

Tip for November 2007
Courtesy of Wyvern Technology
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Attachments

Beware of editing attachments!

A customer recently had to fill in a survey form that had come as an email attachment. He had opened up the Word document and edited it, saved it and then closed down Word. When trying to send the file, he found that he could not find it. We tried to do various searches for the document, without much success!

After much searching through Temporary Internet files and hidden folders, no sign of the document. When you click on a Word document in Outlook Express the file appears in the Temporary Files folder, in a hidden folder, there. You can edit, save, etc. BUT as soon as you close the document, Word deletes it from the Temp folder! The only solution is to use the Save option from Outlook Express, which puts the attachment into My Documents, whence it can be opened and saved safely.

Backup

I heartily recommend Mozilla Thunderbird for your emails and now the Mozilla people have added a backup program, free to download. You will find it at mozbackup.jasnapaka.com. This program will also backup the Firefox web browser so that you can store bookmarks.

Drivers

A driver is a piece of software or program that “drives” a printer or scanner etc. Sometimes this becomes corrupted and your device stops working. Removing it from the list of hardware in Control Panel – System – Hardware Device Manager and then reinstalling it either from the disc or downloading it from the internet will usually fix the problem

Always be careful to turn off your antivirus and antispyware programs before reinstalling, however, as these programs can interfere with the reinstallation. Sometimes, I have also had to remove the antivirus/antispyware programs and then reinstall the driver and then reinstall the antivirus/antispyware software.

Dial up option problem

Once you have upgraded to broadband and have no use for your dial up connection, it is a good idea to either neutralise the connection by going to Internet Explorer – Internet Options – Connections and tick the box that says “Never ...” or remove the dial up connection itself by going to Control Panel – Network Connections and deleting the Dial up Connection.

Till next month

Deirdree