

Radio Days – 2009-07-18

Tip of the Week – Check Your Backups 2

Last week I spoke about a client whose backup had not worked. It still is not working! I am not sure of the reason so I will need to go to a colleague and ask for his help. The symptoms are interesting and ones which I have not met before: a backup starts then decides that there is not room left on an almost empty USB drive. This happened with two new USB drives and with one of mine which I know to be working. I also tried one of the USB ports on the back of the computer with the same result

I was using my favourite backup program, Comodo Backup, and it was happening all the time so I checked one of my reference sites for another backup program. I downloaded one of the suggested programs, Titan Backup, which gave exactly the same problem. This combination of two programs, three USB drives and three USB ports suggests that the problem is with the computer, and probably Windows itself. Perhaps there is even a virus which CA Anti-Virus did not find. More next week.

Mobile Phone Internet Connections

For many people the mobile phone network is the best way to access the internet. However, far too many people use the mobile phone network to access the internet because they are not aware of any of the much better alternatives. For those who need to access the internet using the mobile phone network there is still some major research to be done.

There are a number of wireless networks, and some networks have a number of companies which can connect you to the network. The networks also have varying coverage and, even when they seem to have the coverage in an area, it may not be reliable enough for your needs. All these variables are enough to drive you to distraction, and all the research in the world may not be enough to find all the problems. For this reason I suggest that you ensure that you get, in writing, a guarantee that you can return all the equipment and get a full refund if you find that the network or equipment is not suitable for your needs.

In my work I see a number of problems which occur too frequently:

- Companies require their employees to sell too much so your needs are not met
- Network coverage maps lie even more than your worst enemy
- Insufficient towers to satisfy the connection needs in an area
- Signals which are too weak to give an adequate speed for your needs

For most people, ADSL is the best option. If ADSL is not available in your area because you live too far from your local telephone exchange then satellite broadband is my preferred option if you do not need the portability of mobile phone connection. The subsidy for the cost of satellite broadband installation has now been funded until 2012.

Websites

Comodo Backup	backup.comodo.com
Titan Backup	www.techsupportalert.com/free-titan-backup.htm
Broadband Guarantee	www.dbcde.gov.au
Telecom Ombudsman	www.tio.com.au
Consumer Affairs Victoria	www.consumer.vic.gov.au