HOWe THINGS ARE...

Hello! Trust you all had a happy 4th. I am having a great month. First off, I housesat for someone who went to Uganda. She brought me back SIX Krest Bitter Lemons (soft drink which is very, very good but they don't sell it in the US). The housesitting thing involved a gas leak and the fire department and I almost lost one of the chickens* but it was so worth all that for the Bitter Lemon.

Next, there's a work thing I spent much time on about a year ago, but people (email administrators at branch offices) refused to install it --- not refused, they're just very busy and they didn't know how useful the thing might be. Of 25 places that needed it, about half the places had installed it and then it wasn't working properly in some of those places. It was all very discouraging because what's the good of working on the thing if it doesn't work or doesn't get installed. Now, little by little, people are figuring out how very useful the thing is (some people are installing it for the first time and others who have problems are contacting me to get the problems resolved). If everybody straightaway installed it, I would've felt happy just that one time. This by ones and twos way, I feel happy *each* time there's another branch office on board using the thing. Plus, the branch office people think I'm a star because they write with a problem and I tell them to install this solution ('course the solution has been there for a year and it would've been nice if they had installed it when I asked the first time or the second time... but that's beside the point).

AND THEN, one of the places where they installed the thing but had problems is an office in eastern Africa. They had all sorts of computer problems, not just with this thing. Then the computer guy there had to leave. It was kind of a mess. They only have a dial up internet connection; the connection speed is slow on a good day; plus it's on the other side of the world, but they really needed help so I tried remotely controlling the server. It was painfully slow --- as in it took me an hour and a half and all I did was open five files and make one change to each file. Ninety l-o-n-g minutes to do this sequence five times: open a file, make a change, save and close. It would take what? Three minutes to do if I was on-site. However, I was pleased/a little shocked remote control worked at all. It was great. I haven't yet solved the problem but it's a lot closer to solved than it was. Plus the non-computer administrator types there were thrilled and relieved that we could remotely control the server there from here. They had figured they were out of luck if they didn't have an on-site computer person.

> **Stuff you could pray about:**
> - **Pray** for the remaining problem with the East Africa office server to be resolved (preferably *without* me spending another 90 min changing 5 files).
> - **Pray** for another work thing: I haven't been able to get our vacation message auto-reply deal to accept non-Roman characters (accent characters for French, Spanish, etc. and characters like Korean). It's not mission critical except that it's one more thing that doesn't work properly for non-English speaking colleagues --- .
> - **Pray** for a possible short term trip for me to Brazil to provide computer support while their computer guy is on furlough.
> - **Praise God** for this month o' encouragement I've had. I get that these things happen because people prayed. Thanks.

*I live in the country. You can tell I live in the country because people raise chickens at their homes. You can also tell I'm not *originally* from the country because I think (except for when the one chicken almost died) the *idea* of me taking care of chickens is hilarious...