest can include the messages as individual attachments, an indexed list or in plain text.

2.6 List Types

There are several types of mailing list:

- Closed — a closed list has restricted membership. This can be controlled in several ways, for example using a wildcard to restrict access to just your organisation, for example `"*@domain.dom"`.
- Open — open lists are public anyone with access to e-mail can join.
- Discussion — a discussion list allows all members to contribute to the list. This type of list can be moderated or unmoderated. If it's moderated, all submissions to the list are checked by a human moderator before being posted.
- Newsletter — the list owner distributes an e-mail to the members, but they cannot post their own contributions to the list.
- Magazine — emulates paper magazine subscriptions. The members may join the list for a given time free of charge, but some days before their subscription expires they receive a message asking them to re-subscribe (this message can tell them how to pay you).

- Anonymous — Anonymous lists remove the senders details from all postings so the other members won't know the origin of a message.
- Superlists — several lists can be grouped together under a superlist. This does not change the lists themselves, but when a message is posted to a superlist all the members of lists within the superlist receive a copy of the message. Members of more than one of these lists only receives each mail message once, rather than once for each list. This reduces duplication.

2.7 Aliases

To help users who are accustomed to using a different word for a command, GMS Communication Server provides aliases. As an example, the default aliases for the **join** command are **subscribe**, **sub** and **add**. A user can join a list using any of these words.

List owners can define extra aliases for commands and change the default ones. This is ideal if your members aren't native English speakers.

2.8 File Attachments

The list can act as a store for files that members can retrieve or add to. For example one member can **put** a file on the list and others can then **get** it from the list if they need it. See "File Services" on page 81

This facility can be turned on or off for each list and you can also ban attachments from all list postings to conserve resources. You can also limit file services so that only certain individuals or groups of list members can use files.

2.9 Security

Without security features, an owner cannot properly control the list. A common problem is disruptive users joining a list then misusing it. To prevent this:

- You can moderate joins thereby being able to refuse any known troublemakers.
- You can force a person to enter a password before they are allowed to join a list.
- You can perform a reverse MX record lookup on the applicant to check that their address is genuine.
- You can force the member to confirm that they want to join. This stops someone else joining a member to a list without them knowing.
- You can ban or suspend a user responsible for too many bad messages in a given time. If their membership has expired, you can prevent a user rejoining.

2.10 Access to Commands

In simple terms, there are four levels of access to a list:

- List owner— has complete access to their list.
- Moderators — need partial access so they can moderate commands and/or postings.
- List members — can be given or denied access to any specific command. You have a great deal of flexibility in this. For example in one list you could:
 - Only allow people in your organisation to join the list.
 - Allow no-one to leave the list at their own request.
 - Only allow senior managers to post to the list.
 - Only allow research and development staff to retrieve files.
 - Only allow research and development staff who know the password to add files to the list.
- Domain/system administrator — also has access to the list .

2.11 Archives

Archives of postings can be kept so that members are able refer to earlier postings. A member can, for example, look at archived postings for dates before they joined the list. See “Archives” on page 71. You could also allow prospective members to view these archives to see if they want to join.

2.12 Lists and UCE

List Servers have one disadvantage — they can be used to send Unsolicited Commercial E-mail (UCE). E-mail addresses can be picked up from the Web and added to any number of lists.

GMS Communication Server is powerful and can be used to send Unsolicited Commercial E-mail (UCE) to users on the list (this is called *spamming*). Do not be tempted to do this as:

- You are likely to be attacked by the recipients who are not happy about receiving your e-mail. Some of them may try to fill your mail server with junk e-mail in retaliation.
- The case you are trying to promote may be damaged by the ill will caused by mass unsolicited mailing.

3 A Day in the Life of a List Member

This section illustrates some of the fundamentals of using a list as a member. It follows an imaginary user, Harry, through the main steps of using a list, from joining through to leaving, though he probably won't do all these in one day!

In each case there is a diagram showing where the e-mail messages which result are sent.

This section describes:

- Joining (subscribing to) a list.
- Joining someone else to a list.
- Sending a message to a list.
- Requesting a digest instead of all postings.
- Leaving a list.
- Doing all this from a web page

3.1 Joining or Subscribing to a List

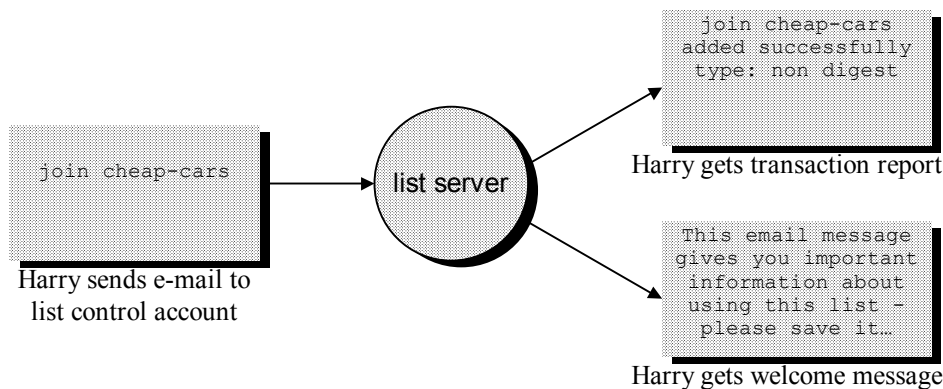
Harry, a used car salesman, sees a list advertised that looks interesting. The list is called cheap-cars@eutopia.com and the list control account is called dealers@eutopia.com.

Harry sends this e-mail addressed to the list control account:

```
X-Sender: harry@edsell.ripoffcars.com
Date: Fri, 14 Jun 2001 13:10:37 +0100
To: dealers@eutopia.com
From: Harry Crook <harry@ripoffcars.com>
Subject:
```

```
join cheap-cars
```

The message is sent to the list server which generates two messages in response. One is the transaction report saying that the request has been successful, the other is a welcome message.



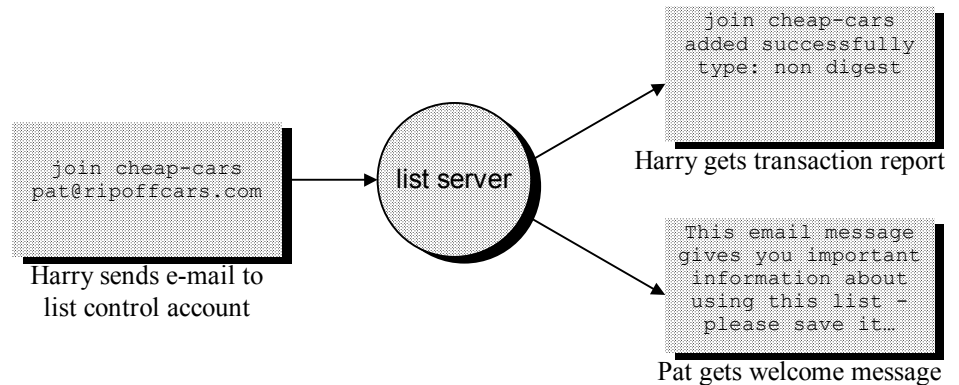
If Harry had made a mistake when trying to join — a common error is to send the **join** command to the list instead of the list control account — he would receive a message from the list control account. This would tell him he had made a mistake and give him some help on how to send list control account commands.

3.2 Joining Someone Else to a List

If Harry wanted to make a colleague a member of the list or get the list e-mail sent to another address, he could include the address at the end of the **join** command:

```
join cheap-cars pat@ripoffcars.com
```

The following messages would result:



If Harry didn't want Pat to get the welcoming message, he could have used the **qjoin** command instead - see "Using NTLIST Version 3 Commands" on page 70.

3.3 Sending a Message to a List

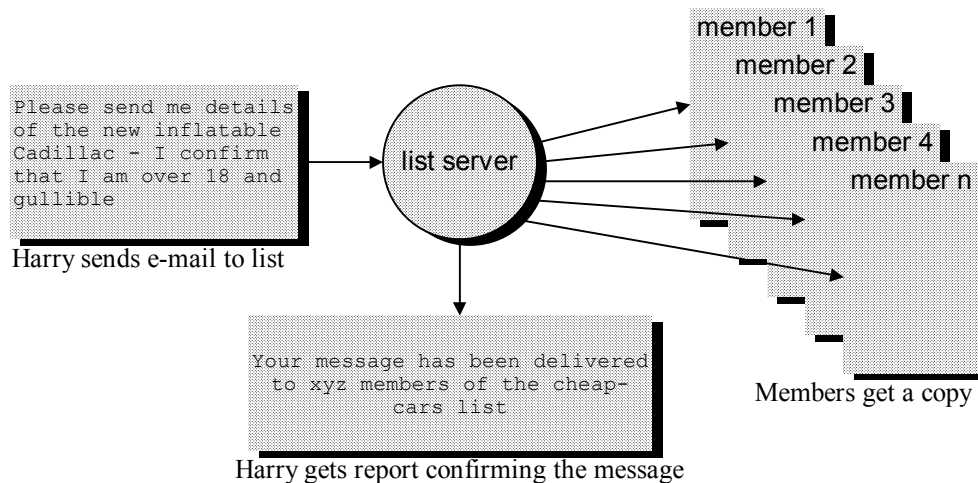
From now on Harry gets five or six messages a day from the list. One day he decides to reply to a message ("the opportunity of a lifetime", it says). He presses the Reply button on his mail client and types his response. Harry checks that the message picks up the proper address for the list (cheap-cars@eutopia.com) and, equally important, that it has pulled up his return address correctly:

```
X-Sender: harry@edsell.ripoffcars.com
Date: Thu, 20 Jun 2001 13:10:37 +0100
To: cheap-cars@eutopia.com
From: Harry Crook <harry@ripoffcars.com>
Subject: Re: The opportunity of a lifetime
```

```
Please send me details of the new inflatable Cadillac
- I confirm that I am over 18 and extremely gullible.
```

Soon after sending this, he receives a message from the list control account, telling him that his message has been sent to all the list members. If he didn't want everyone to know how gullible he was, he could have just sent the message to the member who wrote the original e-mail.

These are the messages which result from Harry's action:



3.4 Requesting a Digest

As Harry's e-mail grows, he finds it difficult to separate the list e-mail from his other e-mail so he decides to request digests. (A digest includes all the day's messages packaged into one message with an index at the start.) Harry sends the following command in an e-mail to the list control account:

```
X-Sender: harry@edsell.ripoffcars.com
Date: Tue, 1 Aug 2002 13:10:37 +0100
To: dealers@eutopia.com
From: Harry Crook <harry@ripoffcars.com>
Subject:

set cheap-cars harry@edsell.ripoffcars.com
digest=on
```

When Harry receives a digest, he sees that it contains all that day's list e-mail. The index at the start looks something like this:

```
cheap-cars Digest for 1 Aug 2001

Topics covered in this issue include:
  1: Fast cars - just a gimmick?
      by Murray Walker <ntmail@channel4.org>
  2: Re: Fast cars - just a gimmick?
      by Damon Hill <dhill@spinoff.com>
  3: Plastic interiors for pleasure
      by A Dealer <andy@ICI.co.uk>
  4: Leather is best
      by Ms Whiplash <whip@baudy.com>
  5: Off topic postings
      by "A Noyed" <anthony@lab.org.uk>
```



If any members had sent messages with attachments to the list, Harry would find all the attachments in the digest too.

If he wants to respond to a list message, all he has to do is press the Reply button on his GLWebMail (or other) mail client and carefully remove any quoted text that isn't relevant to his comments.

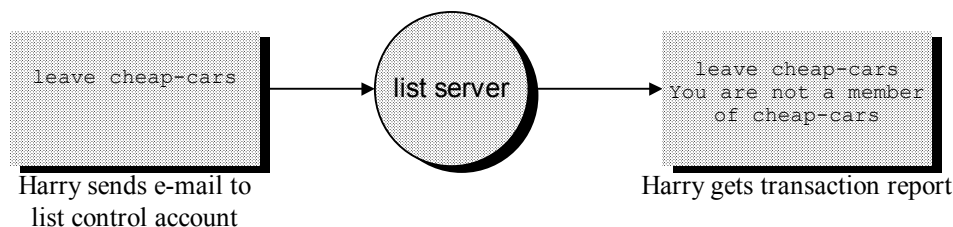
3.5 Leaving a List

After a few months Harry finds the list contents are becoming boring, so he decides to leave the list altogether. He sends the following message to the list control account:

```
X-Sender: harry@edsell.ripoffcars.com
Date: Wed, 16 Jan 2002 13:10:37 +0100
To: dealers@eutopia.com
From: Harry Crook <harry@edsell.ripoffcars.com>
Subject:
```

```
leave cheap-cars
```

Harry is surprised when he gets a message back saying that he isn't a member of the list.

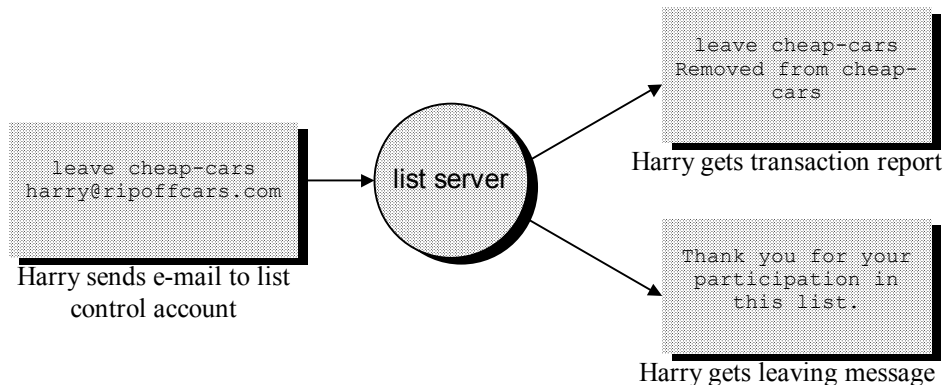


Harry asks his network administrator for help and they point out that company policy now dictates that they use the full host name, edsell.ripoffcars.com, as their domain. When Harry joined it was just ripoffcars.com. This means Harry has to send the following e-mail to cover the change in address:

```
X-Sender: harry@edsell.ripoffcars.com
Date: Fri, 18 Jan 2002 13:10:37 +0100
To: dealers@eutopia.com
From: Harry Crook <harry@edsell.ripoffcars.com>
Subject:
```

```
leave cheap-cars harry@ripoffcars.com
```

This produces these messages:



Any address change can be handled in this way.

This is a simple example but it does show how easy it is to use GMS Communication Server.



You can check the address you used to join a list by looking at the `X-ListMember` clause on any message you get from the list. For example:

```
X-ListMember: harry@ripoffcars.com [cheap-cars@eutopia.com]
```

Here the message was delivered to 'harry@ripoffcars.com' and from the list 'cheap-cars@eutopia.com'. This clause is invaluable as it gives the address that you used to subscribe to the list originally, especially useful if your e-mail address has changed in the meantime.

3.6 List commands from a web page

If you would like your users to be able to **join** or **leave** a list by filling out a form on your website this is easily done. The example below gives some HTML code that you can incorporate into a page on your website. This code is personalised for each list and can be copied and pasted from the List>JoinHTML page of the interface.

```
<html>
<head><title>Join request</title></head>
<body>
<center><h2>Join Request</h2></center>
<form action="http://<server's name>:8000/join-
list.mml" method="post">
<table>
<tr><td colspan=2>If you would like to join the join-
mod list please enter your email address and press the
join button. You will receive an email message con-
firming that you have been joined to the email list.</
td></tr>
<tr><td><input type="hidden" name="requestaction"
value="join"></td></tr>
<tr><td><input type="hidden" name="requestlistname"
value="joinmod@deano.dom"></td></tr>
<tr><td><input type="hidden" name="relocateaddress"
value=""></td></tr>
<tr><td><input type="hidden" name="FormFields"
value=""></td></tr>
<tr><td>Email Address</td><td><input name="requeste-
mailaddress" size=30></td></tr>
<tr><td colspan=2 align=right><input type="submit"
value="Join"></td></tr>
</table>
</form>
</body>
</html>
```

The above shows how to join a list. To leave a list substitute

```
<tr><td><input type="hidden" name="requestaction"
value="join"></td></tr>
```

with

```
<tr><td><input type="hidden" name="requestaction"
value="leave"></td></tr>
```

Adding Required/Optional fields

If you have set up some required or optional fields on the Access>variables page of the interface these will be included in the HTML on the List>JoinHTML page in the format.

```
<tr><td>Age</td><td><input name="Age" size=30></td></tr>
<tr><td>sex</td><td><input name="sex" size=30></td></tr>
<tr><td><input type="hidden" name="FormFields"
value="Age sex"></td></tr>
```

This shows a section of HTML used by a list that has the required fields of Age and Sex. An additional hidden field called "FormFields" gives a space separated list of these extra fields which allows GMS Communication Server to process them correctly.

This feature is particularly useful when you want to try and get a picture of the type of members a list is attracting. GMS Communication Server can then use the information supplied by members to target messages to specific sections of list members, for instance just those who are female and over 21. See "Mail Merges" on page 107.



This example code takes the user to a page called joinlist.mml when the form is submitted. This page tells them that their request has been received. If you would like the user to be redirected to a different page on your webserver you can add a hidden variable to your form for example:

```
<input type="hidden" name="relocateaddress" value="http://
www.gordano.com">
```

4 Installing GMS Communication Server

GMS Communication Server is often installed alongside Gordano's own mail server products, GMS Mail and GMS WebMail. It works equally well with either of these products so for the rest of this chapter wherever you read GMS Mail it can apply to either product. GMS Communication Server will also work with any other mail server or even without a mail server at all.

GMS Communication Server is very flexible in how it can be installed and doesn't require you to make changes to your existing messaging solution. This section will cover the following:

- Installing GMS Communication Server at the same time as GMS Mail.
- Adding GMS Communication Server to a machine already running Gordano software.
- Installing GMS Communication Server without GMS Mail
- Configuring GMS Communication Server as a standalone list server (no mail server required).
- Configuring GMS Communication Server with a third party mail server (not GMS Mail) on a separate machine.
- Other software you need to install, if you do not already have it.

4.1 Installing GMS Communication Server and GMS mail for the First Time

To install GMS Communication Server with GMS Mail, follow the installation procedure described in the *GMS Administrator's Guide*. The install program will ask you what Gordano products you want to install. Make sure you select GMS Mail and GMS Communication Server when you are asked.

4.2 Adding GMS Communication Server to an Existing GMS Server

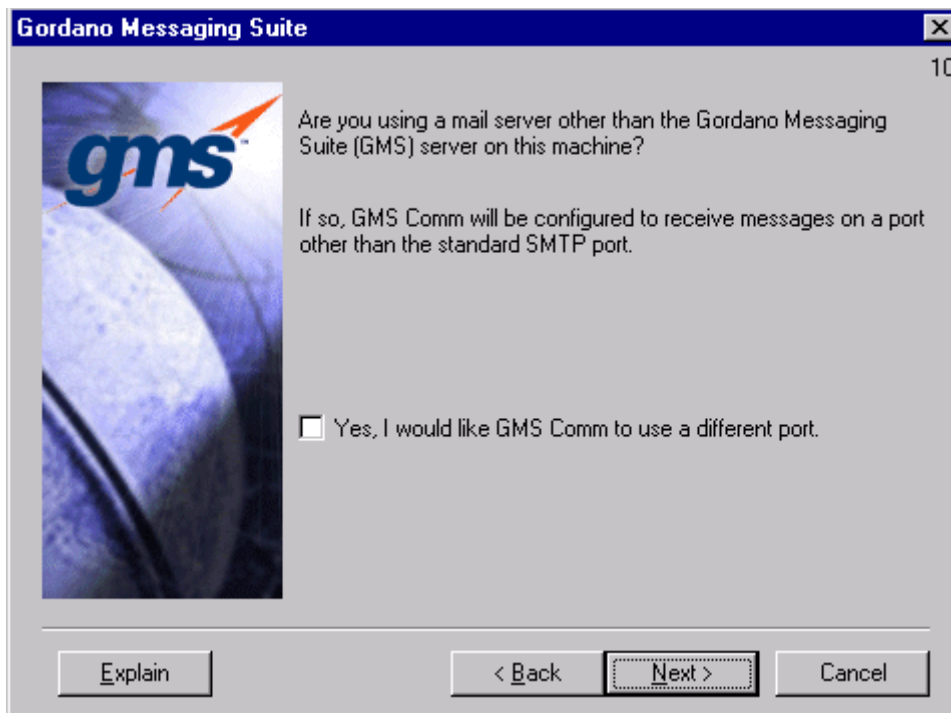
If you already run Gordano products and now want to add GMS Communication Server to the same machine, all you require is a licence key to enable GMS Communication Server:

1. Contact sales@Gordano.com and ask for a GMS Communication Server key (specify how many members you want to support per list and quote your customer reference number).
2. Log onto GMS and choose the System>Key tab.
3. Type in your customer reference number (provided by Gordano with the key itself) and the key.
4. Press the Upgrade button.
5. Stop and start services from System>Control Services and you will then be able to access GMS Communication Server.

4.3 Installation Process (without GMS)

To install GMS Communication Server without GMS use Windows Explorer or Start>Run from your desktop to run the downloaded Gordano installation program.

1. When asked which products you wish to install choose only GMS Communication Server.
2. You will be asked if you want GMS Communication Server to use a different port. If you are installing GMS Communication Server on the same machine as your mail server then this option should be checked. If your mail server is on a different machine leave it unchecked.



3. When asked where you want to install to, if you do not want to use the default location, C:\Gordano, specify another.
4. When GMS Communication Server is installed, a mail account called "postmaster@<yourdomain>" is created, with full administration privileges. You use this account to log onto GMS Communication Server's Web browser interface. Specify a password for the account and keep a note of this.
5. When asked for the domain and IP address:
 - If you are using GMS Communication Server without a mail server at all enter the domain and IP address you have set up in DNS for GMS Communication Server to use.
 - If you are using a remote mail server use the same domain name as your mail server and a distinct IP address.
 - If you are using a mail server on the same machine type the same domain as on your mail server. Specify the IP address that matches the IP address your mail server is using.

6. A fully functioning time-limited demonstration copy of GMS Communication Server will now be installed. Obtain a GMS Communication Server activation key from Gordano and enter it. This is done on the System>Key page of the interface.
7. Once all services have been stopped and started from the system>control services page of the interface GMS Communication Server will be fully activated.

4.4 GMS Communication Server as a standalone list server

While it is possible to set up GMS Communication Server to work in conjunction with any mail server, it is far easier and usually more efficient to let GMS Communication Server handle the lists on its own. To do this install GMS Communication Server on an available machine that has no other mail applications in use on it. During the install you will be asked to specify a domain name for GMS Communication Server to use. This could be a sub-domain of a domain you already have running on your mail server. For example if your domain is "company.dom" create the sub-domain "GMSCom.company.dom" . Set up your MX records for this domain so that DNS points to the machine that GMS Communication Server is installed on. GMS Communication Server will then send and receive list mail directly to/from the internet.



Note: More information on MX records and DNS can be found in the GMS Administrator's guide.

4.5 GMS Communication Server with a remote mail server

When you want to use GMS Communication Server to manage your e-mail list, but your existing mail server to collect your e-mail, the simplest solution is to use two separate machines, with your mail server (not GMS) on one and GMS Communication Server on the other.

The order in which the machines are set up depends on which machine you want to handle connections to/from the Internet. You can either have the mail server machine receive internet mail, passing list mail to GMS Communication Server using POP3 accounts or you can use the GMS Communication Server machine to receive internet mail and pass all but list mail to the mail server on the other machine. These options are described in more detail below.

Using the remote mail server to receive internet mail.

If you decide you would prefer all list mail to go through your existing mail server you can install GMS Communication Server on a separate machine and tell it to collect from POP accounts you have already created on the mail server. You will need to set up at least 3 POP accounts

- List Account
- List Return Account
- List Control Account

These accounts are explained below. You can tell GMS Communication Server to use these accounts from the List>incoming page of the interface (See below).

You will need to select the "Collect messages from alternative POP3 server" option and enter the following details:.

