L-Soft international, Inc.

# LISTSERV 17.5 for Windows
# Installation Manual

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# LISTSERV 17.5 for Windows Installation Manual

This document sets forth a simplified installation procedure for **LISTSERV 17.5  for Windows** with a build date of **November 20, 2024, or later.** Supported versions of Microsoft Windows are described elsewhere in this document.

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**https://www.lsoft.com/manuals.html**

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Last Revised 12 Jun 2025

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# Preface – About this Manual

This manual is for LISTSERV Classic running under Microsoft Windows.  LISTSERV Lite users should see the installation guide written specifically for LISTSERV Lite.

This manual makes the following assumptions:

1.   You have a supported Microsoft Windows operating system installed and operating normally on a computer in your network that meets the various technical requirements listed later in this guide;

2.   You have physical access to the machine in question and are logged in as Administrator, or at least as a member of the Administrators group with full control of the machine;

3.   You can troubleshoot your supported version of Microsoft Windows (i.e. native OS problems, not problems related to LISTSERV) without assistance from this guide or from L-Soft.

Number three is particularly important.  L-Soft will be happy to assist you with LISTSERV-related problems arising under a supported version of Microsoft Windows (assuming of course that you have purchased support for our product) but is unable to assist you in setting up your operating system, the Internet Information Service (or any other web server software available for the supported Microsoft Windows operating systems), or any aspect of your operating system that is not directly related to LISTSERV's operation.  If you are not familiar with Microsoft Windows operating systems, please be aware that L-Soft cannot help you with either their installation or subsequent troubleshooting.

This manual also follows this convention:

"Windows" or "the Windows operating system" means the Microsoft Windows Server and Workstation operating system versions currently supported by L-Soft.  In other words, if we say "Windows", we mean "all of the Microsoft Windows operating systems under which LISTSERV is currently supported".

"Windows Server" means specifically the Microsoft Windows Server operating systems which are currently supported by L-Soft.

"Windows Workstation" means specifically  the Microsoft Windows workstation operating systems which are currently supported by L-Soft.

If we indicate a specific Microsoft Windows operating system by name, for example, "Windows 10", we mean specifically that version of the operating system and no other.

At the release date of LISTSERV 17.5, the following Microsoft Windows operating systems were supported by L-Soft for use with LISTSERV:

| L-Soft LISTSERV 17.5 Supported Microsoft Windows Operating Systems | |
| --- | --- |
| LISTSERV for Microsoft Windows | Windows 10 (64-bit only) |
| | Windows 11 (64-bit only) |
| | Windows Server 2016 |
| | Windows Server 2019 |

| | Windows Server 2022 |
|---|---|

Support for 32-bit Microsoft Windows operating systems was withdrawn by L-Soft as of version 16.0-2017a.

Support for 64-bit Microsoft Windows operating system versions will be withdrawn by L-Soft as the specific version reaches end of life, as published in the [Microsoft Lifecycle Policy](#).

While LISTSERV will run on Microsoft's currently-supported workstation operating systems, L-Soft strongly recommends the use of Windows Server wherever possible.

**LISTSERV for Microsoft Windows is being run successfully on Windows Server 2019 and 2022 virtual machines running under the Microsoft Hyper-V hypervisor, including on Microsoft's Azure cloud server service.**

# Section 1 Things to Consider Before Installation

You will need to gather some information before you start installation:

- What is the DNS hostname for the machine on which LISTSERV is going to be installed?  This is something like `LISTSERV.YOURDOMAIN.COM` .  It must be a fully-qualified domain name (FQDN) and it must map to an A or MX record as noted above in the networking requirements.  While it is possible to use a bracketed IP (eg, `[10.0.0.24]`) for testing purposes, the use of bracketed IPs in production is not supported and not recommended.

- What SMTP server do you intend to use for LISTSERV's outgoing mail?  Like the hostname for the LISTSERV machine, this must be an FQDN hostname listed in DNS.  If you will be installing a compatible third-party MTA on the same machine as LISTSERV then the answer to this question is identical to the answer for #1.  Otherwise this must be the name of an external machine, i.e., one running sendmail or some other SMTP implementation that can accept LISTSERV's outgoing mail for delivery.  (If you will be installing a third-party MTA on the local machine, you will probably still want to identify an external SMTP machine to use temporarily to test LISTSERV prior to installing the local MTA, which is the recommended procedure.)

- What are the email addresses for the LISTSERV maintainers (the person or persons who are authorized to create lists and operate/maintain the server)?

- What drive and directory are you going to install LISTSERV into?  (The installation script defaults to C:\LISTSERV; if you have more space on another drive, e.g., a RAID array or other large disk, you will want to install LISTSERV on that drive rather than on C:.)

- What program group or folder do you want LISTSERV's icons to be placed in?

## 1.1 Technical Requirements

There are three classes of technical requirements for running LISTSERV under Windows -- hardware, software, and networking.  Please read each section carefully.

1.1.1 Hardware Requirements

1.1.2 Software Requirements

1.1.3 Networking requirements

1.1.4 Older Versions of Windows Server No Longer Supported

1.1.5 Older Versions of Windows Workstation No Longer Supported

### 1.1.1 Hardware Requirements

1. **CPU Architecture:** LISTSERV runs under 64-bit Windows on 64-bit Intel architectures only.

2. **Multiple Processors:** While LISTSERV itself will not use multiple processors

(LISTSERV is a single-threaded application), overall machine performance may be enhanced by use of multiple processors if other applications running simultaneously on the machine can take advantage of them.

3. **Memory:** L-Soft recommends that a dedicated Windows LISTSERV machine start out with a minimum of 8GB, as this will minimize paging and can lead to a marked improvement in performance, particularly if the web archive/administration interface (see below) is implemented.  In particular, LISTSERV servers running with the High Performance Option (HPO) require more memory than non-HPO servers and should therefore start out with at least 16GB.

4. **Disk Space Needed:** LISTSERV itself takes up very little space (perhaps 4MB total for all of its default system files). When planning a LISTSERV system you need to take into account how large your lists will be (100 bytes per subscriber entry in a given list) and how much space you will need for discussion list archives, which have the potential to grow quite large depending on your traffic and number of lists.  For most small systems, a 4GB or larger drive is probably sufficient for some time.  Larger systems will naturally require larger disks.

> **Important:** Disk space needed will potentially be greater than expected if LISTSERV's Mail-Merge functionality is enabled for a list and a very large attachment is posted to the list.  If a list is configured with 'Mail-Merge= Yes', LISTSERV will create a separate .mail file in listserv\spool\ containing a copy of the message for each recipient when a mailing is sent to this list.  Therefore, **at minimum you will need enough free disk space to accommodate the total volume of those .mail files. A rough estimate of the space required for such messages is the size of the message (including attachments) multiplied by the number of recipients.** However, encoding the attachments requires a certain amount of additional overhead space.  Therefore it is best to ensure that the available free disk space **exceeds** that rule of thumb by a good margin, particularly if there is a possibility that multiple large mailings will go out in close succession.

5. **Disk Architecture:** LISTSERV will run perfectly well for most sites on inexpensive SATA disks of the modern sort. If performance is an issue, it will be greatly enhanced by the use of fast SAS disks in a RAID array with write-back caching and a write-back battery back-up. *Write-through caching is not recommended.*  Usually it is best to divide a RAID array into at least two partitions: A boot partition of 3GB (effective 1.5GB) RAID 0+1, and a data partition making up the rest of the available disk space at RAID 5.  If it is not feasible to divide the array in this manner, RAID 0+1 for the entire array is suggested. (The boot partition can be larger if desired -- particularly as very large disks are much more economical than in the past -- but we would still recommend that it be configured RAID 0+1).

With prices continuing to drop for modern data storage, the above should be considered absolute minimums and we would actually recommend starting with larger disks and partitions wherever possible.

With regard to solid state drives (SSD), we consider it prudent to caution *against* using SSD for highly-dynamic data such as LISTSERV's spool and archives.  SSD might profitably be used for boot partitions, however, where data (at least in comparison to LISTSERV's data) rarely or only occasionally changes.

6.  **Disk Format and Security:** L-Soft *strongly recommends* that LISTSERV be installed on an NTFS-formatted partition. LISTSERV will run out of a FAT (or FAT32) partition, but FAT does not provide the same level of security and performance available with NTFS.

7.  **LISTSERV in a virtualized environment:** LISTSERV works very well in a Microsoft Hyper-V environment.  We recommend using a dedicated Hyper-V instance for this purpose, with service parameters adjusted to fit your local needs.  The same minimums noted above for physical servers apply to Hyper-V instances.  If you are looking for a high-availability solution for LISTSERV for Windows, Hyper-V with its failover clustering feature may be what you are looking for.

