

NEWSLETTER OF THE LONG ISLAND MACINTOSH USERS GROUP

LIMac was established in 1984, when the Mac was introduced. Annual dues for membership is \$36. First meeting is free. For information, contact any of the following:

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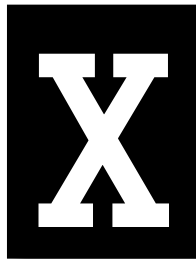
Multimedia SIG

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Produced using:

TextSpresso, Tex-Edit
Plus, Adobe InDesign,
Photoshop, Illustrator,
and Acrobat.

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February's Meeting

Paul Chadha from Recosoft Corporation, demonstrated *PDF2Office*. Have you ever want to extract text and graphics from a PDF file, in order to use them in your word processing program? You can copy and paste from

a PDF, but you lose the formatting, and the images will look jaggy. *PDF2Office* will extract all the text with formatting intact. The images look just as they did in the original document. Paul did a few demonstrations of how the program works with both *Office* and *AppleWorks* – even the tables are brought over and they are 100% editable. He explained that vector graphics might be a problem as would PDFs made from *Quark* or *InDesign*, and that *PDF2Office* would honor all security settings in the PDF. *PDF2Office* is offering a user group price of \$89.

In the main presentation, Bradley Dichter, did a comprehensive demonstration of the many new features of *Panther (OS X 10.3.2)*. He began by showing the advantages of the new *Sidebar*; how you can choose what appears in the *Sidebar* by using the *Finder* preferences; how to add things to the sidebar by dragging; and how the icons shrink as more icons are added in order to accommodate them. We all could see the advantage of having frequently used folders and applications close at hand. Next, Brad demonstrated the new view options. In the icon view you can change the size of the icons, and the position of the labels (**February's Meeting continued on Page 3.**)

Raffle, Raffle, Raffle!

Once again LIMac will be holding a special raffle. We will be raffling off a complete Power Mac G4 system. This system is a G4 "AGP Graphics" model, 500 MHz, 1Gb RAM, 20Gb hard drive, DVD RAM drive, Adaptec SCSI card and a NEC MultiSync 19" Color CRT Monitor. Only 100 tickets will be sold at \$5 a ticket. Tickets can be purchased at the meeting or via mail by sending in a check made out to LIMac. Send all checks to: *Long Island Macintosh Users Group, Post Office Box 2048 Seaford, New York 11783-0180.*

March's Meeting

After the Q&A and business at our next meeting in March, we will feature some of LIMac's special interest

groups, to show everybody a little of what our other groups accomplish when they gather together.

We will have four stations set up in the corners of the meeting room. Each one will feature short programs that will repeat several times, so you can browse around and sample a taste of everything without missing anything: **MultiMedia** will show snippets of their productions in Apple's *iMovie* and *iPhoto*. **Beginners** will outline the structured set of lessons they set up to help you learn different things on the Mac.

Photoshop will show graphics techniques and image treatments, a grown-up descendent of the 80s desktop publishing formats.

Music, MP3 and MIDI is not a SIG, but every new Mac has *iTunes* and many people are interested in music and the *iPod*.

Start spring on a good note keep up with your Mac. –Donald Hennessy

Friday, March 13th, at 7 p.m.
Building 300 (Anna Rubin Hall)
New York Institute of Technology

The Internet SIG: Bethpage Public Library, (516) 931-3907, on the third Monday of each month at 7:30 p.m.

Multimedia SIG: Demonstration (See above).

On the fourth Monday of each month at 7:30 in Bernie Flicker's offices: ABC Industries, 100 Cleveland Avenue, Freeport, call (516) 867-8400, ext. 325 (send your e-mail address for details).

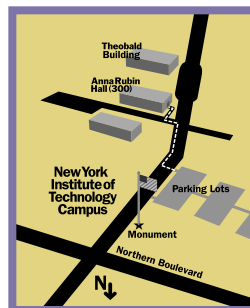
SIGs immediately before or after the general meeting:

Beginners SIG: Demonstration (See above).

MacSkills SIG: (TBD).

DTP/Photoshop SIG: Demonstration (See above).

Photography SIG: (TBD).



◀ LIMac meetings, unless otherwise noted, are held in Building 300 (Anna Rubin Hall) at the New York Institute of Technology on Northern Boulevard in Old Westbury, L.I.

▶ In bad weather, call (516) 686-7789.

