

Re: [SLE] Feedback to SuSE

Source: <http://linux.derkeiler.com/Mailing-Lists/SuSE/2004-01/1426.html>

From: Carlos E. R. (*robin1.lists_at_fiscal.es*)

Date: 01/12/04

Date: Mon, 12 Jan 2004 14:39:14 +0100 (CET)

To: suse-linux-e@suse.com

The Sunday 2004-01-11 at 12:25 -0500, Paul W. Abrahams wrote:

> *Maybe there's a way out of this that would make everybody happy. Perhaps SuSE
> could construct a form for reporting all these things. To report a problem,
> etc., you'd then fill in the form and email it.*

In fact, Yast has something of the sort: "Post a Support Query", under the miscellaneous tab.

> *SuSE could then filter all
> email sent to the feedback address and trash it instantly if it isn't in the
> proper form.*

Exactly.

For added security, the program could use a checksum or a default pgp signature, or the users key if he wishes. If the receiver sees no key, up goes spam level by four points (I'm thinking of filters like spamassassin)

A checksum could go in the headers, so that early rejection is possible before accepting the email.

> *That would solve SuSE's very real problem of being overwhelmed
> with spam. (That could be in addition to the webpage, which could also be
> enhanced to include the form as an alternative to the cgi stuff.)*

I agree. Punishing the innocent is not nice nor fair.

> *Anyone from SuSE listening?*

I hope they do, even if not officially...

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Cheers,

Carlos Robinson

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Check the headers for your unsubscribe address

For additional commands send e-mail to suse-linux-e-help@suse.com

Re: [SLE] Feedback to SuSE

SuSE: Re: [SLE] Feedback to SuSE

Also check the archives at <http://lists.suse.com>
Please read the FAQs: suse-linux-e-faq@suse.com