

Tip for August 2008
Courtesy of Wyvern Technology
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Internet Problems cont.

You can probably see the steam coming out of my ears – you may even be able to hear it. One of the constantly occurring problems for users is inability to connect to the internet. Once you are set up with your ISP (internet service provider) you should be able to surf the internet and use emailing without any problems. However people have rung me in the past with just that problem and the only thing that has fixed it is phoning their ISP and getting a new password. They will then ask me what caused their password to change and I have shrugged my shoulders and said I had no idea... But I had suspicions. I guessed that the ISP had changed their password and today I have proof. I got an honest young man at the particular ISP who said that the clients' password had been changed during trouble shooting and I said – “So, you did it” And he answered: “Well, someone in the company did.” Next time you have problems with connecting to the internet try ringing your ISP first.

Optical Character Recognition

On a happier note.

I was at a client's fixing a computer when one of their daughters came rushing in distraught, saying she had lost a 46 page document. I did what I could to retrieve it, but no go. This was an emergency as she needed the document for an open book exam the next day. She had a hard copy (on paper) but it was in the wrong format for the exam. So I took it home and using OCR on my handy printer/scanner converted the text into a file that she could then load onto her computer and manipulate into the format she needed. How do you get OCR? Well, it should come with your printer/scanner or just scanner. Read your manual to find out, as they do vary. So, even if you haven't backed up, if you have a copy on paper, all may not be lost.

Cheers,
Deirdree