

PORTERVILLE.COM
PORTERVILLE ONLINE
PORTERVILLE WIRELESS

OCSNET.NET
OACYS.COM



OLSON
COMPUTER
SERVICES

NETWORKING THE
COMMUNITY
SINCE 1982

N E W S L E T T E R O C T O B E R 2 0 1 1

VISIT OUR WEBSITE FOR CURRENT NEWSLETTERS, NEWSLETTER ARCHIVES, OR TO SIGN UP FOR NEWSLETTERS VIA EMAIL

Process of Elimination

Troubleshooting wireless router problems

OCS Customer Service and Technical Support often receive calls for assistance, asking if there's a problem with our service. The customer reports that they can't access the Internet, however from our office we're able to "ping" their router.

Since we can see that the connection from their end to OCS (and thereby to the Internet) is active, we know that the problem must be on the customer's end, and on their side of the router.

Similarly, customers sometimes call and report that their Internet connection "drops off" frequently, and that the only solution may be to reboot their router, which may last only temporarily.

The causes of a problem like this could include router failure or misconfiguration, network or firewall settings on the computer, the network or wireless adapter, virus or spyware issues, or interference.

An easy way to eliminate virtually everything related with wireless on the customer's internal network is to simply connect a standard Ethernet cable from one of the router's LAN ports to a nearby computer that's previously been working on the wireless network.

Most computers will recognize the new hard-wired connection automatically, with no need to manipulate network settings. If so, and if access to the Internet is restored, then we can assume that the router's LAN and WAN configurations are correct and working properly – and we can probably assume that the router itself has not failed, although its wireless segment may still be suspect.

The next step would be to leave the hard-wired connection in place for a while, and see if the previous problems recur. If there are no more drop-offs or disconnects or perceived need to reboot the router, then it may also be interesting to either (a) switch back to wireless and see if the problems reappear, or (b) if you have another computer that's still connected wirelessly, see how its performance compares to the one that's still hard-wired.

If this process tends to verify that the internal wireless connection is where the problem lies – but the connection still works on and off – then the configuration is probably OK and there's more likely either (a) a software issue within the router, or (b) a source of interference that's causing the problem.

In cases where a router reboot is needed to reconnect, you can check your router manufacturer's website to see if any updates

(Continued on Page Two)

Backup Blues

Too often over the years, and even very recently, a customer has brought a computer into our shop with a damaged or failed hard drive – and no backup. We even had a customer with a disgruntled employee who wiped their hard drives.

The devastation that's felt upon the realization that all data is gone cannot really be described ... *don't be that person!*



In some cases we can recover lost data, but not always and rarely completely. There are also a few data recovery services in the country that specialize in doing this, and their success rate is higher – but at a much higher cost.

(Continued on Page Two)

Work from home!

OCS can connect your home to your office or tie multiple offices together at high speed and with full VPN security, anywhere in the Valley or beyond...



The OCS home page has received more than 15 million hits – contact us for local advertising information!

OCS service plans are described at www.porterville.com

Internet Plans and Pricing

Call about eCommerce!

Need qualified computer or network maintenance?
Give us a call!



Our Military Men & Women
AMERICASUPPORTSYOU.MIL

THE NATIONWIDE OCS REFERRAL PROGRAM

If you refer a friend, family, or business associate to OCS, tell them to mention your name and you'll receive up to a month of free service! **Our subscribers have earned \$63,847 so far** – click Referrals on our home page for details! Your friends may simply click *Subscribe* to sign up online.



**MORE THAN 541 MILLION VIRUSES, SPAM, AND PHISHING ATTEMPTS HAVE BEEN STOPPED BY THE OCS CENTRAL SYSTEM
CALL US ABOUT OCS OFFICE SCAN!**

OFFICE HOURS WEEKDAYS 8-5 • SATURDAYS 9-5 • CLOSED SUNDAY
767 NORTH PORTER ROAD • PORTERVILLE CA 93257 • 559-781-4123

Process of Elimination

(Continued from Page One)

are available – many router issues can be resolved by upgrading the firmware (call OCS if you need help with this). If an upgrade is unavailable or it doesn't resolve the problem, you may want to consider trying a different router.

