

T11 Web/FTP Status 8/2010

Roger Cummings

T11 Webmaster

webmaster@mail.t11.org

E-Mail Problem SOLVED

- Outbound e-mail from t11.org started to flow properly on 7/13.....
 - But we still don't really know why
- This means that the problem could reoccur @ any time, thus it's vital that:
 - People posting documents check that they get a completion message etc. etc.
 - If you don't please e-mail me, I'm now intimately familiar with the mail logs 😊

E-Mail Other

- While investigating previous problem, cut off all inbound e-mail
 - Asked people to use the direct listserve addresses for reflectors
- Have reconfigured server to do MUCH better job of rejecting spam
 - Re-enabled inbound e-mail on 7/26
 - Now can use the t11_n@mail.t11.org addresses again

Effect

- One effect of e-mail problem was that people couldn't register for access to the web site
 - Sent an e-mail on 7/27 to all 101 people who had tried to register since March
 - Then kicked off the auto process again
 - In the next two days 49 people successfully registered

Web/FTP Status

- Web Server has been up since manual restart on 7/26 15:38 EDT
 - 9 days as of yesterday
- FTP Server up since migration on 4/9 19:55 EDT
 - Detailed stats not available

Other issues

- Omission of one HP rep from P& A lists reported last time
 - Was due to length of name
 - Now enforce limit of 15 characters each for First name and Surname
 - Have also deleted e-mail addresses from membership lists sent to reflectors

Other issues

- Registration process for people who “work for a T11 member organization” uses domain of Principal’s e-mail address for comparison
 - But some orgs use country-based domains
 - Now P can list in membership record “additional domains” that can be used
 - Please do NOT list ISP addresses like hotmail

Web Site Help

- Top level Help page at:
 - <http://www.t11.org/help.html>
 - Also “Help” link in the navigation frame
- Contains links to tutorial, user guide and the OCLC article about the web site

Addresses for Reporting Problems

- Server problems (web or ftp sites down etc.)
 - webmaster@mail.t11.org
- Mail Reflector problems
 - mailmaster@mail.t11.org
- All other problems, please fill out a ticket
 - See the last paragraph of the “center” page
 - <http://www.t11.org/t11/docreg.nsf/center>