▶ The next LIMac board meeting will be at the Plainedge Library, (516) 735-4133, on Wednesday, March 17th, at 8 p.m.



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TidBITS Troubleshooting Primer, Part 2

by Adam C. Engst (ace@tidbits.com)

(Continued from the February FORUM)

Yes, you're frustrated and possibly even angry because of having bought a piece of hardware or software that isn't working, but if you want help, you're far more likely to get it if you're nice, or at least polite and professional, when talking with the tech support person.

Although most people are more polite when they're asking for help in an independent mailing list or other online forum, there's still a tendency to whine or threaten never to buy products from the company again. Bad idea, because the people who are most likely to be able to help you probably like the company and its products, and the more you rant and rail, the less interested they are in responding to you.

Put bluntly, there's a time and a place for complaints, and they should be separated from requests for help. That way you get maximum effect for your complaint and stand the best chance of receiving help.

Dealing with the Insolvable I'd like to pretend that if you just follow all of the steps in the previous article and in this one, that you can solve any problem. Unfortunately, there are a very

small number of problems that will resist your best efforts, and the best efforts of every expert you can bring to bear. That's because everything you try takes time and effort, and there's a limit to how much energy and money you should invest to solve a given problem. Sometimes the better part of valor really is to give up and buy new hardware or software that eliminates the problem entirely. The hope is, of course, that

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“Unsolicited Advice:

Panther changes Mac OS in a lot of beneficial ways. Schoun Regan of The Mac Trainers (<http://www.themactrainers.com>) has passed along information indicating that Panther can also, in the wrong hands, be a dangerous cat. “For the first five minutes you're logged on as an administrator in Panther, you have expanded privileges in the Finder. Specifically, unlike with Jaguar, during those five minutes you're free to throw away any file or folder you like.

“This includes the System Folder, the Library folder, or a user folder. If you toss one of these folders, you risk data loss and could, quite possibly, end up with a Mac that has a completely corrupted operating system.

“You are also free to change the permissions of folders on your Mac. So if User A logs on, she can change the permissions of

Bradley's Tech Session

► I get this dialog box saying, *The substitution fonts necessary for Acrobat 6 or ATM Deluxe or damaged or missing. Please remove them and reinstall them or either software package. I can't find them. Is this dialog box popping up because they are not there? I've installed Acrobat six times.*

It seems so. Specifically we are talking about the screen font suitcases *Adobe SerifMM*, *Adobe Sans MM* and the matching printer fonts *AdobeSerMM*, *AdobeSanMM*. If you don't see them in the *System Folder>Fonts* folder, look for a copy in your *System Folder>Application Support>Adobe>fonts>Regrd>Base* folder. Use the *Option* key to copy them to the *System Folder>Fonts* folder and restart. Before you do restart, make sure you have the *ATM Font Database* file loose in your *System Folder*. As the dialog box suggested, you could just reinstall *ATM Deluxe*. The last version of the installer was *4.6.1* but there is a *4.6.1a Updater*. The *Acrobat 6* installer won't install any fonts in the *Mac OS 9 System Folder*, as it's designed for *OS 10*. The error message is probably from the *Classic Environment*. The appearance of the dialog box should be the clue as to it's coming from *Classic* rather than *OS X*. The fact that it comes up when the *Classic Environment* starts up is a big clue, unless you have *Classic* start up when you log in.

► My recent copy of Norton Systemworks 3 disk worked, running Norton Disk Doctor on my Mac OS 10.2.8. When I tried it on Mac OS 10.3 it can't handle it. What should I do?

All you need to do is run the included *LiveUpdate* program to update the *Norton Utilities* to *v8.0.1* and also *Norton AntiVirus* to *v9.0.1*. This will allow the installed program to see the drives after restarting. It's free. Symantec now is shipping *v3.0.1* of the CD that comes with *Mac OS 10.3.2* so it can boot up the newer models like the *G5* and *NUM 8.0.2* and *NAV 9.0.1*. The *SystemWorks 3 CD* and the *Utilities for Mac 8.0 CDs* had *Mac OS 10.2.3*, which is not new enough to boot the latest Macintosh models. To order the replacement updated CD go to <https://secure1.symantec.com/support/wf-ol2.nsf/replacement.html?Open&prod=norton%20Systemworks%20for>

President's Message

I have family and many friends with iPods and wondered about the iPod batteries. My own personal experience with rechargeable batteries for digital cameras, cell phones, CD players, etc., has been mixed and I know their life is somewhat limited.