The screenshot shows the 'Incoming mail details: customers@company.dom' window. At the top, there are several tabs: Charter, Privileges, Report, Join HTML, Search, Add, Delete, Aliases, Edit, Status, Description, Incoming, Statistics, Messages, Acknowledgments, System Templates, and Domain Templates. On the left, a tree view shows 'Gordano Messaging Suite' with 'company.dom' and 'customers' selected. The main area contains the following configuration options:

- Receive messages via GMS
- Collect messages from alternative POP3 server
- Mail Server Name: []
- Mail Server Port: [110]
- List Account: [customers]
- List Password: []
- List Return Account: [customers-re]
- List Return Password: []
- Control Accounts: Manager Only [Edit] Specify [Edit]
- Check Interval: [30] minutes

A 'Finish' button is located at the bottom right of the window.

Mail Server

Enter the fully qualified name of the POP3 server to use, e.g. mail.com-companyA.dom

Mail Server Port

Enter the port to connect to on the POP3 Server, this would normally be 110.

List Account

The email address of the List POP3 Account you have set up on your mail server. This is the address members will send to when they want to post a message to the list.

List Password

The password for the above account

List Return Account

The email address of the POP3 Account that collects mail returned to the list, this would normally be "listname-return". This is an account that you will need to create on your mail server for GMS Communication Server to use.

List Return Password

The password for the above account

Control Accounts

These are the accounts that will process the commands sent to the list such as Join and Leave. You have two options here:

- **Manager Only**- Set a single account to work with all List commands click on the Edit button and give the name and password for the pop account that will act as the List Control Account. Once entered select the checkbox and click on the Finish button.
- **Specify** - Set accounts to work with List command pseudonyms. Pseudonyms are other addresses that deal with List commands, i.e. Join commands can be sent to the pop account with the pseudonym list-join rather than the Control Account. If you would like to set up individual accounts so that the List commands will be dealt with individually click on the Edit button to the right.

Check Interval (minutes)

The frequency with which to check the POP account in minutes.

Posting Messages

Now that you have configured how GMS Communication Server is to receive messages you have three options for posting messages:

- Use GMS Communication Server to deliver directly to the internet
- Use the remote mail server.
- Use GMS smart routing.

Using GMS Communication server

No further configuration is necessary. GMS Communication Server will handle the posting of list mail.

Using remote server

Go to the Post>Routing page of the interface, enter the details of the remote server and click on "Update". All outgoing list mail will now go through the specified server.

Use GMS Smart Routing

This uses the rules in the Postservers.txt file for your domain. These rules can be edited from the Outgoing>Rules page of the GMS interface or by editing the file in a standard text editor. The default rule is to resolve the MX records for the domain being delivered to. More information on defining postservers can be found in the *GMS Reference Guide*.

Using GMS Communication Server to receive internet mail.

If you prefer the GMS Communication Server machine to handle connections to the internet and receive internet mail ensure that your domain's MX records point to the machine GMS Communication Server is installed on then go to the Post>Outgoing page of the interface

Select the "To the mail server at" option and enter the fully qualified host name of your mail server before clicking on "Update". Now when any mail for users at your domain arrives at the GMS Communication Server machine it will get forwarded to your mail server.

4.6 GMS Communication Server with a local mail server

You can install GMS Communication Server on the same machine as your existing mail server. During the install you will be asked if you want GMS Communication Server to use a different SMTP port. Say yes to this option and continue the install. Next configure GMS Communication Server to collect from a POP account on your mail server. Do this from the List>Incoming page of the interface as described

above (“Using the remote mail server to receive internet mail.” on page 19). No further configuration is necessary.

4.7 Other Software GMS Communication Server Needs

GMS Communication Server needs a Web browser on your system to run its user interface. GMS Communication Server can be configured using Internet Explorer 5 or Netscape 4.1, or later versions of either. We recommend that you use Internet Explorer 5 or Netscape 4.7, or a later version of either.

You need Adobe’s PDF reader to read this GMS Communication Server Guide online. Adobe provides a free PDF reader — see the Adobe Web site.

If you are intending to use GMS Communication Server’s ODBC connectivity features you may need to install the database drivers for your database software. Refer to your Database documentation for details of how to do this.

5 User Interface

If you already use GMS Mail or GMS WebMail, you can skip this section since the layout of GMS Communication Server's interface is very similar. If this is the case, all you need to do after logging onto the web interface is select GMS Comm from the selector tree — as long as the postmaster has given you permission to manage lists in the relevant domain, you can start using it.

If you have not used The Gordano web interface before, you should read all of this section.

As stated earlier, there are two ways to configure GMS Communication Server and administer list members:

- Using its Web interface. You must use this to set up and configure a list initially and to set up all the complex parts of a list — the list control account, moderators, etc. This chapter describes the Web interface. Standard list members can also use this interface however they can only see a few of the options.
- Using a mail client to send messages to either the list control account or the list itself. If you want to, you can use e-mails to join members, post messages, moderate a list, etc., but not perform the more complex configuration tasks.

This is the way most list members will send commands to the list and is described in “Commands Used by List Members” on page 59.

This section describes:

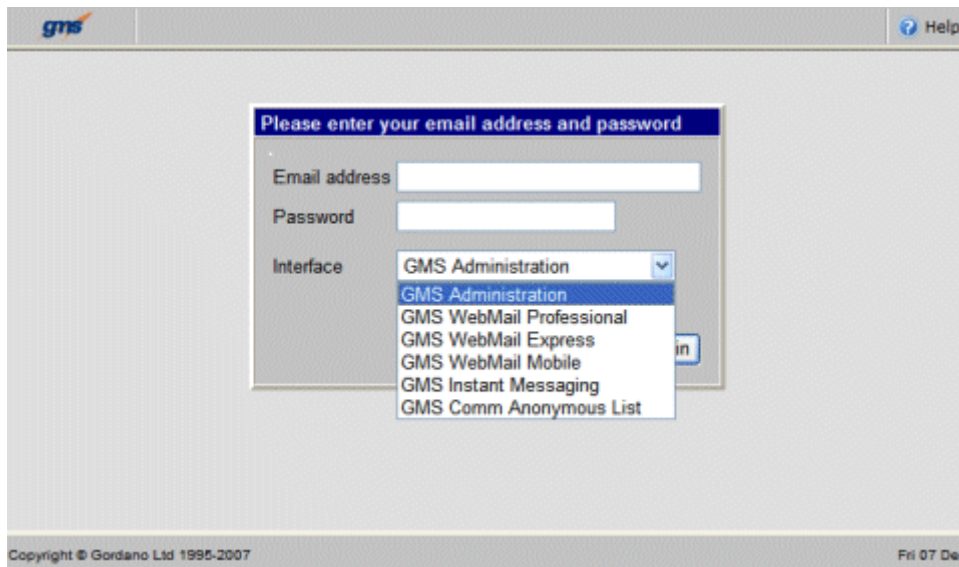
- Logging on to configure GMS Communication Server.
- The different access levels different users have.
- The standard GMS Communication Server page layout — screen and page components.
- Remote configuration — configuring GMS Communication Server from anywhere in the world over the Web.

5.1 Logging Onto GMS Communication Server

If you have other Gordano products already installed, you can log on in the normal way then select GMS Com from the selector tree.

If you only have GMS Communication Server installed, do the following:

1. Open your Web browser (Netscape or Windows Explorer are recommended).
2. From the machine on which GMS Communication Server is installed, type **http://127.0.0.1:8000** in the Location or Address field.
(127.0.0.1 is the server's loopback address and 8000 is the number of the port that GMS Communication Server uses.)
3. Press Enter. The GMS Communication Server logon screen should appear like this:



4. Log on as described in the following section, always using fully qualified names (list@domain.dom, user@domain.dom, etc.). If you would like the interface to open in its own browser window select the check box on the login page.

5.2 Logon Levels

There are several levels of access each with their own ways of logging on:

- **Postmaster** — has full privileges and can change any list.
Type the postmaster's e-mail address and password in the GMS login screen. (The postmaster password is the password you supplied during installation.) Select Administration from the drop down box and press the Login button.
- **List owner** — can log on then modify their own lists only. If you run GMS Mail or GMS WebMail, this user must have been given permission to configure lists or they will not be able to log onto GMS Communication Server in this way.

Type the list address and password in the GMS screen (This is the password entered when the list was created). Select Administration from the drop down box and press the Login button.

The list owner can bypass normal command security for all commands, including posting, so long as they specify the correct password at logon.

- **Moderator** — if a moderator does not actually own the list, they can only moderate the relevant list functions. They can also do the same as standard users: leave a list, join others to it and view archives.

Type the name of the list you moderate and your e-mail address in the GMS screen (This is the password entered when the list was created). Select Anonymous List from the drop down box and press the Login button.

- **List member** — can perform limited actions using the Web interface. They can leave a list, join others to it and look at the list archives.

Type the list name (list@domain.dom) and your e-mail address in the GMS screen (This is the password entered when the list was created). Select Anonymous List from the drop down box and press the Login button.

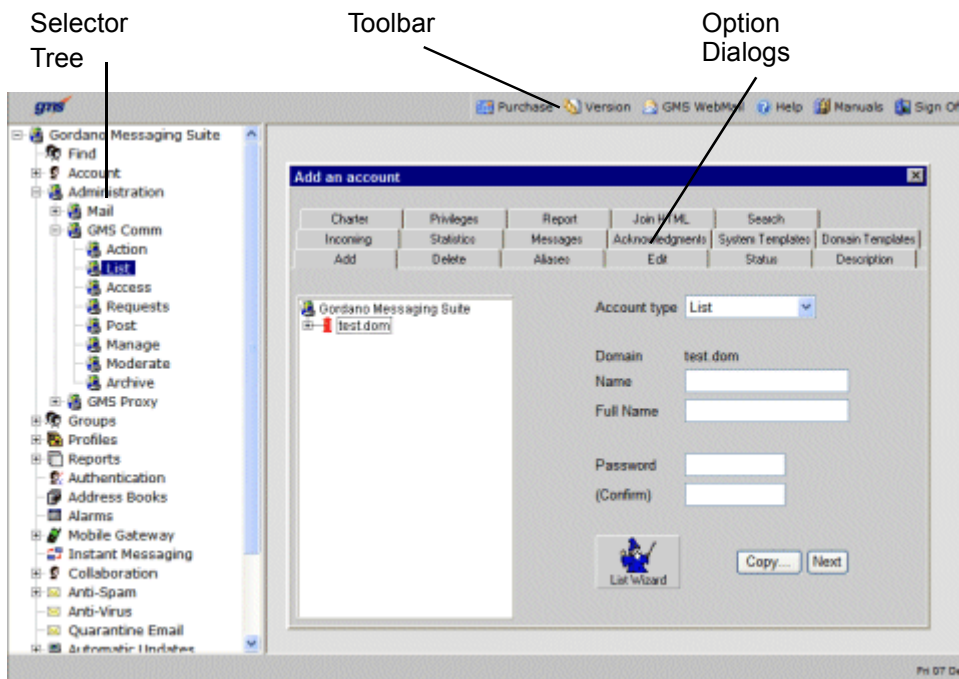
If you only have GMS Communication Server and have just installed it, log on as postmaster and add a list (This is described in the next chapter). The list owner can then log on to administer the list using <list-name>@domain and the list's password.



Note: Passwords are case sensitive.

5.3 Standard Page Layout

This screenshot shows a typical GMS Communication Server screen. In this case the postmaster has logged on and selected GMS Comm from the selector tree, then selected the List page:



All of the configuration pages have online context-sensitive help which is displayed by clicking on the life-preserver icon.

Buttons have *tooltips* — if you hold the cursor over a button, a tip will appear. The components of the window are described below.

The Product tree selector

The left hand pane of the screen contains a Java tree selector. The tree selector allows you to navigate through the available options. If a branch of the tree is expandable it has a "+" next to it. Simply click on the "+" to expand the tree and reveal further options. The "+" will then become a "-" and branches can be hidden again by clicking on the "-". The tree selector has a node for each available product: Mail, GMS WebMail, GMS Communicator/GMS List, GMS Anti-Spam, GMS Anti-Virus and Proxy server. If a particular product is not licensed, its node will be inactive. The key node in the selector tree is for ordering Gordano products if you're using a trial version.

Depending upon the login level you have used different options will be displayed in the product selector tree.



Even if you use a mail server other than GMS, you may need to access GMS Mail. You may need to do this to change SMTP options, for example the port GMS Mail, and therefore GMS Communication Server, uses.

The Toolbar

Across the top of the screen is the tool bar. The tool bar contains a number of useful buttons. The first button allows you to check that you are running the most up to date version of the software. The "Email" button will take you to the GMS WebMail client if installed otherwise it takes you to the basic GMS web client. The third button links to the online help. There is a help file for each dialog explaining what the features do. Next to this is the manuals icon. Clicking on this gives you access to pdf versions the Gordano manuals. The final button logs off your current session.

Page components

On individual pages, you can use the following components to perform an action or enter information:

- Radio button — where several options are alternatives, each has an adjacent radio button. Select the button next to the option you want.
- Check box — an option which simply has two states, selected and deselected, has a check box. If it's selected, there's an X in the box. To select or deselect it, click on the box.
- Text box — this is a standard clear box for entering text. It may be a single line or a larger box, depending on the parameter concerned.
- Update button — selecting radio buttons, check boxes or entering text has no effect until you press the Update button at the end of the page, if there is one of these. Some complex entries have multiple pages, in which case the button at the bottom of each page except the last page is named Next.

Table Displays

Often in the configuration interface information is displayed in the form of a table. For example the Manage>Members page or the Moderate>Join page. You can manipulate the information in these tables by clicking on the titles of the columns contained in the table. Clicking on a title sorts the list by that column. For example if you want to list your members by the date they joined the list click on the title of the "joined" column on the Manage>Members page.

You can also alter the width of the columns. Just hold your pointer over the join between two column titles until a double arrow appears. Then hold down the left mouse button while dragging the column to the required width.

5.4 Remote Configuration

You can configure GMS Communication Server from anywhere in the world over the Web. Instead of supplying the server's loopback address, 127.0.0.1, type one of the following:

- Its IP address like this: **http://123.123.123.123:8000**.

- Its name like this: **http://machine.companyA.dom:8000**.

6 Setting Up Your First List (High Performance)

This chapter describes how to set up a simple list using GMS Communication Server's high performance database. If you want to use an external ODBC database see "Using ODBC Databases" on page 91.

Setting up your list should only take a few minutes. When you have done this, people will be able to join the list, post messages for all members to read and, when required, leave the list. Once your list is running, you can explore the various GMS Communication Server options.

A list must have a list control account to process list commands such as **join** and **leave**. GMS Communication Server creates by default a control account called "List" which is often the only control account you'll ever need. Should you wish to create your own control account you must add this before you set up a list. This is described below.



Values in the interface which are not mentioned specifically in the text can be left at their defaults. If you want to know what any of these is for, use the online help.

This section covers:

- Adding a list control account.
- Adding a list using the List Wizard.
- Adding a list without the wizard
- Joining members to the list.
- Testing the list by posting to it.
- Reading the posted message.
- Creating lists using the list manager DLL

The examples in this section use the following values. Substitute your own names as required:

- Domain name for list and users — "company.dom".
- List control account — "List".
- List name — "testlist".



If you intend to use the list you set up here as a proper list rather than just an exercise, think hard about what to call it. Changing a list name after three months, when it has hundreds of members and may also be referenced from Web sites, will make you very unpopular!

Start by logging on as described in "Logging Onto GMS Communication Server" on page 26.

6.1 Creating a List Control Account

To add a list control account:

1. Choose List>Add and in the domains tree select the domain where the account is to be placed.
2. Select "Control account" from the Account type drop down.
3. Type in the name of the Control account you want to add.
4. Type and confirm the password for the account. Then press the Next button.
5. The new account will appear under the domain you selected in step 1.

6.2 Creating a list with the List Wizard

From the List>Add page of the interface:

1. Click on the List Wizard Icon
2. This starts a 5 step process for creating a new list. The wizard includes an explanation and help for each step.

6.3 Creating a list without the List Wizard

From the List>add page of the interface.

1. In the "Account type" drop-down list, select List.
2. Enter the name of the list. This is the account that members will send their postings to e.g. if you enter "testlist" here members will address postings to testlist@company.dom..



Note: List names can not contain spaces.

3. Enter a full name for the list. This is optional and is similar to entering your full name in the account details of a mail client.. e.g. if you entered "My first list", whenever a member receives a posting the From: field will contain "My first list" instead of testlist@Company.dom
4. Type and confirm the password for the list then press Next.
5. A second page appears, showing the list parameters with the "High Performance" Data Storage Method already selected. Leave all these as they are and press the Next button to complete the list.

6.4 Joining Members to the List

To test the list you need to add some members. Use names of real accounts on your system, so that you can log on and send or read mail using them later.

To add the first member to your list:

1. Choose Action>Join and select the list you created ("testlist").

2. Type the name of the first list member in the form "user@domain.dom". In our example, this is "joe@company.dom".
3. Do not change the other values from their defaults.
4. Press the Join button to add the member.

To bulk add more users to the list:

1. Choose Manage>Members
2. If the required list is not already selected Select it.
3. Click on Add
4. You can now add as many members as you like by entering them one per line.
5. You can also include extra parameters for each member such as digest and show. For example:
`member1@company.dom, show=On`
 would join member1 and set show to On. The default optional fields are:

Default field	Value	Meaning
Digest	On/off	Send digests rather than all posts.
Show	On/off	Allow member's email address to be displayed to others when: <ul style="list-style-type: none"> • They post to the list. • Someone requests a list of all members of the list.
ACK	On/off	Send member an acknowledgment when they post to a list. If ON/OFF missing default ON.
MyPassword	<value>	A password the member must use to modify anything to do with them on the list. This value is used with the Password moderator for commands with access type 10 or 11.
DIGEST_TYPE	<value>	Send digest as Text, MIME or Index.
Suspended	On/off	Suspend postings.

6. When you have finished typing click on the Add button.
7. The listed members will now be added.
8. You may need to click on refresh for the new members to be displayed on the Manage>Members page.



Each new member that is added using this method will receive the list's welcome message as set up on the List>Messages page and a transaction report confirming that they have been joined to the list.

Now add another member to your list using e-mail. (This is how most members would join a public list, though in this case you will join the member rather than them joining themselves.) Send a message with this body to the list control account List@company.dom:

```
join testlist <e-mail address>
```

For example, to join a user called Fred to the list you would send the following message to List@company.dom:

```
join testlist fred@company.dom
```

Fred would by default receive two replies to this message:

- A message confirming that he's been joined.
- A Welcome message explaining how to use the list.

6.5 Posting to the List

To try out the list, log on as one of the list members, open their e-mail client and send a message like the following to the list name (not its control account):

```
To: testlist@company.dom
From: Joe Bloggs <joe@company.dom>
Subject: Test posting
```

```
This posting is from Joe
```

Joe should receive two messages, one from the list and one from its list control account:

- Confirmation that the posting has been delivered.
- A copy of the posted message.

The time these take to reach you depends on how often your mail server processes mail.



*If GMS Mail is your mail server, you can try to force immediate delivery by opening Start, Run and typing **c:\gordano\bin\mail -k**. (If GMS Mail is installed elsewhere, type that pathname instead.)*

Using GMS Communication Server's Web interface to post a message

You can also use GMS Communication Server's Web interface to post a message to a list:

1. Choose Action>Send and select the list.
2. The name of the list and your name are displayed as they will appear in the header of your posting.
3. Type the subject for the list header in the Subject field.
4. Type the message body into the text box and press the Send button.

6.6 Reading the List Posting

To check that the posting has reached the list, log on as another list member and read their e-mail. The posting should be there.

If you use GMS Mail and the account is a user on your machine, you can read the e-mail using Account>Read Email, or if you use GMS WebMail you can log onto the webmail client as the user.

6.7 Creating a list using the List Manager

If you have GMS Mail or GMS WebMail installed with GMS Communication Server you can set up an account to use the list manager DLL. The List manager DLL (ntlmgr.dll) provides an email interface for list creation

To set up a DLL account:

1. Choose Users>Processing in the GMS Mail or GMS WebMail interface and select the user (which you must already have added). The Select DLL list shows available DLLs.
2. Select List manager from the list of available DLLs and click on configure.
3. On the next page click on update to enable the DLL.

To add a list send a message with the following syntax to the account that you have set up to use the list manager DLL:

```
password <password>
addlist
domain <domain>
listname <listname>
joinaccess <joinaccess>
listaccess <listaccess>
postaccess <postaccess>
listmanager <listmanager>
[listowner <listowner>] (optional - sender used by
default)
members
<user1@domain1>
<user2@domain2>
<user3@domain3>
..
<usern@domainn>
```

If you have entered the information correctly the list will be created and you will be sent a confirmation message. Refer to the *GMS Reference Guide* for information on the values that are valid for parameters such as joinaccess.

7 Making your list easier to use

Now that you have learned how easy it is to set up a list there are a number of things you can do to make the list easier for your members to use too. This section will cover:

- Modifying automatic messages.
- Deciding where list message replies are sent.
- Aliases for commands.
- Stopping commands going to the list.
- Transaction Reports.
- Suspension information.
- Adding information to a footer.
- Preventing people being joined without their knowledge.

7.1 Modifying automatic messages

There are quite a few messages that GMS Communication Server can send to your members to help them use the list. Although GMS Communication Server has default text for most of these messages you may want to edit them or perhaps translate them to other languages. You can customise these messages for each list or use domain templates which will apply to each new list in a domain. There are also system templates which are used when a domain template hasn't been defined.

The messages that a list is currently using are shown on the List>Messages page of the interface. You should check the content of these messages after you create each new list to make sure they are relevant to the new list. Some of these messages may be greyed out and this is because they are not enabled. For instance if your list is set up so that members don't need to confirm join requests, the join confirmation request message will be greyed out. To change the text of a message click on the Edit button next to its name and you will be taken to a new screen showing the text that is currently in use. From here you can make changes to the message itself and add extra headers to the message such as a Reply-To address. The available messages are detailed below.

Help message

The help message will be sent to any applicant or list member who sends a command to the list control account that cannot be understood by the list server. Therefore the help message should contain information about the commands that the list server understands (including any command aliases you have set up) and details of the address of the owner of the list. If you don't want any help message to be sent at all un-check the box next to this option.



The Help message is only sent to a user once in a 24 hour period. This helps to prevent e-mail loops being created.

Join message

When an applicant is successful in becoming a member of your list, he will be sent this message. This means that this message should contain all the information the new subscriber needs to know about your list.

Typical contents include:

- Confirmation that they are now members of the list.
- A full description of what may be posted to the list.
- How to leave the list.
- How to post a message to all the list members.
- Other list services available.
- Frequently Asked Questions.
- Who to email for help.

If you don't want any join message to be sent at all un-check the box next to this option.

Leave message

This message is sent to a member of a list when they leave. Typically it may thank them for their interest. You may also elect to ask the member some questions as to why they are leaving the list. This may give you some feedback into any issues that concern people and cause them to otherwise silently disappear. In order to make sure that you get a response to your survey, you must remember to set the "Reply-To:" clause so that the response goes to someone who is going to read it! If you don't want any leave message to be sent at all un-check the box next to this option.

Join confirmation request

This message is sent to an applicant when they have to confirm that they wish to be a member of the list (as set in Access>Join). The applicant will receive this message with a single encoded line which contains the details that GMS Communication Server needs to complete their application for membership. As soon as the applicant replies to the message, GMS Communication Server can confirm the membership with the Join Message (see above).



When moderators submit their own commands for example if they ask to join a list they moderate the command settings are over-ridden. i.e. the moderator gets joined automatically and no confirmation request is sent.

Join reconfirmation request

If the list is set up so that members must reconfirm their membership every so often, this message will be sent to them requesting that they do so. This option is configured from the Access>Join page of the interface.

Inactive member confirmation request

If you have set up a check for inactive members of the list this message will be sent to any that are found. By default this message is blank so you will have to add your own message. You can configure the Inactive member check from the Manage>Inactivity page of the interface.

Leave confirmation request

This message is sent to people who are required to confirm that they wish to leave the list (as set in Access>Leave). The applicant will receive this message with a single encoded line which contains the details that GMS Communication Server needs to complete their removal from the mailing list. As soon as the applicant replies to the message, GMS Communication Server can confirm the removal with the Leave Message (see above).

