Radio Days – 2012-02-18

Tip of the Week – Better Defrag

For some time now I have been recommending Defraggler as the best program to use for defragmenting your hard discs. I recently re-discovered JKDefrag. This program has been around for some years now and was an excellent way to defragment a hard disc. One of the good things about JKDefrag (especially for someone like me who has many disc partitions) is that it will defragment all partitions in one go.

With Defraggler you start the program then specify which partition to defragment. With JKDefrag you start the program and all partitions are defragmented. The first time it runs takes some time, especially if you have not defragmented your discs recently.

JKDefrag now has a new brother: MyDefrag. This program builds on the success of JKDefrag and does an excellent job. JKDefrag is easier to use: just start it and it will defragment all your discs so can be run twice a year when you change your smoke alarm batteries. MyDefrag is also to be run twice a year, when you change your smoke alarm batteries, but you have to specify which discs you want to defragment and which defragment type you want to run.

For most people I recommend JKDefrag as the easier program.

On-Site Training

I had an interesting week this week. One new client insisted, against all my advice, that she come to my place so that I could show her how to use her computer. All went well for some time: I showed her how to search using the internet, the differences between the various browsers and how to use Outlook Express as an email program.

The she wanted to learn how to create documents using a word processor. This meant that she was using *my* computer and *my* programs. This was when the problems began to appear. She was using an old version of Ami Pro on her computer and needed to create some important documents. Ami Pro is an excellent word processor and is used in quite an extraordinary way by Centrelink. It is not, however, a program in common use.

My client had received the program a long time ago from a friend who probably found it on a CD on a computer magazine cover. Many years ago I had a copy of Ami Pro on a computer magazine CD and played with it. Because, even so long ago, I was so used to *The One Microsoft Way* I found Ami Pro very confusing. I still find it confusing, and I was no help to my client in this program. It began to appear as though her visit was going to be a compete waste.

We then started talking about computers in general and computer programs in particular. She told me then that her internet connection was not working nearly as well as my internet connection. She asked me what I had that was different from her connection and how her connection could be improved.

At this stage I suggested that we go to her place and do everything again on her computer. She agreed.

Old Computers

At her home she showed me her computer. It was an old, underpowered Windows XP computer which could not keep up with a modern broadband internet connection. This was why my internet connection was much faster than hers. I told her about another computer user who had complained that his new broadband internet connection was no faster than his old dialup connection, so he wanted his money back.

His ISP sent a technician to see what the problem was. He was using an even older computer than my client's, with Windows 98. This combination of an old computer and a new internet connection meant that the computer could not keep up with the amount of data from the

internet so it slowed the broadband flood to a dialup trickle. Things had been fine with his old dialup connection because the dialup connection only provided data very slowly.

The owner of the computer was not impressed when the technician told him that he would have to get a new computer if he wanted his internet at broadband speeds.

This was, to a lesser extent, the problem which my client faced. Her computer had not really been up to the task (it was made to a price, so not well specified) when she bought it and the passage of time had made it even slower than it was when new.

New Computers

Again, my advice was to buy a new computer. She had an old bulky screen, not one of the new flat screen monitors, and her printer was on its last legs. Her mouse and keyboard were also showing signs of heavy use with the letters on some of the keys having been worn off. We went onto the internet and I showed her that she could get a new computer, with printer, for under $1,000. This new computer would do everything that she wanted her old computer to do, and it would be much faster.

As she had expected that a new computer would be out of her price range she was delighted and decided to get one immediately. with the new computer she would also have much more disc space. Her current small hard disc drive was bursting at the seams and there was no room to install programs like Microsoft Word to make her life easier.

A few days later she rang and I went out to her place again. This time I set up her new computer and copied her data across from the old computer. She had bought a copy of Word so her word processing could continue in a way that she could get help. Word is a common program so many people know how to use it and could help her.

She also had an internet connection which worked almost at the speed of light. It was so much faster than on her old computer that she was amazed and wondered why she had put up with an old computer for so long.

I was delighted that she was so happy with her computing experience. She was delighted that she could now do all the things that she wanted to do with her computer. A win-win for all!

Further Information

| JKDefrag | www.kessels.com/jkdefrag |
| MyDefrag | www.mydefrag.com |