

Netiquette in emails

Safety

- **An unencrypted e-mail contains only information that you would write on a postcard!**

Sending e-mails with today's soft- and hardware technology is not safe from the sight of unauthorized persons. Do not write anything in an email, which you would not write on a postcard. For confidential information, use common encryption systems (such as PGP), but be sure to observe the provisions of your employer and the country where you are staying.

- **The receiver could be discreet - but it does not have to!**

Forwarding e-mails is very simple and, thanks to missing, personal characteristics, moral hurdles are often lower than in normal letters. Consider this when you write sensitive content, complain about someone, or disclose secrets. Perhaps the recipient knows your email diesselbe person as you are and will be informed about your opinion through the back door. Or do you not sometimes ask yourself how the press comes to emails written by bosses of large companies to their own employees?

- **Always be suspicious!**

As long as e-mails are not 100% secure, e-mails (and Netnews contributions) will be the target of counterfeiting. Check each e-mail of the wording to see if it can really be from the specified sender. Pay particular attention to unknown or incorrectly declared attachments. A common fraud scheme is, for example, to fool unsuspecting e-mail recipients with a fake invoice and to attach a file that does not actually contain the invoice, but an executable program with a malfunction.

Addressing

- **Think about who you could contact for specific questions!**

Think about whom to contact for help. There may be someone in your circle of acquaintances who can help you with software or system problems. You should also know who you can contact if you receive any questionable or forbidden by e-mail. Most web sites also have a "postmaster" to which you can send relevant e-mails if you have questions about services offered there.

- **Send general inquiries to generic e-mail addresses!**

Many companies have so-called generic e-mail addresses, such as "customer service @ company" etc., for central facilities, etc. If you want to reach departments in this way, make sure to use such addresses Person (which may be for four weeks on vacation), but to several at the same time. Be careful not to send personal things to generic e-mail addresses!

- **Pay attention when answering the answers!**

Be careful when answering an e-mail. Some addresses are set up for a group of several people, although you might seem to be just one person.

- **Pay attention to the receivers when e-mail discussions are ongoing!**

Look for the forwarding options ("CC") for e-mail discussions. Do not send e-mails to multiple people at the same time when the e-mail discussion has changed to a two-man conversation.

Content

- **Respect copyrights of others!**
Respect copyrights of reproduced material. The Internet is not a law-free space, and in almost all countries, there are precisely defining copyright laws that govern the copying of material.
- **Never send chain letters!**
Chain letters are undesirable on the Internet, since they can significantly hinder data traffic and are often circulated in the network for years due to the missing "expiration date". Write back to the sender of a chain letter so that he does not spread the chain letter any further.
- **Do not ask simple questions to the Federal Chancellor!**
In general, people who use the Internet have very little time to answer questions about the Internet and its working methods. Therefore, do not send simple questions to people whose names you have found in official documents, RFCs, or mailing lists, but contact people who are specific to the topic and quality of the question.
- **Caution with contradictory statements and sarcasm!**
Always remember that a recipient of your e-mail is a person who may have different ideas about culture, language and humor. In particular, date formats, units of measure and speech are often difficult to translate. Be particularly careful with sarcasm.
- **Take a moment!**
Keep your head short without getting scarce. When you answer a question, you only add enough material so your answer can be understood, not more. It is extremely bad to respond to a question and just add the complete text of the email containing the question. Work out all relevant parts and respond directly to each question. Unless you write to a group of people, such as a customer service department,
- **Keep context when sending to generic e-mail addresses!**
If you write to a department and develop a correspondence from it, please keep the context of the discussion so that another employee can look at the course of the discussion and react to it individually.
- **Never send bulk e-mails unasked!**
Do not send unsolicited e-mail to a larger number of recipients.
- **Be careful when sending a attached file to multiple receivers at the same time!**
Sending a large file to several recipients at the same time creates a load that can not be underestimated on the sending mailserver. Therefore, before you send it, consider whether you can not send the file to be sent in a different way, for example, by deploying it on an FTP or Web server.
- **Do not send unsolicited advertising!**
The cost of sending e-mails is, if you look at the Internet soberly, borne by the users in which these providers pay for their Internet access and with this funds, among other things, transmission distances maintained. This system is fundamentally different from conventional transmission systems, e.g. Normal mail, television or the radio. Sending an e-mail to someone else also costs him bandwidth of his network, data carrier storage or CPU time. This is the most fundamental reason why unsolicited e-mail advertising on the Internet is undesirable, and is also prohibited in many areas.
- **Write content, no empty e-mails!**
Avoid e-mails that do not contain their own text. For example, if you forward a file or e-mail as an attachment, you should write a short, explanatory text so that the recipient can read from the normal e-mail text, which is waiting for him in the system. Keep in mind that modern spam filters can change e-mails without text quite differently from e-mails.