Default confirmation request

This message is sent to people who are required to confirm that they wanted to perform any other list server commands (e.g. request a file from the directory services). These are set under the Requests menu. The applicant will receive this message with a single encoded line which contains the details that GMS Communication Server needs to complete their command. As soon as the applicant replies to the message, GMS Communication Server can complete the command.

Maximum message size exceeded message

You can specify a maximum message size that your list will accept on the Post>Limits page of the interface. This allows you to limit the bandwidth used by your list and limit the size of list mail that your list members have to deal with. If you have configured a maximum on the Post>Limits page anyone posting a message that exceeds the limit will receive a warning message. You can edit the content of this message by clicking on the "Edit" button on the List>Messages page next to the "Maximum message size exceeded message" option.

Membership expiry message

When a member of the list has been on the list for the maximum time set by the list owner, he will receive this message. This message may be used for reasons like:

- **Paid for subscription.** If the list owner is charging for membership to the list, this message could give full details of how payment can be made so that the member can continue receiving the benefits of the list. Typically the "Reply-To:" clause would be changed so that members can simply reply to the person who is in charge of paid subscriptions.
- **Rejoin.** Many list owners like to "clean" their lists of people who are not contributing. Therefore, they might require all members to rejoin the list every year in order to make sure that all members are

still active and interested in the subject matter of the list. Members may find this policy useful since they may have forgotten how to leave the list and now consider it to be spam. Typically the "Reply-To:" clause may be set to point to the list's "join" command so that members simply have to hit reply to continue being on the list.

Membership expiry can be managed from the List>Edit page of the interface where it can be enabled and the number of days to expiry specified.

Membership expiry warning message

The membership expiry warning message is sent out before the membership expires. This gives members the chance to take action before they are actually removed from the list. This message may have the same contents as the expiry message.

- **Expiry Warning.** This option (on the List>Messages page) allows you to choose how much notice members are given before their membership of the list expires. Note, if you give people a default membership of 28 days, the expiry warning message should be sent out within that 28 day period!

Copying templates from another list

If you select the **Copy** button on the List>Messages page you will be able to select another list from which all the message files can be copied. This is a very useful feature if you regularly set up lists that are very similar in nature and saves you having to edit the files independently for each list.

Using header substitution fields

You can add to and/or substitute text in the headers or footers of any message that is sent to a selected list by editing the message file. To edit a file, choose Post>Processing and press the Edit button for either headers or footers.



When editing here do not type the leading "-" for headers as GMS Communication Server writes this to the text file for you.

Some typical header substitution fields are:

- Cc:
- Priority:
- To:
- Date:
- Reply-To:
- Error-To:
- Return-Receipt-To:
- X-Reply-To:
- From:

- Sender:
- X-Sender:
- Organisation:
- Subject:

The following example changes the Reply-To clause and adds other useful information fields:

```
Reply-To: Interesting Discussion List <Interesting@company.dom>
Error-To: postmaster@company.dom
X-Unsubscribe: send 'leave interesting' to List@company.com to leave
```

In this example the Reply-To: field in the message header would be substituted by the text following it, no matter what the original text contained. If creating or editing this file in a text editor, you must include a "-" before any header lines to be substituted.

Using this syntax, when the recipient presses the Reply button, they see the proper name "Interesting Discussion List" in the To: field, while the address underneath is still correct.

This is how you set up an anonymous list; see "Hosting an Anonymous List and adding headers" on page 122.



Place angle brackets(<>) around the real email address to ensure that client software finds the address correctly.

Remember to leave space after the colon so that the lines are recognised as header fields.

7.2 Deciding where list message replies are sent

Occasionally you may expect a member to reply to one of the above list messages. For example if your leave message asks the member for some feedback as to why they are leaving you will want this reply to go to someone who will read it. To do this you should click on the edit button next to the message description on the List>Messages page. This will take you to a screen with a text area labelled "Help message header fields". If you want the reply to go to the postmaster you would enter the following in the box.

```
Reply-To: postmaster@<domain>
```

7.3 Aliases for commands

Members may not be familiar with the default commands that GMS Communication Server uses, for instance **Join** and **Put**. They may prefer Add and Save or even non-English equivalents. This is not a problem with GMS Communication Server as it is really simple to add aliases for these commands. Adding aliases is done from the Access>Alias, Requests>Alias and Post>Alias pages. Simply add a space separated list of the words you wish to have as aliases next to a

command and click on Update. There is also a Default button which you can press to return to the original aliases.

7.4 Stopping commands going to the list

As we have already learned members can send commands to either the list control account or directly to the list itself. So how does GMS Communication Server know that a command sent directly to the list is not just a normal message that should be posted to all members? The answer is that by default the subject and first line of every message sent to the list is checked for commands and their aliases. If one of these command words is found then the message is processed as a command. You can however disable this feature from the Post>Processing page.

7.5 Transaction Reports

Whenever a member makes a post to a list or list control account a transaction report can be sent to them as confirmation that their message has been received and detailing what action has been taken as a result. For example when a posting is made the transaction report explains how many people will be receiving the message and how many digests the posting will be included in. If a list command has failed for whatever reason this will be explained in the transaction report, for example if a **put** command fails because a file of that name already exists, the transaction report will include this information. This saves confusion and gives the member the opportunity to use a different file name or the **fput** command.

Members might find these reports confusing so you can turn these transaction reports on or off from the List>Acknowledgments page. You can also elect to send the reports to a specified address.

7.6 Suspension information

Often a list member will not want to continue receiving messages while they are on vacation. for this reason it might be useful to give them information in the join message and/or help message on how to suspend themselves from a list. This should also prevent holiday autoresponse messages being posted to the list. See “Commands Used by List Members” on page 59 for usage of the **Suspend** command.

7.7 Adding information to a footer

A useful way of giving your members extra information is to add a footer that will be added to every message that gets posted. This might give a URL link to a web page where help information is supplied. The same web page might also have a form for leaving and joining a list (See “List commands from a web page” on page 15). Alternatively you could give the filename of a help file which the member can retrieve using the **get** command (See “Retrieving a File” on page 86). You can add a footer to the list from the Post>Processing page. Click the edit

button next to "Message insertions" and enter your message in the text area labelled "Additional body". Once you click on Save, your message will be added to the bottom of all posts to that list.

7.8 Preventing People Being Joined Without Knowing

It's easy for a user to join someone else to a simple list like that described in the previous chapter. If the person who does this is helping out a colleague who genuinely wants to join the list, this is not a problem. If they do it to waste the person's time, flood their mailbox, etc. it is a problem

By configuring your list to use confirmation messages GMS Communication Server makes it easy to ensure that anyone who is joined to a list knows. In simple terms, the process works like this:

1. The list control account receives a join request from User A asking it to join User B to the list.
2. Since the message did not come from User B themselves, the list control account is not sure that they really want to join. It mails User B directly asking them to confirm that they want to join.
3. If the control account receives confirmation from User B that they want to join the list, they will then be joined.

If you set up use of confirmation messages, the list control account does the above automatically.

To set up join confirmation:

1. Choose Access>Join and select the "Applicants must confirm join" check box. Press the Update button.



Note that this facility does not apply to the list moderator who will be joined to the list automatically without a need for confirmation.

8 Daily Management

This section describes the day-to-day tasks of list owners and moderators.

It covers: .

- Moderating your lists - controlling what is posted, who joins etc
- Suspending and resuming members.

8.1 Moderating your lists

Moderators are used to vet list postings and list commands. You can have as many moderators as you like. There are three types of moderator as described below.

Moderator Type	Commands Responsible for	Configuration Menu
Post Moderator	checks all postings to the list	Post
Member Moderator	join, leave, suspend, resume.	Access
Command Moderator	list, status, set, get, dir, put, fput.	Requests



For smaller lists you can assign a single person to moderate all these commands or even just one or two of the commands. For instance the listowner could moderate just postings and joins on his own.

Assigning a moderator

Moderator settings are configured from three menus in GMS Communication Server. Settings relating to Post moderation are configured from the Post menu, those relating to Member moderation are configured from the Access menu and settings for Command moderation are configured from the Requests menu. Within each of these menus there is a Moderator tab where you define who the moderators are going to be. For example you would go to the Access>Moderator tab to define a moderator who will vet **join** commands.

On the three moderator pages you can specify a password that moderators must supply before they can accept a command or posting.

You can also specify the amount of time moderators have to approve a posting or command. If approval doesn't occur within this time you can set GMS Communication Server to either discard the request or return it to the sender.

Multiple moderators

You can add as many moderators as you like on each of the moderator pages. You may find for instance that you need several Post moderators but only one Member moderator. If you have more than one moderator

and would like them all to receive a copy of each request check the "Send Moderator message to all moderators" option on the relevant moderator page (For Post moderators this is the Post>moderator page).

This is useful if a moderator is likely to be away for a period of time as it allows one of the others to approve the request. If more than one moderator approves a request the resulting action, be it posting, joining or one of the other commands, will still only be processed once. If this option is unchecked, messages will be sent to the moderators in rotation.

Enabling moderation for individual commands

Moderation can be enabled or disabled on a command by command basis so for example you may want to moderate who joins a list but allow anyone to leave the list without moderator permission.

Each command has its own configuration tab so for example to enable moderation of **join** requests you would select the Access>Join page and select the "Moderate Join requests" option before clicking on Update.

If you specified a password when setting up your moderator(s) you can also require that moderators supply the password before they can approve a request.



Post moderation is slightly different. It is enabled from Post>PostAccess in the same way as the other commands but has an extra option "Only moderate messages from non-members". Selecting this allows members to post messages without being vetted by your post moderator(s).



When moderators submit their own commands for example if they ask to join a list they moderate the command settings are over-ridden. i.e. the moderator gets joined automatically and no confirmation request is sent.

8.2 Post and Command approval

Once you have set up your policies for moderating the list your moderator(s) will need to know how they can approve postings and/or command requests such as **join**. There are two methods of approval as described below.

- using email.
- using the GMS Communication Server interface.



Only one command request per member can be queued. While one command is waiting for moderation, new commands from the same member which need moderation will be rejected. This does not however apply to postings awaiting moderation.

The email method

There are three simple steps to this as follows:

1. A member sends a message to the list or sends a command to the list control account.
2. The moderator(s) receive a message with a subject header like "Post to List Requires Moderation" or "Join Request requires moderation" . This message contains a copy of the message or command to be moderated. See the example below.
3. If the message is a post request, do not change anything in it but use your mail client's Reply button, or option, to return it. The reply address will be <listname>-post@<domain-name>. If the message is a command request such as **join** check the From: field for the sender's email address. If you want to allow the command for that address use your mail client's Reply button or option to return it.



Each message that is sent for approval contains a unique identifier which is all GMS Communication Server requires to match an approval with the original request.

Example:

```
From: "Science List" <science-post@domain.dom>
To: "user@domain.dom" <user@domain.dom>
Subject: Post to List Requires Moderation
Date: Fri, 16 Mar 2001 12:00:07 +0000
```

```
*990906606392*+12000435900003
```

```
Return this message to allow posting of the attached
message
```

```
Does anyone know Einsteins theory of relativity?
```

The interface method

Moderation via the interface is done using the Moderate menu in the interface. Each command has its own tab under this menu. Each of these tabs displays a table containing details of the messages or commands awaiting approval and three buttons:

- Refresh - reloads the table with the latest data.
- Approve - approves the selected request or posting.
- Details - displays another page with the message content.

Moderators should select an item in the table by clicking on it. If it is a posting they should click on Details and review the message content. Then if the request or posting is to be allowed it is just a matter of clicking on the Approve button.

Logging on

A moderator can log on to the interface by typing the name of the list they moderate and their e-mail address in the "Anonymous access" area

of the log on screen. Pressing the Enter GMS Communication Server button will then allow them access to the Moderate area of the interface.



If moderators are set up on your list and someone knows the address of one of your moderators they can pretend to log in as your moderator via the anonymous access area. To protect against this you can set a moderators password on the Access, Post and Request>Moderator pages.

If a moderator password has been set up this will be requested when the Moderate menu is selected and before any moderation queues are displayed.



Moderators can only see the tabs for which they are responsible. For example someone who has been set up as a Post moderator but not a Command or Member moderator will only be able to see the Moderate>Post tab.

Denying a posting

This can only be done using the email method of moderation. In a situation where there are several post moderators you might encounter a posting that one moderator thinks is suitable but another thinks is unsuitable. In this situation a moderator can reply to the message using the **postdeny** command. To do this when he replies to the message he changes the To address from <listname>-post@<domain-name> to <listname>-postdeny@<domain-name>. As long as none of the other moderators have already approved the posting it will be banned from the list. Once a message has been banned in this way it can't be posted even if another moderator approves it.

8.3 Reading Posts

If you are not using moderators it is still a good idea to monitor the content of a list to ensure that the topics being discussed aren't straying from the intended subject. For example you don't want people discussing their vacation plans on a list designed to promote philosophical debate. It is quite likely that such off topic posts will annoy serious members of the list and may even persuade them to leave the list as the content is not what they joined for. The easiest way to monitor content is to become a member yourself and perhaps review a daily digest of list postings.

8.4 Calming inappropriate discussion

The best way of doing this is to set up Post moderators to monitor each posting and decide if it is appropriate to be sent to the list. There are however some other things you can do to keep your list on topic.

List charter

You can compose a list charter from the List>charter page. This allows you to lay down the rules of the list and explain which subjects its

members can expect to discuss and read about. You can set this charter to be sent out to your members at set intervals.

Banning subjects and senders

GMS Communication Server gives you the option to ban certain subjects or email addresses from the list. This is done from the Post>Bans page of the interface. If you come across a thread that is off topic you can enter it as a banned subject so that if any more postings are made on that subject they won't make it to the list. You should be careful when using this option though as you may risk banning legitimate posts that happen to contain banned words in the subject. If you ban a subject you should perhaps let list members know by mentioning it in the list Charter.

In a similar way if you have a contributor who is a particular problem you can enter their address under banned senders and they will no longer be able to post to the list.

You can elect to send any message that gets banned to:

- the list owner
- the list moderator
- the originator
- another specified address.
- Or you can just ignore the messages.



You can use wildcards to ban a block of email addresses or subjects containing similar phrases.

8.5 Suspending and Resuming Members

Members may well ask an administrator to suspend their membership from a list, perhaps while they are on vacation. Although they can do this themselves they may not know how. You can suspend and resume members from the Manage>members page in the interface. Select a user from the list and click on the Details button. This takes you to a screen where you can check or uncheck the suspended box. Click on update to apply any changes. You can also suspend or resume members by sending an email to the list control account see “Suspending and Resuming Membership” on page 66

9 Management Issues

This section describes various management issues, how to maintain member records, how to use these to your advantage, and how to contact members. It covers:

- Monitoring a list.
- Scheduling digests.
- Setting Resource limits
- Adding multiple members in one go.
- Demographics — required and optional values.
- Reports available.
- E-mailing all list members and using superlists.
- Expiry dates — how to set these up.
- Purging — removing list members whose subscription has expired.

9.1 Monitoring a list

To keep a busy list healthy it is a good idea to monitor certain aspects of its activity such as:

- Joins and leaves
- bounces
- membership information
- the reason people leave.

Joins and Leaves

You can get GMS Communication Server to notify you every time someone successfully joins or leaves a list. This is set from the Access>Moderator page.

Bounces

When a list posting cannot be delivered to a member address it is usually returned to GMS Communication Server with a failure message. This may be because the address does not exist, the receiving server is down or for many other reasons. GMS Communication Server allows you to manage these bounces by automatically suspending any addresses that are constantly bouncing. This helps keep your membership information up to date and saves on bandwidth. (There is no point delivering to addresses that are going to fail). Instead of automatically suspending or removing members you can get GMS Communication Server to notify you of the bounces directly thus giving you the opportunity to decide whether an address should be suspended or removed.

Bounce management is configured from the Post>Bounces page of the interface.



If you are using a read-only ODBC list then GMS Communication Server will not be able to automatically suspend or remove members. In this case you should configure bounces to be sent to an account where they can be monitored and manually removed from the database if necessary.

The bounce management options are:

- Ignore — No action is taken as a result of bounces. This means bad addresses will stay on the list and use up bandwidth.
- Send to list owner — A message is sent to the list owner when an address reaches the allowed number of bounces.
- Send to moderator — A message is sent to the list moderator(s) when an address reaches the allowed number of bounces.
- Forward to email address below — A message is sent to the email address you specify when an address reaches the allowed number of bounces.
- Suspend (else ignore) — Suspends the member when their address reaches the allowed number of bounces. If the bounced message doesn't have the X-ListMember header the bounce is ignored and isn't treated as a bounce.
- Suspend (else send to list owner) — Suspends the member when their address reaches the allowed number of bounces. If the bounced message doesn't have the X-ListMember header a message is sent to the list owner and the returned message is not treated as a bounce.
- Suspend (else send to moderator) — Suspends the member when their address reaches the allowed number of bounces. If the bounced message doesn't have the X-ListMember header a message is sent to the list moderator(s) and the returned message is not treated as a bounce.
- Suspend (else forward) — Suspends the member when their address reaches the allowed number of bounces. If the bounced message doesn't have the X-ListMember header a message is sent to the address you specify and the returned message is not treated as a bounce.
- Remove (else ignore) — Removes the member when their address reaches the allowed number of bounces. If the bounced message doesn't have the X-ListMember header the bounce is ignored and isn't treated as a bounce.
- Remove (else send to list owner) — Removes the member when their address reaches the allowed number of bounces. If the bounced message doesn't have the X-ListMember header a message is sent to the list owner and the returned message is not treated as a bounce.
- Remove (else send to moderator) — Removes the member when their address reaches the allowed number of bounces. If the bounced message doesn't have the X-ListMember header a mes-

sage is sent to the list moderator(s) and the returned message is not treated as a bounce.

- **Remove (else forward)** — Removes the member when their address reaches the allowed number of bounces. If the bounced message doesn't have the X-ListMember header a message is sent to the address you specify and the returned message is not treated as a bounce.

The Post>Bounces page allows you to define how many bounced messages a member can have before one of the actions above is implemented. Each time an address is bounced the members details are updated by adding 1 to the NumBadMsgs count for the member.

You can also specify a time period within which the bounces need to occur for the selected action to be taken. The default is if 5 bad messages occur within 7 days then the selected action will be carried out.

Membership information

Reports are available on membership status as explained on page 55.

Leave reason

A simple way to ask people why they decided to leave a list is to add a question to the leave message which is sent out to all members who leave. You can edit this message from the List>Messages page.

Remember when you edit the message to add a Reply-To: header so that the reply goes to an address that you monitor. See "Modifying automatic messages" on page 37.

9.2 Scheduling Digests

A digest is a summary of postings to a list. This can be sent either at a specific time of day or when the file reaches a specific size. To set up the way digests are configured for a list, choose Post>Digests.

You normally set up digests for a user when you **join** them, but to change the setting for a user, use Manage>Members. Select the list then select the member. Click on "Details" to show the individual members profile. Check the "Digests" check box and choose the Digest Format. Then click on Apply.

Users can ask for digests themselves from the Action>Join page or as described in "Setting User Variables" on page 67.

If you set up digests based on size, do not make these too large. If you do:

- Users may hardly ever receive a copy and when they do the postings will be outdated.
- Sending out large digests to a big list of members may tie up your mail system.

If you set up digests based on time:

- Set a time outside of normal working hours.
- If you run several large lists, do not schedule all of these to send out digests at the same time.



The Digest mechanism checks the contents of .log files in the <listname>\Log directory to see what has been posted to the list during the digest period.

9.3 Setting resource limits

With GMS Communication Server it is possible to limit the amount of resources your list uses. There are a number of ways this can be done:

- Limit the size of messages that are posted.
- Limit the number of posts a single member can make.
- Limit the number of To addresses permitted in a posting.
- disallow the posting of binary attachments.

These limits are all set from the Post>Limits page of the interface. Instead of rejecting posts that contain binary attachments you could just remove the attachments before the rest of the message is posted. This option is set from the Post>Processing page.

9.4 Adding Multiple Members

It is possible to bulk add members into a list from the Members>Import page. Simply:

1. Type in the first member's address and any required or optional parameters in the format shown on the page.
2. Add further members. You can cut and paste information within the box to speed up the process. Press Add when you finish.

9.5 Demographics

You can ask users for additional information when they join a list. You might want to do this to help you learn about what sort of people your list is attracting and to target postings. For example, you could ask people to specify the industry they work in, their location and their date of birth. You could then use this information to target a posting, for example, to all members over the age of 30 at a particular location. See "Mail Merges" on page 107.

There are two types of variable:

- Required — users have to provide these to join the list.
- Optional — users can choose whether to supply these.

To set up a new variable, choose Access>Variables and type its name (without any spaces) into the appropriate field, required or optional. The information supplied by members will be stored in the member database whether this is an external ODBC database or GMS Communication Servers own high performance database. You can retrieve

information supplied by your members using the Manage>Export menu as detailed below.

9.6 Reports Available

Daily statistics

You may find you want to know how much activity there is on your list. This information can be retrieved from the List>Statistics page. This page displays a table containing information on each days activity. The fields displayed are:

- Date.
- Members- the number of list members at the end of that day.
- Joins - the number of new members that day.
- Leaves - the number of members leaving the list that day.
- Bandwidth - the amount of bandwidth used by that list on that day.

More information can be displayed by selecting a date from the list and clicking on details. Some of the information relates to that day's activity and some of it is cumulative since recording began.



This information is stored in a file called stats.txt. located in the Gordano\<>domainname>\users\<>listname> directory.

Membership information

If you want to find out information about members. This can be done from the Manage>Members page of the interface. Information is displayed in a table listing the members that match the criteria you set in the "View" drop down. For example you can list Banned addresses, current members, expired members etc. To find out more about an individual member select their address in the listing and click on "Details". This displays another page with all the member's details, settings and status.

Exporting information

Once you have gathered information on your membership you may want to analyse it further. Probably the best way to do that is to export the information into another application such as a spreadsheet program. You can do this from the Manage>Export page. Simply choose the method and format you want. Then select which fields you want included in the output. You can also elect to include information on advert hits and the date of membership expiry for ex-members.

Bad Message logs

These logs contain information on any messages that have caused problems for whatever reason. These logs can be found in the Gordano\<>domainname>\BadMes directory on your server.

Other Logs

A daily log containing a copy of each message posted to a list is kept in the <listname>\log directory. In addition a daily transaction log is kept in the Gordano\Logs directory with a filename beginning "Li". For more information on logs refer to the *GMS Reference Guide*.

9.7 E-mailing all List Members and Using Superlists

It's easy to e-mail all members of a single list, but you can also combine several lists into a superlist. A superlist is a container for a number of individual lists and a post to it is sent to all the members of the individual lists.

You can also e-mail specific groups of list members — all active members of a list, those who have left, or those who joined in a particular time period.

To e-mail members of a single list:

1. Choose Manage>Email and select the list.
2. Select the appropriate group of members — current members, members who have left, etc.
3. Press the Next button then write the message and press the Send button to e-mail it.

To set up a superlist:

1. Choose List>Add and select the domain. (The component lists must all be in one domain)
2. Choose Superlist in the Account type drop-down list and type its name and owner, then type and confirm the mandatory password and press Next. .
3. Press Next again then add the lists you want to be components of this superlist and press Finish. Press Update.

To e-mail members of a superlist, simply send a message to the superlist name. There's no duplication — a user who is a member of all the individual lists will only receive the message once.

9.8 Expiry Dates

You can set an expiry period or expiry date for a member. Use this for a list which users have to pay to join. If users subscribe for one year's membership, for example, you would set an expiry period of 365 days. GMS Communication Server would remove the member automatically after this time. They then become an *expired member*.

In fact, you would hope that the member would feel that their membership was worth paying for, and that they would want to extend for another 12 months. To encourage them to do so, you can set up an expiry warning message which is sent out perhaps one month before expiry, telling them that it's time to pay for another year's worth. This

could list some of the great things the list is going to feature in the next year.

To set up expiry, choose List>Edit and set the Membership expiry parameter to the required number of days. To check members' settings choose Manage>Members.

For details of how to set up the expiry warning message, see "Modifying automatic messages" on page 37.

9.9 Purging Expired Members

"Expired members" are ex-members whose subscription to the list has expired. Generally, you do not want these people to be able to simply re-join the list, though an owner or moderator may allow them to rejoin.

You should purge expired members from the database at intervals, especially for large lists. Purging is the removal of expired members from the list.

