



November 2009 Newsletter #22

Limit on email attachment size

When setting up email, I had not put a limit on email size. However, some people have been sending very large emails so I have now implemented a limit of 20MB per email. (Note that since virtually all hosts limit email maximums to 10MB it would only ever have worked if you sent from a Cobourg Internet account to another Cobourg Internet account). If you need more than that, send several emails. If you need more than 20MB, you should use FTP. You will need an FTP program, then you upload to your site and the other end downloads. Both ends will need an FTP program and the user name and password (same as used for CPanel). Otherwise send the files on a CD! Sending very large files ties up email and loads down the system.

Why some people cannot access your site

The biggest single problem on the Internet is Spam and hackers. Spam is unwanted email and hackers try to log into web sites to put viruses or unwanted messages there. Because of this, Internet providers and web site hosts use spam catchers and firewalls to try to cut down on them but these sometimes stop legitimate emails or real users. If you send lots of spam, you could get blacklisted and would be prevented from sending future emails.

Also, if you try to login to your site (e.g. CPanel or web mail or regular mail very quickly) but fail repeatedly (e.g. 5 times), you will get banned - actually your IP address gets banned. (IP addresses are assigned to each computer but if you move somewhere, you'll be assigned a different one.)

Then you will not be able to get onto your site nor any others hosted by Cobourg Internet and your email will not work. If this happens, find out your IP address using www.whatismyip.com and let me know and I'll "un-ban" you. There were 2 cases of this in October.

Cogeco has upgraded their anti-spam

Cogeco recently added the Spamcop service to their email service. This is similar to Mailscanner as used by Cobourg Internet but it does one additional thing - it monitors mail you **send**. The good news is that no-one using Cogeco (like I do) will be a spammer. The bad news is that it sometimes makes a mistake and stops emails going out which are not spam. If you use Cogeco and you have this problem (your emails sometimes don't send), call them and register a complaint. I had this problem, I called them, and although the rep answering the phone did not know about any issue and issued a "ticket" - soon after, the problem stopped!

Client Information page

To see all previous newsletters plus articles referenced, go to this page.

www.cobourginternet.com/webnewsletters.htm This page can also be accessed from the Cobourg Internet web site from the main menu. See also www.cobourginternet.com/support.htm for information you might need.

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