

ListManager Interface Changes 8.0 ->8.5

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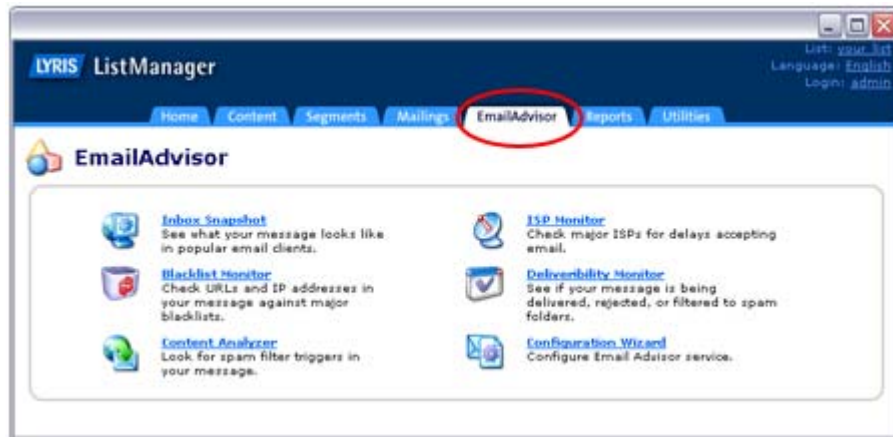
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EmailAdvisor

EmailAdvisor Tab

The EmailAdvisor service has been added to the ListManager interface as a main tab:



EmailAdvisor is a subscription-based service that shows what happens to your messages after ListManager delivers them. It has five components:

Inbox Snapshot displays your message in over 35 popular email clients, both with and without images, so you are sure it looks right no matter where it's viewed.

Blacklist Monitor checks all IP addresses in your message—including those of URLs in your content—against hundreds of blacklists.

Content Analyzer checks for spam filter triggers, and shows whether your message will be filtered by popular anti-spam programs.

ISP Monitor checks major ISPs for delays accepting mail. If a major ISP is having problems, you may decide to postpone sending.

Deliverability Monitor shows whether your messages are reaching the inbox, or are being blocked or bulk filtered.

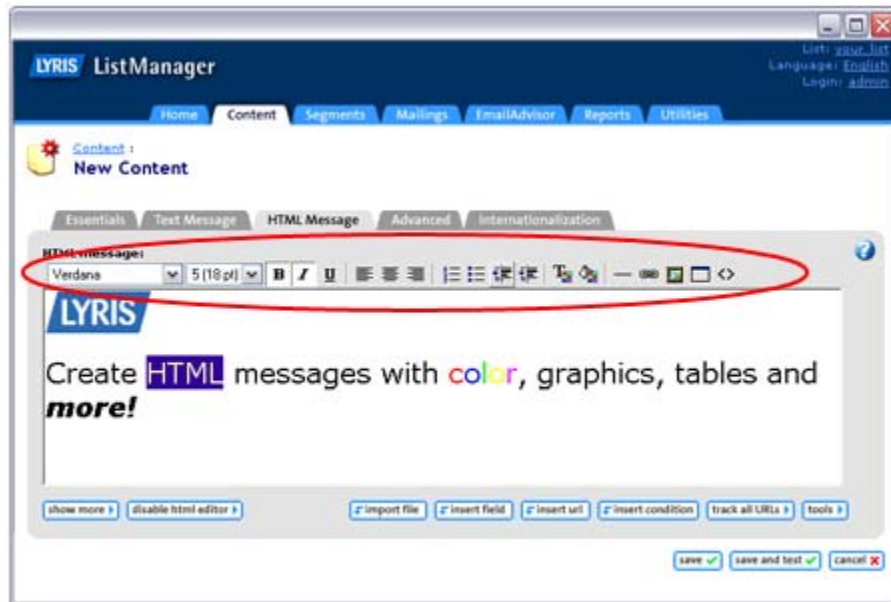
See <http://www.lyris.com/products/emailadvisor/> for more information or to subscribe to the EmailAdvisor service.

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Content

HTML Editor

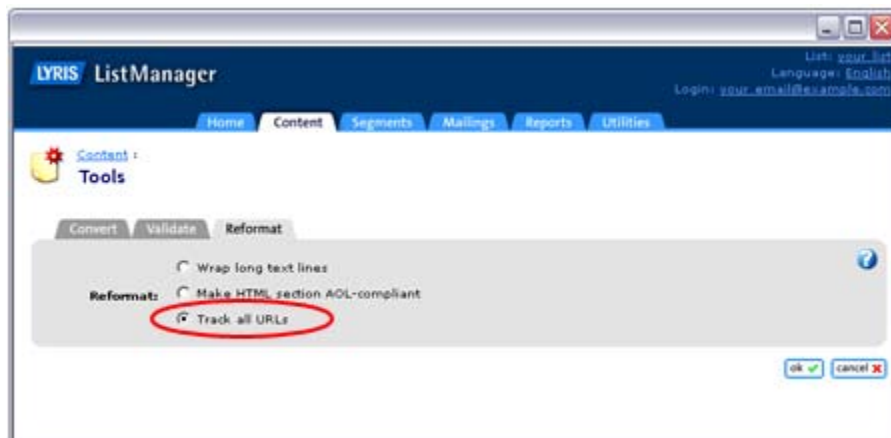
Users of Windows Internet Explorer 5.5 and higher will have the option to use an HTML editor when creating HTML content and mailings:



This editor will *not* be available for other browsers or for users of non-Windows operating systems.