    Customers have also reported success running LISTSERV in virtual environments such as Microsoft Azure.  L-Soft's own ListPlex hosting service now runs almost entirely on Microsoft Azure.

    General performance notes:

    - L-Soft *STRONGLY DISCOURAGES* running LISTSERV out of a RAM disk in order to speed up I/O.  This is not a supported configuration and if you have problems with it the support group's response will be to tell you to stop using the RAM disk.

    - If system RAM is tight, either a fast disk or more RAM is a necessity if you are to minimize I/O time lost to paging.  An otherwise fast system can become quite sluggish if it is required constantly to read and write to virtual memory. Adding more RAM is usually preferred as it is more efficient to access RAM than it is to access even a fast disk.

## 1.1.2 Software Requirements

1.  LISTSERV requires one of the Microsoft Windows operating systems listed in the matrix found in the Preface to this manual.

2.  Either Internet Information Service (IIS) or some other WWW server (i.e., Apache) should be installed on the machine if you intend to use the web archive and administration interface.  *LISTSERV's web interface cannot be installed on a separate machine.*  If you are using an older version of IIS which includes the IIS SMTP service, IIS SMTP should be disabled or not installed unless you intend to use it for inbound and outbound mail (in which case, please contact L-Soft support to receive a white paper describing how to do this).

3.  INBOUND MAIL: The SMTP "listener" service (SMTPL.EXE) provided in the LISTSERV installation kit must be installed.  Third-party SMTP MTAs (Mail Transfer Agents) are supported for inbound LISTSERV mail if they can be configured to redirect LISTSERV's mail to SMTPL running on a non-standard "high" port (for instance, 40025).

> Note:  **L-Soft's legacy LSMTP mailer is no longer supported in any way.** While sites with valid licenses for L-Soft's legacy LSMTP mailer may of course continue to use LSMTP for both inbound and outbound mail, L-Soft **strongly discourages** the use of this discontinued, no longer supported product.  We will be happy to discuss alternatives with you; please simply write to support@lsoft.com and request details.

4.  OUTBOUND MAIL:  The SMTPL.EXE "listener" service *cannot* be used for outbound mail.  You will need to have access to an SMTP MTA that can handle LISTSERV's outbound mail. This machine can be a unix machine running one of the standard unix MTAs (sendmail/qmail/postfix), a Windows machine running Microsoft Exchange, or any fully-standards-compliant SMTP server running on any platform, as long as it can handle the amount of traffic you will generate with LISTSERV.

    Low-end SMTP servers can handle modest delivery loads (perhaps 10K-25K messages per hour, although we have seen a well-tuned IIS SMTP instance handle up to 75K per hour). For heavier delivery loads, L-Soft recommends a high-performance SMTP server that can handle loads of more than 1 million messages per hour.

    If the outbound MTA is running on an external machine, that machine must be configured to accept for delivery so-called "relay mail" from the machine running LISTSERV (it may of course otherwise be configured to reject "relay mail" coming from other hosts).

    If you need a "turnkey" single-machine solution for LISTSERV, please contact the support department for assistance.

| | Please note the following for both inbound and outbound mail:<br><br>• LISTSERV does not have the capability of accessing a remote mailbox for its inbound mail.  LISTSERV does not understand POP or IMAP or any other mail retrieval protocol.  All mail coming in to LISTSERV must arrive via SMTP.<br><br>• LISTSERV cannot connect directly to an SMTP server that requires SMTP AUTH on the outbound side.  If you cannot arrange an exception for the LISTSERV server such that it is not required to authenticate to the outbound SMTP server, you will have to use an intermediary method to offload the outbound mail.  Typically, the IIS SMTP server mentioned above can be used to solve this problem.<br><br>• LISTSERV does not do STARTTLS on either the outbound or inbound side. If you have a requirement for STARTTLS, please see https://lsoft.com/manuals/lsv-faq/447SMTPTLSandLISTSERV.html for a discussion of a possible solution. |
|---|---|

## 1.1.3 Networking requirements

1.  24x7x365 TCP/IP connectivity, with enough bandwidth to handle your workload.  **Please note carefully that LISTSERV is not designed to dial up and access POP mailboxes.** The proper installation and operation of LISTSERV is contingent on direct connection to the Internet in order for it to receive and send SMTP mail.  If you do not understand this, L-Soft *strongly recommends* that you get expert technical advice before proceeding further, or consider using a hosting service instead of running LISTSERV yourself (for an overview of hosting services offered by L-Soft, please see https://lsoft.com/products/listplex.asp.

2.  In conjunction with networking requirement #1, and as a fundamental requirement of the SMTP mail protocol, LISTSERV requires a static IP address which is mapped via a DNS

A or MX record to a particular host name (typically LISTSERV.yourdomain, for example, LISTSERV.EXAMPLE.COM). If you are planning to use the web archive/administration interface with LISTSERV, an A record is required at minimum (web browsers cannot connect to hosts that have only an MX record).  Please note carefully that L-Soft does not support LISTSERV servers running without DNS entries (i.e., we do not support servers configured with bracketed IP addresses instead of FQDNs [fully-qualified domain names, for example, LISTSERV.EXAMPLE.COM]).

Note the following carefully:

o The use of a CNAME is STRONGLY DISCOURAGED because typically such hostnames are rewritten ("canonicalized") when mail sent from them traverses the Internet.  This will cause mail to appear to be coming from a "different" host than your subscribers may be expecting, even though in fact the A and CNAME records point to the same physical machine.

o The modern Internet mail system is becoming more and more heavily dependent on DNS-based anti-spam protocols such as DMARC, DKIM, and SPF.  LISTSERV is designed to support these protocols and is capable of signing outbound email with DKIM (which is one of the keystones of the DMARC system).  For more information, please contact the support department, or see our [Advanced Topics Manual](#), which goes into more depth on these subjects.

o Microsoft's WINS and MAPI protocols are not supported or used by LISTSERV.

o There are no guarantees that LISTSERV will work with a dynamically-assigned IP address (for instance, one obtained through DHCP), and a DNS entry is required if you expect people to be able to send mail to, and also--in many cases where the user's ISP does a reverse DNS lookup to validate that the mail is not spam--to *receive* mail from the server.

Again, if you do not understand any part of this requirement, L-Soft **strongly recommends** that you get expert technical advice before proceeding further.

3. If installing LISTSERV behind a firewall with the expectation that users from the outside world will be able to access it, it is **imperative** that you provide access to the following TCP ports on the LISTSERV machine:  Port 25 (SMTP) and port 80 (webserver, if the web archive/administration feature is enabled).  It may also be necessary to provide access to port 53 (nameserver) if LISTSERV is unable to resolve the name of its outgoing mail host.  Opening other ports may be necessary for other features to work properly (e.g., port 443 if your web server supports SSL/https).

Installing LISTSERV behind a firewall is almost more of an art than a science (and every firewall seems to be different) but the bottom line is that the above ports must be open if you expect LISTSERV to work.  It is not recommended to route incoming LISTSERV mail through another machine (i.e., the firewall) as this normally leads to complications.

## 1.1.4 Older Versions of Windows Server er No Longer Supported

L-Soft no longer supports Microsoft Windows Server earlier than Server 2016, and recommends Server 2019 or Server 2022 at minimum. Only 64-bit Windows operating systems are supported.

## 1.1.5 Older Versions of Windows Workstation No Longer Supported

L-Soft supports only the 64-bit versions of Microsoft Windows 10 and 11.  Use of the Professional or Ultimate Editions is strongly recommended; use of the Home Edition is not recommended.  Windows versions prior to Windows 10 are no longer supported by Microsoft and are therefore no longer supported by L-Soft (and please note that Microsoft support for Windows 10 ends on 14 October 2025).  Remember, however, that L-Soft **strongly recommends** the use of Windows Server in preference to the Workstation versions of Windows.

# Section 2 Installing LISTSERV

L-Soft provides its software via download only. The installation/evaluation kit for Windows (Intel architecture only) are found at

https://www.lsoft.com/download/listserv.asp

The LISTSERV installation kit contains a complete implementation of LISTSERV for Windows, limited for evaluation purposes only by the License Activation Key (LAK) that is shipped with it.  If you have already purchased LISTSERV you will have received a production LAK separately--we will describe the installation of that key later in this document.

## 2.1 Starting the installation

First, place the distribution kit into a temporary directory (e.g., C:\TEMP or C:\SCRATCH). DO NOT try to run the kit from the directory into which you are going to actually install LISTSERV.  (Note that if you have downloaded it into the standard Windows download directory, it is also perfectly fine to run it from there.)

