

Cobourg Internet

Newsletter to Customers

May 2010 Newsletter #28

Summer is coming - time to take a week off

Many people have come back from Florida reporting that it was cold - but we're going in May. We'll be in Florida from **May 17th to 24th** - leaving late on May 16th and returning late on the 24th. We'll be flying down. As usual I will be in touch by email - if you have anything urgent, just email me. Major things will have to wait till I get back! The best address for business email is john@cobourginternet.com

But no limits between now and the 17th!

Outage

Today, May 3rd, there was an outage in the data centre from about 9:10am to 10:10am.

As you know, all sites by Cobourg Internet use CobourgHost.com and this is physically located in a large highly secure data centre in Houston, Texas. The problem in this case was due to a large router handling connections between the data centre and the outside world. The good news is that fixing it did not rely on me to do anything - even though I did contact them and ask to be "restored".

No emails would have been lost although there would have been delays and perhaps some got "returned to sender".

I continuously monitor server status at my computer so I could see the problem within minutes. I tried to contact the data centre but it was overloaded. However, I was able to keep track of what was happening via Twitter.

HST

My business is not subject to PST and the size of the business is too small to be required to pay GST (at least so far). I enquired at the official place for HST enquiries and got an answer that did not help. So I will be assuming that the rules applying to HST will be the same as GST - unless otherwise specified. Bottom line, I will not be charging HST although some of my costs may increase a little.

Why is refresh needed?

When your browser looks at a page, it saves a copy in cache to make it quicker to open the page next time. Periodically (mostly daily), it will check to see if the page has changed and it will then get a new copy. But if the page has been changed before it checks, then it won't see the new version. To fix this, press *Refresh* - sometimes called *Reload* or other things. The F5 key will also do this function. In addition, the server will often save a copy into server cache which is there for the same reason - to save the ISP's server going all the way back to the site server to get a new copy. To refresh that, you would have to press CTRL F5!

Sometimes, the change has only been in formatting which is often (but not always) stored in a separate file (a .css file) and the page will look weird although it will have all the text and images. Again, refresh to fix this problem. You can set your browser to always get a new copy - although this will slow down your browsing. In Internet Explorer, go to *Tools>Internet Options>Settings* - change from the default *Automatically* to *Every time I visit the web page*. In Firefox, type *about:config* in your address bar (not Google) . Scroll down to the heading *browser.cache.check_doc_frequency*. The default setting is 3 (for *Automatically*) - change it to 1 to get *Every time I visit the web page*. To change it, highlight this line then right click and select *Modify*, change 3 to 1 then enter. Close Firefox.

Mail attachments

The maximum size of attachment permitted for anyone using Cobourg Host is 20MB - if you send an email to or from me (using john@cobourginternet.com) or to any other Cobourg Internet client, you can send attachments up to 20MB. This may not be true for other emails (like sympatico). Although I don't have actual numbers for others, I suspect they have a limit of 10MB. If you want to send a large file to anyone (no real limit but it can be slow if it's too big) then you should use the following method. This will also work for files banned by email (e.g. with an .exe suffix). First you need to upload your file to your site using an FTP program (e.g. Filezilla, or Dreamweaver). Once there, if your file name is file.doc and you put it in the root (that is **public_html**) folder, then you just email the file and path and the recipient can click the link to get the file! For example, email <http://www.cobourginternet.com/file.doc>. The email is very small and the file is easily accessed. If you don't know how to do the ftp and you can get the file to me somehow, I can do it for you - takes me very little time.

John Draper