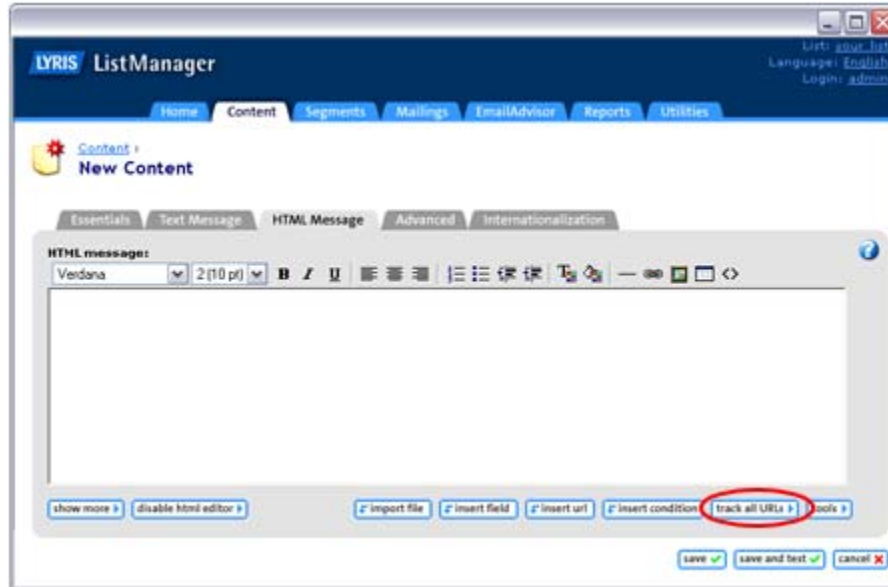
Reformat URLs

A Reformat URLs button has been added to the text and Previously, the Reformat URLs function was part of the tools function:



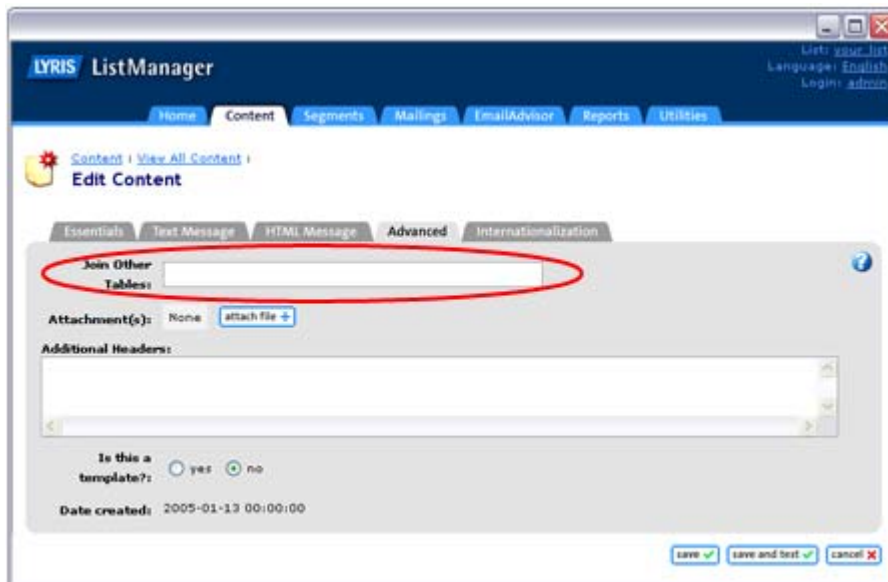
It is now a button at the bottom of the Text or HTML Message in Content:

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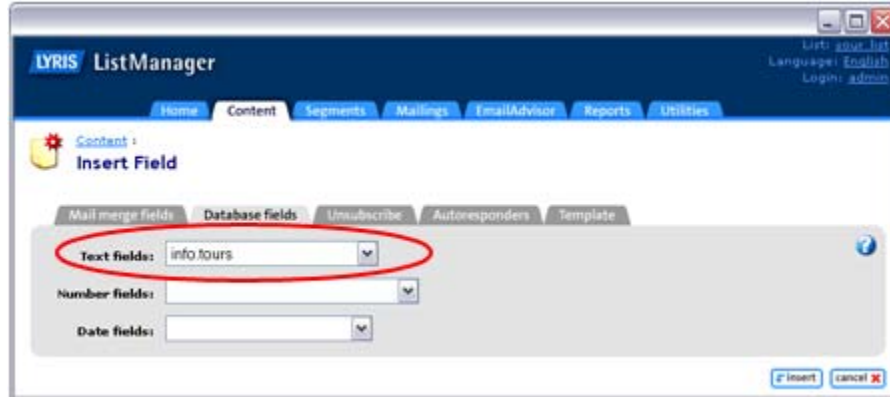
Join Other Tables

You may specify external table(s) ListManager should join its members_ table to so that it may access demographic information in that table:



When an external table is specified here, the fields will be available in the *insert field* and *insert condition* wizards:

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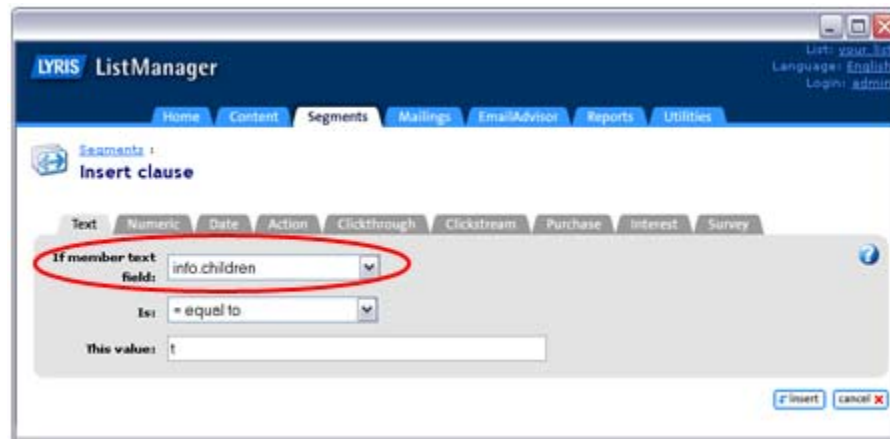


Note: The content must be sent to a segment that specifies how ListManager should join to the external table. [Learn more](#) about how to join to an external table.

