



## FROM BEHIND THE SERVICE COUNTER

If you suddenly find yourself in trouble and you have important data on your computer, we caution you... don't try and fix it unless you absolutely know what you're doing.

Now I hear you snickering that this certainly good for our business but it's only from experience that we issue this warning and what you decide to do is up to you.

It's your data and it's your money, but time after time we have to break the news to end users that they've caused irreparable damage trying all kind of free downloaded fixes to save some bucks. These almost always result in inadvertently wiping out their systems and usually it's not recoverable.

As I write this, we have a client who brought in two different types of file backups 'just in case'. Sure enough the hard drive has been completely wiped by a failed factory disk recovery system that was mistakenly initiated and all their data, pictures and documents are gone. Checking the backups we found that the DVD series was created by some program that they don't recognize and we've never heard of so it can't be used and the external hard drive turns out to be blank. This is not going to go well.

Too often people are willing to plunge into the abyss thinking a repair can't be that difficult but the reality is that if you don't solidly know what to do, you're doomed before you Google the issue.

Now if I was to toot my own horn here, and I can, and I will... we've been dealing with these issues for years. We can generally tell by the sound, or the description of the problem, or with a few quick keystrokes, what's wrong and what to do. No web based solution can do that. And quite often the "free solution" is one that starts off real great, finds all the issues and then... tells you to pay it money so it can finish the process. Really? You want to trust these carpetbaggers?

Don't foolishly spend countless hours trying everything your friend's brother's nephew who took web design at college and is "really good" with computers said. This just doesn't work.

But I know that most of you won't listen and that we'll see you once the system has really been screwed.

...and we'll help you, 'cause that's what we do.

And please do us the honour of telling us what really happened. We're gonna find out eventually so help make our work easier by giving us the real story. We're still gonna help you get out of the mess.

Happy computing and be careful out there!

Harley Bloom  
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