

Re: MT nightmare

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- *From:* Neal <nbrown12@xxxxxxxxxxxxxx>
 - *Date:* Fri, 06 May 2005 11:06:49 -0600
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Barbara,

It sounds like you were not protected at all. Before you get everything going again, talk to an electrician about something that goes in your electrical box on the side of the house. I can't think of the name of it, but it runs everything to a ground and should solve any future problems.

Neal

Barbara Carlson wrote:

It started out as just a perfectly normal afternoon thunderstorm. Everything in our house has whatever protection it can have from UPS to surge protectors, whatever has been recommended for protection we have done. I had just let the dog in and was going to the office to shut down the computers just to be safe--the storm had just started, when we had a lightning hit the likes of which I had never heard before in the 18 years we had lived here. The electricity never went out. My computer is still lit, no problems, right.

Well, I did not have an internet connection and the phones were all dead. It took a day for the phone people to get here. My server is out and will not come back up. Power supply replaced hoping that was the major problem--no luck. Mother board and CPU replaced. No luck. Could not find anyone local to repair the server quickly, if at all--they are swamped with computer repairs. So, express mailed computer to my son in Colorado (who built it for me) \$71. Modem apparently fried. New modem. Router apparently fried--no network, new D-Link, which I haven't yet installed. Modem still won't work. Telephone company comes and installs brand new connection from pole to house. Modem works--2 hours later quits. Tech support gets it working again. Now working but every few minutes I lose it, which makes it impossible to work on client's remote connection. Clients are burning sound files to CD so I have to go back to pickups. Telephone company says it's not them, IP

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provider says it's not them. Maybe our inside wiring. Telephone company leaves me wire to wire modem directly to the box--won't help with routing or anything, but a temporary fix so I can catch up work until we figure out the problem. Bob is doing that now, so don't know yet if successful! Four days of work behind, and I had plans for the weekend (Quilt show in Coral Gables).

Now, not only those problems. My son's Television completely blown. Two Tivo connections completely blown. We cannot get a connection to Direct TV, don't know what is fried there (Our TV seems to be all right, but we can only get channel 6 (my least-watched station) without direct TV. I do not think our homeowners policy will cover anything as there is a \$2,500 deductible!!!!

If you don't hear from me for a few days guess why?

Barb C.