I did a little research on the Web and found that there seem to be issues if you connect an iPod to your Mac for recharging – and what else may be connected, as well as your Mac or iPod going to sleep and how this affects recharging.

Most of this was very boring, especially when there was some discussion on the fundamental properties of electronic charging circuits and charging circuit leakage. Frankly, I'm not an engineer and there were many things that were not clear (so don't quote me) but there seemed to be a consistent thread suggesting the use of the wall adapter that came with the iPod for recharging, as it seems to work the best. An alternate to this may be to connect through a powered *Firewire* or *USB* hub that receives its power from your house or office and is never turned off. I would suggest this only if your AC adapter is not available. If the AC adapter is available, use it. ↴

`%20macintosh&ver=3.0`. You should follow the instructions on this page, filling in the Web form and fax them proof of purchase. I would suggest using the *Norton Scheduler* to set up a weekly *Product Update* task that updates *All Products* to keep your installed copy up-to-date. As NAV keeps up with *Windows* viruses, there are virus definition updates pretty often.

► Mac OS 9 allowed me to customize the Apple menu. What is comparable in OS X? Apple doesn't give us anything that is exactly the same, but in *Mac OS 10.3*, you can access your customized *Mac OS 9 Apple Menu Items* from the *Classic* menu if enabled in the *Classic System Preference*. If you put aliases to applications there, they would be accessible whether the *Classic Environment* was started or not. The *Dock* or the *Sidebar* in *Mac OS 10.3* offers customization that works well. If you put a folder in the *Dock*, it's contents becomes a popup menu there. You can also buy for only \$10, *Unsanity's FruitMenu* to customize your *Mac OS X Apple menu*. See www.unsanity.com.



Bill Medlow
President
ArchBill@aol.com

the folders in User B's *Home* folder and have access to documents that, under normal circumstances, are inaccessible to User A.

“After those five minutes have elapsed, you're asked for your administrator's password before you're allowed to toss such a file or folder. Enter that password and toss at will. In *Jaguar*, you're forbidden from performing such actions unless you're logged in as root or you've mucked around in *Terminal* with the *sudo* command.

“Although some people may contend that this shouldn't be a problem because administrators can be trusted with this kind of power (and shouldn't be administrators if they don't know what they're doing), keep this in mind: anyone who fires up that new iMac loaded with *Panther* is an administrator. Novices need to learn that they should not, under any circumstances, trash files they don't understand.”

-Macworld

you realize you're heading down this path before you've wasted too much time and effort.

That said, don't let the fact that some problems really can't be solved with a reasonable amount of effort prevent you from trying. In the vast majority of cases, working methodically through the steps I've outlined in these articles will result in success.

One last note, for those of you who work as

the unofficial tech support for your friends, family, and colleagues: I encourage you to send them a link to these articles so they stand a better chance of solving their own problems. ↗



More Tips:
Two Ways to New Windows in Safari:

Do you love tabs but miss being able to open links in a new window simply by holding down the *Command* key while clicking the link?

Despair not. If you'd like to have tabbed windows and the ability to open clicked links in a new window, *Safari* offers you two options.

First Option. Hold down the *Command*, *Option*,

and *Shift* keys while you click the link. That will open the page in a new window, and make it the active window. (Be sure to check the *Preferences* dialog for other tab-related keyboard options.)

Second Option. Use menus. Hold down the *Control* key, click on the link, and choose from the options available in the contextual menu that appears. ↗



TIPS!

Some of what to look for when Bradley shows what's new in Mac OS X 10.3.2: Address Book and Mail enhancements

► *Mail* moves messages marked as junk to the *Junk* mailbox more reliably.

► In *Address Book*, you can now configure *Exchange* synchronization with either a host-name or full server URL, including a (<https://>) URL to automatically use SSL.

► Improves syncing between *Address Book* and *Microsoft Exchange*.

► You can now move an e-mail to a different mailbox if you use an e-mail server that previously didn't allow this.

► Improves results when using *Mail* with a *.Mac* or *IMAP* account and an SSL connection.

