

Helpdesks brace for Christmas gremlins

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Christmas is coming, and helpdesk techs across the United States are bracing for a surge of calls from frustrated gift recipients.

A survey by the computer-repair chain RESCUECOM says the most common problem called in over the holidays is a failure of Windows to start up properly in new computers.

Company CEO Dave Milman says the best thing to do is check the connections on the machine and restart. If that doesn't work, there could be a hardware problem that will require a trip to the repair shop.

Other common glitches include sluggish performance, connectivity difficulties and printers that won't print.

Milman said his company's helpdesk will be manned over the holidays for whatever "Yuletech" disasters crop up.

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