

# University Hills Listserv

## FAQ/RAQTSBAF

This is a set of **Frequently Asked Questions** (FAQs) and also **Rarely Asked Questions That Should Be Asked Frequently** (RAQTSBAF). [Suggestions should be sent to me.](#)

## How do I change/set my UHills listserv options?

- Go to the bottom of the [UHills Listserv page](#)
- Enter the email with which you subscribed. Many people have multiple emails; make sure it's the with which you subscribed.
- Once you log in, examine and change the options you want to.
- We especially recommend that you set 'Receive acknowledgement mail when you send mail to the list?' to **Yes**.
- If you want the **digest** form (all daily messages in one email) and not the individual messages, please note the 'trimming' etiquette [noted below](#).
- Please feel free to roam around and un/set other options but read what they do and remember what they were if you have to reset them.
- then scroll to the bottom and click **Submit my Changes**.

## How do I debug my distressing lack of UHills list messages?

- Are there messages to get?
- check the [archives](#) to see if there are messages to receive.
- check the [archives](#) to see if there's already a problem reported
- check your spam/junk mail folders on your email client AND with your Email Provider (EP). Gmail, Yahoo, Cox, SBCGlobal, Outlook, etc all have built-in spam filtering and the messages may well not be downloaded to your local device if they were determined to be spam.)
- are you getting ANY email? Check with your Internet Service Provider (ISP - Cox or ATT in UHills) and your EP to see if there's a general problem.
- if you feel strongly about the lack of UHills messages, you can fill out a trouble ticket with your ISP/EP to see if they are blocking the UHills listserver. The IP # of the UHills mail server is **67.225.187.143** and the domain name / reverse lookup is **unihills.org**.
- wait a day. Most of the time the problem resolves in 24 hours, which is usually not fatal.

# Did my post make it to the list?

- **I didn't see it!!** Many larger EPs do not display your own postings to listservs (regardless of your listserv settings), so unless you KNOW that you ALWAYS see your own postings, NOT seeing it is normal.
- you can set the 'ack' option on your subscription. This will return a short confirmation email that your posting has been accepted. (see Setting Options section [above](#))
- check the the [archives](#); they are updated at each posting.

# How can I make sure I get my UHills list traffic?

Get a Gmail account and use it to store your uhills email and to do searches on past emails. You'll get 15GB of email storage and (for good or bad) no one does search like Google.

# Listserv Netiquette.

The following are netiquette points that are worth reading (again).

## Eliminate information-free content.

Most of the UHills listserv archives is composed of repetitive information. These hints may assist in decreasing that content and making the list more useful to more residents.

- Please don't attach pointless (if personally uplifting) images to each email. Few others really want to see them and they materially increase the amount of byte traffic, leading to ISPs blocking us and repeating the cycle that brought you here in the first place.
- Similarly, long corporate footer directives that your message is only meant to be seen by specific people and that by reading it, the recipient has breached some kind of binding contract to delete and forget it if they were not in that group is pointless in the extreme. They are as legally binding [as mattress tags](#). Please beg your corporate legal overlords to stop it. Every time I see one, I make a mental note that 'this is an incompetent company'.
- Please don't include the entire digest when you reply. If you subscribe to the digest, PLEASE don't thoughtlessly 'Reply All' without trimming all but the relevant text. This is one of the main reasons for triggering an automatic blockage. (see immediately above).

## Increase Comprehensible Commenting

Please DO reply with inline commenting. It really helps if you include only the text that is relevant to your comment immediately adjacent to it and NOT the entire previous email.

## Send personal comments to persons, not the list.

Please do not send appreciative (but trivial) replies to the list. Posters of useful info assume a 'thank you'. If you want to thank them personally, by all means do so, but to them 'PERSONALLY', not to the 1300 recipients of this list. Each email contains several hundred bytes of TCP, email, and listserv protocol header and footer, so replying 'Thank you' (9 useful bytes) to all 1300 recipients generates about 1,700,000 bytes in list email traffic, a largely pointless byte-traffic magnification of almost 200,000.

## Images

Visual information is very useful, but images, because they are essentially 3D information (X & Y pixel position plus color depth) require lots of bytes to represent. Therefore, the UHills listserv bans images larger than a 1MB and provides a link in the footer to a service to reduce image sizes. However, if you need to present images, consider using a [screen-shot app](#) which generally allows you to capture only what you need.

If you can use an internet link to represent what you want, ([Google Images](#) is a great source of images, or 'Amazon', if you're referring to a current product.

Please consider uploading images (any size you want) to your Google drive, DropBox, etc and then including a link to that image rather than attaching an image (see above). I'm a recovering offender and I know how hard it is to reflexively 'attach, Attach, ATTACH'. I'll try harder if you try harder.

## If all else fails..

The [list owners](#) will usually respond, but probably not immediately.

Thanks, Nina & Harry, the UHills admins