Segments

Join Other Tables

When an external table is specified on the Advanced tab, the fields available in that table will be available in the **insert clause** wizard:



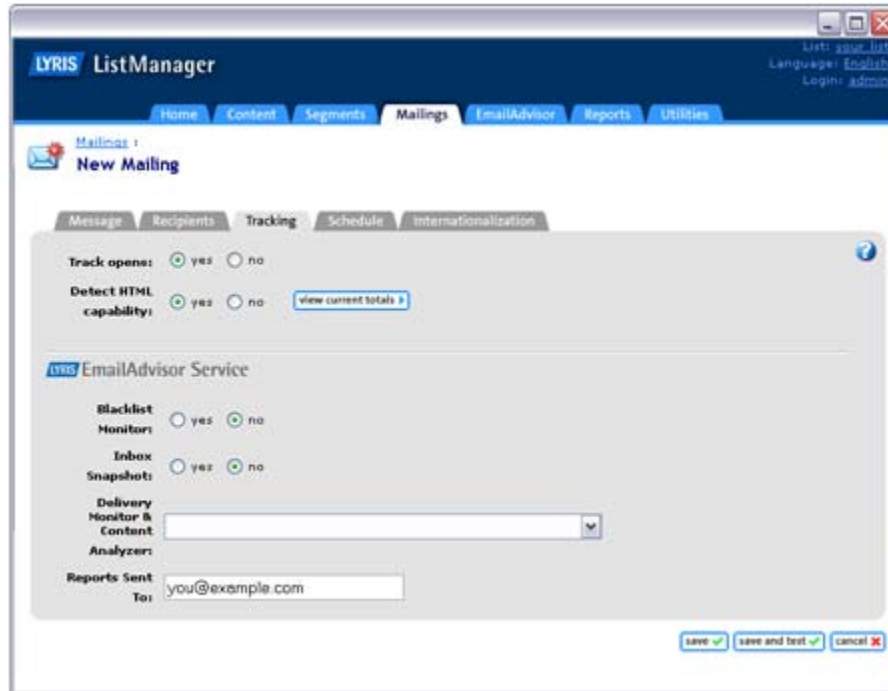
Note: The segment “where” clause must specify how ListManager should join to the external table. [Learn more](#) about how to join to an external table.

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Mailings

EmailAdvisor Audits

If you subscribe to the EmailAdvisor service, EmailAdvisor audits of your mailing may be enabled on the Mailings: New Mailing: Tracking tab:



The screenshot shows the LYRIS ListManager interface. The top navigation bar includes 'Home', 'Content', 'Segments', 'Mailings', 'EmailAdvisor', 'Reports', and 'Utilities'. The 'Mailings' section is active, showing 'New Mailing'. The 'Tracking' tab is selected, displaying the following options:

- Track opens: yes no
- Detect HTML capability: yes no [view current totals >](#)

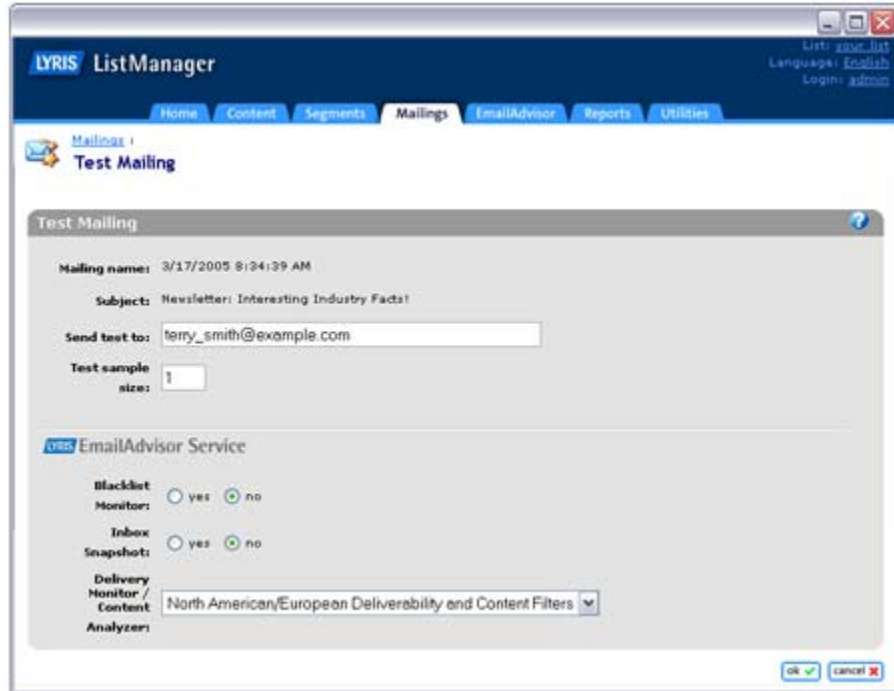
The 'EmailAdvisor Service' section includes:

- Blacklist Monitor: yes no
- Inbox Snapshot: yes no
- Delivery Monitor & Content: [Dropdown menu]
- Analyzer: [Text field]
- Reports Sent To: you@example.com

At the bottom right, there are three buttons: 'save', 'save and test', and 'cancel'.

Run a test audit of the mailing before sending by specifying the tests you'd like to run from **save and test**:

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The screenshot shows the LYRIS ListManager interface. At the top, there is a navigation bar with tabs for Home, Content, Segments, Mailings, EmailAdvisor, Reports, and Utilities. The current view is the 'Test Mailing' window. The window title is 'Test Mailing' and it contains the following fields:

- Mailing name:** 3/17/2005 8:34:39 AM
- Subject:** Newsletter: Interesting Industry Facts!
- Send test to:** terry_smith@example.com
- Test sample size:** 1

Below these fields is the 'EmailAdvisor Service' section, which includes:

- Blacklist Monitor:** yes no
- Inbox Snapshot:** yes no
- Delivery Monitor / Content Analyzer:** North American/European Deliverability and Content Filters

At the bottom right of the window, there are 'OK' and 'Cancel' buttons.

