



December 2008 - Newsletter #11

Client Information page

To see all previous newsletters plus articles referenced, go to this page:
www.cobourginternet.com/webnewsletters.htm This page can now (**new**) be accessed from the Cobourg Internet web site from the main menu.

Invoice Payments

A few people have asked about some things that maybe others are interested in.

How do you know that your payment was received?

If your payment is not received by the date of the next billing, you will receive a statement. The Quicken statement is not very elegant but clearly shows what's been billed and received.

What's the story on billing of small amounts?

If the amount is less than about \$25, I will often (but not always) defer billing until the cumulative amount exceeds \$25. That saves paperwork for you and me.

Can I pay by Credit Card?

If you would like to pay by Credit card, let me know. When I email your invoice, I will add a PayPal Pay Now button which takes you to PayPal's secure site. They accept Amex, Visa and Mastercard as well as PayPal account payments. This is a **new service**. Once you let me know, I will give you that option on each invoice.

Domain Pricing

I have been charging \$25 for .ca domains and \$12 for .com domains. That pricing reflects a very small margin over my cost price. Unfortunately, my cost price for .com domains has gone up 7% and the dollar has gone down 20%. So my costs have gone up 33% therefore my price for .com domain renewals will have to go up to \$15. per year. There is no change for .ca domains. This change is effective immediately. (Quoting a VP I used to work for: "Otherwise I'm shipping dollar bills with the product"!)

Account Disk Space

Most emails have a 250MB (.25GB) quota but this is somewhat arbitrary. It can be anything you like. The ultimate limit is that your account at the server can store up to the limit set by your account divided amongst all email mail-boxes **and** the site files. Email quotas should add up to less than this unless you are confident that people won't all simultaneously hit their quotas. **Site limits** are: Standard 1GB, Prime 5GB, Elite 10GB and Pro 10GB. You can see how you are doing at any point in time by looking at the information in CPanel (Look at info on the left side).

Making it hard for spammers (a worthy cause)

Once you make your email address public, spammers will try to find it, add it to their list then sell it to other spammers. To avoid getting your email address being "known" by spammers, there are 3 things you can do:

1. Never tell anyone your email address. If you must, tell only people who you trust never to make your address public - for example, they don't put it in their address book (if they get

certain virus attacks, all their addresses are now public) or tell anyone else or use it in an email where multiple people can see it. This is often impractical.

2. Change your address every few months and use a name that's unlikely to be guessed - e.g. jd1269 instead of john. Not usually something you want to do.
3. Never put it on a web site or if you must (like I must), disguise it or obfuscate it (another neat word). I have been doing that for most addresses I put on a site but I have recently *increased the obfuscation!!* This does not help if your address is already on the spammers list but helps if you have a new address that you'd like to keep from them.

Browser automatic refresh.

Whether you use Internet Explorer, Firefox or Safari, you most likely have your browser set to Automatic refresh. For example, in Internet Explorer 7, go to tools, then Internet Options and under the General tab, look for Browsing History and click the settings there. Under "Check for newer versions of stored pages", you most probably have "automatically" checked. This means that **sometimes it won't check** so when you get an email from me saying that an update has been done, sometimes you'll not see all the changes. You can either change this setting (e.g. "every time I start Internet Explorer") or click Refresh (if you can't find it, press F5). Firefox can also be refreshed with F5 but re-configuring to not auto-refresh is a bit harder (ask me if you want to know how). So before you email me to say - it's not there, or it looks wrong, press F5. And if you are worried that other users will have the same problem - maybe, but if they look at the site less often, they likely will not have a problem.

Different browsers give different results.

You may not realize it, but older versions of Internet Explorer may make a site look different to the newer versions. Basically, when they released their new version (Internet Explorer 7) Microsoft corrected errors (bugs) in their old versions (e.g. IE6 and earlier). For a web developer, these bugs make life difficult. I test with Firefox 3.0, IE7 and Safari but until recently, I had no way of testing for IE6 except to rely on Dreamweaver to tell me about possible bugs in IE6 etc. I have now configured my laptop (still running XP) to allow me to test using IE6 so such testing is now possible although a little clumsy.

If you see strange things (usually pictures or text in the wrong place) AND you have pressed F5 (refresh) AND you are using an older computer which may be using IE6 and XP or earlier, let me know so I can check it out. Corrections may not be 100% (there is **still a Microsoft bug** there!) but I can usually make it acceptable for all. Everyone who has automatic updates enabled will be using IE7 by now so this comment generally only applies to those working at a place with an IT department who controls updates and does not allow the automatic updates.

If you have a choice, I highly recommend Firefox - it's free, safer, more robust, more accurate and much more customizable and expandable. Already 20% of the world and 60% of web site developers use it. See my page here for more: www.cobourginternet.com/browsers1.htm

Best wishes for the Christmas season from Cobourg Internet.

I'm a practical person, so how about a few specifics:



- I wish for everyone's business to have a great "year end".
- I wish everyone's savings would start growing again.
- I wish politicians would leave us alone for a while.
- I wish good health to everyone.

My best personal wishes too.
John Draper