Networking enhancements

► Improves results when looking for SMB-based servers

More Of Bradley's Technical Session

com/haxies/fruitmenu/. You can put a folder in the *Fruit Menu Items* folder and alias in there and get a hierarchical menu off the *Apple* menu, just like *OS 9* did. *FruitMenu* even gives you a hierarchical menu for the *System Preference* panes, similar to what *Apple Menu Options* did under *OS 9*. I might also suggest *DragThing 5.0.1* from www.dragthing.com/. At first look, it looks like a replacement for *Apple's Launcher* with a floating palette of icons, but you can also set the palette to pop out of a edge of your screen when you mouse

(**February's Meeting** continued on Page 3.) from bottom to right. There can be some space advantage with the label on the right. Also to the delight of many users, color labels are back. Brad then showed us that in view options, you can choose to *Show icon preview*. This is really helpful if you have a folder of JPEGs from your digital camera. You'll see previews of your photos, making it a lot easier to pick the ones you want to use. As for the new *Open* and *Save* dialog boxes, the *Sidebar* is there so you can quickly open a volume or folder you have included; change the size of the name column so that seeing a large file name is easier; and quickly switch from *List* to *Column* view. By clicking on any file name in the dialog box, it appears in the *Save As...* field. You can then use it as a base for naming your new file by slightly modifying the old file name. With the improved search capabilities you can now choose where you want to search from any *Finder* window using a choice of: selection (your present folder or volume), local disks, home, or everywhere.

Also demonstrated: *Exposé*, an innovative new tool for locating the window you want on a *Desktop* crowded with *Finder* windows, *Font Book*; *Panther's* built-in font manager; and the new keyboard shortcut creator in *Preferences*. ↗

—Scott Randell

(**Sore Eyes** continued from Page 4) *iSight* which has a microphone built in. The *iSight* is only usable while connected to the computer, so there are disadvantages, but we do own an analog video camera, and also a still camera that takes 15-second movies. I feel overwhelmed with the number of attachments. What's next? Further developments will follow. ↗

over to it, so it takes up very little screen space normally, but allows you to click on things to launch programs or files. I use it like a second dock with aliases to less frequently used programs. I can have a second palette pop-up off the edge of my second monitor, so I don't have to mouse all the way over if my cursor is currently engaged on the second monitor 2560 pixels away.

► **I've noticed occasionally my hard drive's icon is no longer in the upper right corner where it should be. Why? And what can I do to prevent it?**

Some other icon has crowded it, preventing it from taking it's usual spot. Just move all other icons away by about 50 pixels. You can also consider changing the view options for the *Desktop*. I've been working with labels on the right and the icons set to keep arranged by date modified, so my hard drive icons stay at the top and my most recent work is directly below. There are no overlapping icons. For some reason, the fairly big 48x48 pixels icons don't intrude in the space for the dock at the bottom of my screen. ↗

(**User Group News** continued from Page 4) iPod cases, car chargers, and more, including the new *SportWrap* for the active iPod user. XtremeMac: www.xtrememac.com.

► **Element K Journals Expires June 31, 2004.** Monthly how-to journals *Photoshop Fundamentals* and *Inside Photoshop*. View a free issue and save \$50 (US) off a new subscription. Regular price: \$139 (US) per year, Mac user group members: first year for just \$89 (US). Price is \$99 (US) outside the U.S. & Canada. Element K Journals: <http://go.elementkjournals.com/mug>.

► **The MUG Store**
If you haven't looked lately, be sure to surf to www.applemugstore.com and seek out great deals on all sorts of Mac products. This month's highlights include:
Refurbished eMacs starting at \$599 (US).
Refurbished iBooks starting at \$729. (US)
Refurbished 17" iMacs starting at \$1549 (US).
Place your orders: www.applemugstore.com. ↗

in the *Network* view.
► Resolves an issue in which the *Mac OS X* firewall could no longer be available if you performed an upgrade installation of *Mac OS X Panther*.
► Allows automatic configuration of proxy servers using *Proxy Auto Configuration (.pac)* files.
► Resolves an issue that could prevent the computer from getting a *DHCP* lease after certain kernel extensions were unloaded and reloaded.
► Improves *DNS* for *Mac OS 10.2* clients that use a shared Internet connection from a *Mac OS X Panther* computer.
► Resolves an issue that could prevent you from getting or maintaining an *IP* address via *DHCP* under certain conditions.
► Addresses an issue in which the *L2TP VPN* could not connect with leftover *racoon.pid*.
► Improves compatibility for *Microsoft Virtual PC 6.1's* emulated printing features.
► You can now save faxes in a folder whose name includes 2-byte characters.
(Be at Bradley's presentation.) ↗



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 Seaford, New York 11783-0180



After the Q&A and business at our next meeting in March, we will feature some of LIMac's special interest groups, to show everybody a little of what our other groups accomplish when they gather together.

