

# Radio Days – 2010-09-11

## *Tip of the Week – Slowing Down*

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Over the last few weeks I have had a number of computers which have slowed down for no apparent reason. Some of these were because the file system on the hard disc had become corrupt. This fault is easy to correct: just run **Defraggler** and, from the menu select *Action » Advanced » Check Drive for Errors*. This check will take up to ten minutes to run. If all goes well the result will be *No major problems were detected*. If you are asked if you want to repair any damage then answer *Yes*, then enter **Y** into the white-on-black screen which pops up. This will attempt to repair the problem next time you reboot your computer. After this reboot you should check the drive again.

If you get an error result for a second time then you may well have a major problem. I have had two clients whose discs could not be repaired using this method. One client had a major virus infection and the other had a hard disc which was in the process of dying. Both of these problems can only be corrected by a competent repair shop.

The moral of this story is that a slow computer *can* be a symptom of something more serious. If your computer is slowing down then checking your hard disc for errors and checking for a virus are two simple checks which will often give you the chance to stop the problem before it gets too bad.

## *Email Attachments*

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A perennial problem is that of email attachments. For many people the subject is filled with terror, and the thought of sending an email with an attachment is enough to send them to the madhouse. This is because a few bad experiences have created in their minds the feeling that every time they attempt to attach a document to an email it will cause the world to end.

With a little care this is not likely to happen.

There are a number of possible reasons for having problems with email attachments, and they fall into two groups: attachments which you send and those which you receive. For those which you receive there are simple solutions:

- If you cannot open an attachment there are two possible solutions. You can either download the program to open the attachment or ask the sender to send the file in another format. Two common formats for attachments are JPEG files (photographs) and PDF files. Photos should open easily, if not then download the free *IrfanView* photo viewer. For PDF files you can download the free Foxit pdf reader.

There are a number of reasons for people having problems attaching a file to an email.

- Not being able to find the file. The solution is to be methodical when saving files. If you know the name, or part of the name, you can use *Everything* to find your file.
- Attaching an unusual file type. If you attach a file which is not either a photo or a pdf file then make sure that the recipient has the correct program.
- Attaching a file which is too large for the recipient's mailbox. All attachments increase in size and the final email must be less than 10 MB in size or it will bounce.

## *Further Information*

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Defraggler	<a href="http://www.piriform.com">www.piriform.com</a>
IrfanView	<a href="http://www.irfanview.com">www.irfanview.com</a>
Foxit pdf reader	<a href="http://www.foxitsoftware.com">www.foxitsoftware.com</a>
Everything	<a href="http://www.voidtools.com">www.voidtools.com</a>