To automate expired purging of the membership database:

1. Choose Manage>Purge Settings and select the list.
2. Specify the Expired purge start date and interval, then press Update.



A record of expired members is retained to prevent an expired member re-subscribing when using Magazine List facilities.

To check on the number of expired members on a list:

1. Choose Manage>Members and select the list.
2. In the View drop-down list, select Expired and press the Change button.

10 Commands Used by List Members

This section describes how standard users use e-mail to send commands to a list. Although a list owner or moderator can also use these commands, they are more likely to use the Web interface.

Some commands have aliases (alternative names) which can be used in exactly the same way. **Join** and **leave** also have quiet forms which behave in the same way except that no confirmation is sent.

This section describes:

- The three ways a user can send commands to a list.
- A summary of commands — lists commands, command modifiers, aliases and how to enter multiple commands.
- The **join** and **leave** commands.
- The **suspend** and **resume** commands.
- Setting variables, either when you join or subsequently.
- Posting messages.
- Displaying a member's status and listing all members.
- File commands — adding files, listing the files which the list is storing, and getting a file.
- Messages which may be sent to list members in response to commands.
- Using NTLIST Version 3 commands — the "quiet" commands **qjoin**, **qleave** and **qdigest** are still permitted.



*You could make the contents of this chapter available to your members as a help file which they can retrieve using the **get** command. See "File Services" on page 81.*

10.1 The Three Ways to Send a Command

A list member posts a message by simply sending an e-mail message containing the text to <listname>@<domain-name>. They can send any command that is not a posting in one of three ways, as described below. All three of these are equally effective, so it's largely a matter of using the method you prefer.

All three examples below show how to join a user called "joe@companyB.dom" to the list "Java-testers" at company.dom. The list control account of Java-testers@company.dom is called "listcontrol".

E-mailing the list control account

Send an e-mail to <list-control-account>@<domain>. The message body must contain a recognised command and suitable parameters.

Using the example data given above, you would send this message to the account "listcontrol@company.dom":

```
join java-testers joe@companyB.dom
```

Command Parameters

This table shows the e-mail forms of the list commands you would send to a list control account and their parameters (all addresses in the table are e-mail addresses):

To	Command and parameters
join a list	join <listname> [<address>] [<variable-name> = <value>]
leave a list	leave <listname> [<address>]
get list status	status <listname> [<address>]
Suspend membership	suspend <listname> [<address>]
Resume membership	Resume <listname> [<address>]
list files	dir <listname> [<address>]
send a file	put <listname> [<file name>]
overwrite a file	fput <listname> [<file name>]
get a file	get <listname> [<address>] <filename>
list all members	list <listname> [<address>] [<sort-method>]
set variables	set <listname> [<address>] <variable-name> = <value>

Note the following:

- You have to substitute a real name for each parameter shown between "<" and ">" brackets.
- Parameters between "[" and "]" brackets are optional.
- You can supply multiple variables with **join** and **leave**. See "Setting User Variables" on page 67.

The table does not give the full story however, since:

- The parameters supplied to a command may include "command modifiers", which are not shown in the above table.
- You can send several commands in one e-mail message.
- The administrator may have set up aliases for commands.

These are discussed in turn below.

E-mailing <listname>-request

Send an e-mail to <listname>-request@<domain>. The message body must contain a recognised command and suitable parameters.

Using the example data given above, you would send this e-mail to "Java-testers-request@company.dom":

```
join joe@companyB.dom
```

This lets you omit the name of the list from the message body. You do not need to know the name of the list control account.

Command Parameters

This table shows the e-mail forms of the list commands you would send to a <listname>-request account and their parameters (all addresses in the table are e-mail addresses):

To	Command and parameters
join a list	join <listname> [<address>] [<variable-name> = <value>]
leave a list	leave <listname> [<address>]
get list status	status <listname> [<address>]
Suspend membership	suspend <listname> [<address>]
Resume membership	Resume <listname> [<address>]
list files	dir <listname> [<address>]
send a file	put <listname> [<file name>]
overwrite a file	fput <listname> [<file name>]
get a file	get <listname> [<address>] <filename>
list all members	list <listname> [<address>] [<sort-method>]
set variables	set <listname> [<address>] <variable-name> = <value>

E-mailing <listname>-<command-name>

Send an e-mail message to <listname>-<command>@<domain>.

Using the example data given above, you would send this e-mail to "Java-testers-join@company.dom":

```
joe@companyB.dom
```

This lets you omit the name of the list and the command itself from the message body. This is especially useful if you want to join lots of users to the same list in one go — you can just paste in a list of their names.

Command addresses

This table shows the e-mail addresses of the list command-name accounts you can send to:

To	Command and parameters
join a list	<listname>-join@<domain>
leave a list	<listname>-leave@<domain>
get list status	<listname>-status@<domain>
Suspend membership	<listname>-suspend@<domain>
Resume membership	<listname>-resume@<domain>
list files	<listname>-dir@<domain>
send a file	<listname>-put@<domain>
overwrite a file	<listname>-fput@<domain>
get a file	<listname>-get@<domain>
list all members	<listname>-list@<domain>

Command modifiers: Quiet, For and Password

There are three command modifiers which modify the way commands operate:

- **Quiet** — stops a confirmation message being sent to the user.
- **For** — used with **join** and **suspend** only, this specifies a period in days for which the command applies. For example, you might join or suspend a user for just 30 days.
- **Password** — required if access to the command is password-controlled. If posting to a list is password-controlled, the first line of the mail must be `Password = <password>`, with no other text on the line. This line will be stripped from the message before it is sent to the list.

You can insert modifiers anywhere within the parameter list, except for the password, which must be supplied as its last parameter (unless the mail is a posting). For example, you might send this message to "Java-testers-request@company.dom":

```
join joe@companyB.dom quiet for=30 password=whisky
```

This joins Joe to this password-controlled list for 30 days without sending confirmation of the fact.



Do not confuse the "Password" command modifier with the "Mypassword" variable described in "Setting User Variables" on page 67.

Multiple commands in one message

A member can send more than one command in a single message by starting each on a new line. For example, this message body, sent to the list control account of the list `Java-testers`, joins Joe to the list but removes Fred from it:

```
join Java-testers joe@company.dom
leave Java-testers fred@company.dom
```

Aliases for commands and command modifiers

This table shows the default aliases of commands and command modifiers. To change the first set of seven terms use `Access>Alias`, for the next six use `Requests>Alias`, and for `Post` use `Post>Alias`:

Command / modifier	Aliases
Access Commands	
Join	join subscribe sub add
Leave	leave unsubscribe unsub remove
Quiet	quiet
Password	password
For	for
Suspend	suspend
Resume	resume
Request Commands	
Status	status stat
Set	set
Dir	dir index
Get	get
Put	put
List	list
Post Commands	
Post	post

Using the quiet form of a command automatically prevents it sending a confirmation message back.

10.2 Joining and Leaving

You can use **join** and **leave** to join/leave yourself or other users to/from a list. Both may be vetted by a Member Moderator.

Joining a list

Join asks the list control account to add one or more e-mail addresses (or the From address if no address is specified) to the list.

To join a list:

- Send the following message body to <list-control-account>@<domain-name>:

```
join <listname> [<email-address>] [password = <word>]
<variable-name> = <value>
<variable-name> = <value>
```

If you want to set variables in the join message — including use of acknowledgements, passwords and digests— see “Setting User Variables” on page 67.

- Or you can send a blank message to <listname>-join@<domain-name>.

Result

- If the command succeeds, the new member receives a message telling them that their request has been processed. From this time they will receive either a digest or copies of all mail messages posted to the list.
- If the command fails (the user is not allowed to join) an error message in a transaction report is returned to the sender of the message (**not** the e-mail-address that was to be added).

Remarks

- The terms **subscribe**, **sub** and **add** are aliases for **join**.
- The password is only required if the list is password-protected.
- If a join message is enabled this will be sent to the member who joins. See “Join message” on page 38.
- To suppress the joining message, insert the command moderator **quiet**.

Example 1

This message sent to the list’s control account joins the person who sent the message to the list called "Java-testers", assuming they are allowed to join:

```
join Java-testers
```

Example 2

This message sent to the list's control account joins two people:

```
join Java-testers joe@company.dom
subscribe Java-testers quiet fred@company.dom
```

Example 3

Jane@CompanyB.dom wants to join the list so she sends a blank message to Java-testers-join@<domain-name>. She receives a transaction report to confirm that she has been joined to the list

Leaving a list

Leave removes one or more e-mail addresses from the list.

To leave a list:

- Send the following message body to <list-control-account>@<domain-name>:

```
leave <listname> [<email-address>] [password = <word>]
```

- Or send a blank message to <listname>-leave@<domain-name>

Remarks

- The term **unsubscribe** is an alias for **leave**.
- If a leave message is enabled this will be sent to the member who leaves. See “Leave message” on page 38.
- If the email-address parameter is omitted, the From address is used.
- To suppress the leaving message, insert the command moderator **quiet**.

Example 1

This message sent to the list's control account removes the sender:

```
Leave Java-testers
```

The sender of the message gets a transaction report confirming they have left the list.

Example 2

This message sent to the lists control account removes two members:

```
Leave Java-testers joe@company.dom
Leave Java-testers fred@company.dom
```

The person who sent the message gets a transaction report confirming that the new members have left the list.

Example 3

Jane@CompanyB.dom wants to leave the list so she sends a blank message to Java-testers-leave@<domain-name>. She receives a transaction report to confirm that she has been removed from the list.

10.3 Suspending and Resuming Membership

Anyone with the correct permissions can use the **suspend** and **resume** commands to suspend and resume list members, but a user can also suspend themselves using the Suspended variable (see below). Both commands can be vetted by a Member Moderator.

Suspending membership

Suspend temporarily stops postings being sent to a list member.

To suspend membership:

- Send the following message body to <list-control-account>@<domain-name>:

```
suspend <listname> [<email-address>]
```

- Or send a message to <listname>-suspend@<domain-name>

Example 1

This message, sent to the list control account, suspends the sender's membership of the list Java-testers:

```
suspend Java-testers
```

The person who sent the message gets a transaction report to confirm that their membership has been suspended.

Example 2

This message, sent to the list control account, suspends Brian's membership of the list Java-testers:

```
suspend Java-testers brian@company.dom
```

The person who sent the message gets a transaction report to confirm that Brian's membership has been resumed.

Example 3

Jane@CompanyB.dom is a member of the list and sends a blank email to Java-testers-suspend@<domain-name>. She receives a transaction report saying that she has been suspended indefinitely.

Resuming membership

Resume returns a suspended member to a list.

To resume membership:

- Send the following message body to <list-control-account>@<domain-name>:


```
resume <listname> [<email-address>]
```
- Or send a blank message to <listname>-resume@<domain-name>

Example 1

This message, sent to the list control account, resumes the sender's membership of the list Java-testers:

```
resume Java-testers
```

The person who sent the message gets a transaction report to confirm that their membership has been resumed.

Example 2

This message, sent to the list control account, resumes Brian's membership of the list Java-testers:

```
resume Java-testers brian@company.dom
```

The person who sent the message gets a transaction report to confirm that Brian's membership has been resumed.

Example 3

To resume her membership of the Java-testers list Jane sends a blank email to Java-testers-resume@<domain-name>. She receives a transaction report confirming that her membership has been resumed.

10.4 Setting User Variables

You can configure aspects of the way your membership works in two ways:

- When you join (see above for the basic description of **join**).
- At any time after you join, using the **set** command.

The variables you can set and their defaults are as follows:

Variable	Value	Meaning
Digest	ON/OFF	Send digests rather than all posts.
Show	ON/OFF	Let member's e-mail address be displayed to others when: <ul style="list-style-type: none"> • They post to the list. • Someone requests a list of all the list members.
Ack	ON/OFF	Send user an acknowledgment when they post to a list.
Mypassword	<value>	Set a password that I have to use to modify anything to do with me on the list.

Variable	Value	Meaning
Digest_type	<value>	Send digests as Text, MIME or Index.
Suspended	ON/OFF	Suspend postings.

Configuring variables in the join message

To set variables in a **join** message, add these at the end of the join statement, as shown below:

```
join <listname> [<email-address>]
<variable-name> = <value>
<variable-name> = <value>
```

Example

This join message, sent to the list control account, asks GMS Communication Server not to acknowledge postings by Lou and to check for the password "whlsky" in future requests from him:

```
join Java-testers lou@company.dom
ack = off
mypassword = whlsky
```

Using set to configure variables later

To set your variables for a list, send the following message body to <list-control-account>@<domain-name>:

```
set <listname> [<email-address>]
<variable-name> = <value>
```

Example

This message, sent to the list control account, asks GMS Communication Server not to show this member's address in postings:

```
set Java-testers lou@company.dom
show = off
```

10.5 Posting Messages

To post a message to a list, simply send it to the list name.

If access to posting is password-controlled, the first line of the mail must be "Password = <password>", with no other text. This line will be removed from the message before it is sent to the full list.

10.6 Displaying Account Status and Listing Members

This section shows how to get information on a single account or on list membership.

Displaying account status

The status information shows how your account is configured. The Request Moderator can request any member's status.

To display list status, send the following message body to <list-control-account>@<domain-name>:

```
status <listname> [<email-address>]
```

Example

```
status java-testers joe@abc.dom
```

The response takes this form:

```
Status for member joe@abc.dom of list java-testers:

Date joined list: 19999-05-29 16:47:53
ListOwner : dean@company.dom
Member Moderator : kath@company.dom
Post Moderator : kath@company.dom
List Control Account : list@company.dom
Member's Variables :
Digest = OFF
Show = ON
Ack = OFF
MyPassword = secret
Digest_Type = MIME
Suspended = OFF
*****End of status*****
```

Listing all members

List returns a list of the list members (if the user is allowed to view this information).

To list all members, send the following message body to <list-control-account>@<domain-name>:

```
list <listname> [<email-address>] [<sort-method>]
```

Remarks

The e-mail address is the person the list will be sent to.

Sort-method is one of the following:

- ALPHA — alphabetical order.
- DOMAIN — domain order.
- NONE — no order, the default.

Result

- If the list member has Show set to 0, their address is not returned.
- The returned message displays addresses and full names if these are available.

Example

This performs an alphabetic sort and sends the result to the user joe@company.dom:

```
list java-testers joe@company.dom ALPHA
```

This returns a message like this:

```
java-testers has 4 members:  
1 alison@company.dom  
2 fred@test-dev.dom  
3 joe@company.dom  
4 kath@company.dom
```

10.7 File Commands

A list has a directory where it can hold files which a member or the list owner wants to make available to other members. See the chapter “File Services” on page 81 to learn about putting a file on the list, listing the available files and getting files from the list.

10.8 E-mail Responses to Commands

If message acknowledgement is enabled, members receive messages headed "List Command Transaction Report". These show the initial command followed by a report of its result. This is either a confirmation that the request was carried out or error information.

This is an acknowledgement:

```
leave java-testers password choco lou@company.dom  
  
Member left list
```

This is an error report:

```
leav java-testers password bl0bby lou@company.dom  
  
Invalid command syntax - no further processing done.  
  
Help message sent
```

10.9 Using NTLIST Version 3 Commands

For compatibility, the NTLIST Version 3 commands **qjoin**, **qleave** and **qdigest** are still permitted. Those which begin with "q" are quiet commands. That is, they do not receive a reply/confirmation message.

11 Archives

GMS Communicator allows you to keep archives of list postings which can be kept for a list owner's own reference or be made available to the members of a list. These archives can be generated in two formats Mail Meta Language (MML) or HyperText Markup Language (HTML). Messages can also be archived to an ODBC database allowing you to create your own interface to the archives. Archives are particularly useful because they allow members and non-members to view previous questions and answers which may in turn stop the same questions being repeated. They also allow prospective members to gauge the content of a list before they decide to join. GMS Communicator archives are threaded which means messages with the same subject are linked and can be viewed together making an archive easier to navigate. Gordano runs a number of discussion lists for users of its products, including GMS Communicator, which you can join via the support section of its website at www.gordano.com. Archives for these lists are also available on the site. The rest of this section will cover:

- Setting up an MML archive
- Setting up an HTML archive
- Viewing and Navigating an archive.
- Setting up an ODBC archive

11.1 Setting up an MML archive

Archives are configured from the Archive>Configure page in the GMS Communicator interface. To set up an MML archive you will need to do the following:

1. Check the "Archive in GMS Communicator format" option.
2. If you only want list members to be able to view this archive you need to check the "Only list members may view the GMS Communicator archive" option. Leaving this un-checked will allow anyone access to view the archive.
3. If you want to further restrict who can view an archive you can select to enter and confirm a password. If you are logged on as the list owner you won't need to enter the password to view the archive but all other users will have to enter the password.
4. You can choose to truncate the size of archived messages by entering a number in the "Maximum Lines to Archive" box. This way only the first x number of lines will be archived.
5. The "Maximum files in Archive" option allows you to limit the number of messages that the archive contains. For example if you enter 100 in this box only the 100 most recent postings will be retained in the archive.
6. The final option when setting up an archive allows you to specify how often the Archive is updated. This can be anything from every 15 minutes to once a day. If you want the archive to update straight

away you can click on the "Refresh Files" button which will schedule an immediate update.

7. Once you have entered your requirements click on update to commit the changes.

Files created by an MML archive

An MML archive creates the following files in the <domain-name>\users\<listname>\Archive directory.

- author.arf - this is a list of all archived messages sorted by author
- date.arf - this is a list of all archived messages sorted by date
- index.arf - this is the introductory page giving the options to display messages by subject, date or author.
- subject.arf - this is a list of all archived messages sorted by subject
- history.dat - this is a log of archived messages
- history.dat.bak - this is a backup file
- Sub-directories for each month containing:
 - A unique file for each message archived in the format 00000000.arf
 - author.arf - a list of messages for this month sorted by author.
 - date.arf - a list of messages for this month sorted by date.
 - subject.arf - a list of messages for this month sorted by subject.

11.2 Setting up an HTML archive

The process of setting up an HTML archive is very similar to that of the MML archive with a few extra parameters. These are described below. An HTML archive is useful for publishing the content of your lists to the World Wide Web or an intranet. Configuring the archive is done from the Archive>configure page of the interface.

1. Select the check box labelled "Archive as standalone HTML files" to enable the Archive.
2. Enter the WWW directory where you would like the HTML files to be saved. This should be a directory on your WWW server. For example c:\website\archives
3. Enter the Base URL. This is the Base URL for your WWW site that will be used to display the pages. For example if your website is www.gordano.com and the files are in the Archives sub-directory on your web server, the base url would be http://www.gordano.com/archives.
4. If necessary enter a GIF Base URL. This is the URL of the directory where you want GMS Communicator to store the gifs it uses in the archive pages.
5. If you want the archives to use an image for the background you can specify a Wallpaper URL which is the location of the file that GMS Communicator should use as Wallpaper.

6. You can specify a "Background Color" to be used when the archive pages are displayed. This can be HTML 4.0 standard color names such as "white" or RGB triples like "#ffffff"
7. You can further customise the look of your archive pages by adding extra HTML code in the Header, Body or Footer. Selecting one of these buttons takes you to another page where you can enter your code. Using these options you should be able to make the archives fit in with the design of your website.
8. You can choose to truncate the size of archived messages by entering a number in the "Maximum Lines to Archive" box. This way only the first x number of lines will be archived.
9. The "Maximum files in Archive" option allows you to limit the number of messages that the archive contains. For example if you enter 100 in this box only the 100 most recent postings will be retained in the archive.
10. The final option when setting up an archive allows you to specify how often the Archive is updated. This can be anything from every 15 minutes to once a day. If you want the archive to updated straight away you can click on the "Refresh Files" button which will schedule an immediate update.
11. Once you have entered your requirements click on update to commit the changes.

Files created by an HTML archive

In the Base URL directory the following files are created

- author.htm - this is a list of all archived messages sorted by author
- date.htm - this is a list of all archived messages sorted by date
- index.htm - this is the introductory page giving the options to display messages by subject, date or author.
- subject.htm - this is a list of all archived messages sorted by subject
- history.dat - this is a log of archived messages
- history.dat.bak - this is a backup file
- Sub-directories for each month containing:
 - A unique file for each message archived in the format 00000000.htm
 - author.htm - a list of messages for this month sorted by author.
 - date.htm - a list of messages for this month sorted by date.
 - subject.htm - a list of messages for this month sorted by subject.








11.3 Viewing and Navigating an archive.







Navigating around an archive is basically the same for MML and HTML archives and is explained here. When you view an archive,

either on a web page or from Archive>View in the interface you will find a navigation bar as shown in the below image.



The buttons in this bar will allow you to sort through the messages in an archive to easily find the items you are interested in. Their function is detailed below, working from left to right. Hovering your pointer over a particular button will also give you a tooltip explaining its purpose.

Button	Description
Index 	This button takes you to the main index page where you can choose to view all the messages in an archive, or just the messages from a particular month. You can choose to view the messages ordered by subject, author or date.
Thread 	Once you have selected to view a message, if there was a previous message with the same subject (i.e. in the same thread) you can view the previous message by clicking on this button. The arrow will appear blue if there is a prior message in the thread. Other messages in the thread are also listed on the bottom left of the screen showing their dates and authors. This allows you to view the discussion on a particular subject without having to view non-relevant messages that may have been posted in between posts on this subject.
Thread 	Once you have selected to view a message if there was a subsequent message with the same subject (i.e. in the same thread) you can view the message by clicking on this button. The arrow will appear blue if there is a subsequent message in the thread. Other messages in the thread are also listed on the bottom left of the screen showing their dates and authors. This allows you to view the discussion on a particular subject without having to view non-relevant messages that may have been posted in between posts on this subject.
Archive 	Once you have selected to view a message if there is a previous message in the archive you can view it by clicking on this button. The arrow will appear blue if there are any prior messages in the archive. This is useful for reviewing messages in the order they were posted.
Archive 	Once you have selected to view a message if there is a subsequent message in the archive you can view it by clicking on this button. The arrow will appear blue if there are any subsequent messages in the archive. This is useful for reviewing messages in the order they were posted.
Mon-Year 	From the main index this button is greyed out. However when you choose to view an archive for a particular month the button becomes active and is labelled with the month and year you are viewing. Clicking on it will display a page that lists the messages by subject from that particular month.
Mon-Year 	From the main index this button is greyed out. However when you choose to view an archive for a particular month the button becomes active and is labelled with the month and year you are viewing. Clicking on it will display a page that lists the messages by author from that particular month.

Button	Description
Mon-Year 	From the main index this button is greyed out. however when you choose to view an archive for a particular month the button becomes active and is labelled with the month and year you are viewing. Clicking on it will display a page that lists the messages by date from that particular month.
Archive 	Clicking on this button will display a page listing all the messages in the entire archive, sorted by subject.
Archive 	Clicking on this button will display a page listing all the messages in the entire archive, sorted by author.
Archive 	Clicking on this button will display a page listing all the messages in the entire archive, sorted by date.
Send 	When you are viewing a particular message in the archive clicking on this button will bring up a blank message in your default mail client with the subject and To address pre-filled. In effect it is a quick way of posting a reply to the message.
Send 	You can click on this at any time to make a posting to the list. If this is a list you are not allowed to post to, your default client will still open a new message and allow you to send a message. However the message will then be rejected in the normal way.

11.4 Setting up an ODBC Archive

Setting up an ODBC archive is similar to the other Archive formats. Before you set up the archive you will first need to set up a Data Source Name (DSN) and create a table for your messages to be stored in. Once you have done this you can then set up archiving as follows:

1. Log on as a GMS Communicator Administrator or List Owner.
2. Click on the "+" next to **Administration** in the left hand menu tree then click on the "+" next to **GMS Comm** in the expanded menu tree. You will then be able to click on **Archive** in the further extended menu tree.
3. Select the relevant list from the tree in the dialog on the right of the page.
4. Check the "**Archive to ODBC Database**" option.
5. Enter the **Data Source Name** (DSN) that you have previously created. See "Example: Setting up a DSN with MS Access on NT" on page 103.
6. If you intend to archive the messages to a Microsoft Access database enter the location of the mdb file on your server in the **Access Data Path** field. For example c:\gordano\companya.dom\users\list-name

7. Enter the name of the table that messages will be written to in the **SQL Table Name** field. For example listname_archive
8. Enter an **ODBC Username** that has access rights to the table.
9. Enter and confirm the password associated with the Username just entered. If no username or password is required by your database you can leave these fields empty.
10. Click on the **Update** button to apply your settings.

