

HRSC Webmaster's Report September 24, 2019 to November 20, 2019

SUMMARY

- There were reported problems with receipt of emails or attachments sent via the board@hrcaz.org and Associate and VIP eBridge distribution emailing lists. These were investigated—see below for details.
- There was a discussion with HGRC about them using pages from our website as a basis for improved pages on their site. See details below.

WEBMASTER ACTIVITY

(1) Email, Hotline and Website Administration

- Handled routine Hotline emails and phone calls about address changes, requests for help on the HRSC membership renewal process, follow-up on mailed dues checks, requests to be added to the email distribution list sent to all members, requests for links to be added to our website, etc.
- Performed a routine check of the entire website for dead links and made several corrections.

Investigated:

- (a) The Wings attachment not coming through for Mary Barkl or myself when the board-@hrcaz.org emailing list address was used in the AAC emailing list for their Wings newsletter as I had said it could.
- I created a set of mailing lists to test that an operation including a mailing list as a member of another mailing list worked as expected when using the SmarterMail app provided by Newtek, our ISP, and all tests were passed.
 - Therefore, it appears there is something problematical about Joyce Colella's:
 1. AAC WINGS emailing list, (unlikely),
 2. email app, (more likely), especially the way it adds attachments to messages,
 3. operating system.
 - Note that Joyce has experienced email problems in the past, but she is not very tech-savvy, (nothing wrong with that!), and thus has difficulty understanding and resolving them. For example, the Bridge_Editor alias was not working for Joyce because of the email app she was using, so I had to change the alias to an emailing list, as it is today, using up one the eBridge emailing lists and joining two of them together.
 - The problem did not occur for the HGRC emailing list, because they use a link to the Cliff Notes newsletter, not an attachment.
- (b) Joyce Calella and possibly others on the Associates plus VIPs mailing list not receiving the November eBridge.
- I sent Mary Barkl the list of names on the latest version of the Associates plus VIP's eBridge emailing list, noting that Ted Rees had just reduced the VIPs in the member database from 25 to 14.
 - I checked with a few people on this emailing list, and they, including Keith Hughes and Dolf Strom, confirmed that they received the November eBridge without problem.
 - Joyce Colella needs to provide a list of the "they" she says did not receive their November eBridge, and she needs to check the list of names I sent Mary Barkl to see if any of the "they" are not on that list.

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- She and “they” also need to check that the missing email did not go into a spam or junk folder, and that their email app is not configured to immediately delete without warning anything considered to be spam or junk. They can refer to the email I sent to all eBridge recipients in May explaining this. (I have pasted [this email](#) at the end of this report.)

(2) Website Page Updates

- Kept the past and upcoming events sections up to date.
- Kept the home page pink splash up to date with added or removed entries for upcoming events, etc.

(3) Discussion with HGRC about them using pages from our website to improve their website.

- Spoke with Frank Holman of HGRC who had an action from the HGRC board to look into the idea of improving their website by copying and adapting pages from ours.
- Main Points, as given to HRSC Board for the 20 November board meeting:

(1) No changes will need to be made to our website.

(2) HGRC may add links in their website to some of our website pages; they already do this for our Scholarships and Event Schedule pages.

(3) The only work that might be involved for HRSC is:

(a) sending them all relevant files for each web page of interest to them, and

(b) a small amount of consultation explaining the file structure and the HTML code in our web pages. This would be for their webmaster Mike Peterson and the granddaughter of Dolf Strom, their president, who is knowledgeable about web sites.

