



# Knowledge Network April 2004 Newsletter

## Computer Backup-Email

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**R**ecently, I was working with a customer to capture and delete an email virus. Once the virus was removed, they realized that some of their email had been deleted since the virus had captured and infected those messages. The email recovery process for this individual would have been easy if a backup copy had been created. In this issue, we will cover how several popular email programs store information and how to find the files necessary to backup email messages. It is important to first find out how your computer receives email. The first type of email is web based email which allows you to view your messages from a web browser or program interface that connects to a remote server. Companies that use web based email include:



America Online

Hotmail

Yahoo Mail

Bellsouth Webmail

Earthlink Webmail

The advantage of web based email is that it can be viewed from any computer since the messages are stored off site for a certain period of time. The disadvantage of web based email is that your messages and folders can be deleted because of a virus attack to the server or due to time limits imposed by the company that maintains the remote server. Web based email can be easily downloaded to your local computer using Outlook, Outlook Express, or Eudora.

Once your email messages reside in Outlook, Outlook Express, or Eudora it is as simple as searching for a few files on your computer in order to backup your email to a floppy disk or CD. Each email program stores messages in files with different types of extensions. Below are listed popular email programs and the extensions associated with each program. As an example, in order to backup your Outlook email click on start, find, files and folders and search for \*.pst. Then copy those files that were found in the search to a floppy disk, CD or external hard drive.

Outlook Express: \*.dbx

Outlook Email and Address Book: \*.pst

Eudora: \*.mbx

Outlook Express Address Book: \*.wab

Eudora address Book: nndbase.txt, nndbase.toc

Knowledge Network is always available to answer questions about email backup and seeks to provide measures that will help protect you from losing your valuable data. Please call 678-762-0281 if we can be of service.

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