Radio Days – 2011-08-13

Tip of the Week – Hardware Problems

I had taken a number of photos over a period of about a month. They were all visible on my camera's screen but my computer could not see them. This was time for a major panic as an exhibition is coming up and I was convinced that my photos were so good that they would sweep all the prizes my way. This obviously could not happen if my memory card was not working and I had lost all my precious photos. I was in a panic.

I then tried to recover them using a program which has worked well in the past: Recuva. I downloaded and installed the latest version of Recuva but it did not work. In desperation I tried the card in my laptop computer and the photos were visible there so I took my computer to hospital and the doctor there replaced the card reader. This time all photos were visible!

The moral of this story is that the apparent problem is not necessarily the real problem. Keep trying to solve the problem until you find the actual problem, not just the apparent one.

Solve the Real Problem

A client this week rang because his favourite website was very slow to load. This website was a large part of his business, which was buying and selling on eBay. I tried to explain over the phone that a problem with just one website was a problem with that website, not with his computer or something else.

When I arrived he was still having problems with the eBay website, but all other sites seemed to display quickly. To sort out the problem I installed another browser (he was running IE 8: the latest version for Windows XP). This other browser (in this case I used Opera) was just as slow at running eBay as IE 8 so we knew that the problem was not with his browser.

Another potential problem was that his computer had too many anti-virus programs. This was not true so the next step was to see how quickly his internet connection was downloading data. To do this I installed DUMeter (Download / Upload Meter). This program displays the speed of his connection and showed that his connection was working well at 1.5 MB/s. This is the standard speed for ADSL so is around the expected speed for his connection. We had checked his speed with a number of websites and found that his speed was consistent across all websites. Back to eBay and, lo and behold, the speed was up with the best of them. The pages loaded quickly and the download speed was 1.5 MB/s like all the other websites.

This goes to show that, when just one website is slow, it is a problem with the website not with your internet connection or your computer. You need to take the time to find the real problem before trying to fix an imaginary one. Fixing imaginary problems will only lead to the rapid onset of further madness!

Further Information

Recuva	www.recuva.com
DUMeter	www.hageltech.com/dumeter