Outer form

- **Always write a subject line!**
E-mails should always contain a subject ("Subject") that clearly points to the content of the e-mail. Your recipient will appreciate a unique subject when he has to scan dozens of e-mails a day and immediately know what they are doing when he looks at the subject.
- **Announce long e-mails in the subject line!**
Do not surprise your e-mail recipients with unsolicited e-mails. It is a friendly gesture to include the word "LONG" in the subject line when the e-mails are over, so that the recipient can recognize that it might take some time to read and answer your e-mail. An e-mail is considered as over 100 lines.
- **Maximum of 72 characters per line!**
For each line, you should write a maximum of 72 characters and terminate each line with a line break. If necessary, set up e-mail programs in such a way that, in the case of outgoing e-mails, text is automatically broken at the latest in column 72.
- **Avoid special characters!**
Do not use any special characters or non-ASCII attachments (file attachments) in your e-mails unless you are MIME-encoded and / or encoded by your e-mail program. When you send encoded e-mails, make sure that the recipient can decrypt them.
- **Avoid HTML formatting!**
If possible, avoid HTML formatting in your e-mails. Many e-mail programs can not interpret HTML at all or only to a very limited extent. In addition, some e-mail programs also send an e-mail with normal text in an HTML-formatted version. This should be disabled in any case, as such e-mails become unnecessarily large.
- **Use upper and lower case!**
Use upper and lower case. PURE GROSSWARK IS SO THAT WHEN YOU WOULD CRYSTEN, CONSTANT SELLER OF COMFORTABILITY.
- **Use symbols for stress!**
If you want to emphasize something, you should put the corresponding sentences in asterisks ("That * is * what I mean"). Use underscores before and behind to emphasize something ("_Krieg und Frieden_ ist mein Lieblingsbuch").
- **Show your moods!**
Use emoticons to show your tone, but use it sparingly. But do not assume that the presence of an emoticons automatically makes the recipient of your e-mail happy, or wipes an insulting comment from the table. Also unsuitable are emoticons mostly in business mail.
- **Add a signature to your e-mails!**
Make it easier for the recipient: Although all e-mail programs automatically place your sender address in the message header of each e-mail sent, however, you should attach information about yourself at the foot of your e-mails (at least name, And possibly WWW address). This is already enabled by many e-mail programs; This function is called "signature". A signature is separated from the text of the e-mail with two dashes and a blank (!). The following text in the signature should not exceed 72 characters per line and no longer than 4 lines in total.

This is a signature

- **Do not inconspicuously attach files to e-mails!**
Before e-mailing files, consider whether the recipient really wants this file. Always keep in mind the size of your e-mail to be sent. Embedded graphics or programs puff up an e-mail in such a way that it can not be transmitted at all or only with massive resource consumption. A clue for maximum file size in emails is 500 kilobytes. For larger files, consider a direct transfer from computer to computer, or pigeon-cut a large file into small snaps, then send them individually by e-mail. Also note that many mail server receive restrictions on specific mail sizes.

Forwarding of e-mails

- **Watch the status of an e-mail!**
If an e-mail is addressed directly to a person (for example, if the e-mail is addressed to a personal e-mail address or the addressee is addressed personally), you should assume that the sender is only using this e-mail Person wanted to write. Therefore, ask the sender for an authorization if you want to forward his mail to third parties.
- **Be careful with automatic forwarding in absence!**
Even with automatic forwarding in the absence, the letter secretion of a sender must be observed. Therefore, if you are absent, do not send your e-mails to another recipient, but send an out-of-office message to each sender, stating that you are not reading the message at this time and that the message is not forwarded Contact persons who can be contacted in an emergency.
- **Do not change the text for forwarding!**
Do not change the wording when redirecting or sending an e-mail again. Also, publish a private e-mail only if the sender explicitly agrees to it. If the text is abbreviated, be careful not to change the word.
- **Beware of e-mail loops!**
Beware of feared forwarding loops when your e-mail system allows for forwarding. Make sure you do not have any redirects installed on different computers, otherwise an e-mail will get you into an endless loop from one computer to the next and the next.

