



Webservant Report

Connecticut Region of Narcotics Anonymous

www.ctna.org

March 24, 2008

Web Pages

Outdated events were deleted. New events were posted. Old flyers were removed from the server. Abandoned files (i.e. expired flyers) were removed using a Dreamweaver software trial. A spy menu bar (a menu bar with sub-categories) was also added using the software trial. Many changes were made to the website using the PR Handbook as a guide. This handbook can be found at <http://www.na.org/handbooks/handbook-index.htm> or by using the left menu bar – service committees – resources – handbooks. New web pages for newcomers, family and friends of addicts, about this site, website committee, new meetings and meetings in need of support, and beginners meetings are under construction. Many links to Narcotics Anonymous World Service were added and organized. These links make valuable resources easy to find without using disk space or bandwidth on the ctna website. The links page was updated as suggested by NAWS to link to the NAWS listing of websites for other regions and areas instead of including links that need to be manually checked on a regular basis for validity. E-mail links on each page were removed and a contact us link was put in its place. The new contact us page contains encrypted e-mail address (also created with the software trial.) This e-mail address is readable and can be copied and pasted without being spelled out in the source code that spam bots & web crawlers read to harvest e-mail addresses and send illegal spam. The WSR page and the PI/PL page also contain encrypted e-mail addresses. The contact us page contains the spam policy and primary purpose discussed at the February regional meeting. The activities page and the bulletin board page have been updated to include information about regional policy, getting activities listed on the website, the approved NA logos and usage guidelines. I plan to provide the logos in better resolution for designing flyers in the future (the current resolution is not re-sizeable.)

Website Statistics

In February our website had 2,149 hits (visits) with an average of 173 visits per day and 1.42 GB of bandwidth usage (of 20 GB quota.) Our current disk space usage is 395 MB (within 500 MB quota for Certified Hosting Package - \$10 per month.) I was able to reduce disk space usage by 151 MB by deleting spam and expired flyers.

Software

Without implementing some of the changes I made with the software trial, the webservant position would have become an impossible position to fill in the future. I have included software, to help better manage the site, in the proposed budget. I hope this software will be available to future trusted servants. Some of the things that can be done with this software are: updating multiple pages at one time, transferring files to the server, synchronizing files, locating and deleting abandoned files, checking links site wide to find any broken links within our website, and creating encrypted e-mail

addresses. Our previous webservant, Carlos R., owned his own software. He agrees that regional needs to have its own software in the future in order to make the webservant position available to anyone willing and able, regardless of ability to afford software purchases. Having our own software would also ensure that the technology used will be consistent as the position changes hands. There would be no issue of software compatibility from one trusted servant to the next.

Domain Registration

I sent a signed notarized letter on CTNA letterhead to the domain registrar, 000domains. The domain registrar would not accept a signed notarized letter as proof of identity. They wanted one of the following forms of legally valid identification: non-profit registration information, a business license or certificate of incorporation. It is my understanding that we are considered not for profit but we are not a legal non-profit organization. It is also my understanding that only the BOD (convention committee) is incorporated. Billy W. has changed the password to the domain registration and we now have access. I have been notified by 000domains to update the WHOIS registry information to a legal entity. I contacted the legal department, and a copy of the EIN/tax id can be used as legal proof of identity. If we cannot provide a tax id# we will be forced to use the name of an individual in the WHOIS registry. This may or may not apply when the domain is transferred to Godaddy. We are currently using the PR Handbook recommendations found at: http://www.na.org/handbooks/PRHB_Final_24Oct06.pdf chapter 10, page 94, under the heading "Domain name/website ownership and accountability." Our treasurer, Dwight has been unable to locate the EIN/tax id# that was used to open the CTRSC checking account. The checking account should be examined to be sure that it is not tied to an individual's social security number. See this NAWS bulletin: <http://www.na.org/bulletins/bull32.htm> .

E-mail and Spam

Routine spam maintenance was completed. 4,136 failed delivery notifications were deleted from the server. The auto-responder had to be removed for the time being. The contact us page states that there will be no auto-responder message. All failed delivery notifications appeared to be caused by spam. The new spam protection appears to be working and we now receive 2-3 spam per day. As the spammers are added to the blacklist there should be no more spam in the inbox. E-mail maintenance is difficult and time consuming with our current web host. The e-mail server is often extremely slow. Spam cannot be deleted from sub-accounts through the main account and blacklists cannot be shared due to configuration issues. Each account must be maintained individually. Each spam message needs to be blacklisted, deleted and removed from the server in 3 separate steps. I cannot configure the open source (freeware) software used by our webhost for e-mail.

The Convention Committee e-mail continues to be full and anyone who e-mails the Convention Committee receives a failed delivery notification. The Convention Committee will need to get that taken care of before the next convention. I will be available to assist the Convention Committee with advice on how to avoid this situation, which is most likely related to spam. I also have experience with Paypal and I can help the Convention Committee setup the Paypal account with another e-mail address for payment receipts. Auto-responders to paypal receipts will bounce back to the server like spam.

Meeting Schedule Updates

Town	Meeting
Bridgeport	Recovery in the Hallow
Durham	No Bull
Guilford	Clean on the Green
Middletown	Serenity Check
New Britain	Miracles on Arch
Norwalk	Recovery on the Green
Norwalk	Step Into Life
Westport	? Saugatuck Congregational Church ?

E-Mail Statistics (February)

Bulletin Board Events (Outside of CT)	4
Family Support	0
Local Activities (In CT)	1
Meeting Information	4
Professional Inquiries	1
Web Servant E-Mail	17
Website Content	2
Website Support	8
Spam & Failed Delivery Notifications	2,800+
<u>Total e-mails</u>	37 (2,837+)

In Loving Service,
Julie S.
Webservant