# Radio Days – 2011-08-27

## *Tip of the Week – Telephone Companies*

Some months ago I talked about a client who had been persuaded by their ISP (a large, well-known telco) to swap their working ADSL internet connection for a wireless connection. Like all wireless connections, this works over the mobile telephone network so is vulnerable to all the ills of mobile phone calls. These vulnerabilities include drop-outs and other interference. At first everything went well.

Then, out of the blue, one Friday their internet connection stopped working. They rang tech support and were told that they needed a new USB device because there was a problem with their existing device. The new device duly arrived at their post office. When they went to collect their new device the post master told them that the problem was with the mobile tower: it had had a meltdown on the previous Friday when their troubles started.

There was another interruption to their internet caused by a problem at the local mobile tower, and again they received a new device.

This time, because the device was designed for old laptops (it had a now-discarded PCMCIA connector), it would not work in their desktop computer. Worse, their old device had been disconnected at the ISP's end. This meant that they had no internet connection. I suggested that they ask their ISP to reinstate their old ADSL connection and report the matter to the TIO for compensation.

## *Who Does Your Computer Support?*

A client rang me to say that her computer was not working. This had happened recently so I asked her what had happened. Previously her computer had been working well with Win XP. She told me that her nephew had just overwritten Windows XP (working) with Windows 7 (now not working). Not only was her new Windows not working but the desktop stated that her copy of Windows was illegal. After some checking I discovered that her nephew had downloaded a copy of Windows from a pirate website and installed it without using an install key. As far as I could tell, the version of Windows was one which had been stolen from Microsoft's website while it was still in development.

Before he installed the pirated copy of Windows he had attempted to backup all data on her computer. I checked the DVD which he had created and discovered that the only data that he had copied to the DVD was the sample music and video files which came with Windows. This, alone, demonstrates the value of having current working backups. These are as important as having current working smoke alarms!

The next step is to purchase a valid copy of Windows 7 (the only version currently for sale) and install it. She could go back to Windows XP but this is not recommended as it is dying technology. After the install it will be time to make a complete backup of all her old and new data. I will recommend that she use SyncBack Free as her backup program. It is both free and of a very high quality.

## *Further Information*

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| TIO | www.tio.com.au |
| SyncBack Free | www.2brightsparks.com |