Scoutlink IRC

Manual
for
Global and
Channel Operators

Content

1. General information

1.1 Introduction

Welcome to the Scoutlink IRC Operators team! This manual has been written for those users that are willing to risk their lives for keeping the peace in our channels. This manual serves as a training guide and for future reference, keep it at hand during the training and when you're going to operate on your own for the first couple of times.

Respect the scout/guide law, and best of all: HAVE FUN!

1.2 Scoutlink IRC

Scoutlink IRC is a network that was founded in the days by the visitors of #scouting, #trefoil and some other channels on Undernet. It consists of several servers troughout the world that are connected to each other. Scoutlink is founded to make intercultural, -langual and -continental communication between scouts and guides of all ages possible.

Since the aproval by the WOSM in 2006, Scoutlink is the official IRC network for JOTA/JOTI and visited by over 4000 users during this big event.

Scoutlink also houses several other, smaller, events like World Thinkind Day on the Internet, Jamboree-talk etc.

Scoutlink is organised in Country and Regional zones, which all have one coordinator and a deputy. Together they form Scoutlink's Global Council, they gather every month. It's also that Council that make the important decisions about the Network.

Next we have the TechTeam that maintains the network, a #irc_help team to help out lost users and each language has it's own channelteam. The channelteam is formed by several Chanops, IRCop and one Coordinator and his or her deputy. Server wide there are also some Globalops. These are just like Chanops but they speak several languages and keep a severwide view of what's going on.

1.3 An operator and their role in Scoutlink

As a Global- or Chanop you're in control of what's going on in the channels. Your job is to maintain the peace, enforce the scout and guide law and promise and look after the well-beeing of every chatter. Often beeing operator doesn't involve using your power at all.

The thing that you need to keep in mind is that you are a user like every other chatterl and that the best way to solve trouble is by avoiding them with conversation.

Keep in mind that people might have different backgrounds, religions and whatsoever. Be tolerant and try to learn from them if you got the possibility in stead of convicting them.

1.4 How this manual works

This manual works quite simple. It follows the course mostly. You can have a look at the contents, or check in the commands register.

Commands look like this:

/command arguements

Commands for services look like this:
/servicename arguments

During to different constructions in the pile of clients, it might be neccesary to type /msg in front of every services command.
/msg servicename arguements

Do not forget to replace arguements, password, e-mail etc with the correct data.

1.5 Logging

Logging is the saving of conversations to a text file by your client. Please make sure that it is enabled, because in case of doubt, the logs are right. Look into your client's helpfiles to find out how you should enable this.

2. Basic Nickserv

2.1 Introduction to Nickserv

Nickserv is one of the services available on Scoutlink IRC. Nickserv keeps track on who belongs to which nickname and to make sure no-one is abusing your rights. Always be nice to him, or he might turn you into a GuestXXXX :)

2.2 Basic and advanced Nickserv commands

First of all, you need to know how to register your nickname. You probably have already done this, but it's important that you take a close look at it so that you can explain users about it.

2.2.1 Registering

The command for registering is quite simple:

/nick wantednick

/nickserv register password e-mail

2.2.2 Identify

After that, each time you connect to Scoutlink IRC you need to identify yourself.
/nickserv identify password

2.2.3 Drop

You can also manualy remove your nickname from Nickserv.

Be carefull! Do not test this command without thinking twice. Dropping your nickname also drops every role you have accepted!

/nickserv drop

2.2.4 Set

Set is a powerfull command that should be used only if you examined the help that comes with it carefully.

/nickserv help set

You can find the various options there.

3. Roles

Roles are the way that power is managed amongst channels. If you are apointed a new role and you received your training you gain the power and access that belong to your role. IRCop, Techie and ServerAdmins are not roles, they are provided in a different way.