Reaction to e-mails

- **When answering e-mails sent to generic e-mail addresses, keep the recipient context!**
It is important to keep the context in mind when editing e-mail sent to a generic e-mail address. For example, a customer has sent an e-mail to the generic e-mail address of the customer service. This e-mail is automatically distributed by the mailservers to all recipients of the respective group. An employee answers this e-mail. So that all other employees are now also informed about this response, the answerant should send his answer by CC also to the generic e-mail address.
- **Do not publish internal forwarding!**
If a customer request is forwarded multiple times in the company, the customer who ultimately writes back to the customer should ensure that all internal communication is not forwarded:

Dear Mr. Mustermann,
Please do not hesitate to call us to resolve the problem.
Best regards,
Your technical support
Thomas Müller, Support wrote:
> Hans Mustermann wrote:



Erasmus+

This Project is funded by the European Union

Disclaimer: The content of this publication alone reflects the opinion of the author. NA and the Commission shall not be liable for the use of the information contained therein.

>> I have a technical problem with the model XYZ1020. Can you
>> help me?
>> Thank you, Hans Mustermann

> Can someone help him? I have no time.

- **Write conservative, read liberal!**

A proven behavioral rule: Be conservative when writing e-mails, liberal when reading. Do not respond to provocative mails (so-called "flames"), even if you have been provoked. Read conflicting e-mails more often, perhaps the sender has misunderstood.

- **First read all e-mails, then write!**

Generally speaking, it is a good idea to first review all incoming e-mails before replying to an e-mail. Sometimes people would like to apologize to you for previously sent e-mails (which, for example, were falsely addressed to you or more or less thoughtlessly).

- **Do not overheat!**

Once you have received an emotional response, you should first oversee a received e-mail. If you still have strong emotions about the e-mail, highlight them in your reply with FLAME ON / OFF. For example:

FLAME ON
These arguments do not pay the bandwidth they need to be sent. They are illogical and unfounded. The rest of the world agrees with me.
FLAME OFF

- **Inform the sender if the answer to his questions lasts longer!**

If you think that an e-mail is particularly important, but you need the answer time, notify the sender that you have received his e-mail and that you will be able to answer it in detail.

Business e-mail traffic

- **Mandatory and correct!**

Try to send private mail from your business email account, write internal messages with a fluffy tone, or not react to internal communications as they are discussed. Very quickly, content from internal forwarding is also forwarded to the public and can potentially cause considerable damage to your position and the company in the case of sensitive content.

- **Clarify the legal situation of e-mails "from the workplace"!**

Before you use an e-mail account from your employer, please clarify your rights and obligations, which may be clarified in your employment contract. Your employer may have the right to restrict or even prohibit the private use of the business email account.

time shift

- **Observe the time delay for far-away receivers!**

Do not forget that your e-mail recipients can live around the world. If you send an e-mail with a request for quick reply, it may be possible that this e-mail reaches the recipient while he is still asleep. Give him the chance to wake up, come to his workplace and log in to the Internet before you think the e-mail has not arrived or the recipient does not respond.

Netiquette for mail administrators ("postmaster")

Administrators of mail servers have a not to be underestimated responsibility to the email users and also to the Internet community. An "amoklaufender" Mailserver, which uncontrolled e-mails, can send within ten minutes of e-mails and trigger noticeable disturbances at other receivers. However, the legal requirements and the protection of the privacy of users are considerably more demanding.

