

Radio Days – 2012-12-15

Tip of the Week – Emails Not Going

During the week I had a call from a client who could not send his emails. Clicking on the *Send & Receive* button appeared to send all the emails in the *Outbox* folder but they did not move, as expected, to the *Sent Items* folder. This was causing him some grief, especially as these emails were important for his business and needed to arrive that afternoon at the latest.

I tried to send one of these emails to my Gmail account which I can access from my mobile phone as well as from any computer connected to the internet. This was a large (3 MB email) which arrived in my inbox just moments after it had been sent. Fortunately I had met this problem some years before so was able to solve it quite quickly.

My client's email program is Microsoft Outlook: a program which comes with a number of versions of Microsoft Office or as a stand-alone purchase. It is a common and popular email client and is used in many homes and offices.

In this case the problem was the size of the email store. Many people worry needlessly about the amount of space on their hard disc but ignore that fact that a file can only grow to a fixed maximum size. For Outlook file stores this size is 2 GB. In computer terms this is 2^{32} bytes and is fixed because Outlook is a 32-bit program.

My client's Outlook store had reached its maximum size of 2 GB, so any emails sent could not be moved to the *Sent Items* folder because this would make the size of the total file store more than 2 GB. The solution was to archive some of the older emails into an archive store. This process automatically reduces the size of the original file store. Now the email could be sent without any problem!

Internet Browsers

During the week I had an email from a client who had just started looking at my website and could not see it. He asked for help so I checked my website in the browsers on my computer and found, as I had expected, that the problem was with Internet Explorer. This program comes free with Windows so most people just use it because they do not know any better.

I rang my client because it was a simple problem to solve. I told him that the problem was with his browser and suggested that he use another browser so view the web. He stated that he had just had a service done to his computer and that the service technician had suggested that he use another browser and had, in fact, installed two on his computer. He later rang back to let me know that his new browsers could see my website beautifully.

What is a browser?

A web browser is a program which helps you browse the internet. There are many browsers, but most people use the worst one available: Internet Explorer. It comes free with Windows and is the cheapest and nastiest one available. There are many other browsers: this short list has all the browsers which I use to check websites.

There are many web (or internet) browsers, from the most popular (Internet Explorer) to the most useful. Which is the most useful will vary from person to person. This is why we have choice in everything from cars to coffees. What I suggest that you do is download and install them all then try them out to see which ones you prefer.

One feature which I like in a web browser is the ability to tear a tab off the current window to start a new window. This is particularly useful when doing searches because the old window can hold all tabs related to one topic while the new window can hold tabs related to another topic. Another option for these browsers which can be very useful is the ability to drag a tab from one window back to another. All these browsers support tab-tear except for Opera.

Another useful feature is the ability to enter searches in the address bar to perform a search with your default search engine. This sort of searching is the equivalent of opening your favourite search engine (eg Google or Bing) then performing the search from your search engine's search box. It saves opening your search engine's web page so saves time and is an easy habit to get into. All these browsers support this search method except for Safari.

Which Browser?

- **Chrome** is an excellent browser for searching. This browser is my favourite one for serious searching. It is light on resources and very easy to use as you search from the address bar.
- **Firefox** is one of my two favourite browsers. Sometimes I find myself wondering whether Opera is better than Firefox or the other way around. It doesn't matter as they are both excellent at what they do!
- **Opera** is another excellent all-round browser and is now my default browser. I really like the way that you can customise Opera. This is my browser of choice when I am downloading files from the internet because it gives me the chance to either save or run a program. Opera does not support tab-tear.
- **Safari** is another excellent browser. It has much in common with the others in this list so this is the standard to which all browsers should aspire. It has one drawback: it does not search from the address bar and this can cause confusion at times.
- **Internet Explorer** is the odd one out. It has been updated to attempt to match the leaders but misses in far too many ways. You still need it because there are some web sites which use technologies which only work in IE. Avoid this browser whenever possible because of its major faults.

Further Information

Chrome	www.google.com/chrome
Firefox	www.mozilla.com
Opera	www.opera.com
Safari	www.apple.com/safari