

Webmaster's report for period ending February 22, 2023

SUMMARY

- The problem of intermittent site outages appears to have been corrected.
- routine website maintenance and eBridge distribution tasks were performed; no major issues.

DETAILS

(1) Site Outages

Intermittent site outages started on January 29. They ranged from minutes to tens of minutes. The symptom was a browser message that there was no response from the server. Newtek failed to detect and correct the outages, and when we reported them, they did nothing other than saying the problem was “assigned” to someone. It took escalation to the COO to finally get action. Once they had someone actually working on the problem, it was addressed

quickly by moving our website to a new server, and there have been no recurrences in over a week. I am hopeful that this improved level of Newtek responsiveness will continue.

(2) Website Maintenance and Updates

Updated the Home page, including:

- An explanation for the outages

- An update on the online Bridge format, now a combination of the eBridge and an online event schedule. (See below.)
- Tips for eBridge readers to avoid their eBridge being caught by spam filters.

(3) Online Bridge

The left-side online Bridge button now leads to a page explaining that the online Bridge has been replaced by

the PDF eBridge plus an online event schedule, and giving a link to the online membership application form so non-member Honeywell retirees can subscribe to the eBridge. The Event Schedule button now leads to the summary online event schedule, which will be updated when new information is received.

(4) eBridge Distribution

The February eBridge was distributed, but here were some difficulties, including a delay due to an odd problem I had extracting from Excel using my usual procedure, and reports of non-receipt, which resulted in repeated distribution, but turned out to be due to spam filtering. I have put some tips to address spam filtering on the home page. Spam filter algorithms are confidential to prevent spammers from working around them, but it seems as if emadmin@hrcaz.org may have

been deemed a source of spam by some filters, possibly because software has detected that it sends messages that go to a large number of addresses. However, it might be nothing to do with that; it could be the wording in the subject, for example.

(5) Board mailing list

There has also been at least one case of board members not seeing emails sent to the board mailing list because of spam

filtering, so I suggest that board members read the eBridge tips, and as well as whitelisting emadmin@hrcaz.org, also do the same for all board members, or at least Mary and Sherry.

I am still learning to use Mailman, which has *many* features, but I have tried to set it so that senders will get an acknowledgment when sending to board@hrcaz.org.

Kevin

