

Heather Burke

From: Pinon PC Support [heather@pinonpc.ccsend.com] on behalf of Pinon PC Support [help@pinonpc.com]
Sent: Tuesday, July 20, 2010 8:30 PM
To: Heather Burke
Subject: News from Pinon PC Support

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## **Pinon PC Support &**

## **Enterprise Computing Systems, LLC**

### **Newsletter**

**July 2010**

**Newsletter #14**

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There seem to be an email crisis building!

I see more and more people storing thousands of messages in Outlook or Outlook Express and then, suddenly, the data file(s) corrupt and some, most or even all messages are lost.

This horrible event can be prevented, or at least data loss can be reduced, by lessening the quantity of messages in your folders. Especially in your Inbox.

Outlook Express (OE) can not easily handle more than several hundred messages in a folder. If any folder contains over a thousand messages, you must create new folders, and move some of your messages to the new folders. You may make folders to store messages by date received, subject, sender, ... OE stores each folder as a separate file. Each of those files has a separate index. It is the indexes which get corrupted when folders are too full. Recovery of OE data is usually fairly simple, but it is a process we (I) wish to avoid as it is long and tedious.

Outlook (O) is more robust. It is designed as a corporate email program and can handle over a thousand messages in a folder easily, however, it still benefits from keeping the message volume per folder low. O stores ALL message folders in one large file. When it gets corrupted, we can get near zero recovery, OR we can have excellent recovery. It all depends on how that single file gets corrupted.

Almost noone makes backups of their email storage files. This is probably because it is not easy to find where the messages and address books are stored.

Outlook Express

Win XP - The OE message data files can be found in this folder: (OE is not available on Vista or Win 7)

C:\Documents and Settings\\Local Settings\Application Data\Identities\{random letters/numbers}\Microsoft\Outlook Express

The OE address book is located in this folder:

C:\Documents and Settings\\Application Data\Microsoft\Address Book .

It is a .WAB file.

If you can't locate these folders, You will need to turn on the visibility of hidden files:

Windows XP / Vista /7 Users

You must enable *Show Hidden Files and Folders* in Windows Explorer by clicking on :
Tools | Folder Options | View and checking the box about showing hidden files.

Here is a step-by-step procedure by Microsoft about how to locate and backup your OE data files: <http://support.microsoft.com/kb/270670>

Outlook

The single data file is located in this folder :

Win XP - C:\Documents and Settings\\Local Settings\Application Data\Microsoft\Outlook

Win 7 - C:\Users\\AppData\Local\Microsoft\Outlook

It is most likely a single large file named Outlook.PST . Your address book should be included in there, BUT you should go check the OE address book folder named above to check for the presence of an address book file.

Now the question arises of HOW to back up these message and address book files. If you have a lot of saved messages, the quantity of data to be backed up will exceed a CD disk or even possibly a DVD disk.

Most home backup routines use an external hard drive to copy their files to. For most people this will be a useful and practical solution.

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***We need to hire another employee!***

We need a full-time front office person. The duties include:

- phone answering & message taking,
- client greeting,
- accepting in shop work from clients,
- filling out intake paperwork,
- handing out completed work to clients,
- data entry of worked received into a trouble ticket database,
- if possible, prepping of new PCs per a checklist of steps to be performed, and,
- as time permits, training will be made available for an interested employee.

We would also be interested in 2 part-time people, if between them, they cover the hours of 8-5, M-F.

**Contact Information**

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Heather Burke

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