Next, make sure that you are logged in either as the Administrator user or as a member of the Administrators group.  You cannot install LISTSERV unless you have administrative control of the computer.

The kit is a self-contained, self-extracting setup kit that includes all of the files you will need for the installation.  Simply run the kit from a DOS prompt or double-click on it in Windows Explorer to start the installation and follow the script.

## 2.2 Basic configuration

The installation script will ask whether or not you want to go ahead and configure the

LISTSERV server.  You MUST do a basic server configuration at install time or the installer will exit, but bear in mind that a more complex configuration can be done after finishing the installation, if necessary.  For the basic configuration done at install time, you will need to have the information discussed below for NODE, SMTP_FORWARD, and POSTMASTER. (Note:  This basic configuration step is skipped for upgrades, which are assumed to be already configured.)

Configuring the server after installation is done via the web administration interface.  Log in as a LISTSERV administrator, and choose Server Administration/Site Configuration/Site Configuration to enter the web-based configurator.

It should be noted that the MAIN\SITE.CFG file is now used only for initial startup and for certain settings which need to be read in immediately when LISTSERV starts; changes made via the web configurator are written to a platform-independent file which is maintained by LISTSERV and which should not be hand-edited.

In addition, the old SITE.EXE configuration GUI is no longer supported or provided (because it operates on the MAIN\SITE.CFG file).  If you have a copy from a previous installation, it should not be used, and L-Soft recommends that it simply be deleted along with SITE.HLP and SITEDATA.FILE.

## 2.2.1 NODE

The NODE setting is the fully-qualified domain name as registered in DNS for the machine on which LISTSERV is running.  As noted above, it is possible to insert a square-bracketed dotted-decimal IP address in this box for testing purposes, but L-Soft neither recommends nor supports this in production. This is the host name that LISTSERV will always identify itself with when it sends mail out.

## 2.2.2 MYDOMAIN

MYDOMAIN does not refer to your corporate domain.  MYDOMAIN is the space-separated list of all possible host names your machine might be known as. In many cases the value of MYDOMAIN is the same as NODE, but for instance some machines running LISTSERV also run the enterprise's World Wide Web server, and may thus be identified in DNS as something like "WWW.MYCOMPANY.COM".  And of course we'll assume that NODE has been set above to something like LISTSERV.MYCOMPANY.COM.  Using this as an example you would set the MYDOMAIN setting to contain, in space-separated format, all of these names that mail might come in to LISTSERV under, with the NODE value coming first:

**LISTSERV.MYCOMPANY.COM WWW.MYCOMPANY.COM POP.MYCOMPANY.COM**

Alternately the same thing can be done by specifying

```
%NODE% WWW.MYCOMPANY.COM POP.MYCOMPANY.COM
```

This way if someone accidentally writes to LISTSERV@POP.MYCOMPANY.COM, LISTSERV will recognize POP.MYCOMPANY.COM as equivalent to LISTSERV.MYCOMPANY.COM and will process the mail as if it had been addressed to LISTSERV@LISTSERV.MYCOMPANY.COM. Otherwise the mail will bounce as LISTSERV has no other way to know what other names the machine might be known by in DNS.

### 2.2.3 SMTP_FORWARD

This setting refers to the name of the machine which will be handling LISTSERV's outgoing mail. It must be a fully-qualified domain name of a machine registered in DNS. For instance if your corporate mail gateway is MAIL.MYCOMPANY.COM, you could set SMTP_FORWARD to that value.

### 2.2.4 POSTMASTER

This is a space-separated list of userid@host.domain type email addresses belonging to people who have authority to manage LISTSERV--specifically the people who are allowed to create lists, but also who have pretty much global authority on the server to look at lists, modify list headers, and so forth. There are some advanced options for this setting but for right now you will probably just want to insert your own email address so that you can test the server.

| | |
|---|---|
|  | **Note:** The POSTMASTER should NEVER be LISTSERV@ anywhere or POSTMASTER@ anywhere. These userids are reserved and mean specific things to LISTSERV. If you need to use a generic name for a postmaster account, it is recommended that you use something like "listmaster" or "lstmaint" instead. |

### 2.2.5 CREATEPW

The password that will be used to create lists and perform certain management functions (such as administering LISTSERV's user password feature). Note that when using the web management features, you do not use the CREATEPW= value, but rather your own personal LISTSERV password, to validate your identity. See the main LISTSERV documentation for information on how to create a personal LISTSERV password.

| | |
|---|---|
|  | **Note:** While they are still available and documented, CREATEPW and its companion STOREPW are obsolete, as postmasters can authenticate all commands with their personal LISTSERV password. If you do not want to set CREATEPW at all, you should set it to the special value `*NOPW*`, which will disable the authentication system they are associated with. `*NOPW*` is the recommended value. |

### 2.2.6 MYORG (optional)

A string that identifies your organization in the From: line of administrative mail sent out by LISTSERV. This defaults to the NODE value you coded above, but you can change it to be more descriptive, eg, "University of XYZ" or "My Company, Inc." If you were to set it to "My

Company, Inc.", the From: line of administrative mail would look like this:

```
From:            "My Company, Inc. LISTSERV Server (17.5)"
                 <LISTSERV@LISTSERV.MYCOMPANY.COM>
```

Only the part preceding "LISTSERV Server" may be modified by the MYORG setting.  The rest of this string is hard-coded and cannot be changed.

## 2.3 Advanced Configuration

There are a number of advanced configuration parameters that can be set to modify LISTSERV's behavior and/or tune it for better performance.  The most common parameters are found in the Site Configuration Keyword Reference document.

A tuning guide for high volume sites is available upon request; please contact L-Soft's support department at support@lsoft.com for a copy.

For information about LISTSERV's DBMS and mail-merge features, the Common-Jobs Language Interpreter (CJLI), LDAP/Active Directory integration, and other extensibility features, please see the *Developer's Guide to LISTSERV*, also found on L-Soft's web site at the URL noted above.

## 2.4 Installing the License Activation Key (LAK)

If you are just evaluating the software, the LAK will be installed for you automatically.  Note however that evaluation LAKs expire at the end of each year, on December 31.  If you have an older kit that you've had around for a while then you may want to either download a newer kit (recommended) or you can download a new evaluation LAK from the LISTSERV evaluation kit download page.
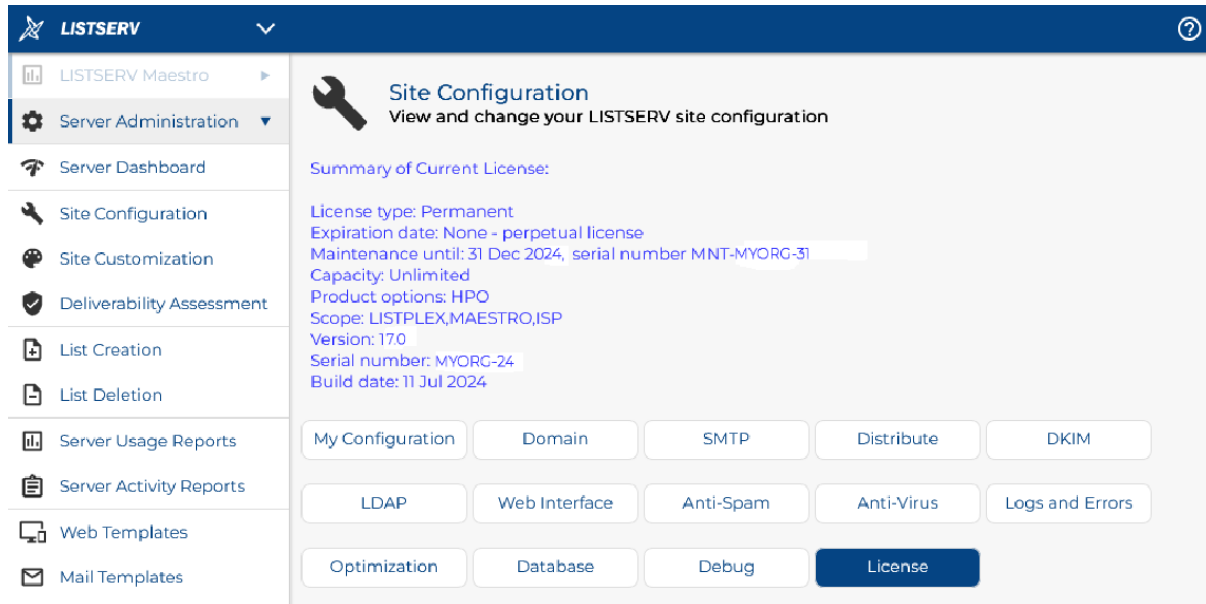
There are two methods of installing a LISTSERV LAK.
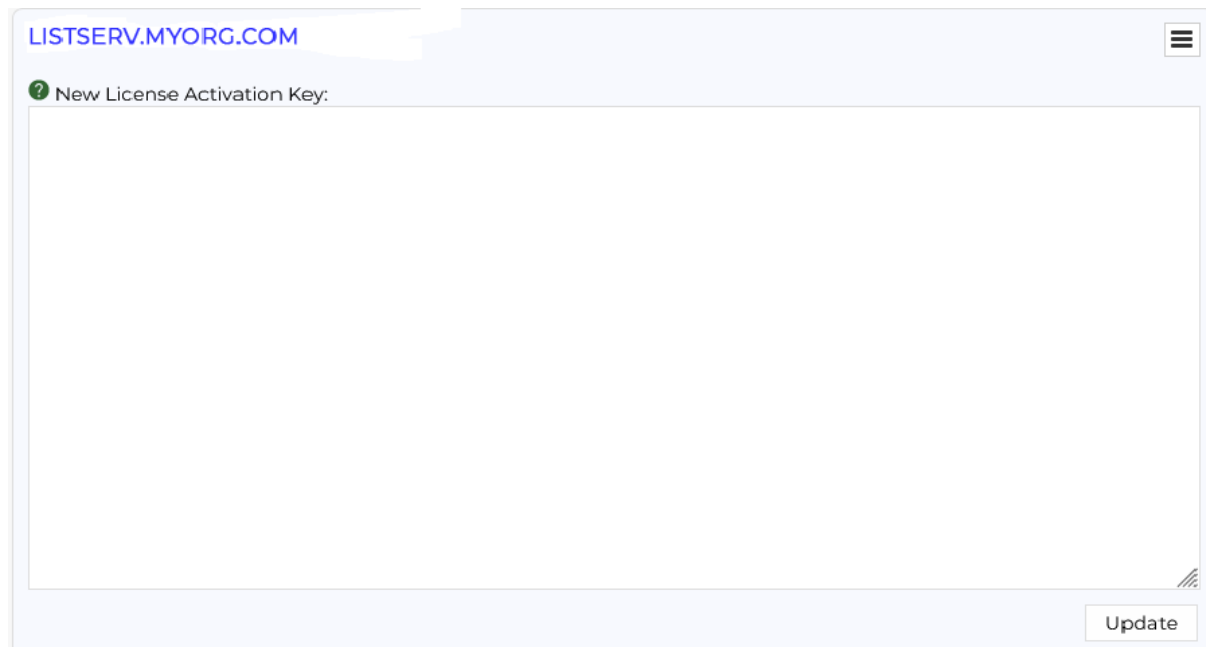
## 2.4.1 Web Interface Procedure

