

MICROSOFT OUTLOOK PROBLEMS

For years now most people have relied on Microsoft products to manage their e-mail. As it turns out that in itself has become a potential problem for long term users of Microsoft Outlook. In the early days of Internet access and E-Mail, most emails were fairly small and largely text based. More recently users are emailing large spreadsheets, pictures and files that take up a lot of space.

As it turns out Microsoft Outlook 2002 and older versions have an upper file size limit of 2 gb. Should the total size of your accumulated emails reach 2gb in size Outlook will crash taking a lot of your most recent emails with it. There are a number of tools that can cut a piece out of this file and salvage most of the email, but this is somewhat time consuming to accomplish should it become necessary.

Even if you have recently upgraded to Outlook 2003, 2007 or 2010 you may still be at risk. It turns out that even though the newer versions create new files that can comfortably exceed 2gb, this does not happen automatically during an upgrade. In this case Outlook will use the existing older file format if a new one is not created to import the older data into.

What's more concerning is that Outlook does not even have a built in conversion routine and just leaves it up to the user to upgrade the file in a somewhat complicated procedure. This procedure is not for the faint of heart and could even result in the complete loss of your email files should you do something wrong or out of order along the way. A further complication occurs when duplicate address books are created during the procedure.

If you have been using Microsoft Outlook for a considerable time and at one time were using the older version you may be at risk. After a series of recent crashes we are suggesting a short session to upgrade the file formats.

OUTLOOK EXPRESS ISSUES

Similarly Outlook Express can experience Mailbox corruption should the individual mailboxes get too large. This does not happen at a particular size but seems to occur more frequently if you mailbox sizes get too large.

To prevent this from happening do each of the following:

- 1) Create additional mailboxes outside of the Inbox and drag and drop emails to those folders once you have dealt with the email.
- 2) Empty your Deleted Items Folder periodically to prevent it from overflowing.
- 3) Split your Sent Items Folder into smaller folders like 2009 Sent Items, Etc.

Doing the above will help avoid potential problems. Should one arise however we do have access to a number of tools to help recover missing emails, so all is not lost.

AVG 2011 ANTI-VIRUS UPDATE

If you are currently using AVG's free anti-virus version 9.0 and older you may have noticed a recommendation to upgrade to the newer 2011 version. This should be done to make sure your anti-virus protection stays up to date.

If you feel confident doing this, be sure to stick with the free version as there are a few minor pitfalls that may cause you to switch to the paid version by accident. In this case when the trial period expires the anti-virus will deactivate unless you pay the yearly fee to extend the coverage. If you also have Malware Bytes installed this should not be necessary.

If you are not comfortable upgrading this yourself let us know and we can drop by to do a mass upgrade and a general tune up one evening to make sure all is working well.