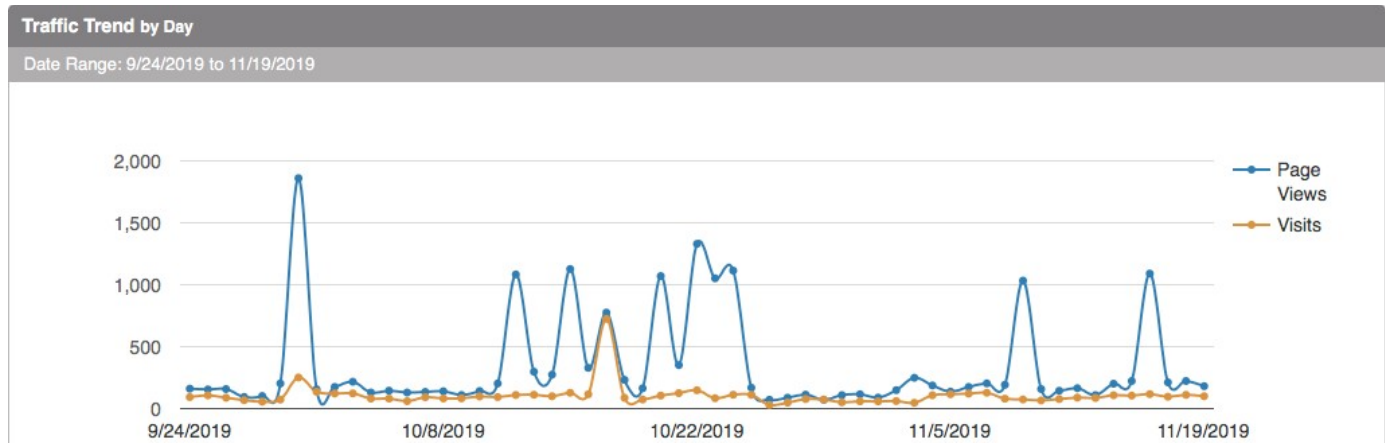
I am happy to do (a) and (b).

(4) This is essentially a one-time activity. If I were to make a major enhancement to one of the copied pages, however, (unlikely), it would be helpful for HGRC to receive the updated files from me.

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WEBSITE STATISTICS

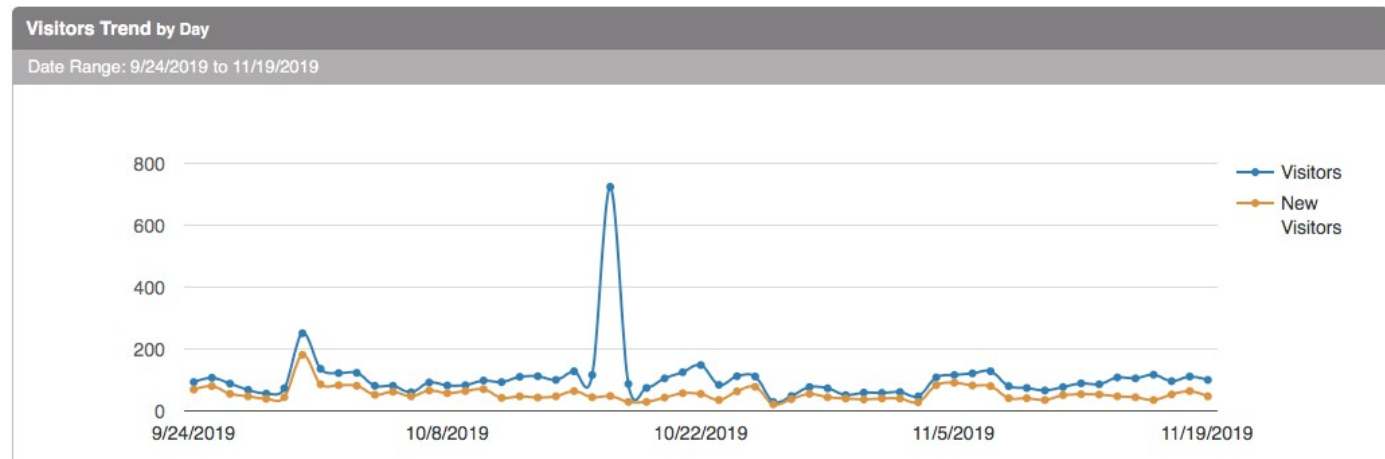
Site traffic report for September 24, 2019 to November 19, 2019



Some of the peaks came from IP addresses with a 50% or greater confidence of abuse in the Abuse IP database. I have therefore blocked these from access to our site. The sites were:

Organization Name	url	IP Address	Location	Abuse IP DB Confidence of Abuse
Shanghai Xunhou Human Resource Co.	unknown	103.123.160.199	Hong Kong	52%
Tencent Cloud Computing (Beijing) Co. Ltd.	tencent.com	119.28.116.223	Singapore	72%
NexG Co. Ltd.	nexg.com	211.232.85.167	Seoul, Korea	53%