New LAKs may be installed via the LISTSERV web interface.  Navigate to **Server Administration / Site Configuration,** and choose the "License" button.  This displays a summary of your current license:

Below this is a text box into which you may paste your new LAKs.  After you have pasted and imported the LAK(s), please note that you must reload the site configuration (there is a button which allows you to do this).



| ⚠️ | **Important:** Please note that you MAY repeat MAY paste multiple LAKs into the box at the same time.  If you have received more than one LAK but prefer to apply them one at a time, **please read the following paragraph carefully.** |
|---|---|

If you have received BOTH a product LAK and a maintenance LAK, and you intend to apply them one at a time, **be sure to paste and apply the maintenance LAK FIRST**.
Otherwise, if your new product LAK is for a newer version of LISTSERV and your existing maintenance LAK is not new enough to support the newer version of LISTSERV,

| **LISTSERV WILL STOP WORKING** and you will have to apply the product LAK using the instructions in the next section. |
| :--- |

## 2.4.2 Classic Procedure with LICENSE.MERGE file

The classic procedure to install a LISTSERV LAK (either a new evaluation LAK or a production LAK) is as follows:

1.  Create a disk file with the license information supplied. If you received the license registration form electronically, simply delete the mail headers and other extraneous information (you do not need to remove the instructions found at the top of the LAK). If you received it via FAX or postal mail, you will have to retype the information. Please observe spacing carefully. To make the LAK easier to transcribe, we always insert multiple blanks where one is needed. Thus, unless you see a big white space on the FAX, you should not insert any blank.

2.  Make a backup copy of the file you have just created.

3.  Install a copy of the file under the name LICENSE.MERGE in the product's main directory. This would be MAIN\LICENSE.MERGE relative to your LISTSERV root directory (eg C:\LISTSERV\MAIN\LICENSE.MERGE) if you installed LISTSERV under C:\LISTSERV).

4.  Start LISTSERV (or stop and restart it if it was already running). It will compile the new LAK, verify its integrity, and merge it into its license database. If no error was detected, it will then delete the LICENSE.MERGE file. This is why you must make a backup copy of the license file before activating it. The LAK will of course remain in the license database, but you may need the original in case of hardware failure.

5.  Verify that LISTSERV is running with your new LAK by issuing the command `SHOW LICENSE` either by e-mail or at the LISTSERV command prompt (in interactive mode).

| | **Important:** The LICENSE.MERGE file MUST be a flat ASCII text file (Unicode is not supported). |
| :--- | :--- |

| If you create the LICENSE.MERGE file with NOTEPAD, please note that by default the NOTEPAD application will save your file with a `.txt` extension (e.g., if you type `license.merge` in the "Save as" dialog box, NOTEPAD will actually save `license.merge.txt`). If this happens you must rename the file to `license.merge` or LISTSERV will not see it on startup. You can avoid this problem by enclosing the name of the file in double quotes, i.e., when you are prompted for the filename in the "Save as" dialog box, enter `"license.merge"` (you *must* use the double quote marks!) and press the OK/Save button. If you use the double quotes, your file *will* be saved as `license.merge` and not as `license.merge.txt`. |
| :--- |

# Section 3 Starting LISTSERV to Verify a Successful Installation

To start LISTSERV for debugging/testing purposes, first open a CMD.EXE "Command Prompt" (otherwise known as a "DOS box" to us old-timers) in "Run as administrator" mode.  (You will have to right-click the Command Prompt icon and choose that option.) Next, change to the drive where you have installed LISTSERV, enter CD LISTSERV\MAIN at the prompt, and hit return.

You should now be able to start LISTSERV interactively by entering "LSV START" at the prompt and hitting return.  You will see various startup messages go by and then you will be prompted to enter commands if you wish.  For instance, a SHOW LICENSE command issued from the interactive command line looks like this:

```
30 Nov 2024 15:19:36 Initialization complete
30 Nov 2024 15:19:36 You can enter commands via the keyboard
at any time

Paused - enter a command:
show lic
30 Nov 2024 15:19:40 From LISTSERV@LISTSERV.EXAMPLE.COM:
show lic
* License type:      Evaluation
* Expiration date:   31 Dec 2024
* Maintenance until: 31 Dec 2024 (graduated license)
* Capacity:          4 points (0 in use)
* Version:           17.5
* Serial number:     EVAL-NT
* Build date:        20 Nov 2024
```

You may start the SMTPL.EXE SMTP "listener" service interactively in the same way.

You can run only one copy of LISTSERV at any given time. That is, you cannot start LISTSERV interactively if it is already running as a service, or vice-versa, nor can you start LISTSERV in multiple CMD windows. The same applies to the SMTP listener.

When LISTSERV is installed, it is registered in the Services Manager to start automatically as a system service at boot time.  Thus if you have rebooted your machine after installing LISTSERV, it may already be running.  If it is already running when you attempt to start it in a DOS box, you will get the following error:

```
C:\LISTSERV\MAIN>lsv start
>>> Unable to create SMTP synchronization events <<<

abnormal program termination
```

Similarly, if the SMTPL "listener" is already running as a service, you will get something like:

```
C:\LISTSERV\MAIN>smtpl start
LISTSERV SMTP listener, version 1.1e
Copyright Eric Thomas 1994-2019
```

```
>>> Cannot bind to 0.0.0.0, port 25: error 10048
Statistics for this session:
 Physical memory: 8132M (3222M available)
 Paging file:     16260M (10648M free)
 Process memory:  47364k in use
 Connections:     0 (max 0, total 0 in this session)
 Messages:        0 (0 recipients)
 SMTPL uptime:    0 00:00:00 (98.1% CPU utilization)
```

If the services are running, simply stop them from the Control Panel/Services applet, or just issue the commands

```
NET STOP LISTSERV
NET STOP LISTSERV-SMTP
```

in your DOS box before proceeding.

