

Tip for December 2004  
Courtesy of Wyvern Technology  
0418 421 202  
[www.wyverntech.com](http://www.wyverntech.com)



More about computer ‘idiotsyncrasies’. No. I haven’t misspelled it. Look carefully and you will see why I have spelled it this way.

A client of mine purchased a well known brand of computer via the internet – the only way you can purchase it. I installed it for her and she rang me the next day to report that it kept coming up with an error message and sooner or later it would freeze and she would have to restart it. The message contained the words ‘bad pool-caller – was this a lifeguard who mumbled or what! Sorry about the weak joke but I am prone to them. She and I both (like all my clients, she has developed lots of courage with her computer) investigated this message on the internet and found many, many people with the same problem, seemingly peculiar to that computer brand. We tried the solutions suggested and it would go away for a little while but then reappear.

She had rung the company and had first got a very rude woman who had told her it was her printer’s fault. Not true.

My client being the persistent sort she rang the company again and this time got a very nice person who told her to disable hyperthreading. This worked. Unfortunately hyperthreading is what makes your computer work faster. Hmmmm.

A very nice gentleman named Jeffrey rang me the other day to enquire about a second hand computer he was thinking of buying and asked me if it was good value. He said he had rung me because I came across as honest and straightforward in my column. Thanks for the affirmation, Jeffrey, and thanks to Bill without whom my words of wisdom or otherwise would never see daylight.

Please remember that I deal with software and hardware problems, so I can usually fix your computer no matter what the problem. And I deal with upgrades and any advice re computers you would like.

Merry Christmas and we will speak again in the New Year.

Cheers,

Deirdree