Configuration and administration

- **Configure the mail server correctly!**
Reliable e-mail communication is and remains with the configuration of the e-mail server. The medium of e-mail is heavily loaded by the global spam dispatch, and many administrators of large mail servers are embarrassed about whether incoming e-mails are formatted correctly and senders are addressed, and whether the sending mail server is correctly configured and addressed in the DNS. These measures are used to evaluate whether a mailserver is trustworthy and you should configure your mailserver in your own interest and monitor the general developments in this area (see also Scourge of the Web - Spam Mails).
- **For a fixed IP address of the e-mail server, do not forget the reverse DNS entry!**
A properly configured mailserver that is available with a fixed IP address on the Internet also includes a reverse DNS entry that is the same as the DNS entry under which the mailserver is reachable via the DNS. Also make sure that this name is also correctly specified in the SMTP server's login response, if the DNS name appears there.
- **Set up common e-mail addresses for support!**
Set up a "postmaster" and "root" address under your domain and make sure that incoming emails are read and edited.
- **Schedule generic e-mail addresses for central tasks!**
Generic e-mail addresses are used to have a central e-mail address for specific tasks, which can be read and edited by several employees. For example, a central e-mail address can be set up for a company's customer service; E-mails that arrive there are distributed internally to all employees who are members of this group. These plans should also include an approach for employees to respond to such emails. Ensure that this is communicated and applied in the company as well as to customers. In this way, you can ensure that your customers can reach departments even during vacation periods, and that no one in the company has to hurt the secret of the letter.
- **Tell your customers about restrictions on e-mail traffic!**
Tell the system guidelines for your users, e.g. The usable disk space or any restrictions on the receipt or transmission of e-mails. Also inform your users about scheduled maintenance or failures.

Reception and dispatch

- **Never send e-mails from a separate mailserver via SMTP via dial-up or DSL accesses whose IP addresses are assigned dynamically!**
Many administrators of mail servers generally block the receipt of e-mails from IP address ranges, which are mainly used for dynamic dial-up or DSL access. In this way an attempt is made to limit the spam avalanches, as a large proportion of the world spam is sent via computers that are only temporarily connected to the Internet. If you are dynamically

assigned IP addresses, you can either ask for a mailserver at your provider, which can use your mailserver as a so-called smarthost as relay or after fixed IP addresses (usually against surcharge), so that your mailserver is constantly under the Same IP address is accessible on the Internet.


Content

- **Never read other people's mails!**
Listening to other people's e-mails is a violation of postal secrecy and can be severely punished. These basic rights of users cannot be overridden, in principle, not simply by superiors. Be sure to check the legal situation in your country. For the rest, the administrator of an e-mailer does not address the mail of other people there - even if they are family members or other close relatives.
- **You are not the censorship!**
Do not take the right to decide on "good" and "bad" e-mails. As the administrator of an e-mail server, you have no automatic right to evaluate the content of other people's mails. Therefore, in principle, refuse to play the judge when someone complains about emails from your customers and put the complainant closer to the legal path as well. In the case of content complaints, assessment of insults, etc., the authorities are responsible, not you.
- **Never delete unsolicited e-mails**
The responsibility for mails in a mailbox is always the responsibility of the user, not the administrator. Therefore, delete e-mails from other mailboxes only if you have been authorized to do so. This can be the case, for example, when a user turns to the administrator because he can not retrieve a specific mail from his mailbox.
- **Publish your policies in the event of misuse!**
Publish measures as described in "special situations" (Eg e-mails, e-mails, or e-mails that are not sent or received)
- **Processing inquiries right away**
E-mail communication is now very widespread and many companies generate a small part of their sales. For this reason, you should respond quickly to messages from users who are complaining about illegal or improper e-mails from your customers. Complaints about chain letters and spam e-mails should be processed immediately. Pay particular attention to possible dispatch of virus-infected e-mails, spam, etc.

Netiquette for public chat forums

Access to a chat forum

- **Follow special rules of a chat forum!**
If you have special chat rules in a chat forum, you should respect them. Look for background information on a chat forum (usually in the form of a forum homepage).
- **A "hello" is enough!**
It is not necessary and rather annoying to welcome everyone individually in a chat forum, a "hello" is enough. Also unwelcome are automatic welcome scripts, which automatically welcome all participants of a chat forum.

 Erasmus+ <small>This Project is funded by the European Union</small>	<small>Disclaimer: The content of this publication alone reflects the opinion of the author. NA and the Commission shall not be liable for the use of the information contained therein.</small>
-------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

- **First read, then answer!**

As in all services for one-to-many communication, the rule also applies to chat: "First read, then answer!" In this way, you will get to know the culture of the chat forum best.

Communicate in a chat forum

- **Is written? Spoken? Painted?**

Chats are available in different media formats. Usually chats are based on written text, but there are also language chats and other communicative forms. If the chat forum allows different media formats, first look which is used, then choose the communication form.

