Ready Net Go, Inc.

IT Solutions for Businesses ... *Moving Forward*

Tech Support Comedy

Happy New Year! As we start our 12th year of producing newsletters for our clients, we thought we'd take a step back and lighten up a bit. We've covered a diverse array of topics over the years from disaster recovery and RAID configurations to MS Office applications and tech gadgets, hoping to provide knowledge, insight, and step-by-step directions.

Some newsletters have been long, some short, some in-depth, some quick overviews. In all these years, however, we've never covered the behind-the-scenes look at the tech support world. There are thousands of computer technicians in the world who experience similar situations every day with clients and computer users. Some of these encounters really hit home.

So as you read through some of these selections, we hope you smile as much as we did and if you laugh outright because you see yourself or someone you know in these situations (on either side), well, that's a good way to start off the new year.

Situations recalled by computer support reps

1. While working in tech support, I received a call from a user who asked me to install some software on her machine. While installing, there was a bit of a wait so I made some small talk.

   I said, "This machine is slow, isn't it?"

   She replied, "Yeah, it is. Hey, I have a friend who has Quicken on her machine. If I install it on this machine, will it run faster?"

2. A lady was using a power strip to plug in her computer and other devices. Windows was completely frozen, and she was unable to shut down the machine by using the power button. She mentioned the power strip, so I told her to flip it off. She said, "Ok, I gave it the finger. I feel better."

3. Tech Support: "I need you to boot the computer."
   Customer: "Hold on a second". (THUMP! Pause.) "No, that didn't help."
   Tech Support: "Did you just kick the computer?"
   Customer: "What, you don't think that'll help?"

Tip of the Month??

Ode to a Spell Checker

I halve a spelling checker,
It came with my pea see.
It plainly marks four my revue
Mistakes I dew knot sea.

Eye strike a key and type a word
And weight four it two say
Weather eye am wrong oar write
It shows me strait aweigh.

As soon as a mist ache is maid
It nose bee fore two long
And eye can put the era rite
Its rarely ever wrong.

I've scent this massage threw it,
And I'm shore your pleased too no
Its letter prefect in every weigh;
My checker tolled me sew.

Website Worth Watching

► papowerswitch.com – Electric rate caps have expired for many in PA. Check out this site and enter your zip code for a quick cost comparison of energy suppliers. Works for business and residential customers.

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4. We got a call one morning from a customer. He couldn't boot. One of the techs went over to have a look and found that the hard drive had a bad sector. It would need to be replaced.

   Technician: "The hard drive is bad. Are you backed up?"

   Customer: "Yes!"

   So the technician replaced the hard drive and reinstalled the operating system.

   Technician: "I'm done -- she's all yours."

   Customer: (after playing with the system a bit) "I can't find any of my data."

   Technician: "Right -- you'll have to restore it."

   Customer: "What does 'restore' mean?"

   Technician: "Uh, it means you have to RESTORE it from a copy."

   Customer: "Copy? What copy?"

   Technician: "The one you make every night."

   Customer: "WE DON'T HAVE A COPY!!!"

   Technician: "When I asked you if you were backed up, you said YES!"

   Customer: "We ARE backed up! We're SO backed up that we haven't had time to make any recovery disks!"

5. Once I helped a user whose folders were all named "New Folder." There was a "New Folder" and a "New Folder (2)" and so on up to "New Folder (35)."

   He opened up one of them, and there were more "New Folders." And inside those were more. He had a series of handwritten sheets that indexed each of his files for him. He'd look up a file he wanted to find, and it would say, for example, "New Folder (22) - New Folder (5) - New Folder (8)."

   I mentioned that he could rename the folders to reflect what data they contained. The user thanked me but assured me that the system he was currently using worked quite well.

6. Customer: "Hi, this is Rose. I can't get my disk out of the drive."

   Helpdesk: "Have you tried pushing the button?"

   Customer: "Yes, sure, it's really stuck."

   Helpdesk: "That doesn't sound good; I'll make a note."

   Customer: "No. Wait a minute. I hadn't inserted it yet. It's still on my desk. Sorry."

7. Four fonts walk into a bar. The bartender says angrily, "Hey - get out! We don't want your type in here."

8. A user at our company was trying to send photos via email but was having difficulties. Here's our exchange:

User: I can't send this e-mail.

Tech: What are you trying to send?

User: A couple pictures to everyone in the office.

Tech: What size are the pictures?

User: 2 megabytes each.

(I thought to myself, that isn't too bad. I wonder what's wrong. So I asked:)

Tech: What's the error message?

User: It says that my email is too big to send.

Tech: What size is the email?

User: 340 megabytes

Tech: Wait... how many pictures exactly are you trying to send?

User: I dunno, 150-160...

Tech: That is way too many to send in an email. I can put them in the company's shared pictures folder. Just tell me what type of event it is.

User: Oh, it's not a company event, it's all pictures of my dogs from x-mas.

Tech: And everyone needs to see over 150 pictures of your dogs?

User: Yes, because they were wearing x-mas outfits.

9. Helpdesk: "Click on the 'My Computer' icon on the left side of the screen."

Customer: "Your left or my left?"

10. Customer: "Hi, good afternoon, this is Martha, I can't print. Every time I try, it says, 'Can't find printer'. I've even lifted the printer and placed it in front of the monitor, but the computer still says it can't find it."

11. Customer: "There are smoke and flames coming from my computer."

Tech Support: "Uh, hang up, unplug the computer from the wall, and call the local fire department."

Customer: "That's not the problem. I need to know how to do a backup. Fastest possible method."

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Life Before the Computer

An application was for employment
A program was a TV show
A cursor used profanity
A keyboard was a piano!

Memory was something that you lost with age
A CD was a bank account
And if you had a 3 ½ inch floppy, You hoped nobody found out!

Compress was something you did to garbage, not something you did to a file
And if you unzipped anything in public, you'd be in jail for awhile!

Log on was adding wood to a fire
Hard drive was a long trip on the road
A mouse pad was where a mouse lived
And a backup happened to your commode!

Cut - you did with a pocket knife
Paste you did with glue
A web was a spider's home
And a virus was the flu!

Times have certainly changed ...

And for some parting thoughts ...

- Home is where you hang your @
- A journey of a thousand sites begins with a single click.
- You can't teach a new mouse old clicks.
- C:\ is the root of all directories.
- Too many clicks spoil the browse.
- The geek shall inherit the earth.
- Don't byte off more than you can view.
- What boots up must come down.
- My computer isn`t that nervous...it`s just a bit ANSI.
- A user and his leisure time are soon parted.
- Give a man a fish and you feed him for a day; teach him to use the Net and he won't bother you for weeks.
- He who laughs last probably made a back-up.

Too good to pass up ...

Q: Why was the computer tired when he got home?
A: Because he had a hard drive.

Q: Why did the computer get cold?
A: Because it forgot to close windows.