If there are no problems, LISTSERV will start up with messages similar to the following:

```
C:\LISTSERV\MAIN>lsv start
30 Nov 2024 16:53:18 LISTSERV(R) for Windows version 17.0 starting...
30 Nov 2024 16:53:18  Copyright Eric Thomas 1986-2024
30 Nov 2024 16:53:18 Build date: 20 Nov 2024
30 Nov 2024 16:53:18
30 Nov 2024 16:53:18 SIGNUP files are being compressed...
30 Nov 2024 16:53:18 -> No entry removed.
30 Nov 2024 16:53:18 The network tables are outdated and must be rebuilt.
* Network tables generation process started - be patient...
* Step 1 complete - DBINDEX file generated.
*                   198 NJE nodes, 64 dummy nodes, total 262.
* Step 2 complete - NODESUM3 file generated (7840 bytes).
*                   10 countries, 3 networks, 59 ':internet.' tags,
*                   73 hostnames, total 2411 bytes of Internet<->NJE data.
* Step 3 complete - LINKDEF2 file generated (236 links).
* Step 4 complete - no list/AFD/FUI entry updated for changed node names.
* Step 5 complete - SIGNUP files have been compressed, no entry removed.
30 Nov 2024 16:53:18 The peers tables are being rebuilt...
30 Nov 2024 16:53:19 ->>> No entry for LISTSERV.EXAMPLE.COM in PEERS NAMES.
30 Nov 2024 16:53:19 ->>> Dummy entry generated pending official registration:
30 Nov 2024 16:53:19 ->>> LISTSERV@LISTSERV.EXAMPLE.COM - Backbone=NO, License
number=9999.
30 Nov 2024 16:53:19 -> There are 300 known servers.
30 Nov 2024 16:53:19 File PEERS.DBNAMES has been rebuilt.
30 Nov 2024 16:53:19 File PEERS.DBINDEX has been rebuilt.
30 Nov 2024 16:53:19 File PEERS.NAMESUM has been rebuilt.
30 Nov 2024 16:53:19 File PEERS.DISTSUM2 has been rebuilt.
* Peers tables rebuilt successfully.
30 Nov 2024 16:53:19 Nearest backbone host is LISTSERV@PLUM.EASE.LSOFT.COM
30 Nov 2024 16:53:19 Nearest NJE host is LISTSERV@CUNYVM
* Step 6 complete - link weights file successfully compiled.
*
* Network tables generation completed successfully.
30 Nov 2024 16:53:19 Nearest backbone host is LISTSERV@PLUM.EASE.LSOFT.COM
30 Nov 2024 16:53:19 Nearest NJE host is LISTSERV@CUNYVM
30 Nov 2024 16:53:19 License merged successfully:
```

```
> LISTSERV-WINNT-*
>         UNITS=4
>         EXP=31-DEC-2024
>         REL=17.5
>         OPT=EVAL
>         SERIAL=EVAL-NT
>         CKS=1-BFBC2F88-23E6788A
**************************************************************************
*
***************************** Evaluation copy
****************************
**************************************************************************
*
*
*
* This  software is  an evaluation  copy,  provided to  you at  no charge  to
*
* demonstrate the capabilities  of our product(s). You are  granted a license
*
* to use this  evaluation copy until 31  Dec 2024, at which  time the program
*
* will automatically  exit with an  error message  every time you  attempt to
*
* start it. The reason for this restriction is that we want to make sure that
*
* you evaluate the  latest version of the software, and  not an obsolete copy
*
* obtained from an outdated distribution.
*
*
*
* LICENSE: Subject  to the  restrictions set  forth below,  you may  use this
*
* evaluation copy as you  see fit (and until 31 Dec 2024), as  long as you do
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* not derive a profit from such use.
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* RIGHT TO COPY:  You may copy the  software as necessary to use  it, and for
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* backup purposes.  In addition, you  can copy and distribute  the evaluation
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* way, and that  you do not derive  a profit from such  copy or distribution.
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* Our copyright notice  must remain on the original copy  of the software and
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*
*
* NO RIGHT TO MODIFY: You are not  allowed to modify the software in any way,
*
* except for the  interfaces provided with source code, which  you may modify
```

```
*
* and/or  recompile  for your  own  use.  Any  modified version  remains  our
*
* property and subject to the present terms and conditions.
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* USE AT YOUR OWN RISK: THE SOFTWARE  IS PROVIDED ON AN 'AS IS' BASIS. L-SOFT
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* DOES NOT MAKE  ANY EXPRESS OR IMPLIED WARRANTY OF  ANY KIND WHATSOEVER WITH
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* RESPECT TO  THE SOFTWARE,  INCLUDING, WITHOUT  LIMITATION, ANY  WARRANTY OF
*
* MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Neither L-Soft nor any
*
* of  its employees,  officers  or  agents will  be  liable  for any  direct,
*
* indirect or consequential  damages, even if L-Soft had been  advised of the
*
* possibility of such damage.
*
*
*
* FOR ASSISTANCE  CONTACT: SUPPORT@LSOFT.COM, or  call +1 (301)  731-0440 (or
*
* 1-800-399-5449 from the US or Canada).
*
*
*
*****************************************************************************
*
30 Nov 2024 16:53:19 Sent information mail to LSTMAINT@EXAMPLE.COM
30 Nov 2024 16:53:19 Initialization complete.
30 Nov 2024 16:53:19 You can enter commands via the keyboard at any time.
```

SMTPL isn't as verbose.  It will start up with only a few messages:

```
C:\LISTSERV\MAIN>smtpl start
30 Nov 2024 14:39:31 LISTSERV SMTP listener, version 1.1e
30 Nov 2024 14:39:31 Copyright Eric Thomas 1994-2019
30 Nov 2024 14:39:31 Now listening to 0.0.0.0, port 25.
30 Nov 2024 14:39:31 Initialization complete - 200 concurrent threads.
```

To test the server, send Internet mail to the LISTSERV address with some random command, such as HELP, to check that the SMTP listener and outgoing mail interface are working correctly. Please note that the "LISTSERV address" is the address formed by "LISTSERV@" + the value you defined in the site configuration file for NODE=. For instance, if you defined NODE=LISTSERV.XYZ.COM, the LISTSERV address would be LISTSERV@LISTSERV.XYZ.COM.

DO NOT attempt to create lists or use the WWW interface until the basic email functions (i.e., sending commands to LISTSERV by email and getting a response) are tested and working correctly.

Note that LISTSERV will not see any mail you send it via MAPI unless you have a MAPI/SMTP gateway for your LAN. LISTSERV does not include a MAPI gateway and thus does not support MAPI.

When running as services, LISTSERV and SMTPL both create log files in the \LISTSERV\LOG directory but, for performance reasons, the file buffers are not flushed with each and every write. If you attempt to TYPE the log file, it may appear to be empty. If you wait a few minutes, the buffers will be flushed and you will be able to examine the files. LISTSERV generates "crash reports" when it terminates abnormally, which are sent to the LISTSERV postmasters by default. These "crash reports" normally include a traceback of the error along with the last 100 LISTSERV log entries prior to the crash, and should be sent to L-Soft support for problem resolution.

In interactive mode, the log files are also created but the file buffers are flushed continuously. Flushing the logs continuously ensures that, in the event of a severe program failure, the logs will always contain information about the cause of the failure.

(Due to the fact that writing to command windows can significantly slow down an application, interactive mode should be used *only* when you are trying to troubleshoot a problem.)

| | **Note:** While critical errors are reported to the Windows System Event Log and can be examined with Event Viewer (select the Application log), the Windows error codes are almost never useful for debugging problems with LISTSERV. The LISTSERV console log should be consulted in favor of the event log when a problem arises. |
|---|---|

When running as services, both LISTSERV and SMTPL may be stopped from the Control Panel/Services applet, or by issuing the commands NET STOP LISTSERV and NET STOP LISTSERV-SMTP from a DOS prompt.

When running in interactive mode, to stop LISTSERV, simply type STOP. To stop SMTPL, wait until there is no more activity and type Ctrl-C.

## 3.1 Windows Firewall Considerations

It is recommended that sites using the Windows Firewall should open the firewall to the LISTSERV program.  This is the preferred method as it makes it easy to change various TCP/IP-related aspects of LISTSERV's operation (e.g., outbound mail port, TCPGUI port) without having to change the firewall.

For the SMTPL.EXE "listener", it is recommended to open the firewall on port 25 from all IP addresses.  Alternately, simply open the firewall to the appropriate program.  The only advantage to explicitly opening port 25 as opposed to opening the firewall to SMTPL.EXE or some other specific MTA program is that you can easily switch from SMTPL to another MTA or vice versa without having to worry about changing the firewall settings.  Port 25 is also a "well-known" port so inbound mail is in almost every case going to come to port 25, regardless of which program is listening on that port for LISTSERV's mail.