- **Write conservatively, read liberal!**

In chats, much more different opinions and emotions are spreading faster than, for example, e-mails. Respond carefully to controversial opinions and content and do not be provoked. At the same time, you should not be provoking and de-escalating if moods arise. And in case of emergency you can also apologize calmly.

- **Adjust your writing / speaking speed!**

You may not post new threads You may not post replies You may not post attachments You may not edit your posts BB code is On Smilies are On [This can be due to the fact that it can participate in several chats at the same time or simply can not write quickly. Even if it costs overcoming: Let a person chat time for an answer to a question, nothing is more confusing, than "rushing" text columns in a chat.

- **Write correctly!**

Often you want to write quickly, but you should pay attention to the correct spelling to enable a read flow. Make sure you are case-sensitive, use punctuation marks, and try to spell correctly. In many chats, the uppercase and lowercase is sometimes neglected, be liberal in such cases.

- **Large amounts of text only after warning!**

Notify other chat attendees if you plan to write larger amounts of text into a chat forum. If everyone agrees, you can safely write, because unwanted larger amounts of text in chat forums is perceived as even more annoying than unwanted e-mails.

- **No advertising!**

In most non-commercial chat forums, commercial advertising is undesirable, and links to advertising usually ensure that the advertiser is thrown very quickly from the chat forum. Accordingly badly advertised advertisements then also.

- **Never send files unasked!**

Send files to individual chat participants only by explicit request. The unsolicited sending of files, especially in IRC or via e-mail, is considered very rude and often ends with violent anger.

- **Respect the anonymity of others!**

Respect the decision about anonymity when someone with an alias name (a so-called "nick") appears in the chat. Do not give names or other personal information without permission when asked by someone for a name of another chat participant.

- **Do not ask anyone privately for privacy!**

Do not ask other chat members publicly for private information (e.g., gender, age, or place of residence). Most of the chat participants will, of course, make such information known to only close friends and such inquiries should generally be made in private channels.

- **Do not chat about personal content from individual users in a forum**

Chatting in a forum is similar to a pub visit. Chat in a larger forum not just about private things of individuals, but respect their privacy.



Erasmus+

This Project is funded by the European Union

Disclaimer: The content of this publication alone reflects the opinion of the author. NA and the Commission shall not be liable for the use of the information contained therein.

- **Be suspicious if you observe abuses!**
You are certainly not supposed to play the sheriff, but be suspicious if you are watching abuses, such as fraudulent attempts or unsuccessful addresses. This is particularly true when children are the target of such speeches.

Chatten zwischen zwei Personen

- **Nicht jeder, mit dem Sie chatten möchten, möchte auch mit Ihnen chatten!**
Nehmen Sie nicht an, dass jeder, der Sie nicht kennt, mit Ihnen auch chatten will. Wenn Sie jemanden in einem Chat-Forum, den Sie nicht kennen, eine private Nachricht senden, sollten Sie auch damit rechnen, dass derjenige beschäftigt sein könnte oder einfach auf Ihre Nachricht nicht antworten möchte.
- **Bedrängen Sie Ihren Chat-Partner nicht!**
Behandeln Sie Chat-Partner so, wie Sie auch behandelt werden möchten. Gerade in textlastigen Umfeldern entstehen sehr schnell Missverständnisse. Eine generell gute Idee ist es, falsch interpretierbare Inhalte persönlich in einem Gespräch zu überbringen.
- **Auch in einem Chat unter zwei Personen sind Sie nicht in einem rechtsfreien Raum!**
Achten Sie darauf, was Sie schreiben - immer und überall und vor allem dann, wenn Sie mit bisher unbekanntem Personen chatten. Möglicherweise möchte Ihnen jemand etwas Böses. Eine gesunde Portion Misstrauen ist beim Chatten generell keine schlechte Vorgehensweise. Tun Sie selbst keine strafbaren Dinge in Chats.