To test that everything is working send a message to the list then click on the **Refresh Files** button on the page in the interface where you have just set up ODBC Archiving. You should then be able to see the message in the table.

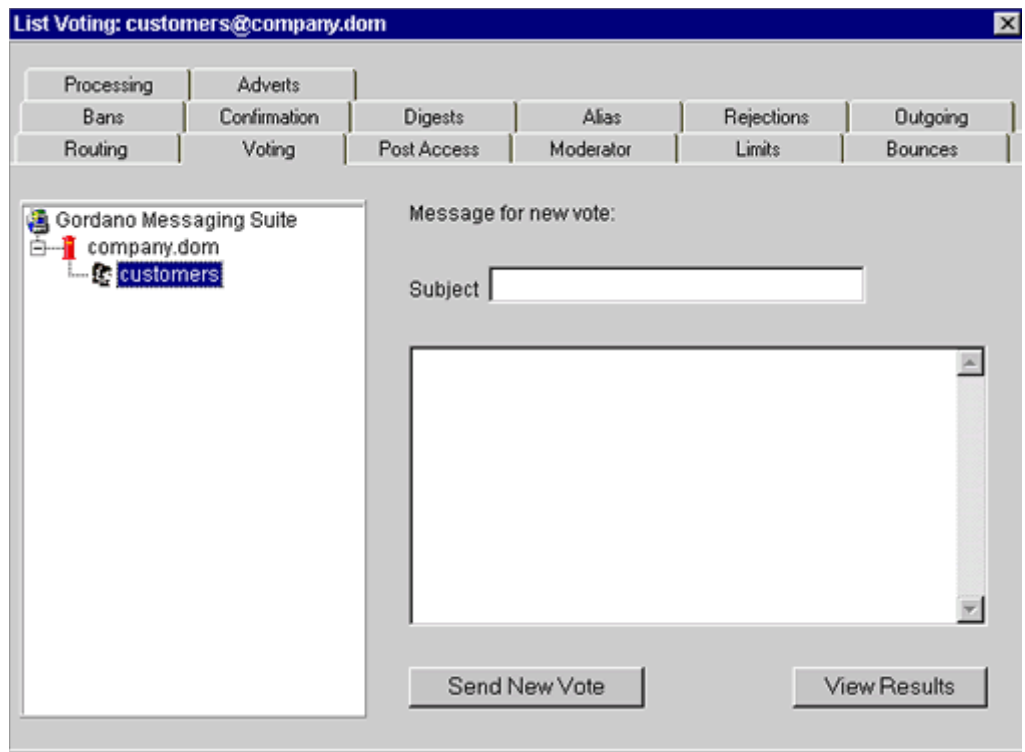
12 Automated Voting Support

GMS Communicator offers an automatic vote management (AVM) module that enables authorized managers to poll any number of subscribers with a question, then easily quantify and collate the results. GMS Communicator automatically collects responses, eliminates duplicate votes, and sorts responses in a printable document. This section will describe:

- How to initiate a new vote
- How to view the results of the vote
- Using MML to target your vote

12.1 Initiating a vote

Lets assume you already have your list set up and you would like to ask the members of the list to vote on an issue. The first step is to compose your question and this is done from the GMS Communicator GUI. If you go to the Post>Voting tab you will see a compose page where you can enter your question.



Select the appropriate list from the selector on the left of the screen, then enter the subject and body for the message you will send to the list. You will need to think carefully about how your question is phrased. It is a good idea to specify the options available and a closing date, for example:

Do you think taxes should be lower?

Please cast your vote by replying to this message, placing YES or NO on its own in the subject line of the message. You may change your vote as often as you like but only your most recent vote will be counted. The closing date for this vote is 01-Jan-3001. Thank you for voting.

Clicking on the "Send New Vote" button will send the message out to all the members of the list. To register their vote all a member has to do is to reply to the message replacing the subject line with their choice. Each member is only entitled to one vote, however they can change their mind as many times as they like at any point during the vote. This can be done by sending another reply with their new choice in the subject line. Their previous vote will be discarded and the new choice added to the vote results.



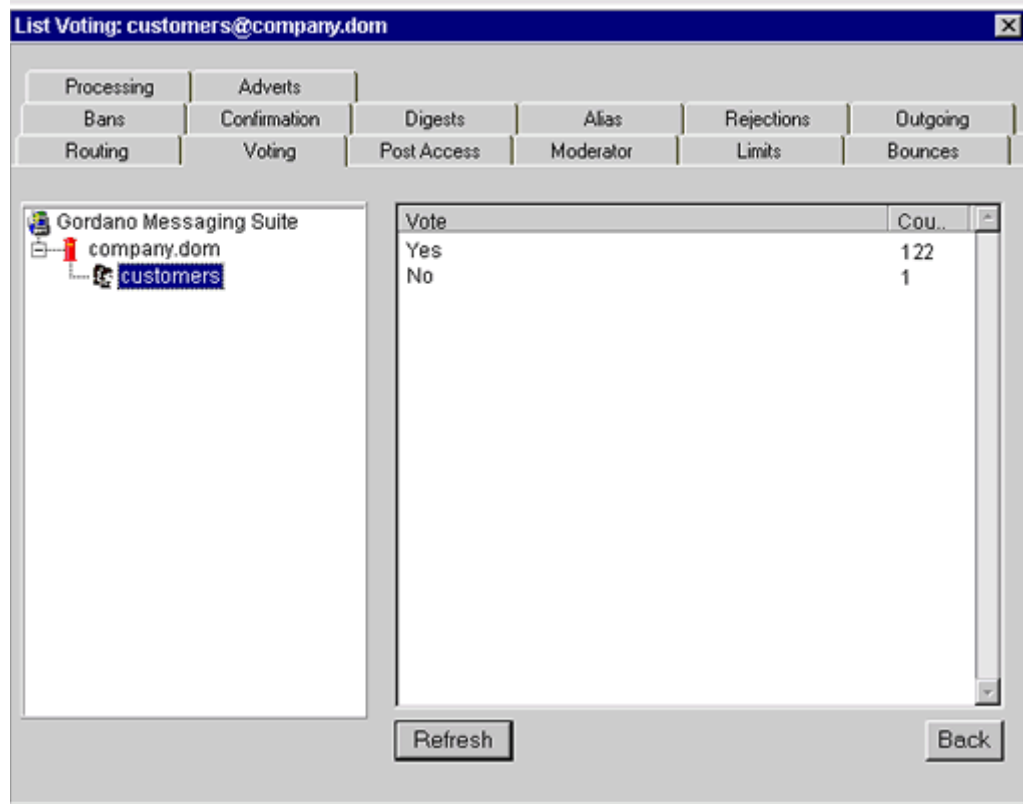
Note that only the first word in the subject line will be taken as the vote for a member. So if they type 'I vote yes' their vote will be recorded as 'I' not yes.



Please note that only one vote can be run at any one time, sending a second request for votes will wipe out all the results from the previous vote.

12.2 Viewing the results

At any time during the vote you can view the results to date. This is done from the Post>voting page by clicking on the "View results" button. In the following figure you can see that 3 votes have so far been cast. To ensure you have the latest results use the "Refresh" button to update the table.



12.3 Votes with multiple responses

The example above showed a vote with only two valid responses Yes and No. Multiple response votes are also possible for example, "What is your favourite colour?". Your members might respond with hundreds of different variations which will all be recorded in the results window in the same way as the Yes/No vote.

12.4 Targeting your vote with MML

If you only want to poll certain members of a list you can use MML to do this. First of all you will need to enable processing of MML from the Post>Processing page of the GUI (see the section on MML and Security before you do this). On this page you will find the option to "Execute MML within posted messages" and this needs to be set to "Whole Message". Now any MML posted to the list in the body of a message, including vote posts will be executed. So to exclude any

members whose email address begins with A you would add the following MML to the vote message body.

```
<# if (left(RCPT, 1) == "A")
{
action=2;
}
#>
```

The action=2 tells GMS Communicator not to deliver the vote message to any user whose email begins with A. Once you have the results of your vote you can also use the result to send a message to just the list members who voted in a particular way, for example everyone who said their favourite colour is blue. For more information on targeting see the chapter on “Mail Merges” on page 107 or the *GMS MML Programmers Guide* available from Gordano.

13 File Services

The list can act as a store for files. One member can **put** a file on the list and others can then **get** it from the list if they so wish. This section describes how you can use GMS Communication server's file handling features.

This section covers:

- Reasons to use files.
- An example of using files, based on the initial example in “A Day in the Life of a List Member” on page 9.
- The e-mail commands you use to handle files — **dir**, **put**, **fput** and **get**.
- Restricting access to file commands.
- Command aliases.
- Moderating file commands.

13.1 Reasons to Use Files

Files stored by a list are available to those who want them, but other members can ignore them. Since files are liable to be large relative to messages, this:

- Saves bandwidth — the files are not mailed out to all members.
- Saves storage space — those members who do not decide to get the file will not waste resources storing it.

A good example would be a government department that publishes a large quantity of documents. These could all be stored by a list. Interested parties can periodically ask what documents are available and then download just the ones they are interested in. Alternatively a small company might store its standard documents such as expense forms on a list.

13.2 An Example Use of List Files

This section continues the example used in chapter 3.

Listing available files

Harry is told that the cheap-cars list holds graphic files showing some of the cars he is interested in. To get a list of the available files, he sends this message to the list control account:

```
X-Sender: harry@edsell.ripoffcars.com
Date: Mon, 16 Jun 2001 13:10:37 +0100
To: dealers@eutopia.com
From: Harry Crook <harry@edsell.ripoffcars.com>
Subject:
```

```
dir cheap-cars
```

He receives the following information in an e-mail reply:

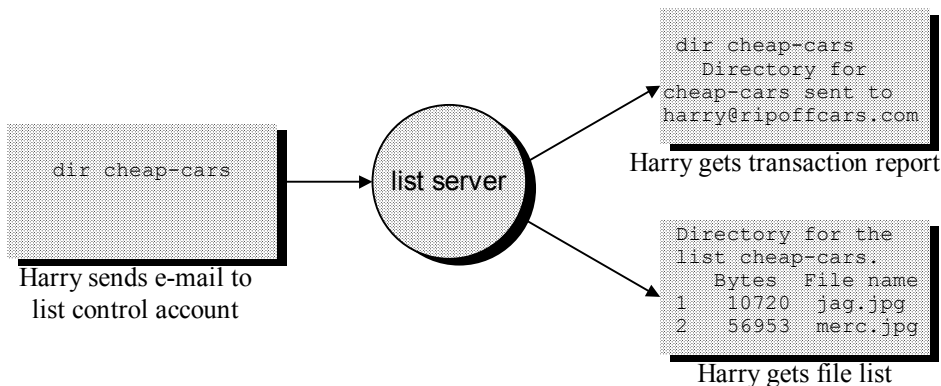
```
Directory for the list cheap-cars.
```

```
File name

[0] jag.jpg
[0] merc.jpg
[0] mini.gif
[0] lada.gif
[0] edsell.gif
```

```
Mark any files required with an 'X' and return mes-
sage..
```

The messages produced are as follows:



As an alternative Harry could have sent a blank email to cheap-cars-dir@eutopia.com. The -dir in the to address tells GMS Communication server to send Harry a directory listing for the cheap-cars list.

Retrieving a file

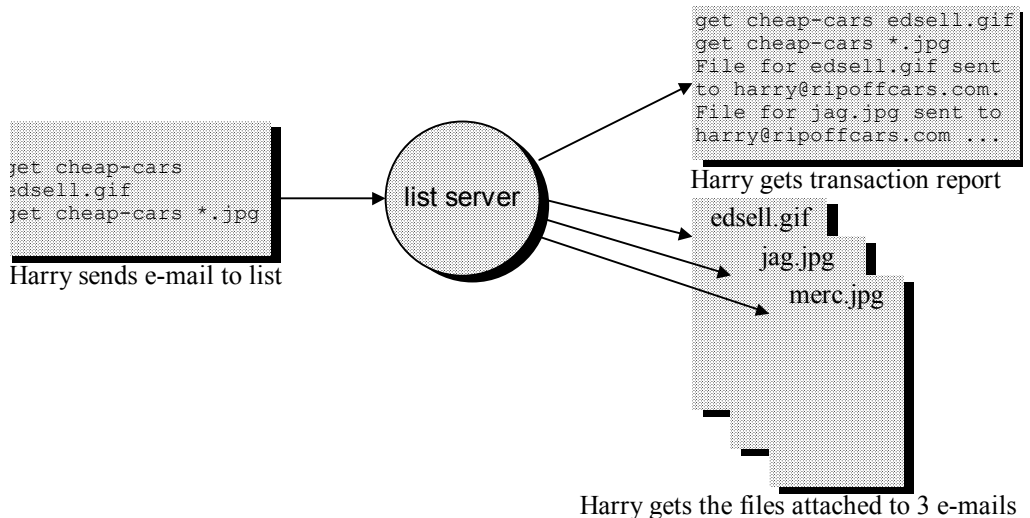
Harry decides he wants the picture of the Edsell to put on his desk. He also wants to review all the JPG files, so he sends another e-mail to the list control account:

```
X-Sender: harry@edsell.ripoffcars.com
Date: Mon, 16 Jun 2001 14:10:37 +0100
To: dealers@eutopia.com
From: Harry Crook <harry@edsell.ripoffcars.com>
Subject:
```

```
get cheap-cars edsell.gif
get cheap-cars *.jpg
```

Very soon afterwards he gets three e-mails from the list with the requested GIF and JPEG files attached as MIME-encoded files. Harry's mail client, Pegadora, automatically decodes the attachments for him and puts them into a selected directory, ready for printing.

The messages produced are as follows:



This example shows that:

Wildcards can be used in file descriptions.

The list control account can accept more than one instruction per message.



Filenames should not have spaces in them as they won't be retrieved.

13.3 Displaying Files Associated with a List

The **Dir** command asks for a list of all the files stored by a list. These are kept in the directory:

```
gordano\
```

When GMS Communication server receives a Dir command It sends a directory listing showing each file name. Typically these files will contain information for list members, for example a FAQ file or a zip file containing the latest updates.

A list of all non-hidden files in the Files subdirectory is sent. Each file in the directory is preceded by [O]. If the user replies to this message he will receive any file(s) for which he has replaced the 'O' with an 'X'.

To return a directory of files, send the following message in the body of an e-mail to <list-control-account>@<domain-name>:

```
dir <listname> <email-address> [password = <value>]
```

As an alternative you could also send a blank message to <listname>-Dir@<domain-name>. This would send a directory listing to the Reply-To address of the message you send. To send the directory listing to someone else add their email address to the body of the message.

Example

```
dir java-testers joe@company.dom
```

This sends the following message to joe@company.dom :

```
[0] products_2000.txt .....  
[0] products_2001.txt .....
```

Mark any files required with an 'X' and return message.

Use your client's Reply button to open a reply, simply change the [0] against any file you want to an [X] and return the message. You will receive a message containing the relevant files as attachments.



The files available from a list are also listed in the web interface on the Action>Retrieve page.

13.4 Sending File(s) for Storage

The **put** and **fput** commands let a list user send one or more files to a list's Files directory. This directory holds files which a member or the list owner has made available to other members. The directory is:

```
gordano\<<domain>\Users\<<list name>\Files
```

The **fput** command works in the same way as **put** except where there is already a file of that name stored by the list. If you use the **put** command you will get a reply telling you the file already exists and the put has failed. The **fput** or "forced" put tells GMS Communication server to overwrite the existing file.

There are three ways to **put** or **fput** a file, using listname-put, sending to listname-request and sending to the control account:

Listname-put method

The message should be addressed to <listname>-put@<domain-name>. You can then attach the file to the message before sending it. No text should be entered in the message body if this method is used.

listname-request method

The message should be addressed to <listname>-request@<domain-name>. On the first line of the message body enter the following.

```
put <listname> <filename> <dir text>
```

```
<file contents goes here>
```

Where:

- filename is the name of the file. This is case-sensitive.

dir text is the optional text describing the file. This must be enclosed in quotes (").

Control account method

The message should be addressed to <list-control-account>@<domain-name>. On the first line of the message body enter the following.

```
put <listname> <filename> <dir text>
```

```
<file contents goes here>
```

Where:

- filename is the name of the file. This is case-sensitive.
- dir text is the optional text describing the file. This must be enclosed in quotes (").

Example

This sends the file "codesample.txt" to the list java-testers. Codesample.txt will be saved to the java-testers\files directory and will contain the text "This is the contents of codesample.txt". The comment "exam-

ple file" will be given next to the filename when a user sends a DIR command.

```
put java-testers codesample.txt "example file"
```

This is the contents of codesample.txt

You can alternatively attach a file to the message, MIME-encoded files are automatically decoded by GMS Communication server before they are written to the hard disk. In this case you would type the following in the message body:

```
Put java-testers
```

Then add the required file as an attachment. All files are placed in the appropriate Files directory, with the filename quoted in the **put** command if the file content follows the command, or with their original name if they are attachments.



Only one command per message is allowed for this command.



Filenames should not have spaces in them as they won't be retrieved.

13.5 Retrieving a File

Files can be retrieved in two ways, using the web interface and by using e-mail

Using the Web interface

To get a file choose Action>Retrieve File, select the file and press the Retrieve button.

Using e-mail

The **get** command asks for the specified file (if it exists) to be sent to the user requesting it.

To get a file, send the following message in the body of an e-mail to <list-control-account>@<domain-name>:

```
get <listname> <email-address> <filename>
```

The file will be returned as an attachment.

Example

This obtains the file "codesample.txt" from the list java-testers and sends it to the Reply-To address in the message that contains the get command.

```
get java-testers codesample.txt
```

Note the following:

- If wildcards are used in the file name, any file that matches the specification is returned. Files with a hidden attribute can still be requested, though they are not displayed by the **dir** command.
- File names which contain spaces are allowed but you must enclose these names in double quotes ("").
- When the command results in multiple files being returned, the files are sent one per message.
- If a file has more than 0.1% bytes which are zero, the list processor will MIME encode it before sending it. Otherwise the file is treated in the same way as the Autoresponder file in GMS (except that there are no variables).
- Users can obtain any file in the corresponding `gordano\List\List-name\Files` directory using this command.

13.6 Restricting Access to file commands

List owners can restrict who has access to file commands for their lists. This is done from the Requests page of the interface. There is a great deal of flexibility in what can be restricted. For example you can allow everyone to get files, a few people to put files and one person to fput files. There are separate tabs for Dir, Get, Put and Fput but each tab has the same format which is explained below:

Reject all requests

This option stops anyone from using this command. For example you could allow anyone to use a Dir command but stop anyone from using the Put command.

Moderator control (email-address-of-moderator)

This option will cause all requests to be forwarded to the request moderator(s). The request moderator must respond in the time specified on the Access>Moderate tab in order for the request to be allowed. Moderators may accept requests by either replying to the email or using the Moderate button. If no moderator address has been defined, this option is greyed out.

Allow from addresses matching wildcard

This allows you to restrict those people who can make file requests to a specific domain or sub-domain. For example, you may wish to restrict access to those people within your company.

Allow from list of known addresses

You may have a list of people who are allowed to access a file command. If so, you can enter them here.

Only allow for originator's own address

GMS Communication server allows people to add email addresses that are not where they are sending email from. This is particularly useful for those people who might have several email addresses but only want messages from this list to go to one specific place. However, this feature may be abused, so checking this box means that applicants must send an email requesting to get files from the same account that they are joined to the list with.

Allow from members only

By selecting this option, you are only allowing current members of the list to use a file command.

Only allow for member's own address

The member may only send commands pertaining to their own address. i.e. they cannot use Get to send a file to another email address other than their own.

Member's password required

All list members may have their own password. It is set by using the "Set Password" command. By selecting this option, you are requiring a member of the list to provide their password for a command to be accepted.

Allow from any address

This allows anyone to submit a file command to the list. This setting is used for discussion lists, newsletters, etc. You may wish to tighten the security a little bit by selecting one of the following options:

Only allow for originator's own address

This option allows people to only submit a file command for the email address that the mail has originated from.

Password required

This option allows you to give the right to submit a file command to a select group of people who all know the password. In order to work, the command must be preceded with the password. The message might look something like this...

```
password =<listpassword> get <listname> <filename>
```

13.7 Command Aliases

The default file commands of dir,get,put,fput can be changed or added to. So if you prefer to use the command "save" as well as "put" you can go to Requests>Alias and add "save to the space seperated list of words

that will be accepted as a put command. Click on Update to commit any changes.

13.8 Moderating file commands

In the same way that list postings can be moderated, file commands can also be moderated. Any file command sent by a list member is forwarded to the command moderator for checking. If the moderator is happy, he can simply reply to the email (or come to the Web interface and select the Moderate button) and the action will be completed. If the command is not accepted by the moderator, it will fail and a message will be sent to the member who requested the action. The moderator does not need to have an account on this machine. You can add a command moderator from the Requests>moderator page of the interface. See “Moderating your lists” on page 45.

14 Using ODBC Databases

Open DataBase Connectivity (ODBC), is a standard database access method. The goal of ODBC is to make it possible to access any data from any application, regardless of which database management system (DBMS) is handling the data. To do this requires the application and DBMS to be ODBC compliant. GMS Communication Server is ODBC compliant and will allow you to access membership and other data from an ODBC compliant database. This section will cover:

- Using an existing ODBC database.
- Choosing ReadOnly or Read/Write.
- Choosing a Custom ODBC database.
- Creating a list that uses ODBC.
- Example: Setting up a DSN with MS Access on NT.
- Fields used by GMS Communication Server.
- Troubleshooting an ODBC list.

14.1 Using an existing ODBC database

Many organisations already have large databases which may well include an email address field. GMS Communication Server can use these existing databases to populate an ODBC list.

To do this you will first need to install your ODBC database drivers and create a Data Source Name (DSN) for your database. There should be instructions with your database software explaining how this is done - it is usually done using the "ODBC 32" icon in Windows's Control Panel. See the Access example below, setting up a DSN for other databases such as MS SQL Server will be similiar.

Views

If you prefer not to use a database table directly you may prefer to use a view. A view is a stored SQL query which can be accessed as though it were a table in the database. When accessed, the view dynamically returns the resultset of the query used to define it. In effect you can retrieve the minimum information you require for the purposes of the list. For a read only ODBC list all you need is a list of email addresses. Read Write ODBC lists require some extra fields which are explained below.

ODBC (ReadOnly)

If you already have a list of email addresses and don't want GMS Communication Server to write any information to your database this is the option you should use. During the list creation process you will be asked to provide the name of the field containing the addresses and GMS Communication Server will then access that field using the DSN you have already setup. This option is ideal for distribution lists and

newsletters. There are a couple of issues to consider when using this type of list. Firstly command messages such as Join or Leave will have to be redirected to a monitored account so that addresses can be added or removed manually. Since GMS Communication Server cannot write to the database this can't be done automatically. Also in a read/write list GMS Communication Server can be configured to mark addresses that bounce. In this way valuable bandwidth will not be wasted by continuously mailing invalid addresses. With the read only list, removal of invalid addresses will need to be done manually.

ODBC

Choosing this option will allow GMS Communication Server to read and write information to your database such as username and member type. As a minimum GMS Communication Server requires 4 fields in the table you specify. The fields are:

- UserID
- UserName
- Domain
- Type

These fields should use the following data types:

1. UserID should use AutoNumber
2. UserName should use text
3. Domain should use text
4. Type should use number

It is important that these data types are used otherwise list commands may fail. These four fields should also be the first four fields in your table. If you wish to use an existing database that already has other fields, you will need to add these four fields .

If you are creating a new table for your list members GMS Communication Server will create the table and default four fields for you.

Another alternative is to create a new table with just one column in it containing a list of email addresses. GMS Communication Server will then update that table using the information in that column to create the four required columns mentioned above. The original field containing the email addresses will be removed from table.

14.2 Creating a list using ODBC

To create an ODBC list in GMS Communication Server follow these instructions. The instructions assume you have correctly configured a Data Source Name (DSN) for GMS Communication Server to use or would like GMS Communication Server to create a Local MS Access DSN for you.