# Section 4 Registering your LISTSERV Classic Server
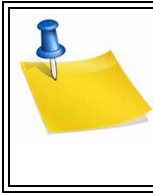
**Note:** This section does not apply to evaluation kits or to LISTSERV Lite or Shareware kits. Evaluation copies of LISTSERV should not be registered because they are (presumably) temporary servers running test lists, whose existence should not be broadcast. LISTSERV Lite and Shareware kits are automatically registered via a different process.

Once the server is ready for production use (that is, once you have purchased and installed a permanent License Activation Key, and once you have arranged for LISTSERV to be started automatically when the system boots), you should consider registering it with L-Soft. Registering the server is necessary to broadcast its existence to the other LISTSERV servers and to receive automatic, periodic updates of LISTSERV's networking tables. Once you have registered, your server will also be sent periodic updates about the public lists hosted by other LISTSERV sites, and, similarly, other LISTSERV sites will receive information about the public lists you are hosting. Registration also makes it possible to assign the most efficient DISTRIBUTE routing path for your server.

**Note:** L-Soft registers only sites that have unlimited (UNITS=0) licenses or sites licensed for DISTRIBUTE-only use, which are running version 1.8d or higher of LISTSERV Classic or LISTSERV Classic HPO.

In order to qualify for registration, a LISTSERV site must also:

- Be running in NETWORKED runmode. If you have RUNMODE=STANDALONE or RUNMODE=TABLELESS in SITE.CFG, you must remove the RUNMODE line (or change it to RUNMODE=NETWORKED) and stop and restart the server before registering.

- Be readily accessible via the Internet by e-mail from outside users.

- Have a name that is unlikely to change any time soon. For instance, LISTSERV.EXAMPLE.ORG, LISTS.EXAMPLE.EDU, and LSV.EXAMPLE.COM are completely acceptable (although we strongly suggest using "LISTSERV" rather than "LISTS" or "LSV", simply because that is what most users are familiar with), whereas something like A8B703A.CC.EXAMPLE.EDU is not. If you are running a test server that you plan to rename later when it goes into production, do not register the server until it is running under its final name. Note also that a hostname containing "LISTSERVE"or any other misspelling of "LISTSERV" is not acceptable.

- Have an A or MX record in DNS corresponding to the value you place in the NODE section (an A record is recommended at minimum).

L-Soft does not register sites running evaluation kits, LISTSERV Lite, or LISTSERV shareware. Requests to register such sites will be discarded.

L-Soft cannot register intranet sites since by definition such sites are not accessible via the Internet. Registration requires that your LISTSERV site be readily accessible via e-mail by outside users.

If your LISTSERV Classic site does not meet the above criteria, there are other options for keeping your LISTSERV networking tables current (which is the most important reason for registering the software). See https://www.lsoft.com/table-updates.html for more information.

You may submit an online registration form at http://www.lsoft.com/regform.html . If there are special considerations for your site that are not covered by the standard form, or if you are unable to access the web site, you can contact registrar@lsoft.com to obtain a registration form. When contacting the site registrar, please tell us what operating system LISTSERV is running under so that we can send you the proper form.

# Section 5 Installing the LISTSERV Web Interface

## 5.1 Setting Up the Interface During Installation

It is strongly recommended that you set up the basic web interface when you install the software.  The installation kit will offer to do this for you; you need only provide the directory used for CGI programs and the directory and base URL used for LISTSERV's web files.

Note that you will still have to configure the web server separately in order to make the web interface work.  For that process, please see the links in the next section.

If you choose to set up the interface later, please see the next section.

## 5.2 Setting Up the Interface Manually

If you choose to install the web interface manually, please refer to the appropriate white paper.  Microsoft Internet Information Services prior to version 10.x is no longer supported.

*Configuring the LISTSERV Web Interface for IIS 10.x*

This and other informative white papers can be found on L-Soft's web site at https://www.lsoft.com/resources/whitepaper.asp .

Complete information on installing the Web Archive Interface (including how to publish the content of "Send= Private" and/or "Confidential= Yes" lists) is contained in the Site Manager's Operations Manual for LISTSERV.

# Section 6 Creating Your First List

Site administrators can create a new mailing list, including the directories necessary for supporting the archives, in a matter of minutes using the List Creation Wizard. This wizard guides you through a set of questions about the type of list that you want to create.

To create a list using the List Creation Wizard, select **Server Administration -> List Creation** from the sidebar menu.

(Note: These images are from LISTSERV 17.0, but are still valid for LISTSERV 17.5.)
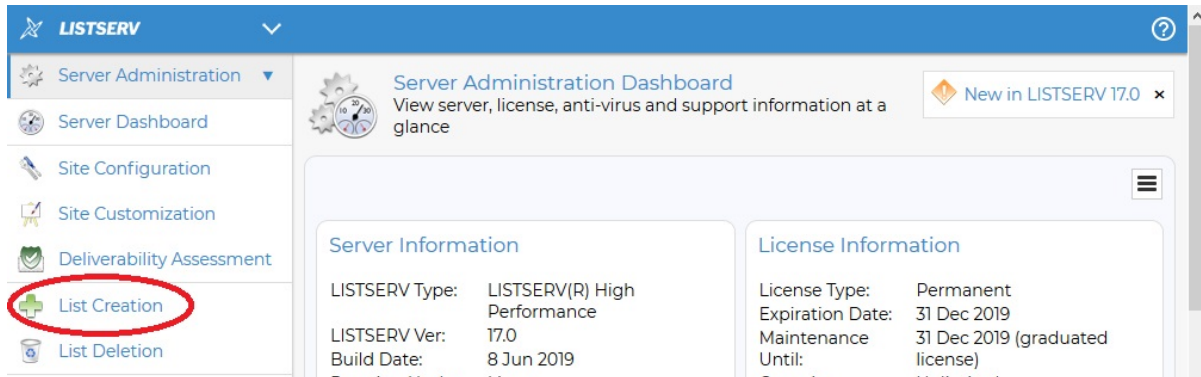


The List Creation Screen opens. Enter the **List Name**, the **List Title**, and then select the **Create with Wizard** option.
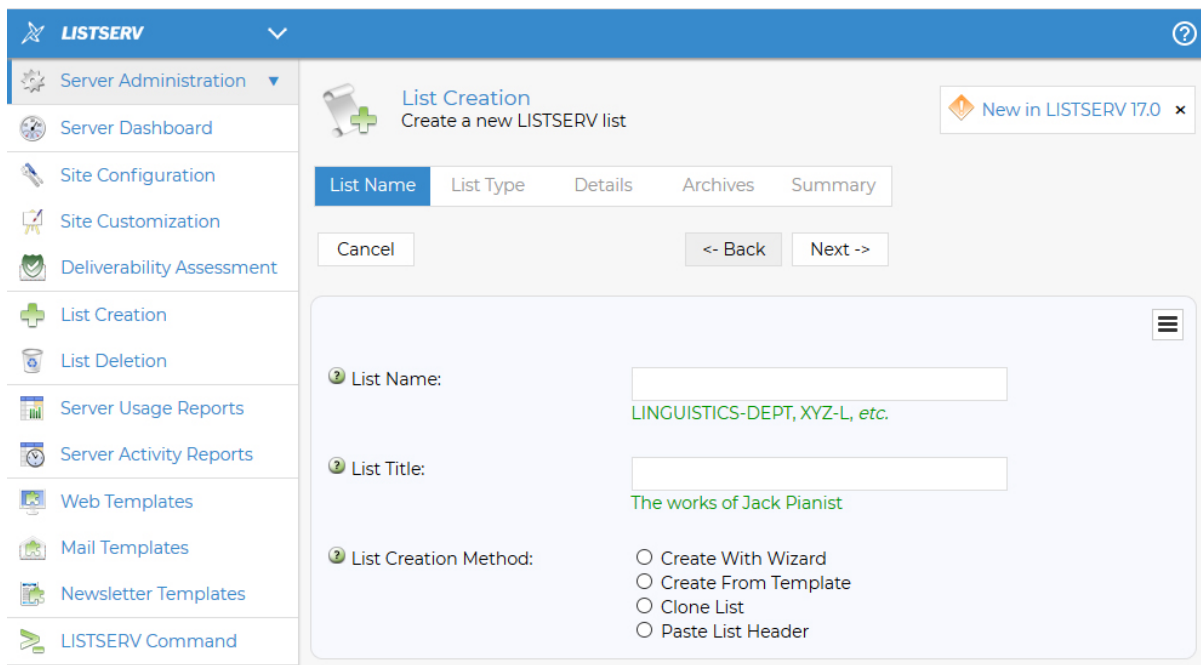


Click the **[Next ->]** button to continue. The List Type screen opens. Enter the **List Owner**, and then select the type of list you'd like to create. Your choices are **Announcement List**, **Unmoderated Discussion List**, and **Moderated Discussion List**.