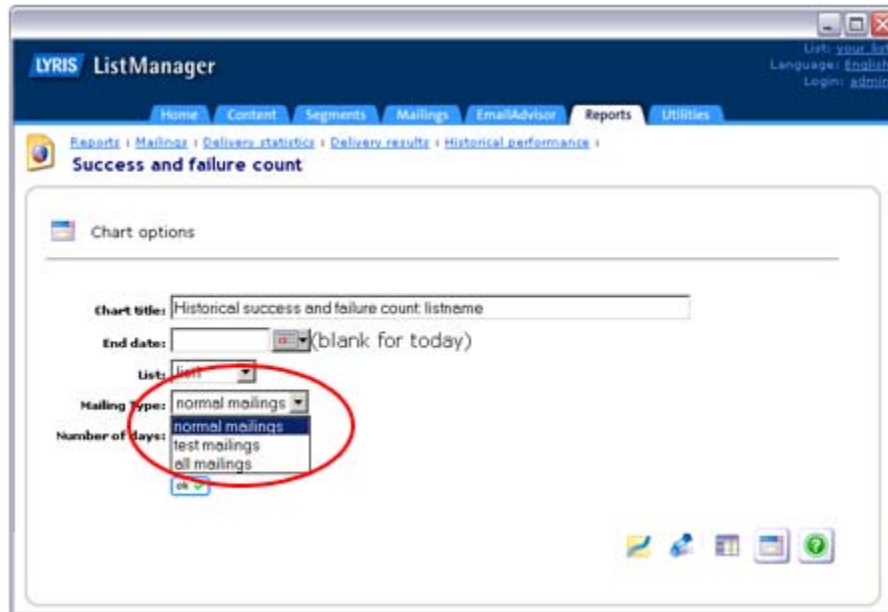
The results of EmailAdvisor audits may be viewed from the EmailAdvisor tab.

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Reports

Mailing Type Selection

Many reports now have the option to select the type of messages to display data for: all mailings, test mailings, or normal mailings:

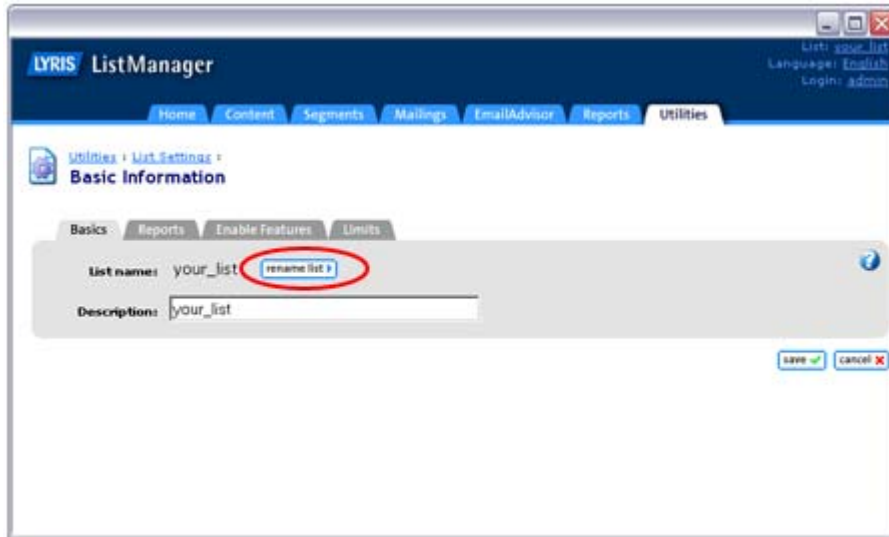


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Utilities: List Settings

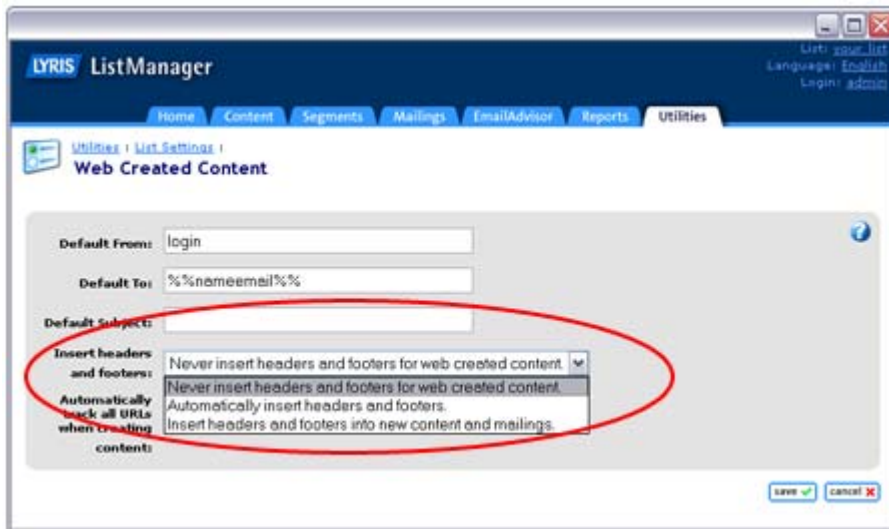
Change List Name

ListManager now allows you to change the name of a list. The list name and the new option to change it is displayed in Utilities: List Settings: Basic Information on the Basics tab.



Automatically Insert Headers and Footers into Web Content

Unsubscribe and other required information may be inserted automatically into web created content from Utilities: List Settings: Web Created Content:



The options are:

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Never Insert Headers and Footers for Web Created Content (default)

Headers and footers will not be added to web created content automatically; all unsubscribe and other information must be added manually to mailings.

Automatically Insert Headers and Footers

Headers and footers will be added automatically to every mailing sent. The headers and footers will not be visible or editable, but will be included when the message is sent.