1. Select List>Add in the GMS Communication Server interface
2. Enter the name of the list you wish to create eg "mylist"

3. Enter and confirm a password for the list then click on Next.

4. This will take you to a page where you can choose the data storage method to be used with this list. Choose either ODBC or ODBC (Readonly). and click on Next.

5. You will then be asked to specify the data source name or DSN that GMS Communication Server should use to access the data. There are two types of DSN that can be specified:

- Local Microsoft Access DSN
- Microsoft SQL Server DSN

The MS Access DSN should only be used with a Microsoft Access datasource. The second option however isn't limited to just Microsoft SQL Server. You could also enter a DSN in this field for MySQL.



If you select the Microsoft Access DSN and don't enter a DSN that exists on the server GMS Communication Server will automatically create one for you using the name you specify. A member database will also be created in the <domain>/users/listname directory on your server with the name member.mdb. GMS Communication Server will create the DSN and database only when the first member joins the list.

Also on this screen you will need to specify the name of the table that will contain your member's information. The default table name is "members" but if you are accessing an existing table with another name you can enter its name here.

If when you set up your DSN you specified a userid and password you will need to enter those on this page also. Otherwise leave these fields empty. **Note:** if you have selected a standard ODBC connection (i.e. you are allowing GMS Communication Server to both read and write to the table) your account **MUST** allow GMS Communication Server both read and write access.

6. If you chose the read only option there are a couple of extra details that have to be entered. You need to enter the name of the column in your table or view that contains the email addresses to be used. The default is "email_address". You should also tell GMS Communication Server what to do with any command messages that are sent to the list. Since GMS Communication Server cannot write to the database, any joins or leaves have to be done manually. You can choose to send these requests to the list owner, an email address you enter or Nobody.

7. You also have the option to use your own predicate on SELECT statements. The predicate is the part of the SQL statement that follows the WHERE clause. for example:

```
SELECT <select-clause> FROM <table> WHERE <predicate>
```



If entering your own predicate do not include the "WHERE" as this will be added for you..

When you add a predicate it is written to a file called predicate.txt in the <basedir>\<domainname>\Users\<listname>\CustomSQL directory which allows easy editing at a later date.



Be very careful when entering any custom predicates or SQL statements. If your statements are poorly formed the list may not function as required and data loss is possible. It is recommended that any custom SQL is thoroughly tested in a test environment before being used in production.

8. Once you have finished entering the required information click on Next and the list will be created.

14.3 Creating a Custom ODBC list.

This is similar to setting up a list with the other ODBC options except that this method allows you to edit the SQL (Structured Query Language) statements that GMS Communication Server uses to manage list membership. This means that you can store member information in any ODBC database that can return results in response to SQL statements.

When setting up a list using this method it is advisable to have a good working knowledge of SQL with relation to the database software you are working with. A list of this type is set up as follows:



You cannot use the Custom ODBC option with MS Access. To create a list that stores member information in an Access database use the ODBC or ODBC(Read only) options described above.

To Create a Custom ODBC list select List>Add in the GMS Communication Server interface. Then enter the name of the list you wish to create eg "mylist". Next enter and confirm a password for the list then click on "Next". On the next page choose Custom ODBC and click on "Next".

The following page allows you to specify the Data Source Name that links to your database (This needs to have been set up in advance following the instructions supplied with your database software). If you

restricted access to your database to a specific UserID and password they should also be given on this page. There are then three options allowing you to specify the type of table to create.

Use existing read/write table

This option should only be selected if you have an existing table in the database that you would like to use as the basis for your Custom ODBC list. The list will be able to both read from and write to the table, i.e. it needs to be able to modify records in the table. When you select this option and click on "Next" an extra page will appear with the following options that allow you to specify a basic table layout for your database. These will be used to set up a series of default SQL statements for you.

You will be given the opportunity to amend these default statements in the next step.:

The screenshot shows a window titled "Custom ODBC" with a menu bar containing: Charter, Privileges, Report, Join HTML, Search, Incoming, Statistics, Messages, Acknowledgments, System Templates, Domain Templates, Add, Delete, Aliases, Edit, Status, and Description. Below the menu bar, the text "Database details for mylist" is displayed. There are several radio button options and two checked checkbox options. At the bottom right, there are "Back" and "Next" buttons.

Database details for mylist

- Address is single column
- Address is two columns
- Don't use second table for list values
- Use existing second table for list values
- Create second table for list values
- Use properties value
- Use variables

Back Next

Address is single column

If the email addresses in your database table are held in a single column in the format "user@domain.com" then you should select this option.

Address is two columns

If the email addresses in your database are held in two columns then select this option. The first column should specify the user part of the address, i.e. what comes before the @ sign. The second column should specify the domain part of the address, i.e. what comes after the @ sign. The @ sign itself would not appear in the database as GMS Communication Server will automatically insert this for you.

Don't use second table for list values

GMS Communication Server provides a facility to store a number of values such as "Date Joined" associated with each list member in the database. These may be stored in the same table as other user information such as email address. If you would like all of the information stored in one large table then select this option.

Use existing second table for list values

If you would rather store these additional user values in a second, already existing, table to keep your membership table as small as possible then please select this option.

Create second table for list values

If you would like GMS Communication Server to create this second table for you then this is the option to select.

Use properties value

Each list member has a number of properties associated with them, most importantly whether or not they are an active member of the list. Other properties may also be stored such as if the user would prefer to receive list posts in digest mode and if so what format they would like the digest sent in. The properties value is set by means of a single bit-map which stores all the required information, if this option is unchecked every member of the list will be assumed to have the same properties, that of a normal member.

Use variables

Each list member may also have a number of variables associated with their entry in the database such as "Real Name" which may be used to personalise list posts using MML processing. The list administrator may also specify other variables which should be provided for list members which can similarly be used in posts. When a potential member requests to join a list they can be required to provide these variables prior to being allowed to join the list. (Not available for Read Only lists).

Once you have made your selection click on the "Next" button. This will display a page listing the SQL statements that will be used by the list. See "SQL statements used" on page 100.

Use existing read only table

This option should only be selected if you have an existing table in the database that you would like to use as the basis for your Custom ODBC list. GMS Communication Server will not attempt to modify either the data in the table or the table itself. Once you have provided your DSN details the subsequent page allows you to specify a basic table layout for your database. These will be used to set up a series of default SQL statements for you. You will be given the opportunity to amend these default statements in the next step. The options are:

The screenshot shows a window titled "Custom ODBC" with a menu bar containing: Charter, Privileges, Report, Join HTML, Search, Incoming, Statistics, Messages, Acknowledgments, System Templates, Domain Templates, Add, Delete, Aliases, Edit, Status, and Description. Below the menu bar, the text "Database details for mylist" is displayed. There are three groups of radio button options:

- Address is single column (selected)
- Address is two columns
- Don't use second table for list values (selected)
- Use existing second table for list values

At the bottom, there is a checked checkbox for "Use properties value" and two buttons labeled "Back" and "Next".

Address is single column

If the email addresses in your database table are held in a single column in the format "user@domain.com" then you should select this option.

Address is two columns

If the email addresses in your database are held in two columns then select this option. The first column should specify the user part of the address, i.e. what comes before the @ sign. The second column should specify the domain part of the address, i.e. what comes after the @ sign. The @ sign itself would not appear in the database as GMS Communication Server will automatically insert this for you.

Don't use second table for list values

GMS Communication Server provides a facility to store a number of values such as "Date Joined" associated with each list member in the database. These may be stored in the same table as other user information such as email address. If you would like all of the information stored in one large table then select this option.

Use existing second table for list values

If you would rather store these additional user values in a second, already existing, table to keep your membership table as small as possible then please select this option.

Use properties value

Each list member has a number of properties associated with them, most importantly whether or not they are an active member of the list. Other properties may also be stored such as if the user would prefer to receive list posts in digest mode and if so what format they would like the digest sent in. The properties value is set by means of a single bit-map which stores all the required information, if this option is unchecked every member of the list will be assumed to have the same properties, that of a normal member.

Use variables

Each list member may also have a number of variables associated with their entry in the database such as "Real Name" which may be used to personalise list posts using MML processing. The list administrator may also specify other variables which should be provided for list members which can similarly be used in posts. When a potential member requests to join a list they can be required to provide these variables prior to being allowed to join the list. (Not available for Read Only lists).

Once you have made your selection click on the "Next" button. This will display a page listing the SQL statements that will be used by the list. See "SQL statements used" on page 100.

Create GLCom table

This option will create a table for you in the default GMS Communication Server format (See "ODBC" on page 92). If you have selected this option clicking on "Next" will display a page listing the SQL statements that will be used by the list.

SQL statements used

Once you have chosen which type of custom ODBC list is required you should then see a screen listing all the SQL statements that GMS Communication Server will use to manage list membership. The syntax of each of these should be checked for compatibility with your database's interpretation of SQL. The statements listed on the page will depend on the type of list you are creating. For example if your list is going to be read/write more statements are required than for a read only list. The possible statements are:

- Create table.
- Add a column.

- Add a member.
- Update member type.
- Update member variable.
- Delete a member.
- Select a member.
- Select all members.

Charter	Privileges	Report	Join HTML	Search	
Incoming	Statistics	Messages	Acknowledgments	System Templates	Domain Templates
Add	Delete	Aliases	Edit	Status	Description

SQL statements for mylist

Create table	<pre>CREATE TABLE members (member_address VARCHAR(256) NOT NULL, member_properties INT)</pre>
Add a column	<pre>ALTER TABLE members ADD %var VARCHAR(100)</pre>
Add a member	<pre>INSERT INTO members (member_address) VALUES ('%s')</pre>
Update member type	<pre>UPDATE members SET member_properties = '%d' WHERE member_address = '%s'</pre>
Update member variable	<pre>UPDATE members SET %var = '%s' WHERE member_address = '%s'</pre>
Delete a member	<pre>DELETE FROM members WHERE member_address = '%s'</pre>
Select a member	<pre>SELECT member_properties, members.* FROM members WHERE member_address = '%s'</pre>
Select all members	<pre>SELECT member_address, member_properties, members.* FROM members</pre>

Back Add



%s and %d are values that GMS Communication Server dynamically substitutes when sending the query. These should not be altered see “Runtime substitution” on page 103.

Statement overview

The following is a brief description of the default SQL statements for a custom ODBC list. If any of these statements are altered from the

default they are written to text files which are stored in the <basedir>\<domainname>\users\<listname>\customsql directory.

Create table

Only available if you have requested that a second table be used to store list values. The SQL statement entered here will be used to create the second table and add any columns you wish to the table. The list members email address (whether held in one or two column format) is used to align the records in both tables.

Add a column

During normal list processing it is necessary to add columns to show for example, the date joined, or number of bad messages generated when attempting to send to any given member of the list. This is done using the ALTER SQL statement. The first argument is the table name and the second is the column name to be added.

Add a member

This uses the INSERT SQL statement. The function of this statement is to add members to the list. The values for these columns are substituted at run-time by automatically parsing the join request for the users email address and substituting the first %s with the user part and the second %s with the domain part. If you are using two tables for your member information there will be a second INSERT statement to allow the second table to also be updated with the members email address. If you are using a single table the second statement will not be available.

Update member type

This statement allows the properties of the member to be updated. The properties value consists of a bitmap containing information as to which properties of the list should be associated with this member, for example do they only want to receive digest posts from the list. As above the %s values hold the members email address, while the %d value holds the value that the properties field should be set to for this member. The various properties that can be set for a member are more fully explained in the Reference Guide.

Update member variable

Similar to updating a member type this option sets a specific variable to a given value. The variable is normally passed as part of a message to the list control account. The %d indicates the name of the variable to be set and the first %s the value that this variable should be set to. The final two %s entries are to identify the member this variable should be associated with by their email address as above.

Delete a member

This uses the DELETE SQL statement. The function of this statement is to remove members from the list. The values for these columns are substituted at run-time by automatically parsing the leave request for the users email address and substituting the first %s with the user part and the second %s with the domain part. If you are using two tables for your member information there will be a second DELETE statement to allow the second table to also be updated. If you are using a single table the second statement will not be available.

Select a member

This SQL statement allows a specific member and there various settings to be selected from the database. If using a two table format the statement must cover the user values in both tables. As above the first %s signifies the user part of the email address and the second %s the domain part.

Select all members

This SQL statement selects all users along with all of their various values from the database. If using a two table format the statement must cover the entries in both tables.

Runtime substitution

Runtime substitution of column names and some values takes place with ODBC lists. The markers for runtime substitutions are %s and %d. %s is for strings. It is used for column name substitution and value substitution where the value to be substituted is a string. %d is used for substituting integer values only.

You are free to add explicit SQL to all SQL statements but you may not add runtime substitution.

Editing a Custom ODBC list

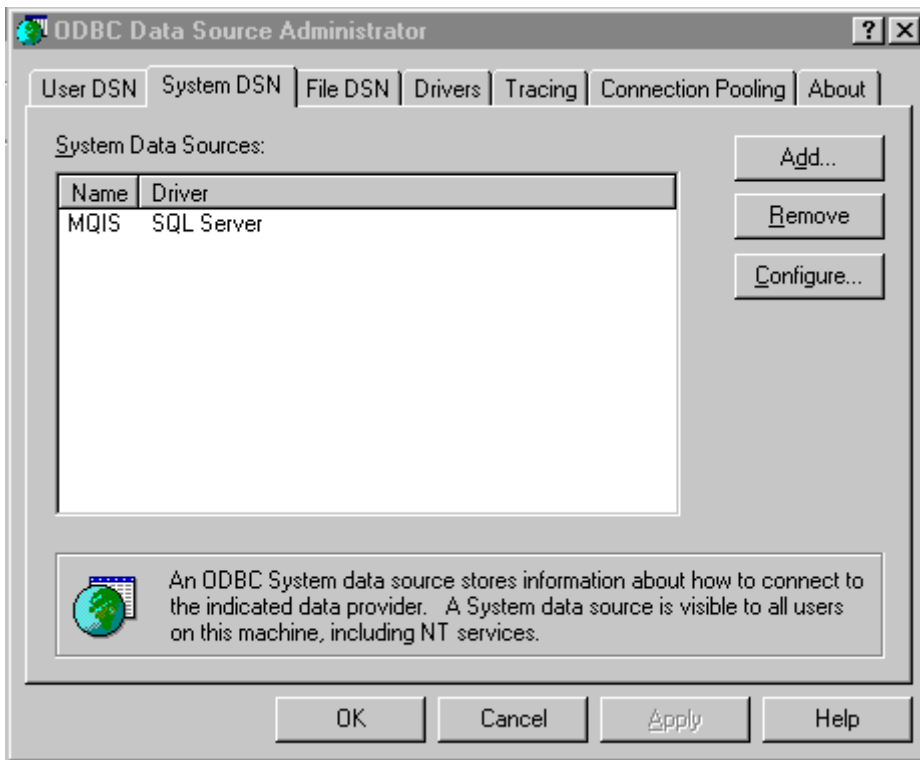
If once the list is set up you find you need to edit the SQL statements this can be done via the List>Edit page. Simply select your custom ODBC list then click on the "ODBC..." button. This will allow you to edit details of the DSN being used and the SQL statements that the list uses. Alternatively you can edit the SQL in the corresponding text files. These are stored in the <basedir>\<domainname>\users\<list-name>\customsql directory.

14.4 Example: Setting up a DSN with MS Access on NT

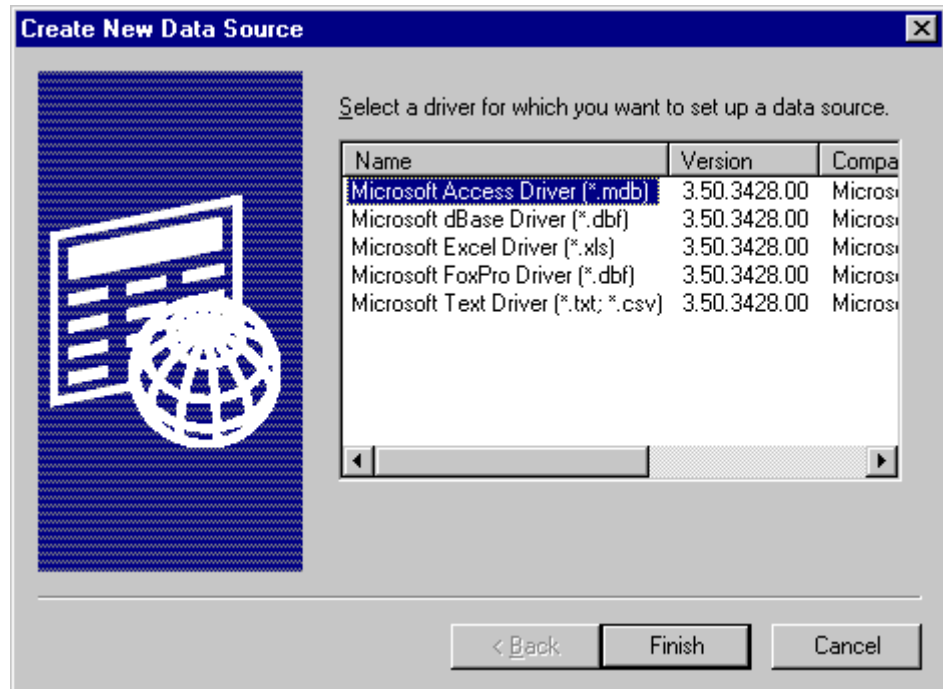
You only need to set up a DSN for Microsoft Access if you intend to use an existing database. If you are intending to set up a new database for your list members GMS Communication Server will do it for you and also create the database.

The following explains how to set up a Microsoft Access DSN on the local NT 4.0 machine. The process for other applications such as MS SQL server will be similar. Refer to your application's documentation for more information.

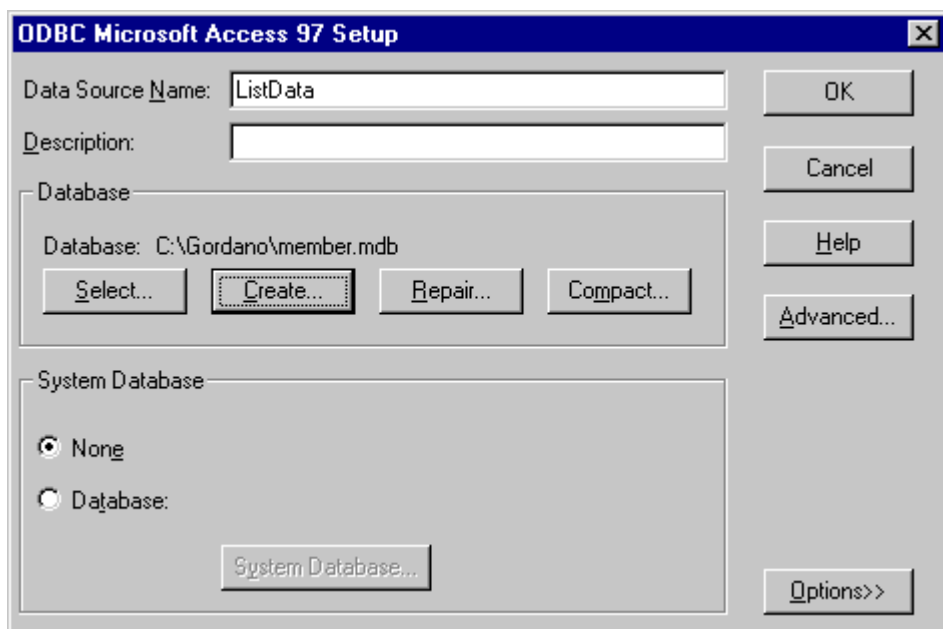
1. From your desktop select Start>Settings>Control panel
2. When the control panel window opens select the "ODBC data sources" application.



3. Select the System DSN tab and click on Add



4. This brings up the "Create New Data Source" dialog. Select Microsoft Access driver and click on finish



5. This brings up the setup dialog enter the name you want your data-source to be known by. In the example "ListData" has been entered. Click on "Create" to create a new database or "Select" to use an existing database. Once the database has been selected or created click on OK to finish setting up the DSN. You can now specify this DSN for use in GMS Communication Server.

14.5 Additional fields used by GMS Communication Server

GMS Communication Server may add a number of extra fields to a read/write ODBC list such as DateLeft or LastPosted. Details of these fields can be found in the *GMS Reference Guide* in the chapter "GMS Communication Server Registry parameters" under the "user parameters" section. You can also add further fields using the "Required Fields" and "Optional Fields" options. To add fields go to Access>Variables in the interface where they can be added. This feature can be useful if you want to survey the people who join a list. Fields aren't added until the first user enters a value for the field.

14.6 Trouble shooting an ODBC list

There are two main tools you can use in trouble shooting problems with ODBC lists. The list log and ODBC tracing. The list log can be found in the //gordano/log directory in the format LI001206.Log where LI = List, 00 = the year 2000, 12 = December, 06 = the day of the month. When problems are encountered list logging should be set to full. This can be done from the Logs>Transaction level page of the NTMail interface. A typical failure log entry looks like this:

```
LIST 6 Dec 2000 14:21:52 F 4535 Table members contains
an invalid number (3) of columns
```

This shows GMS Communication Server trying to access a read/write ODBC table that does not contain all four of the required fields (UserId, UserName, Domain, Type). The solution would be to add the missing field(s).

The other trouble shooting tool is ODBC tracing which is enabled via the "ODBC data sources" application in control panel. From the "Tracing" tab choose "Start Tracing Now". This will write information to a log file, the location of which you can specify. An entry in this log may look like this:

```
LIST          e0:6eENTER SQLExecDirect
HSTMT                0x01a52b38
UCHAR *              0x0183d0ec [      -3]
"INSERT INTO members (UserName, Domain, Type) VALUES
('jack', 'GMS Communication Server.dom', 0)\ 0"
SDWORD                -3
```

This example shows a new list member, "jack" being added to the members table using an INSERT statement.

15 Mail Merges

15.1 What is a mail merge?

A mail merge is the name given to "personalisation" of messages that are sent out. It is applied to both paper and electronic mailings and can best be seen using a simple example.

A company decides that it wants to send a letter to all its customers who have purchased a product from them in the last year because a fault has been found and the product must be fixed. The letter may be prepared using a word processor such as Microsoft Word or Word Perfect.

```
<name>  
<company name>  
<address 1>  
<address 2>  
<city>  
<country>  
<post code>
```

14th January 2000

Dear <name>,

Re: Your XYZ Car

A fault has been discovered in the car that you purchased from us on <purchase date>. If you turn on the radio, the headlights automatically turn off after five minutes and a fuse needs to be replaced.

Please take your car to our nearest dealer who will fix the fault.

Yours sincerely,

XYZ Manufacturers

This letter has certain "fields" enclosed in brackets - these fields must be filled in differently for each customer who receives the letter. So another file containing a list of all the values for all the fields must also be prepared. An example of such a file might be:

```
"Mr A. Smith", "", "18 Home way", "Clearnight Avenue", "Cleveland", "USA", "HJ 00910"  
"Mr H. Cat", "Bed-right Inc", "3 Suite #93", "Apple Yard Court", "San Francisco", "USA", "CA 093390-9833"  
"Ms L. Mouse", "Run-fast Corp", "Run-fast House", "Beachwood Ave", "Coventry", "UK", "CV21 8IW"  
"Ms Q. Cat", "Bed-right Inc", "3 Suite #93", "Apple Yard Court", "San Francisco", "USA", "CA 093390-9833"
```

When the letter and the mailing list are merged together by the word processor, four letters will be generated. To complete the procedure,

the letters must be printed, put into envelopes, have a stamp added and finally be posted.

One way of making this process more efficient would be to batch all the letters for the same destination into the same envelope. That is, a single envelope will contain all the letters to all those people working at "Bed-right Inc". This will reduce the cost of postage and time taken to put letters into envelopes. However, more intelligence is required when assembling the envelope contents because the number of letters per envelope may be different.

GMS Communication Server manages lists of electronic addresses automatically - allowing customers addresses to be added and removed at will. In addition, GMS Communication Server will automatically enhance the delivery process by collating all messages to the same address into one package to speed up delivery. This means that you don't need to compose a separate list for each mailing - all you need to do is decide what to say. Further, where the information comes from (e.g. high performance file or through ODBC - See page 115) is transparent to the mail merge process. GMS Communication Server will complete any fields that are required by using the Mail Meta Language (MML). All you need to do is insert your MML between "<#" and "#>". For example:

```
<# print(RCPT); #>
```

will put the email address of the recipient of the email message into the message itself. MML is an extremely powerful language designed for manipulating email messages as you will see from the examples that follow. In this guide, we will illustrate some of the possibilities - a full description of all the commands and functions available may be found in the Mail Meta Language Reference Manual.