Click the **[Next ->]** button to continue. The Details screen opens. Define how subscriptions are handled and which users can send messages to the list. This screen will vary slightly depending on the type of list you're creating.



Click **[Next ->]** to continue. The Archives screen opens. Click the **List Archives** drop-down menu to define whether or not you want to archive messages posted to the mailing list.  (In addition to "No Archives", you will be presented with a choice of Weekly, Monthly, or Yearly

archives.)  If posted messages are to be archived, then click the **Archive Access** drop-down menu to choose whether the archives will be available to the public or to subscribers only. Next, set the disk path to the location where the archives will be stored on the LISTSERV machine.  Finally, define whether to create the archive directories manually or to let LISTSERV do it.



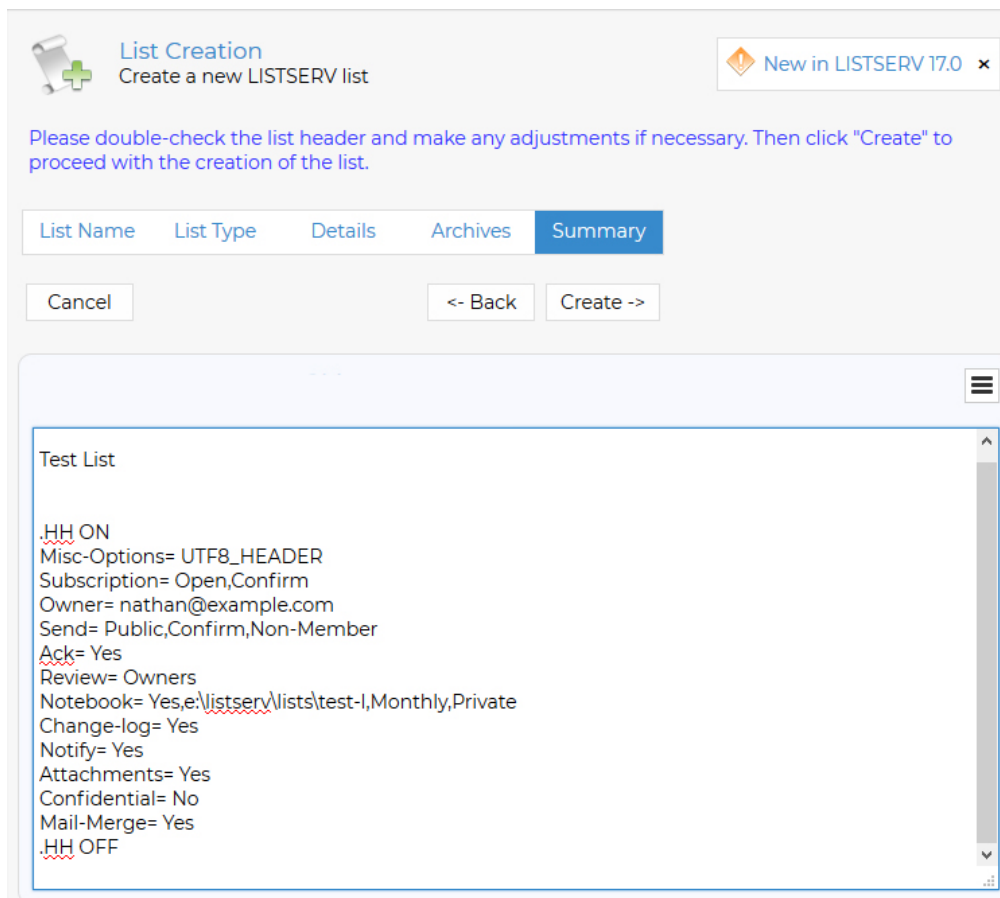| ⚠ | **List Archive path vs. Web Archive path**<br><br>There is often confusion about the difference between the directories where the mailing list's notebook archives are kept and the directories where the mailing list's web archive interface files (mostly message indexes) are kept.<br><br>Here are a few guidelines to assist in determining where to store list archive files.<br><br>L-Soft's STRONG RECOMMENDATION is that each list be given a separate directory in which its notebook archives and any files made available via LISTSERV's file server are kept. This directory SHOULD NOT be the same directory created to enable the web archive interface for the list.<br><br>Further, L-Soft STRONGLY RECOMMENDS that a separate directory tree be established for the purpose of storing list notebook archives and other related files which are not part of the LISTSERV web interface. This directory tree SHOULD NOT be located in a web-accessible location.<br><br>For instance, your base LISTSERV installation directory might be `C:\LISTSERV`.  In that case, we would recommend creating the directory `C:` |

<table>
<tr>
<td></td>
<td>

`\LISTSERV\LISTS` as a container for further sub-directories which in turn would contain the archives for your various lists. Thus, the "Path" variable you would enter in the List Creation Wizard for a list called MYLIST-L would be `C:\LISTSERV\LISTS\MYLIST-L` .

The reason for separating list notebook archives from web archives is primarily one of security.  If a list's notebook archives are placed under the web archive directory that is created for the list, the notebooks are thereby accessible to anyone who can "guess" the URL leading to them – even if the Notebook= setting for the list is "Private"!

</td>
</tr>
</table>

Click **[Next ->]** to continue. The Summary screen opens. Review your selection, and then click **[Create]**.

# Section 7 Windows Defender Anti-Virus Protection

*Please note that this feature is not available under LISTSERV Lite.*

*Please note that the anti-virus scanning software is available only for Windows Server versions currently supported by L-Soft, and that this feature is only available for LISTSERV Classic or LISTSERV Classic HPO sites running those operating systems. An L-Soft maintenance contract is also required.*

LISTSERV Version 17.5 supports on-the-fly anti-virus scanning of all messages sent to mailing lists that run under LISTSERV Classic or LISTSERV Classic HPO on Windows, including inline uuencoded binaries and MIME attachments in those messages. This is a value-added feature which, in addition to a regularly-licensed LISTSERV Classic or LISTSERV Classic-HPO installation, requires a paid-up LISTSERV maintenance contract with L-Soft. (Please contact your sales representative if you have questions regarding the maintenance contract.)

In order to use LISTSERV®'s Anti-Virus features, you must have Microsoft Windows Defender (or a third-party anti-virus program; see below if this is the case) installed on the LISTSERV machine.

If you are already running a different Windows anti-virus product in your enterprise, it should be possible to install your existing anti-virus product on your server and then use it with LISTSERV by adding the site-level configuration setting:

```
FOREIGN_ANTI_VIRUS=1
```

The setting can be made either by adding the string shown above to LISTSERV's \MAIN\SITE.CFG file, or via the web interface under Server Administration/Site Configuration/Anti-Virus and then setting the value for FOREIGN_ANTI_VIRUS to "Yes (1)" in the dropdown list box. In either case, the server must be restarted to pick up the change.

For more information about the FOREIGN_ANTI_VIRUS site configuration variable, visit: https://www.lsoft.com/manuals/17.5/sitevars/FOREIGN_ANTI_VIRUS.html

## 7.1 Recommended Windows Defender Settings

In general, you can accept the defaults. However, the following are recommended if not set:

o   Real Time Scanning enabled (mandatory)

o   Optionally, enable Cloud-Based Protection, Automatic Sample Submission, and Enhanced Notifications.

o   LISTSERV's spool directories MUST be exempted from scanning. All other LISTSERV directories can and should be scanned.

## 7.2 Other recommendations

•   Windows Update must be enabled in order to receive Defender anti-virus signature and other updates on a regular basis.

- Run Windows Update manually to ensure that Windows Defender is updated to *at least* version 1.355.x.y, and to the latest version if newer than that. If you have just installed Defender as a Windows feature for the first time, it is possible that the default base installation is too old for LISTSERV to recognize.

- Check that LISTSERV sees Windows Defender and is reporting the current Virus database version by sending LISTSERV a RELEASE command.  This should result in something like the following:

```
LISTSERV(R) High Performance for Windows version 17.5, managed by:
   servermanager@yourdomain.com


Master nodes file version: 2001-02-07 07:30:26 (VERS9922)
NJE peers file version: 2020-02-17 23:34:36
Internet peers file version: 2023-12-08 17:02:54
Service file version: 2009-10-07 16:45:40 (VERS9922)
Alias file version: 2013-09-09 09:03:20
Virus database version: 2024-11-20 18:58:06 (1.421.251.0)
Running under: Windows Server 2022 Standard x64 Edition
Build date: 20 Nov 2024
```

The virus database version number shown in parentheses should match the anti-virus definition and anti-spyware definition versions shown at the bottom of the Settings/Update & Security/Windows Defender page.