For other connection problems, you may have interference caused by the placement of the router in relation to the computer. If there are too many walls or other obstacles between the two, the signal can become muted and unreliable. Other wireless devices like cordless phones, microwave ovens and baby monitors can also cause interference.

And increasingly, as we discussed in last month's newsletter, the explosion of residential wireless routers has tremendously increased the potential for interference on the channel your router is using. In that case, free software is available to help identify this congestion, and there may be some improvement by changing the channel your router is using.

However, in a neighborhood that's already becoming saturated, such a change may not work for long. In that case, solutions might include stepping up to a dual-band router (where there's much less congestion in the 5.x bands), or consider "stepping back" to a more reliable (and faster) hard-wired network.

Backup Blues

(Continued from Page One)

OCS doesn't recommend online backup solutions – like Carbonite and others – because while somewhat convenient, they are slow and very expensive when considering the high amount of bandwidth they consume. You'd probably also need a higher plan type, and you might still pay for excess bandwidth usage.

At the same time, personal backup has never been easier, or cheaper. External hard drives used to be very expensive, but no more – there are many choices in the \$50-80 range, with capacities of 500GB and up. Every modern computer has several USB ports, and Windows and Macs include very simple-to-use software to set up automatic incremental backups. That's all you need.

The final consideration is location. If your external backup hard drive is connected next to your computer, then a fire or theft could wipe out both at the same time. Ideally you should keep your backup drive in a separate location, like in a fire-safe or at a different site. And, using more than one backup drive in a rotation will add to your backup insurance.

WIRELESS SERVICE AREAS

- Porterville
- Springville
- Pleasant Valley
- River Island
- Globe Drive
- Strathmore
- Terra Bella
- Lindsay
- Exeter
- Badger Hill
- Visalia East
- Yokohl Valley
- Camp Nelson
- Success Valley
- Richgrove
- Delano East

Fan Mail



"You guys really have your act together. I've had ISPs throughout California and OCS has the best system, it's reliable and fast. I appreciate your service!" -EM
 "OCS is beyond comparison with any other ISP. Excellence in service and customer care are rare these days." -LN

OACYS WIRELESS INTERNET SERVICE PLANS

Wireless Plan Types	Average Speeds			Monthly Usage ¹	Mailboxes	One-Time Fees		Monthly Service ³
	Min	Typ	Max			Installation	Equipment Deposit ²	
RESIDENTIAL								
Basic	125K	500K	750K	12GB	5	100.00	100.00	49.95
Premium	250K	1M	1.5M	20GB	5			79.95
BUSINESS								
Business	375K	1.5M	2M	30GB	10			129.95
Professional	500K	2M	3M	35GB	25			159.95
Corporate	750K	3M	4M	45GB	30			199.95
Enterprise	1M	4M	5M	60GB	40			249.95
MOUNTAINS								
Alpine, Pierpoint, Camp Nelson	125K	375K	750K	5GB	5			69.95

1. Monthly usage is the allowed bandwidth per month. Surcharges apply for excess usage.
2. Equipment deposit is fully refundable upon termination of service after one year.
3. For areas served by Blue Ridge tower, add \$10 monthly rural service fee.

I Didn't Know That!

- OCS provides "A-to-Z" technology services
- Complete computer service and repair shop
- Variety of Internet access plans and packages
- Professional website development and hosting
- Programming and custom development
- eCommerce solutions
- Computer and Internet technology consulting
- Secure branch office inter-networking
- Internet-based "VOIP" telephone services

To set Account Preferences or make Payments Online, click **UserAdmin** on our website

On the road? Call our toll-free support at 888-OACYSKOM