

CONFESSIONS OF AN IT PROFESSIONAL

IT P: An old relative phoned me because he was having problems with a program that he had on a CD. I just told him: "OK, first send the file to the bin". Next thing I heard was the CD being thrown to the bin in the room he was.

IT P: It was December 28, and my mother had a problem with the PC because she didn't know how to access the Internet, and I told her: "You need to open the window and that's it". And she spent the Christmas holidays with a big cold.

IT P: A user was having trouble printing documents. He told me that the computer had said it "Can't find printer".

Client: "I've tried turning the computer screen to face the printer, but the computer can't see the printer".

Client: "I have a problem when writing my password". I tried to enter my password and the only thing I see are asteroids."

IT P: Please go to My PC.

Client: "Do I have to go there? Take into account that I am in another building".

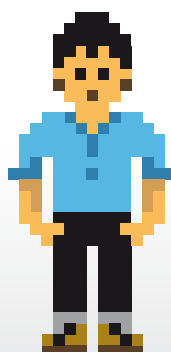
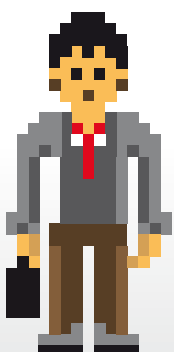
My PC will not boot: "Keyboard not found. Press F1 to continue".

- Client: Oh, I'm seeing the mouse pointer move on its own.

- IT P: Yes, Sir. It's me. I've already got remote access to your computer. I will solve your problem right away.

- Client: Oh, that's nice. Do you want me to turn on the lights? Maybe you'll see better.

- IT P: Oh.oh.



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Client: Of course I know the password of my boss, it is five asterisks."

IT P: A user called us because he had an issue with his modem and he couldn't connect to the Internet properly. We asked him: OK, we are going to try to help you fix it. Please, can you tell us how many lights are on right now? And he said: "I have three lights on: the kitchen, the living room and the bathroom."

IT P: Many years ago, a client called us while installing a program that came on 5 ¼ disks:

Client: "As I put the first disc, no problem, when I asked the second entered well, the third one I've had to put a little force, but the fourth one..."

"Daddy, what does
FORMATTING DRIVE C:
99% completed mean"

IT P: A user called to reset their password. "Well, it is already done. Your new password is 12345678".

Client: "Ok, capital letters?".

I asked my friend:

"Abir, what anti-virus program do you use?"

Abir: "Netscape...
Oh, sorry...
Internet Explorer".

IT P: A client was having trouble with his fax and called me. When asked to try and send a test page to me, he faxed his company price list. I solved his problem and we ended the call, a few minutes later he called back and said: "I am not sure I should have sent that list, can you fax it back to me?".