15.2 Overview of how GMS Communication Server achieves a mail merge

GMS Communication Server is designed to handle mail merges of over a million people quickly and simply without using up huge system resources. Further, it has been designed in the knowledge that links to external database systems can fail.

Steps to send a message out to a million people:

1. A message is posted to a list. The message contains some MML code which needs to be executed for each, single delivery of the mail message. The "Allow MML to be processed" option must be switched on for the list! (See "Security Issues" on page 112.)
2. Assuming "batch processing" is selected, GMS Communication Server takes a "snap-shot" of the data source and creates two files for each batch of addresses - the message text and the data fields. No MML is executed at this stage. Once this relatively quick process is completed, the link to the data source is no longer required

and is dropped. This process gives several advantages over traditional solutions:

- Taking a snap-shot of the database means that the "time-window" for a critical failure during message generation is very small.
 - By batching the information, only a small number of files is generated for processing later. For example, a mail merge of a million addresses will create only 10,000 files rather than 2,000,000 files. 10,000 files are clearly much easier to manage and queue than 2,000,000.
 - Each batch of files requires a very small amount of disk space - using the example of a posting of a 100K message to 1,000,000 addresses will require about 600Mb of disk space by GMS Communication Server, using the traditional file per message would require 100Gb!
3. The posting process begins. GMS Communication Server contains each mail server in turn and attempts to deliver each message. When the remote server accepts the user is valid, the MML in the message text is executed and the message delivered. This process gives several advantages over traditional solutions:
- The MML in the message is ONLY processed if the remote server agrees to delivery of the message. Given the usual failure rate of a list of 1,000,000 addresses, you can expect this to save 50,000 merges immediately!
 - Processing of MML is delayed to the last possible moment (i.e. just before delivery). This spreads the mail merge CPU load over the full delivery cycle of messages so that the machine load is fairly constant.

During this process, the following executables will be using CPU time:

- LIST - to create the batch files for posting messages. When failure messages are returned, GMS Communication Server will batch them up and apply them at the same time. This reduces the overall machine load.
- POST - to establish connections to remote mail servers and deliver messages to them.
- WWW - to execute the MML in each message on request from the POST server.
- SMTP - for receiving any returned messages

15.3 Mail Meta Language

The Mail Meta Language is a script language designed explicitly for handling email messages very efficiently. It looks very like other scripting languages (e.g. perl, C, etc.) and has the common command structure and functions that you would expect. The fact that you are about to use a scripting language shouldn't be alarming! You don't need to use much MML to do extremely sophisticated mail merges that would not be practical or possible with the paper equivalent.

Each time a message is about to be posted to the destination server, the script processing engine (in the Web Configuration Server) is started. A set of standard variables and any special variables (from external databases) are set up. And the script is started. Everything is copied from the script to the out going message until one of the "start script" sequences is found - "<#". Once this has been found, the script is executed until a "close script" - "#>" is found. This allows the message to contain a mixture of plain text, HTML, attachments and MML.

Lets consider the following simple message being posted to a list:

```
From: XYZ Manufacturers <admin@xyz.dom>
To: <<# print(RCPT); #>>
Subject: Your XYZ Car
Date: 14 Jan. 2000
```

```
Dear <# print(name); #>,
```

```
Re: Your XYZ Car
```

```
A fault has been discovered in the car that you purchased from us on <purchase date>. If you turn on the radio, the headlights automatically turn off after five minutes and a fuse needs to be replaced.
```

```
Please take your car to our nearest dealer who will fix the fault.
```

```
Yours sincerely
```

```
XYZ Manufacturers
```

When GMS Communication Server processes this message, it will write the following to the outgoing message and then stop because some MML has been found:

```
From: XYZ Manufacturers <admin@xyz.dom>
To:
```

The MML code is "print(RCPT);". This command tells the MML engine to find the value of RCPT and write the value to the out put - say "ASmith@aol.dom". The "#>" has been reached - indicating that this is the end of the script and all following text should be written out to the out going message again. This continues until the next start script

sequence is found - at this point we have composed the following message:

```
From: XYZ Manufacturers <admin@xyz.dom>
To: <ASmith@aol.com>
Subject: Your XYZ Car
Date: 14 Jan 2000
```

Dear

We switch into script mode and look for the value of "name" and write that value into the outgoing message. Eventually, we end up with the complete message to be posted:

```
From: XYZ Manufacturers <admin@xyz.dom>
To: <ASmith@aol.com>
Subject: Your XYZ Car
Date: 14 Jan 2000
```

Dear Mr. A Smith,

Re: Your XYZ Car

A fault has been discovered in the car that you purchased from us on <purchase date>. If you turn on the radio, the headlights automatically turn off after five minutes and a fuse needs to be replaced.

Please take your car to our nearest dealer who will fix the fault.

Yours sincerely

XYZ Manufacturers

This simple example shows how easy it is to personalise messages as they are posted to people on your mailing list. Before we look at some other examples, lets look at some other options available:

Error Handling

Some MML scripts might not work correctly! In this case an error message will be generated and will be logged by the Configuration server in the days log file (starting WW). The POST server will also write an error message into its log (starting PT) so that you can tell which message generated the error. The message with the error message will be forwarded to the administrator of the domain.

MML and encoded messages

It is possible to post your message containing MML to the list from any mail client (providing MML Scripting has been enabled in the message body on the Post>Processing page) and the script will be processed. However the message that you send should be in plain text and not be

encoded. For example an MML script in a MIME encoded message will not run.

15.4 Security Issues

When you switch on processing of MML messages, you need to be extremely careful about the security settings on the list. MML is very powerful - in fact, the whole GMS Communication Server administration interface is written using MML. This means that anything you can do via the Web Interface could also be done via messages posted to your list server if you get things wrong! (It is even possible to add users to GMS Mail via the list server).

There are three levels of MML processing available and these are set on the Post>Processing page:

- No MML processing (the default).
- Headers and footers only.
- Whole message.

No MML Processing

When your list has no MML processing, it is not possible for any message posted to the list to have any script processed in it. In fact, if you do post a message to the list with MML in it, you will see the MML simply posted out as part of the message!

This option is safe to use on all types of list.

Headers and footers only

Any list may have only the MML in the headers or footers executed. This allows you to put user-specific information in the header or footer of the list without affecting the rest of the message. Obviously, members of the list who send messages with MML in the header of the message will simply see their MML posted back to them. Only MML that you insert in the header or footer will be executed.

This option is safe to use on all types of list.

Whole message

MML in any part of the message will be processed. This means you can decide on message content - including HTML v. plain text, how many details to include, customised sections, etc. The limit is your imagination.

When using MML in the whole message, we recommend that you only use "Password" protection on the list. This is the only sure way of pre-

venting anyone else gaining access to your mail server through the list server.



No MML processing will occur if the MML is in an encoded section fo the message, for example if the script is mime-encoded it won't be processed.

15.5 Standard variables

A list of all the standard variables that may be created by GMS Communication Server is available in the Appendix. GMS Communication Server only stores the parameters that have a value - all the others are assumed to be empty. Therefore, if you check "LurkerMsgSent" and no message has been sent, the value will be an empty string or zero.

When processing a message there are several additional values available. These are:

RCPT	Where the message is being delivered to
MAIL	Who sent the message
Type	A field which describes the type of list account

MML may also return a code to indicate if the message should be posted. To do this, a special variable "Action" must be set to one of the following values:

- 0 Continue to send the message (default).
- 1 Retry sending the message later.
- 2 Never send this message. Delete it from the queue so that we don't try to send it again later. No automatic failure (or bounce) message will be generated.

15.6 Example: Including information in the footer

1. Log on to GMS Communication Server Configuration.
2. Press the "List Wizard" and another dialogue appears. Enter the name and password of the list (e.g. mylist and password", select "A list for open discussion" and press "Next >" until you complete the List
3. On the main GMS Communication Server Configuration interface, press "POST" and select the list "MyList" in the tree dialogue on the left. You will see a selection of options appear on the right hand side of the dialogue. Select the drop down "Execute MML within posted messages" and choose "Headers and Footers". Press UPDATE.
4. To add your MML, press "Edit" and you will be presented with a dialog that allows you to enter the text to be added to the header and footer of each message posted. In this case, add the following to the footer in the lower box.

```
This email message was posted to <# print(RCPT); #>
```

```
who joined on <# print(DateTimeFormat(DateJoined, "dd
mmm yyyy")); #>
```

and press "Save".

You can now advertise the presence of the list on the Internet.

When members receive postings from the list, they will see their email address and the date that they joined printed at the bottom of each message

This example illustrates another point:

- That you can manipulate date and time variables very easily. In this case, we decided what format we wanted to see the date printed so we used the DateTimeFormat() function.

15.7 Example: Conditional message parts

1. Log on to GMS Communication Server Configuration.
2. Press the "List Wizard" and another dialog appears. Enter the name and password of the list (e.g. "mylist" and "password", select "A list for newsletters" and press "Next >". On step 3 you will need to enter your password to allow posts - then continue through the List Wizard. You will now have a list that is up and running.
3. On the main GMS Communication Server Configuration interface, press "POST" and select the list "MyList" in the tree dialog on the left. You will see a selection of options appear on the right hand side of the dialog. Select the drop down "Execute MML within posted messages" and choose "Whole message". Press UPDATE.

Any message posted to this list may now have MML in it. For example, consider sending the following message to the list members:

Hi,

```
<# if (left(RCPT, 1) == "s") { #>
You must be a really great person to know...
<# } #>
Here is some more of the message.
```

Goodbye.

Any message which is posted to someone whose email address starts with "s" will have an additional note inserted.

This example illustrates a couple of other points:

- The additional message must be included between "{" and "}". These mandatory braces tell the MML interpreter where the start and end of the conditional code is.
- The additional message was written by jumping out of MML code and then back into MML for the end brace. The same effect could have been achieved by using the print() function. So this will produce exactly the same resulting message:

```
<# if (left(RCPT, 1) == "s") {
```

```
        print("You must be a really great person to  
know...");  
    } #>
```

- That the compare is not case sensitive. That is, an email address starting "s" or "S" will get the message inserted.
- Other string functions available include "right()" and "mid()" - these allow you to look at the last letter(s) and choose sections from the middle of strings as well.

15.8 Example: Using non-standard variables

From the previous section, we have seen that non-standard variables are variables that are not used by GMS Communication Server when processing messages (although they may be maintained by GMS Communication Server). These variables typically come from another data source such as via an ODBC database. All these variables may be used in exactly the same way as standard variables. When the script is processed, they will have the same contents as when the "snap shot" was made.

Lets consider a TV station that produces a weekly list of all the programs that are available and a paragraph giving details of what the programme will cover. This would be huge 100K message which most people would never get around to reading. Therefore, the TV Station has decided to ask customers to select which part of the weekly posting they would like to see (for our purposes: Wildlife, Science, Politics, Religion, Thrillers, Kids, Blockbusters, Soaps, Chat Shows). Note the inherent complication - that a film might be both a blockbuster and a thriller. Further, no viewer may receive information about more than three programs each week. A web page must be available to add people to the list (and allow them to change their options). First we will see how this can be done using GMS Communication Server High Performance Datafile and then by using an external data source through ODBC.

Using GMS Communication Server's High Performance File

1. Log on to GMS Communication Server Configuration.
2. Press the "List Wizard" and another dialog appears. Enter the name and password of the list (e.g. "mylist" and "password", select "A list for newsletters" and press "Next >". On step 3 you will need to enter your password to allow posts - then continue through the List Wizard. You will now have a list that is up and running.
3. On the main GMS Communication Server Configuration interface, press "POST" and select the list "MyList" in the tree dialog on the left. You will see a selection of options appear on the right hand side of the dialog. Select the drop down "Execute MML within posted messages" and choose "Whole message". Press UPDATE.

4. Lets create some mandatory fields - these values will be required from anyone who attempts to join the list. Press the "Access" button followed by "Variables". Now we can enter a variable for each type of production that the TV station has. So type "Wildlife" in the upper dialog and press the right arrow. Now anyone who joins the list, must define a value called "Wildlife". Proceed to add all the other variables in exactly the same way.
5. Viewers are going to join the list through the Web Site. So press "List" and select the "Join HTML" tab. This will create a piece of HTML that can be cut and pasted directly on to the Web Site. GMS Communication Server does not know what type of variables you required, so you will need to edit the HTML to create drop-down selection boxes. For example, change:

```
<tr><td>Wildlife</td><td><input name="Wildlife"
size=30></td></tr>
```

to:

```
<tr><td>Wildlife</td><td><select name="Wild-
life"><option value="Y">Yes</option><option
value="N">No</option></td></tr>
```

6. Press the "Post" tab and we can switch on MML processing for each message.

The TV station now has their mailing list up and running. Viewers are free to join - and they can select which information they are interested in. All the options the viewers select will be stored in GMS Communication Server membership file, ready for the weekly posting. If they want to change their options, all they need to do is revisit the Web Site, type in their email address and reselect their choices.

Each Monday, the TV station staff put together a single message to be posted to all the list members. The message will contain MML so that viewers only receive information about the programs that they are interested in. The MML will also take into account some of the complications mentioned earlier. Lets take a look at the message that is sent out.

```
From: sales@tvstation.dom
To: programmes@tvstation.dom
Subject: Programs for week starting 1st Jan. 2000
```

```
password meatballs
```

```
<# count = 0;
  if (wildlife == "Y" and count < 4) { #>
Mon. 08:00 Big Cats
          Where do big cats live and how do they
          survive the affects of the destruction of
          the habitat?
<#   count = count + 1;
    }
  if (Science == "Y" and count < 4) { #>
```

```

Mon. 09:00 Japanese Patents
           Our weekly review of what's new and great
           in Japan.
<# count = count + 1;
  }
  if ((thriller == "Y" or blockbusters == "Y") and
count < 4) { #>
Mon. 12:00 James Bond
           First showing of a the latest James Bond in
           the USA.
<# count = count + 1;
  }
  if (Religion == "Y" and count < 4) { #>
Mon. 15:00 Weekly prayer
<# count = count + 1;
  }
  if (count == 0)
  {
    action = 2
  }
  #>

```

This example illustrates a couple of other points:

- Standard logical conditional statements can be used to decide which part to include in the final outgoing message.
- The last IF statement in this mail message performs a special function. If count is zero, then no parts were included in the message. If this message was sent to the viewer, they would get an empty message. Instead, by setting action = 2 the message will be dropped from the message queue and not delivered. Setting action to 1 will cause GMS Communication Server to delay delivery of the message until the message is next queued for a retry.

If you need more variables (for new programme types) simply add the variables as in step 4 and the new values will become available to the MML script when the next message is posted.

Using an ODBC database

To set up ODBC database you will need to refer to the chapter "Using ODBC databases". Here we assume that the table has been created in the database and has the column name "email_address" and one column for each programme type. Further, GMS Communication Server will be given read and write access to the table (remember, GMS Communication Server may create some additional columns such as the JoinDate, LeaveDate, etc).

1. Log on to GMS Communication Server Configuration
2. To create a list that uses an ODBC connection, select the "List" button and the "Add" dialog. Enter the name of your new list with its password and press "Next". The next dialog allows you to choose where list membership information will be stored. Select the ODBC. When you press "Next" you will be asked for connection details to your database. You will need to provide GMS Communi-

- cation Server with the table name, user name and password. Once this is complete, a standard discussion list is up and ready for use.
3. You need to change the standard list into a "newsletter" format - i.e. only those with the correct password can join. So select "POST" and press "Post Access". Select "Allow from members", "password required" and enter your chosen password. This is the password you will need when you post messages to the list.
 4. Press the "Post" tab and we can switch on MML processing for each message.

We could follow exactly the same procedure as above to create the HTML forms to allow people to join the mailing list, however, we are assuming that the list is maintained by some other process.

We are now ready to post the weekly TV times to the list just as before.

If you need more variables (for new programme types) simply add the column to the ODBC database and the new values will become available to the MML script when the next message is posted

16 Advanced Management

This section describes the more complex tasks you may need to perform. It covers:

- Job Concentration — changing the message queueing method to get the best performance for your list.
- Configuring post processing — to change all list postings in some way before they are delivered to members. This includes use of additional message headers.
- Hosting an anonymous list.

16.1 Job Concentration

With GMS Communication Server list postings can be queued in one of three ways, by address, by domain or by batch. Your choice of queueing method can dramatically effect the performance of a list so it is worth spending some time thinking about which method to use. When a message is sent to GMS Communication Server, the List service generates a set of output messages (by batch, domain or address). With each message, there is a full set of data (everything from the GMS Communication Server's high performance database or from an ODBC database). GMS Communication Server effectively takes a "snap-shot" of all the data in the data source. It will then signal the POST service to tell it that email is available to send. The different queueing mechanisms are discussed below:

Address queueing

With Address queueing GMS Communication Server generates a separate message for every member of the list and POST assigns one thread for each domain queue. This is the only method most other list servers are capable of using. However this can require a tremendous amount of resources for large lists. For example if you have a list with a million members and you want to post a 1Mb message to them the post queue will have to handle 1,000,000 x 1Mb of data. That's 1,000GB of disk space that would be required for just one message! As you can see while this method of queueing is acceptable for smaller lists it is not at all suitable for larger memberships. So what are the alternatives?

Domain queueing

Domain Queueing generates a single message for each domain that has members on your list and POST will assign one thread per domain. So for example if you have 10 members with an address ending @CompanyA.dom only one message gets put in the queue for that domain instead of 10. When GMS Communication Server comes to post that message it realises that it is destined for 10 people and will send a single message with multiple RCPTs (recipients). The receiving server will realise that the message should be sent to 10 people in its domain and give each of them a copy. So although 10 people have received

your message you've only used disk space and bandwidth for one message. If we continue with our above example and assume that every 10 members belong to a different domain we now only need 100,000 x 1Mb messages. That's 100GB of disk space. This is still a lot but remember we are posting 1Mb to a million people.

Batch queueing

With batch queueing POST allocates a single thread to each batch file (which has up to 200 addresses in it). The thread will work through the file sending the email out. If a message can't be delivered and must be retried later, it is transferred to the domain queue. If there is no MML to be processed, then "multiple RCPTs" will be used for each delivery. Batch queueing generates a single message for every batch of members on the list regardless of which domain they belong to. If we return to our example of sending 1 million messages we now only need to queue 10,000 x 1Mb messages which is 10GB of disk space.



If the list posting contains MML that needs to be processed then multiple RCPTs can never be used regardless of the queueing method selected.

Which queueing method is best?

To work out which method of posting to use depends upon the size of list and whether you are using MML. As the number of people on the list increases, move from by address -> by domain -> by batch. The point at which you move between domain and batch can be calculated:

$$\text{list_size} = \text{number_post_threads} * \text{messages per batch}$$

$$\text{messages_per_batch} = 200$$

when a list reaches list_size, the difference between by domain and by batch becomes a moot point because all POST threads will be in use. The only difference will be in disk space utilisation. As membership increases beyond list_size the disk space saved by batch queueing also increases.

Selecting a queueing method

You can select which method to use from the Post>Processing page. You can either leave the setting on "Automatic" in which case GMS Communication Server will work out the most suitable method for you, or you can make your own choice from the drop down.

Automatic queuing

If this option is selected the following criteria is followed by GMS Communication Server in determining which method to use.

Batch - used if the number of members is greater than (LISTMaxAddresses * POSTThreads).

Domain - used if the Batch criteria is not met and the number of members is greater than 250.

Address - used in all other cases and when MML needs processing.

16.2 Changing Post Processing

Any of the following operations can be performed on all list postings before they are delivered to members:

- Appending a footer to each posted message. Some e-mail clients strip or ignore the complete contents of a message header, so you might want to add a footer giving details of how to leave the list, like this:

```
-HOW-TO-LEAVE-----
To stop receiving e-mail from this list, send an e-
mail message to list@net-shopper.co.uk with the body
"leave ntmml-discuss your-email-address"
where "your-email-address" is the name after the "X-
ListMember:" clause in the header of each message you
receive from this list.
-----
```

- Amending the header of each message posted out to the list, for example to specify an address that all replies should go to. For example, you might want to add a header like this:

```
Reply-To: listname@companyA.dom
```



The relevant RFC (Request for Comments) states that a list should not alter header clauses. Adding new clauses is allowed but discouraged, but in practice the X-Unsubscribe and Reply-To: clauses are very useful.

- Changing the subject text of each posting to the list.
- Executing any MML scripts contained within messages (see below).

To set up any of these, choose Post>Processing and select the list. The online help explains how to change the setup.



From the same page you can set up mailbox files, for example, to set up a new .mbx file for each destination address.

MML scripts let you modify the interface or run executable code within a message. These are dealt with in detail in the *GMS MML Programmer's Guide*.

A typical use of MML is to personalise list messages. You can obtain variables such as datejoined (the date the member joined the list) and write this to the user's message. The MML would look like this:

```
You joined this list on <# print(datejoined); #>
```

When sent to list members this would be converted to:

```
You joined this list on 1999-06-04 02:28:12
```

16.3 Hosting an Anonymous List and adding headers

Use an anonymous list if you do not want any list member to know who the other members are. When a member posts to the list, the "From:" field in the posting does not show their address, but instead shows text which you set up using the file Header.txt. This leaves members no way of discovering where the post originated.

To set up an anonymous list:

1. Choose Post>Processing and select the list.
2. Set up the header.txt file for the list. Press the "Message headers" Edit button and type a line like this:
`From: <text you want to appear>`
The text after the "From:" will replace the sender's address in the message header.
3. Select the "Remove extraneous headers" check box. This makes GMS Communication Server strip all the headers from a posted message except From, To, Subject and Date. This stops some other header appearing which shows the sender's address. Press the Update button.



Any other headers you want to include in postings can also be added from the post>processing page

16.4 Header Fields removed by GMS Communication Server

GMS Communication Server will remove the following unnecessary header fields from postings:

- Content-Length:
- Errors-To:
- Precedence:
- Return-Path:
- Return-Receipt-To:
- X-Confirm-Reading-To:
- Disposition-Notification-To:

17 Making Money from a List

This section describes ways to pay for running your list, or even make a profit from it.

This section covers:

- Advertising — you can insert adverts in the header or footer of a message. You can report the number of times the advert has been included in messages.
- Charging for magazine lists — counting the number of viewers.
- Limiting resources used by lists — reducing the amount of bandwidth, disk space, etc. taken by lists.

17.1 Advertising

You can place text adverts in posted messages as headers or footers. You can specify how many posts the advert will appear in before it is replaced.

To set up a simple advert:

1. Choose Post>Adverts. Any existing adverts are displayed, with a count of how many times they have appeared in a posting.
2. Press the Add button and set up the advert — where it's to be placed, its content and how many times you want it to be used.

Setting up an advert creates the files adverts.mbx and adverts.idx in the list's directory.

Adding a URL link to your adverts

GMS Communication Server can be configured to automatically append a URL to your advert. In this way you can provide extra information to those interested enough to find out more. You can also get feedback on how effective your campaign is by using the hit counters. The configuration options can be found on Post>Adverts>Add and are explained below.

Base URL

This is the base URL of your GMS Communication Server server including the port (default is :8000). The website entered here must have an entry in DNS so that it can be resolved. For example:

```
www.gordano.com:8000
```

Advert URL

This is the URL of the web page you want your readers to be redirected to. Example:

```
http://www.gordano.com/home.htm
```

If this entry is blank then no url is added to the advert.

Hit Monitor (total)

Checking this option records how many people visit the page <Base url>/advert.mml regardless of whether they are members of the list or not.

Hit Monitor (Member)

Checking this option records how many members visit the page <Base url>/advert.mml

When a message is sent to a member the URL is added to the bottom of the advert text that you supply on the Post>Adverts page. When the member receives a message including the advert the URL will look something like this:

```
http://www.gordano.com:8000/  
advert.mml?ADVERT=ix%25%296DEd45*V5WxpKxhXECed45*V5Wx  
pkxhXEC08668*6cSd
```

Advert.mml is a hidden file on your server that redirects the user to the Advert URL you have specified and updates the Hit counters.