3.1 Accepting

The normal procedure after your apointment and training is that either a Chaneladmin, Coordinator, IRCop, Techie or ServerAdmin grants you the role. You can check if your role has been added with:

/chanserv role #channel list

3.2 Access level

Name	Chanserv Role	Old level	Rights
Voice-user	voice	did not exist	getting voice
Channel Operator	operator	level 5 channel access	op, kick, ban etc.
Global Operator	Nickserv group Global chanop	level 5 #globops	op, kick, ban on every channel
Channel Admin	admin	level 10	maintain channel settings + operator tasks
IRCop	-	IRCop	Kill, G-line etc.
Coordinator	-	Coordinater	Kill, G-line + Channeladmin
Admin	-	Admin	Server administration
Techie	-	Techie	Technical maintenance

Most Chanops will get the operator role. The Global Operator Role is managed in a different way, but works the same. You do not need to know more about roles, it is just the administration that makes you a Chanop or Globop to the server.

4. Rules and customs

Like every community, Scouting and so Scoutlink does have it's rules and customs. On Scoutlink some rules might look strict, be we should keep in mind that there could be younger people behind those screens then we're thinking they are.

4.1 Scout/guide law

As for the Scout/Guide promise and law we use the following:

"On my honour I promise that I will do my best,
(To do my duty to God and the King/ To God and my Country)
To help other people at all times,
To obey the Scoutlaw."

1. A Scout's honour is to be trusted
2. A Scout is loyal
3. A Scout's duty is to be useful and to help others
4. A Scout is a friend to all and a brother to every other Scout
5. A Scout is courteous
6. A Scout is a friend to animals
7. A Scout obeys orders of his parents, Patrol Leader or Scoutmaster without question.
8. A Scout smiles and whistles under all difficulties
9. A Scout is thrifty
10. A Scout is clean in thought, word and deed

As conceived by our Founder. Enforce this law by sticking to it.

4.2 Scoutlink IRC

The rules of Scoutlink IRC should be known to ops by head and heart and can be found on http://www.scoutlink.net that contains the latest version.

If you cannot, in any way, comply to these rules, please _do not_ become an operator. We then cannot use you.

5. Basic Channel management

5.1 Topic

The topic is the introduction to a channel and contains announcements etc. Topic can be changed with:

/topic newtopic

Above can only be used if the channelmodes don't lock the topic (See 5.4 about Channel mdoes) If it's locked, try to Op-up (See next paragraph) and re-use the /topic command.

5.2 Opping-up / Deop

Opping-up is the way of announcing yourself to the server and the channel as an operator, and it gives you access to most channel commands. If a command fails, check if you're opped-up! You can op up with:

/chanserv op channel nickname

If you want to get rid of your @ you deop with:
/chanserv deop channel nickname

5.3 Kick

Kicking a user will be the command that you are going to use quite a lot. You can only kick a user out if you warned him properly. There are two ways of kicking a user, and only one way to construct a good kick message. (Considering the damage the user might do to a channel it's up to you if you follow those guidelines or not, but be sure to log everything!)

/chanserv kick channel user reason
/kick nickname reason

The above one will work without beeing opped-up, the lowest one will not.
Make sure your kick message contains: the reason, your nick and optionaly your e-mail.

5.4 Channel modes

A channel mode is basicly a switch that specifiy's what can and cannot be done on a channel. The modes can be splitted in two parts, those affecting users and those affecting the channel.

5.4.1 Affecting users

Mode	Effect
v	Voices the user. A voiced user can talk on moderated channels. See 5.4.2
o	Makes the user an operator. Users with a +o but without a role on Chanserv cannot use the Chanserv commands. An operator can: ● Alter channel modes ● Kick and ban users ● Voice users ● Grant a +o to another user.
b	Bans the user. A banned user cannot talk nor rejoin a channel and cannot change his nick. See the chapter later on about banning.

User modes are changed with this command:

/mode channel +/-mode nickname

The + or – either adds or removes the mode from the user.

It's possible to do more then one modechange withing one line for example:
/mode channel +v-o user1 user2

5.4.2 Affecting channel

Those modes that effect the channel are important for enforcing channel policy. Make sure you know the most imporant ones!

Adding or removing modes from the channel is usaly done with the same command, otherwise it's mentioned in the table on the next page.

/mode channel +tn-i

Does lock the channel, and denies external messages. It removes the invite-only mode.

