

Back on-line again (A frustrating day yesterday)

It was bad enough that a cold I'd thought I'd gotten over had its own second wind and had me feeling like I was going to turn a lung inside-out on yesterday morning's ride, but then I get back and find a cryptic message from LunarPages (the company hosting this blog) saying that I've been taken off-line due to excessive CPU usage on their server. And they had supposedly scheduled a call from their "help" desk (which never came) to explain things. I didn't fully understand the severity of things until a bit later in the day, and when I did I made the call myself, being on hold for over 30 minutes before finally speaking to someone who said I should talk with my "IT department" who would know what to do.

IT department? I am the IT department! Anyone thinking there's enough money in the bike biz to pay employees for working with bikes and have someone else whose job it is to keep the computers running doesn't know much about running a brick & mortar business these days.

So I go to bed last night with a non-functional website (not a great feeling) and wake up this morning to find this email-

Thanks for getting back to us. For your convenience, I have restored the disabled script to default. Please closely monitor your account so that it should not cause any issue on the server. We will also keep our monitoring parallel. For your recent modifications, we will not know immediately whether this has dropped your usage levels because resource usage statistics are cumulative over a 24 hour period. We will check your usage after 24 hours and update you if the modifications have helped to reduce the resource usage.

At least the diary is back on-line, for now, but he tells me I have no way, in real-time, to discover the effects of any changes I might make. Kind of like saying you can work on the brakes on your car but won't know until sometime tomorrow if, while driving, they might suddenly stop working. And for this I pay a premium monthly fee (compared to the various cheapie web hosting companies like "Go Daddy" and "1-2-3" etc) for reliability.

Thank you, LunarPages.