Netiquette für Administratoren von Chat-Foren

- **Bleiben Sie fair zu allen!**
Kommunikation ist ein Menschenrecht und deren Hochhaltung gilt letztendlich auch für Administratoren von Chat-Foren. Definieren Sie Regeln und kommunizieren Sie diese, wenn Sie ein Chat-Forum betreiben.
- **Lassen Sie sich an Ihren Regeln messen!**
Wenn Sie Regeln für das von Ihnen verwaltete Chat-Forum definiert haben, dann halten Sie diese auch ein. (Faire) Spielregeln sorgen für ein ausgewogenes Miteinander und wer sich nicht an die Regeln hält, sollte mit entsprechenden Konsequenzen rechnen. Im eindrücklichsten Fall ist das das Hinauswerfen aus einem Chat-Forum und ggf. eine Sperre zum sofortigen Wiedereintritt. Übertreiben Sie es allerdings mit dem Reglementieren auch nicht.
- **Geschlossener Chat heißt nicht, alle hineinzulassen und dann herauszuwerfen!**
Wenn Sie ein geschlossenes Chat-Forum betreiben, dann sollten Sie es auch von Anfang an geschlossen halten und Teilnehmer nur auf Einladung hineinlassen. Es ist unfair, in einen geschlossenen Chat erst jeden hineinzulassen, um ihn dann sofort wieder herauszuwerfen.
- **Wenn es nicht Ihr Chat-Server ist - dann verhalten Sie sich auch so!**
Wenn Sie "nur" der Administrator eines Chat-Foren auf einem fremden Chat-Server sind, dann sind Sie auf diesem Server ebenfalls nur Gast, ähnlich wie ein Mieter in einem Wohnhaus, der in seiner Wohnung Gäste empfängt. Sie dürfen zwar die Auswahl der Nutzer in "Ihrem" Chat-Forum bestimmen, haben aber normalerweise keine besonderen

Befugnisse in Sachen Chat-Server. Es nützt also wenig, "Vermieter" zu spielen, wenn man es nicht ist.

Netiquette für Betreiber von Chat-Server

- **Veröffentlichen Sie die Regeln für die Benutzung!**
Als Betreiber eines Chat-Servers übernehmen Sie die Verantwortung für die auf Ihrem Server übermittelten Inhalte und teilweise auch für das Verbreiten von strafbaren Inhalten, sofern Sie nach Benachrichtigung über entsprechende Fälle nicht reagieren. Veröffentlichen Sie daher an einer gut erreichbaren Stelle im Internet die Nutzungsregeln und weisen Sie die Benutzer des Chat-Servers entsprechend darauf hin.
- **Sie sind Betreiber, Sie sind nicht die Polizei!**
Auch wenn Sie einen Chat-Server betreiben und eine bestimmte Haftung dafür in Kauf nehmen - Sie sind nicht die Polizei. Schnüffeln Sie nicht in Daten und Chats fremder Personen herum, sondern schalten Sie beim Verdacht auf rechtswidrige Nutzung entsprechende Behörden oder die Polizei ein, die bei begründeten Verdachtsmomenten die entsprechend notwendigen Berechtigungen zur Beschlagnahme und Analyse von Benutzerdaten einholen kann.
- **Stehen Sie für Beschwerden und Anfragen Ihrer Benutzer bereit!**
Zu einer offenen Hauspolitik gehört auch die Möglichkeit der Ansprache durch Ihre Nutzer. Reagieren Sie zügig und mit gebotener Sachlichkeit auf Anfragen. Das gilt insbesondere für Meldungen von möglicherweise rechtswidriger Nutzung von Diensten.
- **Sichern Sie Ihren Chat-Server ab!**
Nicht nur Server, auf denen offensive Chat-Foren existieren, sind gerne Ziele von Hacker-Angriffen, sondern im Prinzip jeder im Internet verfügbare Server. Chat-Server haben aber die Besonderheit, dass das Hacken bzw. Stören eines solchen Servers bei Hackern mit Aufmerksamkeitsdefiziten besonders "angesehen" ist, da mitunter viele Nutzer so ein Hacking mitbekommen. Schätzen Sie Ihre Fähigkeiten und Kenntnisse richtig ein, wenn Sie unbedingt einen Chat-Server betreiben möchten.
- **Nutzen Sie Verschlüsselung, wenn technisch möglich!**
Eine Transportverschlüsselung für einen Chat-Server ist kein grundsätzlicher Fehler, wenn Sie es mit dem Betreiben eines Chat-Server ernst meinen. Viele Nutzer haben in Sachen Verschlüsselung keine Ahnung und gerade in Zeiten von öffentlich verfügbaren WLAN-Hotspots ist eine server-seitige Transportverschlüsselung eine sinnvolle Möglichkeit, um für alle Nutzer einen Grundschutz an Datensicherheit anzubieten.
- **Sorgen Sie für ausreichende Kapazitäten!**
Zwar ist die Datenlast eines Chat-Server - wenn nicht gerade viele tausend Benutzer den Server gleichzeitig nutzen - durchaus gut einschätzbar, dennoch sollten Sie immer für ausreichende Kapazitäten sorgen. Ein Chat lebt davon, möglichst "live" zu sein, also nahe Echtzeit zu funktionieren. Nichts ist in einem Chat ärgerlicher, als wenn Mitteilungen nur mit Zeitverzögerungen verteilt werden.

