

## ***Computer problem***

***A family member calls you because their computer was acting strangely. If you are not a computer expert, that should have been a warning sign to contact a computer professional. Unfortunately my family member did not want to bother me (of course I love the challenge of fixing a broken computer) so they decided to do their own tech support despite not knowing much about computers.***

***They found a “recovery disk” from the PC manufacturer and thought that would be the solution. Indeed it is a good solution if you want to wipe out your computer files but most people want to make sure their financial & medical records, e-mail’s, and family pictures are not deleted. Too late! All the documents are gone. Very bad news! Now the only hope is to recover the deleted files and that probably will not work well at this point.***

***BOTTOM LINE: Find good professional computer help if you don’t know what you are doing, before you change something that will mask the real problem and make it more expensive to ‘fix’.***

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