The mode +L (not +l) is the mode that you use with +l in order to send users that are not able to join the limited channel to be redirected to another channel.
/mode +lL maximumusers otherchannel

Mode	Effect
B	Denies bots from the botlist to enter the channel
c	Denies the use of colours in the channel
d	Blocks repeating messages, makes it impossible to type the same twice in short period.
f	Limits the amount of lines users can type per number of seconds: */mode +f x:f* x is seconds, f is amount of lines in period x.
i	Makes the channel invite-only. Invite users with */invite nickname* Invite yourself with */chanserv invite channel* **DO NOT set a channel +i that's empty. You will not be able to rejoin yourself!**
k	Set's a password for the channel: */mode channel +k password* Enter a passwordprotected channel with */join channel password*
K	Notifies operators that a user cannot enter the channel.
l	Limits the amount of users that can be in one channel. Usage: */mode channel +l amountofusers*
m	Makes the channel moderated. Only Voiced users and above can talk. See 3.2
n	Denies users to send message to a channel when they are not in the channel.
p	Makes a channel private and disappear from /list. **DO NOT use this mode on a main channel!**
q	Quit message will not be shown on the channel.
R	Only users that have a registered nickname can join.
s	Hides the channel from /whois
S	Anti-Spam mode. Not commonly used.
t	Locks the topic.

6. User management

User management is one of the most difficult tasks of your job. You should know how to do all of these commands by head, or code them into a script pretty well! Either the training team or the #irc_help crew can provide you with script examples.

6.1 Using whois command

Before doing any actions you should best inform yourself of whom you're dealing with. This is done by the /whois command:

/whois nickname

It returns something like this:
* *[Ikey] (Ikeythebest@ScoutLink-20786.ISP.com): Tjerk Kamstra*

* *[Ikey] is connecting from IK93327.ISP.com*

• *[Ikey] coders2.scoutlink.net :The Netherlands, Leeuwarden*

It is important that you are able to read this /whois verry well. In this manual I will use the user Ikey as an example, it clearly shows what the parts are.

6.2 Host masks

Hostmasks are the connection info of a user. This is Ikey's hostmask:

Ikeythebest@ScoutLink-20786.ISP.com

When we take a close look at it you will see that the hostmask is build up from several parts:
Username: ikeythebest

Hostname: @ScoutLink-20786.ISP.com

The hostname can also be an IP-address.
Rememeber the above terms, you will need them later on.

6.3 Wildcards

Wildcards are like jokers in a card game. They replace a piece of information. You use the wildcards mostly when banning a user. You can use a * to replace any amount of characters or a ? to only replace one character.

6.4 Ban a user

Banning a user is a responsible task. You should have warned and kick at least once before banning. You are also responsible for the removal of the ban. Before you set any ban, think about the duration of the ban and make a note of it so that you remove the ban in time. A ban has a strict form:

/mode channel +b nickname!username@hostname

Every part in the ban after the +b can be replaced by a wild card. You can see that in the next paragraphs.

6.4.1 Based on nickname

If your are going to ban on nickname, keep in mind that it is the least effective method. If the users changes his nick, he will be able to rejoin again. It's mostly used to ban out bad nicknames when no IRCop is around. A nickname ban looks like this:

/mode channel +b nickname!@**

In Ikey's case it will be:
/mode channel +b Ikey!@**

6.4.2 Based on username

Banning on username is quite effective against non-authorised webchats and bad words in the username when no IRCop is available. A ban on username is done by this:

*/mode channel +b *!username@**

In Ikey's case it will look like this:
*/mode channel +b *!ikeythebest@**

6.4.3 Based on hostname or IP-Addresses

Banning on hostnames completly bans out the connection from that hostname to the channel. Same is true for IP-Adresses. Make sure that you're ban is correct so that you don't ban a full range of innocent people. Watch the examples VERRY closely!

*/mode +b *!*@hostnameorip*

If we want to ban Ikey's connection only we use:

*/mode +b *!*@ScoutLink-20786.ISP.com*

If we want to ban every connection from his ISP we ban:

*/mode +b *!*@*.ISP.com*

When you want to ban all connections that start with ScoutLink-20768 you use:

*/mode +b *!*@Scoutlink-20768**

Etc.

6.4.4 Recognising webchats and banning

Scoutlink has several webchats around. The common thing about webchats is that the hostname and username are withing a specific range. Try to avoid banning them, because during events large number of people make use of the webchats.

