

# Radio Days – 2008-08-23

## *Tip of the Week — Email Errors*

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Again, the usual thing happened and I had a number of calls about emails not working. Some people were getting no emails and some were getting multiple emails.

Getting no emails, in this case, was because the people involved had not emptied their email inbox so there was no room for any new emails to get in. This meant that their emails were bounced to the sender with the appropriate message (which, as often happens, nobody had read).

The other problem was that the emails were being downloaded multiple times, sometimes up to 15 times. This is a common problem, and resembles one where an anti-virus program has not updated. It is caused by people not giving the email (or anti-virus) program enough time to complete the download. In both cases the program, being stupid, will re-start from the beginning. This means that some emails will have more copies than others: the earlier ones will have been downloaded more often. The solution is simple: allow downloads to complete.

## *Backups and How to Do Them*

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### *When to Backup*

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Backups are one of those things which we will get round to doing one day. The trick to having your data backed-up is to do it at a convenient time. Good times are: when you go to lunch, just before you leave work or (worst of all) when you get to work in the morning. Backups are best done while you are at work so that you can take them home with you to stop both your data and your backups taking a walk in the night.

### *Where to Backup*

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There are all sorts of backup media. These range from floppy discs at the cheap and nasty end to DAT tapes at the overkill end of the range. Until recently I was recommending rewritable CDs and DVDs. Since then the price of USB drives has come down dramatically and I now only recommend single-use CDs and DVDs.

My current recommendation is to use either USB memory discs or USB or eSATA external discs for daily backup. These discs are now so cheap and so portable that they are one backup medium that I can recommend. It is, of course, absolutely essential that you take your backup off-site so that damage to your computer does not damage all the other copies of your data.

For permanent backup I recommend CD-R or DVD-R discs as they are a cheap medium with quite good reliability if stored in cool places away from sunlight.

## *Websites*

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Genie Backup Manager	<a href="http://www.genie-soft.com">www.genie-soft.com</a>
Comodo Backup	<a href="http://backup.comodo.com">backup.comodo.com</a>
Second Copy	<a href="http://www.secondcopy.com">www.secondcopy.com</a>