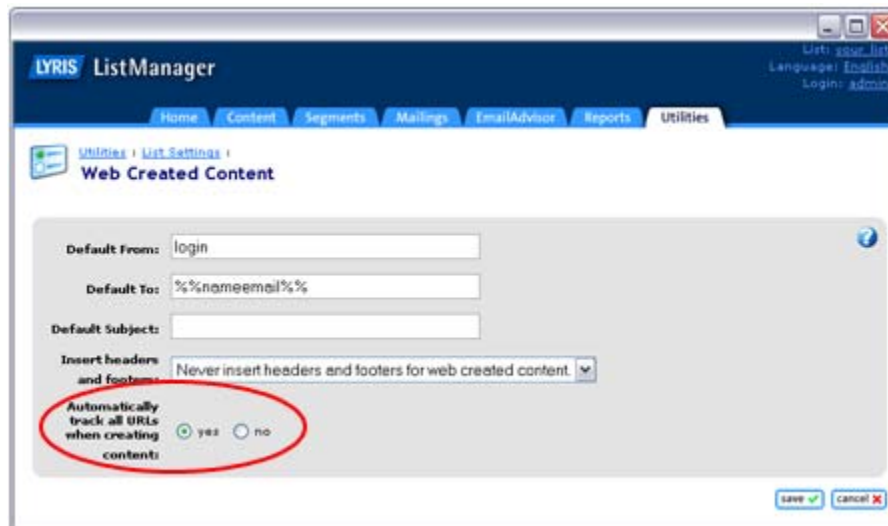
Insert Headers and Footers Into New Content and Mailings

Headers and footers will be included in new content and mailings, but may be edited. The mailing content should be inserted between the preexisting headers and footers.

The list level headers and footers are in Utilities: List Settings: Email Submitted Content: Message Wrapping; the site level headers and footers are in Utilities: Administration: Sites: New/Edit Site: Message Wrapping; and the server level headers and footers are in Utilities: Administration: Server: Server Settings: Advanced: Message Wrapping.

Automatically Track All URLs When Creating Content

Also added to Utilities: List Settings: Web Created Content is a setting to automatically make all links in Content tracking links:



The screenshot shows the 'Web Created Content' settings page in the LYRIS ListManager interface. The page includes fields for 'Default From:' (login), 'Default To:' (%%nameemail%%), and 'Default Subject:'. Below these is a dropdown menu for 'Insert headers and footers:' set to 'Never insert headers and footers for web created content.'. The 'Automatically track all URLs when creating content:' section has two radio buttons: 'yes' (selected) and 'no'. A red circle highlights this section. At the bottom right are 'save' and 'cancel' buttons.

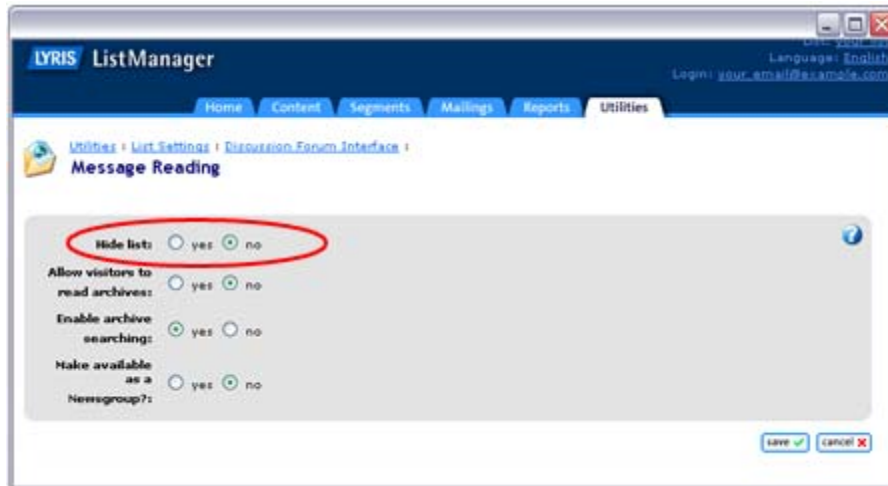
List Visibility

The Hide List setting in Utilities: List Settings: Discussion Forum Interface: Message Reading has been renamed to List Visibility, and given an additional list viewing option.

In 8.0 and 8.1, a list was either available in the Discussion Forum Interface, or hidden and inaccessible.

Hide List setting in 8.1:

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The Hide List setting has been changed to List Visibility:



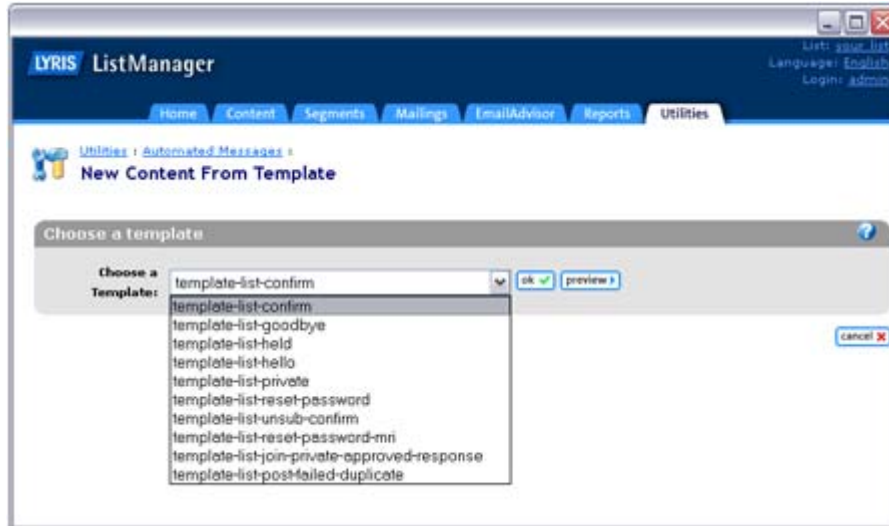
List Visibility allows the list to be hidden in the discussion forum interface, but to be accessible to those who know the list name and specify it in the URL. E.g.:
<http://lm.example.com/read/?forum=private>

Utilities: Automated Messages

New Customizable Automated Messages

ListManager 8.5 lets administrators customize more messages that previously could not be modified. The Utilities: Automated Messages: New Content from Template menu displays these new options, as does Utilities: Automated Messages: Document Associations:

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The new automated messages are:

private-notification

Notification that a request to join a list is pending approval by an administrator.

unsub-confirm

Notification that an unsubscribing member must confirm that request to be removed from a list.

reset-password

Message with instructions for administrators on how to reset a lost password.

reset-password-mri

Message with instructions on how to reset a lost password for list members using the discussion forum interface.

join-private-approved-response

Notification that a request to join a private list has been approved.