6.5 Removing and period of bans

Removing a ban is quite simple. You might concider to use your client features to show you the banlist and remove a ban that way. Check your client's helpfile for more information. A ban can be manualy removed by

/mode -b nickname!username@hostmask

6.6 Akick a user

As a operator it is possible to add a user to an automated kick list. It takes a high amount of server resources and we don't use it.

6.7 Unbanning and entering a invite-only channel

Unbanning yourself from a channel is done by:

/chanserv unban channel

Inviting yourself to a invite-only is done by

/chanserv invite channel

7. Attacks and how to deal with them

Scoutlink sometimes gets attacked by various people that are trying to bring the server down. In most cases it's the job of a IRCop or even more powerfull people to stop those attacks.

7.1 Flood attack

If someone is flooding your channel, do the following inmediatly:

1. Op up
2. /mode channel +mi
3. Ban the flooding user
4. Kick the user out
5. Say something about flooding in general
6. /mode channel -mi

If you do it this way, nothing bad can happen. You do not need to warn for flooding if it's getting big. Always contact an IRCoperator after a flood attack.

7.2 Riot and excessive violence

If you're getting trampled by your users, and you think you are not able to manage it do the following:

1. Op up
2. /mode channel +mi
3. Say to the channel to stop the violence. Last warning to everyone
4. /mode channel -mi
5. Kick the first user out that misbehaves as an example

If the users keep misbehaving and it's getting to look like a riot, Do step 1 and 2 again and then ask for help to an IRCoperator or shout it in the operators channel. Try to ban as much as diehard misbehavours in the main time.

7.3 Personal attack

Operators should not tolerate misbehaving in private. If you think that a user is going to far, report him to a IRCoperator. Include the logfile. **Do NOT argue, ignore whatever else the user is saying. If it's getting really worse, walk away from your screen for a minute and let the IRCoperator do his job.**

Remember that you're in a honourable position, and that the users must pay a little respect to an operator.

8. Memoserv

Memoserv is Scoutlink's internal memo system. You can use this system to send reminders etc. The user must have a registered nickname. It comes of use when you don't know the users e-mail address

8.1 Sending a memo

To send a memo use this command:

/memoserv send nickname memocomeshere

8.2 Receiving and reading memo's

When a memo is send to you, you will get a notice of this. (Where and when is based on your settings (see 8.4). You can read new memo's by

/memoserv read new

To list all your memo's use:
/memoserv list

If you wish to read an older memo on the list use
/memoserv read number

(Number shows up in the list.)

8.3 Expiring and deleting

A memo expires after a period of time, so you need to copy paste important data elsewhere. If you wish to delete a memo use:

/memoserv del number

8.4 Reviewing settings

Unlike other services it might be verry wise to check your memoserv settings. You can find help on how to do so with:

/memoserv help

9. Getting help

9.1 Helpsys

Helpsys is always there to refresh your memory on channel or user modes. You access it by:

/helpsys

9.2 Services help

All services (NickServ, ChanServ etc.) Have manuals of their own. You access them by:

/nickserv help

/chanserv help

/memoserv help

9.3 Client help files

If something doesn't work in your client for some reason, read the help files that came with your client.

9.4 Google

http://www.google.com is your best of all best friend :)

9.5 IRCops

You can find all IRCops and others with:

/ircops

9.6 #irc_help

A special team of people can be found on #irc_help . They can probably help you with all IRCquestions you might have.

9.7 Fellow operators

Two know more then one. Permanent operators have a e-mail address that begins with their nick followed by @scoutlink.net. For instance Ikey@scoutlink.net if Ikey would be an operator.

10. Addresses and Colofon

10.1 Scoutlink Global Council

council@scoutlink.net

10.2 Scoutlink Coordinators

http://www.scoutlink.net/pages.php?show=webpagina&id=10&language=EN

10.3 TechTeam

techteam@scoutlink.net

10.4 #irc_help team

irchelp@scoutlink.net

10.7 Operators

See 9.7

10.6 Author and coöperation

Manual written by Tjerk "tucker" Kamstra tucker@scoutlink.net on behalf of #irc_help

Translated by YOU?

Register