

Re: MT nightmare

Source: <http://sci.tech-archive.net/Archive/sci.med.transcription/2005-05/msg00283.html>

- *From:* "Barbara Carlson" <bbcarlson@xxxxxxxxxxxxxx>
 - *Date:* Fri, 6 May 2005 18:45:50 -0400
-

Neal, I have that--pat \$3+ a month for it, and EVERYTHING has all the protection recommended. Server was plugged into a UPS. This hit the PHONE line only--electricity never went out. Server and Computer plugged into same UPS, Server fried, computer a couple of glitches (can't get laser printer to communicate--though printer is okay--ink jet printer no problem). Router and modem fried. Still having problem with remote connection. Phone company says my IP, IP says phone company. At suggestion of phone company we have wired the modem directly to the outside box, and situation is improved, but not solved. Phone company said our inside wiring, which is why they suggested the direct connection, but still not 100%. We asked about additional protection on phone lines, and they couldn't suggest anything other than running the line through the UPS which we will try.

Barb C.

"Neal" <nbrown12@xxxxxxxxxxxxxx> wrote in message
news:0uCdnaRv taMOebfRVn-1w@xxxxxxxxxxxxxx

> 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

Re: MT nightmare

>> 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 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.

• **References:**

- ◆ **MT nightmare**
 ◇ From: Barbara Carlson
- ◆ **Re: MT nightmare**
 ◇ From: Neal

- Prev by Date: **Re: Wow, talk about unconscious**
- Next by Date: **Lanier tapes**
- Previous by thread: **Re: MT nightmare**
- Next by thread: **Re: MT nightmare**
- Index(es):
 - ◆ **Date**
 - ◆ **Thread**