Chat between two people

- **Not everyone you want to chat with would like to chat with you!**
Do not assume that anyone who does not know you wants to chat with you. If you send a private message to someone in a chat forum that you do not know, you should also be able to expect the person who is busy or simply not to respond to your message.


- **Do not oppress your chat partner!**
Handle chat partners the way you want them to be treated. Especially in text-laden environments very quickly misunderstandings arise. A generally good idea is to deliver misinterpretable content personally in a conversation.
- **Even in a chat among two people you are not in a right-free room!**
Pay attention to what you write - anytime, anywhere, especially when you chat with previously unknown people. Maybe somebody wants something bad for you. A healthy dose of distrust is generally not a bad procedure when chatting. Do not do any criminal things in chats.

Netiquette for administrators of chat forums

- **Stay fair to everyone!**
Communication is a human right and its retention is ultimately also for administrators of chat forums. Define rules and communicate them when you run a chat forum.
- **Let yourself be measured by your rules!**
If you have defined rules for the chat forum that you are managing, then keep them as well. (Faire) rules ensure a balanced co-existence and who does not adhere to the rules, should expect corresponding consequences. In the most impressive case, this is the expulsion from a chat forum and possibly a lock for immediate re-entry. Do not exaggerate it with the regulations.
- **Closed chat does not mean letting everyone in and then throw them out!**
If you are running a closed chat forum, you should keep it closed from the outset and invite participants only by invitation. It is unfair to let everyone enter into a closed chat, then throw it out immediately.
- **If it is not your chat server, do it!**
If you are "only" the administrator of a chat forum on a foreign chat server, then you are also only guest on this server, similar to a tenant in a dwelling house that receives guests in his apartment. Although you may choose users to be in your "chat forum," they do not normally have special powers in chat servers. It is little use to play "landlords", if you are not.

Netiquette for operators of chat servers

- **Publish the rules for use!**
As the operator of a chat server, you assume responsibility for the contents transmitted on your server and, in part, for the distribution of criminal content, provided that you do not react after notification of such cases. Therefore, you should publish the usage rules in a well accessible place on the Internet and assign the users of the chat server accordingly.
- **You are operator, you are not the police!**
Even if you run a chat server and have a certain liability for it - you are not the police. Do not sniff out the data and chats of strangers, but, if you suspect illegal use, you can use appropriate authorities or the police, who can obtain the appropriate authorization to confiscate and analyze user data if the suspicious moments are justified.
- **Be ready for complaints and requests from your users!**
An open house policy also includes the possibility of addressing your users. Respond to your

 Erasmus+ <small>This Project is funded by the European Union</small>	<small>Disclaimer: The content of this publication alone reflects the opinion of the author. NA and the Commission shall not be liable for the use of the information contained therein.</small>
-------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

queries quickly and with the necessary expertise. This applies, in particular, to the reporting of possible unlawful use of services.

- **Secure your chat server!**

Not only servers, on which offensive chat forums exist, are happy targets of hacker attacks, but in principle every server available on the Internet. Chat servers, however, have the special feature that the hacking or stuttering of such a server is particularly "viewed" with hackers with attention deficit, as many users have noticed such a hacking. Use your skills and knowledge properly if you want to run a chat server.

- **Use encryption when technically possible!**

A transport encryption for a chat server is not a fundamental mistake if you are serious about running a chat server. Many users have no idea in terms of encryption and just in times of publicly available WLAN hotspots, a server-side transport encryption is a sensible way to offer a basic protection to data security for all users.

- **Ensure sufficient capacity!**

Although the data load of a chat server - if not exactly many thousand users use the server at the same time - is quite good, but you should always ensure sufficient capacity. A chat lives from being "live", so close to real-time. Nothing is more annoying in a chat than when messages are distributed only with time delays.