HTML Anchor

This is the HTML anchor text for the Advert URL which is only embedded when sending HTML emails. In the below piece of HTML the anchor is "visit the Gordano website":

```
<a href="www.gordano.com">visit the Gordano website</  
a>
```

i.e. "visit the Gordano website" will appear as a hyper-link in the message which when clicked on will launch the www.gordano.com web page.

17.2 Charging for magazine lists.

Be sure to set an expiry period for these lists; see "Expiry Dates" on page 56.

17.3 Limiting resources used by lists

Although list messages are given a lower priority than other e-mail, you may still want to reduce the resources they use — bandwidth, disk space for storage, etc.

If your organisation has a lot of people who all subscribe to one external list, you can reduce the number of messages coming from that list to your site. To do this, set up a list on your server which is itself a member of the external list. Make the members of the external list leave it and join your new list instead. If 50 people do this, you replace 50 incoming messages with one. However, there's one disadvantage — you must stop your new list replying to the external list or you'll create a loop, so disable acknowledgement of messages.

18 FAQ and Troubleshooting

This section answers some common questions asked about GMS Communication Server and list servers.

What is a mailing list?

A mailing list is simply an e-mail address. When you e-mail this address, list server software sends a copy of your message to all the list members.

What is a list server?

A list server manages lists of e-mail addresses and controls posting of messages to a list, who is allowed to join the list, etc.

Do I need NTMail to use GMS Communication Server?

No, but you do need a mail server.

Can I run GMS Communication Server with a mail server other than NTMail?

GMS Communication Server can run on the same machine as another mail server. The way you achieve this depends upon the facilities of that mail server package.

Does GMS Communication Server support NTMail Version 3 command syntax?

Yes.

How do I join a list?

Send a join message to the list control account, with this message body:

```
join <listname>
```

What is an unmoderated list?

In an unmoderated mailing list, each submission to the list is sent to each subscriber without human intervention. This means that message propagation is faster. It also means that individual members of the mailing list are directly responsible for their own messages.

I'm going on holiday. How do I stop messages for two weeks?

Send a suspend message to the list control account. The suspend message uses the **set** command and takes this form:

```
set <listname> suspended = on
```

When you return send a resume message then, if necessary, use the archives to bring yourself up to date on discussions that you missed. The resume message takes this form:

```
set <listname> suspended = off
```

My e-mail address has changed. What do I do now?

Leave the list and rejoin with your new address. The help message you received when you joined should tell you how to leave.

You receive a message saying you are not a member but you still get messages

You may be subscribed to the list with a different e-mail address. In one of the errant messages, check for the "X-ListMember:" clause in the message header. It will have the form:

```
X-listMember: joe@abc.dom [testlist@company.dom]
```

which means that this message was sent to the e-mail address "joe@abc.dom" and is from the list testlist@company.dom. You can leave the list using a **leave** message with the address "joe@abc.dom".

How do I contact the list owner?

Send an e-mail to <listname>-owner. For the list "probe@abc.dom", for example, this would be "probe-owner@abc.dom".

Some of my list members do not receive postings

Check that they have not expired or been suspended. If they have only just joined, check that they're not awaiting moderation.

My list members cannot use some commands

Check that you have given them access to the individual commands. For the **set** command, for example, choose Requests>Set and look at the setup. Does it give users the access you think it does?

Can I join one list to another list within GMS Communication Server?

If your organisation has a lot of people who all subscribe to one external list, you can reduce the number of messages coming from that list to your site.

To do this, set up a list on your server which is itself a member of the external list. Ask the members of the external list to leave it and join your new list instead. If 50 people do this, you replace 50 incoming messages with one.

However, there's one disadvantage — you must stop your new list replying to the external list or you'll create a loop, so disable confirmation of messages. Set the DefaultAck Registry parameter to 0; see the *Gordano Reference Guide for Windows* for details.

How can I filter mail from the list into different mailboxes?

This depends on your mail client, the software you use to read mail. In general, if this has a filtering capability you must tell it to filter based on the sender of the message. Every message sent by the list will contain a

"From:" header line, set to <list control account>@domain. Set up your software to filter based on this.

I want the reply from my list to go back to the list, not to the user

Set the Reply-To header for the list. See the description of the Header-File parameter in the *Gordano Reference Guide for Windows*.

Can I post to a "members only" list when I am not a member?

Yes. You might do this if you did not want to receive postings from the list.

To post from an address which is not on the list to a list that has "member only" posting enabled, add yourself as the posting address and suspend the account. You will be able to post to the list from the address.

What does "Table members contains invalid columns" mean in the list log?

This applies to lists set up to use a read/write ODBC database and says that the table called members is incorrectly formatted for GMS Communication Server to use. You need to ensure that the first four fields in your table are as follows and use the correct data types.

Field	Name	Data Type
1	UserID	Autonumber
2	UserName	Text
3	Domain	Text
4	Type	Number

When a member leaves a list is their record deleted?

When a member leaves a list their information is retained in the member database regardless of whether the data is stored in the member.txt file or an external ODBC member database. The Properties attribute is changed to reflect that they are an ex-member. Also DateLeft and LeftReason is recorded. Properties, DateLeft and LeftReason are defined in the *GMS reference guide*.

18.1 Writing Effective E-mail Messages

If you want to communicate with other users, you will have more success if your e-mails are interesting and well-written. Messages that are difficult to read or understand are likely to be discarded. So, here are some tips:

- If you have a question, check to see if someone has already asked it in the archives.
- Keep to the point.
- Don't copy in reams of quoted material. Edit it to keep your message short.
- Don't use ALL CAPS. In Internet terms, this is considered rude and loud.
- Spelling and grammar. Try and keep these standard and accurate. In this environment the way you write says a lot about who you are.
- Keep any signatures you use short — use five lines or fewer.
- Keep the subject line relevant, and change the subject line if you're changing the topic.
- Try and read replies. Before responding to a message, check your digest of messages to see whether anyone else has said the same thing. Otherwise, the discussion becomes repetitive.
- If someone has asked a specific question, and you wish to answer it, make sure you're relatively certain of the accuracy of your answer. Leave it to someone else if you're not sure.
- If you're reading messages in a digest, make sure you change the subject line in your response.
- This is a public forum, so don't send messages you're not comfortable with other people seeing. The messages will be archived for future viewing. Remember: that the world is watching!
- Don't be personal or make remarks about other individuals. They may be on the list, or someone who knows them may be. Personal insults and angry messages are completely out of bounds, and users sending these will be removed from the list forthwith.
- If you kick off a topic and there's no response, don't take it badly. If other people aren't interested in the things you're interested in, just hang around a while; chances are someone with the same interest group is going to come on board. Have a look at the archives if necessary, to work out what topics have been popular.
- Funny is as funny does. If you think something's amusing, it doesn't prove that everyone does. Comedy can be insulting (not to mention racism, sexism or other -isms), so beware. If you insult other people, you will be removed from the list.

18.2 Troubleshooting

This section describes some areas where you may have problems.

MS Exchange and lists

Some customers may have problems with list subscribers that use MS Exchange as their mail server. These take two forms:

Headers

When it returns a message, MS Exchange sends it to the return address, but it changes the headers of the original list message, as follows:

1. It replaces this text:

```
X-Mailer: GMS Communication Server v6.00.xxxx  
with:
```

```
X-Mailer: Internet Mail Server (xxxxx)
```

2. It then removes all other X- headers including GMS Communication Server's X-Listmember header.

This means GMS Communication Server cannot automatically remove MS Exchange list members.

Bloated return messages

Some MS Exchange systems seem to be configured to automatically return delivery status messages, again to the list return address. This is not so bad, except that the messages typically include up to 18KB of winmail.dat files etc. So for every 1KB (the typical list message size) sent to an MS Exchange user, 18KB is returned.

19 Jargon

This section explains technical terms used in this guide.

Term	Definition
Alias	An alternative name for a list command, for example subscribe for join .
Bounce	A message with a header that GLCommunicator cannot resolve.
Command	A message sent to the list server requesting that an action be taken.
Confirmation	When a list control account receives a request, it may send back a "confirm request" asking the user (who is not necessarily the sender) to confirm that they want the action taken. Only when the user responds to this message is the action taken. This is used with the join and leave commands.
CRM	Customer Relationship Management. Allows the personalisation of interaction between a company and its customers.
DSN	Data Source Name - the name of the link to an ODBC database as defined in control panel>ODBC Data Sources.
Expired Member	Someone who joined a subscription list but whose subscription has expired. The record is kept so that they can't simply rejoin the list again.
Flaming/flaming posts	These terms relate to list postings which may be inflammatory in that they could anger or upset other list members. These are the sort of postings that Post Moderators might prevent from being posted.
List Owner	The person who owns and looks after the list. This person can log on using the list's name and password.
Mail client	The software you use to read mail.
Member Moderator	The person who vets all join , leave , suspend and resume requests to the list. They can approve commands using e-mail or the Web interface.
MIME	Multimedia Internet Message Exchange — the set of extensions to SMTP which let it carry binary, audio, video etc.
Moderation	The act of vetting a command, most commonly a join , a leave or a posting. If the human moderator does not approve the command, it does not take effect.
Post	An e-mail message sent by a member or the Moderator to the other members on a list.
POST	The service which sends mail out from the list server.
Post Moderator	The person who vets all attempts to post messages to the list.
Request Moderator	The person who vets all the user commands other than join , leave , suspend and resume . They can approve commands via e-mail or the Web interface.
Spamming	Sending UCE e-mail to a large number of addresses.
SQL	Structured Query Language - SQL is a standardized query language for requesting information from a database.

Term	Definition
Transaction Report	The message returned by the list processor in response to a command message. The report shows the original command followed by its result.
UCE	Unsolicited Commercial E-mail. E-mail sent indiscriminately to multiple users, none of whom have asked for it, or wish to receive it. This is also known as Spam.

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"Key" means the activation key.

"Software" means the software computer program, Key and Documentation contained in this package.

"Trial Period" means the period of 28 days from installation of the Software.

2 GRANT OF LICENCE

2.1 Gordano grants to the Company a non-exclusive, non-transferable licence to use the Software for its own internal purposes under the terms of this Agreement for the Trial Period and thereafter if a key is purchased from Gordano or its authorised representatives. For the avoidance of doubt, operating the Software outside the Trial Period or without a Key from Gordano (or its representatives) constitutes unlicensed use of the Software.

2.2 This licence agreement becomes effective upon installing the Software.

2.3 On expiry of the Trial Period and on payment of the fee, the Company will be sent the Key which will activate the Software.

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(g) it may NOT use the Documentation for any purpose other than to support its use of the Software.

(h) it accepts that from time to time, the Software will send a message containing details of the key or keys installed to Gordano and it agrees not to interfere with the delivery of this message.

(i) it accepts, that Gordano may receive error messages from the Software installed on the Company's system in the event that the Software fails for some reason (and that the Company has the option to turn this off)

(j) It agrees to stop using all previous version of the Software immediately following an upgrade.

3.3 The provisions of clauses 3, 4, 6, and 7 shall survive termination of this Agreement.

4 CONFIDENTIALITY

4.1 The Company undertakes to treat as confidential and keep secret all information contained or embodied in the Software and Documentation supplied by Gordano.

5 ANTI-VIRUS

5.1 Gordano does not warrant that the Software is free from all known viruses and the Company shall assume responsibility to take appropriate steps to ensure that the Software is virus free and that the running of the Software will not damage or interfere with the computer system on which the Software is used or any data or software which may be used or stored on its computer system.

5.2 The Company accepts that Anti-virus is provided by a third party and not Gordano. This Anti-virus licence is set out below and if the Company opts to licence the Plan then it does so directly with the third party provider.

6 WARRANTY AND DISCLAIMER

6.1 The Company acknowledges that software in general is not error free and agrees that the existence of such errors shall not constitute a breach of this Agreement.

6.2 The Company further acknowledges that the Software has not been developed to meet its specific individual requirements and that it is the Company's responsibility to ensure that any use of the Software or the information contained on it is suitable for its specific individual requirements.

6.3 THIS SOFTWARE IS PROVIDED 'AS IS'. GORDANO WARRANTS THAT THE SOFTWARE WILL SUBSTANTIALLY COMPLY WITH THE SPECIFICATIONS SET OUT IN THE DOCUMENTATION. EXCEPT AS STATED HEREIN AND TO THE EXTENT PERMITTED BY LAW THE SOFTWARE IS PROVIDED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. GORDANO DOES NOT WARRANT THAT THE FUNCTIONS CONTAINED IN THE SOFTWARE WILL MEET THE COMPANY'S REQUIREMENTS OR THAT THE OPERATION OF THE SOFTWARE WILL BE UNINTERRUPTED OR ERROR-FREE.

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6.5 Nothing in this Agreement shall exclude or limit the liability of Gordano for death or personal injury caused by its negligence or for any other liability which cannot by law be excluded.

GORDANO'S SOLE LIABILITY TO THE COMPANY FOR ANY CLAIM, DEMAND OR CAUSE OR ACTION WHATSOEVER, AND REGARDLESS OF FORM OF ACTION, WHETHER IN CONTRACT OR TORT, SHALL BE LIMITED TO REPLACEMENT OF THE PRODUCT OR REFUND THE LICENCE FEE PAID FOR THE SOFTWARE. IN NO EVENT SHALL GORDANO BE LIABLE TO THE COMPANY FOR ANY INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL DAMAGES OR LOSS OF PROFIT WHATSOEVER, INCLUDING BUT NOT LIMITED TO LOSS OF ANTICIPATED SAVINGS, LOSS OF REVENUES OR ECONOMIC LOSS OF ANY KIND.

7 LIMIT OF LIABILITY

7.1 In the event that any exclusion or limitation in clause 6 above is held to be invalid for any reason and Gordano becomes liable for loss or damage that may lawfully be limited, such liability shall be limited to the sum equivalent to a multiple of 3 (three) times the total annual fee paid by the Company to Gordano for the licence of the Software.

8 TERMINATION OF LICENCE

8.1 Save in the event of any unlicensed use of the Software when the terms of this Agreement shall remain in full force and effect, the Company may terminate this Agreement, at any time, by destroying or returning all copies of the Software.

8.2 Gordano may terminate this Agreement by written notice to the Company if it is in default of any terms or conditions of this Agreement or if you enter into any form of insolvency including without limitation liquidation, receivership, voluntary arrangement, administration or are unable to pay its debts as they fall due.

8.3 On termination of this Agreement the Company agrees to destroy all copies of the Software in any form in its possession or control and if requested by Gordano certify in writing that such action has been taken. The Company shall not be entitled to any refund of any monies or other consideration paid by it.

9 SUPPORT

9.1 Gordano shall provide support for the first 28 days from your first contact with Gordano or its representatives. First contact means the Company's representative's first telephone call to Gordano, registration on the Gordano website, or installation of the trial software from our website, whichever is the earlier.

9.2 On expiry of this 28 days the Company shall have the option of purchasing annual support services from Gordano under the terms of the Support Licence set out below.

10 MAINTENANCE

10.1 Gordano shall provide free maintenance services for the first year of the licence of the Software commencing on the expiry of the Trial Period and on the Company's receipt of the Key. Thereafter, the Company shall have the option of purchasing annual maintenance services from Gordano.

10.2 Maintenance services shall comprise of the provision of new versions of the Software only, and no other maintenance services or assistance are included.

11 GENERAL

11.1 If any provision of this Agreement is determined to be invalid or unenforceable, by any court of competent jurisdiction it shall be deemed to be omitted and the remaining provisions shall continue in full force and effect.

11.2 Gordano's waiver of any right shall not constitute a waiver of that right in the future.

11.3 This Agreement shall be governed and construed in accordance with the laws of England and both parties submit to the exclusive jurisdiction of the English courts, save in respect of enforcement where the jurisdiction shall be non-exclusive.

11.4 This Agreement constitutes the entire understanding between the parties with respect to the subject matter hereof and all prior agreements, representations, statements and undertakings, oral or written, are hereby expressly superseded and cancelled.

11.5 All notices under this Agreement shall be in writing and shall be given by registered or certified mail to the following address: Gordano Ltd, 18 Kenn Road, Clevedon, North Somerset, BS21 6EL, UK.

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GORDANO LIMITED SUPPORT AGREEMENT

WARNING: YOU SHOULD CAREFULLY READ THE FOLLOWING TERMS AND CONDITIONS. BY REGISTERING FOR SUPPORT SERVICES TO BE PROVIDED BY GORDANO YOU ARE ACCEPTING THESE TERMS AND CONDITIONS. IF YOU DO NOT WISH TO ACCEPT ALL OF THESE TERMS YOU SHOULD IMMEDIATELY NOTIFY GORDANO AND ANY SUPPORT FEE YOU MAY HAVE PAID WILL BE REFUNDED FOR THE OUTSTANDING CONTRACT TERM.

1 DEFINITIONS

"Business Days" means weekdays excluding weekends, and UK Bank and Public Holidays and Gordano's annual training day.

"Company" means the licensee of the Software.

"Gordano" means Gordano Limited.

"Key" means the activation key for the Software or Support Service.

"Software" means the software computer program and documentation licensed to the Company from Gordano.

"Software Licence" means the software licence granting the Company a non-exclusive, non-transferable licence of the Software.

"Support Fee" means the fees payable for the support services to be provided under this Agreement, which shall be in accordance with Gordano's current price list as amended from time to time.

"Support Service" means the support services provided by Gordano to the Software detailed in clause 2 of this Agreement.

2 GRANT

2.1 This Agreement is for the provision of Gordano's Support Service in respect of the current version of the Software for the term of one year commencing from the date of receipt of the Key to activate the Support Service or any anniversary thereof.

2.2 If further products are licensed from Gordano during the lifetime of this Agreement a "top-up" fee will be added to extend this Support Agreement to cover the additional products at the time of their purchase.

2.3 This Support Agreement becomes effective on receipt of the Key.

2.4 The Company should ensure that it registers three e-mail addresses for its nominated support contracts, by entering its customer reference number and contact addresses on the Gordano website at <http://www.gordano.com>. The support system on the website allows the Company to:

- (a) set up its three e-mail addresses;
- (b) access the log of all messages it has sent to Gordano for support requests and the response from Gordano; and
- (c) set a password to prevent unauthorised access to this information.

3 SUPPORT SERVICES

3.1 Gordano shall provide the Company with the following Support Service:

- (a) telephone support for the Software (currently on +44 (0)1275 340151)
 - (i) for 8x5 contracts between the hours of 0900 to 17:30 or 13:30 to 2200 hours GMT; or
 - (ii) for 13x5 contracts between the hours of 0900 to 2200 hours GMT, or
 - (iii) for 24x7 contracts at any time;

on all Business Days (excluding specific days for training, etc. which will be notified to the Company in advance and in any case will not be more than 3 (three) days in any one calendar year.)

(b) email support for the Software at support@gordano.com. Messages sent by email to Gordano will be processed, a support engineer allocated and priority assigned. Gordano will send confirmation of these details to the email addresses registered by the Company.

3.2 All Support Services for the Software will be provided in the English language only.

4 EXCLUDED SERVICES

The Support Service supplied under this Agreement shall not include the provision of Support Service in respect of:

- (a) any version of the Software which is more than 12 months after its release date;
- (b) any products or services which are not the Software, Gordano does not support domain name servers, Internet routing problems, network problems or other similar items, including without limitation, DLLs, MML, ODBC, COM, DCOM, and CDONTS;
- (c) training in the use of the Software;
- (d) any development services;
- (e) defects or errors resulting from any modifications or enhancements of the Software made by any person other than Gordano;
- (f) use of the Software other than in accordance with the documentation or operator error;
- (g) virus protection or bug fixes except in exceptional circumstances as advised by Gordano, for example, when the system has been compromised by some external force and there is no available workaround; or
- (h) any act of God, fire, flood, war, act of violence or any other similar occurrence.

5 COMPANY OBLIGATIONS

5.1 The Company agrees and undertakes:

- (a) to ensure that the Software is used only in accordance with the documentation or advice from Gordano, by competent trained employees only or by persons under their supervision;
- (b) not to alter or modify the Software in any way whatever nor permit the Software to be combined with any other programs to form a combined work;
- (c) not to request, permit or authorise anyone other than Gordano to provide any support services in respect of the Software;
- (d) to co-operate fully with Gordano's personnel in the diagnosis of any error or defect in the Software;
- (e) if necessary, to make available to Gordano free of charge all information facilities and services reasonably required by Gordano to enable Gordano to provide the support services;
- (f) to provide such telecommunication facilities as are reasonably required by Gordano for testing and diagnostic purposes.

6 SUPPORT FEES

In consideration of the Support Services the Company shall pay the Support Fee annually in advance to Gordano.

7 TERMINATION

Gordano may terminate this Agreement by written notice to the Company if it is in default of any terms or conditions of this Agreement by written notice to the Company or if it enters into any form of insolvency including without limitation liquidation, receivership, voluntary arrangement, administration or are unable to pay its debts as they fall due.

8 LIABILITY

Gordano's sole liability to the Company for any claim, demand, cause or action whatsoever, and regardless of form of action, whether in contract or tort, including negligence, shall be limited, at Gordano's sole option, to refund of the purchase price. In no event shall Gordano be liable for recovery of any special, indirect, incidental, or consequential damages, even if Gordano has been advised of the possibility of such damages, including but not limited to lost profits, lost savings, lost revenues or economic loss of any kind, or for any claim by any third party.

9 LIMIT OF LIABILITY

In the event that any exclusion or limitation in clause 8 above is held to be invalid for any reason and Gordano becomes liable for loss or damage that may lawfully be limited, such liability shall be limited to the sum equivalent to a multiple of three times the Support Fees paid by the Company to Gordano.

10 GENERAL

10.1 If any provision of this Agreement is determined to be invalid or unenforceable, by any court of competent jurisdiction it shall be deemed to be omitted and the remaining provisions shall continue in full force and effect.

10.2 Gordano's waiver of any right shall not constitute a waiver of that right in the future.

10.3 This Agreement shall be governed and construed in accordance with the laws of England and both parties submit to the exclusive jurisdiction of the English courts, save in respect of enforcement where the jurisdiction shall be non-exclusive.

10.4 This Agreement constitutes the entire understanding between the parties with respect to the subject matter hereof and all prior agreements, representations, statements and undertakings, oral or written, are hereby expressly superseded and cancelled.

10.5 All notices in connection with this Agreement shall be in writing and shall be given by registered or certified mail to the following address: Gordano Ltd, 18 Kenn Road, Clevedon, North Somerset, BS21 6EL, UK.

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LICENCE AGREEMENT AUTHENTIUM LTD (AEL)

Millbank Tower, Millbank London SW1P 4QP

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For the purpose of this Agreement, the following terms shall have the respective meanings as indicated:

1.1 Software shall mean the machine executable computer program commonly known as Command Anti-Virus which operates in conjunction with a version above 2.0 of the operating systems known as MS-DOS; PC-DOS; Windows 95; Windows 98; Windows 3.x; Windows NT; Novell Netware 3.x, 4.x and 5.x.; Solaris and Linux.

1.2 User Manual shall mean the instruction manual customarily made available in pdf format with the software by AEL for download over the Internet.

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1 License of the software for Company as above

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2.3 This license is available for use only on the Licensee premises and at other locations as may be notified to AEL in writing during the period of this licence.

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3.1 Upon execution of this Agreement by the parties AEL shall deliver to Licensee by means of electronic files downloaded over the Internet from an approved source one (1) complete object code Master Copy of the Software and one (1) complete User Manual for the Software in pdf format.

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7. GOVERNING LAW

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Software EULA

LICENCE AGREEMENT MySQL AB

MySQL AB, Bangårdsgatan 8, 753 20 Uppsala, SWEDEN

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Installation and Contact Information

For installation you need the following information. Keep a note of the values you used here in case you need to quote them to support.

Your domain name

Your computer's IP
address (if static).

Telephone number of
ISP's computer.

Your account user
name at the ISP and
its password.

To contact Gordano Ltd. :

Support

- Email: support@gordano.com

Sales

- Email: sales@gordano.com
- Tel: +44 1275 345100
- Fax: +44 1275 340056
- 18 Kenn Road, Clevedon, North Somerset, UK, BS21 6EL.

Gordano Limited

18 Kenn Road - Clevedon - North Somerset -BS21 6EL - UK

<http://www.gordano.com>

