

# TECHNICAL SUPPORT RESOURCES

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Web sites are excellent resources for all aspects of technical support. Whenever possible, visit the vendors' first to download drivers and to visit news groups. Often a vendor's site will have exactly what you need in an easy-to-find format. Sometimes, however, the vendor's site is not enough, and you will need additional resources to tackle more difficult problems. The following is a list of the many great Web sites available for technical assistance.

## General Computing

TechSETS

<http://www.techsets.org>

A new California state resource for K-12 technology support. Its free to register and has a live helpdesk plus tons of other resources.

Computer Information Center (CompInfo)

<http://www.compinfo.co.uk/index.htm>

This site offers information about all kinds of computer-related issues. The Computer Information Center is a key reference site for IT/IS users and buyers, with links to hardware and software companies, industry organizations and user groups, technology information sources, online support, and up-to-date news. Yahoo computing writes: "The definitive directory of the business side of computing. . . . It's among the top ten computing-specific sites we've ever seen."

No Wonder! Computer Support

<http://www.nowonder.com/>

This site provides troubleshooting information for Mac, PC, Unix, among others. The site claims that it will respond to any email query within 24 hours. No Wonder! also has a great bulletin board/newsgroup section for tech support discussions.

VersionTracker

<http://www.versiontracker.com>

Find out what is new in the Mac software world. Get the latest free updates and bug fixes for your software at the click of a mouse. There is also a commercial offering of this site, but the free site seems to be quite sufficient if visited often.

ShareWare.com

<http://www.shareware.com>

ShareWare.com is a great place to find downloadable files (freeware, shareware, and commercial updates) in one easy location. Especially designed for the two-click searcher, this site has a wealth of information at your mouse tip.

The Snorkel

<http://www.thesnorkel.org>

Doug Prouty of the Contra Costa County Office of Education manages this site. If you have questions about a specific issue, you can search the people resources for email addresses and

names of someone with expertise in that area. The Snorkel is a great resource when you have exhausted all other Web site resources.

San Diego County Office of Education Internet Support Services

<http://www.sdcoe.k12.ca.us/internet.html>

This site, maintained by the competent people at the San Diego County Office of Education, has a great FAQ (frequently asked questions) page, an area for downloading common Internet software, and an automated online help service that uses email to answer perplexing questions.

### **Multiplatform Help Sites**

ZDNet Help

<http://www.zdnet.com/zdhelp>

ZDNet is part of ZiffDavis, one of the largest computer magazine and book publishers in the United States. The help site includes a large variety of resources for all platforms and interests.

### **PC Oriented**

PC Mechanic

<http://www.pcmech.com/index.cfm>

PC Mechanic is a great resource for PC-related issues. It offers step-by-step instructions for building a PC, from the ground up. Use the search engine to direct your query to your specific area of interest.

The Tech Page

<http://www.thetechpage.com/cgi-bin/default.cgi>

Got a hard drive to install? This site has specs for most of them. You can download drivers and formatting software along with other critical software for hard drive maintenance and repair. The site also includes many great suggestions for hard drive maintenance and repair in addition to interesting articles and summaries of hard drive related issues.

### **Macintosh Oriented**

The Mac Conflict Solution Site

<http://www.quillserv.com/www/c3/c3.html>

This site is great for identifying and learning about specific software conflicts related to the Macintosh platform. The site also includes a Mac resource area, Mac survival tips, and a discussion forum for various Macintosh-related troubles.

The Low End Mac

<http://lowendmac.com/>

Low End Mac is dedicated to keeping older Macs and compatibles productive. The K-12 world is often faced with outdated equipment and the need to keep that equipment running with the best performance possible. Low End Mac is a great site to address the uses of the older Mac LC computers and the like.

The Macintosh Guy of Portland

<http://www.themacintoshguy.com>

"The real power behind the Macintosh is you" is the lead quote of this site, which focuses on improving the skills of the Mac end user through various tips and tricks.

MacInTouch

<http://www.macintouch.com>

Learn what is going on in the Macintosh community: from the latest breaking news about Apple to the most recent bug fixes and updates. Technology coordinators who manage Macintosh computers should visit this site on a regular basis.

MacFixIt

<http://www.macfixit.com>

This site offers all of the latest and greatest about the Macintosh. Here you can find links to the latest Apple updates, including updates to third-party updates that make older applications work with newer operating systems.

MacWEEK.com

<http://macweek.zdnet.com/>

This site is based on the weekly newspaper that addresses all the rumors and speculation about the Macintosh industry and related items. Although some people refer to this magazine as MacRumor, it is the definitive resource for the latest info on Macs.

AppleCare Tech Info Library

<http://til.info.apple.com/techinfo.nsf>

Maintained by Apple Computer, this is the definitive site for getting the latest Apple updates, bug fixes, and workarounds for the latest Apple products. The site also maintains a mailing list that generates about one email a day listing Apple updates and topics for you to visit as needed.

**Listservs**

Join a tech support listserv, such as one or two of the following:

**Stan Kline Macintosh TidBits**

If you deal with Macs, Stan Kline keeps an eye on many lists and summarizes the information, with links to relevant sites. He also writes descriptive and accurate subject lines so you can tell if the item is even worth opening.

Write to Stan at [skline@thegrid.net](mailto:skline@thegrid.net) and ask to get on his Macintosh list.

**MacWizards**

If you are a newcomer to the Macintosh, do not post to this site. However, you can "lurk" (view list activity without participating) to find the answers to troubling Macintosh questions.

Write to [mac-wizards@cc.gatech.edu](mailto:mac-wizards@cc.gatech.edu) to get on the list.

**TidBITS, MailBITS**

<http://www.tidbits.com/>

is a free weekly electronic publication that reports on interesting products and events in the computer industry, with an emphasis on the world of the Macintosh and the Internet. Internet wizards such as Adam Engst ([ace@tidbits.com](mailto:ace@tidbits.com)) and Tanya Engst contribute to TidBITS, which is a great resource for keeping up to date on what's new with software/hardware/Internet.

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