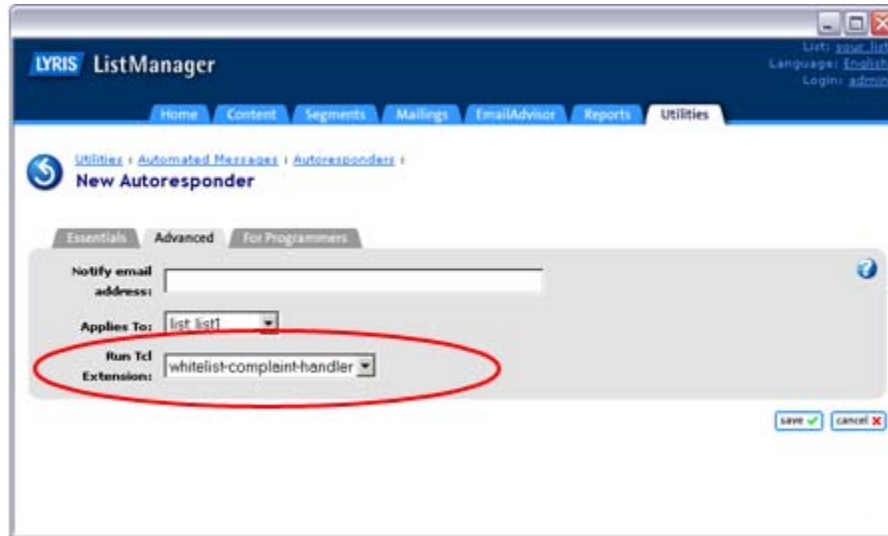
post-failed-duplicate

Notification that an attempt to post a message has failed because it was detected to be a duplicate.

Complaint Catcher/Whitelist Complaint Handler

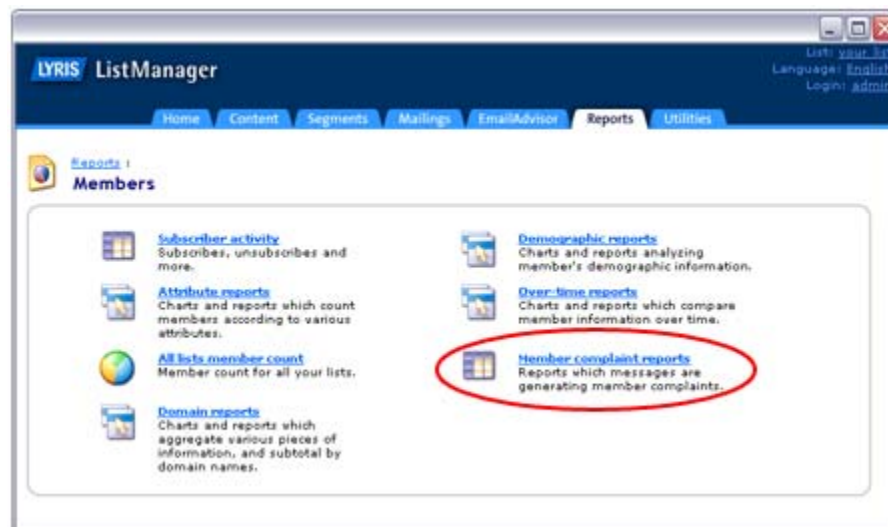
ListManager's autoresponder feature may be used to automatically handle spam complaints from ISPs with whom you have a whitelisting agreement. To do so, create an autoresponder. On the Advanced tab, select the whitelist-complaint-handler for Run Tcl Extension:

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The screenshot shows the 'New Autoresponder' configuration page in the LYRIS ListManager interface. The page has a blue header with the LYRIS logo and 'ListManager' text. Below the header is a navigation bar with tabs for Home, Content, Segments, Mailings, EmailAdvisor, Reports, and Utilities. The main content area is titled 'New Autoresponder' and has three tabs: Essentials, Advanced, and For Programmers. The 'Advanced' tab is selected. There are three main input fields: 'Notify email address' (a text box), 'Applies To' (a dropdown menu showing 'list list1'), and 'Run Tcl Extension' (a dropdown menu showing 'whitelist-complaint-handler'). The 'Run Tcl Extension' dropdown is circled in red. At the bottom right, there are 'save' and 'cancel' buttons.

When the whitelist complaint handler autoresponder has been implemented, the results may be seen in Reports: Members: Member Complaint Reports:



The screenshot shows the 'Reports: Members' page in the LYRIS ListManager interface. The page has a blue header with the LYRIS logo and 'ListManager' text. Below the header is a navigation bar with tabs for Home, Content, Segments, Mailings, EmailAdvisor, Reports, and Utilities. The main content area is titled 'Reports: Members' and contains a grid of report links. The 'Member complaint reports' link is circled in red. The other report links are: 'Subscriber activity', 'Attribute reports', 'All lists member count', 'Domain reports', 'Demographic reports', and 'Over-time reports'.

| Report Name | Description |
|--|---|
| Subscriber activity | Subscribes, unsubscribes and more. |
| Attribute reports | Charts and reports which count members according to various attributes. |
| All lists member count | Member count for all your lists. |
| Domain reports | Charts and reports which aggregate various pieces of information, and subtotal by domain names. |
| Demographic reports | Charts and reports analyzing member's demographic information. |
| Over-time reports | Charts and reports which compare member information over time. |
| Member complaint reports | Reports which messages are generating member complaints. |

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Utilities: Administration: Administrators

Forgotten Password

Previously, when users forgot their passwords they could receive an email which contained the password. Passwords are now encrypted, and will not be displayed in the interface nor emailed to users. Users who forget their password will be able to have an email sent to them with a link that will permit them to change their password.

