Radio Days – 2011-03-05

Tip of the Week – Too Many Email Copies

Over the last few weeks I have had a number of clients who have been receiving multiple copies of each email. This annoys them, particularly when they do not get the email which they know has been sent. There seem to be two causes for this problem:

- Not staying online for long enough. This is the most common cause.
- Internet speed too slow.

The first problem is easy to fix: just stay online until all your emails have been downloaded. If you disconnect from the internet, or turn your computer off, before all your emails have been downloaded then the whole process will start again next time you start downloading emails.

If your internet has been throttled because you have used all your monthly allowance you may notice that your emails stop arriving and that can cause troubles until your connection speeds up at the beginning of the new month. I have met both of these problems in the last week and been able to fix them both.

In either case you can use MailWasher to delete the emails which have already arrived before starting another email download session. I have long recommended MailWasher as a means of checking your emails to remove any probable viruses but its ability to remove emails before they reach your inbox is invaluable in this context. Just sort your incoming emails by date then delete all those which have already arrived: the only ones left are those you want.

Keep Your Anti-Virus Up-To-Date

I have frequently spoken about anti-virus programs. These programs are the bedrock upon which you build the protection of your computer. They are an essential program for everybody who uses the internet. I have, over the last few weeks, met many clients who are using an outdated version of AVG. This was the previous free email program that I was recommending. One reason that I am no longer recommending this program is that it does not automatically update itself.

For this and other reasons I now recommend that you use Microsoft Security Essentials. It has a smaller footprint so will not slow your computer down as much as the other programs.

The penalty of not having an up to date anti-virus program is that you may end up spreading a virus and people will stop receiving emails from you because all you do is spread viruses to everybody in your address book. Not having an anti-virus program (not that I recommend this) is possibly better than an out-of-date program because the out-of-date program is lulling you into a false sense of security. If you believe that your computer is protected with a good anti-virus program, and that program is not being updated because the version is no longer supported, you will find that the latest viruses can easily penetrate your defences.

For this reason I recommend that you ensure that you are using the latest version of your AV program. To see if you are using the latest version you need to check the version and compare it with the latest version from the manufacturer's website. To do this, from the menu select *Help » About* then compare this version with that from the website. If you are not using the latest version you need to download *and install* the latest version. Repeat these steps until the two versions match, just in case you are downloading but not installing the update.

Further Information

MailWasher Free	www.mailwasher.net
Microsoft Security Essentials	www.microsoft.com/security_essentials