Bridging mailing lists to Discourse

2022-01-11 12:28 - Sophie Gautier

This task is to bridge:

- NLPs general mailing lists, only for those who are still active see [https://wiki.documentfoundation.org/Language/LocalMailingLists](https://wiki.documentfoundation.org/Language/LocalMailingLists)
  The structure will be one category per language, then subcategories per list

- I18n mailing lists for the projects who wants it see [https://www.libreoffice.org/get-help/mailing-lists/](https://www.libreoffice.org/get-help/mailing-lists/)

- users mailing lists to Ask
  Discussing it with Guilhem, it seems not possible to pass tags by mail. It's also unclear how to consolidate the list's subscribers with the Discourse user base. There is a difference in granularity of subscriptions between mailing lists and Discourse so we will have to test it.

- we should also test moderation for the different subcategories

- another point unclear for the moment is the import of previous messages or the use of the list archives

Guilhem will give it a test with 2.8 upgrade and create a list for testing purpose by the community. The users mailing lists will be bridge later in a second time.

History

#1 - 2022-01-11 13:19 - Heiko Tietze
Is this bridge supposed to work one-way meaning you email a question to the ask-board (lazy people wont check Q&A first) or get a notification on replies (should work)? If it works in both directions and we talk about discussions related to design/UX, what is the advantage over the mailing list (kind of Nabble archive maybe).

#2 - 2022-01-11 14:48 - Sophie Gautier
Heiko Tietze wrote in #note-1:

  Is this bridge supposed to work one-way meaning you email a question to the ask-board (lazy people wont check Q&A first) or get a notification on replies (should work)? If it works in both directions and we talk about discussions related to design/UX, what is the advantage over the mailing list (kind of Nabble archive maybe).

It should work both ways, just like Nabble did. The advantage is to attract contributors who don't like mailing lists. Usually the younger contributors are more used to forums than mailing lists. There is also more possibilities to layout your posts (add graphics, images, screenshots) which could be an advantage in UX/design discussions.

#3 - 2022-03-08 11:20 - Guilhem Moulin
Finished the test subsite setup during the week-end. It's live at [https://communitytest.documentfoundation.org](https://communitytest.documentfoundation.org) and everyone with an SSO account should be able to log in. (Need to emphasize that it's a test site and all changes, posts, edits there will be nuked later.) There are currently 3 categories cat[1-3] with incoming respective addresses cat1@communitytest.documentfoundation.org etc.

Should I proceed with the creation of test mailing lists too? Stubled on this by the way [https://meta.discourse.org/t/creating-a-read-only-mailing-list-mirror/77990](https://meta.discourse.org/t/creating-a-read-only-mailing-list-mirror/77990). But it seems mostly useful if we want to use Discourse for read-only HTML archives. So far I haven't found a sane way to allow posting both by mail and through the Discourse web interface.
Guilhem Moulin wrote in #note-3:

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Thank you so much!

Should I proceed with the creation of test mailing lists too?

Yes please

Stubled on this by the way https://meta.discourse.org/t/creating-a-read-only-mailing-list-mirror/77990. But it seems mostly useful if we want to use Discourse for read-only HTML archives. So far I haven't found a sane way to allow posting both by mail and through the Discourse web interface.

I'm not sure I understand your last sentence, you mean Discourse doesn't send mails to a list?

For information I've found this how-to, maybe it's interesting for you
https://meta.discourse.org/t/direct-delivery-incoming-email-for-self-hosted-sites/49487

Sophie Gautier wrote in #note-4:

Should I proceed with the creation of test mailing lists too?

Yes please

Done: community-test1@global.libreoffice.org, community-test2@global.libreoffice.org and community-test3@global.libreoffice.org. The latter list is bridged to cat3 which is a read-only mirror of the list archives.

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I'm not sure I understand your last sentence, you mean Discourse doesn't send mails to a list?

Discourse does send notifications, but AFAIK it assumes that recipients are controlled by single users. There are for instance direct links to manage account preferences there. But that's something to experiment and test, that's the raison d'être of that instance after all :-)

For information I've found this how-to, maybe it's interesting for you
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That link is for incoming mails (new topics as well as replies). Both AskLibO and the new site are already configured accordingly :-)

Hi Guilhem,
Some feedback from Pierre-Yves:

FYI. I am subscribed to the documentation list and I tried to post here by email.

The first test sent to community-test1@global.libreoffice.org was not rejected but does not appear in the messages received here.
The second test sent to cat1@communitytest.documentfoundation.org sends me back by email the message:

We're sorry, but your email message to ["cat1 at communitytest.documentfoundation dot org"] (titled Test discourse) didn't work.
Your account does not have the required trust level to post new topics to this email address. If you believe this is an error, contact a staff member.

Best regards

Pierre-Yves

For information, I moderated his message to deliver it, the same as with Simon and mine which correctly appeared on the category.
Sophie Gautier wrote in #note-6:

The first test sent to community-test1@global.libreoffice.org was not rejected but does not appear in the messages received here.

Only cat3 is bridged at the moment :-) see https://redmine.documentfoundation.org/issues/3567#note-5

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I suppose the difference is that Pierre-Yves’ account was created before the mail went out. [The opposite — what Simon did AFAICT — would have staged the account and let the email through.) It probably makes sense to allow everyone to create new accounts here so I lowered email_in_min_trust to 0 from 2.