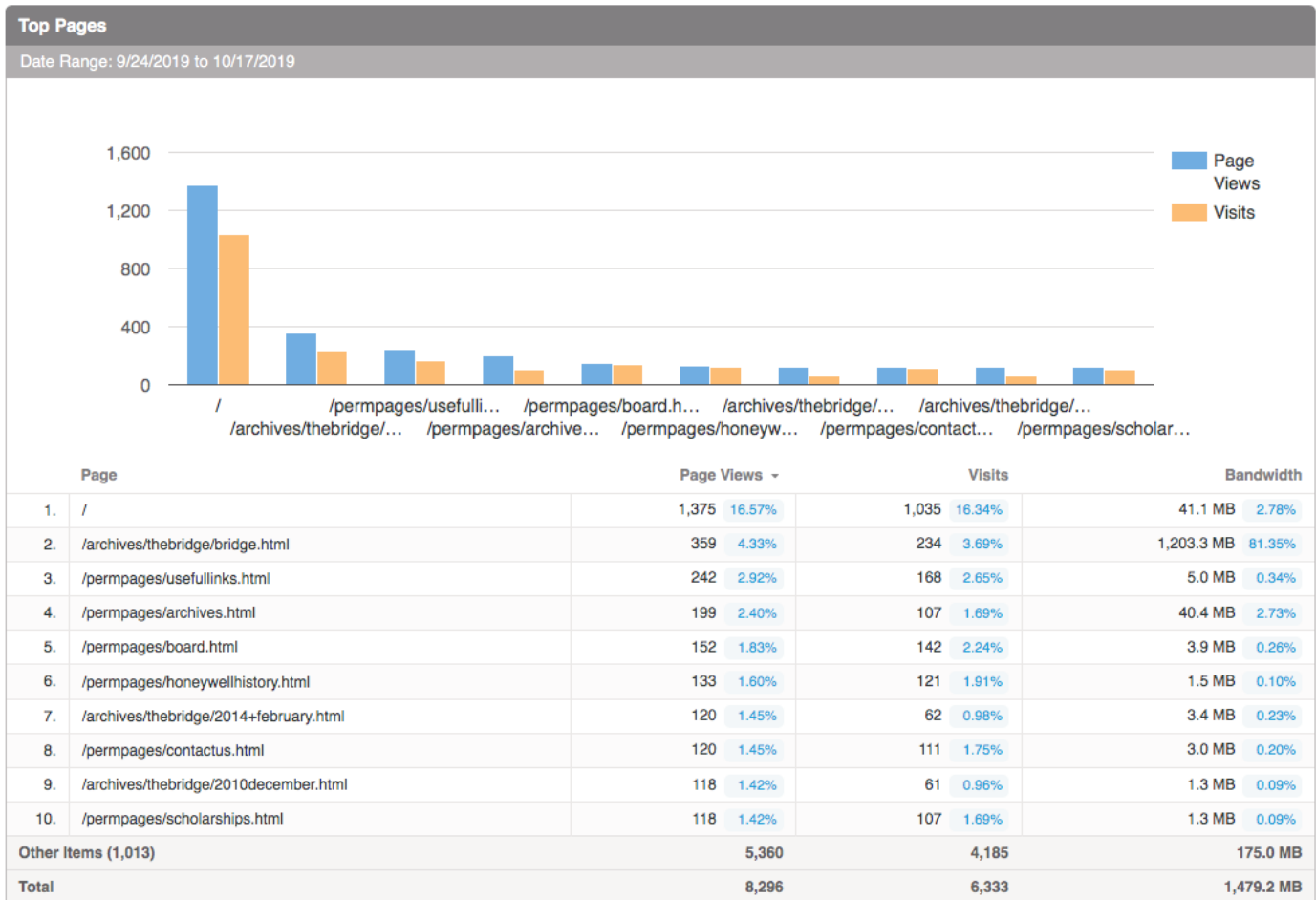
Site visitors report for September 24, 2019 to November 19, 2019



None of the peaks were from IP addresses with a 50% or greater confidence of abuse in the Abuse IP database, so no IP address blocking is required.

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The most visited pages for September 24, 2019 to November 19, 2019



The Online Bridge (including past and upcoming event information), Useful Links and Archives, continued to be the top pages during this period.