# Section 8 If you are upgrading from LISTSERV 16.x

**IMPORTANT:  LISTSERV 16.x web interface customizations and branding are NOT COMPATIBLE with LISTSERV 17.5!**

*Before upgrading to LISTSERV 17.5, please be sure to back up your LISTSERV installation.*

*PLEASE read the [LISTSERV 17.0 What's New](#) document before upgrading!*

*(Yes, this is not a typo; we mean the LISTSERV 17.0 What's New document.)*

*It contains a great deal of information about the new version of the interface.*

LISTSERV 17.0 was a major upgrade to the traditional LISTSERV web interface, bringing it in line with present day standards with responsive templates designed to display on both desktops and hand-held devices.  While there is a backward-compatible interface mode that allows both the server interface and individual list interfaces to fall back to the non-responsive 16.x "look and feel," customizations made to the 16.x web templates are **not compatible** with the 17.x web interface and will have to be retooled to fit into the new responsive interface.  If your LISTSERV server has heavily-customized or branded templates, **L-Soft strongly recommends that this retooling be done in a test environment before upgrading your production server.**

Before installing any upgraded files, the LISTSERV installer scripts for both Windows and unix will copy SITE.WWWTPL (if it exists) to SITE165.WWWTPL.  This is a requirement for the "compatibility mode" previously mentioned, and preserves any customizations made to the 16.x web templates for use by that mode.

LISTSERV sites that normally upgrade using manual methods rather than using the installer kits MUST perform the SITE.WWWTPL -> SITE165.WWWTPL operation manually.  Unix LISTSERV sites performing this manual operation MUST ensure that the resulting site165.wwwtpl file is named in lower case, is owned by 'listserv', and has the same permission settings as site.wwwtpl.

# Section 9 Upgrading your LISTSERV installation

> Because of non-backward-compatible changes made in LISTSERV to the format of LISTSERV's SIGNUP files which allow UTF-8 characters to be used in passwords, and the addition of non-reversible subscriber password encryption, L-Soft **STRONGLY RECOMMENDS** that, prior to upgrading, a full backup be made of your LISTSERV installation if you are upgrading from a version earlier than 16.0.

---

**IMPORTANT: Install your LISTSERV 17.5 product LAK before upgrading!**

A valid product LAK (License Activation Key) with "REL=17.5" must be installed before upgrading or LISTSERV will not start after the upgrade.

If you have not received a LISTSERV 17.5 product LAK, please contact your sales representative or SALES@LSOFT.COM **before** upgrading!

If your product LAK has EXP=NEVER, you will also need to install an appropriate LISTSERV maintenance LAK.

To find out if you can upgrade to LISTSERV 17.5 with your current LAKs, please issue a SHOW LICENSE command to LISTSERV and examine the response. It will be similar to this:

```
License type:        Permanent
Expiration date:     None - perpetual license
Maintenance until:   26 Nov 2025, serial number MNT-XYZ-1
Capacity:            Unlimited
Version:             17.5
Serial number:       XYZ-1
Build date:          20 Nov 2024
```

Your license key will be valid for the 17.5 upgrade if your current product LAK is for version **17.5 or higher** and your maintenance is **not expired.**

---

Upgrading LISTSERV is almost as simple as installing it.  Simply follow these steps:

o   If you are upgrading from one full version of LISTSERV to another (for instance, from 17.0 to 17.5), you should have received a new LAK from your sales representative.  If you do not have a LAK for the version you are upgrading to, **stop right here** and contact your L-Soft sales representative. If you are not sure what version you are currently licensed for, send a "SHOW LICENSE" command to LISTSERV.

o   If you have received a new LAK, install it onto your old installation, following the instructions that come with the LAK (or see Section 2.4, above). Send LISTSERV a "SHOW LICENSE" command after restarting LISTSERV to ensure that the new LAK has been installed properly. Do not proceed further until this step has been correctly completed.

o   Back up the entire LISTSERV directory hierarchy (just in case).

---

o   Stop LISTSERV and SMTPL.

o   Get the current Windows evaluation kit from the LISTSERV evaluation kit download page and install it over your existing installation. Your current configuration, lists, and other settings will be preserved.  Note that evaluation kits are production code limited only by an evaluation LAK, which your production LAK will override.

| | **Note:**  If you have LISTSERV's web interface installed, the evaluation kit installer *should* upgrade WA.EXE and WA.SYM in your WWW_ARCHIVE_CGI directory.  If for any reason this does *not* happen, you can simply copy WA.EXE and WA.SYM from \LISTSERV\MAIN into the WWW_ARCHIVE_CGI directory to complete the web interface upgrade. |
|---|---|

o   If you are running the legacy LSMTP MTA as your mailer, open the Windows Control Panel/Services applet and ensure that the "LISTSERV SMTP Listener" service is disabled.  This is very important!  Note that the current version of the installation GUI will not register SMTPL.EXE as a service if an installation of LSMTP is detected in the Windows registry, but it is still wise to check this.

| | **Note:  L-Soft's legacy LSMTP mailer is no longer supported in any way.** While sites with valid licenses for L-Soft's legacy LSMTP mailer may of course continue to use LSMTP for both inbound and outbound mail, L-Soft **strongly discourages** the use of this discontinued, no longer supported product.  We will be happy to discuss alternatives with you; please simply write to support@lsoft.com and request details. |
|---|---|

o   Restart LISTSERV and SMTPL (if not running legacy LSMTP) and send a command to make sure the installation was successful.

# Section 10 Additional Resources

## 10.1 Documentation

10.1.1 Manuals

10.1.2 White Papers

10.1.3 Tech Tips

### 10.1.1 Manuals

All of L-Soft's formal documentation for LISTSERV, including its manuals, installation guides, and online help systems, is available at https://www.lsoft.com/manuals .

### 10.1.2 White Papers

L-Soft frequently publishes white papers on specific topics for our products. These white papers are available at https://www.lsoft.com/resources/whitepaper.asp .

Specifically related to the configuration and setup of LISTSERV, the following white papers may be useful depending on your situation:

o Configuiring the LISTSERV Web Interface for IIS 10.x

o Moving LISTSERV to a New Server

o Connecting LISTSERV to an Existing Database Management System (DBMS)

o Using the Microsoft IIS SMTP Service for LISTSERV Deliveries

### 10.1.3 Tech Tips

Every quarter, L-Soft's newsletter, LISTSERV at Work, is released and contains Tech Tips that are written by L-Soft specialists with the goal of giving our customers some advice and expert guidance with specific topics regarding our products. For a complete list of these Tech Tips, go to https://www.lsoft.com/resources/techtip.asp.

## 10.2 Mailing Lists

There are several mailing lists dedicated to the support of LISTSERV.

**LSTSRV-L@PEACH.EASE.LSOFT.COM**          for LISTSERV maintainers and interested list o

**LSTOWN-L@PEACH.EASE.LSOFT.COM**          for LISTSERV list owners

**LISTSERV-LITE@PEACH.EASE.LSOFT.COM**          for LISTSERV Lite users

**LISTSERV-DEVELOPERS@PEACH.EASE.LSOFT.COM**          for third-party developers using features docum
in the Developer's Guide to LISTSERV

To subscribe to any of these lists, send mail to LISTSERV@PEACH.EASE.LSOFT.COM with the following command in the body of the message:

SUBSCRIBE *listname* Your Name

## 10.3 Contacting L-Soft Support

At https://www.lsoft.com/manuals/lsv-faq.stm we've attempted to document a few of the most frequently-asked questions pertaining to installing and running a LISTSERV server. Before writing to our support department for problem resolution, please take a moment to read through the online FAQ and see if your problem is answered there.

L-Soft recognizes that the FAQ pages are not going to solve every problem you may face. We are always willing to help diagnose and correct problems you may be having with your registered LISTSERV® server. To that end, please note the following when you write to L-Soft with a problem report:

1. Please make the subject line of your report indicative of the problem, and in particular the product with which you are having a problem. A subject like "Problem posting to moderated LISTSERV list" is much more useful to us than "Help me please!"

2. Include any appropriate log entries. LISTSERV keeps logs of everything it does when you are running it, and without a log excerpt it is often impossible to determine what caused a given error.

3. [Unix only] If LISTSERV dumps core, please run the debugger on the core file (see FAQ 1.3. in the LISTSERV maintainer's support FAQ) and include the results.

4. Always send a copy of your site configuration file (with the passwords XXX'ed out).

5. Send along anything else that you think might be helpful in diagnosing the problem.

If you are running LISTSERV Lite, please join the LISTSERV-LITE mailing list, LISTSERV-LITE@PEACH.EASE.LSOFT.COM, and send your trouble reports there.