



FROM BEHIND THE SERVICE COUNTER

So the weather is turning to chill and frost is almost on the pumpkin but things are still running hot at our Service Counter. For some reason or other hard drives seem to be giving up the ghost and if that's not scary enough, the do-it-yourselfers haven't learned when to call it a night. The really haunting part is that their unintentional delay is responsible for their total loss of all their family pics, years of gathered internet favourites, and all their documents and files.

Now that's not totally true because we can recommend a "platter-puller" who can recover the data from any totally dead hard drive but the data recovery starts at \$400 and goes up from there. An accountant friend of ours found he had no choice but to use their services and was able to recover his files but at a cost of \$1,200.

Now all this is highly preventable but human nature being what it is, we forget or procrastinate on doing our weekly/monthly backups, we forget to copy important files and we put off our antivirus renewals.

At MicroTech we recommend using an external hard drive for large amounts of data and better yet, for a complete image of your hard drive. What's the difference? Data needs an operating system (like Windows XP or Windows 7) and the appropriate program to read and interpret your data. For instance, you need Microsoft Word to use .doc files and Corel Draw to use .cdr files. So quite often with a data backup, if you suffer from a hard drive failure, you need to replace the drive, load Windows, load your programs and then copy your data. That can take days!

In the image backup scenario, you are backing up everything all at once. Your recovery would now consist of installing a new hard drive, loading the image and then getting on with your work.

To learn more and how to do this, drop by and speak to Keith or myself. We'd be happy to help.

Good luck out there and happy computing!

Harley Bloom
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p.s. – if you love Halloween and haunted houses, check out www.skreamers.ca