

## **My recent Computer problems**

1. On Saturday (May 20<sup>th</sup>) Microsoft said that they wanted to do a Windows update like a dope I said yes. 4 hours later I decided to look at the status and I discovered that the update did not work and the links to Windows was lost.
2. Working with Microsoft all weekend (15 plus hours) I was able to get Windows 10 loaded. Reason it took so long was that the Microsoft Tech wiped out the entire hard drive. He was never able to get the Bootable drive to work. So On Sunday afternoon I bought a new Flash Drive and created a Bootable Windows 10 Flash Drive and recreated the system.
3. Then on Monday at 7AM I called AU's Web Hosting company (based in England) for what I thought was a 10 minute help desk call to setup the publishing aspect of our web-site as I had to re-install the web-site software ... 8 hours later I was finally able to get it setup (5 support people helped me).
4. Then I decided to install the Web software on my home laptop as backup incase this happens again ... this took 2 more hours as some web-site files could not be found on Drobox.
5. So now I have Microsoft Office 265 and Webplus X8 loaded on the AU Laptop ... who knows how long it will take to get the reset-up as it was? That's assuming I can remember what was installed.
- 6. As for Data that was backed-up so it took an hour or so to re-load.**
7. I then went to Chicago for a week so when I got back (on the next Saturday 6/3) I attempted to do my regular backup on my Home Laptop ... guess what my main backup drive was wiped out and in it's place was a 32GB flash drive format with the bootable Windows 10 software on it.
8. Thus, I had to buy new backup external drives and re-setup new back-ups so mu home laptop data was protected.