Friday, March 13th, at 7 p.m.
Building 300 (Anna Rubin Hall)
New York Institute of Technology

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Helen and Sheldon Gross
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Note: *Sore Eyes* site referrals are for your information only. Neither the Grosses nor LIMac endorse any of the sites or their products.



TIP!

Speeding Up Photoshop:
 First, choose *Photoshop* > *Preferences* > *General* and change the default setting of the *History States* to 5. Although the feature is nice, it's one of the biggest culprits that causes the program to slow down.

Sore Eyes

Spent a very interesting evening recently. We're using *iChat* instead of *AIM (Instant Messenger)* now and *version 2.0* comes with Panther (*OSX 10.3.2*). My son sent a message from Virginia and started the ball rolling. *iChat* works like *AIM* but has a few more fillips. First we were merely chatting in text, and I found that *iChat* had more interesting fonts and also they were easier to set up. Also, *iChat* is in a more interesting format, and the identifying speaker can be designated by a specific icon.

Then Steve set up an audio chat and although it was visible on my Cube, I could not hear his voice. This problem was easily rectified by increasing the volume on my computer, but there is no built-in microphone, and we still have to tear the house apart looking for the microphone which I know is somewhere in the house. We then switched to Shel's iBook. This worked perfectly. We were able to talk back and forth and it was really like a conference call.

Finally Steve tried a video chat. It didn't work on the iBook at all. Couldn't see a picture. Steve has the *iSight* camcorder on his computer, but no picture showed up on the iBook. Then, wonder of wonders, the picture showed up on the Cube. Here we could take part in a video chat, but we had to respond with text. It was really a one-way text response video chat. It lasted quite a long time and had the feel of a real visit.

Now the puzzle! According to *AppleCare*, it will be necessary to attach a digital video camera through *Firewire* for the video chat to work on the iBook. Naturally the next step will be to purchase a *Firewire* camcorder. We're still looking but will probably go for the (**Sore Eyes continues on Page 3**)

User Group News

These special offers are brought to you by the Apple User Group Advisory Board. You must be a current user group member to qualify for these savings. All of the offers below require codes, passwords etc. for savings, e-mail Max Rechtman for any codes that you might need.

► **Take Control Electronic Books** *No expiration date.* Adam and Tonya Engst of TidBITS have a 10% discount for all orders in their new Take Control electronic book series.

Take Control ebooks provide highly practical, tightly focused, inexpensive help from leading Macintosh authors. Titles are delivered in PDF layout with active links, and are optimized for on-screen viewing. www.tidbits.com/takecontrol/. Current titles include:

Take Control of Upgrading to Panther, by Joe Kissell. *Take Control of Customizing Panther*, by Matt Neuburg. *Take Control of Users & Accounts in Panther*, by Kirk McElhearn. *Take Control of Sharing Files in Panther*, by Glenn Fleishman.

► **RecoSoft PDF2Office Expires May 31, 2004.** *PDF2Office* converts PDF documents into editable *Microsoft Word*, *RTF*, *AppleWorks*, *HTML* and other file formats. *PDF2Office* re-creates the original layout of the document, forming paragraphs, applying styles, re-grouping independent graphics elements, extracting images, creating tables, and processing headers/footers, endnotes/footnotes and columns/sections. Regular price: \$129 (US), User Group price: \$89 (US) Order *PDF2Office* at: www.digitalriver.com/.

► **XtremeMac Expires May 31, 2004.** XtremeMac has a 20% discount on all iPod accessories, as well as 20 percent off our new *RecipeManager* software; awarded Best of Show at MacWorld Expo. Choose from (**User Group News continues on Page 3**)



Max Rechtman
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While you're in the *General Preferences* section, also deselect the *Export Clipboard* check box. That way, you won't be waiting for *Photoshop* to transfer the data to the *Clipboard* every time you move to another program.

If you have an external drive, you can save time by assigning it as the scratch disk. Just choose *Plug-Ins & Scratch Disks* from the *Preferences* pop-up menu and then select the disk in the *First* pop-up menu of the *Scratch Disk* section.

Finally, choose *Memory & Image Cache* from the *Preferences* pop-up menu and bump the value in the *Memory Usage* section labeled *Maximum Used By Photoshop* to around 75 to 80%.