

California Computer Care

News,
Views,
Tips and
Cool Techniques
for CCC Members

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We
speak
Geek,
so you
don't
have to.

A New Service

Oh, what a nag am I.

I nag you a lot about doing regular backups of your precious files. I nag you about getting a backup copy stored in a safe place away from your Mac so that if something happens to your Mac, it doesn't also happen to your backup (a fire, for instance).

But, not all of you can do so.

There are some valid reasons for not doing your backups. Perhaps you don't have time. Perhaps you don't have the equipment or software. Perhaps you do backup your critical files but also want to backup your entire 30 GB hard drive a couple of times a year. Perhaps you have no good, safe place to store your backup copies.

You know you should.

It has been said that there are only two types of computer users: Those who have lost files and those who are going to. File loss happens to everyone and even though you are nervous about the safety of your files; you just don't get around to backing them up. Backing up is the only protection.

California Computer Care can help.

We are now offering a backup service. We can schedule regular backups for you or do backups when you request them. In either case, your irreplaceable files will be copied, archived and stored in a safe place, ready to be restored to you if disaster or *Murphy's Law** strikes.

Mirror backups.

At CCC we believe that the best backups are *mirror backups*. A *mirror backup* creates an exact copy of your hard disk drive that allows for perfect restoration if your Mac crashes or its files are lost, damaged or thrown away by accident.

* *Murphy's Law*, in its most popular form, states that "Anything that can go wrong, will go wrong." Boy, is that true.

Here's what we do.

Basic Backup: We'll come to you, make a *mirror backup* of your hard disk drive (or drives if you have more than one), copy the backed-up files to incorruptible CDRoms or DVDs and send the finished disks to you.

Basic Backup..... flat rate..... \$35.00
\$1 charge per CDRom disk used, \$10 per DVD disk used.

Scheduled Backup: We'll set up a schedule (weekly, monthly, quarterly or yearly) to meet your specific needs for *Basic Backups*. With a schedule, you will not have to think about backing up again. 6 month minimum.

Scheduled Backup..... per visit..... \$30.00
\$1 charge per CDRom disk used, \$10 per DVD disk used.

Off-site Storage: We strongly recommend that your backup copies be stored away from your home or office to protect against loss or damage due to theft, fire or accident. If you elect to store your backups with us, they will be held in a bank safe deposit box.

Off-site Storage.....per year..... \$25.00

Restoration: When you need your files restored, you can choose to have us come to you and restore them or download the files through the internet.

Restoration.....Regular service rates

Privacy: The contents of your files will never be viewed by anyone but yourself, unless authorized by you.

These are CCC Member prices.

Non-members pay \$10.00 more. Prices are flat rate so first 1/2 hour free does not apply.

We are keeping prices very low. . .

to encourage you to use this service. If you've ever felt that sinking feeling when important work is lost or destroyed, you know how valuable it is to have a reliable, complete backup to fall back on.

Let CCC make a backup for you.

AIO? Oh, no!

My, my, aren't they tempting?

AIO is an acronym for *All-In-One*. AIO devices are ones that combine several different mechanisms or technologies into one case. They promise savings in size, space and expense. The problem is that they just don't work well!

The most common AIOs are ones that combine a printer (inkjet or laser), a scanner, a copier and a fax machine. It was a natural idea since all that was needed was to soup up a fax machine and add a way to connect it to your computer. After all, a fax machine already contains a scanner, a printer and a copy function.

It's harder than it looks.

The typical AIO is a very complex machine. Fax-quality scanning and printing are not nearly good enough for what the AIO promises, so those functions had to be greatly improved and yet still fit in as small a box as possible. The result was compromises that turned these jacks-of-all-trades into masters-of-none. A \$50.00 printer will print better, a \$79.00 scanner will scan better and an \$80.00 fax machine will fax better while being easier and cheaper to use.

They're fragile, too.

These complex machines tend to break easily and when one function breaks (say, fax) you can no longer print, scan or copy and the whole unit must go in for repair leaving you paralyzed until it returns. Individual machines may take up more desk space and USB ports, but at least they don't take their friends with them when they die!



Software problems.

Every device that attaches to your Mac needs software that instructs your Mac in how to use it. For reasons I cannot guess, the AIO software is very poorly written causing conflicts, errors and countless calls to tech support. This could be a boon for me, but I prefer to make my money in happier and more honest ways, thank you.

Everybody but Epson.

AIOs are made by all of the major printer manufacturers: Hewlett Packard, Canon, Lexmark, Brother. Epson tried several models but gave up because of severe problems. HP's models are the best of a bad lot. I have yet to meet an AIO owner who is as happy with these machines as are owners of stand alone printers and scanners.

Maybe someday they will be great and useful.

The idea is good; but for now, I cannot recommend All-In-Ones.

June Tip—

Newer desktop Macs have no ON/OFF button (Power key) on the keyboard. Because the Power key is missing, the Control/Apple/Power key combination doesn't force restart these Macs.

If you have one of these models and your Mac locks up solid, here's how to force a restart.

G4 Tower: Look for a small button below the front panel Power button that has a tiny triangle icon on it. Press once.

Cube: The button is on the bottom. Press once.

Traditional iMac: You'll find a similar button in the cable bay. Press once.

Flat-Panel iMac: Press and hold the Power button (on the backside) for about 5 seconds until the iMac restarts.

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Like an
auto club
for your
computer.