Change Password

When viewing a user account, the current password is masked in the interface. If an administrator wishes to assign a new password to a user, it must be entered twice in to verify it has been entered correctly:

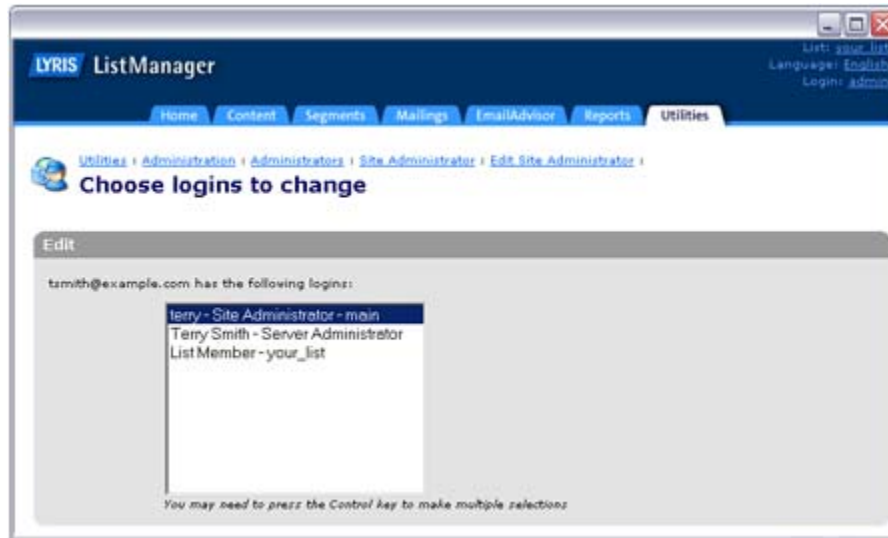
The screenshot shows the 'Edit Site Administrator' form in the LYRIS ListManager interface. The form is divided into three tabs: 'Essentials', 'Contact Info', and 'Personal Info'. The 'Essentials' tab is currently selected. The form contains the following fields:

- Names:** terry
- Email Address:** tsmith@example.com
- Enter New Password:** A text input field containing masked characters (dots).
- Verify New Password:** A text input field containing masked characters (dots).
- Sites:** main (with a 'choose sites' button)
- Permission Group:** Allow all (with a dropdown arrow)

A red circle highlights the 'Enter New Password' and 'Verify New Password' fields, indicating that the new password must be entered twice for verification. At the bottom right of the form, there are 'save' and 'cancel' buttons.

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If the email address is shared by multiple accounts, the administrator will be prompted to select for which accounts the password change will take effect:

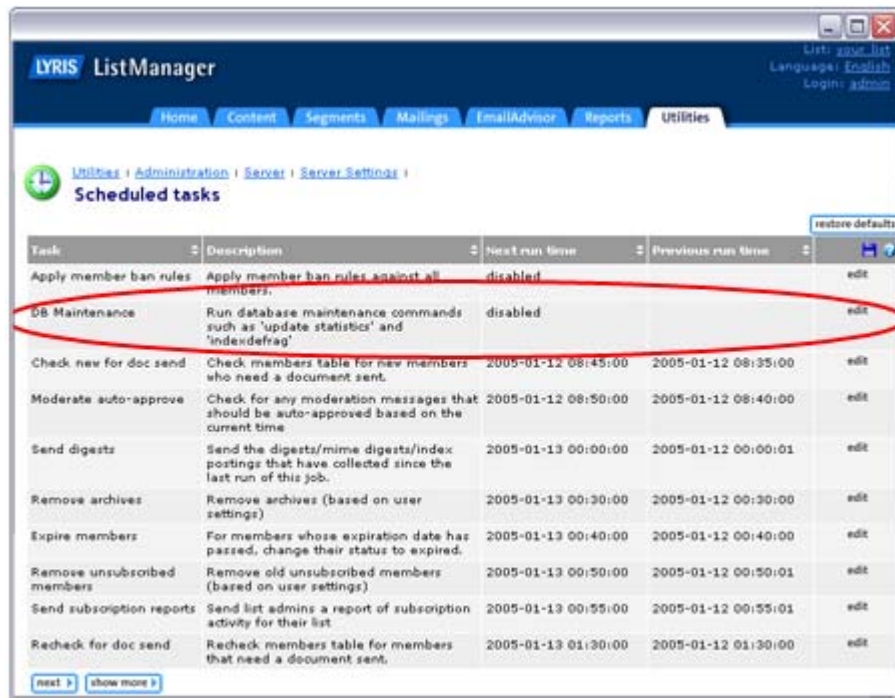


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Utilities: Administration: Server

Database Maintenance

Users of MSDE or MSSQL now have the option to have ListManager perform routine database maintenance as a regularly scheduled task, in Utilities: Administration: Server: Server Settings: Scheduled Tasks. This database maintenance task should be enabled for users of MSDE or MSSQL who have not created their own database maintenance plan.



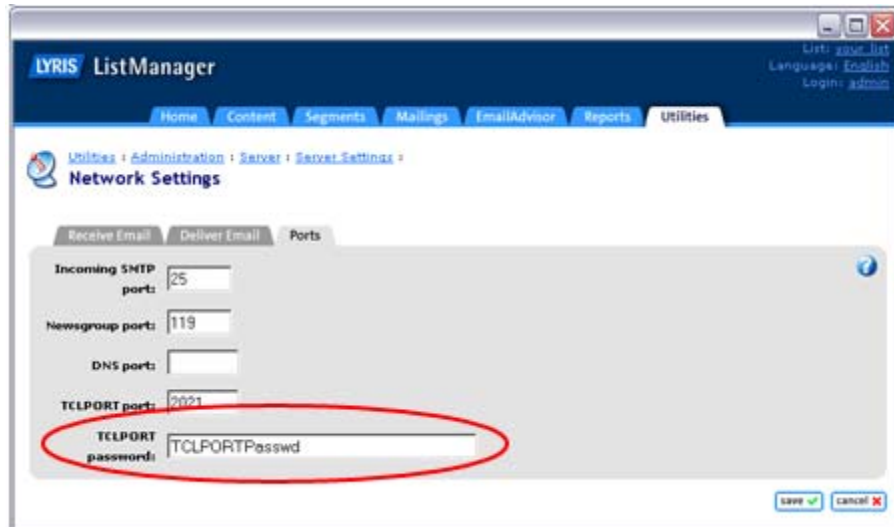
The screenshot shows the LYRIS ListManager interface. The top navigation bar includes 'Home', 'Content', 'Segments', 'Mailings', 'EmailAdvisor', 'Reports', and 'Utilities'. The current page is 'Scheduled tasks' under 'Utilities > Administration > Server > Server Settings'. A table lists various tasks, with 'DB Maintenance' highlighted by a red oval. The table has columns for Task, Description, Next run time, Previous run time, and an edit button. A 'restore defaults' button is in the top right of the table area. 'next' and 'show more' buttons are at the bottom left.