Demographics

- The USA had 35% of page views and 70% of bandwidth, a noticeable reduction from the previous period's 64% and 96%. Apart from "N/A", India was next with 13% of page views and 9% of bandwidth, then S. Korea with 11% of page views and negligible bandwidth and China with 10% of page views and negligible bandwidth. Germany had 12% of page views and 3% of bandwidth last period, but this dropped to 1% and negligible this period.
- Within the USA, Pennsylvania and Michigan were the top states, with respectively 30% and 25% of page views, and negligible and 16% of bandwidth. Then Arizona accounted for 13% of page views and 48% of bandwidth. The most significant other activity was from Texas, with 10% of pages views and 4% of bandwidth.
- Phoenix and Scottsdale, (but not Tempe), were in the top ten US cities and accounted for 10% of page views and 28% of bandwidth among US cities. The other cities with significant activity were Blue Bell, PA with 29% of page views but negligible bandwidth, and Ann Arbor, MI with 24% page views and 14% of bandwidth.

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As referred to in the email administration report above, WEBMASTER ACTIVITY, (1), (b), fourth bullet, the following is an email sent to all eBridge recipients explaining what they should do to address received emails being treated as spam or junk by their email app.

ADVICE ON HANDLING RECEIVED EMAIL CONSIDERED SPAM OR JUNK BY YOUR EMAIL APP.

ACTION RECOMMENDED BEFORE NOON THURSDAY MAY 9 UPDATE

(Down to horizontal line)

Just to clarify, note that I give instructions below that are relevant for Cox email; other email apps are probably similar, but I have not checked. Even within Cox email, the instructions differ by environment. What I give is based on Cox Classic Webmail running under Chrome on macOS; these instructions may not match what you see in other environments. Note also that Cox have stated that "***We are in the process of upgrading our spam filtering,***" (which may explain last month's problem), so the spam management options may change at any time. A couple of members said that the Exception List has now disappeared from the latest software version, but two different Cox agents told me that Cox Contacts acts as a whitelist, that is, messages from addresses added there will never be marked as spam. (See item (3) below.)

You may need to contact Cox tech support if you cannot see how to make appropriate settings.

Text: 54512

Online Chat; cox.com/residential/contactus/support-chat.html - Then select "Chat Now." (Subsequently changed to "Chat online" - "Let's chat"; you need to scroll down to this.) (Note: You will need to force the virtual agent to hand you over to a human agent by asking suitably difficult questions!)

Tech phone support: [1-866-867-7644](tel:1-866-867-7644) then navigate menu to get a human being.

As some of you experienced, the email distribution of the April eBridge ran into problems because some email apps, especially Cox, identified the message as spam, and deleted it without trace or put it into a spam folder.

Steps have been taken to reduce the risk of this happening again with the May eBridge, which will probably be coming out at about noon on May 9. In addition, a password-protected copy of the May eBridge will be posted on our website in case anyone is unable to receive the May eBridge email.

However, there are two things you can do to reduce the chance that you will have problems. (You do not have to do these, but they are recommended.)

Instructions are given here for the Cox email app; other email apps are generally similar.

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(1) Define what the email app should do when it detects a message considered to be spam.

To do this, click the **Settings** button in Cox email, then click **SpamBlocker Settings**.

You will then have the choice of one of these three actions for a message considered to be Spam:

- (a) Delete it before it reaches your Inbox—you will be unaware that it even arrived. (This is the default setting.)
- (b) Put it into your Spam folder, which you can review.
- (c) Put it into your Inbox, but tagged to indicate that it is considered spam.

Choose whichever you prefer, but realize that if you choose (a) you will never know if your email app received a particular message, such as the May eBridge. Choice (b) is recommended.

(2) Specify that messages from emadmin@hrcaz.org are not to be blocked.

To do this, click the **Settings** button in Cox mail, then click **Allow and Block Messages**.

Ensure that **Activate enhanced blocking features** is selected.

Add emadmin@hrcaz.org to the **Exception list**. This is what is known as a "whitelist," and it defines that messages from these addresses can be trusted.

(3) Add emadmin@hrcaz.org to your Cox Contacts.

If you do not understand any of the above, send an email to hotline@hrcaz.org and I'll be happy to help you, assuming I am not overloaded with requests for help!

Best regards,

Kevin Harris
HRSC Webmaster