| Task | Description | Next run time | Previous run time | |
|-----------------------------|--|---------------------|---------------------|------|
| Apply member ban rules | Apply member ban rules against all members. | disabled | | edit |
| DB Maintenance | Run database maintenance commands such as 'update statistics' and 'indexdefrag' | disabled | | edit |
| Check new for doc send | Check members table for new members who need a document sent. | 2005-01-12 08:45:00 | 2005-01-12 08:35:00 | edit |
| Moderate auto-approve | Check for any moderation messages that should be auto-approved based on the current time. | 2005-01-12 08:50:00 | 2005-01-12 08:40:00 | edit |
| Send digests | Send the digests/mime digests/index postings that have collected since the last run of this job. | 2005-01-13 00:00:00 | 2005-01-12 00:00:01 | edit |
| Remove archives | Remove archives (based on user settings) | 2005-01-13 00:30:00 | 2005-01-12 00:30:00 | edit |
| Expire members | For members whose expiration date has passed, change their status to expired. | 2005-01-13 00:40:00 | 2005-01-12 00:40:00 | edit |
| Remove unsubscribed members | Remove old unsubscribed members (based on user settings) | 2005-01-13 00:50:00 | 2005-01-12 00:50:01 | edit |
| Send subscription reports | Send list admins a report of subscription activity for their list | 2005-01-13 00:55:00 | 2005-01-12 00:55:01 | edit |
| Redcheck for doc send | Redcheck members table for members that need a document sent. | 2005-01-13 01:30:00 | 2005-01-12 01:30:00 | edit |

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Tclport Password

The setting for Tclport Password has moved, from Utilities: Administration: Server: Server Settings: Advanced: For Programmers to Utilities: Administration: Server: Server Settings: Network Settings: Ports. Note that it is not necessary or advisable to change the Tclport password.



The screenshot shows the LYRIS ListManager interface. The breadcrumb trail is 'Utilities > Administration > Server > Server Settings > Network Settings'. The 'Ports' tab is selected. The 'TCLPORT password' field is circled in red. The current value is 'TCLPORTPasswd'. Other fields include 'Incoming SMTP port: 25', 'Newsgroup port: 119', and 'TCLPORT port: 2021'. There are 'save' and 'cancel' buttons at the bottom right.

DNS Settings

ListManager includes its own DNS resolver, and it is strongly recommended that you allow ListManager to use it. However, if you would like to specify ListManager use a different DNS server, either all the time or as a fallback, you may now specify it in the newly created Utilities: Administration: Server: Server Settings: Network Settings: DNS tab:

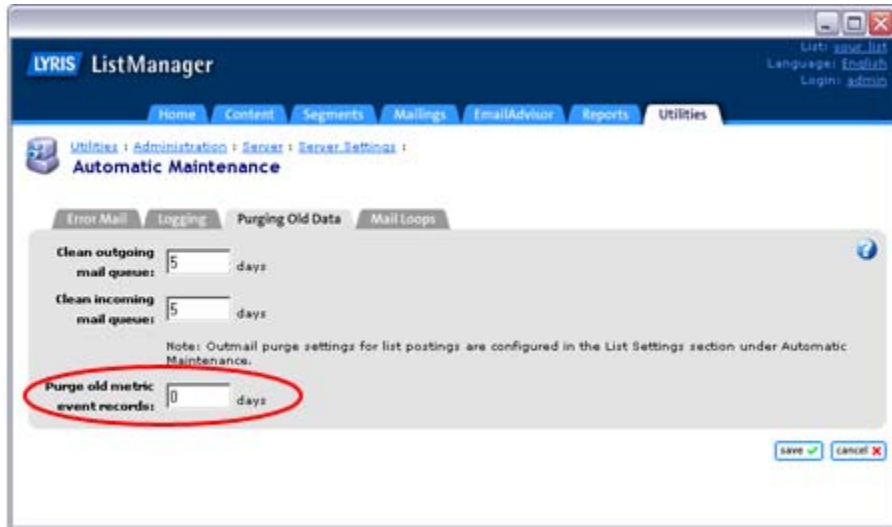


The screenshot shows the LYRIS ListManager interface. The breadcrumb trail is 'Utilities > Administration > Server > Server Settings > Network Settings'. The 'DNS' tab is selected and circled in red. The 'DNS Server IP Address' field is empty. The 'Use Only for Fallback?' checkbox is checked. A note below states: 'This should normally be set to 'yes'. External DNS engines often cannot keep up with the required speeds for ListManager.' There are 'save' and 'cancel' buttons at the bottom right.

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Metric Event Records

The setting Utilities: Administration: Server: Server Settings: Automatic Maintenance: Purging Old Data: Clean Tracking Records has been renamed to Purge Old Metric Event Records:



The screenshot displays the LYRIS ListManager interface. The top navigation bar includes 'Home', 'Content', 'Segments', 'Mailings', 'EmailAdvisor', 'Reports', and 'UTILITIES'. The breadcrumb trail is 'Utilities > Administration > Server > Server Settings > Automatic Maintenance'. The 'Automatic Maintenance' section has four tabs: 'Error Mail', 'Logging', 'Purging Old Data', and 'Mail Loops'. Under the 'Purging Old Data' tab, there are three settings: 'Clean outgoing mail queue:' set to 5 days, 'Clean incoming mail queue:' set to 5 days, and 'Purge old metric event records:' set to 0 days. A note below these settings states: 'Note: Outmail purge settings for list postings are configured in the List Settings section under Automatic Maintenance.' At the bottom right, there are 'save' and 'cancel' buttons. The 'Purge old metric event records:' field is circled in red.